



Features & Benefits

Feature	Application	Benefit
All Call Page	Can be utilized in almost any application but is especially useful for larger buildings where departments may be widely dispersed.	Great notification tool to reach someone within the building without knowing the exact location. It also supports "meet me paging."
Answer Machine Emulation	This feature is used to screen calls as messages are left in the owner's mailbox. Users can press a preprogrammed button if they decide to take the call.	Great tool to screen calls. Allows user flexibility to be selective about which calls they choose to answer.
Attendant Day/Night/Weekend	This can be used to specify different greetings based on the time of day. In addition, calls can be automatically routed to a different destination based on the time of day such as at lunch or break periods.	The ability to automatically change greetings based on the time of day promotes flexibility and efficiency as the attendant does not have to manually change the greeting or forwarding location.
BGM/MOH	The on-hold message can be customized with special messages for customers and can be utilized for spiffs, as well as promote products and services.	This provides another way to inform customers about promotions, new products or specials as they are waiting on hold and are essentially a captive audience

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CallerID	Caller ID is standard on all CO lines at no additional charge. Users can identify the calling party by name or number as seen on the phone's LCD display.	This presents a significant cost savings as a separate caller ID box is not required, eliminating the additional expense. A record of answered and unanswered calls is kept on a per system or station basis for easy reference.
Call Coverage	Call Coverage allows users to answer calls for other stations. If a co-worker is out of the office, calls for that extension can provide audible or visual indication on another person's station. This is a great option for a back up operator or service department.	This is another important feature that helps to improve efficiency in the workplace. Calls aren't missed or unanswered simply because a co-worker is out of the office.
Call Forward (Busy/No Answer)	In a busy work environment, this feature is very important as users can define a forwarding destination if their extensions are busy or if there is no answer.	This feature is flexible as calls can be forwarded to various destinations such as voicemail, a UCD group, Hunt group or another station. It is a great tool to help reduce the number of missed calls. Best of all, each station can determine its own forwarding destination.
Call Forward (Off Net)	This allows you to forward all calls to an external destination such as a cell phone. This is useful feature for a busy sales executive who doesn't want to miss important calls.	Allows the user to be accessible even when out of the office. For the teleworker, calls can be forwarded to the home number, for the busy sales exec, calls can be forwarded to a cell phone or another branch office.

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Call Park/Call Pickup	Users can park calls at one of the fourteen call park locations or a per station personal park location and retrieve from any extension on the system. The system features 20 pick-up locations. Applications for this feature are universal.	This feature shows the flexibility of the system as calls retrieved from any station within the building.
Computer Telephony Interface (CTI)	The MBX IP provides a first party CTI interface (EZPhone) that allows a software client to operate in conjunction with a digital telephone.	Allows users to power dial and complete telephony tasks in an expedient manner while still retaining a traditional desktop phone.
Custom Text Messages	MBX IP users can activate messages that will be displayed on the LCD of telephones that call. These messages can provide status such as out to lunch, on vacation, etc. Up to 10 pre-defined states are available to users.	
Dial by Name	MBX IP users can select a dial by name function for station or system speed dial entries as well as other stations from a dial by name directory.	Provides users an easy way to access speed dial and other users.
Do Not Disturb	This feature blocks Intercom and CO calls from ringing at a station. It also blocks the station from receiving pages. This is ideal for a boardroom environment that may prefer not to be disturbed by page announcements.	DND is an excellent feature as it allows the user to control calls presented to the station and helps to eliminate the distraction of unwanted calls. In addition, users can specify DND forwarding destination on a per station basis such as voicemail or an alternate extension.

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Fax Detection	With fax detection, the system is able to automatically route fax transmissions to a pre-determined fax location without the need for a dedicated fax line. This is ideal in a home office environment or a busy real estate or title company with heavy fax usage.	Customers will recognize a cost savings by eliminating the need for a dedicated fax line.
Headset Mode	This allows for hands-free communications and is ideal in an office environment with heavy phone usage.	This presents an alternative to the user who prefers not to use the handset. The MBX IP telephone will accommodate a headset inserted into the handset jack in addition to the easily accessible 2.5mm headset jack on the side of the phone. The latter presents an inexpensive and efficient option for headset capability
Hot Desk	This feature is useful for mobile workforces or multiple shift operation. The same telephone can be used in a location and users can simply login/logout and have their unique station preferences invoked at the telephone.	Cost savings by not having to purchase additional telephones for shift or mobile workers.
Last Number Redial	This is a widely popular feature found on all MBX IP telephones. Programming has been enhanced to activate this feature on a range of stations versus individually on each telephone	
Mobile Extension	This allows a incoming call (T1/PRI/SIP) to ring your office phone and an outside number such as your cellphone simultaneously. You can answer the call at either location. If you answer the call at the external number the call can be transferred back to the office if need be.	Never miss important calls again!

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One Touch Record	This allows users to record a current conversation directly to voicemail for later reference. This is very useful in locations such as a lawyer or doctor's office. It is also a great tool for coaching/training purposes.	One Touch record is very beneficial as conversations can be recorded for later use. This is ideal in applications where liability is of great significance.
Relay Activation	This relay feature is ideal for applications such as apartment buildings, gate entrances access etc.	The relay activation feature is a convenient way to allow gate access using a flexible button on your telephone. Even better, it does not require a CO port.
Tenant Groups	The MBX IP will support 5 or 9 tenant groups per system. Each tenant group will allow for six attendants per group. For some small businesses, this is an ideal solution as they may run several operations out of one location and can partition the system to function as individual companies with custom routing and day/night	Tenant Groups present a flexible cost effective solution to the dealer as one switch takes the place of several. This feature provides flexibility as each tenant group's programming can be customized to meet the individual needs of each company.
Toll Restriction	This provides the ability to restrict access to long distance calls on a per station basis.	This is an excellent management tool for business owners as it provides them with greater control over telephone long distance usage.
UCD	Uniformed Call Distribution (UCD) can be utilized in small call centers or departments within a company where calls are automatically routed to the next available agent e.g – sales department, technical support group, etc.	UCD is a great management tool as it shows important call information such as the # of calls in queue, # of agents available to take calls and the length of the longest call holding in queue. The MBX IP supports up to 16 groups each holding up to eight stations.

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Unified Messaging	The MBX IP Voice Mail Module can send e-mail notifications to users and attach the voice mail as a .wav file.	Users can retrieve and listen to their messages anywhere they can receive e-mail!
Voice Mail Module	The MBX IP system can accommodate an 8 port 100 hour Voice Mail module for Auto Attendant/Voice Mail applications. Up to 2 modules (MPB 100) or 3 modules (MPB 300) can be added to increase port & storage capacity.	Integrated Voice Mail solution provides robust call handling for businesses.
Voice Mail Button	This provides easy one touch access to voicemail. In addition, it will provide message wait indication for each of these buttons. Users can program a general night time mailbox or another mailbox user on their phones.	This feature provides direct mail box access for multiple mailboxes and allows a user, like an attendant to have one-button transfer directly to voicemail.
Voice Over IP (VoIP)	The MBX IP can be equipped with an IP resource card to provide IP telephones, IP networking, and SIP trunk support.	Allows a small business to take advantage of teleworker applications, multi-location networking of systems via IP, and cost effective SIP trunks as an alternative to traditional phone lines.
VoIP Networking	Allows up to 72 sites to be configured to operate in a seamless manner. These sites can be any combination of MBX IP and/or SBX IP systems.	The MBX IP can network with the SBX IP system to provide organizations that have larger corporate sites and smaller branch office sites with connectivity via VoIP
VoIP SIP Trunks	The MBX IP can connect SIP trunks from AccessLine and other providers to provide DID, CallerID routing.	Businesses can save money by using SIP trunking in place of standard analog/digital trunks.
VoIP IP Telephones	The MBX IP can connect SIP trunks from AccessLine and other providers to provide DID, CallerID routing.	

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Capacity/Scalability	The MBX IP can grow in proportion to your company business needs and size. The basic configuration is 200 ports and is scalable to 414 ports.	The MBX IP can grow as a small business grows providing a safe and economical growth path.
Web Based Administration	This allows remote access to program the MBX IP using a web browser.	The ability to program the MBX IP remotely and via a standard web browser reduces site visits and shortens customer response time resulting in a higher quality of service.