



Feature descriptions

Personal features

Alternate numbers

Enables users to have up to 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. For outgoing calls from the user, the user's primary phone number is the calling line identity.

Anonymous call rejection

Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, 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.

Automatic call back

Enables users who receive a busy condition to monitor the busy party and automatically establish a call when the busy party becomes available. This service can only be activated when calling within the same group.

Barge-in exempt

Restricts users from being able to barge in on your calls.

Blind call transfer**

Enables a user to transfer a call unattended before or after the call is answered.

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 dialling a feature code or configuring the service via their web interface. If activated, a user must specify the forwarding number.

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 dialling a feature code or configuring the service via their web interface. If activated, a user must specify the forwarding number.

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 dialling a feature 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.

Call forward - 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 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 calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

**indicates features that are not assignable to a service offering, but are system determined



Personal features

Call notify

Enables a user to define criteria that cause certain incoming calls to trigger an email notification. If an incoming call meets user-specified criteria, an email is sent to the notify address informing the user of the details of the incoming call attempt. The user controls the service via a web interface, which provides the ability to set the notify email address and the criteria sets for determining which calls trigger a notification. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

Call return

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 return feature code. The system stores the number of the last party to call, and connects the user to that party.

Call hold**

Enables a user to place a caller on hold either via the device or toolbar.

Call transfer with consultation

Enables a user to consult with the add-on party before transferring the caller. To initiate call transfer with consultation, the user depresses the flash hook 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. Users can also execute call transfer with consultation via the telephony toolbar.

Call waiting

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 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 telephony toolbar.

Calling line ID delivery - blocking

Enables a user to block delivery of their identity to the called party. The user controls the service via a web interface, which provides the ability to activate and deactivate the service. 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 code for Calling Line ID Delivery per Call. Once the call is over, Calling Line ID Blocking is restored.

Calling line ID blocking override

Enables a user to see the calling party's CLI. This is only supported with on net calls. Enables users to block their outgoing caller ID on a per-call basis by dialling a feature code before making the call.

Calling line ID delivery**

Enables the delivery of a caller's identity to a user via the telephony toolbar 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.

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Personal features

Calling line ID delivery enhancement

Enables a user to define criteria that cause certain incoming calls to trigger an email notification. If an incoming call meets user-specified criteria, an email is sent to the notify address informing the user of the details of the incoming call attempt. The user controls the service via a web interface, which provides the ability to set the notify email address and the criteria sets for determining which calls trigger a notification. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

Calling name delivery

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 BT's standard Calling Line ID Delivery provides the calling number and name for all calls within BT, calling name information is typically not passed with calls received from external parties (e.g., PSTN-originated calls).

CommPilot Express

Enables users to pre-configure multiple profiles for managing incoming calls differently based on the user's status: Available - in the office; Available - out of the office; Busy; Unavailable. 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 via their telephony toolbar, and/or an IVR menu. If a user elects to use CommPilot Express, it will take preference over all of other service settings associated with processing incoming calls.

Personal web portal

Web portal that allows end-users to activate and customise services.

Consultation hold**

Enables a user to put the caller on hold, and make a consultation call to another party. To initiate consultation hold, the user depresses the flash hook and dials the add-on party. When the call is answered, the user can consult with the add-on party. To drop the add-on party and reconnect to the original party, the user depresses the flash hook twice.

Direct inward / outward dialling**

Users are assigned a 10-digit directory number that can be used to place or receive calls directly to this phone, without forcing access via a central number.

Directed call pick-up with barge-in

In addition to the ability to pick-up a call directed to another user in the same customer group, this version of the Directed Call Pick-Up service (listed below under Group Services) also 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.

Priority alert / distinctive ringing

Provides a different call waiting tone or a different ringing cadence for intra-group calls versus calls received from outside of the group. This service is provisioned as part of the Priority Alert/Distinctive Ringing service, so users must choose to enable either Distinctive Alert/Ringing or Priority Alert/Ringing (different tone/ring for user-specified phone numbers) at any given time.

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 dialling a feature code or configuring the service via their web interface. A status indicator on the telephony toolbar identifies whether this service is enabled.

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Personal features

Extension dialling**

Enables users to dial extensions via their telephony toolbar or phone to call other members of their business group.

Flash call hold

Enables users to hold a call for any length of time by flashing the switch-hook on their phone and dialling the respective feature activation code. Parties are reconnected again when the switch-hook is flashed and the feature activation code is dialled again.

Last number redial

Enables users to redial the last number they called by dialling a feature code (e.g., *66) or click to dial out of their telephony toolbar.

LDAP directory integration

Enables users to access contact names and phone numbers from an external LDAP (Lightweight Directory Access Protocol) directory using an additional tab on their Telephony Tool bar. The LDAP tab enables users to click-to-dial a contact and perform searches by contact name. This service may be integrated with an enterprise's own private directory or a public directory provided by the Service Provider.

Multi-path forwarding**

Enables a user to have more than one forwarded call active at a time. There are no limitations on the number of simultaneous calls a user can forward. Calls are specified for forwarding via the web portal interface.

Outlook integration**

This service enables users to integrate their personal contacts in Microsoft Outlook with their telephony toolbar. Using the Outlook Contacts tab in the Toolbar, 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. When receiving a call, the user's MS Outlook contact database is searched for a match of the callers' 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 callers' v-card. Users may also choose to have new Outlook journal entries automatically opened for incoming and / or outgoing calls.

Personalised name recording**

Enables users to record their name to be played back to incoming callers in conjunction with multiple services, including Voice Messaging and Auto Attendant. A .wav file is recorded and uploaded via phone and respective web screen.

Phone list - group**

This phone list enables users to dial any other member of their business group by selecting from a list of names on their telephony toolbar. The list also serves as a searchable company directory, listing names, numbers and email addresses. Each user added to the group is automatically added to this list. Also included are the extensions for researching the Auto Attendant(s), Hunt Group(s) and the voice portal, where applicable.

Basic call logs

The Call Log enables users to view and dial from the following lists of stored numbers: missed, received, and dialed. The call log is accessed through the telephony toolbar and includes the most recent numbers for each category, as well as the respective call times and dates.

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Personal features

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 will request that the called station answer automatically. Users and administrators can define accept and reject lists, which may include wildcards.

Remote Office

Enables users to access and use their BT 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 features while working remotely (e.g., extension dialling, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from BT, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set up by the group administrator.

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 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, time of day, and day of week. Multiple criteria sets can be defined.

Selective call rejection

Enables a user to define criteria that cause certain incoming calls to be blocked. 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, time of day, and day of week. Multiple criteria sets can be defined.

Selective services enhancements

Enables users to specify call treatments based on the added criteria of PRIVATE or UNAVAILABLE incoming calls.

Sequential ringing

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.

Shared call appearance

Allows for incoming calls to ring on additional phones simultaneously, 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. Certain IP phones can present the following states across their lamps: idle, progressing, alerting, active and held. Certain IP phones can also support the hold / retrieve function, whereby calls on shared lines can be held on one device and retrieved from another registered device. Example applications of this service include setting up a second line for an executive assistant or creating a hosted key system solution with multiple lines being shared across multiple phones in an office.



Personal features

Simultaneous ringing - personal

Simultaneous Ringing enables users to have multiple phones ring simultaneously when any calls are received on their BT 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 their desk.

Speed dial 8

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.

Speed dial 100

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).

Intercept user

User Intercept can intercept incoming calls and play an announcement that provides alternate routing options to callers. Typically, use this feature to decommission your phone line, either temporarily or permanently.

Flash three-way call

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 their telephony toolbar.



Group features

Account codes

Enables the tracking of calls made to outside of the group by prompting users for an account code. This service does not validate the codes entered (see Authorisation Codes), so calls are not blocked. Account codes are managed by the Group Administrator and can be 2 to 14 digits long. Please note that groups cannot have this service and the Authorisation Codes service enabled at the same time. Account codes can also be implemented on a per-call basis in which users have the option to enter an account code by dialling a feature code before the call, or by flashing the switch-hook during a call and then dialling the feature code (for example, to register an incoming call from a client).

Authorisation codes

Performs an authorisation of calls made to outside of the group by prompting users for an authorisation code. Calls will not be connected unless a valid code is entered. Authorisation codes are managed by the Group Administrator and can be of 2 to 14 digits in length. Please note that groups cannot have this service and the Account Codes service enabled at the same time.

Auto attendant

Auto Attendant serves as an automated receptionist that answers the phone and provides a personalised message to callers with options for connecting to the operator, dialling by name or extension, or connecting to up to nine configurable extensions (e.g., 1 = Marketing, 2 = Sales, etc.). Configuration via the Group web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed. Group Administrators use their voice portal to record auto attendant greetings. For example, a message may be left remotely to indicate that the office has been closed due to inclement weather. In addition, users have the ability to record their name for play back when a caller dials by name or extension. A group can have multiple Auto Attendants configured, either individually (e.g. customer service with separate business hours) or integrated into a multi-level Auto Attendant (e.g. enterprises main Auto Attendant is configured to seamless route to the Auto Attendant of a particular department or location).

Auto attendant enhancements

The following enhancements have been added to the Auto Attendant service: Immediate extension dialling - enables callers to dial an extension through the first level of the Auto Attendant without having to first select the extension dialling option. Dial by first name - name dialling is enhanced to consider both the first and last name, instead of only the last name. Holiday schedule - enables administrators to set the after-hours menu for selected dates (e.g. recurring holidays). Business hours support - enhancement enables administrator to set different business hours for different days of the week.

Business trunking licensing**

Enables service providers to define a maximum number of simultaneous calls that can be handled by a selected group of users who are behind premises-based equipment such as PBXs, IP PBXs, and Key telephone systems (KTSs). These users are referred to as Trunk Group users. This new framework provides better support for network connectivity services for intelligent CPE while still allowing MiCall services to be offered as an overlay for end users. Trunk Group users are enabled for individual and group features.

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.

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Group features

Call pick up

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 pick up via a web interface.

Call centre ACD

Enables business groups to set up a basic call centre with incoming calls received by a single phone number distributed among a group of users, or agents. The following functionality is supported: Uniform distribution of incoming calls to the available agents; Queuing of the incoming calls that cannot be answered immediately; Overflow to a given destination when the group is unable to accept calls; No answer policy to redirect call to next agent if not answered in a specific number of rings by the previous agent; Deflection to a given destination outside of business hours; Music on hold. A variety of statistics are provided to monitor the performance of call centres, such as average number agents busy and average hold time before call loss. Statistics are also provided to track individual agent performance, such as average time agent spends on calls and amount of time each agent is logged on and idle. A statistics report is generated at the end of each day and sent to specified email addresses.

Call centre enhancement

Option to append Caller ID prefix for calls distributed by Call Centre service, thereby enabling call centre agents to distinguish from direct incoming calls. For example, "Support – John Smith". Weighted call distribution enables calls to be distributed to agents according to a pre-defined weighting. Each agent is assigned a weight corresponding to the percentage of incoming calls they should receive.

Configurable group calling line ID delivery

Provides the name and number of the group (or company) for outgoing calls from users in the group, rather than providing the user's own name and number. The group number may be defined on a per user basis, which is often appropriate for multi-location groups.

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.

Directed call pickup

Enables a user to answer a call directed to another phone in their group by dialling the respective feature access code followed by the extension of the ringing phone.

Calling plan - incoming

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 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.



Group features

Calling plan - incoming enhancements

Additional call types added to Incoming Calling Plan: Calls from within group - allows calls to be received from other users within the group; Restricted calls from within group - similar to calls from within group but does not allow another user from within group to transfer or forward a call to the user.

Calling plan - outgoing

Enables administrators to block users from making certain types of outgoing calls, such as long distance, toll, or premium numbers. The Outgoing Calling Plan is configured via the Group web interface. 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.

Calling plan - outgoing enhancements

Additional call type added to Outgoing Calling Plan: Restricted group - allows calls to other users in group, but does not allow a called user within the group to transfer or forward the users' call.

Enhanced outgoing calling plan (EOCP)

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: Authorisation codes - selected users can be promoted for an authorisation code to allow specified call types or digit strings. Administrators can pre-configure one or multiple authorisation codes to be entered by users. Use of this feature within the enhanced outgoing calling plan takes precedence over the standalone authorisation code service. Sustained authorisation codes - users have the option to enter a sustained authorisation code to unlock calling from their phone. When the feature is enabled, users will not be prompted for an authorisation code every time they make a call that requires an authorisation code, as defined by the ECOP. Separate feature access codes are used to turn this feature on and off. 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 users' identity and their purpose for making an international call. Existing configurations are retained when an enhanced outgoing calling plan is assigned to replace the basic version of the service.

Calling plan - forwarded / transferred

Enables administrators to prevent specified users from forwarding or transferring calls to certain types of numbers, such as long distance, toll, or premium numbers. This capability is especially useful for preventing fraudulent calling, such as company employees calling their office number at night or on the weekend to make personal calls to international destinations. Calling plans are configured via the Group web interface. 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.

Configurable extension dialling**

Provides the ability to map directory numbers (DNs) within a group to unique extensions. The extensions can be of any length (2 to 6 digits) as defined by the group administrator and dialed via a web interface or by phone. All extensions within a group must be of the same length.

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Group features

Configurable time zones**

A default time zone is specified for each business group. The respective time zone is used for all services requiring date/time stamps, such as Voice Messaging, Auto Attendant, and Selective Call Forwarding.

Device inventory report

Enables group administrators to inventory their Integrated Access Devices (IAD), Trunking Gateways and IP Phones via their Group web interface. Devices may be easily added, deleted and modified. In addition, group administrators can assign users directly to a device and/or a port on a device. The location and default aliases for a user are automatically generated.

Configurable feature access codes

Provides each group administrator with the option to specify the feature codes (a.k.a. star codes) associated with their services (e.g., Last Number Redial, Call Return) via the Group web portal. Group administrators have the option to configure two different feature access codes for the same service. For example, *69 and #81 could both be used to enable Call Return.

Configurable feature code prefix**

Enables each business group to define up to two different prefixes to precede their feature codes. Each prefix may include 1-2 characters, with the default being a single star (*).

Hunt group

Allow users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Groups phone number. Group administrators can choose from any of the following "hunt" schemes, each of which rings the specified phones in a different manner: Circular sends calls in a fixed order - the call is sent to the first available person on the list, beginning where the last call left off. Regular sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list. Simultaneous rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected. With Uniform, as a call is completed the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle for the longest. If a user receives a call that was not directed to them through the hunt group, the call will not be included in the receiving order for uniform calls. Group administrators can also establish a no answer policy to redirect calls to the next agent if not answered in a specific number of rings by the previous agent. If all idle phones have been revisited once without answer, there are two options for handling the call: forward call to an external number, or give the call a temporarily unavailable treatment which can trigger a service such as voicemail.

Hunt group enhancement

Option to append Caller ID prefix for calls distributed by Hunt Groups service, thereby enabling users to distinguish from direct incoming calls. For example, "Support - John Smith".

Intercept group

Incoming calls routed to a line that has been decommissioned are intercepted with an informative announcement and alternate routing options (for example, "This number is no longer in service. To talk to an operator, press 1). The service may be used to decommission an entire Site.

Music on hold

Enables group administrators to upload an audio file (.wav file containing music, advertising, etc.) onto the system to be broadcast to held parties. This service can be used in conjunction with the following services: Call Centers, Call Hold, and Call Park.

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Group features

Series completion

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. 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 0800-555-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, BT acts just like a Key System.

Voice portal - voice messaging group

The Voice Portal provides an entry point for end-users to access, use, and configure the following services via any phone interface: Voice Messaging, CommPilot Express, and Personalised Name Recording. The Voice Portal can also be used to record Auto Attendant greetings remotely. The Voice Portal can be reached from any phone. Each party uses their own configurable passcode to access their respective menu of services. Business groups also have the option of enabling a Voice Portal Wizard to run the first time users log into their Voice Portal. The wizard guides users through the following steps: change default passcode to a personalised passcode, and record personalised name.



Enterprise features

Voice portal - voice messaging group

The Voice Portal provides an entry point for end-users to access, use, and configure the following services via any phone interface: Voice Messaging, CommPilot Express, and Personalised Name Recording. The Voice Portal can also be used to record Auto Attendant greetings remotely. The Voice Portal can be reached from any phone. Each party uses their own configurable passcode to access their respective menu of services. Business groups also have the option of enabling a Voice Portal Wizard to run the first time users log into their Voice Portal. The wizard guides users through the following steps: change default passcode to a personalised passcode, and record personalised name.

Client Applications

Toolbar

The Toolbar application allows a user to control calls from the Toolbar in Outlook or Internet Explorer in Windows. Calls can be initiated, answered, held, retrieved, transferred or conferenced. Incoming calls create a 'pop-up' on the user's desktop.

Mobile Office

The Mobile Office soft client may be used as an alternative to analog or IP phones for making and receiving calls, while still having access to all of the features of BT.

Reception Console

The BT Reception Console is an application that allows an enterprise receptionist to control and distribute incoming calls from a central point. The receptionist can monitor the status of users within the group.

CRM Connect

CRM Connect allows integration between CRM packages and the MiCall solution, with features such as screen popping.

Network features

Incoming Trunk Group

Supports the use of an Enterprise ID, or Incoming Trunk Group (ITG), in order to map incoming calls to an enterprise, group, or site. Use of ITG avoids having to perform phone number-based validation.

Outgoing Trunk Group

Supports the use of an Enterprise ID, or Outgoing Trunk Group (OTG). The OTG is populated by MiCall and is based on the originator's enterprise, group, or site, and is sent to other network elements, thereby avoiding phone number-based validation.



MiLine - SIP Trunking

Inbound DDI

SIP Trunking users can have a public number assigned so they can be called directly without the need of a central operator or other central call distribution service.

Outbound DDI

SIP Trunking users can present their DDI for outbound calls.

Voice messaging - user

Enables users to record messages for incoming calls that are not answered within a specified number of rings, receive busy treatment, or are transferred directly to voice mail. Incoming callers are given the options to review and change their message and will get a warning tone if their message is about to reach the maximum configured length.

Users can configure the service via their personal web portal or by calling into their voice portal from any phone. The personal web portal enables users to control whether their voice mail messages are to be delivered to their e-mail account as .wav attachments and/or to the voice messaging system repository for retrieval from a phone. Users can also set their password and elect to give callers the option of connecting to an attendant by pressing 0.

By accessing the Voice Portal from any phone, users can listen to, save, and delete each message, as well as move to the previous or next message. During the playback of a message, users have the option of skipping forward, skipping back, or pausing. Replies to message senders can be sent, and messages can be forwarded with an introductory message to one or more group members, or to the entire group. Messages can also be composed and sent to one or more users in the group, or the entire group. Users have the option of marking a message as Urgent or Confidential. Users can also pre-configure lists of users to whom voice messages may be sent. The Voice Portal also enables users to record their name and multiple personal greetings for busy and unavailable. Users also have the option to enter a feature code on their phone to clear their message-waiting indicator (MWI).

Voice messaging enhancement

New feature access code enables user to send incoming calls directly to their mailbox or VM of any other user within their group.

Voice message call back**

Enables users to automatically call back the person who left them a message by hitting an option during or after listening to the message. This feature works if the caller's line ID is available; otherwise, the call back is denied.

Voice message call back enhancement**

Enables user to revert back to voice mail menu within Voice Portal after calling back party who left message.

Voice message waiting indication**

A stutter tone is provided via the telephone when new messages reside in the user voice mailbox. A visual indicator on the phone is also provided.

Voice message notification

Enables a user to be informed of new voice messages. The notification is in the form of an email or an indication on the user's station. The user controls the service via a web interface, which provides the ability to activate and deactivate email notifications as well as the email notification address.

**indicates features that are not assignable to a service offering, but are system determined



Configuration management

Call capacity management

The call capacity management feature enables service providers to limit the call traffic associated with individual groups by limiting the number of simultaneous calls that can be made to or from customer premises. A maximum number of simultaneous incoming/outgoing calls can be set for any specified set of users within a group. Service providers can leverage this capability as a means of achieving network engineering and/or pricing objectives.

Call capacity management enhancement

Enhanced capability to manage incoming and outgoing calls separately, thereby providing greater granularity and better utilisation of network resources.

Configurable default feature access codes

Enables each service provider to specify a default set of feature access codes. New groups created by the service provider will start with this default set of codes.

Configurable time zones**

Configurable time zones are supported for all services needing date/time stamps (such as, Voice Messaging, Auto Attendant, or Selective Call Forwarding). When a site is added to the system, the time zone is specified by the administrator.

Phone status monitoring

Ability to monitor the phone status of users within group (e.g., busy, idle, do not disturb). This capability is assignable to users of the BT Reception Console.

User quantities**

Enables system providers to set a maximum number of users that a group may have. Service providers also have the ability to place a limit on the number of users in each of their groups.

Web screen pop**

Provides the capability to have a new browser window open up on the user's PC when incoming/outgoing calls are received/placed. The HTTP URL is configurable and would include the following information: user ID, user last name, user first name, group ID, user phone number, and phone number of other party.

G.711 and G.729 codec support

Support for the G.711 and G.729 codec is available.

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