

CIMCO IP Talk Hosted Licenses

Basic License

This license is geared toward shared phones that may have multiple users and do not require voicemail or selective call handling, but still are feature rich for basic services.

Applications: Warehouse, Lunchroom, Lobby, Hunt Group, Factory Floor

Features

- Long distance included (1,000 minutes)
- Basic Call Log (on phone)
- Directory (on phone)
- Speed dial from directory on phone
- Call Forwarding Always
- Call Forwarding Busy
- Caller ID with name and number
- Call Forwarding No Answer
- Call Forwarding Not Reachable
- Call Return
- Call Transfer
- Call Waiting
- Last Number Redial
- Three-Way Call

Enhanced License

This license is best for office workers and professionals who use the phone regularly, have their own direct number and need voicemail for daily business activity.

Applications: Office Worker, Professional Staff

Features

Includes all Basic License features plus:

- Alternate numbers
- Anonymous Call Rejection
- Automatic Hold/Retrieve
- Automatic Callback
- Do Not Disturb
- Speed Dial 100
- Automatic Hold/Retrieve
- Busy Lamp Field
- Call Forwarding Selective
- Call Notify
- Directed Call Pickup
- Multi-Way Call
(maximum 6 parties, including originator)
- Priority Alert
- Privacy
- Push to Talk (intercom) – on Polycom phone
- Selective Call Acceptance
- Selective Call Rejection
- Shared Call Appearance (10)
- Voice messaging:
 - » Voicemail to Email wav (30 min)
 - » Message waiting indicator
 - » Voicemail notification via email

Approaching Technology with Resilient Solutions

CIMCO's IP Talk Hosted solution provides the ultimate in features and functionality. With a variety of service configurations and IP phones supported, CIMCO has a solution that meets your needs.

CIMCO offers distinct licenses to fit the needs of today's workforce from basic common area phones to remote office, mobile and receptionist services.

CIMCO will work with you to determine the best solution for your organization.



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Enhanced Plus Mobility License

This license is ideal for professionals who need flexibility for travel, working remotely or disaster recovery.

Applications: Executives, Mobile Workers, Disaster Recovery

Features

Includes all Basic License and Enhanced License features plus:

- Voice Portal Calling
- CIMCO Navigator Toolbar
- Personal Mobility
 - » CIMCO Anywhere
 - » Call Forwarding (Always, Busy, No Answer, Not Reachable)
 - » CommPilot Call Manager
 - » CommPilot Express
 - » Multiple Call Arrangement
- » Outlook Integration
- » Remote Office
- » Diversion Inhibitor
- » Sequential Ring (Find Me Follow Me)
- » Shared Call Appearance (5)
- » Simultaneous Ring Personal

Receptionist License

This license is perfect for receptionists and operators managing calls for large groups of users.

Applications: Receptionist, Office Manager, Large Call Group Manager

Features

- Switchboard panel
- Advanced contact directory panel
- Advanced Call Control panel (hold, park transfer, conference, camp, queue)
- Presence status of monitored users
- Drag and Drop functionality for transfers, multi-party calls and other functions
- Detailed call state status
- Notes fields for contacts
- Integrated email to contacts
- Day/Night mode

Additional Licenses

Auto Attendant License

- Dial by Name
- Dial by Extension
- Time of Day

One free license provided per location.

Queue License

- Ability to route and hold calls
- 48 hour history of basic call statistics
- Daily email report

Each queue requires an additional license.

Administrative Functionality

To assist you with managing your IP Talk Hosted Solution you will be provided with support for one Group Administrator per location and one Enterprise Administrator for your entire organization. These are provided at no charge. Each administrator has specific rights that assist in controlling the functions available at each site and throughout the organization.

Group Administrator Functionality:

- Incoming and outgoing calling plan management
- Change music on hold
- Series completion
- Change auto attendant greetings
- Change scheduling (holiday, time of day)
- Create group-wide hunt groups
- Password reset
- Change phone numbers
- Authorization codes

Enterprise Administrator Functionality:

Includes all group administrator functions plus:

- Assign numbers and services to groups
- Manage inter-group dialing plans



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