

Do more.

Achieve more.

Businesses achieve more when they find the right people with the right solution at the right time.

Empower your team to achieve more with a harmonized unified communications of Voice over Internet Protocol (VoIP) that synchronizes all your communication technologies into a seamless platform.

Our business communication service leverages the power of IP with a unified communication tools that anyone can use.

Telsist has assembled this alphabetical glossary to help you better understand the numerous features and the benefits available to you through Telsist's VoIP service. Save money and integrate your communications without compromising the quality of service.

Telsist is open to discussing your company needs for unified communications to better integrate and optimize your business processes.

The Telsist Team

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<http://www.telsist.com>

Abbreviated Dial:

Works similar to Speed dial but does not require available buttons for assignments. Create as many as 99 abbreviated dial codes on your handset.

Anonymous Call Rejection:

Simply input three button code on your phone to stop receiving anonymous calls.

Auto-Attendants:

Prerecorded greeting that direct your callers by departments, personal extension number, dial by name directory, Daytime mode and Nighttime mode.

Caller ID Name:

Display your company's name when calling clients and business partners.

Call Waiting:

See who is calling you on another line while you are on the phone.

Call on Hold:

If you need to place your caller on hold you can choose to play either custom music or an announcement about your latest promotion.

Call Transfer:

Transfer any live call to any extension or outside lines.

Call Park:

Similar to placing a caller on hold except that you will be able to retrieve this call from any other phone in your office, e.g. warehouse, kitchen, data room, etc.

Call Forward:

Redirect all of your incoming calls to a cellular phone, another extension, voice mail etc.

Call Jump:

Seamlessly route active call to another phone, for example cellular phone, another extension, voice mail etc.

Call Screening:

A flexible method to define when you can be reached on your phone. Set rules based on the time of day, incoming caller ID, day of week and so on.

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Call Duration Display:

Display duration of a call in minutes and seconds.

Caller ID Display:

See who is calling you and where they are calling you from.

Caller ID Block:

You may opt to block certain callers.

Call Log:

In your handset you can view Missed, Received, and Placed calls.

Click-to-dial:

Click on the number in your Call Log and your phone will dial it instantly.

Conference Bridge:

Schedule conference calls for up to 90+ participants.

Customized Ring:

For intra-office calling you may have your personal ringtones.

Directory Look-up:

Look up personal or company directory from your desk phone.

Do-not-Disturb:

Redirect all calls to voicemail and only allow VIP contacts to get through.

e-Fax:

Optional Feature. Fax to your email in the form of a digital image. You may store them for as long as you need to. You can choose which fax to print. Great savings on ink and paper. Inbound faxes only.

Follow Me/Find Me:

Specify a list of phone numbers where a call will be forwarded to if it was not answered on your desk phone.

Intercom:

Directly either to a co-worker's extension or, to a group.

Group Pick-up:

Answer incoming calls destined for your colleagues' handset on your handset.

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Music or Message on Hold:

Create custom announcements either with information about your company or your latest promotion. Upload your custom music on hold.

Music on Hold:

Generic or custom music is played to your callers every time you have to place a call on hold.

Multiple Appearances:

Several extension numbers can be associated with a single physical phone.

Multiple Voice Mailboxes:

You can have multiple Voice Mailboxes for your business.

Night Service:

During non-working hours you may want to direct all calls to another phone number or simply to a voice mail.

On-hook Dialing:

Choose to input digits first and then dial. You will be connected via speakerphone.

Paging:

Similar to intercom but only for one-way announcements.

Password Protection:

Each Voice Mailbox is password protected.

PC Integration:

Call your MS Outlook contacts by simply clicking their phone number in the contact info.

Priority Ring:

Sometimes you need to concentrate and work without disruptions. The Do-Not-Disturb feature helps you with that. But you might have VIP contacts for whom you grant the Priority Ring that bypass the DnD and will always reach you.

Remote Phone:

Access and use your office desk phone from your cellular phone, home phone, or any other handset. Activate Remote Phone through your mobile phone and make calls as if you were calling from the office. Depending on settings your caller ID can show your company's main line phone number.

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Reassign Your Phone:

Swap user profile from one physical handset onto another within 5 minutes, or swap from hardware handset to software handset.

Speed Dial:

If your handset has available buttons to assign speed dials.

Selective Call Forwarding:

Create unique forwarding rules for any pre-defined phone number.

Selective Call Block:

Block out any number by either sending it directly to Voice Mail or to a Virtual ring.

Time and Date Display:

Current date and time is displayed on your phone.

The Hunt Groups:

Choose which phones to ring for incoming calls based on skill level, specialization, availability, etc. Hunt Groups can be set up within one location, between several geographical locations, include cellular phones, etc.

Voice Mail:

A personal voice mailbox for every handset/extension within your office. Remote access to your voice mail with full control of all options e.g. forwarding your inbox messages to another extension within your office, reply, delete, etc. Three different announcements for "Busy", "No Answer" and "Do Not Disturb".

Voice Mail Notification:

Are sent either to your email or, to your cell phone.

Voice Mail Distribution List:

Distribute your voice mail messages among several colleagues.

Virtual Ring:

Callers from particular numbers hear ringing as if the call had not been answered. Ringing continues until the calling party disconnects.

Web Portal:

Safe online access to your desk phone. This control panel allows you to set call forwarding, check voice mail, view call log, schedule a Conference Bridge for 90+ participants, and so much more.

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