

HPBX

HOSTED VOICE FOR HOSPITALITY



HPBX BASE SYSTEM FEATURES

PBX • CALL ACCOUNTING • VOICEMAIL • WORKFLOW MANAGEMENT

PINNACLE
HOSTED SOLUTIONS

PINNACLE HOSTED SOLUTIONS

100% PRIVATE DIGITAL NETWORK

COAST-TO-COAST TIER 3+ DATACENTER FACILITIES

ON-SITE 24/7 LIVE TECHNICAL SUPPORT

REDUNDANT FAILOVER BACKUP

DISASTER RECOVERY SOLUTIONS

INTEGRATED SYSTEMS

LOWER OPERATIONAL COST

OTHER HOSTED SOLUTIONS

**HSIA
HPMS
HDVR**

NETWORK CONNECTION SERVICES

PINNACLE COMMUNICATIONS

CALL FEATURES

- ACD QUEUES
- AUTOMATED ATTENDANT
 - Company Operator Access
 - Directory dial-by-name
 - Multi-level Menus
- AUTO ANSWER¹
- BLACKLISTS
- CALL FORWARD
 - On Busy
 - On No Answer
- CALLER ID
- CALLER ID BLOCKING
- CALLER ID ON CALL WAITING
- CALL MONITORING
- CALL PARKING
- CALL QUEUING
- CALL RECORDING
- CALL ROUTING (DID & ANI)
- CALL TRANSFER
 - Blind
 - Supervised
- CALL WAITING
- CONFERENCE BRIDGE
- DISTINCTIVE RINGING¹
- DIRECTED CALL PICKUP¹
- DIRECT TRANSFER TO VOICEMAIL
- DO NOT DISTURB
- ENUM
- EXTENSION STATUS
- HOLD
- HOT LINE/RINGDOWN¹
- INTERCOM/OVERHEAD PAGING
- INTERCEPT USER
- LAST NUMBER REDIAL
- MOBILE PHONE TWINNING
- MUSIC ON HOLD
- MUSIC ON TRANSFER
- PICKUP GROUPS
- REMOTE CALL PICKUP
- SPEED DIAL
- TALK DETECTION
- THREE-WAY CONFERENCING

SUPPORTED CODECS

- G.711
- G.729

CORE SYSTEM

- BACKUP & RESTORE
 - Automatic System Backup
 - Roll Back and Restore
- DATE & TIME SYNCHRONIZED TO ATOMIC CLOCK
- DAYLIGHT SAVINGS TIME ADJUSTMENT
- JAVA GUI ADMIN INTERFACE
- LINUX OPERATING SYSTEM
- STREAMING MEDIA (ON HOLD)

ATTENDANT CONSOLE

- PHONE-BASED
 - Call Transfer
 - Do Not Disturb
 - Housekeeping Status
 - Line Stats
 - Manual Check-in/out
 - Message Waiting
 - Park Calls
 - Restrict/Unrestrict Rooms
 - Set/Clear Wake-up Calls
- PC-BASED

HOSPITALITY

- E-911 NOTIFY STAFF VIA PHONE & E-MAIL
- ENHANCED HOUSEKEEPING STATUS & REPORTING
- PMS
 - Check-in/Check-out
 - Populate Names Directory
 - Room Status with ID
 - Room Changes/Moves
- VIP WAKE-UP CALLS
- WAKE-UP CALLS WITH SNOOZE
- WAKE-UP CALL REPORTING

NETWORK

- ANALOG STATIONS/TRUNKS
- IP PHONE PLUG-AND-PLAY
- REMOTE OFFICE SUPPORT²
- QOS SUPPORT
- T1/E1 CIRCUITS
- SIP TRUNKING
- VOIP GATEWAYS

REPORTING

- ALARMS VIA E-MAIL OR SMS
- CDR & SMDR RECORDS
- CENTRALIZED LOGGING & ALARMS
- RESOURCE USAGE GRAPHS
- REMOTE SYSTEM MONITORING

ROUTING

- AUTOMATIC ROUTE SELECTION
- DIRECT INWARD SYSTEM ACCESS
- FLEXIBLE EXTENSION LOGIC
- HUNT GROUPS
- NUMBER TRANSLATIONS (ANI OR DNIS)
- ROAMING EXTENSIONS
- ROUTE BY CALLER ID
- SIMULTANEOUS RING
- TIME-BASED ROUTING

SECURITY

- AUTHENTICATION FOR SIP EXTENSIONS
- SECURE FIREWALL

EMBEDDED VOICEMAIL

- APPEND MESSAGE
- CALLER ID IN MESSAGE
- E-MAIL NOTIFICATION
- MESSAGE ENVELOPE
- PERSONAL GREETING
- VISUAL MESSAGE WAITING INDICATORS¹
- UNIFIED MESSAGING (IMAP)

SUPPORTED ADD-ON MODULES

- WORKFLOW MANAGEMENT
- HPBX CALL ACCOUNTING
- IP VOICEMAIL
- ORDERLYSTATS ACD REPORTING
- PRIVATELINE DYNAMIC DID

¹ Handset dependent

² Additional equipment may be required

In an effort to continually improve our products, Pinnacle Communications reserves the right to change features and specifications without notice.

Pinnacle Communications - 19821 Executive Park Circle - Germantown, MD 20874 (800) 644-9101
www.pinnaclecommunications.com