



ADVANCED FEATURE

INTERACTION GUIDE

March 2006

Abstract

This document provides a summary of the service interactions between user services offered by the WANetics platform.

This document is intended for WANetics customers and partners and it is a complement to other WANetics product documents.

1 Table of Contents

| | |
|---|----|
| Abstract | 2 |
| 1 Table of Contents | 3 |
| 2 Introduction | 5 |
| 3 Alternate Numbers..... | 6 |
| 4 Anonymous Caller Rejection..... | 8 |
| 5 Authentication | 10 |
| 6 Auto Callback..... | 11 |
| 7 Automatic Hold/Retrieve..... | 14 |
| 8 Blind Call Transfer | 17 |
| 9 Busy Lamp Field..... | 19 |
| 10 Call Forward Always..... | 21 |
| 11 Call Forward Busy | 23 |
| 12 Call Forward No Answer | 25 |
| 13 Call Forward Selective..... | 27 |
| 14 Call Notify | 29 |
| 15 Call Return | 31 |
| 16 Calling Plans | 33 |
| 17 Customer Originated Trace..... | 35 |
| 18 Call Transfer with Three-Way Consultation..... | 37 |
| 19 Call Transfer with Consultation | 39 |
| 20 Call Waiting..... | 41 |
| 21 Caller ID Blocking – Persistent..... | 43 |
| 22 Caller ID Blocking – Per-call..... | 45 |
| 23 Caller ID Delivery – Persistent | 47 |
| 24 Caller ID Delivery – Per-call | 49 |
| 25 Caller ID Restriction Override..... | 51 |
| 26 Cancel Call Waiting – Persistent..... | 53 |
| 27 Cancel Call Waiting – Per-call..... | 54 |
| 28 Call Manager..... | 55 |

| | | |
|----|---|----|
| 29 | Web Express..... | 57 |
| 30 | Consultation Hold | 58 |
| 31 | Custom Ringback | 60 |
| 32 | Directed Call Pickup | 61 |
| 33 | Directed Call Pickup with Barge-in..... | 62 |
| 34 | Diversion Inhibitor | 63 |
| 35 | Do Not Disturb | 64 |
| 36 | Extension Dialing | 65 |
| 37 | Flash Call Hold..... | 66 |
| 38 | Hoteling..... | 67 |
| 39 | Last Number Redial..... | 68 |
| 40 | Priority Alert..... | 69 |
| 41 | Push To Talk..... | 69 |
| 42 | Remote Office | 71 |
| 43 | Selective Call Acceptance..... | 72 |
| 44 | Selective Call Rejection..... | 73 |
| 45 | Sequential Ring | 74 |
| 46 | Shared Call Appearance | 75 |
| 47 | Simultaneous Ringing..... | 76 |
| 48 | Soft Client Support..... | 77 |
| 49 | Speed Dial 8 | 78 |
| 50 | Speed Dial 100 | 79 |
| 51 | Three-Way Calling..... | 80 |
| 52 | Voice Messaging | 81 |
| 53 | Index..... | 82 |

2 Introduction

This document provides a summary of the service interactions between user services offered by 6DegreesIP as of Release 4.0. This document is intended for 6DegreesIP customers and partners and it is a complement to other 6DegreesIP product documents.

This document describes the interactions between 6DegreesIP user services and each chapter describes a service. Services are organized alphabetically. Each chapter includes service interactions as subsections. Each combination of services is described once. For a description of the interactions between service A and service B, you will find the description for service B in the service A section.

For example:

Service A

Service B

- Describes the interactions between service A and service B.

Service C

- Describes the interactions between service A and service C.

Service D

- Describes the interactions between service A and service D.

Service B

Service C

- Describes the interactions between service B and service C.

Service D

- Describes the interactions between service B and service D.

Service C

Service D

- Describes the interactions between service C and service D.

This document is limited to two-way interactions.

Similarly, although some interactions do occur between group services, these interactions are not described in this document.

A complete description of the services can be found in the *6DegreesIP Service Guides*.

3 Alternate Numbers

| Service | Interaction Description |
|---|--|
| Anonymous Caller Rejection | Anonymous Caller Rejection applies alternate numbers to incoming calls. |
| Authentication | These services have no specific interactions. |
| Auto Callback | Auto Callback can reach users on their alternate number. In this case, the behavior is the same as it is with the primary number. |
| Automatic Hold/Retrieve | Transferring a call to an alternate number associated with a user with Automatic Hold/Retrieve results in holding the call as usual. |
| Blind Call Transfer | Blind Call Transfer applies to incoming calls destined for alternate numbers. |
| Busy Lamp Field | Busy Lamp Field user monitoring reflects calls to primary and alternate numbers. |
| Call Forward Always | Call Forward Always applies to incoming calls destined for alternate numbers. |
| Call Forward Busy | Call Forward Busy applies to incoming calls destined for alternate numbers. |
| Call Forward No Answer | Call Forward No Answer applies to incoming calls destined for alternate numbers. |
| Call Forward Selective | Call Forward Selective applies to incoming calls destined for alternate numbers. |
| Call Notify | Call Notify applies to incoming calls destined for alternate numbers. |
| Call Return | These services have no specific interactions. |
| Calling Plans | Incoming Calling Plan applies to incoming calls destined for alternate numbers. |
| Customer Originated Trace | Customer Originated Trace traces calls to primary or alternate numbers. |
| Call Transfer with Three-Way Consultation | These services have no specific interactions. |
| Call Transfer with Consultation | These services have no specific interactions. |
| Call Waiting | Call Waiting applies to incoming calls destined for alternate numbers. |
| Caller ID Blocking – Persistent | These services have no specific interactions. |
| Caller ID Blocking – Per-call | These services have no specific interactions. |
| Caller ID Delivery – Persistent | Call Manager displays a Caller ID that shows a call is terminating on an alternate number. |
| Caller ID Delivery – Per-call | Call Manager displays a Caller ID that shows a call is terminating on an alternate number. |
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | Call Manager displays a Caller ID that shows a call is terminating on an alternate number. |
| Web Express | These services have no specific interactions. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | Custom Ringback applies equally to primary and alternate numbers. |
| Directed Call Pickup | Directed Call Pickup picks up calls destined to alternate numbers. |

| Service | Interaction Description |
|------------------------------------|---|
| Directed Call Pickup with Barge-in | Directed Call Pickup with Barge-in picks up and barges-in to calls destined to alternate numbers. |
| Diversion Inhibitor | Diversion Inhibitor equally applies to calls to alternate numbers. |
| Do Not Disturb | Do Not Disturb applies to alternate numbers. |
| Extension Dialing | Alternate numbers can be number and extension, number only, or extension only. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | When a guest is logged in to a host, calls to the guest alternate numbers terminate on the guest as usual. Calls to any number associated with the host while a guest is logged in are provided with "not reachable" processing. |
| Last Number Redial | Last Number Redial originates from the primary number. |
| Priority Alert | Priority Alert has precedence over alternate number to determine the alerting pattern. |
| Push To Talk | Push To Talk can be used with an alternate number associated with a user. |
| Remote Office | The alternate number distinctive alerting pattern does not ring on a remote office device. |
| Selective Call Acceptance | Selective Call Acceptance applies to incoming calls destined for alternate numbers. |
| Selective Call Rejection | Selective Call Rejection applies to incoming calls destined for alternate numbers. |
| Sequential Ring | Alternate numbers can be used to reach the user. Sequential Ring applies to the alternate numbers as well as the main number. If the base location is rung, the distinctive ringing pattern is used if applicable. It is not applied on the other locations however. |
| Shared Call Appearance | The alternate number distinctive alerting pattern rings on all shared call appearance locations of the user. |
| Simultaneous Ringing | Simultaneous Ringing applies to primary and alternate numbers. NOTE: Only the primary number experiences distinctive ringing for incoming calls terminating at alternate numbers. Secondary numbers experience normal ringing. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | Calls to alternate numbers are logged as usual. |

4 Anonymous Caller Rejection

| Service | Interaction Description |
|---|--|
| Authentication | These services have no specific interactions. |
| Auto Callback | Auto Callback does not work when the initial call is blocked by Anonymous Caller Rejection. |
| Automatic Hold/Retrieve | ACR has precedence over Automatic Hold/Retrieve and blocks calls to Automatic Hold/Retrieve users when the caller ID is not available. The attendant can transfer anonymous or private calls to Automatic Hold/Retrieve users with ACR when their caller ID is available by using transfer with consultation or transfer with conference. |
| Blind Call Transfer | These services have no specific interactions. |
| Busy Lamp Field | These services have no specific interactions. |
| Call Forward Always | Anonymous Caller Rejection has precedence over Call Forward Always. Calls will not forward. |
| Call Forward Busy | Anonymous Caller Rejection has precedence over Call Forward Busy. Calls will not forward. |
| Call Forward No Answer | Anonymous Caller Rejection has precedence over Call Forward No Answer. Calls will not forward. |
| Call Forward Selective | Anonymous Caller Rejection has precedence over Call Forward Selective. Calls will not forward. |
| Call Notify | Anonymous Caller Rejection has precedence over Call Notify. Anonymous calls do not trigger notifications. |
| Call Return | Call Return does not return calls blocked by Anonymous Caller Rejection. |
| Calling Plans | Incoming Calling Plan has precedence over Anonymous Caller Rejection. Calls permitted by the Incoming Calling Plan get screened by Anonymous Caller Rejection. |
| Customer Originated Trace | Customer Originated Trace is unable to trace calls blocked by Anonymous Caller Rejection. |
| Call Transfer with Three-Way Consultation | These services have no specific interactions. |
| Call Transfer with Consultation | These services have no specific interactions. |
| Call Waiting | Anonymous Caller Rejection has precedence over Call Waiting. It blocks anonymous calls even if the user is eligible for Call Waiting. |
| Caller ID Blocking – Persistent | These services have no specific interactions. |
| Caller ID Blocking – Per-call | These services have no specific interactions. |
| Caller ID Delivery – Persistent | These services have no specific interactions. |
| Caller ID Delivery – Per-call | These services have no specific interactions. |
| Caller ID Restriction Override | Caller ID Restriction Override has precedence over Anonymous Call Rejection. When active, an anonymous call can go through if the CLID is made public for the terminating party. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | These services have no specific interactions. |
| Web Express | Anonymous Caller Rejection has precedence over Web Express. It blocks anonymous calls before they reach Web Express. |
| Consultation Hold | These services have no specific interactions. |



| Service | Interaction Description |
|------------------------------------|--|
| Custom Ringback | Anonymous Caller Rejection has precedence over Custom Ringback. Rejected calls do not trigger Custom Ringback. |
| Directed Call Pickup | These services have no specific interactions. |
| Directed Call Pickup with Barge-in | Directed Call Pickup with Barge-in has precedence over Anonymous Caller Rejection. It can pick up and barge-in to a call that has its Caller ID blocked, or unavailable or if Anonymous Caller Rejection is active. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | Anonymous Caller Rejection blocks anonymous calls before they trigger Do Not Disturb. |
| Extension Dialing | These services have no specific interactions. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | Anonymous Caller Rejection has precedence over Priority Alert. It blocks anonymous calls before they trigger Priority Alert. |
| Push To Talk | Anonymous Caller Rejection applies to incoming Push To Talk calls as usual and blocks calls for which the caller ID is blocked. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | Anonymous Caller Rejection has precedence over Selective Call Acceptance. It blocks anonymous calls before they trigger Selective Call Acceptance. |
| Selective Call Rejection | Anonymous Caller Rejection has precedence over Selective Call Rejection. It blocks anonymous calls before they trigger Selective Call Rejection. |
| Sequential Ring | This service has precedence over Sequential Ring. A rejected call will not trigger Sequential Ring. If a location refuses the call because of Anonymous Call Rejection, that destination is skipped and Sequential Ring attempts the next location. |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | Anonymous Caller Rejection has precedence over Simultaneous Ringing. It blocks anonymous calls before they trigger Simultaneous Ringing. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Anonymous Caller Rejection has precedence over Voice Mail redirection on busy and no-answer calls. As well, it blocks anonymous calls before they are redirected. |
| Web Portal Call Logs | Calls blocked by Anonymous Call Rejections are not logged. |

5 Authentication

| Service | Interaction Description |
|---|--|
| Auto Callback | These services have no specific interactions. |
| Automatic Hold/Retrieve | These services have no specific interactions. |
| Blind Call Transfer | These services have no specific interactions. |
| Busy Lamp Field | These services have no specific interactions. |
| Call Forward Always | Call Forward Always applies including when the endpoint is not authenticated. |
| Call Forward Busy | These services have no specific interactions. |
| Call Forward No Answer | Call Forward No Answer results in no answer processing when the endpoint is not authenticated, |
| Call Forward Selective | Call Forward Selective applies including when the endpoint is not authenticated. |
| Call Notify | Call Notify applies including when the endpoint is not authenticated. |
| Call Return | An authenticated endpoint initiates Call Return. NOTE: The last incoming number is memorized when the endpoint is not authenticated. |
| Calling Plans | Calling Plans apply to incoming calls regardless of the authentication of the endpoint(s). |
| Customer Originated Trace | An authenticated endpoint initiates Customer Originated Trace. NOTE: The last incoming number is memorized when the endpoint is not authenticated. |
| Call Transfer with Three-Way Consultation | An authenticated endpoint initiates Call control commands. |
| Call Transfer with Consultation | An authenticated endpoint initiates Call control commands. |
| Call Waiting | These services have no specific interactions. |
| Caller ID Blocking – Persistent | The incoming presentation indicator appears from Call Manager, regardless of the endpoint authentication. |
| Caller ID Blocking – Per-call | The incoming presentation indicator appears from Call Manager display, regardless of the endpoint authentication. |
| Caller ID Delivery – Persistent | The Caller ID appears from Call Manager, regardless of the endpoint authentication. |
| Caller ID Delivery – Per-call | The Caller ID appears from Call Manager, regardless of the endpoint authentication. |
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | These services have no specific interactions. |
| Web Express | No-answer processing results from incoming calls independent of Web Express. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | Custom Ringback applies to callers even if the called party is not authenticated. |
| Directed Call Pickup | These services have no specific interactions. |



| Service | Interaction Description |
|------------------------------------|---|
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | DND does not require authenticated endpoint(s). |
| Extension Dialing | These services have no specific interactions. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | When a guest logs in to a host, the authentication credentials change from that of the host to those of the guest. The guest should enter his/her credentials in the phone to allow the device to register and originate calls. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Push To Talk calls to a user for which the device is not registered due to a failed authentication are processed like regular calls. |
| Remote Office | Remote Office operates independently from authentication. |
| Selective Call Acceptance | Selective Call Acceptance operates independently from Authentication. |
| Selective Call Rejection | Selective Call Rejection operates independently from Authentication. |
| Sequential Ring | If a user with Sequential Ring receives a call while his/her device is not registered due to failed authentication, the device is not alerted, but Sequential Ring behaves as usual and waits for the ring timer on that user. |
| Shared Call Appearance | SIP endpoints must be authenticated to be considered by Shared Call Appearance. |
| Simultaneous Ringing | Simultaneous Ringing operates independently from Authentication. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Incoming calls receive no-answer processing from an unauthenticated endpoint. |
| Web Portal Call Logs | Incoming calls to a user whose CPE is not authenticated are logged as usual. |

6 Auto Callback

| Service | Interaction Description |
|-------------------------|--|
| Automatic Hold/Retrieve | Automatic Hold/Retrieve users are never busy, therefore there is no interaction with Auto Callback. |
| Blind Call Transfer | Auto Callback does not start if the destination of a Blind Transfer is busy. |
| Busy Lamp Field | These services have no specific interactions. |
| Call Forward Always | Auto Callback does not start if the destination has Call Forward Always active. Call Forward Always does not forward Auto Callback recall. |
| Call Forward Busy | Auto Callback does not start if the destination is busy and has Call Forward Busy active. Call Forward Busy does not forward Auto Callback recall. |
| Call Forward No Answer | Call Forward No Answer does not forward Auto Callback recall. |



| Service | Interaction Description |
|---|---|
| Call Forward Selective | Auto Callback does not start until Call Forward Selective criteria are met for that call. Call Forward Selective does not forward Auto Callback recall. |
| Call Notify | Call Notify does not report the Auto Callback recall. Call Notify reports the initial call that triggered Auto Callback and the follow-on call initiated by Auto Callback. |
| Call Return | Auto Callback is triggered by a call is originated with Call Return. |
| Calling Plans | Calling plans have precedence over Automatic Callback. The Auto Callback attempt fails if a call is not allowed by the calling plan service (for either the originator or the terminator). |
| Customer Originated Trace | Customer Originated Trace does not consider the incoming Auto Callback recall. |
| Call Transfer with Three-Way Consultation | Auto Callback is triggered on the add-on leg of a three-way call. |
| Call Transfer with Consultation | Auto Callback is triggered on the add-on leg of a consultation call. If Auto Callback is active on the add-on leg, the user must flash, use the Call Manager, or hang up (hold recall) to revert to the held call. |
| Call Waiting | Auto Callback recall does not trigger Call Waiting to the originator. Auto Callback activates when the user's line is truly idle. |
| Caller ID Blocking – Persistent | The Caller ID presentation indicator displays calls originated with Auto Callback. |
| Caller ID Blocking – Per-call | The Caller ID presentation indicator displays calls originated with Auto Callback. |
| Caller ID Delivery – Persistent | The Caller ID presentation indicator displays calls originated with Auto Callback. |
| Caller ID Delivery – Per-call | The Caller ID presentation indicator displays calls originated with Auto Callback. |
| Caller ID Restriction Override | Caller ID Restriction Override applies to incoming calls initiated by Auto Callback. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager :Auto Callback | Auto Callback applies to calls initiated by Call Manager. |
| Web Express | Auto Callback is not started if the call is redirected by Web Express. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | Custom Ringback applies to Auto Callback delayed calls as usual. |
| Directed Call Pickup | These services have no specific interactions. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | When a user calls another user that's busy ,and attempts to redirect to voice mail or another busy service (for example. CFB), Diversion Inhibitor blocks the redirection, which results in a busy condition that triggers ACB on the caller. |
| Do Not Disturb | Auto Callback recall overrides Do Not Disturb. It alerts the user. If the called party has Do Not Disturb, Auto Callback considers the line busy and starts. |
| Extension Dialing | These services have no specific interactions. |



| Service | Interaction Description |
|---------------------------|--|
| Flash Call Hold | Auto Callback applies to calls initiated after Flash Call Hold. |
| Hoteling | Auto Callback applies as usual to calls to and from logged in guests. |
| Last Number Redial | Auto Callback applies to calls initiated with Last Number Redial. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Automatic Callback does not activate for Push To Talk calls. The originator is never presented with the option to initiate an Automatic Callback. |
| Remote Office | If the called party has Remote Office activated, Auto Callback starts if the user is busy. If the called party is idle but the remote location is otherwise busy (for example, involved in a non-WANeticss call), Auto Callback is not started. Auto Callback starts as usual when the calling party has Remote Office activated. |
| Selective Call Acceptance | Auto Callback does not start if the called party blocks the call with Selective Call Acceptance. Auto Callback recall overrides Selective Call Acceptance. The user receives Auto Callback alerting regardless of Selective Call Acceptance. |
| Selective Call Rejection | Auto Callback does not start if the called party blocks the call with Selective Call Rejection. Auto Callback recall overrides Selective Call Rejection. The user receives Auto Callback alerting regardless of Selective Call Rejection. |
| Sequential Ring | Sequential Ring does not activate if a user is busy, hence, it has no direct interactions with Auto Callback. Sequential Ring applies as usual to Auto Callback delayed calls. |
| Shared Call Appearance | Auto Callback recall special alerting only applies to the primary location of a user with Shared Call Appearances. |
| Simultaneous Ringing | Auto Callback is started if "all busy" is returned to the caller. Otherwise, if one of more Simultaneous Ring location is alerted and ringback is provided, Auto Callback is not started. Auto Callback recall special alerting is only provided to the user's main location. |
| Speed Dial 8 | Auto Callback behaves as usual with calls initiated with Speed Dial. |
| Speed Dial 100 | Auto Callback behaves as usual with calls initiated with Speed Dial. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Auto Callback is not started when a call is redirected to Voice Messaging. Auto Callback recall is never redirected to Voice Messaging. Auto Callback starts for callback initiated from Voice Messaging. |
| Web Portal Call Logs | Terminating calls that trigger Auto Callback user are not logged on the called party. Auto Callback-delayed calls are logged as usual. |

7 Automatic Hold/Retrieve

| Service | Interaction Description |
|---|---|
| Blind Call Transfer | Blind Transfer to an Automatic Hold/Retrieve user results in holding the transferred call. |
| Busy Lamp Field | Busy Lamp Field reflects a call held by an Automatic Hold/Retrieve user as busy. |
| Call Forward Always | Call Forward Always has precedence over Automatic Hold/Retrieve for an incoming call so that the call gets redirected and does not get held. |
| Call Forward Busy | An Automatic Hold/Retrieve user is never busy; hence there are no specific interactions between these services. |
| Call Forward No Answer | An Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services. |
| Call Forward Selective | Call Forward Selective has precedence over Automatic Hold/Retrieve for an incoming call so that if the call triggers Call Forward Selective, the call gets redirected and does not get held. |
| Call Notify | Calls held and retrieved are reported by Call Notify. |
| Call Return | These services have no specific interactions. |
| Calling Plans | Calling Plans have precedence over Automatic Hold/Retrieve so that any incoming call to an Automatic Hold/Retrieve user that gets blocked by the Incoming Calling Plan is played the ICP treatment and is not held. |
| Customer Originated Trace | These services have no specific interactions. |
| Call Transfer with Three-Way Consultation | Calls transferred with three-way consultation are held by Automatic Hold/Retrieve users. Similarly, if a call is already held by the Automatic Hold/Retrieve user, it will get connected to the transferred party. |
| Call Transfer with Consultation | Calls transferred with consultation are held by Automatic Hold/Retrieve users. Similarly, if a call is already held by the Automatic Hold/Retrieve user, it will get connected to the transferred party. |
| Call Waiting | An Automatic Hold/Retrieve user is never busy; hence there are no specific interactions between these services. |
| Caller ID Blocking – Persistent | These services have no specific interactions. |
| Caller ID Blocking – Per-call | These services have no specific interactions. |
| Caller ID Delivery – Persistent | These services have no specific interactions. |
| Caller ID Delivery – Per-call | These services have no specific interactions. |
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Web Express | Web Express redirection and blocking features have precedence over Automatic Hold/Retrieve, and prevent the incoming calls from being held/retrieved when they apply. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | An Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services. |



| Service | Interaction Description |
|------------------------------------|---|
| Directed Call Pickup | An Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services. |
| Directed Call Pickup with Barge-in | Barge-in attempts to a call that is held by the Automatic Hold/Retrieve service are rejected. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | Do Not Disturb has precedence over Automatic Hold/Retrieve when active, and provides busy processing to incoming calls which are not held/retrieved. |
| Extension Dialing | Extension dialing can be used to hold/retrieve calls with Automatic Hold/Retrieve. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | An Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services. |
| Push To Talk | Calls originated by Push-To-Talk User and terminating to a subscriber with the Automatic Hold/Retrieve service are processed like regular incoming calls by Automatic Hold/Retrieve. |
| Remote Office | When Automatic Hold/Retrieve and Remote Office (RO) are assigned to a user, Automatic Hold/Retrieve takes precedence and incoming calls are never delivered to the RO location. RO cannot be used to originate a call when Automatic Hold/Retrieve is active for the user. |
| Selective Call Acceptance | Selective Call Acceptance has precedence over Automatic Hold/Retrieve and blocks incoming calls that are not accepted by the service. Other calls are processed as usual. |
| Selective Call Rejection | Selective Call Rejection has precedence over Automatic Hold/Retrieve and blocks incoming calls that are rejected by the service. Other calls are processed as usual. |
| Sequential Ring | Automatic Hold/Retrieve has precedence over Sequential Ring such that Sequential Ring is never activated by an incoming call to an Automatic Hold/Retrieve user. |
| Shared Call Appearance | Automatic Hold/Retrieve has precedence over Shared Call Appearance such that Shared Call Appearance is never activated by an incoming call to an Automatic Hold/Retrieve user. |
| Simultaneous Ringing | Automatic Hold/Retrieve has precedence over Simultaneous Ring such that Simultaneous Ring is never activated by an incoming call to an Automatic Hold/Retrieve user. |
| Speed Dial 8 | Speed Dial 8 can be used to place a call to an Automatic Hold/Retrieve user. |
| Speed Dial 100 | Speed Dial 100 can be used to place a call to an Automatic Hold/Retrieve user. |
| Three-Way Calling | Calling an Automatic Hold/Retrieve user as an add-on party, results in holding the conference, thus providing music on hold to the conferees. If a party was already held on the Automatic Hold/Retrieve user, it gets retrieved and conferenced with the other conferees. |
| Voice Messaging | These services have no specific interactions. |

| Service | Interaction Description |
|----------------------|--|
| Web Portal Call Logs | Incoming calls to an Automatic Hold/Retrieve user are logged as usual by Web Portal Call Logs. |

8 Blind Call Transfer

| Service | Interaction Description |
|---|---|
| Busy Lamp Field | These services have no specific interactions. |
| Call Forward Always | The number of call forwarding hops increments when a call is transferred from Call Manager while it is ringing. |
| Call Forward Busy | Blind Transfer can be used to transfer a call before Call Forward No Answer forwards it. The number of call forwarding hops increments when a call is transferred from Call Manager while it is ringing. |
| Call Forward No Answer | The number of call forwarding hops increments when a call is transferred from Call Manager while it is ringing. |
| Call Forward Selective | The number of call forwarding hops increments when a call is transferred from Call Manager while it is ringing. |
| Call Notify | Call Notify logs calls that alert the user before they are transferred. |
| Call Return | Call Return considers calls that alert the user before they are transferred. |
| Calling Plans | Calling Plans for forwarded/transferred calls screen Blind Transferred calls. |
| Customer Originated Trace | Customer Originated Trace traces calls that alert the user before getting transferred. |
| Call Transfer with Three-Way Consultation | These services have no specific interactions. |
| Call Transfer with Consultation | These services have no specific interactions. |
| Call Waiting | Waiting, held, and talking calls can be blind transferred. |
| Caller ID Blocking – Persistent | These services have no specific interactions. |
| Caller ID Blocking – Per-call | These services have no specific interactions. |
| Caller ID Delivery – Persistent | Calls transferred while ringing, deliver the original number called as the Caller ID. Calls transferred once answered, deliver the Caller ID of the transferring party. |
| Caller ID Delivery – Per-call | Calls transferred while ringing, deliver the original number called as the Caller ID. Calls transferred once answered, deliver the Caller ID of the transferring party. |
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | Blind Transfer - while ringing - is only available through the Call Manager (or equivalent) client. |
| Web Express | These services have no specific interactions. |
| Consultation Hold | Blind Transfer is mutually exclusive with consultation hold. |
| Custom Ringback | Callers that get blind transferred to another user get the ringback provided by the user where they get transferred. |
| Directed Call Pickup | Alerting calls can be picked up before they are Blind Transferred. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | The Diversion Inhibitor feature access code can be prefixed to the destination of a Blind Transfer. |
| Do Not Disturb | These services have no specific interactions. |
| Extension Dialing | Users can blind transfer to extensions. |

| Service | Interaction Description |
|---------------------------|--|
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | Last Number Redial cannot be used to redial a number if it was transferred before it was answered. Otherwise it applies as usual. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Custom ringback applies to Push To Talk callers, when forced off-hook does not apply. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | These services have no specific interactions. |
| Selective Call Rejection | These services have no specific interactions. |
| Sequential Ring | Sequential Ring has precedence over Custom Ringback and provides its initial announcement to callers instead of Custom Ringback. |
| Shared Call Appearance | Only the user at the primary location can make use of the Call Manager and Blind Transfer while ringing. |
| Simultaneous Ringing | Simultaneous Ringing is not affected by a Blind Transfer. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Incoming calls can be Blind Transferred to a Voice Mail through Call Manager (transfer to VM). They can also be transferred to the Voice Portal prompt (transfer). |
| Web Portal Call Logs | These services have no specific interactions. |

9 Busy Lamp Field

| Service | Interaction Description |
|---|---|
| Call Forward Always | These services have no specific interactions. |
| Call Forward Busy | These services have no specific interactions. |
| Call Forward No Answer | These services have no specific interactions. |
| Call Forward Selective | These services have no specific interactions. |
| Call Notify | These services have no specific interactions. |
| Call Return | These services have no specific interactions. |
| Calling Plans | These services have no specific interactions. |
| Customer Originated Trace | These services have no specific interactions. |
| Call Transfer with Three-Way Consultation | These services have no specific interactions. |
| Call Transfer with Consultation | These services have no specific interactions. |
| Call Waiting | Busy Lamp Field reflects a user with a call waiting as a busy user. |
| Caller ID Blocking – Persistent | These services have no specific interactions. |
| Caller ID Blocking – Per-call | These services have no specific interactions. |
| Caller ID Delivery – Persistent | These services have no specific interactions. |
| Caller ID Delivery – Per-call | These services have no specific interactions. |
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | These services have no specific interactions. |
| Web Express | These services have no specific interactions. |
| Consultation Hold | Busy Lamp Field reflects users in consultation hold as busy. |
| Custom Ringback | These services have no specific interactions. |
| Directed Call Pickup | These services have no specific interactions. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | Busy Lamp Field represents idle users with DND active as idle. |
| Extension Dialing | These services have no specific interactions. |
| Flash Call Hold | Busy Lamp Field reflects users in flash call hold as busy. |
| Hoteling | Busy Lamp Field reflects the state of the guest user when logged in; otherwise it reflects the state of the host. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | These services have no specific interactions. |
| Remote Office | Busy Lamp Field reflects the state of Remote Office users as usual. |
| Selective Call Acceptance | These services have no specific interactions. |
| Selective Call Rejection | These services have no specific interactions. |
| Sequential Ring | These services have no specific interactions. |

| Service | Interaction Description |
|------------------------|--|
| Shared Call Appearance | Busy Lamp Field reflects the state of the user, regardless of the location where a call is active. |
| Simultaneous Ringing | These services have no specific interactions. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | Busy Lamp Field reflects users in three-way conferences as busy. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | These services have no specific interactions. |

10 Call Forward Always

| Service | Interaction Description |
|---|--|
| Call Forward Busy | Call Forward Always has precedence over Call Forward Busy. |
| Call Forward No Answer | Call Forward Always has precedence over Call Forward No Answer. |
| Call Forward Selective | Call Forwarding Selective has precedence over Call Forward Always. If the Call Forward Selective criteria are not met, Call Forward Always applies. |
| Call Notify | Call Notify captures calls redirected by Call Forward Always. |
| Call Return | Call Return cannot be used to recall incoming calls forwarded by Call Forward Always. |
| Calling Plans | Incoming Calling Plan has precedence over Call Forward Always. Calls forwarded by Call Forward Always are subject to the Outgoing Digit Plan and Outgoing Calling Plan Transfer/Forward restrictions. |
| Customer Originated Trace | Customer Originated Trace can trace a call forwarded by Call Forward Always. |
| Call Transfer with Three-Way Consultation | These services have no specific interactions. |
| Call Transfer with Consultation | These services have no specific interactions. |
| Call Waiting | Call Forward Always has precedence over Call Waiting. |
| Caller ID Blocking – Persistent | The Caller ID does not appear with the Call Forward Always ring splash. The display of the Caller ID of the caller relays to the forwarded-to party. |
| Caller ID Blocking – Per-call | The Caller ID does not appear along with the Call Forward Always ring splash. The display of the caller's Caller ID relays to the forwarded-to party. |
| Caller ID Delivery – Persistent | The Caller ID does not appear along with the Call Forward Always ring splash. The display of the caller's Caller ID relays to the forwarded-to party. |
| Caller ID Delivery – Per-call | The Caller ID is not presented along with the Call Forward Always ring splash. The Caller ID (and presentation) of the caller is relayed to the forwarded-to party. |
| Caller ID Restriction Override Caller | The Caller ID Restriction Override applies to the user and does not apply to forwarded-to parties. If the Caller ID is blocked, it appears to the Caller ID Restriction Override user, but it does not appear to the forwarded-to party, unless that party also has the Caller ID Restriction Override service assigned. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | These services have no specific interactions. |
| Web Express | Call Forwarding Always has precedence over Web Express. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | Custom Ringback is applied as per the final destination of the call independently of the call being forwarded. |
| Directed Call Pickup | The call can be picked up as long as it is within the same group. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | Diversion Inhibitor prevents calls from being forwarded with Call Forwarding Always when activated for the incoming call. |

| Service | Interaction Description |
|---------------------------|---|
| Do Not Disturb | Call Forward Always has precedence over Do Not Disturb. |
| Extension Dialing | Call Forward Always can be used to forward to an extension. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | If the terminator redirects a PTT call before answer, then the call continues to be treated as a PTT origination as it is redirected to the new destination. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | Selective Call Acceptance applies to incoming calls before Call Forward Always does. |
| Selective Call Rejection | Selective Call Rejection applies to incoming calls before Call Forward Always does. |
| Sequential Ring | <p>If CFA is assigned to the primary location, it takes precedence over Sequential Ring.</p> <p>If CFA is assigned to other locations visited by Sequential Ring, Sequential Ring timer applies as usual and hunts to the next location if the call does not get answered before the timer expires.</p> |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | Call Forward Always has precedence over Simultaneous Ringing. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Call Forward Always has precedence over Voice Messaging forwarding. |
| Web Portal Call Logs | The Web Portal Call Logs reports calls that are forwarded by the user. |

11 Call Forward Busy

| Service | Interaction Description |
|---|---|
| Call Forward No Answer | Call Forward Busy applies if a user cannot accept more calls. Otherwise, Call Forward No Answer applies to waiting calls. |
| Call Forward Selective | Call Forward Selective has precedence over Call Forward Busy. If the Call Forward Selective criteria are not met, Call Forward Busy applies. |
| Call Notify | Call Notify captures calls redirected by Call Forward Busy. |
| Call Return | Call Return cannot be used to recall incoming calls that were forwarded by Call Forward Busy. |
| Calling Plans | Incoming Calling Plan has precedence over Call Forward Busy. Calls forwarded by Call Forward Busy are subject to the Outgoing Digit Plan and Outgoing Calling Transfer/Forward restrictions. |
| Customer Originated Trace | Customer Originated Trace can trace a call forwarded by Call Forward Busy. |
| Call Transfer with Three-Way Consultation | These services have no specific interactions. |
| Call Transfer with Consultation | These services have no specific interactions. |
| Call Waiting | Call Waiting has precedence over Call Forward Busy. If the user can no longer accept calls, Call Forward Busy applies. |
| Caller ID Blocking – Persistent | The display of the caller's Caller ID relays to the forwarded-to party. |
| Caller ID Blocking – Per-call | The Caller ID (and presentation) of the caller is relayed to the forwarded-to party. |
| Caller ID Delivery – Persistent | The display of the caller's Caller ID relays to the forwarded-to party. |
| Caller ID Delivery – Per-call | The display of the caller's Caller ID relays to the forwarded-to party. |
| Caller ID Restriction Override | The Caller ID Restriction Override applies to the user. It does not apply to forwarded-to parties. If the caller ID is blocked, it appears to the Caller ID Restriction Override user. It does not appear to the forwarded-to party unless that party also has the Caller ID Restriction Override service assigned. |
| Cancel Call Waiting – Persistent | If Cancel Call Waiting is active, Call Forward Busy applies when the user is active on one call. |
| Cancel Call Waiting – Per-call | If Cancel Call Waiting is active, Call Forward Busy applies when the user is active on one call. |
| Call Manager | These services have no specific interactions. |
| Web Express | Web Express has precedence over Call Forward Busy. Call Forward Busy applies when the Web Express profile is "None". |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | Custom Ringback is applied as per the final destination of the call, independently of the call being forwarded. |
| Directed Call Pickup | The call can be picked up on as long as it is within the same group. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | Diversion Inhibitor prevents calls from being forwarded with Call Forward Busy when activated for the incoming call. |
| Do Not Disturb | Do Not Disturb is activates the Call Forward Busy treatment. |
| Extension Dialing | Call Forward Busy can be used to forward to an extension. |

| Service | Interaction Description |
|---------------------------|---|
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | If the terminator redirects a PTT call before answer, then the call continues to be treated as a PTT origination as it is redirected to the new destination. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | Selective Call Acceptance applies to incoming calls before Call Forward Busy. |
| Selective Call Rejection | Selective Call Rejection applies to incoming calls before Call Forward Busy. |
| Sequential Ring | <p>Sequential Ring has precedence over Call Forwarding Busy. Only if all locations are busy or if the base location is busy with Sequential Ring setup, not to continue will Call Forwarding Busy to have a chance to execute (otherwise, no-answer processing is always applied).</p> <p>Note however that the Sequential Ring locations can have Call Forwarding Busy themselves, in which case the call will be forwarded if the location is busy.</p> |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | <p>If Call Waiting is inactive or if the user cannot accept a new call, then Call Forward Busy has precedence over Simultaneous Ringing, which does not alert the secondary locations.</p> <p>If Call Waiting is active and the user can still accept a new call, Simultaneous Ringing alerts all primary and secondary locations.</p> |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Call Forward Busy has precedence over Voice Messaging busy forwarding. |
| Web Portal Call Logs | The Web Portal Call Logs reports calls that are forwarded by the user. |

12 Call Forward No Answer

| Service | Interaction Description |
|---|--|
| Call Forward Selective | Call Forwarding Selective has precedence over Call Forward No Answer. If the Call Forward Selective criteria are not met, Call Forward No Answer applies. |
| Call Notify | Calls forwarded by Call Forward No Answer are logged by Call Notify. |
| Call Return | Call Return can be used to recall incoming calls that were forwarded by Call Forward No Answer. |
| Calling Plans | Incoming Calling Plan has precedence over Call Forward No Answer. Calls forwarded by Call Forward No Answer are subject to Outgoing Digit Plan and Outgoing Calling Plan Transfer/Forward restrictions. |
| Customer Originated Trace | Customer Originated Trace can be used to trace an incoming call that has been forwarded by Call Forward No Answer. |
| Call Transfer with Three-Way Consultation | These services have no specific interactions. |
| Call Transfer with Consultation | These services have no specific interactions. |
| Call Waiting | Call Forward No Answer applies to waiting (that is, unanswered) calls. |
| Caller ID Blocking – Persistent | The Caller ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Caller ID) by Call Forward No Answer. |
| Caller ID Blocking – Per-call | The Caller ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Caller ID) by Call Forward No Answer. |
| Caller ID Delivery – Persistent | The Caller ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Caller ID) by Call Forward No Answer. |
| Caller ID Delivery – Per-call | The Caller ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Caller ID) by Call Forward No Answer. |
| Caller ID Restriction Override | Caller ID Restriction Override only applies to the user and does not apply to forwarded-to parties. Hence, if the caller ID is blocked, it gets presented to the Caller ID Restriction Override user, but it does not get presented to the forwarded-to party unless that party also has the Caller ID Restriction Override service assigned. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | These services have no specific interactions. |
| Web Express | Call Forward No Answer has precedence over Web Express when the profile is set to “Available: Out Of Office,” “Busy,” or “Unavailable”. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | When calling a user where custom ringback applies, a caller initially hears the custom ringback of the called party. Upon transfer, the caller hears the ringback applicable for the new destination. This can be regular ringback if the target destination is a PSTN location, or the custom ringback of another WANetics user, if applicable. |
| Directed Call Pickup | Call be picked up on the forwarded-to party as long as it is within the same group. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |

| Service | Interaction Description |
|---------------------------|---|
| Diversion Inhibitor | Diversion Inhibitor prevents calls from being forwarded with Call Forward No Answer when activated for the incoming call. |
| Do Not Disturb | Call Forward No Answer is never activated by an incoming call when Do Not Disturb is active. |
| Extension Dialing | Call Forward No Answer can be used to forward to an extension. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | Priority Alert applies to incoming calls before Call Forward No Answer does. |
| Push To Talk | If the terminator redirects a PTT call before answer, then the call continues to be treated as a PTT origination as it is redirected to the new destination. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | Selective Call Acceptance applies to incoming calls before Call Forward No Answer does. |
| Selective Call Rejection | Selective Call Rejection applies to incoming calls before Call Forward No Answer does. |
| Sequential Ring | <p>Sequential Ring has precedence over Call Forwarding No Answer. Even if the base location is configured as a Sequential Ring location to be attempted, a timeout causes Sequential Ring to attempt the next location.</p> <p>Once Sequential Ring has finished going over all its locations, normal no-answer processing occurs and Call Forwarding No Answer can then forward the call (a no-answer timer is not restarted prior to that).</p> |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | <p>If Call Waiting is inactive, or if the user cannot accept a new call, neither Simultaneous Ringing nor Call Forward No Answer is started.</p> <p>If Call Waiting is active and the user can still accept a new call, Simultaneous Ringing alerts all primary and secondary locations and Call Forward No Answer is started on the primary location.</p> |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Call Forward No Answer has precedence over Voice Messaging No Answer forwarding. |
| Web Portal Call Logs | The Web Portal Call Logs reports calls that are forwarded by the user. |

13 Call Forward Selective

| Service | Interaction Description |
|---|---|
| Call Notify | Call Notify captures calls redirected by Call Forward Selective. |
| Call Return | Call Return cannot be used to recall incoming calls that were forwarded by Call Forward Selective. |
| Calling Plans | Incoming Calling Plan has precedence over Call Forward Selective. A call forwarded by Call Forward Selective is subject to the Outgoing Digit Plan and Outgoing Calling Plan Transfer/Forward restrictions. |
| Customer Originated Trace | Customer Originated Trace can trace a call forwarded by Call Forward Selective. |
| Call Transfer with Three-Way Consultation | These services have no specific interactions. |
| Call Transfer with Consultation | These services have no specific interactions. |
| Call Waiting | These services have no specific interactions. |
| Caller ID Blocking – Persistent | The caller's Caller ID appears to the user before the call forwards with the same Caller ID. |
| Caller ID Blocking – Per-call | The caller's Caller ID appears to the user before the call forwards with the same Caller ID. |
| Caller ID Delivery – Persistent | The caller's Caller ID appears to the user before the call forwards with the same Caller ID. |
| Caller ID Delivery – Per-call | The caller's Caller ID appears to the user before the call forwards with the same Caller ID. |
| Caller ID Restriction Override | Selective Call Forwarding screening considers the incoming Caller ID regardless of the presentation indicator. Caller ID Restriction Override applies to the user and does not apply to forwarded-to parties. If the Caller ID is blocked, it appears to the Caller ID Restriction Override user, but it does not appear to the forwarded-to party unless that party also has the Caller ID Restriction Override service assigned. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | These services have no specific interactions. |
| Web Express | Call Forward Selective has precedence over Web Express. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | Custom Ringback is applied as per the final destination of the call independently of the call being forwarded. |
| Directed Call Pickup | The call can be picked up as long as it is within the same group. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | Diversion Inhibitor prevents calls from being forwarded with Call Forward Selective when activated for the incoming call. |
| Do Not Disturb | Call Forward Selective applies to an incoming call before Do Not Disturb. |
| Extension Dialing | Call Forward Selective can forward to an extension. An extension cannot be used as a number to trigger Call Forward Selective. |
| Flash Call Hold | These services have no specific interactions. |

| Service | Interaction Description |
|---------------------------|---|
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | Call Forward Selective applies to incoming calls before Priority Alert. |
| Push To Talk | If the terminator redirects a PTT call before answer, then the call continues to be treated as a PTT origination as it is redirected to the new destination. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | Selective Call Acceptance applies to incoming calls before Call Forward Selective. |
| Selective Call Rejection | Selective Call Rejection applies to incoming calls before Call Forward Selective. |
| Sequential Ring | <p>If CFA is assigned to the primary location, it takes precedence over Sequential Ring.</p> <p>If CFA is assigned to other locations visited by Sequential Ring, the Sequential Ring timer applies as usual and hunts to the next location if the call is not answered before the timer expires.</p> |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | Simultaneous Ringing applies if the incoming call is not forward by Call Forward Selective. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Call Forward Selective applies before Voice Messaging forwarding. |
| Web Portal Call Logs | The Web Portal Call Logs reports calls that are forwarded by the user. |

14 Call Notify

| Service | Interaction Description |
|---|--|
| Call Return | These services have no specific interactions. |
| Calling Plans | An incoming call that is blocked by the Incoming Calling Plan is not captured by Call Notify. |
| Customer Originated Trace | These services have no specific interactions. |
| Call Transfer with Three-Way Consultation | These services have no specific interactions. |
| Call Transfer with Consultation | These services have no specific interactions. |
| Call Waiting | Waiting calls are captured by Call Notify. |
| Caller ID Blocking – Persistent | Call Notify captures the Caller ID and honors the presentation indicator when the criterion is set to “Any phone number”. |
| Caller ID Blocking – Per-call | Call Notify captures the Caller ID and honors the presentation indicator when the criterion is set to “Any phone number”. |
| Caller ID Delivery – Persistent | Call Notify captures the Caller ID and honors the presentation indicator. |
| Caller ID Delivery – Per-call | Call Notify captures the Caller ID and honors the presentation indicator. |
| Caller ID Restriction Override | When Caller ID Restriction Override is active, Call Notify screening considers the incoming Caller ID and reports the incoming caller ID regardless of the presentation indicator. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | These services have no specific interactions. |
| Web Express | Call Notify logs calls processed by Web Express. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | These services have no specific interactions. |
| Directed Call Pickup | These services have no specific interactions. |
| Directed Call Pickup with Barge-in | Calls picked up and barged in by Directed Call Pickup with Barge-in are not reported by Call Notify. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | Call Notify captures calls even when Do Not Disturb is active. |
| Extension Dialing | Call Notify captures numbers as extensions when no full number is available. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Push To Talk calls are reported as normal calls by Call Notify. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | Call Notify does not capture calls blocked by Selective Call Acceptance. |
| Selective Call Rejection | Call Notify does not capture calls blocked by Selective Call Rejection. |

| Service | Interaction Description |
|------------------------|--|
| Sequential Ring | These services have no specific interactions. |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | These services have no specific interactions. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Call Notify captures calls that get redirected to Voice Messaging. |
| Web Portal Call Logs | These services have no specific interactions. |

15 Call Return

| Service | Interaction Description |
|---|---|
| Calling Plans | Incoming calls blocked by Incoming Calling Plan are not available for call back by Call Return. |
| Customer Originated Trace Plans | These services have no specific interactions. |
| Call Transfer with Three-Way Consultation | Call Return can be used to originate an add-on leg for transfer. |
| Call Transfer with Consultation | Call Return can be used to originate an add-on leg for transfer. |
| Call Waiting | Waiting calls are honored by Call Return. |
| Caller ID Blocking – Persistent | If the last incoming call did not have a Caller ID or had it blocked, Call Return plays an error announcement. |
| Caller ID Blocking – Per-call | If the last incoming call did not have a Caller ID or had it blocked, Call Return plays an error announcement. |
| Caller ID Delivery – Persistent | These services have no specific interactions. |
| Caller ID Delivery – Per-call | These services have no specific interactions. |
| Caller ID Restriction Override | When Caller ID Restriction Override is active, Call Return returns the last incoming call even if the last incoming call had the Caller ID blocked. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | These services have no specific interactions. |
| Web Express | Call Return cannot call back incoming calls that were blocked by the busy and unavailable profiles of Web Express. |
| Consultation Hold | Call Return can be used to originate a call when on Consultation Hold. |
| Custom Ringback | These services have no specific interactions. |
| Directed Call Pickup | Call Return can be performed on the picked-up party. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | If a call arrives while Do Not Disturb is active, Call Return can still be used to call back that caller. |
| Extension Dialing | Call Return can be used to call back an extension-only user. |
| Flash Call Hold | Call Return can be used to call back an extension-only user. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Call Return can be used to return a Push To Talk incoming call. In this case, the call is returned as a normal call. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | If a call is blocked by Selective Call Acceptance, Call Return cannot be used to call back that caller. |
| Selective Call Rejection | If a call is blocked by Selective Call Rejection, Call Return cannot be used to call back that caller. |
| Sequential Ring | Call Return can be used to return a call received as part of a |

| Service | Interaction Description |
|---------------------------------|---|
| | Sequential Ring session. |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing Appearance | These services have no specific interactions. |
| Speed Dial 8 | Speed Dial can associate a code to the Call Return Feature Access Code. |
| Speed Dial 100 | Speed Dial can associate a code to the Call Return Feature Access Code. |
| Three-Way Calling | Call Return can be used to originate any leg of a three-way call. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | These services have no specific interactions. |

16 Calling Plans

| Service | Interaction Description |
|---|--|
| Customer Originated Trace | Incoming calls blocked by Incoming Calling Plan cannot be traced. |
| Call Transfer with Three-Way Consultation | Call Transfer is subject to the restrictions imposed by the Outgoing Calling Plan Transfer/Forward profile that applies to the user. If a specific transfer is disallowed, both legs are dropped when the controller releases the call and the controller gets recalled by the original party. |
| Call Transfer with Consultation | Call Transfer is subject to the restrictions imposed by the Outgoing Calling Plan Transfer/Forward profile that applies to the user. If a specific transfer is disallowed, both legs are dropped when the controller releases the call and the controller gets recalled by the original party. |
| Call Waiting | These services have no specific interactions. |
| Caller ID Blocking – Persistent | These services have no specific interactions. |
| Caller ID Blocking – Per-call | These services have no specific interactions. |
| Caller ID Delivery – Persistent | These services have no specific interactions. |
| Caller ID Delivery – Per-call | These services have no specific interactions. |
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | These services have no specific interactions. |
| Web Express | Incoming Calling Plan has precedence over Web Express. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | These services have no specific interactions. |
| Directed Call Pickup | Users can pickup calls that would normally be blocked by Incoming Calling Plan. |
| Directed Call Pickup with Barge-in Pickup | Users can pickup calls that would normally be blocked by Incoming Calling Plan. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | Incoming Calling Plan has precedence over Do Not Disturb. |
| Extension Dialing | These services have no specific interactions. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | Incoming Calling Plan has precedence over Priority Alert. |
| Push To Talk | Calling Plans have precedence over Push To Talk and screens Push To Talk calls as usual on the originator and the terminator. |
| Remote Office | Outgoing Digit Plan and Outgoing Calling Plan apply to the Remote Office DN. If the Remote Office DN is disallowed by Outgoing Calling Plan or Outgoing Digit Plan, the Remote Office location is blocked and callers get a treatment. |
| Selective Call Acceptance | Incoming Calling Plan has precedence over Selective Call Acceptance. |
| Selective Call Rejection | Incoming Calling Plan has precedence over Selective Call Rejection. |
| Sequential Ring | Sequential Ring calls are screened by the Transferred/Forwarded Calling Plan that applies to the user. |

| Service | Interaction Description |
|------------------------|--|
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | Incoming Calling Plan has precedence over Simultaneous Ringing. Simultaneous Ringing numbers that do not meet the applicable Outgoing Calling Plan/Outgoing Digit Plan Forward/Transfer profile are not alerted by Simultaneous Ringing. |
| Speed Dial 8 | Calling Plans only apply to the associated number, and not the speed code itself. |
| Speed Dial 100 | Calling Plans only apply to the associated number, and not the speed code itself. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Incoming calls that are blocked by the Incoming Calling Plan are not redirected to Voice Messaging but are played a treatment. The return call option of Voice Messaging is subject to Outgoing Digit Plan and Outgoing Calling Plan. |
| Web Portal Call Logs | Calls screened out by the Incoming Calling Plan of the user are not captured in the Web Portal Call Logs. Calls screened out by the Outgoing Calling Plan of the user are captured in the Web Portal Call Logs. |

17 Customer Originated Trace

| Service | Interaction Description |
|---|---|
| Call Transfer with Three-Way Consultation | These services have no specific interactions. |
| Call Transfer with Consultation | Customer Originated Trace can be used on the consultation leg of a three-way call and reports the last incoming call to the user. |
| Call Waiting | Waiting calls can be traced with Customer Originated Trace. |
| Caller ID Blocking – Persistent | Customer Originated Trace can trace calls regardless of the presentation indicator. |
| Caller ID Blocking – Per-call | Customer Originated Trace can trace calls regardless of the presentation indicator. |
| Caller ID Delivery – Persistent | Customer Originated Trace can trace calls regardless of the Caller ID delivery. |
| Caller ID Delivery – Per-call | Customer Originated Trace can trace calls regardless of the Caller ID delivery. |
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | These services have no specific interactions. |
| Web Express | Incoming calls blocked by Web Express can be traced. |
| Consultation Hold | Customer Originated Trace can be activated on Consultation Hold. |
| Custom Ringback | These services have no specific interactions. |
| Directed Call Pickup | Customer Originated Trace can be performed on the picked-up party. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | Customer Originated Trace can trace incoming calls that trigger Do Not Disturb. |
| Extension Dialing | Customer Originated Trace can trace calls for which the Caller ID is an extension. The full Caller ID is reported, or the group Caller ID is reported if the caller has no public number. |
| Flash Call Hold | Customer Originated Trace can be performed after a Flash Call Hold. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Customer Originated Trace can be used to capture incoming Push To Talk calls. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | Customer Originated Trace cannot trace calls blocked by Selective Call Acceptance. |
| Selective Call Rejection | Customer Originated Trace cannot trace calls blocked by Selective Call Rejection. |
| Sequential Ring | Customer Originated Trace can be used to capture incoming Sequential Ring calls. |
| Shared Call Appearance | These services have no specific interactions. |



| Service | Interaction Description |
|----------------------|--|
| Simultaneous Ringing | These services have no specific interactions. |
| Speed Dial 8 | The Customer Originated Trace Feature Access Code can be associated with a Speed Code. |
| Speed Dial 100 | The Customer Originated Trace Feature Access Code can be associated with a Speed Code. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | These services have no specific interactions. |

18 Call Transfer with Three-Way Consultation

| Service | Interaction Description |
|------------------------------------|---|
| Call Transfer with Consultation | Call Transfers can be chained, with or without consultation. |
| Call Waiting | Call Waiting calls can be joined on a conference and then transferred. |
| Caller ID Blocking – Persistent | With Call Transfer, the Call Manager of the transferred parties displays the other party's Caller ID. |
| Caller ID Blocking – Per-call | With Call Transfer, the Call Manager of the transferred parties displays the other party's Caller ID. |
| Caller ID Delivery – Persistent | With Call Transfer, the Call Manager of the transferred parties displays the other party's Caller ID. |
| Caller ID Delivery – Per-call | With Call Transfer, the Call Manager of the transferred parties displays the other party's Caller ID. |
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | Call Transfer with Three-Way Consultation can be initiated through the Call Manager. |
| Web Express | These services have no specific interactions. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | When joining an add-on party during ringback, Custom Ringback applies as usual and the applicable ringback tone is conferenced with the other parties, until the add-on party answers. |
| Directed Call Pickup | The controller can transfer a call that was previously picked up. |
| Directed Call Pickup with Barge-in | The user can transfer a call by hanging up after barging onto it. In this case, the original call is restored. |
| Diversion Inhibitor | Activating Diversion Inhibitor for a call does not prevent the called party from transferring the call. |
| Do Not Disturb | These services have no specific interactions. |
| Extension Dialing | The controller can transfer a call that was previously called using Extension Dialing. |
| Flash Call Hold | Users can only perform Transfer with Three-Way Consultation using the Call Manager when either leg was created using Flash Call Hold. Flash Call Hold does not allow to conference or transfer using the CPE. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | The controller can transfer a call that was previously called using Last Number Redial. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Push To Talk can be used to call an add-on party. In this case, the Push To Talk leg keeps its characteristics (one-way or two-way) for the duration of the call, even if the leg is conferenced with the others. |
| Remote Office | Remote Office users must use the Call Manager to perform Call Transfer with Three-Way Consultation. |
| Selective Call Acceptance | Users cannot transfer or conference a Selective Call Acceptance treatment provided on the platform. |

| Service | Interaction Description |
|--------------------------|---|
| Selective Call Rejection | Users cannot transfer or conference a Selective Call Rejection treatment provided on the platform. |
| Sequential Ring | If the add-on party has Sequential Ring, the Sequential Ring announcement is played back to the user and can be conferenced with the other parties. |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | These services have no specific interactions. |
| Speed Dial 8 | The controller can transfer a call that was previously called using Speed Dial 8. |
| Speed Dial 100 | The controller can transfer a call that was previously called using Speed Dial 100. |
| Three-Way Calling | Transfer with Three-Way Consultation is performed after a Three-Way Call is established by the user. |
| Voice Messaging | Users can transfer to Voice Messaging after a Three-Way Consultation. |
| Web Portal Call Logs | Calls to add-on parties are captured by the Web Portal Call Logs as usual. |

19 Call Transfer with Consultation

| Service | Interaction Description |
|------------------------------------|---|
| Call Waiting | Waiting calls can be answered on a consultation and then transferred. |
| Caller ID Blocking – Persistent | With Call Transfer with Consultation, the Call Manager of the transferred parties displays the other party's Caller ID. |
| Caller ID Blocking – Per-call | With Call Transfer with Consultation, the Call Manager of the transferred parties displays the other party's Caller ID. |
| Caller ID Delivery – Persistent | With Call Transfer with Consultation, the Call Manager of the transferred parties displays the other party's Caller ID. |
| Caller ID Delivery – Per-call | With Call Transfer with Consultation, the Call Manager of the transferred parties displays the other party's Caller ID. |
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | Call Transfer with Consultation can be initiated through the Call Manager. |
| Web Express | These services have no specific interactions. |
| Consultation Hold | Call Transfer with Consultation is performed after a Consultation Hold. |
| Custom Ringback | Custom Ringback applies when making a consultation call. |
| Directed Call Pickup | The controller can transfer a call that was previously picked up. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | Activating Diversion Inhibitor for a call does not prevent the called party from transferring the call. |
| Do Not Disturb | These services have no specific interactions. |
| Extension Dialing | The controller can transfer a call that was previously called using Extension Dialing. |
| Flash Call Hold | Users can only transfer calls using the Call Manager when either leg was created using Flash Call Hold. Hanging up during a Flash Call Hold session does not transfer the call. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | The controller can transfer a call that was previously called using Last Number Redial. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Push To Talk can be used on a consultation call. When the call is transferred, it reverts to a normal two-way call even if it was originally a one-way Push To Talk call. |
| Remote Office | Remote Office users must use the Call Manager to perform Call Transfer with Consultation. |
| Selective Call Acceptance | Users cannot transfer to a Selective Call Acceptance treatment provided on the platform. |
| Selective Call Rejection | Users cannot transfer to a Selective Call Rejection treatment provided on The platform. |
| Sequential Ring | These services have no specific interactions. |
| Shared Call Appearance | These services have no specific interactions. |

| Service | Interaction Description |
|----------------------|---|
| Simultaneous Ringing | These services have no specific interactions. |
| Speed Dial 8 | The controller can transfer a call that was previously called using Speed Dial 8. |
| Speed Dial 100 | The controller can transfer a call that was previously called using Speed Dial 100. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Users can transfer to Voice Messaging after a consultation. |
| Web Portal Call Logs | Calls to add-on parties are captured by the Web Portal Call Logs as usual. |

20 Call Waiting

| Service | Interaction Description |
|------------------------------------|---|
| Caller ID Blocking – Persistent | The presentation indicator is honored for waiting calls. |
| Caller ID Blocking – Per-call | The presentation indicator is honored for waiting calls. |
| Caller ID Delivery – Persistent | The Caller ID is delivered to the Call Manager and to capable endpoints for waiting calls. |
| Caller ID Delivery – Per-call | The Caller ID is delivered to the Call Manager and to capable endpoints for waiting calls. |
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | Once and while Cancel Call Waiting is activated, incoming calls cannot be “call waited”. Calls already waiting when Cancel Call Waiting is activated are not impacted. |
| Cancel Call Waiting – Per-call | Once and while Cancel Call Waiting is activated, incoming calls cannot be “call waited”. Calls already waiting when Cancel Call Waiting is activated are not impacted. |
| Call Manager | The Call Manager implicitly provides Call Waiting to analog phone users. Waiting calls must be answered through the Call Manager unless the Flash Call Waiting service is assigned to the user. |
| Web Express | Web Express has precedence over Call Waiting. Calls that are allowed to terminate by Web Express trigger Call Waiting as applicable. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | Custom Ringback applies to waiting calls as usual. |
| Directed Call Pickup | Waiting call cannot be picked up. |
| Directed Call Pickup with Barge-in | It is not possible to barge in onto a party that is the controller of a call waiting session. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | Do Not Disturb has precedence over Call Waiting. |
| Extension Dialing | These services have no specific interactions. |
| Flash Call Hold | Waiting calls are answered by flashing the switch-hook without entering the Flash Call Hold Feature Access Code. Hence, these two services cannot be used concurrently during the same session. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | Priority Alert applies to waiting calls and provides a distinctive tone as applicable. |
| Push To Talk | If Push To Talk is used to call a busy user, call waiting kicks in as usual but the call retains its Push To Talk characteristics (one-way versus two-way). |
| Remote Office | Call Waiting applies to Remote Office users through the Call Manager. No Call Waiting tone is provided to Remote Office users and they cannot flash the switch-hook to answer waiting calls. |
| Selective Call Acceptance | Selective Call Acceptance has precedence over Call Waiting. |
| Selective Call Rejection | Selective Call Rejection has precedence over Call Waiting. |

| Service | Interaction Description |
|------------------------|--|
| Sequential Ring | <p>There is no interaction with Call Waiting since Call Waiting is not active for an alerting call.</p> <p>If the call is answered by the base location, then Call Waiting applies as usual on the called party.</p> <p>If the call is answered by another location, then that location's Call Waiting configuration applies, and not that of the original called party.</p> |
| Shared Call Appearance | <p>Only the active location and the user's Call Manager are notified of waiting calls through tones and lamps.</p> <p>Shared Call Appearance Hold/Retrieve can only be used to retrieve held calls, and cannot be used to retrieve waiting calls from other locations.</p> |
| Simultaneous Ringing | <p>When a user that has Simultaneous Ring enabled is busy and has Call Waiting disabled, The locations in the Simultaneous Ring list are not alerted. However, external (non-WANeticss) locations will be alerted.</p> <p>In the same scenario, if the user has Call Waiting enabled, all locations in the Simultaneous Ring list are alerted as usual.</p> |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | <p>Three-Way Calling and Call Waiting can be used interchangeably from the Call Manager. However, once a session is started one way or another, the flash can only be used in the context of the service that was used first.</p> |
| Voice Messaging | <p>When Call Waiting is active and the user is busy but can take another call, the call is redirected to Voice Messaging upon expiration of the Voice Messaging no-answer timer and gets the no-answer greeting.</p> |
| Web Portal Call Logs | Waiting calls are reported by the Web Portal Call Logs. |

21 Caller ID Blocking – Persistent

| Service | Interaction Description |
|------------------------------------|---|
| Caller ID Blocking – Per-call | When Caller ID Delivery Blocking is active persistently, Caller ID Delivery Blocking per-call can be used but has no impact. |
| Caller ID Delivery – Persistent | When Caller ID Delivery Blocking is active persistently, the Caller ID is delivered to the far-end with the presentation indicator set to private. Caller ID Blocking does not apply to intra-group calls. |
| Caller ID Delivery – Per-call | When Caller ID Blocking is active persistently, it can be overridden for the current call by dialing the Caller ID delivery per-call Feature Access Code before making the call. |
| Caller ID Restriction Override | Caller ID Restriction Override has precedence over caller ID blocking for incoming calls and presents the caller ID regardless of the presentation indicator. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | The Call Manager displays the name and number according to the Caller ID and the presentation indicator received from the other party. |
| Web Express | When an incoming call has the Caller ID blocked, the Web Express Caller ID-based criteria fail (busy, unavailable) and the default behavior applies. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | Incoming calls with the caller ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the caller ID blocked, or other non-caller ID related criteria apply. |
| Directed Call Pickup | The Caller ID presentation indicator of the user applies to the picked-up party, and the Caller ID of the picked up party is not delivered to the user, if private. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | These services have no specific interactions. |
| Extension Dialing | The Caller ID cannot be blocked for intra-group calls dialed as 10-digits (national number without prefix) and extensions. The Caller ID can be blocked for all other dialing methods. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | Calls made by a Hoteling guest use the caller ID and presentation of the guest, not of the host. |
| Last Number Redial | If the Caller ID is blocked persistently, any call made by the user (direct or Last Number Redial) has the Caller ID blocked unless the call is intra-group. |
| Priority Alert | Priority Alert is not triggered when an incoming call has its Caller ID blocked. |
| Push To Talk | When the caller ID of a user is blocked, PTT calls from that user override the black and white list restrictions of the called party to maintain caller ID privacy. |
| Remote Office | When receiving a call with the Caller ID blocked, Remote Office users are delivered their own group Caller ID (to identify a Remote Office call). |
| Selective Call Acceptance | Selective Call Acceptance is not triggered when an incoming call has its Caller ID blocked, unless the call is intra-group. |

| Service | Interaction Description |
|--------------------------|---|
| Selective Call Rejection | Selective Call Rejection is not triggered when an incoming call has its Caller ID blocked, unless the call is intra-group. |
| Sequential Ring | When an incoming call has its caller ID blocked, it only activates Sequential Ring based on the non-caller ID related criteria, unless it has specifically configured to trigger on calls with the caller ID blocked. |
| Shared Call Appearance | The Caller ID blocking status of an incoming call applies to all locations configured through Shared Call Appearance. |
| Simultaneous Ringing | The Caller ID presentation indicator is preserved for calls redirected by Simultaneous Ringing. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | Three-Way Calling and Call Waiting can be used interchangeably from the Call Manager. However, once a session is started one way or another, the flash can only be used in the context of the service that was used first. |
| Voice Messaging | When calling the voice portal as an intra-group call, callers are only prompted for their passcode. When calling the Voice Portal from an external phone alias, the Voice Portal prompts for the mailbox ID if the incoming Caller ID is blocked; otherwise it prompts only for the passcode. |
| Web Portal Call Logs | Incoming calls with the caller ID blocked are reported without the phone number in the Web Portal Call Logs. |

22 Caller ID Blocking – Per-call

| Service | Interaction Description |
|------------------------------------|---|
| Caller ID Delivery – Persistent | Per-call Caller ID blocking blocks the presentation of the Caller ID to the called party, unless the call is dialed as intra-group. |
| Caller ID Delivery – Per-call | Per-call Caller ID Delivery and per-call Caller ID blocking can be used on the same call; the last one dialed applies to the call. |
| Caller ID Restriction Override | Caller ID Restriction Override has precedence over Caller ID blocking for incoming calls, and presents the caller ID regardless of the presentation indicator. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | The Call Manager displays the name and number according to the Caller ID and the presentation indicator received from the other party. |
| Web Express | When an incoming call has the Caller ID blocked, the Web Express Caller ID-based criteria fail (busy, unavailable) and the default behavior applies. |
| Consultation Hold | The per-call Caller ID Blocking Feature Access Code can be dialed prior to a phone number on a Consultation Hold call leg. |
| Custom Ringback | Incoming calls with the caller ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the caller ID blocked, or other non-caller ID related criteria apply. |
| Directed Call Pickup | The Caller ID presentation indicator of the user applies to the picked-up party, and the Caller ID of the picked up party is not delivered to the user, if private. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | These services have no specific interactions. |
| Extension Dialing | The Caller ID cannot be blocked for intra-group calls dialed as 10-digits (national number without prefix) and extensions. The Caller ID can be blocked for all other dialing methods. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | Calls made by a Hoteling guest use the caller ID and presentation of the guest, not of the host. |
| Last Number Redial | When the Caller ID is blocked for the current call and Last Number Redial is used to redial, the Caller ID blocking is not reapplied to the call automatically. |
| Priority Alert | Priority Alert is not triggered when an incoming call has its Caller ID blocked. |
| Push To Talk | When the caller ID of a user is blocked, PTT calls from that user override the black and white list restrictions of the called party to maintain caller ID privacy. |
| Remote Office | When receiving a call with the Caller ID blocked, Remote Office users are delivered their own group Caller ID (to identify a Remote Office call). |
| Selective Call Acceptance | Selective Call Acceptance is not triggered when an incoming call has its Caller ID blocked, unless the call is intra-group. |
| Selective Call Rejection | Selective Call Rejection is not triggered when an incoming call has its Caller ID blocked, unless the call is intra-group. |

| Service | Interaction Description |
|------------------------|---|
| Sequential Ring | When an incoming call has its caller ID blocked, it only activates Sequential Ring based on the non-caller ID related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked. |
| Shared Call Appearance | The Caller ID blocking status of an incoming call applies to all locations configured through Shared Call Appearance. |
| Simultaneous Ringing | The Caller ID presentation indicator is preserved for calls redirected by Simultaneous Ringing. |
| Speed Dial 8 | The Caller ID blocking Feature Access Code may be mapped to a speed code, alone or as part of a phone number. |
| Speed Dial 100 | The Caller ID blocking Feature Access Code may be mapped to a speed code, alone or as part of a phone number. |
| Three-Way Calling | <p>The Caller ID blocking Feature Access Code can be dialed when dialing the second (add-on) leg of a Three-Way Calling.</p> <p>Dialing the Caller ID blocking Feature Access Code on the first leg does not automatically apply to the second leg (Feature Access Code must be dialed explicitly on each leg.)</p> |
| Voice Messaging | When calling the voice portal as an intra-group call, callers are only prompted for their passcode. When calling the Voice Portal from an external phone alias, the Voice Portal prompts for the mailbox ID if the incoming Caller ID is blocked; otherwise it prompts only for the passcode. |
| Web Portal Call Logs | Incoming calls with the caller ID blocked are reported without the phone number in the Web Portal Call Logs. |

23 Caller ID Delivery – Persistent

| Service | Interaction Description |
|------------------------------------|--|
| Caller ID Delivery – Per-call | When Caller ID delivery is active persistently, the per-call Caller ID delivery Feature Access Code can be used but has no impact. |
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | The Call Manager displays the name and number according to the Caller ID and the presentation indicator received from the other party. |
| Web Express | These services have no specific interactions. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | Incoming calls with the caller ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the caller ID blocked, or other non-caller ID related criteria apply. |
| Directed Call Pickup | The Caller ID of the picked up party gets delivered to the user if available and public. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | These services have no specific interactions. |
| Extension Dialing | The Caller ID is always presented for intra-group calls dialed as extensions. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | Calls made by a Hoteling guest use the caller ID and presentation of the guest, not of the host. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | When the caller ID of a user is blocked, PTT calls from that user override the black and white list restrictions of the called party to maintain the caller ID privacy. |
| Remote Office | Upon originating a call, the Remote Office subscriber is delivered his/her own Caller ID. Upon receiving a call, the Remote Office user is delivered the calling party's Caller ID, when available and public. |
| Selective Call Acceptance | Selective Call Rejection only applies when a Caller ID is delivered and not blocked. Otherwise, the call is allowed to terminate normally. |
| Selective Call Rejection | Selective Call Rejection only applies when a Caller ID is delivered and not blocked. Otherwise, the call is allowed to terminate normally. |
| Sequential Ring | When an incoming call has its caller ID blocked, it only activates Sequential Ring based on the non-caller ID related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked. |
| Shared Call Appearance | The Caller ID is delivered to all locations of a Shared Call Appearance user. The Caller ID is delivered to the locations of a Shared Call Appearance upon retrieving from any location. |
| Simultaneous Ringing | The original caller ID is delivered to all Simultaneous Ringing locations. |
| Speed Dial 8 | These services have no specific interactions. |



| Service | Interaction Description |
|----------------------|--|
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | When available, the number of the party who left a message is stored and can be played back as part of the message envelope. |
| Web Portal Call Logs | Incoming calls with the caller ID blocked are reported without the phone number in the Web Portal Call Logs. |

24 Caller ID Delivery – Per-call

| Service | Interaction Description |
|------------------------------------|---|
| Caller ID Restriction Override | These services have no specific interactions. |
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | The Call Manager displays the name and number according to the Caller ID and the presentation indicator received from the other party. |
| Web Express | When used to override persistent Caller ID blocking, per-call Caller ID delivery allows the number-based rules of Web Express to apply on the called party. |
| Consultation Hold | The per-call Caller ID Delivery Feature Access Code can be dialed prior to a phone number on a Consultation Hold call leg. |
| Custom Ringback | Incoming calls with the caller ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the caller ID blocked, or other non-caller ID related criteria apply. |
| Directed Call Pickup | The Caller ID of the picked up party gets delivered to the user, if available and public. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | These services have no specific interactions. |
| Extension Dialing | The Caller ID is always presented for intra-group calls dialed as extensions. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | Calls made by a Hoteling guest use the caller ID and presentation of the guest, not of the host. |
| Last Number Redial | When the per-call Caller ID Delivery Feature Access Code is used for the current call and Last Number Redial is used to redial, the Feature Access Code is not reapplied to the call automatically; it must be dialed explicitly. |
| Priority Alert | Priority Alert is not triggered when an incoming call has its Caller ID blocked. Per-call Caller ID delivery allows it to be triggered at the called party. |
| Push To Talk | When the caller ID of a user is blocked, PTT calls from that user override the black and white list restrictions of the called party to maintain caller ID privacy. |
| Remote Office | Upon originating a call, the Remote Office subscriber is delivered his/her own Caller ID. Upon receiving a call, the Remote Office user is delivered the calling party's Caller ID, when available and public. |
| Selective Call Acceptance | Selective Call Acceptance only applies when a Caller ID is delivered and not blocked. |
| Selective Call Rejection | Selective Call Rejection only applies when a Caller ID is delivered and not blocked. |
| Sequential Ring | When an incoming call has its caller ID blocked, it only activates Sequential Ring based on the non-caller ID related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked. |

| Service | Interaction Description |
|------------------------|---|
| Shared Call Appearance | <p>The Caller ID is delivered to all locations of a Shared Call Appearance user.</p> <p>The Caller ID is delivered to the locations of a Shared Call Appearance upon retrieving from any location.</p> |
| Simultaneous Ringing | <p>The original caller ID is delivered to all Simultaneous Ringing locations.</p> |
| Speed Dial 8 | <p>The per-call Caller ID delivery Feature Access Code may be mapped to a speed code, alone or as part of a phone number.</p> |
| Speed Dial 100 | <p>The per-call Caller ID delivery Feature Access Code may be mapped to a speed code, alone or as part of a phone number.</p> |
| Three-Way Calling | <p>The per-call Caller ID delivery Feature Access Code can be dialed when dialing the second (add-on) leg of a Three-Way Calling.</p> <p>Dialing the per-call Caller ID delivery Feature Access Code on the first leg does not automatically apply to the second leg (Feature Access Code must be dialed explicitly on each leg.)</p> |
| Voice Messaging | <p>When calling the voice portal as an intra-group call, callers are only prompted for their passcode. When calling the VP from an external phone alias, the VP prompts for the mailbox ID if the incoming Caller ID is blocked; otherwise it prompts only for the passcode.</p> |
| Web Portal Call Logs | <p>Incoming calls with the caller ID blocked are reported without the phone number in the Web Portal Call Logs.</p> |

25 Caller ID Restriction Override

| Service | Interaction Description |
|------------------------------------|--|
| Cancel Call Waiting – Persistent | These services have no specific interactions. |
| Cancel Call Waiting – Per-call | These services have no specific interactions. |
| Call Manager | When Caller ID Restriction Override is active for a user, the Call Manager of that user always displays the caller ID of the incoming call, if it is available. |
| Web Express | When Caller ID Restriction Override is active for a user, Web screens calls as if the caller ID was provided, even if they are blocked by the callers. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | When Caller ID Restriction Override is active for a user, Custom Ringback screens the incoming caller ID, even if it is blocked by the calling party. |
| Directed Call Pickup | When Caller ID Restriction Override is active for a user, calls picked up by that user have their caller ID displayed, even if they are blocked by the caller. |
| Directed Call Pickup with Barge-in | When Caller ID Restriction Override is active for a user, calls picked up or barged-in upon by that user have their caller ID displayed, even if they are blocked by the caller(s). |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | These services have no specific interactions. |
| Extension Dialing | These services have no specific interactions. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | When Caller ID Restriction Override is active for a user, Priority Alert screens the incoming caller ID, even if it is blocked by the calling party. |
| Push To Talk | When the caller ID of a user is blocked, PTT calls from that user override the black and white list restrictions of the called party to maintain caller ID privacy. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | When Caller ID Restriction Override is active for a user, Selective Call Acceptance screens the incoming caller ID, even if it is blocked by the calling party. |
| Selective Call Rejection | When Caller ID Restriction Override is active for a user, Selective Call Acceptance screens the incoming caller ID even if it is blocked by the calling party. |
| Sequential Ring | When Caller ID Restriction Override is active for a user, Sequential Ring screens the incoming caller ID even if it is blocked by the calling party. |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | Caller ID Restriction Override only applies to the user and does not apply to forwarded-to parties. Hence, if the caller ID is blocked, it gets presented to the Caller ID Restriction Override user, but it does not get presented to the forwarded-to party, unless that party also has the Caller ID Restriction Override service assigned. |
| Speed Dial 8 | These services have no specific interactions. |

| Service | Interaction Description |
|----------------------|--|
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | When Caller ID Restriction Override is active for a user, the caller ID of the user is passed to the voice messaging service and can be played as part of the envelope or called back, even if it is blocked by the calling party. |
| Web Portal Call Logs | When the Calling Line ID Blocking Override is active, the phone number of all incoming calls are captured in the logs, regardless of their presentation indicator. |

26 Cancel Call Waiting – Persistent

| Service | Interaction Description |
|------------------------------------|---|
| Cancel Call Waiting – Per-call | The per-call Cancel Call Waiting feature access code can be dialed while Cancel Call Waiting is disabled persistently and it has no impact. |
| Call Manager | Cancel Call Waiting prevents Call Waiting sessions even if the Call Manager is assigned to a user. |
| Web Express | These services have no specific interactions. |
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | These services have no specific interactions. |
| Directed Call Pickup | These services have no specific interactions. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | Do Not Disturb takes precedence over Call Waiting (and Cancel Call Waiting). |
| Extension Dialing | These services have no specific interactions. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | When Cancel Call Waiting is active, Call Waiting is never started and Priority Alert only applies to power ringing. |
| Push To Talk | These services have no specific interactions. |
| Remote Office | Cancel Call Waiting only applies to WANeticss calls. Calls terminating directly on the Remote Office location may still trigger Call Waiting. |
| Selective Call Acceptance | Selective Call Acceptance has precedence over Call Waiting (and Cancel Call Waiting). |
| Selective Call Rejection | Selective Call Rejection has precedence over Call Waiting (and Cancel Call Waiting). |
| Sequential Ring | These services have no specific interactions. |
| Shared Call Appearance | Cancel Call Waiting applies equally to all locations of a Shared Call Appearance user. |
| Simultaneous Ringing | If Cancel Call Waiting prevents a call from alerting a user, Simultaneous Ringing is not started for that call and busy processing is provided. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Cancel Call Waiting does not interact directly with Voice Messaging but may cause Voice Messaging forwarding on a busy condition if the user is already busy on a call. |
| Web Portal Call Logs | These services have no specific interactions. |

27 Cancel Call Waiting – Per-call

| Service | Interaction Description |
|------------------------------------|---|
| Call Manager | The Cancel Call Waiting Feature Access Code can be dialed from the Call Manager, as a standalone code or as a prefix to the dialed number. |
| Web Express | These services have no specific interactions. |
| Consultation Hold | The Cancel Call Waiting Feature Access Code can be dialed while on a Consultation Hold call leg. |
| Custom Ringback | These services have no specific interactions. |
| Directed Call Pickup | These services have no specific interactions. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | Do Not Disturb takes precedence over Call Waiting (and Cancel Call Waiting). |
| Extension Dialing | These services have no specific interactions. |
| Flash Call Hold | The Cancel Call Waiting Feature Access Code can be dialed while on a Flash Call Hold call leg. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | When the per-call Cancel Call Waiting Feature Access Code is used for the current call and Last Number Redial is used to redial, the Feature Access Code is not reapplied to the call automatically, it must be dialed explicitly. |
| Priority Alert | When Cancel Call Waiting is active, Priority Alert only applies to power ringing. |
| Push To Talk | Call Waiting per-call can be used prior to dialing a Push To Talk call, or after a flash-hook during the Push To Talk call. |
| Remote Office | Remote Office users can only dial the Cancel Call Waiting Feature Access Code through the Call Manager. Cancel Call Waiting only applies to WANeticss calls. Calls terminating directly on the Remote Office location may still trigger Call Waiting. |
| Selective Call Acceptance | Selective Call Acceptance has precedence over Call Waiting (and Cancel Call Waiting). |
| Selective Call Rejection | Selective Call Rejection has precedence over Call Waiting (and Cancel Call Waiting). |
| Sequential Ring | These services have no specific interactions. |
| Shared Call Appearance | The Cancel Call Waiting Feature Access Code can be dialed from any active location and applies equally to all locations of a Shared Call Appearance user. |
| Simultaneous Ringing | If Cancel Call Waiting prevents a call from alerting a user, Simultaneous Ringing is not started for that call and busy processing is provided. |
| Speed Dial 8 | The Cancel Call Waiting Feature Access Code can be assigned to a speed code, alone or as a prefix to a dialed number. |
| Speed Dial 100 | The Cancel Call Waiting Feature Access Code can be assigned to a speed code, alone or as a prefix to a dialed number. |
| Three-Way Calling | The Cancel Call Waiting Feature Access Code can be dialed as a prefix to the add-on leg dialed number, and applies for as long as this leg is active. |
| Voice Messaging | Cancel Call Waiting does not interact directly with Voice Messaging but may cause Voice Messaging forwarding on a busy condition if the user is already busy on a call. |
| Web Portal Call Logs | These services have no specific interactions. |

28 Call Manager

| Service | Interaction Description |
|------------------------------------|--|
| Web Express | The Web Express profile is displayed and can be changed from the Call Manager. |
| Consultation Hold | Flashing the switch-hook during a call (to put the other party on Consultation Hold) causes that party to show as Held on the Call Manager. Holding a party on the Call Manager while no other call is active puts that party on Consultation Hold. |
| Custom Ringback | These services have no specific interactions. |
| Directed Call Pickup | Call can be picked up using the Call Manager to dial the Directed Call Pickup Feature Access Code and desired extension. |
| Directed Call Pickup with Barge-in | The Directed Call Pickup with Barge in feature access code can be dialed from the Call Manager, optionally followed by the picked up extension. |
| Diversion Inhibitor | Activating Diversion Inhibitor on a call does not prevent the called party from transferring the call to Voice Mail or Blind Transferring the call. |
| Do Not Disturb | The Do Not Disturb status is shown on the Call Manager and the Do Not Disturb page can be accessed from the Call Manager. |
| Extension Dialing | Extensions can be called from the Call Manager. |
| Flash Call Hold | The Flash Call Hold service has the following interactions with the Call Manager: Calls show up as held calls as soon as the user flashes the switch-hook during a call. The use of the Flash Call Hold Feature Access Code after the flash does not change the status of the call (held) on the Call Manager. If a call was held with Flash Call Hold, flashing the switch-hook again leaves the call appear in the held state on the Call Manager as long as the call has not been explicitly retrieved by entering the Flash Call Hold Feature Access Code again. Clicking the Talk button can be used to reconnect to calls held by Flash Call Hold, call waiting hold or consultation hold. In all cases, the nature of the session is persisted so further interactions using the flash remain the same. Clicking the conference button can be used to conference parties held by Flash Call Hold, call waiting hold or consultation Hold. |
| Hoteling | Click To Dial calls originated with the Call Manager alert the host device where the guest is logged on. |
| Last Number Redial | Last Number Redial can be invoked by clicking "Redial" on the Call Manager, or by dialing the Last Number Redial Feature Access Code with the Call Manager Dial capability. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Push To Talk calls can be initiated via the Call Manager and applies to the call toward the called party (not to the call to the originator's device). |
| Remote Office | Remote Office users must use the Call Manager to originate and control WANeticss calls (hold, retrieve, conference). Users can see the Remote Office status through the Call Manager and access the Remote Office configuration page. |
| Selective Call Acceptance | These services have no specific interactions. |
| Selective Call Rejection | These services have no specific interactions. |
| Sequential Ring | These services have no specific interactions. |

| Service | Interaction Description |
|------------------------|--|
| Shared Call Appearance | A single Call Manager is available for all Shared Call Appearance locations. Calls originated through the Call Manager only ring the primary location. Calls held and retrieved from different locations do not get updated in the Call Manager display window. Calls to IP phones cannot be held from the Call Manager. |
| Simultaneous Ringing | These services have no specific interactions. |
| Speed Dial 8 | Speed codes can be programmed and dialed from the Call Manager. |
| Speed Dial 100 | Speed codes can be programmed and dialed from the Call Manager. |
| Three-Way Calling | Three-way calls can be initiated and controlled from the Call Manager. |
| Voice Messaging | Active calls can be transferred directly to the user's or any group member's voice mailbox from the Call Manager. |
| Web Portal Call Logs | These services have no specific interactions. |

29 Web Express

| Service | Interaction Description |
|------------------------------------|---|
| Consultation Hold | These services have no specific interactions. |
| Custom Ringback | These services have no specific interactions. |
| Directed Call Pickup | These services have no specific interactions. |
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | Diversion Inhibitor prevents the called party from redirecting the call with Web Express. |
| Do Not Disturb | The "None" and "Available" profiles honor Do Not Disturb, whereas other profiles override it. |
| Extension Dialing | Extensions can be used in the configuration of Web Express. However, screening on extension only applies to calls from extension-only users. Full numbers should be used otherwise. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | The "None" and "Available" profiles allow calls to terminate to the user and honor Priority Alert as applicable, whereas the other profiles do not. |
| Push To Talk | These services have no specific interactions. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | Selective Call Acceptance has precedence over Web Express. If Selective Call Acceptance allows a call to terminate, Web Express applies. |
| Selective Call Rejection | Selective Call Rejection has precedence over CE. If Selective Call Acceptance allows a call to terminate, Web Express applies. |
| Sequential Ring | The service precedence depends on the underlying services used by Web Express (CPE). For example, if the chosen CPE profile results in having Call Forwarding Always active, then Sequential Ring is not activated and the call forwards to the destination configured in by CPE. |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | Web Express has precedence over Simultaneous Ringing and only alerts the primary and secondary locations if Web Express allows for it. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Web Express makes use of the user's Voice Messaging service and overrides Voice Messaging redirection. If a user does not have Voice Messaging, Web Express dispositions making use of it are ignored. |
| Web Portal Call Logs | These services have no specific interactions. |

30 Consultation Hold

| Service | Interaction Description |
|------------------------------------|---|
| Custom Ringback | Custom Ringback is provided to the add-on call as applicable. |
| Directed Call Pickup | Directed Call Pickup can be used pickup a call on a Consultation Hold call leg. |
| Directed Call Pickup with Barge-in | For as long as the picked up user is involved in a single call, a user can barge in on that user that has put a call on hold. In this case, the conference is established but the call between the user who barged in and the barged-in upon user remains on hold. The other party gets connected to the party who barged in. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | The Do Not Disturb Feature Access Code can be dialed on a Consultation Hold call leg. |
| Extension Dialing | Extensions can be dialed on a Consultation Hold call leg. |
| Flash Call Hold | <p>The Flash Call Hold service changes some of the existing Consultation Hold functionality. The changes listed below only apply to the flash method.</p> <p>Consultation Hold is invoked by flashing the switch-hook during a two-party call, and results in special dial tone. At this point, users who are assigned the Flash Call Hold service can perform the following actions immediately after flashing:</p> <ul style="list-style-type: none"> Dial the Flash Call Hold Feature Access Code to hold the active call; Flash again (twice) to reconnect to the held party. <p>The following actions can be performed with or without dialing the Flash Call Hold Feature Access Code. When these actions are performed immediately after flashing the switch-hook (the Flash Call Hold Feature Access Code is not dialed), all parties are bridged over a conference upon flashing again. When the Flash Call Hold Feature Access Code is used first, flashing the switch-hook again results in special dial tone and the parties are not bridged.</p> <ul style="list-style-type: none"> Dial an add-on party; Dial the Call Return Feature Access Code; Dial the Last Number Redial Feature Access Code; Dial the Call Park Retrieve Feature Access Code; <p>Most other Feature Access Code codes (for example, Call Forward Always programming Feature Access Code).</p> <p>These actions are not possible if two calls are already active. If two calls (one held, one active) are up, the flash is interpreted as follows:</p> <ul style="list-style-type: none"> If the second call results from a call waiting session, flashing toggles between the two parties (that is, call waiting hold); If the second call was originated after a consultation hold (that is, no Flash Call Hold Feature Access Code), flashing conferences the three parties. If the second call was originated after holding the first party with Flash Call Hold, flashing should result in recall dial tone. The user can then only enter the Flash Call Hold Feature Access Code to toggle between the two parties (that is, no other actions are possible). If another number is dialed (or if nothing is dialed), the Flash Call Hold service provides a reorder tone for approximately 5 seconds, and then reconnects the user with the last active call. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | The Last number Redial Feature Access Code can be dialed on a Consultation Hold call leg. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Push To Talk can be used to make a consultation call. |

| Service | Interaction Description |
|---------------------------|--|
| Remote Office | Consultation Hold is available to Remote Office users through the Call Manager since these users cannot use the flash. |
| Selective Call Acceptance | These services have no specific interactions. |
| Selective Call Rejection | These services have no specific interactions. |
| Sequential Ring | These services have no specific interactions. |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | These services have no specific interactions. |
| Speed Dial 8 | Speed codes can be dialed and programmed on a Consultation Hold call leg. |
| Speed Dial 100 | Speed codes can be dialed and programmed on a Consultation Hold call leg. |
| Three-Way Calling | Three-Way Calling can be performed by joining a Consultation Hold call leg with a held call leg, or by clicking the Conference button on the Call Manager. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | Consultation calls are captured by the Web Portal Call Logs. |

31 Custom Ringback

| Service | Interaction Description |
|------------------------------------|--|
| Directed Call Pickup | Directed Call Pickup can be used to pick up a call that is receiving Custom Ringback. |
| Directed Call Pickup with Barge-in | Directed Call Pickup can be used to pick up a call that is receiving Custom Ringback. |
| Diversion Inhibitor | These services have no specific interactions. |
| Do Not Disturb | Custom Ringback is never provided when Do Not Disturb is active. |
| Extension Dialing | These services have no specific interactions. |
| Flash Call Hold | These services have no specific interactions. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Push To Talk calls are subject to Custom Ringback when forced off-hook does not apply to the call. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | Calls blocked by Selective Call Acceptance are not subject to Custom Ringback. |
| Selective Call Rejection | Calls blocked by Selective Call Rejection are not subject to Custom Ringback. |
| Sequential Ring | If Sequential Ring applies on a call, the caller hears the Sequential Ring announcements, with regular ringback between comfort messages. Custom Ringback does not apply then. |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | The caller hears custom ringback as per the primary location's profile while Simultaneous Ringing is alerting the secondary locations. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | When an alerting party is conferenced while providing custom ringback, the custom ringback is heard by all parties on the conference. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | These services have no specific interactions. |

32 Directed Call Pickup

| Service | Interaction Description |
|------------------------------------|---|
| Directed Call Pickup with Barge-in | These services have no specific interactions. |
| Diversion Inhibitor | Diversion Inhibitor does not prevent another party from picking up the call. |
| Do Not Disturb | These services have no specific interactions. |
| Extension Dialing | Directed Call Pickup makes use of extensions to identify the user to pick up. It is not possible to pick up a call from a user without extension with Directed Call Pickup. |
| Flash Call Hold | Directed Call Pickup can be used to establish a new call leg after holding the other party. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | PTT calls cannot be picked up or barged in on using the Call Pickup, Directed Call Pickup, or Directed Call Pickup with Barge-in services. Attempts to pick up or barge in on a PTT call result in the pick-up or barge-in request being denied with reorder treatment. |
| Remote Office | Directed Call Pickup can only be used through the Call Manager when using Remote Office. |
| Selective Call Acceptance | It is possible to pick up calls that would normally be blocked by Selective Call Acceptance. |
| Selective Call Rejection | It is possible to pick up calls that would normally be blocked by Selective Call Rejection. |
| Sequential Ring | Another user using Call Pickup, no matter which location is being alerted, can still pick up a call to a user being alerted by Sequential Ring. |
| Shared Call Appearance | Directed Call Pickup can be used from any active location. When used through the Call Manager, only the primary location is used, if no other location is active. |
| Simultaneous Ringing | These services have no specific interactions. |
| Speed Dial 8 | The Directed Call Pickup Feature access code can be associated with a speed code, with or without an extension. Dialing the associated speed code, results in picking up the selected extension. |
| Speed Dial 100 | The Directed Call Pickup Feature access code can be associated with a speed code, with or without an extension. Dialing the associated speed code, results in picking up the selected extension. |
| Three-Way Calling | A picked up party can be conferenced. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | Picked up calls are reported in the Web Portal Call Logs. |

33 Directed Call Pickup with Barge-in

| Service | Interaction Description |
|---------------------------|--|
| Diversion Inhibitor | Diversion Inhibitor does not prevent another party from picking up the call. |
| Do Not Disturb | Users can barge onto another user that has activated Do Not Disturb. |
| Extension Dialing | These services have no specific interactions. |
| Flash Call Hold | In this case, the conference is established but the call between the user who barged in and the barged-in upon user remains on hold. The other party gets connected to the party who barged in. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | PTT calls cannot be picked up or barged in on using the Call Pickup, Directed Call Pickup, or Directed Call Pickup with Barge-in services. Attempts to pick up or barge in on a PTT call results in the pick-up or barge-in request being denied with reorder treatment. |
| Remote Office | Barge-in can be used between Remote Office users. |
| Selective Call Acceptance | Barge-in has precedence over the Selective Call Acceptance service on the picked up user and can be used even if calls from the user would normally be blocked. |
| Selective Call Rejection | Barge-in has precedence over the Selective Call Rejection service on the picked up user and can be used even if calls from the user would normally be blocked. |
| Sequential Ring | Another user using Call Pickup, no matter which location is being alerted, can still pick up a call to a user being alerted by Sequential Ring. |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | These services have no specific interactions. |
| Speed Dial 8 | The Directed Call Pickup with Barge-in Feature Access Code can be assigned to a speed dial code, with or without an extension. |
| Three-Way Calling | Barge-in results in a three-way call session where the user is the controller, the picked up user is the original party, and the other user is the add-on party. It is not possible to barge onto a user already in a three-way call. |
| Voice Messaging | It is possible to barge-in on a user connected to voice mail. |
| Web Portal Call Logs | Picked-up calls are reported in the Web Portal Call Logs. |

34 Diversion Inhibitor

| Service | Interaction Description |
|---------------------------|---|
| Do Not Disturb | These services have no specific interactions. |
| Extension Dialing | Diversion Inhibitor can be used with extension dialing. |
| Flash Call Hold | Diversion Inhibitor can be used when originating a call after flash call hold. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | These services have no specific interactions. |
| Remote Office | Diversion Inhibitor allows a call to be diverted to a remote office location on the called party. |
| Selective Call Acceptance | These services have no specific interactions. |
| Selective Call Rejection | These services have no specific interactions. |
| Sequential Ring | Diversion Inhibitor prevents sequential ring from starting on the called party. |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | Diversion Inhibitor prevents simultaneous ring from starting on the called party. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Call 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Diversion Inhibitor prevents a call from being redirected to Voice Mail by the called party. |
| Web Portal Call Logs | These services have no specific interactions. |

35 Do Not Disturb

| Service | Interaction Description |
|---------------------------|---|
| Extension Dialing | These services have no specific interactions. |
| Flash Call Hold | The Do Not Disturb Feature Access Code can be dialed from after putting a call on hold with Flash Call Hold. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | Priority Alert only applies if a call is allowed to alert the user, which is not the case when Do Not Disturb is active. |
| Push To Talk | When DND is active, Push To Talk calls receive busy processing. If the call is redirected, then the call continues to be treated as a Push To Talk origination at the new destination. |
| Remote Office | These services have no specific interactions. |
| Selective Call Acceptance | Selective Call Acceptance has precedence over Do Not Disturb. If a call is allowed to terminate by Selective Call Acceptance, Do Not Disturb applies as usual. |
| Selective Call Rejection | Selective Call Rejection has precedence over Do Not Disturb. If a call is allowed to terminate by Selective Call Rejection, Do Not Disturb applies as usual. |
| Sequential Ring | The Do Not Disturb service has precedence over Sequential Ring. |
| Shared Call Appearance | Do Not Disturb applies to all Shared Call Appearance locations. |
| Simultaneous Ringing | Do Not Disturb applies to primary and secondary Simultaneous Ringing locations. |
| Speed Dial 8 | The Do Not Disturb Feature Access Code can be programmed as speed code. |
| Speed Dial 100 | The Do Not Disturb Feature Access Code can be programmed as speed code. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | Do Not Disturb results in busy processing, which may trigger Voice Messaging busy forwarding, if applicable. |
| Web Portal Call Logs | Calls blocked by DND are reported in the Web Portal Call Logs. |

36 Extension Dialing

| Service | Interaction Description |
|---------------------------|--|
| Flash Call Hold | Extension Dialing can be used to originate a call after putting a call on hold with Flash Call Hold. |
| Hoteling | These services have no specific interactions. |
| Last Number Redial | Last Number Redial can be used to re-originate a call made with Extension Dialing. |
| Priority Alert | Extensions can be configured as Priority Alert screening numbers but should only be used for extension-only callers. Otherwise, full numbers should be used. |
| Push To Talk | Push To Talk calls can be made using extension dialing. |
| Remote Office | Extension Dialing can only be used from the Call Manager by Remote Office users. |
| Selective Call Acceptance | Extensions can be configured as Selective Call Acceptance screening numbers but should only be used for extension-only callers. Otherwise, full numbers should be used. |
| Selective Call Rejection | Extensions can be configured as Selective Call Rejection screening numbers but should only be used for extension-only callers. Otherwise, full numbers should be used. |
| Sequential Ring | Sequential Ring can identify locations with extensions. |
| Shared Call Appearance | These services have no specific interactions. |
| Simultaneous Ringing | Extensions can be used as Simultaneous Ringing destinations as long as the secondary locations belong to the same group as the primary location; otherwise full number should be used. |
| Speed Dial 8 | Extensions can be associated with speed codes. |
| Speed Dial 100 | Extensions can be associated with speed codes. |
| Three-Way Calling | Extensions can be used to originate call legs. |
| Voice Messaging | The voice portal can be called with extension dialing. |
| Web Portal Call Logs | These services have no specific interactions. |

37 Flash Call Hold

| Service | Interaction Description |
|---------------------------|--|
| Hoteling | These services have no specific interactions. |
| Last Number Redial | Last Number Redial can be used to originate a new call after a party is held with Flash Call Hold. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | Push To Talk can be used after a flash, which results in a Push To Talk consultation call. |
| Remote Office | Flash Call Hold is not available to Remote Office users. |
| Selective Call Acceptance | These services have no specific interactions. |
| Selective Call Rejection | These services have no specific interactions. |
| Sequential Ring | These services have no specific interactions. |
| Shared Call Appearance | Flash Call Hold can be used by any analog phone in a Shared Call Appearance configuration. If the user goes on-hook after holding the call, all Shared Call Appearance are recalled, and any phone (analog or IP) can be used to answer the recall and be connected to the other party. |
| Simultaneous Ringing | These services have no specific interactions. |
| Speed Dial 8 | The Flash Call Hold Feature Access Code can be associated with a speed code. |
| Speed Dial 100 | The Flash Call Hold Feature Access Code can be associated with a speed code. |
| Three-Way Calling | When a call gets held by Flash Call Hold, flashing the switch-hook again during an add-on call does not conference the parties, but rather returns a special dial tone. The only way to conference all parties in that situation is to use the 3-way button on the Call Manager. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | These services have no specific interactions. |

38 Hoteling

| Service | Interaction Description |
|---------------------------|---|
| Last Number Redial | These services have no specific interactions. |
| Priority Alert | These services have no specific interactions. |
| Push To Talk | These services have no specific interactions. |
| Remote Office | <p>If the host user has Remote Office, then the remote office location will be alerted (on incoming calls to the host). Also, the host user can make outgoing calls from the remote office location using the Call Manager.</p> <p>If the guest user has Remote Office, then the configured remote office location for the guest user will be alerted (on incoming calls to the guest). The host device or original guest device will not be alerted.</p> |
| Selective Call Acceptance | These services have no specific interactions. |
| Selective Call Rejection | These services have no specific interactions. |
| Sequential Ring | <p>If the host user has Sequential Ring, then the host primary device is not alerted (on incoming calls to the host). Secondary numbers are alerted if configured.</p> <p>If the guest user has Sequential Ring, the associated host device is alerted (on incoming calls to the guest) along with configured simultaneous ring numbers. The original primary guest device is not alerted.</p> |
| Shared Call Appearance | <p>If the host user has Shared Call Appearance, then the host primary device will not be alerted (on incoming calls to the host). Secondary devices will be alerted if configured.</p> <p>If the guest user has Shared Call Appearance, then the associated host device will be alerted (on incoming calls to the guest) along with secondary devices configured for the guest. The original primary guest device will not be alerted.</p> |
| Simultaneous Ringing | <p>If the host user has Simultaneous Ringing, then the host primary device will not be alerted (on incoming calls to the host). Secondary numbers will be alerted if configured.</p> <p>If the guest user has Simultaneous Ringing, the associated host device will be alerted (on incoming calls to the guest) along with configured simultaneous ring numbers. The original primary guest device will not be alerted.</p> |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | These services have no specific interactions. |

39 Last Number Redial

| Service | Interaction Description |
|---------------------------|---|
| Priority Alert | These services have no specific interactions. |
| Push To Talk | The destination address for a PTT call cannot be another FAC (for example, LNR). If the address is an FAC, the call is routed to the network using the specified digits (since they are not recognized as an FAC) and the network generally provides treatment. |
| Remote Office | Last Number Redial must be used from the Call Manager by Remote Office users. |
| Selective Call Acceptance | These services have no specific interactions. |
| Selective Call Rejection | These services have no specific interactions. |
| Sequential Ring | These services have no specific interactions. |
| Shared Call Appearance | Last Number Redial can be used by any location of a Shared Call Appearance user to dial the last number called by that user on any Shared Call Appearance location. |
| Simultaneous Ringing | These services have no specific interactions. |
| Speed Dial 8 | The Last Number Redial Feature Access Code can be programmed against a speed code. Last Number Redial can be used to redial a speed code, or to program one. |
| Speed Dial 100 | The Last Number Redial Feature Access Code can be programmed against a speed code. Last Number Redial can be used to redial a speed code, or to program one. |
| Three-Way Calling | Last Number Redial can be used to initiate the add-on leg of a Three-Way Calling. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | Calls originated with Last Number Redial are captured in the Web Portal Call Logs. |

40 Priority Alert

| Service | Interaction Description |
|---------------------------|--|
| Push To Talk | When Push To Talk forced off-hook does not apply, the destination of a Push To Talk call triggers Priority Alert as usual. |
| Remote Office | Priority Alert distinctive alerting does not apply to Remote Office location. |
| Selective Call Acceptance | Selective Call Acceptance has precedence over Priority Alert. If a call is allowed to terminate by Selective Call Acceptance, Priority Alert applies as usual. |
| Selective Call Rejection | Selective Call Rejection has precedence over Priority Alert. If a call is allowed to terminate by Selective Call Rejection, Priority Alert applies as usual. |
| Sequential Ring | Priority Alert applies as usual to the Sequential Ring destinations. |
| Shared Call Appearance | Priority Alert distinctive alerting applies to all Shared Call Appearance locations of a user. |
| Simultaneous Ringing | Priority Alert only applies to the Simultaneous Ringing user and does not apply to the secondary locations. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | These services have no specific interactions. |

41 Push To Talk

| Service | Interaction Description |
|---------------------------|--|
| Remote Office | Push To Talk applies as usual to remote office users, except for the forced off-hook, which is never supported by Remote Office users. |
| Selective Call Acceptance | Selective Call Acceptance has precedence over Push To Talk for terminating calls. |
| Selective Call Rejection | Selective Call Rejection has precedence over Push To Talk for terminating calls. |
| Sequential Ring | Push To Talk applies as usual to the secondary Sequential Ring locations. |
| Shared Call Appearance | <p>Only a user's primary device is signaled to automatically answer incoming PTT calls when the Auto-Answer option is enabled.</p> <p>Shared Call Appearance devices are never signaled to automatically answer incoming PTT calls, regardless of the Auto-Answer option setting.</p> <p>If Auto-Answer is enabled and the user's primary device supports the after-answer parameter, then the primary device always answers the call (unless it is unreachable for some reason).</p> <p>However, a user with Shared Call Appearance devices may not always want their primary device to answer PTT calls. They may want to be able to choose which device they use for incoming PTT calls. If this is the case, the user must disable the Auto-Answer option so that a manual answer is required.</p> |
| Simultaneous Ringing | Push To Talk applies as usual to the secondary Simultaneous Ring locations. |
| Speed Dial 8 | The address for a PTT call can be a speed dial entry. If the address is a speed dial entry, then the address for the speed dial entry becomes the address for the PTT call. |
| Speed Dial 100 | The address for a PTT call can be a speed dial entry. If the address is a speed dial entry, then the address for the speed dial entry becomes the address for the PTT call. |



| Service | Interaction Description |
|----------------------|---|
| Three-Way Calling | Push To Talk can be used to originate any legs of a three-way call. Legs originated with Push To Talk retain their characteristics until the user releases the call (for example, upon a transfer). |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | Push To Talk calls are reported in the Web Portal Call logs. |

42 Remote Office

| Service | Interaction Description |
|---------------------------|---|
| Selective Call Acceptance | Selective Call Acceptance has precedence over Remote Office. Calls blocked by Selective Call Acceptance do not alert the Remote Office user. |
| Selective Call Rejection | Selective Call Rejection has precedence over Remote Office. Calls blocked by Selective Call Rejection do not alert the Remote Office user. |
| Sequential Ring | These services have no specific interactions. |
| Shared Call Appearance | Remote Office has precedence over Shared Call Appearance. When Remote Office is active, none of the user's endpoints are alerted. |
| Simultaneous Ringing | Simultaneous Ringing is executed before Remote Office so that all secondary destinations are alerted in addition to the Remote Office location, which replaces the user regular endpoint. |
| Speed Dial 8 | Speed codes cannot be dialed or programmed from a Remote Office phone. The Call Manager must be used instead. |
| Speed Dial 100 | Speed codes cannot be dialed or programmed from a Remote Office phone. The Call Manager must be used instead. |
| Three-Way Calling | Flash cannot be used from a Remote Office phone. The Call Manager must be used instead to manage a Three-Way Calling controlled by the user. |
| Voice Messaging | Voice Messaging applies as usual if the call is not answered by the Remote Office destination. Voice Messaging on the Remote Office line may interfere with 6DegreesIP Voice Messaging when assigned. |
| Web Portal Call Logs | Calls to and from Remote Office users are captured in Web Portal Call Logs. |

43 Selective Call Acceptance

| Service | Interaction Description |
|--------------------------|---|
| Selective Call Rejection | Selective Call Acceptance screening is applied before Selective Call Rejection screening. |
| Sequential Ring | The Selective Call Acceptance service has precedence over Sequential Ring. A call that is not accepted does not trigger Sequential Ring. If a location refuses the call because of Selective Call Acceptance, that destination is skipped and Sequential Ring attempts the next location. |
| Shared Call Appearance | Only calls allowed by Selective Call Acceptance are presented to Shared Call Appearance locations. |
| Simultaneous Ringing | Selective Call Acceptance has precedence over Simultaneous Ringing. Calls screened by Selective Call Acceptance do not alert the user. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | The user must flash twice to release the add-on party when getting the Selective Call Acceptance treatment on the add-on leg. |
| Voice Messaging | Selective Call Acceptance has precedence over Voice Messaging. Calls screened by the Selective Call Acceptance service do not go to Voice Messaging. |
| Web Portal Call Logs | Calls blocked by Selective Call Acceptance are reported in the Web Portal Call Logs. |

44 Selective Call Rejection

| Service | Interaction Description |
|------------------------|--|
| Sequential Ring | The Selective Call Rejection service has precedence over Sequential Ring. A rejected call does not trigger Sequential Ring. If a location refuses the call because of Selective Call Rejection, that destination is skipped and Sequential Ring attempts the next location. |
| Shared Call Appearance | Only calls allowed by Selective Call Rejection are presented to Shared Call Appearance locations. |
| Simultaneous Ringing | Selective Call Rejection has precedence over Simultaneous Ringing. Calls screened by Selective Call Rejection do not alert the user. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | The user must flash twice to release the add-on party when getting the Selective Call Rejection treatment on the add-on leg. |
| Voice Messaging | Selective Call Rejection has precedence over Voice Messaging. Calls screened by Selective Call Rejection do not go to Voice Messaging. |
| Web Portal Call Logs | Calls blocked by Selective Call Rejection are reported in the Web Portal Call Logs. |

45 Sequential Ring

| Service | Interaction Description |
|------------------------|---|
| Shared Call Appearance | The Shared Call Appearance locations are alerted in addition to the base location when Sequential Ring handles an incoming call. |
| Simultaneous Ringing | Sequential Ring has priority over Simultaneous Ring Personal (SRP). However, if the base location is alerted, then SRP triggers and rings any simultaneous locations. |
| Speed Dial 8 | Speed dial codes can be used as destinations for Sequential Ring. |
| Speed Dial 100 | Speed dial codes can be used as destinations for Sequential Ring. |
| Three-Way Calling | When Sequential Ring is activated on an add-on call, the Sequential Ring announcement can be conferenced with Three-Way Call. |
| Voice Messaging | If a Sequential Ring location rolls over to voice mail, the service ends and the caller is connected to voice mail. |
| Web Portal Call Logs | Calls that trigger Sequential Ring are captured in the Web Portal Call Logs. |

46 Shared Call Appearance

These interactions include the following related services:

- Enhanced Shared Call Appearance
- Multiple Call Arrangement

| Service | Interaction Description |
|----------------------|---|
| Simultaneous Ringing | Shared Call Appearance is transparent to Simultaneous Ringing so all Shared Call Appearance appearances jointly appear as the user's primary Simultaneous Ringing location. |
| Soft Client Support | Soft clients can be used as Shared Call Appearance locations. |
| Speed Dial 8 | Speed codes can be programmed and dialed from any of the user Shared Call Appearance locations. |
| Speed Dial 100 | Speed codes can be programmed and dialed from any of the user Shared Call Appearance locations. |
| Three-Way Calling | Any Shared Call Appearance location can be used to initiate or control a Three-Way Calling. Shared Call Appearance locations are transparent to Three-Way Calling. |
| Voice Messaging | Shared Call Appearance locations are transparent to Voice Messaging; they are all perceived as a single user. |
| Web Portal Call Logs | These services have no specific interactions. |

47 Simultaneous Ringing

| Service | Interaction Description |
|----------------------|---|
| Soft Client Support | Soft clients are transparent to Simultaneous Ringing and are processed as any other device. |
| Speed Dial 8 | These services have no specific interactions. |
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | These services have no specific interactions. |
| Voice Messaging | 6DegreesIP Voice Messaging only applies if the busy/no-answer condition is triggered on WANeticss before the call is answered on any of the Simultaneous Ringing locations. |
| Web Portal Call Logs | Calls that trigger Simultaneous Ringing are captured in the Web Portal Call Logs. |

48 Soft Client Support

| Service | Interaction Description |
|----------------------|---|
| Speed Dial 8 | Speed codes can be dialed and programmed from soft clients. |
| Speed Dial 100 | Speed codes can be dialed and programmed from soft clients. |
| Three-Way Calling | Some soft clients allow for native Three-Way Calling, in which case they provide the same interaction as IP phones. The Call Manager can be used to initiate Three-Way Calling through WANeticss when using a soft client. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | Calls involving the user are captured in the Web Portal Call Logs independently of the device used for them. |

49 Speed Dial 8

| Service | Interaction Description |
|----------------------|--|
| Speed Dial 100 | These services have no specific interactions. |
| Three-Way Calling | Speed codes can be used to initiate the add-on leg of a three-way call. Speed codes can be programmed on the add-on leg of a three-way call. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | Speed dial calls are captured in the Web Portal Call Logs. |

50 Speed Dial 100

| Service | Interaction Description |
|----------------------|--|
| Three-Way Calling | Speed codes can be used to initiate the add-on leg of a three-way call. Speed codes can be programmed on the add-on leg of a three-way call. |
| Voice Messaging | These services have no specific interactions. |
| Web Portal Call Logs | Speed dial calls are captured in the Web Portal Call Logs. |

51 Three-Way Calling

| Service | Interaction Description |
|----------------------|---|
| Voice Messaging | Users can leave or retrieve messages on the add-on leg of a three-way call. |
| Web Portal Call Logs | All call legs in a three-way call initiated by the user are captured in the Web Portal Call Logs. |

52 Voice Messaging

| Service | Interaction Description |
|----------------------|---|
| Web Portal Call Logs | Calls to voice mail are captured by the Web Portal Call Logs. Calls that roll over to voice mail are captured in the Web Portal Call Logs. |

53 Index

Alternate Numbers

- Anonymous Caller Rejection, 6
- Authentication, 6
- Auto Callback, 6
- Automatic Hold/Retrieve, 6
- Blind Call Transfer, 6
- Busy Lamp Field, 6
- Call Forward Always, 6
- Call Forward Busy, 6
- Call Forward No Answer, 6
- Call Forward Selective, 6
- Call Manager, 6
- Call Notify, 6
- Call Return, 6
- Call Transfer with Consultation, 6
- Call Transfer with Three-Way Consultation, 6
- Call Waiting, 6
- Caller ID Blocking – Per-call, 6
- Caller ID Blocking – Persistent, 6
- Caller ID Delivery – Per-call, 6
- Caller ID Delivery – Persistent, 6
- Caller ID Restriction Override, 6
- Calling Plans, 6
- Cancel Call Waiting – Per-call, 6
- Cancel Call Waiting – Persistent, 6
- CommPilot Express, 6
- Consultation Hold, 6
- Custom Ringback, 6
- Customer Originated Trace, 6
- Directed Call Pickup, 6
- Directed Call Pickup with Barge-in, 7
- Do Not Disturb, 7
- Extension Dialing, 7
- Flash Call Hold, 7
- Hoteling, 7
- Last Number Redial, 7
- Priority Alert, 7
- Push To Talk, 7
- Remote Office, 7
- Selective Call Acceptance, 7
- Selective Call Rejection, 7
- Sequential Ring, 7
- Shared Call Appearance, 7
- Simultaneous Ringing, 7
- Speed Dial 100, 7
- Speed Dial 8, 7
- Three-Way Calling, 7
- Voice Messaging, 7
- Web Portal Call Logs, 7

Anonymous Caller Rejection

- Alternate Numbers, 6
- Authentication, 8
- Auto Callback, 8
- Automatic Hold/Retrieve, 8
- Blind Call Transfer, 8
- Busy Lamp Field, 8
- Call Forward Always, 8
- Call Forward Busy, 8

- Call Forward No Answer, 8
- Call Forward Selective, 8
- Call Manager, 8
- Call Notify, 8
- Call Return, 8
- Call Transfer with Consultation, 8
- Call Transfer with Three-Way Consultation, 8
- Call Waiting, 8
- Caller ID Blocking – Per-call, 8
- Caller ID Blocking – Persistent, 8
- Caller ID Delivery – Per-call, 8
- Caller ID Delivery – Persistent, 8
- Caller ID Restriction Override, 8
- Calling Plans, 8
- Cancel Call Waiting – Per-call, 8
- Cancel Call Waiting – Persistent, 8
- CommPilot Express, 8
- Consultation Hold, 9
- Custom Ringback, 9
- Customer Originated Trace, 8
- Directed Call Pickup, 9
- Directed Call Pickup with Barge-in, 9
- Diversion Inhibitor, 9
- Do Not Disturb, 9
- Extension Dialing, 9
- Flash Call Hold, 9
- Hoteling, 9
- Last Number Redial, 9
- Priority Alert, 9
- Push To Talk, 9
- Remote Office, 9
- Selective Call Acceptance, 9
- Selective Call Rejection, 9
- Sequential Ring, 9
- Shared Call Appearance, 9
- Simultaneous Ringing, 9
- Speed Dial 100, 9
- Speed Dial 8, 9
- Three-Way Calling, 9
- Voice Messaging, 9
- Web Portal Call Logs, 9

Authentication

- Alternate Numbers, 6
- Anonymous Caller Rejection, 8
- Auto Callback, 10
- Automatic Hold/Retrieve, 10
- Blind Call Transfer, 10
- Busy Lamp Field, 10
- Call Forward Always, 10
- Call Forward Busy, 10
- Call Forward No Answer, 10
- Call Forward Selective, 10
- Call Manager, 10
- Call Notify, 10
- Call Return, 10
- Call Transfer with Consultation, 10
- Call Transfer with Three-Way Consultation, 10
- Call Waiting, 10

| | |
|---|---|
| Caller ID Blocking – Per-call, 10 | Directed Call Pickup, 12 |
| Caller ID Blocking – Persistent, 10 | Directed Call Pickup with Barge-in, 12 |
| Caller ID Delivery – Per-call, 10 | Diversion Inhibitor, 12 |
| Caller ID Delivery – Persistent, 10 | Do Not Disturb, 12 |
| Caller ID Restriction Override, 10 | Extension Dialing, 13 |
| Calling Plans, 10 | Flash Call Hold, 13 |
| Cancel Call Waiting – Per-call, 10 | Hoteling, 13 |
| Cancel Call Waiting – Persistent, 10 | Last Number Redial, 13 |
| CommPilot Express, 10 | Priority Alert, 13 |
| Consultation Hold, 10 | Push To Talk, 13 |
| Custom Ringback, 10 | Remote Office, 13 |
| Customer Originated Trace, 10 | Selective Call Acceptance, 13 |
| Directed Call Pickup, 10 | Selective Call Rejection, 13 |
| Directed Call Pickup with Barge-in, 11 | Sequential Ring, 13 |
| Diversion Inhibitor, 11 | Shared Call Appearance, 13 |
| Do Not Disturb, 11 | Simultaneous Ringing, 13 |
| Extension Dialing, 11 | Speed Dial 100, 13 |
| Flash Call Hold, 11 | Speed Dial 8, 13 |
| Hoteling, 11 | Three-Way Calling, 13 |
| Last Number Redial, 11 | Voice Messaging, 13 |
| Priority Alert, 11 | Web Portal Call Logs, 13 |
| Push To Talk, 11 | Automatic Hold/Retrieve |
| Remote Office, 11 | Alternate Numbers, 6 |
| Selective Call Acceptance, 11 | Anonymous Caller Rejection, 8 |
| Selective Call Rejection, 11 | Authentication, 10 |
| Sequential Ring, 11 | Auto Callback, 11 |
| Shared Call Appearance, 11 | Blind Call Transfer, 14 |
| Simultaneous Ringing, 11 | Busy Lamp Field, 14 |
| Speed Dial 100, 11 | Call Forward Always, 14 |
| Speed Dial 8, 11 | Call Forward Busy, 14 |
| Three-Way Calling, 11 | Call Forward No Answer, 14 |
| Voice Messaging, 11 | Call Forward Selective, 14 |
| Web Portal Call Logs, 11 | Call Notify, 14 |
| Auto Callback | Call Return, 14 |
| Alternate Numbers, 6 | Call Transfer with Consultation, 14 |
| Anonymous Caller Rejection, 8 | Call Transfer with Three-Way Consultation, 14 |
| Authentication, 10 | Call Waiting, 14 |
| Automatic Hold/Retrieve, 11 | Caller ID Blocking – Per-call, 14 |
| Blind Call Transfer, 11 | Caller ID Blocking – Persistent, 14 |
| Busy Lamp Field, 11 | Caller ID Delivery – Per-call, 14 |
| Call Forward Always, 11 | Caller ID Delivery – Persistent, 14 |
| Call Forward Busy, 11 | Caller ID Restriction Override, 14 |
| Call Forward No Answer, 12 | Calling Plans, 14 |
| Call Forward Selective, 12 | Cancel Call Waiting – Per-call, 14 |
| Call Manager, 12 | Cancel Call Waiting – Persistent, 14 |
| Call Notify, 12 | CommPilot Express, 14 |
| Call Return, 12 | Consultation Hold, 14 |
| Call Transfer with Consultation, 12 | Custom Ringback, 14 |
| Call Transfer with Three-Way Consultation, 12 | Customer Originated Trace, 14 |
| Call Waiting, 12 | Directed Call Pickup, 15 |
| Caller ID Blocking – Per-call, 12 | Directed Call Pickup with Barge-in, 15 |
| Caller ID Blocking – Persistent, 12 | Diversion Inhibitor, 15 |
| Caller ID Delivery – Per-call, 12 | Do Not Disturb, 15 |
| Caller ID Delivery – Persistent, 12 | Extension Dialing, 15 |
| Caller ID Restriction Override, 12 | Flash Call Hold, 15 |
| Calling Plans, 12 | Hoteling, 15 |
| Cancel Call Waiting – Per-call, 12 | Last Number Redial, 15 |
| Cancel Call Waiting – Persistent, 12 | Priority Alert, 15 |
| CommPilot Express, 12 | Push To Talk, 15 |
| Consultation Hold, 12 | Remote Office, 15 |
| Custom Ringback, 12 | Selective Call Acceptance, 15 |
| Customer Originated Trace, 12 | Selective Call Rejection, 15 |

| | |
|---|---|
| Sequential Ring, 15 | Auto Callback, 11 |
| Shared Call Appearance, 15 | Automatic Hold/Retrieve, 14 |
| Simultaneous Ringing, 15 | Blind Call Transfer, 17 |
| Speed Dial 100, 15 | Call Forward Always, 19 |
| Speed Dial 8, 15 | Call Forward Busy, 19 |
| Three-Way Calling, 15 | Call Forward No Answer, 19 |
| Voice Messaging, 15 | Call Forward Selective, 19 |
| Web Portal Call Logs, 16 | Call Manager, 19 |
| Blind Call Transfer | Call Notify, 19 |
| Alternate Numbers, 6 | Call Return, 19 |
| Anonymous Caller Rejection, 8 | Call Transfer with Consultation, 19 |
| Authentication, 10 | Call Transfer with Three-Way Consultation, 19 |
| Auto Callback, 11 | Call Waiting, 19 |
| Automatic Hold/Retrieve, 14 | Caller ID Blocking – Per-call, 19 |
| Busy Lamp Field, 17 | Caller ID Blocking – Persistent, 19 |
| Call Forward Always, 17 | Caller ID Delivery – Per-call, 19 |
| Call Forward Busy, 17 | Caller ID Delivery – Persistent, 19 |
| Call Forward No Answer, 17 | Caller ID Restriction Override, 19 |
| Call Forward Selective, 17 | Calling Plans, 19 |
| Call Manager, 17 | Cancel Call Waiting – Per-call, 19 |
| Call Notify, 17 | Cancel Call Waiting – Persistent, 19 |
| Call Return, 17 | CommPilot Express, 19 |
| Call Transfer with Consultation, 17 | Consultation Hold, 19 |
| Call Transfer with Three-Way Consultation, 17 | Custom Ringback, 19 |
| Call Waiting, 17 | Customer Originated Trace, 19 |
| Caller ID Blocking – Per-call, 17 | Directed Call Pickup, 19 |
| Caller ID Blocking – Persistent, 17 | Directed Call Pickup with Barge-in, 19 |
| Caller ID Delivery – Per-call, 17 | Diversion Inhibitor, 19 |
| Caller ID Delivery – Persistent, 17 | Do Not Disturb, 19 |
| Caller ID Restriction Override, 17 | Extension Dialing, 19 |
| Calling Plans, 17 | Flash Call Hold, 19 |
| Cancel Call Waiting – Per-call, 17 | Hoteling, 19 |
| Cancel Call Waiting – Persistent, 17 | Last Number Redial, 19 |
| CommPilot Express, 17 | Priority Alert, 19 |
| Consultation Hold, 17 | Push To Talk, 19 |
| Custom Ringback, 17 | Remote Office, 19 |
| Customer Originated Trace, 17 | Selective Call Acceptance, 19 |
| Directed Call Pickup, 17 | Selective Call Rejection, 19 |
| Directed Call Pickup with Barge-in, 17 | Sequential Ring, 19 |
| Diversion Inhibitor, 17 | Shared Call Appearance, 20 |
| Do Not Disturb, 17 | Simultaneous Ringing, 20 |
| Extension Dialing, 18 | Speed Dial 100, 20 |
| Flash Call Hold, 18 | Speed Dial 8, 20 |
| Hoteling, 18 | Three-Way Calling, 20 |
| Last Number Redial, 18 | Voice Messaging, 20 |
| Priority Alert, 18 | Web Portal Call Logs, 20 |
| Push To Talk, 18 | Call Forward Always |
| Remote Office, 18 | Alternate Numbers, 6 |
| Selective Call Acceptance, 18 | Anonymous Caller Rejection, 8 |
| Selective Call Rejection, 18 | Authentication, 10 |
| Sequential Ring, 18 | Auto Callback, 11 |
| Shared Call Appearance, 18 | Automatic Hold/Retrieve, 14 |
| Simultaneous Ringing, 18 | Blind Call Transfer, 17 |
| Speed Dial 100, 18 | Busy Lamp Field, 19 |
| Speed Dial 8, 18 | Call Forward Busy, 21 |
| Three-Way Calling, 18 | Call Forward No Answer, 21 |
| Voice Messaging, 18 | Call Forward Selective, 21 |
| Web Portal Call Logs, 18 | Call Manager, 21 |
| Busy Lamp Field | Call Notify, 21 |
| Alternate Numbers, 6 | Call Return, 21 |
| Anonymous Caller Rejection, 8 | Call Transfer with Consultation, 21 |
| Authentication, 10 | Call Transfer with Three-Way Consultation, 21 |

- Call Waiting, 21
- Caller ID Blocking – Per-call, 21
- Caller ID Blocking – Persistent, 21
- Caller ID Delivery – Per-call, 21
- Caller ID Delivery – Persistent, 21
- Caller ID Restriction Override Caller, 21
- Calling Plans, 21
- Cancel Call Waiting – Per-call, 21
- Cancel Call Waiting – Persistent, 21
- CommPilot Express, 21
- Consultation Hold, 21
- Custom Ringback, 21
- Customer Originated Trace, 21
- Directed Call Pickup, 21
- Directed Call Pickup with Barge-in, 21
- Diversion Inhibitor, 22
- Do Not Disturb, 22
- Extension Dialing, 22
- Flash Call Hold, 22
- Hoteling, 22
- Last Number Redial, 22
- Priority Alert, 22
- Push To Talk, 22
- Remote Office, 22
- Selective Call Acceptance, 22
- Selective Call Rejection, 22
- Sequential Ring, 22
- Shared Call Appearance, 22
- Simultaneous Ringing, 22
- Speed Dial 100, 22
- Speed Dial 8, 22
- Three-Way Calling, 22
- Voice Messaging, 22
- Web Portal Call Logs, 22
- Call Forward Busy
 - Alternate Numbers, 6
 - Anonymous Caller Rejection, 8
 - Authentication, 10
 - Auto Callback, 11
 - Automatic Hold/Retrieve, 14
 - Blind Call Transfer, 17
 - Busy Lamp Field, 19
 - Call Forward Always, 21
 - Call Forward No Answer, 23
 - Call Forward Selective, 23
 - Call Manager, 23
 - Call Notify, 23
 - Call Return, 23
 - Call Transfer with Consultation, 23
 - Call Transfer with Three-Way Consultation, 23
 - Call Waiting, 23
 - Caller ID Blocking – Per-call, 23
 - Caller ID Blocking – Persistent, 23
 - Caller ID Delivery – Per-call, 23
 - Caller ID Delivery – Persistent, 23
 - Caller ID Restriction Override, 23
 - Calling Plans, 23
 - Cancel Call Waiting – Per-call, 23
 - Cancel Call Waiting – Persistent, 23
 - CommPilot Express, 23
 - Consultation Hold, 23
 - Custom Ringback, 23
 - Customer Originated Trace, 23
 - Directed Call Pickup, 23
 - Directed Call Pickup with Barge-in, 23
 - Diversion Inhibitor, 23
 - Do Not Disturb, 23
 - Extension Dialing, 23
 - Flash Call Hold, 24
 - Hoteling, 24
 - Last Number Redial, 24
 - Priority Alert, 24
 - Push To Talk, 24
 - Remote Office, 24
 - Selective Call Acceptance, 24
 - Selective Call Rejection, 24
 - Sequential Ring, 24
 - Shared Call Appearance, 24
 - Simultaneous Ringing, 24
 - Speed Dial 100, 24
 - Speed Dial 8, 24
 - Three-Way Calling, 24
 - Voice Messaging, 24
 - Web Portal Call Logs, 24
- Call Forward No Answer
 - Alternate Numbers, 6
 - Anonymous Caller Rejection, 8
 - Authentication, 10
 - Auto Callback, 12
 - Automatic Hold/Retrieve, 14
 - Blind Call Transfer, 17
 - Busy Lamp Field, 19
 - Call Forward Always, 21
 - Call Forward Busy, 23
 - Call Forward Selective, 25
 - Call Manager, 25
 - Call Notify, 25
 - Call Return, 25
 - Call Transfer with Consultation, 25
 - Call Transfer with Three-Way Consultation, 25
 - Call Waiting, 25
 - Caller ID Blocking – Per-call, 25
 - Caller ID Blocking – Persistent, 25
 - Caller ID Delivery – Per-call, 25
 - Caller ID Delivery – Persistent, 25
 - Caller ID Restriction Override, 25
 - Calling Plans, 25
 - Cancel Call Waiting – Per-call, 25
 - Cancel Call Waiting – Persistent, 25
 - CommPilot Express, 25
 - Consultation Hold, 25
 - Custom Ringback, 25
 - Customer Originated Trace, 25
 - Directed Call Pickup, 25
 - Directed Call Pickup with Barge-in, 26
 - Diversion Inhibitor, 26
 - Do Not Disturb, 26
 - Extension Dialing, 26
 - Flash Call Hold, 26
 - Hoteling, 26
 - Last Number Redial, 26
 - Priority Alert, 26
 - Push To Talk, 26
 - Remote Office, 26

| | |
|--|---|
| <ul style="list-style-type: none"> Selective Call Acceptance, 26 Selective Call Rejection, 26 Sequential Ring, 26 Shared Call Appearance, 26 Simultaneous Ringing, 26 Speed Dial 100, 26 Speed Dial 8, 26 Three-Way Calling, 26 Voice Messaging, 26 Web Portal Call Logs, 26 | <ul style="list-style-type: none"> Anonymous Caller Rejection, 8 Authentication, 10 Auto Callback, 12 Blind Call Transfer, 17 Busy Lamp Field, 19 Call Forward Always, 21 Call Forward Busy, 23 Call Forward No Answer, 25 Call Forward Selective, 27 Call Notify, 29 Call Return, 31 Call Transfer with Consultation, 39 Call Transfer with Three-Way Consultation, 37 Call Waiting, 41 Caller ID Blocking – Per-call, 45 Caller ID Blocking – Persistent, 43 Caller ID Delivery – Per-call, 49 Caller ID Delivery – Persistent, 47 Caller ID Restriction Override, 51 Calling Plans, 33 Cancel Call Waiting – Per-call, 54 Cancel Call Waiting – Persistent, 53 CommPilot Express, 55 Consultation Hold, 55 Custom Ringback, 55 Customer Originated Trace, 35 Directed Call Pickup, 55 Directed Call Pickup with Barge-in, 55 Diversion Inhibitor, 55 Do Not Disturb, 55 Extension Dialing, 55 Flash Call Hold, 55 Hoteling, 55 Last Number Redial, 55 Priority Alert, 55 Push To Talk, 55 Remote Office, 55 Selective Call Acceptance, 55 Selective Call Rejection, 55 Sequential Ring, 55 Shared Call Appearance, 56 Simultaneous Ringing, 56 Speed Dial 100, 56 Speed Dial 8, 56 Three-Way Calling, 56 Voice Messaging, 56 Web Portal Call Logs, 56 |
| <ul style="list-style-type: none"> Call Forward Selective <ul style="list-style-type: none"> Alternate Numbers, 6 Anonymous Caller Rejection, 8 Authentication, 10 Auto Callback, 12 Automatic Hold/Retrieve, 14 Blind Call Transfer, 17 Busy Lamp Field, 19 Call Forward Always, 21 Call Forward Busy, 23 Call Forward No Answer, 25 Call Manager, 27 Call Notify, 27 Call Return, 27 Call Transfer with Consultation, 27 Call Transfer with Three-Way consultation, 27 Call Waiting, 27 Caller ID Blocking – Per-call, 27 Caller ID Blocking – Persistent, 27 Caller ID Delivery – Per-call, 27 Caller ID Delivery – Persistent, 27 Caller ID Restriction Override, 27 Calling Plans, 27 Cancel Call Waiting – Per-call, 27 Cancel Call Waiting – Persistent, 27 CommPilot Express, 27 Consultation Hold, 27 Custom Ringback, 27 Customer Originated Trace, 27 Directed Call Pickup, 27 Directed Call Pickup with Barge-in, 27 Diversion Inhibitor, 27 Do Not Disturb, 27 Extension Dialing, 27 Flash Call Hold, 27 Hoteling, 28 Last Number Redial, 28 Priority Alert, 28 Push To Talk, 28 Remote Office, 28 Selective Call Acceptance, 28 Selective Call Rejection, 28 Sequential Ring, 28 Shared Call Appearance, 28 Simultaneous Ringing, 28 Speed Dial 100, 28 Speed Dial 8, 28 Three-Way Calling, 28 Voice Messaging, 28 Web Portal Call Logs, 28 Call Manager <ul style="list-style-type: none"> Alternate Numbers, 6 | <ul style="list-style-type: none"> Call Notify <ul style="list-style-type: none"> Alternate Numbers, 6 Anonymous Caller Rejection, 8 Authentication, 10 Auto Callback, 12 Automatic Hold/Retrieve, 14 Blind Call Transfer, 17 Busy Lamp Field, 19 Call Forward Always, 21 Call Forward Busy, 23 Call Forward No Answer, 25 Call Forward Selective, 27 Call Manager, 29 Call Return, 29 Call Transfer Three-Way Consultation, 29 |

| | |
|---|---|
| Call Transfer with Consultation, 29 | Custom Ringback, 31 |
| Call Waiting, 29 | Customer Originated Trace, 31 |
| Caller ID Blocking – Per-call, 29 | Directed Call Pickup, 31 |
| Caller ID Blocking – Persistent, 29 | Directed Call Pickup with Barge-in, 31 |
| Caller ID Delivery – Per-call, 29 | Diversion Inhibitor, 31 |
| Caller ID Delivery – Persistent, 29 | Do Not Disturb, 31 |
| Caller ID Restriction Override, 29 | Extension Dialing, 31 |
| Calling Plans, 29 | Flash Call Hold, 31 |
| Cancel Call Waiting – Per-call, 29 | Hoteling, 31 |
| Cancel Call Waiting – Persistent, 29 | Last Number Redial, 31 |
| CommPilot Express, 29 | Priority Alert, 31 |
| Consultation Hold, 29 | Push To Talk, 31 |
| Custom Ringback, 29 | Remote Office, 31 |
| Customer Originated Trace, 29 | Selective Call Acceptance, 31 |
| Directed Call Pickup, 29 | Selective Call Rejection, 31 |
| Directed Call Pickup with Barge-in, 29 | Sequential Ring, 32 |
| Diversion Inhibitor, 29 | Shared Call Appearance, 32 |
| Do Not Disturb, 29 | Simultaneous Ringing Appearance, 32 |
| Extension dialing, 29 | Speed Dial 100, 32 |
| Flash Call Hold, 29 | Speed Dial 8, 32 |
| Hoteling, 29 | Three-Way Calling, 32 |
| Last Number Redial, 29 | Voice Messaging, 32 |
| Priority Alert, 29 | Web Portal Call Logs, 32 |
| Push To Talk, 29 | Call Transfer with Consultation |
| Remote Office, 29 | Alternate Numbers, 6 |
| Selective Call Acceptance, 29 | Anonymous Caller Rejection, 8 |
| Selective Call Rejection, 30 | Authentication, 10 |
| Sequential Ring, 30 | Auto Callback, 12 |
| Shared Call Appearance, 30 | Automatic Hold/Retrieve, 14 |
| Simultaneous Ringing, 30 | Blind Call Transfer, 17 |
| Speed Dial 100, 30 | Busy Lamp Field, 19 |
| Speed Dial 8, 30 | Call Forward Always, 21 |
| Three-Way Calling, 30 | Call Forward Busy, 23 |
| Voice Messaging, 30 | Call Forward No Answer, 25 |
| Web Portal Call Logs, 30 | Call Forward Selective, 27 |
| Call Return | Call Manager, 39 |
| Alternate Numbers, 6 | Call Notify, 29 |
| Anonymous Caller Rejection, 8 | Call Return, 31 |
| Authentication, 10 | Call Transfer with Three-Way Consultation, 37 |
| Auto Callback, 12 | Call Waiting, 39 |
| Automatic Hold/Retrieve, 14 | Caller ID Blocking – Per-call, 39 |
| Blind Call Transfer, 17 | Caller ID Blocking – Persistent, 39 |
| Busy Lamp Field, 19 | Caller ID Delivery – Per-call, 39 |
| Call Forward Always, 21 | Caller ID Delivery – Persistent, 39 |
| Call Forward Busy, 23 | Caller ID Restriction Override, 39 |
| Call Forward No Answer, 25 | Calling Plans, 33 |
| Call Forward Selective, 27 | Cancel Call Waiting – Per-call, 39 |
| Call ID Blocking – Persistent, 31 | Cancel Call Waiting – Persistent, 39 |
| Call Manager, 31 | CommPilot Express, 39 |
| Call Notify, 29 | Consultation Hold, 39 |
| Call Transfer with Consultation, 31 | Custom Ringback, 39 |
| Call Transfer with Three-Way consultation, 31 | Customer Originated Trace, 35 |
| Call Waiting, 31 | Directed Call Pickup, 39 |
| Caller ID Blocking – Per-call, 31 | Directed Call Pickup with Barge-in, 39 |
| Caller ID Delivery – Per-call, 31 | Diversion Inhibitor, 39 |
| Caller ID Delivery - Persistent, 31 | Do Not Disturb, 39 |
| Caller ID Restriction Override, 31 | Extension Dialing, 39 |
| Calling Plans, 31 | Flash Call Hold, 39 |
| Cancel Call Waiting – Per-call, 31 | Hoteling, 39 |
| Cancel Call Waiting – Persistent, 31 | Last Number Redial, 39 |
| CommPilot Express, 31 | Priority Alert, 39 |
| Consultation Hold, 31 | Push To Talk, 39 |

| | |
|---|---|
| Remote Office, 39 | Alternate Numbers, 6 |
| Selective Call Acceptance, 39 | Anonymous Caller Rejection, 8 |
| Selective Call Rejection, 39 | Authentication, 10 |
| Sequential Ring, 39 | Auto Callback, 12 |
| Shared Call Appearance, 39 | Automatic Hold/Retrieve, 14 |
| Simultaneous Ringing, 40 | Blind Call Transfer, 17 |
| Speed Dial 100, 40 | Busy Lamp Field, 19 |
| Speed Dial 8, 40 | Call Forward Always, 21 |
| Three-Way Calling, 40 | Call Forward Busy, 23 |
| Voice Messaging, 40 | Call Forward No Answer, 25 |
| Web Portal Call Logs, 40 | Call Forward Selective, 27 |
| Call Transfer with Three-Way Consultation | Call Manager, 41 |
| Alternate Numbers, 6 | Call Notify, 29 |
| Anonymous Caller Rejection, 8 | Call Return, 31 |
| Authentication, 10 | Call Transfer with Consultation, 39 |
| Auto Callback, 12 | Call Transfer with Three-Way Consultation, 37 |
| Automatic Hold/Retrieve, 14 | Caller ID Blocking – Per-call, 41 |
| Blind Call Transfer, 17 | Caller ID Blocking – Persistent, 41 |
| Busy Lamp Field, 19 | Caller ID Delivery – Per-call, 41 |
| Call Forward Always, 21 | Caller ID Delivery – Persistent, 41 |
| Call Forward Busy, 23 | Caller ID Restriction Override, 41 |
| Call Forward No Answer, 25 | Calling Plans, 33 |
| Call Forward Selective, 27 | Cancel Call Waiting – Per-call, 41 |
| Call Manager, 37 | Cancel Call Waiting – Persistent, 41 |
| Call Notify, 29 | CommPilot Express, 41 |
| Call Return, 31 | Consultation Hold, 41 |
| Call Transfer with Consultation, 37 | Custom Ringback, 41 |
| Call Waiting, 37 | Customer Originated Trace, 35 |
| Caller ID Blocking – Per-call, 37 | Directed Call Pickup, 41 |
| Caller ID Blocking – Persistent, 37 | Directed Call Pickup with Barge-in, 41 |
| Caller ID Delivery – Per-call, 37 | Diversion Inhibitor, 41 |
| Caller ID Delivery – Persistent, 37 | Do Not Disturb, 41 |
| Caller ID Restriction Override, 37 | Extension Dialing, 41 |
| Calling Plans, 33 | Flash Call Hold, 41 |
| Cancel Call Waiting – Per-call, 37 | Hoteling, 41 |
| Cancel Call Waiting – Persistent, 37 | Last Number Redial, 41 |
| CommPilot Express, 37 | Priority Alert, 41 |
| Consultation Hold, 37 | Push To Talk, 41 |
| Custom Ringback, 37 | Remote Office, 41 |
| Customer Originated Trace, 35 | Selective Call Acceptance, 41 |
| Directed Call Pickup, 37 | Selective Call Rejection, 41 |
| Directed Call Pickup with Barge-in, 37 | Sequential Ring, 42 |
| Diversion Inhibitor, 37 | Shared Call Appearance, 42 |
| Do Not Disturb, 37 | Simultaneous Ringing, 42 |
| Extension Dialing, 37 | Speed Dial 100, 42 |
| Flash Call Hold, 37 | Speed Dial 8, 42 |
| Hoteling, 37 | Three-Way Calling, 42 |
| Last Number Redial, 37 | Voice Messaging, 42 |
| Priority Alert, 37 | Web Portal Call Logs, 42 |
| Push To Talk, 37 | Caller ID Blocking – Per-call |
| Remote Office, 37 | Alternate Numbers, 6 |
| Selective Call Acceptance, 37 | Anonymous Caller Rejection, 8 |
| Selective Call Rejection, 38 | Authentication, 10 |
| Sequential Ring, 38 | Auto Callback, 12 |
| Shared Call Appearance, 38 | Automatic Hold/Retrieve, 14 |
| Simultaneous Ringing, 38 | Blind Call Transfer, 17 |
| Speed Dial 100, 38 | Busy Lamp Field, 19 |
| Speed Dial 8, 38 | Call Forward Always, 21 |
| Three-Way Calling, 38 | Call Forward Busy, 23 |
| Voice Messaging, 38 | Call Forward No Answer, 25 |
| Web Portal Call Logs, 38 | Call Forward Selective, 27 |
| Call Waiting | Call Manager, 45 |

| | |
|---|---|
| Call Notify, 29 | Custom Ringback, 43 |
| Call Return, 31 | Customer Originated Trace, 35 |
| Call Transfer with Consultation, 39 | Directed Call Pickup, 43 |
| Call Transfer with Three-Way Consultation, 37 | Directed Call Pickup with Barge-in, 43 |
| Call Waiting, 41 | Diversion Inhibitor, 43 |
| Caller ID Blocking – Persistent, 43 | Do Not Disturb, 43 |
| Caller ID Delivery – Per-call, 45 | Extension Dialing, 43 |
| Caller ID Delivery – Persistent, 45 | Flash Call Hold, 43 |
| Caller ID Restriction Override, 45 | Hoteling, 43 |
| Calling Plans, 33 | Last Number Redial, 43 |
| Cancel Call Waiting – Per-call, 45 | Priority Alert, 43 |
| CommPilot Express, 45 | Push To Talk, 43 |
| Consultation Hold, 45 | Remote Office, 43 |
| Custom Ringback, 45 | Selective Call Acceptance, 44 |
| Customer Originated Trace, 35 | Selective Call Rejection, 44 |
| Directed Call Pickup, 45 | Sequential Ring, 44 |
| Directed Call Pickup with Barge-in, 45 | Shared Call Appearance, 44 |
| Diversion Inhibitor, 45 | Simultaneous Ringing, 44 |
| Do Not Disturb, 45 | Speed Dial 100, 44 |
| Extension Dialing, 45 | Speed Dial 8, 44 |
| Flash Call Hold, 45 | Three Way Calling, 44 |
| Hoteling, 45 | Voice Messaging, 44 |
| Last Number Redial, 45 | Web Portal Call Logs, 44 |
| Priority Alert, 45 | Caller ID Delivery – Per-call |
| Push To Talk, 45 | Alternate Numbers, 6 |
| Remote Office, 45 | Anonymous Caller Rejection, 8 |
| Selective Call Appearance, 45 | Authentication, 10 |
| Selective Call Rejection, 46 | Auto Callback, 12 |
| Sequential Ring, 46 | Automatic Hold/Retrieve, 14 |
| Shared Call Appearance, 46 | Blind Call Transfer, 17 |
| Simultaneous Ringing, 46 | Busy Lamp Field, 19 |
| Speed Dial 100, 46 | Call Forward Always, 21 |
| Speed Dial 8, 46 | Call Forward Busy, 23 |
| Three-Way Calling, 46 | Call Forward No Answer, 25 |
| Voice Messaging, 46 | Call Forward Selective, 27 |
| Web Portal Call Logs, 46 | Call Manager, 49 |
| Caller ID Blocking – Persistent | Call Notify, 29 |
| Alternate Numbers, 6 | Call Return, 31 |
| Anonymous Caller Rejection, 8 | Call Transfer with Consultation, 39 |
| Authentication, 10 | Call Transfer with Three-Way Consultation, 37 |
| Auto Callback, 12 | Call Waiting, 41 |
| Automatic Hold/Retrieve, 14 | Caller ID Blocking – Per-call, 45 |
| Blind Call Transfer, 17 | Caller ID Blocking – Persistent, 43 |
| Busy Lamp Field, 19 | Caller ID Delivery – Persistent, 47 |
| Call Forward Always, 21 | Caller ID Restriction Override, 49 |
| Call Forward Busy, 23 | Calling Plans, 33 |
| Call Forward No Answer, 25 | Cancel Call Waiting – Per-call, 49 |
| Call Forward Selective, 27 | Cancel Call Waiting – Persistent, 49 |
| Call Manager, 43 | CommPilot Express, 49 |
| Call Notify, 29 | Consultation Hold, 49 |
| Call Return, 31 | Custom Ringback, 49 |
| Call Transfer with Consultation, 39 | Customer Originated Trace, 35 |
| Call Transfer with Three-Way Consultation, 37 | Directed Call Pickup, 49 |
| Call Waiting, 41 | Directed Call Pickup with Barge-in, 49 |
| Caller ID Blocking – Per-call, 43 | Diversion Inhibitor, 49 |
| Caller ID Delivery – Persistent, 43 | Do Not Disturb, 49 |
| Caller ID Restriction Override, 43 | Extension dialing, 49 |
| Calling Plans, 33 | Flash Call Hold, 49 |
| Cancel Call Waiting – Per-call, 43 | Hoteling, 49 |
| Cancel Call Waiting – Persistent, 43 | Last Number Redial, 49 |
| CommPilot Express, 43 | Priority Alert, 49 |
| Consultation Hold, 43 | Push To Talk, 49 |

| | |
|---|---|
| Remote Office, 49 | Anonymous Caller Rejection, 8 |
| Selective Call Acceptance, 49 | Authentication, 10 |
| Selective Call Rejection, 49 | Auto Callback, 12 |
| Sequential Ring, 49 | Automatic Hold/Retrieve, 14 |
| Shared Call Appearance, 50 | Blind Call Transfer, 17 |
| Simultaneous Ringing, 50 | Busy Lamp Field Transfer, 19 |
| Speed Dial 100, 50 | Call Forward Always, 21 |
| Speed Dial 8, 50 | Call Forward Busy, 23 |
| Three-Way Calling, 50 | Call Forward No Answer, 25 |
| Voice Messaging, 50 | Call Forward Selective, 27 |
| Web Portal Call Logs, 50 | Call Manager, 51 |
| Caller ID Delivery – Persistent | Call Notify, 29 |
| Alternate Numbers, 6 | Call Return, 31 |
| Anonymous Caller Rejection, 8 | Call Transfer with Consultation, 39 |
| Authentication, 10 | Call Transfer with Three-Way Consultation, 37 |
| Auto Callback, 12 | Call Waiting, 41 |
| Automatic Hold/Retrieve, 14 | Caller ID Blocking – Per-call, 45 |
| Blind Call Transfer, 17 | Caller ID Blocking – Persistent, 43 |
| Busy Lamp Field, 19 | Caller ID Delivery – Per-call, 49 |
| Call Forward Always, 21 | Caller ID Delivery – Persistent, 47 |
| Call Forward Busy, 23 | Calling Plans, 33 |
| Call Forward No Answer, 25 | Cancel Call Waiting – Per-call, 51 |
| Call Forward Selective, 27 | Cancel Call Waiting – Persistent, 51 |
| Call Manager, 47 | CommPilot Express, 51 |
| Call Notify, 29 | Consultation Hold, 51 |
| Call Return, 31 | Custom Ringback, 51 |
| Call Transfer with Consultation, 39 | Customer Originated Trace, 35 |
| Call Transfer with Three-Way Consultation, 37 | Directed Call Pickup, 51 |
| Call Waiting, 41 | Directed Call Pickup with Barge-in, 51 |
| Caller ID Blocking – Persistent, 43 | Diversion Inhibitor, 51 |
| Caller ID Delivery – Per-call, 47 | Do Not Disturb, 51 |
| Caller ID Restriction Override, 47 | Extension Dialing, 51 |
| Calling Plans, 33 | Flash Call Hold, 51 |
| Cancel Call Waiting – Per-call, 47 | Hoteling, 51 |
| Cancel Call Waiting – Persistent, 47 | Last Number Redial, 51 |
| CommPilot Express, 47 | Priority Alert, 51 |
| Consultation Hold, 47 | Push To Talk, 51 |
| Custom Ringback, 47 | Remote Office, 51 |
| Customer Originated Trace, 35 | Selective Call Acceptance, 51 |
| Directed Call Pickup, 47 | Selective Call Rejection, 51 |
| Directed Call Pickup with Barge-in, 47 | Sequential Ring, 51 |
| Diversion Inhibitor, 47 | Shared Call Appearance, 51 |
| Do Not Disturb, 47 | Simultaneous Ringing, 51 |
| Extension Dialing, 47 | Speed Dial 100, 52 |
| Flash Call Hold, 47 | Speed Dial 8, 51 |
| Hoteling, 47 | Three-Way Calling, 52 |
| Last Number Redial, 47 | Voice Messaging, 52 |
| Priority Alert, 47 | Web Portal Call Logs, 52 |
| Push To Talk, 47 | Calling Plans |
| Remote Office, 47 | Alternate Numbers, 6 |
| Selective Call Acceptance, 47 | Anonymous Caller Rejection, 8 |
| Selective Call Rejection, 47 | Authentication, 10 |
| Sequential Ring, 47 | Auto Callback, 12 |
| Shared Call Appearance, 47 | Automatic Hold/Retrieve, 14 |
| Simultaneous Ringing, 47 | Blind Call Transfer, 17 |
| Speed Dial 100, 48 | Busy Lamp Field, 19 |
| Speed Dial 8, 47 | Call Forward Always, 21 |
| Three-Way Calling, 48 | Call Forward Busy, 23 |
| Voice Messaging, 48 | Call Forward No Answer, 25 |
| Web Portal Call Logs, 48 | Call Forward Selective, 27 |
| Caller ID Restriction Override | Call Manager, 33 |
| Alternate Numbers, 6 | Call Notify, 29 |

| | |
|---|---|
| Call Return, 31 | Consultation Hold, 54 |
| Call Transfer with Consultation, 33 | Custom Ringback, 54 |
| Call Transfer with Three-Way Consultation, 33 | Customer Originated Trace, 35 |
| Call Waiting, 33 | Directed Call Pickup, 54 |
| Caller ID Blocking – Per-call, 33 | Directed Call Pickup with Barge-in, 54 |
| Caller ID Blocking – Persistent, 33 | Diversion Inhibitor, 54 |
| Caller ID Delivery – Per-call, 33 | Do Not Disturb, 54 |
| Caller ID Delivery – Persistent, 33 | Extension Dialing, 54 |
| Caller ID Restriction Override, 33 | Flash Call Hold, 54 |
| Cancel Call Waiting – Per-call, 33 | Hoteling, 54 |
| Cancel Call Waiting - Persistent, 33 | Last Number Redial, 54 |
| CommPilot Express, 33 | Priority Alert, 54 |
| Consultation Hold, 33 | Push To Talk, 54 |
| Custom Ringback, 33 | Remote Office, 54 |
| Customer Originated Trace, 33 | Selective Call Acceptance, 54 |
| Directed Call Pickup, 33 | Selective Call Rejection, 54 |
| Directed Call Pickup with Barge-in, 33 | Sequential Ring, 54 |
| Diversion Inhibitor, 33 | Shared Call Appearance, 54 |
| Do Not Disturb, 33 | Simultaneous Ringing, 54 |
| Extension Dialing, 33 | Speed Dial 100, 54 |
| Flash Call Hold, 33 | Speed Dial 8, 54 |
| Hoteling, 33 | Three-Way Calling, 54 |
| Last Number Redial, 33 | Voice Messaging, 54 |
| Priority Alert, 33 | Web Portal Call Logs, 54 |
| Push To Talk, 33 | Cancel Call Waiting – Persistent |
| Remote Office, 33 | Alternate Numbers, 6 |
| Selective Call Acceptance, 33 | Anonymous Caller Rejection, 8 |
| Selective Call Rejection, 33 | Authentication, 10 |
| Sequential Ring, 33 | Auto Callback, 12 |
| Shared Call Appearance, 34 | Automatic Hold/Retrieve, 14 |
| Simultaneous Ringing, 34 | Blind Call Transfer, 17 |
| Speed Dial 100, 34 | Busy Lamp Field, 19 |
| Speed Dial 8, 34 | Call Forward Always, 21 |
| Three-Way Calling, 34 | Call Forward Busy, 23 |
| Voice Messaging, 34 | Call Forward No Answer, 25 |
| Web Portal Call Logs, 34 | Call Forward Selective, 27 |
| Cancel Call Waiting – Per-call | Call Manager, 53 |
| Alternate Numbers, 6 | Call Notify, 29 |
| Anonymous Caller Rejection, 8 | Call Return, 31 |
| Authentication, 10 | Call Transfer with Consultation, 39 |
| Auto Callback, 12 | Call Transfer with Three-Way Consultation, 37 |
| Automatic Hold/Retrieve, 14 | Call Waiting, 41 |
| Blind Call Transfer, 17 | Caller ID Blocking – Per-call, 45 |
| Busy Lamp Field, 19 | Caller ID Blocking – Persistent, 43 |
| Call Forward Always, 21 | Caller ID Delivery – Per-call, 49 |
| Call Forward Busy, 23 | Caller ID Delivery – Persistent, 47 |
| Call Forward No Answer, 25 | Caller ID Restriction Override, 51 |
| Call Forward Selective, 27 | Calling Plans, 33 |
| Call Manager, 54 | Cancel Call Waiting – Per-call, 53 |
| Call Notify, 29 | CommPilot Express, 53 |
| Call Return, 31 | Consultation Hold, 53 |
| Call Transfer with Consultation, 39 | Custom Ringback, 53 |
| Call Transfer with Three-Way Consultation, 37 | Customer Originated Trace, 35 |
| Call Waiting, 41 | Directed Call Pickup, 53 |
| Caller ID Blocking – Per-call, 45 | Directed Call Pickup with Barge-in, 53 |
| Caller ID Blocking – Persistent, 43 | Diversion Inhibitor, 53 |
| Caller ID Delivery – Per-call, 49 | Do Not Disturb, 53 |
| Caller ID Delivery – Persistent, 47 | Extension Dialing, 53 |
| Caller ID Restriction Override, 51 | Flash Call Hold, 53 |
| Calling Plans, 33 | Hoteling, 53 |
| Cancel Call Waiting – Persistent, 53 | Last Number Redial, 53 |
| CommPilot Express, 54 | Priority Alert, 53 |

| | |
|---|---|
| Push To Talk, 53 | Alternate Numbers, 6 |
| Remote Office, 53 | Anonymous Caller Rejection, 9 |
| Selective Call Acceptance, 53 | Authentication, 10 |
| Selective Call Rejection, 53 | Auto Callback, 12 |
| Sequential Ring, 53 | Automatic Hold/Retrieve, 14 |
| Shared Call Appearance, 53 | Blind Call Transfer, 17 |
| Simultaneous Ringing, 53 | Busy Lamp Field, 19 |
| Speed Dial 100, 53 | Call Forward Always, 21 |
| Speed Dial 8, 53 | Call Forward Busy, 23 |
| Three-Way Calling, 53 | Call Forward No Answer, 25 |
| Voice Messaging, 53 | Call Forward Selective, 27 |
| Web Portal Call Logs, 53 | Call Manager, 55 |
| CommPilot Express | Call Notify, 29 |
| Alternate Numbers, 6 | Call Return, 31 |
| Anonymous Caller Rejection, 8 | Call Transfer with Consultation, 39 |
| Authentication, 10 | Call Transfer with Three-Way Consultation, 37 |
| Auto Callback, 12 | Call Waiting, 41 |
| Automatic Hold/Retrieve, 14 | Caller ID Blocking – Per-call, 45 |
| Blind Call Transfer, 17 | Caller ID Blocking – Persistent, 43 |
| Busy Lamp Field, 19 | Caller ID Delivery – Per-call, 49 |
| Call Forward Always, 21 | Caller ID Delivery – Persistent, 47 |
| Call Forward Busy, 23 | Caller ID Restriction Override, 51 |
| Call Forward No Answer, 25 | Calling Plans, 33 |
| Call Forward Selective, 27 | Cancel Call Waiting – Per-call, 54 |
| Call Manager, 55 | Cancel Call Waiting – Persistent, 53 |
| Call Notify, 29 | CommPilot Express, 57 |
| Call Return, 31 | Custom Ringback, 58 |
| Call Transfer with Consultation, 39 | Customer Originated Trace, 35 |
| Call Transfer with Three-Way Consultation, 37 | Directed Call Pickup, 58 |
| Call Waiting, 41 | Directed Call Pickup with Barge-in, 58 |
| Caller ID Blocking – Per-call, 45 | Do Not Disturb, 58 |
| Caller ID Blocking – Persistent, 43 | Extension Dialing, 58 |
| Caller ID Delivery – Per-call, 49 | Flash Call Hold, 58 |
| Caller ID Delivery – Persistent, 47 | Hoteling, 58 |
| Caller ID Restriction Override, 51 | Last Number Redial, 58 |
| Calling Plans, 33 | Priority Alert, 58 |
| Cancel Call Waiting – Per-call, 54 | Push To Talk, 58 |
| Cancel Call Waiting – Persistent, 53 | Remote Office, 59 |
| Consultation Hold, 57 | Selective Call Acceptance, 59 |
| Custom Ringback, 57 | Selective Call Rejection, 59 |
| Customer Originated Trace, 35 | Sequential Ring, 59 |
| Directed Call Pickup, 57 | Shared Call Appearance, 59 |
| Directed Call Pickup with Barge-in, 57 | Simultaneous Ringing, 59 |
| Do Not Disturb, 57 | Speed Dial 100, 59 |
| Extension Dialing, 57 | Speed Dial 8, 59 |
| Flash Call Hold, 57 | Three-Way Calling, 59 |
| Hoteling, 57 | Voice Messaging, 59 |
| Last Number Redial, 57 | Web Portal Call Logs, 59 |
| Priority Alert, 57 | Custom Ringback |
| Push To Talk, 57 | Alternate Numbers, 6 |
| Remote Office, 57 | Anonymous Caller Rejection, 9 |
| Selective Call Acceptance, 57 | Authentication, 10 |
| Selective Call Rejection, 57 | Auto Callback, 12 |
| Sequential Ring, 57 | Automatic Hold/Retrieve, 14 |
| Shared Call Appearance, 57 | Blind Call Transfer, 17 |
| Simultaneous Ringing, 57 | Busy Lamp Field, 19 |
| Speed Dial 100, 57 | Call Forward Always, 21 |
| Speed Dial 8, 57 | Call Forward Busy, 23 |
| Three-Way Calling, 57 | Call Forward No Answer, 25 |
| Voice Messaging, 57 | Call Forward Selective, 27 |
| Web Portal Call Logs, 57 | Call Manager, 55 |
| Consultation Hold | Call Notify, 29 |

| | |
|---|---|
| Call Return, 31 | CommPilot Express, 35 |
| Call Transfer with Consultation, 39 | Consultation Hold, 35 |
| Call Transfer with Three-Way Consultation, 37 | Custom Ringback, 35 |
| Call Waiting, 41 | Directed Call Pickup, 35 |
| Caller ID Blocking – Per-call, 45 | Directed Call Pickup with Barge-in, 35 |
| Caller ID Blocking – Persistent, 43 | Diversion Inhibitor, 35 |
| Caller ID Delivery – Per-call, 49 | Do Not Disturb, 35 |
| Caller ID Delivery – Persistent, 47 | Extension Dialing, 35 |
| Caller ID Restriction Override, 51 | Flash Call Hold, 35 |
| Calling Plans, 33 | Hoteling, 35 |
| Cancel Call Waiting – Per-call, 54 | Last Number Redial, 35 |
| Cancel Call Waiting – Persistent, 53 | Priority Alert, 35 |
| CommPilot Express, 57 | Push To Talk, 35 |
| Consultation Hold, 58 | Remote Office, 35 |
| Customer Originated Trace, 35 | Selective Call Acceptance, 35 |
| Directed Call Pickup, 60 | Selective Call Rejection, 35 |
| Directed Call Pickup with Barge-in, 60 | Sequential Ring, 35 |
| Diversion Inhibitor, 60 | Shared Call Appearance, 36 |
| Do Not Disturb, 60 | Simultaneous Ringing, 36 |
| Extension Dialing, 60 | Speed Dial 100, 36 |
| Flash Call Hold, 60 | Speed Dial 8, 36 |
| Hoteling, 60 | Three-Way Calling, 36 |
| Last Number Redial, 60 | Voice Messaging, 36 |
| Priority Alert, 60 | Web Portal Call Logs, 36 |
| Push To Talk, 60 | Directed Call Pickup |
| Remote Office, 60 | Alternate Numbers, 6 |
| Selective Call Acceptance, 60 | Anonymous Caller Rejection, 9 |
| Selective Call Rejection, 60 | Authentication, 10 |
| Sequential Ring, 60 | Auto Callback, 12 |
| Shared Call Appearance, 60 | Automatic Hold/Retrieve, 15 |
| Simultaneous Ringing, 60 | Blind Call Transfer, 17 |
| Speed Dial 100, 60 | Busy Lamp Field, 19 |
| Speed Dial 8, 60 | Call Forward Always, 21 |
| Three-Way Calling, 60 | Call Forward Busy, 23 |
| Voice Messaging, 60 | Call Forward No Answer, 25 |
| Web Portal Call Logs, 60 | Call Forward Selective, 27 |
| Customer Originated Trace | Call Manager, 55 |
| Alternate Numbers, 6 | Call Notify, 29 |
| Anonymous Caller Rejection, 8 | Call Return, 31 |
| Authentication, 10 | Call Transfer with Consultation, 39 |
| Auto Callback, 12 | Call Transfer with Three-Way Consultation, 37 |
| Automatic Hold/Retrieve, 14 | Call Waiting, 41 |
| Blind Call Transfer, 17 | Caller ID Blocking – Per-call, 45 |
| Busy Lamp Field, 19 | Caller ID Blocking – Persistent, 43 |
| Call Forward Always, 21 | Caller ID Delivery – Per-call, 49 |
| Call Forward Busy, 23 | Caller ID Delivery – Persistent, 47 |
| Call Forward No Answer, 25 | Caller ID Restriction Override, 51 |
| Call Forward Selective, 27 | Calling Plans, 33 |
| Call Manager, 35 | Cancel Call Waiting – Per-call, 54 |
| Call Notify, 29 | Cancel Call Waiting – Persistent, 53 |
| Call Return, 31 | CommPilot Express, 57 |
| Call Transfer with Consultation, 35 | Consultation Hold, 58 |
| Call Transfer with Three-Way Consultation, 35 | Custom Ringback, 60 |
| Call Waiting, 35 | Customer Originated Trace, 35 |
| Caller ID Blocking – Per-call, 35 | Directed Call Pickup with Barge-in, 61 |
| Caller ID Blocking – Persistent, 35 | Diversion Inhibitor, 61 |
| Caller ID Delivery – Per-call, 35 | Do Not Disturb, 61 |
| Caller ID Delivery – Persistent, 35 | Extension Dialing, 61 |
| Caller ID Restriction Override, 35 | Flash Call Hold, 61 |
| Calling Plans, 33 | Hoteling, 61 |
| Cancel Call Waiting – Per-call, 35 | Last Number Redial, 61 |
| Cancel Call Waiting – Persistent, 35 | Priority Alert, 61 |

| | |
|---|---|
| Push To Talk, 61 | Anonymous Caller Rejection, 9 |
| Remote Office, 61 | Authentication, 11 |
| Selective Call Acceptance, 61 | Auto Callback, 12 |
| Selective Call Rejection, 61 | Automatic Hold/Retrieve, 15 |
| Sequential Ring, 61 | Blind Call Transfer, 17 |
| Shared Call Appearance, 61 | Busy Lamp Field, 19 |
| Simultaneous Ringing, 61 | Call Forward Always, 22 |
| Speed Dial 100, 61 | Call Forward Busy, 23 |
| Speed Dial 8, 61 | Call Forward No Answer, 26 |
| Three-Way Calling, 61 | Call Forward Selective, 27 |
| Voice Messaging, 61 | Call Manager, 55 |
| Web Portal Call Logs, 61 | Call Notify, 29 |
| Directed Call Pickup with Barge-in | Call Return, 31 |
| Alternate Numbers, 7 | Call Transfer with Consultation, 39 |
| Anonymous Caller Rejection, 9 | Call Transfer with Three-Way Consultation, 37 |
| Authentication, 11 | Call Waiting, 41 |
| Auto Callback, 12 | Caller ID Blocking – Per-call, 45 |
| Automatic Hold/Retrieve, 15 | Caller ID Blocking – Persistent, 43 |
| Blind Call Transfer, 17 | Caller ID Delivery – Per-call, 49 |
| Busy Lamp Field, 19 | Caller ID Delivery – Persistent, 47 |
| Call Forward Always, 21 | Caller ID Restriction Override, 51 |
| Call Forward Busy, 23 | Calling Plans, 33 |
| Call Forward No Answer, 26 | Cancel Call Waiting – Per-call, 54 |
| Call Forward Selective, 27 | Cancel Call Waiting – Persistent, 53 |
| Call Manager, 55 | Custom Ringback, 60 |
| Call Notify, 29 | Customer Originated Trace, 35 |
| Call Return, 31 | Directed Call Pickup, 61 |
| Call Transfer with Consultation, 39 | Directed Call Pickup with Barge-in, 62 |
| Call Transfer with Three-Way Consultation, 37 | Do Not Disturb, 63 |
| Call Waiting, 41 | Extension Dialing, 63 |
| Caller ID Blocking – Per-call, 45 | Flash Call Hold, 63 |
| Caller ID Blocking – Persistent, 43 | Hoteling, 63 |
| Caller ID Delivery – Per-call, 49 | Last Number Redial, 63 |
| Caller ID Delivery – Persistent, 47 | Priority Alert, 63 |
| Caller ID Restriction Override, 51 | Push To Talk, 63 |
| Calling Plans, 33 | Remote Office, 63 |
| Cancel Call Waiting – Per-call, 54 | Selective Call Acceptance, 63 |
| Cancel Call Waiting – Persistent, 53 | Selective Call Rejection, 63 |
| CommPilot Express, 57 | Sequential Ring, 63 |
| Consultation Hold, 58 | Shared Call Appearance, 63 |
| Custom Ringback, 60 | Simultaneous Ringing, 63 |
| Customer Originated Trace, 35 | Speed Dial 100, 63 |
| Directed Call Pickup, 61 | Speed Dial 8, 63 |
| Diversion Inhibitor, 62 | Three-Way Calling, 63 |
| Do Not Disturb, 62 | Voice Messaging, 63 |
| Extension Dialing, 62 | Web Portal Call Logs, 63 |
| Flash Call Hold, 62 | Do Not Disturb |
| Hoteling, 62 | Alternate Numbers, 7 |
| Last Number Redial, 62 | Anonymous Caller Rejection, 9 |
| Priority Alert, 62 | Authentication, 11 |
| Push To Talk, 62 | Auto Callback, 12 |
| Remote Office, 62 | Automatic Hold/Retrieve, 15 |
| Selective Call Acceptance, 62 | Blind Call Transfer, 17 |
| Selective Call Rejection, 62 | Busy Lamp Field, 19 |
| Sequential Ring, 62 | Call Forward Always, 22 |
| Shared Call Appearance, 62 | Call Forward Busy, 23 |
| Simultaneous Ringing, 62 | Call Forward No Answer, 26 |
| Speed Dial 8, 62 | Call Forward Selective, 27 |
| Three-Way Calling, 62 | Call Manager, 55 |
| Voice Messaging, 62 | Call Notify, 29 |
| Web Portal Call Logs, 62 | Call Return, 31 |
| Diversion Inhibitor | Call Transfer with Consultation, 39 |

| | |
|---|---|
| Call Transfer with Three-Way Consultation, 37 | Custom Ringback, 60 |
| Call Waiting, 41 | Customer Originated Trace, 35 |
| Caller ID Blocking – Per-call, 45 | Directed Call Pickup, 61 |
| Caller ID Blocking – Persistent, 43 | Directed Call Pickup with Barge-in, 62 |
| Caller ID Delivery – Per-call, 49 | Diversion Inhibitor, 63 |
| Caller ID Delivery – Persistent, 47 | Do Not Disturb, 64 |
| Caller ID Restriction Override, 51 | Flash Call Hold, 65 |
| Calling Plans, 33 | HoldSequential Ring, 65 |
| Cancel Call Waiting – Per-call, 54 | Hoteling, 65 |
| Cancel Call Waiting – Persistent, 53 | Last Number Redial, 65 |
| CommPilot Express, 57 | Priority Alert, 65 |
| Consultation Hold, 58 | Push To Talk, 65 |
| Custom Ringback, 60 | Remote Office, 65 |
| Customer Originated Trace, 35 | Selective Call Acceptance, 65 |
| Directed Call Pickup, 61 | Selective Call Rejection, 65 |
| Directed Call Pickup with Barge-in, 62 | Shared Call Appearance, 65 |
| Diversion Inhibitor, 63 | Simultaneous Ringing, 65 |
| Extension Dialing, 64 | Speed Dial 100, 65 |
| Flash Call Hold, 64 | Speed Dial 8, 65 |
| Hoteling, 64 | Three-Way Calling, 65 |
| Last Number Redial, 64 | Voice Messaging, 65 |
| Priority Alert, 64 | Web Portal Call Logs, 65 |
| Push To Talk, 64 | Flash Call Hold |
| Remote Office, 64 | Alternate Numbers, 7 |
| Selective Call Acceptance, 64 | Anonymous Caller Rejection, 9 |
| Selective Call Rejection, 64 | Authentication, 11 |
| Sequential Ring, 64 | Auto Callback, 13 |
| Shared Call Appearance, 64 | Automatic Hold/Retrieve, 15 |
| Simultaneous Ringing, 64 | Blind Call Transfer, 18 |
| Speed Dial 100, 64 | Busy Lamp Field, 19 |
| Speed Dial 8, 64 | Call Forward Always, 22 |
| Three-Way Calling, 64 | Call Forward Busy, 24 |
| Voice Messaging, 64 | Call Forward No Answer, 26 |
| Web Portal Call Logs, 64 | Call Forward Selective, 27 |
| Extension Dialing | Call Manager, 55 |
| Alternate Numbers, 7 | Call Notify, 29 |
| Anonymous Caller Rejection, 9 | Call Return, 31 |
| Authentication, 11 | Call Transfer with Consultation, 39 |
| Auto Callback, 13 | Call Transfer with Three-Way Consultation, 37 |
| Automatic Hold/Retrieve, 15 | Call Waiting, 41 |
| Blind Call Transfer, 18 | Caller ID Blocking – Per-call, 45 |
| Busy Lamp Field, 19 | Caller ID Blocking – Persistent, 43 |
| Call Forward Always, 22 | Caller ID Delivery – Per-call, 49 |
| Call Forward Busy, 23 | Caller ID Delivery – Persistent, 47 |
| Call Forward No Answer, 26 | Caller ID Restriction Override, 51 |
| Call Forward Selective, 27 | Calling Plans, 33 |
| Call Manager, 55 | Cancel Call Waiting – Per-call, 54 |
| Call Notify, 29 | Cancel Call Waiting – Persistent, 53 |
| Call Return, 31 | CommPilot Express, 57 |
| Call Transfer with Consultation, 39 | Consultation Hold, 58 |
| Call Transfer with Three-Way Consultation, 37 | Custom Ringback, 60 |
| Call Waiting, 41 | Customer Originated Trace, 35 |
| Caller ID Blocking – Per-call, 45 | Directed Call Pickup, 61 |
| Caller ID Blocking – Persistent, 43 | Directed Call Pickup with Barge-in, 62 |
| Caller ID Delivery – Per-call, 49 | Diversion Inhibitor, 63 |
| Caller ID Delivery – Persistent, 47 | Do Not Disturb, 64 |
| Caller ID Restriction Override, 51 | Extension Dialing, 65 |
| Calling Plans, 33 | Hoteling, 66 |
| Cancel Call Waiting – Per-call, 54 | Last Number Redial, 66 |
| Cancel Call Waiting – Persistent, 53 | Priority Alert, 66 |
| CommPilot Express, 57 | Push To Talk, 66 |
| Consultation Hold, 58 | Remote Office, 66 |

| | |
|---|---|
| Selective Call Acceptance, 66 | Last Number Redial |
| Selective Call Rejection, 66 | Alternate Numbers, 7 |
| Sequential Ring, 66 | Anonymous Caller Rejection, 9 |
| Shared Call Appearance, 66 | Authentication, 11 |
| Simultaneous Ringing, 66 | Auto Callback, 13 |
| Speed Dial 100, 66 | Automatic Hold/Retrieve, 15 |
| Speed Dial 8, 66 | Blind Call Transfer, 18 |
| Three-Way Calling, 66 | Busy Lamp Field, 19 |
| Voice Messaging, 66 | Call Forward Always, 22 |
| Web Portal Call Logs, 66 | Call Forward Busy, 24 |
| Hoteling | Call Forward No Answer, 26 |
| Alternate Numbers, 7 | Call Forward Selective, 28 |
| Anonymous Caller Rejection, 9 | Call Manager, 55 |
| Authentication, 11 | Call Notify, 29 |
| Auto Callback, 13 | Call Return, 31 |
| Automatic Hold/Retrieve, 15 | Call Transfer with Consultation, 39 |
| Blind Call Transfer, 18 | Call Transfer with Three-Way Consultation, 37 |
| Busy Lamp Field, 19 | Call Waiting, 41 |
| Call Forward Always, 22 | Caller ID Blocking – Per-call, 45 |
| Call Forward Busy, 24 | Caller ID Blocking – Persistent, 43 |
| Call Forward No Answer, 26 | Caller ID Delivery – Per-call, 49 |
| Call Forward Selective, 28 | Caller ID Delivery – Persistent, 47 |
| Call Manager, 55 | Caller ID Restriction Override, 51 |
| Call Notify, 29 | Calling Plans, 33 |
| Call Return, 31 | Cancel Call Waiting – Per-call, 54 |
| Call Transfer with Consultation, 39 | Cancel Call Waiting – Persistent, 53 |
| Call Transfer with Three-Way Consultation, 37 | CommPilot Express, 57 |
| Call Waiting, 41 | Consultation Hold, 58 |
| Caller ID Blocking – Per-call, 45 | Custom Ringback, 60 |
| Caller ID Blocking – Persistent, 43 | Customer Originated Trace, 35 |
| Caller ID Delivery – Per-call, 49 | Directed Call Pickup, 61 |
| Caller ID Delivery – Persistent, 47 | Directed Call Pickup with Barge-in, 62 |
| Caller ID Restriction Override, 51 | Diversion Inhibitor, 63 |
| Calling Plans, 33 | Do Not Disturb, 64 |
| Cancel Call Waiting – Per-call, 54 | Extension Dialing, 65 |
| Cancel Call Waiting – Persistent, 53 | Flash Call Hold, 66 |
| CommPilot Express, 57 | Last Number Redial, 67 |
| Consultation Hold, 58 | Priority Alert, 67 |
| Custom Ringback, 60 | Push To Talk, 67 |
| Customer Originated Trace, 35 | Remote Office, 67 |
| Directed Call Pickup, 61 | Selective Call Acceptance, 67 |
| Directed Call Pickup with Barge-in, 62 | Selective Call Rejection, 67 |
| Diversion Inhibitor, 63 | Sequential Ring, 67 |
| Do Not Disturb, 64 | Shared Call Appearance, 67 |
| Extension Dialing, 65 | Simultaneous Ringing, 67 |
| Flash Call Hold, 66 | Speed Dial 100, 67 |
| Last Number Redial, 67 | Speed Dial 8, 67 |
| Priority Alert, 67 | Three-Way Calling, 67 |
| Push To Talk, 67 | Voice Messaging, 67 |
| Remote Office, 67 | Web Portal Call Logs, 67 |
| Selective Call Acceptance, 67 | Introduction, 5 |
| Selective Call Rejection, 67 | |
| Sequential Ring, 67 | |
| Shared Call Appearance, 67 | |
| Simultaneous Ringing, 67 | |
| Speed Dial 100, 67 | |
| Speed Dial 8, 67 | |
| Three-Way Calling, 67 | |
| Voice Messaging, 67 | |
| Web Portal Call Logs, 67 | |
| Introduction, 5 | |
| | Priority Alert |
| | Alternate Numbers, 7 |
| | Anonymous Caller Rejection, 9 |
| | Authentication, 11 |
| | Auto Callback, 13 |
| | Automatic Hold/Retrieve, 15 |
| | Blind Call Transfer, 18 |
| | Busy Lamp Field, 19 |
| | Call Forward Always, 22 |
| | Call Forward Busy, 24 |
| | Call Forward No Answer, 26 |
| | Call Forward Selective, 28 |

| | |
|---|---|
| Call Manager, 55 | Cancel Call Waiting – Per-call, 54 |
| Call Notify, 29 | Cancel Call Waiting – Persistent, 53 |
| Call Return, 31 | CommPilot Express, 57 |
| Call Transfer with Consultation, 39 | Consultation Hold, 58 |
| Call Transfer with Three-Way Consultation, 37 | Custom Ringback, 60 |
| Call Waiting, 41 | Customer Originated Trace, 35 |
| Caller ID Blocking – Per-call, 45 | Directed Call Pickup, 61 |
| Caller ID Blocking – Persistent, 43 | Directed Call Pickup with Barge-in, 62 |
| Caller ID Delivery – Per-call, 49 | Diversion Inhibitor, 63 |
| Caller ID Delivery – Persistent, 47 | Do Not Disturb, 64 |
| Caller ID Restriction Override, 51 | Extension Dialing, 65 |
| Calling Plans, 33 | Flash Call Hold, 66 |
| Cancel Call Waiting – Per-call, 54 | Hoteling, 67 |
| Cancel Call Waiting – Persistent, 53 | Last Number Redial, 68 |
| CommPilot Express, 57 | Priority Alert, 69 |
| Consultation Hold, 58 | Remote Office, 69 |
| Custom Ringback, 60 | Selective Call Acceptance, 69 |
| Customer Originated Trace, 35 | Selective Call Rejection, 69 |
| Directed Call Pickup, 61 | Sequential Ring, 69 |
| Directed Call Pickup with Barge-in, 62 | Shared Call Appearance, 69 |
| Diversion Inhibitor, 63 | Simultaneous Ringing, 69 |
| Do Not Disturb, 64 | Speed Dial 100, 69 |
| Extension Dialing, 65 | Speed Dial 8, 69 |
| Flash Call Hold, 66 | Three-Way Calling, 70 |
| Hoteling, 67 | Voice Messaging, 70 |
| Last Number Redial, 68 | Web Portal Call Logs, 70 |
| Push To Talk, 69 | |
| Remote Office, 69 | Remote Office |
| Selective Call Acceptance, 69 | Alternate Numbers, 7 |
| Selective Call Rejection, 69 | Anonymous Caller Rejection, 9 |
| Sequential Ring, 69 | Authentication, 11 |
| Shared Call Appearance, 69 | Auto Callback, 13 |
| Simultaneous Ringing, 69 | Automatic Hold/Retrieve, 15 |
| Speed Dial 100, 69 | Blind Call Transfer, 18 |
| Speed Dial 8, 69 | Busy Lamp Field, 19 |
| Three-Way Calling, 69 | Call Forward Always, 22 |
| Voice Messaging, 69 | Call Forward Busy, 24 |
| Web Portal Call Logs, 69 | Call Forward No Answer, 26 |
| | Call Forward Selective, 28 |
| | Call Manager, 55 |
| | Call Notify, 29 |
| | Call Return, 31 |
| | Call Transfer with Consultation, 39 |
| | Call Transfer with Three-Way Consultation, 37 |
| | Call Waiting, 41 |
| | Caller ID Blocking – Per-call, 45 |
| | Caller ID Blocking – Persistent, 43 |
| | Caller ID Delivery – Per-call, 49 |
| | Caller ID Delivery – Persistent, 47 |
| | Caller ID Restriction Override, 51 |
| | Calling Plans, 33 |
| | Cancel Call Waiting – Per-call, 54 |
| | Cancel Call Waiting – Persistent, 53 |
| | CommPilot Express, 57 |
| | Consultation Hold, 59 |
| | Custom Ringback, 60 |
| | Customer Originated Trace, 35 |
| | Directed Call Pickup, 61 |
| | Directed Call Pickup with Barge-in, 62 |
| | Diversion Inhibitor, 63 |
| | Do Not Disturb, 64 |
| | Extension Dialing, 65 |
| | Flash Call Hold, 66 |

- Hoteling, 67
- Last Number Redial, 68
- Priority Alert, 69
- Push To Talk, 69
- Selective Call Acceptance, 71
- Selective Call Rejection, 71
- Sequential Ring, 71
- Shared Call Appearance, 71
- Simultaneous Ringing, 71
- Speed Dial 100, 71
- Speed Dial 8, 71
- Three-Way Calling, 71
- Voice Messaging, 71
- Web Portal Call Logs, 71
- Selective Call Acceptance
 - Alternate Numbers, 7
 - Anonymous Caller Rejection, 9
 - Authentication, 11
 - Auto Callback, 13
 - Automatic Hold/Retrieve, 15
 - Blind Call Transfer, 18
 - Busy Lamp Field, 19
 - Call Forward Always, 22
 - Call Forward Busy, 24
 - Call Forward No Answer, 26
 - Call Forward Selective, 28
 - Call Manager, 55
 - Call Notify, 29
 - Call Return, 31
 - Call Transfer with Consultation, 39
 - Call Transfer with Three-Way Consultation, 37
 - Call Waiting, 41
 - Caller ID Blocking – Per-call, 45
 - Caller ID Blocking – Persistent, 44
 - Caller ID Delivery – Per-call, 49
 - Caller ID Delivery – Persistent, 47
 - Caller ID Restriction Override, 51
 - Calling Plans, 33
 - Cancel Call Waiting – Per-call, 54
 - Cancel Call Waiting – Persistent, 53
 - CommPilot Express, 57
 - Consultation Hold, 59
 - Custom Ringback, 60
 - Customer Originated Trace, 35
 - Directed Call Pickup, 61
 - Directed Call Pickup with Barge-in, 62
 - Diversion Inhibitor, 63
 - Do Not Disturb, 64
 - Extension Dialing, 65
 - Flash Call Hold, 66
 - Hoteling, 67
 - Last Number Redial, 68
 - Priority Alert, 69
 - Push To Talk, 69
 - Remote Office, 71
 - Selective Call Acceptance, 72
 - Sequential Ring, 73
 - Shared Call Appearance, 73
 - Simultaneous Ringing, 73
 - Speed Dial 100, 73
 - Speed Dial 8, 73
 - Three-Way Calling, 73
 - Voice Messaging, 73
 - Web Portal Call Logs, 73
- Selective Call Rejection
 - Alternate Numbers, 7
 - Anonymous Caller Rejection, 9
 - Authentication, 11
 - Auto Callback, 13
 - Automatic Hold/Retrieve, 15
 - Blind Call Transfer, 18
 - Busy Lamp Field, 19
 - Call Forward Always, 22
 - Call Forward Busy, 24
 - Call Forward No Answer, 26
 - Call Forward Selective, 28
 - Call Manager, 55
 - Call Notify, 30
 - Call Return, 31
 - Call Transfer with Consultation, 39
 - Call Transfer with Three-Way Consultation, 38
 - Call Waiting, 41
 - Caller ID Blocking – Per-call, 46
 - Caller ID Blocking – Persistent, 44
 - Caller ID Delivery – Per-call, 49
 - Caller ID Delivery – Persistent, 47
 - Caller ID Restriction Override, 51
 - Calling Plans, 33
 - Cancel Call Waiting – Per-call, 54
 - Cancel Call Waiting – Persistent, 53
 - CommPilot Express, 57
 - Consultation Hold, 59
 - Custom Ringback, 60
 - Customer Originated Trace, 35
 - Directed Call Pickup, 61
 - Directed Call Pickup with Barge-in, 62
 - Diversion Inhibitor, 63
 - Do Not Disturb, 64
 - Extension Dialing, 65
 - Flash Call Hold, 66
 - Hoteling, 67
 - Last Number Redial, 68
 - Priority Alert, 69
 - Push To Talk, 69
 - Remote Office, 71
 - Selective Call Acceptance, 72
 - Sequential Ring, 73
 - Shared Call Appearance, 73
 - Simultaneous Ringing, 73
 - Speed Dial 100, 73
 - Speed Dial 8, 73
 - Three-Way Calling, 73
 - Voice Messaging, 73
 - Web Portal Call Logs, 73
- Sequential Ring
 - Alternate Numbers, 7
 - Anonymous Caller Rejection, 9
 - Authentication, 11
 - Auto Callback, 13
 - Automatic Hold/Retrieve, 15
 - Blind Call Transfer, 18
 - Busy Lamp Field, 19
 - Call Forward Always, 22
 - Call Forward Busy, 24

| | |
|---|---|
| Call Forward No Answer, 26 | Caller ID Restriction Override, 51 |
| Call Forward Selective, 28 | Calling Plans, 34 |
| Call Manager, 55 | Cancel Call Waiting – Per-call, 54 |
| Call Notify, 30 | Cancel Call Waiting – Persistent, 53 |
| Call Return, 32 | CommPilot Express, 57 |
| Call Transfer with Consultation, 39 | Consultation Hold, 59 |
| Call Transfer with Three-Way Consultation, 38 | Custom Ringback, 60 |
| Call Waiting, 42 | Customer Originated Trace, 36 |
| Caller ID Blocking – Per-call, 46 | Directed Call Pickup, 61 |
| Caller ID Blocking – Persistent, 44 | Directed Call Pickup with Barge-in, 62 |
| Caller ID Delivery – Per-call, 49 | Diversion Inhibitor, 63 |
| Caller ID Delivery – Persistent, 47 | Do Not Disturb, 64 |
| Caller ID Restriction Override, 51 | Extension Dialing, 65 |
| Calling Plans, 33 | Flash Call Hold, 66 |
| Cancel Call Waiting – Per-call, 54 | Hoteling, 67 |
| Cancel Call Waiting – Persistent, 53 | Last Number Redial, 68 |
| CommPilot Express, 57 | Priority Alert, 69 |
| Consultation Hold, 59 | Push To Talk, 69 |
| Custom Ringback, 60 | Remote Office, 71 |
| Customer Originated Trace, 35 | Selective Call Acceptance, 72 |
| Directed Call Pickup, 61 | Selective Call Rejection, 73 |
| Directed Call Pickup with Barge-in, 62 | Sequential Ring, 74 |
| Diversion Inhibitor, 63 | Simultaneous Ringing, 75 |
| Do Not Disturb, 64 | Softclient Support, 75 |
| Extension Dialing, 65 | Speed Dial 100, 75 |
| Flash Call Hold, 66 | Speed Dial 8, 75 |
| Hoteling, 67 | Three-Way Calling, 75 |
| Last Number Redial, 68 | Voice Messaging, 75 |
| Priority Alert, 69 | Web Portal Call Logs, 75 |
| Push To Talk, 69 | Simultaneous Ringing |
| Remote Office, 71 | Alternate Numbers, 7 |
| Selective Call Acceptance, 72 | Anonymous Caller Rejection, 9 |
| Selective Call Rejection, 73 | Authentication, 11 |
| Shared Call Appearance, 74 | Auto Callback, 13 |
| Simultaneous Ringing, 74 | Automatic Hold/Retrieve, 15 |
| Speed Dial 100, 74 | Blind Call Transfer, 18 |
| Speed Dial 8, 74 | Busy Lamp Field, 20 |
| Three-Way Calling, 74 | Call Forward Always, 22 |
| Voice Messaging, 74 | Call Forward Busy, 24 |
| Web Portal Call Logs, 74 | Call Forward No Answer, 26 |
| Shared Call Appearance | Call Forward Selective, 28 |
| Alternate Numbers, 7 | Call Manager, 56 |
| Anonymous Caller Rejection, 9 | Call Notify, 30 |
| Authentication, 11 | Call Transfer with Consultation, 40 |
| Auto Callback, 13 | Call Transfer with Three-Way Consultation, 38 |
| Automatic Hold/Retrieve, 15 | Call Waiting, 42 |
| Blind Call Transfer, 18 | Caller ID Blocking – Per-call, 46 |
| Busy Lamp Field, 20 | Caller ID Blocking – Persistent, 44 |
| Call Forward Always, 22 | Caller ID Delivery – Per-call, 50 |
| Call Forward Busy, 24 | Caller ID Delivery – Persistent, 47 |
| Call Forward No Answer, 26 | Caller ID Restriction Override, 51 |
| Call Forward Selective, 28 | Calling Plans, 34 |
| Call Manager, 56 | Cancel Call Waiting – Per-call, 54 |
| Call Notify, 30 | Cancel Call Waiting – Persistent, 53 |
| Call Return, 32 | CommPilot Express, 57 |
| Call Transfer with Consultation, 39 | Consultation Hold, 59 |
| Call Transfer with Three-Way Consultation, 38 | Custom Ringback, 60 |
| Call Waiting, 42 | Customer Originated Trace, 36 |
| Caller ID Blocking – Per-call, 46 | Directed Call Pickup, 61 |
| Caller ID Blocking – Persistent, 44 | Directed Call Pickup with Barge-in, 62 |
| Caller ID Delivery – Per-call, 50 | Diversion Inhibitor, 63 |
| Caller ID Delivery – Persistent, 47 | Do Not Disturb, 64 |

| | |
|---|---|
| Extension Dialing, 65 | Flash Call Hold, 66 |
| Flash Call Hold, 66 | Hoteling, 67 |
| Hoteling, 67 | Last Number Redial, 68 |
| Last Number Redial, 68 | Priority Alert, 69 |
| Priority Alert, 69 | Push To Talk, 69 |
| Push To Talk, 69 | Remote Office, 71 |
| Remote Office, 71 | Selective Call Acceptance, 72 |
| Selective Call Acceptance, 72 | Selective Call Rejection, 73 |
| Selective Call Rejection, 73 | Sequential Ring, 74 |
| Sequential Ring, 74 | Shared Call Appearance, 75 |
| Shared Call Appearance, 75 | Simultaneous Ringing, 76 |
| Softclient Support, 76 | Softclient Support, 77 |
| Speed Dial 100, 76 | Speed Dial 8, 78 |
| Speed Dial 8, 76 | Three-Way Calling, 76 |
| Three-Way Calling, 76 | Voice Messaging, 79 |
| Voice Messaging, 76 | Web Portal Call Logs, 79 |
| Web Portal Call Logs, 76 | |
| Simultaneous Ringing Appearance | Speed Dial 8 |
| Call Return, 32 | Alternate Numbers, 7 |
| Softclient Support | Anonymous Caller Rejection, 9 |
| Shared Call Appearance, 75 | Authentication, 11 |
| Simultaneous Ringing, 76 | Auto Callback, 13 |
| Speed Dial 100, 77 | Automatic Hold/Retrieve, 15 |
| Speed Dial 8, 77 | Blind Call Transfer, 18 |
| Three-Way Calling, 77 | Busy Lamp Field, 20 |
| Voice Messaging, 77 | Call Forward Always, 22 |
| Web Portal Call Logs, 77 | Call Forward Busy, 24 |
| Speed Dial 100 | Call Forward No Answer, 26 |
| Alternate Numbers, 7 | Call Forward Selective, 28 |
| Anonymous Caller Rejection, 9 | Call Manager, 56 |
| Authentication, 11 | Call Notify, 30 |
| Auto Callback, 13 | Call Return, 32 |
| Automatic Hold/Retrieve, 15 | Call Transfer with Consultation, 40 |
| Blind Call Transfer, 18 | Call Transfer with Three-Way Consultation, 38 |
| Busy Lamp Field, 20 | Call Waiting, 42 |
| Call Forward Always, 22 | Caller ID Blocking – Per-call, 46 |
| Call Forward Busy, 24 | Caller ID Blocking – Persistent, 44 |
| Call Forward No Answer, 26 | Caller ID Delivery – Per-call, 50 |
| Call Forward Selective, 28 | Caller ID Delivery – Persistent, 47 |
| Call Manager, 56 | Caller ID Restriction Override, 51 |
| Call Notify, 30 | Calling Plans, 34 |
| Call Return, 32 | Cancel Call Waiting – Per-call, 54 |
| Call Transfer with Consultation, 40 | Cancel Call Waiting – Persistent, 53 |
| Call Transfer with Three-Way Consultation, 38 | CommPilot Express, 57 |
| Call Waiting, 42 | Consultation Hold, 59 |
| Caller ID Blocking – Per-call, 46 | Custom Ringback, 60 |
| Caller ID Blocking – Persistent, 44 | Customer Originated Trace, 36 |
| Caller ID Delivery – Per-call, 50 | Directed Call Pickup, 61 |
| Caller ID Delivery – Persistent, 48 | Directed Call Pickup with Barge-in, 62 |
| Caller ID Restriction Override, 52 | Diversion Inhibitor, 63 |
| Calling Plans, 34 | Do Not Disturb, 64 |
| Cancel Call Waiting – Per-call, 54 | Extension Dialing, 65 |
| Cancel Call Waiting – Persistent, 53 | |
| CommPilot Express, 57 | |
| Consultation Hold, 59 | |
| Custom Ringback, 60 | |
| Customer Originated Trace, 36 | |
| Directed Call Pickup, 61 | |
| Diversion Inhibitor, 63 | |
| Do Not Disturb, 64 | |
| Extension Dialing, 65 | |
| | Flash Call Hold, 66 |
| | Hoteling, 67 |
| | Last Number Redial, 68 |
| | Priority Alert, 69 |
| | Push To Talk, 69 |
| | Remote Office, 71 |
| | Selective Call Acceptance, 72 |
| | Selective Call Rejection, 73 |
| | Sequential Ring, 74 |
| | Shared Call Appearance, 75 |
| | Simultaneous Ringing, 76 |

| | |
|---|---|
| Softclient Support, 77 | Blind Call Transfer, 18 |
| Speed Dial 100, 78 | Busy Lamp Field, 20 |
| Three-Way Calling, 78 | Call Forward Always, 22 |
| Voice Messaging, 78 | Call Forward Busy, 24 |
| Web Portal Call Logs, 78 | Call Forward No Answer, 26 |
| Three-Way Calling | Call Forward Selective, 28 |
| Alternate Numbers, 7 | Call Manager, 56 |
| Anonymous Caller Rejection, 9 | Call Notify, 30 |
| Authentication, 11 | Call Return, 32 |
| Auto Callback, 13 | Call Transfer with Consultation, 40 |
| Automatic Hold/Retrieve, 15 | Call Transfer with Three-Way Consultation, 38 |
| Blind Call Transfer, 18 | Call Waiting, 42 |
| Busy Lamp Field, 20 | Caller ID Blocking – Per-call, 46 |
| Call Forward Always, 22 | Caller ID Blocking – Persistent, 44 |
| Call Forward Busy, 24 | Caller ID Delivery – Per-call, 50 |
| Call Forward No Answer, 26 | Caller ID Delivery – Persistent, 48 |
| Call Forward Selective, 28 | Caller ID Restriction Override, 52 |
| Call Manager, 56 | Calling Plans, 34 |
| Call Notify, 30 | Cancel Call Waiting – Per-call, 54 |
| Call Return, 32 | Cancel Call Waiting – Persistent, 53 |
| Call Transfer with Consultation, 40 | CommPilot Express, 57 |
| Call Transfer with Three-Way Consultation, 38 | Consultation Hold, 59 |
| Call Waiting, 42 | Custom Ringback, 60 |
| Caller ID Blocking – Per-call, 46 | Customer Originated Trace, 36 |
| Caller ID Blocking – Persistent, 44 | Directed Call Pickup, 61 |
| Caller ID Delivery – Per-call, 50 | Directed Call Pickup with Barge-in, 62 |
| Caller ID Delivery – Persistent, 48 | Diversion Inhibitor, 63 |
| Caller ID Restriction Override, 52 | Do Not Disturb, 64 |
| Calling Plans, 34 | Extension Dialing, 65 |
| Cancel Call Waiting – Per-call, 54 | Flash Call Hold, 66 |
| Cancel Call Waiting – Persistent, 53 | Hoteling, 67 |
| CommPilot Express, 57 | Last Number Redial, 68 |
| Consultation Hold, 59 | Priority Alert, 69 |
| Custom Ringback, 60 | Push To Talk, 70 |
| Customer Originated Trace, 36 | Remote Office, 71 |
| Directed Call Pickup, 61 | Selective Call Acceptance, 72 |
| Directed Call Pickup with Barge-in, 62 | Selective Call Rejection, 73 |
| Diversion Inhibitor, 63 | Sequential Ring, 74 |
| Do Not Disturb, 64 | Shared Call Appearance, 75 |
| Extension Dialing, 65 | Simultaneous Ringing, 76 |
| Flash Call Hold, 66 | Softclient Support, 77 |
| Hoteling, 67 | Speed Dial 100, 79 |
| Last Number Redial, 68 | Speed Dial 8, 78 |
| Priority Alert, 69 | Three-Way Calling, 80 |
| Push To Talk, 70 | Web Portal Call Logs, 81 |
| Remote Office, 71 | Web Portal Call Logs |
| Selective Call Acceptance, 72 | Alternate Numbers, 7 |
| Selective Call Rejection, 73 | Anonymous Caller Rejection, 9 |
| Sequential Ring, 74 | Authentication, 11 |
| Shared Call Appearance, 75 | Auto Callback, 13 |
| Simultaneous Ringing, 76 | Automatic Hold/Retrieve, 16 |
| Softclient Support, 77 | Blind Call Transfer, 18 |
| Speed Dial 100, 79 | Busy Lamp Field, 20 |
| Speed Dial 8, 78 | Call Forward Always, 22 |
| Voice Messaging, 80 | Call Forward Busy, 24 |
| Web Portal Call Logs, 80 | Call Forward No Answer, 26 |
| Voice Messaging | Call Forward Selective, 28 |
| Alternate Numbers, 7 | Call Manager, 56 |
| Anonymous Caller Rejection, 9 | Call Notify, 30 |
| Authentication, 11 | Call Return, 32 |
| Auto Callback, 13 | Call Transfer with Consultation, 40 |
| Automatic Hold/Retrieve, 15 | Call Transfer with Three-Way Consultation, 38 |

| | |
|--|-------------------------------|
| Call Waiting, 42 | Extension Dialing, 65 |
| Caller ID Blocking – Per-call, 46 | Flash Call Hold, 66 |
| Caller ID Blocking – Persistent, 44 | Hoteling, 67 |
| Caller ID Delivery – Per-call, 50 | Last Number Redial, 68 |
| Caller ID Delivery – Persistent, 48 | Priority Alert, 69 |
| Caller ID Restriction Override, 52 | Push To Talk, 70 |
| Calling Plans, 34 | Remote Office, 71 |
| Cancel Call Waiting – Per-call, 54 | Selective Call Acceptance, 72 |
| Cancel Call Waiting – Persistent, 53 | Selective Call Rejection, 73 |
| CommPilot Express, 57 | Sequential Ring, 74 |
| Consultation Hold, 59 | Shared Call Appearance, 75 |
| Custom Ringback, 60 | Simultaneous Ringing, 76 |
| Customer Originated Trace, 36 | Softclient Support, 77 |
| Directed Call Pickup, 61 | Speed Dial 100, 79 |
| Directed Call Pickup with Barge-in, 62 | Speed Dial 8, 78 |
| Diversion Inhibitor, 63 | Three-Way Calling, 80 |
| Do Not Disturb, 64 | Voice Messaging, 81 |