

VoIP Business Features

Consolidated Application Server Business Features



Enhanced Business Features Feature Name	Description
911/E911	Emergency service calls receive preferential treatment, dropping non-emergency calls when trunks are busy, notifying an on-premise security office etc.
Abbreviated Dialing	Provides for up to 100 two-digit speed dial phone numbers. Dependent upon CPE devices, up to 3 additional DID numbers can ring into a subscriber's prime line providing distinctive ringing.
Additional DID	Provides user access to dialing long distance or international when this code is entered prior to making an outgoing call.
Anonymous Call Rejection	Rejects calls from callers that block their Caller ID information.
Authorization Codes	A default (but optional) menu service allowing incoming callers to select a menu choice and be transferred to an employee directly or receptionist, fully customizable to route calls by department, extension, name, hunt groups, lines, queues, externally, etc.
Automated Attendant w/Announcements	
Automatic Disaster Recovery	Automatically enables the user's Remote Phone configuration in the event that the user's phone goes out of service as a result of a connectivity problem
Billing/Account Codes	Allows the user to assign an account code, billing number, project number or client number to a specific call for tracking purposes
Call Back Queueing For ATB	Allows the user to initiate a return call when the all trunks busy is rectified.
Call Duration Display	If the subscriber is provisioned with a display telephone, the current call duration time will be displayed across the LCD.
Call Forward All Calls	Allows a user to forward all incoming calls to an internal or external number.
Call Forward Busy	Allows a user to forward all incoming calls to an internal or external number in the event all the subscriber's lines are in use.
Call Forward Do Not Disturb	Allows a user to forward all incoming calls to an internal or external number in the event all the subscriber has enabled Do Not Disturb
Call Forward No Answer	If no one answers the telephone after a designated amount of ring seconds, this feature will forward the incoming call to either an internal or external number. Automatically forwards inbound calls to an internal or external number in the event that the user's phone goes out of service as a result of a connectivity problem
Call Forward Out of Service	When the subscriber dials *69, the last incoming call to this number will be returned.
Call Return	When an offending call is received, the subscriber can trace it by dialing *57
Call Trace	Allows a user to extend either an incoming or outgoing call to an internal or external number without announcing the caller.
Call Transfer Blind	

Call Transfer Supervised	Allows a user to extend either an incoming or outgoing call to an internal or external number announcing the caller prior to transfer completion.
Call Transfer Priority	Allows a user to extend either an incoming or outgoing call to an internal number immediately.
Call Waiting	Allows the user to put one call on hold while answering a second call.
Call Waiting/Caller ID	The subscriber can see the Caller-ID information of an incoming call while -connected to an existing call.
Call Waiting/Caller ID Manager	Allows the user to manage incoming calls without interrupting a current active call.
Caller ID	Shows the name and number of the calling party on the telephone display.
Caller ID Block	Blocks the Caller-ID name and number information of the subscriber from being shown to the far-end party in when the subscriber makes a call
Call Intercept	Calls to an old or unused telephone number can be redirected to another number or to an announcement.
Cancel Call Waiting	Calls made from this line can appear as the main line. Allows the user to disable call waiting for a particular outgoing call.
CDR Billing	Call detail records are generated to operate within a Service Providers Billing Application and Service Request Accounting logs can be used to report changes in the administration and Meet-me conference activity.
Class of Service Call Restrictions	When provisioned, a subscriber's dialing can be restricted to allow/disallow local dialing, long distance, international, etc.
Date/Time Display	If the subscriber is provisioned with a display telephone, the current time and date will be displayed on the telephone in the subscriber's time zone.
DC Pickup	Allows a user to choose which ringing phone within their group they want to answer.
DID	Users can be provisioned with direct incoming telephone numbers that do not require inbound calls to go through an attendant prior to ringing their phone.
Distinctive Ringing	A distinctive ring tone can be applied to up to three numbers appearing on the subscriber's telephone.
Do Not Disturb	Routes all incoming calls to a subscriber's voicemail account or alternate Do Not Disturb destination.
Enterprise Admin	Provisioning interface for business groups that includes access to users, directories, business hours, hunt groups, queues, announcements with profilable privileges based upon the expertise of the business group personnel.
Find Me No Answer	Routes an inbound call to a pre-defined list of locations (e.g., mobile phone, home phone etc.) when the call isn't answered by the subscriber at their service telephone.
Forward to Voice Mail	Selectively forwards calls, based upon Caller-ID, to the subscriber's voice mail account playing their Busy voice mail greeting.
Group Pickup	Allows a user to answer another ringing phone within their group.

Hold	Subscribers can place calls on hold and can resume the call from the same telephone. When a busy line is reached, if the user stays on the line, the system will automatically attempt to try the call again.
Hold On Queueing	
Hot Line	When the subscriber goes off hook on this device it will ring another telephone automatically. Users can be in a hunt group where incoming calls ring multiple phones in a pattern or all at once
Hunt Groups	
Intercom	Allows subscribers to make extension-to-extension calls between IP Phones with speakerphones.
Last Number Redial	Redials the last number, internal or external, that was dialed from this telephone.
Multi Call Park	Enables the subscriber to place a call on hold and allow any user within the company to pickup the call. Multiple calls can be parked at one time.
Message Waiting Indication	Notifies the subscriber of new voicemail messages via a visual indicator and/or stutter dial-tone (depending upon the specific capabilities of the user's phone) when new messages have been received.
Meet-Me Conferencing	Allows a subscriber to reserve, modify and delete conference reservations and provides for in-conference floor-control features via IVR and/or web-based management window. Multi-Line telephones can be provisioned with more than one line appearance where the secretary can answer the call, place the call on hold and the manager can pickup the call from the line appearance on a different phone.
Multiple Bridged Line Appearances	
Multiple Station Appearances	Multi-Line telephones can be provisioned with more than one line appearance based upon the number of available lines on their telephone. Individual Subscribers, Groups, or entire Customers can be provisioned with a separate music on hold which can be a music file or music source (e.g., Muzak).
Music-on-Hold	
Mute	Subscribers provisioned with speakerphones can mute/unmute active calls with a single button.
N-way Conferencing	Allows a user to initiate a conference call between multiple parties on demand or ad-hoc.
Non-DID	Users can be provisioned with 4, 5, or 6 digit internal extension telephone numbers that do require inbound external calls to go through an attendant prior to ringing their phone.
On-Hook Dialing	With certain devices, subscribers can dial a number without picking up the handset.
One-Touch Transfer	Allows a subscriber to store use telephone numbers as speed dial buttons on IP Phones to perform quick transfer functions. Ability for calls on-network to attempt to route in-network calls through the service provider network prior to attempting to route them through the PSTN. This can be configured on a customer-by-customer basis.
On-Net Flexible Routing	
Permanent Caller ID Blocking	Blocks the display of the subscriber's phone number for all outgoing calls (except 911). This feature, based upon Caller-ID will ensure that calls in this list are treated with priority by assigning a distinctive ring to their incoming call.
Priority Call List	

Privacy Guard	Prevents unwanted anonymous calls from reaching the subscriber. Anonymous callers are prompted to recite their name or enter an access code to complete the call.
Remote Call Forward	Allows a user to dial a telephone number to enable the Call Forward All Calls feature without being at their IP Phone.
Remote Phone (Sim Ring)	Subscribers can enable this feature to allow the use of an analog phone with all the personality of their IP phone for inbound and outbound calls.
Selective Call Block List	This feature selectively rejects calls received from a pre-defined list of telephone numbers.
Selective Call Forward List	This feature selectively forwards calls received from a pre-defined list of telephone numbers to a pre-determined forwarding destination.
Single Channel Park	Enables the subscriber to place a call on hold and allow any user within the company to pickup the call. Only 1 call can be parked at a time.
Speed Dial	Allows a subscriber to store and dial telephone numbers on speed dial buttons on IP Phones or on speed dial numbers if using an Analog phone.
Station to Station Calling	Allows users to dial other users within the same business group by either a 4, 5, or 6 digit extension.
Time of Day Call Routing	Subscribers can configure time-of-day routing for incoming calls
Urgent	This feature is based on Caller-ID and when configured, the call will alert the subscriber through their telephone display that this call is Urgent.
Virtual Ring	Provides indefinite ringing when calls are received from a pre-defined list of telephone numbers without presenting the call to the user or routing the call to the user's voicemail.