OnSIP Features Guide

DETAILS FOR EACH FEATURE AND HOW TO ACCESS THEM

onsip

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Auto Attendants

WHAT IS IT?

Auto Attendants allow you to set up a touchtone menu for your callers. For example, you can play a message to allow the caller to press 1 for the Sales department, 2 for the Support department, etc. You can also give callers the option to dial a direct extension.

HOW DO I GET IT?

You can add attendant menus to your phone system under the Apps tab in the OnSIP Admin Portal.

HOW MUCH?

Auto Attendants come with the Per Seat Metered and Per Seat Unlimited plans (1 attendant per seat).

On the Pay As You Go Plan minimum, 3 Auto Attendants are included. Additional Auto Attendants can be purchased for $19.95 per month.

Groups

WHAT IS IT?

"Thank you for calling Acme Corporation. For the Sales Team, press ONE…" Use groups to efficiently handle calls amongst a team or department. You can set a group ring strategy for your sales team so calls can be managed across the whole team and your leads will never reach a voice mailbox again.

HOW DO I GET IT?

Click the Groups tab in the OnSIP Admin Portal to create and configure groups.

HOW MUCH?

Groups are included on the Per Seat Metered and Per Seat Unlimited plans (1 group per seat).

On the Pay As You Go Plan minimum, 3 groups are included. Additional groups can be purchased at $14.95 per month.

Dial By Name Directories

WHAT IS IT?

Make it easy for your callers to find people. Create a company directory for callers to reach employees by spelling their names via touch tones.

HOW DO I GET IT?

Simply add users to a directory in the Apps section of your OnSIP Admin Portal. Then, add the directory as an option in your Auto Attendant.

HOW MUCH?

Dial By Name Directories are included on the Per Seat Metered and Per Seat Unlimited plans (1 directory per seat).

On the Pay As You Go Plan minimum, 1 Dial By Name Directory is included. Additional Dial By Name Directories can be purchased at $9.95 per month.

ACD Queues

WHAT IS IT?

Automatic Call Distribution (ACD) Queues are used to distribute incoming calls among a group of agents via your chosen routing strategy. Create a Simple Queue for standard ACD Queue functionality, or upgrade to an Enhanced Queue.

Enhanced Queues offer a web-based supervisor dashboard for monitoring your queue(s) in real-time and running reports.

HOW DO I GET IT?

Log into the OnSIP Admin Portal. Navigate to the Apps tab, then create a new queue, and configure options such as Simple or Enhanced, the call routing strategy, number of agents able to log in, etc.

HOW MUCH?

Pricing for ACD Queues is based on the max number of agents that can log into the queue, with the account admin selecting that value in the Admin Portal.

Simple Queues cost $9.95 per max number of agents able to login, and Enhanced Queues cost $14.95 per max number of agents able to login.

911 Emergency Dialing

WHAT IS IT?

E911 emergency calling is available to OnSIP users; administrators can configure E911 settings in the OnSIP Admin Portal.

HOW DO I GET IT?

E911 can be enabled and configured in your OnSIP Admin Portal. Simply let OnSIP know where each user is located.

HOW MUCH?

911 Emergency Dialing is $1.80 per month for each user on which it is enabled.

Inbound Bridge

WHAT IS IT?

An Inbound Bridge allows you to use a local, international or toll-free number from another provider with the hosted PBX features of OnSIP.

For instance, if you have an international DID from a third party provider, you can use an Inbound Bridge to receive calls from that third party provider to OnSIP

HOW DO I GET IT?

Create and configure an Inbound Bridge in the OnSIP Admin Portal under Apps.

HOW MUCH?

Each Inbound Bridge is $1.95 per month + $0.05 per minute of talk time.

Phone Numbers

WHAT IS IT?

You can port your phone number(s) or purchase one for your whole company, or as a direct line. We offer toll free numbers as well as local (toll) phone numbers in almost every metro area in the US. You can purchase one for your whole company as a direct line for an individual.

Visit onsip.com/pricing/phone-number-availability to see all available numbers.

HOW DO I GET IT?

Login to the OnSIP Admin Portal, click Create a New Phone Number, and select your desired area code and call destination (e.g. your Auto Attendant).

HOW MUCH?

Phone numbers are $7.00 to set up and $2.00 per month thereafter.

Phone number porting costs $15 per number.

Voicemail to Email

WHAT IS IT?

Voicemail to email ensures that you never miss an important message again. All of your messages are automatically sent as .wav files to the email inbox of your choosing. You can also listen to your voicemails straight from the OnSIP app.

HOW DO I GET IT?

Voicemail to email settings are easily configurable in the Admin Portal under each user's settings. You can also take advantage of Voicemail Transcription, a third party integration with PhoneTag, subject to PhoneTag's pricing.

Users can also edit their own Voicemail settings in the OnSIP app (app.onsip.com) under the "Voicemail" tab.

HOW MUCH?

All voicemail boxes offer voicemail-to-email. See voicemail pricing for details.

Announcements

WHAT IS IT?

Announcements are a simple but powerful tool to deliver important messages to callers at a desired routing point in your OnSIP phone system.

HOW DO I GET IT?

Login to the Admin Portal and click to add an announcement under Apps.

HOW MUCH?

Announcements come with the Per Seat Metered and Per Seat Unlimited plans (1 announcement per seat).

On the Pay as You Go Plan minimum, 1 announcement is included. Additional announcements are $4.95 per month.

Find Me Anywhere

WHAT IS IT?

Users can set their inbound call preferences to "find them" in another location instead of sending the call to voicemail. For example, if you are on the road a lot, set your phone to ring your office for 15 seconds, then send the call to your cell phone.

HOW DO I GET IT?

Modify your Inbound Call Preferences in the Users section in the Admin Portal.

HOW MUCH?

The feature is free, but the standard calling rate of 2.9 cents per minute applies.

Business Hour Rules

WHAT IS IT?

Business Hour Rules allow you to set your company's standard business hours, and then apply call routing rules based on whether the office is open or closed.

HOW DO I GET IT?

Business Hours Routing comes free with OnSIP. You can set up new Business Hour Rules in your online Admin Portal under Apps.

HOW MUCH?

Free!

HD Calling

WHAT IS IT?

High Definition or "HD" quality is a huge game changer for telephony. Calls and conferencing between wideband capable SIP phones will have a superior sound quality that the old telephone network could only wish for.

HOW DO I GET IT?

It's actually phone dependent. With plenty of affordable HD-capable phones today, OnSIP customers experience stereo quality on extension-to-extension calls every day.

HOW MUCH?

Free! All you need are wideband-capable SIP phones.

Busy Lamp Field

WHAT IS IT?

Busy Lamp Field is a PBX feature that shows the active line status of other users on your phone system as flashing lights.

HOW DO I GET IT?

Enable BLF under the 'Account' tab in the OnSIP Admin Portal. Configure BLF settings when setting up phones for your users.

HOW MUCH?

OnSIP BLF comes included for all accounts on the Per Seat Metered and Per Seat Unlimited plans.

Pay as You Go customers can enable BLF account-wide for $19.95 per month.

Enhanced Music on Hold

WHAT IS IT?

OnSIP allows you to customize your callers' music on hold experience. Choose from basic elevator music, your favorite radio stations, or even your own hosted files. Set different MoH streams for each individual OnSIP user, so that unique streams play based on which OnSIP user was called.

HOW DO I GET IT?

Users will be able to choose from one of three included music options or one of thousands of enhanced Internet radio streams through the Admin Portal. You can also use your own hosted files as well.

HOW MUCH?

The Per Seat Metered and Per Seat Unlimited plans come with Enhanced Music on Hold (hundreds of music choices) and 1 MoH channel (simultaneous music stream) for each seat.

The Pay As You Go Plan minimum comes with Standard MoH (3 music choices) and 5 channels. Your business will need at least 1 MoH channel for every 10 of your seats. Additional MoH channels are $4.95, and upgrading to Enhanced MoH is $19.95 a month.

HD On Net Conference Suite

WHAT IS IT?

An On Net Conference Suite provides a destination where multiple callers can have a group discussion. An OnSIP On Net Conference Suite fits up to 15 simultaneous callers.

HOW DO I GET IT?

Add an On Net Conference Suite from the Apps section of the Admin Portal and assign an extension or phone number.

HOW MUCH?

On Net Conference Suites can be bought individually for $19.95 per month or in discounted packages: 10 On Net Conference Suites for $50 per month.

Paging

WHAT IS IT?

Have an announcement to make to an office or department? OnSIP supports paging features on SIP phones and paging systems.

HOW DO I GET IT?

Select SIP phones (e.g. Polycom) and/or speaker systems (e.g. Cyberdata SIP Paging Systems) that support paging. You can find more information about these in our Knowledgebase.

HOW MUCH?

Free!

Personal Ring Strategy

WHAT IS IT?

Leverage our Ring Group feature for a single person to create a Personal Ring Strategy. For example, ring your office phone, then your cell phone, then your home phone or your colleague's phone (or all of them at once) to never miss a call.

HOW DO I GET IT?

Click the Groups tab in the OnSIP Admin Portal to create and configure a group as personal ring strategy. Then assign the person's inbound extension or DID to ring the group.

HOW MUCH?

Groups are included on the Per Seat Metered and Per Seat Unlimited plans (1 group per seat), specifically to encourage everyone to try their very own Personal Ring Strategy.

On the Pay As You Go Plan minimum, 3 groups are included. Additional groups can be purchased at $14.95 per month.

International Dialing

WHAT IS IT?

Do business around the world? OnSIP customers can dial internationally. Our standard calling area covers over 25 countries, and extended calling area is world-wide.

HOW DO I GET IT?

With an OnSIP account in good standing, you can dial anywhere in the U.S. plus over 25 countries included in our standard calling area.

To dial extended calling areas, you must complete the OnSIP Extended Dialing form, which can be found at onsip.com/pricing/extended-calling-area.

HOW MUCH?

Calls to standard areas are 2.9 cents per minute. Calling rates to extended dialing areas can be found at onsip.com/pricing/extended-calling-area.

Call Management

WHAT IS IT?

OnSIP has all the calling features you need: hold, mute, re-dial, speed dial, extension dial, transfer (attended and non-attended), DND, call waiting, 3-way calling and call forwarding.

HOW DO I GET IT?

Call management is a standard feature set of OnSIP.

HOW MUCH?

Free!

Call Recording

WHAT IS IT?

OnSIP customers can record inbound and outbound calls for quality, training, and regulatory purposes. After setting up a storage location with Amazon Web Services, Google Cloud or Rackspace, you can configure the following recording rules:

- Which user's calls will be recorded. You can also choose to record the calls of every user in the organization.
- The direction of calls to record (inbound, outbound or both).
- Which third party Storage Service Provider (SSP) to store the call recordings in.

HOW DO I GET IT?

First, link OnSIP to your SSP by logging into the Admin Portal and navigating to the "Resources" tab. From there, you can create a new "Storage Service" - the steps may vary depending on your SSP of choice. For detailed instructions, visit our knowledgebase.

To create a Recording Rule, you should navigate to the "Resources" tab of the Admin Portal, follow the instructions in the Admin Portal or Knowledgebase, and click "Save".

HOW MUCH?

Call recording is available a la carte at $4.95 per user recorded. Here's how call recording fits into each of the OnSIP pricing packages:

- 1 call recording rule included with the $49.95 Pay-As-You-Go plan
- 1 call recording rule included with each $8.95 Per Seat Metered plan
- 1 call recording rule per seat with the Unlimited Plan

Enhanced Queue Dashboard

WHAT IS IT?

OnSIP's Enhanced Queue Dashboard displays the status of agents and callers in your organization's call queues. Also capable of running key performance reporting, this interface helps your business improve operational efficiency and deliver excellent customer service.

With the OnSIP Enhanced Queue Dashboard, you will gain the confidence to make informed decisions on staffing and training your sales and support teams.

Queue Status

- Provides up-to-the-minute information on your company's ACD queues
- Clickable views of all Enhanced Queues on your account
- Real-time status of queue agents and calls that are in the queue(s).

Queue Report

- Provides access to reports that compile longer-term trends
- Reports on your queue(s) and queue agents for supervisor-selected time periods
- Ability to download as CSV files for further manipulation of the data.

HOW DO I GET IT?

This feature is available in the OnSIP app at app.onsip.com if your business uses an Enhanced Queue.

HOW MUCH?

Enhanced Queues cost $14.95 per max number of agents able to login.

Call Whisper, Barge, Monitor

WHAT IS IT?

OnSIP's Enhanced Queues offer 3 industry-standard features for queue supervisors to ensure your company is delivering excellent customer service.

- **Call Monitor:** Queue supervisors can listen in (in real-time) on any agent that is on a call. Neither the agent nor the caller will know the supervisor is listening.

- **Call Whisper:** Queue supervisors, while listening in on a call, can speak to the agent without the caller hearing.

- **Call Barge:** Queue supervisors, while listening in on a call, can barge into the call and directly speak with the agent and the caller.

HOW DO I GET IT?

These features are accessible in the Enhanced Queue Dashboard of the OnSIP app (app.onsip.com)

HOW MUCH?

Enhanced Queues cost $14.95 per max number of agents able to login.

InstaCall

WHAT IS IT?

InstaCall allows your website visitors to audio/video call your organization with the click of a button - no dialing necessary. Calls are web-based, completely free, and can be answered via the OnSIP app (available for free to all OnSIP customers) or any other VoIP phone.
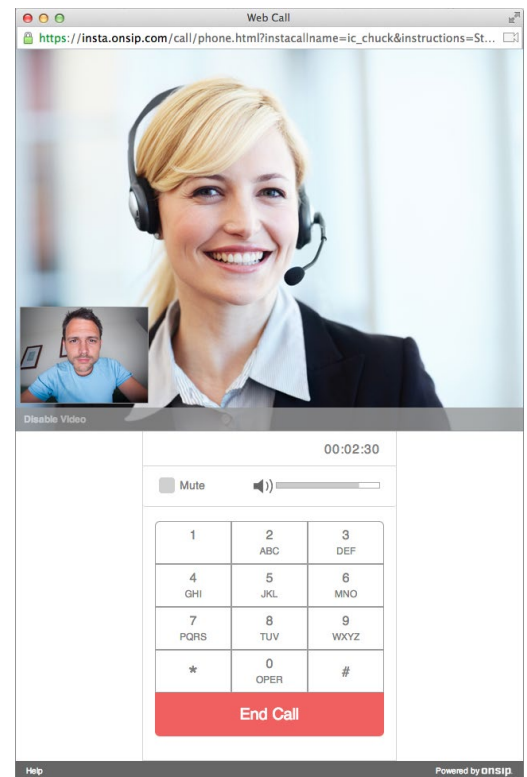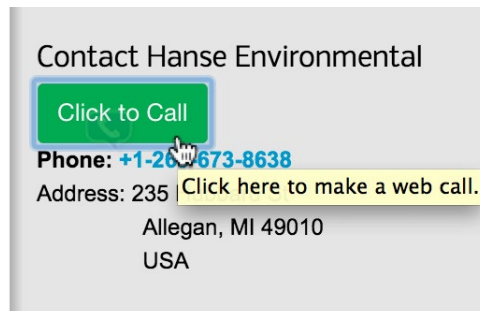
HOW DO I GET IT?

This feature is available to all OnSIP customers. Configure InstaCall buttons under Apps in your Admin Portal. You will receive a code snippet that you can either paste into your website HTML or give it to your
website administrator to handle.

The OnSIP app can be accessed at app.onsip.com.

HOW MUCH?

Free!

Queue Video on Hold

WHAT IS IT?

Display Youtube videos to your callers as they wait in a queue with Queue Video on Hold. Use this feature with InstaCall to impress your prospects and customers with videos about new products, customer testimonials and more.

HOW DO I GET IT?

Log into the OnSIP Admin Portal and navigate to the Apps tab. From there, you can create a new queue or modify an existing one. Set up Queue Video in the queue's configuration settings, in the "Advanced" section.

HOW MUCH?

This feature comes included in both Simple and Enhanced Queues at no additional cost!

Queue Reporting

WHAT IS IT?

OnSIP's Enhanced Queues provide a dashboard where managers can run comprehensive reports on the past statistics of their call queues. Select a date range to review queue-centered and agent-centered reports (with an option to download CSV files). These in-depth reports provide call, queue, and agent stats over the specified time period.

HOW DO I GET IT?

The dashboard is only available with an Enhanced Queue(s), and is accessed through the OnSIP app (app.onsip.com).

Have an account admin log into the OnSIP Admin Portal, and navigate to the Apps tab. Next, create an Enhanced ACD Queue (or upgrade a Simple Queue). The admin can then access the dashboard in the OnSIP app.

Dashboard access can also be granted to any user on the account by enabling a "Queue Supervisor" role.

HOW MUCH?

The dashboard comes at no additional cost with all Enhanced Queues created on an account.

Enhanced Queues cost $14.95 per max number of agents able to log into the queue, a value chosen by the account admin.

Zendesk Integration

WHAT IS IT?

A customer service integration that automatically generates and assigns a Zendesk ticket to the agent who answers an inbound call. The ticket contains relevant information to the call by default, such as caller ID, the callee, timestamp, etc.

HOW DO I GET IT?

The Zendesk Integration is included in our OnSIP Call Assistant for Chrome. Download the app on the Chrome web store.

HOW MUCH?

Free!

Google Analytics Integration

WHAT IS IT?

Connect your call data with your web data through Google Analytics Integration with InstaCall. See how many website visitors attempted to call you via voice or video directly from your website, which lead sources tend to drive phone calls, and more. All calls from your InstaCall button will be tracked as events in your Google Analytics account.

HOW DO I GET IT?

When configuring an InstaCall button in the Admin Portal, simply add your Google Analytics Web Property ID. After you've inserted the InstaCall button script to your webpage, call clicks will be tracked as events in your Google Analytics account.

HOW MUCH?

Free!

Highrise Integration

WHAT IS IT?

A click-to-call plugin that automatically logs calls to and from your Highrise contacts. Click on any phone number or SIP address displayed in your web browser to initiate a call, and if you are a Highrise user, the call will automatically be tracked in your Highrise account.

HOW DO I GET IT?

Highrise Integration is part of our Click to Call for Google Chrome™ plugin. Download the app on the Chrome web store.

HOW MUCH?

Free!

OnSIP Assistant for Google Chrome

WHAT IS IT?

You know how on your cell phone browser, you can click a phone number to call it? Download the OnSIP Chrome or Firefox extension for the same experience – all numbers will turn into links; when you click, your phone will ring to connect the call with the number.

You can also click to call coworkers in the OnSIP app (app.onsip.com).

HOW DO I GET IT?

For the Chrome plugin, go to the Chrome web store and search for OnSIP Call Assistant. Follow the download and setup instructions.

For the Firefox plugin, go to addons.mozilla.org, search for OnSIP click to call, and follow the download and setup instructions.

HOW MUCH?

Free!

Free On-Network Calling

WHAT IS IT?

With OnSIP, all extension dialing, international calls, and calls to other OnSIP customers are free. (In other words, all SIP calling is free)

HOW DO I GET IT?

Simply sign up for OnSIP to take advantage of free on-network calling

HOW MUCH?

Free!

The OnSIP Desktop App

WHAT IS IT?

Work away from your desk without missing a beat or replace your desk phone entirely - with OnSIP's free video-capable softphone application.

- Business Grade Phone: multi-call management, transfer, mute, video-capable.
- Free and Secure: The OnSIP desktop app is free with an OnSIP account, and calls between app users are encrypted.
- PSTN Interoperability and Caller ID: It's as if you never left your desk phone.
- Instant Call Link: Invite anyone to chat from their browser with a simple link.
- Real-Time Insight: Receive custom caller information (e.g. account information, webpage visited) along with the call for better CRM.

HOW DO I GET IT?

Using Mozilla Firefox or Google Chrome, simply sign into app.onsip.com with your OnSIP credentials. The app is also available as a desktop app at www.onsip.com/app/download.

HOW MUCH?

Free!

Slack Integration

WHAT IS IT?

With this integration, you can Slack your coworkers and make business calls without leaving your browser.

Once you link your accounts, you can send and receive messages seamlessly between the OnSIP app and Slack. Message your coworkers and view your Slack chat history directly from their contact profile in the OnSIP app.

We also have an app listed in the Slack App Directory, which grants your team members access to OnSIP-related Slack commands. Use these "/onsip" commands to generate click-to-call links, get help, and check our network status.

HOW DO I GET IT?

If you have an OnSIP account, log in to the OnSIP app at app.onsip.com with your SIP address and password. Then, go to your Settings tab and click the "Add to Slack" button. Authorize OnSIP to access your Slack account, confirm your identify, and post messages.

For the "/onsip" chat commands, search for "OnSIP" in the Slack App Directory.

HOW MUCH?

Both integrations are free!

The Slack integration for OnSIP is not created by, affiliated with, or supported by Slack Technologies, Inc.

Professional Call Links

WHAT IS IT?

Share your OnSIP call link to enable colleagues, partners, and customers to click to call you for free. Calls through professional call links are encrypted, high definition, and video-capable when answered through the OnSIP app.

These links are often used in email signatures.

HOW DO I GET IT?

Every OnSIP user gets a professional call link to share with colleagues, partners and customers. You can find your professional call link by logging into the OnSIP app at app.onsip.com.

HOW MUCH?

Free!

Video Calling

WHAT IS IT?

As a standards-based phone system, OnSIP comes complete with support for video calling. High definition video codecs make video calling with your colleagues and clients seamless, offering great audio and video clarity.

Get the real face-to-face interaction you've been looking for.

HOW DO I GET IT?

Making a video call should be just as easy as a regular telephone call, and with OnSIP, it is. Bring your video calling solution to OnSIP, provision it with your OnSIP user credentials, and start video calling. Video softphones like Bria (by Counterpath) or the OnSIP app are great ways to get started.

HOW MUCH?

Free! Video calling is made possible through a video-capable phone of your choosing.

Simul-ring Phones

WHAT IS IT?

While other providers charge for extra phones, OnSIP allows you to have 10 phones ring simultaneously when your extension is called.

HOW DO I GET IT?

Add phones with the same user credentials as you would your first phone. Each phone will work exactly the same way for inbound and outbound calls. All phones will ring simultaneously.

HOW MUCH?

Free! Each OnSIP user can have up to 10 phones registered for free.

The OnSIP Mobile App

WHAT IS IT?

OnSIP for iOS and Android is a softphone application which allows you to make and receive HD Voice and Video calls on your smartphone, using your business line. Search your full directory of coworkers, check your favorites to see who is busy/available, review your recent calls and manage your voicemail - all of this from anywhere.

HOW DO I GET IT?

OnSIP is listed in the iOS App Store and Google Play Store. You can find links to the official apps at onsip.com/app. Simply install and log in with your OnSIP credentials to get started.

HOW MUCH?

Free!

With OnSIP, a VoIP app on your mobile phone is just another type of phone you can register. Each user can register up to ten different devices whether it is a desk phone, a softphone, or a mobile application.

External Phone Numbers

WHAT IS IT?

Route your incoming calls as needed to external phone numbers such as a cell phone's. Never miss an important call again.

HOW DO I GET IT?

Simply add the phone number to your OnSIP account under Resources in your online Admin Portal and you can start routing calls to that number.

HOW MUCH?

This feature is free for Pay as You Go, Per Seat Metered and Unlimited Plans, but OnSIP calling rates apply.

Extension Dialing (From Anywhere)

WHAT IS IT?

Phones registered with OnSIP work the same in the office, at home, and on-the-go. Connect your offices and remote employees with extension dialing (from anywhere).

HOW DO I GET IT?

Sign up for a free OnSIP trial today.

HOW MUCH?

All on-network calling is free!

Intuitive Admin Portal

WHAT IS IT?

Get started instantly, then control it all from your browser. The OnSIP Admin Portal (admin.onsip.com) empowers you to add phones and features like auto attendants, on-net conference suites, call groups, and more in minutes.
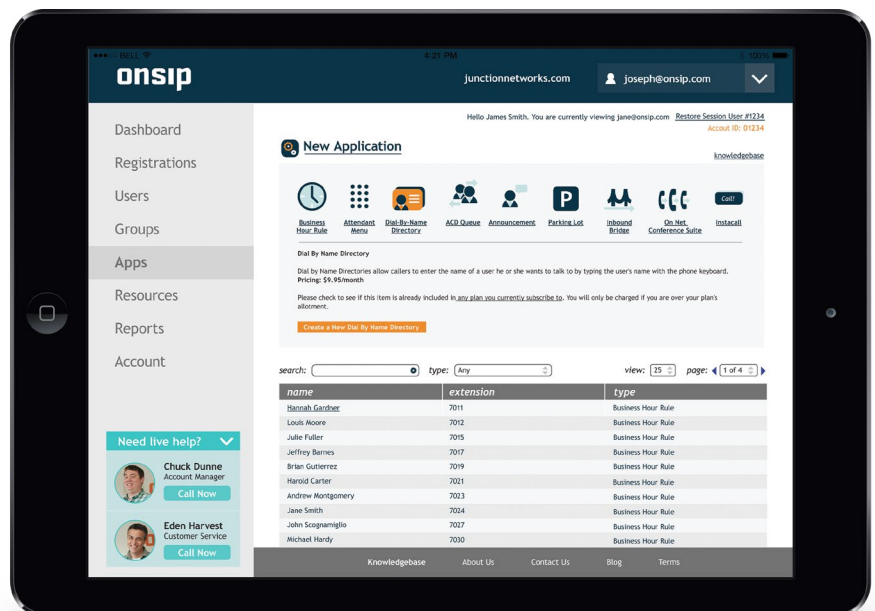
When logged into this intuitive web application, you will also be able to run reports, open support tickets, and change your billing settings.

HOW DO I GET IT?

Simply sign up for an OnSIP account.

HOW MUCH?

Free!

Unlimited Users

WHAT IS IT?

We offer a Pay As You Go Plan wherein users (seats) are free. Businesses with lots of users and little phone usage will benefit from this plan. You can move, add or change your users as you please, and it will never cost you a cent.

HOW DO I GET IT?

Sign up for OnSIP and choose the Pay As You Go Plan. Then, manage all your users on the Users page in your online Admin Portal.

HOW MUCH?

Free for Pay As You Go accounts.

Easy Provisioning (Boot Server)

WHAT IS IT?

The OnSIP Boot Server allows you to connect your IP phones to OnSIP with a few clicks, saving you a lot of time and manual labor. After initial setup, the boot server will ensure your phones get all the latest software upgrades. You don't have to worry about it again.

HOW DO I GET IT?

You must be sure to select a phone that is supported on the OnSIP Boot Server. Generally, the following brands are supported: Cisco SPA, Grandstream, Panasonic, Polycom, and Yealink.

Technically, leveraging the boot server takes two steps: First, you or a phone distributor must enter boot.onsip.com as the phone's Provisioning Server in the phone, itself.

Second, all you need to do is add the phone to your OnSIP account. This can be done in the Admin Portal by entering the phone's MAC Address, printed on the back of every IP phone.

HOW MUCH?

Access to the boot server is complimentary (free) with an OnSIP account. However, if you choose to have a phone distributor pre-provision boot.onsip.com into the phone, this is typically an additional fee per phone.

SIP Domain Hosting

WHAT IS IT?

Your SIP address is like an email address at which callers can reach you for free via SIP. Take your domain branding (www.YourCompany.com) one step further by making your SIP address match your email address, e.g. You@YourCompany.com.

HOW DO I GET IT?

You will need access to your DNS provider controls and a DNS provider that supports SRV records. Then, login to the Admin Portal and click Migrate SIP Domain under the Account tab.

HOW MUCH?

Free!

Unlimited Access to U.S. Support

WHAT IS IT?

When considering a new phone system, the support that you will receive is of top importance. OnSIP is easy to setup and maintain, and we offer many channels for you to get help when you need it.

As an OnSIP customer, you will have unlimited access to our Customer Success (Support) team, all of whom are located in the United States. Our staff is friendly and receives the most up-to-date training for top-tier support.

HOW DO I GET IT?

Customers can contact the Customer Success Team via phone from 9 AM to 8 PM Eastern, Monday to Thursday, and 9 AM to 6 PM Eastern Friday.

Customers can also tweet, email, or submit a ticket to OnSIP at any time through the Admin Portal or support.onsip.com.

HOW MUCH?

Free for Pay As You Go, Per Seat Metered, and Unlimited accounts.

Call Detail Records

WHAT IS IT?

OnSIP provides Call Detail Records (CDRs) in real time. Accessing live CDR data is simple in the OnSIP Admin Portal under Reports, and OnSIP provides a few ways to download this data as a .csv file. CDR data can also be accessed via the OnSIP Admin API for more custom implementations.

HOW DO I GET IT?

In the OnSIP Admin Portal Reports tab, CDR data can be viewed by month and contains data roll ups for individuals and the organization: inbound minutes, outbound minutes, and total cost.

HOW MUCH?

Free!

Reporting Dashboard

WHAT IS IT?

Available right in the OnSIP Admin Portal, the OnSIP Dashboard displays an overview of the account usage, including: PSTN calling, Internet Calling, Peak Phone Registrations, Total Users, PSTN Balance, and Plan Balance (Billing). It also displays the current OnSIP Network Status and your recent tickets with the OnSIP Customer Success Team.

HOW DO I GET IT?

Login to the OnSIP Admin Portal at admin.onsip.com.

HOW MUCH?

Free!
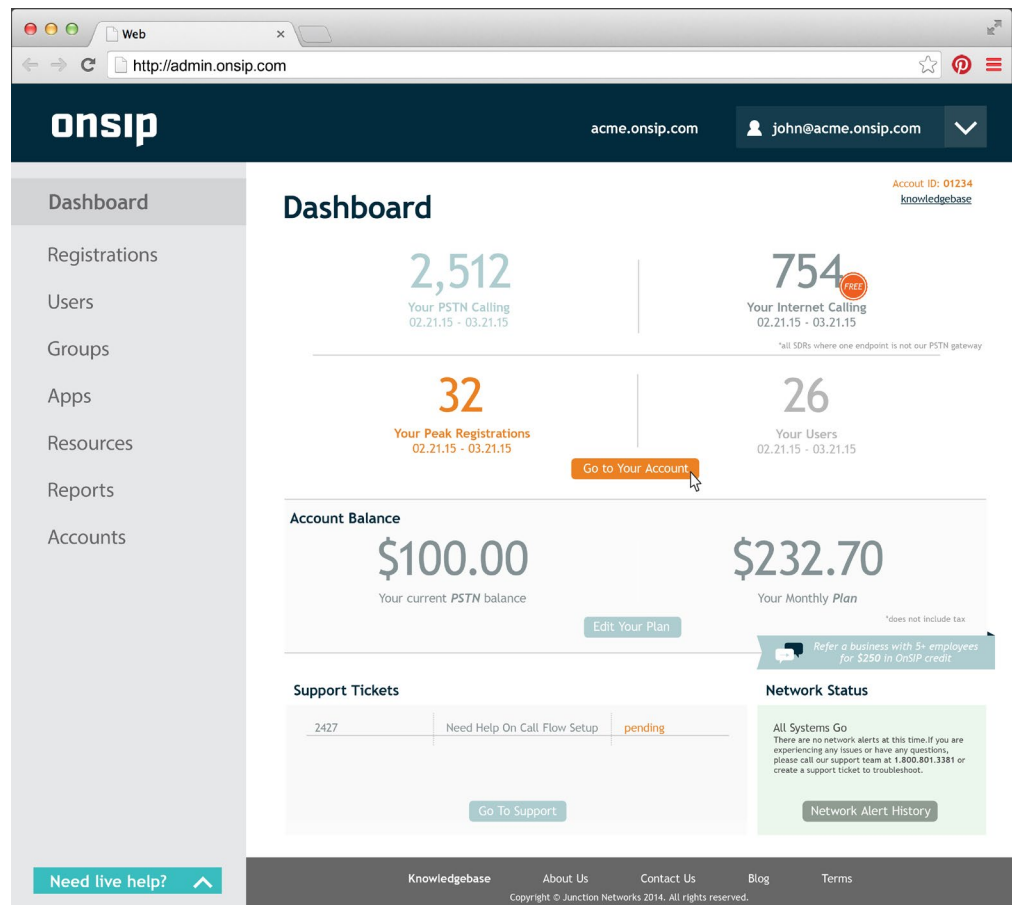
Network Status Updates

WHAT IS IT?

OnSIP has historically maintained 99.99% uptime and 98% customer satisfaction rating. Network disruptions are infrequent, but they can happen. And when they do, we are prepared to transparently communicate with our customers through live alerts in our Admin Portal, blog, and Twitter. You can subscribe to receive live texts from our Network Status Twitter.

HOW DO I GET IT?

You can login to the Admin Portal to see Network Status and subscribe to alerts on Twitter.

Follow @OnSIPNetwork and/or text "Follow @OnSIPNetwork" to 40404 on your mobile phone. Any network alerts will then be texted to you.

HOW MUCH?

Free! *

* Note if you use the Twitter's fast follow feature to receive texts, your own mobile carrier SMS fees may apply.

Real-Time Changes

WHAT IS IT?

All changes you make in the OnSIP Admin Portal happen immediately. No more waiting for your phone service provider!

HOW DO I GET IT?

Sign up for a free OnSIP trial today.

HOW MUCH?

Free!

Extensive Knowledgebase

WHAT IS IT?

Have questions? OnSIP maintains a complete knowledgebase at support.onsip.com. There you will find a Getting Started Guide, best phone system practices, instructions on setting up OnSIP features and phones, and much more.

HOW DO I GET IT?

Visit support.onsip.com

HOW MUCH?

Free!

Developer APIs

WHAT IS IT?

Integrate OnSIP with your service or infuse real-time communications features (voice, video, messaging, data) into your application with our developer APIs:

- **SIP.js:** A leading, open source JavaScript SIP and WebRTC library made by OnSIP. Use this library to add real-time voice, video, messaging, or data to your web or hybrid mobile application.

- **Admin API:** Any task that can be completed in the Admin Portal can be performed via the OnSIP API: Add users, retrieve information about users, assign a voicemail box, etc. Requests are HTTP GET or HTTP POST, and response formats are XML (default) or JSON.

HOW DO I GET IT?

Visit developer.onsip.com

HOW MUCH?

Free!

Professional Call Links

WHAT IS IT?

Share your OnSIP call link to enable colleagues, partners, and customers to click to call you for free. Calls through professional call links are encrypted, high definition, and video-capable when answered through the OnSIP app.

These links are often used in email signatures.

HOW DO I GET IT?

Every OnSIP user gets a professional call link to share with colleagues, partners and customers. You can find your professional call link by logging into the OnSIP app at app.onsip.com.

HOW MUCH?

Free!

Multi Location Support

WHAT IS IT?

OnSIP was built to support businesses with multiple locations and remote employees. Have multiple offices? You can organize your OnSIP account into organizations with their own phone trees— all under one billing entity.

HOW DO I GET IT?

Login to the OnSIP Admin Portal and click "Add a PBX" under the Account tab. You can create an unlimited number of domains.

HOW MUCH?

Free!