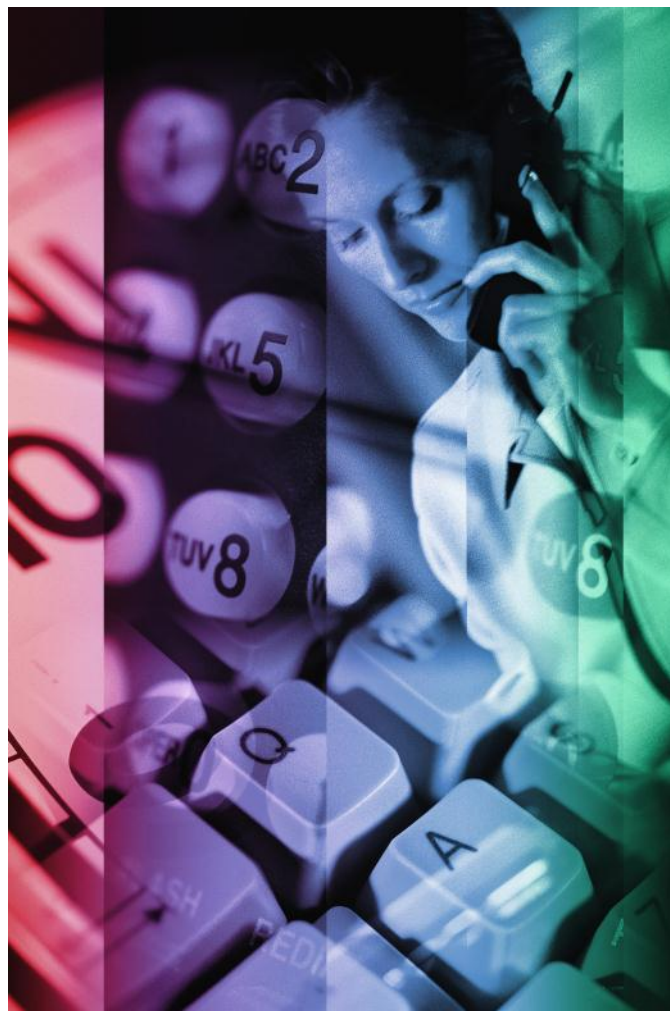


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# FacetPhone™

## IP-PBX Telephone System

*“VoIP From the Ground Up”*



FacetCorp



# Facet**Phone** is an exciting VoIP IP-PBX phone system that puts your telephone user interface right where it belongs ... on your desktop computer!

Facet**Phone** is designed and built from the ground up as an IP-based telephone system. Facet**Phone** makes advanced PBX features, normally only available to large enterprise customers, now affordable for small to medium size businesses. Built entirely with industry standard components and running on the Linux or Mac OS X operating system, Facet**Phone** is reliable, robust, scalable and flexible.

## Facet**Phone** Includes:

### Telephone User Interface

The Facet**Phone** system uses SIP (or MGCP) IP phones, soft phones and analog telephones. From the telephone instrument, users may dial, answer, put calls on hold, transfer calls, park calls, pickup parked calls, intercom, page, conference call and manage their voice mail. Facet**Phone** supports all dial tone connections including PRI T1, Flex or Dynamic T1, all SIP trunks, Skype Connect™, and of course analog POTS lines.



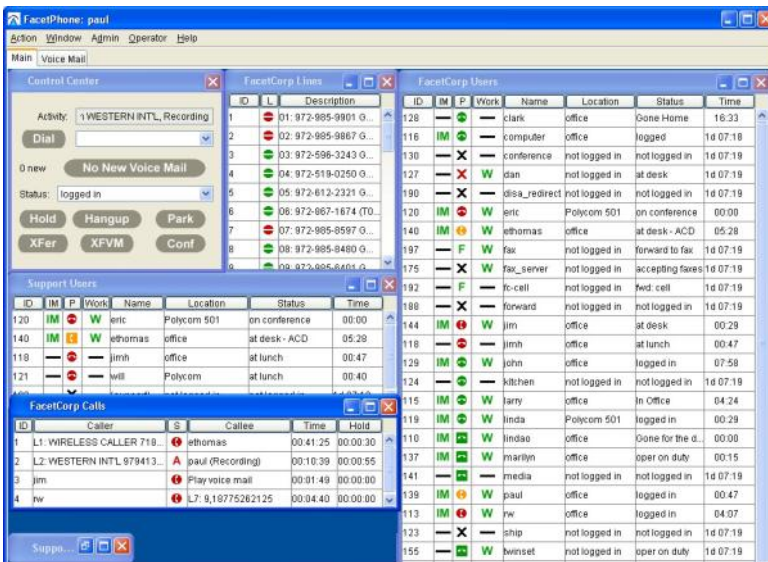
### Graphical User Interface (GUI)

The Facet**Phone** GUI provides a powerful and flexible desktop interface into the phone system, and is available to all users, not just operators and receptionists. The Facet**Phone**

GUI runs on Windows, Mac and Linux computers. Presence and availability management, graphical call control, instant messaging, graphical voice mail management, call recording, conference calls and system administration are all provided through this interface.

### Voice Mail & Unified Messaging

Facet**Phone** supports all the standard voice mail features through the telephone. But through the graphical user interface, voice mail becomes particularly useful and easy to manage. The GUI allows users to visually sort and manage their voice mail messages. Each voice mail message has



The screenshot shows the FacetPhone GUI with several windows open. The 'FacetCorp Lines' window displays a list of lines with columns for ID, L, and Description. The 'FacetCorp Users' window shows a list of users with columns for ID, IM, P, Work, Name, Location, Status, and Time. The 'Support Users' window shows a similar list for support users. The 'FacetCorp Calls' window shows a list of calls with columns for ID, Caller, S, Callee, Time, and Hold. The 'Control Center' window shows various call control buttons like Dial, Hold, Hangup, Park, Xfer, XFVM, and Conf.

the Caller ID information, date and time of the message, text annotations, and the message duration. Users may listen to their messages in any order on the phone or on their computer speakers. Facet**Phone** can deliver the voice mail as an email WAV file attachment, or by proactively calling the user, or it can send a simple text notification message to their cell phone or other device.

## Presence Management

With the GUI on the desktop computer, Facet**Phone** provides an instantly informative display detailing which employees are available, on the phone, at lunch, out of town, on vacation, etc. Facet**Phone's** presence functionality eliminates the need for bulky console devices and in/out boards. Operators and users can "see" the status of people within a department, location, the entire company, or any other group the administrator allows.



ID	IM	P	Work	Name	Location	Status	Time
120	IM	+	W	eric	Polycor 501	at desk - ACD	00:26
121	IM	+	W	will	Polycor	at desk	00:49
128	—	+	—	clark	office	Gone Home	12:30
116	IM	+	—	computer	office	logged	1d 03:15
140	IM	+	W	ethomas	office	at desk - ACD	01:24
144	IM	+	W	jim	office	at desk	00:44
118	IM	+	W	jimh	office	at desk	00:05
129	IM	+	W	john	office	logged in	03:55

## Automated Attendant

Utilizing Facet**Phone's** powerful and flexible Interactive Voice Response (IVR) system, unlimited auto attendants are available for the main reception lines and departmental groups. All greeting prompts are completely customizable by company and group.

## Automatic Call Distribution (ACD)



The Facet**Phone** ACD provides for automatic call routing to the next available agent in a group or department. It includes call queue management, on-hold messages with wait time, as well as opt-out of queue options. And call center management tools such as call monitoring, recording, barge-in, enterprise IM, and graphical call queue displays with alerts, give supervisors and managers plenty of power to manage their operation.

## Computer Telephone Integration (CTI)

Computer Telephone Integration is the ability of the phone system to interact with the company and employee computer systems. Facet**Phone** uses CTI to communicate with the customer's software applications. Interaction with Outlook<sup>®</sup>, Goldmine<sup>®</sup> and Act!<sup>®</sup> for dialing and Caller ID-based "screen pops" is included with Facet**Phone**. And, with Facet**Phone's** powerful NetTAPI<sup>™</sup> and UTAPI<sup>™</sup> protocols, the Facet**Phone** system can be quickly and easily integrated with the corporate database and CRM software for dialing, callerID-based 'screen pops' and access to the call detail records and call recordings.

## Branch Office & Telecommuting

Facet**Phone** seamlessly integrates users in a branch office as well as telecommuters via the Internet. Remote locations become simple telephone extensions, so users may dial inside extensions or outside numbers just as they would from their central corporate location. They also get complete access to the Facet**Phone** graphical user interface. Facet**Phone** operators and users can see the status of remote users and their live calls through the GUI.

## Enterprise Instant Messaging

Instant messaging (text chat) can be conducted between two or more users who are logged into Facet**Phone**. This feature is particularly handy for those quick co-worker communications where someone doesn't want to intrude with a phone call or wait for an email response.

## Feature Summary:

- Automated Attendant
  - Reception, primary or backup
  - Group / Department
  - Dial by extension
  - Dial by name
  - Dial by group
  - Voice mail
  - Informational
- Automatic Call Distribution (ACD)
  - Monitor, record & barge-in
  - Supervisor status & alert displays
- Branch Office Support
- Call Barge-in
- Call Detail Recording—MySQL & text format
- Call Forwarding—Internal and External
- Call Monitoring
- Call Recording — With archive & retrieval
- Call Waiting
- Caller ID Support
  - Telephone display
  - GUI display
  - Voice mail CID stamp
  - Call waiting support
  - Screen pop—TAPI, UTAPI & NetTAPI enabled applications
- Computer Telephone Integration (CTI)
  - TAPI (Windows Applications) — Dialing & callerID 'screen pops'
    - Outlook, Goldmine, Act!
  - NetTAPI — Software application:
    - Dial phone
    - Retrieve callerID for 'screen pop'
    - Retrieve complete call detail record
    - Retrieve call recording
  - UTAPI—Universal TAPI — Software application:
    - Dial phone
    - Retrieve callerID for 'screen pop'
  - FacetWin compatible
- Conference Bridging
- Conference Calls (multi-party)
- Customer Administration
- Direct Inward Dial (DID) w/T1 PRI
- Distinctive Ringing
- DNIS (Dialed Number Identification) Support
- Enterprise Instant Messaging
- FacetWin Interface
- Graphical User Interface (GUI) for:
  - Presence & availability management
  - Call control
  - Voice mail management
  - Enterprise instant messaging
- Graphical User Interface (continued) for:
  - Conference calls
  - ACD alert management
  - User and system administration
  - Instant Messaging — Enterprise
  - Interactive Voice Response (IVR) — Powerful & flexible
  - Least Cost Routing
  - On-hold messages
  - Paging
    - IP phones
    - Overhead system
    - PC speakers
  - Parked call ring back
  - Presence & Availability Management
    - User login status, location & duration
    - Saves user status change information
    - Display phone status, IM & work status
  - Remote Office Support
    - Branch offices
    - Telecommuters
  - Roaming Extensions
  - SIP trunking compatibility
  - Skype Connect™ compatibility
  - Speed Dial—System & User Level
  - System Administration
    - User controls
      - User status, Voice mail greeting settings, Unified messaging directives
    - Manager controls
      - Users, Groups, Lines, Trunk Groups, Stations, Gateways
  - Telecommuter Support
  - Telephone User Interface - Hold, transfer, park, forward, intercom, page, conference, voice mail, redial
  - Tenant / Multi-Company Support
  - Voice Mail & Unified Messaging
    - Security via PIN
    - Voice mail waiting indicator phone light
    - Multiple greetings
    - Visually sort and manage messages
    - Add text / comments
    - Playback on phone or PC speakers
    - Voice mail forwarding to email
    - Voice mail notification via email
    - Proactive voice mail delivery via remote telephone
    - One-click return call
    - Distribution lists
    - Informational only mailbox



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