Hosted VoIP Phone System
Feature Definitions

Telesystem®
Blue Platform
5.29.19

Feature	Description	*SIP Basic	Standard	Complete	Talk	Chat	Meet
				Package Availability			
Authentication	Authenticates upon the registration of IP phone to prevent unauthorized access to the system.	●	●	●	●	●	●
Call Transfer	An answered call can be transferred to a specific destination.	●	●	●	●	●	●
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.	●	●	●	●	●	●
Calling Name Delivery	Users are presented with the calling name of incoming calls.	●	●	●	●	●	●
Calling Number Delivery	Users are presented with the calling number of incoming calls.	●	●	●	●	●	●
External Calling Line ID Delivery	Provides Calling Line ID information of an external caller.	●	●	●	●	●	●
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.	●	●	●	●	●	●
Music On Hold	Default music source to be played to callers that are on hold or park.	●	●	●	●	●	●
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.	●	●	●	●	●	●
Outgoing Calling Plan (Call Barring)	Allows administrator to restrict the type of calls users can make.	●	●	●	●	●	●
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.	●	●	●	●	●	●
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.	●	●	●	●	●	●
Call Logs	Access to see call information for missed, dialed, and received phone calls for individual users or the entire business group.	●	●	●	●	●	●
Unlimited Domestic O/B Long Distance	Allows for unlimited domestic outbound long distance.	●	●	●	●	●	●
Alternate Numbers / Priority Call	Authenticates upon the registration of IP phone to prevent unauthorized access to the system.	●	●	●	●	●	●
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.		●	●	●	●	●
Call Pickup (Pickup Group)	Allows users to answer any ringing line within their call-pickup group. Call-pickup groups are defined by the administrator.		●	●	●	●	●
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.		●	●	●	●	●
Group Paging (Multicast)	Allows users to receive and/or send group broadcasts through their desk phone.		●	●	●	●	●
Incoming Calling Plan	Allows administrator to restrict the type of calls users can receive.		●	●	●	●	●
Intercom (Push to Talk)	When a user calls another station via intercom, an available station automatically answers the incoming call.		●	●	●	●	●
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.		●	●	●	●	●

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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.		●	●	●	●	●
Anonymous Call Rejection	Enables a user to reject a call from anyone who has restricted their information from Caller ID.			●	●	●	●
Barge-in Exempt	When enabled, another user cannot barge in on their calls. When disabled, barge-in attempts are allowed.			●	●	●	●
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.			●	●	●	●
Call Forwarding - Always	Enables a user to automatically redirect all incoming calls to a different phone number.			●	●	●	●
Call Forwarding - Busy	Enables a user to redirect incoming calls to another destination when the user is busy			●	●	●	●
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.			●	●	●	●
Call Forwarding - Not Reachable	Enables users to redirect incoming calls to another destination when the user's device is unreachable/unregistered.			●	●	●	●
Call Forwarding - Selective	User can set criteria that redirects incoming calls to user specified destinations.			●	●	●	●
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.			●	●	●	●
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.			●	●	●	●
Call Waiting	A user can answer an incoming call while already engaged in another phone call.			●	●	●	●
Call Line ID Delivery Blocking	Allows a user to make their Caller ID information anonymous to the person they're calling.			●	●	●	●
Custom Ringback Group	Group custom media file is used.			●	●	●	●
Custom Ringback User	User can configure selective profiles and specify custom media files to be used for ringback.			●	●	●	●
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			●	●	●	●
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.			●	●	●	●
Diversion Inhibitor (prevents calls from going to voicemail)	Enables users to prevent calls transferred by them from being redirected by the transferred-to party.			●	●	●	●
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.			●	●	●	●
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.			●	●	●	●
Broadworks Anywhere	User can define one or more network locations that can be used as extensions to the user's profile.			●	●	●	●
Hunt Group	Allows for incoming calls to a central number to be distributed among members of a ring group. Managed at the administrative level.			●	●	●	●
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.			●	●	●	●
Intercept Group	Allows system to intercept calls routed to users of a specified group and provide an announcement and alternate routing options.			●	●	●	●

*Limited functionality for basic pre-authorized or E-Rate use only.

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Intercept Group	Allows system to intercept calls routed to users of a specified group and provide an announcement and alternate routing options.			●	●	●	●
Intercept User	Allows system to intercept calls routed to a line that has been decommissioned and provide an announcement and alternate routing options.			●	●	●	●
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.			●	●	●	●
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.			●	●	●	●
Speed Dial (Speed Calling)	Enables subscriber to configure short codes to dial frequently called numbers.			●	●	●	●
Priority Alert	Enables a user to automatically redirect all incoming calls to a different phone number.			●	●	●	●
Privacy	Allows the user to exclude themselves from Group/Enterprise Directory listings, Auto Attendant extension and/or name dialing, and Phone Status monitoring.			●	●	●	●
Remote Office	Users can remotely use many of the phone features. Users enter the phone number of their current location and activate the service.			●	●	●	●
Selective Call Acceptance	Accept calls when pre-defined criteria, such as phone number, time of day, or day of week are met.			●	●	●	●
Selective Call Rejection	Rejects specific callers.			●	●	●	●
Sequential Ring	Ring multiple phones sequentially when calls are received.			●	●	●	●
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.			●	●	●	●
Simultaneous Ring Personal	Ring multiple phones simultaneously when calls are received.			●	●	●	●
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.			●	●	●	●
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.			●	●	●	●
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.			●	●	●	●
Unified Communications- UC One Desktop and Mobile Softphone 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.				●	●	●
Unified Communications - UC One Presence	UC One application includes the ability to monitor other user's availability. This allows you to see whether another extension is on a call, in a meeting, etc.					●	●
Unified Communications - UC One Chat	UC One application includes the ability to send and receive instant messages with other UC One users in their organization. Included with all softphone deployments.					●	●
Unified Communications - UC One Hub	UC One application includes the integration with various applications like Office365, Outlook, Google, and more. The integration quickly accesses shared content with users in your organization and gives you a single application to access many other applications within.					●	●
Unified Communications - UC One Meeting Room	UC One application includes the ability to collaborate with internal and external parties in your personal meeting room. Share screens and connect via an audio bridge, video conference, or chat.						●