

# Call Jump

## Mobility Feature for Business



The Consolidated Communications Application Server allows users on an active call to move or “jump” the active call to another phone no matter what type of phone.

### Business Requirement

How many times have you been on a call and needed to hang up and call back from your cell phone because you were walking out the door?

If you’ve had to do this more than once, you need something that will allow you to control your active call and allow you to “transfer” it to another phone but still keep the conversation going.

### Challenges

Many of us have a cell phone, an office phone, a home phone all from multiple providers. We need some way to integrate and manage our various telephones into one easy-to-use interface.

Enterprise users who participate in conference calls, customer calls and/or internal company calls need to keep the flexibility of moving or transferring an active call between their office and company paid cell phone as they move between inter-office meetings, travel to/from the airport, and walk around the manufacturing floor, run errands, etc.

SOHO and Consumers need the flexibility of moving an active call between their home and cell phone as they take the kids to soccer practice, run errands, go to the gym and commute to work, etc.

### Solution

Consolidated Communications Application Server provides users the ability to silent transfer or “Jump” an active call to another phone whether it be a home phone, cell phone, office phone, etc. No matter if the phone service is owned and operated by one or multiple providers.



### Benefits

- Cost-effectively integrated a user’s mobile phone with their enterprise or residential phone
- Offers users the ability to “silent transfer” an active call to/from their phones even if managed by other providers
- Provides for Service Providers the ability to enable/disable the feature for bundling into packages
- Consolidates multiple user phone devices into an easy-to-use graphical management tool.

# Call Jump

## Step 1: User Control of Call Jump

If a user is also enabled for Web Portal or Mobile Portal, they can manage Call Jump within their portal. If a user has assigned the My Numbers sub-tab within the Directory tab they can use these pre-defined numbers for cell, home, office, and other.

Within the Call Management tab, a Call Jump tab will be displayed if Call Jump is enabled for the user. When this tab is accessed, multiple pre-defined Call Jump entries are shown.

- Voice Mail                               \*\*8
- Cancel                                   \*\*0
- Jump to Number                       \*\*#



Jump to Voice Mail can be used to route an active call to voice mail to leave a message like a phone number or information that you can't take down at the moment.

Jump Cancel allows the user to cancel a jump command before it's answered.

Jump to Number allows the user to jump to any phone number even if it's not provisioned here. This is any number that they are able to dial from their telephone and falls within their class of service restrictions. This is very useful when needing to jump an already jumped call to another phone not in your jump list.

## Step 2: Adding a Jump Entry

Service Providers can add a jump entry for a user using the Provisioning Tools created with the Portal SDK.

Users who have Web Portal or Mobile Portal can add and manage their own entries from the Call Jump sub-tab within the Call Management tab.

New entries can be added by clicking on the ADD icon at the bottom of the window. If My Numbers tab was previously completed pull down selections for home, office, cell and other can be used. If these have not been completed, the Other category can be used and numbers can be entered. Each entry can be named and a unique DTMF sequence assigned. Choose a memorable DTMF sequence based upon alpha text on the phone or a favorite number.



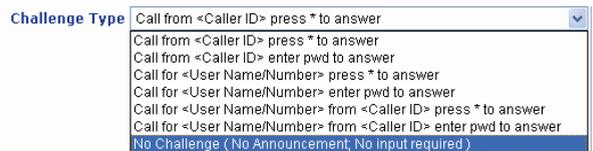
## Step 3: Configuring How a Jump is Answered

Each jump entry can be configured as to how the call will be answered. Different phones in a users jump list may require different security.

If a business user jumps their active call to their home phone, they may decide to prompt acceptance of the call with an announcement providing information as to whom the call is intended, the incoming caller's telephone number and requires a password to route the call. However, if they jump to their cell phone that they keep with them at all times, they may want the call to be sent with no announcement or challenges.

Users can pick from the following challenge types for their jump list entries:

- No Challenge
- Challenge with Password
- Challenge with Password, Announce Incoming Call is For ... and Caller ID
- Challenge with Password, Announce Caller ID
- Challenge with \*
- Challenge with \*, Announce Incoming Call is For... and Caller ID
- Challenge with \*, Announce Caller ID



Once an entry is saved, it will be displayed in the Call Jump list and can be used.

# Call Jump

If you want to be able to jump back to the primary device, you will need to add it as an entry as well.



## Step 4: Choosing What You See

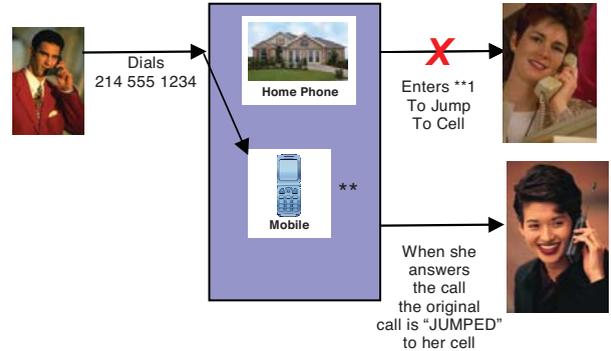
The Show Caller ID flag if enabled within the Options menu can be very useful to help the subscriber know who the call is from by looking at the Caller ID. The flag if disabled can also be very informative showing the subscriber's main number so they know this call is routed via Call Jump.



## Step 5: Jumping an Active Call

During an active incoming or outgoing call, the user can enter one of the configured DTMF sequences and transfer an active call to the other phone. The remote side of the call will not hear Ringback as the call is jumped.

Calls that are jumped can be jumped back or jumped to other numbers in the list as needed even if the phone is not managed by the same service provider.



## Other Feature Interactions

Calls that are forwarded cannot be 'jumped'.

Calls that reach a user via Find Me can be 'jumped'.

Only calls that are routed through the M6 can be 'jumped'.