

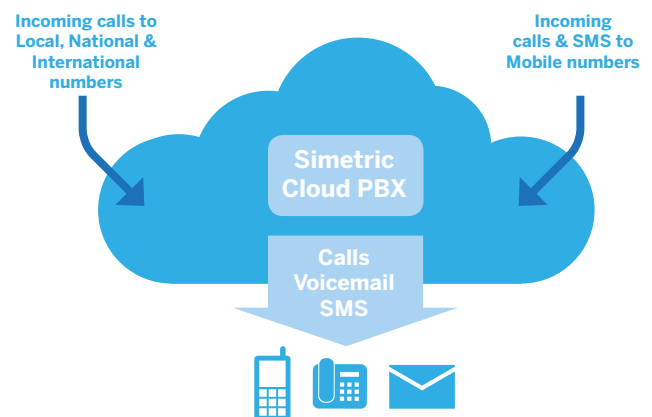


Business phone numbers that can be diverted anywhere from the Simetric cloud PBX

- Millions of local, national and international business numbers available for every day use.
- Huge range of Mobile numbers, including premium, to port to, or to use for inbound calls or SMS.
- Divert any number to the location of your choice, as a regular call forward or as SIP. Mobile numbers even support SMS forwarding by email.
- Add extra features such as voicemail, hunt groups, IVR auto-attendant, announcement messages, time-based schedules; add on other PBX features like Call recording and SMS recording.
- Built-in disaster recovery features to guarantee continuity for your business.

Connect Forward features

- National, local and international numbers
- Mobile numbers, including SMS
- Divert and forward calls and messages
- Voicemail, and Voicemail to Email
- IVR auto-attendant
- Announcement messages
- Time-based divert schedules
- Call barring and restrictions
- Calling line identity presentation
- Disaster recovery (automatic re-routing)
- Call Recording add-on




Connect Forward also works with

 **Mobile-X**
Mobile PBX and FMC

 **Connect Xpress**
Business PBX in the cloud

 **Call Recording**
Fixed and Mobile

 **Conference Express**
Business conferencing

Connect Forward is ideal for

- Small to medium size businesses
- Additional offices and new sites
- Legacy PBX replacements or upgrades
- Business Continuity
- Multi-site businesses
- Businesses with home or teleworkers



Connect Forward compatibility

- Diverts can be placed to any UK local, national, mobile or international number, or to any other user or number on the Simetric cloud PBX platform. Diverts may also be made to SIP endpoints subject to policy.
- Connect Forward does not allow the making of calls or sending of messages, only receipt and incoming calls.
- Calls are all forwarded to current standards and will be received normally by any telephone service.

Technical Data PBX

User management	Create and modify users. User locking.	Unlimited per PBX group.
Hunt groups	Sequential ringing only.	5 hunt groups inclusive, additional at standard subscriber cost. Maximum 40 subscribers per hunt group.
Call barring	Black list & white list by prefix or DDI.	At PBX group level by applying templates across subscribers.
IVR Auto-attendant	Entry menu announcement supports 0-9 keys. Internal extensions and external numbers. Multi-level by IVR chaining. Time-based scheduling.	5 IVR inclusive, additional at standard subscriber cost.
Announcements	Pre-answer (sent before ringing and answering). Answer announcement (played as answer to call).	

Users

Primary number	Mobile, Geographic, Non-geographic and Int'l numbers.	1 per user.
Extension dialling	4 digit patterns between 1000 and 8999.	1 per user.
Hunt groups	Each user may be in multiple hunt groups.	
Hold and transfer	Music on hold.	System standard MOH.
Calling line identity	Incoming presented as normal. Diversion via hunt group will present hunt group DDI.	DDI must be on PBX.
Call divert	Always/Busy/No Answer/Unreachable.	Automatic Disaster Recovery using Call Forward Unreachable if device is not available.
	Time-based scheduling.	
Call Waiting	Show incoming new calls whilst already on call.	Subject to handset support.
Call barring	Black-list and white-list by prefix or DDI.	
Voicemail	Dial-in access. Recordable greetings(unavailable/busy/temp). Voicemail to email, and store in voicemail. PIN security.	Single voicemail email destination. 30 messages; 3 second minimum; 180 seconds maximum per message.

Security

All Simetric Telecom services are delivered from our resilient voice network that operates in dual secure data centres, with diverse network and carrier interconnect services. We use secure HTTPS for device management (SIP credentials are not revealed), encryption of SIP credentials during call setup and SSL encryption of management and control interfaces. Internally, our network uses concurrency and destination controls designed to reduce fraud exposure, though you remain responsible for all usage. We also have extensive real-time monitoring and alarm visibility across all of our network and services.