



Hosted VoIP Phone System Feature Definitions



10.15.18

| Feature | Description | Package Availability |
|--|---|----------------------|
| Authentication | Authenticates upon the registration of IP phone to prevent unauthorized access to the system. | Standard & Complete |
| Call Park | Allows a user to place an active call in a "shared hold" state so it can be picked up/retrieved by another user/phone. | Standard & Complete |
| Call Pickup (Pickup Group) | Allows users to answer any ringing line within their call-pickup group. Call-pickup groups are defined by the administrator. | Standard & Complete |
| Call Transfer | An answered call can be transferred to a specific destination. | Standard & Complete |
| Call Hold | Allows a user to hold one call for any length of time. Flash Hold requires FAC code (*22) that is dialed after a switch hook flash. | Standard & Complete |
| Calling Name Delivery | Users are presented with the calling name of incoming calls. | Standard & Complete |
| Calling Number Delivery | Users are presented with the calling number of incoming calls. | Standard & Complete |
| DID/DOD | Users are assigned a public phone number that can be used to place or receive calls directly by forcing access via a central number. | Standard & Complete |
| External Calling Line ID Delivery | Provides Calling Line ID information of an external caller. | Standard & Complete |
| Group Paging (Multicast) | Allows users to receive and/or send group broadcasts through their desk phone. | Standard & Complete |
| Incoming Calling Plan | Allows administrator to restrict the type of calls users can receive. | Standard & Complete |
| Call Trace | Allows service provider to trace a call to a user. The report generated contains calling party number, name, time and the date the call was received. | Standard & Complete |
| Music On Hold | Default music source to be played to callers that are on hold or park. | Standard & Complete |
| Music On Hold - Custom | System administrator can upload custom music or messages to be played to callers that are on hold or park. | Standard & Complete |
| Outgoing Calling Plan (Call Barring) | Allows administrator to restrict the type of calls users can make. | Standard & Complete |
| Intercom (Push to Talk) | When a user calls another station via intercom, an available station automatically answers the incoming call. | Standard & Complete |
| Virtual On-Net Extension / Short Codes | Allows users to call certain external numbers by dialing a short code rather than the whole telephone numbers. Requires Administrator set up. | Standard & Complete |
| Inventory Report | Allows group administrator to generate a report on the resources used in the group and in each department. The resources reported include phone numbers, devices, users and departments, and services. | Standard & Complete |
| Voicemail Zero Out Option | While a voicemail message is being left on a users line, the caller may press 0 to transfer to an alternate destination. This destination is configured at an administrative level for the whole group. | Complete |
| Voicemail PIN Change - User | Ability for user to change their own the PIN number that is used to access voicemails and phone settings. | Complete |
| Call Logs | Access to see call information for missed, dialed, and received phone calls for individual users or the entire business group. | Standard & Complete |
| Anonymous Call Rejection | Enables a user to reject a call from anyone who has restricted their information from Caller ID. | Complete |

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| Barge-in Exempt | When enabled, another user cannot barge in on their calls. When disabled, barge-in attempts are allowed. | Complete |
| Busy Lamp Field / Monitored Extension | Allows a user to monitor the real-time status of another user. The IP phone used must be equipped with programmable buttons for this feature. | Complete |
| Call Forwarding - Always | Enables a user to automatically redirect all incoming calls to a different phone number. | Complete |
| Call Forwarding - Busy | Enables a user to redirect incoming calls to another destination when the user is busy | Complete |
| Call Forwarding - No Answer | Enables a user to redirect incoming calls to another destination when the user does not answer within a specified number of rings. | Complete |
| Call Forwarding - Not Reachable | Enables users to redirect incoming calls to another destination when the user's device is unreachable/unregistered. | Complete |
| Call Forwarding - Selective | User can set criteria that redirects incoming calls to user specified destinations. | Complete |
| Call Notify | Enables a user to define certain criteria from an incoming call that will trigger an e-mail notification to a user-specified e-mail address. | Complete |
| Call Return | Allows the user can return the last incoming call either by dialing a star code or using the redial list on the phone set. | Complete |
| Call Waiting | A user can answer an incoming call while already engaged in another phone call. | Complete |
| Call Line ID Delivery Blocking | Allows a user to make their Caller ID information anonymous to the person they're calling. | Complete |
| Custom Ringback Group | Group custom media file is used. | Complete |
| Custom Ringback User | User can configure selective profiles and specify custom media files to be used for ringback. | Complete |
| Directed Call Pickup | Enables user to dial a feature access code followed by an extension to answer a ringing call directed to a user with that extension | Complete |
| Directed Call Pickup with Barge-in | Users can dial a FAC followed by an extension to pickup a call directed to another user in the same customer group. A 3-way call is established. | Complete |
| Diversion Inhibitor (prevents calls from going to voicemail) | Enables users to prevent calls transferred by them from being redirected by the transferred-to party. | Complete |
| Do Not Disturb | Allows the user to set their station to an unavailable state so that all incoming calls receive a busy signal or are sent to voicemail. | Complete |
| Enhanced Outgoing Calling Plan | Administrator can select how to process the calls that are intercepted by this service: Allow, proceed as usual. Block, call routed to an announcement. Authorization Code, caller must enter code. Transfer 1/2/3, caller is transferred to configurable destination for further processing. | Complete |
| Eworks Anywhere | User can define one or more network locations that can be used as extensions to the user's profile. | Complete |
| Hunt Group | Allows for incoming calls to a central number to be distributed among members of a ring group. Managed at the administrative level. | Complete |
| Instant Group Call | Allows Administrator to set up users as members of an instant group call. Any member of the call group can dial the assigned instant group extension number and all members endpoints will ring and they will be joined into a multi-way conference. | Complete |
| Intercept Group | Allows system to intercept calls routed to users of a specified group and provide an announcement and alternate routing options. | Complete |
| Intercept Group | Allows system to intercept calls routed to users of a specified group and provide an announcement and alternate routing options. | Complete |
| Intercept User | Allows system to intercept calls routed to a line that has been decommissioned and provide an announcement and alternate routing options. | Complete |
| Multiple Call Arrangement | MCA is an overlay to Shared Call Appearance which provides the ability for multiple calls to be handled concurrently on different SCA locations for a user. | Complete |
| Pre-alerting Announcement | An announcement is played to the calling party before the called party's phone is answered. User can set up incoming conditions. | Complete |

| Feature | Description | Package Availability |
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| PC Toolbar | Downloadable PC toolbar application that gives easy access to the most used portal features such as click-to-dial, forwarding, and contacts. | Complete |
| Priority Alert | Enables a user to automatically redirect all incoming calls to a different phone number. | Complete |
| Privacy | Allows the user to exclude themselves from Group/Enterprise Directory listings, Auto Attendant extension and/or name dialing, and Phone Status monitoring. | Complete |
| Remote Office | Users can remotely use many of the phone features. Users enter the phone number of their current location and activate the service. | Complete |
| Selective Call Acceptance | Accept calls when pre-defined criteria, such as phone number, time of day, or day of week are met. | Complete |
| Selective Call Rejection | Rejects specific callers. | Complete |
| Sequential Ring | Ring multiple phones sequentially when calls are received. | Complete |
| Shared Call Appearance | Allows for 10 line appearances at multiple locations simultaneously. All devices where call appearance is shared can answer or originate a call on behalf of the main location. | Complete |
| Simultaneous Ring Personal | Ring multiple phones simultaneously when calls are received. | Complete |
| Softphone - Desktop and Mobile clients | An application that may be installed on your mobile phone (iOS or Android) or PC. This application allows you to make and receive calls using these devices. You also retain access to primary phone features such as hold, transfer, park, and conference. | Complete |
| Speed Dial (Speed Calling) | Enables subscriber to configure short codes to dial frequently called numbers. | Complete |
| Three-Way Call | This service enables a user to make a three-way call with two other parties which allows all three parties to communicate with each other. | Complete |
| Unlimited Domestic O/B Long Distance | Allows for unlimited domestic outbound long distance. | Complete |
| Visual Voicemail App | Mobile application that enables listening/deleting of voicemail and the modification of personal greetings. | Complete |
| Voicemail Transcription | When a voicemail is received to the users email, the body of the email includes the voicemail message is transcribed into text, allowing the subscriber to read the message. | Complete |
| Voicemail with MWI | Provides voicemail service on a subscriber line with a notification on the phone set (or application) when new voicemails have been received. | Complete |
| Account / Authorization Codes | Account Codes allow users to assign certain calls to specified accounts for tracking. Authorization Codes allows group admin to select specific users who must enter a valid authorization code when making a call to a party outside of the group. | Complete |
| Hotelling / Hot Desk | Allows users to log on and off from individual phone handsets, simply by entering their phone number and password. This feature is specific to particular phone models. On the Blue platform, all standard users may hotel, however only complete users may guest. | Complete |
| Alternate Numbers / Priority Call | Authenticates upon the registration of IP phone to prevent unauthorized access to the system. | Complete |
| Call Recording | Records calls that are made or received then saves them to on Online portal for download. Call recording may be accessed by assigned supervisors. | Add-On Feature |
| CRM Integration | Basic screen pop integration with web based CRM applications. | Add-On Feature |
| Call Center | Call groups that are set up to manage incoming and outgoing calls. Call reporting and diagnostics for call center supervisors are available as the ability to monitor, whisper, and barge into live agent calls. | Add-On Feature |
| Auto Attendant | Service that answers calls with a prerecorded greeting and options. Callers may press an option and be transferred to an extension or phone number. | Add-On Feature |
| Receptionist Console | Application that assists with call management for high call volume users. Enhanced presence monitoring, one click management, and drag and drop functionality make it easy for users to handle calls on their computer. | Add-On Feature |
| Conference Calling | A group call. The moderator opens the conference call using their code and all participants may dial in using the assigned participant code. Enhanced moderator controls may be available. | Add-On Feature |
| IPfax Inbound | Cloud based fax number that allows users to receive faxes via email (PDF) on an Online portal. | Add-On Feature |