

**Medium  
Enterprise**

### **Enhance Your Office Communications**

Talk to us about our **HIGH** quality and **LOW** cost Web & Audio Conferencing Service.

Add a Soft-Phone to your desktop **FREE!**

Save **BIG** on cell phone long distance by using our Call-Back solution.

**PanOrion**  
**Phone clarity  
inspired by  
the stars.**



PanOrion Corporation is a Canadian company registered with the CRTC as an IP Service Provider. As a prerequisite customers must have Internet service.

**Call toll free 1 877- 387- 4731 or visit us at [www.panorion.com](http://www.panorion.com)**

# MEDIUM ENTERPRISE IS AN EXCEPTIONAL SOLUTION THAT OFFERS SIGNIFICANT COST SAVINGS WHILE DELIVERING PREMIUM FEATURES THAT HAVE TRADITIONALLY REQUIRED USERS TO PURCHASE OR LEASE EXPENSIVE PHONE SYSTEMS. MEDIUM ENTERPRISE IS AN ALL-IN SERVICE THAT PROVIDES UNLIMITED NORTH AMERICAN DIALING.

## Service for 6 Lines Included

### Benefits

#### Increase Productivity, Convenience and Savings

Increase productivity by adding free Soft-Phones to laptops which can be used at home or on the road.

**Medium Enterprise** can lower operating costs, providing savings of 50% or more.

#### Delivering Quality

We provide the best in voice quality because all our services are delivered through our own systems and we utilize grade circuits, gateways and redundant servers.

#### Convenient Customer Self-serve Web Port

Each extension is accessible and can be managed through a web portal, providing complete control over your phone system.

### Calling Features

#### Service for 6 Lines Included

**Medium Enterprise** provides great value for companies that require a minimum of 6 phone lines. Adding additional lines is easy and can be done at anytime.

#### Direct in Dial (DID) Telephone Numbers

Extensions can have a telephone number assigned so that incoming calls will ring directly on that extension.

#### Unlimited North America Dialing

Call anywhere in North America, anytime, for FREE.

#### Music on Hold

Is an excellent feature that allows you to replace dead air with melodic music or important information when it is necessary to place a call on hold.

#### Follow Me

The extension owner's mobile phone, home phone and office phone can ring in sequence when the main extension is called. The caller is connected with the phone that first answers.

#### Extension Dialing

Call any extension that is part of your phone network whether it is down the hall or halfway around the world.



### More Great PBX Features

#### Call Forward

Don't miss important calls. Forward calls to another extension or your mobile phone.

#### Call Pickup

A designated person can answer another person's phone without leaving their desk.

#### Call Parking

This feature is very useful when you want to put multiple callers on hold and allow these calls to be picked up by someone else.

#### Call Transfers

Calls can be transferred between system extensions or to public phone numbers.

#### Record Conversations (Data Storage Fees May Apply)

Record some or all calls to assist in improving customer satisfaction or training.

#### Authorization to Reach Extension

This feature adds another level of security and privacy by requesting the caller to provide a password in order to contact the desired extension.

#### Do Not Disturb

When you are busy, make sure that nobody can interrupt. This feature can be activated and deactivated from the phone terminal.

#### Call Cascading

Make sure that somebody will take the call. Calls are forwarded to another extension if not answered within a specified amount of time.

#### Ring All

When an extension is called, this triggers other extensions to ring. The first extension answering the call gets the connection.

#### Incoming Call Rules

Incoming call rules can be configured to improve privacy, automate tasks, increase users' productivity and filter incoming calls based on Caller-ID and time of call. As an example, rules can be used to perform a set of predefined actions, like transfer calls to internal extensions or public telephone numbers.

#### Conference Center (Optional Service)

With a subscription to our Audio Conferencing service, businesses can schedule one time conferences and recurring conferences. Conference rooms can be configured to support an unlimited number of participants.

#### Dedicated Voicemail Number

A company can assign a special phone number that employees can call from a public number in order to check their voicemail messages.

#### Intercom/Paging

Intercom and Paging features are highly customizable, allowing an extension to broadcast messages to groups or to particular extensions. The phone system administrator can determine which extensions are allowed to access Intercom and Paging.

#### Call Queues (Setup Fee)

Call queues can answer multiple calls and distribute them to agents using sophisticated algorithms. When used by sales, customer service or support, the company's resources are maximized, while improving customer satisfaction by supporting Service Level Agreement terms.

#### Call Queue Reports and Statistics

The detailed call queue reports and statistics are vital for call center monitoring. The performance indicators, including call report, answered/unanswered report, call distribution report, agent report and status report, help management optimize human resources and business processes.

#### Call Screening

Call screening features are particularly useful for call centers that want to filter calls by destination. Banks, insurance companies, or even small companies can use call screening in order to comply with local regulations and to guarantee customer satisfaction.