

VocalocityPBX®

Lower Your Phone Costs and Make Life Easier for Customers and Employees

Now your business can have all the benefits of a full-featured phone system like the ones Fortune 500 companies use – at an incredibly affordable price. Save on phone costs while you improve customer satisfaction and employee productivity with advanced features such as voicemail-to-e-mail, cell phone integration, and call groups. Ideal for small and medium-sized businesses, VocalocityPBX is a hosted PBX solution that brings an unmatched level of simplicity, reliability, and cost-effectiveness to your company communications.

THE ADVANTAGES OF VOICE OVER IP (VOIP):

VoIP is fast becoming the standard for business communications. It enables a broader array of features than traditional analog phone systems to improve productivity, enhance customer satisfaction, and deliver exceptional business intelligence. Vocalocity PBX uses your current broadband connection to transport calls over the Internet to deliver superior voice quality and reliability. With VocalocityPBX, the lower cost and robust features offered by VoIP can make a positive impact to your bottom line as you need. Adding extensions down the road is quick and simple. In a matter of minutes, your company can expand to accommodate growth.

Vocalocity reduced overhead and helped increase sales as my office grew seamlessly from one location to three. - Jason VanDevender, CEO, ANSR, Inc.

WHAT YOU GET WITH VOCALOCITYPBX

A BIG BUSINESS PRESENCE

Regardless of the size of your company, with the advanced, professional features of VocalocityPBX you'll project the image of a savvy, successful enterprise. You'll ensure each and every customer call is answered in the most timely, efficient manner – with automatic routing that you can easily change and maintain, without a technician.

LOWER COSTS

VocalocityPBX eliminates the need to purchase and maintain expensive phone systems. You get the big business benefits of leading edge technology, automatically upgraded as technology changes, without the headache and expense of hiring technicians to service it. In addition, VocalocityPBX provides ongoing savings with unlimited local and long distance calling or flat rate pricing.

WHAT YOU GET WITH VOCALOCITYPBX (CONTINUED)

ONE OF A KIND PERSONALIZED SETUP

Vocalocity offers you a unique three-step personalized setup starting with your sales evaluation, and moving along to your account manager for training, and configuration. This account manager will train you on your personal interface, and help you configure the settings and features available within your account. Although the setup for Vocalocity PBX is designed to be simple and user friendly, your account manager will be available to address any questions or concerns that you may encounter along the way.

FREEDOM

With VocalocityPBX, calls can be routed anywhere, to any type of phone. Far-flung offices? No problem! Virtual business? No problem! Your employees can work from the office, home, other work sites, or on the road without impacting sales or customer service. No need to buy extra capacity or worry about how many more extensions your equipment will support before you need to upgrade. With VocalocityPBX, managing company growth is drastically easier. You can get started with as few or as many extensions as you need. Then adding extensions down the road is quick and simple. In a matter of minutes, your company can expand to accommodate growth.

We could not have set up as quickly or operate as efficiently without Vocalocity. I give them top ratings for customer service, quality of service, and support.

- David Fortner, Administrative Officer, Career Training Institute

DO-IT-YOURSELF SIMPLICITY

No need to call the phone company and wait for a technician to make changes to the phone system. The user-friendly Web interface to VocalocityPBX lets you do it all yourself – in an instant. You can turn features on and off as you need them with a click of a mouse.

NO GROWING PAINS

No need to buy extra capacity or worry about how many more extensions your equipment will support before you need to upgrade. With VocalocityPBX, managing company growth is drastically easier. You can get started with as few or as many extensions as you need. Then adding extensions down the road is quick and simple. In a matter of minutes, your company can expand to accommodate growth.

WHAT ARE YOU WAITING FOR?

Compare the advanced features, quality, customer service, and cost-effectiveness of VocalocityPBX to other phone systems. Don't settle for a low-end, consumer-oriented voice system – all VoIP offerings are not alike. Get started today with a free consultation from Vocalocity. Call 1.877.948.8224 or visit www.vocalocity.com

EXTENSION PLANS

	Per User/Month	Per Minute	U.S. & Canada*	In Network Calls	Phone Number
UNLIMITED EXTENSION	\$39.99	Free	Free	Free	Direct Inbound Dial Included with each ext.
METERED EXTENSION	\$14.99	\$0.03/min/ext.	\$0.03/min/ext.	Free	Direct Inbound Dial Included with each ext.
UNLIMITED VIRTUAL EXTENSION	\$14.99	N/A	N/A	N/A	Direct Inbound Dial for outbound fwding
























ADD-ON FEATURES

	Monthly	Description	Highlights
MAIN COMPANY NUMBER	\$9.99	This number is attached to the main Auto-Attendant to allow incoming callers to reach the appropriate department or individual by selecting an option from a menu.	<ul style="list-style-type: none"> ▪ Different greetings for day or night ▪ Unlimited Auto Attendant tiers ▪ Dial by name directory
TOLL FREE NUMBER	\$39.99	Toll Free numbers allow you to be reached by anyone in the US and Canada without the caller incurring any long distance charges	<ul style="list-style-type: none"> ▪ No per minute charges ▪ Perfect for businesses with nationwide customer base
LOCAL OR GEOGRAPHIC NUMBER	\$9.99	Portray a local presence in any additional market by publishing a local phone number in any area code.	<ul style="list-style-type: none"> ▪ Local numbers for remote employees ▪ Great for geo-targeted marketing campaigns ▪ Same functionality as primary number
FAX	\$14.99	Easily send and receive faxes via email and manage all messages in a unified inbox.	<ul style="list-style-type: none"> ▪ Unlimited use ▪ Paperless fax solutions/sages in a unified inbox.
CONFERENCE BRIDGE	\$14.99 + \$0.03/min.	Full-featured conference bridge, connecting up to 30 people at one time through the easy to use and secure conference bridge.	<ul style="list-style-type: none"> ▪ Unique dial-in number ▪ Password Protected ▪ Save on travel time and expenses
VIRTUAL MAILBOX	\$4.99	Used to gather voicemail messages for a particular function or for employees that do not need full phone service.	<ul style="list-style-type: none"> ▪ Collect information; i.e. reservations ▪ Create appearance of multiple business units
CALL GROUPS	\$4.99	Designate a number of extensions that will ring simultaneously to share the distribution of incoming calls.	<ul style="list-style-type: none"> ▪ Create departments; i.e. Sales, Support ▪ Ensure incoming calls are answered
CALL QUEUE	\$14.99 + \$0.03/min.	An advanced queuing system that allows incoming calls to be placed in a queue until they can be answered by an available agent. Callers will hear customized music and messaging while waiting for an agent.	<ul style="list-style-type: none"> ▪ Opt-out for callers ▪ Real-time monitoring/status ▪ Assignment strategy - tiered, random or least used

* Only Continental United States and Canada Included in Plans

** One Unlimited Ext and one Main Company Number required for service

ADDITIONAL FEATURES AVAILABLE IN EACH PLAN

<p> Voicemail</p> <ul style="list-style-type: none"> • Password Protected • Unavailable/Busy/Employees Name • Voicemail to Email - receive voicemail as a .mp3 file attached to email • Multiple Mail Folders • Visual Waiting Indicator <p> Online Voicemail</p> <ul style="list-style-type: none"> • Check voicemail through online customer portal • Annotate voicemails with notes for future referencing and searching • Forward voicemails from online interface to any email address <p> Call Waiting</p> <p> Auto Attendant</p> <ul style="list-style-type: none"> • Day and Night Mode - Schedule different greetings according to time of day and day of week • Dial-by-name Directory • Virtual Departments • Play different greeting messages on each incoming phone number • Import Greetings: upload 3rd party professional greetings to use as Auto Attendant greetings <p> Unified Inbox</p> <ul style="list-style-type: none"> • Keep all messages in a single unified inbox - access and manage all messages from your existing inbox • All Message Types - Supports voice, fax, and email messages 	<p> Local Number Portability</p> <p> Do Not Disturb</p> <p> Directory Assistance (411)</p> <p> Emergency Assistance (911)</p> <p> Call Logs</p> <ul style="list-style-type: none"> • View reports of all incoming and outgoing calls in the system • Export call logs to Excel • Search by specific criteria and date <p> Call Conference (3 Way Calling)</p> <p> Never Miss A Call</p> <ul style="list-style-type: none"> • Cell phone integration/Call Forwarding - allows employees to forward calls to cell phones and use PBX functions from their cell phone • Simultaneous Ringing - calls can be forwarded to multiple extensions that will ring simultaneously • Follow Me - Calls can be forwarded to multiple numbers that will ring in a designated sequence <p> Music on Hold</p> <ul style="list-style-type: none"> • Upload your own music files • Upload advertising or messaging for callers to hear while they are on hold <p> Caller ID</p> <p> Caller ID Masking</p> <ul style="list-style-type: none"> • Mask all user's Caller ID with the company number • Block all user's Caller ID <p> Call Flip</p> <ul style="list-style-type: none"> • Transfer calls to a cell phone to take a conversation on-the-go 	<p> Call Transfer</p> <ul style="list-style-type: none"> • Attended Transfer • Blind Transfer <p> Dashboard</p> <ul style="list-style-type: none"> • Real-time status of coworkers • Extension to extension click-to-call functionality • Company-wide directory Outlook Integration <p> Outlook Integration</p> <ul style="list-style-type: none"> • Easily integrate contacts with your phone system • Click to dial straight from Outlook • Quick install, without the need to export and import contacts <p> Online Customer Portal</p> <ul style="list-style-type: none"> • Administer all account settings online through easy to use interface • Set Permissions/Multiple Roles that allow limited access for end users • View billing history and statements • End Users can manage their own extension settings with individual logins <p> Softphones</p> <ul style="list-style-type: none"> • Softphone support - compatible with the popular CounterPath Softphones <p> Custom Tagging</p> <ul style="list-style-type: none"> • Add a unique tag to easily identify origin of incoming calls to each phone number <p> Voicemail Transcription</p> <ul style="list-style-type: none"> • Our automated system transcribes voicemails and sends you an email with the text of each message
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VocalocityPBX | Dashboard



DASHBOARD

The VocalocityPBX Dashboard is a feature that allows managers and coworkers to see the real time status of all extensions in their PBX. The dashboard allows Administrators to create customizable views that restrict visibility for users. We've modeled the dashboard after popular, user-friendly instant message applications, making it very intuitive and easy to use. Vocalocity has included the dashboard feature with every extension.

BENEFITS:

- Real-time status of coworkers
- Mimics traditional phone system functionality by displaying which extension is in use
- Extension to extension click-to-call functionality or call any number using the click-to-call tool
- Ability to turn on or off Do Not Disturb feature from anywhere using the interface
- Company-wide directory

PRICING: INCLUDED WITH EVERY EXTENSION

The screenshot shows the dashboard interface for a user named Betty Boop. At the top, it displays the user's status as 'Available' and provides links for 'My Account' and 'Logout'. Below this, there are dropdown menus for 'View: Company' and a 'Customize' button. An 'Expand View' button is also present. The main content area is divided into three sections: 'Extensions', 'Conferences', and 'Call Queues'. Each section contains a table with columns for Name, Ext., and Info. The 'Extensions' table lists Betty Boop (Ext. 301), Peter Pan (Ext. 302), and Alan Jackson (Ext. 303). The 'Conferences' table lists a 'Demo Conference' (Ext. 304). The 'Call Queues' table lists a 'Demo Call Queue' (Ext. 306). At the bottom, there is a search bar with the text 'Type a number...' and a 'Call' button.

CUSTOMIZE YOUR OWN VIEW

USER ON INTERNAL CALL

USER ON EXTERNAL CALL

USER IN CALL QUEUE

DISPLAYS DURATION AND CALLER ID

VIEW CONTACT INFORMATION

CLICK TO CALL INTERNAL EXTENSION

ENTER ANY NUMBER AND CLICK TO CALL

VocalocityPBX | Outlook Integration



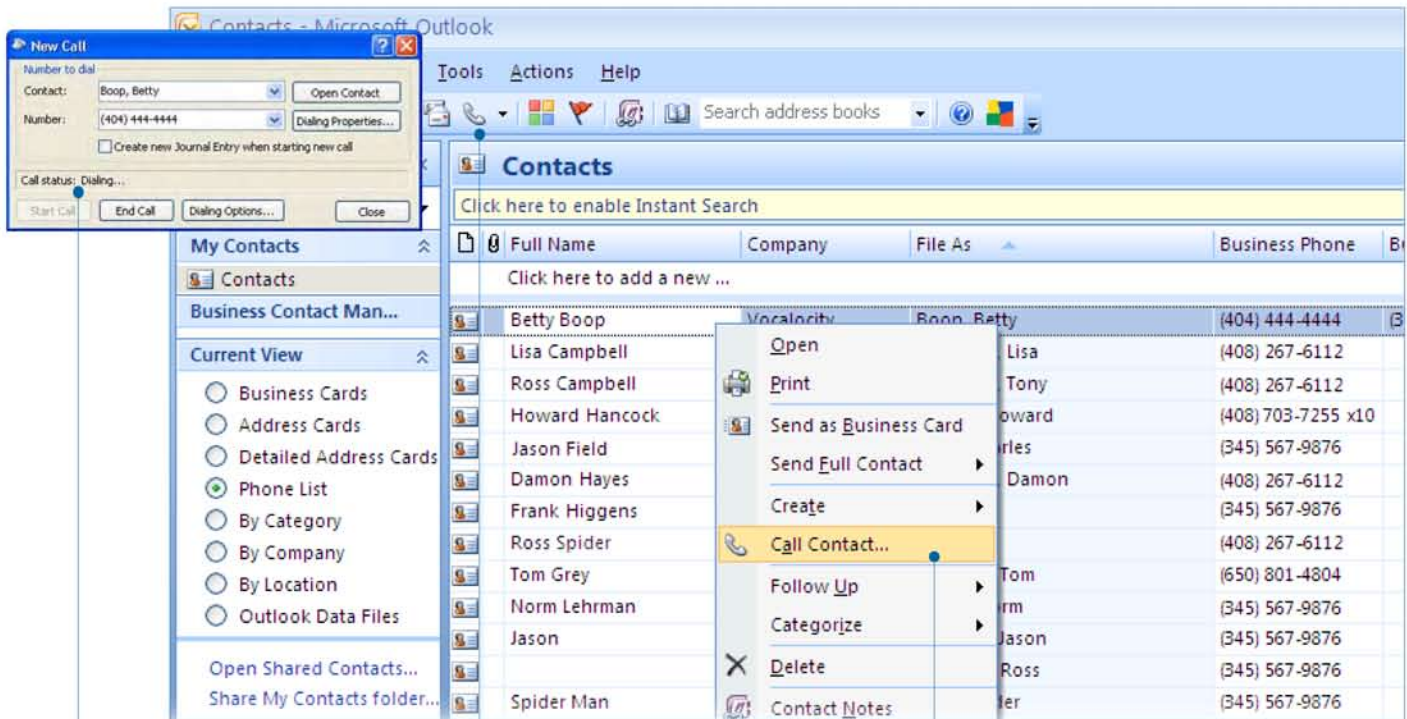
OUTLOOK INTEGRATION

The VocalocityPBX Outlook Integration feature is a seamless way for Vocalocity users to integrate their Outlook with their phone system. Vocalocity users can initiate calls with a simple click of the mouse from their Outlook client. Now you can unify your contact list and make dials directly from Outlook.

BENEFITS:

- Easily integrate contacts with your phone system
- Click to dial straight from Outlook
- Quick install, without the need to export and
- Initiate calls from various Outlook views
- Use Outlook Integration to dial any outside number

PRICING: INCLUDED WITH EVERY EXTENSION



CALL IN PROGRESS

USE THE PHONE ICON
TO CLICK TO CALL
ANY NUMBER

RIGHT CLICK ON A
CONTACT TO CALL
SELECTED CONTACT

VocalocityPBX | *Fax to Email*



FAX TO EMAIL

Vocalocity's unlimited faxing service makes it quick and easy to send and receive faxes without the hassle of wasted paper, expensive toner or clunky fax machines. As a part of our total 'unified communications' solution that brings fax, voicemail and email to a single inbox, faxes sent to a Vocalocity assigned fax number will be sent to a designated email address attached as either a PDF document or TIFF image. Stop wasting time wrangling with outdated, unreliable and environmentally damaging physical paper fax machines in favor of a Vocalocity paperless fax solution.

BENEFITS:

- Send and receive faxes without a fax machine
- Manage faxes, email and voicemail from a single inbox
- Send outbound faxes like emails; simply send an email to the desired fax number with the appropriate documents as an attachment
- Receive inbound faxes to your email inbox as PDF or TIFF attachments
- Give employees personal fax numbers
- No wasted paper and supplies receiving unwanted faxes; only print the ones you want

PRICING: \$14.99 /per month

HOW IT WORKS:

SEND A FAX



RECEIVE A FAX



VocalocityPBX | Custom Tagging (BETA)

CUSTOM TAGGING

Vocalocity Inbound Call Tagging is a feature that allows users to easily identify incoming calls to any number. You can add a unique tag to distinguish calls coming into each published phone number. Inbound Call Tagging assignments can be done quickly and easily directly from our online portal. Vocalocity has included the Inbound Call Tagging feature with every account.

BENEFITS:

- Easily identify origin of incoming calls
- Add a tag to distinguish incoming calls for various departments, companies, functions, etc.
- Ensure calls are answered with the appropriate response
- Quickly and easily manage Custom Tagging through Vocalocity's online interface

PRICING: INCLUDED WITH EVERY ACCOUNT

Demo - Sales Demo - Phone Numbers Print

Go to Number
 Number:

Filter By
 Type:

Your Numbers Select Action:

Phone Number	Assigned To	Name	Status
1-866-930-5490	Extension	Peter Parker	In Use <input type="checkbox"/>
1-678-534-3249			In Use <input checked="" type="checkbox"/>
1-678-528-9220			In Use <input type="checkbox"/>
1-678-528-9218			In Use <input type="checkbox"/>

Selected Action - Edit Custom Tag

Change Status

Input a custom tag (10 characters or less) to assign to the selected number or numbers.

Tag:

SELECT A PHONE NUMBER

ENTER CUSTOM TAG

	LINKSYS	CISCO			POLYCOM				AASTRA	
										
	Linksys SPA 941	Cisco 502G	Cisco 504G	Cisco 525G	Polycom SoundPoint IP 331	Polycom SoundPoint IP 450	Polycom SoundPoint IP 550	Polycom SoundPoint IP 650	Polycom SoundStation IP 6000	Aastra 6757i CT
Price	\$ 99.99	\$ 119.99	\$ 129.99	\$ 299.99	\$ 119.99	\$ 199.99	\$ 219.99	\$ 299.99	\$629.99	\$299.99
Line appearances	4	1	4	4	2	3	4	6	1	9
Full Duplex Speakerphone	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Handset	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓
Headset Compatibility	2.5 mm	2.5 mm	2.5 mm	2.5 mm	2.5 mm	RJ9	RJ9	RJ9	RJ9 and 2.5 mm	RJ9
Power over Ethernet	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Backlit LCD Display	✗	✓	✓	✓	✗	✓	✓	✓	✗	✗
Integrated Ethernet Switch	✗	✓	✓	✓	✓	✓	✓	✓	✗	✓
Distinctive Ring	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cordless Option	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓
Programmable Speed Dial	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Bluetooth	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗
Wifi Compatible	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗

Vocalocity also supports the X-lite and Eyebeam Soft Phones available at www.counterpath.com.



Soft phones have similar features to IP phones, but are used with a headset plugged into your computer.