Business communications that's more than just talk.

Phone.com
Communicate Better®

Voice. Text. Video. Collaboration.

Phone.com is the modern, work-from-anywhere solution for today's agile, mobile, and always-on entrepreneurs and growing businesses.

With Phone.com you get:

Account Management
We haven't forgotten you've got a business to run. Our user-friendly design allows you to configure and manage more than 50 Phone.com features with a few simple clicks.

Address Book
Sync your contacts with your Phone.com address book and call or send SMS messages directly from within your Phone.com account. Contacts can be sorted into groups, synced to all your devices, as well as referenced in your Phone.com account call handling rules.

Analog Phones
If you have analog phones, you can use them with Phone.com's VoIP service. Simply connect any traditional analog telephone with Phone.com using our Analog Telephone Adapter (ATA). These ATAs plug into your network and provide an analog input for an older desk phone with an RJ11 jack.

Audio Conferencing

Conference Calling with Phone.com is a simple, affordable way to connect up to 300 participants from all over the world in HD (High Definition) Voice quality.

You'll get an easy-to-configure conference bridge with a password-protected, dedicated number. You're able to easily set up a conference call without having to plan ahead or use a third-party conferencing provider.

Call Blocking

Easily block callers during a call (*9) or add them to your blocked calls list in your Phone.com online account settings. Phone.com also lets you block outgoing calls to international destinations, and calls to Directory Assistance (411).

Call Forwarding

Call Forwarding lets you direct calls to one or many phone numbers, including your home, office, mobile or any phone worldwide. Phone.com even allows you to forward based on Caller ID or the time of day a call comes in.

Call Handling Rules

Using Call Handling Rules, you can route incoming calls to a single destination or different destinations based on the day and time or the Caller ID of the call received.

Call Logs

View all incoming, outgoing, fax, and missed calls to your Phone.com number(s). All calls are completely trackable and filterable to provide you with an accurate, historical account of your business phone communications.

Call Notifications

Set up your account to send a simple notification via email and/or SMS for incoming calls. Messages contain the Caller ID of the caller, the number or extension they dialed, date, time and duration of the call. Each number in your Phone.com account has its own settings to configure Call Notification.

Call Recording

Call recording is included for Pro users and available for other users at just $7.99 a month. Set up and manage your call recordings in your Phone.com online account settings. Simply choose between recording All Calls, All Incoming Calls, All Outbound Calls, or a Custom setup.

Call Screening
Set up call screening with an audio message that tells you which number was dialed and provides caller ID info. If you have multiple phone numbers, you'll know exactly which number your caller is trying to reach.

Call Transfer
Call transfer is an in-call feature that lets you easily transfer incoming calls from your phone to another phone number or extension. Simply press *2 to transfer a phone call and dial the number you'd like to send it to.

Call Waiting
When a second call comes in while you're on a call, you will hear a beep, indicating that a call is waiting. You can allow the call to go to voicemail or you can switch over without dropping your original call.

Caller ID
Assign personalized call handling rules for callers (based on their Caller ID) to send them to personalized messages, numbers, voicemail, and more.

Create Your Caller ID for each phone number and create your Caller ID Name that will be displayed to recipients of your outgoing calls.

Click-to-Call
Embed a little code on your website that'll give customers a quick way to contact your business by only entering their own number. Phone.com will then make an outbound call to the customer's phone number and connect them directly with your business.

Dial-by-Name Directory
A computer-generated, auto-attendant voice asks callers to enter the first or last name of the person they're trying to reach (using their dialpad), and then will read the person's name and extension to the caller. The option to record your own name is available for flexible customization.

Do Not Disturb
At the press of a button, Do Not Disturb sends calls directly to voicemail or routes them to the next call handling rule. Our IP Phones have a Do Not Disturb button or menu option, which when selected will automatically ignore an incoming call and send it to the next action in your designated call handling rules.

e911

Phone.com provides Basic 911 coverage nationwide and E911 where available with all Phone.com adapters or IP phones. Phone.com must know the physical location of your adapter (ATA) or IP phone. You will be prompted to provide this information during sign up.

Expert Support

Phone.com's U.S. based support isn't just there to assist when you're having a problem. Our support agents are fully trained on the Phone.com platform and will walk you through setting up any one of our platforms 50+ features.

Fax-from-Phone

With the click of a button, you can upload documents from your computer and send them anywhere. Each fax has the option for a Cover page, Recipient's name, Subject of your message, Your name, Memo, and Confirmation.

Follow Me

Phone.com Call Handling Rules allow you to define your Follow Me destinations and also allow for forwarding based on the incoming Caller ID or your Schedules.

Greetings

Greetings let you personalize your Phone.com service with audio greetings, messages, music, menus, and voices by uploading your own audio files

HD Voice

HD (High Definition) Voice, also known as Wide-band Audio, extends the frequency range of sound traveling over a phone conversation, resulting in higher quality voice. This HD phone feature allows for crystal clear phone conversations. You never have to worry about missing important pieces of information again. HD Voice makes your phone conversations more enjoyable and completely stress-free.

HIPAA Compliance

We've partnered with the Compliancy Group, the leading HIPAA compliance solution formed by former auditors and compliance experts, to bring you a worry-free, secure business phone system in the cloud. Video conferencing is also HIPAA compliant for Plus and Pro users.

Hold Music

Select from a variety of professional, quality music tracks that play while callers are on hold or while waiting in a queue. You can also upgrade to Premium Hold Music and get hundreds of songs from popular artists.

International Calling (Rates Apply)

Pay U.S. local rates to landline numbers in: Canada, France, Germany, Israel, Italy, Puerto Rico, United Kingdom, USA, and iNUM global numbers. Calls to these countries are included in your Phone.com plan or billed at our U.S. local rates.

Menus (IVR)

Phone.com Menus are the initial audio greeting telling callers which key to press to reach your phones, groups, or voicemail ("Press 1 for sales..."). Set up your menu with a customized recording giving important information such as business hours, company directory, and any other important instructions.

Mobile Apps

Turn your iPhone or Android into your Phone.com extension. Call using your mobile carrier, 3G/4G, or WiFi. You decide. Other features include SMS, FAX, and more.

My.Phone.Com

With My.Phone.com access your account on any device with a browser. Work from anywhere on your mobile phone, tablet, or computer. Take and make calls, send and receive text messages, launch a video meeting, send a fax, and get your voicemail.

Queues

Call Queues allow you to route incoming calls to a specific group of phone numbers or members. Queue members are rung in order from first to last, and if a member is already on a call, the next number on the list is rung. While callers are waiting to be connected, Phone.com will play your selected Hold Music.

Schedules

Schedules allow you to route incoming calls to different numbers, extensions, greetings, menus, and more based on the day and time the call is received. For example, a call received during business hours can be set to have your normal greeting while a call received after business hours can be set to have your After-Hours Greeting.

Text Messaging (SMS)

SMS Messages (text messages) sent to your Phone.com number can be received and displayed in your account inbox. Forwarded SMS messages will display on your cell phone just like any regular SMS.

Text-to-Greeting

Text-to-Greeting is a free Phone.com tool that allows you to create custom audio messages voiced by a selection of over 40 automated personalities and sound effects. Enter the text to be read, select your voice, listen, and save the audio file in your account.

Video Conferencing

All Phone.com users can enjoy first-class audio, video, and web conferencing that empowers communication from any device, anywhere.

Voice Tagging

Make sure you greet your customers appropriately when you answer with the help of the Voice Tag. If you have multiple menu options all ringing to the same number, Voice Tag will tell you which option was selected before you answer the call. You can respond by saying, "Thank you for calling ACME sales, how can I help you?" for example.

Voicemail

Phone.com lets you listen to voicemail messages directly in your online account, have them sent to your email address as a .mp3 file, or transcribed into text so you can read them.

Voicemail to Email

Take advantage of instant notifications wherever you receive email every time a voicemail is received through your work extension. Voicemails are included with each email as an audio attachment. Simply open, listen, and forward the message to anyone.

Voicemail Transcription

Phone.com Pro users can enjoy voicemail transcription. Have your voicemail messages transcribed automatically and sent to you via email or text message. Easily forward transcriptions to others or store them for documentation.