

PBX Model	IP1100	IP1200	IP2000	IP5000
Extensions				
Extension Capacity	50	100*	500	500
Import Names and Email Addresses	YES	YES	YES	YES
Auto Create Extensions and Voice Mail Boxes	YES	YES	YES	YES
Auto Provisioning IPitomy Phones	YES	YES	YES	YES
SIP Extensions	YES	YES	YES	YES
Analog Extensions	YES	YES	YES	YES
Extension Mass Editing	YES	YES	YES	YES
Telephone Button Mapping Control	YES	YES	YES	YES
Auto Discovery	YES	YES	YES	YES
Auto Provisioning Remote IPitomy Phones	YES	YES	YES	YES
Multiple Registrations	YES	YES	YES	YES
Virtual Extensions	YES	YES	YES	YES
Extension Schedules	YES	YES	YES	YES
Control Permissions For Each Extension	YES	YES	YES	YES
Multi Digit Extensions Variable Length	YES	YES	YES	YES
Find Me Follow Me	YES	YES	YES	YES
Busy Lamp Monitoring	YES	YES	YES	YES
Message Indicator	YES	YES	YES	YES
Park Indicators for Park and Park Retrieval	YES	YES	YES	YES
Pause (Do Not Disturb) Indicated as Busy Lamp	YES	YES	YES	YES
Different Caller ID Per Extension	YES	YES	YES	YES
Unique Music on Hold Per Extension	YES	YES	YES	YES
IPitomy Smart Personal Console - User Portal				
Recent Calls List	YES	YES	YES	YES
Return Calls by Clicking	YES	YES	YES	YES
Voice Mailbox Administration	YES	YES	YES	YES
Return Calls From VM Using Caller ID	YES	YES	YES	YES
Change Telephone Button Mapping From Console	YES	YES	YES	YES
Configure Personal Schedule Routing	YES	YES	YES	YES
Configure Find me Follow Me	YES	YES	YES	YES
Configure Call Forwarding	YES	YES	YES	YES
IPitomy Q Manager (Optional)				
Easy Click to Transfer	YES	YES	YES	YES
View Call Status	YES	YES	YES	YES
Multiple Calls Visibility	YES	YES	YES	YES
Multi-Site Visibility and Control	YES	YES	YES	YES
View all Users Call Status	YES	YES	YES	YES
Transfer Calls	YES	YES	YES	YES
Retrieve Caller Leaving Voice Mail	YES	YES	YES	YES
Record Calls with One Click	YES	YES	YES	YES
Monitor Calls With One Click	YES	YES	YES	YES
Park Calls	YES	YES	YES	YES

Retrieve Parked Calls	YES	YES	YES	YES
See Caller ID on All Calls	YES	YES	YES	YES
Whisper Coaching/Real Time Advice Feature	YES	YES	YES	YES
Presence Management	YES	YES	YES	YES
Text Messaging	YES	YES	YES	YES
Icon or List View	YES	YES	YES	YES
View by Queue	YES	YES	YES	YES
Send and Receive Text to any Jabber Client	YES	YES	YES	YES

Trunk Types Supported

SIP Trunks	YES	YES	YES	YES
Analog Phone Lines	YES**	YES	YES	YES
T1/E1 Phone Lines	YES**	YES	YES	YES
Branch Office Networking	YES	YES	YES	YES

Call Control

Hold	YES	YES	YES	YES
Supervised Transfer	YES	YES	YES	YES
Blind Transfer	YES	YES	YES	YES
Park Calls	YES	YES	YES	YES
Do Not Disturb	YES	YES	YES	YES
Forwarding - Unconditional, No Ans, Busy, Unavail	YES	YES	YES	YES
Record	YES	YES	YES	YES
Group Pickup	YES	YES	YES	YES
Pause (DND)	YES	YES	YES	YES
Conference	YES	YES	YES	YES
Transfer to VM	YES	YES	YES	YES
Off Premise Transfer	YES	YES	YES	YES
Directed Call Pickup	YES	YES	YES	YES
Departmental Operators	YES	YES	YES	YES

Voicemail

Access Voicemail From Anywhere	YES	YES	YES	YES
Voicemail to Email	YES	YES	YES	YES
Automatic Mailbox Creation	YES	YES	YES	YES
Control From Desktop	YES	YES	YES	YES
Message Notification	YES	YES	YES	YES
Access Voice Mail While Greeting is Played	YES	YES	YES	YES
VM Folders	YES	YES	YES	YES
Group Message	YES	YES	YES	YES
Multiple VM Greetings	YES	YES	YES	YES
Cascading Message Notification	YES	YES	YES	YES
Unique Operator Per Extension	YES	YES	YES	YES

IPitomy Call Center Informal - Included

Unlimited Call Queues	YES	YES	YES	YES
Permanent Queue Members	YES	YES	YES	YES
Custom Music on Hold Per Queue	YES	YES	YES	YES
Ring All	YES	YES	YES	YES
Round Robin	YES	YES	YES	YES
Fewest Calls	YES	YES	YES	YES
Least Recently Called	YES	YES	YES	YES

Random	YES	YES	YES	YES
Formal Call Center / ACD (Optional)				
Queue Reports	YES	YES	YES	YES
In Queue Call Routing	YES	YES	YES	YES
Route When a Queued Caller Presses Any Digit	YES	YES	YES	YES
Queue Caller Timeout	YES	YES	YES	YES
Queue Member Circuit Limit	YES	YES	YES	YES
Route When Max Queue Length Reached	YES	YES	YES	YES
Route When No Members Logged In	YES	YES	YES	YES
Priority Based Call Distribution	YES	YES	YES	YES
In Queue and Across Queue Priorities	YES	YES	YES	YES
Queue Exit Menu	YES	YES	YES	YES
Skills Based Routing	YES	YES	YES	YES
Members Never Busy	YES	YES	YES	YES
Announce Position in Queue	YES	YES	YES	YES
Announce Estimated Hold Time	YES	YES	YES	YES
Announcement Frequency Control	YES	YES	YES	YES
Log-in Queue Members	YES	YES	YES	YES
Real Time Queue Status	YES	YES	YES	YES
Historical Queue Logs	YES	YES	YES	YES
Historical Queue Statistics	YES	YES	YES	YES
Agent Log In	YES	YES	YES	YES
Agent Log Off	YES	YES	YES	YES
Route When Queue Empty	YES	YES	YES	YES
Acknowledge Call	YES	YES	YES	YES
Auto Log Off	YES	YES	YES	YES
One-touch Log in/Log off	YES	YES	YES	YES
Queue Member Presence	YES	YES	YES	YES
Remote Agent Log-in from Mobile or Landline	YES	YES	YES	YES
Agent Only Extensions	YES	YES	YES	YES
Unified Communications				
Support for Soft Phones	YES	YES	YES	YES
Voice Mail to Email	YES	YES	YES	YES
Video Calls	YES	YES	YES	YES
Presence Management	YES	YES	YES	YES
Multi-Media Collaboration	YES	YES	YES	YES
Fax Server Integration (Optional Fax Server)	YES	YES	YES	YES
FAX to Email .-(Optional)	YES	YES	YES	YES
FAX from Desktop (Optional)	YES	YES	YES	YES
Fax Direct to DID	YES	YES	YES	YES
Conference Bridge (32 party)	YES	YES	YES	YES
Conference Participants	32	32	32	32
Simple Conference Calls	YES	YES	YES	YES
Meet Me Conference Center	YES	YES	YES	YES
Listen Only Conference Calls	YES	YES	YES	YES
Mute / Unmute	YES	YES	YES	YES
Lock / Unlock	YES	YES	YES	YES
Increase/Decrease Conference Volume	YES	YES	YES	YES
Eject Last User	YES	YES	YES	YES

Mute Individual Users (Q Manager)	YES	YES	YES	YES
Enter Muted	YES	YES	YES	YES
Password Protected	YES	YES	YES	YES
Rooms Standard - More Rooms Option	YES	YES	YES	YES
Conference Greetings	YES	YES	YES	YES
Increase/Decrease User Volume	YES	YES	YES	YES
Use any Call Type - SIP, TDM, T1 or Analog	YES	YES	YES	YES
Conference via Handset	YES	YES	YES	YES

Paging and Intercom

2-way Intercom	YES	YES	YES	YES
1-way Paging	YES	YES	YES	YES
Overhead Paging	YES	YES	YES	YES
Night Ringing	YES	YES	YES	YES
Page to Branch Office	YES	YES	YES	YES
Direct Paging and Intercom	YES	YES	YES	YES
Group Paging	YES	YES	YES	YES
Multicast Paging	YES	YES	YES	YES

Music On Hold

Custom Music on Hold	YES	YES	YES	YES
Music on Hold Included	YES	YES	YES	YES
Music on Hold Per Extension	YES	YES	YES	YES
Simple to Upload Music Files	YES	YES	YES	YES
Queue Specific Music on Hold	YES	YES	YES	YES
Automated Attendant Voice Menus	YES	YES	YES	YES
Play Audio Message	YES	YES	YES	YES
Record Audio Message	YES	YES	YES	YES
Unlimited Voice IVR Menus	YES	YES	YES	YES
Upload Pre Recorded Prompts and Messages	YES	YES	YES	YES
Dial Extension	YES	YES	YES	YES
Send to Voicemail	YES	YES	YES	YES
Send to External Number	YES	YES	YES	YES
Go to Another Menu	YES	YES	YES	YES
Go to Group	YES	YES	YES	YES
Schedule Based Routing	YES	YES	YES	YES
Dial By Name - First Name or Last Name	YES	YES	YES	YES
Call Routing Simplified	YES	YES	YES	YES

WEB Based Administration

Administrator Controls	YES	YES	YES	YES
User Portal	YES	YES	YES	YES
Program Phones Remotely	YES	YES	YES	YES
Call Center Manager Control	YES	YES	YES	YES
Operator Call Control	YES	YES	YES	YES
Recording & Monitoring Call Recording	YES	YES	YES	YES
Recording Accessed from Desktop	YES	YES	YES	YES
Recording & Monitoring	YES	YES	YES	YES
Call Monitoring	YES	YES	YES	YES

Logging & Reporting

Current Calls	YES	YES	YES	YES
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Call Logs	YES	YES	YES	YES
Call Reporting	YES	YES	YES	YES
Queue Status	YES	YES	YES	YES
Queue Reports	YES	YES	YES	YES
Error Log	YES	YES	YES	YES

Call Recording

Auto Call Recording	YES	YES	YES	YES
On Demand Recording	YES	YES	YES	YES
FTP Recording Backup	YES	YES	YES	YES

Custom Audio Recordings

Recording Voice Prompts	YES	YES	YES	YES
Voice Prompts Included	YES	YES	YES	YES
Voice Prompts Included	YES	YES	YES	YES

Business Hours and Schedules

Day/Night Schedule	YES	YES	YES	YES
Operator Can Force Day/Night Schedule	YES	YES	YES	YES
Visual Light On Phone When in Night Mode	YES	YES	YES	YES
Routable Schedules	YES	YES	YES	YES
Schedules for Each DID	YES	YES	YES	YES
Schedules for Each Extension	YES	YES	YES	YES

Hospitality - Hotel/Motel Application

Wake-up Calls	YES	YES	YES	YES
Checkin/Checkout	YES	YES	YES	YES
Automatic Room Reset	YES	YES	YES	YES
Configurable Alarm Status	YES	YES	YES	YES
Clean Room/Dirty Room	YES	YES	YES	YES
PMS Integration Optional	YES	YES	YES	YES

System Tools

System Diagnostics	YES	YES	YES	YES
Automatic Configuration	YES	YES	YES	YES
FTP Scheduled Backup	YES	YES	YES	YES
Easy Backup Tools	YES	YES	YES	YES
Scheduled Backups	YES	YES	YES	YES
Offsite Backups	YES	YES	YES	YES
Multiple Codec Support	YES	YES	YES	YES
Notification by Text Message After Hours	YES	YES	YES	YES
Advanced Security Features	YES	YES	YES	YES
Identify and Ban External Threats	YES	YES	YES	YES
Scheduled Notifications; School Bell etc.	YES	YES	YES	YES
Emergency Notification	YES	YES	YES	YES

* Use IP2000 when using intensive applications like call recording and heavy call queuing

** Requires use of an external gateway or upgrade to IP1200