FONALITY

Fonality exists to make big company communication tools accessible to small and mid-sized businesses so they can compete and win. Delivering either on-premise or cloud-based unified communication solutions, Fonality offers businesses smart, big company features for an affordable price. More than 30,000 customers worldwide choose Fonality every day to power their business communications. Fonality solutions enable businesses to improve efficiency, collaboration, and enhance customer service, ultimately giving customers a competitive advantage.

Powerful and Professional Phone Features

Fonality phone solutions include advanced business phone features your growing business needs to serve your customers effectively and professionally. Big business features keep even the smallest business sounding large to potential customers. Advanced call handling options enhance your company image and mobility features keep you connected anytime, anywhere with colleagues, customers and partners whether you're in the office or on the go.

AUTO — Auto Attendant and Call Recording
Greet your customers with a consistent message, then help them get to the right person fast.

Find Me/Follow Me
Route incoming calls to the location you choose to stay connected.

Mobility
Whether you're in the office or on the road, communicate with the same capabilities.

Audio Conferencing
Connect with multiple team members, customers and partners with a simple mouse click.

Maximise the Customer Experiences

Fonality provides the powerful business phone features you need to create a competitive advantage by delivering exceptional customer experience. Improve customer satisfaction with faster responsiveness and provide the personal attention your customers demand. Managers can access all the key features to monitor calls for real-time quality assurance and to provide agent training and coaching to ensure your business is meeting and exceeding customer expectations. Advanced contact centre features improve communications and help you provide a world-class customer experience from anywhere. (Features vary by edition.)

Automatic Call Distribution
Route calls to agents based on their availability.

Skills-Based Routing
Leverage skill levels for increased productivity and revenue: send more calls to experienced agents and fewer to those in training.

Unlimited Call Queues
No limits; it's easy to create queues for departments or individual users.

Barge, Monitor, and Whisper
Monitor customer calls for training and quality; give direction for agent ears only; allow managers to take over trickier calls when required.

Call Recording
Record and store agent calls on the fly for training and review.

Real-Time Metrics
Convenient dashboard view of call queues, volumes and available agents.

Maximise Employee Productivity

Fonality provides the communication tools to improve internal communications company-wide and save employees up to two hours a day in productivity. Fonality's Heads Up Display (HUD) is a powerful unified communications tool that integrates capabilities such as, email, voice, click-to-call, presence, instant messaging, conferencing and mobility- all in one easy-to-access location. HUD helps employees be more efficient and effective at their jobs by making it easier for them to select the most efficient way to initiate, receive, and respond to business communications. HUD enables collaboration, boosts productivity, improves customer service, and enables employees to work smarter.

Employee Presence
Instantly know if colleagues are available or away, and choose the best way to communicate.

Drag and Drop Calls
Answer a call, join a conference, transfer, park, place a call on hold, or send to voicemail with a simple mouse click.

Voicemail to Email
Retrieve and review voicemail from any phone or one-touch from your desktop. Even get voicemails via email.

Outlook Integration
Click to call your contacts from Heads Up Display.

Chat
Communicate in seconds, sending instant messages to anyone in your company.

Click-to-Email/Call
Email or chat to anyone in your company with one click; access their contact information to create an email message with pre-populated contact information.

Mobility
Communicate no matter where you are on the device of your choice (PC, tablet, smartphone, laptop).

Screen Share*
Use real-time screen sharing for online meetings, conferences and sales presentations.

HD Video Collaboration*
Work with your team in full living colour with our available HD Video Collaboration.
*Available for an additional fee

Available Phones

Fonality offers phones for sale or rent, or clients can procure supported phones from other sources.

Desktop

Desktop phones are well suited for every day phone users who need crystal clear voice with an intuitive interface. These phones require minimal customization and are extremely easy to set up. Desktop phones become a powerful tool with the addition of our Heads Up Display software. Available desk phones include the Polycom 331 and the Yealink T21P E2.

Manager

Management phones are great for employees needing a few more features than standard desktop phone users. These phones feature larger screens, excellent sound quality, and up to 12 SIP accounts. Available phones include Polycom VVX 410 and the Yealink T42G.

Executive

Executive phones are perfect for management users who support up to four lines. These phones are built with state-of-the-art hardware designed for busy professionals. With additional programmable hard keys and an advanced user interface, executive phones satisfy the needs of executives and frequent phone users. Available executive phones include the Yealink T46G and the Yealink T48G.

Conference

In a world where conference calls with partners, vendors, remote workers and global teams are the norm, crystal-clear conversations are a must for productive meetings. The Polycom Soundstation 6000 delivers superb voice quality, advanced audio processing, and all the features that make conference calls seem as natural as being in the same room. It also has the benefits of automatic gain control, expandable microphone ports, and added pick-up range for even better call quality.

Wireless

Wireless models expand beyond the desktop without the need for a separate wireless network. With a range of 150 feet indoors, your employees are no longer tethered to their desks.

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Customise Your Solution

While one of our experts helps you select the right solution, he or she will work with you to customise your system to meet your business needs and get the best bang for the buck.

Expect to:

- Pick out desk phones based on user need such as knowledge worker, receptionists, executives, or conference rooms.
- Discover if you're better off adding Call Center Agent or Video Collaboration licenses – or giving everyone Ultimate access.
- Explore many more options!

Where your system lives is up to you (and we'll help you choose)

Fonality is one of the first and only providers to deploy our systems the way that best serves your business. Since you shouldn't need an IT degree to buy a phone system, what do we mean by deploy?

Public Cloud

Like an apartment building for your hosted PBX, Public Cloud houses your HUD and Control Panel in one of our four data centers. You share server real estate with a few good neighbors, yet you get your own dedicated space. This offers a great value compared to owning and running your own server.
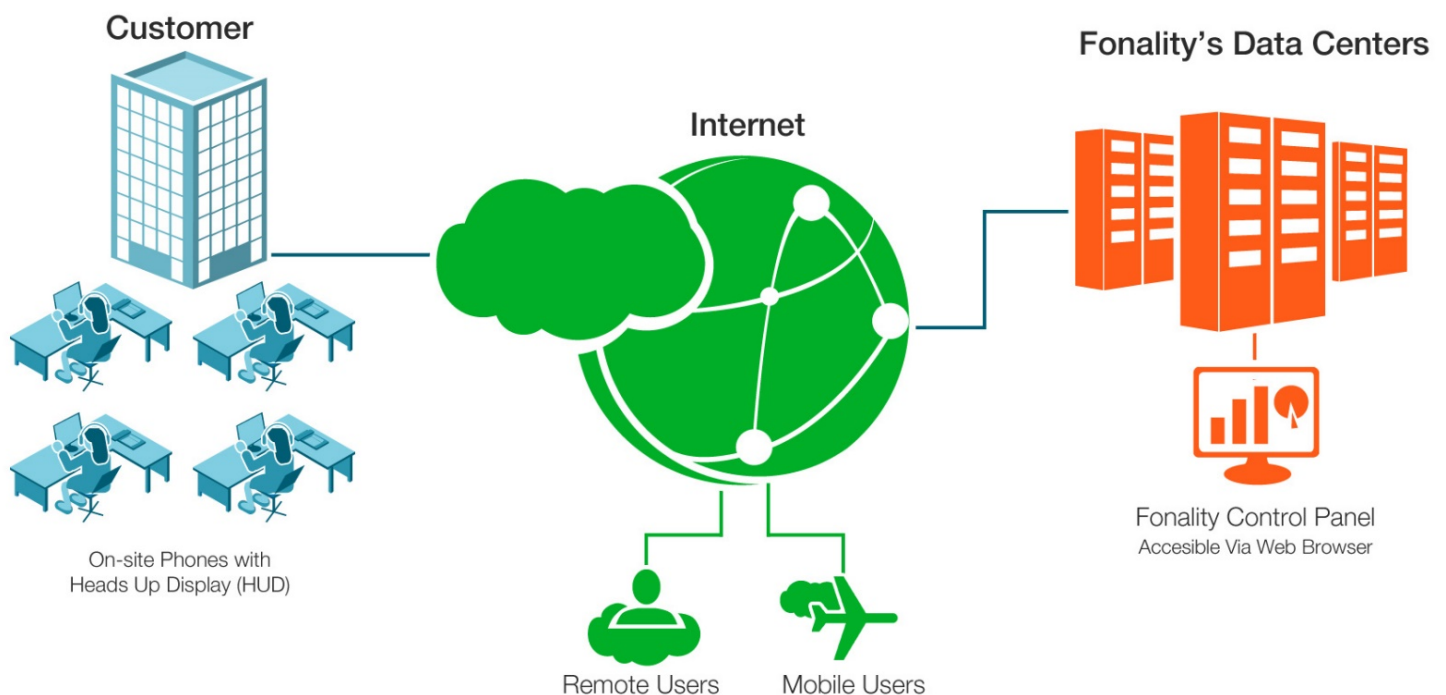
Hybrid Cloud

Our proprietary hybrid PBX combines the best of on-premise with our award-winning UC and controls in the cloud. Just what the doctor ordered for those who can't bear to – or simply can't – move entirely to the cloud.

We've covered about every way you might want to deploy your business phone system. (Really, we can't think of any others. If you've got one, let us know. We'll probably figure out how to make it work.) Whether you know exactly what you want or just want to learn more about the implications of each choice, our voice experts are ready to chat when you are.

Public Cloud

Fonality's hosted network architecture provides your business with a secure server environment with matched performance and reliability your company can expect from a cloud market leader. Take advantage of consolidating IT assets, reduce network complexity and provide the same communications experience across your entire company.

Customer

On-site Phones with Heads Up Display (HUD)

Internet

Remote Users   Mobile Users

Fonality's Data Centers

Fonality Control Panel
Accesible Via Web Browser

Features

Connect HUD Features:

- UC Desktop client
- Secure Instant Messaging
- Drag and Drop Call Management
- Colour-Coded Employee Status
- User Locations – Office or Mobile
- Photo Caller ID
- Visual Voicemail
- Virtual Conference Rooms
- Desktop Screen Pops
- Microsoft Outlook Integration
- Click-to-Call or Email
- Call Transfer to Voicemail, Hold, Park
- Breakout Contact Groups
- Busy Ring-Back Feature

Connect+ HUD Features:

- Unlimited Call Queues
- Automatic Call Distribution
- Skills-Based Routing
- Graphical Queue Reports
- Agent Call Recording
- Agent Variable Log-Off
- Real-Time Queue Stats
- Agent Hot Desk
- Call Barge, Monitor, Whisper
- On-the-Fly Recording
- CRM Integration
- Call Alerts
- Agent Broadcast Alerts
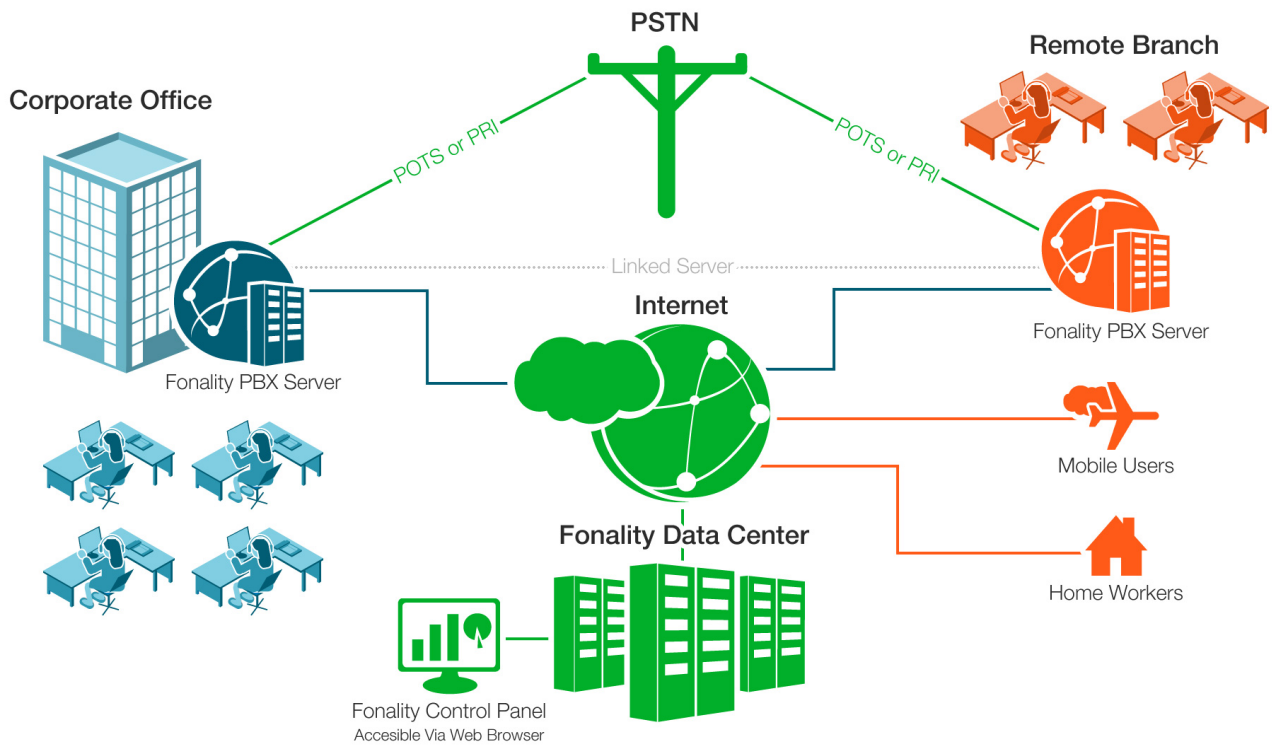- On-Demand Queue Stats Reset

Connect / Connect + Feature Comparison

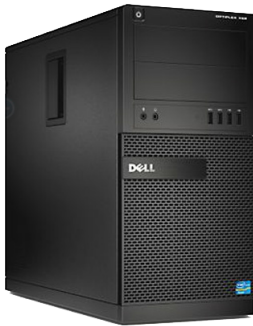| Features	Connect	Connect+
Inbound Calling	✓	✓
Outbound Calling	✓	✓
Dedicated Phone Number	✓	✓
000	✓	✓
Phone Number Porting	✓	✓
Voicemail	✓	✓
Voicemail to Email	✓	✓
Call Transfer	✓	✓
Call Forwarding	✓	✓
Call Hold	✓	✓
Call Waiting	✓	✓
Do Not Disturb Mode	✓	✓
Caller ID	✓	✓
Mobility: Find Me/Follow Me	✓	✓
Call Screening	✓	✓
Call Out from Voicemail	✓	✓
Call Return from Voicemail	✓	✓
Scheduler	✓	✓
Night Mode	✓	✓
Music on Hold	✓	✓
Single Ring Group	✓	✓
Company Directory	✓	✓
Call Log Reporting	✓	✓
Extension Busy Lamp Field	✓	✓
Multiple Auto Attendants	✓	✓
Paging and Intercom (1:1)	✓	✓
Upload Custom Voice Prompts	✓	✓
Inbound Caller ID Name Tagging	✓	✓
Secure Conference Bridge		✓
Extension Groups with Permissions		✓
Voicemail Groups		✓
Additional Voicemail Boxes		✓
Export Call Reports		✓
Interactive Voice Response		✓
Virtual Extensions		✓
Unlimited Call Queues/Ring Groups		✓

Hybrid Cloud

An on-premise solution allows you to maintain your current voice provider with options to use SIP, PRI, or analog services. The unique design also provides a complete configuration backup in the cloud with anywhere, anytime administration options. A Fonality on-premise system is perfect for enabling multiple offices or even remote workers to have the same advanced communication features.

PSTN

Remote Branch

Corporate Office

POTS or PRI

POTS or PRI

Linked Server

Internet

Fonality PBX Server

Fonality PBX Server

Mobile Users

Home Workers

Fonality Data Center

Fonality Control Panel
Accesible Via Web Browser

Servers

Small Business

The Dell XE2 is a reliable, business class appliance that is custom built to support Fonality's on-premises business phone solutions. The OptiPlex XE2 offers long term system stability, customizable integrated solutions, and a low total cost of ownership.

Dell OptiPlex XE2

- 4GB (1x4GB) 1600MHz DDR3 Non-ECC
- Intel Integrated Graphics
- Dell OptiPlex
- 500GB 3.5inch Serial ATA (7,200
- Rpm) Hard Drive
- Linux OS related Software Ubuntu
- Linux 12.04
- OptiPlex XE2 Minitower EPA Chassis
- 4th Gen Intel Core I5-4570S
- Processor (Quad Core, 2.90GHz
- Turbo, 6MB)

Mid-Sized Business

The Dell PowerEdge R320 and R620 are engineered with the right combination of features and performance scalability to handle tough workloads for large businesses. The PowerEdge provides high performance, redundancy and value in a compact rack mountable chassis.

Dell PowerEdge R320

- 1U Rack mount design
- Pentium 1403 2.6 GHz
- 4 GB RDIMM Hardware RAID 1
- Dual hot pluggable drives (500GB
- 7.2k SATA 3.5")
- Dual 350W Redundant Power Supply

Dell PowerEdge R630

- 1U Rack mount design
- Intel Xeon E5-2603 1.80GHz
- 8 GB UDIMM Hardware RAID 1
- Dual hot pluggable drives (500GB
- 7.2k SATA 3.5")
- Dual 495W Redundant Power Supply

Routers

Cisco RV 130W Wireless Router

- High-performance Gigabit Ethernet ports
- USB port for 3G/4G modem failover
- IP Security (IPsec) site-to-site VPN

Cisco RV325 Dual WAN Router

- Dual Gigabit Ethernet WAN ports
- High-performance Gigabit Ethernet ports
- SSL VPN and site-to-site VPN

Features

trixbox Pro Feature Comparison

Features	Enterprise	Contact Centre
VoIP-Ready	✓	✓
Unlimited Extensions	✓	✓
Analog & IP Phones	✓	✓
DIDs	✓	✓
Voicemail : 600 Hours	✓	✓
PSTN Failover	✓	✓
Voicemail-to-email	✓	✓
Corporate Name Directory	✓	✓
Telecommuters	✓	✓
Scheduler	✓	✓
Night Mode	✓	✓
BLF (Busy Lamp Filed)	✓	✓
Multiple Auto-Attendants	✓	✓
Operator Panel (w/BLF)	✓	✓
Music-on-hold (2 playlist)	✓	✓
Call parking	✓	✓
Fax Support	✓	✓
Ring-All (Blast Group)	✓	✓
Call Forwarding	✓	✓
Web-based Control Panel	✓	✓
Powerful Reporting	✓	✓
Custom Upload Voice Prompt	✓	✓
Paging / Intercom (1:1)	✓	✓
Custom Caller IDs	✓	✓
Find Me/ Follow Me	✓	✓
Boomerang Mobility	✓	✓
Music-on-hold (Unlimited)	✓	✓
Intercom / Zone Intercom	✓	✓
Voicemail Groups	✓	✓
Call Out from Voicemail IVR	✓	✓
IVR Authentication	✓	✓
Unlimited Call Queues		✓
Full Featured A.C.D.		✓
Skills-Based Routing		✓
Graphical Queue Reports		✓
Agent Call Recording		✓
Agent Variable Log-off		✓
Agents on Cell Phones		✓
On-the-Fly Recording		✓
Call Monitor & Barge		✓

Features	Team	Agent	Queues
Desktop Alerts	✓	✓	✓
Drag-and-Drop Calling	✓	✓	✓
Call Transfer to Voicemail	✓	✓	✓
Call Transfer to Hold	✓	✓	✓
Instant Message	✓	✓	✓
Google Contacts	✓	✓	✓
Photo Caller ID	✓	✓	✓
Visual Voicemail	✓	✓	✓
Contact Cards	✓	✓	✓
Click-to-Email	✓	✓	✓
Click-to-Call Mobile Phone	✓	✓	✓
Extension Sorting	✓	✓	✓
Drag & Drop Call Transfer	✓	✓	✓
Call Parking	✓	✓	✓
Extension Groups	✓	✓	✓
Outlook Integration	✓	✓	✓
Direct Dialling From HUD	✓	✓	✓
Colour Coded Call Presence	✓	✓	✓
Mobile Presence	✓	✓	✓
Busy Ring Bank Call Option	✓	✓	✓
Click to SMS	✓	✓	✓
Transfer Call to Mobile	✓	✓	✓
Full Featured A.C.D.		✓	✓
Queue Status		✓	✓
Agent Login/ Logout		✓	✓
On-the-fly Call Recording		✓	✓
Call Barge/Monitor/Whisper		✓	✓
Web Launcher/CRM Integration		✓	✓
Queue Summary Component			✓
Queue Detail Component			✓
No one is Answering Alert			✓
Abandoned Call Alert			✓
Agent Broadcast Alert			✓

Game Changing Services

Video Collaboration/Screen Share

Create more productive meetings for your clients and employees by adding real-time video conferencing and screen sharing tools to your conference.

Host virtual meetings and presentations

Schedule, deliver and record interactive video conferences with up to 50 video participants and up to 125 audio attendees.

Remote desktop control

Truly collaborate during meetings or deliver top-notch support by granting desktop control.

Save money

Save up to 90% versus third-party web conferencing solutions and more with reduced travel costs.

HUD Mobile

Allow your employees to remain productive while they are away from the office, with a mirrored version of Fonality's Heads Up Display desktop app.

Mobile chat

Extend your office chat sessions to your smartphone or tablet.

Join calls and conferences

Never have to remember that conference bridge number or information again. View all bridges and tap to join.

Manage call queues & reporting

Enjoy the ability to see real time call queue reporting, monitor activity and calls, and barge, monitor, whisper, or record calls.

Professional Voice Recordings

Professional voice recordings communicate to your prospects, clients, partners, and vendors that they are contacting a highly competent, industry-leading organization. With studio recorded, custom messaging for your Fonality phone system, you have the power to impress callers while simultaneously enhancing the image of your business.

Call Recording

Record calls with a single click for reviewing or training purposes. With our **record-all** solution, you also have the option to record all calls, both inbound and outbound, with the ability to tag, score, or automatically delete and archive calls.

Support You Can Count On

You'll find that Fonality's solutions are simple to install and quite easy to manage, but with the Fonality Connect solution, we'll provide a certified professional installer to ensure you get up and running as quickly as possible. Our professional customer on-boarding service team will share best-practice design and configuration options and in-depth train-the-trainer sessions to transfer that knowledge. If questions ever arise, count on complete service from our professionally trained support staff either by phone or instant message, 24 hours a day and seven days a week.

Installation Services

Remote Installation

- A review of your technical environment and business needs

- A best practice design session for the Auto Attendant, dial plans, call queuing, extension configuration and alerting system

- Advice on 'best practice' network infrastructure for VoIP including port configuration, bandwidth considerations, and Quality of Service (QoS)

- Key feature training to your System Administrator, and Call Centre / Sales Manager

About Fonality

Fonality provides unified phone systems and applications for growing businesses. More than 30,000 businesses in 99 countries rely on Fonality to help them sell, service, and collaborate with ease. Our customers select the deployment, voice connectivity, and payment options that best meet their needs. To learn more about how Fonality can help you remove the friction that slows business momentum, give us a call today at 1300 874 928 or visit us online at www.Fonality.com.au.