



Detailed Features List For Organizational, Administrator & End User Levels

Corporate PBX Features

Features	Description
Auto Attendant Music on Hold	Serves as an automated receptionist that answers calls and provides a personalized message to callers with menu options to direct their calls. Enables group administrators to upload an audio file (.wav file containing music, advertising, etc.) onto the system to be broadcast to held parties. This service can be used in conjunction with the following services: Call Centers, Call Hold, and Call Park.
Account/Authorization Codes Call Center Capabilities	Enables the tracking of calls made to outside of the group by prompting users for an account code. Enables business groups to set up a basic call center with incoming calls received by a single phone number distributed among a group of users or agents.
Call Intercept	Enables group administrators to intercept calls routed to a non-working internal line with informative announcements and alternate routing options.
Call Park	Enables a user to hold a call and retrieve it from another station within the group.
Call Pickup Calling Group ID Delivery Hunt Groups Loudspeaker Paging	Enables a user to answer any ringing line within their pick-up group. Provides the name and number of the group (or company) for outgoing calls from users in the group, rather than providing the user's own name and number. 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. Enables users to access an intercom paging system by dialing an extension within the group. The paging system is simply configured in MCS as a user and inter connected via a standard two-wire interface.
Phone List Group	This phone list enables users to dial any other member of their business group by selecting from a list of names on their Web Call Manager. The list also serves as a searchable company directory, listing names, numbers and email addresses. Each user added to the group is automatically added to this list.
Phone Status Monitoring Series Completion	Ability to monitor the phone status of users within a group (busy, idle, do not disturb). 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
Soft Console	May be used as an alternative to analog or IP phones for making and receiving calls, while still having access to all of the features of the MCS.
Trunk Replacement	A cost effective solution providing CLASS 5 features for the PBX trunk component of a converged voice and internet service

VoIPnet Detailed Features List (continued)

Administrator Features

Features	Description
Moves, Adds, Changes Group Web Portal	Traditional PBX management functions through a web-based interface. Customize end user accounts based on the functionality they require. Provides an interface for office administrators to perform traditional PBX management functions and customize end user accounts based on the functionality that they require.
Group Resource Inventory Reporting	Enables Group Administrators to generate reports on the resources used in their group and, if applicable, in each of their departments. Information includes phone numbers, devices, services, users and departments.
Inventory Report LDAP Integration	Generate a report on the resources used in your group, including phone numbers, devices, services, users and departments. Enables users to access contact names and phone numbers from an external LDAP (Lightweight Directory Access Protocol) directory using an additional tab on their Web Call Manager.
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 a customer premise.
Emergency Zones 911 Support	Emergency zones reject all calls or emergency calls for a mobile SIP user when they are outside of their home zone. Enables routing of emergency calls to the correct tandem switch based on the caller's phone number. The system ignores user disconnects and disallows features to be used when an emergency number (i.e., 911) is dialed.

End User Features - Messaging/Voice Mail

Features	Basic	Enhanced	Premium	Description
Aliases		•	•	Directly access your voice messages from other pre-defined numbers.
Distribution Lists		•	•	Create multiple distribution lists to use with voice messaging.
Greetings		•	•	Load or modify your voice messaging greetings.
Personalized Name		•	•	Load or modify your personalized name for the voice portal.
Voice Management		•	•	Record messages for calls that are not answered within a specified number of rings or for busy calls.
Voice Portal Calling			•	Originate calls from the Voice Portal.

VoIPnet Detailed Features List (continued)

End Users - Incoming Calling Features

Features	Basic	Enhanced	Premium	Description
Incoming Calling Plan	•	•	•	Display the type of phone numbers you can receive calls from.
Internal Calling Line ID Delivery	•	•	•	Provide Calling Line ID information of group member when called
External Calling Line ID Delivery	•	•	•	Provides Calling Line ID information of an external caller.
Anonymous Call Rejection		•	•	Prevent a caller from reaching you when the caller has explicitly restricted his/her number.
Call Forwarding Always		•	•	Automatically forward all your incoming calls to a different phone number.
Call Forwarding Busy		•	•	Automatically forward your calls to a different phone number when your phone is busy.
Call Forwarding No Answer		•	•	Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.
Call Forwarding Remote Access		•	•	Enables users to activate, deactivate and program their Call Forwarding Always service from any phone via their Voice Portal.
Calling Name Retrieval		•	•	Provide a caller's name by retrieving the calling name from the network.
CommPilot Express				Manage incoming calls based on four pre-configured profiles.
Do Not Disturb		•	•	Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.
Priority Alert			•	Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.
Selective Acceptance			•	Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.
Selective Rejection			•	Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.
Sequential Ring			•	Ring multiple phones sequentially when calls are received
Simultaneous Ring			•	Ring multiple phones simultaneously when calls are received.
Call Forwarding Selective			•	Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.
Calling Line ID Blocking Override			•	Allows a user to override calling line identity presentation restrictions.
Alternate Numbers			•	Allow up to two additional phone numbers, with each number having a distinctive ringing pattern.

End Users - Outgoing Calling Features

Features	Basic	Enhanced	Premium	Description
Outgoing Calling Plan	•	•	•	Display the type of phone numbers you can call.
Automatic Callback		•	•	Allows you to monitor a busy party in your group and automatically establish a call when the busy party is available.
Call Return		•	•	Return a call to the last party that called you, whether or not the call was answered.
Extension Dialing		•	•	Enables users to dial extensions via their Web Call Manager or phone to call other members of their business group
Last Number Redial		•	•	Call the last number that you dialed.
Speed Dial 8		•	•	Dial a pre-defined number by dialing only one digit.
Speed Dial 100		•	•	Dial a pre-defined number by dialing a Speed Dial 100 prefix and two digits.
Line ID Blocking			•	Prevent your phone number from being displayed when calling other numbers.
Personal Phone List			•	Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.

VoIPnet Detailed Features List (continued)

End User Features - Call Control

Features	Basic	Enhanced	Premium	Description
Phone Status Monitoring	•	•	•	Allows user to manage the list of monitored users to be used by an attendant console application.
Call Trace	•	•	•	Enables users to request that a call they have received to be automatically traced by dialing a feature access code after the call.
Voice Portal	•	•	•	Enables users to call from any phone to use and configure the various services
Call Waiting		•	•	Answer a call while already on another call
Flash Call Hold		•	•	Hold a call with a feature access code when using a simple phone without call control capability.
Flash Call Transfer		•	•	Transfer a call while using a simple phone without call control capability.
Flash Three-Way Call		•	•	Start a conference call when using a simple phone without call control capability.
3-Way Calling		•	•	Enables a user to make a three way call with two parties, where all parties can communicate with each other.
Web Call Manager			•	Provides a web-based client for a user instead of using star codes or pressing the flash hook. The client provides a visual, graphical user interface that is used to initiate, manipulate, and release calls
Directed Call Pickup			•	Pick up a call using a feature access code and an extension.
Point and Click Features			•	Handle your calls visually on-screen with the ability to dial, redial, hold, transfer, and 3-way with the click of a mouse.
Direct Call Pickup with Barge-in			•	Pick up or barge-in on a call using a feature access code and an extension.
Distinctive Ring/Alert			•	Provides a different call waiting tone (i.e. alert) or a different ringing cadence for intra-group calls versus calls received from outside of the group.
Microsoft Outlook Integration			•	Access your Outlook contact information from your CommPilot Call Manager.
Personal Web Portal			•	Users can configure voice services and make changes that are updated in real-time.
Phone List Call Log			•	Enables users to view and dial from the following lists of stored numbers: missed, received, and dialed.
Remote Office			•	Use the full CommPilot Call Manager functionality from another phone.
Shared Call Appearance			•	Display alternate calling devices or lines assigned to you.
Barge-in Exempt			•	Block barge-in attempts from other users with Directed Call Pickup with Barge-in

* Pricing and feature availability subject to change. Please contact VoIPnet for the latest information.



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