



Features & Functionality

KITS/Vocalocity offers the professional, enterprise-level features and functionality you need to be more efficient and productive, provide better service to your customers, and free your business from geographic constraints.

Basic Features

Local Numbers:	Local phone numbers in over 150 US area codes
Toll Free Numbers:	Make it easy for customers to contact you and save money
Virtual Numbers:	Portray a local phone presence by using local numbers in other geographical locations
Unlimited Calling:	Unlimited local and long distance minutes on any given extension
Metered Calling:	Billed based on minute usage for low usage situations
* Fax:	Send and receive faxes without needing a fax machine
Local Number Portability (LNP):	Keep an existing phone number by porting it from the current provider
Web Portal Interface:	Administrators and users configure and manage their own services thru an easy-to-use Web interface.
Directory Assistance (411)	
Emergency Service (911)	

Calling Features

Caller ID/On Call Waiting:	Know who's calling before you answer
Call Forwarding:	Don't miss any calls. Redirect calls to your mobile or other phone
Call Hold:	Easily put a call on hold while you answer another call
Call Transfer:	Attended Transfer (alert forwarding party before transfer) & Blind Transfer (transfer the call directly)
Call Conference (Three-way calling):	Add a second outgoing call to an already connected call
Call Waiting:	When you're on a call, you'll be notified when someone else is trying to call
Do Not Disturb:	Callers go directly to voicemail when you don't want to be disturbed
Call Logs:	Detailed call records by extension or account

Voicemail Features

Password Protected :	Prevent unauthorized access to voicemail with password protection
Voicemail Greeting Options:	Unavailable / Busy / Employee's Name
Voicemail to Email:	Receive voicemail as a .wav file attached to email
Remote Access:	Check voicemail through web interface.
Multiple Mail folders:	The ability to organize and save old voicemails.
Visual Waiting Indicator :	Works with the IP phones message indicator light.

Inbox Features

Single Unified Inbox Access:	Manage your voice, fax, and email messages from a single inbox in your email client.
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All Message Types Supported:	Voice, fax, and email messages
Access Deleted Items:	Recover deleted voice and fax items from your mail inbox

Auto Attendant Features

Day and Night Mode Schedule:	Create different greetings according to time of day and day of week
Dial-By-Name Directory:	Callers can dial a first or last name to get to the extension they need
Virtual Departments:	Set up a call group based on job function
Multiple Auto Attendants:	Play different greeting messages on each incoming phone number
Import Greetings:	Upload third-party professional greetings to use as auto attendant greetings

Advanced Features

Cell Phone integration:	Forward calls to cell phones and use PBX functions from cell phones
Softphone Support:	Compatible with the popular Counterpath Softphones
* Call Groups:	Calls can be forwarded to multiple extensions that will ring simultaneously
Follow Me:	Calls can be forwarded to multiple numbers that will ring in a designated sequence
Unified Inbox:	Access and manage all messages (voice, fax and email) from your existing email inbox
Music on Hold:	Plays music/message for callers when they are on hold
* Conference Bridge:	Set up a conference call with up to 30 people using a pre-assigned call-in number
*Call Queue:	Incoming calls are placed in a queue until they can be answered
Call Flip:	Seamlessly transfer your calls to a cell phone to take a conversation on-the-go

* These features available at an additional monthly fee.