



Hosted IP Phone System Features, Descriptions and Key Codes

| Feature | Key Codes | | Per Call Activation Yes/No | Available with | | | Description |
|--|--------------------|------------------------------|-------------------------------|----------------|---------------|--|---|
| | Activate | Deactivate | | Basic Seat | Enhanced Seat | Enhanced Seat w/ Call Mgr. Advanced | |
| Call Forward Busy | N/A | N/A | N | N | Y | Y | If your phone line is busy, this service forwards all calls to a local, long distance (long distance charges apply), or toll free number you designate. Must configure through CommPortal Call Manager tab. |
| Call Forward No Answer | N/A | N/A | N | N | Y | Y | If your phone line is not answered within a specific number of rings (you choose), this service forwards all calls to a local, long distance (long distance charges apply), or toll free number you designate. Must configure through CommPortal Call Manager tab. |
| Call Forward Variable without Courtesy Call | *72 | *73 | N | N | Y | Y - Cannot be configured with key code. Must configure through CommPortal Call Manager tab | Allows you to forward all calls to a local, long distance (long distance charges apply), or Toll Free number. Configure through CommPortal Call Manager tab or: <ul style="list-style-type: none"> Dial **72XXXXXXXXXX where XXXXXXXXXXXX represents the 10 digit number you want to forward calls to. Dial this all in one string. Once activated, each incoming call will ring once at your location before forwarding. May also be configurable as a softkey. Dial *73 to remove the forwarding. May also be configurable as a softkey. |
| Park Call Pick Up Parked Call | *13 (Park Call) | *14 (Pick Up Parked Call) | Y | Y | Y | Y | To park a call: <ul style="list-style-type: none"> Transfer the caller to *13. The system will read back to you which orbit the call was parked on (Example: 101) and ask you to complete the call transfer now. May also be configurable as a softkey. To pick up a parked call: <ul style="list-style-type: none"> Dial *14XXX where XXX is the Park Orbit Number. It should be dialed in one continuous string (e.g., dial *14101 to pick up a call from orbit 101). May also be configurable as a softkey. |
| Call Transfer | N/A | N/A | Y | Y | Y | Y | Allows you to transfer a caller to another telephone number. <i>This feature is performed using the transfer function of the Hosted IP Phone System Telephone or Softphone.</i> |
| Call Waiting | N/A | N/A | N | Y | Y | Y | Notifies you audibly and on the phone display that a second call is on the line, and enables you to switch between the calls. <i>This feature is performed using the answer/ignore options of the Hosted IP Phone System Telephone or Softphone when a second call is received.</i> |
| Caller ID Block | *67 | N/A | Y | Y | Y | Y | On a per-call basis, you may block your outbound Caller ID: <ul style="list-style-type: none"> Dial **67XXXXXXXXXX where XXXXXXXXXXXX represents the 10 digit number you want to call. Dial this all in one string. |
| Caller ID Name and Number | N/A | N/A | N | Y | Y | Y | Displays the name and number of the person calling you. |
| Caller ID Unblock | *82 | N/A | Y | Y | Y | Y | If your Hosted IP Phone System Line is configured to suppress your outbound Caller ID information by default (Your business must meet FCC requirements for per line caller ID blocking), this feature allows you to deliver your outbound Caller ID on a per-call basis: <ul style="list-style-type: none"> Dial **82XXXXXXXXXX where XXXXXXXXXXXX represents the 10 digit number you want to call. Dial this all in one string. |
| Cancel Call Waiting | *70 | N/A | Y | Y | Y | Y | Allows you to cancel call waiting on a per-call basis: <ul style="list-style-type: none"> Dial *70 before dialing the 10-digit telephone number on outgoing calls (e.g., *707637977900). |



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| | | | | Basic Seat | Enhanced Seat | Enhanced Seat w/ Call Mgr. Advanced | |
| Hosted Call Center Monitor | *381 | N/A | Y | Y | Y | Y | Allows a Hosted Call Center Supervisor to listen to the audio of the calls to Call Center Agents. Also available via the Supervisor Dashboard. <ul style="list-style-type: none"> Dial *381XXXX where XXXX is the 4 digit extension of the agent whose calls you wish to monitor. |
| Hosted Call Center Whisper | *382 | N/A | Y | Y | Y | Y | Allows a Hosted Call Center Supervisor to listen to the audio of the calls to Call Center Agents and speak to the agent. Also available via the Supervisor Dashboard. <ul style="list-style-type: none"> Dial *382XXXX where XXXX is the 4 digit extension of the agent whose calls you wish to speak to using the whisper function. |
| Hosted Call Center Barge-in | *383 | N/A | Y | Y | Y | Y | Allows a Hosted Call Center Supervisor to listen to the audio of the calls to Call Center Agents and speak to both the agent and the caller. Also available via the Supervisor Dashboard. <ul style="list-style-type: none"> Dial *383XXXX where XXXX is the 4 digit extension of the agent whose calls you wish to barge in to. |
| MLHG Login/Logout | *59 | N/A | Y | Y | Y | Y | If you are a member of a Multi-Line Hunt Group (MLHG) that supports login/logout: <ul style="list-style-type: none"> Dial *59 to enter/exit the MLHG. Also available via Administrator Portal. |
| Pick Up Call ringing on another extension | *12 | N/A | Y | Y | Y | Y | To pick up a call ringing on another extension: <ul style="list-style-type: none"> Dial *12XXXX where XXXX is the 4 digit extension that is ringing that you wish to answer. May also be configurable as a softkey. |
| Pick Up Call ringing to a call pickup group | *11 | N/A | Y | Y | Y | Y | To pick up a call that is ringing into a call pickup group: <ul style="list-style-type: none"> Dial *11 to pick up the call. May also be configurable as a softkey. |
| Send Caller to another user's voice mail | *76 | N/A | Y | Y | Y | Y | To send a caller to another user's voice mail (VM): <ul style="list-style-type: none"> <u>Transfer</u> the caller to *76XXXX, where XXXX is the 4 digit extension of the VM that you want to send the caller into. May also be configurable as a softkey. |
| Stutter Dial Tone | N/A | N/A | N | N | Y | Y | When you take your telephone off-hook, and you have a new voice mail message, you will hear a stutter dial tone. |
| Three Way Calling | N/A | N/A | Y | Y | Y | Y | During an existing call, this service allows you to call a third party, and add the third party to the call, creating a three-way conversation. <i>This feature is performed using the transfer function of the Hosted IP Phone System Telephone or Softphone.</i> |