



Email never sounded so good.



UNIFIED MESSAGING

Your voicemail messages automatically sent to as many as 5 email addresses. Great for customer support, archiving and forwarding to individuals outside the organization. (Cost: Free)

MULTIPLE LINE APPEARANCES

Do More, with Less...Really.

Receive up to 6 calls using just one phone. That's great news for those busy times and for your telecom budget. (Cost: Free)



FREE LONG DISTANCE

Talk As Long As You Like.

All calls between phones on your account are free. Plus get 500 minutes of long distance per seat for calls outside of your organization. The minutes are shared so talk away. (Cost: Free)



CALL QUEUING

Better Service, Less Waiting.

During your busy times, send callers into a queue and have them immediately routed to the next available agent. Great for reservations and customer service. (Cost: Free)



AUTO ATTENDANT

Press "1" for Awesome

Setup a single-tree Auto Attendant to allow your callers to "Press 1 for ____." A great way to get your callers to the right place. (Cost: Free)





FEATURE LIST

Complete list available at:
www.cityhosted.com

Included Features

- **Voicemail:** Never miss a call with integrated voicemail.
- **Multiple Line Appearances:** Receive multiple calls on the same line allowing for overflow handling.
- **Free Long Distance:** Free long distance on all calls between phones. Plus get 500 minutes per seat for all other long distance calls outside of the company.
- **Music On Hold (Basic):** No more dead air, just sweet elevator music while your customer is on hold.
- **Call Transfer:** Transfer some or all of your calls to a phone inside the office or any other number you choose.
- **3 Way Calling:** Allows you to conference with two other people.
- **Hunting:** Setup a hunt group within the company.
- **Call Forwarding:** Have your calls forwarded to another number. Great for answering services.
- **Call Find Me/Follow Me:** Allows your callers to find you at the office, mobile, home, or anywhere you designate.
- **Speed Dial:** Easily program speed dial buttons for quick connections to commonly called numbers.
- **Dial by Extension:** Extension dialing to your co-workers whether they are across the hall or across the country.
- **Call Park:** Put a call on hold at one extension and pick it up at another extension.
- **Monitored Extensions:** Ability to see if another phone is in use within your business group. Great for receptionists.
- **Caller ID:** Name and Number Inbound and Outbound.
- **Web Portal Access:** Control your features and program buttons on your phone through an easy-to-use portal.

- **Simultaneous Ring:** When a call comes in, you can have it ring multiple places at the same time.
- **Call Rejection:** Block specific phone numbers.
- **Auto Attendant (Basic):** Single-tree auto attendant.
- **Call Queue:** Send callers to a queue so that they can be answered by the next available representative.
- **Unified Messaging:** Automatically have your voicemail sent to your email address.
- **Do Not Disturb:** Send your calls immediately to VM or sent to another extension.

Additional Available Features

- **ACD Lite:** Basic call reports detailing what is happening with callers in the Call Queue.
- **Auto Attendant (Premium):** Allows for multiple trees and sub trees within your Auto Attendant.
- **iFax (inbound only):** Receive inbound faxes directly to your email as a .pdf file.
- **Incoming Call Manager:** Additional call handling function including Time of Day routing of calls. Great for automatically forwarding to an answering service.
- **Toll Free Numbers:** Point your toll free numbers at any of your extensions or Auto Attendant.
- **Virtual Numbers:** Setup phone numbers in other market areas that will ring into your phone.
- **Music On Hold (Custom):** Allows you to upload your own custom .mp3 files and integrate your messages with the on-hold music.
- **DIDs:** Additional DID numbers for your company. Normally sold in blocks for future employees or marketing programs.