

Advanced Seat Fact Sheet

DigiDial-VoIP Advanced service makes your telephone work for you

Transform your current, costly, closed and proprietary phone system into a cost-effective, IP-based communications tool for all your employees, with *DigiDial-VoIP*. Break out of the physical limitations that any physical PBX system imposes with an instantly scalable voice solution offering all of the basic features that you currently enjoy such as call forwarding, call transfer, call waiting, caller ID, redial, call park/pickup, call hold, plus much more.

This service is one of three DigiDial-VoIP services and is designed for the power user, offering the most advanced productivity enhancing services that are possible with *DigiDial-VoIP* service. A powerful and user friendly web portal, a sophisticated and easy to use Call Manager application that is fully integrated with Microsoft Outlook[®] providing 'click to dial' ease of use with their Outlook address book contacts. The Advanced seat showcases why *DigiDial-VoIP* telephony is the communications tool for the 21st century business user offering unique features like Remote Office and FindMe/FollowMe which permits users to receive and make calls from any phone, anywhere in the world. Unified voice messaging allows users to retrieve their voice messages by telephone or email and return calls at the push of a button. The voice portal provides alternative access to the system from where a user can change their status and make calls as if they were sitting in front of the IP telephone.



Unique Features

Remote Calling — lets any phone be a business phone. Whether telecommuting from a home office, using a wireless phone, payphone, or at any other device, users can continue to apply their personal *DigiDial-VoIP* Call Manager to access contacts, call logs, and click-to-call while maintaining updated call logs as if working at an office desk.

Find me/Follow me — goes beyond call forwarding and allows selective call treatments based on a user's personal preferences. Treatments can be as specific as a name or phone number. Users may choose up to **five** different phone numbers to which they can forward callers. They may have different patterns for different groups of people, and they may be notified via pager or e-mail if they missed a specific caller.

No Boundaries

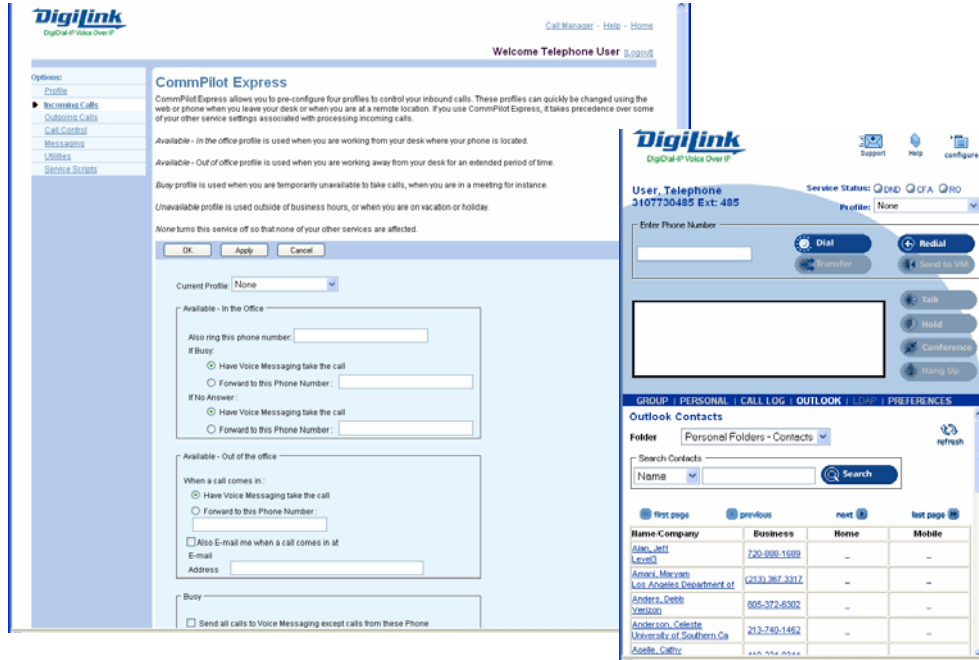
As much as the Internet has transformed the way that business communicates over the last 10 years, *DigiDial-VoIP* will transform your business' voice communications from the rigid, limited system that your business has had to adapted to into a flexible, barrier free communications tool that will improve your employee's productivity and your bottom line in ways that can only be imagined today. With *DigiDial-VoIP* there simply aren't any boundaries, calls can be forwarded or transferred within the building, between buildings, cities, states, or countries with the same ease that everyone has come to expect accessing the web over the Internet.

Powerful Web based interface with Microsoft Outlook[®] Integration

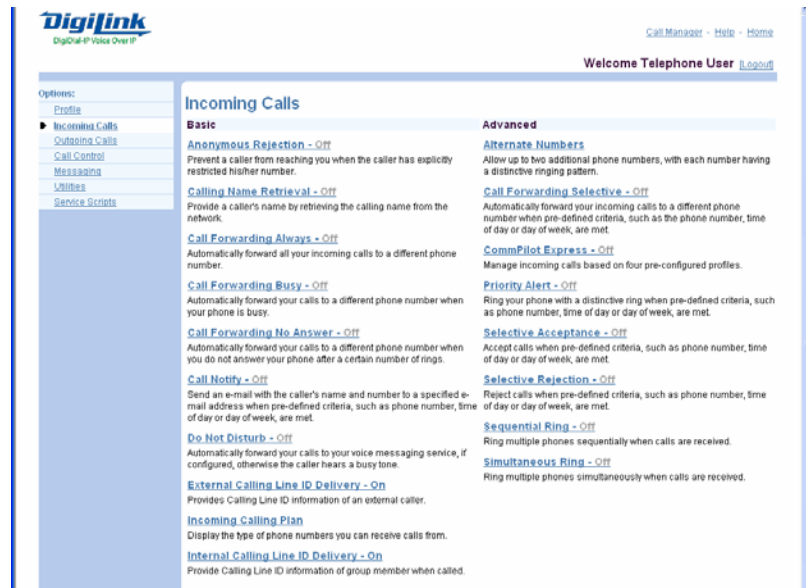
You can now decide how people can reach you. Prioritize your inbound callers based on your priorities and not theirs. Our Advanced seat offers unprecedented power and control of how, when and where you can be reached. Our call manager application offers **click to dial** directly from your Microsoft Outlook[®] contacts database and your entire company telephone directory is now just a click away. No more re-issuing of company directory sheets each time a an employee comes or goes, or fumbling for phone numbers. Our Call Manager application integrates directly with your telephone. In addition to

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using call management feature on your IP telephone, you can also control how calls are answered, transfer calls or setup conference calls at the click of your mouse yet, everything happens on the IP phone right next to you. This is true telecommunications integration and it is amazing to see.



Most features can be accessed through direct keys on the telephone, or 'star' codes, or our powerful web based interface with context sensitive help allowing users to get the most out of the features that the advanced services have to offer:

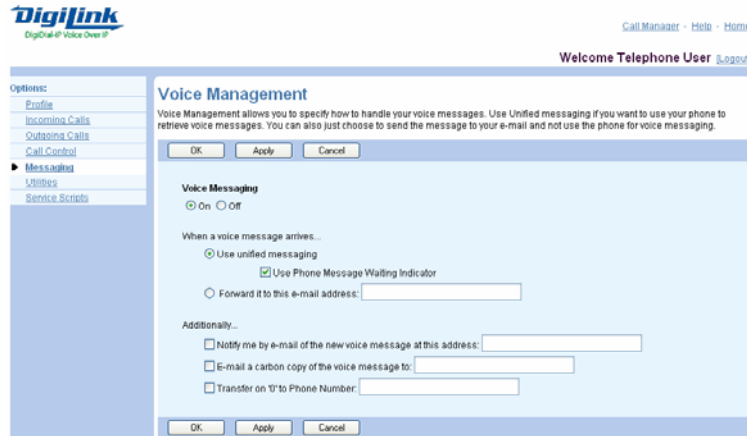


Voice Portal

The DigiDial-IP Voice Portal is much more than just a voice mail service. It provides complete access to your voice mail and personal profile where you can set your change your status, set or change the numbers at which you can be reached, greet your callers with any one of 4 different greetings

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depending on your status or your schedule and when you are away from your desk, you can easily place calls to anywhere in the world using the same low rates and your business caller ID.



Unified Voice Mail service

Some VoIP services or PBX systems claim to have unified voice mail service but what they really have is a halfway solution with a separate web interface. With *DigiDial-VoIP* voice messages can be delivered directly to a user's email box and can be played back directly on a computer or they can be accessed and played back through the voice portal just like traditional voice messages. Either method can be used at any time, users do not need to manage two sets of messages. When a message is deleted from a user's email box it is also removed from the voice portal. Conversely, when using the voice portal to delete a message it is also removed from the user's email box, automatically, thereby eliminating the need to manage multiple copies of the same voice mail message. For those users that do not want to have their voice mail integrated with their email we can also provide 'standard' voice messaging service which can only be accessed from the voice portal. Users also have the option to call back the caller of any voice message as long as the caller leaving the message does not restrict their own caller id.

Features that you expect

All too often, standard telephone companies charge extra for the features that any business relies on. With *DigiDial-VoIP*, our Advanced seat also provides all of the calling features that you would expect to have for a business telephone service. These features can be easily accessed directly from special keys on most IP telephones or by 'hookflash' when using terminal adapters that allow standard analog telephone equipment to be connected. Most telephones support 3-way conferencing however, since conference calls are a function provided by the IP telephone (or software if using a softphone), the number of conferencing parties is limited only to what your telephone device or software will support. For example, the XTen soft IP phone will provide up to 10 way conferencing as a standard function.

Advanced Seat Package Features

- **Free Local Calling**
- **411 Directory Services**
- **Local Number Portability**

Yes, we can port you existing telephone numbers right into our system so you don't have to change. We can also provide additional telephone numbers as may be required.

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- **Click to call**
Dial any number directly from your computer using our Call Manager application. With *DigiDial-VoIP* your company directory is automatically available online and up to date. All of your Microsoft Outlook® contacts can now be called with a simple point and click operation.
- **Find Me-Follow Me**
Allows you to sequentially ring up to 5 locations (in addition to the base location) for a specified number of rings. The feature applies to calls matching pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.
- **Remote office**
Allows you to use your home phone, your cell phone or even a hotel phone as your business phone. By using the web based *DigiDial-VoIP* Call Manager, you can make phone calls from any remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.
- **Simultaneous ring**
Allows you to list numbers you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ringing when you are at your desk on a call.
- **Call notification**
Allows you to send a notification e-mail containing the caller's name and number, if available, when the call matches your pre-defined criteria. Use this to create an archive of callers or to determine if you missed any important calls. The criteria for each Call Notify entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true for an e-mail to be sent (phone number and day of week and time of day).
- **Priority Alert**
Allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns and specified time schedule. All criteria for an entry must be true for the phone to ring with a different tone (phone number and day of week and time of day).
- **Selective call acceptance**
Selective Call Acceptance allows you to receive only calls that meet your pre-defined criteria. The criteria for each Selective Acceptance entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true for you to receive the call.
- **Powerful Voicemail features with multiple profiles and Voice Portal calling.**
True Unified voice messages that can be delivered directly to a user's email box and can be played back directly on a computer or they can be played back through the voice portal just like traditional voice messages. The main difference is that users do not need to manage two sets of messages. When a message is deleted from the voice portal, it is also removed from the user's email box, automatically, thereby eliminating the need to manage multiple copies of the same voice mail message. For those users that do not want to have their voice mail integrated with their email we can also provide 'standard' voice messaging service which can only be access from the voice portal. Users also have the option to call back the caller of any voice message as long as the caller leaving the message does not restrict their own caller id.

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The *DigiDial-VoIP* voice portal is far more than just a voice mail box. It provides on the go access to any one of 4 different availability profiles:

Available - In the office profile is used when you are working from your desk where your phone is located.

Available - Out of office profile is used when you are working away from your desk for an extended period of time.

Busy profile is used when you are temporarily unavailable to take calls, when you are in a meeting for instance.

Unavailable profile is used outside of business hours, or when you are on vacation or holiday.

You can easily change your status and the way that calls are routed to you from any telephone. More importantly, you no longer have to use your cell phone for expensive long distance calls. Simply make the calls directly from the Voice Portal. The called party will see your business telephone caller ID and name and the costs of the call will be at the same low rates as if they were made directly from your IP telephone.

- **Web based user portal with Microsoft Outlook® Integration**

Outlook Integration enables you to integrate your personal contacts in Microsoft Outlook with your *DigiDial-VoIP* Call Manager. Using the Outlook Contacts tab in the *DigiDial-VoIP* Call Manager, you can perform a search of your personal Outlook contacts by name or company. Once the desired contact is located, you may click-to-dial one of the contact's phone numbers, or may choose to display the contact's vCard by clicking on the name.

When receiving a call, your Microsoft Outlook contact database is searched for a match of the caller's phone number. If the number matches, the icon next to the incoming calling name is highlighted and rolling the mouse over it gives the caller's name. In addition, you have the option to click the icon to open the caller's vCard. You can have new Outlook journal entries automatically opened for incoming and/or outgoing calls.

You can choose to turn it off if you are at a remote location using your Call Manager but do not have access to your Outlook. The contact retrieval option allows you to only retrieve contacts from your default contact folder for performance reasons.

- **Windows Messenger**

Provides secure Instant Messaging and Presence Management with Microsoft Windows Messenger.

- **Advanced PBX features**

- **Up to 2 Alternate Numbers with distinctive ring**

- **Anonymous Call Rejection**

Allows a user to ignore incoming calls from anonymous callers (those with Calling Line ID Delivery blocked).

- **Automatic Callback**

Allows a user to be notified when a busy line within their group becomes available.

- **Barge-in Exempt**

Allows a user to block barge-in attempts from other users with Directed Call Pickup with Barge-in.

- **Call Forwarding Always, Selective, Busy or No Answer**

Allows a user to forward all calls to specified phone numbers for all calls or selectively from selected callers to another phone number or when the user's phone is busy or unanswered.

- **Calling Line ID Delivery Blocking**

Allows a user to restrict the public from seeing the user's phone number when making a call.

- **Calling Line ID Delivery**

Allows the display of a caller's name and number.

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- **Call Return**
Allows a user to return a call to the last party who called. This is commonly known as the *69 call back function.
- **Call Waiting**
Allows a user to receive an additional call while already in a call.
- **Cancel Call Waiting**
Allows a user to turn off the Call Waiting service for the next call.
- **Call Pickup**
Allows a user to pick up a ringing call within an assigned group of numbers.
- **Call Park/Retrieve**
Places a call on hold with the intent of retrieving it from another extension. A call can be parked on a user's own extension or any other extension.
- **Directed Call Pickup**
Allows user to pick up a call to another group member using a feature access code followed by the extension.
- **Directed Call Pickup with Barge-in**
Allows user to pick up or barge-in on a call to another group member using a feature access code followed by the extension.
- **Do Not Disturb**
Allows a user to restrict all incoming phone calls.
- **Call Hold, Transfer, Multi-Way Conference Call**
The standard features that we have all come to expect. These features can be easily accessed directly from special keys on most IP telephones or by 'hookflash' when using terminal adapters that allow standard analog telephone equipment to be connected. Most telephones support 3-way conferencing however, since conference calls are a function provided by the IP telephone (or software if using a softphone), the number of conferencing parties is limited only to what your telephone device or software will support.
- **Intercept User**
Allows a phone number to be taken out of service while providing callers with informative announcements and alternate routing options.
- **Last Number Redial**
Allows a user to access and dial the last dialed number using a feature access code. The 'last number redial' function is normally provided directly by most telephones This feature is useful when using telephone equipment that does not have a built in last number redial function.
- **Shared Call Appearance**
Allows a user to have up to two additional telephone device assignments.
- **Speed Dial 100**
Allows a user to program up to 100 speed-calling codes.
- **Speed Dial 8**
Allows a user to program up to eight speed-calling codes

Contact Info

For information about DigiDial-VoIP service, please contact us at **888-404-4736** or <mailto:voipsales@DigiDialVoIP.com>. Find out which DigiDial-VoIP package best suits your firm's needs. Rapid installation and low up front costs deliver quick financial returns.