## BASE SYSTEM FEATURES

### PBX · CALL ACCOUNTING · VOICEMAIL · WORKFLOW MANAGEMENT

### CALL FEATURES
- **ACD QUEUES**
- **AUTOMATED ATTENDANT**
  - Company Operator Access
  - Directory dial-by-name
  - Multi-level Menus
- **AUTO ANSWER**
- **BLACKLISTS**
- **CALL FORWARD**
  - On Busy
  - On No Answer
- **CALLER ID**
- **CALLER ID BLOCKING**
- **CALLER ID ON CALL WAITING**
- **CALL MONITORING**
- **CALL PARKING**
- **CALL QUEUING**
- **CALL ROUTING (DID & ANI)**
- **CALL TRANSFER**
  - Blind
  - Supervised
- **CALL WAITING**
- **CONFERENCE BRIDGE**
- **DISTINCTIVE RINGING**
- **DIRECTED CALL PICKUP**
- **DIRECT TRANSFER TO VOICEMAIL**
- **DO NOT DISTURB**
- **ENUM**
- **EXTENSION STATUS**
- **HOLD**
- **HOT LINE / RINGDOWN**
- **INTERCOM/OVERHEAD PAGING**
- **INTERCEPT USER**
- **LAST NUMBER REDIAL**
- **MOBILE PHONE TWINNING**
- **MUSIC ON HOLD**
- **MUSIC ON TRANSFER**
- **PICKUP GROUPS**
- **REMOTE CALL Pickup**
- **SPEED DIAL**
- **TALK DETECTION**
- **THREE-WAY CONFERENCING**

### CORE SYSTEM
- **BACKUP & RESTORE**
  - Automatic System Backup
  - Roll Back and Restore
- **DATE & TIME SYNCHRONIZED TO ATOMIC CLOCK**
- **DAYLIGHT SAVINGS TIME ADJUSTMENT**
- **WEB BASED ADMIN INTERFACE**
- **LINUX OPERATING SYSTEM**
- **STREAMING MEDIA (ON HOLD)**

### ATTENDANT CONSOLE
- **PHONE-BASED**
  - Call Transfer
  - Do Not Disturb
  - Housekeeping Status
  - Line Stats
  - Manual Check-in/out
  - Message Waiting
  - Park Calls
  - Restrict/Unrestrict Rooms
  - Set/Clear Wake-up Calls
- **PC-BASED**

### REPORTING
- **EMERGENCY CALLS**
- **CDR & SMDR RECORDS**
- **CENTRALIZED LOGGING & ALARMS**
- **RESOURCE USAGE GRAPHS**
- **REMOTE SYSTEM MONITORING**

### ROUTING
- **AUTOMATIC ROUTE SELECTION**
- **DIRECT INWARD SYSTEM ACCESS**
- **FLEXIBLE EXTENSION LOGIC**
- **HUNT GROUPS**
- **NUMBER TRANSLATIONS (ANI OR DNIS)**
- **ROAMING EXTENSIONS**
- **ROUTE BY CALLER ID**
- **SIMULTANEOUS RING**
- **TIME-BASED ROUTING**

### SECURITY
- **AUTHENTICATION FOR SIP EXTENSIONS**
- **SECURE FIREWALL**

### EMBEDDED VOICEMAIL
- **APPEND MESSAGE**
- **CALLER ID IN MESSAGE**
- **EMAIL NOTIFICATION**
- **MESSAGE ENVELOPE**
- **PERSONAL GREETING**
- **VISUAL MESSAGE WAITING INDICATORS**

### SUPPORTED ADD-ON MODULES
- **WORKFLOW MANAGEMENT**
- **CALL ACCOUNTING**
- **INLINE IP VOICEMAIL**
- **ORDERLYSTATS ACD REPORTING**
- **Guest DID Server**

### SUPPORTED CODECS
- **G.711**
- **G.722**
- **G.729**

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*Handset dependent **Additional equipment may be required*

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