



Who is
DT Voice?





Who is DT Voice Communications Team?

DT VoIP's Communications Team is a full service communications company providing an array of telecommunications, structured cabling and data communications products and services, for businesses of all sizes. Serving South Florida for over 15 years, our quality team of experts can analyze your voice & data needs to find alternatives that can dramatically increase productivity, improve customer service and reduce expenses.

Did You Know?

35% savings over traditional phone systems

Mobile VoIP users to reach **1 BILLION** by 2018 (Juniper Research, 2012)

The Future is Here. Are You?

The communications industry is undergoing an unprecedented phase of technological innovations. Cloud communications products and services continue to flip the industry on its head, putting you in control. These solutions enable your company to leverage the latest features and capabilities, which are extremely easy to use and very cost effective. Experience explosive growth through a proven business model and cloud service platform that allows companies like yours to utilize high-value software and services like Hosted PBX and VoIP, SIP Trunking, Unified Communications, and much more.

What Makes DT Voice the Clear Choice?

Easy to use. Feature rich. Future-proof.

That's what you get from us right out of the box. Easily accessible via any modern web browser or mobile device, our feature rich platform helps to improve your communications, streamline your business processes, and facilitates your growth and success. In addition, our support for our customers is second to none, and our experienced support team endlessly strives to enable you to compete and win, and sound good doing it.

As your needs grow and change over time, so do our features and capabilities. Endlessly scalable, flexible, and reliable, our cloud communications platform is truly future-proof, so you can focus on your business, and know that your communications solution will always remain relevant and competitive.

Products and Services



Hosted PBX and VoIP

You want a reliable, high-quality phone system that simply works. And so you can focus on your business, and not your communications platform, our system adapts and adjusts to your needs and seamlessly works the way you do. Whether you have five (5) or fifty (50) employees, we have a solution that meets your needs.

- Easy to use and manage
- Full PBX capabilities utilizing easy interface
- Eliminate costs of a traditional phone closet
- Low monthly phone bills (including VoIP services)
- Future-proof your phone systems



SIP Trunking

We offer SIP Trunking (connecting your premise based phone system via an always-on broadband connection) solutions for any sized-business—whether you're a small business looking for the flexibility and cost savings of VoIP or a mid-sized business looking for business continuity, disaster recovery, and unlimited or metered calling plans. We help you save up to 40% over traditional telephone line services. SEP



Virtual Auto Attendant & Mobile VoIP

Have a mobile workforce? Use auto attendants, cloud extensions and mailboxes to stay connected with your customers and employees—with all the features of a high end phone system. It's easy to use and manage, without the cost of a tradition PBX solution. Best of all, you can seamlessly connect mobile and home workers with current or future office locations. It's all the same cloud communications framework, so you can scale up as needed, and connect based on your specific business requirements.



Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help drastically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services.

- Cloud Communications: Virtually limitless configuration possibilities to configure how you setup your hosted PBX and VoIP solution to make and take calls.
- Operator Console: Helps enable your small to mid-sized business to maintain complete visibility and transparency across the enterprise, and use view extension presence, click to dial, manage call control, monitor and manage call center features (queues, Agents, callers), manage conference bridges, and much more—all through a standard web interface.
- Scalability: With the constant change in technology, scalability is huge in today's business world and with UC, your services can be provided on a per-customer basis, cutting down unnecessary costs.
- Disaster Recovery: Your business can rest easy in a local service emergency with the use of hosted UC, where your data can be backed-up, managed, and ready for rapid recovery.



API Integration

Do you utilize applications like Microsoft Outlook, Salesforce.com, or a 3rd party web application? We've created several very useful plugins and applications to help you with key features like click-to-dial, screen pops, call logging, and presence. The Operator console leverages our API, and delivers all this and live visibility into your account for call control, call parking, visual voicemails and other third-party applications. Additional API features and integrations are also on their way.

Features and Benefits



Configuration Flexibility

Our reliable, feature-rich hosted phone services adjust as you need them to. We make it easy for our customers to deploy the communication apps and solutions that your business needs, creating an in-office experience right at your fingertips, wherever you are on whichever device you choose. Commonly used features include: full call center capabilities, listen live, find me follow me and more.



Mobility Mastered

Mobility is paramount in today's business world. Keep your company connected with a wide array of mobile features—from cloud extensions, find-me follow-me, group and simultaneous ring, to voicemail to email, and much more. All designed to help you conduct business anywhere through any device.



Supportive Staff

We're here to support your business at every level with our always-available, skilled and professional support team. We'll help you with your specific needs and concerns, while giving you personalized customer support you won't find anywhere else.



Business Continuity

Virtually eliminate business downtime should your local area network (LAN) or wide area network (WAN) communications network go down. Your communications solution is still running in our cloud environment, so your customers, vendors, and employee calls can keep flowing. A good disaster recovery plan will help your business in good times and bad. With our solution, a good business continuity plan is extremely cost effective, and readily available based on your individual business needs.



Customer Tested

Our products and services are customer tested and approved—we've enabled countless businesses to improve their communication channels easily, and effectively, to transform their business into a competitive powerhouse. With a full range of front and back-office features, you can rest easy knowing your business is taken care of, now and for the future.

How to Switch

Interested in switching to DT Voice? Call 561.570.5414 to receive a customized quote detailing the benefits of utilizing our innovative products and services. When you're ready, we'll install your new phone system with ZERO downtime, so you can get back to business.



DT Voice Communications Team
www.digitalsunamillc.com/voip-phones
561.570.5414

Category: DT Voice Hosted PBX Features

Feature Group: Auto Attendants

Feature	Description
Customer Portal	Web based user interface that allows users to configure their PBX, create call queues and groups, view call detail records and billing information, listen to and delete your voicemail, upload music on hold and more...
Top Level Auto Attendant (Always On)	Allows a caller to select from menu options using a standard telephone keypad. Through the portal interface, calls can be routed to extensions, mailboxes, groups, conference rooms, call queues, or unlimited depths of additional auto attendants
Multiple Top-Level Auto Attendants (Always on)	Allows for separate telephone numbers to be routed to unique Top-Level Auto Attendants. Each Auto Attendant is configurable individually.
Top Level Auto Attendant (Time Based)	Available after a set number of rings or based on time of day
Sub-Level Auto Attendants	Sub-Level Auto Attendants are often used for different departments within an organization. For instance, you may have a main Auto Attendant for the company, and then a sub-level Auto Attendant for Sales, Support, etc.

Feature Group: Call Management

Feature	Description
Unlimited Shared Virtual Call Paths Pooled Call Paths across the Enterprise	Virtual Call Paths are used to deliver calls to/from the PSTN to either hosted end points or SIP trunks. They are shared/ "pooled" by all end points on a given customer Cloud PBX, regardless of location. Customers can purchase any number of call paths to suit their needs, with the only limiting factors being cost & bandwidth consumption (typically 80Kbs/ call).

Burstable Virtual Call Paths	The Call Paths are also “burstable” meaning you can configure the Cloud PBX to give extra call paths “on-demand” to deliver additional calls beyond the number of paths purchased, up to 10 additional paths. The system will automatically track and bill the customer for the extra call paths. They will have use of the additional call paths for the remainder of the of the billing period.
Auto Attendant Answering	Setup a telephone number to dial directly to an Auto Attendant. Callers are then presented with predefined options via the Auto Attendant Feature.
Live Person Answering	Setup a telephone number to ring a specific extension first, or a group to enable sequential or simultaneous rings. This enables your company to have a live person answer the caller, and not an auto attendant.
Direct Inward Dialing	Setup a telephone number to dial directly to a device or extension.
2, 3, or 4 (or More) Digit Extension Dialing	Your Digital Tsunami Hosted PBX can support 2, 3, 4 or more-digit extension dialing.
Caller ID	Customize the appearance of your outgoing Caller ID by outgoing number or by extension
Voicemail	Associate a voicemail box with an extension or use an announce-only voicemail box to provide customers with a pre-recorded message when they choose an option on an auto attendant or extension.
Voicemail to Email	After a voicemail is received, the Digital Tsunami PBX will send an email to any valid email account or alias that you enter into the Digital Tsunami Portal. The message will include the date and time of the call, as well as the duration, caller ID if provided, the mail box number, and an attached WAV file that can be played on your PC or mobile device (ie/ smartphone or PDA capable of playing WAV files).
Voicemail to Text Message	Don't have a smartphone or PDA capable of playing WAV files? Enter an SMS address in the Digital Tsunami Portal and the Digital Tsunami PBX will send a shorter text message to your device. 3rd party text messaging rates may apply.
Ring Groups	Enables multiple extensions to be joined as a group, and then calls may be routed sequentially or simultaneously to that group.

Find Me (Digital Assistant)	Setup a personal assistant to “find you” at up to five (5) locations. This feature is configured per extension and offers an extensive number of options to route calls once they have reached the given extension. Callers are asked to “announce themselves” and are offered the option between locations to try the next location, or to leave a message.
Call Hold	Place calls on hold and play music or a commercial on hold.
Attended Transfer	Transfer a call to an extension, group, or phone number AFTER announcing the party being transferred.
Unattended Transfer (Blind Transfer)	Transfer a call to another extension, group, or phone number WITHOUT announcing the party being transferred.
Call Forwarding	Forward calls via the Digital Tsunami Portal, or via your device or Softphone. Calls may be forwarded to any extension or phone number. Device or Softphone forwarding functionality may vary by manufacturer.
No Answer Call Forwarding	Automatically forwards your calls to an extension, group, or phone number when you do not answer your phone.
Busy Call Forwarding	Automatically forwards your calls to an extension, group, phone number when your phone is busy.
Incoming Call Blocking	“Black list” phone numbers to block them from calling your PBX.
Incoming Privacy Screening	Force callers with “no caller ID” or “blocked caller ID” to enter a number that will be presented as their caller ID.
Incoming Caller ID Routing	Route calls from a unique DID or phone number to any auto attendant, extension, group, phone number, or ACD or Call Queue.
Incoming DID Routing	Route calls based on the number that was dialed. Calls may be routed to an auto attendant, extension, group, phone number, or ACD or Call Queue.
Outgoing Call Blocking	Prevent calls to specific numbers or services (ex: 900 calls)
Incoming Call Identification	Identify an incoming call on the phone’s LCD display by modifying the Caller ID display indicating how the call was routed.

One Button Redial	A device or Softphone feature that redials the last number dialed by the extension user. Not all phones support this feature.
Do-not-disturb (DND)	A device or Softphone feature that simulates a phone being off-hook, sending calls received directly into voicemail. Other routing options are also available.
Call Waiting Indicator	Indicates incoming call (and caller ID, if available) while another call is in process.
Automatic Call Distribution (ACD)	Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability, behavior, and priority levels.
Call Queue	Call queues are used to route calls in a first-in-first-out manner to the appropriate extension or group. These extensions can be agents logged into the system. Call queues are commonly used with an ACD, where the callers hear an announcement that says something like “thank you for calling, all available agents are busy, please hold for the next available agent, or press N to leave a message”. When the call is ready to be routed, the ACD handles the routing rules.
Call routing based on time-of-day	Allows routing decisions based on time and date. Multiple schedules can be configured, as in the case of departments with different hours of operation. (e.g. business hours, after hours & holiday hours)
Speed Dial	A device or Softphone feature that automates the dialing of a pre-determined phone number.
Company Wide Directory	A list of contacts and phone numbers that are uploaded via the Digital Tsunami Portal and are made available on an IP phone or Softphone.
Forward your calls Locally or Remotely via Phone or Web	Call forwarding is easy to setup and manage.
Caller ID Blocking	Disable Caller-id for all outbound calls made from your PBX.
Call Recording	Selectively record calls for training or documentation purposes. Requires a dedicate server in the “cloud”.

Office Intercom	Dial another user's extension, activating their phone speaker to make an announcement. (Phone specific, check per brand/ model)
Disable Outbound Dialing	Disable Outbound Dialing on certain extensions only.

Feature Group: Call Conferencing

Feature	Description
3-way Conference Call	After making or receiving a call, a user may conference in any third party for a 3-way call.
Conference Bridges	Multiple on-site and outside callers can simultaneously participate in password-protected conference calls. Callers can be assigned talk-listen or listen only access.

Feature Group: Music on Hold

Feature	Description
Default Music On Hold	Royalty free music provided.
Custom Music On Hold	Music provided by customer, and uploaded through the Customer Portal.
Commercial On Hold	Record your commercial and upload it to your PBX.
Commercial On Hold By Location or Queue	Multiple commercials on hold may be uploaded to your PBX, and can be unique based on location or queue.

Operator Console	Web based presence and call control application that allows users to drag and drop calls to/ from other extensions, parking lots, conference bridges and out of call center queues. There is also access to voicemail, contact lists for click-to-dial and chat functions.
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Feature Group: SIP Trunking

Feature	Description
SIP Trunking	Connect PBX or Key System's directly to our platform and deliver "dial tone replacement" with as many virtual call paths as required. We interoperate with many ATA, IAD and SIP Gateway devices, or you can connect your "SIP Enabled" PBX to realize the flexibility and cost savings of business-quality VoIP.
Standard SIP Trunk	A standard SIP trunk delivers calls to the premise equipment and acts like a CO line. If the SIP end point is offline or cannot be contacted by our system, our system issues BUSY signals to the incoming callers.
Enhanced SIP Trunks	An enhanced SIP trunk delivers calls to the premise equipment and acts like a CO line. If the SIP end point is offline or cannot be contacted by our system, our system provides an alternative pre-defined route for the incoming calls. Examples are routing calls to an Auto Attendant, other SIP trunks (at other locations), voicemail box, or a Find-Me Follow-Me sequence. This disaster recovery feature is extremely powerful and flexible.

Feature Group: Reporting

Feature	Description
Call Detail Records	Real-time call logging is available via the portal. From, to, call duration, date and time, and call type (International, On-Net, etc.) In addition, frequently called numbers can be 'tagged' with text descriptions for legibility.
Call volume graphs by time of day, month, year or custom dates	Histograms graphically display calling patterns and trends.
Call traffic by extension	Track number of calls by individual.
Detailed Accounting	Track orders, invoices and all billing online.

Category: Digital Tsunami Business VoIP Features

Feature Group: Origination and Termination

Feature	Description
FREE Calls to other Digital Tsunami Voice subscribers	All calls "on-net" are FREE. That means you will not be billed for any call to another user on your Digital Tsunami PBX, or any other Digital Tsunami customer.
Domestic Origination	Digital Tsunami provides local phone numbers or DIDs in most of the LATAs in the United States. That means that we can port your local phone number to our system and provide your company with the highest quality voice communications and flexibility of Voice Over IP (VoIP).
Domestic Termination	Digital Tsunami provides competitive outbound call packages ranging from pay-as-you-go, pre-paid minutes, and unlimited usage plans. Our per-minute rate is competitive, and our quality and reliability is uncompromising.
International Termination	Digital Tsunami offers competitive international rates. International rates are available via the Digital Tsunami website.
E911 support, compliant with all FCC mandates.	Every location and phone number where you utilize a device or Softphone must have an associated E911 charge and entry in the Web Portal. The phone number associated with your location is then registered with the national E911 database. You are also responsible to update this information with Digital Tsunami if you move any device to a new location per the Digital Tsunami Terms of Service.
Toll Free Numbers	Utilize one or multiple Toll-Free numbers, which may be routed to a specific local, DID, auto attendant, group or queue.

Feature	Description
End Point Templates	We will provide the ability to create, configure and distribute phone program templates that can be used with our auto-provisioning servers. This will streamline the process of adding new phone models/ vendors to our platform. The templates can contain button programming, phone feature access, branding custom logos and many more capabilities.
Shared Line Appearance	The ability to emulate a “Key System” where each phone can have pre-defined “line keys” that represent a specific phone line. Calls are delivered to the line and all phones with that line key. Any phone can pick up the call and all others will see that it is in use. Calls cannot be transferred from that line, rather it can be put on hold, announced and picked up on the same or any other phone bearing the same line key.
Share Line Appearance Hunt Groups	In addition to the above shared line features, there is the ability to group lines into a “busy roll-over” hunt group. This will allow calls to be presented to the next available line in the group that is not in current use.
<p data-bbox="116 1192 472 1266">Application Programming Interface (API)</p> <p data-bbox="116 1318 500 1556">Currently used to enable Operator Console, Salesforce.com integration, Outlook integration, URL Agent, Webpage Phone Number Click to Dial.</p>	<p data-bbox="539 1192 1446 1350">We will provide an application-programming framework to allow other parties to get & pass information to our platform from other programs or systems. Some of the capabilities will include (but not limited to):</p> <ul data-bbox="591 1398 1162 1549" style="list-style-type: none"> <li data-bbox="591 1398 932 1430">• Call Control & Status <li data-bbox="591 1440 976 1472">• Presence & Click-to-dial <li data-bbox="591 1482 1062 1514">• Provisioning & billing requests <li data-bbox="591 1524 1162 1556">• CRM, Accounting System Integration.



BroadWorks Feature List

Basic Seat

Available Features

Anonymous Call Rejection
Automatic Callback
Basic Call logs
Call Forwarding Not Reachable
Calling Line ID Delivery
Calling Line ID Delivery Blocking
Calling Name Delivery
Calling Number Delivery
Call Return

Call Transfer
Call Waiting
Corporate Directory
Desktop Client
Directory Number Hunting
Diversion Inhibitor
Do Not Disturb
Flash Call Hold
Flexible Seating Guest

Group Night Forwarding
Intercept User
Last Number Redial
Peer-to-Peer Video*
Personal Directory
Privacy
Speed Dial 100
Speed Dial 8
Three-Way Call

GROUP FEATURES

Call Park
Call Pickup
Enterprise Voice Portal
Group Paging
Incoming Calling Plan
Intercept Group
LDAP Integration
Outgoing Calling Plan

**with a video enabled handset or soft phone*

Professional Seat

Contains one user and all features identified in the **Basic Seat** plus:

Available Features

Alternate Numbers
Automatic Hold/Retrieve
Barge-in Exempt
Busy Lamp Field
Call Forwarding Always
Call Forwarding Busy
Call Forwarding No Answer
Call Forwarding Selective

Call Notify
Desktop Client
Directed Call Pickup
Directed Call Pickup with Barge-In
Flexible Seating Host
Multiple Call Arrangement
N-Way Call
Priority Alert

Push to Talk
Remote Office
Ring Anywhere
Selective Call Rejection
Sequential Ring
Shared Line Appearance 1-35
Two-Stage Dialing
Voice Portal Calling

GROUP FEATURES

Account/Authorization Codes
Enhanced Outgoing Calling Plan
Music On Hold

UC Seat

Contains one user and all features identified in the **Basic Seat** and **Professional Seat** plus:

Available Features

Desktop Collaboration Client*
Desktop Sharing
Fax Messaging

Instant Messaging
My Conference Room –
Audio & Video

Presence
Seat Voicemail

**desktop, mobile and tablet*

SIP Trunk

Available Features

Barge-in Exempt
Basic Call Logs
Calling Line ID Delivery

Calling Line ID Delivery Blocking
Calling Name Delivery
Calling Number Delivery

Call Waiting
Intercept User
Privacy

GROUP FEATURES

Incoming Calling Plan
Intercept Group
LDAP Integration
Outgoing Calling Plan

Add-on Features	Basic	Professional	UC
Virtual Attendant Call Forwarding Always Call Forwarding Busy Call Forwarding No Answer Call Forwarding Not Reachable Call Forwarding Selective Selective Call Rejection	Available for Purchase		
Ring Group Alternate Numbers Anonymous Call Rejection Call Forwarding Always Call Forwarding Busy Call Forwarding No Answer Call Forwarding Not Reachable Call Forwarding Selective Priority Alert Selective Call Rejection	Available for Purchase		
Voicemail - Standalone Basic Call logs Calling Name Delivery Calling Number Delivery Calling Line ID Delivery Last Number Redial Privacy	Available for Purchase		
Voicemail - Seat Basic Call logs Calling Name Delivery Calling Number Delivery Calling Line ID Delivery Last Number Redial Privacy	Available for Purchase		Included
Receptionist Console	Not Available	Available for Purchase	
CallCenter Basic	Not Available	Available for Purchase	
CallCenter Professional	Not Available	Available for Purchase	
CallCenter Supervisor	Not Available	Available for Purchase	
Call Center Agent	Not Available	Available for Purchase	