FEATURES

	Standard Plan	Enterprise Plan	Ultimate Plan
Deployment Mode	Appliance	Appliance, Software, Cloud	Appliance, Software, Cloud
Telephony Features	•	•	•
Business Features	•	•	•
Administration & Security	•	•	•
Unified Communications	•	•	•
Instant Messaging	•	•	•
Remote Access Service*	•	•	•
Custom PBX Domain Name (FQDN)	•	•	•
PBX Web Portal Remote Access	•	•	•
Linkus UC Clients Remote Connection	•	•	•
LDAP Server Remote Access	•	•	•
Function-based Security Control	•	•	•
Remote SIP Service*		•	•
Private & Secure Tunnel		•	•
Easy Remote SIP Endpoints Registration*		•	•
Granular Security Control		•	•
No Port Forwarding & NAT Issues		•	•
Call Center		•	•
Switchboard-type Queue Panel		•	•
Queue Callback for Reduced Call Abandonment		•	•
Real-time Metrics on Wallboard		•	•
SLA for Performance Measurement		•	•
Insightful Call Center Reports		•	•
Phonebooks		•	•
Call Accounting		•	•
CRM Integration		•	•
Click to Call		•	•
Incoming Call Popup		•	•
Auto Call Journal		•	•
Contacts Synchronization		•	•
Support HubSpot, Zoho, Salesforce, and more		•	•
Microsoft Azure AD Integration		•	•
User & Group Synchronization		•	•
Auto Extension Assignment for New User		•	•
Single Sign-on (SSO)		•	•
Faster and Easier Administration		•	•

Feature			
API		•	•
Windows Active Directory Integration			•
Video Conferencing			•
Bulk Email & Instant Link Invitation			•
HD Audio and Video			•
Screen Sharing			•
In-meeting Team Chat			•
WebRTC Video Call			•

Available in Any Subscription Plan

Telephony Features	Business Features	Administration & Security	Unified Communications
• AutoCLIP	• IVR	• Web-based Management Portal	• Linkus UC Clients
• Call Routing	• Queue	• Graphical Dashboard	o Web Client
• Call Forwarding	• Ring Group	• Auto Provisioning	o Mobile Client (iOS & Android)
• Call Monitoring (Listen/Whisper/Barge-in)	• BLF Support	• Bulk Import & Export (Extension, Trunk, Route, Contacts)	o Desktop Client (Windows & MacOS)
• Call Parking	• Paging & Intercom	• Extension Directory	o Google Chrome Extension
• Call Pickup	• Operator Panel	• Group & Organization	o Presence
• Call Recording*	o Monitor Call Status (Inbound/Outbound)	• User Role & Permissions	o Native Contact Management (Personal Contacts, Company Contacts)
• Call Flip	o Monitor Presence Status (Extension, Ring Group, Queue, Parking Slot)	• Operation Logs	o Audio Conferencing
• Call Switch	o Drag & drop Dispatch Call	• Event Logs & Notifications	o WebRTC Audio Call
• Call Transfer (Attended & Blind)	o Advanced Call Control	• Backup and Restore	o Function Keys on Web Client
• Call Waiting	• Blocked & Allow Numbers	• Troubleshooting	o CTI
• Caller ID	• Custom Prompts	• Built-in SMTP Server	o Select & Dial with Hotkey on Desktop Client
• Conference Rooms	• Distinctive Ringtone	• Network Drive	• Voicemail
• Speed Dial	• Music on Hold	• AMI	o Voicemail Transcription
• Dial by Name	• MOH Playlist & Streaming	• Remote Management	o Group Voicemail
• DNIS	• PIN List	• Hot Standby	o Voicemail to Email
• DID (Direct Inward Dialing)	• BLF Support	• Security	• Pop-up URL
• DND (Do Not Disturb)	• LDAP Server	o SRTP & TLS Call Encryption	• Microsoft Teams Integration
• DOD (Direct Outward Dialing)	• T.38 Fax	o Password Policy Enforcement	• Headset Integration
• CID-based & DID-based Call	• Remote Extensions	o Auto & Static Defense	
• Allowed/Blocked Number	• Business Hours & Holidays	o IP Blocklist	
• Concurrent Registration for IP Phones	• Emergency Number	o Country Allow/Block List	
	• Emergency Notification	o Outbound Call Frequency Restriction	
	• CDR & Basic Reports		

Note:

1) **Remote Access Service, Remote SIP Service***: Since the Cloud Edition is inherently accessible from anywhere, Remote Access Service and Remote SIP Service are only for the Appliance and Software Edition.

2) **Easy Remote SIP Endpoints Registration***: Register your remote IP phones, branch office PBXs, VoIP gateways, and alike remote SIP endpoints to the PBX easily as if they were deployed on your PBX's intranet.

3) **Call Recording***: The Call Recording feature is free of charge on the Appliance and Software Edition. As for the Cloud Edition, each PBX instance comes with 500 free recording minutes and more can be purchased additionally if needed.