



### **Unlimited Inbound Calling**

CONNECT customers receive unlimited inbound calls, free extension-to-extension, as well as calling to and from any other CONNECT subscriber. Standard per/min charges still apply on toll free numbers.

### **Unlimited Outbound Calling**

Standard and TEAM Editions feature unlimited outbound calling to any residential or business telephone number in the United States, Canada, Puerto Rico, Guam, US Virgin Islands, France, Ireland, Italy, Spain, and United Kingdom, as well as discounted calling to other locations worldwide. Calls to cell phones are also included for the United States and Canada.

### **Dedicated Phone Number**

Each CONNECT phone comes with its own phone number (DID). Any DID can be repointed to the Auto Attendant if needed. Additional phone numbers (Virtual Phone Numbers) can also be purchased.

### **Toll Free Numbers**

CONNECT offers inexpensive toll-free number service for your business. Add a toll-free number service for \$10.00 per month.

### **E911**

CONNECT provides E911 services to all its business customers as mandated by the FCC.

### **Phone Number Porting**

Local Number Portability (LNP) enables consumers in the United States to transfer their existing telephone number (traditional or Internet based) from one phone service provider to another. With CONNECT you can request your number to be ported free of charge.

### **Virtual Numbers**

Be in two places at one time. Virtual Numbers is a great added feature to your CONNECT service plan. Do you need to service large numbers of customers in a particular city or state? Simply add a Virtual Number and give them a local number to call you. Virtual Phone Numbers are available in most U.S. area codes.

### **Voicemail**

600 hours of voicemail storage. Check your voicemail from your extension, HUD or remotely from any phone. Voicemail to email via .wav files. Also, online access via the web control panel.

### **Phone-based Management**

Manage popular calling features directly from your phone. CONNECT subscribers can initiate Caller ID Blocking on/off, Call Return, and Call Waiting Disable with the press of a few keys.

### **Call Transfer**

Route calls with ease whether from extension to extension or extension to PSTN.

### **Call Forwarding**

Users can use their personal Web Admin Panel to enable automatic call forwarding to an internal extension or external number based on any number of rules. Rules include "Busy", "On no answer", "Unconditional", and "On Internet Outage"

### **Do Not Disturb**

When you are in an important meeting or need quiet time, put your phone in a state that will not ring and have them automatically forwarded to voicemail.

### **Caller/Call Waiting Number**

Get the Caller Number (if available) of all incoming calls on the display of your phone.

### **Click-to-Call**

Click-to-Call is a plug-in for the Firefox web browser that turns any phone number on any web site into a click-to-call link. Use Click-to-Call with CRM software for instant productivity gains.

### **Scheduler**

Want to play different messages to callers at different times of the day? Or perhaps you want an entirely different Call Menu on weekends and holidays , with different options or your callers to choose from. Use Fonality's intuitive Scheduler to create and apply schedules that will make your phone system work for you.

### **Night Mode**

Have a small office that opens when your first employee arrives and closes when your last employee leaves? Night mode is a feature for companies that want to "turn on" their phone system in the morning and put it to night mode at the end of the day with a few key presses.

### **Auto-Attendant**

This feature lets callers "Press 1 for Support" or "Press 2 for Sales." Auto-Attendant is as easy to use as it is powerful. With simple clicks of the mouse you can manage call flow, build scheduled responses and more.

### **Music on Hold**

CONNECT Standard Edition comes with 2 play lists (MP3 Files).

### **Ring All**

Each CONNECT deployment comes with a free Blast Group. A Blast Group takes one inbound call and rings all phones. The first to pick up gets the call. Of course you get to choose which phones go into the Blast Group.

### **Name Directory**

CONNECT comes preconfigured with a “spell-by-name” directory. Callers are simply prompted to “spell the first three letters of the party’s first or last name” and then automatically connected to the requested extension. The administrator can easily exclude specific extensions.

### **Telecommuters**

Employees can travel outside the office or between offices with an IP phone (or soft phone) and keep their same extension numbers. Never again will you have to leave the message, “I am out of the office today.” Answer your extension from home, the hotel, or even your cell phone as if you’re still glued to your cubicle!

### **Web Admin/User Panel**

- An admin panel for administrators, giving them the ability to manage all aspects of your phone system remotely.
- A user panel for individual users, allowing them to manage their personal configurations (such as listen to voicemail, click to call people back, and much more) from anywhere in the world!

### **Powerful Call Log Reporting**

From the Web Admin Panel, you can view real-time call logs for all extensions with powerful search and filter parameters.

### **Instant Message (In HUD)**

Employees can send instant messages on your own private chat network. This feature is perfect for companies that have turned off external chat as a time-saver and call centers that want to text-whisper to agents while on the phone. All chat messages are encrypted by industry standard SSL 128 bit encryption.

### **Google Contacts (In HUD)**

Chat with your external Google contacts directly from within HUD. Users are able to either add a single Google Talk contact, or import their entire Google Talk contact list into HUD.

### **Photo Caller-ID (In HUD)**

HUD just got a facelift. Once a user uploads their photo via the Web User Panel, you will now see their gorgeous mug whenever you interact with them in HUD (calling, conference, voicemail). In addition, we now support the Outlook 2007 photo feature to show pictures for calls to/from external numbers.

### **Visual Voicemail (In HUD)**

Wherever you HUD, there's your voicemail! The new visual voicemail component enables users to play, delete, and flag their voicemails, in addition to calling the user back, initiating a chat with the user, or adding the user to Outlook. HUD Voicemail also supports Photo Caller-ID, allowing you to see that befitting smirk while they are yelling at you.

### **Contact Cards (In HUD)**

Mouse over a contact to show their name, photo, and other contact details.

### **Desktop Alerts (In HUD)**

Desktop alerts show the phone number (if available) or names of people stored in your Outlook contacts for all incoming calls to your extension. Answer, ignore, or send the call to voicemail directly from the desktop alert. Selectable for outbound calls too.

### **Drag-and-Drop Calling (In HUD)**

Instantly place a call by selecting a phone number in any file or application and dragging it into HUD.

### **Call Transfer to Voicemail (In HUD)**

Transfer an incoming call directly to your own voicemail when you're busy with another call.

### **Call Transfer to Hold (In HUD)**

Place calls on hold by transferring them to your on-hold area when you need to take another call.