

# HIPCOM FEATURE OVERVIEW

## Features

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### Personal Features

Features	Description
Alternate Numbers	Enables users to have up to ten 10 phone numbers and/or extensions assigned to them. Normal ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group.
Auto Callback	Enables users who receive a busy condition to monitor the busy party and automatically establish call when busy party becomes available. This service can only be activated when calling within the same group.
Blind Call Transfer	Enables a user to transfer a call unattended before or after the call is answered.
Call Forwarding Always	Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing a feature code or configuring the service via their web interface. If activated, a user must specify the forwarding number.
Call Forwarding Busy	Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialing a feature code or configuring the service via their web interface. If activated, a user must specify the forwarding number.
Call Forwarding No Answer	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Users have the option to activate and deactivate the service by dialing a feature code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding.

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Features		Description
Call Forwarding Selective		Enables a user to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user-specified criteria, the call is redirected to the user-specified destination. The user controls the service via a web interface, which provides the ability to set the forwarding destination address and the criteria sets for determining which calls require forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Call Notify		Enables a user to define criteria that cause certain incoming calls to trigger an email notification. If an incoming call meets user-specified criteria, an email is sent to the notify address informing the user of the details of the incoming call attempt. The user controls the service via a web interface, which provides the ability to set the notify email address and the criteria sets for determining which calls trigger a notification. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Call Return		Enables a user to call the last party that called, whether or not the call was answered. To call back the last party that called, the user dials the call recall feature code. The system stores the number of the last party to call, and connects the user to that party.
Call Transfer with 3-Way Consultation		Enables a user to make a three-way call with the caller and add-on party before transferring the caller. To initiate call transfer with three-way consultation, the user depresses the flash hook and dials the add-on party. When the call is answered, the user depresses the flash hook and forms a three-way call with the add-on party and caller. To transfer, the user hangs up, causing the caller to be connected to the add-on party. Users can also execute call transfer with three-way consultation via the Telephony Toolbar.
Call Transfer with 3 <sup>rd</sup> Party Consultation		Enables a user to consult with the add-on party before transferring the caller. To initiate call transfer with consultation, the user depresses the flash hook and dials the add-on party. When the call is answered, the user can consult with the add-on party. To transfer, the user hangs up causing the caller to be connected to the add-on party. Users can also execute call transfer with consultation via the Telephony Toolbar.
Call Waiting		<p>Enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone. To answer the waiting call, the user depresses the flash hook. The user connects with the waiting party and holds the original party. By depressing the flash hook, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up. Users can also execute call waiting via the Telephony Toolbar.</p> <p>Users can activate/deactivate the Call Waiting service for all incoming calls via their web interface. Users also have the option of canceling their Call Waiting on a per-call basis by dialing the respective feature code for Cancel Call Waiting per Call before making the call, or after a switch-hook flash during the call. Once the call is over, Calling Waiting is restored.</p>
Call Waiting Enhancement		Enables service provider to control whether or not Call Waiting is assigned to a user, rather than being a default capability. Thus, service provider has the option to charge for this service.
Calling Line ID Blocking		<p>Enables a user to block delivery of his/her identity to the called party. The user controls the service via a web interface, which provides the ability to activate and deactivate the service. If activated, all calls made by the user have the user's identity blocked.</p> <p>If this service is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature code for Calling Line ID Delivery per Call. Once the call is over, Calling Line ID Blocking is restored.</p>
Calling Line ID Blocking per Call		Enables users to block their outgoing caller ID on a per-call basis by dialing a feature code before making the call.
Calling Line ID Delivery		Enables the delivery of a caller's identity to a user via the Telephony Toolbar and phone (if capable). Delivered information includes the caller's phone number and name. The information is delivered to the web interface and the phone (if capable) only if the information is available and has not been blocked by the caller.

Features		Description
Calling Line ID Delivery Enhancement		<p>Enables service provider to control whether or not the two services below are assigned to a user, rather than being a default capability. Once this service is assigned, users have the ability to enable or disable the service.</p> <ul style="list-style-type: none"> <li>▪ Internal Calling Line ID Delivery</li> <li>▪ External Calling Line ID Delivery</li> </ul>
Calling Name Delivery		<p>Provides the calling name for incoming calls by querying an external database for the information if it is not received in the call set-up messaging. Although Hipcom' standard Calling Line ID Delivery provides the calling number and name for all calls within Hipcom, calling name information is typically not passed with calls received from external parties (e.g., PSTN-originated calls).</p>
Find-Me-Follow-Me		<p>Enables users to pre-configure multiple profiles for managing incoming calls differently based on the user's status:</p> <ul style="list-style-type: none"> <li>• Available – In the Office</li> <li>• Available – Out of the Office</li> <li>• Busy</li> <li>• Unavailable</li> </ul> <p>Each profile includes preferences for managing the relevant incoming call functions (e.g., Call Forwarding (busy, no answer, always, selective), Voice Messaging, Simultaneous Ringing, Call Notify), which can be via their Telephony Toolbar, and/or an IVR menu. If a user elects to use CommPilot Express, it will take preference over all of other service settings associated with processing incoming calls.</p>
Personal Web Portal		<p>Web portal that allows end-users to activate and customize services.</p>
Consultation Hold		<p>Enables a user to put the caller on hold, and make a consultation call to another party. To initiate consultation hold, the user depresses the flash hook and dials the add-on party. When the call is answered, the user can consult with the add-on party. To drop the add-on party and reconnect to the original party, the user depresses the flash hook twice.</p>
Direct Inward/Outward Dialing		<p>Users are assigned a 10-digit directory number that can be used to place or receive calls directly to this phone, without forcing access via a central number</p>
Directed Call Pick-Up with Barge-In		<p>In addition to the ability to pick-up a call directed to another user in the same customer group, this version of the Directed Call Pick-Up service (listed below under Group Services) also enables the user to barge-in on the call if already answered, thereby creating a three-way call. Administrators can configure whether or not a warning tone is played when a barge-in occurs.</p>
Distinctive Alert/Ringing		<p>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. This service is provisioned as part of the Priority Alert/Ringing service, so users must choose to enable either Distinctive Alert/Ringing or Priority Alert/Ringing (different tone/ring for user-specified phone numbers) at any given time.</p>
Diversion Inhibitor		<p>Provides the option to prevent calls that are redirected by a user to be redirected again by the called party to their voice mail. It is especially useful for service such as simultaneous ring and sequential ring. If simultaneous ring is engaged, and one of the lines has voice mail pick up set for 2 rings, this feature will continue to ring all the lines past the two rings and not transfer the call to voice mail.</p>
Do Not Disturb		<p>Allows users to set their station as unavailable so that incoming calls are given a busy treatment. Users have the option to activate and deactivate the service by dialing a feature code or configuring the service via their web interface. A status indicator on the Telephony Toolbar identifies whether this service is enabled.</p>
Extension Dialing		<p>Enables users to dial extensions via their Telephony Toolbar or phone to call other members of their business group.</p>

Features		Description
Flash Call Hold		Enables users to hold a call for any length of time by flashing the switch-hook on their phone and dialing the respective feature activation code. Parties are reconnected again when the switch-hook is flashed and the feature activation code is dialed again.
Last Number Redial		Enables users to redial the last number they called by dialing a feature code (e.g., *66) or click to dial out of their Telephony Toolbar.
LDAP Directory Integration		Enables users to access contact names and phone numbers from an external LDAP (Lightweight Directory Access Protocol) directory using an additional tab on their Telephony Tool bar. The LDAP tab enables users to click-to-dial a contact and perform searches by contact name. This service may be integrated with an enterprise's own private directory or a public directory provided by the Service Provider.
Multi-Path Forwarding		Enables a user to have more than one forwarded call active at a time. There are no limitations on the number of simultaneous calls a user can forward. Calls are specified for forwarding via the web portal interface.
Outlook Integration		<p>This service enables users to integrate their personal contacts in Microsoft Outlook with their Telephony Toolbar. Using the Outlook Contacts tab in the Call Manager, users can perform a search of their personal Outlook contacts by name or company. Once the desired contact is located, users may click-to-dial one of the contact's phone numbers, or the user may choose to display the contact's v-card by clicking their name.</p> <p>When receiving a call, the user's Microsoft Outlook contact database is searched for a match of the caller's phone number. If a number is matched, the user is given the option of clicking the icon next to the incoming calling name in their Call Manager window to open the caller's v-card. Users may also choose to have new Outlook journal entries automatically opened for incoming and/or outgoing calls.</p>
Personalized Name Recording		Enables users to record their name to be played back to incoming callers in conjunction with multiple services, including Voice Messaging and Auto Attendant. A .WAV file is recorded and uploaded via phone and respective web screen.
Phone List – Group		<p>This phone list enables users to dial any other member of their business group by selecting from a list of names on their Telephony Toolbar. The list also serves as a searchable company directory, listing names, numbers and email addresses.</p> <p>Each user added to the group is automatically added to this list. Also included are the extensions for reaching the Auto Attendant(s), Hunt Group(s), and the Voice Portal, when applicable.</p>
Phone List – Call Log		The Call Log enables users to view and dial from the following lists of stored numbers: missed, received, and dialed. The call log is accessed through the Telephony Toolbar and includes the most recent numbers registered for each category, as well as the respective call times and dates.
Priority Alert/Ringing		Enables a user to define criteria to have certain incoming calls trigger a different call waiting tone (i.e., alert) or a different ringing cadence than normal calls. The user sets the criteria (e.g., incoming calling number, time of day, day of week) for determining which calls require priority notification via their web interface. Multiple criteria sets, or profiles, can be defined.
Push-to-Talk (Intercom)		Enables user-to-user intercom service across an enterprise. When a user dials the respective feature access code followed by the called party's extension, the system will request that the called station answer automatically. Users and administrators can define accept and reject lists, which may include wildcards.
Remote Office		Enables users to access and use their Hipcom service from any end point, on-net or off-net (e.g., home office, mobile phone). This service is especially useful for tele-workers and mobile workers, as it enables them to use all of their features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from Hipcom, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set up by the group administrator.

Features		Description
Selective Call Acceptance		Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user-specified criteria, the call is allowed to complete to the user. All other calls are blocked and the caller is informed that the user does not wish to receive the call. The user controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls are allowed to complete. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Selective Call Rejection		Enables a user to define criteria that cause certain incoming calls to be blocked. If an incoming call meets user-specified criteria, the call is blocked and the caller is informed that the user is not accepting calls. The user controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls require blocking. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Selective Services Enhancements		Enables users to specify call treatments based on the added criteria of a PRIVATE or UNAVAILABLE incoming calls.
Sequential Ring		Enables users to define a “find-me” list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing a DTMF key.
Shared Call Appearance		<p>Allows for incoming calls to ring on additional phones simultaneously, connecting the first phone to be answered. If one of the phones is already hosting an active call under the line ID, incoming calls are delivered to the active phone and any outgoing calls from another phone using the same line ID are blocked.</p> <p>Certain IP phones can present the following states across their lamps: idle, progressing, alerting, active, and held. Certain IP phones can also support the hold/retrieve function, whereby calls on shared lines can be held on one device and retrieved from another registered device.</p> <p>Example applications of this service include setting up a second line for an executive assistant or creating a hosted key system solution with multiple lines being shared across multiple phones in an office.</p>
Simultaneous Ring		Simultaneous Ring enables users to have multiple phones ring simultaneously when any calls are received on their Hipcom phone number. The first phone to be answered is connected. For example, calls to a user’s desk phone could also ring the user’s mobile phone, in case the user is not at his/her desk.
Communicator		The Hipcom Communicator soft client 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 Hipcom.
Speed Dial 8		Enables users to dial single digit codes to call up to eight different numbers, such as frequently dialed numbers or long strings of digits that are hard to remember.
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 Personal web portal, or directly through their phone using the respective feature access code (*75 default).
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 their Telephony Toolbar.

## Group Features

Features		Description
Account Codes		<p>Enables the tracking of calls made to outside of the group by prompting users for an account code. This service does not validate the codes entered (see Authorization Codes), so calls are not blocked. Account codes are managed by the Group Administrator and can be 2 to 14 digits long. Please note that groups cannot have this service and the Authorization Codes service enabled at the same time.</p> <p>Account Codes can also be implemented on a per-call basis in which users have the option to enter an account code by dialing a feature code before the call, or by flashing the switch-hook during a call and then dialing the feature code (for example, to register an incoming call from a client).</p>
Attendant Console		<p>The web-based Attendant Console enables a user (for example, receptionist) to monitor a configurable set of users within their business group. The Attendant Console window is also integrated with the Reception Console, thereby enabling the attendant to perform functions such as click-to-transfer or click-to-dial.</p> <p>The Attendant Console graphically displays users' status (busy, idle, do not disturb), as well as detailed call information. A variety of options are provided for managing the display, including: sort list of monitored users by name, department or title; filter user list by these categories; enter multiple letters of name to be displayed via automatic scrolling; select which column should appear, and in which order (for example, name, title, department, number, extension, mobile, pager, status, e-mail); and option to view duration of monitored users' calls, as well as name and number of parties they are talking to.</p>
Authorization Codes		<p>Performs an authorization of calls made to outside of the group by prompting users for an authorization code. Calls will not be connected unless a valid code is entered. Authorization codes are managed by the Group Administrator and can be of 2 to 14 digits in length. Please note that groups cannot have this service and the Account Codes service enabled at the same time.</p>
Auto Attendant		<p>The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions (e.g., 1 = Marketing, 2 = Sales, etc.). Configuration via the Group web interface also allows for hours of operation to be modified, with different options available for hours that the company is open or closed. Group Administrators use their voice portal to record auto attendant greetings. For example, a message may be left remotely to indicate that the office has been closed due to inclement weather. In addition, users have the ability to record their name for play back when a caller dials by name or extension.</p> <p>A group can have multiple Auto Attendants configured, either individually (e.g., customer service with separate business hours) or integrated into a multi-level Auto Attendant (e.g., enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).</p>
Auto Attendant Enhancements		<p>The following enhancements have been added to the Auto Attendant service:</p> <ul style="list-style-type: none"> <li>▪ Immediate Extension Dialing – enables callers to dial an extension through the first level of the Auto Attendant without having to first select the extension dialing option</li> <li>▪ Dial by First Name – name dialing is enhanced to consider both the first and last name, instead of only the last name</li> <li>▪ Holiday Schedule – enables administrators to set the after-hours menu for selected dates (e.g., recurring holidays)</li> <li>▪ Business Hours Support – enhancement enables administrator to set different business hours for different days of the week.</li> </ul>
Business Trunking Licensing		<p>Enables service providers to define a maximum number of simultaneous calls that can be handled by a selected group of users who are behind premises-based equipment such as PBXs, IP PBXs, and Key telephone systems (KTSs). These users are referred to as Trunk Group users. This new framework provides better support for network connectivity services for intelligent CPE while still allowing Hipcom services to be offered as an overlay for end users. Trunk Group users are enabled for individual and group features</p>

Features		Description
Call Centers		<p>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. The following functionality is supported:</p> <ul style="list-style-type: none"> <li>• Agent login and logout</li> <li>• Uniform distribution of incoming call to the available agents</li> <li>• Queuing of the incoming calls that cannot be answered immediately</li> <li>• Overflow to a given destination when the group is unable to accept calls</li> <li>• No Answer Policy to redirect call to next agent if not answered in a specific number of rings by previous agent</li> <li>• Deflection to a given destination outside of business hours</li> <li>• Music on Hold</li> </ul> <p>A variety of statistics are provided to monitor the performance of call centers, such as Average Number Agents Busy and Average Hold Time Before Call Loss. Statistics are also provided to track individual agent performance, such as Average Time Agent Spends on Calls and Amount of Time Each Agent Logged On and Idle. A statistics report is generated at the end of each day and sent to e-mail addresses.</p>
Call Center Enhancement		<p>Option to append Caller ID prefix for calls distributed by Call Center service, thereby enabling call center agents to distinguish from direct incoming calls. For example, "Support – John Smith".</p>
Call Center Enhancement		<p>Enables the Priority Alert/Ringing service (listed above) to be assigned to a Call Center, rather than assign the service to each agent individually.</p>
Call Center Enhancement		<p>The following new call distribution policy is available for Call Centers:</p> <ul style="list-style-type: none"> <li>• Weighted Call Distribution – enables calls to be distributed to agents according to a pre-defined weighting. Each agent is assigned a weight corresponding to the percentage of incoming calls they should receive.</li> </ul>
Call Park		<p>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 caller 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.</p>
Directed Call Park		<p>Enables a user to hold a call against a specific extension and to retrieve it from another station within the group. To park a call, a user depresses the flash hook and dials the directed call park feature code followed by the extension to park against. The call is parked and the caller hears silence. To retrieve the call, the user goes to any other phone in the group and dials the call retrieve feature code, followed by the extension to which the call was parked. The call is retrieved and connected to the retrieving user.</p>
Call Pickup		<p>Enables a user to answer any ringing line within their pick up group. A pick up group is a group administrator-defined set of users within the group, to which the call pickup feature applies. To pick up a ringing call, a user dials the call pick up feature code. The user is then connected to the caller. If more than one line in the pick up group is ringing, the call that has been ringing the longest is answered. Users can also execute call pickup via a web interface.</p>
Directed Call Pickup		<p>Enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone.</p>
Calling Group ID Delivery		<p>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. The group number may be defined on a per user basis, which is often appropriate for multi-location groups.</p>

Features		Description
Calling Plan – Incoming		Enables administrators to block specified incoming calls to their company, department and/or individual users. For example, some users may be prevented from receiving calls from outside the company, or collect calls. The Incoming Calling Plan is configured via the Group web interface. In addition to being able to configure which types of calls each user is restricted from receiving (e.g., intra-group), group administrators may regulate incoming calling by restricting specific digit patterns. For example, users may be prevented from receiving calls from a competitor’s number or a particular area code or country code. If a profile has not been configured for a particular user, the default set of incoming call privileges for the department or group is applied.
Calling Plan – Incoming Enhancements		Additional call types added to Incoming Calling Plan: <ul style="list-style-type: none"> <li>▪ “Calls From Within Group” – allows calls to be received from other users within the group</li> <li>▪ “Restricted Calls From Within Group” – similar to “Calls From Within Group” call type, but does not allow another user from within group to transfer or forward a call to the user</li> </ul>
Calling Plan – Outgoing		Enables administrators to block users from making certain types of outgoing calls, such as long distance, toll, or premium numbers. The Outgoing Calling Plan is configured via the Group web interface. In addition to being able to configure which types of calls each user is restricted from making, group administrators may regulate outgoing calling by restricting specific digit patterns. For example, users may be prevented from calling a competitor’s number or a particular area code or country code. If a profile has not been configured for a particular user, the default set of outgoing call privileges for the department or group is applied.
Calling Plan – Outgoing Enhancement		Additional call type added to Outgoing Calling Plan: <ul style="list-style-type: none"> <li>▪ “Restricted Group” – allows calls to other users in group, but (unlike “Group” call type) does not allow a called user within the group to transfer or forward the user’s call</li> </ul>
Calling Plan – Outgoing (EOCP)		Enhanced version of the basic Outgoing Calling Plan provides administrators with a greater degree of control over outgoing calls made from within their group. In addition to “blocking” or “allowing” given call types and digit strings, administrators have the following options for configuring the outgoing calling profile of their group, department, and individual users: <ul style="list-style-type: none"> <li>• Authorization Codes – Selected users can be prompted for an authorization code to allow specified call types or digit strings. Administrators can pre-configure one or multiple authorization codes to be entered by users. Use of this feature within the Enhanced Outgoing Calling Plan takes precedence over the standalone Authorization Code service.</li> <li>• Sustained Authorization Codes – users have the option to enter a Sustained Authorization Code to unlock calling from their phone. When the feature is enabled, users will not be prompted for an authorization code every time they make a call that requires an authorization code, as defined by the EOCP. Separate feature access codes are used to turn this feature on and off.</li> <li>• Call Transfer – Specified outgoing call types and digit strings can be automatically transferred to one of up to three transfer destinations that administrators can pre-configure. For example, international calls made from a conference room may be transferred to a company operator who will validate the user’s identity and their purpose for making an international call.</li> </ul> Existing configurations are retained when Enhanced Outgoing Calling Plan is assigned to replace the basic version of the service.
Calling Plan – Forwarded/Transferred		Enables administrators to prevent specified users from forwarding or transferring calls to certain types of numbers, such as long distance, toll, or premium numbers. This capability is especially useful for preventing fraudulent calling, such as company employees calling their office number at night or on the weekend to make personal calls to international destinations. Calling plans are configured via the Group web interface. If a profile has not been configured for a particular user, the default set of incoming call privileges for the department or group is applied.
Configurable Extension Dialing		Provides the ability to map directory numbers (DNs) within a group to unique extensions. The extensions can be of any length (2 to 6 digits) as defined by the group administrator and dialed via a web interface or by phone. All extensions within a group must be of the same length.

Features		Description
Configurable Feature Codes		<p>Provides each group administrator with the option to specify the feature codes (a.k.a. star codes) associated with their services (e.g., Last Number Redial, Call Return) via the Group web portal</p> <p>Group administrators have the option configure two different feature access codes for the same service. For example, *69 and #81 could both be used to enable Call Return.</p>
Configurable Feature Code Prefix		<p>Enables each business group to define up to two different prefixes to precede their feature codes. Each prefix may include 1-2 characters, with the default being a single star (*).</p>
Configurable Time Zones		<p>A default time zone is specified for each business group. The respective time zone is used for all services requiring date/time stamps, such as Voice Messaging, Auto Attendant, and Selective Call Forwarding. Users have the option of individually changing their own effective time zone in cases where it differs from the group's default.</p>
Device Inventory		<p>Enables group administrators to inventory their Integrated Access Devices (IAD), Trunking Gateways and IP Phones via their Group web interface. Devices may be easily added, deleted and modified. In addition, group administrators can assign users directly to a device and/or a port on a device. The location and default aliases for a user are automatically generated.</p>
Hunt Groups		<p>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:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Simultaneous rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected.</li> <li>• With Uniform, as a call is completed, the user moves 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 Uniform calls.</li> </ul> <p>Group administrators can also establish a No Answer Policy to redirect calls to the next agent if not answered in a specific number of rings by the previous agent. If all idle phones have been visited once without answer, there are two options for handling the call: forward call to an external number, or give the call a Temporarily Unavailable treatment, which can trigger a service such as Voice Mail.</p>
Hunt Groups Enhancement		<p>Option to append Caller ID prefix for calls distributed by Hunt Groups service, thereby enabling users to distinguish from direct incoming calls. For example, "Support – John Smith".</p>
Hunt Groups Enhancements		<p>The following services may be assigned to Hunt Groups:</p> <ul style="list-style-type: none"> <li>• Priority Alert/Ringing – assign service to entire Hunt Group, rather than to each individual line</li> </ul>
Music on Hold		<p>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.</p>

Features		Description
Series Completion		<p>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.</p> <p>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 1-800-555-HELP. That number attempts to ring line 1 of company. If line 1 is busy, it will attempt to ring line 2. If line 2 is busy...and so on. If all lines are busy, the call can be sent to Voice Messaging or another assigned service of the group. Similarly, if all lines or users of this company were assigned to a Series Completion group, Hipcom acts just like a Key System.</p>
Voice Portal		<p>The Voice Portal provides an entry point for end-users to access, use, and configure the following services via any phone interface: Voice Messaging, CommPilot Express, and Personalized Name Recording. The Voice Portal can also be used to record Auto Attendant greetings remotely. The Voice Portal can be reached from any phone. Each party uses their own configurable passcode to access their respective menu of services.</p> <p>Business groups also have the option of enabling a Voice Portal Wizard to run the first time users log into their Voice Portal. The wizard guides users through the following steps: change default passcode to a personalized passcode, and record personalized name.</p>

### Enterprise Features

Features		Description
Customer Layer of Administration		<p>Provides option for additional layer of administration above the group layer to facilitate the management of large enterprises spanning multiple groups and sites. This enterprise layer is parallel to the service provider layer. Thus, system administrators have the option to create service providers and/or enterprises, each of which is administered separately.</p> <p>Enterprise administrators can use this administrative layer to create a private dialing plan shared across multiple groups and sites, thereby enabling users to call one another using location codes and extensions instead of full phone numbers.</p>
Voice VPN		<p>Enables multi-location enterprises to configure their private dial plans for on-net call routing. Using simplified dial patterns, users within an enterprise can call each other by dialing the appropriate location code and extension. Thus, Voice VPN integrates the "islands" of user groups across an enterprise into one unified private dial plan. Multi-location enterprises with non-homogeneous equipment can be easily supported, including any combination of Hipcom Application Servers, PBXs, and even PSTN switches. Access to specified third parties (e.g., partners, customers, etc.) can also be integrated within the dial plan, thereby providing an "extranet" type of functionality. The Voice VPN service is configured directly by the enterprise through the Enterprise web portal.</p>

## Network Features

Features	Description
Incoming Trunk Group	Supports the use of an Enterprise ID, or Incoming Trunk Group (ITG), in order to map incoming calls to an enterprise, group, or site. Use of ITG avoids having to perform phone number-based validation.
Outgoing Trunk Group	Supports the use of an Enterprise ID, or Outgoing Trunk Group (OTG). The OTG is populated by Hipcom and is based on the originator's enterprise, group, or site, and is sent to other network elements, thereby avoiding phone number-based validation.

## Messaging

Feature	Description
Voice Messaging	<p>Enables users to record messages for incoming calls that are not answered within a specified number of rings, receive busy treatment, or are transferred directly to voice mail. Incoming callers are given the options to review and change their message and will get a warning tone if their message is about to reach the maximum configured length.</p> <p>Users can configure the service via their personal web portal or by calling into their voice portal from any phone. The personal web portal enables users to control whether their voice mail messages are to be delivered to their e-mail account as .WAV attachments and/or to the voice messaging system repository for retrieval from a phone. Users can also set their password and elect to give callers the option of connecting to an attendant by pressing 0.</p> <p>By accessing the Voice Portal from any phone, users can listen to, save, and delete each message, as well as move to the previous or next message. During the playback of a message, users have the option of skipping forward, skipping back, or pausing. Replies to message senders can be sent, and messages can be forwarded with an introductory message to one or more group members, or to the entire group. Messages can also be composed and sent to one or more users in the group, or the entire group. Users have the option of marking a message as Urgent or Confidential. Users can also pre-configure lists of users to whom voice messages may be sent. The Voice Portal also enables users to record their name and multiple personal greetings for busy and unavailable. Users also have the option to enter a feature code on their phone to clear their message-waiting indicator (MWI).</p>
Voice Messaging Configuration	<p>System Providers have the following capabilities in configuring Voice Messaging service for individual groups:</p> <ul style="list-style-type: none"> <li>• Message Aging – Enables service providers to set a maximum duration for the storage of saved messages by each group</li> <li>• Multiple Mail Servers – Enables service providers to specify a different POP3 mail server or IMAP (including Exchange 2000) mail server for each group or user</li> <li>• Variable Mailbox Sizes – Enables service providers to set a different maximum mailbox size for each group or user</li> </ul>
Voice Messaging Enhancement	New feature access code enables user to send incoming calls directly their mailbox or VM of any other user within group.
Voice Message Call Back	Enables users to automatically call back the person who left them a message by hitting an option during or after listening to the message. This

Feature	Description
	feature works if the caller's line ID is available; otherwise, the call back is denied.
Voice Message Callback Enhancement	Enables user to revert back to voice mail menu within Voice Portal after calling back party who left message.
Voice Message Waiting Indication	A stutter tone is provided via the telephone when new messages reside in the user voice mailbox. A visual indicator on the phone is also provided.
Voice Messaging Notification	Enables a user to be informed of new voice messages. The notification is in the form of an email (or short message to a cell phone) or an indication on the user's station. The user controls the service via a web interface, which provides the ability to activate and deactivate email notification as well as the email notification address.
Voice Messaging to Email	Enables users to have their voice messages delivered to a specified email address in the form of an e-mail message with a .WAV file attachment. If available, the caller's name and number are also included in the e-mail subject line.
Voice Portal Auto-login	Enables the user an option to "auto-log in to voice portal if calling from the user's own phone". If set to "yes" then when a user calls in to the voice portal from the user's own phone, the user is not prompted for a passcode but immediately given access the voice portal menu. If set to "no" then the existing functionality is used and the user is prompted for the passcode.

## Configuration Management

Feature	Description
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.
Call Capacity Management Enhancement	Enhanced capability to manage incoming and outgoing calls separately, thereby providing greater granularity and better utilization of network resources.
Calling Line ID Delivery Enhancement	Option to include a prefix to the Calling Line ID to identify calls received from operators, payphones, international callers, and transferred calls. The feature only applies to calls from outside the group and is enabled or disabled on a system-wide basis.

Feature		Description
Configurable Default Feature Access Codes		Enables each service provider to specify a default set of feature access codes. New groups created by the service provider will start with this default set of codes.
Configurable Time Zones		Configurable time zones are supported for all services needing date/time stamps (such as, Voice Messaging, Auto Attendant, or Selective Call Forwarding). When a group is added to the system, the time zone is specified by the administrator. When a user is added to the group, the group time zone is the default, but the time zone may be modified. For example, a group in New York City may be added as Eastern Standard Time, but a per user time zone may be configured to reflect a user in Los Angeles.
Phone Status Monitoring		Ability to monitor the phone status of users within group (e.g., busy, idle, do not disturb). This capability is assignable to users independently of the Hipcom Attendant Console and can be leveraged by third-party clients (e.g., other attendant console applications).
Phone Status Monitoring Enhancement		Open Client Interface (OCI) enhanced to enable attendant console applications to support a query-based model, rather than pushing the state of monitored users to clients. This enhancement is especially useful in supporting large enterprises with many large corporate directories.
Class of Service		Enables service providers to create packs of user services that can be authorized and assigned according to the service provider's marketing strategy. Service packs are authorized and assigned by service providers and do not impact the manner in which system providers authorize services to service providers. Rather than assign individual services to each user, this capability provides an option to streamline the process by assigning a pack of services all at once.
Shared Device Support		Enables certain devices and/or network elements to be shared across groups of users. Shared devices can be configured by the service provider and would be accessible by group administrators when service is assigned to a user. For example, a service provider may deploy a single 24-port access device in an office building to support multiple customers. In another example, if Hipcom is being used to provide voicemail only, a service provider could configure the "host" system as a shared access device for the purpose of delivering MWI notifications.
Tiered System Provider Privileges		Provides system providers with two levels of access privileges for different levels of service. The Provisioning Administrator web interface allows access to a subset of the functionality enabled by the System Provider web interface. Specifically, the Provisioning Administrator level has full functionality with regard to users and groups, but does not have access to system-level service or interface parameters, profiles of other administrators, or access device or server configuration information.
User Quantities		Enables system providers to set a maximum number of users that a group may have. Service providers also have the ability to place a limit on the number of users in each of their groups.
Web Screen Pop		Provides the capability to have a new browser window open up on the user's PC when incoming/outgoing calls are received/placed. The HTTP URL is configurable and would include the following information: user ID, user last name, user first name, group ID, user phone number, and phone number of other party.

## Protocols and Inter-Operability

Feature		Description
Call Client Hold Integration		Hipcom can detect call holds initiated by SIP phones and other intelligent devices, which enables Telephony Toolbar to show the hold condition.

<b>Feature</b>		<b>Description</b>
G.711 and G.729 Codec Support		Support for the G.711 and G.729 codec is available