SBX IP Version 3.5 Features and Benefits

Feature	Application	Benefit
Administrator Mailbox	Useful for office managers to manage employee mailboxes and mass communicate with employees.	Allows office manager to add a mailbox, delete a mailbox, reset a mailbox password and record a broadcast message to all system users.
All Call Page	Can be utilized in almost any application but is especially useful for larger buildings where departments may be widely dispersed.	Great notification tool to reach someone within the building without knowing the exact location. It also supports "meet me paging."
Answer Machine Emulation (call screening)	This feature is used to screen calls as messages are left in the owner's mailbox. Users can press a preprogrammed button if they decide to take the call.	Great tool to screen calls. Allows user flexibility to be selective about which calls they choose to answer.
Attendant Day/Night/Weekend	This can be used to specify different greetings based on the time of day. In addition, calls can be automatically routed to a different destination based on the time of day such as at lunch or break periods.	The ability to automatically change greetings based on the time of day promotes flexibility and efficiency as the attendant does not have to manually change the greeting or forwarding location.
Auto Attendant Greetings	The ability to remote record the Auto Attendant greetings is available.	Allows user to change the main greetings remotely in the case of emergencies (snow day, etc.) where getting to the office is restricted.
BGM/MOH	The on-hold message can be customized with special messages for customers and can be utilized for spiffs, as well as promote products and services.	This provides another way to inform customers about promotions, new products or specials as they are waiting on hold and are essentially a captive audience
CallerID	Caller ID is standard on all CO lines at no additional charge. Users can identify the calling party by name or number as seen on the phone's LCD display.	This presents a significant cost savings as a separate caller ID box is not required, eliminating the additional expense. A record of answered and unanswered calls is kept on

		a per system or station basis for easy reference.
Call Coverage	Call Coverage allows users to answer calls for other stations. If a co-worker is out of the office, calls for that extension can provide audible or visual indication on another person's station. This is a great option for a back up operator or service department.	This is another important feature that helps to improve efficiency in the workplace. Calls aren't missed or unanswered simply because a co-worker is out of the office. DSS button for this application serves a dual purpose as it combines as a station and a call coverage button. In addition, the call coverage timer is now on a per station basis for greater flexibility.
Call Forward (Busy/No Answer)	In a busy work environment, this feature is very important as users can define a forwarding destination if their extensions are busy or if there is no answer.	This feature is flexible as calls can be forwarded to various destinations such as voicemail, a UCD group, Hunt group or another station. It is a great tool to help reduce the number of missed calls. Best of all, each station can determine its own forwarding destination.
Call Forward (Off Net)	This allows you to forward all calls to an external destination such as a cell phone. This is useful feature for a busy sales executive who doesn't want to miss important calls.	calls and allows the user to be accessible even when out of the office. For the teleworker, calls can be forwarded to the home number, for the busy sales exec, calls can be forwarded to a cell phone or another branch office.
Call Park/Call Pickup	Users can park calls at one of the fourteen call park locations or a per station personal park location and retrieve from any extension on the system. The system features 20 pick-up locations. Applications for this feature are universal.	This feature shows the flexibility of the system as calls retrieved from any station within the building.
Cascade Mailboxes	This feature allows messages delivered in one mailbox to cascade to other mailboxes in the system. The cascade can be immediate, after notification failures, or on urgent messages only.	Allows backup coverage for service mailboxes and assistance base don urgent messages to provide excellent customer service response times.
Computer Telephony Interface (CTI)	The SBX IP provides a first party CTI interface that allows a software	Allows users to power dial and complete telephony

	client to operate in conjunction with w digital telephone.	tasks in an expedient manner while still retaining a traditional desktop phone.
CO Preset Forward	Route analog CO calls to pre-determined destinations based on parameters set on an individual CO line basis.	Simplifies live answer followed by back up auto attendant routing schemes to be implemented.
Custom Call Routing	Up to 70 levels of auto attendant routing and greetings can be assigned in the system.	Accomodates many call routing scenarios and simplifies call navigation for outside callers.
Distribution Lists	Each mailbox can have up to 5 distribution lists associated with it.	A easy way for a user to record and send a message to a group of mailboxes using 1 list number versus entering multiple mailbox numbers.
Do Not Disturb	This feature blocks Intercom and CO calls from ringing at a station. It also blocks the station from receiving pages. This is ideal for a boardroom environment that may prefer not to be disturbed by page announcements.	DND is an excellent feature as it allows the user to control calls presented to the station and helps to eliminate the distraction of unwanted calls. In addition, users can specify DND forwarding destination on a per station basis such as voicemail or an alternate extension.
E-mail notification	Users can be notified via e-mail of a voice message left for them. The e-mail will include the date/time, duration, as well as the name/number of the caller who left the voice mail message.	Users can be immediately notified of new messages and retrieve them remotely.
Fax Detection	With fax detection, the system is able to automatically route fax transmissions to a pre-determined fax location without the need for a dedicated fax line. This is ideal in a home office environment or a busy real estate or title company with heavy fax usage.	Customers will recognize a cost savings by eliminating the need for a dedicated fax line.
Future Delivery	Allows a user to record a message and send it at a pre-determined date/time.	Great for re-occuring voice mail messages.
Headset Mode	This allows for hands-free communications and is ideal in an office environment with heavy phone usage.	This presents an alternative to the user who prefers not to use the handset. The SBX IP telephone will accommodate a headset inserted into the handset jack in addition to the easily accessible 2.5mm headset

		jack on the side of the phone. The latter presents an inexpensive and efficient option for headset capability
Hot Desk	This feature is useful for mobile workforces or multiple shift operation. The same telephone can be used in a location and users can simply login/logout and have their unique station preferences invoked at the telephone.	Cost savings by not having to purchase additional telephones for shift or mobile workers.
Last Number Redial	This is a widely popular feature found on all SBX IP telephones.	Convenient way to dial the last number called.
One Touch Record	This allows users to record a current conversation directly to voicemail for later reference. This is very useful in locations such as a lawyer or doctor's office. It is also a great tool for coaching/training purposes.	One Touch record is very beneficial as conversations can be recorded for later use. This is ideal in applications where liability is of great significance.
Outcall Notification	Allows users to setup outcall notification to be alerted of new voice mail messages left. Outcall of all or only urgent messages can be set as well as a retry and interval time to insure messages are delivered.	Users can be immediately notified of new messages and retrieve them remotely.
Relay Activation	This relay feature is ideal for applications such as apartment buildings, gate entrances access etc.	The relay activation feature is a convenient way to allow gate access using a flexible button on your telephone. Even better, it does not require a CO port.
T1/PRI Capability	This allows connection to a digital T1/PRI interface trunk.	This provides added flexibility in the type of trunking interface based on customer business needs as both POTS lines and ISDN trunks can co-exist in the system. In some geographical areas, PRI rates are more cost effective than T1.
Tenant Groups	The SBX IP will support 5 tenant groups per system. Each tenant group will allow for six attendants per group. For some small businesses, this is an ideal solution as they may run several operations out of one location and can partition the system to function as individual companies with custom routing and day/night	Tenant Groups present a flexible cost effective solution to the dealer as one switch takes the place of several. This feature provides flexibility as each tenant group's programming can be customized to meet the individual needs of each

		company.
Toll Restriction	This provides the ability to restrict access to long distance calls on a per station basis.	This is an excellent management tool for business owners as it provides them with greater control over telephone long distance usage.
UCD	Uniformed Call Distribution (UCD) can be utilized in small call centers or departments within a company where calls are automatically routed to the next available agent e.g – sales department, technical support group, etc.	UCD is a great management tool as it shows important call information such as the # of calls in queue, # of agents available to take calls and the length of the longest call holding in queue. The SBX IP supports up to 16 groups each holding up to eight stations.
Virtual Mailboxes	Provides up to 50 voice mailboxes that are not associated with physical telephone extensions.	Great for remote workers who do not have an office telephone. Co-workers can
VoiceMail Button	This provides easy one touch access to voicemail. In addition, it will provide message wait indication for each of these buttons. Users can program a general night time mailbox or another mailbox user on their phones.	This feature provides direct mail box access for multiple mailboxes and allows a user, like an attendant to have one-button transfer directly to voicemail.
Voice Over IP (VoIP)	The SBX IP can be equipped with an IP resource card to provide IP telephones, IP networking, and SIP trunk support.	Allows a small business to take advantage of teleworker applications, multi-location networking of systems via IP, and cost effective SIP trunks as an alternative to traditional phone lines.
Capacity/Scalability	The SBX IP can grow in proportion to your company business needs and size. The basic configuration is 3 CO lines and 8 digital/SLT. The system can scale from 3x8 up to 33x48.	The SBX IP can grow as a small business grows providing a safe and economical growth path.
Web Based Administration	This allows remote access to program the SBX IP using a web browser.	The ability to program the SBX IP remotely and via a standard web browser reduces site visits and shortens customer response time resulting in a higher quality of service.