



Big Sandy Res Premium Hosted VoIP  
Solution

Product Feature Guide

January 2007

## **Big Sandy Res Premium Features**

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	<i>Last Number Redial</i>	<i>Video Add-On</i>
		<i>Voice Portal Calling</i>

## Alternate Numbers

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Use this feature to set up alternate numbers and extensions for incoming calls for a user.

Steps	Details
Select if the ring should be different when the calls are to alternate phone numbers.	For <i>Distinctive Ring</i> , click "On" or "Off."
Add alternate phone numbers and/or extensions.	<p>Select the phone numbers. The extension for the selected number displays in the <i>Extension</i> input box. Select the ring pattern for each phone number. You can select from the four following ring patterns:</p> <ul style="list-style-type: none"> <li>• Normal</li> <li>• Long-Long</li> <li>• Short-Short-Long</li> <li>• Short-Long-Short</li> </ul> <p><b>NOTE:</b> There are different Call Waiting ring patterns associated to each of the four Alternate Number ring patterns. If the user has the Call Waiting feature assigned and enabled, the call waiting ring pattern is based on the Alternate Number ring pattern selected.</p>
Modify existing alternate phone numbers and/or extensions.	<p>To modify an existing phone number, select another number from the drop-down list.</p> <p>To modify an existing extension, highlight the extension and type a new one.</p>
Delete alternate phone numbers and/or extensions.	<p>To delete an existing phone number, select "None" from the drop-down list.</p> <p>To delete an existing extension, highlight the extension and delete it.</p>
Save your changes or exit without saving.	<p>To save your changes, 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>

## 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

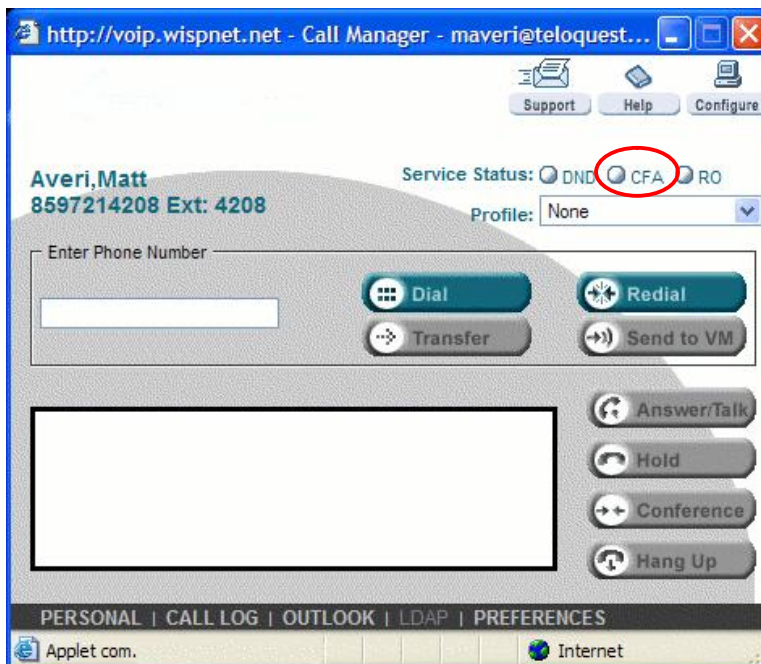
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Use this feature to activate and edit the options for the Call Forwarding Always (CFA) service. You can turn this service on or off, or edit the options, at any time.

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 feature 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 feature 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.

<b>Steps</b>	<b>Details</b>
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.

## **Call Forwarding Selective**

Use Call Forwarding Selective to forward an incoming call from one or more callers of your choice to a default phone number or to another number of your choice, or SIP-URI address, at the times you specify. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, SIP-URI address, or home phone.

The criteria for each Call Forwarding Selective entry can be a list of up to 12 caller phone numbers or digit patterns and a specified time schedule during which the service is active. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day).

You must designate one phone number or SIP-URI address as the default forwarding number. All specified calls are forwarded to the default unless you add criteria for numbers to be forwarded to another number of your choice. If the call is not forwarded, the call continues as if this service was not turned on.

Use this page to configure the Call Forwarding Selective service as follows:

- Set the default forwarding number or SIP-URI address.
- Set the ring reminder.
- Select pages from which you can add, modify, or delete callers and associated criteria who you want directed to the Call Forwarding Selective service.
- View and activate or deactivate your Call Forwarding Selective callers and their criteria.

<b>Steps</b>	<b>Details</b>
Set the default forwarding number or SIP-URI address.	In the Calls Forward to on Default: text box, type in the default number or SIP-URI address you wish to have your calls forwarded to. You can also enter feature access codes and speed codes in addition to phone numbers and extensions. This is required information. Then select <b>OK</b> to save the number. The screen refreshes.  <b>NOTE:</b> A FAC could also be used as a prefix to a speed code.
Set the ring reminder.	Check the <i>Play Ring Reminder when a call is forwarded</i> check box. The service plays a ring reminder when it forwards a call. No ring reminder is played if not checked.  <b>NOTE:</b> A ring reminder is a short ringing burst, 500 milliseconds in

	duration.
Select pages from which you can add, modify, or delete callers and associated criteria who you want directed to the Call Forwarding Selective service.	<ol style="list-style-type: none"> <li>1. To add an entry, Select <b>Add</b>. The <i>Call Forwarding Selective Add</i> page is displayed. You use this page to add Call Forwarding Selective entries.</li> <li>2. To modify or delete an entry, click <b>Edit</b> to the right of the entry. The <i>Call Forwarding Selective Modify</i> page is displayed. You use this page to modify or delete Call Forwarding Selective entries.</li> </ol>
View and activate or deactivate your Call Forwarding Selective callers and their criteria.	<ol style="list-style-type: none"> <li>1. A list of Call Forwarding Selective entries you have added or modified is displayed with a checkbox under Active at the left of each entry. The checkbox is checked by default, making the entry active. Clicking in the checkbox to remove the check deactivates the entry.</li> <li>2. Clicking on any of the numbers in the list takes you to the <i>Call Forwarding Selective Modify</i> page from which you can view full details of all numbers you specified for this entry.</li> </ol>
Save your changes.	<ol style="list-style-type: none"> <li>1. Click <b>Apply</b> or <b>OK</b>. Apply saves your changes. OK saves your changes and displays the previous page.</li> <li>2. To exit without saving, select another page or click <b>Cancel</b> to display the previous page.</li> </ol>

## **Flash Call Hold**

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Use this feature 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.

<b>Tasks</b>	<b>Steps</b>
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 feature 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 feature 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 feature 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.	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>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**

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

<b>Steps</b>	<b>Details</b>
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.	<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>

## **CommPilot Express**

Use this feature to set various profiles for incoming calls. With this service, you are allowed to handle incoming calls differently based on whether you are in the office, traveling, telecommuting, unavailable, and so on.

CommPilot Express can also be activated or options can be changed using your voice portal.

**NOTE:** When using CommPilot Express profiles, other services, such as Call Forwarding, Call Notify, or Simultaneous Ring should not be used.

<b>Task</b>	<b>Steps</b>
Select a profile.	<p>From the drop-down list, select your current status. Your choices are:</p> <p><i>Available - In the Office</i></p> <ul style="list-style-type: none"> <li>In the event that you are in the office, but away from your desk, in the Also ring this phone number/SIP-URI text box, type an alternative phone number (not an extension) or SIP-URI address where you can be</li> </ul>

reached, such as your mobile phone or the desk of a co-worker. You can also enter feature access codes and speed codes in addition to phone numbers and extensions. When you receive a call, your phone rings and so does the other phone number or SIP-URI address that you provide for this option. A FAC could also be used as a prefix to a speed code.

- Click buttons to indicate where your calls are to be directed should they come in when your line is busy or when there is no answer at your line. By default, the *Have Voice Messaging take the call* option for this service is selected.

*Available - Out of the Office*

- Click a button to indicate where your calls are to be directed should they come in when you are away from the office. By default, the *Have Voice Messaging take the call* option for this service is selected.
- Check the *Also E-mail me* if a call comes in check box if you want an e-mail notification. Complete the *E-mail Address* text box.

*Busy*

- This option allows you to screen your calls, allowing just a few select ones to come through. All incoming calls are forwarded to your voice mail, unless a check mark appears beside the *Send all calls to Voice Messaging except calls from these Phone numbers* box. When this option is selected, you can specify up to three phone numbers (not extensions) that are excluded from the Busy setup. Also type a phone number (not an extension) or SIP-URI address where these calls can be answered, perhaps a mobile phone or your home number. You can also enter feature access codes and speed codes in addition to phone numbers and extensions.
- Check the *Also E-mail me a notification when a Voice Message is received* to check box if you want an e-mail notification. Complete the *E-mail Address* text box.

*Unavailable*

- This profile allows you to be reached outside of normal business hours, or perhaps when you are away from the office for an extended period of time, like vacation.
- When this option is selected, all incoming calls are forwarded to your voice mail, unless a check mark appears beside the *Send all calls to Voice Messaging except calls from these Phone numbers* box. When this option is selected, you can specify up to three phone numbers (not extensions) that are excluded from the Unavailable setup. Also type a phone number (not extension) or SIP-URI address where these calls can be answered. You can also enter feature access codes and speed codes in addition to phone numbers and extensions.
- Click a button to select the greeting you want callers to hear.

**NOTE:** In which *will be forward to* text box, type the complete phone number, or SIP-URI address including "+" and a country code for long distance calls.

Save your changes.

Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

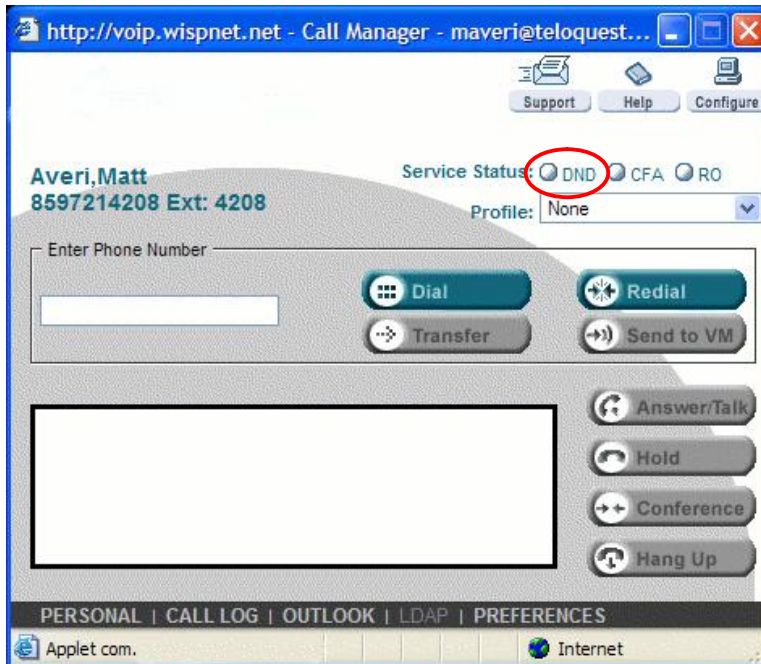
## Do Not Disturb

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Use this feature 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.

Steps	Details
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

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.

## Remote Office

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Use this feature to control your call management services from another phone. Remote Office (RO) allows you set another phone to act as your desk phone. Other phones, for example, can include a mobile phone or hotel room phone.

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

Steps	Details
Turn Remote Office on or off.	Click "On" or "Off". When on, the phone number indicated becomes your primary phone, allowing you to dial and receive calls displayed on your web browser. When off, your normal office phone is your primary phone.
Confirm or enter the remote phone number.	Type the phone number of the phone to act as your office phone.
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.

## Selective Call Acceptance

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You use this feature to accept only calls that meet your pre-defined criteria.

Using this page, you can:

- Add a Selective Call Acceptance entry
- Edit a Selective Call Acceptance entry
- Delete a Selective Call Acceptance entry
- Activate or deactivate an existing Selective Call Acceptance entry

Task	Steps
To add a Selective Call Acceptance entry:	Click the <b>Add</b> button at the bottom or top of the list. The <i>Selective Call Acceptance Add</i> page is displayed.
To edit a Selective Call Acceptance entry:	Click the <b>Edit</b> link beside the entry you want to modify or delete. The <i>Selective Call Acceptance Modify</i> page is displayed.

To delete a Selective Call Acceptance entry:	Click the <b>Edit</b> link beside the entry you want to modify or delete. The <i>Selective Call Acceptance Modify</i> page is displayed.
To activate or deactivate an existing Selective Call Acceptance entry:	Check the <i>Active</i> box next to an instance to activate it. Uncheck the box to disable it. By default, the <i>Active</i> box for this service is checked. This page displays a description of the entry, if it has been provided by you, as well as the days, and times this feature is to be activated. Also, the phone numbers (not extensions) that trigger Selective Call Acceptance show in the <i>Calls from</i> column.

## **Selective Call Rejection**

You use this feature to reject calls that meet your pre-defined criteria.

Using this page, you can:

- Add a Selective Call Rejection entry
- Edit a Selective Call Rejection entry
- Delete a Selective Call Rejection entry
- Activate or deactivate an existing Selective Call Rejection entry

<b>Task</b>	<b>Steps</b>
To add a Selective Call Rejection entry:	Click <b>Add</b> . The <i>Selective Call Rejection Add</i> page is displayed.
To edit a Selective Call Rejection entry:	Click the <b>Edit</b> link beside the entry you want to modify or delete. The <i>Selective Call Rejection Modify</i> page is displayed.
To delete a Selective Call Rejection entry:	Click the <b>Edit</b> link beside the entry you want to modify or delete. The <i>Selective Call Rejection Modify</i> page is displayed.
To activate or deactivate an existing Selective Call Rejection entry:	<p>Check the <i>Active</i> box next to an instance to activate it. Uncheck the box to disable it. By default, the <i>Active</i> box for this service is checked. This page displays a description of the entry, if it has been provided by you, as well as the days, and times this feature is to be activated. Also, the phone numbers (not extensions) that trigger Selective Call Rejection show in the <i>Calls from</i> column.</p> <p>Save your changes. Click <b>Apply</b> or <b>OK</b>. <b>Apply</b> saves your changes. <b>OK</b> saves your changes and displays the previous page.</p>

## Sequential Ring

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Use Sequential Ring as a "Find me" service to send calls with a set of criteria you define to your base location or other phone number you choose. Use this service to send calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, SIP-URI address, or home phone.

**NOTE:** The criteria for each Sequential Ring entry can be a list of up to 12 caller phone numbers or digit patterns and a specified time schedule during which the service is active. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). Otherwise, the call does not activate the service.

If your number is busy, you have the option to continue the sequential search or not. If there is no answer, the service tries up to five other locations in sequence until it receives an answer. The call is then connected as usual to the phone that answers. If none of the numbers in the sequence answer, the caller is directed to Voice Mail or to another no-answer service.

The caller has the option to terminate the Sequential Ring service by pushing the # key. (The caller hears a comfort message every 20 seconds during the ring sequence and is informed of the # key function.) The call is then immediately forwarded to Voice Mail or other no-answer service.

Several services take precedence over the Sequential Ring service. Some of these services are:

- Call Forward Always
- Call Forward Selective
- Selective Call Acceptance
- Selective Call Rejection

If you have activated any of the above services, the call continues as if the Sequential Ring service was not turned on. Conversely, the Sequential Ring service takes precedence over the following services, among others:

- Call Forward Busy
- Call Forward No-answer
- Voice Mail

These services will not start until the Sequential Ring service has executed.

**NOTE:** The number of rings set for the base location is shared with other no-answer services such as Voice Mail and Call Forward No-answer. Changing the number of rings in any one of these services will affect the other no-answer services as well.

Use this page to configure the Sequential Ring service as follows:

- Ring the base location or not.
- Set the number of rings for the base location.
- Continue the search process or not if the base location is busy.
- Allow the caller to terminate the call sequence or not.
- Enter one to five locations (phone numbers or SIP-URI addresses) with an associated number of rings that establish the ring sequence to which calls that activate Sequential Ring are directed.
- Select pages from which you can add, modify, or delete entries that activate Sequential Ring service.

- View and activate or deactivate your entries.

Steps	Details
Set the service to ring the base location or not.	Click in the check box to the left of <i>Use Base Location First</i> . A check in the box indicates that the service will ring the base location.
Set the number of rings for the base location.	Select one of the values from none to 6 for <i>Number of Rings for Base Location</i> .
Continue the search process or not if the base location is busy.	Click in the check box to the left of <i>Continue the search process if the base location is busy</i> . A check in the box indicates that the service will continue to search.
Allow the caller to terminate the call sequence or not.	Click in the check box to the left of <i>Enable caller to skip search process</i> . A check in the box indicates that the caller can end the sequential ring service.
Enter one to five locations (phone numbers or SIP-URI addresses) with an associated number of rings that establish the ring sequence to which calls that activate Sequential Ring are directed.	<p>In the text boxes below Phone Number/SIP-URI, enter up to five phone numbers or SIP-URI addresses to which you want sequential ring callers to be directed, in the order in which you want the phone numbers to be rung. You can also 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>For each phone number or SIP-URI address, select a value for <i>Number of Rings</i>, from "2" to "6".</p>
Select pages from which you can add, modify, or delete entries that activate Sequential Ring service.	<p>To add an entry, Select <b>Add</b>. The <i>Sequential Ring Add</i> page is displayed. You use this page to add Sequential Ring entries.</p> <p>To modify or delete an entry, click <b>Edit</b> to the right of the entry. The <i>Sequential Ring Modify</i> page is displayed. You use this page to modify or delete Sequential Ring entries.</p>
View and activate or deactivate your entries.	<p>A list of existing Sequential Ring entries is displayed with a checkbox under Active at the left of each entry. The checkbox is checked by default, making the entry active. Clicking in the checkbox to remove the check deactivates the entry.</p> <p>Clicking on any of the information in an entry takes you to the <i>Sequential Ring Modify</i> page from which you can view full details of all information you specified for this entry.</p>
Save your changes.	Click <b>Apply</b> or <b>OK</b> . Apply saves your changes.

## Simultaneous Ring

Use this feature to have incoming calls ring at your phone number (or extension) and ring other phone numbers or SIP-URI addresses at the same time. You can enter up to 10 other phone numbers (or extensions) or SIP-URI addresses. The calls ring at all of the numbers on your list for this service, as long as the lines are not busy. The call is answered by the user at the number who picks up the call first.

You can enter any complete phone number or extension or SIP-URI address that is allowed in your Outgoing Plan. You cannot modify a phone number or SIP-URI address on the list. It must be deleted and added again.

If you enter a mobile phone number that has voice mail service, you must set the number of rings (before the voice mail service answers) for more than three rings. Some mobile phones have slower location and connection services, which may delay the simultaneous ringing of the mobile phone before the voice mail service answers.

The operation of this service can be affected by other services, such as Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Selective, and Voice Messaging.

Using this page, you can

- Turn Simultaneous Ring on or off
- Add a phone number or SIP-URI address to your Simultaneous Ring list
- Delete a phone number from your Simultaneous Ring list

Task	Steps
To turn the service on or off:	<p>Click <b>On</b> or <b>Off</b>. When on, Simultaneous Ring allows you to have calls to your phone number or extension also ring at other phone numbers or extensions or SIP-URI addresses. The default for this service is "Off."</p> <p>If you clicked <b>On</b> in step 1 and you do not want numbers entered for this service to ring if you are on another phone call, click <i>Don't ring my Simultaneous Ring phone numbers if I'm already on a call</i>. This is the default for this service. If you want numbers entered for this service to ring under any circumstance, click <i>Ring all my Simultaneous Ring phone numbers for all incoming calls</i>. The second call can be answered at another phone or using call waiting on the in-use phone.</p> <p>Save your changes. 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>
To add a phone number or SIP-URI address:	<p>Type the phone number in the Phone Number/SIP-URI text box. Type an extension or a complete phone number, for example, including a country code for a long-distance number. Do not include the number for which this service is assigned. You can also enter feature access codes and speed codes in addition to phone numbers and extensions. A FAC can also be used as a prefix to a speed code.</p> <p>Click <b>Add</b>. The phone number or SIP-URI address is added to your</p>

	<p>Simultaneous Ring list.</p> <p>Save your changes. 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>
To delete a phone number or SIP-URI address:	<p>Click the <i>Delete</i> box next to the phone number or SIP-URI address to be deleted.</p> <p>Click <b>Delete</b>. The entry is deleted.</p> <p><b>WARNING:</b> This action cannot be undone. Once you click <b>Delete</b>, the entry is permanently deleted.</p>

## Speed Dial 8

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Use this feature 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.	<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>

## 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.

## Voice Portal Calling

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You use this page to specify enable or disable Voice Portal Calling. With Voice Portal Calling turned on, you can make calls from any other phone as if it were your desk phone.

Steps	Details
Activate or deactivate Voice Portal Calling	Click "On" or "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. To exit without saving, select another page or click <b>Cancel</b> to display the previous page.

**NOTE:** With Voice Portal on, dial in to the Voice Portal, enter your authentication code and select the option to Make a Call.

## **\* 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)