



## Simple, Flexible and Easy to Scale Cloud PBX Solution

With SherWeb Cloud PBX, you get all the phone features you need for your business, with low upfront costs and no hardware or software to maintain. Whether you are operating from a single office or different locations in your city, state, or country, you get an enterprise-grade VoIP phone system to make all your clients happy. Moreover, your mobile employees can be reached while on the go through your company phone number.

### Product Functionalities

- ✓ Continental US/CAN minutes included
- ✓ Phone Number: Port Existing or Get New
- ✓ Audio Conference Bridges
- ✓ Call Recording
- ✓ Auto-Attendant / IVR
- ✓ Custom Music-On-Hold
- ✓ Custom Caller ID
- ✓ Mobile Softphone Extensions
- ✓ Follow-Me / Call Forwarding
- ✓ Call Detail Record / Call Reporting
- ✓ Account Management via a Web Portal
- ✓ Virtual Fax (Fax-to-email / Email to fax)
- ✓ Premium 24/7 Technical Support
- ✓ Voicemail Message Waiting Indication
- ✓ Notification Email

### User Web Portal

- ✓ Call Log / Calls Detail Record
- ✓ Profile Management
- ✓ Call Statistics
- ✓ Call Reports
- ✓ Call Recording / Download
- ✓ Call Screening List
- ✓ Fax Management
- ✓ Voicemail Management
- ✓ Call Forwarding Management
- ✓ WebRTC Browser Phone
- ✓ Conference Bridge Control

Please take time to read our 911 terms and conditions:

[Limitation of responsibility – 911 VoIP Service](#)



To learn more about SherWeb's hosted solutions, visit [www.sherweb.com](http://www.sherweb.com) or call 1 (855) 780-0955.

# Cloud PBX Features

## Pre-configured PBX & IP Phones

The Cloud PBX and all extensions come configured with Busy Lamp Field, Intercom, Paging, Hunt Group, Audio Conference, etc.

## Unlimited Incoming Simultaneous Calls

Users can receive unlimited simultaneous calls on their phone number.

## Unlimited Outgoing Simultaneous Calls

Users can place unlimited simultaneous calls. Call limitations exist on IP Phones and Soft-phones.

## Call Routing by Phone Number

Route the call to a different destination (extension or auto-attendant) based on the called number.

## Auto-Attendant / IVR

The Auto Attendant receives calls, provides different assistance options to the caller and transfers call.

## VoiceMail

Leave a voice message to the user when un-available.

## VoiceMail retrieve options

Read voicemail from IP phone, smartphone, email or web console.

## VoiceMail forward

Forward a voicemail to another user.

## Message Waiting Indicator

Visual indicator that indicates that a message is waiting in the user voicemail.

## Call Hold / Resume

Place a call on hold. Resume a call on hold.

## Call Park / Call Pickup

Park a call from a phone and pick it up from another phone.

## Music on Hold

With the ability to select the MP3/WAV music to be played.

## Phone Book

List of company extensions.

## Busy Lamp Field

Tell whether another extension is busy or not.

## Call Blocking / Selective Call Rejection/ Call Screening

Block incoming calls that are in a list of phone numbers.

## Call Recording - Automatic

Record all calls from the beginning to the end.

## Call Recording - On demand

Record a call from user interaction.

## Call Return; Redial.

## Call Transfer - External

Transfer a call to an external number / contact.

## Call Transfer - Internal

Transfer a call to an extension.

## Call Transfer to Voicemail

## Call Forward - Manual

Forward incoming call to an extension.

## Call Forward - Automatic

Forward incoming call to an extension.

## Call Forward - Phone Number

Forward incoming call to an external phone number.

## Anonymous Call Rejection

Block calls from callers who have blocked their caller ID information.

## Call Waiting

When on a call, get a tone that indicates a new incoming call so the initial call can be put on hold to pick the second incoming call.

## Intercom / Paging

Page via the intercom.

## Audio Conference Bridge

Audio conferencing.

## Caller ID

Display the phone number / name of the caller.

## Caller ID Delivery Blocking / CLI Hide

Block number from being shown when the user calls other numbers.

## Do Not Disturb

When enabled, incoming calls are sent to the VM.

## Follow-Me

Incoming calls ring on mobile phone simultaneously.

## HD Voice

Highest performance audio codecs - G.722.

## Call Forking / Simultaneous Ringing

An incoming call rings on all devices (IP Phone & Smartphone).

## Follow-me

An incoming call rings a mobile/cellular phone when the user is on leave.

## Multi Device

Ability to handle communication on multiple devices (desktop phone, mobile device (BYOD), web browser, PC).

## WebRTC

Place a call from a Web Browser.

## Web Fax

Send and receive fax as PDF email attachments.

## IP Phone Auto-Provisioning

IP Phones are automatically configured on boot-up.

## Softphone Auto-Provisioning

Softphones are configured automatically via a QR code.

## Email Notification and Fax Management

Notifications and faxes can be sent to multiple email addresses (no need to create a distribution group)

## Group Pickup

User can Pick-Up an incoming call from another user or group of users.

## Hunt Groups

Distributing phone calls from a phone number to a group of users/extensions.

