

Fonality PBXtra 5.2

NEW FEATURE LIST

Standard Edition

| Feature | Description |
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| ▶ Voicemail-only Extension | The Voicemail-only extension is used when you need to have an alternate mailbox or special box to collect VM that is not specific to an individual user on your system (e.g. maybe at the end of a call menu that rings a queue, unanswered calls all go to a single mailbox that represents missed calls for that queue). |
| ▶ Virtual Extension | Used primarily for call forwarding when you have an extension number used for little or nothing else. The new Virtual extension is different from a virtual extension in previous releases. The difference here is that now there is no unique user assigned to the virtual extension. It is considered a Non-User extension type. This means it will not have a username or login available and cannot, for example, be an agent in a queue. Because it is not a user, it has no voicemail and no first/last name (not a person so why have a name right?). |
| ▶ Users with Extensions | Each user can have multiple extensions to coordinate with different offices such as a home office. For example, an existing employee, Mike, needs a second phone for his home office. This option creates a new extension and associates it with Mike's user account. |
| ▶ Import users / extensions | Add Users or Extensions all at once by importing a CSV file. For info on how to do it: http://help.fonality.com//Extensions/How_do_I_import_users_%2f%2f_extensions%3f |
| ▶ FONscore with Call Quality Reports | Shows users and administrators the quality of their IP Phone connection by call. All calls are stored and viewed in the same easy to use CDR record format used for other call data. In addition the FONscore will highlight the worst phone call made/received in the last 6 hours for quick troubleshooting. FONscore uses a 4 star rating system: white, green, yellow, red. <ul style="list-style-type: none"> ✓ White - indicates there is not enough data to determine the FONscore ✓ Green - indicates the IP Phone connection is in good condition. ✓ Yellow - indicates the connection has some minor quality issue (jitter or packet loss) and the caller may not notice problems. ✓ Red - The IP phone connection is having some major quality issues. Callers may notice problems such as broken speech or echo. |

▶ Alerts and Notifications

- ✓ Alert - when call quality is affected
On servers with T1 cards and the T1 port has no line connected or the line is in red alarm, local conference bridges and barged calls can have severe quality issues. This alert monitors that only one T1 port is providing timing and an active T1 line is plugged in. In addition, card failure or missing T1 card can trigger the alert as well.
- ✓ Alert - when your VPN tunnels are down
Receive an email/sms alert if your server's VPN tunnels loses connection. When VPN tunnels are down, users and administrators are unable to log in to the control panel until the issue is resolved.
- ✓ Alert - When your remote phones cannot reach your server
Receive an email/sms alert if remote phones are unable to reach your server. This option is only useful if you have remote phones connected to your PBXtra.
- ✓ Alert - When linked server [server_name] is unreachable
Enable these alerts to monitor the connections with other linked servers.
- ✓ Alert - When your remote users cannot connect to HUD3
Receive an email/sms alert if remote users are unable to use HUD3. This option is only useful if you have remote users attempting to connect to your PBXtra via HUD3.

▶ Enhanced Phone Settings

- ✓ Phone Settings - Phone Configuration Download
This option controls where to download phone configurations. Two options:
Via Internet - phone configuration files will be downloaded from the data center through the internet (required for teleworkers)
Via LAN - phone configuration files will be downloaded directly from your PBXtra through the LAN.
- ✓ Phone Settings - Aastra Headset HUD Mode
Older and newer generations of Aastra phones handle headset mode differently. If you use HUD to make/answer calls while in headset mode, the calls may improperly play out of the speaker instead of the headset. If this occurs, change this setting from newer to older or vice versa to resolve.

▶ Global Company Directory

This option controls whether callers can search for extensions in the Company Directory across all linked servers.

▶ Enable Firewall

This option controls whether the internal firewall in your PBXtra should be enabled. Choose "yes" if your PBXtra is on the public side of your network and you wish to have an added layer of security.

▶ Create Networks for Linked Servers

Users now have many functions across linked server including: see call status of linked extensions, barge across linked server, see & join conference rooms on linked servers, retrieve calls parked by linked extension, add linked extensions to your queue, and so much more!

| ▶ Global VoIP Settings | These are general settings applied to all SIP/VoIP accounts. |
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| ▶ Jitter Buffer | <ul style="list-style-type: none"> ✓ Jitter Buffer Located in Options -> Voip -> Advanced: Enables a jitter buffer on incoming calls for connections that may produce jitter. Affects SIP whereas the old jitter buffers only focused on IAX. ✓ Force Jitter Buffer Located in Options -> Voip -> Advanced: Forces the use of Jitter Buffer. This should always be on when Jitter Buffer is enabled. ✓ Jitter Buffer Max Size Located in Options -> Voip -> Advanced: Max length of the jitter butter in milliseconds. ✓ Jitter Buffer Mode Located in Options -> Voip -> Advanced: Choose from two jitter buffer modes — “Fixed” sets the jitter buffer max to the max sized defined on this page. The “Adaptive” mode creates a variable jitter buffer size. |
| ▶ Toll Restrictions | Set up Toll Restrictions in the Groups permissions page. Add the ability to restrict dialing to certain dial plans or servers per user group. |
| ▶ Extension Conflicts | When linking a server will introduce conflicts between extensions and call menu key presses, an alert banner is displayed on the link server confirmation page warning you about the conflict. |
| Professional Edition | |
| Feature | Description |
| ▶ Directed Call Pickup | Pick up a call from a specific extension with a ringing call by dialing *88 + your extension. |
| ▶ Transfer Call to Mobile | In the middle of a call and need to take it on the road? Transfer the call you are on to your mobile phone, so that you can talk on the go. |
| ▶ New Permissions | <ul style="list-style-type: none"> ✓ View UAE details in desktop alert ✓ Conference permissions for linked servers ✓ Block chat |
| ▶ FindMe at Location | When using Findme there is a new sequence available to ‘Call me at my location’. This step will allow Findme to preserve the current location setting for that user. |

Contact Center Edition

| Feature | Description |
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| ▶ Queue-based Priority | Queue priority will make the entire queue more or less important over other queues, if needed. |
| ▶ Agent Logout Reasons page | Agents can display their reason for logging out of the queue. Admins can then run a report to view reasons why their agents are logging out. |
| ▶ Ring Randomly by Priority | This feature randomly rings an agent with an incoming call while respecting agent priority within the queue. |
| ▶ Barge Key Codes | By dialing *22 plus an extension allows you to barge the current call. All participants in the call will immediately be able to hear, so that you can further assist in the process of the call. |
| ▶ Monitor Key Codes | By dialing *66 plus an extension will allow you to monitor the current call. The participants on the call will not be able to hear you, so that you can silently monitor the process of the call. |

UAE Edition

| Feature | Description |
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| ▶ UAE status page showing current status | UAE status page now shows the current status of all UAE actions involved. This will also show if there are any errors detected. There is a new UAE alert setting in status under alerts. An email can be specified for UAE alerts to be sent to. There will be an alert if there is a new Fonality UAE salesforce package available. |
| ▶ Auto Purge Call | Added new functionality to auto purge outdated call records in Salesforce.com |

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.