A fully-managed phone system in the cloud.

Focus on what's important.
Move your business forward.

RINAX
COMPUTER SYSTEMS

Business **Phone** System
for Modern Offices

Fully encrypted, secure, and mobile business communication for any modern office

The way our workplaces look and behave has been undergoing a great deal of flux and experimentation in recent years, urged on by a wide range of driving forces. From an organizational perspective, there has been a need to make your property portfolio more cost effective, while also providing an engaging environment that both attracts the best talent and helps them to collaborate and innovate.

Flexible Communication

Flexibility, reliability, and mobility are some key defining factors propelling the modern office, all of which are brought to the forefront when using a hosted phone system. With an iOS and Android supported app for mobile use, and a browser-based web phone for desktop use: your workforce can connect whenever they want and however they want. This enables employers to become more dynamic and improve productivity by hiring from a rich talent pool of remote workers whether it be locally or from around the world.

Key features:

- **Chat & SMS** – Allows business texting and chat to happen from either your desktop or mobile phone without mixing your business and personal messages
- **Find Me/Follow Me** - Callers dial one phone number and can reach you wherever you are, on any of your devices. You can set all your phones to ring simultaneously or have them ring in sequence.
- **Internet Fax** - Reliable Fax-to-Email and Email-to-Fax service to meet all your business needs. Fax from anywhere with an internet connection at any time. Direct incoming faxes straight to your email inbox.
- **Transcription** - All your voicemail messages are transformed into readable text so you can quickly scan your messages as they come in. Conveniently read them on your computer or mobile device.
- **Web Phone** - Increase the reach of your business phone system and open the door to a more geographically diverse workforce with a browser based phone solution using any Mac/PC, a web browser, and a microphone
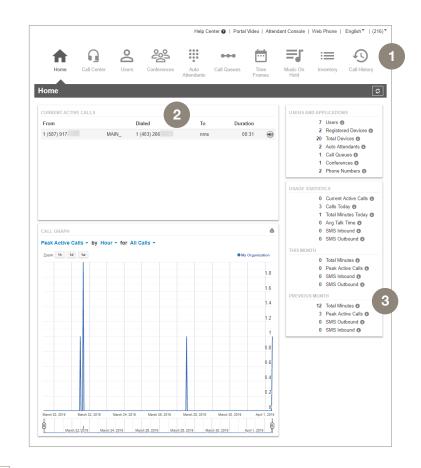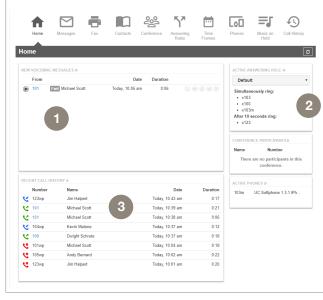
Convenience is in the Cloud

The pressure to streamline business operations into lean, efficient, and cost-effective entities is immense. With crystal-clear call quality, flexibility, and system scalability through our affordable and extensive advanced phone features, delivered over our reliable geo-redundant platform: businesses can reduce office phone system costs and increase productivity simultaneously. The convenience and reliability of our cloud hosted communications system makes it the best solution for any business.

Enterprise-grade communications at an affordable cost. Advanced customer-focused features.

Management Portal

1. Full Call History
2. See Active Calls in progress
3. Brief Statistics
- Add/Manage and Delete Users
- Add/Manage Auto Attendants
- Manage Schedules
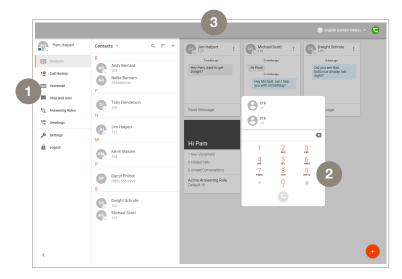- Manage Music/Messages on Hold

User Portal

1. Manage Messages
2. Quick view of current Profile and Phones
3. Full Call History
- Manage Contacts
- Answering Rules
- Find-Me / Follow-Me
- Forwarding
- Personal Music on Hold

Strengthen your business communications.
Empower your customers.

Web Phone

1 Visual Voicemail

2 Dial Pad with Easy Access to Recent Calls

3 Multi-Chat Board for Quick Communication

Manage Answering Rules and Greetings

Presence and Chat Indicators

Expanded Android/iOS Softphones

Keep your mobile number secret by using your office number on your mobile phone.

1 Visual Voicemail

2 Change Answering Rules Remotely

Full Call History

Presence Indicators for co-workers

Free WiFi Calling anywhere in the world

Exceptional Features

Office Manager Web Portal
A dedicated portal that lets you control all functions and features of your phone system.

User Web Portal
An easy to use web portal for each user to review call logs, listen to and manage voicemail and change personal settings.

Call Conference (3 Way Calling)
Add another outgoing call to an already connected call.

Call Forward
Selectable options on forward always, forward on busy, when unanswered or when offline. You can also redirect calls to your mobile phone/external phone number or a user inside your office.

Call Hold
Easily puts a call on hold while you answer another call.

Call Logs
Provides downloadable detailed call records by extension or by company.

Call Screening
Callers are required to record their name, and you get an audible option to accept/decline.

Call Transfer
Transfer calls to another user or outside phone number.

Call Blocking
Block unwanted and/or anonymous callers.

Caller ID and Name Display
Know who is calling before you answer with name and number display.

Caller ID Block
Block your caller ID from being displayed on outbound calls.

Click to Dial
Users can click to dial numbers and return calls in call history from their User Web Portal.

Do Not Disturb
Callers go directly to voicemail when you don't want to be interrupted.

Emergency Assistance (911)
Set an address for individual extensions (users) or for your entire company so that responders know where to send help in the event of an emergency.

Find Me – Follow Me
Calls can be forwarded to multiple numbers that will ring all at the same time or in a sequence you define.

Mobile Apps
Tablet, smartphone and computer apps are available to allow dialing to and from these mobile devices from a WiFi or cellular network.

On Demand Call Recording
Records calls on your extension with simple keystrokes, record what you want, when you want.

Company Call Recording
Automatically record some or all company phone calls and save them securely.

Multiple Devices
You can register multiple devices for each extension. For example you could have your office phone, a softphone on your mobile device and another phone at your home and all could ring at the same time.

Ten-digit Dialing
No need to dial 9 or even 1 to make a long distance call.

Automated Attendant/ Virtual Receptionist
Streamline efficiency with an Automated Attendant to answer and direct all your inbound calls. You can optionally configure to have live answer before the Automated Attendant kicks in.
Incoming callers select options from a menu to reach the appropriate department or individual.

- Different greetings for day or night
- Holiday schedule and greetings
- Dial by name directory
- Transfer to external numbers automatically

Music and Messages on Hold
Upload your customized recordings. We can also record your message for you.

Simultaneous Ring
Same as Find Me - Follow Me, allows you to program many numbers where you can be called in a cascading or simultaneous order.

Time Frames
Easy drag and drop scheduler to set your office hours and call routing.

Voicemail
Every user gets their own voicemail to securely check messages from the phone, or a website from anywhere in the world.

Voicemail to Email
Receive voicemail as an audio file attached to email. Can be played back on your smartphone. Also see optional Voicemail Transcription.

Hunt Groups
Calls can be forwarded to multiple users or telephone numbers that will ring all at the same time or in a sequence you define. For example, the sales or service team can be in a hunt group.

Web Phone
Use an extension on the go using chrome with any computer and microphone. Compact and expanded views give users the choice to see active chats, answering rules, voicemail messages, and more.

Mobile Softphone
Compatible with both Android and iOS the Mobile Softphone allows any user to use their cell phone like a desk phone. Dial contacts in your local phone book or company directory, record and change greetings, send and receive chat messages, and view your voicemail and transcription right from the app.

Add-on Features

Voicemail Transcription
Have your voicemail messages emailed to you as written transcripts, with audio files attached.

Greeting Changes
Changes to your greetings are available. Fees apply to each order which could include single or multiple recording changes done at the same time. You can upload and record your own greetings at no charge anytime.

Conference Calling
Full web control and recording for inbound calling. Also add outbound called participants from the portal.

Toll Free Number
Add a new toll free number or let us move your existing toll free number. Toll Free numbers allow anyone in Canada and the US to reach you without the caller incurring any long distance charges.

Local Numbers
Keep your existing number(s) or pick from over 1,600 Canadian cities or towns. Portray a local presence in any additional market by publishing a local phone number in any area code. International and US cities are also available.

- Local numbers for remote employees
- Great for geo-targeted marketing campaigns
- Same functionality as Main Company Phone Number

Internet Fax
Easily send faxes via the web or email. Receive faxes via the Web or in your email as an easy-to-file-or-forward PDF document.

Portal Fax
Use your phone portal account to send and receive personal faxes in PDF format. Faxes will be forwarded to your email for attention.