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# Intuitive Voice Technology

## Evolution IP PBX Features & Services

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# Introduction

*To All Our Clients,*

***Welcome to the Intuitive Voice Family of Satisfied Customers!!!***

*This presentation has been created to provide you the following:*

- ✓ *A complete overview of the Evolution PBX feature set for our Basic, Professional and Platinum licenses*
- ✓ *Graphical views of how the features are programmed with explanations on their specific functionality*
- ✓ *Information on third party products and services that have been approved for use with the Evolution PBX.*

*We encourage you to contact us directly with questions and comments that could enhance our product offering. We welcome your input!*

***Bill Soto – SVP of Sales***

***Direct #: 602-249-5745***



- *Look for these logos to confirm which features are included in the Evolution PBX software you are looking for. If the logo is present so is the feature.*

# Unlimited Extensions

- With Evolution PBX you can add an extension at any time, with no limits and no need to make an expensive call to your telephone provider. There are no per user license fees to create an extension.

The screenshot displays the Evolution PBX administration web interface. The browser window title is "Evolution PBX - Windows Internet Explorer" and the address bar shows "http://192.168.2.225/home/admin.php". The page features the Intuitive Voice Technology logo and navigation tabs for Resources, Call Routing, Administration, and Reporting. A sidebar on the left contains a menu with options like Phone Extensions, Extension Groups, Voicemail, Phone Lines, Conference Rooms, Announcements, and Music On Hold. The main content area is titled "Phone Extensions List" and contains a table with the following columns: Extension, Type, Caller ID, MAC Address, Status, and Modify. The table lists 20 extensions, including generic SIP, Polycom-65X, Polycom-50X, and Polycom-55X types, with various caller IDs and MAC addresses. A "New Device" dropdown menu is visible at the bottom of the table.

Extension	Type	Caller ID	MAC Address	Status	Modify
5003	-GENERIC SIP-	"Snom Wireless" <6022495750>	not needed	UNKNOWN	N/A
5008	-GENERIC SIP-	"Bill Softphone" <6022495745>	not needed	UNKNOWN	N/A
5070	-GENERIC SIP-	"Billy Chu" <6022495750>	not needed	UNKNOWN	N/A
5071	-GENERIC SIP-	"Gallop Corp 2" <6022495750>	not needed	UNKNOWN	N/A
5072	-GENERIC SIP-	"Gallop Corp 3" <6022495750>	not needed	UNKNOWN	N/A
5073	-GENERIC SIP-	"Gallop Corp 4" <6022495750>	not needed	UNKNOWN	N/A
5074	-GENERIC SIP-	"Gallop Corp 5" <6022495750>	not needed	UNKNOWN	N/A
5075	-GENERIC SIP-	"Gallop Corp 6" <6022495745>	not needed	UNKNOWN	N/A
5100	-GENERIC SIP-	"pap2" <6022495750>	not needed	UNKNOWN	N/A
5380	-GENERIC SIP-	"Harry Rimm" <6022495750>	not needed	UNKNOWN	N/A
5679	-GENERIC SIP-	"jim Wallace" <5551231234>	not needed	UNKNOWN	N/A
5705	-GENERIC SIP-	"Spectralink Wreles" <6022495750>	not needed	UNKNOWN	N/A
5710	Polycom-60X	"Chris Home" <6022495750>	0004215a164	OK (59 ms)	N/A
5711	-GENERIC SIP-	"Chris Mobile" <6022495750>	not needed	UNKNOWN	N/A
5712	-GENERIC SIP-	"Chris Mobile2" <6022495712>	not needed	UNKNOWN	N/A
5713	-GENERIC SIP-	"Chris Mobile3" <6022495713>	not needed	UNKNOWN	N/A
5715	Polycom-65X	"Chris Jones" <6022495750>	00042145630	OK (13 ms)	N/A
5720	Polycom-50X	"Rick Kelley" <6022495750>	0004216ec4d	UNKNOWN	N/A
5723	Polycom-55X	"Robert Remote" <6022495750>	000421602a5	UNKNOWN	N/A
5724	Polycom-60X	"Robert Raymond" <6022495750>	0004204c345	OK (46 ms)	N/A
5725	Polycom-60X	"Jake Vinson" <6022495750>	00042055923	OK (47 ms)	Away
5726	Polycom-60X	"John Booker" <6022495750>	0004205450f	OK (48 ms)	N/A
5728	Polycom-60X	"Greg Foley" <6022495750>	00042105fe3	OK (47 ms)	N/A
5733	Polycom-60X	"Cathy Billings" <6022495733>	0004205661e	OK (49 ms)	N/A
5734	Polycom-50X	"Sales Guest 1" <6022495750>	0004215b3f5	UNKNOWN	N/A
5737	-GENERIC SIP-	"Zach Garcia" <6022495750>	not needed	OK (48 ms)	N/A
5739	-GENERIC SIP-	"Sales Guest 3" <6022495750>	000420260aa	UNKNOWN	N/A
5740	Polycom-65X	"Jonathan Rusk" <6022495750>	0004215394b	UNKNOWN	N/A



# Unlimited Auto Attendants

- Thank you for calling the Acme Widget company, Press 1 for Sales and 2 for Service...An Auto Attendant is an easy to create and manage call menu used to help enhance the call experience of an inbound caller to your company. All versions of Evolution PBX come standard with Unlimited Auto Attendants.

The screenshot displays the Evolution PBX administration interface in a Windows Internet Explorer browser. The page title is "Evolution PBX - Windows Internet Explorer" and the URL is "http://192.168.2.225/home/admin.php". The interface includes a navigation menu with options like "RESOURCES", "CALL ROUTING", "ADMINISTRATION", and "REPORTING". The main content area shows an "Auto Attendant List" table with columns for Menu Name, Announcement, Allow Extension Dialing, and Modify. Below the table, there are "New Record", "Save", and "Delete" buttons. The "Menu Settings" section is expanded, showing fields for Menu Name, Announcement, Start Time, End Time, and various options like "Zero Reaches Operator", "Allow Extension Numbers", "Time of Day routing", and "Closed Weekends". The "Listen For Key Presses" section shows a grid of key presses (1-9, \*, #) with corresponding "Send Calls To" and "Location" dropdown menus.

Menu Name	Announcement	Allow Extension Dialing	Modify		
AHAttendant	16002-AH Prompt	Yes			
BasicAutoAttend	16000-generic prompt	Yes			
FWInfo	16006-FWIWomen1	No			
MainAutoAttendant	16001-Main Prompt	Yes			
new	16005-FWIWomen	No			
TEST	16000-generic prompt	No			



# Unlimited Voicemail Boxes

- Voicemail boxes are automatically setup for a user when an extension is created. Need extra voicemail boxes? No problem. Evolution PBX gives you the ability to create a voicemail box without attaching an endpoint to the extension.

The screenshot shows the Evolution PBX administration interface in a Windows Internet Explorer browser. The page title is "Evolution PBX - Windows Internet Explorer" and the URL is "http://192.168.2.225/home/admin.php". The interface includes a navigation menu with "RESOURCES", "CALL ROUTING", "ADMINISTRATION", and "REPORTING". The main content area displays a "Voicemail List" table with the following data:

Mailbox #	Name	Email Address	Notify Address	Modify
11000	Sales	phxsales@intuitivevoice.com		
11001	Support	support@intuitivevoice.com		
11002	John Remote			
5070	Billy Chu	bchu@gallopcorp.com	blank	
5071	Gallop Corp 2	blank	blank	
5072	Gallop Corp 3	blank	blank	
5073	Gallop Corp 4	blank	blank	
5074	Gallop Corp 5	blank	blank	
5075	Gallop Corp 6	blank	blank	
5100	pap2t	blank	blank	
5380	Harry Rimm	blank	blank	
5679	Jim Wallace	blank	blank	
5705	Spectralink Wreles	blank	blank	
5710	Chris Home	chris@intuitivevoice.com	blank	
5711	Chris Mobile	blank	blank	
5712	Chris Mobile2	blank	blank	
5713	Chris Mobile3	blank	blank	
5715	Chris Jones	blank	blank	
5720	Rick Kelley	blank	blank	
5723	Robert Remote	blank	blank	
5724	Robert Raymond	blank	blank	
5725	Jake Vinson	jrvinson@intuitivevoice.com	blank	
5726	J B	blank	blank	
5740	Jonathan Rusk	blank	blank	
5741	J Rusk	blank	blank	
5745	Bill Soto	bsoto@intuitivevoice.com	blank	
5747	Bill S Fax	blank	blank	
5756	Alarm Line	blank	blank	
5760	Install Wireless	blank	blank	
5764	Name	blank	blank	
5765	Jake Fax	blank	blank	

The interface also includes a sidebar with navigation options like "Phone Extensions", "Extension Groups", "Voicemail", "Phone Lines", "Conference Rooms", "Announcements", "Music On Hold", and "View". A "New Record" button is located at the bottom of the table.



# Advanced User Interface

- Every User is provided a unique web portal interface to manage specific functions relative to their call preferences. Find Me/Follow Me, Unified Messaging, Call Recording, Voicemail, and personal call history logs.

Evolution PBX - Windows Internet Explorer  
http://192.168.2.225/home/admin.php

INTUITIVE VOICE TECHNOLOGY

MY CALL ROUTING UNIFIED MESSAGING CALL HISTORY

contact us documentation logout

Follow Me Rules

### Current Status For Extension 5745

My Call Forwarding Rules are Currently: On  
Overwrite Caller ID on Forwarded Calls to : [ ] Leave blank for passthru.

#### My Follow Me Rules (Does Not Apply to Extension Group Calls)

Simultaneously Ring				
5745 Polycom-65X	5746 Polycom-60X	5008 -GENERIC SIP-	Other Tel. # or Ext.	Ring For
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	120 Seconds
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	5 Seconds
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	5 Seconds
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	5 Seconds

Look for me first at:  
 Then look for me at:  
 Then look for me at:  
 Then look for me at:  
 Then Goto Mailbox: 5745 (Mailbox Number)

Change Password [ ] Bluetooth MAC Address [ ] Submit



# Cell Phone Integration

- Did you ever want to take a call from your cell phone and retain the features from your office phone system?
- Use the Evolution PBX Find Me/Follow Me interface to forward calls to your cell phone and all the functions of the PBX are available for you to use.
- Simply press \*1 to start recording the call and \*2 to transfer back to any phone extension back at the office.
- IVT takes cell phone integration even further by auto detecting when you are in and out of the office by recognizing the wireless bluetooth signal from your cell phone.
- Using the optional blue-tooth dongle on your server and your forwarding rules will automatically turn on and off when you enter or leave the office based on the permissions you have set in your Find Me/Follow Me interface.



# Softphone Integration

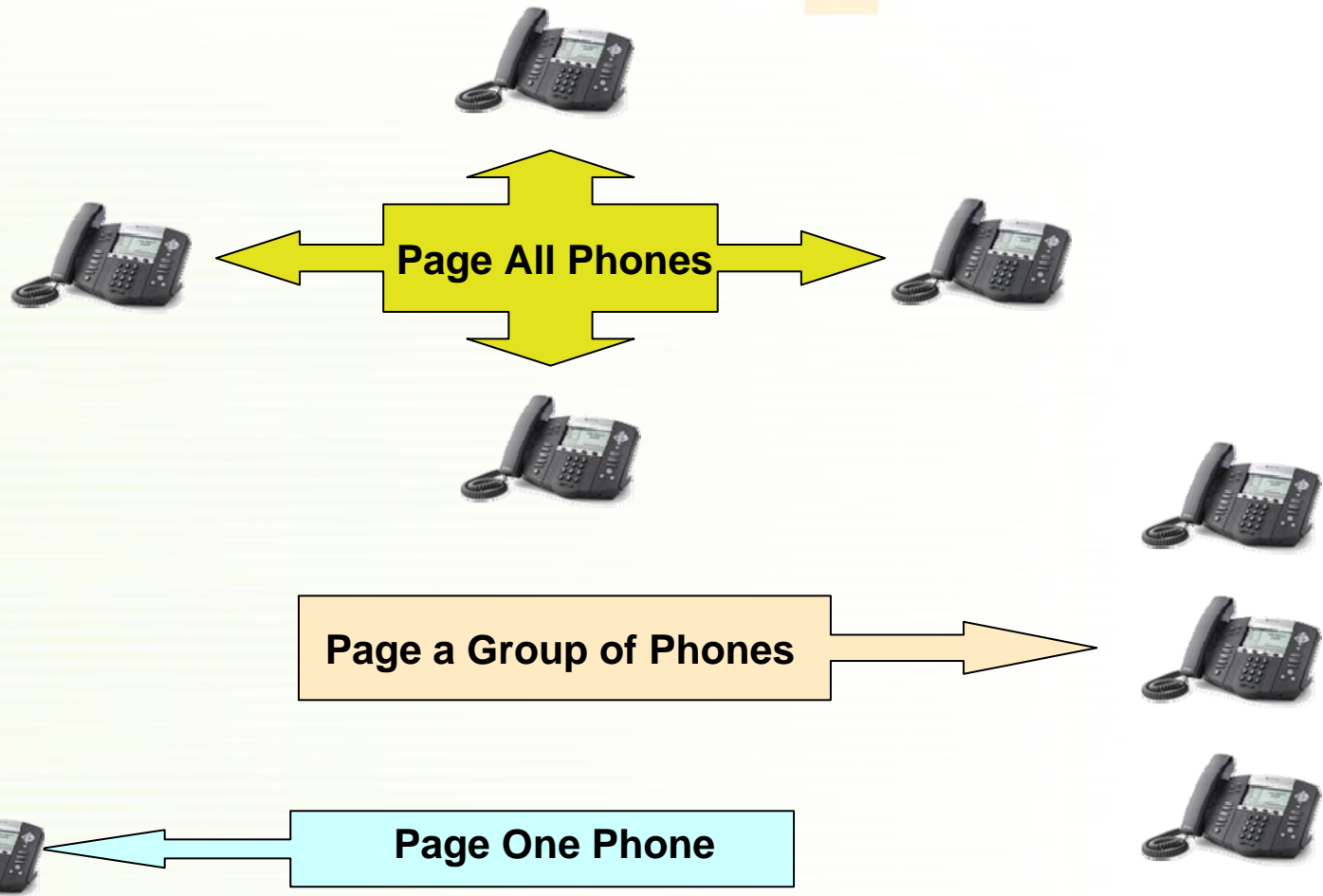
- On the road much? Keep in touch with clients and coworkers and stop using those cell phone minutes!
- With a broadband connection you are part of your phone system anywhere in the world!





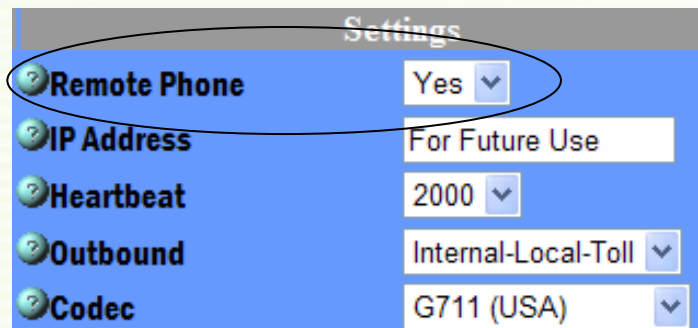
# Integrated Paging

- Mr. Smith, I have Mrs. Jones to see you in the lobby... Evolution PBX allows you to Page All Phones; A Group of Phones or One Phone.



# Remote Phones

- Take a phone with you anywhere you have a high speed Internet Connection. With Evolution PBX there is no limit to the amount of Remote Phones you can setup and no toll charges for extension to extension calls, no matter where on earth they may be. If you can get high speed Internet access on the moon, that would be free too!



# Unlimited Extension Groups

- Evolution PBX comes standard with Unlimited Extension Groups. The administrator can easily create and name a group on the fly. They can then choose to ring that group as an option from an auto attendant or choose to have the group ring directly from inbound numbers.
- All extensions in the group will ring simultaneously while the caller hears either the standard ringing tones or your hold music. The first person to pick up will receive the call.
- See ACD Features in Evolution PBX Platinum edition for additional helpful ways to take advantage of extension groups.

The screenshot displays the Evolution PBX administration interface in a Windows Internet Explorer browser. The page title is "Evolution PBX - Windows Internet Explorer" and the URL is "http://192.168.2.225/home/admin.php". The interface features a navigation menu with tabs for "RESOURCES", "CALL ROUTING", "ADMINISTRATION", and "REPORTING". The main content area is titled "Extension Group List" and contains a table with the following data:

Extension Group	Group Name	Extensions	Modify
12000	Sales 1	8715, 8769, 8746	[Edit] [Delete]
12001	Sales 2	8733, 8758, 8724, 8769, 8734, 8739, 8718, 8746	[Edit] [Delete]
12002	Gallop	5076, 5073, 5072, 5073, 5074, 5075	[Edit] [Delete]
12003	FollowUp Jim	8769	[Edit] [Delete]
12005	Support	8710, 8715, 8725, 8726, 8728, 8760, 8776	[Edit] [Delete]
12010	FollowUp Chris	8718	[Edit] [Delete]
12011	FollowUp Bill	8718	[Edit] [Delete]
12020	AutoSales	5715, 5769, 5746	[Edit] [Delete]
12021	Auto Support	5710	[Edit] [Delete]

Below the table, there is a "New Record" button and a "Save" button. The configuration options are divided into "General" and "Queue Options".

**General:**

- Number: 12004
- Name: [Text Field]
- Mailbox: None
- Record: No
- Playing: Ringing
- Ring Time: 15

**Queue Options:**

- Strategy: Ring All (One)
- Priority: 1
- Position: Never
- Hold Ann: None
- Whisper: None
- Allow VM: Enabled
- Fast Pass: Enabled
- Logoff: Manual
- Wrapup: 0

The "Extension Group" section shows a list of extensions in the group, including 5003-Snom, 5008-Bill, 5070-Billy, 5071-Gallop, 5072-Gallop, 5073-Gallop, 5074-Gallop, 5075-Gallop, 5100-pap2t, and 5380-Harry.



# Auto Provisioning

- Worrying about an expensive call to your Service Provider every time you need to add a phone? Not with Evolution PBX. IVT has worked with phone vendors like Polycom, Cisco, and Linksys to auto provision a phone on site. Plug a few settings into your Evolution PBX and plug your phone into the network and let the system do the work for you, providing complete configuration files to your phone saving you both time and money.

The screenshot shows the Evolution PBX administration interface in a Windows Internet Explorer browser. The main content area displays a 'Phone Extensions List' table. A 'New Device' dropdown menu is open, showing a list of phone models and their corresponding SIP types.

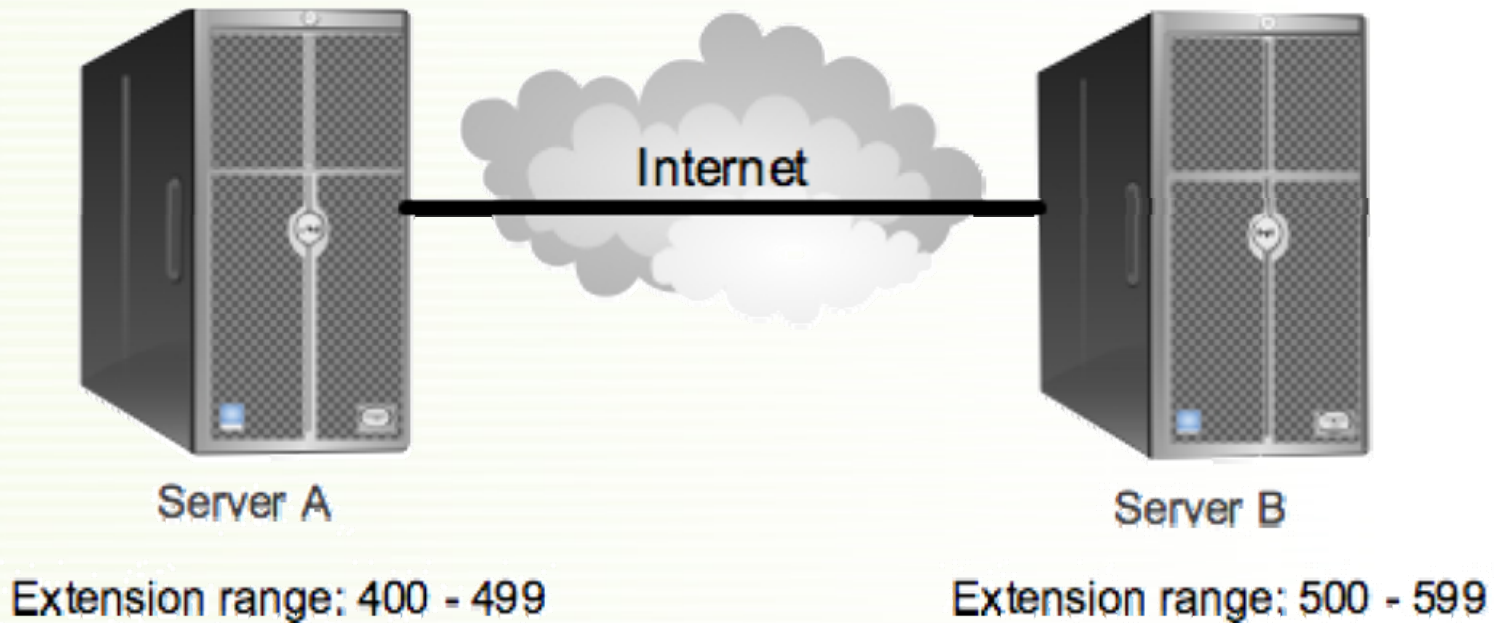
Extension	Type	Caller ID	MAC Address	Status	Modify
5003	-GENERIC SIP-	"Snom Wireless" <6022495750>	not needed	UNKNOWN	N/A
5008	-GENERIC SIP-	"Bill Softphone" <6022495745>	not needed	UNKNOWN	N/A
5070	-GENERIC SIP-	"Billy Chu" <6022495750>	not needed	OK (142 ms)	N/A
5071	-GENERIC SIP-	"Gallop Corp 2" <6022495750>	not needed	UNKNOWN	N/A
5072	-GENERIC SIP-	"Gallop Corp 3" <6022495750>	not needed	UNKNOWN	N/A
5073	-GENERIC SIP-	"Gallop Corp 4" <6022495750>	not needed	UNKNOWN	N/A
5074	-GENERIC SIP-	"Gallop Corp 5" <6022495750>	not needed	UNKNOWN	N/A
5075	-GENERIC SIP-	"Gallop Corp 6" <6022495745>	not needed	UNKNOWN	N/A
5100	-GENERIC SIP-	"pap2t" <6022495750>	not needed	UNKNOWN	N/A
5380	-GENERIC SIP-	"Harry Rimm" <6022495750>	not needed	UNKNOWN	N/A
5679	-GENERIC SIP-	"jim Wallace" <5551231234>	not needed	UNKNOWN	N/A
5705	-GENERIC SIP-	"Spectralink Wreles" <6022495750>	not needed	UNKNOWN	N/A
5710	Polycom-60X	"Chris Home" <6022495750>	0004f215a164	OK (59 ms)	N/A
5711	-GENERIC SIP-	"Chris Mobile" <6022495750>	not needed	UNKNOWN	N/A
	-GENERIC SIP-	"Chris Mobile2" <6022495712>	not needed	UNKNOWN	N/A
	-GENERIC SIP-	"Chris Mobile3" <6022495713>	not needed	UNKNOWN	N/A
	Polycom-65X	"Chris Jones" <6022495750>	0004f2145630	OK (17 ms)	N/A
	Polycom-50X	"Rick Kelley" <6022495750>	0004f216ec4d	UNKNOWN	N/A
	Polycom-55X	"Robert Remote" <6022495750>	0004f21602a5	UNKNOWN	N/A
	Polycom-60X	"Robert Raymond" <6022495750>	0004f204c3d5	OK (45 ms)	N/A
	Polycom-60X	"Jake Vinson" <6022495750>	0004f2055923	OK (51 ms)	N/A
	Polycom-60X	"John Booker" <6022495750>	0004f205450f	OK (42 ms)	N/A
	Polycom-60X	"Greg Foley" <6022495750>	0004f2105fe3	OK (44 ms)	N/A
	Polycom-60X	"Cathy Billings" <6022495733>	0004f205661e	OK (48 ms)	N/A
	Polycom-50X	"Sales Guest 1" <6022495750>	0004f215b3f5	UNKNOWN	N/A
	-GENERIC SIP-	"Zach Garcia" <6022495750>	not needed	OK (51 ms)	N/A
	Polycom-30X	"Sales Guest 3" <6022495750>	0004f20260aa	UNKNOWN	N/A
	Polycom-65X	"Jonathan Rusk" <6022495750>	0004f215394b	UNKNOWN	N/A
	Polycom-60X	"J Rusk" <6022495750>	0004f2056705	UNKNOWN	N/A
	Polycom-65X	"Bill Sato" <6022495745>	0004f212ee81	OK (14 ms)	N/A

The 'New Device' dropdown menu lists the following options:

- Select Type
- VoIP-GENERIC SIP-
- VoIP-Cisco-7940
- VoIP-Cisco-7960
- Analog-FXS-Agent
- VoIP-Grandstream-GXP2000
- VoIP-Linksys-SPA94X
- VoIP-Linksys-SPA96X
- VoIP-Polycom-30X
- VoIP-Polycom-32X
- VoIP-Polycom-33X
- VoIP-Polycom-4000
- VoIP-Polycom-430
- VoIP-Polycom-50X
- VoIP-Polycom-55X
- VoIP-Polycom-60X
- VoIP-Polycom-65X
- ChannelBank-Rhino-CBAgent

# Extension Range Flexibility

- With Evolution PBX you can have either 3 or 4 digit Extension ranges
- Flexibility in configuring multiple sites for vertical markets such as banking, real estate and insurance companies



# Caller ID Customization

- Evolution PBX allows you to customize your outbound caller ID extension. \*Some restrictions by carrier may apply.

The screenshot displays the Evolution PBX web interface. On the left, a 'New Device' dropdown menu is set to 'Select Type'. The main area is titled 'General' and contains the following settings:

Field	Value
Extension	5745
Caller ID Name	Bill Soto
Caller ID Number	6022495745
Record Calls	Yes
Parent Extension	Master

Overlaid on the right is a 'Help - Windows Internet Explorer' window. The address bar shows the URL: <http://192.168.2.225/home/help.htm?sipmodify.htm?21364>. The page content is titled 'Caller ID Number' and contains the following text:

Enter the ID number that will be shown as the caller ID on outbound calls. Your Service Provider frequently overrides this ID number with a value from their system. In those cases it will only be used for internal calls.



# Direct Inward Dial Number or DID's

- Direct Inward Dialing or phone numbers provided by your VoIP or T1 provider
- Simply put, each person in the company can have their own phone number that rings directly to their extension. Evolution PBX will also allow a number to be directly dialed to an extension group, auto attendant or custom routing rule.
- IVT also allows you to take this integration a step further by allowing you to place a description on each DID that will be displayed as part of the inbound caller ID for users answering the phone.

## DNIS/DID

Enter the digits your service provider passes to you to identify the number that is being dialed on inbound calls.

## Route Calls To

Select the type of target that calls will be routed to when the corresponding number is dialed from the list of available options. Available options: Extension, Extension Group, Auto Attendant, Custom Routing Rules, Voicemail Box and Voicemail Group.

## Route Calls To

Select the type of target that calls will be routed to when the corresponding number is dialed from the list of available options. Available options: Extension, Extension Group, Auto Attendant, Custom Routing Rules, Voicemail Box and Voicemail Group.

## Target

Select the specific resource that you want these calls to route to.

Setup New Phone Lines  TE120P  Reverse Order

Card Settings	Inbound Calls			
	Desc.	DNIS/DID	Send Calls To	Target
<input checked="" type="radio"/> PCI Slot: 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input checked="" type="radio"/> Port Settings: 1	Main	5750	Auto Attendant	MainAutoAttendant
<b>Port 1 Settings</b> <input checked="" type="radio"/> Framing/Coding: ESF/B8ZS (Common) <input checked="" type="radio"/> Signaling Type: ISDN PRI (Common) <input checked="" type="radio"/> Active Channels: 24 <input checked="" type="radio"/> Switch Type: National (Common) <input checked="" type="radio"/> Trunk Group: Group 1 <input type="checkbox"/> Default Provider		1244	Auto Attendant	MainAutoAttendant
	Conferenci	5719	Custom Routing Rules	15091-Route Thru
	R. Chase	5758	Auto Attendant	ConferenceAdmin
	TEST	5713	Extension	5745-"Bill"
	Remote In	5729	Extension	5710-"Chris"
	Z. Garcia	5735	Extension	5726-"John"
	G. Foley	5728	Extension	5715-"Chris"
	Cathy B.	5733	Extension	5726-"John"
			Extension	5745-"Bill"
			Extension	5003-"Snom"



# Find Me – Follow Me

- Not working at your desk today? Are you on the road? Want to work from home? Your customers will never know.
- Simply login to the user interface and the system will look for you at up to 4 different phone numbers or extensions and then send the voicemail back to your original voicemail box.
- In addition, you can call the Evolution PBX from your cell phone and access your Find Me/Follow Me settings and then modify them on the fly.

The screenshot displays the 'Current Status For Extension 5745' configuration page. On the left, a navigation menu includes 'Find Me Follow Me' and 'Unified Messaging'. The main content area shows 'My Call Forwarding Rules are Currently: On' and 'Overwrite Caller ID on Forwarded Calls to:'. Below this is the 'My Follow Me Rules' section, which includes a table for 'Simultaneously Ring' and a 'Ring For' column. The 'Simultaneously Ring' table has columns for extension 5745 (Polycom-65X), 5746 (Polycom-60X), 5008 (-GENERIC SIP-), and Other (Tel. # or Ext.). The 'Ring For' column has dropdown menus set to 120 Seconds, 5 Seconds, 5 Seconds, and 5 Seconds. At the bottom, there are fields for 'Change Password', 'Bluetooth MAC Address', and a 'Submit' button.

Simultaneously Ring					Ring For
5745 Polycom-65X	5746 Polycom-60X	5008 -GENERIC SIP-	Other Tel. # or Ext.		
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	120 Seconds	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	5 Seconds	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	5 Seconds	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	5 Seconds	

Look for me first at:  
 Then look for me at:  
 Then look for me at:  
 Then look for me at:  
 Then Goto Mailbox: 5745 (Mailbox Number)

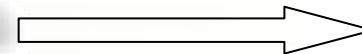
Change Password: [password field] Bluetooth MAC Address: [MAC field] [Submit]





# Enhanced Mobility IVR Based Find Me/Follow Me

- You know you already have the most powerful Find Me/Follow Me service with Evolution PBX when you are in front of a PC.
- But what about if your calls are being forwarded to your office phone and before you left you forgot to have your calls forwarded to your cell phone?
- No problem. Just call the Evolution PBX voicemail system through the pilot number setup by your administrator, access your Find Me/Follow Me profile and forward all calls to your cell phone. Done!



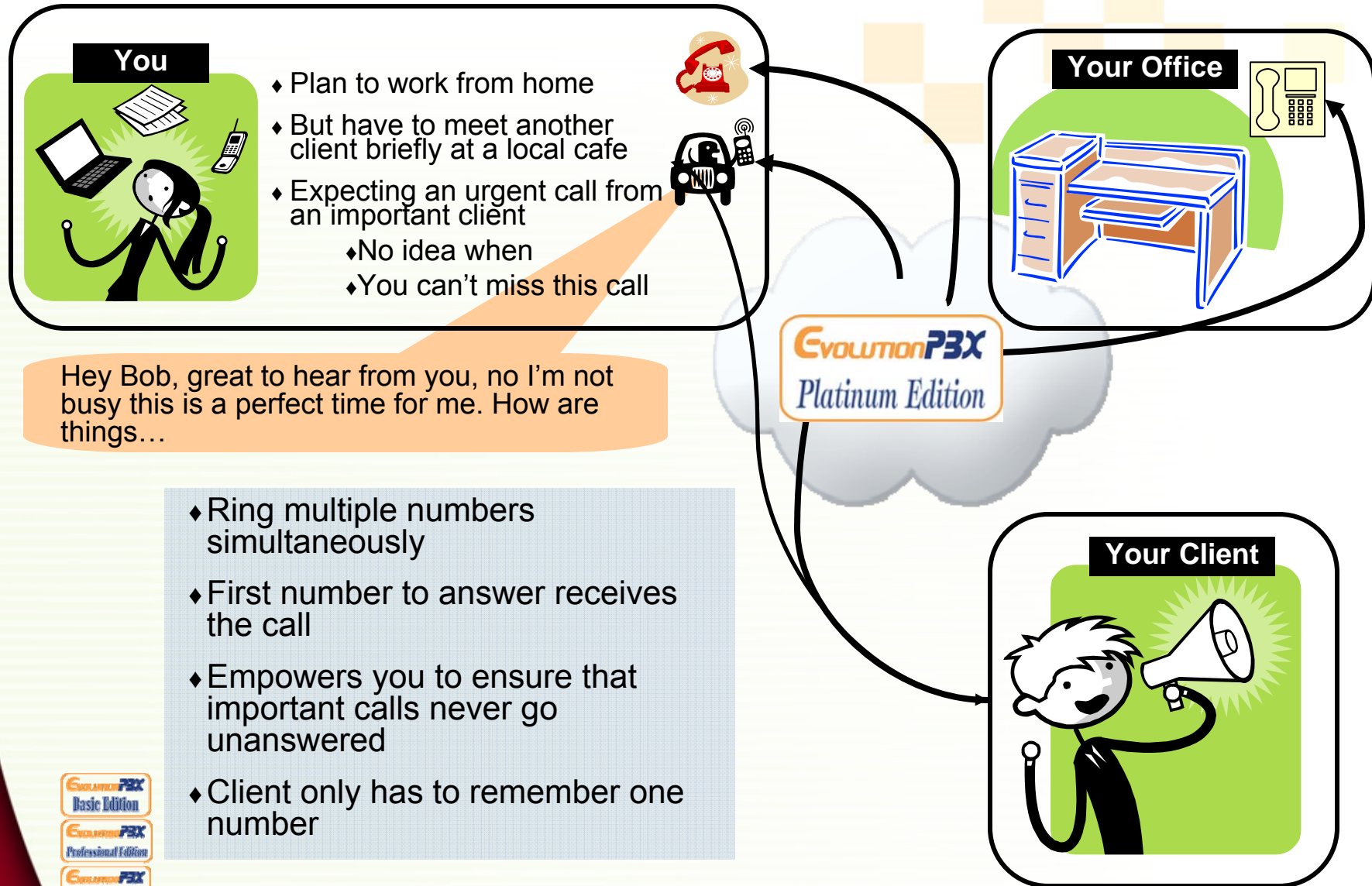
Evolution IP PBX

Access the Evolution PBX User Interface and Perform the following Functions:

- 1: Access Your Voicemail
- 2: Change your Find Me/Follow Me Settings
- 3: Change your Unified Messaging Greeting



# Simultaneous Ring



# Music On Hold

- Would you like to market to your callers placed on hold?
- Easily setup one or more sources of music for your system by uploading MP3 files to a play list. \*Some restrictions copyright laws may apply.

MOH ID	General	Play Order	Description
10		Sequential	Default

Upload a .mp3 file:

Play List	
fpm-world-mix.gsm	X
fpm-sunshine.gsm	X
fpm-calm-river.gsm	X

**Note: Music on Hold is standard with the Basic version but not “multiple” MOH.**



# Time of Day Routing

- Your business may be closed on weekends or only operate during particular business hours. You can choose to route your calls to a separate auto attendant or call routing rule during these times.
- Evolution PBX allows the administrator a simple interface to manage these time of day routing rules.

The screenshot shows the 'Menu Settings' and 'Listen For Key Presses' configuration for a menu named 'MainAutoAttendant'. The 'Menu Settings' section includes options for 'Zero Reaches Operator', 'Allow Extension Numbers', 'Time of Day routing', and 'Closed Weekends', all of which are checked. The 'Start Time' is set to 8:00 and the 'End Time' is set to 17:00. The 'After Hours Route Calls To' section is set to 'Auto Attendant' and 'AHAttendant'. The 'Listen For Key Presses' section is divided into two columns: 'If Caller Presses' and 'Send Calls To'. The 'If Caller Presses' column lists key presses 1 through 9. The 'Send Calls To' column lists actions such as 'Extension Group', 'Extension', 'Auto Attendant', and 'Play Invalid Entry'. The 'Location' column lists destinations such as '12001-Sales 2', '12005-Support', '12000-Sales 1', '5710-Chris', and 'DialByLastName'. The interface also includes a 'New Record' button, 'Save' and 'Delete' buttons, and a dropdown menu for 'Auto Attendant'.



# Extension Call Recording

- Evolution PBX allows you to set up the recording of every call made or received on an extension by extension basis.

**General**











**Extension** **5745**

**Caller ID Name**

**Caller ID Number**

**Record Calls**  ▾

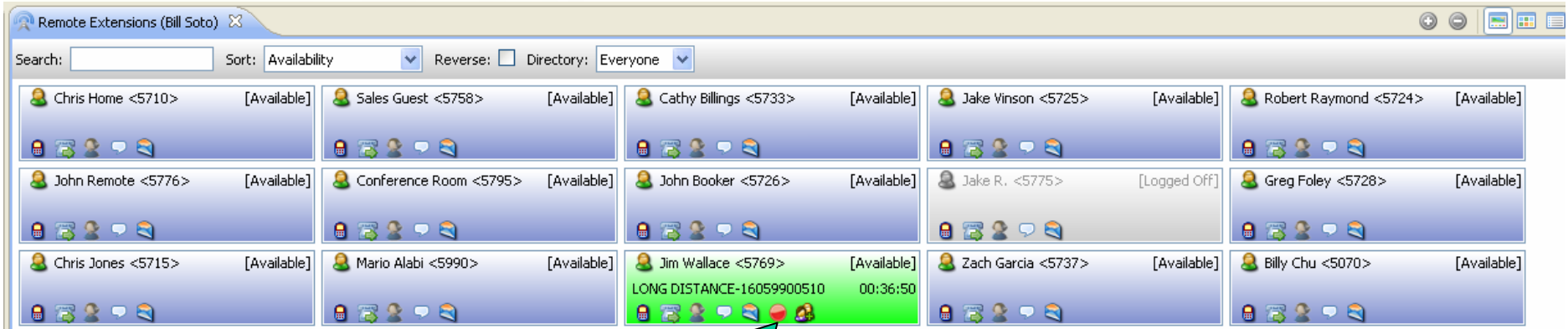
**Parent Extension**  ▾

								→ Historical Reporting
Type	Dialed Number	Source	Destination	Queue	Date	Duration	Status	Recordings
INTERNAL	5745	5769	5745		2008-10-29 06:30:46	2.92	ANSWERED	 
INTERNAL	5745	5769	5745		2008-10-29 07:12:48	1.73	ANSWERED	 
INBOUND	5758	<9376080175>	5745		2008-10-29 09:54:27	5.18	ANSWERED	 
INTERNAL	5745	5725	5745		2008-10-29 10:23:58	0.87	ANSWERED	 
INBOUND	5745	<7328291366>	5745		2008-10-29 10:24:55	15.62	ANSWERED	 



# On the Fly Call Recording

- **Want to record a call on the fly? You can do it with Evolution PBX. Simply dial \*1 on your phone or use the call record button in iView.**



**Record Button**

**Note: iView is only available in the Pro or Platinum Edition of Evolution.**



# Call Return

- Each extension on the Evolution PBX can access their Call Detail Records through their web based User Interface and if you just missed a call you can either view it through the interface and return the call or use the Directories function within your Polycom phone and return the call by the push of a button.

Type	Dialed Number	Source	Destination	Queue	Date
INTERNAL	5745	5769	5745		2008-10-29 06:30:46
INTERNAL	5745	5769	5745		2008-10-29 07:12:48
INBOUND	5758	<9376080175>	5745		2008-10-29 09:54:27
INTERNAL	5745	5725	5745		2008-10-29 10:23:58
INBOUND	5745	<7328291366>	5745		2008-10-29 10:24:55
INBOUND	5745	<7328291366>	5746		2008-10-29 10:24:56
INTERNAL	5745	5725	5745		2008-10-29 10:29:10

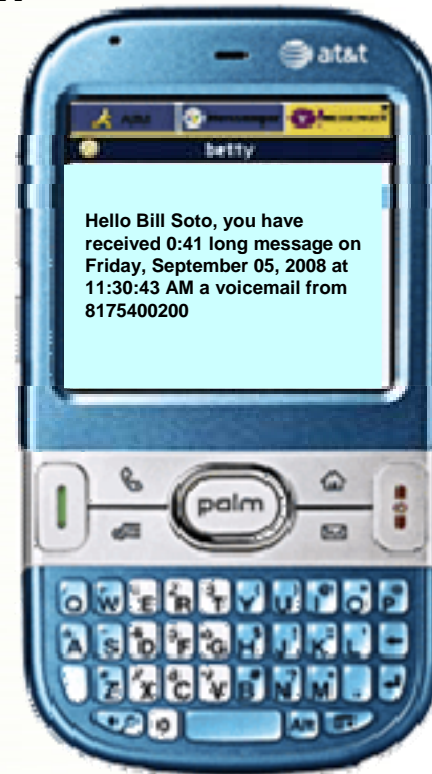
Press  followed by *Call Lists > Missed Calls, Received Calls, or Placed Calls* as desired. The Placed Call list appears in the following figure.



# Email Voicemail Notification to Your Cell Phone!

- Evolution PBX can send an email message to your cell phone and notify you that you have a new voicemail message in your Evolution mailbox along with the caller ID, length of the message and the time and date that the message arrived.
- If your cell phone can play standard .wav files then you can listen to the voicemail message right on your phone without using any cellular minutes calling your PBX voicemail system!!!

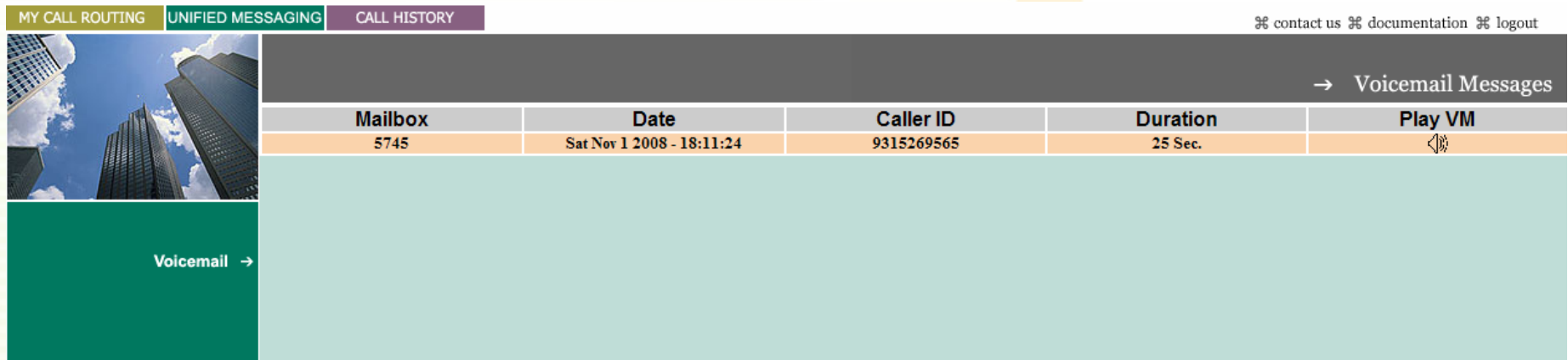
**Increase Efficiency and...  
Save Money!!!**





# Voicemail to Web Access

- You can access your Evolution PBX voicemail messages through the web based user interface when you are in the office or outside the office.

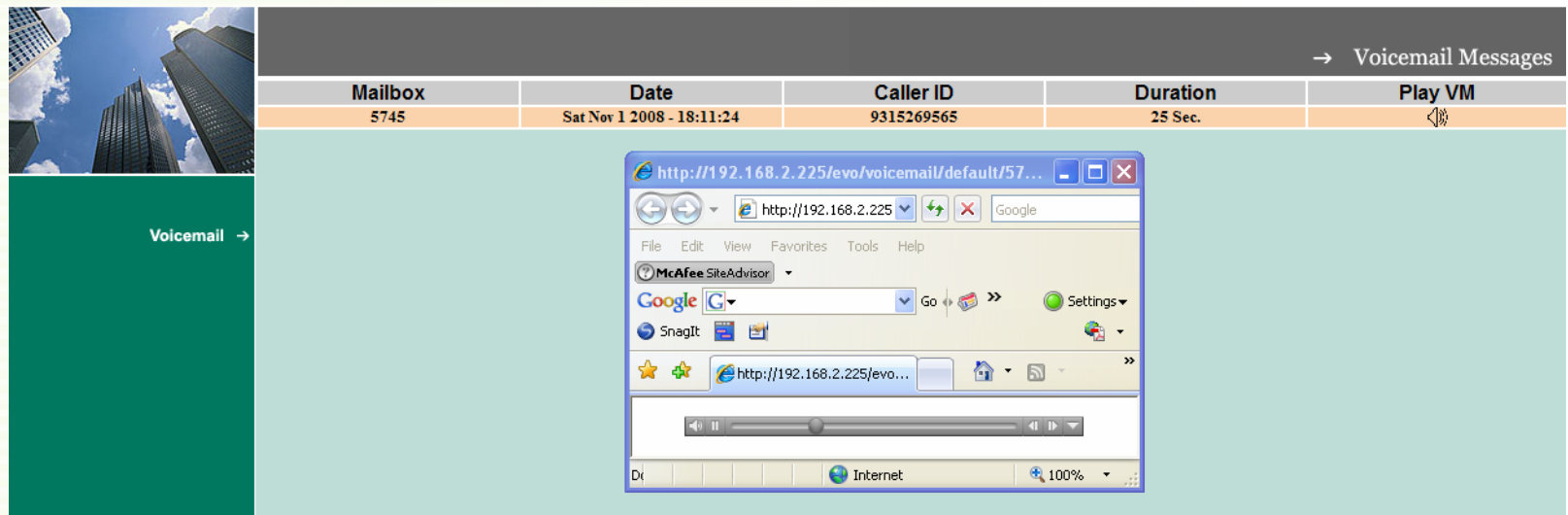


MY CALL ROUTING UNIFIED MESSAGING CALL HISTORY ☞ contact us ☞ documentation ☞ logout

→ Voicemail Messages

Mailbox	Date	Caller ID	Duration	Play VM
5745	Sat Nov 1 2008 - 18:11:24	9315269565	25 Sec.	

Voicemail →



→ Voicemail Messages

Mailbox	Date	Caller ID	Duration	Play VM
5745	Sat Nov 1 2008 - 18:11:24	9315269565	25 Sec.	

Voicemail →

Browser window: <http://192.168.2.225/voicemail/default/57...>

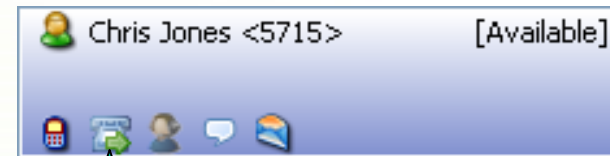


# Voicemail Bypass

- Ever call a company and when you asked for your party you find out they are not in and the receptionist transfers you to their extension to leave a voicemail message?
- Unfortunately you are sitting there listening to the phone ringing 4 - 5 times and then it goes to voicemail.
- With Voicemail Bypass the receptionist on the Evolution PBX can transfer the outside caller directly to the voicemail box and the users extension never even rings. Provides a more professional image for your company and saves the outside caller time and frustration.



Transfer direct to vmail by dialing 6\*+ Ext. Number



*When using iView with Pro or Platinum PBX Software you can drag and drop the call on the telephone icon with the arrow and the call will go directly to vmail.*

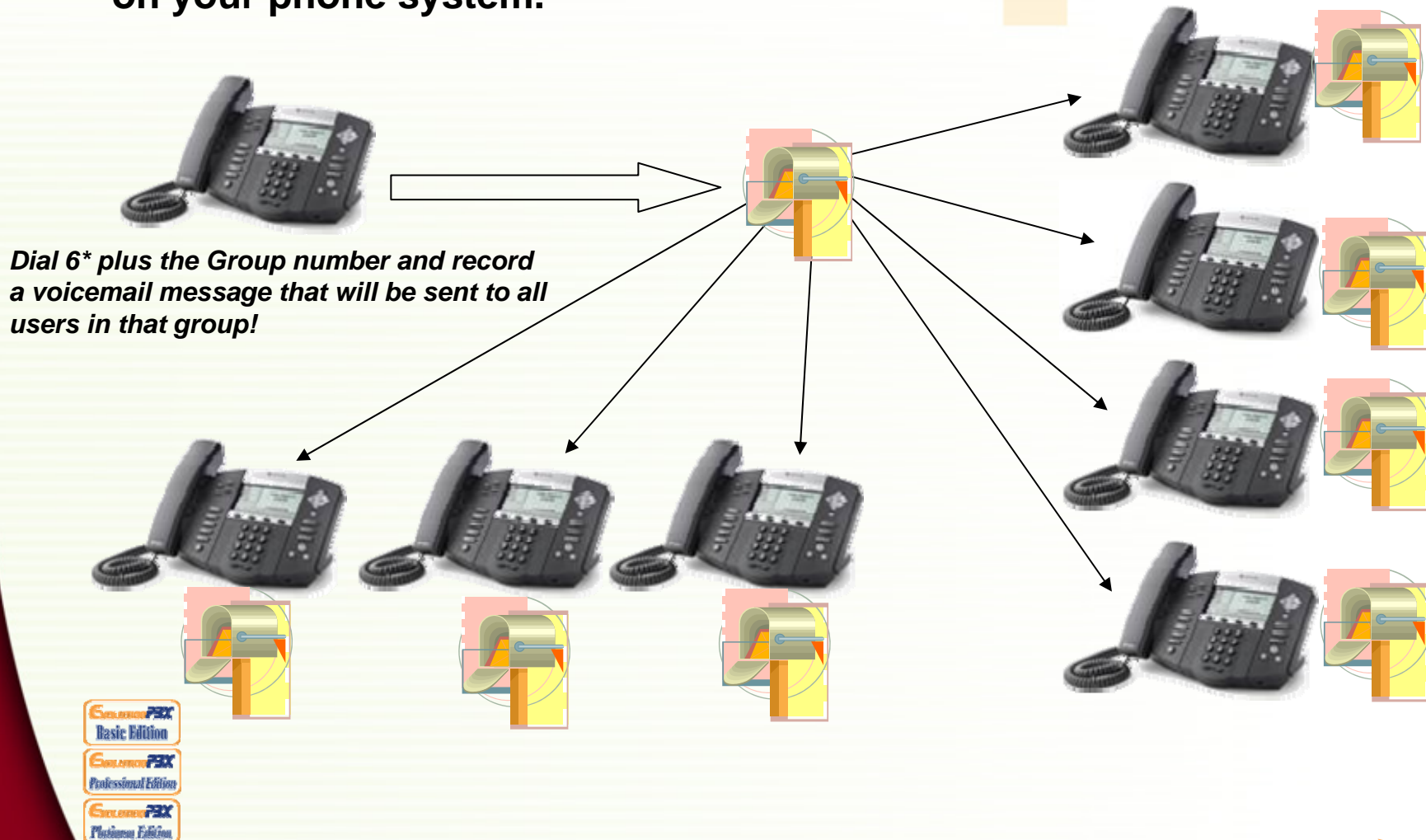


"Hi this is Bill and currently I am not available to take your call...."



# Voicemail Blast Groups

- Want to leave one voicemail for multiple extensions? Create a group of voicemail boxes to leave a group voicemail to any group of extensions on your phone system.



# Inbound Call Description

- With Evolution PBX you have the ability of placing a "label" or description on the inbound call in order to identify the type of call being received.

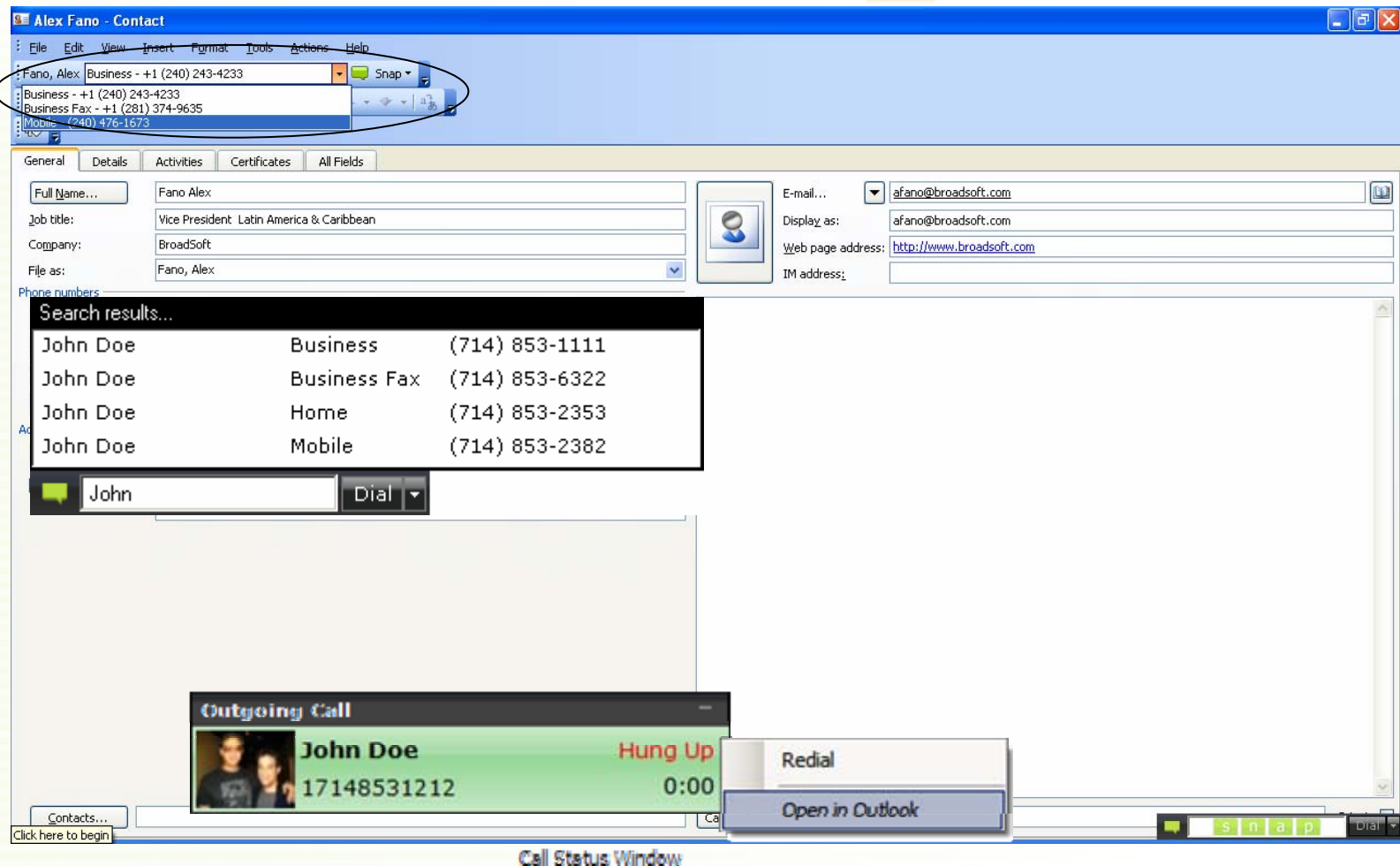
The name typed here will appear on the display of your telephone.

Description	Number	Send Calls To	Location
Main Number	6022495750	Auto Attendant	MainAutoAttendant
Sales	6022495745	Extension	5745-"Bill"
Support	6022495726	Extension	5726-"John"
Customer Svc	6022495733	Extension	5733-"Call"
Accounting	6022495724	Extension	5724-"Robert"
		Extension	5003-"Snom"



# Outlook Integration & Click to Dial

- The Evolution PBX utilizes Snap A Number, <http://www.snapanumber.com>, which has a FREE version that integrates with all versions of Evolution software and with Outlook to perform Click to Dial features.



# Announcement Interface

- The Evolution PBX provides a very user friendly interface to upload your .wav files to be used for your Auto Attendant announcements.

Announcement	Description	Recorded	Modify		
16000	generic prompt	Yes			
16001	Main Prompt	Yes			
16002	AH Prompt	Yes			
16003	Hold Ann	Yes			

Please specify a file to upload.

General	Description
Announcement: 16008	Description: Hold Announcement

- You can dial the Announcement Interface by dialing extension 5000 and record the announcement via a telephone or you can upload a recording you may have had done through a recording studio.*



# VoiceMail Callout

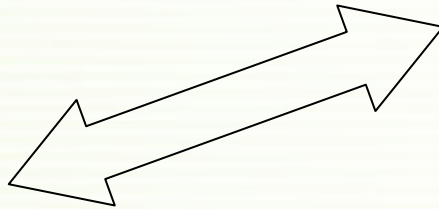
- You can program the Evolution PBX voicemail system to Call Out to your cell phone when a voicemail message is left in your mailbox and upon answering you can not only listen to the message you can also Callback the party that left the message with the touch of a couple of keys.

Email Settings	
Email Address	bsoto@intuitivevoice.
Notification Email/Ph Num.	9313498650
Attach Voicemail	Yes
Auto Delete	Yes



# Call Pickup

- Dial 9\* and the extension number to pick up the phone ringing across the office.



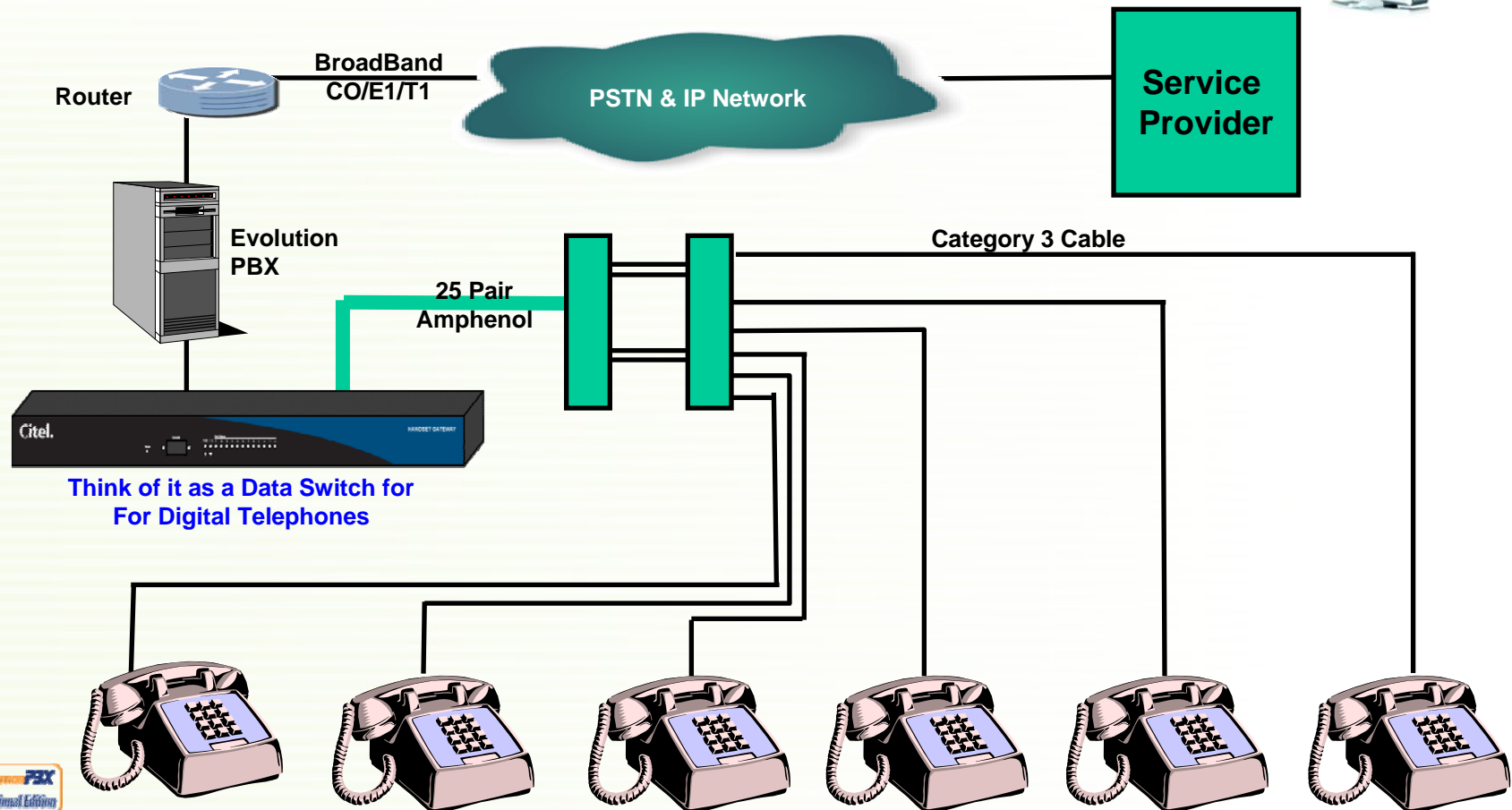
When you hear a ringing phone, simply press 9\*1003 (Ext. #) and pick up the ringing phone.





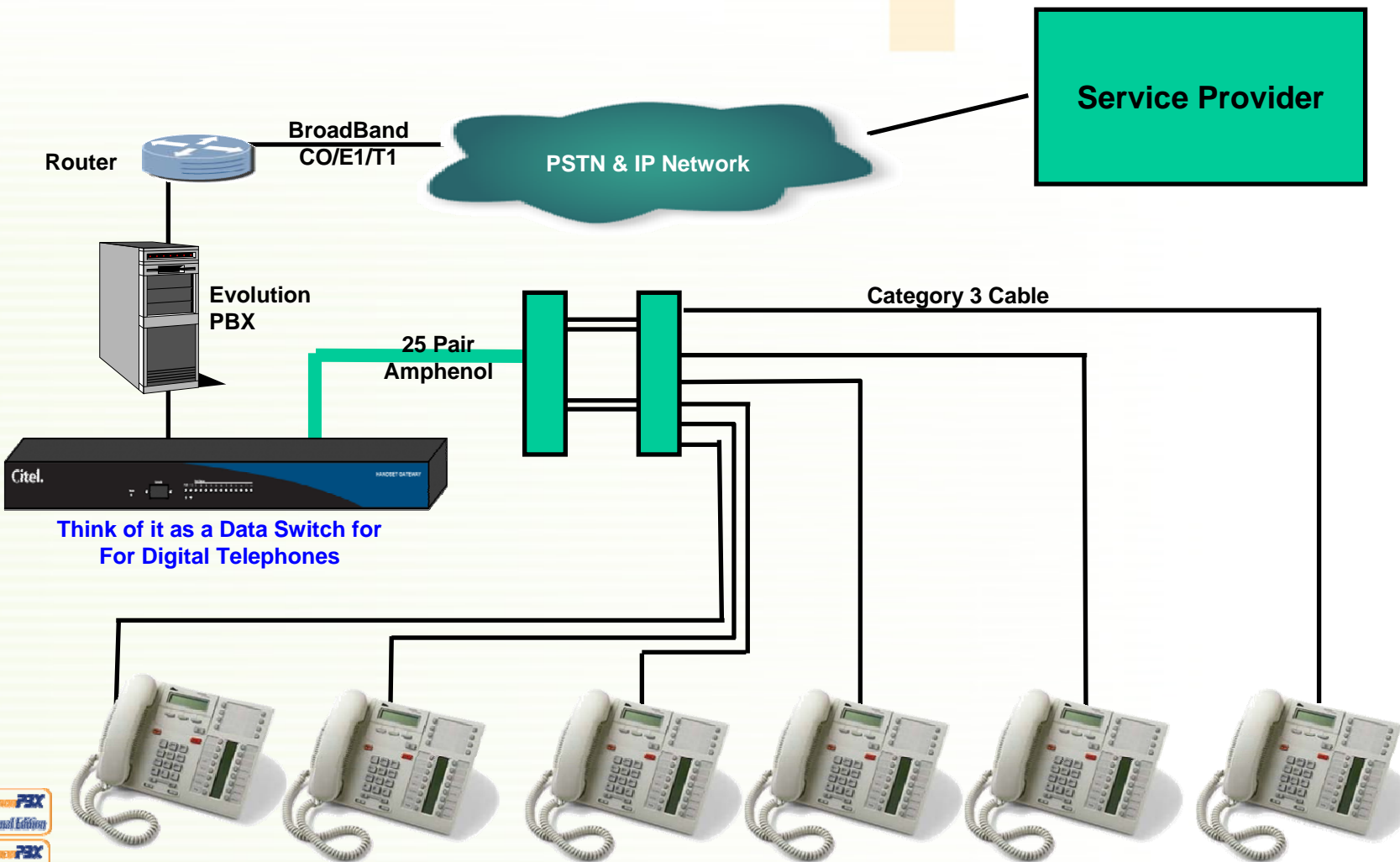
# Analog Phone Support

- Migrate your existing analog phones to an IP Telephone System by implementing the Citel Portico Telephone VoIP Adapter.
- For smaller quantities of analog phones use a Linksys ATA



# Digital Phone Support

- Migrate your existing digital phones to an IP Telephone System by implementing the Citel Portico Telephone VoIP Adapter.



# Call Parking

- Evolution PBX allows users to send calls to a parking lot to be picked up by any other phone on the system.
- Just by transferring a call to extension 700 the Evolution PBX will tell you where the call is parked.
- For additional ease of use, users may wish to use the iView operator panel to park calls and notate reasons for parked calls on a call by call basis. iView is only available with Pro or Platinum license.



The screenshot shows a window titled "Parked Calls (Bill Soto)". It contains a table with the following data:

Lot	CID	Parked By	Note	Duration
701	Main- [(931) 526-9565]	Bill Softphone [5008]	Chris parked for John	00:00:25

**Note: iView is only available in the Pro or Platinum Edition of Evolution.**



# Call Barge

- Managers can dial a feature code, \*15, from their phone followed by a password and then dial the extension you want to monitor
- With Pro or Platinum license a manager can easily barge into a call by simply clicking on the barge icon of the extension they want to monitor.

A screenshot of a softphone interface. The top line shows a contact icon, the name 'Bill Softphone <5008>', and the status '[Available]'. The second line shows 'Main- [(931) 526-9565]' and a timer '00:00:12'. Below this is a row of icons: a calculator, a document, a person, a speech bubble, a folder, a grey circle, and a barge icon (a person with a plus sign). A callout box points to the barge icon.

Barge

**Note: iView is only available in the Pro or Platinum Edition of Evolution.**



# Dial by Name Directory

- Evolution PBX allows you to send callers to a dial by name directory where the caller can dial the first or last name to reach any extension in your phone system.


Send Calls To	Location
Auto Attendant	DialByLastName
Auto Attendant	DialByFirstName



# Powerful Reporting

- Evolution PBX provides access to real-time and historical call records for all extensions with powerful search and filter parameters
- As an administrator you can see and run reports on all extensions
- As a user you can see and run reports for your own extension

**Export to Excel!**





→ Historical Reporting

Type	Dialed Number	Source	Destination	Queue	Date	Duration	Act Code	Status	Modify
INBOUND	5747	<6238796100>	5747		2008-10-31 03:36:03	0.08		CHANUNAVAIL	
INTERNAL	5769	5746	5769		2008-10-31 05:52:36	13.58		ANSWERED	⏪ ✖ 📁
INTERNAL	5769	5746	5769		2008-10-31 06:23:04	2.88		ANSWERED	⏪ ✖ 📁
LONG DISTANCE	16172812054	81010	TRUNKGROUP1		2008-10-31 07:00:03	156.87		ANSWERED	
LONG DISTANCE	12054022134	81010	TRUNKGROUP1		2008-10-31 07:00:03	136.73		ANSWERED	
INTERNAL	81010	81010	NONE	15030	2008-10-31 07:00:03	136.73		ANSWERED	
INTERNAL	81010	81010	NONE	15030	2008-10-31 07:00:03	160.43		ANSWERED	
LONG DISTANCE	19546437424	81010	TRUNKGROUP1		2008-10-31 07:00:03	160.43		ANSWERED	
LONG DISTANCE	17164021467	81010	TRUNKGROUP1		2008-10-31 07:00:03	120.38		ANSWERED	
INTERNAL	81000	81010	15021		2008-10-31 07:00:03	141.1		ANSWERED	
LONG DISTANCE	13103907639	81010	TRUNKGROUP1		2008-10-31 07:00:03	139.53		ANSWERED	
INTERNAL	81010	81010	NONE	15030	2008-10-31 07:00:03	156.87		ANSWERED	
INTERNAL	81010	81010	NONE	15030	2008-10-31 07:00:03	141.1		ANSWERED	
INTERNAL	81010	81010	NONE	15030	2008-10-31 07:00:03	144		ANSWERED	
INTERNAL	81000	81010	15021		2008-10-31 07:00:03	144		ANSWERED	








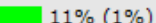



# System Diagnostics

- Allows the administrator to get a snap shot view of vitally important system status and usage information.

System Vital	
Canonical Hostname	yourpbx.com
Listening IP	192.168.2.225
Kernel Version	2.6.9-34.0.2.ELsmp (SMP)
Distro Name	 CentOS release 4.4 (Final)
Uptime	2 days 19 hours 53 minutes
Current Users	0
Load Averages	0.24 0.18 0.16  0%

Network Usage			
Device	Received	Sent	Err/Drop
lo	58.81 MB	58.81 MB	0/0
eth0	906.16 MB	928.66 MB	0/0
sit0	0.00 KB	0.00 KB	0/0

Memory Usage				
Type	Percent Capacity	Free	Used	Size
Physical Memory	 29%	719.15 MB	289.84 MB	1008.99 MB
- Kernel + applications	 17%		169.12 MB	
- Buffers	 1%		14.14 MB	
- Cached	 11%		106.57 MB	
Disk Swap	 8%	698.91 MB	61.97 MB	760.88 MB


Mounted Filesystems						
Mount	Type	Partition	Percent Capacity	Free	Used	Size
/boot	ext3	/dev/sda1	 11% (1%)	82.60 MB	11.02 MB	98.72 MB
/	ext3	/dev/sda2	 21%	108.43 GB	30.00 GB	145.84 GB
/dev/shm	tmpfs	none	 0% (1%)	504.49 MB	0.00 KB	504.49 MB
<b>Totals :</b>			 20%	109.01 GB	30.01 GB	146.43 GB



# Multi-Vendor IP Phone Options

- Polycom, Linksys, Grandstream and Cisco phones are highly integrated into the Evolution PBX.



RESOURCES	CALL ROUTING	ADMINISTRATION	REPORTING																																										
																																													
<ul style="list-style-type: none"> <li>Phone Extensions →</li> <li>Extension Groups →</li> <li>Voicemail →</li> <li>Phone Lines →</li> <li>Conference Rooms →</li> <li>Announcements →</li> <li>Music On Hold →</li> <li>IView →</li> </ul>																																													
		<table border="1"> <thead> <tr> <th>Extension</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>5003</td> <td>-GENERIC SIP-</td> </tr> <tr> <td>50</td> <td>Select Type</td> </tr> <tr> <td>50</td> <td>VoIP--GENERIC SIP-</td> </tr> <tr> <td>50</td> <td>VoIP-Cisco-7940</td> </tr> <tr> <td>50</td> <td>VoIP-Cisco-7960</td> </tr> <tr> <td>50</td> <td>Analog-FXS-Agent</td> </tr> <tr> <td>50</td> <td>VoIP-Grandstream-GXP2000</td> </tr> <tr> <td>50</td> <td>VoIP-Linksys-SPA94X</td> </tr> <tr> <td>50</td> <td>VoIP-Linksys-SPA96X</td> </tr> <tr> <td>50</td> <td>VoIP-Polycom-30X</td> </tr> <tr> <td>50</td> <td>VoIP-Polycom-32X</td> </tr> <tr> <td>50</td> <td>VoIP-Polycom-33X</td> </tr> <tr> <td>50</td> <td>VoIP-Polycom-4000</td> </tr> <tr> <td>50</td> <td>VoIP-Polycom-430</td> </tr> <tr> <td>50</td> <td>VoIP-Polycom-50X</td> </tr> <tr> <td>50</td> <td>VoIP-Polycom-55X</td> </tr> <tr> <td>50</td> <td>VoIP-Polycom-60X</td> </tr> <tr> <td>50</td> <td>VoIP-Polycom-65X</td> </tr> <tr> <td>50</td> <td>ChannelBank-Rhino-CBAgent</td> </tr> <tr> <td>New Device</td> <td>Select Type</td> </tr> </tbody> </table>		Extension	Type	5003	-GENERIC SIP-	50	Select Type	50	VoIP--GENERIC SIP-	50	VoIP-Cisco-7940	50	VoIP-Cisco-7960	50	Analog-FXS-Agent	50	VoIP-Grandstream-GXP2000	50	VoIP-Linksys-SPA94X	50	VoIP-Linksys-SPA96X	50	VoIP-Polycom-30X	50	VoIP-Polycom-32X	50	VoIP-Polycom-33X	50	VoIP-Polycom-4000	50	VoIP-Polycom-430	50	VoIP-Polycom-50X	50	VoIP-Polycom-55X	50	VoIP-Polycom-60X	50	VoIP-Polycom-65X	50	ChannelBank-Rhino-CBAgent	New Device	Select Type
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New Device	Select Type																																												





# VoIP Compression

## For VoIP Lines or Remote IP Phones

- The bandwidth required for VoIP connections depends on the method used to transport it.
- The standard G.711(u) that ships with Evolution PBX is sufficient in most installations.
- This method uses 80 - 100Kbps per simultaneous phone call.
- The G.729(a) codec is an industry standard that allows for placing more calls in limited bandwidth to utilize IP voice in more cost effective ways.
- G.729(a) reduces the call to 25-40Kbps.
- This compression eliminates the need to replace or upgrade your Internet connection without sacrificing call quality, G.729(a) compression can be installed for a one time license fee of \$15 per simultaneous calls you wish to place.
- Contact your IVT sales representative for more details.

**100Kbps per call or  
50Kbps per call?  
You Choose**



# CRM Integration

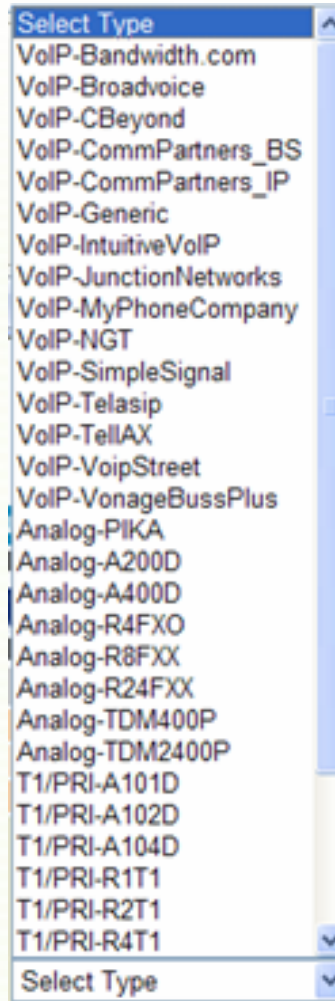
- Screen pop any URL or file path with Caller ID Name or Number information
- A third party client such as Snap A Number or iView is required

The image displays two software windows. The 'Preferences' window on the left shows the 'Call Popup' settings. It includes a search filter, a tree view with 'Call Popup' selected, and a main area with the following options: 'Call Popup' (checked), 'Popup open for' set to 5 seconds, and radio buttons for 'On Ringing', 'On Answer' (selected), and 'On Click'. Below these are fields for 'URL on calls from office extensions' and instructions for using %ID\_NAME% and %ID\_NUMBER% placeholders. A sample URL is provided: `http://192.168.2.201/SugarSuite-Full-4.2.0a/index.php?action=UnifiedSearch&module=Home&search_form=false&advanc`. To the right of the preferences window is the 'iView' logo. Below the preferences window is the 'Settings' window, which has tabs for 'General', 'Dialing Rules', 'Options', 'Calls', and 'CRM'. The 'CRM' tab is active, showing a note that CRM functionality is only supported when call status is enabled. It features a 'Path (file or web address)' field, a 'Test' button, and radio buttons for 'On Answer', 'On Ring', and 'None (click icon to open)'. There is also a 'Match' section with 'All' and 'Custom Regex' options, and 'Remove' and 'Update' buttons at the bottom.



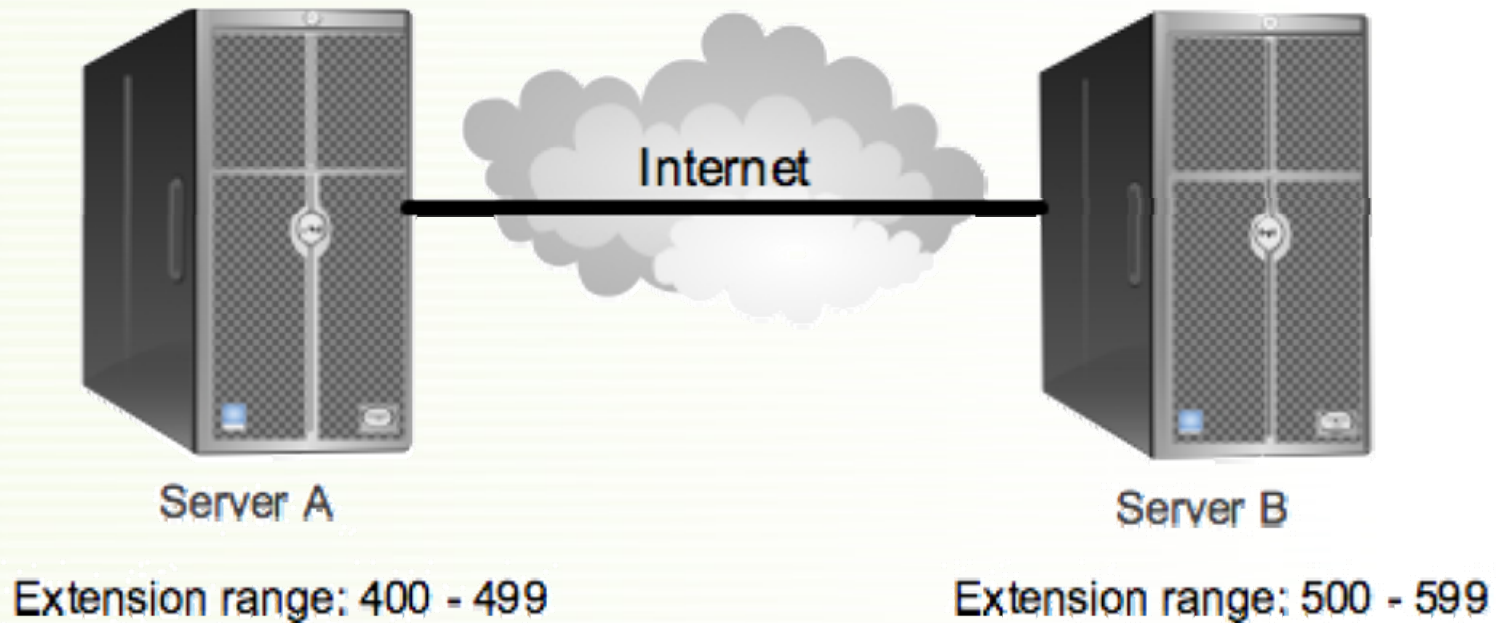
# Multi-VoIP Service Providers

- Evolution PBX comes ready to support many mainstream VoIP providers. Just ask your provider if they offer SIP services.



# Remote Linked Servers

- Do you have multiple offices? Would you like to have 3 or 4 digit dialing over remote sites? Evolution PBX can easily link two or more offices together enabling extensions to dial each other as though they were in the next room on the same network. All traffic is routed over the Internet via SIP.



# Multi-Functional Software Based Console

---

- **iView is an easy-to-use, Java-based client/server software for managing phone calls within your Evolution PBX.**
- **A cost effective switchboard solution that features: Call Barging, Call Monitoring, Call Parking, Hold Area, Drag and Drop-Transfer, On-the-Fly Recording, Group Permissions, Corporate Messaging and Presence Control.**
- **Together with Evolution PBX and iView deploying modern call management is easy and cost-efficient.**
- **At a quick glance, you will be able to see incoming calls and calls on-hold as well as the availability of all organizational personnel.**
- **It is very multi-functional in the sense that it can be configured for a Main Operator; Call Center Supervisor, Call Center Agent or general employee.**



# iView Multi-Functional Software Based Console

The screenshot displays the iView software interface. At the top, there is a menu bar with 'File', 'View', 'Tools', and 'Help'. The main window is divided into several sections:

- Local Extensions (Bill Soto):** A list of local extensions including 'Bill Home <5746>' and 'Bill Soto <5745>', both marked as '[Available]'. A 'Call' button is visible.
- Remote Extensions (Bill Soto):** A large grid of agent status cards. Each card shows an agent's name, extension number, and status (e.g., '[Available]', '[Logged Off]'). The grid is filtered by 'Availability' and sorted by 'Availability'. Search and directory options are available at the top of this section.
- Held Calls (Bill Soto):** A table with columns for 'CID', 'Note', and 'Duration'. It is currently empty.
- Queues (Bill Soto):** A list of call queues with their respective call counts:

Queue Name	Calls
FollowUps Chris	0
FollowUps Jim	0
AutoSales	0
FollowUps Bill	0
Auto Support	0



# Conference Rooms

- Go ahead, have that weekly conference call with your sales team...Evolution PBX will allow you to bring your customers and employees together by sending an option from your auto attendant or pointing one of your inbound phone numbers to a conference bridge. You can have an unlimited number of callers dialed into the conference bridge from within your phone system. Your only limitation to external callers is based on the amount of phone lines you have set up and available in the phone system. Internal users or remote extensions can access the conference bridge without tying up any of you available phone lines.

Conference Room	Password	Description	Modify		
14004	1234	Training			
14003	7114	Bill S Bridge			
14002	1234	Gallop Corp			

You can also monitor the conference bridges with iView and invoke conference controls such as mute and remove a caller from the conference. Not available with iView Basic.






The screenshot shows a software interface with three tabs: 'Conference Rooms (Bill Soto)', 'Queues (Bill Soto)', and 'Parked Calls (Bill Soto)'. The 'Conference Rooms' tab is active, displaying a list of three conference rooms. Each room has a green plus icon on the left and a 'Users: 0' count on the right.

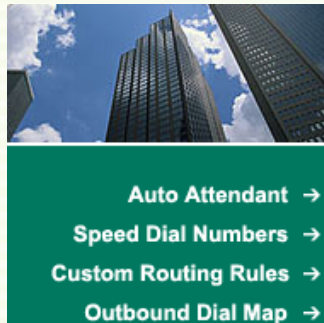
Conference Room	Users
Training	0
Bill S Bridge	0
Gallop Corp	0



# Outbound Dial Map

- The Evolution outbound dial map allows you to prioritize how your local, long distance, international and 911 calls are routed. For instance you may want to use your plain old telephone lines for local calls and if those are unavailable, you can choose to move to another provider.
- Or you may want to route your long distance or international calls through a specific provider.
- No problem, this customization is simple and easy with Evolution PBX.

Route	Primary Dial Code	Route Calls Through	
LOCAL	_XXXXXX	IntuitiveVoIP-IVT	
LONG DISTANCE	_INXXXXXXXX	TRUNKGROUP1	
INTERNATIONAL	_011X.	IntuitiveVoIP-IVT	
FAX	_X.	TRUNKGROUP1	
911	_911	TRUNKGROUP1	



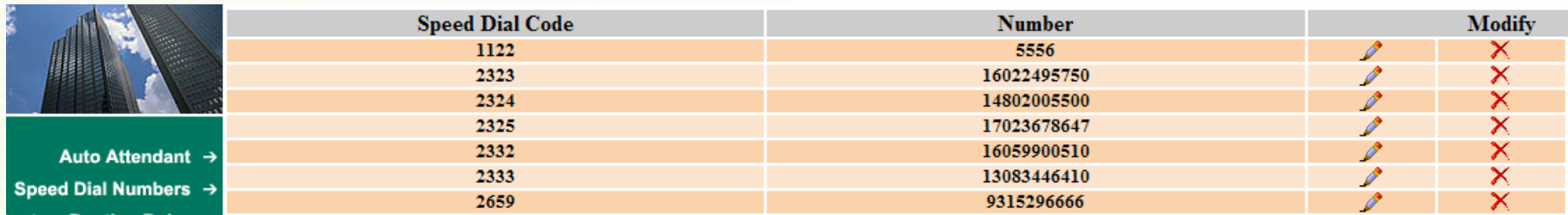
- Auto Attendant →
- Speed Dial Numbers →
- Custom Routing Rules →
- Outbound Dial Map →





# Speed Dial Numbers

- Are your fingers tired from dialing that number that you call over and over again? Create a speed dial code so that when any phone on the system dials this code, the phone number that you have programmed is automatically dialed.







Speed Dial Code	Number		Modify
1122	5556		
2323	16022495750		
2324	14802005500		
2325	17023678647		
2332	16059900510		
2333	13083446410		
2659	9315296666		



# Multiple Music On Hold

- Do you have different departments, groups or companies all connected to one PBX and need to have different Music On Hold for each one?
- Problem solved! Create multiple Extension Groups for each one and assign their own Music On Hold for each group. Done!

MOH ID	Description	Play Order		Modify
10	Default	Sequential		
11	Sales	Sequential		

General

? Number: 12000

? Name: Sales 1

? Mailbox: 11000-Sales

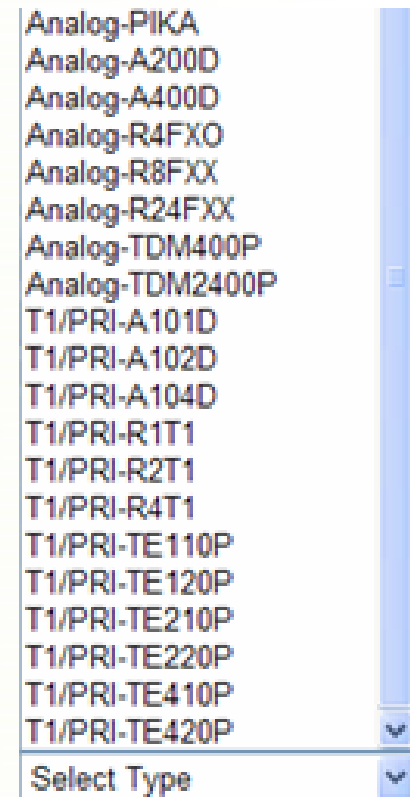
? Record: Yes

? Playing: Music-10-Default



# Analog and Digital T1/E1 Ready

- Not ready to go 100% VoIP?
- Evolution PBX allows you to add options such as analog line cards or T1 PRI interface cards for additional connections to the Public Switched Telephone Network. (PSTN)
- Evolution PBX utilizes the E1 to SIP Gateways from AudioCodes for European Digital Trunking applications.



# PSTN or Digital Failover for VoIP

- Evolution PBX allows you to augment your VoIP strategy with a failover solution.
- The administrator can easily set outbound dial maps that will automatically allow your T1 PRI or analog lines to take over in the case that your Internet connection or VoIP provider is down.

Route Calls Through		
Order	Target Type	Target
Try First	VoIP Provider / Trunk Group	IntuitiveVoIP-IVT
Then Try	VoIP Provider / Trunk Group	Trunk Group 1
Then Try	Play All Lines Busy	



# Custom Routing Rules

- Does your company have a very specific requirement as to how they want a call to be handled?
- The Evolution PBX custom routing rules have the answer for virtually any application.
- The custom routing feature allows the administrator to determine a step by step call procedure for a call.
- This is one feature you really have to see to believe.

Settings		Routing Rules			
CRT Number:		Active	Send Calls To	Location	Duration
CRT Name:	Sales	Step 1 <input checked="" type="checkbox"/>	Extension Group	12005-Support	30
		Step 2 <input checked="" type="checkbox"/>	Extension	5758-"Sales"	30
		Step 3 <input checked="" type="checkbox"/>	Voicemail Box	11000-Sales	

# Advanced Routing (IVR)

- Having difficulty routing your incoming calls through your Auto Attendant?
- When combined with our Custom Routing Rules, the Evolution Automated Attendant or IVR, is the *most powerful PBX routing tool on the market!*

New Record
Save

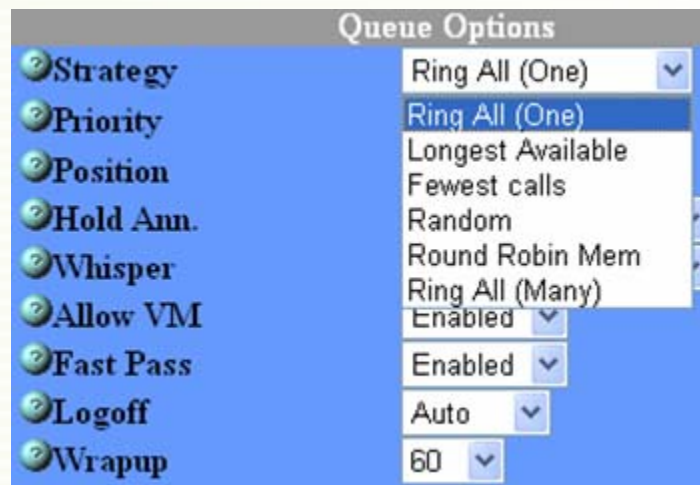
Settings	Routing Rules		
<b>CRT Number:</b> 15019 <b>CRT Name:</b> Sales	<input checked="" type="checkbox"/> Active	<input checked="" type="checkbox"/> Send Calls To	<input checked="" type="checkbox"/> Location
	<b>Step 1</b> <input checked="" type="checkbox"/>	Extension Group	12005-Support
	<b>Step 2</b> <input checked="" type="checkbox"/>	Extension	5758-"Sales"
	<b>Step 3</b> <input checked="" type="checkbox"/>	Voicemail Box	11000-Sales
			30 30

Menu Settings	Listen For Key Presses		
<b>Menu Name:</b> MainAutoAttendant <b>Announcement:</b> 16001-Main Prompt <input checked="" type="checkbox"/> Zero Reaches Operator <input checked="" type="checkbox"/> Allow Extension Numbers <input checked="" type="checkbox"/> Time of Day routing <input checked="" type="checkbox"/> Closed Weekends <b>Start Time:</b> 8:00 <b>End Time:</b> 17:00	<b>If Caller Presses</b>	<b>Send Calls To</b>	<b>Location</b>
	<input checked="" type="checkbox"/> 1	Extension Group	12001-Sales 2
	<input checked="" type="checkbox"/> 2	Extension Group	12005-Support
	<input checked="" type="checkbox"/> 3	Extension Group	12000-Sales 1
	<input checked="" type="checkbox"/> 4	Extension	5710-"Chris"
	<input checked="" type="checkbox"/> 5	Auto Attendant	DialByLastName
	<input checked="" type="checkbox"/> 6	Play Invalid Entry	

# Inbound Call Strategy (Inbound Call Center Feature)

- Select a ring strategy that will define how extensions will be selected.
- Ring All (One) - Rings all available extensions in an extension group that are “logged in” to receive calls.
- Longest Available - Rings the extension in an extension group that has been available the longest since receiving a call from this extension group.
- Fewest Calls - Rings the extension in an extension group that has received the fewest number of completed calls.
- Random - Randomly rings any extension in an extension group.
- Round Robin Mem - Rings all available extensions, in order and remembers which extension was the last to receive a call and sends the next call to the next available extension.
- Select All (Many)- Rings all extensions in an extension group and the first one to answer will receive the call.



# Priority Answering (Inbound Call Center Feature)

- Select the priority for this group.
- If two calls are holding and one agent becomes available, the queue with the highest priority is taken.
- Note: 1 is the lowest priority and 10 is the highest.
- Powerful feature to answer 800 calls first and save money!!!

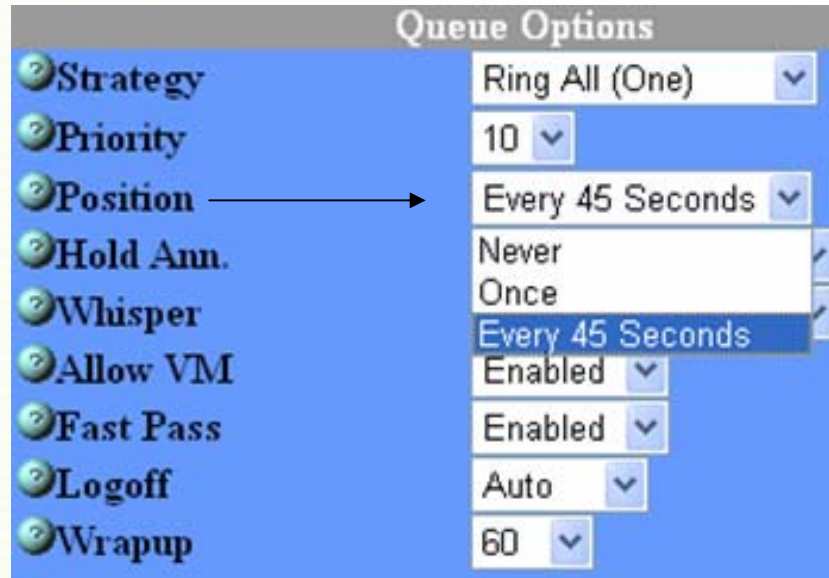


The screenshot shows a dialog box titled "Queue Options" with a blue background. On the left side, there is a list of settings, each with a circular icon containing a question mark. The settings are: Strategy, Priority, Position, Hold Ann., Whisper, Allow VM, Fast Pass, Logoff, and Wrapup. On the right side, there is a list of options for each setting. The "Priority" setting is currently set to 10. The "Position" setting is set to 1. The "Hold Ann." setting is set to 45 Seconds. The "Whisper" setting is set to -Hold Ann. The "Allow VM" setting is set to -New Lead. The "Fast Pass" setting is set to ed. The "Logoff" setting is set to ed. The "Wrapup" setting is set to ed. The "Priority" dropdown menu is open, showing a list of numbers from 1 to 10, with 10 selected.



# Caller Position Notification (Inbound Call Center Feature)

- Keep your customers informed! The system can read back, at pre-defined variables, the amount of callers that are holding in front of them.



# Hold Announcements (Inbound Call Center Feature)

- Select the announcement that will be played every 45 seconds while a caller is waiting in the queue.
- “Thank you for holding, your call is important to us”

Queue Options	
Strategy	Ring All (Many) ▾
Priority	10 ▾
Position	Every 45 Seconds ▾
Hold Ann.	16003-Hold Ann ▾
Whisper	16010-New Lead ▾
Allow VM	Enabled ▾
Fast Pass	Enabled ▾
Logoff	Auto ▾
Wrapup	60 ▾

# Inbound Call Whisper

## (Inbound Call Center Feature)

- Keep your employees informed!
- Evolution PBX can whisper to the agent taking the call who or where the call is coming from when they answer.
- When using an ATA you can purchase an analog phone from WallMart and your agents will still know what type of call they are answering!!!!
- Most PBX manufacturers force clients to purchase high-end expensive IP phones in order to access their Inbound Call Center features.

Queue Options	
Strategy	Ring All (Many) ▾
Priority	10 ▾
Position	Every 45 Seconds ▾
Hold Ann.	16003-Hold Ann ▾
Whisper	16010-New Lead ▾
Allow VM	Enabled ▾
Fast Pass	Enabled ▾
Logoff	Auto ▾
Wrapup	60 ▾

# Allow Voicemail and Exit the Queue (Inbound Call Center Feature)

- Select Enabled to allow a caller to press 8 to exit the queue and leave a voicemail message.
- Note: You may announce this option to callers in your extension group announcement or a hold announcement.

Queue Options	
Strategy	Ring All (Many) ▾
Priority	10 ▾
Position	Every 45 Seconds ▾
Hold Ann.	16003-Hold Ann ▾
Whisper	16010-New Lead ▾
Allow VM	Enabled ▾
Fast Pass	Enabled ▾
Logoff	Auto ▾
Wrapup	60 ▾

# FastPass

## (Inbound Call Center Feature)

- Do you have a particularly long hold time but still want to maintain contact with your customer?
- Allow your customer to opt out of holding for an extension group.
- The system will prompt the caller to input their phone number, hang up their call, retain their place in line, and have the system call them back when they have reached the front of the queue.
- This can also eliminate costly toll charges by converting the incoming 800 charge to an outbound VoIP call which is typically low to no cost.

Queue Options	
Strategy	Ring All (Many) ▾
Priority	10 ▾
Position	Every 45 Seconds ▾
Hold Ann.	16003-Hold Ann ▾
Whisper	16010-New Lead ▾
Allow VM	Enabled ▾
Fast Pass	Enabled ▾
Logoff	Auto ▾
Wrapup	60 ▾

# Automatic Logging Off of Agents (Inbound Call Center Feature)

- **Select a Logoff option:** Select Auto for an extension to automatically be removed from the extension group (logged off) if a call to it is not answered.
- The user can enter \*21 on their extension to be added back to the extension group (log in).
- If set to Manual then a missed call will not remove extensions from the extension group.
- The user can enter \*20 to be manually removed from the extension group (logged off).

Queue Options	
Strategy	Ring All (Many) ▼
Priority	10 ▼
Position	Every 45 Seconds ▼
Hold Ann.	16003-Hold Ann ▼
Whisper	16010-New Lead ▼
Allow VM	Enabled ▼
Fast Pass	Enabled ▼
<b>Logoff</b>	Auto ▼
Wrapup	60 ▼

# Wrap-up Timer (Inbound Call Center Feature)

- Select the amount of time (0-295 seconds) to wait after a queue call before the next queue call will be delivered to the same agent.
- Select 0 to disable this feature

Queue Options	
Strategy	Ring All (Many) ▾
Priority	10 ▾
Position	Every 45 Seconds ▾
Hold Ann.	16003-Hold Ann ▾
Whisper	16010-New Lead ▾
Allow VM	Enabled ▾
Fast Pass	Enabled ▾
Logoff	Auto ▾
Wrapup	60 ▾

# Caller ID Routing

- Need to have calls routed to certain departments or certain locations based on the incoming Caller ID or Automatic Number Identification?
- With Evolution PBX inbound call routing with CID you can accomplish this with ease. Not a problem.

Description	ANI Number	Route To	Location
Eastern Sales	_212XXXXXX	Extension	5769-"Jim"
Pacific Sales	_905XXXXXX	Extension	5745-"Bill"

## Instructions:

Enter a caller ID number to look for. This field also accepts variables.

When using variables you must start the field with \_

Example \_520XXXXXX

X matches any digit from 0-9

Z matches any digit from 1-9

N matches any digit from 2-9

[1237-9] matches any digit in brackets

. wildcard, matches any characters

! wildcard, matches any characters immediately



# Automatic Call Forwarding

- Register your Bluetooth MAC Address from your cell phone with Evolution PBX and the system will automatically detect when you are in and out of the office.
- Using our optional Bluetooth transmitter, your forwarding rules will automatically turn on and off when you enter or leave the office based on the permissions you have set in your Find Me/Follow Me interface.

Current Status For Extension 5733

My Call Forwarding Rules are Currently:    
Overwrite Caller ID on Forwarded Calls to:  Leave blank for passthru.

**My Follow Me Rules**  
(Does Not Apply to Extension Group Calls)

Simultaneously Ring			
	5733 Polycom-60X	Other Tel. # or Ext.	Ring For
<input checked="" type="checkbox"/> Look for me first at:	<input checked="" type="checkbox"/>	<input type="text"/>	30 Seconds <input type="button" value="v"/>
<input checked="" type="checkbox"/> Then look for me at:	<input type="checkbox"/>	9313498650	60 Seconds <input type="button" value="v"/>
<input type="checkbox"/> Then look for me at:	<input type="checkbox"/>	<input type="text"/>	5 Seconds <input type="button" value="v"/>
<input type="checkbox"/> Then look for me at:	<input type="checkbox"/>	<input type="text"/>	5 Seconds <input type="button" value="v"/>
<input checked="" type="checkbox"/> Then Goto Mailbox:	<input type="text" value=""/>		
	(Mailbox Number)		

Change Password  Bluetooth MAC Address

# Unified Messaging

- You can have one DID number that can:
- a) Receive a Fax that can be sent to you as a PDF document via email
- b) Locate you at the phone number of your choice
- c) Leave you a Voicemail message that can be sent to you as a .wav file to your favorite email client.
- In addition, you can have a dedicated Fax DID number and a separate DID number to receive voice calls and have the same functionality at no additional cost within the Evolution PBX.

### Unified Messaging Status For Extension 5745

Play my unified prompt:

Send my fax's to this extension or email address :

Send callers that hit 0 to this extension:

While I am being located please play:

Prompt callers for their name prior to locating me:

### Unified Messaging Call Flow

My Unified Messaging prompt is played LISTEN

- Press 2 to leave me a message
- Press 1 to locate me
  - Screen caller for their name
  - Press 1 to accept call
  - Press 2 to reject
    - Press 1 to send to voicemail
    - Press 2 to transfer to another extension
- Fax at any time
- Press 0 to be connected with the operator
- Press # for admin settings. (You will be prompted for your password.)

# Call Screening

- Want to know who is calling you when a call is being transferred from the office to your cell phone?
- Enable Call Screening within your Unified Messaging Profile and the caller will record their name and then the system will call you.
- When you answer, the system will speak their name and you have the option of accepting or rejecting the call.

### Unified Messaging Status For Extension 5745

Play my unified prompt:

Send my fax's to this extension or email address :

Send callers that hit 0 to this extension:

While I am being located please play:

Prompt callers for their name prior to locating me:

### Unified Messaging Call Flow

My Unified Messaging prompt is played LISTEN

- Press 2 to leave me a message
- Press 1 to locate me
  - Screen caller for their name
  - Press 1 to accept call
  - Press 2 to reject
    - Press 1 to send to voicemail
    - Press 2 to transfer to another extension
- Fax at any time
- Press 0 to be connected with the operator
- Press # for admin settings. (You will be prompted for your password.)



# Dialed Number Identification Service Routing (DNIS Routing)

- Need to have calls routed to certain departments or certain locations based on the number the caller dialed?
- With Evolution PBX Dialed Number Identification Service (DNIS) routing you can accomplish this with ease. Not a problem.

Inbound Calls			
Description	Number	Send Calls To	Location
Main Number	6022495750	Auto Attendant	MainAutoAttendant
Sales	6022495745	Extension Group	12000-Sales 1
Support	6022495725	Extension Group	12005-Support
Direct	_XXXXXXXX	Custom Routing Rules	15091-Route Thru
		Extension	5003-"Snom"

# Custom VoIP Provider

- Have a VoIP provider that is not on our list?
- Evolution PBX puts the power in your hands and allows you access to set up you own provider. \*Additional setup support not included.

**INTUITIVE VOICE TECHNOLOGY**

RESOURCES CALL ROUTING ADMINISTRATION REPORTING

LEARN ABOUT IntuitiveVoIP

Provider	Device ID
CBeyond	6783972036
Generic	intuitivevoice
IntuitiveVoIP	IVT
TE120P	PCI Slot 4

Phone Extensions →  
Extension Groups →  
Voicemail →  
Phone Lines →  
Conference Rooms →  
Announcements →  
Music On Hold →  
iView →

Evolution PBX  
Version 3.0.8.8

Setup New Phone Lines

Select Type

- VoIP-Bandwidth.com
- VoIP-Broadvoice
- VoIP-CBeyond
- VoIP-CommPartners\_BS
- VoIP-CommPartners\_IP
- VoIP-Generic
- VoIP-IntuitiveVoIP
- VoIP-JunctionNetworks
- VoIP-MyPhoneCompany
- VoIP-NGT
- VoIP-SimpleSignal
- VoIP-Telasip
- VoIP-TellAX
- VoIP-VoipStreet
- VoIP-VonageBussPlus
- Analog-PIKA
- Analog-A200D
- Analog-A400D
- Analog-R4FXO
- Analog-R8FXX
- Analog-R24FXX
- Analog-TDM400P
- Analog-TDM2400P
- T1/PRI-A101D
- T1/PRI-A102D
- T1/PRI-A104D
- T1/PRI-R1T1
- T1/PRI-R2T1
- T1/PRI-R4T1

# Office Anywhere



Home



First call to Evolution.

**You**



- ◆ Are working from your home office (or anywhere for that matter)
- ◆ Need to make a number of calls
- ◆ Don't want to show your home or cell phone number or have the calls billed to you.
- ◆ Access Evolution through a standard phone line.

**EvolutionP3X**  
Platinum Edition

Second outgoing call  
to your client.

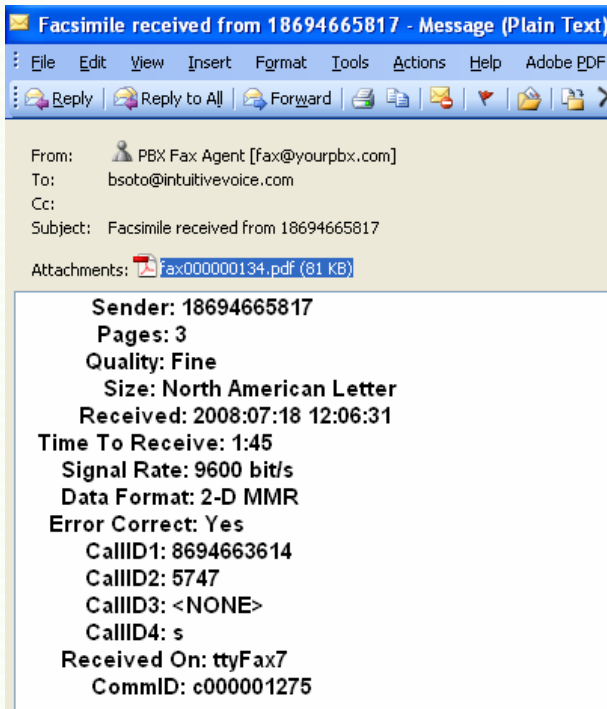
- ◆ An Internet Connection is not required
- ◆ All calls billed directly to corporate
- ◆ No need to submit that two dollar expense for a call
- ◆ Protect caller ID information of your current location
- ◆ Ensure a professional appearance

**Your Client**



# Fax to Email

- Getting tired of forgetting to put more paper in the fax machine or investing in those ink cartridges?
- Evolution PBX Platinum has a built-in Fax to Email engine for converting inbound faxes to PDF documents and sending them to the email address of your choice.
- This can be done for the main fax number of your company that would then send an email to the receptionist.
- It can also be done on a DID basis for individuals such as real estate agents who require their own individual fax number.
- Evolution PBX also supports outbound faxing from your computer.



# Overhead Paging

- Cleanup in Aisle 7...Evolution PBX can integrate with your existing overhead paging system. Ask a sales representative for details.



**1 Zone**  
One-Way ♦♦♦ V-2000A +E2  
Specifications: DC Output: -24Vdc @ 600mA  
2.8" H x 7.25" W x 5.8" D (6.8cm x 18.6cm x 14.7cm) 2.4 lbs (1.1kg)

**1 Zone Enhanced**  
One-Way ♦♦♦ V-2001A +E2  
• Phantom Zone™ Allows Paging to All Speakers  
But Limits Music to Selected Speakers  
Specifications: DC Output: -24Vdc @ 1A  
7.1" H x 9.2" W x 2.6" D (18.0cm x 23.6cm x 6.6cm) 5.2 lbs (2.4kg)

**3 Zone**  
One-Way ♦♦♦ V-2003A +E2  
• One-Way All Call (Page All Zones) • Pulse & Tone Dial  
Specifications: DC Output: -24Vdc @ 1A  
7.15" H x 10.2" W x 3.2" D (18.1cm x 25.6cm x 7.8cm) 6.0 lbs (2.7kg)

Optional Plug-In Talkback Card V-9953 -E2  
Make Your Installed V-2003A a TALKBACK Page Control!  
Two Remote Speakers Allowed Per Zone

Talkback ♦♦♦ V-2003AHF +E2  
Specifications: DC Output: -24Vdc @ 500mA 6.5 lbs (2.9kg)

**6 Zone**  
One-Way ♦♦♦ V-2006A +E2  
• One-Way All Call (Page All Zones) • Pulse & Tone Dial  
• 3 Programmable Zone Groups  
Specifications: DC Output: -24Vdc @ 1.5A  
10.8" H x 13.0" W x 2.7" D (27.6cm x 33.0cm x 6.8cm) 10 lbs (4.5kg)

Optional Plug-In Talkback Card V-9956 -E2  
Make Your Installed V-2006A a TALKBACK Page Control!  
Two Remote Speakers Allowed Per Zone

Talkback ♦♦♦ V-2006AHF +E2  
Specifications: DC Output: -24Vdc @ 1.5A 8.2 lbs (3.7kg)

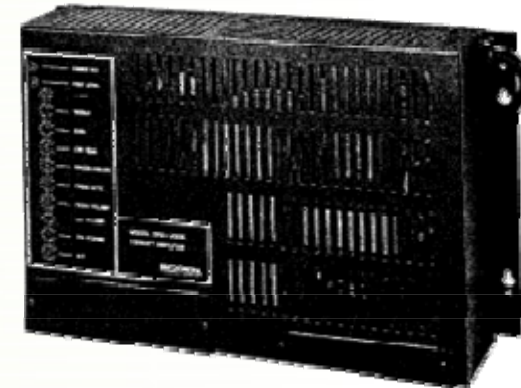


Analog Terminal Adapter  
*\*Required*

## Telephone Paging Amplifiers

MODELS TPU-35B, TPU-60B, TPU-100B

INSTALLATION & OPERATING INSTRUCTIONS



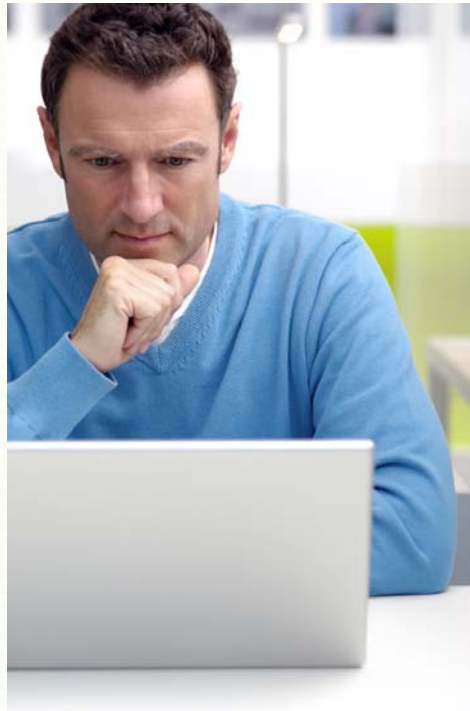
**BOGEN.**  
COMMUNICATIONS, INC.





# Professional Development

- When you have a special application that is not already a standard feature within our product we will always evaluate it and provide a response as to whether or not we can build your specific requirement into our system.
- This is part of IVT Professional Services to help clients build an end to end IP Telephony Solution.
- We will provide a firm quote for these services based on your scope of work.



# Value Added Services

## IntuitiveVoIP - Detailed Network View

The architecture and network strategy virtually eliminates packet loss, jitter and latency across the continent and to the PSTN, translating into higher quality calls.

3-4 Trunks - \$39.99 per month  
5-9 Trunks - \$37.99 per month  
10+ Trunks - \$34.99 per month  
(Prices are before taxes/fees.)

*Additional DID's (Direct Inward Dials)*  
\$3.00 per month (Local)  
\$6.00 per month (Toll Free)  
\$0.049/minute toll free inbound



- Free Number Porting
- Unlimited Nationwide Long Distance
- Unlimited Inbound and Outbound Calling
- Direct Class 4 Connection to VoIP Backbone
- One Free DID per Line
- Low cost International and Toll Free numbers
- World Class Service and Support

Essential PBX  
Basic Edition

Essential PBX  
Professional Edition

Essential PBX  
Platinum Edition

# Value Added Services

## Custom Messages On Hold Services



# Value Added Services



T1 Shopping Ends Here!™

VOICE COACH

DATA COACH



Quote Date : August 5, 2008\*

RELIABLE PAPER  
c/o BILL SOTO  
1030 NORTHPOINT PKWY SE  
ACWORTH, GA 30102

To order service please contact: **Carole A. Calderon**  
Intuitive Voice Technology Product Specialist  
Email - [rbutler@telarus.com](mailto:rbutler@telarus.com)  
Office Phone - (801) 790-4903

Thank you for choosing Intuitive Voice Technology to assist you in finding a solution to your telecommunications needs. At Intuitive Voice Technology, we understand that your business needs quality service from a dependable provider. We partner with only the best service providers that can offer reliable service and have a proven track record of stability.

The quotes we've provided from multiple service providers are proposed to address the specific needs you shared with us. Each company we work with has unique strengths. As your broker, our job is to find the right service providers for you. This involves assessing your needs, matching those needs with the service provider's capabilities, and negotiating a favorable rate.

Below are the quotes from our service providers for your Integrated T1 PRI:

Plan #	Carrier	Service Description	Bandwidth	Installation Fee	Rebate	Term	Router	Total Monthly Cost	Details
1	NUVOX	Nuvox VOXIP: Atlanta Market	1.8M x 1.8M	60.00	-	3 Years	Yes	\$415.00	<a href="#">details</a>
2	XO	XO IP Flex PRI (Includes QM Discount)	1.8M x 1.8M	60.00	-	3 Years	Yes	\$450.50	<a href="#">details</a>
3	XO	XO IP Flex PRI (Includes QM Discount)	3.0M x 3.0M	60.00	-	3 Years	Yes	\$895.05	<a href="#">details</a>

<http://www.IntuitiveVoice.com/T1Quote.html>



# Value Added Services

## Metropolis Call Accounting Software

*If you can't measure it....  
You can't manage it.*

*Allocate and/or bill-back call costs to departments, projects and/or clients*

- *Bill clients for calls made on their behalf*
- *Identify fraudulent use*
- *Monitor employee productivity and discourage personal telephone calls*
- *Better forecast, budget, and allocate telecom dollars*
- *Enable telecommunication departments to charge back recurring costs (e.g., equipment usage), as well as non-recurring costs (e.g., installation charges), to the appropriate cost center or department*



# Intuitive Voice Technology Industry Awards

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