

Lumen EngageSM Features

2020



| Calling features | Feature description | Calling | Team | Call Center |
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| Alternate Numbers w/ Distinctive Ring | Enables users to have up to ten phone numbers and/or extensions assigned to them. The usual ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity. This feature is often used to allow a single station to be called locally from multiple originating local calling areas. This feature will require the purchase of Additional TNs as only one (primary) phone number is included with each package. | X | X | X |
| Analog Hotline | The Analog Hotline (sometimes referred to as Automatic Ring Down or Hot Dial) feature configures an analog telephone connected to an Analog Telephone Adaptor (ATA) to automatically call a pre-configured telephone number when taken off-hook. When configured, the telephone only makes calls to one number and cannot be used to call any other number. | X | X | X |
| Anonymous Call Rejection | Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via My Phone or dialing the Feature Access Code (FAC), callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring, and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group. You can deactivate the feature through My Phone or the FAC. | X | X | X |
| Barge-In Exempt | Enables a user to manage Barge-in settings to include allowing/not allowing users to Barge-in on your calls and enabling/disabling the playing of a Barge-in warning tone. | X | X | X |
| Business Continuity (CFNR) | Business Continuity/Call Forwarding Not Reachable (CFNR) allows a user to designate a phone number for all calls to route to when your main phone is not reachable due to issues such as unplugged phone, power outage, or natural disaster. Users have the option to activate and deactivate the service by dialing the feature code to activate or deactivate, or by configuring the service via My Phone. If activated, a user must specify the forwarding number. A status indicator on the My Phone desktop identifies whether this service is enabled. | X | X | X |
| Busy Lamp Monitoring | Provides the ability to monitor the phone status of users within a defined group (for example, busy, idle, do not disturb). Each monitored user appears on a button/line appearance, and the status of each monitored phone is indicated by the button LED lamp/status icon. | X | X | X |

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| Call Forward Always | Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing the activate or deactivate feature access code or configuring the service via My Phone. If activated, a user must specify the forwarding number. A status indicator on the My Phone desktop identifies whether this service is enabled. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via My Phone. | X | X | X |
| Call Forward Busy | Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialing the activate or deactivate feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via My Phone. | X | X | X |
| Call Forward No Answer | Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Users have the option to activate and deactivate the service by dialing the activate or deactivate feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via My Phone. | X | X | X |
| Call Forwarding Selective | Enables a user to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user specified criteria, the call is redirected to the user specified destination. The user controls the service via the My Phone desktop web interface in My Rules, which provides the ability to set the forwarding destination address and the criteria sets for determining which calls require forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined. | X | X | X |
| Call History | Call history includes such information as start date, start time, calling number, called number, caller ID, caller ID information (city and state), call duration, and type of call (outgoing, incoming, and missed). Administrators can view the call history for each number assigned to their account. Individual users can see their call history (outgoing, incoming, and missed) and place calls via the click to dial feature. | X | X | X |
| Call Hold & Resume | Enables a user to place an existing call on hold for an extended period, and then retrieve the call to resume conversation. While the calling party is held, the user can choose to make a consultation call to another party. | X | X | X |
| Call Logs w/ Click to Dial | Enables a user to dial a number when viewing call logs from the Call Log on a phone, My Phone web portal, or app (soft client). | X | X | X |

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| Call Notify | Provides an email notification to a user when they receive a phone call meeting specific defined criterion. | X | X | X |
| Call Redial | Enables users to redial the last number they called by clicking the feature button on their phone or by dialing the Call Redial feature access code. | X | X | X |
| Call Return | Allows users to call the last party that called, whether or not the call was answered by entering a feature access code. | X | X | X |
| Call Transfer – Attended | Attended: Enables a user to consult with the add-on party before transferring the caller. To initiate call transfer with consultation, the user hits the “transfer” button/icon and dials the add-on party. When the call is answered, the user can consult with the add-on party. To transfer, the user hangs up causing the caller to be connected to the add-on party. Alternatively, the user can use a flash hook to initiate the transfer. Users have the option to have a three way call instead by hitting the transfer button a second time after the add-on party answers the call. | X | X | X |
| Call Transfer – Blind | Blind: Enables a user to transfer a call to another party unannounced without conversation. To initiate a blind call transfer, the user hits the “transfer” button/icon and dials the add-on party. When the destination phone rings, the user hangs up and the call is directed to the other party. Alternatively, the user can use a flash hook to initiate the transfer. | X | X | X |
| Call Waiting for up to 4 Calls | Enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone. To answer the waiting call, the user presses the flash hook or feature button on the phone. The user connects with the waiting party and holds the original party. By pressing the flash hook/feature button, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up. | X | X | X |
| Call Waiting ID | Displays the Caller ID information of the waiting party in support of the Call Waiting Feature. | X | X | X |
| Directed Call Pick-up | A Group Call Pick-Up Feature which enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone. | X | X | X |
| Directed Call Pick-up with Barge-in | Enables the user to barge-in on the call if already answered, thereby creating a three-way call. Administrators can configure whether or not a warning tone is played when a barge-in occurs. | X | X | X |
| Do Not Disturb | Allows users to set their station as unavailable so that incoming calls are given a busy treatment. Users have the option to activate and deactivate the service by dialing a feature access code (activate or deactivate), configuring the service via their web interface, desktop, or mobile client. A status indicator on the My Phone desktop identifies whether this service is enabled. | X | X | X |

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| Enterprise Phone Directory | The Enterprise Directory in My Phone – My Numbers allows Users to access Contacts and Contact Groups within their organization. The Enterprise Directory is comprised of the Users and Groups that have been provisioned by their Site Administrator. Users have the ability to search Contacts / Groups by Name or Number and to initiate phone calls directly from the portal via Click-to-Call functionality. | X | X | X |
| Executive & Executive Assistant | The Executive / Executive Assistant services allow an Executive to select from a pool of Assistants, who have been assigned the Executive Assistant service and who can answer, or place calls on their behalf. Executives can apply filters and set up screening based on call origination. Executives can also assign schedules for when calls should be handled by the designated Assistants. Assistants have the ability to set the Call Forward destination as well as choosing to opt In or out of an Executive's pool. | X | X | X |
| Extension Dialing, Variable Length | Enables users to dial only the extension number to call other members of their business group, without requiring the called parties full 7- or 10-digit number to be dialed. Variable Length Extension Dialing allows the Administrator to configure extension dialing within the group to be a fixed length that is between two and six digits. | X | X | X |
| Feature Access Codes (FAC) | Feature Access Codes are codes that can be entered through the phone keypad to control the configuration of certain features. To use a Feature Access Code, off-hook the phone and enter the appropriate Feature Access Code. For features that require additional input, follow the audible prompts to input the required additional information. The code list for the service is available in a separate document. | X | X | X |
| Inbound Caller ID (Name & Number) | Provides the calling name and number provided by the caller's service to the user's equipment which can be displayed if equipped. | X | X | X |
| Inbound Fax to email | Provides users the ability to receive, store, review, and manage fax messages. Users are notified of new fax messages in the same way that they are notified of new voice messages. Incoming fax messages can automatically forward to a user specified email address. | X | X | X |
| Main Number outbound Caller ID | All outgoing calls from user stations will reflect the Main Office Caller ID Number rather than the individual station number (Except in cases where a station has 2-way DIDs). | X | X | X |

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| <p>Mobility with mobile app (client)</p> | <p>A solution that allows users to unite their desktop phone with their mobile phone under one single business identity by extending the service's features transparently to a user's mobile phone. Calls made from the mobile phone using the mobile client will appear as if the user is calling from their business phone and not their mobile phone. Configuration of call settings can be made from either the mobile clients or My Phone. The mobile phone is loaded with the BTBC mobile app (Android or IOS) which provides these features:</p> <ul style="list-style-type: none"> • Ringing of either Desk or mobile phone or both • Option to require answer confirmation • Single business appearance • VoIP calling over data network • Call-through Service using native dialer • Fixed Mobile Transfer - allows customers to transfer calls in progress between their landline or wireless phone and their desktop phone | <p>X</p> | <p>X</p> | <p>X</p> |
| <p>MyPhone User Portal</p> | <p>Each user is assigned access to their own MyPhone portal, enabling the user to set up voice mail, distinctive ringing, and many other features. Changing the user's 911 address, if different than the company's main location, will not be available using this portal.</p> | <p>X</p> | <p>X</p> | <p>X</p> |
| <p>N-Way Calling (6)</p> | <p>Allows users to add up to 5 other parties to a call. When on a call, the user presses the conference button on the phone and dials the number of the add-on party. When the called party answers, the user hits the conference button to add the add-on party. The user can repeat this sequence up to 5 times enabling a call with 6 parties.</p> | <p>X</p> | <p>X</p> | <p>X</p> |
| <p>Office Anywhere</p> | <p>Office Anywhere is a "Fixed Mobile Convergence" feature that provides the following functionality directly or via the Office Anywhere Portal:</p> <ul style="list-style-type: none"> • Simultaneous Ring - allows customers to receive calls to their desktop phone on any landline or wireless phones when a call is received on their desktop phone. • Unified Outbound Caller ID- allows customers to place calls from any landline or wireless phone using the outbound Caller ID of their desktop phone • LD and International Deflection- allows customers to place long distance and international calls from any landline or wireless phone and have the charges applied to this service instead of the landline or wireless phone • Fixed Mobile Transfer - allows customers to transfer calls in progress between their landline or wireless phone and their desktop phone | <p>X</p> | <p>X</p> | <p>X</p> |

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| Outbound Caller ID Blocking | Enables a user to block delivery of his/her identity to the called party. The feature can be enabled for a single call or for all calls. The user controls the service via a web interface or through feature access codes. If activated, all calls made by the user have the user's identity blocked. If this service is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature access code for Calling Line ID Delivery per Call. Once the call is over, Calling Line ID Blocking is restored. | X | X | X |
| Personal Phone Directory | The Personal Directory in My Phone – My Numbers allows Users to create and manage personal contacts in their MyPhone portal. Users have the ability to search personal contacts by Name or Number and to initiate phone calls directly from the portal via Click-to-Call functionality. | X | X | X |
| Priority Alert | Allows a user's phone to ring with a different cadence based on pre-defined criteria. This feature can be used as a way to quickly notify the user that a specific number is calling or when a call is from inside your group or outside your group. | X | X | X |
| Privacy | Allows users to exclude themselves from the group and directory listings visible to other users. | X | X | X |
| Push-to-Talk | Enables user to user intercom service across an enterprise. When a user dials the respective feature access code followed by the called party's extension, the system requests that the called station answer automatically. Users and Administrators can define accept and reject lists, which can include wildcards. | X | X | X |
| Remote Office | Remote Office enables telecommuters and mobile workers to use all their features while working remotely. Since calls are still originated from this service, it provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. | X | X | X |
| Selective Call Acceptance | Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user specified criteria, the call can complete to the user. All other calls are blocked and the caller is informed that the user does not wish to receive the call. The user controls the service via a web interface My Phone, which provides the ability to establish the criteria sets for determining which calls can complete. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined. | X | X | X |
| Selective Call Rejection | Enables users to define criteria that cause certain incoming calls to be blocked. If an incoming call meets End User Subscriber-specified criteria, the call is blocked and the caller is informed that the End User Subscriber is not accepting calls. The End User Subscriber controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls require blocking. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined. | X | X | X |

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| Sequential Ring | Enables users to define a “find-me” list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing a DTMF key. | X | X | X |
| Series Completion | A Hosted POTS line feature. Every site turned up with at least two Hosted POTS lines includes Series completion at no additional charge, providing all the benefits of the traditional POTS provider hunt group, with enhanced control, and significantly less cost. Requires purchase of separate landline POTS services. | X | X | X |
| Shared Call Appearance | Allows for incoming calls to ring on up to 35 additional Site phones simultaneously for the Team user, and 5 additional Site phones for the Calling user, connecting the first phone to be answered. If one of the phones is already hosting an active call under the line ID, incoming calls are delivered to the active phone and any outgoing calls from another phone using the same line ID are blocked. Shared Call Appearance is used to associate a user’s Mobile or Desktop client with their main number. | X | X | X |
| Simultaneous Ring | Enables users to have multiple phones ring simultaneously when any calls are received on their phone number. The first phone to be answered is connected. For example, calls to a user’s desk phone could also ring the user’s mobile phone, in case the user is not at his/her desk. An optional setting for this feature is Answer Confirmation which requires the user answering the call to hit a digit on their phone before the call is completed. This ensures that a call is not picked by a voice messaging system before the call can be answered which may happen if a call is ringing to a cell phone that is turned off. With Answer Confirmation turned on and a cell phone is turned off, other phones in the simultaneous ring list will still ring and can be answered. | X | X | X |
| Speed Dial | Speed Dial functionality in the My Phone portal allows Users to program up to one hundred personal speed dial entries (00 -99) that can be dialed directly from the portal or used on their desk phones. Speed Dial entries configured in the My Phone – My Number portal are automatically accessible on the User’s desk phone. | X | X | X |
| T.38 Fax Support | T.38 is a protocol for relaying high-speed facsimile transmissions over IP. ATAs supporting T.38 are validated and tested; Analog faxes can be connected using a separately purchased ATA. | X | X | X |
| Three-Way Calling | Enables a Subscriber to make a three-way call with two parties, in which all parties can communicate with each other. To initiate a three-way call while engaged in a regular two-party call, the user presses the conference button or flash hook and dials the third party. After the third-party answers, the user presses the flash hook and forms a three-way call with the two parties. To drop the third party, the user presses the flash hook and is reconnected with the original | X | X | X |

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| | party in a regular two-party call. If the user hangs up, all parties are released. | | | |
| Unified Messaging | Allows users to access their voicemails via multiple options beyond direct phone access. Voicemail notifications can be retrieved via Visual Voicemail on the MyPhone dashboard, or via email with WAV file copies sent to any email address. Additionally, if you just want a notification of a voicemail, notifications can be sent to your cell phone via text or email. This allows users to be mobile and also have real time access to their voicemails like they were in the office. Unified Messaging also supports the uploading of voice greetings and setting call. | X | X | X |
| User Web Portals | Web tools for customer's self-administration (REP) and the User Dashboard (MyPhone) allow easy setup and manipulation of features such as Automated Attendant, Hunt Groups, Call Rules, Call History Reporting, Selective Call Forwarding, and Voice Messaging. | X | X | X |
| Video (Point to Point) | Video Calling is supported between video enabled phones and clients on the same system. | X | X | X |
| Visual Voicemail | Allows a user to retrieve and listen to their voicemails and inbound fax messages (if inbound fax configured for that user) via the MyPhone dashboard. | X | X | X |
| Voice Mail | Provides a recorded announcement message and the ability for a caller to record a voice message for the called party. The announcement message can be a personal message recorded by the voice mail owner or a default system message. | X | X | X |
| Collaboration features (UC One) | Feature description | Calling | Team | Call Center |
| Contact Management Tools | UC One Desktop Clients and Mobile Apps allow users to easily define and organize contacts. Contacts can be individuals or user defined groups. You can share and request presence information with your contacts. You can quickly find a specific contact by using the filter field. | | X | X |
| Desktop Sharing | On the UC One Desktop Client, you can share your desktop computer screen with a contact. While sharing, chat and voice calling is also available. | | X | X |

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| Desktop Sharing (group) | On the UC One Desktop Client, you can share your desktop with multiple contacts. You can initiate a group desktop share session or add contacts to an existing desktop sharing session. Creating a desktop share session automatically creates a group chat session. | | X | X |
| File sharing | On the UC One Desktop Client, you can offer to send a file to a contact you are in a chat session with. When offered a file through the UC One Desktop Client, you can Accept or Reject the file transfer offer. After the file transfer has completed, the received files can be opened or viewed by the recipient. | | X | X |
| Instant Messaging (1:1) | UC One Desktop Clients and Mobile Apps support one-to-one Instant Messaging (AKA “chat”) with your contacts. | | X | X |
| Instant Messaging (group) | UC One Desktop Clients and Mobile Apps support group Instant Messaging (AKA “chat”) with your contacts. You can easily add a contact to an existing chat session or begin a chat session as a group chat. | | X | X |
| Instant Messaging History | UC One Desktop Clients and Mobile Apps maintain local copies of your chat history. | | X | X |
| MyRoom Collaboration | In the UC One Desktop Client, My Room is an always available and permanent room you can use to chat with anyone that joins. If you assign a conference bridge to your profile, you and your attendees can click the Call button to automatically dial in to the conference and enter the appropriate entry codes. If a conference bridge is not specified, you can initiate an N-way call in your room. The UC One Desktop Client dials out to all participants and takes everyone off hold after the last attendee answers. You can invite others to your room by dragging and dropping them from the Contacts list into the My Room Communications window. Others join your room by right clicking your name on their Contacts list and selecting Join Room | | X | X |
| MyRoom – Audio and Video Conferencing | <p>Audio and Video Conferencing</p> <ul style="list-style-type: none"> o Maximum 15 participants o Any combination of participants use audio and video o One-to-one calls that expand to a group call will automatically use Collaborate instead of n-way providing a better experience for both audio and video <p>Video Conferencing room</p> <ul style="list-style-type: none"> o Own video is smaller and can be moved around o Support of landscape mode o Up to 6 viewable participants at a time | | X | X |

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| MyRoom – Guest Client Access | <p>Guest Client Support - Invite non UC-One Participants to your My Room sessions</p> <ul style="list-style-type: none"> o Browser only (no download) o Guest link included in invitations o Copy guest link to clipboard o Accept/decline join requests o Chat, view desktop share and participate in audio and video | | X | X |
| MyRoom – Moderator Controls | <p>New controls that allow the Moderator of the My Room session to control who can participate and other controls such as, Dismiss, Mute, Sharing Controls, etc..</p> | | X | X |
| MyRoom – Participant Sharing | <p>My Room Participant Screen Sharing- Expanded screen sharing capabilities</p> <ul style="list-style-type: none"> o New share panel o Participants can share in someone else's My Room o My Room owner can enable/disable the ability for participants to share their desktop o Room attendees see any share automatically | | X | X |
| MyRoom – Group Chat History | <p>My Room - Groups Chat History</p> <ul style="list-style-type: none"> o Chat for group chats, both My Room and instant group chat, are stored locally on the desktop, just like one-to-one chat o Only the chat history for the time that you were in the room or group chat is included o No one can see chat history in your room for when they were not in the room | | X | X |
| Outlook Calendar Integration | <p>The UC One Desktop Client reads Outlook appointments. If there is an appointment running at the current time, and the user has enabled Outlook Calendar integration in their preferences, then their presence will be shown to their contacts as Busy – In Meeting.</p> | | X | X |
| Rich Presence | <p>UC One Desktop Clients and Mobile Apps support rich presence. For each contact you have subscribed to, you can see their presence information. Similarly, your contacts can see your presence on their contact list. Icons are used to indicate your current presence status- such as online, in a call, In a meeting, busy, or idle. Your presence status is managed automatically by the system based on your activities; if desired, users may manually set their presence status.</p> | | X | X |

| Included site features | |
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| Auto Attendant (1 per location is included; additional can be purchased) | Automated call answering and routing to the desired party or station. A recorded greeting is played to the caller after which the call is transferred to other stations or services. The Administrator uses a powerful web-based tool to define how calls are to be transferred. Functions include: |
| | <ul style="list-style-type: none"> • Allow/Disallow Direct Extension Dialing – Provides ability for callers to dial a known extension at any time to connect with the user, without requiring additional prompts |
| | <ul style="list-style-type: none"> • Enterprise Wide or Site-Specific Dialing Options – Refines the list of available users and extensions to include with the Internal dialing options |
| | <ul style="list-style-type: none"> • Schedule – Defines Days/Hours for normal business operations, as well as holidays. Supporting distinct greeting messages and routing actions for Business Hours vs. After Hours. |
| Call Park and Call Retrieve | “Parks” a call using the Call Park Feature Access Code. Once a call is parked, it can be “Retrieved” at the same or another phone by using the Call Retrieve Feature Access Code. |
| Call Queue (1 per location is included; additional can be purchased) | Designated users are logically grouped together to take incoming calls. Calls are placed into a call queue until one of the designated users becomes available. |
| | A set of users can be logically grouped together so that incoming calls ring all phones simultaneously, or ring in sequence until answered. The Administrator is able to edit the group in real-time to respond to changing needs or workload. Reporting is also available which enables administrators to effectively manage the queue. |
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| | The following call queuing functionality is included: |
| | <ul style="list-style-type: none"> • Call queue with configurable call volume |
| | <ul style="list-style-type: none"> • Custom entrance message upload option |
| | <ul style="list-style-type: none"> • Custom comfort message upload option |
| | <ul style="list-style-type: none"> • Configurable comfort message repeat timer |
| | <ul style="list-style-type: none"> • Custom music on hold upload option |
| | <ul style="list-style-type: none"> • Reporting |
| | <ul style="list-style-type: none"> o Call Queue Stats (Overall Queue metrics) |
| <ul style="list-style-type: none"> • Number of Agents Staffed (avg.) | |
| <ul style="list-style-type: none"> • Number of Agents Talking (avg.) | |
| <ul style="list-style-type: none"> • Wait Time | |

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| | • Calls Answered |
| | • Calls Abandoned |
| | • Calls Abandoned (avg. in sec) |
| | • Calls Timed Out |
| | • Calls Transferred |
| | • Busy Overflows |
| | o Agent Stats (Agent specific metrics) |
| | • Number of Calls Handled |
| | • Average Call Time |
| | • Number of Calls Unanswered |
| | • Total Talk Time |
| | • Total Staffed Time |
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| | One Call Queue is included for each location. Additional Call Queues must be purchased individually. Multiple individual packages can be assigned to the same site if required. |
| | Notes: |
| | <ul style="list-style-type: none"> • 2-way Number |
| | <ul style="list-style-type: none"> • Each individual hunt group uses one 2-way number and supports internal 4-digit extension dialing |
| | <ul style="list-style-type: none"> • Extension numbers 0911,1911,0311,1311 are not allowed |
| | <ul style="list-style-type: none"> • Need to support HG CLID functionality as implemented for Hunt Group |
| | <ul style="list-style-type: none"> • User must be assigned as a Call Queue Agents to a specific Queue |
| | <ul style="list-style-type: none"> • Users may be assigned as Call Queue Agents to multiple call queues |
| | Only Site users can be assigned to Call Queues |
| | Administrator portal provides an interface to manage the customer inbound and outbound calling plans for each site and specific user/phone numbers. Outbound Calling Plans regulate behavior for calls placed to various destination types: |
| | <ul style="list-style-type: none"> • Internal (intra-company) |

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| Calling Plan Management | <ul style="list-style-type: none"> Local |
| | <ul style="list-style-type: none"> Long Distance |
| | <ul style="list-style-type: none"> Toll Free |
| | <ul style="list-style-type: none"> Chargeable International Call Termination |
| | <ul style="list-style-type: none"> Operator Assistance (blocked for all users) |
| | <ul style="list-style-type: none"> Chargeable Directory Assistance |
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| | Rules for calls originating or forwarded/transferred from a site or number are as follows: |
| | <ul style="list-style-type: none"> Allow. Calls may be placed to destination type. |
| | <ul style="list-style-type: none"> Allow with Authorization code. User must enter a predefined code to place the call to destination type. |
| | <ul style="list-style-type: none"> Block. Calls are blocked to the destination type. |
| | <ul style="list-style-type: none"> Transfer to a Number. Calls attempted to the destination type are transferred to a specified number. |
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| | Inbound calling plans control call flows originating from internal sources as well as calls forwarded/transferred from external sources. Rule options for inbound calls are as follows: |
| <ul style="list-style-type: none"> Allow or Block inbound calls originating internally. | |
| <ul style="list-style-type: none"> Allow or Block all inbound calls from external sources. | |
| <ul style="list-style-type: none"> Allow transferred external calls only. | |
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| Custom Presentation Number | Provides the ability for a Customer Administrator to create a custom phone number which is presented as the Caller ID for assigned users. |
| | The custom number must be owned or authorized to be used by the Customer. When assigning the custom presentation number, the customer must agree in the Portal that they have the rights and permission to present the number and are following all their National/State laws and regulations. They should consult their legal counsel for their specific requirements concerning Caller ID presentation. |

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| Group Call Park / Pickup | Allows for the management of Call Park/Pickup groups. Members can park calls against other available members of the Call Park group by dialing the feature access code. When initiated, the call is parked against the first available member of the group. The parked call remains on hold until it is picked up (recalled) by a member of the group. Members of a Group Call Pickup can pick up (answer) incoming calls to any other member of the same Call Pickup group. |
| Internal Calling Line ID Delivery | This feature allows subscribers to be able to view the caller ID information of another user within the same site/enterprise. |
| Location Codes | Enabling location allows the creation a shared private dialing plan between the multiple sites of an enterprise. This enterprise dialing plan allows users of the enterprise to call one another using a location codes (1-6 digits) plus extensions instead of full phone numbers. |
| Music on Hold | Pre-recorded music or announcements are played to callers when placed on hold. A default music program is provided for a site. If custom programming is desired for a site, an audio file in .wav format meeting specifications can be uploaded for each site manually. |
| Office Anywhere Portal | The Office Anywhere portal is a virtual user/service that handles incoming calls from Office Anywhere locations and prompts for the destination address. The Office Anywhere portal works in conjunction with the user service Office Anywhere. The portal serves a purpose like a Two-Stage Dialing service. Once the destination digits are collected, the call proceeds as if the call originated from the user's desk phone. |
| VLAN Tagging Support | VLANs provide a means to separate traffic within the customer LAN, allowing them to apply distinct logical networking policies. VLAN's must be configured on the customers LAN in advance of turning up any phones, and the tag for the phones must be defined in advance. |
| Voice Portal | The voice portal provides an interactive voice response (IVR) application that can be called by members of the group from any phone, to manage their services and voice mailbox, or to change their passcode. |