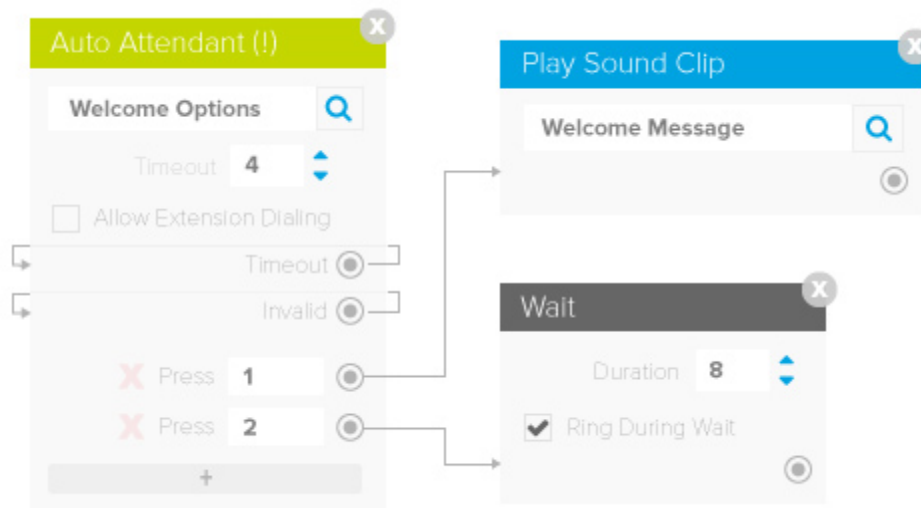


BASIC VOIP FEATURES

Auto-Attendants

Auto-attendants provide callers with automated answering, prompting, and call routing based on caller input, without the need for a live attendant. Callers can still exit out of the auto-attendant or dial their party's extension at any time. Unlimited auto-attendants are included with every ClearSIP solution.



Common Use Case

When customers call in, they can listen to a brief message and then select the department they'd like to be directed to.

FAQs

What if the auto-attendant doesn't give me an option for my desired department?

Auto-attendant options are unlimited and entirely customizable. Destinations can include any extension, voicemail, call queue, or dial plan. Options can also vary based on a pre-determined schedule (e.g., office hours, holiday hours, etc.)

What if I don't hear all of the options the auto-attendant gives me?

Customers can replay the auto-attendant options if desired.

Can I customize the voice of my auto-attendant?

Yes. Any recorded message may be uploaded as a .WAV file and used as an auto-attendant.

How many options can an auto-attendant supply?

All auto-attendants come with an unlimited number of options.



Barge

Barge allows you to join in on an existing phone call to assist in answering questions, clearing up information, or closing a sale. Barge is one of three [call monitoring](#) modes. In barge mode, both parties can hear you, and it becomes a three-way conversation.

Common Use Case

You're supervising an important call with a hard-to-sell client, and your new agent is getting nervous. Feel free to barge in on the call, fix any misinterpretations, and close the sale.

FAQs

Who can barge in on a call?

Only administrators can barge (monitor) by default. However, this feature can be allowed to any user or group of users at the administrator's discretion.



Call Analytics

Also known as: Call Logs, Call Reports

Call analytics let you maximize your efficiency by viewing your macro and micro phone-traffic patterns. These include data such as “mean/min/max” reports and time-of-day reports for all extensions and numbers, geography-based heat maps, and downloadable CDRs. Filters can be applied that sort data by call count, time of day, call duration, caller geography, call routing information, and more.

Common Use Case

Understanding when the bulk of your daily calls arrives can help you more efficiently manage your staff and plan marketing campaigns. Call analytics make it easy to analyze these numbers to create the best customer experience possible.

FAQs

Can I export my reports to my computer?

Yes. Reports can be downloaded as .CSV files.

Do call analytics save past statistics to view and compare later?

Call analytics portray statistics covering the past 90 days, but may be downloaded as a .CSV file for later viewing.

Can I access call analytics myself or can only an admin?

Users can access call analytics specific to their extension only. Administrators can view all call analytics.

What does it cost to enable this feature?

This feature is provided for no additional charge.

How can I view my call analytics?

Call analytics are available online through the ClearSIP User Portal—this means they can be viewed at anytime, anywhere there is Internet access.



Individual Call Logs

View thorough data including dates, times, duration, users, extensions dialed, and the final action of both incoming and outgoing calls from every extension.

Common Use Case

A customer service team manager can supervise the even distribution of calls by viewing call times and durations, and agents can see their own call statistics to progress toward goals and meet expectations.

FAQs

Can only an admin access all the individual call logs?

End-users can access call logs pertaining to their individual extensions only. Administrators can access all individual and company-wide call logs and analytics.

How far back can I view call logs?

Call logs are stored and available for the past 90 days, but may be downloaded as a .CSV file for later viewing.



Call Monitoring

Call Monitoring lets you monitor a current call on any extension or line without call interruption or intervention.

Call Monitoring has three modes:

Spy mode allows the monitor to enter an existing conversation silently without interrupting the ongoing call; neither the agent nor the caller is notified of the monitor's presence.

Whisper mode allows the monitor to speak to the agent while remaining invisible (silent) to the caller. This is especially useful when training a new agent on incoming calls.

Barge mode allows the monitor to join an on-going conversation between two parties, being heard by both.

Common Use Case

As a customer service or sales manager, your team receives a high volume of calls. Feel free to monitor any representative without interference, feed your representative valuable information during the call, or join the conversation as a third party. This feature is especially useful for training purposes and quality assurance. Calls can also be recorded. See call recording.

FAQs

Can I barge in on a call?

Yes. While monitoring a call session, the monitor may switch between the spy, whisper, or barge mode as desired.

Who has permission to monitor calls?

Only administrators have permission to monitor by default, although any user or group of users can be given permission.



Call Recording

Record some or all of the calls to and from your account. Administrators can allow PBX-wide recording, or set up recording on specific phone numbers and extensions. Your recordings are stored in the cloud, so you can access your call recordings from virtually anywhere.

Common Use Case

Track quality assurance by recording your customer service calls for later review. Or if you have an important call coming up, rather than try to stay focused while taking notes, simply record your call for later review.

FAQs

How do I record a call manually vs automatically?

These options can be selected online through the ClearSIP User Portal. However, recording cannot be “turned on” mid-call—it must be selected before the call takes place.

Can I record any conversation with anyone if I’m not an administrator?

By default, recording is only allowed to administrators, but any user (or groups of users) can be given recording permission at the administrators’ discretion.

How many minutes of recording can be stored? Is there an extra cost for storage?

Recorded calls are stored in the cloud. Currently, this requires that an Amazon S3 account (cloud-based storage) is configured. There is minimal charge from Amazon S3 for maintaining a storage account; Amazon’s current pricing is \$0.14 per Gig, which typically stores about 5,000 minutes of recorded calls. ClearSIP will automatically create storage folders for each year, with first and second-level folders for each month and day, respectively. Recorded calls will be available no later than the start of the next business day and can be accessed directly through your Amazon S3 account portal or through the S3 Browser. Alternatively, some ClearSIP-Supported VoIP handsets have a local recording option. This allows for a call to be recorded directly from the phone to a USB thumb drive connected directly to a port on the phone. These files are saved as .WAV files.



Call Analytics

Also known as: Call Logs, Call Reports

Call analytics let you maximize your efficiency by viewing your macro and micro phone-traffic patterns. These include data such as “mean/min/max” reports and time-of-day reports for all extensions and numbers, geography-based heat maps, and downloadable CDRs. Filters can be applied that sort data by call count, time of day, call duration, caller geography, call routing information, and more.

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What does it cost to enable this feature?

This feature is provided for no additional charge.

How can I view my call analytics?

Call analytics are available online through the ClearSIP User Portal—this means they can be viewed at anytime, anywhere there is Internet access.



Conference Bridge

Easily host a conference call with up to ten attendees (some phone models can support up to 24 parties). Attendees can be scheduled to join the call or can join without reservations. Conference calls can also be recorded.

Common Use Case

When meeting with remote colleagues, conference bridges alleviate the time, money, and hassle it takes to travel or meet separately.

FAQs

Will I be notified when attendees enter and leave a conference call?

Yes. All parties will be notified when a member enters or leaves a call.



Conferencing (3-way)

Meet with two different parties simultaneously by simply hitting the conference button while on a call and dialing the number of the third party you wish to invite. Warm or blind transfers are also available while conferencing.

Common Use Case

Need more collaboration? With conferencing, you can easily dial a third party into your current conversation without dropping your current call. Dial-in conference calling is also available for up to 10-24 callers per conference call depending on the device (see Conference Bridge).

FAQs

Can I merge two calls?

Yes. If you find yourself moving between calls, simply merge the conversations from your handset to create a three-way conference calls.

Can one person be hidden during a three-way conference call?

Yes. This is referred to as “[whisper mode](#)” and is part of ClearSIP’s eavesdrop feature set.

Will quality of a call diminish if a person is added?

No. Quality remains the same before, during, and after three-way conference calling.



Custom Greetings

All greetings can be customized to meet your specific needs. For a more personalized message, simply upload the recording and let ClearSIP do the rest. See [custom messages](#).

Common Use Case

You've had the same custom greeting for years and don't want to lose it—so let ClearSIP adapt to your needs. Just upload your greeting straight to the online ClearSIP User Portal and have it ready to use within seconds.

FAQs

Who has permission to change greetings?

Only administrators have permission to change greetings by default. However, any user (or group of users) can be given administrator rights.

What file types are supported as custom greetings?

Any .WAV file can be uploaded as a custom greeting.



Custom Messages

Your greetings don't have to be limited to voicemail and auto-attendants—create a custom message to use at any point in your dial plan. Messages can be played to all callers, only those reaching a specific department, or even to specific VIP callers based on their number. Import your notifications and marketing messages in just a few easy steps, and update and change them in real time right from your desk phone.

Common Use Case

Want to inform your customers that “this call may be recorded” even before the phone rings? Just upload your message straight into your online PBX and place it in your dial plan. Callers can now hear your custom message. Likewise, you can set up a custom message to be played to all callers who selected a specific menu option (new inquiries, for example) informing them of specific information. This can be helpful for organizations who plan events—just create an auto-attendant option to hear information about upcoming events.

FAQs

Can I add a custom message before the auto-attendant in a dial plan?

Yes. Messages may be played at any point in the dial plan.

Does the file have to be specified as a .WAV file?

Yes. Currently only .WAV files are supported. These sound files can be recorded right from your phone or a number of other audio devices.



Custom Hold Music

Personalize the hold music heard by callers by choosing between many different tracks available through the ClearSIP User Portal, or upload your own unique sound clip (see custom messages). Upload any music file as a .WAV file and even make custom playlists. Custom messages can also be played periodically along with hold music.

Common Use Case

No customer likes to be put on hold, and awkward silences only make it worse. Customize your hold music playlists to ensure a professional wait time experience, or use that time to further inform and educate the customer.

FAQs

Does ClearSIP provide default hold music?

Yes. ClearSIP provides a number of hold music options for all accounts.

Can multiple playlists be created for each user?

Yes. Multiple playlists can be created for each user, group, call queue, etc. Customize the experience depending on which department the caller is reaching.



Custom Schedules

Custom schedules allow user administrators to configure time-based call routing. Most commonly used for open/closed business hours, schedules can also be set for holidays and special events. Schedules can be made in advance—complete with a custom dial plan—and then automatically activated upon your departure (schedules can be activated manually if desired). Custom greetings can also be included with any custom schedule. This feature allows administrators to set the entire year's schedule in only one step, without having to manually change call routing again.

Common Use Case

The office is closed during the holiday, and you don't want to leave your customers in the dark. Create a holiday schedule (that day or months in advance) to take care of your customers no matter the day or time.

FAQs

Are there pre-recorded holiday greetings?

Custom, pre-recorded holiday greetings may be uploaded as a .WAV file and played automatically according to the determined schedule.

Will a custom schedule and greeting negate an auto-attendant or precede it?

This is configurable through the online Dial Plan Editor. Greetings and options can change automatically based on the schedule at any time during the dial plan (i.e., before or after an auto-attendant greeting).

Do I have to manually activate new schedules?

No. After initial configuration, dial plans will adjust automatically to meet the desired schedule. Multiple schedules may be created (e.g., open/closed hours, holiday hours, etc.).



Dial by Extension

This feature frees you from the hassle of dialing a full number or the receptionist. Instead, dial an extension and reach your party faster. Customers can also exit an auto-attendant by dialing their party's extension at any time.

Common Use Case

Dial your party's extension straight from your handset—no number or area code necessary, regardless of location.

FAQs

Do I have to wait to be prompted by an auto-attendant?

No. Neither employees nor customers have to wait to be prompted by auto-attendant before dialing their party's extension.

How does this work for remote employees?

As long as your IP handset is configured with the ClearSIP system, employees can use extension dialing regardless of location — no need for area codes, star codes, etc. ClearSIP Mobility also allows extension dialing directly from your handheld device no matter where you're located.



Dial Plan Editor

ClearSIP's signature Dial Plan Editor is the only tool in the industry that lets you map out your call flows visually using a drag-and-drop canvas. Plan out exactly where incoming calls will go with elements like wait times, auto-attendants, voicemail boxes, sound clips, http notify nodes, ring groups, modify caller ID nodes, and more. Make changes in real time to your dial plans for as many lines as you'd like with endless configuration possibilities. Additionally, different call patterns can be set to accommodate variable work hours, after hours, or holiday hours.

Common Use Case

You just opened a new department and you'd like to have a menu option in your auto-attendant to greet callers and alert them to the new option ("Dial 4 for Fulfillment"). It's easy. No need to call a technical administrator or pay a fee to have it customized or changed. Just log in to your administrator portal, click to add a menu option to the auto-attendant, drag and drop the extension dial plan you want it to go to, and record a new sound clip right from your phone. You can record as many as you want to get it just right. Once you're done, close any open loops and click save. You're done.

FAQs

What if I need help with mine?

You're in good hands. ClearSIP has a number of resources to ensure that all of your questions are answered. ClearSIP has fully staffed Customer Service and Technical Support departments to assist with questions or concerns. These teams are accessible 24 hours a day, 7 days a week, 365 days a year. ClearSIP also has online videos and user training manuals that provide step-by-step instructions. See demo videos at ClearSIP.com/videos and see tutorials on [ClearSIP TV](#).

Do all users get access to the Dial Plan Editor? How do you keep everyone from making changes to the dial plan?

You can control which users have access to the Dial Plan Editor by setting up permissions in the administrator portal. You can configure this yourself or get help from ClearSIP Customer Service representatives.



Dial by Name

Your employees are more than just numbers, so you shouldn't be restricted to dialing them as such. Dial by Name allows you to dial any employee's intended extension using only their name.

Common Use Case

You need to reach your colleague, Jim, but don't remember his extension. Simply start typing his name in your handset and pick up the receiver to dial when the entry appears. Dial by name allows you to reach just about anyone (as long as you can remember their name).

FAQs

How do you set up this service?

First, apply this setting to your dial plan. Once it has been enabled you are ready to use your keypad to dial by name (the recording will even walk you through the process).

Can you dial by both first and last name?

Yes. Whether you know only an individual's first or last name is not an issue (unless your directory has six different Jeffs).



Dial by Name Directory

Stop guessing what an employee's number or extension is. Find their extension using only their name in the convenient dial by name directory. Users may even customize their personal directory entry by recording their own name.

Common Use Case

Know an employee's name but not their extension? Look it up in the dial-by-name directory.

FAQs

How do I access the dial-by-name directory?

The dial-by-name directory can be accessed directly on the handset (at the push of a single button) or through the online ClearSIP User Portal, where it is searchable.

Can customers calling into the company access the dial-by-name directory?

Yes, you can import any of your directories via your dial plan editor. This way, those calling in can choose to search for specific employees within any department.



Direct Inward Dialing

Direct Inward Dialing allows users to receive calls straight to their phone from local, national, or international numbers.

Common Use Case

Users are able to receive calls from any PSTN, VoIP, or cellular caller with a standard format number (7-10 digits).

FAQs

To receive external calls do I need a public phone number assigned to me?

No. All employees can make and receive external call directly; no star codes or additional phone numbers are assigned.

Are DIDs included in the standard monthly price or come at an additional charge?

Currently, individual DIDs are available at an additional monthly charge.



Direct Outward Dialing

With direct outward dialing, users are able to make outbound calls to anyone outside of their PBX by dialing the standard format for local, national, or international numbers. Under system settings you can even set a default area code to eliminate the frequent dialing of that code.

Common Use Case

Users are able to call not only your colleagues, but clients, potential customers, and anyone outside of your direct PBX as well.

FAQs

Do I need a PSTN access number to call outside of the PBX?

No. A PSTN access number is not necessary to call outside of the PBX.

Do I have to dial a number code (e.g., 9) before placing external calls?

No. Direct Outward Dialing allows users to make external calls without the need of number codes.



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With direct outward dialing, users are able to make outbound calls to anyone outside of their PBX by dialing the standard format for local, national, or international numbers. Under system settings you can even set a default area code to eliminate the frequent dialing of that code.

Common Use Case

Users are able to call not only your colleagues, but clients, potential customers, and anyone outside of your direct PBX as well.

FAQs

Do I need a PSTN access number to call outside of the PBX?

No. A PSTN access number is not necessary to call outside of the PBX.

Do I have to dial a number code (e.g., 9) before placing external calls?

No. Direct Outward Dialing allows users to make external calls without the need of number codes.



Dial by Extension

This feature frees you from the hassle of dialing a full number or the receptionist. Instead, dial an extension and reach your party faster. Customers can also exit an auto-attendant by dialing their party's extension at any time.

Common Use Case

Dial your party's extension straight from your handset—no number or area code necessary, regardless of location.

FAQs

Do I have to wait to be prompted by an auto-attendant?

No. Neither employees nor customers have to wait to be prompted by auto-attendant before dialing their party's extension.

How does this work for remote employees?

As long as your IP handset is configured with the ClearSIP system, employees can use extension dialing regardless of location — no need for area codes, star codes, etc. ClearSIP Mobility also allows extension dialing directly from your handheld device no matter where you're located.



Fax to Email

Access important fax information from anywhere by receiving your faxes to your email inbox as attachments. Now you can keep a digital copy as a backup for future reference.

Common Use Case

With virtual fax, there's no need to worry if your fax got picked up by someone else in the office or misdelivered. Simply check your email.

FAQs

How do I set up my virtual fax?

Fax settings are easily configured online (in real time) through the online ClearSIP User Portal.

Do I need special permission to set up a fax?

No. Every user has the option to set up a virtual fax. Administrators can create unlimited virtual fax machines for users.



Inbound Call Filters

Inbound call filters allow calls to be routed based on the incoming caller ID. Using the different options available, harassing callers can be automatically disconnected, VIPs can be given custom treatment, and personalized messages can be delivered.

Common Use Case

Say that you have a particularly aggressive spam caller that you want nothing to do with. You can either choose for your phone to terminate the call as soon as it hits the system, or you can choose for it to play a brief “You have been blacklisted” message, then terminating the call. Alternatively, VIP clients can be directed straight to your office without going through the auto-attendant or your secretary first. Unlimited call filtering settings allow you to customize these options for as many specific numbers as desired.

FAQs

Can I filter calls to go directly to my voicemail?

Yes. Calls can be filtered to go directly to your voicemail on an always/busy/failover basis, or based on caller ID.

Can I create a VIP Dial Plan for important clients?

Yes. VIP dial plans can be created and used automatically based on the VIP’s caller ID. That caller gets their own custom experience when they call your number.

Who has access to change the call filter?

Only administrators have access to change the call filter by default, although permission may be given to any user or groups of users.



Individual Call Logs

View thorough data including dates, times, duration, users, extensions dialed, and the final action of both incoming and outgoing calls from every extension.

Common Use Case

A customer service team manager can supervise the even distribution of calls by viewing call times and durations, and agents can see their own call statistics to progress toward goals and meet expectations.

FAQs

Can only an admin access all the individual call logs?

End-users can access call logs pertaining to their individual extensions only. Administrators can access all individual and company-wide call logs and analytics.

How far back can I view call logs?

Call logs are stored and available for the past 90 days, but may be downloaded as a .CSV file for later viewing.



Intercom

With intercom you can reach any colleague in any office and announce calls, visitors, and deliver quick live voice messages from your desk phone. When intercom is enabled, the line will allow incoming intercom messages from other lines on your PBX. The intercom feature will trigger the receiving phone to automatically answer and put your voice on speakerphone unless the receiving phone is set to “Do Not Disturb.”

Common Use Case

Check in with a colleague to ask a quick message or announce a visitor who’s walking toward their office. It is helpful for short quick messages that need to be made in real time to one or more people. Have some important news or calling an impromptu meeting? Use intercom to make an announcement to the whole department.

FAQs

Who can enable intercom and intercom settings?

Only administrators can enable intercom and intercom settings by default, although permission may be given to any user(s) or groups of users.

How does intercom work with call park?

Intercom is a separate feature from call park, although they are often used together. For example, you may answer a phone call, put them on hold and park the call, then intercom (page) the person intended to let them know you have a call parked for them. They can then call in to the designated call parking spot from whichever device they’d like (a desk phone in another room, a conference phone, etc.) to pick up the call. For information on call park functionality, please click [here](#).

Which desk phones have intercom?

All ClearSIP-recommended handsets are equipped with intercom and paging functionality.

What is the difference between [paging](#) and intercom?

The features are similar, although typically paging is used for groups of users (company departments or “zones”) and intercom is designated for one receiver.



Last Number Redial

Last Number Redial allows a user to redial the last number called or received.

Common Use Case

Just calling back? Connect in the click of a button, without going through the directory.

Line Failover

Line Failover allows you to designate an alternate call path in case a ring step fails. The failover extension provides four routing options: You can send the call to an extension (including an alternative dial plan, hunt group, etc.), an external number, a voicemail box, or simply have the line disconnect.

Common Use Case

You're waiting for an important call but need to leave the office—just have your calls failover to a cell phone, secretary, or remote office and your contacts will still be able to get in touch with you. In the event of an internet service disruption, failover options insure you can carry on business as usual until your internet is back up. Calls going to your extension will simply forward automatically to the option you have selected, such as your cell phone.

FAQs

What destinations are included as an “extension”?

Destinations included as an “extension” include voicemail, call queues, ring groups, dial plans, and individual users, among others.

Can phones ring simultaneously?

Yes. Users can select to have any number of phones ring simultaneously (this is configured online through the Find Me/Follow Me settings). For instance, a manager may choose to have his or her office phone ring as well as a secretary's. This option is available on an “always” or “failover” basis.



LDAP Integration

An LDAP integration allows the use of your existing LDAP servers as the master source of user data. This gives you access to your LDAP directory right on your ClearSIP system, and is available on all ClearSIP's recommended Polycom, Panasonic, and Cisco phones.

Common Use Case

For all the times you'll need an employee's contact info, including extensions and email, LDAP integration saves you the trouble of adding every employee's entry individually. Simply integrate and search.



Local and Long Distance Dial Tone

Dial tone refers to the ability to call out. ClearSIP offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. ClearSIP also has some of the most competitive international calling rates in the industry.

Common Use Case

No more watching your minutes carefully or getting frustrated when an employee uses the wrong phone to dial internationally. With ClearSIP, you control who is given permissions on their device to dial internationally. Enabling a device to call internationally is as easy as adding them to the international permissions group in your admin portal.

FAQs

What are the international calling rates?

International calls are metered at per-minute rates, and included on monthly invoices. For more information on international calls, and to see ClearSIP's international calling rates, see <http://ClearSIP.com/international-rates/>



Local Directory on Phone

Each ClearSIP-recommended handset has support for both a local (personal) directory and a corporate directory. The local directory supports up to 100 entries, with speed dials allowed for all entries. These directories are unique to each phone and managed by that phone's individual user. Think of it as your own little favorites list.

Common Use Case

There is no need to move back and forth between two devices all day with ClearSIP's on-phone local directories. Need to call the babysitter to check up on the kids? No problem. You can even put them on speed dial.

FAQs

Can I update my directory at any time?

Yes, the personal directory is editable on the handset by the handset's assigned user.

Can I dial from the directory?

Yes. When the desired name or number is highlighted in the directory, simply press "dial" or pick up the handset receiver.



Message Waiting Indicator

The message waiting indicator appears as a notification icon in your ClearSIP portal as well as a light on your phone indicating that you have a new voicemail message. With ClearSIP, you can continue to use these indicators, or opt to bypass them and only manage voicemail through your email inbox. It's up to you.

Common Use Case

You've been in meetings all morning, and just got back to your desk. You notice the light on your phone and you log in to your ClearSIP web portal to see that you have 3 new voicemails. You quickly see one is from a salesperson who's been contacting you, and two are from colleagues in another office. You then click to listen through and delete, forward, or store your messages. The light disappears once you've listened to your messages, even if you've listened on your laptop or mobile device instead of your desk phone.



Paging

Paging allows users to quickly reach another colleague by communicating over the two-way speakerphone without waiting for a ring. Paging is particularly useful for brief, urgent messaging or for broadcasting announcements to several colleagues (or a department) at once.

To page, simply dial a "*" (star) before dialing the extension number. ClearSIP can also integrate with existing paging/intercom equipment.

Common Use Case

Check in with a colleague to ask a quick message or announce a visitor who's walking toward his or her office. Is your message urgent? Don't wait to be sent to voicemail—use intercom for an immediate connection.

FAQs

Who has access to paging?

By default, paging is accessible to all users. However, for convenience, privacy, and administrative flexibility, this feature can be deactivated on an extension-by-extension basis.

How do I send a page?

Simply dial "*" (star) before the extension number.

Can I create paging groups?

Yes. An unlimited number of paging groups, or zones, can be created with each account. A page may be sent to a zones to send an announcement (see [intercom](#)); two-way audio is only available in "one-to-one" handset paging.



Presence Monitoring

Presence Monitoring allows users to visually monitor other lines (extensions) to know whether or not an employee is on an active call. The busy lamp field (a light on the handset) indicates which line is busy or idle. This allows administrators to see whether or not a colleague is available. Presence monitoring capacity is dependent on the number of busy lamp fields on the handset model. ClearSIP carries several phone models with a significant number of busy lamp fields.

Common Use Case

You know your boss has been on a call this morning, but his 9:00 appointment is here. You glance at your phone and see that he is still on his call, so rather than knocking on the door you quickly send him a chat message: “your 9:00 is here when you’re ready” and he pings back “okay, I’ll be right out—thanks”. Definitely beats knocking on the door and interrupting his call.



Ring Groups

Also known as: Call Hunt

Ring groups allow you to put certain phones into groups and ring everyone in that group when a particular extension is dialed by a customer. This is helpful in cases where phones need to be answered quickly. Devices in a ring group ring simultaneously and stop ringing once the call is picked up by any of the agents in the group.

Common Use Case

A call center is a good example. Place all of your service reps into a ring group, or even place certain reps into multiple groups depending on their expertise. Ring groups intelligently allocate calls fairly and efficiently to ensure those calling first get service fastest.

FAQs

Can you be in multiple ring groups?

Yes, any user can be designated into multiple ring groups. The possibilities are only limited to the amount of ring groups your organization has set up. There's no limit to the number of ring groups that are allowed on the system, and unlimited ring groups are a part of the all-inclusive seat price.

Can workers log in and out of ring groups?

Yes, workers can log in and out of ring groups.



Speed Dial

Speed dial options can be set up on any phone on the ClearSIP system. Configure your speed dial options for quicker calling on your desk phone or even within your click-to-call desktop interface, softphone, or mobile app. Speed dial settings are unique to the specific device.

Common Use Case

Speed dial is often the easiest way to connect quickly with people and extensions you dial frequently. Set up the option and dial by one button to get connected faster.



Spy

Spy mode allows an administrator to enter an existing conversation silently without interrupting an ongoing call; neither the agent nor the caller is notified of the administrator's presence.

Common Use Case

Say you're the manager over a sales team. With spy mode you can listen in undetected on any conversation to assure quality of service without interruption.

FAQs

During a spy session, can an administrator choose to whisper or barge in on a call?

Yes, only an administrator can spy on a call, and he may switch between call monitoring modes in real time.



Unlimited Auto-Attendants

With ClearSIP, you can create an unlimited number of auto-attendants. Auto-attendants are similar to Interactive Voice Response (IVR) systems, except that the caller uses their keypad to choose an option rather than their voice. Create unlimited auto-attendants easily within the Visual Dial Plan Editor by dragging and dropping the correct elements onto the canvas. Customize with your own sound clips, menu options, and even hidden menu options. For more on auto-attendants, see [Auto-Attendant](#).

Common Use Case

If the main line at your business needs to have a lot of options, an auto-attendant offers the functionality to accommodate those. Set up an initial auto-attendant to greet callers, giving them options to hear the company directory, dial by extension, or go to different departments. It's common to use multiple auto-attendants when a specific department desires a set of options to greet the caller once they get to their specific extension from the main menu (i.e., A caller selected Billing in the main auto-attendant, then is given the option of different individuals or different account types within the billing department).

FAQs

Can I record my own sound clips on my auto-attendants?

Yes, sound clips are easily configured and recorded using your own own phone, laptop, or other device in ClearSIP's administrator portal.



Unlimited Extensions

With ClearSIP, you can utilize an unlimited amount of extensions at no extra charge. This means you can have several different extensions ring the same phone, extra extensions for conference rooms, and more. An extension is a 3 to 6 digit number identifying a specific call path configuration that allows you to dial and connect to another caller internally. This is not a DID phone number, but rather an internal extension. Outside callers can directly reach you by dialing your organization's main number followed by your extension (i.e., "888-888-8888 ext 3264").

Common Use Case

Extensions can be used in a number of ways. You can set up extensions for each employee, even if two employees share the same desk phone (if they work alternating shifts at the same desk, for example). Each extension comes with a voicemail box and Find-Me-Follow-Me settings. You can also set up a general extension for different departments like Sales or Billing. Choose that extension to ring a ring group of all available agents in those departments, ensuring that an available agent receives the call rather than going to voicemail if one agent is unavailable.

FAQs

Can I choose the number of digits in my extension?

Yes, ClearSIP's Hosted VoIP solution supports three, four, five, OR six digit dialing across all system endpoints regardless of geographic location. Dial your boss by extension on your ClearSIP phone or app even if you're in a different country.

Can I choose my extension?

Yes, however, it has to fit within the number of digits that is identified by someone with permissions in the administrator portal (i.e., if the admin selects three digit extensions as the default then you would have to create your extension with three numbers).

Can I dial directly by extension?

Yes, users can directly dial extensions internally. As long as the device you are using is set up on the system you are able to dial any extension directly.

How do I set up an extension to ring more than one phone?

There are actually a few different ways of accomplishing this. Users can either configure their Find Me/Follow Me feature in the end-user portal or an administrator can configure this option in a ring group by accessing the administrator portal.



Virtual Fax

Also known as: E-Fax

Virtual Fax is a service included on all ClearSIP plans at no additional cost. With Virtual Fax you can send and receive unlimited faxes, and view your faxes right in your email inbox. Virtual Fax machines can be set up on an extension, eliminating the need for another billable phone line dedicated only to fax. Virtual Fax machines are unlimited and are not billable.

Common Use Case

Are you reluctant to dedicate a phone line just to receiving a few faxes a month? With ClearSIP, just set up another extension (unlimited extensions are included) and set up a dial plan to detect and receive faxes. Send out that extension number and receive all faxes instantly to a company email.



Voicemail

Enjoy an unlimited number of voicemail boxes and even shared voicemail boxes based on the number of extensions you set up. You can set up an auto-attendant to give callers options for which voicemail box to access, or simply use it as a normal voicemail box. You can control how you access voicemail messages, whether on your device or in your email inbox. See [voicemail-to-email](#).

Common Use Case

Everyone needs a voicemail box, but with ClearSIP you can customize your voicemail message, or even add an additional message before the message plays depending on where the call is coming from. You might have a sound file alert callers coming from a certain option in your auto-attendant (i.e., New Inquiries) telling them what specific items to include in their message. Others coming from a different auto-attendant option can go directly to your standard voicemail message.

FAQs

Does it cost more money to have extra voicemail boxes or sound clips?

No, you can enjoy an unlimited amount of voicemail boxes or sound clips.



Voicemail to Email

Configure your voicemail box to automatically and instantly send voicemail messages to your email inbox as sound files. You can designate whether to send voicemails to your email, to keep them on your standard phone voicemail box, or to send messages to both. These changes can easily be configured in the user portal.

Common Use Case

You just missed a call, but you're in a hurry and you hate going through voice prompts and pushing pound keys just to listen to your message. Don't worry, with ClearSIP's system you just need to open up your inbox and click the link to play a message. It instantly plays with no introduction or automated "Message from 9-0-3-4-3-6...". Delete, save, or forward voicemail messages directly from your email inbox and the changes will update in the system automatically.



Web-Based Admin Portal

The ClearSIP admin portal allows users with admin permissions to view and make universal changes to system settings from any device with an internet connection. For this reason, we advise that only certain individuals who understand the system be given admin permissions.

Common Use Case

Common uses include opening up the portal to make changes to a dial plan, configure new devices, add or delete users, change extensions, change company hold music or auto-attendant sound recordings, or update call filter settings. All changes update in real time.

Web-Based User Portal

With ClearSIP, all system and phone settings are visible and can be changed via the online portal at onClearSIP.com. The end user portal is an online tool that allows all end users (even those without admin permissions) to modify their Find Me/Follow Me, voicemail, and fax-to-email settings in real time.

Common Use Case

If a user wanted to change their Find Me/Follow Me settings, voicemail settings, or fax settings, they would follow these simple steps: log into the online portal, click the appropriate settings tab (Find Me/Follow Me, voicemail, or fax), and make the desired changes. The same process is applied for changing the email address their voicemails go to, changing fax settings, etc. Say you wanted to change your voicemail message, or switch your voicemail messages to send to your email as a sound file: Simply login to your end user portal at onClearSIP.com and make the selections.



Whisper

Whisper mode is one of three call monitoring modes available on ClearSIP (see [Call Monitoring](#), [Spy Mode](#) or [Barge Mode](#)). In this mode, a supervisor listening in on a call between a customer and an agent can speak to the agent live on the call without the customer being able to hear. This is helpful for training situations with new agents. Admins can set up permissions to decide who can monitor, giving department heads local permissions.

Common Use Case

Whisper can be utilized in a situation when a new agent is ready to take their first call in your customer service department. You, as a supervisor, would enable monitoring in whisper mode on your device and immediately be present to make suggestions and provide guidance to your agent. The customer would never hear you, but this would improve training effectiveness and customer experience through real-time training and feedback. Calls can also be recorded for future reference (See [Call Recording](#)).



CALL MANAGEMENT FEATURES

Auto-Divert

Auto-Divert allows you to divert calls coming to you from a specific number to another person, extension, or dial plan, or to divert them so they don't bother you (blacklisting). This feature also allows you to direct calls immediately to your extension, bypassing all call options, auto-attendants, and gates (whitelisting). These options are easily configured through your admin portal. Auto-Divert and Auto-Reject options can be set up for an unlimited amount of incoming numbers, allowing you to truly customize your set-up for optimal utility.

Common Use Case

This feature is very useful in a case where you are constantly transferring a customer who always seems to call you directly for help, but for whom you might not be the right representative to speak to about their problem. Simply change the setting in the end user portal on that specific caller's phone number to auto-divert to the correct department. On the other hand, if you're an executive you can also directly send a specific caller to you, setting them up to bypass the standard gatekeeper steps in an auto-attendant. You can set up certain numbers (i.e., your wife or several colleagues with whom you frequently interact with) to bypass all gating and come straight to you as if it were a direct line.

Auto-Reject

This setting allows users to blacklist a phone number. Once a number has been blacklisted, all calls from that number will be automatically rejected (phones will not ring when the blacklisted number dials through). Users can also configure a response to be played to the blacklisted caller. Optional responses include immediate disconnect, continued ringing with no answer, or a customized message.

Common Use Case

Say you're being inundated with calls from a merchant services company asking for your business (that never happens, right?). By accessing your system settings you can blacklist the number, ensuring the next time they attempt to call the phone won't even ring. You're in control.



Call Forwarding

ClearSIP's Find Me/Follow Me settings allow you to set calls to forward to a phone other than your office phone or to ring another phone simultaneously. This can occur either automatically or after a certain set of rings. Call forwarding is also done automatically based on your failback settings in the event of an emergency or if internet service is interrupted. If internet service goes down, calls to your extension automatically forward to the specified failback number, such as your personal cell phone, etc.

Common Use Case

This feature is useful if you're heading out of the office for a conference in the next week. Simply log into the end user portal and set your Find Me/Follow Me settings to forward all your calls immediately to your cell phone. Or you can record a new voicemail about being at the conference and set calls to forward directly to voicemail, with an option to push a button to reach your cell. You can access these settings on the fly, even recording your "I'm at a conference this week" message on your mobile device or deskphone.

Call History

Call history can be accessed directly on the desktop handset or via the Reports tab in the ClearSIP User Portal. Each ClearSIP-recommended handset include a call history of calls made, received, and missed. The ClearSIP User Portal contains call logs indicating what calls were made, how long they lasted, and which extensions were used. Users can also view outbound vs. inbound reports, toll-free and long distance usage, and location of incoming calls based on country and state. Additionally, users can search by extension, phone number, specific calls, specific agents, etc. Call reports are customizable and include graphs and visual guides to make information readable at a glance.

Common Use Case

Many agents are curious how many minutes they spent in a particular week or month, or the duration they spent with a particular telephone number. Likewise, supervisors can use this information for staffing planning, expansion, overall effectiveness, etc.



Call Hold

Place a caller on hold while you transfer them or you take some time to look up an answer to a question. Callers listen to your specified hold music until you engage them again by picking up the receiver.

Common Use Case

This feature is beneficial in a situation where you're on the phone with someone who has a question but you need to consult with your supervisor. Push the hold button on your phone while you consult with your supervisor or transfer them to a voicemail or another extension.

Call Park/Pickup

Call parking allows you to “park” a phone call, placing it on hold to be answered on a softphone or any other phone in the office. The caller is put on hold while you switch phones.

Common Use Case

This feature is helpful if you get a call at your desk but the atmosphere is loud and busy around you. It's an important call, so you ask the caller to wait while you move it to an empty conference room. You place them on hold, park the call, walk to the conference room and pick the call back up by referencing the parking spot where you placed it.



Call Queues

Also known as: Automatic Distribution

A call queue is a group in which incoming calls are automatically distributed among participating agents. You can customize a call queue to have agents regularly live in the queue (defaulted to always be in the queue), or to sign in and out when desired. This is useful for reporting and for ensuring effective customer service and minimal wait times.

Common Use Case

Say you have a small team of five people assigned to take incoming calls for an upcoming promotion. By placing each of them into the same call queue, when those calls come in they are automatically divvied out to each agent, ensuring that the person next in line is helped first. The admin can control all the settings, including the duration of wait time between calls.

Call Routing

Call routing refers to ClearSIP's ability to get your call connected to the correct endpoint. Another name for the call routing path is the dial plan. In the past, call routing in business phone systems was a complicated set of instructions to make sure everything connected properly. With ClearSIP, you can see all call paths visually by mapping out your dial plans using our award-winning visual dial plan editor. It eliminates the confusion and gives you ultimate freedom in deciding where calls go and how your company calling options are organized.

Common Use Case

This feature is beneficial when every call made on the system is routed. The system does the routing, but you configure the settings for where you want the call to go. It's simple to do. For example, you can set up your business line to answer after one ring then be directed to an auto-attendant, which will give the caller several options to choose from. You control those options, so you can really make the experience right for your customer.



Call Transfers

Call transfer allows you to transfer a call from your line to the appropriate person without losing the caller. This allows you to get your customer where they need to go without forcing them back to a main menu. You can also transfer outside of your company or to any external number.

Common Use Case

This feature is beneficial when a secretary has transferred a call to you but it turns out the call needs to be pushed somewhere else. Simply transfer them directly to the correct department or individual. Do you have a number of folks calling in asking for a different business with a similar number? Simply set up another (free) extension that forwards to that company's number.

Call Waiting

Call waiting allows users to see when a second call is coming in while on an active call. Users can answer the new call, placing the standing call on hold, and switch back and forth. Call waiting is signified with a light on the handset. Various phone models can hold up to five (5) calls 'on hold,' in addition to the active call.

Common Use Case

This feature is helpful when you're on hold with a vendor, but someone on your team is calling you with a question. You'll see the call coming in and pick it up, placing your vendor call on hold without losing your place in line. Once you've answered the question, simply switch back to the vendor call.



Caller ID (CID)

Caller ID is a 15 character name attributed to a caller, shown on the phone console receiving a call. With ClearSIP, Caller ID is fully customizable. For example, ClearSIP has options for modifying caller ID for outgoing or incoming calls, allowing you to control what information you see before you pick up a call.

Common Use Case

For incoming calls, you can set up a Modify Caller ID node in your dial plan to modify the Caller ID of an incoming caller based on the menu option they choose in the auto-attendant. If you're an employee who takes calls in several departments (maybe you take both support and sales calls), you can set up Modify Caller ID nodes so you know if the incoming caller is looking for support or sales before you even pick up the phone.

For outgoing calls, use your Find Me/Follow Me settings to ensure you can answer calls on any of your devices while still showing a single, consistent caller ID. This way you can conduct business on the fly without giving out personal cell numbers or missing connections because people didn't recognize your number.

Do Not Disturb (DND)

Do not disturb is a button on the phone that will easily allow you to make yourself unavailable. When your phone is set to Do Not Disturb, all calls go to voicemail automatically without the phone ringing. The only thing that will interrupt a phone that is set to Do Not Disturb is an incoming page or intercom message.

Common Use Case

This feature is beneficial if you're in an important meeting in your office and don't want to be disturbed. Toggle DND on your phone or in the web portal, and the only thing that would disturb you is an emergency page (i.e., "There is a fire in the building").

Extension Transferring

With extension transferring, you can transfer a call to another extension with an announcement or blind transfer the call. In a blind transfer, the receiver is uninformed where the call came from, and the transferrer can redirect the call without speaking to the target. Alternatively, during a warm (soft) transfer the transferrer can speak with the target before redirecting the call and the receiver can see the transferrer's extension.

Common Use Case

A call is received that needs to be redirected to a different department. Simply dial the correct extension and choose to have the transfer announced or blindly redirected.

FAQs

Is there a special dial or code I have to know to transfer to someone's extension?

No. Simply press the transfer button, followed by the user's extension.

What is the difference between a blind transfer and a warm (soft) transfer?

During a blind transfer, the call is transferred without speaking to the receiver first; also, the receiver will not see the transferring party's caller ID. During a warm transfer, the transferor can speak to the receiver before transferring the call and the transferor's caller ID will appear on the receiver's handset.

Find Me/Follow Me

Find Me/Follow Me allows users to route their incoming calls to multiple phones in a specified sequence, allowing each user to create a unique call flow and failover for their extension.

In their user portal, a user simply lists numbers where he or she may need to be reached. Such numbers could include a home land line, a work cell phone, a home cell phone, or even a spouse's cell phone, for example. The user stipulates whether these numbers are to ring simultaneously or sequentially. If a call goes unanswered, it can be directed to voicemail or another extension.

Common Use Case

If a user wants calls to be forwarded to a cell phone while away from the office, the Find Me/Follow Me feature makes that easy and practically eliminates the risk of missing important calls.



Missed Call Indicator

The Missed Call Indicator alerts you with a blinking green light whenever you miss an incoming call. This feature is independent of the voicemail-to-email feature.

Common Use Case

No matter how carefully you set up your Find-Me/Follow-Me feature, you'll still miss a call now and then—often by design. For example, you'll likely put your phone on silent when you're in a meeting. The Missed Call Indicator lets you know when someone is trying to reach you.

Multiple Calls Per Line

Each line on your ClearSIP network can support multiple calls simultaneously, which means multiple callers can remain in the call queue at the same time. You have the option of providing personalized hold music or prerecorded voice messages to callers who are waiting in the call queue.

Common Use Case

Customers never want to hear a busy signal. With lines capable of supporting multiple calls at one time, callers will always talk to someone.



Advanced Ring Strategies

ClearSIP Cloud allows users to customize their ring strategies. For example, two or more phones can ring simultaneously, or individual extensions can be set to ring three, four, or five times before the call rolls over to another line (or dial plan, cell phone, call queue, etc.). There's no limit to the number of steps or the number of call paths (or extensions) that can be built into a ring strategy.

Common Use Case

If you own a small business and have an administrative assistant who works only 9-to-5 on weekdays, you could set up a call sequence that initially rings at the front desk for four rings and then rings three times on the phone of other employees. Alternate ring strategies could be set up for times when the office is closed, like by pushing calls to your cell phone. The possibilities are endless...and easy to program.

Agent Login-Logout

With the Agent Login-Logout feature, employees can log into and out of their individual device queue at the start and end of each shift. They can also log in and out to accommodate meeting attendance or personal break times. This feature ensures that each customer's call is expedited to an available agent.

Common Use Case

By allowing employees to sign out, callers will be more quickly directed to the first available employee, rather than hanging indefinitely in call queue limbo.



Customized Hold Music / Hold Message

Making your customers wait in a call queue is never ideal. It can be made less painful, however, and perhaps even enjoyable, depending on the music you've provided them. Alternately, you may want to upload a creative message that provides your customers with a positive branding experience. Give them reason to form a more favorable opinion of your company's personality...or of a featured product or service.

Common Use Case

Don't squander an opportunity to create positive brand impressions with your customers! Hold time is precious time in which you have the attention of your customers, so give them a customized experience that leaves a positive impression.

Escape from Call Queue

The Golden Rule is always a winner. How many times have you wished you could escape a call queue and redirect yourself to another department, to a live operator, or at least to a messaging system that instructs the company to call you back?

Common Use Case

Give your customers the option to escape a call queue. You'll dramatically reduce frustration and hang-ups if you do. You'll save valuable company time as your agents won't be spending precious minutes listening to complaints about long hold times. The wise use of an escape option not only maximizes the efficient use of time for both your customers and your employees; it also increases the chances that the interactions between these two key groups—upon which your company's profitability depends—are positive, pleasant, and productive.



Pre-Call Announcement

Pre-Call Announcement provides your agents with valuable data before they pick up a customer's call. This marvelous feature pays for itself in very short order (especially since it's provided at no extra charge—just like the rest of ClearSIP's features).

Common Use Case

Imagine how helpful it would be to know what a customer is looking to get out of a call before your employee even says hello! Employees who receive a pre-call announcement will come across as informed, eager to help, and fully capable of meeting your customer's needs.

Queue Call Barge

The Queue Call Barge feature provides supervisors with the ability to join in on any call, whether inbound or outbound. With this feature, all three parties (the caller, the employee, and the supervisor) can hear and speak to each other.

Common Use Case

At times when an employee may not have sufficient knowledge or skill to answer a customer's questions or respond to a customer request, the Queue Call Barge feature arms your company with the ability to bring a more authoritative voice to the fore. In such cases, an experienced supervisor can quickly resolve difficulties while enhancing customer understanding and satisfaction.

Queue Call Spy

With Queue Call Spy, supervisors can passively listen in on calls. Neither the caller nor the employee will know when a supervisor or monitor is listening in.

Common Use Case

Queue Call Spy provides supervisors with a powerful evaluation and training tool. Supervisors can give employees a heads-up that some of their calls will be monitored, and then they can evaluate interactions between clients and employees and provide pertinent feedback. Your administrator(s) can grant eavesdropping rights (including spy, whisper, and barge) to a specified individual or individuals.



Queue Call Recording

This feature is a powerful quality assurance tool. It allows you to record calls from a queue and then use those recordings for evaluation and training purposes.

Common Use Case

Few supervisors have time during the day to listen in on calls. By recording calls in the queue, supervisors have the flexibility to listen to those calls when it's more convenient or appropriate. Recordings can be replayed multiple times to emphasize various aspects of training.

Queue Call Whisper

Queue Call Whisper is a great tool for supervisors who want to coach new employees on phone skills. Using Queue Call Whisper, a supervisor can listen in on a call and speak to an employee without the customer knowing.

Common Use Case

New employees plying the phones for the first time can relax knowing that they have a safety net. If a customer were to ask a difficult question or make unreasonable demands, the supervisor could walk the employee through an appropriate response.

Report Caller Hold Time

This feature informs an employee how long a caller has been on hold before the employee picks up the call. This gives insight into how frustrated a caller may be.

Common Use Case

With this feature, employees are aware if a caller has been on hold for more than a few minutes, which could prompt an apology from the employee at the beginning of the call.



Unlimited Call Queues

Because each of a company's various departments may serve a different type of customer or address a different type of customer need, the company may want to employ multiple call queues. The characteristics of each call queue can be customized so as to craft an experience tailored to the customers' needs and expectations. These characteristics include hold music, hold messages, Automatic Call Direction (ACD) routing, escape provisions, and so forth. There is virtually no limit to the number of call queues a company can set up. Nor is there a limit to the ways each queue can be configured.

Common Use Case

The Multiple Queues feature is especially important for companies that have large volumes of inbound calls or that have a lot of departments. Setting up multiple queues cuts down on frustrating hold time, enhances efficiency, and...well, it's just the neighborly thing to do—especially if you're interested in retaining your customers.

Wait Time Announcement

With ClearSIP, you can announce an estimated wait time to each caller on hold. This courtesy enhances transparency and builds customer trust.

Common Use Case

Customers always want to know how long they'll be on hold. As your company sets realistic expectations, your customers are more likely to be patient and cooperative when finally reaching a company representative.



Cloud PBX

A cloud PBX is a telephony solution completely managed, stored, and maintained over the Internet through cloud computing technology, rather than on hardware that an end-user owns.

Subscribing to a cloud-based (or 'hosted') telephony solution provides several major advantages over the alternative of purchasing and maintaining your own on-premise VoIP system. Among others, these benefits include:

Substantial Cost Savings. Cloud-based telephony requires very low initial capital investments (especially if a data network already exists). In most cases, IP phones are the only capital expenditures necessary, while on-premises technologies require large capital outlay for servers, phones, cables, switchboards, installation, and licensing contracts.

Burden of Maintenance. In a cloud solution, the burden of maintenance, upgrades, monitoring, and general upkeep shifts from your shoulders to the provider's. This saves additional time, money, and effort.

Features and Flexibility. Unlike traditional PBX systems, new features are added seamlessly without a need for new equipment or licenses. In addition, the Cloud let's organizations expand without limitation—the same system supporting 10 handsets can scale up to 100,000 handsets or more.

Maximized Reliability. Because cloud systems are often housed in several datacenters across the country, survivability increases dramatically and responsibility for redundancy (and any outages) relies solely on your provider and the quality of the WAN connection.

ClearSIP's Hosted VoIP solution offers all of the benefits above and more. Because ClearSIP has built and maintains our proprietary platform, ClearSIP Cloud, we offer unlimited features in a single, all-inclusive package and our flexibility is unmatched. Ownership of ClearSIP Cloud also provides for rapid application development and extremely fast turnaround on technical support.

Why Cloud?

Businesses that insist on owning their own on-premise telephone hardware are often bound to those systems until they become obsolete, resulting in high out-of-pocket expenses to purchase a new system. In contrast, because the amount of equipment required by a cloud solution is minimal and software is updated continually, the risk of obsolescence is virtually non-existent. There's no need to switch out hardware or rearrange your existing infrastructure.



One of the greatest advantages is that cloud solutions allow administrators to control their system 100%—from anywhere, anytime, at their fingertips. In real-time, user administrators can adjust dial plans, upload hold music, view reports, and make all moves, adds, and changes online. Too much to do? Let your provider handle it. Through the cloud, virtually the entire system can be administered through remote technical support, and on-site maintenance or configuration is rarely required.

Only a purely cloud-based solution offers this level of control and flexibility, providing all of the benefits of an enterprise-grade telephony system without any of the cost, worry, or hassle.

International Calling

ClearSIP offers you some of the lowest international calling rates on the planet. For example, you can call England from the US for just 3 cents per minute. ClearSIP also makes international dialing quick and easy. For a list of international dialing rates, please download ClearSIP.com/international-rates/

Common Use Case

Do you have international clients but you're needing to cut down on costs? Not only is international calling cheap through ClearSIP, but your administrators can designate which of your employees can make toll calls by granting international dialing permissions.



ClearSIP Desktop

ClearSIP Desktop provides increased integration of ClearSIP features into the desktop computing environment. When a user installs ClearSIP Desktop on their PC, phone numbers in Outlook or a web browser are suddenly clickable and initiate calls from their phone to the number clicked.

Integration with Microsoft Office lets you import call lists, make outbound calls, and receive incoming calls. In addition, the click-to-dial feature integrates with all major browsers as well as Microsoft Exchange.

Common Use Case

ClearSIP Desktop allows you to simply click-to-dial right from your browser. Forget using your keypad and simply use a one-click method to dial. Ditch the phone book and save yourself time by integrating our desktop integration feature.

Mobility (The ClearSIP Softphone)

ClearSIP Mobility is a feature-rich *softphone that can be used to answer or initiate calls from a computer, tablet, or smartphone. It can be used as a stand-alone device or in tandem with a desk phone.

ClearSIP charges only a one-time \$20 fee for setting up a user with ClearSIP Mobility and then each user can have a softphone installed on up to five devices. No additional fees will ever be charged for this service.



Screenshots from iOS app.

Download ClearSIP Mobility for iPhone, Android, iPad, Android Tablet, Windows, or Mac at ClearSIP.com/downloads.



Common Use Case

Can't afford the installation of an entire new set of desk phones or just want convenient, mobile calling capabilities? All of the desk phone's features are accessible through your ClearSIP softphone, which you can have on any of your devices.

*What is a softphone?

A softphone is a software program or app that allows a user to make phone calls using a computer, tablet, or smartphone.

Multi-Site Compatible

ClearSIP's VoIP telephone service is accessible from just about anywhere. All you need is a stable connection to the Internet. Just plug in your preconfigured handset and you're in business.

Common Use Case

You're not always in your office, which is why ClearSIP was made to follow you wherever you go. Whether you're at a conference or on vacation, you always have access to ClearSIP.

Number Porting

You can keep your current telephone number(s) when you switch to ClearSIP. ClearSIP can port (transfer) your existing numbers over to ClearSIP service.

Common Use Case

If you have a long-standing number that your customers know or that has value for your business, we don't want you to lose it! We'll keep that value for you by transferring your numbers to your ClearSIP service.



Toll-free Numbers

ClearSIP offers you the opportunity to set up toll-free telephone numbers. This means your customers can call your company on a toll-free line without incurring any expense. Your company will be billed at the rate of 1.9 cents per minute for these incoming calls.

Common Use Case

If your customers are important to you, then let them reach you without increasing their phone bill! Toll free numbers are essential for customer-friendly businesses.

New Numbers

When you need to add telephone numbers to your service, ClearSIP can provide you with numbers from within any of over 200 area codes, including the various toll-free area codes.

Common Use Case

Selecting numbers within particular regional area codes helps you establish a local presence. Toll-free numbers and vanity numbers, on the other hand, help you establish a unified, nationwide presence. No one offers you more power, flexibility, or scalability than ClearSIP Cloud!

Unlimited Domestic Usage

When you subscribe to ClearSIP's Hosted VoIP telephone service, users on your system can make unlimited domestic calls without incurring additional fees.

As currently configured, ClearSIP's Unlimited Domestic Usage feature allows unlimited calls to the 48 contiguous US states and many locations within Canada. Note that some areas within Alaska and Hawaii and Canada may be billed at low rates that generally don't exceed 3 cents per minute; though most areas within Alaska and Hawaii and Canada are currently included in the Unlimited Domestic Usage area.

Also note that calls to the US territories of Guam, Puerto Rico, and the Virgin Islands are not included in the Unlimited Domestic Usage area; calls to these areas are billed at 3 cents per minute.

Common Use Case

Limiting your calls to save a few bucks could hurt your business. Don't hurt your business! Take advantage of ClearSIP's unlimited domestic usage.



* Denotes extra charge for service.

** ClearSIP Desktop provides increased integration of ClearSIP features into the desktop computing environment. When a user installs ClearSIP Desktop on their PC, phone numbers in Outlook or a web browser are suddenly clickable and initiate calls from their phone to the number clicked.

ClearSIP Hosted VoIP provides organizations with an Enterprise Class hosted phone system customized to fit their needs. ClearSIP's service is a fully-managed, cloud-based system, offering the convenience of an online IP-based telecommunications system.