



**See how Hosted Voice & Fax over IP
makes sense for your business.**



Features of

**Hosted Voice (VoIP)
Hosted Fax (FoIP)**

www.enqwest.com

844.ENQWEST

Why Hosted VoIP?

Many companies make use of PBX phone systems in order to take advantage of the features and functionality that are typically associated with a PBX system. A PBX was needed to access features such as call forwarding, call waiting, and setting up extensions for the business.

However, administration and maintenance of a PBX system can be an expensive proposition. Especially if your company lacks the expertise in-house to perform even the most basic functions like assigning extensions or supporting telecommuters.

Hosted VoIP from ENQWEST utilizes the internet to provide all the cutting edge features required by the demanding communications needs that all businesses face today. You'll have access to all the features and functionality you need without the need for expensive equipment or the cost of maintaining it. Since Hosted VoIP is a cloud based service, you can access your phone system from anywhere in the world you have access to the internet. It's the perfect tool to connect multiple locations or remote workers.

Advantages

- ◆ No maintenance from customer side
- ◆ Not location bound, as services can be deployed wherever you are, worldwide
- ◆ Scalable from one employee to an enterprise with hundreds of users
- ◆ Customizable to fit your business model and can grow as your company grows
- ◆ Flexible to meet your seasonal activities
- ◆ No busy signal or busy lines, whatsoever
- ◆ Cost-effective and feature rich
- ◆ Faxing over IP with T.38 technology
- ◆ And much, much more!



Benefits

In addition to the standard features typically found in all new generation IP-PBXs, ENQWEST's Hosted VoIP includes a comprehensive list of enhanced services, telephony applications, system administration, and end-user applications.

- ◆ High level of customization, setup, and configuration features provide a highly reliable system in a truly scalable manner.
- ◆ Can easily adapt to increased customer demands and specific customer requirements.
- ◆ ENQWEST has deployed flexible, reliable, and scalable Next Generation Communication services by unifying the most state-of-the-art technologies.
- ◆ Comes standard with more than 35 easy-to-use standard features that increase productivity and improve the communication experience of both clients and associates.



Features

BLF Parking Slot Monitoring

Parking slots are monitored and if any call is parked it is signaled on the phone BLF.

Call Detail Records (CDR)

During its normal operation, produces extensive CDR (call detail records). These CDRs are available for exporting in CSV format.

Call Detail Record (CDR) Search

Easily search and find any incoming or outgoing call.

Call Filters & Blocking

Filters and blocks all incoming calls based on a set of rules.

For example, calls can be filtered based on whether they are anonymous, belong to specific caller or telemarketer.

Call Forwarding

Call forward allows users to forward incoming calls.

Call Recording

IVR (Interactive Voice Response) auto attendants greet callers with pre-recorded messages offering menus of touch-tone choices. Creating an auto attendant is easy with ENQWEST's user friendly web interface.

Call Monitoring

Monitors active calls in real time. For example, extensions 1000 and 1001 are in conversation. Extension 1005 dials '*199 1000'. From that moment, active call and all other calls made by extension 1000 will be monitored by extension 1005, until 1005 hangs up.

Call Park

While on a call, the user can park the call, move to another location, and then continue to talk to the caller from that new location.

Call Pickup

This service enables the user to pick up ringing calls of the same call group.

Caller ID

User can select to send or not to send caller ID while placing calls.

Conference Monitoring

Enables you to enter the *500 Access Code followed by a non-delimited list of conference numbers that you want to listen without participating. If you want to speak to one of the conferences, you may type ** and then one of the conference numbers that you are already listening to. Typing *0 will reset the situation so you will not be able to talk to any of the conferences again, unless you use ** access code.

Conference Permissions

Define general conference permissions or just permissions per user.

Conferencing

Conferencing allows callers/participants to talk to each other as if they were in the same room. Participants can be located locally or in another remote location. A remote location could be just around the corner or *anywhere* in the world with adequate Internet, another kind of IP connection, or PSTN. All that is required is that each participant dial the conference access number. That number could be a local extension, PSTN, or VOIP number.

Company / System Directory

Allows users with compatible phones to have a directory shown on the phone display.

CRM Integration

Integrate with Customer Relationship Management solutions such as Salesforce, Zoho, and Zendesk.

Delete Recordings

Enables users to delete recorded calls via 'Self Care: CDR'. For example, with this option enabled, users may log into self care, navigate to 'CDR', select recorded message, and click on 'Advanced: Delete Recordings'.

Delay per Dial Interface for Group Hunt/Call

Screening Support

Allows you to add a delay timeout for a mobile number. For example, in scenarios where the mobile number is unavailable and the mobile voicemail automatically answers the call.



Features

DID Assignment

The ENQWEST Hosted VoIP Platform enables administrators to assign multiple DID's to each employee. Each extension can also have its own complete phone number or "direct dial." Quick Tip: Companies with international offices may assign multiple phone numbers to each extension. For example, a sales person in the US may have a US, UK, and Mexico number forwarded to their phone, making it easy and affordable for international clients to reach them.

Directory / BLF List

The directory is used to enter all extensions that you want as contacts and when used with a Busy Line Field enabled phone, you can select which of those extensions will be monitored by your BLF buttons on the phone.

Do Not Disturb

The user has the option to send all incoming calls to voicemail or to another phone number for a specific time (0-24 hours).

Encrypted Audio

Encrypted audio allows prevention of listening to audio

Encrypted SIP Signaling

Encrypted SIP signaling, encrypted transport via SIP TLS provides protection for SIP traffic snooping. stream.

Enhanced ACD Queues

All or some of the incoming calls can be configured to be placed in one of the ACD (Automatic Call Distributor) queues. Once the incoming caller enters the queue the following will be heard by the caller:

- Music on hold (content played to the caller is configurable)
- Caller's current position in relation to the other callers.
- Numerous additional features also included

Extension Group Management

With this feature, administrators are able to define extension groups for specific departments. For example, they may define a group of 10 extensions as a sales team. Then,

when an inbound call is received, the caller will either have the option to "press 1 for sales" and all 10 sales group extensions will ring at the same time until one person picks up. This is also conveniently managed through our web interface with no intervention needed by a technician.

Fax Files Removal

Conferencing allows callers/participants to talk to each other as if they were in the same room. Participants can be located locally or in another remote location. A remote location could be just around the corner or *anywhere* in the world with adequate Internet, another kind of IP connection, or PSTN. All that is required is that each participant dial the conference access number. That number could be a local extension, PSTN, or VOIP number.

Follow Me

Choose one or more numbers to be dialed in order to allow the caller to reach that extension.

Group Hunt

Group hunt rings a number of extensions at the same time allowing any of those extensions to answer the call

Hot Desking

Allows employees to work at any available desk in a workplace, so the company does not have to assign permanent desks.

Instant Messaging Server

Allows you to use any compatible Jabber client for instant messaging. This feature allows the organization's employees to communicate in a unified method having their phone and chat numbers the same.

IVR Auto Attendants

IVR (Interactive Voice Response) auto attendants greet callers with pre-recorded messages offering menus of touch-tone choices. Creating an auto attendant is easy with ENQWEST's user friendly web interface.

Features

Personal IVR

Caller: When the caller makes a call into the Personal IVR, they will be given the option to connect or to leave a voicemail. If connected, the caller will be asked "who is calling please?" After responding, the caller will hear ringing, or, if the caller has chosen the voicemail option, the call will go automatically to voicemail.

Callee: After the callee answers the call, they will hear the name of the person calling in, then the callee will be given choice to a) connect the call and start talking with the caller, b) call forward to another extension or phone number, or c) send the caller to the voicemail.

Instant Recording

During a conversation, the user with this service enabled can press the activation code (*159) to instantly record the current call.

Least Cost Routing

ENQWEST Hosted VoIP allows you to save on your voice communications spending. This is achieved by assigning primary, secondary, and tertiary trunks for each destination.

Listen to Recordings

Enables users to listen to recorded calls via 'Self Care: CDR'. For example, with this option enabled, users may log into Self Care, navigate to 'CDR', select recorded message, and click on the 'Listen' button. The selected sound file will be downloaded to a local computer from where it can be played in your preferred audio player.

Multiple Departments

One extension can be set up as a member of multiple departments.

Multiple Languages

ENQWEST Hosted VoIP currently supports the following languages: English, Spanish, German and French. Additional languages may be easily added. Please contact us for details.

Music on Hold

Music on hold is the music that callers hear when they are

put on hold by a user, in queues, auto-attendants, etc.

Easy to manage your music on hold content by just using your web browser! Create directories: SALES, CUSTOMER SUPPORT, BILLING etc. then upload the appropriate music content to each directory.

Online User Directory

Users can enable/disable their extensions to be shown in directory.

Paging / Intercom

Paging/intercom supports one or more phones to automatically answer the calls using their speakers.

Pause Recordings

Allows you to pause a call recording during a conversation. This is useful in cases where the customer has to provide personal information such a credit card or social security number.

QoS Audio Packets Tagging

QoS audio packets tagging monitors the importance of data packets and insures that high priority (high importance) data gets to where it should faster.

Remote Access

Allows mobile/cell users to call the system on one of the DID's in order to be called back. Once the system rings back, user enter their extension/PIN. After successful authentication, users can dial any destination for which users normally have privileges.

Ring Groups

Assign a number of extensions into a group. Any calls placed to that group will ring all extensions belonging to that group.

Self Service Extension Management

ENQWEST Hosted VoIP offers the ability for clients and administrators to define their own extensions using our user friendly web interface, eliminating the need to call a technician each time an extension is added or changed. Up to 1000 local and remote extensions can be assigned.



Features

Speakerphone Paging

Allows messages to be transmitted to multiple phones by dialing '*399'.

Speed Dial

Used with the *130 Access Code. When you dial *130XX,

where XX is a two digit Speed Dial Code, you will dial an extension associated with that code.

System Operation Times

Switch system level operation times ON/OFF by using the *401/*402 access codes.

Voicemail Features

Enhanced Voicemail

ENQWEST Voice Mail provides all the functionality required to deploy a full featured voice messaging solution to all enterprise, SOHO, and residential users. ENQWEST Voicemail interface is user-friendly and includes a Web interface to manage settings and mailboxes.

Operator / Exit Digit

Exit digit allows callers to exit the voicemail system while leaving the message. Upon pressing the exit digit, the caller will be transferred to one of the system destinations set by the user.

Voicemail to Email & Unified Messaging

With Voicemail to Email, end users can retrieve their

voicemails through email, pager, web and handsets making it even more convenient to use VoIP for their business calls.

Time Zones Support

Remote or travelling users are able to change their current time zone, resulting in accurate information of the time a message was left.

Voicemail Groups

Voicemail groups allow users to send a message to a group of users by dialing a single number and leaving the message.

Call Center Features

Agent Pause Reason Codes

This allows agents to provide a pause reason when they need to take a break. The reason code is logged as a pause event.

Skills Based Routing

Route inbound agent calls based on set criteria:

Skill Level

- Training Level
- Performance
- Availability
- Call Priority
- Queue Load

Additional criteria can be added as per customer requirements.

Queue and Agent Statistics

Queue Statistics Call Center includes comprehensive queue statistics reports. These reports will help you achieve better customer service by forecasting call volumes, calculating agent requirements and comparing results with expectations.

Real Time Queue—Agents Monitoring

Allows authorized users to keep track of status and traffic in each queue. Data is automatically refreshed every 3-60 seconds. Also provides for:

- Barging
- Listening
- Monitoring



Hosted Fax Service

With ENQWEST Hosted Fax service there is no need for expensive equipment, no complex installations and extremely simple provisioning. We simply install a secure Analog Telephone Adapter (ATA) for a hassle-free and quick deployment.

It's all about Reliability and Security with Hosted Fax from ENQWEST. Our secure ATA (Analog Telephone Adapter) converts your fax machines analog signal to HTTPS. HTTPS is a secure reliable form of data transfer that has been used on the internet since the early nineties, allowing the fax to connect via the internet and then transmit over IP.



Since we take advantage of HTTPS technology, ENQWEST Hosted Fax avoids many of the problems associated with the T.38 VoIP technology and fax transmission over the open internet. Problems with the T.38 protocol often result in packet loss, jitter, and PCM Clock sync issues. HTTPS technology has proven to be a reliable choice for IP, WiFi, satellite, and cellular transmissions.

Hosted Fax from ENQWEST allows you to send or receive faxes using either a traditional fax machine or your PC by taking advantage of common PDF files. You'll even get the advantage of maintaining an audit trail for your documents as well as the ability to integrate with a document management system if so desired.



If you're a company that requires control over fax management due to compliance or privacy requirements, ENQWEST Hosted Fax also offers HTTPS/SIP Trunking which has proven to be a reliable and secure IP based fax network.

At ENQWEST, we go beyond the standard core service offerings. We'll custom craft a reliable and secure fax solution to meet the needs of your business.

Business Class IP Phones



Ultra-elegant IP Phone SIP-T41P



- Revolutionarily new design
- Yealink Optima HD voice
- 2.7" 192x64-pixel graphical LCD with backlight
- Up to 6 SIP accounts
- Paper label free design
- PoE support
- Headset, EHS support
- Integrated stand with 2 adjustable angles
- Wall mountable
- Simple, flexible and secure provisioning options

Ultra-elegant Gigabit IP Phone SIP-T42G



- Revolutionarily new design
- Yealink Optima HD voice
- Dual-port Gigabit Ethernet
- 2.7" 192x64-pixel graphical LCD with backlight
- Up to 12 SIP accounts
- Paper label free design
- Headset, EHS support
- Integrated stand with 2 adjustable angles
- Wall mountable
- Simple, flexible and secure provisioning options

Ultra-elegant Gigabit IP Phone SIP-T46G



- Revolutionarily new design
- Yealink Optima HD voice
- Dual-port Gigabit Ethernet
- 4.3" 480 x 272-pixel color display with backlight
- Built-in a USB port, support Bluetooth headset (Through USB Dongle)
- Up to 16 SIP accounts
- Paper label free design
- Headset, EHS support
- Supports expansion modules
- Stand with 2 adjustable angles
- Wall mountable
- Simple, flexible and secure provisioning options

Ultra-elegant Gigabit IP Phone SIP-T48G



- Revolutionarily new design
- Yealink Optima HD voice
- Dual-port Gigabit Ethernet
- PoE(802.3af) class support
- 7" 800 x 480-pixel color touch screen with backlight
- Support Bluetooth headset through USB Dongle
- Up to 16 SIP accounts
- Paper label free design
- Headset, EHS support
- Supports expansion modules
- Wall mountable
- Simple, flexible and secure provisioning options

Business Class IP Phones



1-Line IP Phone SPA502G



- Dependable, Affordable and Feature Rich
- Full-featured 1-line business-class IP phone supporting Power over Ethernet (PoE)
- Monochrome backlit display for ease of use, aesthetics, and on-screen applications
- Connects directly to an Internet telephone service provider or to an IP private branch exchange (PBX)
- Dual switched Ethernet ports for connecting a computer behind the phone, reducing cabling costs
- Wideband audio for unsurpassed voice clarity and enhanced speaker quality
- Easy installation and highly secure remote provisioning, as well as menu-based and web-based configuration
- Supports up to two Cisco® SPA500S Expansion Module, adding up to 64 additional buttons*
- Supports both Session Initiation Protocol (SIP) and Smart Phone Control Protocol (SPCP) with the Cisco Unified Communications 500 Series for Small Business

4-Line IP Phone SPA504G



- Full-featured 4-line business-class IP phone supporting Power over Ethernet (PoE)
- Monochrome backlit display for ease of use, aesthetics, and on-screen applications
- Connects directly to an Internet telephone service provider or to an IP private branch exchange (PBX)
- Dual switched Ethernet ports for connecting a computer behind the phone, reducing cabling costs
- Wideband audio for unsurpassed voice clarity and enhanced speaker quality
- Easy installation and highly secure remote provisioning, as well as menu-based and web-based configuration
- Supports up to two Cisco® SPA500S Expansion Module, adding up to 64 additional buttons*
- Supports both Session Initiation Protocol (SIP) and Smart Phone Control Protocol (SPCP) with the Cisco Unified Communications 500 Series for Small Business

8-Line IP Phone SPA508G



- Full-featured 8-line business-class IP phone supporting Power over Ethernet (PoE)
- Monochrome backlit display for ease of use, aesthetics, and on-screen applications
- Connects directly to an Internet telephone service provider or to an IP private branch exchange (PBX)
- Wideband audio for unsurpassed voice clarity and enhanced speaker quality
- Easy installation and highly secure remote provisioning, as well as menu-based and web-based configuration
- Supports up to two Cisco® SP500S Expansion Module, adding up to 64 additional buttons*
- Supports both Session Initiation Protocol (SIP) and Smart Phone Control Protocol (SPCP) with the Cisco Unified Communications 500 Series for Small Business

Business Class IP Phones



1-Line IP Phone (Gigabit) SPA512G



- Full-featured 1-line business-class IP phone supporting Power over Ethernet (PoE)
- Connects directly to an Internet telephone service provider or to an IP PBX
- Dual Gigabit Ethernet switched ports, speakerphone, caller ID, call hold, conferencing, and more
- Easy installation and secure remote provisioning, as well as menu-based and web-based configuration
- Supports up to two Cisco SPA500S Expansion Modules, adding up to 64 additional buttons
- Supports both SIP and SPCP Protocols with Cisco Unified Communication 500 Series

4-Line IP Phone (Gigabit) SPA514G



- Full-featured 4-line business-class IP phone supporting Power over Ethernet (PoE)
- Connects directly to an Internet telephone service provider or to an IP PBX
- Dual Gigabit Ethernet switched ports, speakerphone, caller ID, call hold, conferencing, and more
- Easy installation and secure remote provisioning, as well as menu-based and web-based configuration
- Supports up to two Cisco SPA500S Expansion Modules adding up to 64 additional keys
- Supports both SIP and SPCP Protocol with Cisco Unified Communication 500 Series

5-Line IP Phone (Gigabit) SPA525G2



- Full-featured and stylish business IP phone supporting up to two Cisco® SPA500S Expansion Modules (32 button attendant consoles)
- Cisco Mobile Link: Bluetooth enhanced integration with mobile phones to make and receive calls, import your personal contacts, and charge your mobile phone
- Enhanced network connectivity with Power over Ethernet (PoE), 802.11g Wi-Fi client with Wi-Fi Protected Setup (WPS), and Bluetooth headset support
- Graphics-rich, high-resolution 3.2-inch QVGA 320 x 240 color screen
- Cisco AnyConnect VPN Client: Highly secure Internet phone connection for remote users that is simple and easy to set up
- MonitorView for monitoring up to four video surveillance cameras from your phone
- Cisco XML services framework: Support for productivity applications directly on your phone
- Support for multimedia functions, such as playing MP3s, displaying digital photos, and viewing RSS feeds
- Wideband audio for unsurpassed voice clarity and enhanced speaker quality
- Support for both Session Initiation Protocol (SIP)

Business Class IP Phones



Business Media Phone VVX 300



- Backlit grayscale graphical LCD (208 x 104)
- 6 line or speed dial keys
- HD Voice up to 7KHz on all audio paths (Speaker, Handset, Headset)
- 2 x Ethernet 10/100 Asian character support
- Hard Keys: 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer
- 4-way navigation cluster with center "select" key
- Supports VVX Expansion Module and VVX Color Expansion Module (Expandability up to 3 modules)

Business Media Phone (Gigabit) VVX 310



- Backlit grayscale graphical LCD (208 x 104)
- 6 line or speed dial keys
- HD Voice up to 7KHz on all audio paths (Speaker, Handset, Headset)
- GigE
- Asian character support
- Hard Keys: 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer
- 4-way navigation cluster with center "select" key
- Supports VVX Expansion Module and VVX Color Expansion Module (Expandability up to 3 modules)

Business Media Phone VVX 400



- 3.5" TFT (320 x 240)
- 12 lines or speed dial keys
- HD Voice up to 7KHz on all audio paths (Speaker, Handset, Headset)
- 2 x Ethernet 10/100 Asian character support
- Hard Keys: 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer
- 4-way navigation cluster with center "select" key
- Supports VVX Expansion Module and VVX Color Expansion Module (Expandability up to 3 modules)

Business Class IP Phones



Business Media Phone (Gigabit) VVX 410



- 3.5" TFT (320 x 240)
- 12 lines or speed dial keys
- HD Voice up to 7KHz on all audio paths (Speaker, Handset, Headset)
- GigE
- Asian character support
- Hard Keys: 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer
- 4-way navigation cluster with center "select" key
- Supports VVX Expansion Module and VVX Color Expansion Module (Expandability up to 3 modules)

Business Media Phone VVX 500



- 3.5" (9-cm) TFT (320 x 240)
- Up to 12 line appearances
- Immersive capacitive touch UI
- Streaming media video playback
- Video conferencing via external USB cam (coming post FCS)
- Full Browser (Webkit)
- HD Voice up to 14KHz on all audio paths (Speaker, Handset, Headset)
- 2 x Ethernet 10/100/1000
- 2 x USB 2.0 host
- "Green" – low power
- Hard Keys: 12-key keypad, home, speaker, mute, volume, headset
- Supports expansion modules
- Headset and Accessories: RJ9 wired headsets, Wireless connectivity via electronic hook-switch, read headset, Tech bulletin
- USB-wired headsets
- Wireless USB headsets

Business Media Phone VVX 600



- Enhance executive productivity
 - ◇ Large (4.3") TFT (480 x 272) capacitive touch-screen
 - ◇ Up to 16 line appearances/speed dials
 - ◇ Hard Keys: 12-key keypad, home, speaker, mute, volume, headset
 - ◇ Video playback and video conferencing via external USB cam
 - ◇ Integrated Bluetooth
- Best-in-class personal communications
 - ◇ Legendary Polycom HD Voice technology up to 14KHz on all audio paths (Speaker, Handset, Headset)
 - ◇ 2 x Ethernet 10/100/1000
 - ◇ 2 x USB 2.0 host
 - ◇ Green – low power
- Simple to deploy and easy to administer, upgrade, and maintain
 - ◇ Plug and play provisioning with zero touch provisioning
 - ◇ Robust SIP feature stack
- Easy integration with third-party UC and productivity applications
 - ◇ Complete API toolkit for custom development
 - ◇ Full Browser (Webkit)
- Get the most from your investments
 - ◇ Broad accessory support (Expansion Modules, Video camera accessory)
 - ◇ Microsoft Lync interoperability