

Synergia Communications i1 Features

30 Day Money Back Guarantee	Within the first 30 days of purchasing a system, just return it, and we will refund your purchase price in full (Not Including Shipping).
No Term Contracts	There are no term contracts, so if you want to cancel your service, you will not be charged any fees with 60 days notice.
No License Fees	We do not have license fees for numbers of users, etc. When you buy an i1 system, you get all features for all users.
Uses Standard Business Broadband Internet Service	If you have a good quality high speed broadband internet service, you will have high quality phone service.
Affordable Complete Support	Complete telephone system support is very affordable.
Users Web Portal	Personal Feature Management. Each User's Features Are Configurable by the Users Web Portal, and are Username and Password protected.
Missed/Received Call Lists	Missed/Received call lists are accessible on the telephone and within the User's Web Portal.
Automated Incoming Call Menus & Routing	Incoming call handling may be configured with a combination of ringing telephones and automated voice menus that guide callers to their desired destination.
Open & Closed Office Hours Call Handling	multiple Incoming call handling configurations may be turned on and off automatically at specified times. Typically the "Open" and "Closed" hours of your office may have different call handling requirements.



Synergia Communications

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www.mysynergia.com

Synergia Communications i1 Features Cont'd

Multiple Company Profiles

A company profile is a configuration for one company, which includes open and closed call handling. The i1 can support multiple company profiles, which can be useful when very small companies are sharing office space.

Telephone Access Control

Each Telephone may have access controls configured by Synergia as required by you to limit a telephone's access: Internal calls Only, up to International calls.

Call Hold

Place call on Hold when necessary, and then pick it back up a short time later.

Call Transfer

Transfer a call to another extension. Redirect incoming calls to another extension manually.

Call Forwarding

Redirect incoming calls to a user, to extensions or outside numbers automatically. When your phone is called, this calls one number after another on a predesignated list that you made, until you answer.

Voice Mail

Records messages from callers, when you do not answer. Recorded messages can be retrieved by pressing the Msg Telephone key.

Voicemail To Email

Emails an Alert message, or an Alert message with an attached recording to your email address of the current voicemail message just left in your voicemail box.

Outgoing Caller ID

Your company Caller ID delivered on outgoing calls

Incoming Caller ID

Displays incoming caller's Caller ID on your telephone.



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Conference Calls

Conference Calls Between local extensions & outside numbers of up to 6 users total. The number of outside users, depends on the number of VoIP Telephone Lines available.

Paging

Page extensions. All IP telephones that are specified for paging and currently not in use, will broadcast from your phone. Your phone is the microphone, and all the other paged phones are the speakers.

Intercom

Intercom allows you to dial an extension, and have it answered automatically, if it is currently not in use.

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Company Directory

The Company Directory allows users to dial by name from the telephones menu keys, or if calling in, allows finding a person by the first 3 letters of either their first or last name.

Built-In Help Menus for user Call-In.

Built-In Feature Help by pressing * (asterisk key), allows users descriptive menus to perform most features. This allows external users to check their voicemail, etc. and external callers to join conference calls.

Internal Built-In Help Menus.

Built-In Feature Help by pressing * (asterisk key), allows users descriptive menus to perform most features. This allows internal users to check their voicemail from any telephone, start or join conference calls, intercom, paging, and check the company voicemail.

User Presence

User presence is displayed in the User's Web Portal, displaying the current status of every phone in the system.

Do Not Disturb

Mutes your ringer and routes incoming calls directly to Voicemail



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Standard Analog Phone Support

Using special adapters, instead of IP Telephones, you can connect regular analog phones to the i1. This will allow cordless phones to be connected to the i1.

Fax Integration

Using special adapters, a standard fax machine may be connected to your i1. This requires a Direct Inward Dialing (DID) telephone number to be added to your service.

Direct Inward Dialing

Allows special DID Telephone Numbers to route directly to an extension.

Upto 10 VoIP Telephone Lines Supported

The i1 supports 1 to 10 VoIP Telephone Lines, which will allow upto 10 simultaneous calls to/from external telephones

Unlimited Inbound

Unlimited minutes for all inbound calls.

Flat Rate Unlimited Domestic Outbound Calling (US and Canada)

Unlimited minutes for all Outbound calls to the USA (All 50 States) and Canada.

Enhanced Fail-over Protection (Disaster Recovery)

Allows calling a Fail-Over telephone number, when the i1 cannot be reached because of power failures and other internet service interruptions.

Competitive International Rates

International rates (per minute pricing) vary by the country, but are very competitive.

Keep your current Telephone Number

Your current telephone numbers may be kept, and moved (ported) to your new i1 phone system.

Get a New telephone number for most U.S. area codes

Telephone numbers are available for most area codes, when you need a new telephone number.

Get a Toll Free Numbers, Including 844 (Available)

Toll free numbers are available.

411 Directory Assistance (Available)

Directory assistance is available.



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