

**ICONNECT VP FEATURES BY USER TYPE**

USER LICENSE TYPE:	Office	Premium
<b>COMMUNICATION FEATURES</b>		
Auto Attendant / IVR	●	●
Auto Provisioning	●	●
Busy Lamp Field	●	●
Call Account Codes	●	●
Call Barring / Dialing restrictions	●	●
Call Center Agent	option	option
Call Forward	●	●
Call Log and Call History	●	●
Call Park Individual / Group	●	●
Call Pickup / Group Pickup	●	●
Call Queues (ACD / IVR)	option	option
Caller ID Block / Allow List	●	●
Conference, 3-Way Ad-Hoc	●	●
Conference, Multi-Party Dial In	●	●
Company / Personal Directory	●	●
Customized Announcements	●	●
DID Number	●	●
E911 Compliant	●	●
Find Me / Follow Me Calling	●	●
Hold	●	●
Hot Line / Off-Hook Autodial	●	●
Hunt/Ring Groups	●	●
Individual Voice Mail Box	●	●
Intercom Calling	●	●
Loudspeaker Paging	●	●
Multi-site User	●	●
Music on Hold	●	●
Personal and Company Directory	●	●
Personal IVR	●	●
Presence / BLF Across Devices	●	●
Secure Communications (SRTP/TLS/VPN)	●	●
Speed Dial	●	●
Time-based Call Routing	●	●
Transfer (Blind / Supervised)	●	●
User Call Recording	●	●

## ICONNECT VP FEATURES BY USER TYPE

USER LICENSE TYPE:	Office	Premium
User Minutes Continental U.S.*	● 500 (Pooled)	● Unmetered
User Control Panel	●	●
Voice Conference (3-party standard, 29 party option)	●	●
Wide-Band Audio (with ICON provided SIP Phone)	●	●
Voice Mail to Email	●	●
<b>INTEGRATION WITH OFFICE SUITES</b>		
Click-to-Call, Screen-pop and Call History for SugarCRM, SuiteCRM, SalesForce, Zoho, ConnectWise.	●	●
Click-to-Call, Screen-pop and Call History for Other Apps Using Custom Webhooks.	option	option
<b>REMOTE/MOBILITY USER FEATURES</b>		
Any device (choose and control any phone)	option	●
Call Control	option	●
Call Logging	option	●
Caller Identification	option	●
iOS / Android Support	option	●
Move Calls Between Deskphone and Cell Phone	option	●
One Number on Multiple Devices	option	●
Phone Presence	option	●
Second Call Management, 3-way Call, Call Forwarding	option	●
Transfer (Blind)	option	●
Voicemail (Visual Interface, Notifications, Call)	option	●
WebRTC Softphone with Chat	option	●
VoIP Calling (to PBX Extensions, Public Phone Numbers)	option	●
<b>ADMINISTRATION and SUPPORT</b>		
Remote System Management	●	●
Company Administration and Control	●	●
Usage Reporting	●	●
Greetings Management	●	●

\*User Minutes subject to the terms and conditions of the ICON Cloud Solutions Service and Reasonable Use Policy. This document is available for download at <https://iconcloud.com/service-policies>.