

# Hosted VoIP standard features

Hosted VoIP is a next generation business telephony system, offering a highly sophisticated solution which utilises cost-effective and flexible technology.

All the features listed below are delivered as part of a standard subscriber package:

#### **CLIP/ CLIR**

Permanent Call Line Identification Presentation (CLIP)  
Call Line Identification Restriction (CLIR)

#### **Customised Ring Tones**

The customer has the ability to enable the IP phone to be configured for different ring tones. This feature is dependent on the chosen handset.

#### **TAPI**

An easy to download software client that enables integration with Microsoft Outlook to support broader click to dial services. The solution will also support integration most other TAPI compliant products such as CRM tools.

#### **Call Waiting**

When a user is engaged on a call, notification of another incoming call can be provided via the IP phone screen and/or via an audible tone. This option is enabled via the System Management Tool.

#### **Caller ID and Caller Name Display**

Within the integrated dial plan, when called the user will see the name of the caller. In addition, the system supports display of the caller CLI.

#### **Voicemail Messaging and Forwarding**

Each extension will have a dedicated voicemail box supporting the following requirements:

- User defined prompt/message
- Voicemail messages can be retrieved via the web
- Voicemail messages can be retrieved via the IP phone
- Voicemail messages can be retrieved from a PSTN/mobile telephone (remote access)
- Voicemail messages can be configured/saved as file attachments to allow email forwarding



#### **Voicemail Message Attached to Alert Email**

The notification email for a new voicemail message now has the option to have the voice message attached. This enables you to listen to your voice messages through any player; for example your PC, laptop or BlackBerry. This default change needs to be made in your System Administration Tool.

The logo for 'inclarity' features the word in a dark blue, lowercase sans-serif font. A thin, light blue curved line arches over the letters 'i' and 'n'.

The logo for 'Hosted VoIP' consists of the words 'Hosted' and 'VoIP' stacked vertically in a white, bold, sans-serif font, set against a solid yellow square background.

### Calling Shortcuts

Calling Shortcuts are dependent on the specific terminal chosen but include:

- Speed-dial - The ability for the user to dial telephone numbers by pressing a predefined key or key sequence
- Last number redial - The user can dial the last number dialled quickly by accessing the telephone menu or menu keys
- Call return - The ability to return a received call by viewing and selecting the received number on the telephone menu
- Call Selection, Filtering and Transfer - By viewing incoming CLI on the telephone display the user can determine how the call can be handled:
  - Selection/Filtering; answer, reject call or divert to voicemail
  - Transfer; redirect call to follow me or voicemail
- Do not disturb - The user can set their phone to divert all incoming calls to voicemail. This can be controlled via the handset or the Phone Manager
- Blind call transfer - The user can transfer a call without communicating with the recipient
- Assisted transfer - The user can transfer a call after having communicated with the recipient
- Hold/retrieve - The user can place a call on hold and retrieve accordingly. Whilst the caller is on hold the caller will not be able to hear the recipient and will typically be played music
- Call divert – The user can divert calls to alternative extension numbers
- Call store - The user can store up to 2 calls in a personal call queue
- Call park – The user can park calls and they can be retrieved on any terminal
- Directed pickup, group pickup - The user can pickup an incoming call from either a designated extension or an extension located within a group/department
- Line supervision - Monitor incoming lines and hunt groups - key and lamp function
- Programmable function keys - All the function keys are programmable to be used as shortcut keys for any selected feature and function within the Inclarity system. The keys can be programmed via the SMT

### Follow-me/Call Divert

Follow me option enables users to receive calls made to their extension or Hosted VoIP number on any device (mobile, another extension, home).

### Call Restriction

At the customer, site or subscriber level, the system can be configured to block outgoing calls by prefix number or specific number, in order to police calls to international and/or premium rate numbers.

### Dial Plan

The ability to have an integrated, internal office dial plan inside the office and across sites.

### Multi Office Setup

This allows a multi-location company to have an integrated dial plan for all locations and users, providing inter-office extension dialling. Intersite calls can be uniquely defined for specialised on-net billing.

### Call Analysis

Simple to create reports and graphs of call volumes, spend, durations by user and site which can be exported to excel for further analysis if required.

### 3-Way Conferencing

The ability of a call to be established between three users with simultaneous media streams.

### Manager/PA

This feature allows Managers to nominate a personal assistant to manage their calls. When configured, all external calls to the Manager will be automatically redirected to their nominated PA. The nominated PA can opt-out from receiving Manager Calls, making their extension unavailable for the Manager's calls. When applied, the Manager's extension will receive their incoming calls directly to their own extension, or based on their configured Follow-me rule (redirect calls to mobile, home). A single PA can be nominated by more than one Manager. In this scenario, all calls of all Managers will be terminated on the PA's extension. Configuration for the Manager/PA feature is carried out from within Phone Manager.

### Line and Network Features

#### Telephone Numbering

Inclarity has the ability to allocate real geographical telephone numbers or non-geographical telephone numbers to each customer handset.

#### Number portability

Inclarity has the ability to port existing BT, Cable & Wireless, NTL, Kingston and Telewest numbers, enabling a company to subscribe to the Hosted VoIP service while keeping its existing numbers.

#### Incoming calls

Hosted VoIP delivers incoming calls to the users' telephone from any national or international origin.

#### Outgoing calls

Calls to non-Inclarity numbers will be delivered to the PSTN. Inclarity offers extremely attractive call rates for national, international and mobile calls, as well as to other users within the Hosted VoIP community.