



IPitomy System

	IP1000v2	IP1100	IP1200	IP2000	IP5000
Extensions					
Extension Capacity	Up to 30	Up to 50	Up to 100	Up to 250	Up to 500
Import Names and Email Addresses	YES	YES	YES	YES	YES
Auto -- Create Extensions and Voice Mail Boxes	YES	YES	YES	YES	YES
Auto Provisioning - IP550 Phones	YES	YES	YES	YES	YES
SIP Extensions	YES	YES	YES	YES	YES
Analog Extensions	YES	YES	YES	YES	YES
Extension Mass Editing	NO	YES	YES	YES	YES
Telephone Button Mapping Control	YES	YES	YES	YES	YES
Auto Discovery	YES	YES	YES	YES	YES
Auto Provisioning - IP550 Phones	YES	YES	YES	YES	YES
Multiple Registrations	YES	YES	YES	YES	YES
Virtual Extensions	YES	YES	YES	YES	YES
Extension Schedules	YES	YES	YES	YES	YES
Control Permissions For Each Extension	YES	YES	YES	YES	YES
Multi Digit Extensions Variable Length	YES	YES	YES	YES	YES
Find Me Follow Me	YES	YES	YES	YES	YES
Busy Lamp Monitoring	YES	YES	YES	YES	YES
Message Indicator Including Number of Messages	YES	YES	YES	YES	YES
Park Indicators for Park and Park Retrieval	YES	YES	YES	YES	YES
Do Not Disturb Indicated as Busy Lamp	YES	YES	YES	YES	YES
Different Caller ID Per Extension	YES	YES	YES	YES	YES
Unique Music on Hold Per Extension	NO	YES	YES	YES	YES
IPitomy Smart Personal Console					
Recent Calls List	YES	YES	YES	YES	YES
Return Calls by Clicking	YES	YES	YES	YES	YES
Voice Mailbox Administration	YES	YES	YES	YES	YES
Return Calls From VM Using Caller ID	YES	YES	YES	YES	YES
Change Telephone Button Mapping From Console	YES	YES	YES	YES	YES
Configure Personal Schedule Routing	YES	YES	YES	YES	YES
Configure Find me Follow Me	YES	YES	YES	YES	YES
Configure Call Forwarding	YES	YES	YES	YES	YES
IPitomy Desktop Call Manager - (Optional)					
Easy Click to Transfer	YES	YES	YES	YES	YES
View Call Status	YES	YES	YES	YES	YES
Multiple Calls Visibility	YES	YES	YES	YES	YES
Multi-Site Visibility and Control	NO	YES	YES	YES	YES
View all Users Call Status	YES	YES	YES	YES	YES
Transfer Calls	YES	YES	YES	YES	YES
Retrieve Caller Leaving Voice Mail	YES	YES	YES	YES	YES
Record Calls with One Click	NO	YES	YES	YES	YES
Monitor Calls With One Click	YES	YES	YES	YES	YES
Park Calls	YES	YES	YES	YES	YES
Retrieve Parked Calls	YES	YES	YES	YES	YES
See Caller ID on All Calls	YES	YES	YES	YES	YES
Whisper Coaching/Real Time Advice Feature	YES	YES	YES	YES	YES
Presence Management	YES	YES	YES	YES	YES
Text Messaging	YES	YES	YES	YES	YES
Send and Receive Text to any Jabber Client	YES	YES	YES	YES	YES
Trunk Types Supported					
SIP Trunks	YES	YES	YES	YES	YES
Analog Phone Lines	YES	YES	YES	YES	YES
T1/E1 Phone Lines	NO	NO	YES	YES	YES
Branch Office Networking	YES	YES	YES	YES	YES

<u>Call Control</u>					
Hold	YES	YES	YES	YES	YES
Supervised Transfer	YES	YES	YES	YES	YES
Blind Transfer	YES	YES	YES	YES	YES
Park Calls	YES	YES	YES	YES	YES
Do Not Disturb	YES	YES	YES	YES	YES
Forwarding - Unconditional, No Ans, Busy, Unavail	YES	YES	YES	YES	YES
Record	NO	YES	YES	YES	YES
Group Pickup	YES	YES	YES	YES	YES
Pause	YES	YES	YES	YES	YES
Conference	YES	YES	YES	YES	YES
Transfer to VM	YES	YES	YES	YES	YES
Off Premise Transfer	YES	YES	YES	YES	YES
Directed Call Pickup	YES	YES	YES	YES	YES
Departmental Operators	NO	YES	YES	YES	YES
<u>Voicemail</u>					
Access Voicemail From Anywhere	YES	YES	YES	YES	YES
Voicemail to Email	YES	YES	YES	YES	YES
Automatic Mailbox Creation	YES	YES	YES	YES	YES
Control From Desktop	YES	YES	YES	YES	YES
Message Notification	YES	YES	YES	YES	YES
Access Voice Mail While Greeting is Played	YES	YES	YES	YES	YES
VM Folders	YES	YES	YES	YES	YES
Group Message	NO	YES	YES	YES	YES
Multiple VM Greetings	YES	YES	YES	YES	YES
Cascading Message Notification	YES	YES	YES	YES	YES
Unique Operator Per Extension	YES	YES	YES	YES	YES
<u>IPitomy Call Center Informal - Included</u>					
Unlimited Call Queues	YES	YES	YES	YES	YES
Permanent Queue Members	YES	YES	YES	YES	YES
Custom Music on Hold Per Queue	YES	YES	YES	YES	YES
Ring All	YES	YES	YES	YES	YES
Round Robin	YES	YES	YES	YES	YES
Fewest Calls	YES	YES	YES	YES	YES
Least Recently Called	YES	YES	YES	YES	YES
Random	YES	YES	YES	YES	YES
<u>Formal Call Center / ACD - (Optional)</u>					
In Queue Call Routing	NO	YES	YES	YES	YES
Route When a Queued Caller Presses Any Digit	NO	YES	YES	YES	YES
Queue Caller Timeout	NO	YES	YES	YES	YES
Queue Member Circuit Limit	NO	YES	YES	YES	YES
Route When Max Queue Length Reached	NO	YES	YES	YES	YES
Route When No Members Logged In	NO	YES	YES	YES	YES
Priority Based Call Distribution	NO	YES	YES	YES	YES
In Queue and Across Queue Priorities	NO	YES	YES	YES	YES
Queue Exit Menu	NO	YES	YES	YES	YES
Skills Based Routing	NO	YES	YES	YES	YES
Members Never Busy	NO	YES	YES	YES	YES
Announce Position in Queue	NO	YES	YES	YES	YES
Announce Estimated Hold Time	NO	YES	YES	YES	YES
Announcement Frequency Control	NO	YES	YES	YES	YES
Log-in Queue Members	NO	YES	YES	YES	YES
Real Time Queue Status	NO	YES	YES	YES	YES
Historical Queue Logs	NO	YES	YES	YES	YES
Historical Queue Statistics	NO	YES	YES	YES	YES
Agent Log In	NO	YES	YES	YES	YES
Agent Log Off	NO	YES	YES	YES	YES
Route When Queue Empty	NO	YES	YES	YES	YES
Acknowledge Call	NO	YES	YES	YES	YES

Auto Log Off	NO	YES	YES	YES	YES
One-touch Log in/Log off	NO	YES	YES	YES	YES
Queue Member Presence	NO	YES	YES	YES	YES
Agent Only Extensions	NO	YES	YES	YES	YES
<u>Unified Communications</u>					
Support for Soft Phones	YES	YES	YES	YES	YES
Voice Mail to Email	YES	YES	YES	YES	YES
Video Calls	YES	YES	YES	YES	YES
Presence Management	YES	YES	YES	YES	YES
Multi-Media Collaboration	YES	YES	YES	YES	YES
Fax Server Integration (Optional Fax Server)	NO	YES	YES	YES	YES
FAX to Email .(Optional Fax Server)	NO	YES	YES	YES	YES
FAX from Desktop (Optional Fax Server)	NO	YES	YES	YES	YES
Fax Direct to DID	YES	YES	YES	YES	YES
Conference Bridge	YES	YES	YES	YES	YES
<u>Conferencing</u>					
Conference Participants	8	32	32	32	32
Simple Conference Calls	YES	YES	YES	YES	YES
Meet Me Conference Center	YES	YES	YES	YES	YES
Listen Only Conference Calls	YES	YES	YES	YES	YES
Mute / Unmute	YES	YES	YES	YES	YES
Lock / Unlock	YES	YES	YES	YES	YES
Increase/Decrease Conference Volume	YES	YES	YES	YES	YES
Eject Last User	YES	YES	YES	YES	YES
Increase/Decrease User Volume	YES	YES	YES	YES	YES
Use any Call Type - SIP, TDM, T1 or Analog	YES	YES	YES	YES	YES
Conference via Handset	YES	YES	YES	YES	YES
<u>Paging and Intercom</u>					
2-way Intercom	YES	YES	YES	YES	YES
1-way Paging	YES	YES	YES	YES	YES
Overhead Paging	YES	YES	YES	YES	YES
Night Ringing	YES	YES	YES	YES	YES
Page to Branch Office	YES	YES	YES	YES	YES
Direct Paging and Intercom	YES	YES	YES	YES	YES
Group Paging	YES	YES	YES	YES	YES
Multicast Paging	YES	YES	YES	YES	YES
<u>Music On Hold</u>					
Custom Music on Hold	YES	YES	YES	YES	YES
Music on Hold Included	YES	YES	YES	YES	YES
Music on Hold Per Extension	NO	YES	YES	YES	YES
Simple to Upload Music Files	YES	YES	YES	YES	YES
Queue Specific Music on Hold	YES	YES	YES	YES	YES
<u>Voice Menus</u>					
Play Audio Message	YES	YES	YES	YES	YES
Record Audio Message	YES	YES	YES	YES	YES
Unlimited Voice IVR Menus	YES	YES	YES	YES	YES
Upload Pre Recorded Prompts and Messages	YES	YES	YES	YES	YES
Dial Extension	YES	YES	YES	YES	YES
Send to Voicemail	YES	YES	YES	YES	YES
Send to External Number	YES	YES	YES	YES	YES
Go to Another Menu	YES	YES	YES	YES	YES
Go to Group	YES	YES	YES	YES	YES
Schedule Based Routing	YES	YES	YES	YES	YES
Dial By Name - First Name or Last Name	YES	YES	YES	YES	YES
Call Routing Simplified	YES	YES	YES	YES	YES
<u>WEB Based Administration</u>					
Administrator Controls	YES	YES	YES	YES	YES
User Controls	YES	YES	YES	YES	YES
Program Phones Remotely	YES	YES	YES	YES	YES

Call Center Manager Control	YES	YES	YES	YES	YES
Operator Call Control	YES	YES	YES	YES	YES
Recording & Monitoring					
Call Recording	YES	YES	YES	YES	YES
Recording Accessed from Desktop	NO	YES	YES	YES	YES
Call Monitoring	YES	YES	YES	YES	YES
Logging & Reporting					
Current Calls	YES	YES	YES	YES	YES
Call Logs	YES	YES	YES	YES	YES
Call Reporting	NO	YES	YES	YES	YES
Queue Status	NO	YES	YES	YES	YES
Queue Reports	NO	YES	YES	YES	YES
Error Log	YES	YES	YES	YES	YES
Custom Audio Recordings					
Recording Voice Prompts	YES	YES	YES	YES	YES
Multiple Languages	YES	YES	YES	YES	YES
Voice Prompts Included	YES	YES	YES	YES	YES
Business Hours and Schedules					
Day/Night Schedule	YES	YES	YES	YES	YES
Operator Can Force Day/Night Schedule	YES	YES	YES	YES	YES
Visual Light On Phone When in Night Mode	YES	YES	YES	YES	YES
Routable Schedules	YES	YES	YES	YES	YES
Schedules for Each DID	YES	YES	YES	YES	YES
Schedules for Each Extension	YES	YES	YES	YES	YES
System Tools					
System Diagnostics	YES	YES	YES	YES	YES
Automatic Configuration	YES	YES	YES	YES	YES
Easy Backup Tools	YES	YES	YES	YES	YES
Scheduled Backups	NO	YES	YES	YES	YES
Offsite Backups	NO	YES	YES	YES	YES
Multiple Codec Support	YES	YES	YES	YES	YES
Notification by Text Message After Hours	NO	YES	YES	YES	YES
Advanced Security Features	NO	YES	YES	YES	YES
Identify and Ban External Threats	NO	YES	YES	YES	YES
Scheduled Notifications; School Bell etc.	NO	YES	YES	YES	YES