

# Standard User Features Description

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## 🔑 Profile – Basic Options

### Profile

Profile allows you to view and maintain your profile information. The information filled-in specifies your primary phone number, extension, and devices that are used for handling calls. Filling-in the additional information section allows your mobile phone, pager, and other information to be visible to other group members in the group phone list. The administrator can only modify some of this information.

### Passwords

Passwords allow you to configure your passwords for the web portal and/or voice portal.

### Time Schedule

Add a new time schedule or manage existing time schedules.

## 🔑 Incoming Call – Basic Options

### Anonymous Call Rejection

Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called. However, this does not apply to calls within your group.

### Call Forwarding Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number, such as your home office or cell phone. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the number you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number to forward-to using the voice portal or on the phone using the feature access code.

### Call Forwarding Busy

Call Forwarding Busy allows you to forward all your incoming calls to a different phone number if your phone is currently busy. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice-messaging box. Note that the number you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number to forward-to using the feature access code.

### Call Forwarding No Answer

Call Forwarding No Answer allows you to forward all your calls to a different phone number when you do not answer your phone. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice-messaging box if you miss a call.

### Call Park

This enables a user to hold a call and to retrieve it from another station within the group. To park a call, a user depresses the flash hook and dials the call park feature code. The call is parked and the called is held. To retrieve the call, the user goes to any phone in the group and dials the call retrieve feature code, followed by the user's extension. The call is retrieved and connected to the retrieving user. Users can also execute Call Park via the Broadcore CommPilot Call Manager.

### Do Not Disturb

Allow you to send your calls directly to your voice-messaging box without ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice messaging by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your phone waiting to receive calls.

### External Calling Line ID Delivery

External Calling Line ID Delivery allows the Calling Line name and number for callers from outside your group.

### Incoming Calling Plan

Incoming Calling Plan allows you to view the calling plan rules for your incoming calls. Only your administrator can change the call types that are permitted.

### Internal Calling Line ID Delivery

Internal Calling Line ID Delivery allows the Calling Line name and number for callers from inside your group.

## 📍 Incoming Call - Advanced Options

### Alternate Numbers

Alternate Numbers allows up to two additional phone numbers or extensions to be assigned in addition to your primary number and extension. All additional numbers and extensions ring your phone(s) just like your primary phone. In addition, you can specify a distinctive ringing pattern for each number, if your phone supports it. Only your administrator can configure new numbers and extensions for you.

### Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

### Calling Line ID Delivery Blocking

Prevent your phone number from being displayed when calling other numbers. Calling Line ID Delivery Blocking allows you to block your number from being shown when calling other numbers. Members of your group can still see your number when they are called. You have the choice of turning it on or off for all calls and then selectively turning it back on or off using the feature access codes. Caller ID Block helps you make discreet calls. Your call will go through seamlessly and anonymously.

## 📍 Outgoing Call - Basic Options

### Automatic Callback

Allows you to request notification when a busy line within your group becomes available. A distinctive ring will be used to notify you when the user is available.

### Call Return

Call Return allows you to call the last party that called, whether or not the call was answered. To call back the last party that called, just dial the call return feature access code. If the calling number is not available, you receive an error message.

### Last Number Redial

Last Number Redial allows you to redial the last number you called by clicking the "Redial" button on your Broadcore CommPilot Call Manager or by dialing the feature access Code.

### Outgoing Calling Plan

Outgoing Calling Plan allows you to view the calling plan rules for your outgoing calls. Only your administrator can change which call types are permitted.

### Speed Dial 8

Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you would normally dial it and then just hit that number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial 8.

### Three-Way Calling

Enables a user to make a three-way call with two parties, in which all parties can communicate with each other. To initiate a three-way call while engaged in a regular two-party call, the user depresses the flash-hook and dials the third party. Before or after the third party answers, the user depresses the flash hook and forms a three-way call with the two parties. To drop the third party, the user depresses the flash hook and is reconnected with the original party in a regular two-party call. If the user hangs up, all parties are released. Users also have the ability to execute three-way calls using the Broadcore CommPilot Call Manager.

## 🔹 Outgoing Call - Advanced Options

### Speed Dial 100

Enables users to dial two-digit codes to call up to 100 frequently called numbers. Entry of the two-digit code is preceded by a configurable prefix: 0-9, A-D, \*, or # (default). Users can program the numbers in their directory via the Speed Dial 100 page in their Broadcore CommPilot web portal, or directly through their phone using the respective feature access code (\*75 default).

## 🔹 Call Control – Basic Options

### Automatic Hold Retrieve

This lets you automatically retrieve an on-hold call even with an existing call in order to place or receive another call. You are able to move back and forth between the two calls.

### Call Waiting

Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes.

### Call Transfer

Transfer a call while using a simple phone without call control capability. Flash Call Transfer allows you to transfer a call even when your phone does not have a transfer button. To transfer a call, flash the phone (click the flash button or click the hang up button once) then dial the number you would like to transfer the call to. Once the transfer number answers, click flash again and the two callers are connected. If you have Flash Three-Way Calling, instead of transferring on the second flash, you are connected in a conference call. Once in the conference call, if you hang up the phone, the callers remain talking to each other, in effect, transferred.

### Flash Call Hold

Flash Call Hold allows you to dial a feature access code to hold and retrieve calls. To hold the call, flash the phone (click the flash button or click the hang-up button once) then dial the Flash Call Hold feature access code. You can then make another call while the first call is held. Subsequent flashes followed by the Flash Call Hold feature access code cause the active and held calls to toggle. That is the active call becomes held and the held call active.

### Loudspeaker Paging

Enables users to access an intercom paging system by dialing an extension within the group. The paging system is simply configured in Broadcore as a user and inter-connected via a standard two-wire interface.

## Call Control – Advanced Option

### Busy Lamp Field (BLF)

Enables users to see whether speed dial contacts are on the phone or available through intelligent indicator lights.

### Group/Dept Call Pick-up (\*98)

Dial an access code to pickup the first ringing phone from anywhere.

### Instant Group Call

Enabling users to simply connect with others over any network or phone

### Multiple Call Arrangement

Allows a back up telephone to cover for a primary telephone when one is in use.

### Push to Talk - Push-To-Talk (PTT)

This is a two-way communication service that works like a "walkie-talkie". A normal cell phone call is full-duplex, meaning both parties can hear each other at the same time. PTT is half-duplex, meaning communication can only travel in one direction at any given moment. To control which person can speak and be heard, PTT requires the person speaking to press a button while talking and then release it when they are done. The listener then presses their button to respond. This way the system knows which direction the signal should be traveling in.

### Shared Call Appearance

Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. Once you are on a call, however, only that device or line can be used. You cannot add or remove these devices or lines. If you need assistance, contact your administrator.

### Shared Call Appearance with MCA

This allows you to duplicate a telephone across devices.

## Conference Feature

### Conference Bridge Administrator

Any one user can have full control to schedule, maintain, record conference calls.

## 🔑 Messaging Feature

### Voice Messaging

Voice messaging allows you to decide how and when you access your phone messages. Voice messaging systems can also be used to control the outgoing message in a voice mailbox and how callers are routed.

## 🔑 Administrative Features

### Account Codes

Enables the tracking of calls made outside of the group by prompting users for an account code. With this service, codes are not validated (see Authorization Codes). Group administrators manage their account codes their Broadcore CommPilot Express Web Portal. Groups cannot have this service and the Authorization Codes service enabled at the same time.

### Authorization Codes

Performs an authorization of calls made outside of the group by prompting users for an authorization code. Calls will not be connected unless a valid code is entered. Group administrators manage their authorization codes via their Broadcore CommPilot Express web portal. Groups cannot have this service and the Account Codes service enabled at the same time.

### Attendant Console Hardware (IP601Add-on)

Add a 14 button expansion module to make your 6 line phone a 20 line phone. The other keys can be programmed as speed dials and feature access codes. You can add a maximum of 3 expansion module

### Call Capacity Management

The Call Capacity Management feature enables service providers to limit the call traffic associated with individual groups by limiting the number of simultaneous calls that can be made to or from customer premises. A maximum number of simultaneous incoming/outgoing calls can be set for any specified set of users within a group. Service providers can leverage this capability as a means of achieving network engineering and/or pricing objectives.

### Group Administrator

This allows for someone at your company to administer the users, devices, auto attendant, hunt groups, call centers.

### Hunt Groups

Hunt Groups allow users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Groups phone number. Group administrators can choose from any of the following "hunt" schemes, each of which rings the specified phones in a different manner:

- Circular sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off.
- Regular sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list.
- Simultaneous rings all the users in the group; the first user to pick up the ringing phone is connected.
- With Uniform, as call is completed, the user moved to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle for the longest. If a user receives a call that was not directed to them through the hunt group, the call will not be included in the receiving order for the Uniform Calls.

### Intercept User

Prevent a user's phone number from receiving calls.

### Inventory Report

Generate a report on the resources used in your group. Resources include phone numbers, devices services, users and departments.

### Series Completion

The Series Completion service can be assigned to a selected series of lines to forward calls on a busy condition. It is a form of "hunting" in which the next line in the group is tried in a prearranged order, without any limit on the number of sequential forwards. This service is used to support Key System functionality. Key Systems typically ring all available lines in a specified order for incoming calls, regardless of the number dialed to reach the company. For example, when calling a tech support hotline, the user dials 1800-555-HELP. That number attempts to ring line 1 company. If line 1 is busy, it will attempt to ring line 2. If line 2 is busy, it will attempt line 3 and so on. If all lines are busy, the call can be sent to Voice Messaging or another assigned service in the group. Similarly, if all lines or users of this company were assigned to a series of completion group, BroadCore acts just like a Key System.