

# Feature List - Standard

Get These Features and More, on Every Phone Essence System

## **Call Forwarding**

Incoming calls to an extension can be forwarded to another extension, voice mail, or to an outside phone.

## **Do Not Disturb**

A station will ring busy when set to 'do not disturb'.

## **Music-on-Hold**

Callers on hold will enjoy our music-on-hold.

## **Voice Mail**

Voice mail boxes are available for each staff member, with custom and temporary, "I'm on vacation, talk to Bob if it is urgent," messages. Retrieve, delete or forward messages from any extension, or any phone.

## **Call Parking**

Call parking is our version of 'on hold,' only better. Because calls can be parked and unparked from any phone (even standard and cell phones) you can transfer calls to and from any phone.

## **Last Call Return**

The phone number of the last caller is temporarily saved and the call may be easily returned.

## **Flexible Open Hours**

You can set the hours of operation for each department and control the handling of after-hours calls; play a message, route to voice mail or alert staff if the call is urgent.

## **Choice of Handsets**

Expensive or proprietary handsets are not required. You can use our attractive deskphones, or select any regular phone, even a cordless phone, to use with our system.

## **Call Transfer - Blind**

The caller is placed 'on hold' and listens to music while the call rings to another extension or to an outside phone.

## **Call Transfer - Announced**

Same as the 'blind' transfer, except that the staff member may talk privately with the 'transfer to' party before actually transferring the call.

## **Conference Calls (3-Way)**

Conference calls with up to 3 participants are supported on every extension.

## **Voice Mail to Email**

Voice mail messages are automatically delivered by email (with an audio file) to each staff member's workstation or cell phone. This is a big timesaver — no need to repeatedly check your voice mail box throughout the day!

## **Speed Dialing**

Frequently dialed phone numbers can be saved and dialed by pressing a button or a dialing sequence.

## **Ring Groups**

Multiple extensions, and even outside numbers, can be rung simultaneously. First one to answer gets the call.

## **The Phone Essence Advantage**

The telecommunications industry is full of providers trying to differentiate themselves by claiming better value, service or solutions. But they are all actually selling the same product; expensive and inflexible hardware using yesterday's circuit based technology.

Phone Essence Business Phone Systems are truly different. We offer far more features for a lower price because our systems use computers, Internet technology and are 100% packet based. We bring the essence of the Internet Revolution to voice communications.

### **Phone Essence offers:**

- Far more features
- Lower operating costs
- Small initial investment
- Future proof design



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