

# SMART HOSTED PBX

Our Smart Phone and Hosted product line is a feature-rich service that provides more functionality and enhancements than a traditional PBX. It is ideal for any business that wants to replace their antiquated equipment and gain total control of the telecommunications environment.

As a Smart PBX customer, you can choose a multitude of options to suit your particular requirements. Standard Features provide basic functionality and the cost savings of VoIP service. Enhanced Features offer robust, customized solutions specific to your company's needs. You can also take advantage of a la carte add-ons and call enhancement options.



## COST BENEFITS:

- No more expensive maintenance contracts.
- Reduce the costs associated with MAC (moves, add-ons, changes).
- New software releases offered at NO COST to existing customers.
- No planned obsolescence or need to upgrade your phone system every 5 years.

## RUN YOUR PBX OVER:

- Fiber Lines
- Fixed Wireless
- Ethernet Over Copper
- Cable
- T1
- BYOB: Bring Your Own Bandwidth.

## ENHANCED FUNCTIONALITY:

- Consolidate your voice and data networks seamlessly.
- Ensure compatibility with the latest phone technology by upgrading your software, not your hardware.
- Dial remote offices as an extension to your office.
- Offsite phone management ensures access to voicemails in the event of an electrical outage.
- Users can work from home without purchasing additional equipment.

## - Other Solutions Include -



Voice Services



Data, WiFi & Internet



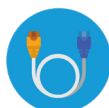
Network Security



Smart Phone ++



Smart Chat ++



Network Wiring



Rack & Stack



Smart Hands



Smart Tile

*...and much more!*

## SMART FEATURES

<b>Individual Direct in Dial Numbers:</b> Bypass an auto attendant or receptionist and reach a user directly with their own, personal phone number.
<b>Inbound and Outbound Caller ID:</b> Call details appear on the phone when a call is placed or received.
<b>Call Waiting/Transfer/Forwarding:</b> Transfer calls, receive calls while currently on the line, and set phone to ring to another device.
<b>Three-Way Conference Calling:</b> Conference in two other people, for a total of three parties on the line.
<b>Directory Dialing:</b> Program corporate and personal directories.
<b>Custom On Hold Music:</b> Let callers hear user-created music on hold.
<b>Missed Call Notification:</b> Receive email notifications any time a phone call is missed.
<b>Shared Call Line Appearance:</b> Let Reception/Administrators identify what number/extension the caller is calling for.
<b>SmartRing (Find Me/Follow Me):</b> Phones ring in a predetermined sequence or simultaneously until user or voicemail picks up.
<b>Selective Inbound Call Block:</b> Block a specific number from calling your company.
<b>Speed Dial:</b> Set up personal speed dials from each phone.
<b>System Operation Times:</b> Turn your system operation times on and off.
<b>Fax to Email:</b> Send and receive faxes directly to email as an attachment.
<b>Web Receptionist:</b> View current phone users, voicemails, and transfer calls via a web client.
<b>PIN Codes:</b> Create enterprise-wide PIN codes to make outgoing calls.
<b>Call Park:</b> Put a call on hold on one telephone and continue the conversation from any other telephone from any location in the world.
<b>Intercom:</b> Two-way audio communication via intercom.
<b>Disaster Recovery:</b> Guaranteed method to ensure you never lose service during an outage or natural disaster.
<b>Busy Light Fields:</b> Recognize whether an extension is in use or not. The extension will light up and allow an Admin or Executive user to monitor and answer that extension.
<b>Softphone:</b> A softphone application that installs on your desktop, iPad and/or cell phone, and mirrors your business phone.
<b>Web Admin/User Portal:</b> Administer your phone or system through an online portal.
<b>Paging:</b> Communicate one-way announcements to other parties.
<b>Advanced Paging:</b> Communicate announcements to other parties via external IP speakers.
<b>Call Recording:</b> Record and store phone calls.
<b>Outlook Integration:</b> Make calls directly from Outlook.
<b>Call Reporting Logs:</b> Review call activity in real time, as well as in a CSV file.
<b>Unlimited Virtual Extensions:</b> Create unlimited extensions with the ability to customize each extension differently.
<b>Call Queues:</b> Place multiple calls in a queue to be answered by the next available operator.
<b>Advanced Call Queue Analytics:</b> Record and report call queue data for every employee logged in while tracking daily traffic and wait in-between calls.
<b>Web Receptionist:</b> View current phone users and voicemails, and transfer calls via a web client.
<b>Customized APIs:</b> Create and design custom interfaces geared specifically to your company's preferences.
<b>Bulk SMS:</b> Send private and secure communication to employees and customers via Omni WEB Portal.
<b>Unlimited Auto Attendants:</b> Pre-recorded responses allow callers to press a key and be routed to the associated destination.
<b>Conference Bridge Center:</b> Create a branded, customizable call center to organize a conference call at any time with a large number of participants using a dial-in number and PIN code.
<b>Alternate Line Softphone:</b> Have up to 5 registered softphones included with each seat.
<b>Outbound eFax:</b> Send faxes from your desktop or mobile device email.
<b>Desktop Video Conferencing:</b> Connect to video-conferencing bridges and participate in video conferences from your desk phone.
<b>Smart Chat ++:</b> The all-in-one team collaboration platform for secure audio, video, file/screen sharing and more.
<b>Voicemail to Email:</b> Ability to receive voicemails to the user's email address. Provides a text transcription of a voicemail in the body of an email, as well as an audio file as an attachment.
<b>Voicemail to Transcription:</b> Allow voicemails to be transcribed into text that can be sent to a designated email address.