rhynotel
FEATURES

VOICEMAIL TO EMAIL
Email notification via either a mp3 file, a text transcript of the message within the body of the email, or both.

AUTO-ATTENDANT (IVR)
A virtual receptionist that ensures incoming calls are answered and routed to the appropriate phone number and extensions.

CALL FORWARDING
Forwards incoming calls to any phone number of your choice when predetermined conditions are met.

CALLER ID
Caller's identity is verified by the internet service provider (ISP). Users can whitelist or blacklist specific numbers or entities.*

BUILT IN CONFERENCE BRIDGE
Callers are connected to a conference bridge through the Rhynotel PBX via their telephone or computer. All the connections stay open as long as the call continues.

DO NOT DISTURB
PBX feature that allows you to set your status as unavailable. Calls go directly to the voicemail box.

CALLER BLACKLISTING
Block calls from undesired or spamming phone numbers. Blacklisted callers will receive an 'Out of Service' message when attempting to call.

CALL QUEUES
Incoming calls are placed in a queue until an agent is available to answer the call, typically with hold music and position announcements until then.*

HUNT / RING GROUPS
A group of extensions that are organized to process specific calls. The groups are arranged by the organization and will ring all extensions at once or ring each extension separately until the call is answered.

LISTEN
When another person is added to a call but cannot talk, only listen to the conversation of the other two parties.*

*additional cost may apply

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FAX TO EMAIL
Also a feature of V-Fax, incoming faxes can automatically be converted to a PDF document and sent to your email account.*

MUSIC ON HOLD
For incoming callers, music is played to callers if they have to wait in a call queue or are set on hold.

CALL RECORDING
Recording an incoming or outgoing call to an audio file for future playback.*

OVERHEAD PAGING
Make overhead announcements from your phone to an overhead speaker system, which specific overhead paging groups can also be configured.

SPEED DIAL
Phone numbers or commands can be placed on speed dial keys of the telephone.

SOFT PHONE
Make telephone calls over the Internet using desktop, tablet or mobile phone, rather than using dedicated hardware.*

TRANSFER
Forward active calls to another line.
For blind transfers, the call is passed to another line without notification.
For attended transfers, the transferring party and the new line first have a brief consultation before the caller is put on hold and hears music.

WHISPER
VoIP whisper messages allow callers to privately communicate with one party in the conversation, like whispering in a colleague's ear.*

FAILOVER DEVICE
A backup device in place just in case your phone system is down due to device failure. It's insurance that in the event of a failure, redundancy is in place to keep calls coming.*

*additional cost may apply