

Standard Features

As with all Appia services, voice services are supported 24/7 by the expert engineers and technicians in our Network Operations Center.

900/976 Blocking Calls to pay-services area are disabled to protect against the high cost of these calls

Abbreviated Dialing Call between phones within your organization using 3-, 4- or 5-digit dialing. Calls between offices are free, anywhere in the world

Ad Hoc Conferencing Connect up to six people using this convenient “mini-conference” feature

Call Forward Automatically transfer incoming calls to another phone, whether it’s in the office, another phone in your organization, or your home or mobile phone

Call Hold Place a call on hold for an unlimited period of time. This feature provides access to a dial tone while the call is being held

Call Log Lists incoming (whether answered or missed) and outgoing calls. Information includes date, time, and name

Caller ID Presents incoming number (and caller name, if in directory)

Call Park Park a call on one line so a call can be picked up on another line

Call Pickup Pick up a call ringing on another phone from your phone

Call Transfer Transfer any calls to another line, either inside or outside the office

Call Waiting Answer multiple calls if you are already on the line

Direct Inward Dialing Route inbound calls directly to a designated extension

Do Not Disturb Route your calls to voicemail

Hunt Group Automatically forward an incoming call from a busy line to the next designated line, or ring multiple phones simultaneously

Outbound Call Records View call-detail records by line number, including start time, duration, and toll call numbers. Analyze usage to recommend changes and predict future costs

Outbound Calling Restriction Limit phone access on selected lines so that only authorized numbers can be called. Managing call restrictions helps control cost

Speed Dialing Program frequently-called numbers

User Phone Configuration Phones can be customized with features that adapt to the way people work and increase individual productivity

Voicemail Message Transfer Messages can be sent directly from one mailbox to another mailbox. Mailboxes can be within one office or among multiple offices



Simplify and Save with Appia Managed Services

Optional Features

Audio Conferencing A full-featured, reservationless bridge service for large audio conferences

Busy Lamp Field Monitor the status of office extensions on your desktop

Call Accounting Integration with select accounting systems

Call Packs for Local and Long Distance Purchase blocks of minutes each month at a reduced rate

Click to Dial Click on a contact's phone number in Outlook to automatically dial your IP phone

Extension Mobility Logging in to another IP phone automatically configures it as your own

Fax-to-Email/Email-to-Fax Receive and send faxes with your email client, using a toll-free or local DID number

Find Me, Follow Me Program phones (office, mobile, home, etc.) to all receive calls and ring at once

Inbound Call Reporting View call-detail records on inbound calls. Essential for controlling toll-free calling costs

Intercom and Paging Send a page or intercom to all phones or to predetermined groups of phones. Appia can also help to integrate with your existing overhead paging system

Monitoring and Recording For call centers, customer service, auditing, training, etc.

Music or Message on Hold Provide music or prerecorded announcements for callers on hold

Offsite Phone Allows a Cisco phone and all user services to plug and play in a remote location without additional Cisco infrastructure

Quality of Service Over Unmanaged Circuits Provides a "tunnel" to Appia across other networks that provides quality of service for voice traffic

Remote Call Forwarding Have calls coming to a remote call-forwarding number automatically forwarded to any answering location designated by the call receiver

Screening Incoming calls are announced so you can decide to accept a call or forward it to voicemail

Unified Messaging Faxes, email, and voicemail are collected at one central location from a variety of formats. Users can access a variety of messages from a central repository accessible from any location

Voicemail-to-email Send audio messages to your email inbox and either leave them on the voicemail server or delete them

Related Services

Hosted Exchange Email Do away with the need to own and operate your own email server

Video Communication Business-quality voice, video, desktop sharing, and chat in one easy-to-use PC application with resolutions up to 720p HD



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