

All Standard Features +

Conference Bridge

A Virtual Conference Room is included with an extension number and password protection.

Extension Groups

Your organization may not be flat — meaning that some employees have responsibilities that others do not. Our new “groups” system allows you to build extension groups and then assign permissions to those groups.

Paging

Want to send a page to the whole company or just a certain set of employees? Simply build a “group,” assign that group an extension number and begin paging them!

Intercom

Many companies offer Intercom, but do you know any others that offer Zone Intercom? 1:1 or you can dial a zone and have an adhoc conference with everyone in that zone!

Voicemail Groups

Want to send a voice message to multiple people? Use our Voicemail Group feature to easily build groups of people. Then just dial the number of your group and leave a message. Seconds later everyone in the group gets a new voicemail!

Two Extra Mailboxes

For shared or special use.

Call Return

When listening to their voicemail, your employees can press a key to call the person right back. This feature can be enabled or disabled on a per-employee basis.

Call out

When accessing Fonality’s voicemail system, your employees can make outgoing calls. This can be a great tollsaver allowing “billable” calls to be kept within your domain. You can enable or disable this feature on a peremployee basis.

Report Exporting

Extend Fonality’s powerful reporting engine to create .csv files that you can import into applications such as Excel and Access.

Customer Caller-IDs

Fonality lets you customize the inbound Caller-ID name/number to each department and lets you change your outbound Caller-ID on a per-extension basis. This allows you to block, reveal, or change the Caller-ID of every extension in your office!

IVR Authentication

You can password protect any part of your Auto-Attendant.

SMS/Pager Voicemail Notify

This feature gives you the ability to enter an SMS or pager email address in order to receive voicemail notifications on that device. These notifications are short in length and do not include the actual audio attachments. This feature can be used in conjunction with our Voicemail-to-Email feature.

Upload voice prompts

This feature gives you the ability to upload highly professional prerecorded voice prompts when simple recordings from your phone (Standard Edition) just won't do.

Multiple Auto Attendant

Have more than one company or direct dial department? Callers can have a different experience based on number dialed.

Two Virtual Extensions

Use them for automatic call forwarding out of your system.

Microsoft Outlook Integration (in HUD)

Inbound Calling: When your phone rings, the Caller-ID will be analyzed against your Outlook Contacts. If a match is found you will see the person's name pop-up!

Call from your Inbox: (in HUD)

Right-click on a contact or email message to call. Your phone rings and you're connected! Contact Import: Users are now able to import all HUD Contacts into their Outlook. Outlook 2003 or above is required

Easy Dialer (in HUD)

Place a call directly from HUD by typing in the desired phone number and clicking "Call". HUD will call your extension first, and then connect you to your outbound call.

Color-coded Call Status (in HUD)

See what the status is of your coworkers with HUD's color coded call status:

- Green - Inbound/outbound call
- Orange - Queue call

- Purple - Intraoffice call
- Grey – Unregistered

Mobile Presence (in HUD)

Mobile presence provides a visual presence to other HUD users when a contact's cell phone is connected to the system. Users are prompted with the Busy Ring-Back™ dialog when attempting to call a contact who is on their mobile.

Busy Ring-Back (camping) (in HUD)

Trying to call someone (using HUD) that is already on a call? You will now be given a choice to call them back when they are free, leave them a voicemail, or just be pushy and interrupt them right away.

Transfer a Call to your Mobile (in HUD)

Take the call with you by transferring the call to your own mobile phone!

Conference Component (in HUD)

With the visual Conference Component users now are able to see the all the participants in a conference bridge, in addition to the option to kick, mute, record, email, and chat with other participants in the bridge.

Click to SMS (in HUD)

Send a one-way SMS by right-clicking on your desired contact.

Click-to-Email (in HUD)

Click the email icon to easily send an email to any employee in your company.

Click-to-Call Mobile Phone (in HUD)

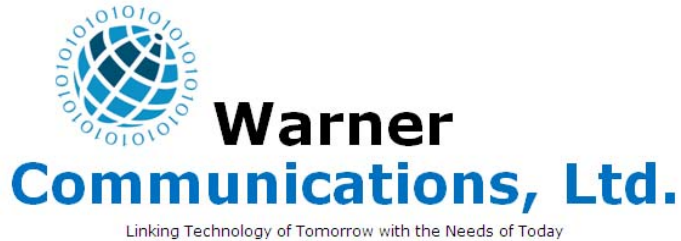
Click the mobile phone icon to instantly call any other employees on their cell.

Extension Sorting (in HUD)

Need to quickly know which employees are on the phone? HUD sorts your extensions in "continuous" mode, so you can always have your active callers at the top of the list. Perfect for managers who need visibility into employee activity levels.

Drag-and-drop Call Transfer (in HUD)

To transfer calls to any extension, voicemail box, on-hold or parking area, simply drag the call with your mouse from the call status area to the desired location.



Call Parking (in HUD)

HUD provides all employees the ability to view calls that are currently parked, tag parked calls with reminder notes, and drag calls between extensions, on-hold areas, and the parking area. Anyone in the company can answer a parked call from any phone - just dial the parked extension.

Contact Groups (in HUD)

For maximum efficiency, organize your display by departmental groups that mimic the way you operate. Simply build a group and start dragging extensions into it.

Operator Panel / HUD GUI (HUD itself)

HUD provides your organization with a full-featured operator panel, including unlimited on-hold and parking areas for every employee and easy tools for managing and transferring calls.