



## Rhode Island Telephone's CloudWorx Virtual PBX Telephone System



Our ***state-of-the-art Cloud-Based Virtual PBX*** provides your organization with a ***sophisticated business telephone system*** that includes ***all the features of an expensive enterprise-level system***, without complex and costly-to-maintain equipment. By leveraging your broadband Internet connection and our investment in advanced hosted telephone technology, your organization ***will save a substantial amount on monthly telephone service costs***, without compromising on important telephone system features.

**Locally Hosted & Supported-** We are a RI based company with over 25 years' experiences in Telecom.

**Professional Setup-** Professional installation, programming and training included with every system.

**Free Lifetime Support-** Our helpdesk staff will provide no charge support & system admin for you.

**Save Up To 50% On Your Phone Bills -** Our rates are substantially lower than those of traditional landline service providers, as well as many other VoIP providers.

RI Telephone  
**CloudWorx**



## FEATURES

**Easy to Deploy** - No complex equipment to install.

**Future-Proof** - New features are automatically added as they become available.

**Disaster-Proof** - The entire PBX stays fully operational in the event of a power failure or other business-impacting event. Calls can automatically be rerouted to each user's cell phone, alternate number or voicemail.

**ZERO Maintenance Costs** – Modifications to your PBX are included with the service.

**Reliable** - All systems are located in redundant data centers in , are backed up multiple times per day to backup data centers, and are monitored and maintained 24/7/365.

**Scalable** - Increase or decrease the size of your PBX as your business needs change. From 1 extension to thousands, Easily adjust for seasonal increases or decreases in call volume.

**Branch Office Integration** - Organizations with multiple locations of any size, located anywhere on the planet, can all be on the same PBX. Extension to extension dialing, intercom & paging across multiple locations is fully supported.

**Great for Remote Workers** - Remote & home-based employees stay connected to the PBX and make & receive calls as if they were in the office, regardless of their location.

**Mix-&-Match Phones** - Use phones from different manufacturers, based on features, cost and needs.

**Virtual Extensions** - Create an extension that rings on a user's cell phone or goes direct to a voicemail box.

**Transfer Calls To External Number** - Calls can be transferred to any telephone number in the world. Transferring a call to a cell phone is as easy as transferring the call to another extension.

**Call Center with ACD** - For businesses with high-volume inbound calls to sales, customer service or other departments, calls can be queued and distributed to agents based on different criteria.

**Find-Me / Follow-Me** - Incoming calls can automatically ring multiple extensions or external phone numbers (desk phone, cell phone, home phone), in a sequence or simultaneously. Feature can be set on a timer so it's turned off after business hours.

**Have Numbers in Multiple Area Codes** - Expand your business reach by having multiple telephone numbers in multiple area codes and/or prefixes that can all ring in the same office.

**Shared Extensions** - Have multiple phones on the same extension. Each phone (office 1, office 2, home, and vacation home) rings and behaves just like the phone in your office.

**Paperless Faxing** - Send & receive faxes directly from desktop PCs. Enable multiple users or departments to have their own virtual fax number. Fax numbers can receive multiple faxes simultaneously.

**Voicemail to Email** - Voicemail messages can be instantly sent to one or more email addresses, in addition to being retrieved from the user's phone, another phone, or from outside the organization.

**Text Message Notification** - A text message (SMS) can be sent to a user's cell phone when a new voicemail is received.

**Web Portal** - Web portal with different security levels to allow users or management to change PBX features.

**Soft Phones** - Calls can be made via a business desk phone, a PC/MAC software application, or even a smartphone app.

**Call Forward Busy / No Answer / Disconnected** - Calls can be forwarded to voicemail, cell phone, etc., based on status of phone (busy, no answer, phone off-line, etc.)

**Control Your Outbound Caller ID Name** - User defined caller ID Name, Easy to change at any time.

**Outbound Caller ID Number** - Your Caller ID number & name can be user-specific, by department, by branch office, or for entire company.

**Multiple Conference Bridges** - Create and manage multiple conference bridges, with unique conference call IDs and passwords.

**CAT5 Cabling** - Your new phones use the same cabling as your computer network. No need to have multiple types of cables throughout your office.

**7-Digit Dialing** - Allows users to make 7-digit calls in areas where 10-digit calling is required by landlines.

**Transfer Directly to Voicemail** - Transfer a call to a user's voicemail box without ringing their phone.

**Multiple Voicemail Greetings** - Option to have different voicemail greetings for when user is on the phone, or when phone is unanswered.

**Voicemail Storage Folders** - Store old voicemail messages in separate folders for archiving and future retrieval.

**Direct Inward Dial (DID) Numbers** - Extensions can have one or more DID numbers assigned to them.

**Multi-Level Auto Attendants** - Option to answer incoming calls with a sophisticated multi-level Auto Attendant with different greetings for day/night/ weekends & holidays. Different auto attendants can be created for different departments and DIDs.

**Company Directory** - Allow callers to look up and be transferred to an extension by entering name of user.

**Music On Hold** - Upload MP3 or WAV files for music on hold. Easily change music for different seasons. Have different music files associated with different departments. Include commercials and comfort hold messages.

**3-Way Calling** - Easily start 3-way conference calls.

**Inbound Caller ID** - Inbound calls with caller ID number and caller's name.

**Hide Caller ID** - Option to hide your caller ID name & number.

**Do Not Disturb** - User can set their phone to Do Not Disturb mode to turn ringer off.

**Broadcast Voicemail Boxes** - Voicemail box that allows a recording to be forwarded

**Day / Night Mode & Flexible Time Frames** - PBX call routing and rules can be different for times of day, day of week.

**Holidays** - PBX can automatically change call routing, auto attendant behavior etc., when organization is closed for a holiday.

**411 & 911** - Fully compliant with 411 Directory Service & 911 emergency services, even for extensions that are offsite.

**Number Porting** - Allows you to retain all of your existing numbers, including toll-free numbers.

**Hunt Groups & Ring Groups** - Ring multiple phones that are part of a group, in sequence or simultaneously.

**Overhead Paging** - Works with popular IP and non-IP overhead paging systems. Unlimited paging zones.

**Intercom** - Directly start speaking with a user at an extension without first calling them.

**Blind & Attended Transfers** - Transfer calls with or without pre-announcing who the caller is.

**Dial from Call History** - Call any number from phone's list of missed, dialed, or received calls.

**Inbound Toll-free Numbers** - We offer all available forms of toll-free numbers (800, 888, 866, etc.)

**Phones with Operator Consoles** - Supports multiple brands of IP telephones including expansion modules for BLF & speed-dial.

**Full Reporting & Graphs** - Review & Graph all call activity, including internal calls. Reports can be filtered and exported to Excel.

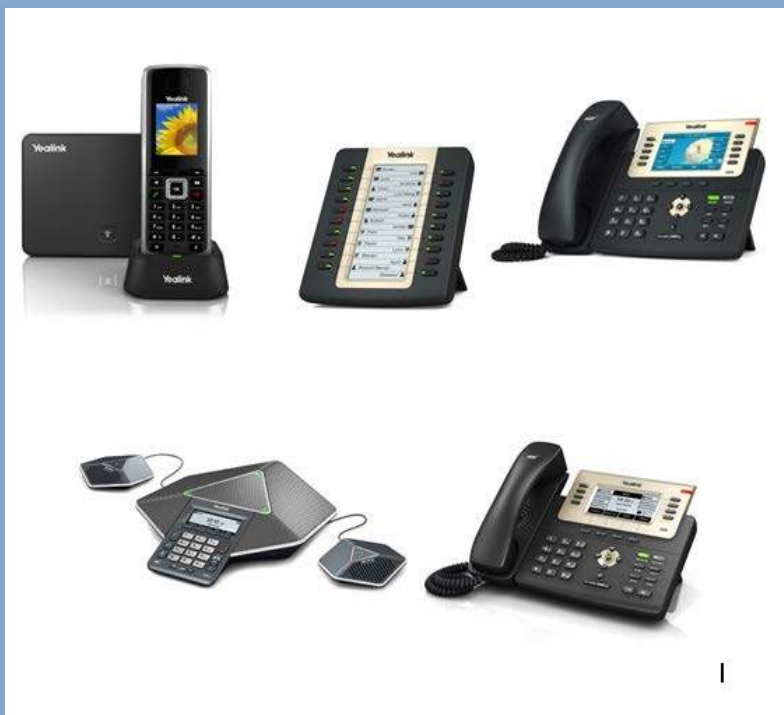
**Call Park / Call Retrieve** - Park multiple calls in the PBX "parking Lot" and retrieve them from any extension.

**Call Intercept** - Allows a user to pick up a call ringing on another extension.

**Whisper Mode** - Privately speak with another PBX user who's on a call, without the other party hearing what you say.

## **We recommend Yealink Phones for our Hosted Telephone System**

check out [www.yealink.com](http://www.yealink.com)



***Our Virtual PBX Service is designed for types of businesses, large or small, which have demanding requirements, including seasonal businesses, growing organizations with multiple offices and businesses with a mobile work force.***