Fonality PBXtra

Fonality is changing the face of IP telephony with its innovative hybrid-hosted business communications solution. Businesses looking for an advanced communication solution that is simple to use, easy to manage, and affordable to deploy should look no further than Fonality PBXtra. Fonality PBXtra allows your business to have all of the functionality of a Fortune 500 communication solution, at an SMB cost.

PBXtra Standard Edition

Standard Edition is designed for growing businesses. Gain an enterprise-grade, feature-rich, communication solution at a SMB Price.

Features Include:

- VoIP-Ready
- Unlimited Extensions
- Analog & IP Phones
- DIDs
- Voicemail: 600 Hours
- PSTN Failover
- Voicemail-to-Email
- Corporate Name Directory
- Telecommuters
- Scheduler
- Night Mode
- BLF (Busy Lamp Field)
- Multiple Auto-Attendants
- Operator Panel (w/BLF)
- Music-on Hold (2 playlist)
- Call Parking
- Fax Support
- Ring-All (Blast Group)
- Call Forwarding
- Web-based Control Panel
- Powerful Reporting
- Custom Upload Voice Prompt
- Paging/Intercom (1:1)
- Custom Caller IDs
- And More

PBXtra Professional Edition

Provides all of the features that growing businesses need with Standard edition, but includes more advanced features that allows you to have increased productivity and functionality.

Features Include:

- All Standard Edition Features
- FindMe/Follow Me
- Boomerang Mobility
- Call Screening
- Music-on-Hold (Unlimited)
- Conference Bridges
- Extension Groups
- Intercom/Zone Intercom (1:Many)
- Voicemail Groups
- Advanced Call-Forwarding
- Call Return from Voicemail
- Call Out from Voicemail
- IVR Authentication
- SMS/Pager Voicemail Notify
- Agent Hot Desk
- And More

PBXtra Call Center Edition

A combination of powerful Fonality Professional communication features bundled with advanced call center capabilities.

Features Include:

- All Professional Edition Features
- Unlimited Call Queues
- Full Featured A.C.D.
- Skills-Based Routing
- Graphical Queue Reports
- Agent Call Recording
- Agent Variable Log-off
- Agents on Cell Phones
- On-the-Fly Recording
- Real-time Queue Stats
- Call Monitor & Barge
- And More

PBXtra Unified Agent Edition

Provides all of the powerful features of PBXtra Call Center Edition, plus advanced features to utilize CRM systems such as Salesforce, and automate communication between your phone solution and CRM system.

Features Include:

- All Call Center Edition Features
- Deal-Size ($) Alerts
- Improved Screen Pops
- Account Owner Routing
- Click-to-Call within SF
- Automated Call History
- Integrated Call Recordings
- Agent Call Reporting
- Lead Management Reporting
- Advanced CRM Integration
- CRM dip for Account ID

Available Phones: Polycom 331, 550, 560, 650, 6000, 5020, and Aastra 480i CT

PBXtra + HUD

When PBXtra is coupled with Fonality HUD, businesses not only get the enterprise-grade features and benefits of PBXtra, but one touch control over their communication solution and real-time visibility and access to the users. HUD and PBXtra together redefine what a company should expect from their business communication solution.
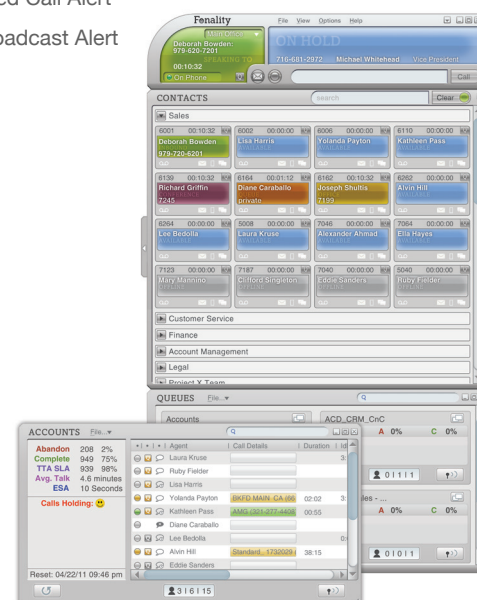
HUD Team

▸ Desktop Alerts

▸ Drag-and-Drop Calling

▸ Call Transfer to Voicemail

▸ Call Transfer to Hold

▸ Instant Message

▸ Google Contacts

▸ Photo Caller ID

▸ Visual Voicemail

▸ Contact Cards

▸ Click-to-Email

▸ Click-to-Call Mobile Phone

▸ Extension Sorting

▸ Drag & Drop Call Transfer

▸ Call Parking

▸ Extension Groups

▸ Outlook Integration

▸ Direct Dialing from HUD

▸ Color Coded Call Presence Indication

▸ Mobile Presence

▸ Busy Ring Back Call Option

▸ Click to SMS

▸ Transfer Call to Mobile

HUD Call Center

▸ All HUD Team Features

▸ Full Featured A.C.D.

▸ Queue Status

▸ Agent Login/Logout

▸ On-the-Fly Call Recording

▸ Call Barge/Monitor/Whisper

▸ Web Launcher/CRM Integration

▸ Server Side Chat Logging

HUD Queues

▸ All HUD Agent Features

▸ Queue Summary Component

▸ Queue Detail Component

▸ No One Is Answering Alert

▸ Abandoned Call Alert

▸ Agent Broadcast Alert

Fonality Heads Up Display Mobile

As employee mobility is becoming the rule rather than the exception, your business needs a communication application that enables a seamless transition from the office to on the go. Work has now become an activity rather than a location, and HUD Mobile enables you to stay fully informed and connected no matter where you are, making your business truly unified.

HUD Mobile Features

▶ **General Features**
- Real Time User Presence
- Integrated Business Contacts
- Visual Voicemail
- Email Integration
- Message Notification on Mobile Device Desktop
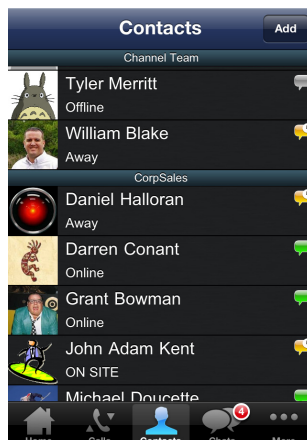- Add Contacts on the Go
- Virtual Conference Rooms

▶ **Chat**
- Chat Status
- Custom Status Message
- Secure Chat
- Google Chat Integration

▶ **Calling**
- Location Settings
- Soft Phone Integration for Toll Bypass
- Simultaneous Ring
- Move Calls Between Devices
- Call Recording
- Centralized Call History

▶ **Call Center**
- Queue Status
- Queue Login/Logout
- Queue Logout Reasons
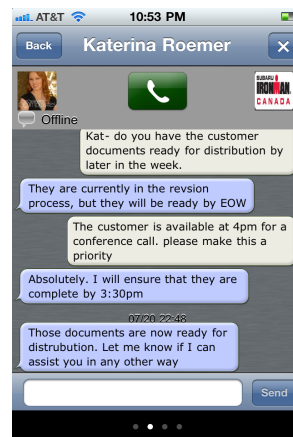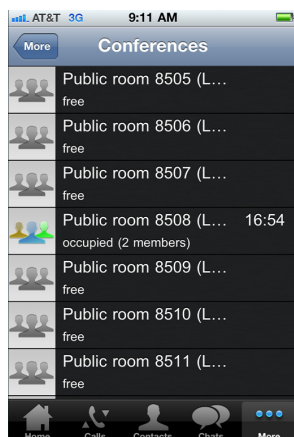- Monitor Agent Activity
- Barge/Monitor/Whisper

Device Compatibility

▶ Apple
  ▪ Apple OS 4.0 or higher running on a 3G, 4G, or Wi-Fi Network
▶ Android
  ▪ Android OS 2.1 or higher running on a 3G, 4G, or Wi-Fi Network

Carriers and Data Networking

There are no carrier-specific limitations. HUD Mobile is a cloud application that utilizes 3G, 4G, or Wi-Fi networks.
The user will be responsible for all data networking charges that they may incur. For an optimal HUD Mobile experience,
a Wi-Fi network should be used.

Battery Usage

As with any mobile application, battery life depends on the amount of usage of the application. In general, HUD can stay connected all day and use a very minimal amount of battery if idle.

Dell Optiplex XE

Dell PowerEdge R310

Servers

Warranty

▸ The Dell Optiplex XE
and the Dell PowerEdge R310
warranty includes:

- 3 years Pro Support for Parts
and Service

- 24x7 phone support

- Next Business Day On site
support for any Dell hardware
problems

- Full replacement of faulty Dell
hardware

▸ All Fonality phones come
with a standard pass-through
1 year warranty.

Dell Optiplex XE

▸ Dell Optiplex XE Desktop Form Factor (DFF)

▸ Pentium Dual Core E5200 2.60GHz, 2M,
800FSB

▸ 1 GB RAM, 1333MHz DDR3 Non-ECC, 1x1GB

▸ Dual 160GB 3.5 HDD, SATA 3.0Gb/s, 8MB
data burst

▸ Software RAID

▸ Supports 23 concurrent calls

▸ Supports up to 3 telephony cards; valid
configurations include:

- T1/PRI
- T1/PRI & 4 analog (4FXO or 4FXS)
- T1/PRI & 8 analog (8FXO or 8FXS
or 4FXO/4FXS)
- 12 analog (any mix of FXO/FXS in
4-port increments)

Dell PowerEdge R310

▸ 1U Rack mount design

▸ Intel core I3 540 3.06GHz, 4M Cache

▸ 2 GB (2x1GB), 1333MHz Single Ranked UDIMM

▸ Hardware RAID 1 (SAS 6iR internal controller)

▸ Dual hot pluggable drives (250GB 7.2k
SATA 3.5")

▸ Dual 400W Power Supply

▸ Supports 100 concurrent calls

▸ Supports up to 2 telephony cards (PCIe);
valid configurations include:

- Digital
  » T1/PRI
  » Dual T1/PRI
  » Quad T1/PRI

- Digital + Analog
  » T1/PRI & 4 analog (4FXO or 4FXS)
  » Dual T1/PRI & 4 analog (4FXO or 4FXS)
  » Quad T1/PRI & 4 analog (4FXO or 4FXS)

Professional Services Include:

▸ Custom CRM, 3rd Party
Application Integration

▸ Customized Auto-Attendant

▸ Customized Reporting

Professional Services

Fonality Professional Services offers businesses the opportunity to further enhance their communication solution through the development of applications or customized functionality. Our team of professional service engineers has extensive experience in designing and deploying custom applications for your communication solution. Our focus is to uncover your specific business needs and provide value added functionality in order for you to optimize your solution and fuel business growth.

To learn more about how Fonality Professional Services can help your business
contact us at professionalservices@fonality.com

Fonality Phones

Specifications	Fonality Softphone	Polycom 331	Polycom 550	Polycom 560	Polycom 650	Polycom 6000	KIRK Wireless System
LCD Size (inches)	n/a	2 7/8 x 1	3 15/16 x 2	3 15/16 x 2	3 15/16 x 2	2 15/16 x 13/16	1.71 x 2.13
Programmable Hard Keys	6	2	4	4	6	8	
BLF Keys Supported							
Dual Ethernet Ports		•	•	Gig/E	•		
Built-in PoE		•	•		•		
Polyphonic Ringer		•	•	•	•		
Backlit Display			•	•	•	•	•
Call Transfer	•	•	•	•	•	•	•
Paging/Intercom		•	•	•	•	•	•
3-way calling	•	•	•	•	•	•	
Mute Button	•	•	•	•	•	•	•
Call Hold	•	•	•	•	•	•	
One Key Voicemail			•	•	•	•	
Do Not Disturb (DND)	•	•	•	•	•	•	
Message Waiting Indicator	•	•	•	•	•	•	•
Cordless Handset							•
Echo Cancellation	•	•	•	•	•	•	
Headset	Included	2.5 mm	RJ11	RJ11	RJ11	N/A	Traditional
Telecommute	1 per NAT	1 per NAT	1 per NAT	1 per NAT	1 per NAT	1 per NAT	

Fonality is North America's fastest growing business communications company and the only provider of cloud-based, open source VoIP, Unified Communications and contact center solutions for small and mid-sized businesses. With a unique software model approach, Fonality provides all the features of legacy providers without the cost or complexity. Founded in 2004, Fonality has delivered more than two billion phone calls across the cloud while enabling more than one million users of open-standards based communications software. Investors include Draper Fisher Jurveston, Intel Capital and Azure Capital Partners.

Visit fonality.com for more information or call 877-FONALITY.

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