

Overcome the greatest weakness of cloud-based or “virtual” phone systems – the Internet

FirstLight’s Virtual PBX (“vPBX”) is a cloud-based unified communications offering that eliminates the need to purchase and maintain your own PBX system.

Unlike most Virtual PBX systems that rely on third-party Internet connections, the FirstLight vPBX service is provided exclusively via a private, dedicated Ethernet connection on FirstLight’s own fiber optic network, enabling the appropriate service level to ensure excellent call and voice quality without impacting your other Internet and data services.

Unlike many providers who require you to purchase lines and handsets on a one-for-one basis, FirstLight’s Virtual PBX service allows you to order the number of call paths or “phone lines” that you need separately from the number of handsets, which allows you to optimize your costs.



Features

Virtual PBX service from FirstLight bundles unlimited local and domestic long-distance calling with feature-rich functionality including:

- **Auto Attendant:** with menus customized to specific needs such as single-digit routing or dial-by-name directory
- **Call Accounting:** see call lists for dialed numbers, received calls and missed calls with time, date and duration
- **Call Forwarding:** redirect calls to another phone number or voicemail when the line is busy, when there is no answer or unconditionally
- **Call Recording**
- **Call Waiting**
- **Find Me/Follow Me:** specify a list of numbers that will be alerted simultaneously or sequentially for an incoming call
- **Conference Bridge:** built in ‘Meet Me’ Conference bridge
- **Voice Mail:** play and view voicemail messages online; voicemail-to-email
- **Browser based Personal Communications Portal:** end users can access voicemail, change feature settings, configure their own handsets and more
- **Browser-based administrative interface**

Getting Started with FirstLight’s vPBX is as Easy as 1, 2, 3

1. FirstLight will do an audit of your network and tailor a solution appropriate for your needs
2. You select the type and quantity of phones
3. FirstLight implements a cloud-based vPBX solution ready for your use

Benefits

- **Cost Effective** – Eliminates PBX equipment upgrade and maintenance charges
- **Full Featured** – A rich set of features comes standard, ensuring you have the phone system capabilities your business needs today and into the future
- **Flexible** – FirstLight’s vPBX service can work with multiple handset types and supports custom configurations
- **Scalable** – Order the number of lines you need to support your operations today with the assurance that the network can expand as your business grows

FEATURE	DESCRIPTION
3-Way Conference	Allows the user to add up to two additional parties to the call
Anonymous Call Rejection	Allows the user to reject all calls from callers who have their caller ID blocked
Auto Attendant	Unlimited auto attendant menus customized to specific needs; single-digit routing, voicemail access, dial by name directory and more
Auto Attendant Dial-by-Name Directory	Callers can look up and dial by last or first name for each user in the directory
Billing Code / Access Code	Allows users to enter a specific code each time they make a call so that the call can be associated with specific customers or groups
Call Forward on Busy / No Answer / Unconditional	Allows the user to automatically redirect all calls to another telephone number or voicemail depending on status of user's phone
Call Hold	Allows the user to place an active call on hold using the hold button
Call Lists	Allows the user to see call lists for dialed numbers, received calls, and missed calls
Call Logs	Provides users and administrators with a record of all calls made and received. Call logs are searchable and can be filtered
Call Park	Allows the user to park a call on a unique queue identifier and pick it up at another extension
Call Pickup	Allows users to retrieve a call that is ringing on another extension
Call Restrictions	Restrictions on making certain types of calls such as local, long distance, and international
Call Transfer – Supervised / Unsupervised	Allows a user to transfer an active call to another user by either screening or blind transfer to recipient
Call Waiting	Notifies a user that is on a call that there is a second incoming call. The user can toggle between the two incoming calls
Caller ID	Displays the number of the calling party to the user
DID Direct Dialing	Allows users to receive calls using a private number
Do Not Disturb	Allows the user to specify 'Do Not Alert' this phone
Find Me / Follow Me	Allows users to specify a list of numbers that will be alerted simultaneously for an incoming call
GUI-based Management	GUI-based portal for system administration
Last Number Redial	Allows the user to dial the last number called
Message Waiting Indication (MWI)	Notifies the user that a message has been left on voicemail
Multiple Numbers Per Subscriber	Allows a subscriber to register more than one device on his account and use all devices simultaneously to generate and receive calls
Music on Hold	Customizable music selection while on hold for any reason (transfer, conference, hold, etc.)
Paging Groups	Allows users to create groups for paging calls within the PBX or to external paging devices
Personal Communications Portal	GUI-based portal interface that allows the user to personalize their features
Push to Talk (Intercom)	Allows the user to create intercom barge-in calls
Record Greetings / Names Remotely	Administrator ability to record Attendant greetings and user names remotely
Voicemail	Users have access to a voicemail application server
Voicemail to Email	Receive your voicemail messages in your email box
Voicemail Portal	Allows the user to play and view voicemail messages using the Personal Communications Portal
Work Groups	Direct incoming calls to a group of users in series or parallel

*Included with all call paths

Our Virtual PBX system works with multiple types of phones including SoundPoint IP telephones from Polycom available for purchase or lease. 24 month and 36 month lease plans include maintenance and \$1.00 buyout option. Terminal adapters are also available for analog devices such as fax machines.