

Internet Phone System User Equipment, Features & Apps

Equipment that Connects to the Internet Phone System

IP Phone (Desk/Wall)



Teleworking Apps for Computers & Smartphones



Analog Devices



Hosted PBX Feature Description

User Type Features

Enhanced User

Basic User

All Users are assigned a line and DID Telephone Number

✓

✓

4 Digit Extension Dialing - User to User

✓

✓

Call Hold, Call Transfer, Call Park & Park Pickup

✓

✓

Do Not Disturb

✓

✓

Inbound Caller ID Name/Number & Call Waiting with Caller ID

✓

✓

Line/User Monitoring (limited to phone programmable buttons)

✓

✓

Outbound Caller ID Name/Number

✓

✓

Three Way Calling

✓

✓

Voicemail with Voicemail to Email

✓

Fax to Email with Direct Inward Dial Fax Number

✓

Call Forwarding

✓

Enhanced User Web Portal (user control of predefined features)

✓

Included System Wide Services & Features

Add-on Apps/Billable Services

Hunt Groups with Group Direct Inward Dial Numbers

Mobility Apps for Enhanced Users

Paging (page all phones or individual phones)

Conversation Analytics - Call Recording

Music on Hold

Time Spent Analytics - Next Day Call Reports

Acoustic Fence to Eliminate Background Noise

Call Center

Short Codes aka System Wide Speed Dial Numbers

CRM Integration

Main Number Call Manager w/ General Voicemail Box (1 included)

Encrypted Voice for added security

Easy Auto Attendant (1 included)

Premium Auto Attendant

Administrator Web Portal (system-wide user control)

Anywhere Telephone Numbers (US Domestic area codes)

Internet Phone System

User Type Description

IP Phone (Desk/Wall)



Enhanced User PBX features are for your office workers. Additional apps are available that complement productivity.

Basic User PBX features are for phones that are located in emergency shelters and common areas such as conference rooms, break rooms, server rooms, warehouses, etc.

Teleworking Apps for Computers & Smartphones



Virtual/Softphone User PBX features are for office workers who work remotely, or who prefer to use a softphone instead of an IP desk phone. Additional apps are available that complement productivity.

Analog Devices



Analog Enhanced User PBX features are used when you incorporate your own analog phone into the system. Additional apps are available that complement productivity.

Analog Basic User PBX features are used for devices such as fax machines, postage machines, etc. that require analog signaling to work.

Central Office Lines Required for:
 Fire - Security - Elevator
 Situational based on city ordinances.