

#### CALL FEATURES

- **ACD QUEUES**
- **AUTOMATED ATTENDANT**
  - Company Operator Access
  - Directory dial-by-name
  - Multi-level Menus
- **AUTO ANSWER<sup>1</sup>**
- **BLACKLISTS**
- **CALL FORWARD**
  - On Busy
  - On No Answer
- **CALLER ID**
- **CALLER ID BLOCKING**
- **CALLER ID ON CALL WAITING**
- **CALL MONITORING**
- **CALL PARKING**
- **CALL QUEUING**
- **CALL RECORDING**
- **CALL ROUTING (DID & ANI)**
- **CALL TRANSFER**
  - Blind
  - Supervised
- **CALL WAITING**
- **CONFERENCE BRIDGE**
- **DISTINCTIVE RINGING<sup>1</sup>**
- **DIRECTED CALL PICKUP<sup>1</sup>**
- **DIRECT TRANSFER TO VOICEMAIL**
- **DO NOT DISTURB**
- **ENUM**
- **EXTENSION STATUS**
- **HOLD**
- **HOT LINE/RINGDOWN<sup>1</sup>**
- **INTERCOM/OVERHEAD PAGING**
- **INTERCEPT USER**
- **LAST NUMBER REDIAL**
- **MOBILE PHONE TWINNING**
- **MUSIC ON HOLD**
- **MUSIC ON TRANSFER**
- **PICKUP GROUPS**
- **REMOTE CALL PICKUP**
- **SPEED DIAL**
- **TALK DETECTION**
- **THREE-WAY CONFERENCING**

#### SUPPORTED CODECS

- **G.711**
- **G.729**

<sup>1</sup> Handset dependent

<sup>2</sup> Additional equipment may be required

#### CORE SYSTEM

- **BACKUP & RESTORE**
  - Automatic System Backup
  - Roll Back and Restore
- **DATE & TIME SYNCHRONIZED TO ATOMIC CLOCK**
- **DAYLIGHT SAVINGS TIME ADJUSTMENT**
- **JAVA GUI ADMIN INTERFACE**
- **LINUX OPERATING SYSTEM**
- **STREAMING MEDIA (ON HOLD)**

#### ATTENDANT CONSOLE

- **PHONE-BASED**
  - Call Transfer
  - Do Not Disturb
  - Housekeeping Status
  - Line Stats
  - Manual Check-in/out
  - Message Waiting
  - Park Calls
  - Restrict/Unrestrict Rooms
  - Set/Clear Wake-up Calls
- **PC-BASED**

#### HOSPITALITY

- **E-911 NOTIFY STAFF VIA PHONE & E-MAIL**
- **ENHANCED HOUSEKEEPING STATUS & REPORTING**
- **PMS**
  - Check-in/Check-out
  - Populate Names Directory
  - Room Status with ID
  - Room Changes/Moves
- **VIP WAKE-UP CALLS**
- **WAKE-UP CALLS WITH SNOOZE**
- **WAKE-UP CALL REPORTING**

#### NETWORK

- **ANALOG STATIONS/TRUNKS**
- **IP PHONE PLUG-AND-PLAY**
- **REMOTE OFFICE SUPPORT<sup>2</sup>**
- **QOS SUPPORT**
- **T1/E1 CIRCUITS**
- **SIP TRUNKING**
- **VOIP GATEWAYS**

#### REPORTING

- **ALARMS VIA E-MAIL OR SMS**
- **CDR & SMDR RECORDS**
- **CENTRALIZED LOGGING & ALARMS**
- **RESOURCE USAGE GRAPHS**
- **REMOTE SYSTEM MONITORING**

#### ROUTING

- **AUTOMATIC ROUTE SELECTION**
- **DIRECT INWARD SYSTEM ACCESS**
- **FLEXIBLE EXTENSION LOGIC**
- **HUNT GROUPS**
- **NUMBER TRANSLATIONS (ANI OR DNIS)**
- **ROAMING EXTENSIONS**
- **ROUTE BY CALLER ID**
- **SIMULTANEOUS RING**
- **TIME-BASED ROUTING**

#### SECURITY

- **AUTHENTICATION FOR SIP EXTENSIONS**
- **SECURE FIREWALL**

#### EMBEDDED VOICEMAIL

- **APPEND MESSAGE**
- **CALLER ID IN MESSAGE**
- **E-MAIL NOTIFICATION**
- **MESSAGE ENVELOPE**
- **PERSONAL GREETING**
- **VISUAL MESSAGE WAITING INDICATORS<sup>1</sup>**
- **UNIFIED MESSAGING (IMAP)**

#### SUPPORTED ADD-ON MODULES

- **HOTELMGR WORKFLOW MANAGEMENT**
- **INNCHARGE CALL ACCOUNTING**
- **INLINE IP VOICEMAIL**
- **ORDERLYSTATS ACD REPORTING**
- **PRIVATeline DYNAMIC DID**