

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 Transfer incoming calls to another phone, either within the office or to 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

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 to a busy line to the next designated line or ring multiple phones simultaneously

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

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

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

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

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

Call Accounting Integration with select accounting systems

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

Fax to email Receive faxes in your email client, using a toll free or local DID number

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 predetermined groups of phones. Appia can also assist you to integrate with your existing overhead paging system

Monitoring and Recording

Music or Message on Hold Provide music for caller enjoyment or prerecorded announcements to keep callers informed

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

Call Screening Incoming calls are announced so you can decide whether 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 messages to your email client and either leave them on the voicemail server or delete them



Simplify and Save with Appia Managed Services