

# Hosted PBX

Hosted PBX provides an enterprise-grade VoIP phone system. Delivered from the cloud, it keeps pace with your business.



Hosted PBX



Rich, enterprise-grade calling features



A powerful web-based control panel



Simple management & scaling



Flat monthly rates cut capital costs. No PBX Hardware



Personalized customer support

Hosted PBX is a complete business communications system and service. With over 40 calling features, Hosted PBX delivers Fortune 500 style capabilities to small and mid-sized businesses. This powerful cloud-based phone system uses a company's existing data connection and wiring. Best of all, onsite PBX hardware is not required.

## Over 40 calling features let you perform like a big business

- **Automated attendant** answers and routes every call
- **Hunt groups** ring multiple people at once or in order to ensure no call goes unanswered
- Use **Outlook** to make calls from your desk phone
- **Unlimited calling** in the U.S.
- Conferencing, call forwarding, music-on-hold (see "Features" section for full list)

## Mobility lets you do your job from any location

- **Follow Me** automatically forwards calls to mobile phones and other numbers, or rings multiple numbers at the same time
- Voicemail-to-email ensures messages get through faster
- Forward and manage faxes and voicemails just like email messages

## Preserve capital, simplify management

- Flat per-user monthly pricing cuts capital investment
- No phone system hardware or software to buy
- No wiring to install. Uses your existing data wiring and Internet connection
- Web-based management tool makes moves, adds and changes simple
- More reliable than an on premises phone system

OVER  
**40**

CALLING FEATURES



Learn more about Hosted PBX today. Contact Terrapin Networks

CALL  
(231) 941-2100

EMAIL  
[AskTim@terrapin.tech](mailto:AskTim@terrapin.tech)

VISIT  
[www.terrapin.tech](http://www.terrapin.tech)

# Phones & Software

## Phones



Polycom  
SoundPoint IP 331



Polycom  
SoundPoint IP 550 & IP 650



Polycom  
VX 500



Polycom  
SoundStation IP 6000



Cisco  
SPA 302 Cordless

## RingScope

### Control Your Phone with Your Computer

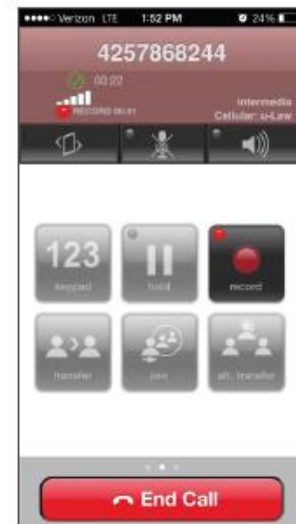
- Know who's on the phone in your office
- Call other employees with a click
- Call any Outlook contact
- Call back from a list of received calls
- Call any phone number
- Be alerted of incoming calls
- Accept or reject incoming calls with a click
- Call from your list of favorites
- Salesforce integration



## Mobile Softphone

### In-office Productivity While on the Road

- Mobile phone becomes an extension of your office phone system
- Save mobile minutes by routing voice traffic over the data channel
- Contact book
- History log
- Quick dial
- Cold/warm transfer capabilities



# Features

## System

- Direct Inbound Dialing (DID)
- Multi Call Appearance
- Customizable Hold Music
- Auto Answer
- Call Forward
- Call Hold
- Busy Call Forward
- Call Log
- Blind Call Transfer
- Attended Call Transfer
- Call Waiting
- Do Not Disturb
- Simultaneous Ringing
- All Page/Intercom
- Mobile App (iOS, Android)

- Call Park and Pickup
- Inbound Caller Name
- On Hook Dialing
- Outlook Integration
- Click to Call
- Lobby Phone
- 3-way Conferencing
- Auto Answer
- Follow Me

## Voicemail

- Voicemail to Email
- Text Notification
- Visual Voicemail
- Message Waiting Indication
- "0" to Operator

## Auto Attendant

- Scheduled Routing
- Simultaneous Ringing
- Sequential Ringing
- Hunt Groups
- Call Queuing
- ACD
- Real-time Queue View
- Named Ring Groups
- Virtual Extensions
- Branched Menus
- Dial by Name
- Dial by Extension
- Bulletins

## Designed for Demanding Businesses

Know what your expenses will be every month so you can run your business with more confidence. Get Hosted PBX service at a single flat rate per line, with all the features you need, as well as unlimited local and long distance dialing.

In addition, to ensure your business phone system will always be there when you need it, Hosted PBX offers enterprise-grade security and 99.999% availability. Hosted PBX also includes high quality Polycom phones. Intermedia delivers Fortune 500 reliability... at small business prices.

**99.999%**  
RELIABILITY