FEATURES GUIDE

90+ Business PBX Features
Solutions That Enable Your Business For Success

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AUTOMATION
FEATURES

BENEFITS

Drive cost & resource efficiency and productivity with the Automation features of the NEWT Business Phone System. Pre-program various functions of your business phone system and reduce the margin of errors associated with manual processes.

Features

Auto Attendants
Time of Day Scheduling – Auto Attendant
Automated Paging Announcements
Automatic Off-Line Forwarding

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MANAGED PBX PHONE SYSTEM

1 Auto Attendants

A self-serve virtual receptionist that greets callers via a voice-based menu system, allowing callers to bypass a traditional phone system operator or receptionist. Perform common actions, including, direct extension dialing, employee name search, special department transfer. With NEWT PBX, implement one or several auto attendants to centralize the reception for multiple locations that may or may not be geographically dispersed.

Benefits:

Cost-saving: Save the expense of multiple receptionists in multiple locations with NEWT's auto attendant.

Increase efficiency: Route calls to different employees based on the day and the time of the call to better manage your workforce efficiency.

Business Application:

A busy physician clinic uses an automated system that offers options to callers before being directed to personnel. This can include getting directions, speaking to triage, leaving a message for a provider, or scheduling an appointment.

2 Time of Day Scheduling – Auto Attendant

Schedule Auto Attendants to customize how calls reach your business based on the time-of-day, day-of-week and locations that may or may not be geographically dispersed.

Benefits:

Better time management: Customize settings so calls are directed to the right staff or department during certain hours of the day or week. This allows staff to be reached out of the office, or for messages to go to voicemail when necessary.

Business Application:

A consulting office has many staff that work in the field during the week. This feature allows calls to be redirected when employees are not available.

3 Automated Paging Announcements

Broadcast pre-recorded announcements on an automated schedule to a wide audience simultaneously via the paging feature.

Benefits:

Improve employee productivity: Why wait for calls to connect when you can easily make universal announcements instantaneously? Improve employee productivity by broadcasting urgent messages.

Reduce personnel needed for day-to-day tasks: This feature means you do not need staff to be on the clock during these announcements.

Better time management: Create "if-then" scenarios using this feature that alerts staff during certain situations.

Business Application:

If a manufacturing plant experiences an equipment failure, an automated paging announcement can alert staff of any systems that need to shut down during safety protocols.

Most applicable in retail store environments automated paging can be used to notify customers of brief messages like store closing times and special promotions or for floor-wide employee recognition and motivation. It can also be used in warehouse environments to broadcast urgent messages across all floors or departments simultaneously.

4 Automatic Off-Line Forwarding

In the event that the PBX is offline, automatically detect and re-route inbound calls to customer-specified cell-phones, home office phones, other office locations, or external telephone number.

Benefits:

Never miss important calls: If the system goes down, calls are redirected to specified numbers, which means important calls are never missed.

Business Application:

A legal firm's PBX system goes down, but clients need to get in touch with their legal team regarding important case information. Calls are re-routed to the office manager's cell phone, so this manager can get in touch with the right legal team member.

ADVANCED CALLING

FEATURES

BENEFITS

Get the flexibility and versatility you need with just a click. Advanced Calling features of the NEWT Business Phone System give you powerful tools that help you increase overall communication efficiency and increase employee productivity.

Features

Advanced Call Routing
Attendant/Desktop Console (NEWT Console)
Call Notification
Call Parking
Call Parking (Enhanced Keys)
Call Groups
Cell Phone to Handset Transfer
Call Pickup - Directed
Call Restrictions
Call Queues
Dial by First / Last Name Directory
Dial Prefixes

5 Advanced Call Routing

Use advanced call flow options, including, forwarding calls to a group of extensions, or outside numbers.

Benefits:

Improve employee productivity: With calls routing to the correct departments and employees, whether in office or remotely, employees will spend less time transferring calls or missing calls when out of office.

Business Application:

In a consulting firm where employees spend ample time out in the field, advanced calling features will enable calls to be placed regardless of location.

6 Attendant/Desktop Console (NEWT Console)

Increase the visibility of extensions and calls to your company. By adding directory search and click to answer and transfer, it provides new efficiencies over existing hardware-based expansion module. The NEWT Console is the control panel for the NEWT PBX & physical handset.

Benefits:

Save Money: This feature adds efficiency for your day-to-day calling needs. It reduces the number of call transfers and wait times for callers, and can also reduce your need for extra personnel staff.

Business Application:

An insurance agency that does a lot of internal communication needs a more robust directory system. By having agents and staff accessible at the push of a button, it eliminates the need for a directory assistant on staff.

7 Call Notification

Send a "call notification" email should someone enter your Voicemail box but not leave a message in your Voicemail box. This feature can be set on a per extension basis.

Benefits:

Never lose a potential client call: Get notified even when a caller does not leave a message.

Improve employee productivity: If an employee is out-of-office and misses an important call, they will receive a notice via email. This means important calls are returned in a timely manner.

Business Application:

Realtors spend a lot of time in homes and miss important leads that come in while out of the office. This feature allows realtors to get in touch with leads even when they don't leave a message.

This feature is very useful for the sales department. A potential customer may not leave a message in the voicemail. However, the salesperson will still get notified and they can follow up quickly and close the opportunity.

8 Call Parking

Intercept and pick up an incoming ringing call to a specific Extension.

9 Call Parking (Enhanced Keys)

This phone feature allows for a single key press to Park or un-Park a call, and provides visibility for multiple parked calls via the display on compatible handsets. The Enhanced Call Park feature greatly benefits users transitioning from a Key System to a NEWT PBX where the concepts of locally placing a call on hold and moving a caller between phone system extensions via a Call Transfer may be foreign to them.

Benefits:

Save time: Transferring calls typically takes more than one staff member. An employee can pick up a call where they left off without someone else needing to transfer the call.

Business Application:

In a manufacturing plant, a manager may be down with staff working on machines. They can take a call at a station, then pick it back up on the office where they may need to access important documents.

10 Call Groups

Group a number of extensions together as one destination.

Benefits:

Improve customer experience: Facilitate a better customer experience with the ability to direct incoming calls to the first available extension in a specific department followed by the rule.

Business Application:

Used often in sales or support departments where you may want to direct incoming calls simultaneously to the first available extension within the same group of extensions. needs to track phone call times for specific clients, they could use account codes; by adding an account code for each client, an Agent would dial the client's code during the phone call to apply the code to the Call Detail Records.

11 Cell Phone to Handset Transfer

This feature allows a user the ability to seamlessly transfer an actively forwarded call received on their cell phone back to their extension.

Benefits:

Save costs: Accept calls on your cell phone while on the go and transfer it back to the VoIP network when back in the office while maintaining the continuity of the call.

Business Application:

Works well for small businesses where each individual has multiple roles and are often on the road. Sales and support staff that are constantly travelling between customer sites can accept calls on their cell phone while on the road and transfer it back seamlessly to their office extension when they are back in the office without disrupting the call.

12 Call Pickup - Directed

Intercept and pickup an incoming ringing call to a specific Extension.

13 Call Restrictions

Setup outbound call restrictions for each Extension. Restricted options include the ability to make local, long-distance or international calls from an Extension.

14 Call Queues

Hold Inbound calls to a particular destination Group of Extensions in Call Queue while waiting for an available staff member to take the call.

15 Dial by First / Last Name Directory

Allow callers to locate and dial the party they are calling by a First name or Last name self-serve option.

16 Dial Prefixes

Allow user to enter single number prefix (i.e.: 8 or 9) before the destination number to customize their out-bound Caller ID on a per-use basis.

This is useful for companies that may run multiple businesses from a single NEWT PBX location or have multiple departments.

ACCOUNTING & ADMINISTRATION

FEATURES

BENEFITS

Monitor and manage user- activities with accounting & administration features. Understand usage patterns and initiate protocols with real-time insights. Scale, add, move or change account users and their privileges instantly.

Features

Account Codes - Outbound
Centralized PBX Management
Inventory List

17   Account Codes - Outbound

Track outgoing calls for tracking and billing purposes. Account Codes can be set between 1 – 16 digits and will display in the PBX CDR (Call Detail Record) along with the call details.

18   Centralized PBX Management

View and make changes on the local or additional remote NEWT PBX peered to their primary NEWT PBX location.

19   Inventory List

Provide a convenient way of viewing your phone system's unique configuration by listing items such as the number of provisioned lines, premium enabled features, extension lists, and telephone numbers assigned.

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SECURITY
FEATURES

BENEFITS

Protect your organization and your employee's privacy, safety and security with security features from NEWT Business Phone Systems.

Features

e911
Exclusion of Extension(s) From the Company Directory
White List Feature
611
Entrance Security
Pause Recording
Enhanced Conference Bridge

20 e911

NEWT PBX includes e911 services.

21 Exclusion of Extension(s) From the Company Directory

Automatically build the Dial by Name Directory from the customized name labels for each Extension. This feature allows specific Extensions to be excluded from the company directory (i.e. Lobby phone, Boardroom phone, or if an Executive does not wish to be included in the Directory).

22 White List Feature

Specify which external phone numbers and internal extensions are permitted to ring through to an extension, preventing inbound calls from all others.

23 611

Your dedicated NEWT Technical Support team can be reached by dialing 611 from any NEWT PBX Extension or calling 1-877-777-7118 toll-free. A message can be delivered to a user via email to notify them that they have an un- read message waiting in their Extension's Voicemail inbox. The message will contain the Caller ID of the person who left the message (if broadcast).

24 Entrance Security

Increase the level of security for your business by implementing a door phone at key building entrances. By combining an outdoor rated IP intercom with the NEWT PBX solution, arriving visitors and guests can be greeted from any telephone and allowed entry by a simple key press from a NEWT PBX phone Extension. The solution is designed to integrate with an existing security system if required, allowing for remote door unlock capability and the bypassing of door security.

25 Pause Recording

This feature allows contact centres to adhere to PCI security standards when dealing with security issues regarding payment data. Agent has the ability to pause and restart the recording of any live call to ensure privacy standards are followed.

26 Enhanced Conference Bridge

Use a free hosted cloud-based conference bridge service with an extensive moderator feature set including: listen only, leader role, participant status view, mute / un-mute of participants, and the ability to disconnect participants. Security is enhanced via user defined Moderator and Participant Codes.

CLOUD PBX
FEATURES

BENEFITS

Get the flexibility, mobility and efficiency from powerful cloud-based features of NEWT Business Phone System.

Features

Call Transfers - Blind
Call Transfers - Attended
Direct Inward Dial (DID)
Direct Inward System Access (DISA)
Distinct Park Call Ringback
Distinctive Ring on Transfer
Distinctive Ring Tones
Distributed (Remote) Call Queue Agents
Do Not Disturb (DND)
Find Me Follow Me
Free LD Calling Within Peered PBX Footprint
& MORE!

27 Call Transfers - Blind

Transfer calls directly to another extension without the need to speak to the destination party. The Caller ID of the transferred party will be passed through.

28 Call Transfers - Attended

Transfer calls directly to another Extension while speaking with the destination party prior to completing the transfer. The Caller ID of the extension transferring the call will be passed through.

29 Direct Inward Dial (DID)

Allow any number of unique telephone numbers on the same system. Assign each user their own Direct Inward Dial (DID) that rings directly to their extension, bypassing a live receptionist or Auto Attendant.

30 Direct Inward System Access (DISA)

Allow staff to securely call the NEWT PBX to use the company's phone system (and the NEWT PBX long-distance rates) for making long-distance calls. This can help to reduce or eliminate cell phone long distance charges.

31 Distinct Park Call Ringback

Allow the user to differentiate a Call Park ring back from other types of calls.

32 Distinctive Ring on Transfer

Set inbound calls to ring a "Group" to transfer a call to one of the Extensions in that ring Group. The Extension can ring with a distinctive tone that differs from an inbound call to the Ring Group.

This optional configuration allows a user to enter a single number prefix (i.e. 8 or 9) before the destination number to customize their outbound Caller ID on a per-use basis. This is useful for companies that may run multiple businesses from a single NEWT PBX location or have various departments.

33 Distinctive Ring Tones

Support multiple incoming phone numbers that can each be assigned their own distinctive ring tone.

34 Distributed (Remote) Call Queue Agents

Allow remotely located staff to be a part of a Call Queue associated with the main NEWT PBX.

35 Do Not Disturb (DND)

Prevent calls and pages from ringing to a phone Extension that has DND activated.

36 Find Me Follow Me

Route inbound calls to multiple numbers simultaneously or in sequence, so wherever you are the caller can find you.

37 Free LD Calling Within Peered PBX Footprint

Use a multi-location build to extend your local calling footprint. This feature increases your local calling footprint and reducing long distance fees.

38 Global Directory

Enter a shared contact list via the NEWT PBX administrative interface that will populate the contact directory on compatible desktop phones, windows softphones, and NEWT Consoles.

39 Hot Desking/Hoteling

Log in and assign their extension to any available handset on their Main NEWT PBX or any peered NEWTPBX handset. This is beneficial for employees that may share an office/phone location, or for staff that frequently travel between office locations.

40 Intercom

Allow two-way audio communication between the caller and the call recipient, utilizing the speakerphone on the end user's handset.

(41) LD Warning Message

Complete a Long-Distance call with or without dialing a "1" before the 10-digit number.

(42) Lift to Talk

Automatically dial a specified Extension number when an outbound call is attempted, preventing the caller from being able to dial a different number. This feature is commonly used for a public lobby phone that automatically dials a Front Desk when going off-hook.

(43) Extension Numbers

Assign unique Extension numbers (3 or 4 digits) to a handset or phone number associated with a NEWT PBX.

(44) Free LD Between PBX Locations

In a multi-location NEWT PBX deployment, calls between your NEWT PBX locations are free of charge.

(45) Extension Dialing Between PBX locations

Shorten extension dialing to phones/users at remotely peered NEWT PBX locations.

(46) Extension Monitoring – BLF/Buddy Lists

View the status of other NEWT PBX extensions (e.g. On Phone, Available, Ringing, etc.) via their phone display or NEWT Console.

(47) Remote Office Integration

Deploy additional NEWT PBX at Remote or Branch locations and integrated as part of a unified NEWT Managed PBX solution.

(48) Remote or Roaming Extensions

Assign a local Extension and handset to remote home office staff or telecommuters.

(49) Time of Day Scheduling – Extension

Schedule a time-of-day and day-of-week Extension call flow rules. For example, an individual may want inbound calls to ring their desk phone and mobile phone simultaneously during the day, Monday to Friday, but go directly to Voicemail at nights and on weekends.

Benefits:

Better client/employee satisfaction: These calling features reduce hold times and ensure employees receive calls in a timely manner.

Business Application:

In a large financial firm, employees and administrative assistances can better manage call volume, including call transfers, ring backs, and access to employees when working remotely.

ADVANCED CALLER ID

FEATURES

BENEFITS

Get better visibility and control on incoming and outgoing calls with advanced caller ID features from NEWT Business Phone System.

Features

Block Inbound Calls
Call Detailed Records (CDR)
DISA Caller ID Enhancement
External Call Block Feature
Inbound Caller ID Prefix
Outbound Caller ID Block (per use)

50 Block Inbound Calls

Maintain your privacy with NEWT Business Phone System's ability to block a specific telephone. A list of 'blocked' numbers can be actively managed by the NEWT PBX administrator and changed whenever required. Compatible with local 10-digit and Toll-Free Numbers.

Benefits:

Reduce unnecessary phone time: Spend less time on managing unwanted calls by permanently blocking specific telephone numbers from calling the business phone system so they can never bother you again.

Business Application:

An automotive shop with no receptionist relies on the owner to answer the phone. The owner may miss important calls if he is constantly fielding solicitation or non-business calls. This feature frees up his line for customers and vendors to reach him.

51 Call Detailed Records (CDR)

View Inbound Calls, Outbound Calls (or both) per extension (or all extensions), for a specified time frame using NEWT PBX interface in near-real-time for local and Long-Distance calls. Toll Free calls update on the 21st of each month. The CDR details the Time of the Call, the Duration of the Call and the Amount billed to the Call if Long Distance.

Benefits:

Better Budget Management: Track expenses, transactions, billing, and other business metrics for more accurate budget management. Access call logs easily, search and sort them effectively and provide validated details to employees/contractors and clients by date, type of call and duration in easy to consume formats for quick and frictionless accounting and accurate budget management.

Drive employee productivity: Monitor outgoing calls, duration and context for employees and use the data to help improve employee productivity.

Business Application:

If a Law Firm needs to track phone call times for specific clients, they could use account codes; by adding an account code for each client, an Agent would dial the client's code during the phone call to apply the code to the Call Detail Records. Later on, the Billing Department can properly match the right client and bill accordingly.

52 DISA Caller ID Enhancement

Allow outbound Caller ID for DISA calls to display the Main telephone number of the NEWT PBX, a unique telephone number associated with the DISA calling feature, or the Caller ID of the DISA caller (i.e.: cell phone number).

53 External Call Block Feature

Choose to block all inbound calls from external callers while still allowing internal calls to ring through to an Extension.

Benefits:

Keep important lines open for the inter-office calls: Certain spaces in your office, such as a conference room, may be used for internal calls only. This system allows for any outside calls to be blocked from calling in.

Business Application:

A conference room in a law office may want to avoid any outside calls. This feature allows internal staff to reach the room while blocking outside calls from interrupting meetings.

54 Inbound Caller ID Prefix

Insert a customizable prefix that will display in front of the inbound Caller ID, based on the telephone number that was dialed to reach the NEWT PBX. This is useful for companies that operate multiple businesses or departments where a call recipient needs to be able to identify the number that was called to reach them via their phone display, so that the call can be answered accordingly.

Benefits:

Improve call management: Know who is calling to better direct calls to the proper departments or employees. Reduce the number of unwanted calls with call blocking features to free up personnel and phone lines.

Business Application:

A not-for-profit facility that relies on volunteers may have fewer staff answering phones. With caller ID features, staff can better direct callers to the right departments while avoiding unsolicited calls.
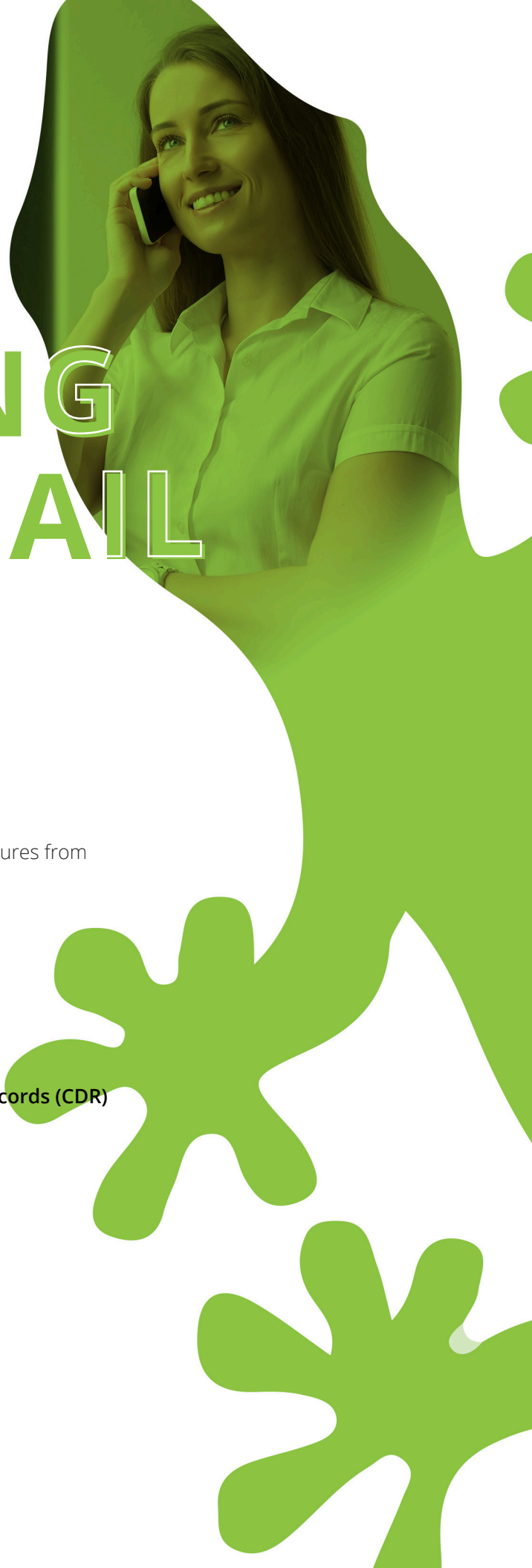
55 Outbound Caller ID Block (per use)

Block Caller ID from displaying on the destination phone by entering the Caller ID block code on a per-use basis.

MESSAGING & VOICEMAIL

FEATURES

BENEFITS

Optimize your communications with Messaging & Voicemail features from NEWT Business Phone System.

Features

Holiday/Alternate Auto Attendant Message Call Detailed Records (CDR)
Message Waiting Indicator (Audio – Stuttered Dial Tone)
Message Waiting Indicator (Visual)
Music/Messaging on Hold
Phone Paging
Remote Auto Attendant Recording
Zone Paging
Directed Extension Paging
Overhead Paging
Fax to Email NEWT
& MORE!

56 Holiday/Alternate Auto Attendant Message

Prerecord Holiday Greetings, or Alternate Greetings for events like Office Closures.

57 Message Waiting Indicator (Audio – Stuttered Dial Tone)

Hear a stuttered dial tone if they have a message waiting.

58 Message Waiting Indicator (Visual)

Alert a user of a message waiting via a flashing red light and/or on-screen notification.

59 Music/Messaging on Hold

Customize music or messages to callers that are placed on hold.

60 Phone Paging

Send a one-way broadcast Page through the speakerphone on compatible handsets.

61 Remote Auto Attendant Recording

Remotely call in from an external telephone number to record Auto Attendant Greetings.

62 Zone Paging

Specify Groups of Extensions that belong to unique Paging Zones. For example, you may wish to set up a warehouse Paging Zone that would only include phones within the warehouse.

63 Directed Extension Paging

Page a desired Extension number on the same NEWT PBX, broadcasting a message using the speakerphone for that Extension.

64 Overhead Paging

NEWT PBX is capable of integrating with overhead paging systems. This feature requires a hardware-based paging gateway.

65 Fax to Email NEWT

Fax to Email service allows you to receive faxes via an email address.

66 Visual Voicemail

View, listen to and delete multiple Voicemail messages at one time.

67 Voicemail

Assign extensions a dedicated Voicemail box. Messages are stored in the NEWT Cloud and there are no limits to the number of messages that can be saved.

68 Voicemail Message Alerts

Deliver an email notifying a user that they have an unread message waiting in their Extension's Voicemail inbox.

69 Voicemail Security Options by Extension

Secure Voicemail per extension using different levels of security. Options include: None (no requirements); Extension (access Voicemail only from your extension/set); Password (password required); Extension & Password (password required from your Extension only).

70 Voicemail to Email

Receive a voicemail as a regular or compressed audio file and emailed to a specific email address, which can then be listened to on another device (i.e. computer or smartphone).

71 Voicemail Operator Redirect

Customize on a per Extension basis where a caller will be redirected to should they press "0" after entering an Extension's voicemail box.

For example, an executive may prefer that calls be directed to their assistant if a caller were to enter their Voicemail box and zero out, instead of following the setup for other Extensions that redirect calls to reception.

72 Enhanced Voicemail Greeting Options

Use options for Voicemail Greetings include the following: announcement with Extension number, announcement without Extension number or no announcement.

BASIC PBX
FEATURES

BENEFITS

Save time and money with a state-of-the-art business phone system from NEWT. Unlike a legacy system, NEWT comes with all-inclusive basic PBX features.

Features

Caller ID
Call Waiting
Visual Call Waiting
Three-Way Conference Calling
Voicemail

73 Caller ID

Displays information about the caller on enabled handsets. Caller ID consists of two components, the caller number and the caller name.

74 Call Waiting

Alert the user when an additional call is received while engaged in an active call. The user may then place the current call on hold and answer the call waiting or let that caller route to Voicemail.

75 Visual Call Waiting

Identify incoming calls received while engaged in an active call. Caller ID will display on a compatible handset screen when an additional call is received allowing the user to screen the call.

Benefits:

Be more productive & efficient: Never miss an important call even when you are on the phone. Use Visual Call Waiting to identify and manage all important calls even while engaged in an active call.

Business Application:

This feature can be used to prioritize callers. The user may place the current caller on hold and answer the call waiting, or route that inbound caller to voicemail.

76 Three-Way Conference Calling

Establish a three-way conference call via a NEWT PBX handset.

77 Voicemail

Assign extensions a dedicated Voicemail box. Messages are stored in the NEWT Cloud, and there are no limits to the number of messages that can be saved.

Benefits:

Respond to all calls in a professional manner: Use basic PBX features to identify the caller, prioritize them and to customize your responses accordingly.

Business Application:

Receptionists can use basic PBX features to answer a call, send it to voicemail or reject it with just a click and save time while maintaining the professional image of the company.

OTHER
FEATURES

BENEFITS

Go beyond and explore different possibilities for your business with additional call centres and other features from NEWT business phone System.

Features

411
Canadian Virtual Forwarding Numbers
Contact Centre (Automatic Call Distribution [ACD])
Call Detail Record (CDR) – Enhanced Version
Call Recording
Call Recording Purge Feature
Enhanced Queue
NEWT Mobile
PBX High Availability
Remote Phone
Softphone
Sound File Management
Toll Free Numbers
US Virtual Forwarding Numbers

78 411

Directory Assistance is compatible with the NEWT PBX. These types of calls are on a cost-per-call basis.

79 Canadian Virtual Forwarding Numbers

A NEWT PBX can be provisioned with Canadian telephone numbers (DIDs) from areas outside of the local city.

* Additional fees for this feature MAY apply - only if more DIDs than lines were purchased.

80 Contact Centre (Automatic Call Distribution - ACD)

Designed for inbound call centres, the NEWT Contact Centre feature delivers a robust solution that includes advanced skills-based call routing, agent login/logout, detailed reporting, real-time monitoring and an easy to use web-based management interface.

81 Call Detail Record (CDR) – Enhanced Version

Generate reports based on the following: Extension Summary; Destination Summary; Account Code Summary; Department Summary. Schedule reports to be sent via email (in .csv or .pdf format) to a specific individual or department, or to a specific FTP Address on a daily, weekly or monthly basis.

82 Call Recording

Store recorded calls to and from NEWT PBX extensions on the local NEWT PBX. PBX Administrator can opt to record inbound calls, outbound calls, both inbound and outbound calls, or even enable on-demand recording on a per extension basis. Manage and listen to recordings via the NEWT PBX user interface. Access to call recordings can be controlled for security purposes.

83 Call Recording Purge Feature

Purge (delete) any call records, including credit card information, personal customer details and more, based on specific timetables set by the organization. Ultimately, this feature ensures that information that needs to be deleted will no longer be available or accessible after a selected date due to certain legal requirements.

84 Enhanced Queue

The NEWT Enhanced Queue feature is a solution for businesses that require more than the simple basic queuing feature that comes standard with the NEWT PBX. NEWT Enhanced Queue adds one or more enhanced queues and allows for advanced ring strategies to ring to a Group of staff Extensions while callers remain held in queue with customized on hold messaging.

85 NEWT Mobile

NEWT Mobile extends your office to your mobile device, allowing for secure encrypted calling via Wi-Fi or cellular data networks (3G/4G/LTE). The NEWT Mobile app lets you send and receive business calls as if you were at the office and uses your business Caller ID enabling you to hide your mobile phone number. NEWT Mobile does not require a subscription to a mobile service provider. Available for Apple iOS and Android OS devices.

86 PBX High Availability

The NEWT PBX High Availability configuration allows for enhanced reliability of the NEWT PBX solution through the deployment of redundant NEWT PBX hardware. This facilitates automated restoration of NEWT PBX services should the primary NEWT PBX fail.

87 Remote Phone

Offers support for a remotely provisioned IP Phone (NEWT certified Polycom VVX or Grandstream GXP 21XX Series) that will register back to a main NEWT PBX through the Internet. This remote phone solution requires no additional NEWT PBX hardware at the remote location (plug and play operability).

88 Softphone

The NEWT Desktop Softphone is a comprehensive business communications tool that extends the capabilities of the NEWT PBX solution. Simply attach a PC- compatible headset to your computer and use the Softphone to place and receive calls using VoIP without the need for a traditional hardware-based phone and enjoy the benefits of improved call control and Extension management.

89 Sound File Management

The Sound File Management feature allows for customer-controlled upload and assignment of audio files for On Hold Messaging and Automated Attendant menus.

90 Toll Free Numbers

The NEWT PBX system supports Toll Free numbers, via the porting of an existing number or the assignment of a new one.

91 US Virtual Forwarding Numbers

A NEWT PBX can be provisioned with US telephone numbers (DIDs) to offer local number calling in US cities. Available for most major cities in the US.