Hosted Phone Solution Features & Benefits

Basic Features:
The following features are included with every Hosted Phone deployment.

Name	Description	Benefit
AUTOMATIC CALLBACK	Automatically redials the last outgoing call made by a subscriber.	After attempting to dial a number which is busy, the subscriber can enter an access code which will notify them when that line is available, then automatically redial that number for them. This prevents the subscriber from having to make one or more additional manual attempts to connect to the desired party.
AUTOMATIC RECALL	Allows subscriber to return the most recent incoming call.	The subscriber can enter an access code to be informed of the details of the last incoming call (Caller's number, date and time of the call) plus the option to conveniently call them back with the push of a button.
ANONYMOUS CALL REJECTION	Automatically rejects all calls from callers who have withheld their number.	If a subscriber is plagued by numerous marketing or sales calls by callers who have blocked their Caller ID, the subscriber can choose to reject those calls. A caller will be greeted with a message that the subscriber is not receiving calls from private callers prior to disconnecting the call. This message informs the caller that they should unblock their Caller ID and call back if they wish to successfully connect their call. The subscriber can then screen their calls based on their Caller ID if desired.
CALL BARRING (OUTGOING CALL BLOCKING)	Enables subscriber to prevent access to specific types of numbers (for example International or Premium-rate calls) from specific lines.	This is commonly used for courtesy phones. For example a waiting room phone in a doctor's office which patients may use, but is restricted to making local calls only. This allows a business to offer phone service, but restrict unwanted chargeable calls. Can also be used to restrict employees from making chargeable calls from certain phones.
CALL FORWARDING (BASIC)	This service unconditionally forwards all calls to a user-specified number, regardless of whether the line is busy or there is no reply.	This is the most common type of call forwarding, allowing a subscriber to conveniently forward all calls to a destination number of their choice without ringing their phone. This is also commonly used when implementing forwarding only numbers, such as a customer's main business number, which automatically forwards all inbound calls to a specific phone, Auto-Attendant, MADN or MLHG This is a vital Call Flow Design feature, used to route incoming calls to the appropriate destination.

CALL FORWARDING (BUSY)	This service forwards all calls to a user-specified number if the line is busy.	For most subscribers, this feature will conveniently forward all inbound calls to their voicemail should the caller be presented with a busy signal. Can be used to conveniently forward calls to a different phone number to ensure that important calls are not missed. Commonly used to forward inbound calls from a reception phone to voicemail, Auto-Attendant, or a backup number should the reception phone not have an available line to accept the call or if the subscriber is not at their phone (Lunch, After Hours) and has activated the Do Not Disturb feature. This is a vital Call Flow Design feature when implementing live answer with Auto-Attendant failover.
CALL FORWARDING (DELAYED)	This service forwards all calls to a user-specified number if there is no reply within a specified delay period.	This is the least implemented type of call forwarding Can be used to conveniently forward calls to a different phone number to ensure that important calls are not missed. Commonly used to forward inbound calls from a reception phone to voicemail, Auto-Attendant, or a backup number should the reception phone not be able to answer the call in time. This is a vital Call Flow Design feature when implementing live answer with Auto-Attendant failover.
CALL FORWARDING (SELECTIVE)	This service allows subscribers to select a list of calling numbers whose calls will automatically be forwarded to a user-specified number.	When temporarily out of the office, the subscriber can route certain VIP callers to another number (e.g. cell phone) and have other calls go to their office phone's voicemail. If on vacation, the subscriber can route certain VIP callers to a backup number to be immediately answered and route all other calls to voicemail.
CALL HOLD	Allows subscriber to put a call on hold in order to dial another number, and then switch between multiple calls.	Allows the subscriber to place an active call on hold, and then re-engage with the held caller at a convenient time. During the time on hold, the held caller can listen to music or a marketing message via the Music on Hold feature.

CALL PICKUP (GROUP & DIRECTED)	Group Pickup allows a subscriber on a Business Group Line to pick up an incoming call to any other line within a pre-defined group by dialing an access code. Directed Pickup is similar to Call Pickup, but allows the subscriber to pick up an incoming call to any line within the Business Group by dialing an access code followed by the target line's extension number. In both cases, the subscriber can pick up an incoming call while the telephone is ringing, but cannot pick up a call that is already in progress.	Most commonly, the Directed Pickup feature is implemented on a reception phone when extension monitoring is required. Each Business Group extension that is added to the sidecar is programmed as an Enhanced Monitored Extension, which includes Directed Pickup functionality. When programmed in this manner, dialing an access code is not required. When a monitored line is ringing, this is visible to the receptionist via the sidecar, and the receptionist can press ringing line and re-direct that inbound call to the reception phone via the Directed Pickup feature This is beneficial in cases where the receptionist is asked to answer someone's calls while out of the office, or in cases where the receptionist transfers a call via the sidecar and wishes to re-direct that call back to the reception phone in the case where the person does not answer within a certain amount of rings or the call was transferred to the wrong extension in error. This functionality can be replicated on phones without the sidecar functionality via the use of access codes. Two separate codes can be used depending on if the subscriber wishes to pick up any ringing phone in the group (Group Pickup) or selectively choose which ringing phone to pick up (Directed Pickup).

CALL TRANSFER	Allows subscriber to transfer a call to another internal extension or external number.	This is the most common method for a subscriber to easily transfer an active call to another phone in the office or to an external number. Two types of Call Transfers are supported, Blind and Consultative (Warm). Blind Transfer – the caller is quickly transferred without the need for the subscriber to introduce the caller to ensure that this is an acceptable time to take the phone call. For Reception/Attendant phones with the sidecar option, each Business Group extension that is added to the sidecar is programmed as an Enhanced Monitored Extension which allows for convenient one-touch blind transfers. Any external numbers added to the sidecar are generally programmed as Enhanced Speed Dial keys, allowing for convenient one-touch blind transfers as well. Consultative Transfer – this provides the option for the subscriber to introduce the caller before completing the transfer process, or to simply check to see if the person is by their phone and able to take the call. Depending on the response, the subscriber can then complete the transfer process or cancel the transfer, then inform the caller and take whatever action is necessary (takes a message, transfers to voicemail, etc.). The Call Park feature complements this for times when there's an important call for a colleague who may not be at their desk, allowing the caller to be parked and conveniently picked up from any phone in the office without the need to manually transfer to a specific extension.
CALL WAITING	Informs the subscriber on a busy line that there is another incoming call.	While engaged in an active call, this feature will notify the subscriber of the next inbound call that's waiting to be picked up, and allow them to complete the first call (end the call, transfer the call, park the call, etc.) or simply answer the second call and place the initial caller on hold. This feature goes hand in hand with the Maximum Call Appearances setting for an extension, which dictates how many active calls a phone can support. By default, all phones are set to 2 Maximum Call Appearances which allows for 2 lines to be used per phone. This is required for not only being able to receive a Call Waiting call, but to be able to perform a Consultative Transfer or use the 3-Way Calling feature. Reception/Attendant phones are generally set to 4 Maximum Call Appearances which allow them to juggle up to 4 calls at a time.

CALL WAITING WITH CALLER ID (VISUAL CALL WAITING)	As for Call Waiting, but also displays the number and/or name of the new caller.	In additional to the standard Call Waiting single beep and phone interface notifications, the subscriber is able to view the Caller ID information of the Call Waiting caller (if presented) in order to screen additional inbound calls before answering the call.
CALLER NAME AND CALLER ID ON BUSINESS GROUP LINES	Business subscribers can choose to present personal calling names to their colleagues, while still presenting their company name to the outside world. Or they may choose to present caller ID internally but block caller ID on external calls entirely (on a per call basis).	By default, the outbound Caller ID Presentation details (Business Name & Phone Number) are shared between all phones in a Business Group, so that no matter which phone makes an outbound call, the Caller ID information for the business is always the same. In order to identify internal extension to extension calls, the system allows for the unique Caller ID (Phone Name and Extension Number) associated with the phone to be presented to colleagues, in order to clearly identify this as an internal call. This allows them to easily differentiate between calls from inside or outside of their business. Note: If a colleague attempts to transfer a call to another internal extension, the destination phone will show the Caller ID Name for the phone the call is being transferred from, but the Caller ID Number of the party being transferred. This allows for the subscriber to visually identify that it's a transferred call.
DO NOT DISTURB (DND)	Allows subscriber to block their line temporarily to prevent incoming calls.	If a subscriber is in a meeting and/or does not wish to be disturbed by a ringing phone, they can activate the DND function on the phone. This will route all inbound calls directly to their voicemail (or follow alternate Busy Call Forwarding) without ringing their phone. By enabling DND, this will also prevent their phone from being paged to if their phone is included in a paging group (must be subscribed to the Aastra Group Paging feature). If the Subscriber's phone is included as part of a MADN or MLHG group, enabling this feature will allow them to log out of the group and not be included in the call routing. Commonly used on reception phones to route inbound calls to voicemail, Auto-Attendant, or a backup number when not at their phone (e.g. Lunch or After Hours) when used in conjunction with the Busy Call Forwarding feature.

EXTENSION (INTERCOM) DIALING	Permits dialing of intra-Business Group calls using dial codes of 1-7 digits (generally configured for 3 or 4 digits). The Business Group Dialing Plan may optionally allow access to non-Business Group lines using Extension Dialing.	Dialing a 10-digit number to connect to a phone within the Business Group is not very efficient, so each phone is assigned a shortened extension number (aka Intercom Code) generally in the range of 2-4 digits. This extension number is used for internal dialing and transferring of calls, but also for the Auto-Attendant's extension dialing feature, which allows for a caller from outside of the business to call the main number, then reach the intended person by the use of a shortened extension number This is also beneficial as a cost savings method since assigning a 10-digit DID (Direct Inward Dial) to each extension is extremely costly, plus many businesses do not wish for callers to directly connect to a staff member without going through the Auto-Attendant or being filtered through a main receptionist. This feature can be extended to any number included in the Business Group (Analog Local Lines, Digital Lines, and eventually Cell Phone Numbers) to allow for efficient extension dialing between all of these types of lines.
FIND ME FOLLOW ME	Allows subscriber to specify a list of numbers that are rung whenever their line is called, and an order for those numbers. Each number is rung in order (and several numbers can be rung simultaneously) until one of them answers the call, or the list is exhausted. (Cannot be enabled in conjunction with the 'Sim-Ring' feature)	This is an important feature for any subscriber which is frequently out of the office (Sales Executive, CEO, etc.) as it allows them to be found by automatically ringing them at a sequence of phone numbers. This goes beyond the capabilities of simple call forwarding as instead of forwarding calls to just one number, a subscriber can forward calls to as many as 32 numbers in a sequence. The subscriber has the flexibility to not only choose the numbers and the order in which they are rung, but how long each number is rung for along with the ability to allow or permit any call forwarding rules for each phone in the sequence. If call forwarding is not allowed, the system will detect this and automatically proceed to the next number in the sequence if it detects a call forwarding attempt.

INCOMING CALLING NAME/ NUMBER DELIVERY BLOCKING	Incoming calling name & number delivery may be blocked by each subscriber on a temporary or permanent basis.	The subscriber can elect to temporarily or permanently block the Caller ID from displaying for incoming phone calls. This can be done through the use of access codes or via the web-based management interface (optional). This can be implemented by an administrator to prevent employees from screening incoming calls and is sometimes applicable in a support centre environment.
LAST CALLER ID ERASURE	This service enables the subscriber to remove the stored Caller ID from the last incoming and outgoing calls and to clear the call lists, so that there is no longer any record of the most recent calls to and from this subscriber.	A subscriber has the ability to remove any indication of the last call made/received on their phone by deleting it from the call list, but this still leaves a trace of the call on the voice switch. By using an access code, the subscriber can also permanently delete the Caller ID for the last incoming call from the voice switch so that it's not visible to an administrator. This may be important for privacy concerns.
LINE STATE MONITORING	Allows for an Attendant/ Receptionist Phone to visually display the state (idle, ringing, on call) of any extension within the same Business Group.	For Reception/Attendant phones with the sidecar option, each Business Group extension that is added to the sidecar is programmed as an Enhanced Monitored Extension which allows extension monitoring via what's known as a Busy Lamp Field (BLF). This allows for a subscriber to easily identify which colleagues are available for a phone call, already engaged in a call, or have their lines ringing. This is important for making decisions in how to handle an active call intended for another subscriber. Combining this with the Directed Pickup feature allows for easy interception and redirection of calls from any ringing extension to the Reception/Attendant phone.

MANDATORY ACCOUNT CODES (PERSONAL ACCESS CODES) MANDATORY ACCOUNT CODES (PERSONAL ACCESS CODES)	Allows classes of outgoing calls (e.g. Long Distance) to require that an account code is entered. These are typically used to allow call association with specific client accounts or to track employee Long Distance usage. Account Code usage is tracked via monthly reports.	It allows for the tracking of certain call types (e.g. Long Distance Calls) by requiring the entry of an Account Code (aka Password) to complete that type of call. Passwords can be distributed to teams or individuals in order to track their usage and prevent possible abuse. It allows the business to set passwords for certain call types (e.g. Long Distance Calls) which can be associated to client accounts in order to bill for any applicable charges. This is common for a Lawyer's office, where chargeable calls related to a case would be billed to their client. It allows for the ability to restrict certain call types (e.g. Long Distance Calls) from being made on one or more phones unless you have the password to be able to place that type of call. Often preferred instead of call blocking for a courtesy phone as it will allow for a restricted call type to be made if the password is known. Some examples of the Call Types commonly restricted are: Regional Calls National Calls International Calls Premium Rate Calls Operator Assisted Calls 411 Directory Calls Tracking is provided on the customer's monthly Long Distance invoice, which shows which group/user made a chargeable call, what line it was made from, plus details regarding the call (Called Number, Date, Time, Duration, etc.). Customers are also provided with an Excel spreadsheet, available in the Member Services Portal, containing similar details.
MULTI-LOCATION SUPPORT	The system can easily be expanded and deployed at multiple locations.	This provides a unified management platform and the extension of shared feature sets at each site. Direct extension dialing between offices, remote presence for home office users, and no charges for Long Distance calls between offices are all benefits.
PRIORITY CALL (DISTINCTIVE RINGING)	Enables subscriber to have a distinctive ring tone for incoming calls from selected numbers. Also includes distinctive tones on Call Waiting for numbers selected for Priority Call.	Up to ten numbers can have a shared distinctive ring tone, so that if a subscriber is not at their phone to view the Caller ID information, they can still identify a VIP Caller via the ring tone. If engaged in an active call, they can determine via the distinctive Call Waiting beep that it's a VIP caller on the other line.

REMINDER CALL	Allows subscriber to schedule reminder calls, either once or at regular intervals. (Line requires a DID for this to function)	Not commonly used by Hosted Phone subscribers. This feature is similar to a hotel wakeup call and is more commonly used by residential phone users as their morning alarm. There's no ability to record a custom message once the phone is picked up as it just plays a default recording that this is a reminder call. Note: This feature is not available unless the subscriber has a DID and is able to accept direct calls from outside of the Business Group.
SELECTIVE CALL ACCEPTANCE	This service allows subscribers to select a list of calling numbers whose calls will automatically bypass a line's Do Not Disturb setting and ring the phone.	This feature allows only certain VIP callers from ringing a subscriber's line, and all non-designated callers will commonly be directly forwarded to voicemail. This is beneficial for users who are in a meeting and/or do not wish to be disturbed, unless a call is received from a user designated VIP caller.
SELECTIVE CALL REJECTION	Rejects calls from specified numbers.	This feature allows a subscriber for enter one or more numbers they wish to no longer receive calls from. The caller will be greeted with an automated message that the person they're calling is not currently accepting calls from them, and the system will automatically disconnect the call. This is beneficial for screening sales or telemarketing calls from known numbers.
SHORT CODES (FOR GROUP SPEED DIALING)	Permits the use of short codes from 1-7 digits (generally configured for 3 or 4 digits) that are specific to the Business Group, which can be used to access external numbers or as substitutes for standard access codes.	It's common for some customers to have a company-wide directory list by each phone with frequently dialed contacts. This feature allows an Administrator to quickly and easily configure Speed Dial settings for every phone in the business from single web-based management interface. Having the flexibility to assign digits from 1-7 digits in length provides for a fair amount of customization as standard speed dials assignments are generally only 1 or 2 digits in length. Note: Careful attention must be paid to ensure that there are no speed dial/extension number conflicts, or that numbers such as 911 or 411 aren't used as short codes.

| SIM-RING | Allows subscriber to specify a list of numbers which are rung simultaneously (in addition to their office line) whenever their line is called. When the call is answered on any line, all lines stop ringing. (Cannot be enabled in conjunction with the 'Find Me Follow Me' feature) | This is a variant of the Find Me Follow Me feature, but instead of forwarding calls to numbers in a user defined sequence, the subscriber can have the inbound call ring to as many as 32 numbers at the same time.

This feature is often preferred if attempting to locate the subscriber via numerous different numbers as it prevents the caller from waiting on the line as multiple phones are rung in sequence in an attempt to find the subscriber.

As with Find Me Follow Me, the subscriber can select which numbers to call and if Call Forwarding is allowed on those numbers.

Typically, if the subscriber does not pick up on one of the lines, it is programmed so that the caller is sent to the main number's voicemail. |
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| SPEED CALLING (1 or 2 DIGIT) | Enables subscriber to call frequently used numbers by dialing a one or two digit short code | This allows for time saving user-defined speed dialing via a one digit number (range 2-9) or a two digit number (range 20-49).

If Short Codes are implemented for Group Speed Dialing purposes, any conflicts in the speed dial number assignments obey the personal speed dialing rules set by the individual subscriber

Note: If a Business employs 2-digit extension numbers, careful attention must be paid to ensure that there are no speed dial/extension number conflicts |
| THREE-WAY CALLING | Allows subscriber to talk to two people in different locations at the same time. | This is a convenient way to host a 3-Way Conference call between the subscriber and two other parties.

If an invited party is another member of the Business Group, then they can in turn conference an additional party in. By repeating this procedure, the conference call can be expanded to include 4 or more parties

Note: It is recommended that a purpose-built conferencing solution be used if regularly hosting large phone conferences as they will provide many features not available via a simple 3-Way Conference. |

WEB-BASED MANAGEMENT	Business Group Administrators can view and change the account details of Business Group Line Users. They can create Departments, Dialing Plans and Short Codes; attach Line Users to Multiple Appearance Directory Numbers (MADNs), Multi-Line Hunt Groups (MLHGs) and Call Pickup Groups; Configure and manage Auto Attendants; and manage Messaging features. Business Group Line Users can view and change their line features.	The web-based management tool provides administrators and individual phone subscribers the flexibility to remotely access their phone system in order to make design and feature changes. The majority of legacy CPE-based phone solutions offer only local access, which is often impractical. With tiered access, non-administrators can be provided with access to manage only their individual line, eliminating security concerns surrounding providing all employees with access to change vital group settings. An administrator can manage their entire phone system, deployed at one or more geographically separate locations; from anywhere they have an internet connection. Changes to the Auto-Attendant design, Call Forwarding rules, etc. can be made without requiring physical access to the phone solution, which is sometimes critical in disaster recovery scenarios (long-term power failure, a fire, etc.) for example, so that the customer can easily forward calls to home office lines or cell phones to limit the impact to their business. With a feature-rich graphical design, it's easy for an expert or novice to navigate through the interface. Legacy CPE-based phone systems are typically not user friendly, requiring expert training and often the knowledge of complex programming languages in order to make changes. Given this, many legacy phone system owners must outsource even the most minor configuration changes to an external IT company which specializes in their brand of phone system, or hire an internal expert, adding to the expense of managing such a solution. Since the management interface is web-based this allows for our support staff to easily make changes to their system remotely should the customer not feel comfortable with higher level changes, or not be in a position to do so themselves.
611 CUSTOMER SUPPORT	When you dial 611 from a phone within your business group, you will be directly connected to Execulink Telecom for any account/support inquiries	Provides an easy to remember way to directly connect with any of the Execulink support teams.
911 or ENHANCED 911 (E911)	Execulink offers both Basic 911 and Enhanced 911 services.	Customers have a choice between two 911 offerings.

Premium Features:

The following features compliment the Basic Feature Set. They are considered premium features and are subject to additional monthly or one-time per use fees.

Name	Description	Benefit
AUTOMATED ATTENDANT	A hosted, fully customizable, automated receptionist. It provides Automatic Call Answering, Dial by Extension and Dial by Name options. Allows for a customizable schedule with up to three separate menus/announcements to be played during business hours, outside of business hours and on holidays. Managed via an easy to use Web-based interface.	This Interactive Voice Response (IVR) feature can be configured to automatically greet customers when they call a business, or the call flow can be configured to live answer incoming calls with Automated-Attendant backup. With support for up to 3 separate IVR Menus (Daytime, After Hours & Holiday/Vacation) which intelligently greet the caller based on the unique business hours of the company, this offers an enhanced level of customer service. With options to dial by extension number or search for an employee by name, this reduces the call load on the reception phone and provides callers with convenient options to directly connect to the desired subscriber. Programming is done via the Web-based management interface and the system offers the ability to record and implement menu greetings via the uploading of wav files or via phone by dialing into our Recording Studio. With the ability to support multiple sub-menus and forwarding to single extensions, groups of extensions (MADN or MLHG for advanced call routing and queuing), external numbers or voicemail boxes, the customer has the flexibility to design a single or multi-layered menu system which suits to the needs of their business and range of clients.

CALL PARK	Allows a subscriber on a Business Group Line to put a call on hold so that it can be retrieved from any other Business Group Line within the group.	This feature is beneficial when a Call Transfer to another extension is not feasible. The customer can have up to 4 Enhanced Call Park Keys programmed on each Aastra phone which allow for one-touch Park, one-touch Unpark, and monitoring of the Call Park Orbits to easily identify if a caller is being held there. Some legacy and current CPE-based phone systems support parking, but generally require the use of access codes and don't allow for any type of visual monitoring. One benefit is in a scenario where a subscriber in an open-plan office is on a call and decides that the conversation should be treated as confidential. The subscriber can conveniently park the call, go to a private office, and then pick up the call from another phone to continue the conversation. Most commonly, the feature is used when a receptionist answers an urgent call but the person the call is for is not at their desk. Transferring the call would not be possible since it will probably go unanswered. He or she instead parks the call, then uses the Phone Paging feature to make an announcement that there's a parked call for the intended recipient. The recipient can then pick up the call from the nearest available phone. If not answered within a given time frame, the receptionist would be notified by an automated phone call from the Call Park Orbit.
CUSTOMER ORIGINATED TRACE	Traces an offending incoming call immediately after it is received. The subscriber invokes the service by dialing a code, and Execulink Telecom traces the call and passes the originating number to the local law enforcement agency handling the complaint.	This is a standard included feature, but is designated as a premium feature since there's a one-time fee each time it is used.

DIRECT INWARD DIALING (DID)	Each line in a Business Group can be assigned a unique 10-digit directory number, and lines may receive external calls directly without intervention by an attendant.	By default, HPS Extensions are only directly dialable from within the Business Group, and not from an external number. This is suitable for most employees who do not receive a lot of direct phone calls. These subscribers can be reachable either through the Auto-Attendant via extension or name dialing, or via direct transfer from the receptionist. Certain subscribers (Sales Representatives, CEOs, etc.) however wish to offer a caller the ability to directly reach them and allow for the bypassing of the Auto-Attendant or a Receptionist by assigning a DID to their extension.
DISTINCTIVE RINGING INTERNAL/ EXTERNAL	Different ring cadences for calls to a Business Group line from within the Business Group vs. external calls from outside the Business Group.	Visual Call Waiting allows for a subscriber to identify and screen callers when viewing their phone, but there are times when a subscriber may be away from their phone and need to determine if a call to their extension originated from within or outside of their business. Distinctive ringing allow for this. This is often implemented when priority is given to calls from outside of their business as opposed to from within. Commonly this is enabled on a MADN or MLHG.

MULTIPLE APPEARANCE DIRECTORY NUMBER (MADN)	This service is used to define a directory number that is used to direct calls to a group of Business Group Lines, MLHG Pilot Directory Numbers or other MADNs.	The MADN feature is used to ring multiple lines at the same time and is deployed in cases where multiple phones are required to accept inbound calls to the business, or to direct inbound calls to a specific group of phones (e.g. Sales Queue, Support Queue) from the Automated Attendant. The call is connected to the first line to be picked up. Internal extensions and external numbers can be added to form each MADN group, so this adds the flexibility to extend this to incorporate lines from outside of the business group (e.g. home office line, cell phone). The MADN can queue callers if there are no available lines to pick up the call, with user-specified settings for the total number of callers allowed to be queued and how long callers can be queued for. Callers will remain queued in sequence until a previously busy line becomes available, at which time the next caller in line would be connected. Combined with the Music on Hold feature, a queued caller may listen to a customized recording while waiting for their call to be answered. If queuing is not enabled, the number of callers exceeds the allowed amount, or if callers are queued beyond the maximum time limit, Call Forwarding can be employed in order to route those calls to voicemail, another line, or another group of phones (MADN or MLHG). Note: At this time, a line cannot be added to more than one MADN Group at a time.

| **MULTI LINE HUNT GROUP (MLHG)** | Allows calls to a Pilot Directory Number to be routed to a free line within a group of lines forming a Hunt Group, based on one of a number of algorithms including Round Robin, Longest Idle, Circular or Linear Hunting. Additionally, calls to a busy line within the Hunt Group can optionally be handled in the same way as calls to the Pilot Directory Number. When all lines are busy, incoming calls may be held in a queue with a specific time limit and a set maximum number of callers. | The MLHG feature is used to ring multiple lines in a sequence, and is deployed in cases where multiple phones are required to accept inbound calls to the business, or to direct inbound calls to a specific group of phones (e.g. Sales Queue, Support Queue) from the Automated Attendant. The inbound call is routed to the first available phone in the group.

Internal extensions and external numbers can be added to form each MLHG, so this adds the flexibility to extend this to incorporate lines from outside of the business group (e.g. home office line, cell phone).

Hunting starts at a line within the group and attempts to find the next available line in a sequence, bypassing lines that are busy, until it can route the call to an available line. The hunting ends when either the caller is successfully connected to a line within the group or no lines become available.

If the line hunting is unsuccessful in finding an available line to route the inbound call to, Call Forwarding can be implemented to forward the call to a voicemail, another line or another group of lines (MADN or MLHG)

Linear hunting (Basic Line Hunting) is the most common version where hunting starts at the first line in the group and continues to the last line in the group. It will only perform a single pass and hunting ends if an available (non-busy) line is found to route the call to or if all lines in the group are busy.

Circular hunting is more advanced and can be programmed to hold callers in a queue (with Music on Hold) as it attempts to route the calls to an available (non-busy) line. Circular hunting starts at the first line in the group does not end after a single linear pass, but continues again from the start of the |

MUSIC ON HOLD (MOH)	This service provides the facility to play music or other recordings to a subscriber whose call has been placed on hold by a Business Group Line (using either Call Hold or Call Park), or to an incoming caller whose call is waiting in a queue for a MADN or MLHG	The web-based management interface provides an easy to use method of uploading the MOH recordings in either .wav or .mp3 formats. Allows for up to 10 recordings may be uploaded, totalling up to 10 MB in storage space. Based on the customer's requirements, a single MOH file may be implemented, which is played to all held or queued callers, or Multiple MOH files may be implemented and assigned to specific extensions or queues. Up to 2 recordings may be assigned to an extension or queue, and set to alternate based on the intended design. This is typical for queues where a verbal message indicating that the caller is queued and to waiting on the line for the next representative is set to alternate with the playing of music or a marketing message.
PHONE PAGING	Allows a subscriber to broadcast a page to one or more phone sets in a pre-designated paging group. Paging can be extended to incorporate an external paging system. (Compatible with Aastra 6755i or 6757i phones)	The Aastra desktop phones allow for the programming of up to 10 Paging Groups. One or more Page Keys are setup on each phone that requires the ability to page from, and pages are broadcast over each phone's full duplex handsfree speakerphone. Each phone can participate in up to 5 Paging Groups and can be set to selectively page and/or receive pages depending on the desired configuration for each group. The paging functionality can be extended to a paging amplifier (with external speakers) to allow for simultaneous paging through the phones and paging amplifier, or via the phones and paging amplifier independently.

| VOICEMAIL (MESSAGE CENTRE) | Forwards calls to an external voicemail service if they are unanswered or if the subscriber line is busy. Also supports the ability to forward voicemail as an email attachment to a user-specified email address. | Each phone subscriber can have their own dedicated voicemail box which is linked to their phone's Voicemail/Messages Key and notifies the subscriber to the presence of and number of unread voicemails. Voicemail can be accessed directly via the Voicemail/Messages Key or remotely by dialing in to the extension associated with the voicemail box. A virtual voicemail box can be setup for a user that requires a 'voicemail-only' extension without phone hardware. This is useful for subscribers who travel and don't require a permanent office phone, but wish to have the ability to have callers leave them messages. A virtual voicemail box can also be used as a 'General Voicemail Box' which is a common feature in Auto-Attendant deployments. This voicemail box can then be linked to a phone to notify the user of the presence and number of new voicemails and allow for direct voicemail box access via the phone's Voicemail Key. A General Voicemail Box can be linked to one or more phones. Voicemail to Email functionality allows a subscriber to receive voicemail on a smart phone via a .wav file attached to an email. This prevents a subscriber from having to repeatedly check their voicemail box for new messages while away from the office. The platform offers the ability to have different greetings based on the time of day, or a subscriber's current phone state, the option to create or forward voicemail messages to colleagues within the Business Group and request delivery/read receipts, and program an Operator Number to allow for the redirection of inbound calls via the built-in 'Zero out of Voicemail' functionality. |