



ACD.net's Hosted PBX Service – iPBX!

Are you ready to upgrade your businesses phone system? ACD.net's iPBX brings a big business phone system to your business without the large upfront expense of a new Phone System! For a low monthly fee you get a state-of-the-art communications system for your business!

Feature	Description	Premium	Standard
Anonymous Call Rejection	Incoming callers with caller-ID blocking will hear a message stating that this line does not accept calls from callers who block their number.	✓	✓
Auto-Attendant/ Easy Attendant	One message system	✓	✓
Auto-Attendant/ Virtual Receptionist	Allows time of day, holidays, night messages, and departmental menus.	✓	
Automatic Callback	When encountering a busy condition or other condition where the called individual is unavailable, the system will establish the call when the called number is no longer busy.	✓	✓
Call Blocking	Allows you to control who can make a variety of outbound call types such as international, interstate, 900 services, etc...	✓	✓
Call Conference (Three Way Calling)	Add a second outgoing call to an already connected call.	✓	✓
Call Hold	Easily put a call on hold while you answer another call.	✓	✓
Call Flip*	Seamlessly transfer your calls to a cell phone to take a conversation on-the-go.	✓	✓
Call Forwarding Always, Busy, No Answer	Redirect calls to your mobile or other phone so you won't miss any calls.	✓	✓
Call Forwarding Selective*	Redirect calls that meet a pre-defined criteria to your mobile or other phone so you won't miss important calls.	✓	✓
Call Logs	Provides detailed call records by extension or account.	✓	✓
Call Notify	Allows you to send a notification message, containing the caller's name and number (if available), to an email address.	✓	
Call Park	Allows a person to put a call on hold at one telephone set and continue the conversation from any other telephone set.	✓	✓
Call Pickup	If a colleague's telephone set is ringing, one can answer that call by picking up one's own set and then using the "call pick-up" feature, instead of walking to the colleague's desk.	✓	✓
Call Recording	Any or all calls can be recorded, saved, and played back later to assist in training employees or to meet legal or other requirements.	✓	✓
Call Return	Will recall the details on the last call received.		✓
Call Transfer	Attended Transfer (alert forwarding party before transfer) & Blind Transfer (transfer the call directly).	✓	✓
Call Transfer Advanced	With iPBX, you can transfer callers anywhere in the system: to another employee, to the operator, to a queue, or an outside number.	✓	✓
Call Waiting	Be notified when someone else is trying to call if you are already on a call.	✓	✓
Caller ID Name and Number	With Caller ID with Name, you can ID callers and decide if you want to answer the phone or let it go to voicemail.	✓	✓
Click-to-Dial	Seamlessly integrate ACD's iPBX service with your Web Browser and Outlook and initiate calls with Click-to-Dial	✓	
Cell Phone Integration*	Forward calls to cell phones and use iPBX functions from cell phones.	✓	
Comprehensive Data Security	Every call on your iPBX service is routed through our datacenter. Our hardware and software technology individually routes every call, providing special safety features included with our service. As the hub for all communications we make sure that it's completely protected.	✓	✓
Desktop Toolbar*	Allows control of the users phones and calls from a PC application.	✓	
Dial by Name Directory	If your callers don't know your extension, make it easy for them to reach your employees by entering either a first or last name.	✓	
Directory Assistance (411)**		✓	✓
Direct Inward Dialing	Allows you to assign an individual number to each person in your office.	✓	✓
Directed Call Pickup	Allows for picking up a call that is ringing at a specific extension number.	✓	
Do Not Disturb	Callers go directly to voicemail when you don't want to be disturbed.	✓	✓
Emergency Service (911)	Full 911 compliance as a registered telephone company.	✓	✓
Enhanced Call Detail Reporting	Detailed reports about your calling history.	✓	
Follow-Me Calling	Enables users to set a custom locating schedule so you'll never miss another call.	✓	
Google Integration*	Add phone functionality to your iGoogle page such as visual voicemail, click to dial and call reporting.	✓	
Import Greetings	Upload third-party professional greetings to use as Virtual Receptionist greetings or you can record your own.	✓	✓

Feature	Description	Premium	Standard
Last Number Redial	Redial the last number you dialed.	✓	✓
Mail Only Extensions	Extension used for distribution of information or greeting only voicemail boxes.	✓	✓
Mission Critical Fault Tolerance	Our multi-server environment with full fault tolerance guarantees 99.999% uptime.	✓	✓
Multi-Business Support*	If you have more than one company, you can support them all with different phone numbers under a single IPBX system.	✓	
Multiple Call Arrangement	Enables a user to make and receive multiple calls simultaneously.	✓	
Music/ Message On Hold *	Allows you to upload a music and/or a message file to your pbx which will play while customers are on hold or during transfers.	✓	✓
Outlook Synchro for Contacts*	Allows user to synchronize the web interface contact list with Microsoft Outlook.	✓	
Phone Configuration Manager*	Easily program soft keys on your phone(s) for complete customization via our Web Interface.	✓	✓
Priority Alert	Allows a user to have some incoming calls alert them distinctively when meeting pre-specified criteria.	✓	✓
Privacy	Allows you to not pass your callerID information to the called party.	✓	✓
Receptionist Expansion Module	Add button modules to the receptionist(s) phones for complete call management.	✓	
Remote Office	A company can connect the phone systems of multiple locations and eliminate all costs of communication between them.	✓	
Selective Call Acceptance	Allows you to create a list of phone numbers from which you are willing to accept calls.	✓	
Selective Call Rejection	Screens every call against a "do not accept" list of numbers you create and rejects those calls on the list.	✓	
Sequential Ringing	With Sequential Ringing, your incoming calls will ring each number you specify in the exact order you choose for the length of time you select. If a number you chose is in use or does not answer, the next number in your list will immediately ring. Sequential ringing can ring both in network and out of network numbers including long distance and international numbers.	✓	✓
Simultaneous Ring	Allows you to have multiple destinations ring simultaneously when any calls are received on your phone number.	✓	✓
Single Unified Inbox Access*	Manage your voice, fax, and email messages from a single inbox in your email client.	✓	✓
Softphone Support	Compatible with the popular Softphones.	✓	✓
Speed Dial 100	Store up to 100 numbers for quick easy dialing.	✓	✓
Speed Dial 8	Store up to 8 numbers for one digit dialing.	✓	✓
Unlimited PBX Scalability	Some companies, believing they will eventually need more capability than a small PBX system can offer, over-buy and over-pay early on. With iPBX, you pay as you grow.	✓	✓
Visual Message Indicator	Works with your IP phone's message indicator light.	✓	✓
Virtual Departments	Set up a call group based on job function.	✓	
Virtual Extensions	In most phone systems, extensions are assigned to physical telephones. Employees have to be at their phones to receive calls. With iPBX, extension numbers are assigned to people, and the people let the system know what phone (or phones) they want calls routed to, an important and powerful difference.	✓	
Virtual Fax	We provide a DID for you as your personal fax number. Faxes are delivered to your email as a JPEG or PDF	✓	\$4.95
Virtual Fax Distribution	Faxes to a number can be distributed to one or more email addresses.	✓	\$4.95
Voice Mail	Full featured, robust, and customizable voicemail is standard.	✓	✓
Voicemail Greeting Options	Unavailable / Busy / Employee's Name.	✓	✓
Voicemail Multiple Folders	Provides the ability to organize and save old voice mails.	✓	✓
Voicemail Remote Access	Lets you check your voicemail through web interface.	✓	✓
Virtual Receptionist (Multiple)	Play different greeting messages on each incoming phone number.	✓	
Voicemail to Email	Receive voicemail as a .wav file (or "audio file") attached to email.	✓	✓
Web Based Account Management*	Manage your services, view traffic data, and account details via https://myaccount.acd.net .	✓	✓
Web Based System Management*	Through our CommPortal - Administrators and users configure and manage their all of their services thru an easy-to-use Web interface.	✓	✓
Long Distance ***	Unlimited Long Distance is provided based on reasonable usage.	✓	✓

* ACD has the latest generation of telephone switches. These advanced features may not be available on other PBX solutions.

** Fee based Service

*** Unlimited Calling Plan applies only to domestic direct-dialed calls within the 48-states; Toll-free calls, operator-assisted calls, and calling cards will incur additional charges. Calling plan covers live voice calls. Certain applications are not allowed, e.g., auto-dialing, broadcast FAX, modem to modem, long distance Internet or intranet access, call center and certain switching applications, or usage patterns that are inconsistent with normal business voice applications. Customers not complying with the terms of the plan will be changed to a per-minute rated plan at ACD's sole discretion. Service not available in all areas. Please contact ACD.net for further details.