

## Auto Attendants

Feature	Description
<b>Customer Portal</b>	Web based user interface that allows users to configure their PBX, create call queues and groups, view call detail records and billing information, listen to and delete your voicemail, upload music on hold
<b>Top Level Auto Attendant (Always On)</b>	Allows callers to select from menu options using a standard telephone keypad. Through the portal interface, calls can be routed to extensions, mailboxes, groups, conference rooms, call queues, or unlimited depths of additional auto attendants
<b>Multiple Top Level Auto Attendants (Always on)</b>	Allows for separate telephone numbers to be routed to unique Top Level Auto Attendants. Each Auto Attendant is configurable individually
<b>Top Level Auto Attendant (Time Based)</b>	Available after N rings or based on time of day
<b>Sub-Level Auto Attendants</b>	Sub-Level Auto Attendants are often used for different departments within an organization. For instance, you may have a main Auto Attendant for the company, and then a sub-level Auto Attendant for Sales, Support, etc

## Call Management

Feature	Description
<b>Find Me (Dial Tone Plus Digital Assistant)</b>	Setup a personal assistant to “find you” at up to five (5) Locations. This feature is configured per extension, and offers an extensive number of options to route calls once they have reached the given extension Callers are asked to “announce themselves”, and are offered the option between locations to try the next location, or to leave a message.
<b>Call Hold</b>	Place calls on hold, and play music or a commercial on hold.
<b>Attended Transfer</b>	Transfer a call to an extension, group, or phone number AFTER announcing the party being transferred.
<b>Unattended Transfer (Blind Transfer)</b>	Transfer a call to another extension, group, or phone number WITHOUT announcing the party being transferred.

<b>Call Forwarding</b>	Forward calls via the Gateway TelNet Hosted Portal, or via your device or SoftPhone. Calls may be forwarded to any extension or phone number. Device or SoftPhone forwarding functionality may vary by manufacturer.
<b>No Answer Call Forwarding</b>	Automatically forwards your calls to an extension, group, or phone number when you do not answer your phone.
<b>Busy Call Forwarding</b>	Automatically forwards your calls to an extension, group, phone number when your phone is busy.
<b>Incoming Call Blocking</b>	“Black list” phone numbers to block them from calling your PBX.
<b>Incoming Privacy Screening</b>	Force callers with “no caller ID” or “blocked caller ID” to enter a number that will be presented as their caller ID.
<b>Incoming Caller ID Routing</b>	Route calls from a unique DID or phone number to any auto attendant, extension, group, phone number, or ACD or Call Queue.
<b>Incoming DID Routing</b>	Route calls based on the number that was dialed. Calls may be routed to an auto attendant, extension, group, phone number, or ACD or Call
<b>Outgoing Call Blocking</b>	Prevent calls to specific numbers or services (ex: 900 calls)
<b>Incoming Call Identification</b>	Identify an incoming call on the phone’s LCD display by modifying the Caller ID display indicating how the call was routed.
<b>One Button Redial</b>	A device or SoftPhone feature that redials the last number dialed by the extension user. Not all phones support this feature.
<b>Do-not-disturb (DND)</b>	A device or SoftPhone feature that simulates a phone being off-hook, sending calls received directly into voicemail. Other routing options are also available.
<b>Call Waiting Indicator</b>	Indicates incoming call (and caller ID, if available) while another call is in process.
<b>Automatic Call Distribution (ACD)</b>	Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability, behavior, and priority levels.
<b>Call Queue</b>	Call queues are used to route calls in a first-in-first-out manner to the appropriate extension or group. These extensions can be agents logged into the system. Call Queues are commonly used with an ACD, where the callers hear an announcement that says something like “thank you for calling, all available agents are busy, you are Nth caller. Estimated wait time is N minutes. Please hold for the next available agent, or press N to leave a message”. When the call is ready to be routed, the ACD handles the routing rules.

<b>Call routing based on business hours, after hours &amp; holiday hours</b>	Allows routing decisions based on time and date. Multiple schedules can be configured, as in the case of departments with different hours of operation.
<b>Speed Dial</b>	A device or SoftPhone feature that automates the dialing of a pre-determined phone number.
<b>Company Wide Directory</b>	A list of contacts and phone numbers that are uploaded via the Gateway TelNet Hosted Portal, and are made available on an IP phone or SoftPhone.
<b>Forward your calls Locally or Remotely via Phone or Web</b>	Call forwarding is easy to setup and manage.
<b>Caller ID Blocking</b>	Disable Caller-id for all outbound calls made from your PBX.
<b>Call Recording</b>	Selectively record calls for training or documentation purposes.
<b>DISA (Direct Inward System Access)</b>	Allows someone from outside the PBX to obtain a dialtone and to place calls from it as if they were placing a call from within the switch (with password protection)
<b>Office Intercom</b>	Dial another user's extension, activating their phone speaker to make an announcement
<b>Disable Outbound Dialing</b>	Disable Outbound Dialing on certain extensions only

## Call Conferencing

Feature	Description
<b>3-Way Conference Call</b>	After making or receiving a call, a user may conference in any third party for a 3-way call.
<b>Conference Bridge</b>	Multiple on-site and outside callers can simultaneously participate in password protected conference calls. Callers can be assigned talk-listen or listen only access.
<b>Default Music On Hold</b>	Royalty free music provided by Gateway TelNet Hosted
<b>Custom Music On Hold</b>	Music provided by Customer, and uploaded through the Customer Portal
<b>Commercial On Hold</b>	Record your commercial and upload it to your PBX via the Gateway TelNet Hosted Portal.
<b>Commercial On Hold By Location or Queue</b>	Multiple commercials on hold may be uploaded to your Gateway TelNet Hosted PBX, and can be unique based on location or queue.

## Reporting

Feature	Description
<b>Call Detail Records</b>	Real-time call logging is available via the portal. From, to, call duration, date and time, and call type (International, On-Net, etc). In addition, frequently called numbers can 'tagged' with text descriptions for legibility.
<b>Call volume graphs by time of day, month, year or custom dates</b>	Histograms graphically display calling patterns and trends
<b>Call traffic by extension</b>	Track number of calls by individual
<b>Detailed Accounting</b>	Track orders, invoices and all Gateway TelNet Hosted billings online.

## Origination & Termination

Feature	Description
<b>FREE Calls to other Dial Tone Plus Voice subscribers</b>	All calls “on-net” are FREE. That means you will not be billed for any call to another user on your Dial Tone Plus PBX or any other Gateway TelNet Hosted customer.
<b>Domestic Origination</b>	Gateway TelNet Hosted provides local phone numbers or DIDs in most of the LATAs in the United States. That means that we can port your local phone number to our system, and provide your company with the highest quality voice communications and flexibility of Voice Over IP (VoIP).
<b>Domestic Termination</b>	Gateway TelNet Hosted provides competitive outbound call packages ranging from pay-as-you-go, pre-paid minutes, and unlimited usage plans. Our per minute rate is competitive, and our quality and reliability is uncompromising.
<b>International Termination</b>	Gateway TelNet Hosted offers competitive international rates. International rates are available via the Dial Tone Plus website.
<b>SIP Trunking</b>	Have your own PBX, and want to realize the flexibility and cost savings of business-quality VoIP? Gateway TelNet Hosted offers ATA and SIP Gateway devices, or you can connect your SIP enabled PBX to our network and realize the benefits of Gateway TelNet Hosted VoIP.
<b>E911 support, compliant with all FCC mandates</b>	Every location and phone number where you utilize a Dial Tone Plus device or SoftPhone must have an associated E911 charge and entry in the Gateway TelNet Hosted Portal. The phone number associated with your location is then registered with the national E911 database. You are also responsible to update this information with Gateway TelNet Hosted if you move any device to a new location per the Gateway TelNet Hosted Terms of Service.
<b>Toll Free Numbers</b>	Utilize one or multiple Toll Free numbers which may be routed to a specific local DID, auto attendant, group or queue.

<b>LAN Segmentation</b>	Separate voice and data on a customer Local Area Network (LAN).
<b>VoIP Firewall</b>	Firewall the VoIP network.
<b>DHCP for VoIP Devices</b>	Provide the IP addresses for all Gateway TelNet Hosted VoIP devices.
<b>Data Bridge</b>	The data side of the network is passed through the Gateway TelNet Hosted VMD.
<b>Rate Limiting</b>	Traffic on your broadband connection may be managed to control the allocation of bandwidth for voice and data. This model protects the amount of bandwidth available for voice, and assures that heavy data usage will not interfere with your voice quality. Rate limitations may be changed at any time as needed.
<b>Diagnostics</b>	Gateway TelNet Hosted VMD has diagnostics that our support Agents may utilize to diagnose any issues you might have.