



Hosted Phone Solution Features List

Features:

The following are features available with every Hosted Phone deployment. Some features may include additional fees. Speak to a Business Representative for more information.

Name	Description
AUTOMATIC CALLBACK	Automatically redials the last outgoing call made by a subscriber.
AUTOMATIC RECALL	Allows subscriber to return the most recent incoming call.
ANONYMOUS CALL REJECTION	Automatically rejects all calls from callers who have withheld their number.
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.
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.
CALL FORWARDING (BUSY)	This service forwards all calls to a user-specified number if the line is busy.
CALL FORWARDING (DELAYED)	This service forwards all calls to a user-specified number if there is no reply within a specified delay period.
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.
CALL HOLD	Allows subscriber to put a call on hold in order to dial another number, and then switch between multiple calls.
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.
CALL TRANSFER	Allows subscriber to transfer a call to another internal extension or external number.
CALL WAITING	Informs the subscriber on a busy line that there is another incoming call.
CALL WAITING WITH CALLER ID (VISUAL CALL WAITING)	As for Call Waiting, but also displays the number and/or name of the new caller.

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).
DO NOT DISTURB (DND)	Allows subscriber to block their line temporarily to prevent incoming calls.
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.
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)
INCOMING CALLING NAME/NUMBER DELIVERY BLOCKING	Incoming calling name & number delivery may be blocked by each subscriber on a temporary or permanent basis.
INCOMING CALL MANAGER	Allows you to customize how and when you receive calls.
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.
LINE PRESENCE	Allows for an Attendant/Receptionist Phone to visually display the state (idle, ringing, on call) of any extension within the same Business Group.
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.
MULTI-LOCATION SUPPORT	The system can easily be expanded and deployed at multiple locations.
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.
REMINDER CALL	Allows subscriber to schedule reminder calls, either once or at regular intervals. (Line requires a DID for this to function)
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.
SELECTIVE CALL REJECTION	Rejects calls from specified 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.
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)

SPEED CALLING (1 or 2 DIGIT)	Enables subscriber to call frequently used numbers by dialing a one or two digit short code
THREE-WAY CALLING	Allows subscriber to talk to two people in different locations at the same time.
WEB-BASED MANAGEMENT	<p>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.</p> <p>Business Group Line Users can view and change their line features.</p>
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
911 or ENHANCED 911 (E911)	Execulink offers both Basic 911 and Enhanced 911 services.
PREMIUM AUTO 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.
CALL PARK ORBIT	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.
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.
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.
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.
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.
MULTI LINE HUNT GROUP (MLHG)	<p>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.</p> <p>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.</p>
MUSIC ON HOLD (MOH)	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.
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).
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.