

The OneBox Phone System - Feature List

- **Web Based Administration**

OneBox comes with a great web page based administration interface called freePBX. Forget about struggling with some unintelligible sequence of phone key presses. Pretty much everything you'd want to configure on your system from setting up new extensions to recording custom messages can be simply done via freePBX's web pages. You don't need an overpaid telephone engineer to come and do it for you! You can connect to the web based admin pages from the comfort of your own desktop PC or laptop.

We initially pre-configure your system to your unique requirements, but you have complete freedom to change anything you want. Remember this isn't like the old days when you were "locked out" of your own equipment!

- **Unlimited Extensions**

Yep, unlimited extensions. There are no daft additional licensing fees for extensions. You can have as many extensions as the systems PC hardware and processor power will support! (Forgot to mention there is no limit to the number of inbound numbers you can use either! Maybe you want an external direct dial number to each extension? No problem, the system can handle it).

- **Remote Extensions**

Anywhere you can get an internet connection you can plug in a phone and that phone will behave as an extension on your phone system. So want to work from home? Fine just plug in a phone into your home broadband and it's on the system. You can make and receive calls to both internal extensions...

...numbers and outbound numbers exactly as if you were in the office.

Setting up a temporary office or maybe have a sales rep in the States or a partner company in Russia? Give them a phone extension on your system. All they need to do is plug a preconfigured phone into their broadband connection and they are on your company phone system.

On a trip and only got your laptop with you? Then you can use a "Softphone". A Softphone is just a clever bit of FREE software that runs on your laptop or standard PC and behaves exactly like a phone extension. You can make and receive calls with it just as before (you'll need a mic or a headset). On a sales trip to China? Then you can direct dial say a Manchester number on your Softphone and all you pay is local UK call rate! The possibilities are endless, geography doesn't really matter anymore!

- **Receptionist Operator Panel**

If you have someone who acts as a receptionist you can have a "switchboard like" operator panel running on their PC. This allows them to transfer calls with a mouse click say from a main incoming company number to any extension, or queue an incoming call, put them on hold, monitor which extensions are busy or free, drag calls from one extension to another...in fact pretty much everything you would need to do with the phone system as a receptionist... all from the one screen on their PC. (Of course you can do all of the same stuff using a phone as well!)

- **Digital Receptionist (also known as an Auto Attendant or IVR)**

This is a feature that auto answers incoming calls and presents the caller with a range of options along the lines of "press one for sales", "press two for support"... This is the sort of feature that traditionally you'd have to fork out serious money for. The big manufacturers would often expensively license this stuff as a separate module. Well you can forget about all that, the OneBox developers have... ..really thought this one through. There's a fully featured digital receptionist built into

the software. You can define a main message and sub messages for each phone key option that you need (record greetings yourself or you can upload professionally recorded messages).

- **Time Scheduling**

The system can automatically answer calls (or not) according to the time of day and the day of the week. A typical use of this feature is for answering calls after business hours and at weekend (or maybe over lunch time!). You might want to let callers leave a voicemail, or be automatically transferred to an external landline or mobile number or simply hear an announcement of when you'll next be open.

- **Extension based Voicemail, Web based Voicemail, Voicemail forwarding, Voicemail groups, Email Voicemail as an attachment, record your own Voicemail option messages, pick up your Voicemail from anywhere, pick up someone else's Voicemail, password protected Voicemail...**

I won't go into all the voicemail options you can have on an extension, lets just say OneBox has got it totally covered! We especially find the facility to send voicemails as an email attachment (a .wav file) useful.

(Having your voicemail delivered as an email attachment makes it easier to store and sort them just the way you want to. Give it a try, after you pick up your first voicemail straight out of your email box you wont want to use anything else!)

Depending on your type of handset you'll get a visual indication on your phone of a waiting message and an audio indication when you pick the handset up.

Nearly forgot to mention - you can even have your voicemails delivered (as .wav files) to your email enabled mobile phone or Blackberry. So you can play them back...

...on the move.

- **Route calls over the internet (using VoIP) and dramatically decrease you call charges.**

The capability to route outbound (and inbound) calls over the internet using VoIP (Voice over IP) can dramatically decreased the amount you end up paying for your call charges.

In the past its true that some people have had issues with call quality using VoIP on the internet (please forget any thoughts about dodgy Skype type calls! Skype is a proprietary VoIP system mainly optimised for PC to PC use, it's not a true phone system at all). Personally we have had very few problems in routing **all** our business calls over the internet as we have extensively tested different VoIP service providers to discover the most reliable. We can set up your system to work with these guys in a matter of minutes.

If you currently rent expensive ISDN lines then VoIP gives you the choice of replacing some or all of those lines with much cheaper VoIP connections.

If your company isn't ready to leap into VoIP yet, that's fine - our OneBox based systems can connect to any standard telephone connection, just like any other phone system. The choice is yours.

(Starting from late 2007 all BT's phone infrastructure is progressively moving over to what they are calling the "21st century network" or "21CN". This will mean VoIP based delivery of all calls to the majority of the UK's existing telephone lines within the next two to three years. Your OneBox / OneBox system will be immediately ready to take advantage).

- **Least Cost Routing**

One of the smartest features of the system is the ability to route specific types of calls over specific paths. For instance you could route all calls to mobile numbers via a company (a VoIP service provider perhaps) that has very cheap landline to mobile rates. Maybe you make a lot of

international calls and want to route all those type of calls with a company that has very cheap international rates. I am sure you get the picture, what we are talking about here is complete flexibility. You are not just tied to one service provider to provide outgoing or incoming connections, you can use one or more companies to get the cheapest rates / best reliability. Hammer those call charges down!

- **Retain your existing numbers and use any combination of new numbers! Easily make use of 0800, 0845, 0870 and numbers from virtually any other telephone area code in the UK! Be "local" to many areas!**

You can of course keep all of your existing numbers, but using the VoIP features of OneBox you can also have inbound numbers from different telephone code areas. This would allow you to have your main office in say Blackburn (01254 123 4567) but give your customers in London a local number (0121 123 4567) to contact you on. So you could be "local" in many areas but answer your calls from any location. You can also easily setup inbound 0800, 0870 and 0845 numbers.

- **Link Multiple offices together with free calls**

If you have more than one office then OneBox can easily link your offices together with common extension numbers. All your calls between offices will be completely free.

- **Easily set up to handle Multi-tenanted buildings**

Have multiple tenants in one building but want to use one central phone system? No problem. You can give each of your tenants their own number or numbers and maintain separate billing and call logs for them all. OneBox can handle it!

- **Music on Hold**

When your callers are on hold play them some music or a sales message. You can upload standard MP3 files to the system for music on hold. No need to attach some separate CD / MP3 player hardware to your equipment (honestly that stuff is now consigned to the ark!). You can use different music for different lines or use different sales messages on different

lines! Basically anything you can record or convert to MP3 format you can use.

- **Call Blocking**

Don't want to receive calls from a particular caller (or extension for that matter!)? Then simply block them.

- **Call Return**

Check which number last rang / hit a key to return the call.

- **Caller ID**

Display the external / internal number of an incoming call. Can also display the caller's number / details on your PC screen from a contact management system (such as Outlook or Act!)

- **Blacklists**

Add / remove numbers to /from a central blacklist.

- **Call Transfer**

Transfer calls between extensions , ring groups and external numbers.

- **DISA (what's that then?)**

(Direct Inward System Access). Yep we hate all these acronyms as well, but DISA is simply a feature that allows you to dial into the system from an external phone and get an internal dial tone. You can then make calls as though you were using a phone on the system. Typically you would use this feature if you are out and about but want to make a call appear like its coming from your office phone.

- **Speed Dial**

Have telephone keys set up to dial people you talk to frequently with one key press, or dial specific three...

...digit codes for your most popular customers.

- **CDR (Call Detail Record Logging) - Reporting**

All calls into and out of the system can be logged. All the details are recorded including incoming number, which extension answered, outgoing numbers, which extension dialled, call duration etc. You can output these details as a standard Excel based spreadsheet or direct to a simple report in PDF format. Great for keeping track of all the details of who's making calls to and from your system.

- **Call Pickup**

Call pickup is a feature that allows you to pickup a call on a phone that is ringing from another phone. For instance if you were sat at your desk and someone's phone is ringing unanswered in the next office then you can simply pick their call up on your desk phone.

- **Call Parking**

"Parking a call" transfers the current telephone conversation to an unused extension number and immediately puts the conversation on hold. You can then retrieve the parked call from another extension. This is really useful say during a conversation and you need to go to another office for some reason (maybe to retrieve an important file or something); parking the call allows you to continue the conversation after arriving at the other office.

- **Call Forwarding**

This allows an incoming call to be forwarded to another number if you don't answer the phone. Useful when you want to forward all calls from you office extension to say your mobile number

- **Ring Groups**

You can configure any group of local extensions to ring in unison (know as a ring group!) You can also forward

and... ..transfer calls to ring groups either directly or through a digital receptionist.

- **Call Queuing**

Lets face it no one likes being put on hold but sometimes its unavoidable. A call queuing system makes the experience better for your customers. Call queuing has been a feature of big business call centres for a long time but its never really been affordable for small business until now. Combined with... ring groups, call queuing allows you to build sophisticated call handling for those times when your call load is very high.

Calls can be queued in the order they arrive and are sent to your ring groups on a first come, first served basis. This means calls will get answered in the order they were received and callers aren't trapped forever on hold. You get all the features you expect of a traditional call queuing system like playing a message after a set time to keep your caller informed of what's going on.

Ideal for groups of phones with heavy call traffic, say a sales or support department.

- **Audio recordings of calls**

Record calls for later play back. Again this is a feature that traditional telephone systems would charge a large premium for. (At this point we should mention the legalities of call recording. In the UK recording calls without telling the people on the call is still a bit of a grey area. We'd always advise saying the call is being recorded, but at the end of the day its your system!)

- **Distinctive Ringing**

Depending on the type of phones you use with the system you can have your extensions ring with different ring tones triggered by the source of the call. For instance, calls to your sales number can be made to have a different ring...

...tone than say calls to your support number.

- **Do Not Disturb**

Trying to concentrate on some work, on a break having a nap(!) or just nipping out for a couple of minutes? Then hit the do not disturb feature on your phone.

- **Call Waiting**

If you are already on a call on your extension and another call comes in you will hear an audio tone to tell you that a call is waiting. If you are expecting an urgent call it's a useful facility that enables you to put your current caller on hold and pick up the new call. You can of course return to the call on hold when your done.

- **Three-way Calling**

Want to bring a colleague in on a call? To three way call you call the first person you wish to talk to. Using a feature on the phone you then call then other person's phone number. When they answer you have a three way call.

- **Follow-Me**

Have more than one extension ring for your number, have them all ring together, or have the main phone ring first, then if its not answered ring another extension and so on. Great if you work in a few different rooms the call will track you down!

- **Click To Call (Dial from Outlook and Act!)**

Very clever stuff. Simply click on the telephone number in your Microsoft Outlook* or Act!* contacts list and your desk phone or software based phone will call that number!

- **Conference Calls**

A Conference Call is a telephone call in which the originating caller wants to have more than one person listen in to the audio portion of the call. It can be setup to allow the called party to participate during the call, or the call might be set up so that the called party can only listen in but not speak. (Conference calls are often... ..referred to as a "Tele-Conference").

Conference calls can be designed so that the calling party calls the other participants and adds them to the call. You can also just get the participants to call into the conference call themselves by dialling a special number.

Common uses for this type of feature are client meetings or sales presentations, project meetings and updates, regular team meetings, training classes and communication to employees who work in different locations.

- **Overhead Paging / Public Announcement**

Depending on the phones you are using with the system you can make them behave as a company wide Paging / public announcement system when required. Put out announcements "now hear this, coffee break, clocking off time"

- **Wake up / Alarm Calls**

Get the system to ring your extension or any other number at a specific time as a reminder (or as a wake up call).

- **Local Weather Reports**

Check out if its sunglasses you'll need or a brolly. Simply dial a special extension number and get a 5 day local weather forecast read back to you. (Its grabbed straight from the internet so its always up-to-date).

- **Free Updates to the software**

Yep you read that right, software updates are FREE. As more features, updates and improvements are made to OneBox they don't cost you a penny more. Ok for sure its not quite free as in "lunch". You may still have to spend some time configuring and testing your new features but its not like you've had to shell out to the big phone manufactures just for the privilege of keeping up-to-date! The days of...

...paying ongoing licence fees are over.

- **Take advantage of the latest IP based phone technology**

If your current desk phone looks like a prop from a 1970's edition of Crossroads then maybe its time for a change! Phone technology has come a long way in the last few years. A modern IP based desk phone will blow you away in terms of voice quality and functionality.

(There's also a wide range of wireless IP handsets that can be used, so you can carry your extension around with you if that's what you want!)

- **No new wiring**

If you have an existing computer network (often known as CAT5 cabling) in your building then in most cases you should be "good to go" without any additional expensive wiring jobs at all!

And many, many more features we haven't even listed.....