

# IP Telephony

*In a world where communication is key, HeatSeeker offers the perfect solution that lowers total cost of ownership with a single, united voice/data solution, over a converged IP network.*

## Connectivity and Mobility

### Product Features

HeatSeeker's feature rich Voice Applications include the following:

- Local service
- Long Distance Service
- 800 Service
- Virtual PBX feature set
- Attendant Console(s)
- Unified Messaging (voice, fax, email)
- Contact Center *[with optional expanded features]*
- Compliance/QA recording *[optional]*
- Quality of Service (QoS) Enabled

### Benefits

Experience decreased toll costs, improved collaborative employee productivity, and ultimately, greater customer satisfaction. IP Telephony services from HeatSeeker allow your business to have flexible voice communication equipment that can be remotely programmed for moves, adds and changes. There is no PBX phone maintenance agreement, and all Telephony Systems upgrades, moves/add/changes are HeatSeeker's responsibility. We also take care of fax management, integration and updates. Your business will have phones that are E-911 enabled, and take advantage of our Secure Voice Service. All of the comprehensive features are included at no additional cost.

# IP Phone Features

*Unlike most phone service plans, HeatSeeker's total IP phone solution gives you access to all of the features and services, at no extra cost.*

## Total Solution. One Price.

### Product Features

**Abbreviated Dial** • Allows abbreviated dialing of a 10-digit phone number

**Call Log** • System logs received, dialed, and missed calls

**Call Park** • Places the call on hold so anyone connected to the system can retrieve it

**Call Pickup** • Picks up incoming calls within a group

**Call Waiting** • Receives a second incoming call on the same line without disconnecting the first call

**Caller ID** • Displays the number and name of the caller

**Call Back** • Notifies a user when an extension that was busy or that did not answer a call is available to take a call

**Conference** • Initiates an ad hoc conference and then conference in other participants one at a time

**Forward** • Forwards all calls to the designated directory number

**Group Call Pickup** • Allows users to pick up incoming calls within their own group or in other groups

**Headset** • Option to use a headset to interface with phone during calls

**Hold** • Places an active call on hold

**Meet-Me Conference** • Enables other callers to join in a conference

**Music-On-Hold** • Plays music while callers are on hold

**Mute** • Disable the audio input so you can hear other parties on the call, but they cannot hear you

**Personal Directory** • Allows you to synchronize data stored in your Microsoft Outlook address book

**Programmable Buttons** • Provides access to phone lines, speed-dial numbers, web-based phone services and phone features

**Quality Reporting Tool** • Allows users to use the QRT softkey on a phone to submit information about problem phone calls

**Redial** • Redials the last number dialed on the IP Phone

**Speaker Mode** • Allows you to talk and listen hands-free

**Speed-Dial** • Dials a specified number that has been previously stored

**Transfer** • Transfers an active call to another directory number

**Voice Messaging System** • Stores messages for unanswered calls