



The People's Telephone Company



Smart Phones, No Lines...



Why a Virtual PBX or IP PBX?

Peopleline's Virtual PBX service and IP PBX platforms give businesses the features and functionality of telephone systems that were previously only affordable by large corporations. You can add as many extensions and lines as you require and features such as auto-attendants, call queues and hunt groups, call recording, and more at great savings. Our products and services are suitable for any office, a virtual office, or a business with offices in several locations and even your home. It's the most fully featured and best value multi-line phone service you'll find.

Open Standards. Peopleline's VPBX and IP PBX platforms use SIP open standards, so you have optimal choice and flexibility when choosing or mixing phone hardware and software to suit your requirements. Most traditional PBX or PABX systems are limited to one manufacturer's proprietary hardware, which will be expensive when adding phones or modules to have more features and services.

IP's Global Reach. Because our PBXs take advantage of IP networks, your telephones can be connected anywhere in the world where there is IP connectivity. Your staff, whether located remotely in a branch or home office, or while traveling, can therefore be connected directly into your phone system. Calls between locations over IP are free.

Mobility. Peopleline's PBX will extend your phone system to include WiFi and Cellular networks. Imagine being able to have two or more phones at different locations with your laptop and cell phone all sharing one extension, so that you receive your office calls and messages anytime and anywhere. You can also call into our PBX from your cell phone to make a call out to present your call as if you're calling from your office, or to take advantage of our low long distance rates. When tied in with smart phone technology, Peopleline's recommended softphones and call back services provide further opportunities to save on costly airtime at home and eliminate roaming fees when you travel.

- VoIP today is a mature technology
- Open Standards - SIP is here to stay
- Reduced maintenance costs for adds, moves and changes
- Unified Communications becomes easy
- Work with existing PSTN connections or use SIP trunks
- Choose from a multitude of IP Phones
- Use a Softphone when out on the road
- Use mobile devices such as cell phones as part of the PBX





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Easy-to-Deploy and Use. Have you ever configured an old proprietary PBX or PABX phone system? The answer is probably no, mainly because they are closed systems that are complex and often require a certified technician to manage. With Peopleline's IP PBX or VPBX service, you manage and configure the entire PBX via an easy-to-use web based management interface. The IP Phones we sell are programmed for plug-n-play use, so the installation and setup is easy. We also provide installation and training services if needed.

Migration Path. We understand that many businesses have already invested in expensive legacy phone systems, and the leap to IP phone systems may seem expensive. For those businesses, we have affordable migration paths to IP phone systems that allow them to begin receiving the benefits of IP, while continuing to leverage and use their old PBXs and phones such as Nortel, NEC, Panasonic and others. IP phones can be added as more staff is hired or offices opened. The transition away from old systems can therefore be done over time at minimal expense.

Feature Rich. You will get all the business phone features you're accustomed to and more. Our PBX extensions include the key features you need: voicemail, call forwarding, call display, call hold and transfer, call waiting and so on. In addition, you will get PBX features you expect:

- Auto Attendant
- Hunt Groups
- Paging
- Conference Rooms
- Service Flags
- ACDs (Agent Groups)
- Voicemail
- Cell Phone Support
- Call Recording



Reliable and Scalable. Peopleline has provided services to business clientele in Vancouver for over 5 years. We have the infrastructure to support your business as it grows. Our Virtual PBX service is production scale, secure and operated in a 24 x7 Network Operating Centre in Vancouver. The same technologies used to offer our VPBX service can be provided on a Linux based platforms when installed at your location. We only recommend solutions that will provide maximum quality, reliability and redundancy.





Peopleline VPBX or IP PBX Datasheet

Main Features

- Windows, Linux or Mac deployment
- Licensed per extension – grow as you want
- Interoperability with IP Phones
- Interoperability with PSTN Gateways
- Interoperability with SIP Trunks
- Interoperability with Microsoft products
- Scalable

Extensions

- Voicemail included
- Voicemail-to-email
- 3 Voicemail announcement methods
- Message Waiting Indicator
- Cell phone mapping – cell phone acts like an extension
- Fork calls to cell and extension
- PBX to call cell phone when you have a voicemail
- Multiple phones register to 1 extension
- Hot desk extensions

Feature Accounts

- Auto Attendant
- Agent Groups (ACDs)
- Hunt Groups
- Paging Groups
- Service Flags (time based routing)
- Conference Rooms
- IVR Nodes

Call Supervision

- Barge in calls
- Listen to calls
- Training mode
- Boss/Secretary
- Staff training

Security Features

- TLS and SRTP Support
- HTTPS web server
- SSL certificate
- Secure provisioning
- Secure Voice
- Secure SIP (SIPS)
- Password and PIN authentication

Cell Phone Support

- Map your cell phone to an extension
- Fork calls to cell phone as well as extension
- Voicemail triggers call to cell phone
- Inbound cell phone identification
- Hot desking support
- Press 1 to accept the call on your cell
- Time of day routing to cell phone

Auto Attendant

- Dual language support
- Pre-record standard destinations
- Time of day routing
- Holiday routing
- Up to 6 welcome messages based on time of day
- Up to 10 dialing options (press 1, press 2 ... press 0)
- Anonymous call intercept
- Dial by name
- Dial extensions or accounts
- Block dialing of accounts or extensions

Agent Groups

- Welcome message (or not, if required)
- 9 other announcements
- Configure the gaps between announcements
- Own Music on hold
- Music on hold fade-in/out between announcements
- Agent recovery time
- Queue Manage
- SMS SIP message to phones on queue status
- 3 routing algorithms for finding agents
- Head of queue actions
- Custom ring melody
- Daily CDR reports
- Record queue calls
- Time of day/holiday routing
- SOAP interface
 - Queue status
 - Agent becomes available

Hunt Group

- Name hunt group for display on phone when ringing
- 3 stages, parallel/sequential hunting
- Distinct ring melody
- Stack hunt groups on top of each other for complex routing and hunting
- Record all calls within the hunt group
- Final routing to any account on the PBX
- Final routing to an external telephone number
- Separate dial plan

Conference Rooms

- Users PIN code
- Admin PIN code
- Add-hoc Conference
- Scheduled Conference
- Email conference invites
- Named introduction in and out of the Conference
- Multiple Language IVR support
- Record conference calls





Service Flags

- Manual or Day/Night mode
- Manual Mode – dial the account to switch between on/off status
- Day/Night/Holiday mode – set times of day or days to set switch between on/off status
- Monitor the flag via buttons on the phone

Paging

- Page out to multiple devices
- Multicast paging
- Unicast paging
- Declare the destination devices
- Declare the source of the paging call

IVR Nodes

- Create your own IVR tree with multiple IVR nodes
- Upload a wave file
- DTMF matching
- Called From matching
- Called To Matching
- SOAP hook to external applications server
- Timeout

Calling Card/Call Back

- DISA
- Use to call in and call out
- Billing remains on the PBX
- Call back – both calls start and end with the PBX
- SOAP hook to external application server for authentication and call monitoring

Intercom

- 2 way intercom with other phones
- Star code to initiate intercom

Voicemail

- Private and Shared Voicemail
- Voicemail-to-email
- Message waiting indicator (MWI)
- Voicemail commenting
- Voicemail movement
- External Voicemail hook to Microsoft Exchange 2007
- 3 announcement modes –
- Anonymous, named and personal
- Call cell phone with message

Call Redirection and Control

- Anonymous call Intercept – ask user for name
- Redirect when busy
- Redirect all calls
- Redirect after x seconds
- DND
- Call Park, pick-up and retrieve
- Star code transfer

Music on Hold (MOH)

- Wave file source
- RTP stream source
- Wave input source
- Multiple source locations per PBX

Address Book

- Import address book details
- Speed dials from address book
- Domain address book
- User Address book
- Access address book from the phone

Presence and Monitoring

- Busy lamp fields (BLF)
- Auto provision BLF
- Monitor any extension
- Monitor any extension
- Instant messaging
- Attendant Console
- Secretary Phone Board

Language Support

- Multiple language support
- Web interface
- IVR prompts

Dial Plans/Trunks/Routing

- Multiple dial plans
- Pattern matching dial plan routing
- B2BUA Gateway – many SIP –
- Analogue/ISDN gateways
- Registered and gateway authentication
- ENUM Support
- CO-Line emulation
- ANI Number presentation

CDR Handling

- Email daily CDRs – extension, account and domain
- SOAP CDR mechanism – SOAP hook to a 3rd party application server

PBX Management

- Web based interface
- System level management
- Domain management
- User management
- SNMP monitoring

