



Hosted VoIP Phone System Feature Definitions



9.18.18

Feature	Description	Feature Availability
Authentication	Authenticates upon the registration of IP phone to prevent unauthorized access to the system.	Included
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.	Included
Call Pickup (Pickup Group)	Allows users to answer any ringing line within their call-pickup group. Call-pickup groups are defined by the administrator.	Included
Call Transfer	An answered call can be transferred to a specific destination.	Included
Call Hold	Allows a user to hold one call for any length of time.	Included
Calling Name Delivery	Users are presented with the calling name of incoming calls.	Included
Calling Number Delivery	Users are presented with the calling number of incoming calls.	Included
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.	Included
External Calling Line ID Delivery	Provides Calling Line ID information of an external caller.	Included
Group Paging (Multicast)	Allows users to receive and/or send group broadcasts through their desk phone.	Included
Call Blocking	Allows administrator to restrict the type of calls users can make.	Included
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.	Included
Music On Hold	Default music source to be played to callers that are on hold or park.	Included
Music On Hold - Custom	System administrator can upload custom music or messages to be played to callers that are on hold or park.	Add-On Feature
Outgoing Calling Plan (Call Barring)	Allows administrator to restrict the type of calls users can make.	Included
Intercom (Push to Talk)	When a user calls another station via intercom, an available station automatically answers the incoming call.	Included
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.	Included
Native Phone Directory	Feature button on the phone set that gives access to a searchable directory of the business group's extensions. Available on VoIP desk phones.	Included
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.	Included
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.	Included
Alternate Numbers / Priority Call	Authenticates upon the registration of IP phone to prevent unauthorized access to the system.	Included
Anonymous Call Rejection	Enables a user to reject a call from anyone who has restricted their information from Caller ID.	Included

Feature	Description	Feature Availability
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.	Included
Call Forwarding - Always	Enables a user to automatically redirect all incoming calls to a different phone number.	Included
Call Forwarding - Busy	Enables a user to redirect incoming calls to another destination when the user is busy	Included
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.	Included
Call Forwarding - Not Reachable	Enables users to redirect incoming calls to another destination when the user's device is unreachable/unregistered.	Included
Call Forwarding - Selective	User can set criteria that redirects incoming calls to user specified destinations.	Included
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.	Included
Call Waiting	A user can answer an incoming call while already engaged in another phone call.	Included
Call Line ID Delivery Blocking	Allows a user to make their Caller ID information anonymous to the person they're calling.	Included
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	Included
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.	Included
Hunt Group	Allows for incoming calls to a central number to be distributed among members of a ring group. Managed at the administrative level.	Included
Selective Call Rejection	Rejects specific callers.	Included
Simultaneous Ring Personal	Ring multiple phones simultaneously when calls are received.	Included
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.	Add-On Feature
Softphone Client- Presence Capabilities	Softphone client applications include the ability to monitor other user's availability. This allows you to see whether another extension is on a call, in a meeting, etc. Included with all softphone deployments.	Add-On Feature
Softphone Client- Chat capabilities	Softphone client applications include the ability to send and receive instant messages with other softphone users. Included with all softphone deployments.	Add-On Feature
Softphone Client- SMS Capabilities	Softphone client applications include the ability to send and receive SMS (text messages) from the client to other SMS enabled devices.	Add-On Feature
Softphone Client-Call Jump	Allows the user to easily switch between devices (cell, desktop, desk phone) from the application. Which switching the live call between devices, there is no interruption in the call. Included with all softphone deployments.	Add-On Feature
Speed Dial (Speed Calling)	Enables subscriber to configure short codes to dial frequently called numbers.	Included
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.	Included
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.	Included
Remote Access to Call Forwarding	Provides users access to activate call forwarding remotely with an access number and code.	Included
PC Toolbar	Downloadable PC toolbar application that gives easy access to the most used portal features such as click-to-dial, forwarding, and contacts.	Included
Enhanced Call Park	Park a call using a simple button that is configured on their phone. Pressing the button once will park the call and illuminate the button, pressing it again from any phone in the group will retrieve the parked call. This feature is available to any deskphones that have available, programmable keys.	Included

Feature	Description	Feature Availability
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.	Included
Voicemail PIN Change - User	Ability for user to change their own the PIN number that is used to access voicemails and phone settings.	Included
Voicemail PIN Change - Admin	Ability for the administrator to change any of their users' PIN numbers that is used to access voicemails and phone settings. This may be accessed via the administrator portal for all users that are part of that group.	Included
Call Logs	Access to see call information for missed, dialed, and received phone calls for individual users or the entire business group.	Included
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
CRM Integration- Deep SF	Screen pop and call logging integration specifically designed to compliment Salesforce platform.	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
Omni Channel Call Center	Call center that offers a more robust communication portfolio that includes voice, email, and chat. Enhanced reporting and diagnostics are available for call center supervisors as well as the ability to monitor, whisper, and barge into live agent communications.	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
Toll Free	Support for toll free number routing. Enhanced routing and control available for administrators.	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
IPfax Outbound	Allows users to send an outbound fax by simply sending an email. The fax is received by the third party as a normal fax transmission.	Add-On Feature