

PERSONAL FEATURES

Package	P	Std	Ext	Package	P	Std	Ext
Dial Tone/Connectivity	•	•	•	Directed Call Pickup	•		
Extension Dialing	•	•	•	Directed Call Pickup w/Barge-in	•		
Call Forwarding (Always, Busy, No Answer, Remote Access)	•	•	•	Distinctive Alert/Ringing	•		
Call Waiting	•	•		Multiple Call Arrangement	•		
Anonymous Call Rejection	•	•		Priority Alert/Ringing	•		
Auto Callback (Intragroup)	•	•		Push-to-Talk (Intercom)	•		
Call Hold	•	•		Remote Office	•		
Call Return	•	•		Selective Call Acceptance	•		
Call Trace	•	•		Selective Call Rejection	•		
Call Transfer	•	•		Sequential Ring	•		
Cancel Call Waiting per Call	•	•		Shared Call Appearance	•		
Calling Line ID Delivery	•	•		Simultaneous Ring	•		
Calling Name Delivery	•	•		Voice Portal Calling	•		
Calling Line ID Blocking per Call	•	•		Outlook Toolbar	•		
Consultation Hold	•	•		Outlook Integration	•		
Do Not Disturb	•	•		Click-to-Call (Website/Email/Outlook)	•		
Last Number Redial	•	•		Enterprise Dialing	•		
Speed Dial 8 & Speed Dial 100	•	•		Call History/Logs	•		
Three-Way Calling	•	•		Call Control	•		
Call Swap	•			Speed Dial (10/100)	•		
International Calls from Mobile	•			3 Way Conferencing (plug-in option)	•		
Shared Call Appearance	•			14-Way Conferencing (plug-in option)	•		
Call Forwarding When Not Reachable	•			Voicemail (Voicemail to Email)	•		
CommPilot Personal Web Portal	•	•					
Alternate Numbers	•						
Automatic Hold/Retrieve	•						
Call Forwarding Selective	•						
Call Screening by Digit Patterns	•						
Calling Line ID Blocking	•						
Calling Line ID Delivery per Call	•						

GROUP FEATURES

Package	P	Std	Ext
Group Web Portal	•	•	•
Moves, Adds & Changes	•	•	•
Call Intercept	•	•	•
Calling Group ID Delivery	•	•	•
Calling Line ID Configuration	•	•	•
Calling Plans (Incoming/Outgoing)	•	•	•
Configurable Extension Dialing	•	•	•
Configurable Feature Codes	•	•	•
Configurable Feature Code Prefix	•	•	
Device Inventory	•	•	
Group Resource Inventory Report	•	•	
Hunt Groups	•	•	
Loudspeaker Paging	•	•	
Series Completion	•	•	
Voice Portal	•	•	
Account Codes	•	•	
Authorization Codes	•	•	
Busy Lamp Field Support	•	•	
Call Capacity Management	•	•	
Call Park	•	•	
Call Pick-Up	•	•	
Music On Hold	•	•	
Enhanced Outgoing Calling Plan	•	•	

A LA CARTE FEATURES

Messaging

► This service enables users to record messages from callers for calls that are not answered within a specified number of rings or for calls that receive a busy condition.

- VOICE MAILBOX
- MESSAGE MANAGEMENT
- VOICE MESSAGING CALL BACK
- VOICE MESSAGE WAITING INDICATION
- VOICE MESSAGING NOTIFICATION *
- VOICE MESSAGING TO E-MAIL *
- CALL NOTIFY *
- VOICE MAILBOX INTEGRATION

(* REQUIRES CP PERSONAL WEB PORTAL)

Auto Attendant

► Auto Attendant provides enterprises with a powerful and flexible tool to field inbound calls and deliver them to the intended destination through interactions with the caller. Once connected to the Auto Attendant, the caller is played a greeting that provides a menu of options to complete call routing.

- CUSTOMIZABLE MENU OPTIONS
- DIAL BY EXTENSION
- DIAL BY NAME
- HOLIDAY SCHEDULE
- TRANSFER TO OPERATOR
- RECORD GREETING REMOTELY
- RECORD USER NAMES

A LA CARTE FEATURES**Call Center/ACD**

► Businesses can establish technical assistance lines, customer support numbers, or order-taking centers. Multiple call centers can be supported per business. Incoming calls to a call center are presented to the next available agent.

AGENT LOGIN/LOGOFF
CALL QUEUING
MULTIPLE CALL DISTRIBUTION POLICIES
MUSIC ON HOLD
NIGHT SERVICE
OUTLOOK CONTACT INTEGRATION
OVERFLOW
SCREEN POPS
STATISTICS
SERVICE INTEGRATION
QUEUE ESCAPE
QUEUE FLUSHING

My Receptionist

► This web-based service enables a user (for example, a receptionist) to monitor a configurable set of users in their business group. Display information, includes name, telephony state (idle, busy, DND), number and extension of each monitored user.

Web Conferencing

► The Conferencing service allows group administrators and users to create multi-port conference bridges that can be used by members of the group and external parties to hold scheduled, recurring, reservation-less, and ad-hoc conferences.

AUDIO & WEB CONFERENCING (SCHEDULED, RECURRING, RESERVATIONLESS, AD-HOC)
MEET-ME AND DIAL-OUT
SHARE MS POWERPOINT
MODERATOR/IN-CALL CONTROL
PIM INTEGRATION
REPORTING
RECORDING

Simultaneous Ring

One number rings all your phones. You'll never miss another call...unless you want to.

One Voicemail Box

All your messages are in one place. No more calling multiple voicemail numbers. In addition to calling for your voicemails, they can be converted to email and automatically placed in your Visual Voicemail inbox. There you can save your messages for life, forward them to friends or associates, and prioritize or search for them with ease.

Outlook Toolbar

This amazing little toolbar fully integrates with Internet Explorer® and Outlook® to easily turn on and off advanced calling features. Click-to-call, view detailed call logs, transfer calls to voicemail, conference up to 14 participants and much more, all by clicking an icon on the IPFone Toolbar.

14-Way Conferencing

Imagine no more waiting on a conference deck. 3-way call is so easy and you can add up to 14 phone conference attendees "on-the-fly".

Push-to-Talk

The intercom for the 21st Century! This is the perfect tool for immediate communication for quick conversations between an executive and assistant or between co-workers collaborating on a project.

Call Control

You control what happens when someone calls you. You can send all your calls directly to voicemail or select the numbers you wish to hear from at certain times of the day. A few clicks on your web portal and you're ready to go.

Custom Ringback Tones

The phone company has been telling us for years that we should listen to "ring-ring" while we wait for someone to pick up. Why not play a favorite song or a marketing message instead?

Click-to-Call

Makes returning voice mail calls, calling numbers on a web page or contacts in Outlook simple. From any screen on your computer, just highlight the number and click. IPFone does the rest!

GROUP FEATURES**Disaster Recovery**

Allows you to have continuous communication even in a disaster. Your calls can be re-directed to another location. If a customer calls your office line the call is automatically re-routed by IPFone to another line that is not affected by the disaster. You'll never miss a call!

Receptionist

This A-class IP Attendant Console is easy to use for receptionists or attendants who screen inbound calls for enterprises. This feature accurately delivers messages via a one-step process when people are unavailable. The intuitive design follows natural workflow of a call from the top of the screen.

Call Swap

Change phones in the middle of a call; just press the star button. Your caller won't hear the switch. You can also transfer a call to your cellphone or move the call from your cell to a landline. If you are having issues with your cell signal, switch to a landline by hitting the star button.

International Calls

Make international calls from your cell phone for a fraction of the cost. Instead of making direct calls through mobile carrier, make a local call through the IPFone portal. You pay pennies per minute instead of dollars.

Remote Office

Turns your cell phone, home phone, or even hotel phone into your office phone. Any call you make from that phone is billed to your office. The caller ID shown is your office number. And all calls are directed to your remote phone, whether you are across town or across the ocean!