

Virtual Office

Velocity Telephone, Inc.

Why Choose Virtual Office?

REDUCE YOUR COSTS:

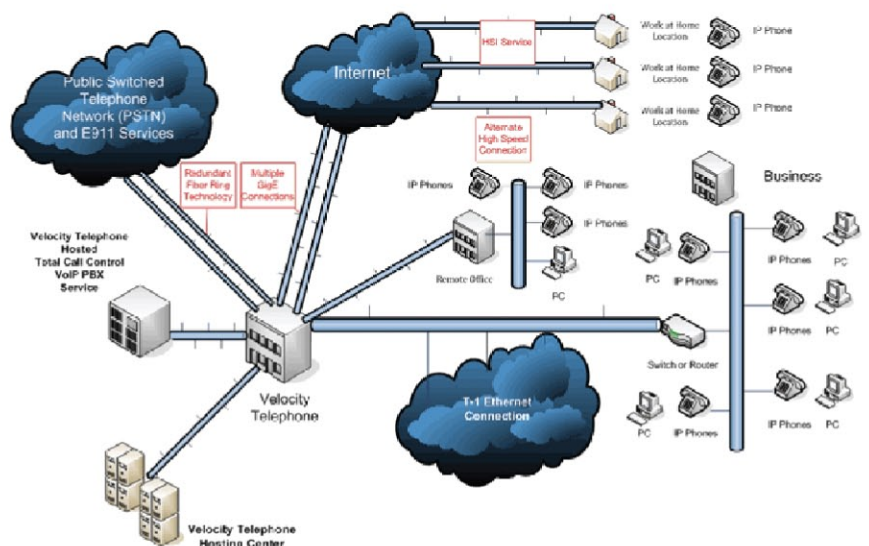
A standard PBX requires expensive premises based equipment and it must be installed by a specialized installation team. It also requires annual maintenance, system upgrades and user licenses. This means higher up front cost and higher operating cost for your phones. The Virtual Office uses low cost IP phone sets, standard network switches and a single IP network that is extremely cost effective. It is so simple that anyone can install the phones. Just plug it in like you would your computer and you're ready to start making calls. If you use "hoteling" offices and want to sit by the window for the day, just unplug your phone, move and plug it in at your new location. The system knows where to find you. With the Virtual Office, your costs start low and stay low. You don't need a resident "telephone expert" to use or change your system. All of our administration is virtual and user-friendly and can be manipulated by the click of a mouse.

FUTURE PROOF YOUR SYSTEM:

With a standard PBX, if you need to expand, you need to call your phone vendor, make sure you have enough station ports and line cards, possibly costing you thousands of dollars to upgrade or expand. With Virtual Office, your system is automatically upgraded, easily enhanced and expands easily to meet your growing business needs. The Virtual Office is state-of-the-art and utilizes Internet Protocol (IP), allowing for easy enhancement on a system that will not become obsolete.

FLEXIBILITY:

The Virtual Office allows you to create a phone system with the flexibility like you've never seen before. Our Virtual Office supports office both large and small businesses, multiple locations, virtual offices, work at home, call center, virtual call centers and many more. See the model below for an example of how this solution can create the perfect work environment for your business:



www.velocitytelephone.com • (763) 222-1000 • sales@velocitytelephone.com

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Features

GENERAL SYSTEM FEATURES:

- Extensions – configure extensions for convenient dialing of phones within the group and for often used external phone numbers.
- Administer web logins for your individual users which allow them to customize how their calls are handled and manage their phone, voicemail and fax message boxes online.
- Customize your hold music.
- Messaging – standard voicemail, voicemail to email, fax to email and 'print to fax' outbound faxing directly from your computer.
- Custom auto attendants and call handlers – create phone numbers that answer the phone the way you want. Create custom greetings and menus, call specific phones or send calls to specific voicemail boxes based on caller's selection, make routing decisions based on the time of day (and day of the week) and many other options.
- Conference Bridge – host multiparty conference calls. Great for team meetings, special projects and working with customers.

PHONE FEATURES:

- Multiple line appearances
- Call Transfer
- 3-way conference calling
- Park/Pick-Up
- Mute
- Hold
- Busy/Forward
- Forward no Answer
- Conference Bridge
 - Internal (Unlimited users)
 - External (Limited to simultaneous users)
- Find Me/Follow Me (Total Call Control)
- Do not Disturb
- Call Recording
- Call Blocking
- Anonymous Call Blocking
- Customize the caller names that appear on a phone by adding them to the phones 'address book'.
- Outbound Call Rejection – restrict long distance, 900 number and/or International calls on a phone by phone basis.
- Outbound Caller ID Override – customize the 'calling number' sent on all outbound calls. You can send the DID number of the phone placing the call or override the caller ID with one of the official company phone numbers so customers call back on the general company line. This can be set up on a phone by phone basis.
- Busy Lamps – see who in the office is on a call and who is available in real time on your phone (additional fees apply).



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Customer Testimonials

"The reasons we enjoy the Virtual Office phone system from Velocity is because they have reasonable pricing and are very accommodating to our needs! But, more importantly the phone system works great. It is comforting not having to worry about the system going down like the other providers we have used and their customer service is the BEST!"

Doug Gilbertson
Avionte

"The Velocity Virtual Office has worked great. It's a fully functional phone system without the big up-front cost. It's given us every phone feature we were looking for. Velocity's customer service is also excellent."

Tony Urdahl, FSA
Hildi Incorporated

"The Virtual Office service is everything I expected and more. The call clarity is superb. I love the simultaneous ring feature. The unified messaging is great too. Now I can be 'in the office' at our cabin up north. And, best of all, I love the customer service I received from Alaric, Todd and the rest of the crew. Velocity rocks!"

Jerry
Techcited