

SO, WHAT CAN VOICE CARRIER PHONE SYSTEMS DO?

ADMIN + OPERATIONS

Assign Features by Extension
 Analog Phone Compatible
 ATAs & SIP Phones*
 Backup/Restore All System Settings
 Cell Phone Compatible
 Call Accounting Output (SMDR/CDR)
 Call Analytics
 Call Directories: Placed, Received, Missed
 Call Logs
 Cordless Phone Compatible
 Hands Free Speakerphone
 Headset Compatible
 Interactive Voicemail Configuration
 IVR Configurable Menus
 PBX Real-Time Dashboard
 Personalized Greetings*
 Review Call History by Extension
 Review Payment History
 Softphone Compatible
 Tablet Compatible
 Time of Day Routing
 Unified Billing for Remote Employees
 Upload Custom Hold Music
 User Online Extension Management
 Virtual PBX Online Management

OFFICE FEATURES

911 SMS Alerts (E911)*
 Abbreviated Dial Access
 Busy Lamp Field
 Branch Office Direct Dialing
 Call Detail Records Interface*
 Clear HD Voice Quality
 Cloud-Based Hosted PBX
 Concurrent Call Pricing
 Custom Greetings & Messages*
 Custom Schedules
 Direct Inward Dialing (DID)
 Direct Outward Dialing (DOD)
 vFax* Paperless
 Fax to Email*
 Flat Monthly Rate
 Flexible Contracts
 International Extension Dialing
 Local/Long Distance Calling
 Message Waiting Indicator
 Multiple Ring Tones
 One Extension on Multiple Devices
 Onsite or Remote Direct Dial
 Paging Group
 Superior Quality of Service
 Limitless Extensions
 Virtual Receptionist
 Voicemail
 Voicemail to Email*

CALL MANAGEMENT

Anonymous Call Rejection
 Answering Rules
 Auto-Attendant(s)
 Auto Divert
 Auto Reject
 Call Blocking

Call Forward
 Call Group
 Call History
 Call Hold & Retrieve
 Call Hunt
 Call Park/Pickup
 Call Queue*
 Call Return
 Call Routing
 Call Screening
 Call Transfer: Blind, Attended, Direct
 Call Waiting
 Caller ID Inbound/Outbound Calls
 Caller ID Block
 Caller ID Station-to-Station (CLID/CNID)
 Caller ID Name (CNAM)*
 Click to Dial
 Do Not Disturb
 Dial by Extension Free
 Direct Trunk Access
 Dynamic Caller ID
 Find Me Follow Me
 Group Pickup
 Last Number Redial
 Missed Call Notification
 Multiple Calls Per Line
 Multi-Call Park Groups, One PBX*
 Mute from Speakerphone/Handset
 On-Hook Dialing
 Ring Back Support*
 Speed Dialing
 Simultaneous Ring

CONFERENCE + COLLABORATION

Conference Bridge
 Conference Phone Integration
 Full Duplex Speakerphones
 Meet Me Conference Bridge
 Ring Groups
 Three-Way Conference Calling

PHONE NUMBERS

Direct Phone Numbers
 International Local Numbers
 Port Existing Phone Numbers*
 Simplified N. America Numbering Plan
 Toll-Free 800 Numbers*
 US Local Numbers in Any Area Code
 Vanity Numbers

SUPPORT + SECURITY

100% US-Based Customer Support
 24x7 Hardware/Software Support
 24x7 Network Monitoring
 24x7 PBX Monitoring
 Dedicated Call Process Escalation Team
 Power Fail/Emergency Line Capabilities

RELIABILITY

DR²+ Double Redundancy Data Centers
 Duplicate On-Site & Cloud PBX Optional
 Free Upgrades Deployed Remotely
 Geographic Failover
 PBX Manufacturer Certified
 Power Fail/Emergency Line Capabilities

VOICEBOX™

Wireless Desk Phones
 Anywhere Installation
 Ethernet Not Required
 Landline Not Required
 Online Configuration
 Powered by 4G LGE
 Portable or Permanent
 Pre-Programmed Phones & Device
 PBX System Compatible

CALL CENTERS

Advanced Ring Strategies
 Agent Login/Logout
 Call Center Monitoring/Reporting
 Custom Queue Hold Message
 Custom Queue Hold Music
 Escape from Call Queue
 Pre-Call Announcement
 Queue Call Barge*
 Queue Call Recording*
 Queue Call Spy*
 Queue Call Whisper/Monitoring*
 Report Caller Hold Time
 Unlimited Call Queues*
 Wait Time Announcement

HOSPITALITY

911 Staff Notification
 100 Wake-Up Calls Per Minute
 E911 Compliant
 PBX-PMS Integration
 Analog Phone Compatible
 Auto-Attendant
 Auto-Post Guest Telephone Charges*
 Automatic Room Status Restrictions
 Call Accounting System Integration*
 Call Monitoring
 Central Reservation System
 Check-In/Check-Out Functionality*
 Cloud-to-Cloud PMS Interface*
 Convention Hall Connect
 Virtual Concierge
 Cordless Handset Compatible
 Customer Service Record (PBX/Key/
 Multiline)
 Customizable Dial Plan
 Do Not Disturb
 Guest Voicemail
 In-Room Maid Status
 Night Service
 Off-Season Cost Reduction
 Online PMS Management
 PMS Integration*
 Recorded Announcements
 PMS Link to Front of House System*
 Priced Call Records & Billing
 Reservations Call Distribution
 Suite Grouping for Multiple Rooms
 Two-Way Radio Compatible
 Wakeup Calls

* Premium Feature

