



Big Sandy Res Hosted VoIP Solution

Product Feature Guide

January 2007

## Anonymous Call Rejection

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Use this feature to prevent or allow calls from callers who have blocked their phone numbers from being identified. Blocked callers hear a message notifying them that their calls are being rejected. You can activate this service at any time.

Steps	Details
Turn Anonymous Call Rejection on or off.	Click "On" or "Off." When on, Anonymous Call Rejection prevents calls from callers who have chosen to block the identification of their phone numbers. These callers hear an automated message that their call is being denied because of the block. The default for this service is "Off."
Save your changes.	Click <b>Apply</b> or <b>OK</b> . Apply saves your changes. OK saves your changes and displays the previous page. Click <b>Cancel</b> to exit without saving.

## Automatic Callback

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Use this feature to receive notification that a busy line within your group is available. When Automatic Call back is on, you receive a prompt to hear a distinctive ring when the busy line is available. You can activate this service at any time.

Configuration:

Steps	Details
Turn Automatic Callback on or off.	Click "On" or "Off." When on, Automatic Callback plays a prompt when you reach a busy line within your group to let you receive a notification when the line is available. The default for this service is "Off."
Save your changes.	Click <b>Apply</b> or <b>OK</b> . Apply saves your changes. OK saves your changes and displays the previous page. Click <b>Cancel</b> to exit without saving.

## Call Forwarding Always

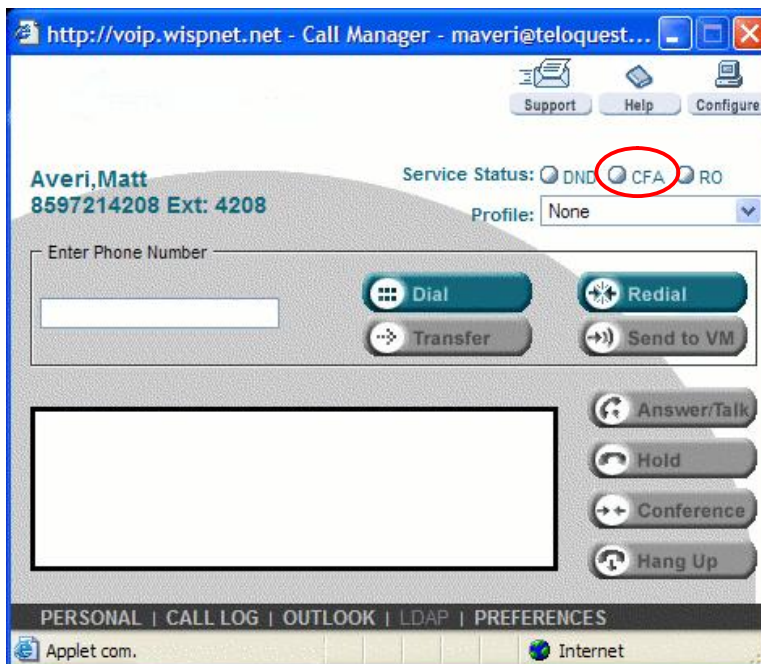
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Use this feature to activate and edit the options for the Call Forwarding Always (CFA) service. You can turn this service on or off, or edit the options, at any time.

The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding exist, such as Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or are talking on your phone.

### ***From Your CommPilot Call Manager***

You can access the Call Forwarding Always page by clicking **CFA** on your CommPilot Call Manager window. When the button to the left of the CFA link on the CommPilot Call Manager is selected, this service is on. When it is not selected, it is off.



### ***From Your Voice Portal***

Call Forwarding Always can also be activated or options can be changed using your voice portal. To do this, on your telephone dial \* followed by the two-digit feature access code \* that has been assigned for this service. You can activate this service by dialing star (\*) and the assigned two-digit code, followed by the phone number to which your calls are redirected.

To view the feature access code that was assigned by your group or system administrator, click on **Feature Access Codes** on the *Utilities* menu page. The codes are to the left of Call Forwarding Always Activation and Call Forwarding Always Deactivation and are preceded by an \*, which must be dialed first. Your calls remain forwarded until you dial the deactivation code.

## From Your Web Portal

Call Forwarding Always can also be activated or options can be changed using your web portal.

Steps	Details
Turn Call Forwarding Always on or off.	Click <b>On</b> or <b>Off</b> . When on, Call Forwarding Always forwards all your incoming calls to the phone number or SIP-URI address you entered in the <i>Calls Forward to</i> text box.
Confirm or enter the phone number or SIP-URI address.	<p>If the phone number or SIP-URI address indicated is the number to which you want all of your calls forwarded, no action is necessary. You can enter feature access codes * and speed codes in addition to phone numbers and extensions. A FAC could also be used as a prefix to a speed code.</p> <p>To edit or delete a phone number or SIP-URI address, click and drag your mouse pointer over the information in the text box. The information highlights. Press the DELETE key on your keyboard to empty the text box of its contents, or simply begin typing to enter new information. Type the new phone number or SIP-URI address in a valid format (no dashes, parentheses, or spaces are necessary).</p> <p>To forward to a long distance number, it must be preceded by a "+" and a country code.</p> <p>If you type an invalid phone number, you are prompted to retype it. This is required information, when the service is on.</p>
Select whether to play a ring reminder.	The <i>Play Ring Reminder when a call is forwarded</i> check box causes the service to play a short ring burst at your office phone when a call is forwarded if checked. No ring reminder is played if not checked.
Save your changes.	<p>Click <b>Apply</b> or <b>OK</b>. Apply saves your changes. OK saves your changes and displays the previous page.</p> <p>To exit without saving, select another page or click <b>Cancel</b> to display the previous page.</p>

## Call Forwarding Busy

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Use this page to activate and edit the options of the Call Forwarding Busy service. You can turn this service on or off, or edit the options, at any time. If the service is activated, you must enter a number or SIP-URI address in the *Calls Forward to* text box.

The Call Forwarding Busy service allows you to redirect your incoming calls to another number, such as a mobile phone or administrative assistant, or SIP-URI address when you are on another call.

## ***From Your Voice Portal***

Call Forwarding Busy can also be activated or options can be changed using your voice portal. To do this, on your telephone dial \* followed by the two-digit feature access code \* that has been assigned for this service. You can activate this service by dialing star (\*) and the assigned two-digit code, followed by the phone number to which your calls are redirected.

To view the feature access code that was assigned by your group or system administrator, click on **Feature Access Codes** on the *Utilities* menu page. The codes are to the left of Call Forwarding Busy Activation and Call Forwarding Busy Deactivation and are preceded by an \*, which must be dialed first. Your calls remain forwarded until you dial the deactivation code.

## ***From Your Web Portal***

Call Forwarding Busy can also be activated or options can be changed using your web portal.

<b>Steps</b>	<b>Details</b>
Turn Call Forwarding Busy on or off.	Click <b>On</b> or <b>Off</b> . When on, Call Forwarding Busy forwards all your incoming calls to the phone number or SIP-URI address you entered in the <i>Calls Forward to</i> text box when you are on the phone.
Confirm or enter the phone number or SIP-URI address.	<p>If the phone number or SIP-URI address indicated is the number to which you want all of your calls forwarded, no action is necessary. You can enter feature access codes * and speed codes in addition to phone numbers and extensions. A FAC could also be used as a prefix to a speed code.</p> <p>To edit or delete a phone number or SIP-URI address, click and drag your mouse pointer over the information in the text box. The information highlights. Press the DELETE key on your keyboard to empty the text box of its contents, or simply begin typing to enter new information. Type the new phone number or SIP-URI address in a valid format (no dashes, parentheses, or spaces are necessary).</p> <p>To forward to a long distance number, it must be preceded by a "+" and a country code.</p> <p>If you type an invalid phone number, you are prompted to retype it. This is required information, when the service is on.</p>
Save your changes.	<p>Click <b>Apply</b> or <b>OK</b>. Apply saves your changes. OK saves your changes and displays the previous page.</p> <p>To exit without saving, select another page or click <b>Cancel</b> to display the previous page.</p>

## Call Forwarding No Answer

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Use this page to activate and edit the options of the Call Forwarding No Answer service. You can turn this service on or off, or edit the options, at any time.

The Call Forwarding No Answer service allows you to redirect your incoming phone calls to another number or SIP-URI address, such as a mobile phone or administrative assistant, when you do not answer the phone.

### ***From Your Voice Portal***

Call Forwarding No Answer can also be activated or options can be changed using your voice portal. To do this, on your telephone dial \* followed by the two-digit feature access code\* that has been assigned for this service. You can activate this service by dialing star (\*) and the assigned two-digit code, followed by the phone number to which your calls are redirected.

To view the feature access code that was assigned by your group or system administrator, click on **Feature Access Codes** on the *Utilities* menu page. The codes are to the left of Call Forwarding No Answer Activation and Call Forwarding No Answer Deactivation and are preceded by an \*, which must be dialed first. Your calls remain forwarded until you dial the deactivation code.

### ***From Your Web Portal***

Call Forwarding No Answer can also be activated or options can be changed using your web portal.

Steps	Details
Turn Call Forwarding No Answer on or off.	Click <b>On</b> or <b>Off</b> . When on, Call Forwarding No Answer forwards all your incoming calls to the phone number or SIP-URI address you typed in the <i>Calls Forward to</i> text box when you are on the phone.
Confirm or enter the phone number or SIP-URI address.	<p>If the phone number or SIP-URI address indicated is the number to which you want all of your calls forwarded, no action is necessary. You can enter feature access codes and speed codes in addition to phone numbers and extensions. A FAC could also be used as a prefix to a speed code.</p> <p>To edit or delete a phone number or SIP-URI address, click and drag your mouse pointer over the information in the text box. The information highlights. Press the DELETE key on your keyboard to empty the text box of its contents, or simply begin typing to enter new information. Type the new phone number in a valid format (no dashes, parentheses, or spaces are necessary).</p> <p>To forward to a long distance number, it must be preceded by a "+" and a country code.</p> <p>If you type an invalid phone number, you are prompted to retype it.</p> <p>This is required information, when the service is on.</p>
Indicate the number of rings before calls	Indicate the number of times you want your phone to ring before the caller is directed to the specified number or SIP-URI address.

is forwarded.	<b>NOTE:</b> Other services, such as Voice Messaging, share this setting and if it is changed in one service, that change affects all other services.
Save your changes.	Click <b>Apply</b> or <b>OK</b> . Apply saves your changes. OK saves your changes and displays the previous page.  To exit without saving, select another page or click <b>Cancel</b> to display the previous page.

## Flash Call Hold

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Use this page to display information about the Flash Call Hold service. Flash Call Hold allows you to hold a call at a phone with no Hold functionality.

Tasks	Steps
To hold a call at a phone with no call control functionality:	<ol style="list-style-type: none"> <li>1. Flash the phone (that is, click the flash button or click the hang-up button once).</li> <li>2. Dial the Flash Call Hold Feature Activation Code.</li> <li>3. Make the second call.</li> <li>4. To toggle between calls, flash the phone and dial the Flash Call Hold Feature Activation Code.</li> </ol>
To exit this page:	Click <b>OK</b> . The <i>User - Call Control</i> menu page is displayed.

## Call Return

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Use this page to display information on the Call Return feature. Call Return allows you to redial the number of the last party that called you, whether or not the call was answered.

Task	Steps
To call back the last party who called you:	Enter the <i>Call Return Feature Access Code*</i> at your phone.
To exit this page:	Click <b>OK</b> . The <i>User - Outgoing Calls</i> menu page is displayed.

## Customer Originated Trace

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Use this page to view the service description. To use the Customer Originated Trace service, you dial a feature access code\* (FAC) to initiate the service. Your service provider then puts a trace on your last incoming call.

**NOTE:** The FAC you need to dial to initiate a trace on a call can be found on the *Features Access Codes* page which you access from the *Utilities* page. The Customer Originated Trace must be specifically assigned to you by your group administrator. If you do not see the FAC for this service on the Features Access Codes page, you do not have access to this feature.

## Call Waiting

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Use this page to turn the Call Waiting service on or off. This service allows you to decide whether phone calls in progress can be interrupted by other calls.

**NOTE:** This service is not available with all access device types.

Call Waiting can also be de-activated on a per-call basis. To do this, on your telephone dial \* followed by the two-digit feature access code that has been assigned for this service.

To view the feature access code that was assigned by your group or system administrator, click on **Feature Access Codes** on the *Utilities* menu page. The codes are to the left of Call Waiting and Cancel Call Waiting and are preceded by an \*, which must be dialed first.

### ***From Your Web Portal***

Call Waiting can also be activated or options can be changed using your web portal.

Steps	Details
Turn Call Waiting on or off.	<p>Click <b>On</b> or <b>Off</b>. When this service is on and you receive a call while taking another, you hear a beep. You can put the first call on hold to answer the incoming call.</p> <p>When this service is turned off, the caller hears a busy tone. The default for this service is "On".</p> <p><b>NOTE:</b> Call Waiting behavior may vary when used in conjunction with other services such as Shared Call Appearance and Call Forwarding Busy.</p>
Save your changes.	<p>Click <b>Apply</b> or <b>OK</b>. Apply saves your changes. OK saves your changes and displays the previous page.</p> <p>To exit without saving, select another page or click <b>Cancel</b> to display the previous page.</p>

## Calling Name Retrieval

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Use this page to look up the name of a caller when the name is not displayed with the original call.

Steps	Details
Turn Calling Name Retrieval on or off.	Click "On" or "Off." When on, Calling Name Retrieval retrieves (from an external database) the names of callers whose names are not displayed in the original calls.
Save your changes.	Click <b>Apply</b> or <b>OK</b> . Apply saves your changes. OK saves your changes and displays the previous page.  To exit without saving, select another page or click <b>Cancel</b> to display the previous page.

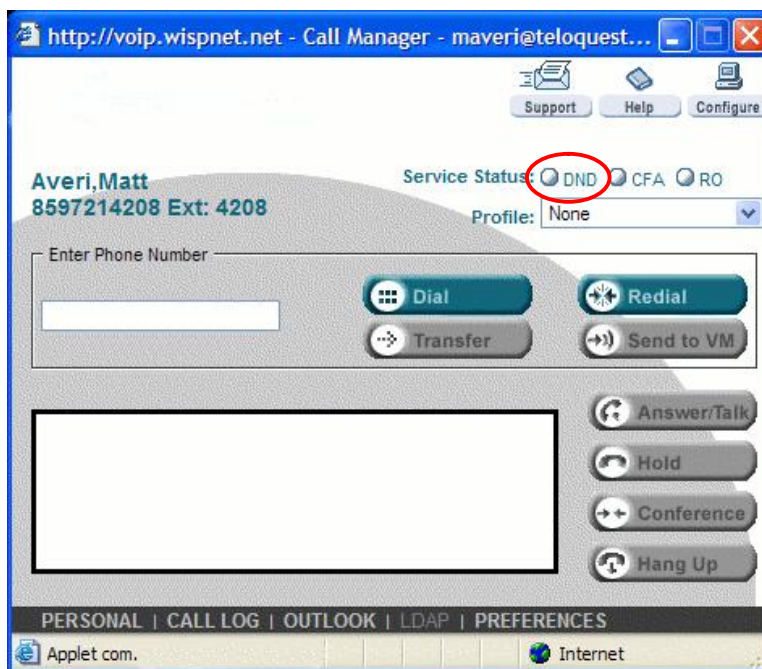
## Do Not Disturb

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Use this page to prevent your phone from ringing. Callers are sent to Voice Messaging or another specified location, such as a number indicated by the Call Forwarding Busy service.

### *From Your CommPilot Call Manager*

You can activate the Do Not Disturb service by clicking **DND** on your CommPilot Call Manager window. When the button to the left of the DND link on the CommPilot Call Manager is selected, this service is on. When it is not selected, it is off.



## ***From Your Voice Portal***

The Do Not Disturb service can also be activated or options can be changed using your voice portal. To do this, on your telephone dial \* followed by the two-digit feature access code that has been assigned for this service. You can activate this service by dialing star (\*) and the assigned two-digit code.

To view the feature access code that was assigned by your group or system administrator, click on **Feature Access Codes** on the *Utilities* menu page. The codes are to the left of Do Not Disturb Activation and Do Not Disturb Deactivation and are preceded by an \*, which must be dialed first.

## ***From Your Web Portal***

Do Not Disturb can also be activated or options can be changed using your web portal.

<b>Steps</b>	<b>Details</b>
Turn the service on or off.	Click <b>On</b> or <b>Off</b> . When on, Do Not Disturb prevents your phone from ringing and callers are given busy treatment (such as being sent to Voice Messaging, if available, or forwarded to the specified number of the Call Forwarding Busy service, if available).  The default for this service is "Off."
Select whether to play a ring reminder.	The <i>Play Ring Reminder when a call is blocked</i> check box causes the service to play a short ring burst if checked.  No ring reminder is played if not checked.  A ring reminder is played if this service blocks a call while this check box is checked. The ring reminder is a short ringing burst, 500 milliseconds in duration.
Save your changes.	Click <b>Apply</b> or <b>OK</b> . Apply saves your changes. OK saves your changes and displays the previous page.  To exit without saving, select another page or click <b>Cancel</b> to display the previous page.

## Last Number Redial

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Use this page to display information on the Last Number Redial service. Last Number Redial allows you to easily redial the last number you dialed.

Task	Steps
To redial the last number you called:	Enter the Last Number Redial Feature Access Code at your phone. Or Click the <b>REDIAL</b> button at your CommPilot Call Manager.
To exit this page:	Click <b>OK</b> . The <i>User - Outgoing Calls</i> menu page is displayed.

## Speed Dial 8

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Use this page to program numbers for Speed Dial 8. This service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers or SIP-URI addresses. You can dial a speed dial code instead of the full number to place calls. To use speed dial from the phone, you should dial the speed dial code number, then #. For example, to call the number associated with Speed Dial Code 6, the user should dial 6#.

Speed Dial 8 can also be programmed through a Feature Access Code. For example, \*74 3 9222 programs Speed Dial Code 3 to dial 9222.

Steps	Details
Enter a phone number or SIP-URI address.	Type a complete SIP-URI address, or phone number, including a country code if necessary for dialing on your system.
Enter a name.	Type a name or description for the speed dial code. This name does not affect the operation of the speed dial code. It is just a convenience to help remember why the speed dial code was programmed. If a speed dial code is programmed through the Feature Access Code, then the Name text box is blank.
Save your changes.	Click <b>Apply</b> or <b>OK</b> . Apply saves your changes. OK saves your changes and displays the previous page.  To exit without saving, select another page or click <b>Cancel</b> to display the previous page.

## Speed Dial 100

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Use this page to:

- Set a Speed Dial 100 code
- Modify a Speed Dial 100 entry
- Delete a Speed Dial 100 entry

Speed Dial 100 allows you to assign a prefix and a two-digit dialing code to a frequently dialed or hard-to-remember number or SIP-URI address. You can assign up to 100 numbers.

Tasks	Steps
To set a Speed Dial 100 code:	Click the <b>Add</b> button. The <i>Speed Dial 100 Add</i> page is displayed.
To modify a Speed Dial 100 entry:	Click the <b>Edit</b> link next to the entry to edit. The <i>Speed Dial 100 Modify</i> page is displayed.
To delete a Speed Dial 100 entry:	Click the <b>Edit</b> link next to the entry to edit. The <i>Speed Dial 100 Modify</i> page is displayed. Or <ol style="list-style-type: none"><li>1. Check the <i>Delete</i> box next to the entry to delete.</li><li>2. Save your changes. Click <b>Apply</b> or <b>OK</b>. Apply saves your changes. OK saves your changes and displays the previous page.</li></ol> To exit without saving, select another page or click <b>Cancel</b> to display the previous page. <b>WARNING:</b> This action cannot be undone. Once you click Apply or OK, the entry is permanently deleted.

## Three Way Call

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Use this page to view the Three Way Call service information. When this service is assigned, you can place a three-way call using the flash-based services, or the CommPilot Call Manager.

## **\* Feature Access Codes**

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- #8 Automatic Callback Deactivation
- \*72 Call Forwarding Always Activation
- \*73 Call Forwarding Always Deactivation
- \*90 Call Forwarding Busy Activation
- \*91 Call Forwarding Busy Deactivation
- \*92 Call Forwarding No Answer Activation
- \*93 Call Forwarding No Answer Deactivation
- \*67 Calling Line ID Delivery Blocking per Call
- \*65 Calling Line ID Delivery per Call
- \*68 Call Park
- \*88 Call Park Retrieve
- \*98 Call Pickup
- \*69 Call Return
- \*70 Cancel Call Waiting
- \*99 Clear Voice Message Waiting Indicator
- \*57 Customer Originated Trace
- \*97 Directed Call Pickup
- \*33 Directed Call Pickup with Barge-in
- \*55 Direct Voice Mail Transfer
- \*80 Diversion Inhibitor
- \*78 Do Not Disturb Activation
- \*79 Do Not Disturb Deactivation
- \*22 Flash Call Hold
- \*66 Last Number Redial
- \*60 Music On Hold Per-Call Deactivation
- \*50 Push to Talk
- \*75 Speed Dial 100
- \*74 Speed Dial 8
- \*47 Sustained Authorization Code Activation (calls unlocking)
- \*37 Sustained Authorization Code Deactivation (calls locking)