

Velocity Virtual Office *Full Features List*

System Features

- Support multiple physical offices on one system, including work from home and home offices
- Unified Messaging
- Voicemail-to-Email
- Fax-to-Email
- Extension dialing
- Customizable hold music
- Admin web portal for managing all of your phones and phone numbers
- End user web portal for users to administer their phone settings, watch training videos, and review their call logs and messages
- User status information and summary display
- Customizable greetings
- Outbound Call Rejection – restrict International, 900 number, or long distance calls on a phone-by-phone basis.
- Full call center package available, with real-time monitoring and queue and agent reporting capabilities
- Call recording
- Extensions can be programmed for frequently called external numbers
- Park at extension/shared line appearance
- Barge
- Paging
- Dedicated paging system integration

Phone Features

- Multiple Line Appearances
- Ad-hoc Conferencing
- Blind Transfers
- Attended Transfers
- Hold
- Park / Pick-up
- Internal Distinctive Ring
- User programmable speed dials
- Find Me / Follow Me
- Customizable Caller Names
- Click-to-call
- Weather and currency information
- Outbound caller ID override
- Redial
- Mute
- Do not disturb
- Anonymous Call Blocking
- Busy Lamps (additional fee applies)

Programmable Phone Numbers

- Graphical user interface for customizing call handling at any time, using the Virtual Office web portal
- Customizable auto-attendants
- Customizable menus
- Dial-by-name
- Dial-by-number
- Forward to voicemail
- Custom call handlers
- Time of day rules
- Night mode
- Call blast (simultaneous ring)
- Call hunting (sequential ring)
- Combinations of simultaneous and sequential ringing
- Add Distinctive Ring and/or customize the Caller ID and/or Caller Name during call blasts to make the source of the call clear.
- Any combination of the above features can be utilized in the handling of your company's main phone numbers and customized using our graphical editor through the Virtual Office web portal.

Voicemail

- Voicemail-to-Email
- Retrieve voicemails along with your regular emails from your mobile phone or any other email application
- Find Me / Follow Me – individual rules can be applied to every caller, or by time-of-day and day-of-week, or based on the incoming caller ID.
- Full VRU and DID number to conveniently retrieve your voicemails from any phone
- Add cell phone numbers to your owner list to be automatically prompted to enter your PIN, saving time and making checking messages more convenient
- Message Waiting Indicator and Stutter Tone available if preferable to unified messaging

Faxing

- Fax-to-Email for inbound faxes
- Retrieve faxes along with your regular emails from your mobile phone or any other email application
- Receive faxes in PDF or TIFF format
- Faxes are also retrievable using the Virtual Office web portal for up to 30 days
- Print to Fax electronic outbound faxing service (Windows PC required)
- Ability to customize the number of automatic retries and retry rate if the fax does not go through the first time.
- Customizable notifications for outbound faxing, including adding the cover page or the full document to notifications.
- Keep fax send notifications for use as send receipts

