VoIP Features That Empower Your Business

Our feature-rich solutions that take the worry out of communication

If you're thinking of converting to VoIP Service, you'll be happy to know that Elara's Enterprise Phone Solutions come with all of the Standard VoIP Features shown below. So if you're looking for a reliable phone solution with Enterprise Class Applications, we've got you covered.

Extension Dialing
VoIP Systems USA Hosted PBX can support 2, 3, 4 or more digit extension dialing

Call Hold
Allows you to place calls on hold, play music or a commercial while the Caller is On Hold

No Answer Call Forwarding
Automatically forwards your calls to an Extension, Phone Number or Ring Group

Busy Call Forwarding
Automatically forwards your calls to an Extension, Phone Number or Ring Group

Call Waiting Indicator
Indicates Incoming Call and Caller ID while another call is in process

Speed Dial
A service & phone feature that automates the dialing of pre-determined phone numbers

Call Forwarding
Forward your calls locally or remotely using the phone or Web Portal

Office Intercom
Dial another user's extension by activating the phone or overhead speaker to make an announcement

Conference Calling
After making or receiving a call, a user may conference in any third party or more for a Conference Call

Conference Bridge
Multiple on-site and outside callers can simultaneously participate in password protected Conference Calls

Auto Attendant Answering
Setup a telephone number to dial directly to an Auto Attendant where callers are then presented with predefined options

Live Person Answering
Setup a telephone number to ring a specific extension first or a Call Group to enable sequential or simultaneous rings

Direct Inward Dialing
Setup a telephone number to dial directly to a desktop phone or extension

Voicemail
Voicemail with an extension or use an Announce Only Voicemail to provide customers with a Recorded Message

Ring Groups
Enables multiple extensions to be joined as a group enabling calls to be routed sequentially or simultaneously to that group

Find Me Follow Me
Setup a personal assistant to Find You / Follow You at up to five 5 locations

Attended Transfer
Transfer a call to an Extension, Call Group, or Phone Number after announcing the party being transferred

Blind Transfer
Transfer a call to another Extension, Call Group, or Phone Number without announcing the party being transferred

Incoming Caller ID Routing
Route calls from a unique DID Number to any Auto Attendant, Call Group, Call Queue, Extension, or Phone Number

Incoming DID Routing
Route calls based on the number that was dialed where calls may be routed to an Auto Attendant, Call Group, Call Queue, Extension, or Phone Number

Do Not Disturb
A desktop phone feature that simulates a phone being off hook sending all calls directly to voicemail

Automatic Call Distribution
Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability and priority levels

Call Queue
Call queues are used to route calls in a first-In first-out manner to the appropriate Call Group or Extension

Call Scheduling
Allows routing decisions based on time and date with multiple scheduling options available

Web Portal
Web based user interface that allows users to configure their Hosted IP Phone System to create Call Groups, view Call Detail Records, Billing Information, and more

Voicemail to Email
After a voicemail is received, a WAV File that can be played on your PC or Mobile Device is sent to your email including the Date, Time & Duration of the Call

Voicemail to SMS
Enter an SMS address in the Portal and the System will send a shorter text message to your device

Incoming Call Blocking
Block Phone Numbers disabling them from calling your Hosted IP Phone System

Call Recording
Selectively record calls for training or documentation purposes

On Hold Music
Use default on-hold music, or you can upload your own custom music & messages

Call Detail Records
Access real-time user and call analytics from within your account in our client web-based portal

911 Support and Compliance
We provide E911 Service whereas the phone number associated with your location is registered with the national E911 database

Toll Free Service
Service in which a toll free number can be routed to a specific Auto Attendant, Call Group or Queue, DID Number