



BUSINESS CONTINUITY

As a hosted solution, IP Fone Hosted PBX offers unique operational benefits in the event of a minor disaster, such as an equipment failure, or a major catastrophic event, such as a hurricane.

When a traditional PBX system fails, callers hear a fast busy signal, meaning that nobody can communicate inbound or outbound. Hosted VoIP is different. Since voicemail, call processing, and advanced features are tied to servers in IP Fone's multi-redundant network, they remain available in the event of a line or equipment failure on your premises.

Voicemail Back-up.

Voicemail service is hosted on IP Fone's network, so your voicemail is always available to take inbound calls. In the event of a line or equipment failure on your premises, or even a major disaster, you will never appear to be down to your callers, and you can retrieve voicemail messages remotely. Employees can choose to receive notifications of their voicemail messages via any email account. They can also receive audio (.wav) file copies of their voicemail messages as email attachments.

Unlimited Auto Attendant.

Auto Attendant is a popular add-on feature that serves as an automated receptionist. Like voicemail, Auto Attendant is hosted on the IP Fone servers, so callers will never experience a busy signal, even with a line failure. Your business stays available to callers, and you can customize the Auto Attendant message from any location.

Service Mobility

Since your VoIP services are tied to servers on IP Fone's network, relocating your system is far easier than rewiring a traditional PBX system, which can take weeks. If a major disaster hits, you can move all your employees to another facility with internet access to set up a Disaster Recovery site for your voice service. A variety of Basic and Premium plan features offer inbound calling redundancy to keep employees reachable in case of line or equipment failure. Employees can forward calls to another phone through the web portal. Hunt groups allow multiple users (regardless of location) to pick up inbound calls, even if some members of the hunt groups have lost service. IP Fone also supports PC or laptop based soft phone usage, so employees can work at home, on the road, or from another location with IP connectivity.

Remote Office

Remote Office is a Premium feature that can be used to make VoIP calls from any location with internet access. On Caller ID, calls appear to come from your VoIP telephone number.

Survivability

The option for SIP Survivability is a unique feature of the VoIP Gateway that not every provider delivers. SIP Survivability offers LAN-side call processing if the WAN link goes down so that all the phones within your office can still make extension-to-extension calls to other phones on-site.