



FEATURE SHEET

All Features: Hosted Voice

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| Date | Revision | Originator | Notes |
|-------------|----------|----------------|--------------|
| 10 /03/2017 | 1.0 | Frida Power | Initial copy |
| 18/05/2017 | 1.1 | Joshua Coucill | Revised |

Procedure Control

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Revisions: V1.1 Phase 1

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Features Summary: ConnectYou Essentials (Phase 1)

Below, an overview on the features available on the Hosted Voice platform.
This list will be updated as ConnectYou evolves.

Hosted Voice Portal

- Cloud Based PBX solution
- State of the art hosted PBX environment
- Presence (Busy Lamp Fields)
- Intuitive visual call flow design, innovative 'what you see is what you get' portal.
- Scalable infrastructure, ConnectYou grows with you.

Security features

- High Security as PBX can function just with HTTP, SIP ports open
- PBX can be accessed via IP authentication
- Fail2ban program that automatically block ssh access to PBX after 3 failed login attempts
- IP blacklist after several SIP registrations attempts with incorrect credentials

Provisioning

- Zero touch auto provisioning for QA Yealink devices.
- Minimal technical knowledge required to register any of the phones
- Phone features can be controlled remotely via the PBX

Updating settings on the PBX will update ALL phones that are auto provisioned

Carrier Grade Voice Codec

- Hosted voice using G711 and G729 codecs for Hosted Voice

Quality Assured (QA) Handsets and Routers

- Large range of QA hardware list, ranging from low cost simple setup to more comprehensive hardware packed with features to suit your company's requirements
- Range of QA Routers and Network Peripherals

Centralized multi-level Hosted PBX management hosted PBX

- Service Provider Administrator
- Hosted PBX Administrator
- End User Access

PBX Call Routing

- Personalized Auto Attendant or Automated Message options (Up to 5 IVR Options)
- Up to 50 Extensions
- Hunt Groups
- Multilevel Hunt Groups
- Group Paging
- Call Park Orbits
- Conference Rooms
- After hours diverts options
- Disaster Recovery options

Full list PBX features

- Attended Call Transfer
- Voicemail (Mailbox)
- Voicemail Email Notifications
- Voicemail to Email with voicemail attached
- Group Paging
- Block Caller ID
- Call Twinning to Mobile Phone
- Call forward Always
- Call forward Not Reachable
- Call Forward on No Answer
- Call on hold notification
- Call Park/Pickup
- Call Redial
- Call Return
- Caller ID
- Calling Hunt Group ID
- Conference Rooms
- Configurable calling line ID
- Configurable Time Format
- Configurable User ID
- Music on Hold
- Custom Buttons Profiles for auto provisioned phones
- Do Not Disturb (DND)
- Email on Missed Call
- Email on voicemail full
- Extension Dialing
- G.711 Support
- Phone status monitoring
- Plug & Play (PNP)- Yealink Devices
- Remote Office
- Backup/Restore of Configuration Files

Phase 1: Enhancements

- Installation and upgrade improvements
- Performance de-bugging enhancements
- Upload custom voicemail WAV file.

Phase 2: Launch Date (Quarter 3)

Improved Call Features

- BLF for attendant console
- Call forward remotely via web portal
- Site wide directory
- Personal directory
- Upload Wallpapers or Company Logo
- Music on Hold (MOH) - Custom Wav File
- Listen to automatic recordings
- Record Off / Record On
- Move current call to user Mobile Phone
- Barge in / listen in/ teach mode

Auto attendant IVR

- Increased number of IVR options and default call flow.
- Simple Agent Groups (Basic Queuing)

Web phone

- Web phone availability to use a browser to make a call
- No SIP client is needed to make a call
- Calls can be made as long there is internet access using Chrome
- Call Recording
- Retrieve last 24hours of call recordings from WebRTC Portal.
- Download up to 1 year of recordings from of call recording on the sftp server. (fee's may apply)

Multi registration

- More than 1 phone can be registered to a single account on the PBX
- This allows use to have more than 1 phone at various places that will ring at the same time when they are called. Eg; Office, home, another country.