



21 Memorial Avenue  
Elmira, Ontario  
Canada N3B 2R1

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PH: 519.669.1049

FX: 519.669.4536

## What is VoIP?

Short for *Voice over Internet Protocol*, a category of hardware and software that enables people to use the Internet as the transmission medium for telephone calls by sending voice data in packets much like instant messaging.

## VoIP Highlights

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'Plug-and-play' with fully featured handsets your employees can use anywhere with a broadband Internet connection.

Supports 4-digit dialing and free long distance between offices.

IP phones will connect in series between a user's computer and the existing LAN.

Eliminates the need to manage two networks.

Remote users can use PC Client (or bring their desk phone when traveling).

Can call into the office or anywhere else using a desktop or laptop computer.

Add one user or entire offices at a time, fully integrated to the existing phone system

Pre-selected call routing can keep communications from being broken in the event of an emergency.

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## Hosted VoIP Packages

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**IP Voice™** features like caller ID, call forward, speed dialing and last number redial

**IP Office™** enhanced voicemail, call waiting and five-way ad hoc conferencing

**IP Office™ Plus** allows for voicemail management through your virtual PBX email inbox

**IP Enterprise™** full-feature offering for multi-taskers, road warriors, executives and telecommuters

**Road Warrior** ideal for busy professionals who refuse to trade productivity for mobility

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### IP Voice Services™

Gives your company the traditional functionality of a telephone with all the savings of IP Voice Service. This application works well on desks, in boardrooms, meeting rooms, cafeterias, lobbies, and courtesy areas. An analog, digital or IP telephone set is required. The feature set of the IP Voice solution includes:

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**Direct Inward Dial Number**

**Caller ID**

**Call Hold**

**Last Number Redial**

**Call Mute**

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### IP Office™

Offers your company traditional telephone functions plus an enhanced set of features. This service is ideal for knowledge workers who need standard phone services but could benefit from features like conference calling on demand and enhanced voicemail. An analog, digital or IP telephone set is required. The IP Office™ feature set includes all of the benefits of the IP Voice solution plus these additional value-added features:

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**Enhanced Voicemail**

**Call Waiting**

**Call Forward**

**Speed Dialing**

**Calling Number**

**Extension Dialing**

**Do Not Disturb**

**5 Way Ad Hoc Conferencing**

**Call Park**

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### IP Office™ Plus

Provides all of the productivity features of IP Office plus the added benefit of Unified Messaging. Eliminates the need to check 2 or 3 voicemail boxes. Enables you to save messages indefinitely to your hard drive, forward them as needed or delete them as you wish.



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## **IP Enterprise™**

A fully featured service designed for multi-tasking knowledge workers, executives, mobile employees, telecommuters and road warriors. The IP Enterprise feature set includes all of the features of IP Voice Services and IP Office, plus PC Client which offers:

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**Personal Agent**

**Preference Management**

**Click to Call**

**Call Logs**

**Collaboration Package**

**Web push**

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## **Road Warrior**

Our premier offering, with traditional telephone features and a suite of enhanced IP Voice Services. Enhanced IP Voice Service features include:

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**Unified Messaging**

**Online Call Logs**

**Virtual Fax Service**

**Find Me/Follow Me & Personal Call Routing**

**Online Directories & Microsoft Outlook Integration**

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## **Virtual Fax**

Provides a toll-free fax number to send and receive faxes with the option to forward faxes to email addresses of your choice (up to three). Delete, forward or save faxes indefinitely as you choose and only print the faxes you want!

## **Auto Attendant/IVR**

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**Auto Attendants greet incoming callers and provide a menu of options**

**Excellent way to provide callers with information and options outside of regular business hours**

**Streamlines your inbound phone traffic**

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