

# Cbeyond Virtual Phone System

Free your business from the expense and maintenance of an on site phone system. Cbeyond's Virtual Phone System is feature-rich and easy to use. Enjoy the latest technology at an affordable price from the company that built the world's first IP network for voice and data.

## Virtual Phone System Features

- **Professional Seats**—Individual extension numbers and handsets for your employees for making and receiving calls. Extension to extension dialing, Direct Inward Dial numbers, and Voicemail are included. Enhanced features and mobile integration are available.
- **Auto Attendants**—Prompts callers to route the call via the key pad. A destination can be other features and functions, such as: a user, another Auto Attendant, or Hunt Group, etc.
- **Allow or Block Calling Behaviors**—Enables or disables the ability to dial certain numbers—900, 976, Domestic or International long distance, directory assistance or operator assisted calls.
- **Account Codes Verified**—Requires an employee to enter a predetermined code to initiate a call, which allows cost center and call user tracking.
- **Account Codes Unverified**—Requires an employee to enter a code of a specific length to place calls. A specific sequence of numbers is not required.
- **Assign Seats to CbeyondOnline Login**—Assigns one or more seats to a CbeyondOnline Account, enabling the user to administer features associated with them.
- **Company Time Schedule**—Schedules blocks of time for call forwarding or other call assistance features that are available for use by the entire company.
- **Individual Time Schedules**—An individual employee schedules blocks of time for call forwarding or other call assistance features for personal use.
- **Hunt Groups**—Routes a call to multiple employees based on a customizable distribution policy.
- **Telephone Directory**—A list of employees' telephone numbers per location.

## Professional Seat Features (included for all seats)

- **Call Forwarding Always**—Redirects all incoming calls to another phone number.
- **Call Forwarding Busy**—Redirects calls to another destination when an incoming call encounters a busy condition.
- **Call Forwarding No Answer**—Redirects calls to another destination when an incoming call is not answered within a specified number of rings.
- **Call Transfer**—Transfers a call to a specified destination using the associated phone button or flash hook.
- **Call Waiting**—When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone. If desired the employee can switch to that call using the designated phone button or flash hook.
- **Custom Voicemail Greeting Upload/Selection**—Records or uploads a custom outgoing message that callers hear when they are directed to voicemail.
- **Do Not Disturb**—Treats incoming calls with a busy signal or according to Call Forwarding Busy settings.
- **Last Number Redial**—Redials the last number called by clicking the Redial button on your handset or by dialing \*66.
- **Music on Hold Upload/Selection**—Uploads audio files that will play when a caller is placed on hold.
- **Outbound Caller ID Blocking**—Prevents caller ID from being displayed when making calls.
- **Scheduled Call Forwarding**—Creates a custom time-based schedule for forwarding a call based on a combination of criteria.
- **Remote Access to Call Forwarding**—Allows call forwarding from any location.
- **Speed Dial**—Stores multiple numbers and rapidly dials them by pressing \*2-9 on the keypad.
- **Three-Way Calling**—Allows a user to join two calls at the same time.
- **Voice Portal Dial-in**—An interactive voice response (IVR) application that can be called from any phone to manage services or to change pass codes.
- **Voicemail**—Records and stores voice messages that can be retrieved by the intended recipient.



**Awards and Recognitions:** Microsoft Gold Hosting Partner, Microsoft Partner of the Year 2009 & 2010, Forbes America's Most Trustworthy Companies 2012

### Executive Feature Set

The executive feature set has all of the features of the professional seat, plus:

- Remote Office—Receive incoming calls while away from your office location, such as a home office or mobile phone. In addition, outgoing calls appear as if you are making them from the office using Click-to-Dial.
- Selective Call Acceptance—Defines criteria to allow certain incoming calls based on Caller ID, time of day, or day of week. All other calls are blocked and the caller is informed that the user does not wish to receive the call. Multiple criteria sets can be defined.
- Selective Call Rejection—Defines criteria to block certain incoming calls based on Caller ID, time of day, or day of week. If an incoming call is blocked, the caller is informed that the user is not accepting calls. Multiple criteria sets can be defined.
- Sequential Ring—Defines criteria for sequentially alerting up to five numbers for incoming calls. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing any key.
- Simultaneous Ring—Enables up to ten phones to ring simultaneously when calls are received. The first phone to be answered is connected.
- Anonymous Call Rejection—Prevents a caller from reaching you when their number is not identified. Calls from within the company's phone network are not affected by this feature.

- Multi Number Enable\*—Assigns up to ten numbers and/or extensions with the option of enabling a distinctive ring for calls to second and third numbers. For outgoing calls, the primary number is the calling line identity.
- Toolbar Feature (downloadable client)—Users of Microsoft Outlook, Microsoft Internet Explorer, or Mozilla Firefox can manage incoming and outgoing messages, use Click-to-Dial, maintain up-to-date connection information and configure controls on calls and voice mail.
- Mobile Hot Swap\*—Users can seamlessly interchange calls between office and mobile phones to carry calls with them or to share calls with others using speaker phone. Plus, users never miss a call because their office and mobile phones ring simultaneously. Users can also dial colleagues using company extensions from a mobile phone.

### Receptionist Feature Set

The receptionist seat has all of the features of the professional seat with the addition of:

- Receptionist (Basic)—Allows a receptionist to answer incoming calls, transfer them or park them for up to 30 additional employees. This feature requires a phone side-car.
- Receptionist (Advanced)—Allows a receptionist to answer incoming calls, transfer them or park them for up to 200 additional employees. This feature requires a phone side-car.

\*These items can be purchased separately and added to any seat.

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