

# Feature Master List



Per-User Features		Business Basic	Business Plus	Business Premium
<b>Alternate Numbers</b>	<p>Enables users to have up to ten (10) phone numbers and/or extensions assigned to them. Normal 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. The user's primary number is used for the outgoing calling line identity.</p> <p>Distinctive ringing is dependent on phone model, and may not be available.</p>		X	X
<b>Anonymous Rejection</b>	<p>Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. 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.</p>	X	X	X
<b>Authentication</b>	<p>All phones must authenticate with the VoIP system to make and receive calls. Calls from unregistered phones are denied.</p> <p><b>Caution:</b> You should not reset your authentication password unless asked to by a SureRing representative. Doing so may prevent your phone from working.</p>	X	X	X
<b>Automatic Callback</b>	<p>Enables users who receive a busy signal to monitor the busy party and automatically establish a call when the party becomes available. This service can only be activated when calling within the same group.</p>	X	X	X
<b>Automatic Hold/Retrieve</b>	<p>Enables users to automatically hold and retrieve incoming calls without requiring the use of feature access codes. This feature is especially useful for attendants managing a large volume of incoming calls by enabling them to hold calls by simply transferring them to dedicated parking stations. The feature is made active on that dedicated parking station.</p> <p>When an incoming call is directed to a parking station, the call is automatically provided music on hold. When the attendant wants to address the call, he/she simply retrieves the call from the held station.</p> <p>A timer will automatically returns the call to the attendant if the call is held too long.</p> <p>This feature also allows for holding calls where the user phone does not have a flash or hold key.</p>			X
<b>Barge-In Exempt</b>	<p>Users with this service enabled cannot have their calls barged in on by other users.</p>			X



## FEATURE MASTER LIST

Basic

Plus

Premium

<p><b>Call Forwarding Always</b></p>	<p>Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing a feature code or configuring the service via their web interface. If activated, a user must specify the forwarding number. A status indicator on the Web Call Manager identifies whether this service is enabled.</p> <p>Call Forwarding can also be turned on and off via the Voice Portal.</p>		X	X
<p><b>Call Forwarding Busy</b></p>	<p>Enables a user to redirect calls to another destination when their phone is busy. Users have the option to activate and deactivate the service by dialing a feature code or configuring the service via their web interface.</p>		X	X
<p><b>Call Forwarding No-Answer</b></p>	<p>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 a feature code or configuring the service via their web interface.</p>		X	X
<p><b>Call Forwarding Selective</b></p>	<p>Enables a user to define criteria that cause certain incoming calls to be redirected to another destination. The user controls the service via a web interface, 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 caller-ID (including pattern matching), time of day, and day of week. Multiple criteria sets can be defined.</p> <p>Different criteria sets can forward to different numbers.</p>		X	X
<p><b>Call Return</b></p>	<p>Enables a user to call the last party that called, whether or not the call was answered. To call back the last party that called, the user dials the call recall feature code. The system stores the number of the last party to call, and connects the user to that party. Users can also execute call recall via the Web Call Manager.</p>	X	X	X
<p><b>Call Transfer</b></p>	<p>Call Transfer allows you to transfer a call even when your phone does not have a transfer button. To transfer a call, flash the phone (click the flash button or click the hang-up button once) then dial the number you would like to transfer the call to. Once the transfer number answers, click flash again and the two callers are connected. If you have Three-Way Calling, instead of transferring on the second flash, you are connected in a conference call. Once in the conference call, if you hang up the phone, the callers remain talking to each other, in effect, transferred.</p>	X	X	X
<p><b>Call Waiting</b></p>	<p>Enables a user to answer a call while already engaged in another call. When a second call is received, the user is informed via a tone. To answer the waiting call, the user depresses the flash hook. The user connects with the waiting party and holds the original party. By depressing the flash hook, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up. Users can also execute call waiting via the Web Call Manager.</p> <p>Users can activate/deactivate the Call Waiting service for all incoming calls via their web interface. Users also have the option of canceling their Call Waiting on a per-call basis by dialing the respective feature code for Cancel Call Waiting per Call before making the call, or after a switch-hook flash during the call. Once the call is over, Calling Waiting is restored.</p>	X	X	X



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<b>Calling Name Retrieval</b>	Provides the calling name for incoming calls by querying an external database for the information if it is not received in the call set-up messaging. Although standard Calling Line ID Delivery provides the calling number and name for all calls within the VoIP system, calling name information is typically not passed with calls received from external parties (e.g., non-VoIP calls).	X	X	X
<b>Customer Originated Trace</b>	Enables users to request that a call they have received to be automatically traced by dialing a feature access code after the call. Not currently supported.	X	X	X
<b>Directed Call Pickup with Barge-In</b>	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
<b>Diversion Inhibitor</b>	Provides the option to prevent calls that are redirected by a user to be redirected again by the called party to their voice mail. It is especially useful for service such as simultaneous ring and sequential ring. If simultaneous ring is engaged, and one of the lines has voice mail pick up set for 2 rings, this feature will continue to ring all the lines past the two rings and not transfer the call to voice mail.		X	X
<b>Do Not Disturb</b>	Allows users to set their phone 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 code or configuring the service via their web interface. A status indicator on the Web Call Manager identifies whether this service is enabled.  Note that some phones have their own “Do Not Disturb” button, which operates separately from this feature.	X	X	X
<b>Enhanced Outgoing Calling Plan</b>	Enhanced version of the basic Outgoing Calling Plan provides administrators with a greater degree of control over outgoing calls made from within their group. In addition to “blocking” or “allowing” given call types and digit strings, administrators have the following options for configuring the outgoing calling profile of their group, department, and individual users:  <ul style="list-style-type: none"> <li>• <b>Authorization Codes</b> – Selected users can be prompted for an authorization code to allow specified call types or digit strings. Administrators can pre-configure one or multiple authorization codes to be entered by users. Use of this feature within the Enhanced Outgoing Calling Plan takes precedence over the standalone Authorization Code service.</li> <li>• <b>Sustained Authorization Codes</b> – users have the option to enter a Sustained Authorization Code to unlock calling from their phone. When the feature is enabled, users will not be prompted for an authorization code every time they make a call that requires an authorization code, as defined by the EOCP. Separate feature access codes are used to turn this feature on and off.</li> <li>• <b>Call Transfer</b> – Specified outgoing call types and digit strings can be automatically transferred to one of up to three transfer destinations that administrators can pre-configure. For example, international calls made from a conference room may be transferred to a company operator who will validate the user’s identity and their purpose for making an international call.</li> </ul> <p>Existing configurations are retained when Enhanced Outgoing Calling Plan is assigned to replace the basic version of the service.</p>			X



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<b>Incoming Calling Plan</b>	Enables users to block specified incoming calls. This feature is normally controlled by your group administrator, so you may not be able to edit your call restrictions.	X	X	X
<b>Internal/External Calling Line ID Delivery</b>	Enables the delivery of a caller's identity to a user via the Web Call Manager and phone (if capable). Delivered information includes the caller's phone number and name. The information is delivered to the web interface and the phone (if capable) only if the information is available and has not been blocked by the caller.	X	X	X
<b>Flash Call Hold</b>	Enables users to hold a call for any length of time by flashing the switch-hook on their phone and dialing the respective feature activation code. Parties are reconnected again when the switch-hook is flashed and the feature activation code is dialed again.	X	X	X
<b>Intercept User</b>	Enables group administrators to intercept calls routed to a non-working internal line with informative announcements and alternate routing options. The service may be assigned to an individual user's phone number (e.g., when they have left the company) or it can be assigned to all the members of the group.	X	X	X
<b>Last Number Redial</b>	Enables users to redial the last number they called by clicking the 'Redial' button on their Web Call Manager or by dialing a feature code (e.g., *66).	X	X	X
<b>Outgoing Calling Plan</b>	Enables a user to control what types of call can be made from their phone. This is normally managed by your group administrator, so you may not be able to edit your settings.			X
<b>Outlook Integration</b>	<p>This service enables users to integrate their personal contacts in Microsoft Outlook with their Web Call Manager. Using the Outlook Contacts tab in the Call Manager, users can perform a search of their personal Outlook contacts by name or company. Once the desired contact is located, users may click-to-dial one of the contact's phone numbers, or the user may choose to display the contact's v-card by clicking their name.</p> <p>When receiving a call, the user's Microsoft Outlook contact database is searched for a match of the caller's phone number. If a number is matched, the user is given the option of clicking the icon next to the incoming calling name in their Call Manager window to open the caller's v-card. Users may also choose to have new Outlook journal entries automatically opened for incoming and/or outgoing calls.</p>		X	X
<b>Priority Alert</b>	Enables a user to define criteria to have certain incoming calls trigger a different call waiting tone (i.e., alert) or a different ringing cadence than normal calls. The user sets the criteria (e.g., incoming calling number (including pattern matching), time of day, day of week) for determining which calls require priority notification via their Personal web interface. Multiple criteria sets, or profiles, can be defined.		X	X
<b>Push to Talk</b>	<p>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 will request that the called station answer automatically. Users and administrators can define accept and reject lists, which may include wildcards.</p> <p>Phones must be configured to allow this feature to function.</p>			X



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<b>Remote Office</b>	Enables users to access and use their VoIP service from any end point, on-net or off-net (e.g., home office, mobile phone). This service is especially useful for tele-workers and mobile workers, as it enables them to use all of their Web Call Manager features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from the VoIP system, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private.		X	X
<b>Selective Acceptance</b>	If an incoming call meets user-specified criteria, the call is allowed to 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, which provides the ability to establish the criteria sets for determining which calls are allowed to complete. A criteria set is based on incoming calling line identity (including pattern matching), time of day, and day of week. Multiple criteria sets can be defined.		X	X
<b>Selective Rejection</b>	If an incoming call meets user-specified criteria, the call is blocked and the caller is informed that the user is not accepting calls. The user 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 (including pattern matching), time of day, and day of week. Multiple criteria sets can be defined.		X	X
<b>Sequential Ring</b>	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 number key.		X	X
<b>Simultaneous Ring</b>	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.		X	X
<b>Speed Call 8</b>	Enables users to dial single digit codes to call up to eight different numbers, such as frequently dialed numbers or long strings of digits that are hard to remember.	X	X	X
<b>Speed Call 100</b>	Enables users to dial two-digit codes to call up to 100 frequently called numbers. Entry of the two-digit code is preceded by a configurable prefix: 0-9, A-D, *, or # (default). Users can program the numbers in their directory via the Speed Dial 100 page in their Personal web portal, or directly through their phone using the respective feature access code (*75 default).	X	X	X
<b>Three-Way Calling</b>	Enables a user 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 depresses the flash hook and dials the third party. Before or after the third party answers, the user depresses the flash hook and forms a three-way call with the two parties. To drop the third party, the user depresses the flash hook and is reconnected with the original party in a regular two-party call. If the user hangs up, all parties are released. Users also have the ability to execute three-way calls using the Web Call Manager.	X	X	X



<p><b>CommPilot Call Manager</b></p>	<p>Provides a web-based tool for users to invoke their services, as an alternative to using feature codes or depressing the flash hook. The following features are included:</p> <ul style="list-style-type: none"> <li>• Click-to-Dial – enables user to input and dial a number, dial directly from a drop-down Phone List (Personal, Group or “ Call Log) or Outlook tab, or click the Redial button.</li> <li>• Answer Call – enables user who is already engaged in a call to answer another waiting call. When available, Calling Line ID is displayed with caller’s name and number.</li> <li>• Call Hold/Retrieve – enables user to place an existing call on hold for an extended period of time, and then retrieve the call to resume conversation. While the calling party is held, the user may choose to make a consultation call to another party.</li> <li>• Call Transfer – enables user to redirect a ringing, active, or held call to another number or directly to voice mail. Before transferring the caller, the user may choose to consult with the third party first or establish a three-way consultation.</li> <li>• 3-Way Conference – enables user to establish a three-way call involving two other parties.</li> <li>• Release Call – enables user to disconnect a call that has been answered.</li> <li>• Configure Services – buttons are provided to enable user to turn on/off frequently used services such as Call Forwarding Always and Do Not Disturb. Alternatively, if Web Express has been configured, the user may change their Web Express status (e.g., Available, Busy, and Unavailable) by choosing from a drop-down list.</li> <li>• Conferencing (for those who subscribe to the service) – enables a user to access the login for audio and Web conference capabilities for greater than three participants.</li> </ul>		<p>X</p>	<p>X</p>
<p><b>CommPilot Express</b></p>	<p>Enables users to pre-configure multiple profiles for managing incoming calls differently based on the user’s status:</p> <ul style="list-style-type: none"> <li>• Available – In the Office</li> <li>• Available – Out of the Office</li> <li>• Busy</li> <li>• Unavailable</li> </ul> <p>Each profile includes preferences for managing the relevant incoming call functions (e.g., Call Forwarding (busy, no answer, always, selective), Voice Messaging, Simultaneous Ringing, Call Notify), which can be configured through a single easy-to-use web page. Users can also select their active profile via their Web Call Manager, and/or an IVR menu. If a user elects to use Web Express, it will take preference over all of other service settings associated with processing incoming calls.</p>		<p>X</p>	<p>X</p>



**Group-Wide Features**

		Business Basic	Business Plus	Business Premium
<b>Authorization Codes</b>	<p>Account codes allow outbound calls to be categorized by entering a numeric code before dialing. Codes are not validated (see Authorization Codes below).</p> <p>Codes can be between 2 and 14 digits long. New codes are added by an administrator via the web interface.</p> <p>Note that this feature cannot be enabled at the same time as the Authorization Codes feature described below.</p> <p>Authorization codes allow a group administrator to block all outgoing calls unless the user enters a valid code before dialing.</p> <p>Codes can be between 2 and 14 digits long. New codes are added by an administrator via the web interface.</p>			X
<b>Call Park / Directed Call Park</b>	<p>Call Park enables a user to hold a call and to retrieve it from another station within the group. To park a call, a user depresses the flash hook and dials the call park feature code. The call is parked and the caller is held. To retrieve the call, the user goes to any phone in the group and dials the call retrieve feature code, followed by the user's extension. The call is retrieved and connected to the retrieving user. Users can also execute call park via the Web Call Manager.</p> <p>Directed Call Park enables a user to hold a call against a specific extension and to retrieve it from another station within the group. To park a call, a user depresses the flash hook and dials the directed call park feature code followed by the extension to park against. The call is parked and the caller hears silence. To retrieve the call, the user goes to any other phone in the group and dials the call retrieve feature code, followed by the extension to which the call was parked. The call is retrieved and connected to the retrieving user.</p>			X
<b>Call Pickup</b>	<p>Enables a user to answer any ringing line within their pick up group. A pick up group is a group administrator-defined set of users within the group, to which the call pickup feature applies. To pick up a ringing call, a user dials the call pick up feature code. The user is then connected to the caller. If more than one line in the pick up group is ringing, the call that has been ringing the longest is answered. Users can also execute call pickup via a web interface.</p>			X



<p><b>Outgoing Calling Plan</b></p>	<p>Enables administrators to block users from making certain types of outgoing calls, such as long distance, toll, or premium numbers. In addition to being able to configure which types of calls each user is restricted from making, group administrators may regulate outgoing calling by restricting specific digit patterns. For example, users may be prevented from calling a competitor's number or a particular area code or country code. If a profile has not been configured for a particular user, the default set of outgoing call privileges for the department or group is applied.</p> <p>In addition to blocking or allowing given call types and digit strings, administrators have the following options for configuring the outgoing calling profile of their group, department, and individual users:</p> <ul style="list-style-type: none"> <li>• Authorization Codes – Selected users can be prompted for an authorization code to allow specified call types or digit strings. Administrators can pre-configure one or multiple authorization codes to be entered by users. Use of this feature takes precedence over the standalone Authorization Code service.</li> <li>• Sustained Authorization Codes – users have the option to enter a Sustained Authorization Code to unlock calling from their phone. When the feature is enabled, users will not be prompted for an authorization code every time they make a call that requires an authorization code. Separate feature access codes are used to turn this feature on and off.</li> <li>• Call Transfer – Specified outgoing call types and digit strings can be automatically transferred to one of up to three transfer destinations that administrators can pre-configure. For example, international calls made from a conference room may be transferred to a company operator who will validate the user's identity and their purpose for making an international call.</li> </ul>	<p>X</p>	<p>X</p>	<p>X</p>
<p><b>Incoming Calling Plan</b></p>	<p>Enables administrators to block specified incoming calls to their company, department and/or individual users. For example, some users may be prevented from receiving calls from outside the company, or collect calls. The Incoming Calling Plan is configured via the Web Call Manager Group web interface. In addition to being able to configure which types of calls each user is restricted from receiving (e.g., intra-group), group administrators may regulate incoming calling by restricting specific digit patterns. For example, users may be prevented from receiving calls from a competitor's number or a particular area code or country code. If a profile has not been configured for a particular user, the default set of incoming call privileges for the department or group is applied.</p>	<p>X</p>	<p>X</p>	<p>X</p>
<p><b>Intercept Group</b></p>	<p>Enables an administrator to block an entire group from receiving calls.</p>			<p>X</p>
<p><b>Inventory Report</b></p>	<p>Enables administrators to generate reports on the resources used in their group and, if applicable, in each of their departments. Information includes phone numbers, devices, services, users and departments. The reports are generated on a web page in CSV format (comma-separated value), so they can be easily imported into a spreadsheet for sorting and archiving.</p>			<p>X</p>
<p><b>LDAP Integration</b></p>	<p>Enable users to access contact names and phone numbers from an external LDAP directory using their CommPilot Call Manager.</p>			<p>X</p>



## FEATURE MASTER LIST

Basic

Plus

Premium

		Basic	Plus	Premium
<b>Series Completion</b>	<p>The Series Completion service can be assigned to a selected series of lines to forward calls on a busy condition. It is a form of “hunting” in which the next line in the group is tried in a prearranged order, without any limit on the number of sequential forwards.</p> <p>This service is used to support Key System functionality. Key Systems typically ring all available lines in a specified order for incoming calls, regardless of the number dialed to reach the company. For example, when calling a tech support hotline, the user dials 1-800-555-HELP. That number attempts to ring line 1 of company. If line 1 is busy, it will attempt to ring line 2. If line 2 is busy...and so on. If all lines are busy, the call can be sent to Voice Messaging or another assigned service of the group. Similarly, if all lines or users of this company were assigned to a Series Completion group, The platform acts just like a Key System.</p>			X