



HOSTED TELEPHONE SERVICES FEATURE OVERVIEW

Descriptions of the features up to and including Wanetics service Release 4.0 are provided below in the following two major categories: **Services** and **OAM&P** (Operations, Administration, Maintenance, and Provisioning). To the extent possible, features are organized in alphabetic order in each section. In some cases, features follow logical groupings. The “Rel” column identifies which features are new or enhanced in the 4.0 release. Features identified as simply “RC” were introduced prior to Release 4.0.

Services

Personal Features

Features	Description
Alternate Numbers	Enables users to have up to ten (10) phone numbers and/or extensions assigned to them (instead of two (2) today). 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.
Authentication	Authentication is performed upon the registration of an IP phone. This ensures that the user of the device is authorized to gain access into TelPacks. SIP invites may also be authenticated on an on-going basis at pre-defined intervals. Standard digest authentication is used. The authentication information is configured both in the phone and via the group web portal. All call originations from unregistered phones are denied.
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.
Automatic Hold/Call	Enables users to automatically hold and retrieve incoming calls without requiring the use of feature access codes. This feature is especially useful for attendants managing a large volume of incoming calls by enabling them to hold calls by simply transferring them to dedicated parking stations. The feature is made active on that dedicated parking station. When an incoming call is directed to that station, the call is automatically put on hold and provided any media on hold. When the attendant wants to address the call, he/she simply retrieves the call from the held station. A timer exists that automatically returns the call to the attendant following expiration. This also allows for holding calls where the user CPE does not have a flash key.
Barge-In Exempt	Users with this service assigned cannot have their calls barged in on by other users.
Blind Call Transfer	Enables a user to transfer a call unattended before or after the call is answered. Users can only execute blind call transfer from the Web Call Manager.
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. A status indicator on the Web Call Manager identifies whether this service is enabled.
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.



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Features	Description
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.
Call Forwarding Remote Access	Enables users to activate, deactivate and program their Call Forwarding Always service from any phone via their Voice Portal.
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 Forwarding Selective Enhancement	Enables users to apply different forward-to phone numbers for their various call forward entries. Previously, Call Forwarding Selective entries were restricted to use one common forward-to number.
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 (or short message to a cell phone) 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. Users can also execute call recall via the Web Call Manager.
Call Screening by Digit Pattern	<p>Enables users to specify digit patterns instead of individual phone numbers on the following selective services: Selective Call Forwarding, Selective Call Acceptance, Selective Call Rejection, Call Notification, and Priority Alert. Digit patterns consist of a sequence of digits followed by the * wildcard. For example, 240* would apply to any calls from phone numbers starting with 240.</p> <p>Users may also use the "?" wildcard character in specifying digit patterns. The "?" wildcard character represents any single digit (0 through 9) and can be used multiple times anywhere within a digit string. The "?" wildcard can be used with or without the "*" wildcard at the end of the digit string.</p>
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.
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 Web Call Manager.
Call Transfer with 3rd 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 Web Call Manager.
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 Web Call Manager.</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.



Features	Description
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 (*65 default) 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	<p>Enables users to block their outgoing caller ID on a per-call basis by dialing a feature code before making the call.</p>
Calling Line ID Blocking Override	<p>Enables users with this service assigned to always receive the Calling Line ID if available, regardless of whether or not it is blocked by the calling party. As an example, this capability could be used by law enforcement agencies in certain countries.</p>
Calling Line ID Delivery	<p>Enables the delivery of a caller's identity to a user via the Web Call Manager 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.</p>
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"> ▪ Internal Calling Line ID Delivery ▪ External Calling Line ID Delivery
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 TelPacks standard Calling Line ID Delivery provides the calling number and name for all calls within TelPacks, calling name information is typically not passed with calls received from external parties (e.g., PSTN-originated calls).</p>
Web Call Manager	<p>Provides a web-based tool for users to invoke their services, as an alternative to using feature codes or depressing the flash hook. The following features are included with the Web Call Manager:</p> <ul style="list-style-type: none"> • Click-to-Dial – enables user to input and dial a number, dial directly from a drop-down Phone List (Personal, Group or Call Log) or Outlook tab, or click the Redial button. • Answer Call – enables user who is already engaged in a call to answer another waiting call. When available, Calling Line ID is displayed with caller's name and number. • Call Hold/Retrieve – enables user to place an existing call on hold for an extended period of time, and then retrieve the call to resume conversation. While the calling party is held, the user may choose to make a consultation call to another party. • Call Transfer – enables user to redirect a ringing, active, or held call to another number or directly to voice mail. Before transferring the caller, the user may choose to consult with the third party first or establish a three-way consultation. • 3-Way Conference – enables user to establish a three-way call involving two other parties. • Release Call – enables user to disconnect a call that has been answered. • Configure Services – buttons are provided to enable user to turn on/off frequently used services such as Call Forwarding Always and Do Not Disturb. Alternatively, if Web Express has been configured, the user may change their Web Express status (e.g., Available, Busy, and Unavailable) by choosing from a drop-down list. • Conferencing (for those who subscribe to the service) – enables a user to access the login for audio and Web conference capabilities for greater than three participants.
Web Express	<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"> • Available – In the Office • Available – Out of the Office • Busy • Unavailable <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 configured through a single easy-to-use web page. Users can also select their active profile via their Web Call Manager, and/or an IVR menu. If a user elects to use Web Express, it will take preference over all of other service settings associated with processing incoming calls.</p>
Web Personal	<p>Web portal that allows end-users to activate and customize services.</p>



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Features	Description
Consultation Hold	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. Users can also execute consultation hold from the Web Call Manager.
Custom Ringback	Enables a user to specify custom audio media files such as music or corporate greetings for ringback tones versus a standard system ring tone. Users can specify multiple profiles where each profile is associated with a set of incoming call criteria (i.e., phone numbers, time of day, etc.) and a custom media file. If criteria are not met, then the group's custom media file is used. If the group service is not provisioned or configured, the system ringback is provided. This feature is also called "color ringback" in certain markets.
Direct Inward/Outward Dialing	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. Incoming and outgoing calls can be placed/received via the phone or the Web Call Manager (except an initial incoming call, for which the phone must be taken off hook).
Directed Call Pick-Up with Barge-In	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.
Distinctive Alert/Ringing	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.
Distinctive Alert/Ringing Enhancement	Service enhanced to also recognize calls from another group within the same multi-group enterprise as internal calls.
Diversion Inhibitor	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.
Do Not Disturb	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 Web Call Manager identifies whether this service is enabled.
Enhanced Privacy on Hold	Enables users to designate a held call as "privately held." A privately held call can not be retrieved from another station. In Shared Call Appearance applications that require several steps to transfer a call, this feature keeps others in a common call group from retrieving the held call.
Extension Dialing	Enables users to dial extensions via their Web Call Manager or phone to call other members of their business group.
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.
Hoteling	Companies often reserve a set of cubicles and phones for mobile workers who come into the office from time to time. "Hoteling" enables mobile users to share office space and phones on an as-needed basis, like a hotel room. The Wanetics Hoteling service supports this activity by enabling users with guest privileges to log into a host account via their web portal or voice portal. This enables the employee to use the host phone to make and receive their calls as usual, while retaining their own TelPacks user profile.
IP Phone Support	SIP-based IP phones are supported by TelPacks, in addition to basic analog phones or soft clients. Users with SIP phones and the Web Call Manager can use either means of managing their calls in real-time (e.g., call hold, conference).
Last Number Redial	Enables users to redial the last number they called by clicking the 'Redial' button on their Web Call Manager or by dialing a feature code (e.g., *66).
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.

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Features	Description
Outlook Integration	<p>This service enables users to integrate their personal contacts in Microsoft Outlook with their Web Call Manager. 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	<p>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 Personal web screen.</p>
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 Web Call Manager. 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. Group Administrators can add additional phone numbers to the Group Phone List by either adding them individually via their web portal or by importing them from a file.</p>
Phone List – Personal	<p>Enables users to dial frequently called numbers by selecting from a searchable list of names on their Web Call Manager. Each user can add, delete, edit, and re-order numbers in their Personal Phone List, which serves as a personal speed dial list. Users can add multiple numbers to this list by uploading them from a flat file.</p>
Phone List – Call Log	<p>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 Web Call Manager and includes the most recent numbers registered for each category, as well as the respective call times and dates.</p>
Printable Group Directory	<p>Enables users to view and print a directory listing of all the business group members and their respective contact information (e.g., extension, mobile phone number, e-mail address). The information is displayed in one of two formats: "Summary" or "Detailed". The Group Directory is accessible from the Web Call Manager Group Portal or via each user's Web Call Manager.</p>
Priority Alert/Ringing	<p>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 Personal web interface. Multiple criteria sets, or profiles, can be defined.</p>
Push-to-Talk (Intercom)	<p>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.</p>
Remote Office	<p>Enables users to access and use their TelPacks 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 Web Call Manager features while working remotely (e.g., extension dialing, transfers, conference calls, Outlook Integration, directories, etc.). In addition, since calls are still originated from The platform, 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.</p>
Residential Voice Portal	<p>Enables providers to setup a new level of voice portal that spans all groups in a service provider without requiring a public phone number for each group voice portal. In addition, a user can be configured to use the service provider voice portal or the group voice portal. If a carrier is using the service provider voice portal, a user is assigned a service provider voice mailbox, which is unique for the service provider.</p>
Residential Call Restrictions	<p>Enables an administrator to specify the maximum call time in minutes for answered (and unanswered) calls. Maximum call time can be specified on a system, service provider/enterprise, group, and user basis. If an answered call exceeds the maximum call time allowed, then the call is released by the system. This helps to prevent fraud and also provides a mechanism to cut off calls that have accidentally been left off-hook.</p>
Ring Splash	<p>Enables users to have a short ring burst played on their phone when the following services are triggered: Call Forwarding Always, Call Forwarding Selective, and Do Not Disturb. Ring Splash can be enabled for each of these services individually and serves as a reminder that the respective service is active.</p>



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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	Allows for incoming calls to ring on up to 35 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. 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. 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.
Simultaneous Ring	Simultaneous Ring enables users to have multiple phones ring simultaneously when any calls are received on their TelPacks 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.
Soft Client Support	The Microsoft Messenger 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 TelPacks.
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 the Web Call Manager.
Voice Portal Calling	Enables users to make calls from the voice portal, as if making calls from their desk. Calls are still made on the user’s account but can be made from any phone.
Web Portal Call Logs	A new page in the Web Personal Portal provides users with call logs for received, missed, and placed calls. This service is deployed in conjunction with the Platform Call Detail Server.

Group Features

Features	Description
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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 Web Call Manager, 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 Web Call Manager 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">▪ 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▪ Dial by First Name – name dialing is enhanced to consider both the first and last name, instead of only the last name▪ Holiday Schedule – enables administrators to set the after-hours menu for selected dates (e.g., recurring holidays)▪ Business Hours Support – enhancement enables administrator to set different business hours for different days of the week.
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 TelPacks services to be offered as an overlay for end users. Trunk Group users are enabled for individual and group features</p>
Busy Lamp Field Support for Attendant Console	<p>Enables a user to receive the call state information on monitored users. This information supports busy lamp field operation for IP attendant console phones and devices. The list of monitored users is managed by the group administrator level and above.</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"> • Agent login and logout • Uniform distribution of incoming call to the available agents • Queuing of the incoming calls that cannot be answered immediately • Overflow to a given destination when the group is unable to accept calls • No Answer Policy to redirect call to next agent if not answered in a specific number of rings by previous agent • Deflection to a given destination outside of business hours • Music on Hold <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 one or two 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"> • 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.
Call Intercept	<p>Enables group administrators to intercept calls routed to a non-working internal line with informative announcements and alternate routing options. The service may be assigned to an individual user's phone number (e.g., when they have left the company) or it can be assigned to all the members of the group.</p>
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. Users can also execute call park via the Web Call Manager.</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>
Calling Plan – Incoming	<p>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 Web Call Manager 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.</p>
Calling Plan – Incoming Enhancements	<p>Additional call types added to Incoming Calling Plan:</p> <ul style="list-style-type: none"> ▪ "Calls From Within Group" – allows calls to be received from other users within the group ▪ "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



Features	Description
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 Web Call Manager 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"> ▪ “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
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"> • 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. • 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. • 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. <p>Existing configurations are retained when Enhanced Outgoing Calling Plan is assigned to replace the basic version of the service.</p>
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 Web Call Manager 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.
Web Call Manager Group	Web portal that empowers a business group administrator to provision services to users and manage group-related activities.
Configurable Calling Line ID	Enables the group administrator to configure each of the displayed user names and calling numbers. This information is visible to users in their profiles as read-only.
Configurable Calling Line ID Enhancement	Option to select whether configurable Calling Line ID should be used for regular (non-emergency) calls, emergency calls, all calls, or no calls.
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.
Configurable Feature Codes	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 Web Call Manager Group web portal. Users can see, but not edit, the feature code associated with each service at any time by referencing their Personal web portal. <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	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 (*).
Configurable Time Zones	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.



Features	Description
Department Support	<p>Provides group administrators with the option of establishing an additional department layer of administration (for example, Sales, Engineering) to which users would be associated. This capability is especially useful for larger enterprises that want to distribute responsibilities for day-to-day administration. Group administrators have the option of establishing default calling plans (incoming, outgoing) for each department. In addition, name dialing within an Auto Attendant can be restricted to the users within a department.</p> <p>Department administrators can be created to manage the following tasks within their respective departments:</p> <ul style="list-style-type: none"> • Add, modify, and delete users within a department • Assign, modify, and remove personal services for users within a department • Configure the following group services, if they have been assigned to the department: Call Centers, Hunt Groups, Account Codes, Authorization Codes, Series Completion, Call Pick-Up, and Attendant Console <p>Users can sort and search their group phone list in the Web Call Manager by department.</p>
Department Support Enhancement	<p>Music on Hold audio source can be configured at the department level. If an audio source has not been specified for the department, the group-defined audio source is used by default.</p>
Device Inventory	<p>Enables group administrators to inventory their Integrated Access Devices (IAD), Trunking Gateways and IP Phones via their Web Call Manager 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>
Group Resource Inventory Reporting	<p>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. The reports are generated on a web page in CSV format (comma-separated value), so they can be easily imported into a spreadsheet for sorting and archiving.</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"> • 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 of the users in the group simultaneously; the first user to pick up the ringing phone is connected. • 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. <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"> • Priority Alert/Ringing – assign service to entire Hunt Group, rather than to each individual line
Hunt Group Enhancement	<p>The following new call distribution policy is available for Hunt Groups:</p> <ul style="list-style-type: none"> • 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.
Instant Group Call	<p>Enables a user to call a number that provides group of members with an instant conference bridge. When the user dials the specific group call number, the system alerts all members in the group and, as the members answer, they are joined into a multi-way conference. If the originating user uses the Push-to-Talk feature, then the attributes of the Push-to-Talk feature are used (one-way or two-way broadcast, auto-answer, access control list). This use of Push-to-Talk added to Instant Group Call equates to "group intercom" functionality. The Push to Talk or forced-off-hook functionality is engaged are when a member receives a Push-to-Talk group call.</p> <p>An administrator defines a virtual group composed of a list of member users. These members can be part of the same group or enterprise (specified by user name, extension or location code + extension) or can be external users (specified by a phone number or SIP URI).</p>



Features	Description
Loudspeaker Paging	Enables users to access an intercom paging system by dialing an extension within the group. The paging system is simply configured in The platform as a user and inter-connected via a standard two-wire interface.
Multiple Call Arrangement	Enables a user to make and receive multiple calls simultaneously on their different Shared Call Appearance (SCA) locations. This feature provides better support for the manager/administrative assistant scenario by presenting incoming calls to all locations, regardless of ongoing call activity. Also, enables all end point locations to originate a call even if another location is busy. This feature overlays the SCA feature.
Music on Hold	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.
Music on Hold Enhancement	Music on Hold audio source can be configured at the department level. If an audio source has not been specified for the department, the group-defined audio source is used by default.
Music on Hold Enhancement	Enables users to enable/disable Music on Hold on a per call or persistent basis by either using the respective feature access code or their web portal. This service is especially useful for users are participating in a conference call.
External Source for Music on Hold	Enables enterprises to play live audio to held parties directly from an external audio source that is controlled by the enterprise and is typically located on their premises. The external audio source is comprised of a gateway with an analog audio line-in jack. A radio, CD player, or any other audio device connects into the audio line-in jack. Music from an external audio source can be used for calls that are put on hold by call waiting, call hold, or call park, but <u>not</u> calls waiting on a call center queue.
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, The platform 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, Call Forwarding Remote Access, Web 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>Service providers and/or group administrators can customize (or "brand") the voice portal entry greeting heard by users who are logging into the Voice Portal. When both a service provider message and a group message are provisioned, the group message is played.</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
Enterprise Layer of Administration	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. 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.
Enterprise-Wide Department	Enables departments to span across multiple groups within an enterprise to reflect the organizational structure. Enterprise-wide departments can be used for bulk provisioning of directories and enterprise-wide services, thereby streamlining the management of large volumes of users. Departments can be configured in a multi-level hierarchy (e.g. Engineering – Montreal, Engineering – Washington).



Features	Description
Enterprise-Wide Directory	Directories can be configured to span across multiple groups within an enterprise. Users would continue to access their directories via their Web Call Manager or third-party client, and administrators could continue to supplement the directory with frequently dialed numbers. The web portal also includes a search mechanism that enables users and administrators to search by name.
Enterprise-Wide Group Services	Enables the following group-based services and policies to be deployed across multiple groups within an enterprise: <ul style="list-style-type: none"> • Hunt Groups • Call Centers • Voice Portal • Messaging • Push-to-Talk • Hoteling • Rules for defining Extension Dialing, Passwords, Digit Collection, Feature Access Codes Configuration
Enterprise-Wide Voice Portal	Multi-group enterprises have the option of creating an Enterprise Voice Portal to enable all users within their enterprise to call into a common directory number to access their voice portal. The called voice portal automatically redirects each user to the voice portal of their business group to begin the login process.
Enterprise-Wide Voice Portal Enhancement	Voice Portal enhanced to enable users who were identified by their extension to also be identified by their location code plus extension for such activities as logging-in to the voice portal. Messaging capabilities also enhanced to allow users to employ compose/forward/reply functions and distribution lists across multiple groups within their enterprise.
Enterprise Network Gateway Routing	This policy enables enterprises to utilize PSTN gateways that are located on their own premises. Enterprises can use the policy to define which off-net calls should be sent to the PSTN through the enterprise-hosted network gateway for specified users. Thus, one application of this service would allow service providers to serve customers in service areas where the service provider does not have local PSTN connections. In this case, all off-net calls originating from users at such sites would be routed to the PSTN through an enterprise-based network gateway.
Far-End Hop-Off	Enables enterprises to carry PSTN-destined calls on-net and drop them off through private gateways that are local to the call destination. For example, an enterprise with many locations throughout the country can carry originating calls over the service provider's packet telephony network to the enterprise location closest to the destination, and have the call "hop-off" to the PSTN from that location. As backup, the service provider's public routes are also identified, should an enterprise's private routes be unavailable. This capability enables a beneficial business arrangement between service provider and enterprise that shares the cost of transporting and terminating PSTN-destined calls.
Feature Access Code Service Chaining	Enhances the validation performed on the phone number entered on the configuration page of various TelPacks services to allow for entering feature access codes and speed codes in addition to phone numbers and extensions. For instance, this allows for configuring the Auto Attendant to go directly to a user's voice mail by prefixing the destination number by the "Direct Voice Mail Transfer" feature access code.
Force Use of Uncompressed Codec	Enables an administrator to force the use of an uncompressed codec on a system, service provider/enterprise, group, or user basis. For all calls to or from a user with this feature enabled, the codec is forced to G.711, and all appropriate features are disabled. This is needed for some CPE where it is not possible to configure ports to use different codecs. This feature is helpful for setting up ports for fax machines or modems that require the use of a clear channel and an uncompressed codec.
PBX Dialing Transparency	System providers or group administrators can enable users to dial a digit to access an outside line (e.g., 9+ dialing), thereby standardizing dialing practices across a company that is using a combination of TelPacks and a PBX.
Voice VPN	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 Wanetics 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.

Messaging

Feature	Description
Voice Messaging	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.



Feature	Description
	<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>
Immediate Voice Mail	Provides an "always on" voice mailbox. For the designated user account, the "number of rings before greeting" parameter is set to 0, immediately providing the user's no-answer greeting and the user's device is not alerted. The feature itself changes the "number of rings before greeting" range from 2-6 to 0-6.
Increased Parameter Ranges	Increases the maximum message length from five minutes to 10 minutes, increases the maximum mailbox limit from 100 minutes to 900 minutes, and increases the number of distribution lists from 10 to 15.
Message Configuration per Service Provider	Enables the "from" header to be configurable on a service provider basis instead of a system basis when sending an e-mail for message deposit and message notification.
Outgoing Message Waiting Indication (MWI)	Enables TelPacks to control the MWI status of users with TelPacks voicemail who have their access lines on a PBX, a Class 5 switch, or another IP-based application server. TelPacks supports this service through an outgoing SIP NOTIFY MWI. For legacy-based users on a PBX or Class 5 switch, an MWI converter and terminal server are required to convert the SIP NOTIFY MWI message to SMDI TCP MWI and SMDI RS-232 MWI messages, respectively.
Third Party Voicemail MWI	<p>Third-Party Voicemail Message Waiting Indication (MWI) enables the receipt of MWI status for users whose voicemail service is hosted on a third-party system. Thus, even without using TelPacks' own integrated voicemail, users can still be notified of messages via their phone lamp and stutter dial tone.</p> <p>This feature supports the receipt of -based message waiting indication (MWI) from TDM-based voicemail systems (terminal server required), as well as SIP-based MWI notification from other IP-based voicemail systems (no terminal server required).</p>
Third-Party Voicemail Support	Facilitates the integration of a third-party voicemail platform with TelPacks and its services. Busy and unanswered calls can be forwarded to a phone number or URL configured at the group level by the service provider. The number of rings before considering a call unanswered is defined at the user level. The Send to VM button on the Web Call Manager is still visible and enabled for users with Third-Party Voicemail.
Third-Party Voicemail Support Enhancement	Option to deploy Web Express with an external voicemail system other than Wanetics voicemail.
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"> • Message Aging – Enables service providers to set a maximum duration for the storage of saved messages by each group • 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 • Variable Mailbox Sizes – Enables service providers to set a different maximum mailbox size for each group or user
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 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.



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Feature	Description
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 Mailbox Integration	<p>Enables users to configure their single Wanetics voice mailbox to also support a secondary non-Wanetics line (e.g., mobile phone, PBX), in addition to their primary Wanetics line. Thus, a Wanetics user can eliminate the need for maintaining and possibly paying for separate voicemail service (e.g., for their mobile phone) by also having those unanswered calls routed to their Wanetics voice mailbox.</p> <p>To enable this service, a user must simply register their secondary phone number via the Personal web portal and configure their secondary phone service with Call Forward Busy and Call Forward No Answer to route to the respective Wanetics voice portal. Calls received by the group voice portal from this secondary number will be automatically recognized and prompted with the user's voice mailbox greeting.</p>
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.
Voice Portal Customization	Enables system providers to customize the keys and prompts that are used to navigate through the voice portal menus and submenus. A key is either 1 digit (0 through 9), *, or #. Administrators can choose from a list of valid keys that are free to use. If no key is chosen for an optional menu selection, the menu option is disabled. The association of keys to actions (choices of each menu) is configurable for most menus and submenus. The system introduces one announcement per menu option and one announcement per key value. Typically, prompts will be automatically constructed to list the options and their matching keys.

Operations, Administration, Maintenance & Provisioning (OAM&P)

Configuration Management

Feature	Description
Wanetics Software Management for Intel Platform	Provides support for Linux-based operating systems.
E.164 Number Support	Complete E.164 support is provided on all Wanetics servers. This provides everything required for support of international dialing plans. An application server will only handle one country code and one language. If support of multiple country codes and/or languages is required, then multiple application servers should be used, in which each server supports one country code and one language. The network server can handle international routing functions by supporting configuration of country codes and national destination codes.
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.
Web Call Manager Enhancements	<p>The various levels of the Web Call Manager portals have been enhanced to improve navigation and usability. The enhancements were based on usability studies conducted by multiple large carriers. In most cases the body content has not been changed, only the appearances (e.g., colors, font sizes, etc.), header content, and navigation content have been changed. Specifically, the following enhancements have been made to the web portal:</p> <ul style="list-style-type: none">• Left navigation modified to provide more intuitive navigation• Error messages are more visible• Web pages and menus have more text explaining use of services• Read-only pages provided for assignable user services that have no configuration data (e.g., Flash Call Transfer)• Web pages designed to be easily modified (if necessary) to work with other browsers and content• Support provided for non-Internet Explorer browsers• Screens support 800x600 resolution• All text has font size of at least 12-point• Can use "back" button on browser to navigate in application• Style sheet modified to make it easier for system or service providers to customize

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Feature	Description
Web Call Manager Service Provider	Web portal that allows a service provider access to all service provider, group, and user functions.
Configuration Audit Trails	Provides a log or audit trail of all changes made by the service provider, including, adds, changes and deletions.
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.
Configurable User ID	Enables service providers to change a user's identity without having to delete and then create that user on The platform. Thus, the user's profile is maintained.
Extended Address Support	Enables TelPacks call processing services (e.g., Call Forwarding Always, Simultaneous Ring) to be configured with SIP URLs, in addition to phone numbers.
Group Phone List Enhancements	Provides the option to remove Group Phone List tab from the Web Call Manager, thereby making it more suitable for the residential user. An additional option is to display the group tab, but have only the search field appear in the group tab. Thus, all group contact information is not retrieved every time the Web Call Manager is opened, thereby improving performance for very large groups with many contacts. The group directory is also now available via the Personal web portal.
Home Zones	Enables service providers to configure home zones on a group basis. Each home zone is comprised of a list of acceptable IP addresses or IP address ranges from which SIP registrations and call originations will be accepted. Service Providers can also configure this service to only deny emergency calls made when a user is roaming outside of group's home zone, in order to avoid sending invalid locations to emergency response teams. An optional e-mail with detailed call information can be sent to a specified address when an emergency call is made, regardless of whether it is permitted or denied.
Limit Number of Simultaneous Calls per User	Enables an administrator to specify the maximum number of simultaneous calls supported on a system, service provider/enterprise, group, and/or user basis. If a user exceeds the maximum number of simultaneous calls allowed, then the call is treated in a manner similar to the Call Capacity Management feature. This function only applies to users who are not in a trunk group.
Line/Port Domain Scoping	Allows the "host" portion of the address-of-record for access-side devices to be selected from a list of available domains defined within Wanetics. Line/ports must only be unique within a selected domain, as opposed to across an entire Application Server. For example, user1@yourdomain.com and user2@yourdomain2.com are allowed.
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 Wanetics Attendant Console and can be leveraged by third-party clients (e.g., other attendant console applications).
Policy to deny originations from users from a location different from the registered location	Ensures that the location in a received call origination matches the registered location. If not then the system returns an appropriate error return code. This feature augments system functionality that denies originations from unregistered users.
Pre-Voicemail Announcement	Optional feature enables service providers to play a pre-announcement for calls redirected to voicemail. The pre-announcement is followed by a set of tones (or grace period) to allow the caller to release the call and avoid applicable toll charges.
Ring Period	Provides a group-configurable time period to indicate how long the current localized ring back tone should be. This time is used to calculate the total ring time (e.g., 4 rings x Ring Period = total ring time) for services that use the No Answer Timer (e.g., Call Forwarding, Voicemail).
Ring Timer	Provides a configurable ring timer to prevent phones from ringing continually. Upon exhaustion of the timer, call is released and user is played a treatment.
Security Enhancements	The following enhancements have been made: <ul style="list-style-type: none"> • Voice Portal Passcode Rules – allow service providers to configure rules to harden the passcode selected by users and administrators (e.g., trivial patterns, repeated passcodes, etc.) • Login Password Wizard – forces users to change their password upon initial login; also forces users to change expired passwords

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Feature	Description
Service Packs	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.
Service Pack Migration Tool	Provides tools to automate the process of migrating to service packs. Individual services can be converted to service packs for a large group of users all at once. In addition, service providers who are already using service packs can use the tool to repackage services into different service packs.
Service Quantities	Enables system providers to set a maximum number of instances for each assigned service to be used by a particular group.
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 TelPacks 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.
SSL Support	Provides a secure link for login pages and password configuration pages, via SSL support on the web server. Service Providers do have the option to turn this functionality off.
Using REFER to initiate a Three-Way Conference	Extends TelPacks support of the REFER method so it can be used to initiate a three-way conference.
Voice Portal Branding	Enables service providers and/or groups to customize the voice portal entry greeting heard by users who are logging into the Voice Portal. When both a service provider message and a group message are provisioned, the group message is played.
Virtual Domain Hosting	Enables service providers to configure virtual domain names on a per-enterprise basis. This eliminates the risk of users selecting a user ID that is already being used by another enterprise within the TelPacks system.
Web Branding	Enables service providers (including resellers) to design their own unique web branding to create a custom look (or "skin") for their respective Web Call Manager web pages (e.g., Personal, Group), including color schemes, corporate logos, banners, and home buttons. Each Service Provider can also customize headers, screen titles, and the left navigation menu.
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.