**Standard PBX Features**

* **Announcements** (Up to **3 Announcements**)

*Setup a recording for the auto attendant that provides announcement to callers.*

* **Call Barge / Eavesdrop / Intercept**

*Listen into an active call from another extension.*

* **Call Flows (Day Night Mode)**

*Typically used with day night mode. To direct calls between two destinations. Can work with BLF on phone to show which direction call will be directed to.*

* **Call Forward**

*Forward to another extension or to any phone number.*

* **Call Monitoring**

*View which extensions are currently in a call.*

* **Call Pickup**

*For a particular extension or any extension that is currently ringing.*

* **Call Announced Transfer**

*Transfer the active call to another internal or external call. Also known as a warm transfer.*

* **Call Blind Transfer**

*Transfer a call like the call was going into a call queue or from an IVR.*

* **Call Transfer**

*Transfer a call.*

* **Call Waiting**

*A beep while on a call and to toggle between two different calls.*

* **Caller ID**

*Support for customization and supporting providers.*

* **Conference**

*Set up voice and video conference calls, is optionally secure with a PIN number, and can transfer current calls to a conference. Interactive conference control provides ability to see the list of callers in the conference and manage the volume, see who is talking, kick, mute, unmute, deaf, undeaf, profiles and controls. (See*[*Conference*](https://docs.fusionpbx.com/en/latest/applications/conference.html)*)*

* **Contacts**

*Manage your contacts. Import contacts from Outlook CSV files. Export contacts to your cell phone with QR Codes. It is also possible to add additional features like time cards and invoices that can be related to the contacts.*

* **Do Not Disturb (DND)**

*Direct calls to voicemail by default however there is an option when using do not disturb to send the call to an alternative destination.*

* **Follow Me**

*Allows calling multiple extensions or external numbers.*

* **IVR Menus (Auto Attendant) –** Up to two IVRs

*Create a structured interactive voice prompt for callers to use. Uses VoIPVoice Switch IVR and delivered from Database on Demand. Cached to memcache with IVR Menu Options all editable at once. Also works with Text to Speech.*

* **Music on Hold**

*Allows multiple categories of music on hold that can be set globally or per domain. Can inject additional audio on intervals such as ‘Your call is very important to us please stand by’.*

* **Parking**

*Send a call to an unused “park” extension. The caller listens to music on hold until another extension connects to the call.*

* **Ring Groups**

*Make one extension ring several extensions and an option to receive emails on missed calls.*

* **Time Conditions**

*An extension that can be timed to route calls based on domain select, global option, move to other domains, and holiday presets.*

* **Voicemail to Email**

*Have voicemails sent to your email.*