

**CLOUD VOICE  
BUSINESS PORTAL  
USER FEATURES GUIDE**

VERSION 2.1

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## Introduction

The following provides a comprehensive user guide on how to use the Virgin Media Business Cloud Voice portal. Where appropriate the guide will be backed up by screenshots to support your use of this guide.

For all help and support please visit [virginmediabusiness.co.uk](http://virginmediabusiness.co.uk) where you will find all our Cloud Voice guides or, alternatively, call us on 0800 052 0800.

We provide a number of features within the Cloud Voice service which are split into two categories:

- Site (Group) Features – sets a policy for a site and users inherit this setting
- User Features – allows personalization per user

Most of which can be configured by any of the following means:

- Configuration Portal (Business Portal)
- Feature Access/Star Codes (FAC's)

Administrators and users can generally make changes using the portals/methods detailed below:

- Company Administrator – Site & User features on Business Portal or via FAC's
- Site Administrator – Site & User features on Business Portal or via FAC's
- End User - User features on Business Portal or via FAC's

## Overview

This document describes the basic functionality of each User Feature and provides an explanation of how the Feature is used and configured by administrators or Users.

Note, features work on a hierarchical scale and therefore those available on the lower user types are available on the higher users plus the additional features. I.e. all Functional user features are available for Fixed and Mobile users and all Fixed user features are available for Mobile users. All Mobile user features are only available for Mobile users.

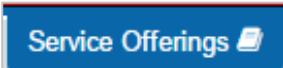
## Audience

This document is intended for Customer administrators of Virgin Media Business' Cloud Voice service as it contains information on how to configure features.

## Functional User Non-chargeable Features

The following features are listed alphabetically and all are included as standard in the Functional User Licence pack, consequently, these features are available for all users. Any chargeable add-ons/extras that can be added to this Licence pack are included in the Chargeable Features section of this document.

The full feature list can be seen by the Administrators and the User from within the Business Portal by selecting the Service Offerings button:



Clicking on this button will provide the User with the list of features available to them. Please note features that are available in areas of the portal, other than the 'Features' page will not appear in this list, *i.e. Additional Line*.

### Feature Package

<b>Name:</b>	Hosted Mobile User		
<b>Description:</b>	Hosted Mobile User		
<b>Base Calling Features:</b>	Alternate Numbers	Anonymous Call Rejection	Authentication
	Automatic Callback	Call Barge-in Exempt	Basic Call Logs
	BroadWorks Assistant - Enterprise	Call Director	Call Forwarding Always
	Call Forwarding Busy	Call Forwarding No Answer	Call Forwarding Not Reachable
	Call Forwarding Selective	Call Notify	Call Return
	Flash Call Transfer	Call Waiting	Calling Line ID Blocking Override
	Calling Line ID Delivery Blocking	Client Call Control	CommPilot Express
	Call Pick Up Barge-In	Do Not Disturb	External Calling Line ID Delivery
	Flash Call Hold	Hot Desking Guest	Hot Desking Host
	User Intercept	Internal Calling Line ID Delivery	Last Number Redial
	Phone Services	Distinctive and Priority Ringing	Push To Talk
	Remote Office	Selective Call Acceptance	Selective Call Rejection
	Sequential Ring	Shared Call Appearance	Shared Call Appearance 5
	Simultaneous Ring	Speed Call 100	Speed Call 8
	Vicemail	Flash Three-Way Call	Office UC for Smart Phone - Video
	Office UC for Tablet - Video		

### Optional Add-On Feature Packages

<b>Name:</b>	<b>Description:</b>	<b>Calling Features:</b>
<u>UC Office</u>	UC Business or UC Team	UC Team

These features are then available to configure from the Features page on the Business Portal.

Features Company: [Redacted]  
Employee: [Redacted]

List **Grid** Filter [ ] ▼

▼ **Mobility**

- Call Director Configure
- Hot Desking Guest (Off) Configure
- Hot Desking Host (Off) Configure
- Remote Office (Off) Configure
- Sequential Ring (Off) Configure
- Shared Call Appearance Configure

If an administrator does not want a User to have access to this feature then this can be removed from the User. Simply click on the Feature Assignment button from the Business Portal and remove the feature by unticking the box.

Feature Assignment Company: [Redacted]  
Employee: [Redacted]

Feature Name	<input type="checkbox"/> Assigned
Alternate Numbers	<input type="checkbox"/>
Anonymous Call Rejection	<input checked="" type="checkbox"/>
Authentication	<input type="checkbox"/>
Automatic Callback	<input checked="" type="checkbox"/>
Call Barge-In Exempt	<input checked="" type="checkbox"/>
Basic Call Logs	<input checked="" type="checkbox"/>
BroadWorks Assistant - Enterprise	<input checked="" type="checkbox"/>
Call Director	<input checked="" type="checkbox"/>
Call Forwarding Always	<input checked="" type="checkbox"/>
Call Forwarding Busy	<input checked="" type="checkbox"/>
Call Forwarding No Answer	<input checked="" type="checkbox"/>

## *Additional Line*

### **Description**

Additional Line is a 'User Type' that is configured when a new User is created.

### **Function**

An additional line can be created to give a device, IP handset etc. a 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>.... call appearance, on spare line keys if supported, for multiple DECT handsets off a DECT base station or to utilise a 2<sup>nd</sup> line on an Analogue Terminal Adaptor (ATA) for use of analogue phones.

### **Configuration/Operation**

This feature has to be configured by Virgin Media Business. Please speak to your Virgin Media Business representative for Additional Lines.

## *Automatic Hold/Retrieve*

### **Description**

Automatic Hold/Retrieve (AHR) provides users with the ability to automatically hold and retrieve incoming calls without having to use a feature access code or flash key. It is useful for users who manage a large volume of incoming calls as it enables them to hold calls by simply transferring them to dedicated parking stations. A dedicated parking station is a separate user licence reserved for holding or retrieving calls.

### **Function**

This service is commonly used by receptionists operating attendant consoles. When a call terminates on the attendant console, the receptionist typically:

- Answers the call, gathers information from the caller, and then transfers the call to a dedicated station with the AHR service enabled.
- Once transferred to the parking station, the call is automatically put on hold and the caller is played Music On Hold while they wait.
- The receptionist then communicates with the person who should handle the call, and provides them with the extension against which the call is held. That person calls the extension and retrieves the call.

If the call is not answered within a specified amount of time, it is recalled to the receptionist's device.

The parking station with the AHR service assigned should not have any device associated with it due to the calling limitations. For example, calls cannot be made or received and services that put calls on hold cannot be invoked from such a device. The emergency and maintenance calls cannot go through and feature access codes (for example, Music-On-Hold activation, or Call Pickup requests) are blocked. Emergency calls made from a device with the AHR service activated receive a busy signal.

### **Configuration/Operation**

This is not a regular user service and needs to be treated differently. This feature should only be enabled on a dedicated user account, so a Functional User Account or above, dedicated as a parking station. That dedicated user licence, as explained above, should have no device associated with it and no other features should be configured. Likewise this number should not be used in conjunction with Group Calling Line ID otherwise any returned call will automatically be placed on hold.

▼ Call Control

ⓘ Alternate Numbers Configure

ⓘ Anonymous Call Rejection Off

ⓘ Automatic Callback Off

ⓘ Automatic Hold/Retrieve (Off) Configure

To turn this on please navigate to Features within the Business Portal.

- Select the **Configure** button next to Automatic Hold/Retrieve which will open up the configuration options against the feature.
- Click in the small box where it says **Turn on Automatic Hold/Retrieve**.
- Type in the number of seconds that the call should be held for before being automatically returned to the attendant, the default is 20 seconds.
- Select **Save** to enable the feature.

Please note, only one call can be held at a station at any given time.

Features › Automatic Hold/Retrieve
Employee: Fixed.Dummy

Employee Features / Automatic Hold/Retrieve

### Automatic Hold/Retrieve

Turn on Automatic Hold/Retrieve

\* Retrieve Calls on Hold After

Seconds

⊘ Cancel

✓ Save

## Basic Call Logs

### Description

Basic Call Logs provides users with call logs for received, missed and placed calls.

### Function

The basic call logs are all accessible from the Business Portal, phones and applications. It provides the User with the following

- Missed calls
- Placed calls
- Received calls

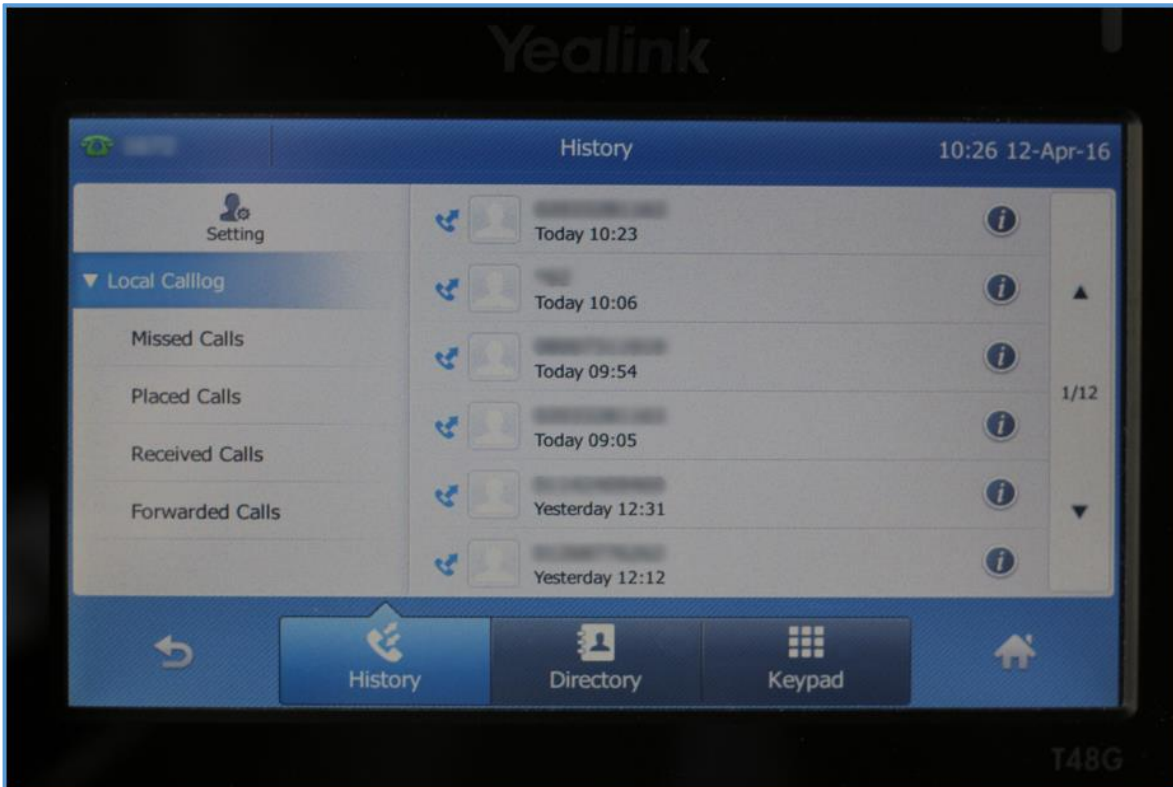
### Configuration/Operation

No configuration is required to use this feature as it is an inherent feature. Operation of the feature is dependant on the device or application being used. The screenshot below shows Basic Call logs being accessed from the Business Portal:

Employee Dashboard Company: ██████████  
Employee: ██████████

Voicemail		Missed Calls	
Unread	0 1	██████████	17 Jan 17:00
Read	0 0	██████████	17 Jan 16:45
		██████████	17 Jan 16:41
		██████████	17 Jan 14:22
		██████████	15 Dec 11:13
Dialled Calls		Received Calls	
██████████	18 Jan 10:10	██████████	17 Jan 17:01
██████████	18 Jan 10:09	██████████	17 Jan 16:39
██████████	18 Jan 10:08	██████████	17 Jan 16:38
██████████	18 Jan 10:07	██████████	17 Jan 16:36
██████████	18 Jan 10:02	██████████	17 Jan 15:45

The screenshot below is from a Yealink T48G IP Phone and demonstrates the options available on the lefthand side of the screen.



The example below is taken from the Toolbar.

Name	Number	Date/Time
Unavailable	1988	2016-04-12 08:17:36
Unavailable	0842309403	2016-04-12 08:17:36
Unavailable	0842309403	2016-04-11 13:14:03
Unavailable	0842309403	2016-04-06 13:46:01
Unavailable	0876400038	2016-04-07 16:13:08
H443C73094072	02476899472	2016-04-07 16:16:13
Unavailable	1983	2016-04-07 16:16:24
Unavailable	0889687387	2016-04-07 16:22:08
Unavailable	0191230883	2016-04-07 16:36:14
Unavailable	0191230883	2016-04-07 16:37:36
Unavailable	0191230883	2016-04-07 16:38:41
Unavailable	0191230883	2016-04-07 16:37:47
Unavailable	0191230883	2016-04-07 16:38:36
Unavailable	0191230883	2016-04-07 16:14:25
Unavailable	01986274262	2016-04-07 13:22:08
Unavailable	02476899472	2016-04-07 13:27:48
H443C73094072	02476899472	2016-04-07 13:27:27
Unavailable	0889732383	2016-04-07 13:22:38
Unavailable	0846000948	2016-04-07 13:31:48
John Siskind	01246482316	2016-04-07 12:16:37
Andrew Mackenzie	1983	2016-04-07 10:16:36
Unavailable	1983	2016-04-07 10:16:36
Unavailable	1988	2016-04-07 09:53:57
Unavailable	0191230883	2016-04-06 16:27:13



## *Call Forwarding Always*

### **Description**

The Call Forwarding Always (CFA) feature provides the capability to automatically redirect all incoming calls intended for a User, to another phone destination.

### **Function**

If you enable the Call Forwarding Always option, all incoming calls will be redirected to the phone number you specify, regardless of the settings you have for Busy and No Answer. When the feature is active an optional ring reminder can be applied to the User's device each time a call is forwarded.

Cloud Voice supports multi-path forwarding for all types of call forwarding. There are no restrictions on the number of simultaneous forwarded calls.

The Outgoing Calling Plan service allows a Site (Group) or Company Administrator to impose restrictions at a Site level that are specific to calls forwarded from a User. This may help to minimise a fraud exposure that may result from uncontrolled forwarding of calls.

Note, if you make changes in the Business Portal to any of these features, the change will only be reflected in the Toolbar Services when you log in. So if you are already logged in on Toolbar, you will have to log out and log in again to see changes made in the Business Portal.

### **Configuration/Operation**

A User can set Call Forwarding Always through their Features on the Business Portal or through the Toolbar. The optional Ring Reminder when a call is forwarded can be set through both of these options. This feature can also be set through the Voice Portal, CommPilot Menu, if the User has access. Feature access codes can also be used to activate and deactivate this feature.

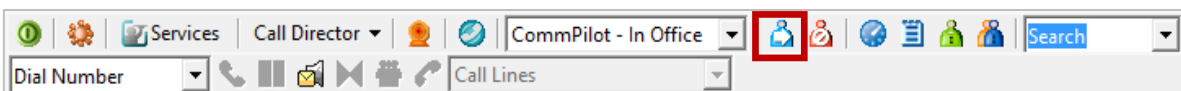
To configure Call Forwarding Always through the Business Portal, navigate to:

- Employees (select employee) > Features > Call Forwarding
- Select the 'Always forward calls' box to turn on the Call Forwarding Always feature

- Select the 'Play ring reminder when a call is forwarded' box if you want to be alerted when a call is forwarded.
- Enter a valid phone number or SIP URI that you wish to forward all calls to in the 'forward to number/SIP URI' box. If the number or SIP URI you enter is not valid the caller will receive number unattainable tone or a network announcement.
- Click Save

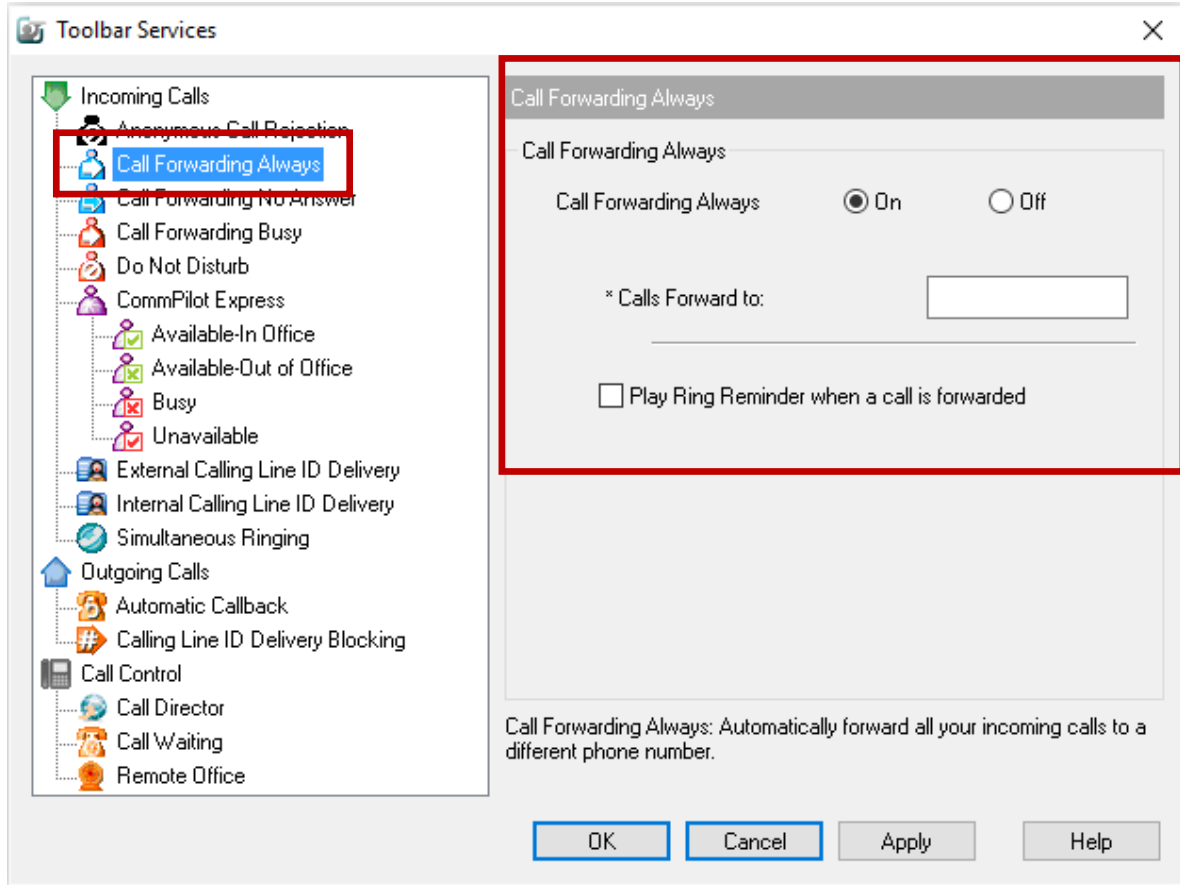
OR

- To activate or deactivate the Call Forwarding Always feature through the Toolbar, click on the Call Forwarding Always icon.



- If a Call Forwarding Always destination has been previously configured by the User, all calls will be automatically forwarded to that destination.
- If no destination has been previously configured, the Call Forwarding Always configuration box will appear.
- Select Services on the Toolbar
- Select Call Forwarding Always
- Select the 'On' radio button

- Enter a valid phone number or SIP URI in the 'Call Forward to' box.
- Select the 'Play Ring Reminder when a call is forwarded' box if required.
- Click Apply



### Limiting Conditions

It is possible for the Call Forwarding Always (CFA) feature to create a loop. For example, consider the case that arises when User A has the CFA service activated and configured to forward all calls to User B, and User B forwards all calls to User A. In this case, if the two Users are in the same Site, the system detects the loop and overrides the CFA service, resulting in User B establishing a normal call connection to User A. If the two Users are not in the same Site, the system redirects the call to User A, terminating with a re-order tone, (or being accepted by Subscriber A's voice mail).

Call Forwarding Always to Voicemail does not override Call Forwarding Always.

## Call Forwarding Busy

### Description

This feature enables a User to redirect incoming calls to another phone destination when the User is busy.

### Function

Call Forwarding Busy feature forwards calls to a specified phone destination when the User is busy. A User is considered busy when there are too many active calls or a feature makes the User appear busy to the caller.

Features that will make a User appear busy to a caller include, but are not limited to, Do Not Disturb or Selective Call Rejection.

### Configuration/Operation

A User can set Call Forwarding Busy through their Features on the Business Portal or through the Toolbar. This service can also be set through the Voice Portal, CommPilot Menu, if the User has access. Feature access codes can also be used to activate and deactivate this service.

To configure Call Forwarding Busy through the Business Portal, navigate to:

- Employees (select employee) > Features > Call Forwarding
- Select the 'Forward calls when line is busy' box to turn on the Call Forwarding Busy feature

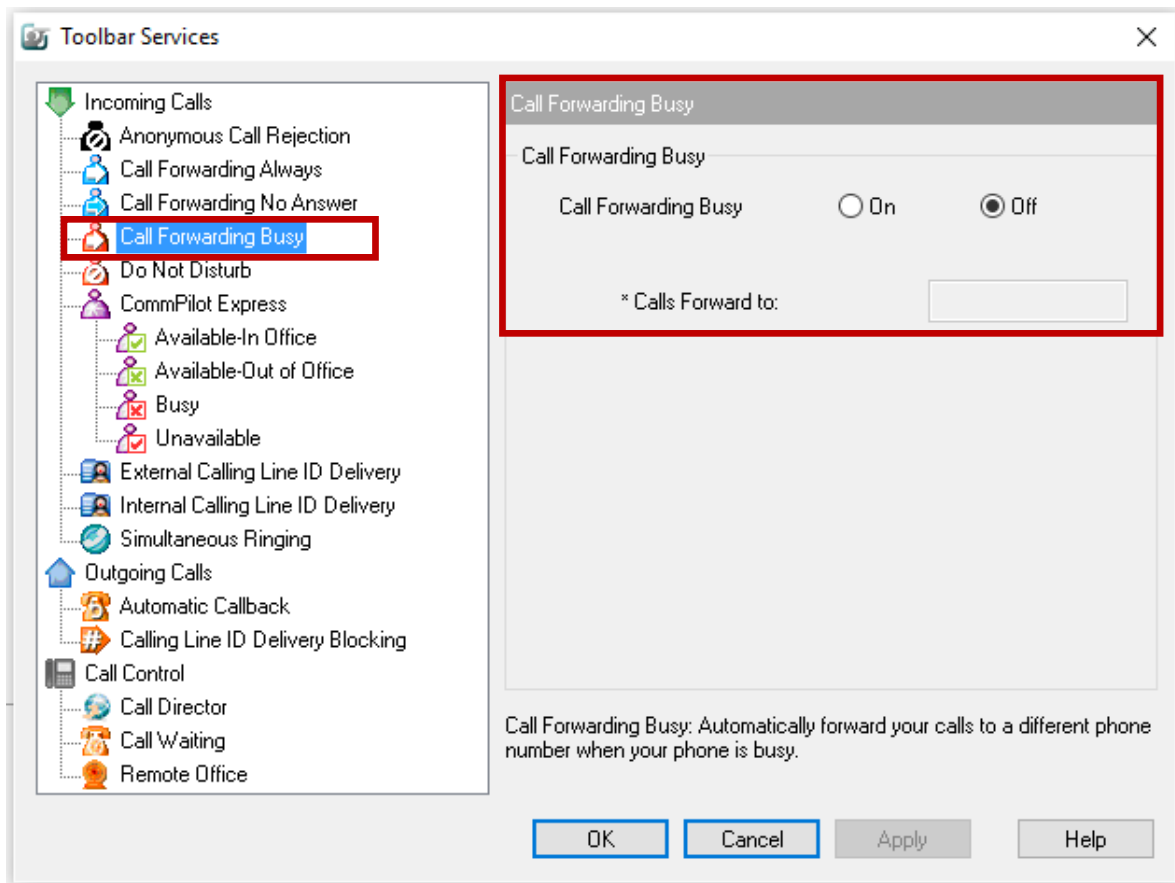
Enter a valid phone number or SIP URI that you wish to forward all calls to when the line is busy in the 'forward to number/SIP URI' box. If the number or SIP URI you enter is not valid the caller will receive number unattainable tone or a network announcement.

- Click Save

OR

Activate or deactivate the Call Forwarding Busy feature through the Toolbar:

- Select Services from the Toolbar
- Select Call Forwarding Busy
- Select the 'On' radio button
- Enter a valid phone number or SIP URI in the 'Call Forward to' box.
- Click Apply



When a Call Forwarding Busy destination has been previously configured by the User, all calls when the line is busy will be automatically forwarded to that destination.

## Call Forwarding No Answer

### Description

This feature enables a User to redirect incoming calls to another phone destination when the User does not answer within a specified number of rings.

### Function

Call Forwarding No Answer forwards calls to a specified forwarding phone number when a User does not answer an incoming call for a specified number of rings.

### Configuration/Operation

A User can set Call Forwarding No Answer through their Features on the Business Portal or through the Toolbar. The specified number of rings for the User before Call Forwarding No Answer forwards the call to the specified destination can be set through the Business Portal and Toolbar. This feature can also be set through the Voice Portal, CommPilot Menu, if the User has access. Feature access codes can also be used to activate and deactivate this feature.

To configure Call Forwarding No Answer through the Business Portal, navigate to:

- Employees (select employee) > Features > Call Forwarding
- Select the 'Forward calls when there is no answer' box to turn on the Call Forwarding No Answer feature

The screenshot shows the 'Call Forwarding' configuration page. It is divided into four main sections: 'Always Settings', 'Busy Settings', 'No Answer Settings', and 'Not Reachable Settings'. The 'No Answer Settings' section is highlighted with a red border and contains the following elements: a checkbox labeled 'Forward Calls When There Is No Answer' which is checked, a 'Forward To' field with a red asterisk and a placeholder 'Telephone Number / SIP URI', and a 'Number Of Rings' dropdown menu currently set to '3'. At the bottom of the page, there are two buttons: a pink 'Cancel' button and a purple 'Save' button with a checkmark, both also highlighted with a red border.

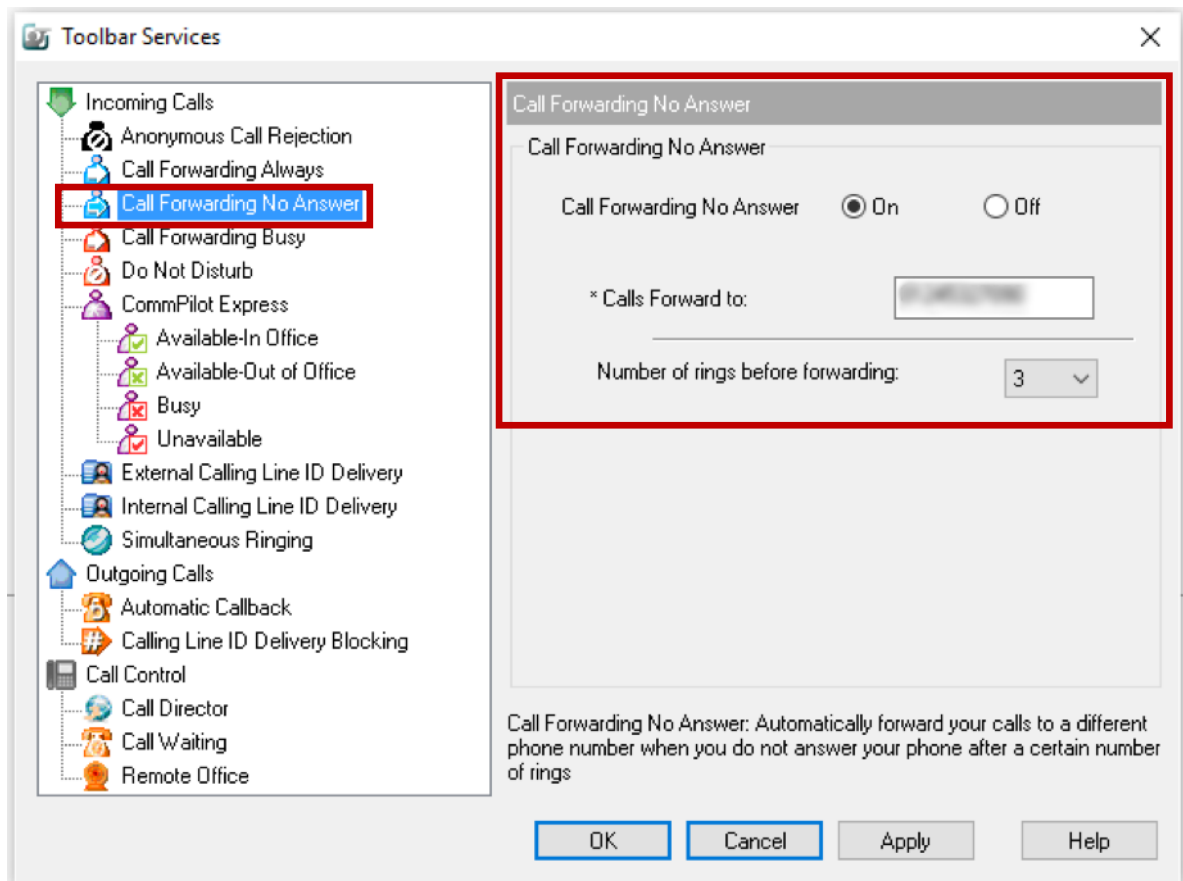
- Enter a valid phone number or SIP URI that you wish to forward all calls to when the line is not answered in the 'Forward to number/SIP URI' box. If the number or SIP URI you enter is not valid the caller will receive number unattainable tone or a network announcement.

- Select the number of rings required before the call is forwarded from the dropdown box. The default value is 3 rings.
- Click Save

OR

To activate or deactivate Call Forwarding No Answer feature through the Toolbar Services, click on the Call Forwarding No Answer icon.

- Select Services from the Toolbar
- Select Call Forwarding No Answer
- Select the 'On' radio button
- Enter a valid phone number or SIP URI in the 'Call Forward to' box.
- Select the radio button for the number of rings required before the call is forwarded
- Click Apply.



If a Call Forwarding No Answer destination has been previously configured by the User, all calls when the line is not answered will be automatically forwarded to that destination.

## Call Forward Not Reachable

### Description

This feature enables a User to redirect incoming calls to another phone destination when the Users device fails to respond to an incoming call request or is not registered with the service.

### Function

Call Forward Not Reachable forwards calls to a specified forwarding phone number when the Users device fails to respond to an incoming call request.

### Configuration/Operation

A User can set Call Forward Not Reachable through their Features on the Business Portal. To configure Call Forward Not Reachable through the Business Portal, navigate to:

- Employees (select employee) > Features > Call Forwarding
- Select the 'Forward calls when there is no answer' box to turn on the Call Forwarding Not Reachable feature

- Enter a valid phone number or SIP URI that you wish to forward all calls to when the line is not answered in the 'Forward to number/SIP URI' box. If the number or SIP URI you enter is not valid the caller will receive number unattainable tone or a network announcement.
- Click Save



## Call Hold

### Description

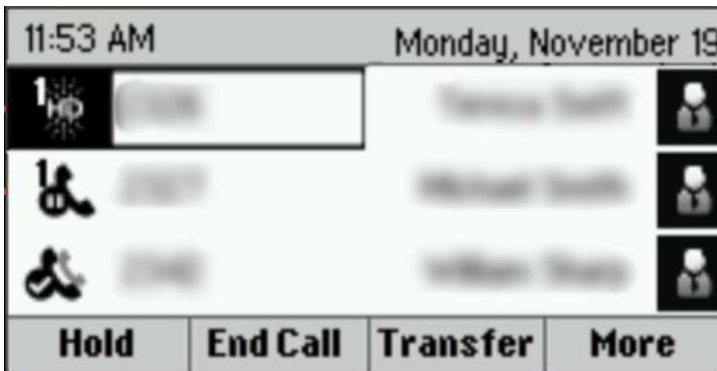
Call Hold enables a User to place an existing call on hold for a period of time, and then retrieve the call to resume conversation. While the calling party is held, the User can choose to make a consultation call to another party or invoke one of the other options listed below.

### Function

When using Call Hold the User has several options whilst the call is on Hold.

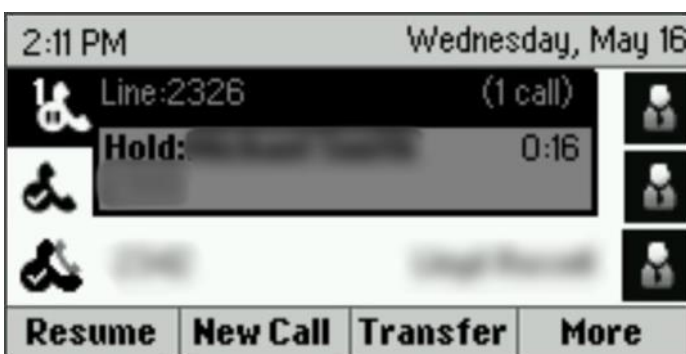
### Configuration/Operation

Calls can be placed on Hold in a variety of different ways, and does depend on the device being used. The example screenshot below shows the Hold key that appears on a Polycom VVX 301. Almost all devices operate in the same fashion and will highlight a soft key during a call.



Simply push the corresponding key next to the Hold button and the call will be placed on Hold. When using a soft client, the behaviour is similar in that a Hold key will be showing during a call.

The following example screen shot demonstrates what the user will see when they place a call on hold using the Polycom VVX 301.



Once a call is placed on Hold, the following options are available:

- Resume – The User takes caller off Hold and continues conversation.
- Transfer – transfer the other caller, please see the [Transfer Feature](#)
- New Call – The User can make another call out then return to the held call.
- End Call – The User can terminate the call, (Note the end caller will then receive Network Unavailable tone if they have not replaced their handset).
- Call Park – Park a call, please see the [Call Park Feature](#)
- Conference – Add another person to the call to create a 3 way call, please see [3 Way Calling Feature](#)

## *Call Park*

### **Description**

The Call Park feature allows a User to suspend, or 'park', a call for an extended period of time.

**Call Park is configured and controlled by administrators at Site (Group) level. A User can only invoke what has been configured by the administrator. Please refer to the Site Features Guide for a full description.**

### **Function**

Whilst a call is parked, the User can freely make and receive other calls and invoke other features without limitation. When ready, the User can retrieve the parked call from any extension.

### **Configuration/Operation**

The feature is controlled by use of site level Feature access codes. By default, these codes are as follows:

- \*68 Call Park - Place the call on hold, enter \*68 and then click dial
- \*88 Call Park Retrieve

## *Call Pick up Groups*

### **Description**

The Call Pick up feature allows users to answer any ringing call within their Call Pick up Group. A Call Pick up Group is set up by the Group or Company Administrator. This group is defined as a subset of the Users in the Site that can pick up each other's calls. Each Site can have multiple Call Pick up Groups but any User can only be a member of a single Call Pick up Group.

Call Pick Up Group is a site level feature. Please refer to the Site Features Guide for a full description.

### **Function**

Call Pick up will allow users to answer other people's calls when they are busy or unavailable.

### **Configuration/Operation**

The feature is controlled by use of site level Feature access codes. By default, the code is as follows

- \*98 Call Pick up

This feature will pick up the longest ringing call if there is more than 1 call. If a User wants to pick up a specific user's phone that is ringing then they will need to use the Directed Call Pick up feature.

## *Call Return*

### **Description**

This feature enables a User to call the last party that called. To call back the last party that called, the User dials a recall Feature access code. The system stores the number of the last party that called and attempts to connect the User to that party.

### **Function**

Call Return allows the User to call the last party that called by dialling the required Feature access code on the User's device.

Call Return can be used for calling back answered and unanswered calls, as long as the calling number is available. If the calling number is available, the last calling party is called as if the User dialled this number manually. If the calling number is not available, the User is played an error announcement. A call originated with Call Return is subject to all User features and restrictions.

### **Configuration/Operation**

The feature is controlled by use of site level Feature access codes. By default the code is as follows:

- \*69 Call

### **Limiting Conditions**

Note however, that when a User tries to use Call Return on a call with the incoming caller ID blocked, the User is played an error announcement. If the calling number is not available, the User will be played an error announcement.

## *Call Transfer*

### **Description**

This feature enables a User to consult with an add-on party before either transferring the caller to the add-on party or initiating a 3 way conference call with the original caller and the add-on party.

### **Function**

The process to initiate Consultative Call Transfer or a Three-Way Conference Call will depend on the telephone being used. The keys/options that may be available may include, Park, Hold, Conference, Transfer etc.

Once the call is on hold the User dials the add-on party. When the call is answered, the User presses the required key, (the actual key will depend on the telephone being used), and all three parties are connected to the conversation.

To transfer, the User presses the required key, and then the call is transferred from the original caller to the add-on party.

### **Configuration/Operation**

Call Transfer is initiated from the IP handset or application and is subject to the particular device being used. Further guidance can be found within the relevant handset user guide.

## Call Waiting

### Description

This feature enables a User to answer another incoming call while already engaged in a call.

### Function

When an incoming call is received while a User is already engaged on an active call, the User is informed of the new call by a Call Waiting tone. To answer the waiting call, the User places the first caller on hold (how this is done will depend on the device being used), and answers the new incoming call and will be connected to the new caller. The User can toggle between the two parties. How the User switches between the active call and the call on hold will depend on the device being used.

If the User hangs up on the active call the call on hold or waiting will ring the User. When the User answers this call, the User is reconnected to the held or waiting caller.

### Configuration/Operation

Call Waiting can be Activated and Deactivated through the Business Portal on the User's Features Page or The Services Tab on the Toolbar. Feature access codes may also be used.

To Activate Call Waiting through the Business Portal, navigate to:

- Employees (select Employee) > Features
- Toggle the Call Waiting switch to the 'On' position
- Toggle the Call Waiting switch to the 'Off' position and when the user is on a call any incoming calls will receive the Users busy treatment.

Caller will hear Busy Tone

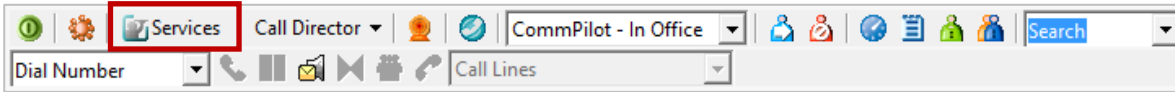
Caller will follow 'Call Forward Busy' if configured

Caller will be forwarded to the users Voicemail box (if configured)

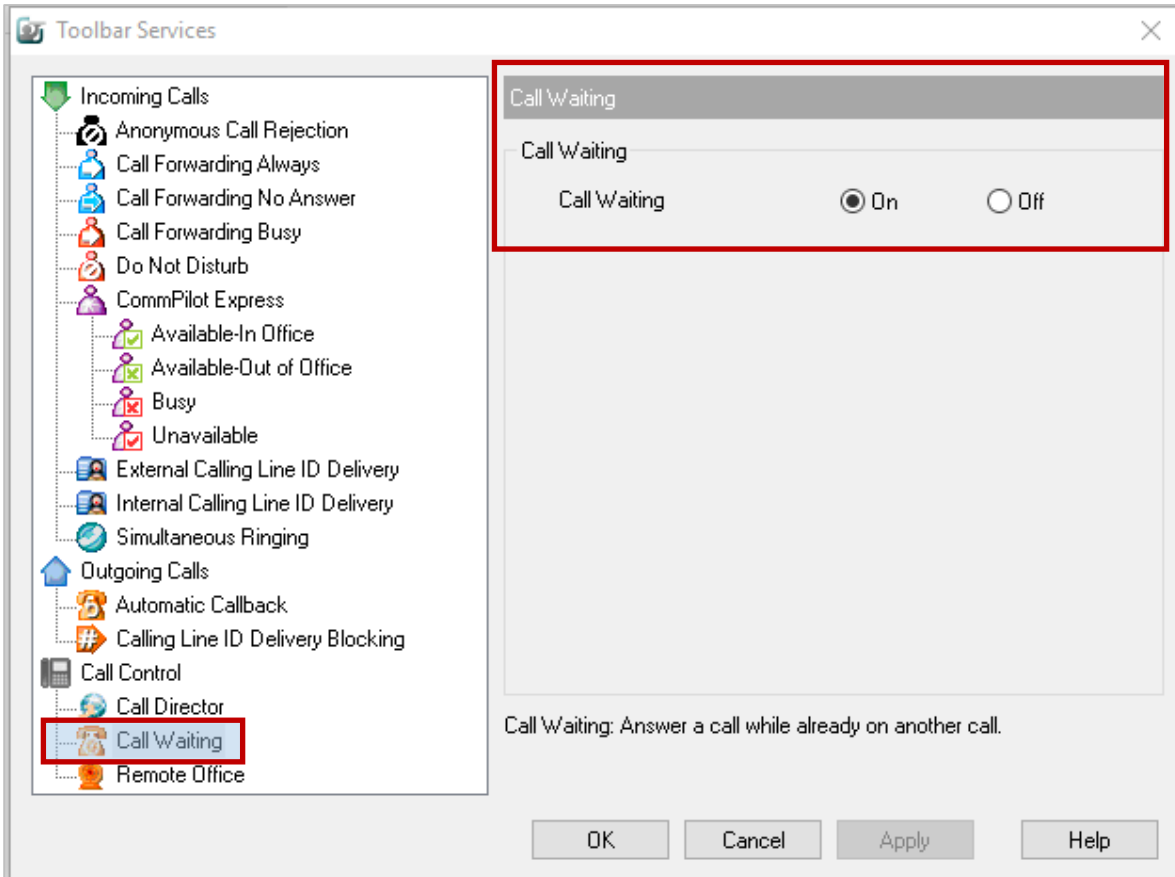


OR

To Activate Call Waiting through the Toolbar, click on 'Services'.



- Select Call Waiting from the Menu on the left.



- Select the 'On' radio button on the right.
- Click Apply

**Cancel Call Waiting Per Call**

To cancel Call Waiting per call, the User dials the required Feature Access Code. The system plays a confirmation announcement then secondary dial tone. The User then dials the destination number. For the duration of the call, the User is not presented with any waiting calls.

Call Waiting is automatically re-activated when the call ends.

The User can also cancel Call Waiting for active calls in progress. The User can flash the switch hook or park/hold the call, depending on the device, while a call is in progress. Once the caller is on hold the User dials the required Feature Access Code. The system then responds with a confirmation announcement,



followed by a dial tone. The User can then resume the call from the held state, and no other waiting calls are presented for the duration of that active call.

**Please refer to the Feature access code table in the Site Features Guide.**

## Calling Line ID Blocking

### Description

This feature enables a User to block delivery of his/her identity on all outgoing calls to a called party outside of the Site. There are 2 types of blocking, 'Persistently' block or block on a per call basis.

### Function

Calling Line ID Blocking is used to block or allow the delivery of a User's identity (both name and number), on an outgoing call to the called party.

When active, calls made by the User to parties outside of the Company have the presentation of their identity, both name and number blocked. The blocking is achieved by setting the presentation indicator associated with the calling party number to "private", which prevents the User's identity from being revealed to the called party's device.

The use of Calling Line Identity Blocking Persistent will block the User's Calling Line Identity for all outgoing calls outside of the Site.

### Configuration/Operation

Calling Line ID Blocking Persistent can be activated or deactivated via the toggle switch on the User's Features page of the Business Portal or the Services Tab on the Toolbar.

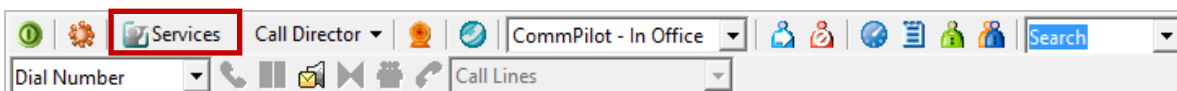
To activate Calling Line ID Blocking Persistent through the Business Portal, navigate to:

- Employees (select Employee) > Features
- Toggle the Calling Line ID Blocking switch to the 'On' position

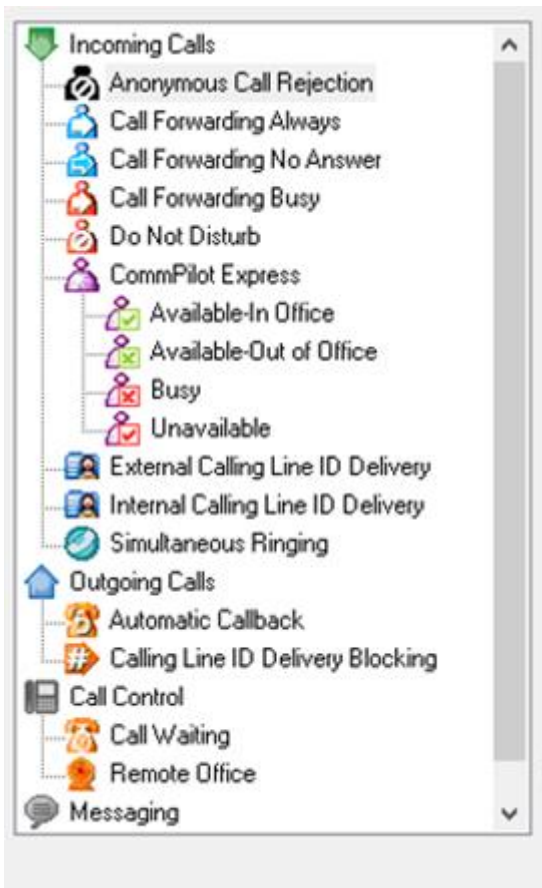


OR

- To activate Calling Line ID Blocking Persistent from the Business Toolbar, click 'Services'.



- Select Calling Line ID Delivery Blocking from the menu on the left.



- Select the 'On' radio button on the right
- Click Apply

**Calling Line ID Blocking Per Call**

This feature overrides the persistent presentation of the active Calling Line ID (CLID) so Users can block the delivery of their identities for the next outgoing call only. At the end of the call, the presentation of the User's identity is restored to its persistent active status.

The Users can block the delivery of their identities for the next call by dialling the Feature access code from their devices before making the call. This results in a confirmation tone followed by a dial tone. The Users can then make the outgoing call as usual and their identities are blocked.

**Please refer to the Feature access code table in the Site Features Guide available from Virgin Media Business.**

**Limiting Conditions**

A User's Calling Line Identity cannot be blocked for calls to other User's within the Site.

When the Calling Line Identity is blocked, calls may be refused by the other party if they have features similar to 'Anonymous Caller Rejection' activated.

## Calling Line ID Delivery – External Calling Line ID Delivery

### Description

This allows the User to view the incoming Caller ID information for a call coming from outside the organisation.

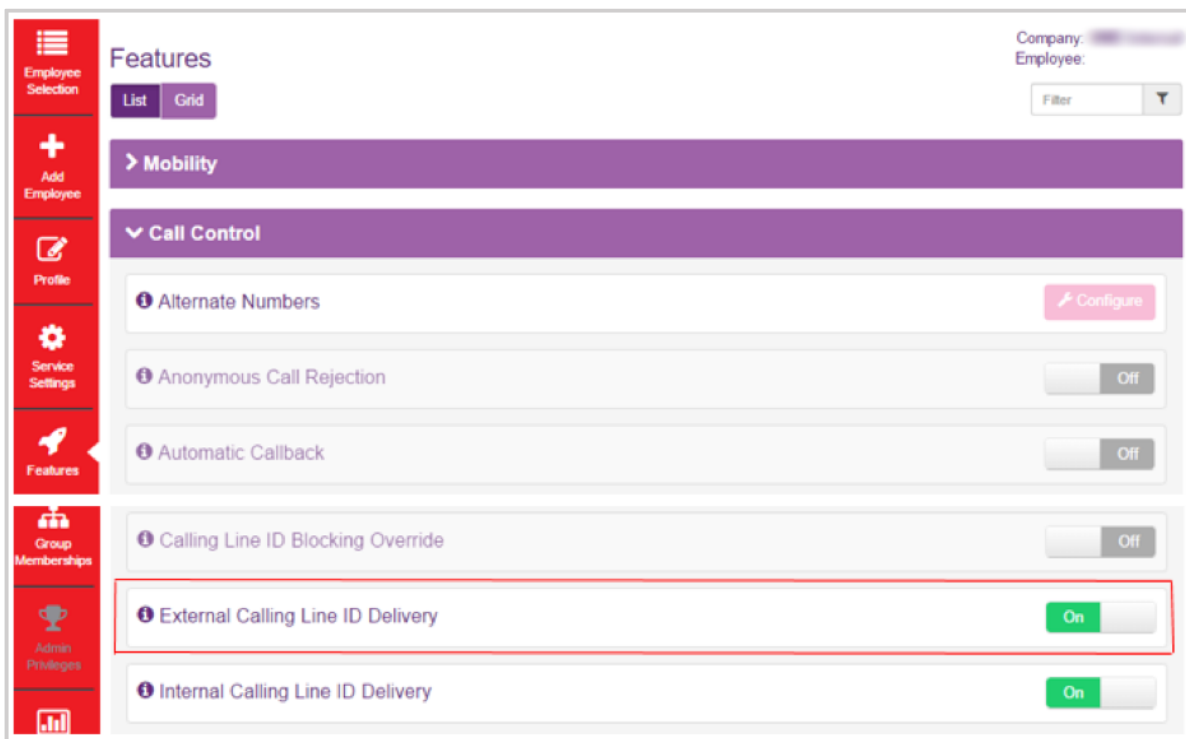
### Function

To control whether the User is presented with the Calling Line Information, Number and Name, where available, for incoming calls that have originated outside the organisation.

### Configuration/Operation

In the Business Portal, navigate to:

- Employees > Features > Call Control
- Scroll down to External Calling Line ID Delivery



- Move the Slider Switch to toggle the setting On or Off.

## Calling Line ID Delivery – Internal Calling Line ID Delivery

### Description

Allows the User to view the incoming Caller ID information for a call coming from inside the organisation.

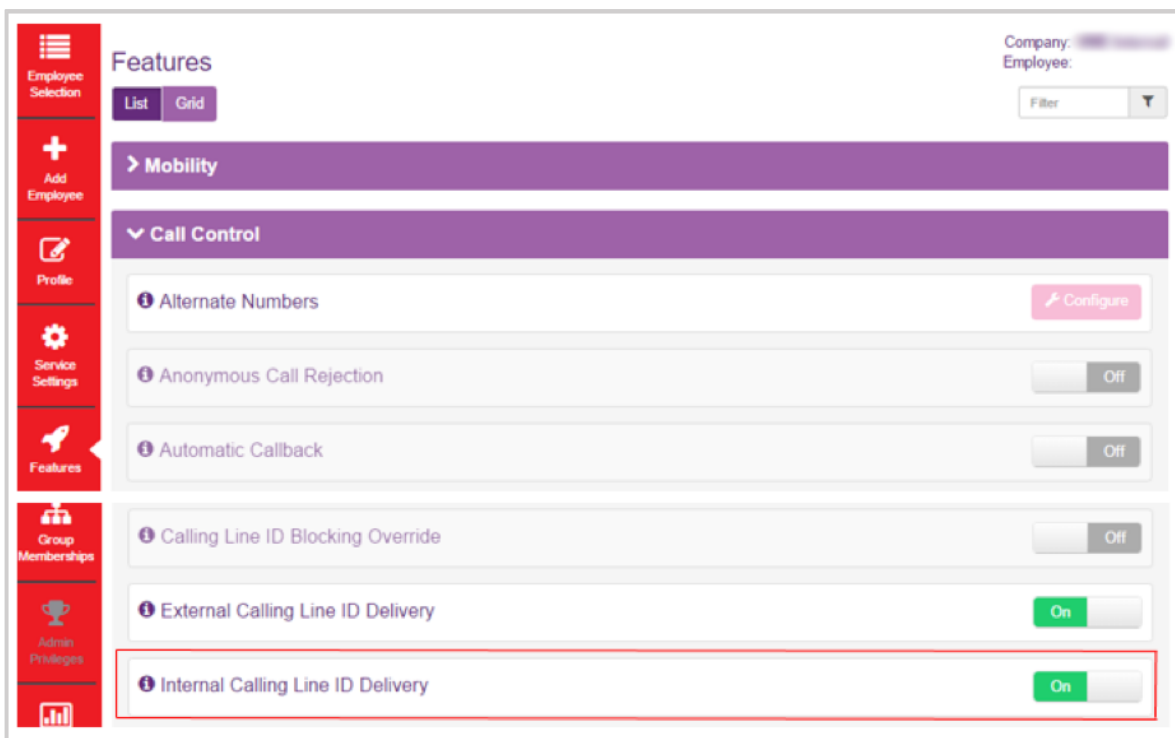
### Function

To control whether the User is presented with the Calling Line Information, Number and Name, where available, for incoming calls that have originated outside the organisation.

### Configuration/Operation

In the Business Portal, navigate to:

- Employees > Features > Call Control
- Scroll down to External Calling Line ID Delivery



- Move the Slider Switch to toggle the setting On or Off.

## *Last Number Redial*

### **Description**

This feature allows users to redial the last number that they previously dialled. Users can only redial calls where the call type is allowed in the Outgoing Calling Plan.

### **Function**

Used by a User to quickly dial/return a previous call.

### **Configuration/Operation**

No configuration is required to turn this feature on as it is on by default. A User can use the 'Redial' button on their appropriate handset to redial a previous call or they can dial the following feature access code:


- \*66 (default)

## Personal Contacts

### Description

The Personal Contact Directory Feature provides the ability to create custom contact directories for use by an individual Employee.

### Function

Company, Site (Group) Administrators and End Users can use this feature to create a custom Personal Contact Directory that contains numbers frequently called by the End User, such as individual clients, suppliers etc. You can also quickly add numbers to this list by importing a phone list and loading the numbers from a CSV file. Hover over the information  icon for the file format.

A directory can contain a maximum of 500 contacts.

If a User has the Company Contacts feature all the contacts are added into a single directory.

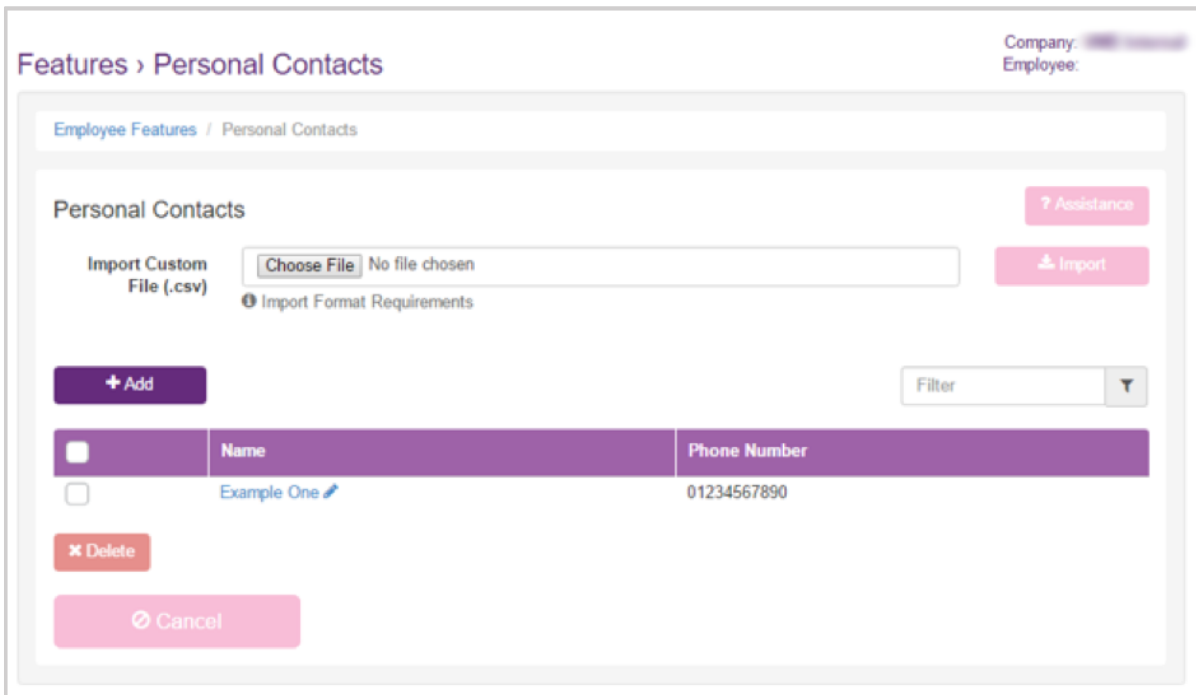
### Configuration/Operation

The Personal Contacts Feature is available to configure in the Business Portal under:

- Employees > Features > Contacts > Personal Contacts



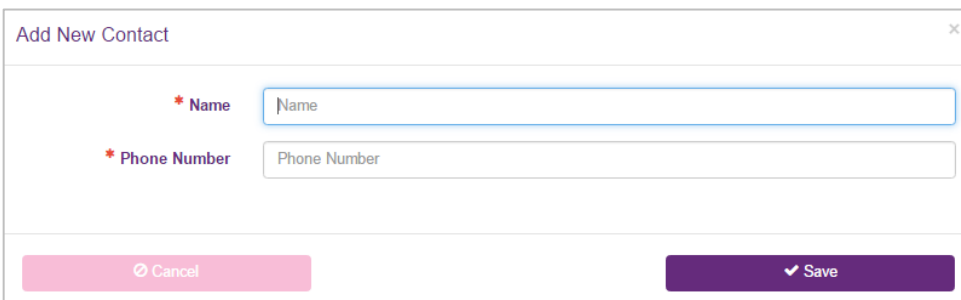
- Click Configure



- To import a list of contacts in .CSV format browse to the file and click 'Import'
- To manually add an entry click '+Add'
- To edit an existing entry click on the entries 'Name'
- To delete an entry select the entry via the right hand tick box and click 'x Delete'
- To delete all entries select the tick box on the right hand side of the header bar and then click 'x Delete'



- Click 'Add' to add an entry



- Click Save



### **Limiting Conditions**

The Business Portal supports the use of Alpha Numeric Characters A to Z, both upper and lower case, and 0 to 9. Special Characters Hyphen (-) and Apostrophe (') are also supported.

All other Special Characters are not supported in the Business Portal and any entry containing these characters will be rejected.

**Note: - We would advise against the use of Apostrophe in Personal Contacts as some handsets may not support this character. This may lead to issues when trying to access the contacts from the handset.**

## Phone Services

### Description

This feature provides a method of pushing down personal and company contacts (in Personal and/or Company Directories) to a User's devices.

### Function

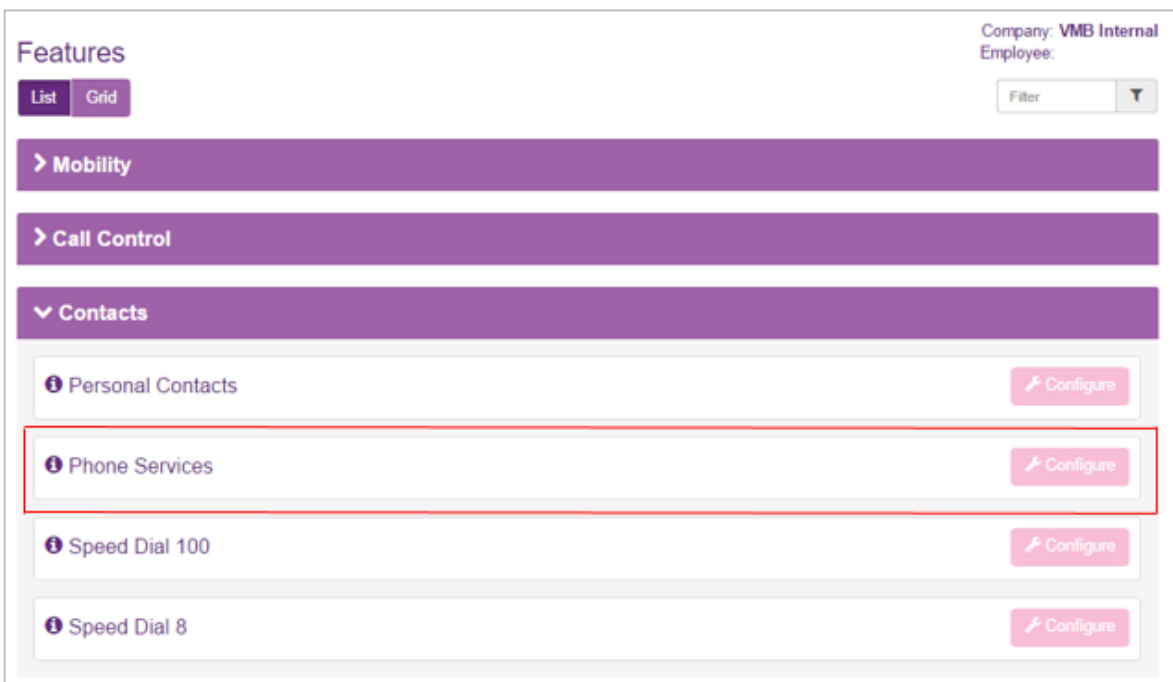
Administrators and End Users can use this feature to select which Company Contact Directory and/or the Personal Contact Directory is integrated with the User's devices.

**If Phone Services are enabled for a device, but the Phone Directory is turned 'off' then neither the Site Level Phone Services nor User level configuration will apply. This means that no directories will be integrated with the device(s) that the User has.**

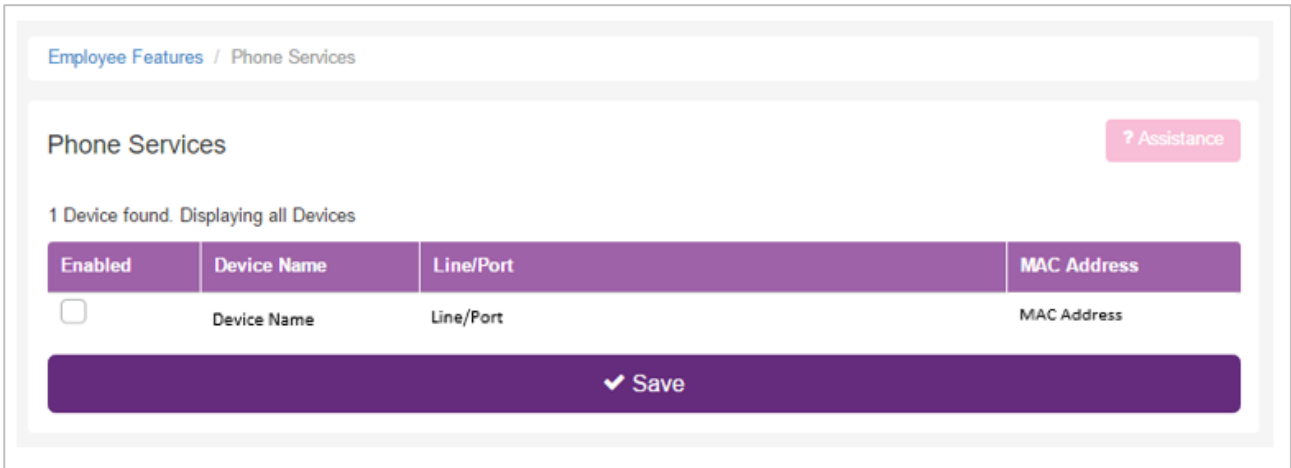
### Configuration/Operation

The User Level Phone Services feature is available to configure in the Business Portal. Navigate to:

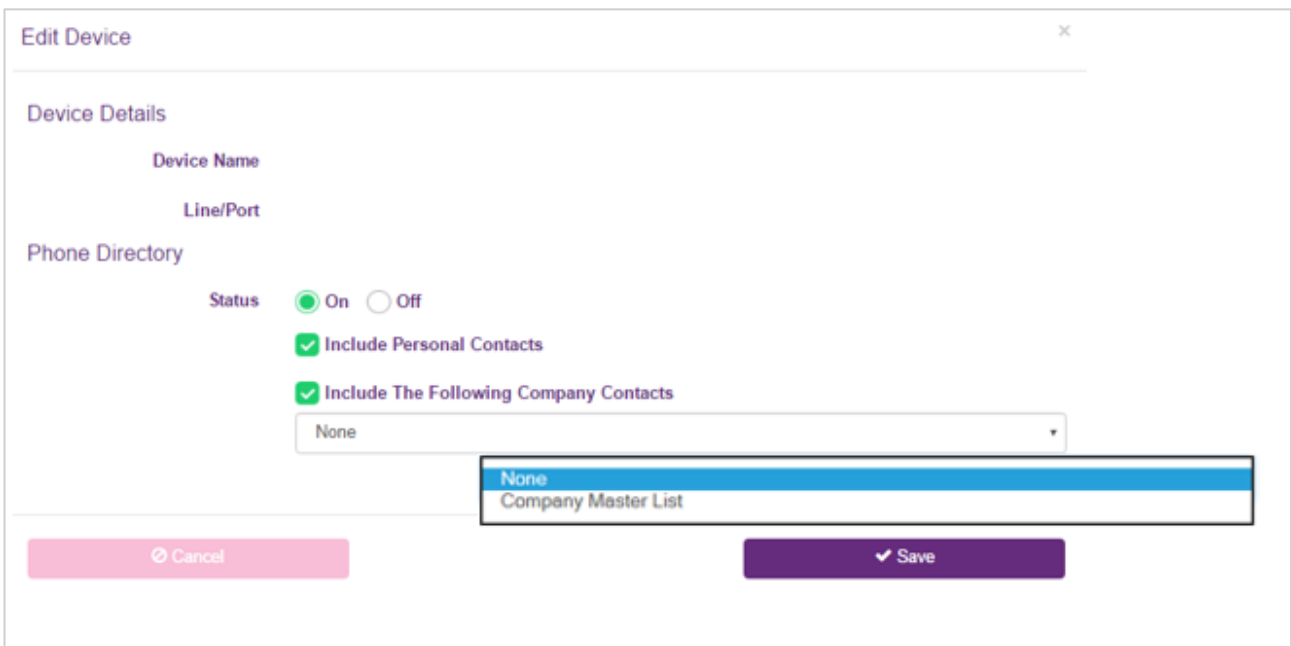
- Employees > Features > Contacts > Phone Services



- The first page lists all the devices for which the user is able to use Phone Services with. The list only includes device profiles with a device type supporting Phone Services.



- Enabling and then Clicking on a Device Name allows you to go to the corresponding Phone Services configuration page for the device



- Status
  - Enable/Disable Phone Directory for the Device.
- Include Personal Contacts
- Include the following Company Contacts
  - Select the list of Company Contacts
- Click Save

Please note:

- In Site Phone Services, when you select apply Company Directory, when you then enable Phone Services at a User level, you must not tick company directory again, or it will duplicate
- When you make a change to the Group or Company Directory, you must disable phone services before updating.

## *Three Way Calling*

### **Description**

Three Way Calling enables a User to make a three-way call with two parties, in which all parties can communicate with each other.

### **Function**

This feature is used to set-up a mini conference call with three parties, allowing all three people to be on the same call, without the need to set-up an external conference call.

### **Configuration/Operation**

There is no configuration necessary for this feature.

To initiate a three-way call while engaged in a regular two-party call, the User presses the Conference button on the IP Phone or soft-phone. Depending on the phone type, this may be a hard key or a soft key. This action immediately places the other caller on Hold and allows the User to dial the other party. Once the other party answers the User simply needs to push the Join soft key and this will set-up the three-way call. To end a conference call, simply push the End soft key.

Each device is different so it is advisable to review the user guide or quick install guide supplied with the device to understand the exact operation.

## User Intercept

### Description

Allows a User's phone number to be taken out of service while providing callers with informative announcements and alternative routing options.

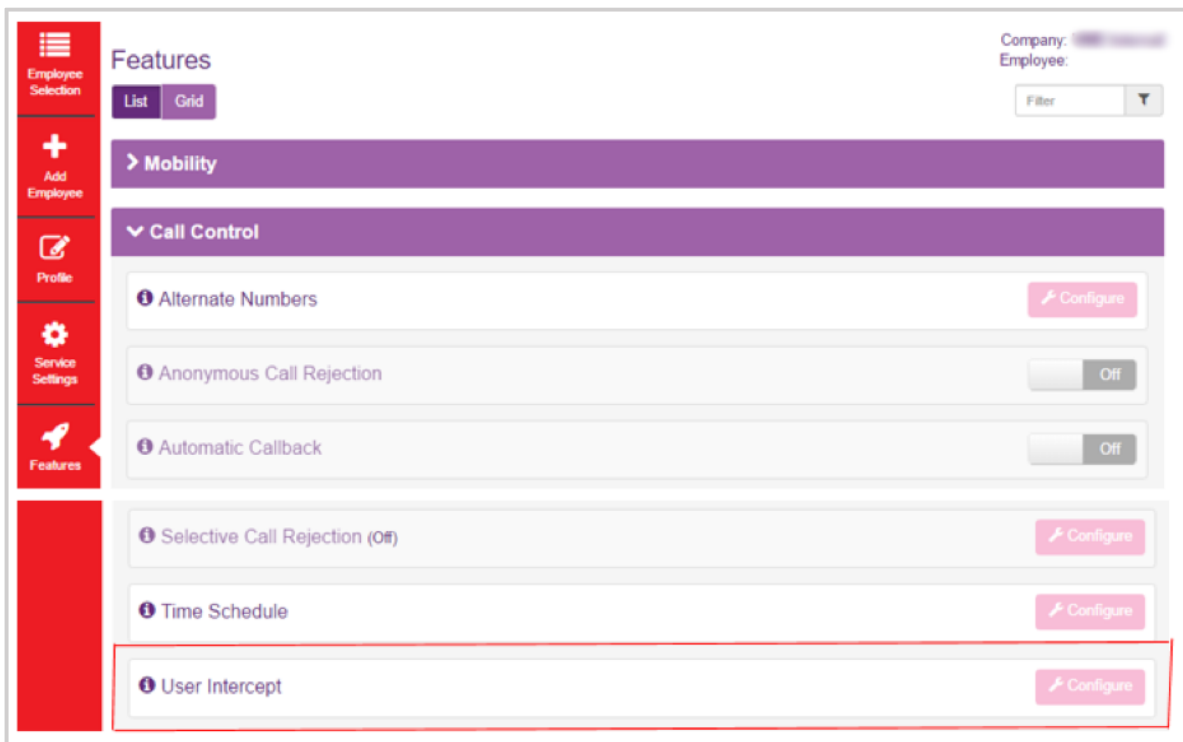
### Function

This is useful for an administrator to use when an employee has left the company and you want to ensure you do not lose the calls.

### Configuration/Operation

In the Business Portal, navigate to:

- Employees > Features > Call Control > User Intercept



- Select 'Configure'

Employee Features / User Intercept

User Intercept ? Assistance

Intercept All Incoming Calls

Play New Phone Number

New Phone Number

Transfer On '0'

Transfer On '0' To

Use Personal Announcement

Upload Personal Announcement  No file chosen

File type is CCITT u-Law WAV with 8kHz, 8Bit, Mono attributes.

- Intercept All Incoming Calls
  - This Enables User Intercept
- Play New Telephone Number
  - The system will play an announcement containing the phone number configured here.
- Transfer On '0'
  - Select to allow a caller the option of being transferred to a new number, such as a switchboard operator.
  - Configure the number you wish to transfer the incoming call to.
- Use Personal Announcement
  - Select and upload a personal announcement rather than using the system default.

## *Video Calling*

### **Description**

Video Calling is available on a limited range of devices allowing video calls to be conducted on desktop phones, tablets, mobile phones, PCs and laptops whether in a meeting room, office or travelling.

### **Function**

Video calling can be used by Users who both own a video capable line device. A User simply selects to add video to an existing call and there is no extra configuration required. Our default Video Calling uses the industry standard H.264 codec and CIF 352 x 288 or QVGA 320 x 240 resolutions.

### **Configuration/Operation**

There is no configuration required video is automatically configured for devices that can support it.



## Functional User Chargeable Features (Optional Add-Ons)

The following add-ons are listed alphabetically and all are available to give as extras to Functional Users but are to be purchased from Virgin Media Business and do incur additional charges.

The list of add-ons provided can be seen by the Administrators and the User from with the Business Portal by selecting the Service Offerings button:



Clicking on this button will provide the User with the list of any add-ons that have been given to them. Please note features that are available in areas of the portal, other than the 'Features' or 'Applications' tab will not appear in this list, *i.e. Call Analytics*

Feature Package		
Name:	Hosted Mobile User	
Description:	Hosted Mobile User	
Base Calling Features:	Alternate Numbers	Anonymous Call Rejection
	Automatic Callback	Call Barge-in Exempt
	BroadWorks Assistant - Enterprise	Call Director
	Call Forwarding Busy	Call Forwarding No Answer
	Call Forwarding Selective	Call Notify
	Flash Call Transfer	Call Waiting
	Calling Line ID Delivery Blocking	Client Call Control
	Call Pick Up Barge-In	Do Not Disturb
	Flash Call Hold	Hot Desking Guest
	User Intercept	Internal Calling Line ID Delivery
	Phone Services	Distinctive and Priority Ringing
	Remote Office	Selective Call Acceptance
	Sequential Ring	Shared Call Appearance
	Simultaneous Ring	Speed Call 100
	VoiceMail	Flash Three-Way Call
	Office UC for Tablet - Video	Office UC for Smart Phone - Video
Optional Add-On Feature Packages		
Name:	Description:	Calling Features:
UC Office	UC Business or UC Team	UC Team


These add-ons will either be:


- Features available to configure in the Business Portal
- Applications to download from the Business Portal
- Applications to download from other sources

Applications Company: [redacted]  
Employee: [redacted]


Application Username  Change Password


Office UC for Tablet  
iPad Edition




Available on the  
 App Store


Office UC for Smart  
Phone & Tablet  
Android Edition




GET IT ON  
 Google play

Office UC for Smart  
Phone iPhone Edition




Available on the  
 App Store

Toolbar




Download

Office UC for Desktop  
Windows Edition



Download

Office UC for Desktop  
Mac Edition



Download

## *Go Integrator – CRM Connect*

### **Description**

CRM Connect is an application for Windows Desktop that integrates leading CRM Applications into the Cloud Voice service. It works in conjunction with a User's primary\* phone and CRM software to enhance a User's productivity, *i.e. screen popping a CRM file based on the number calling in.*

*\*Devices set up as shared devices to the primary device cannot be controlled.*

### **Function**

CRM Connect enables users to integrate call control into an approved CRM system providing the following functionality:

- Manual (default) or Automatic screen popping of customer files when inbound calls are received
- Call Control from PC
- Click-to-dial from CRM file

To view a complete list of approved applications, please contact Virgin Media Business.

### **Configuration/Operation**

For guidance on how to download, install, configure and use this application please refer to the application user guides available from Virgin Media Business which can be found here [www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides](http://www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides).

## *Go Integrator Lite – CRM Connect*

### **Description**

Go Integrator Lite is an application for Windows Desktop that integrates Lotus Notes and Microsoft Outlook Applications into the Cloud Voice service. It works in conjunction with a User's primary\*\* phone and CRM software to enhance a User's productivity, *i.e. screen popping a CRM file based on the number calling in.*

*\*\*Devices set up as shared devices to the primary device cannot be controlled.*

### **Function**

Go Integrator Lite enables users to integrate call control into Lotus Notes and Microsoft Outlook, providing the following functionality:

- Manual (default) or Automatic screen popping of customer files when inbound calls are received
- Call Control from PC
- Click-to-dial from Lotus Notes and Microsoft Outlook

In addition the application will allow:

- Configuration/control of a number of features
- Monitoring of a Users presence status

### **Configuration/Operation**

For guidance on how to download, install, configure and use this application please refer to the application user guides available from Virgin Media Business which can be found here [www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides](http://www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides).

## *Office UC Desktop incl. Skype for Business Plug-in*

### **Description**

Office UC provides Users with an application and series of features to enable Unified Communications across one or many devices. The Desktop application will work across computers running Windows and MAC iOS.

Office UC Skype for Business Plug-in (referred to as SFB/SfB in this document) offers an enhancement to the existing Office UC suite of products. The plug-in is offered as an additional device type on Cloud Voice for PC Desktop, and integrates with the Microsoft Skype for Business and Lync Applications, delivered as part of Microsoft Office 365 suite.

The Desktop application/s will work across computers running Windows. This application is available through the following add-ons:

- Office UC Desktop
- UC Business added to a Fixed or Mobile User Licence
- UC Team added to a Fixed or Mobile User Licence

### **Function**

This application when taken standalone as the Office UC Desktop add-on provides Users with the following:

- Desktop softphone application enabling:
  - Voice and Video Calling – using inbuilt softphone or via hard-phone
  - Call Centre Agent Login – when agent is assigned to an ACD

This SB4 application provides Users with the following:

- Desktop softphone application enabling:
  - ability to call, voice and video, SFB contacts using a phone number displayed against the user in SFB
  - ability to call a number not listed on SFB using the free text field or software dial-pad
  - ability to click-to-call from SharePoint, Office, Outlook and Internet Explorer
  - ability to initiate call from SFB but have an IP phone make the physical call
  - ability to escalate an audio call to a video call
  - ability to update SFB presence information when User is on a call

### **Configuration/Operation**

For guidance on how to download, install, configure and use this application on any of the User Licences, please refer to the application user guides available from Virgin Media Business which can be found here [www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides](http://www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides).

## *Reception Console – Small Business & Enterprise*

### **Description**

The Reception Console is an application that allows Users to control calls, monitor the lines of employees, manage directories and use productivity tools from a PC. It comes in two varieties, either an Enterprise grade version or a Small-Medium Business (SMB) version. The application is the same for either, but the functionality exposed will be slightly different.

The Enterprise version includes:

- Queuing
- Outlook Integration
- Monitor up to 500 users (200 static plus 300 dynamic)

The SMB version includes:

- Queuing
- Outlook Integration
- Monitor up to 30 users

Receptionist is deployed on a Microsoft Windows platform and/or Citrix Presentation Server platform.

### **Function**

The application enables users to become receptionists by providing them with a web application that allows them to monitor users and easily transfer calls. The console can actively monitor up to 30 users at a time on the SMB version and 200 users at a time on the Enterprise version.

The application provides the reception user with the following:

- **Call Management features** – Answer; dial, hold, conference, blind and attended transfer, move to queue
- **Line Monitoring** – Monitor a User's line to see line states include on-hook, off-hook, ringing, DND, Privacy and Call Forwarding Always
- **Camp On with Recall** - Perform a directed hold when called party is busy
- **Directed Call Pickup** - Pickup any ringing extension
- **Voicemail Transfer** – Transfer calls directly to voicemail
- **Call Barge-In** - Operator intrusion on a busy line
- **Group Call Park** – Initiate line hunting on incoming calls directed to a department or group (e.g. support, sales)
- **Day/Night mode** – Operators can automate the switch from “day” to “night” mode
- **Messaging** – Send emails to contacts from desktop screen
- **Call History** – Logs outgoing, received and missed calls
- **Call Statistics** – Average hold time, transfer count
- **Supports multiple Directories** – Corporate, Monitored, LDAP

- **Speed Dials** - Search and call numbers from a list of up to 100
- **Contact Directory Filtering** - Directory filtering of enterprise

### **Configuration/Operation**

For guidance on how to download, install, configure and use this application please refer to the application user guides available from Virgin Media Business which can be found here [www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides](http://www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides).

## *Voice Recording User*

### **Description**

Voice Recording User is an add-on User application which will allow a User's calls to be recorded and stored in a secure cloud environment. The Voice Recording User add-on can be added to all 3 User licence types; Functional, Fixed and Mobile.

A Voice Recording User will have their recordings stored for either 30 days, 180 days or 7 years, depending on what policy has been set-up on the initial order form.

### **Function**

Voice Recording provides a business with a User level recording function and allows calls to be recorded in real-time either proactively or reactively, in accordance with PCI DSS compliance. PCI DSS requirement 3.2 stipulates that card validation codes and values must not be stored other than for transaction authorisation. The call recorder therefore provides the facility to pause and restart recordings using DTMF codes entered by the agent during the call. When credit card data is about to be given the agent keys a code into their handset and the recording pauses. When the credit card details have been completed the agent re-enters the code to restart recording.

### **Configuration/Operation**

Voice Recording is turned on/off for Users from the Business Portal by Virgin Media Business or a Company Administrator. Once enabled a User has the ability to configure their recording options and directly access their own recordings. Likewise a Company Administrator has access to these recordings and a lot more functionality.

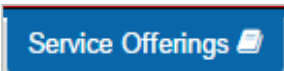
For guidance on how to download, install, configure and use this application please refer to the application user guides available from Virgin Media Business which can be found here [www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides](http://www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides).



## Fixed User Non-chargeable Licence Features

The following features are listed alphabetically and are extra features available within the Fixed User Licence pack. All features listed in the Functional User pack are available as standard. Any chargeable additions/extras that can be added to this Licence pack are included in the Chargeable Add-On's section of this document.

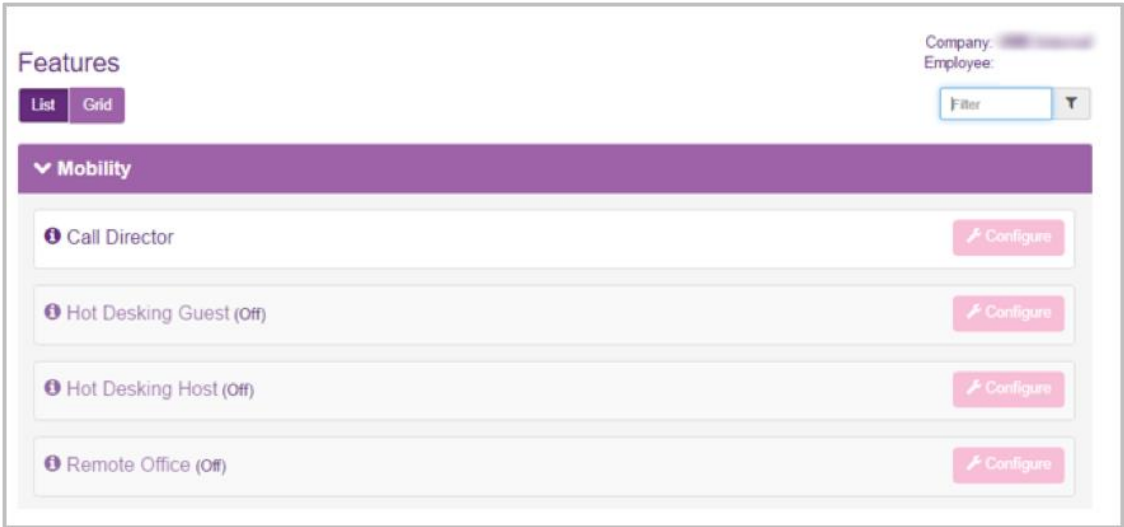
The full feature list can be seen by the Administrators and the User from within the Business Portal by selecting the Service Offerings button:



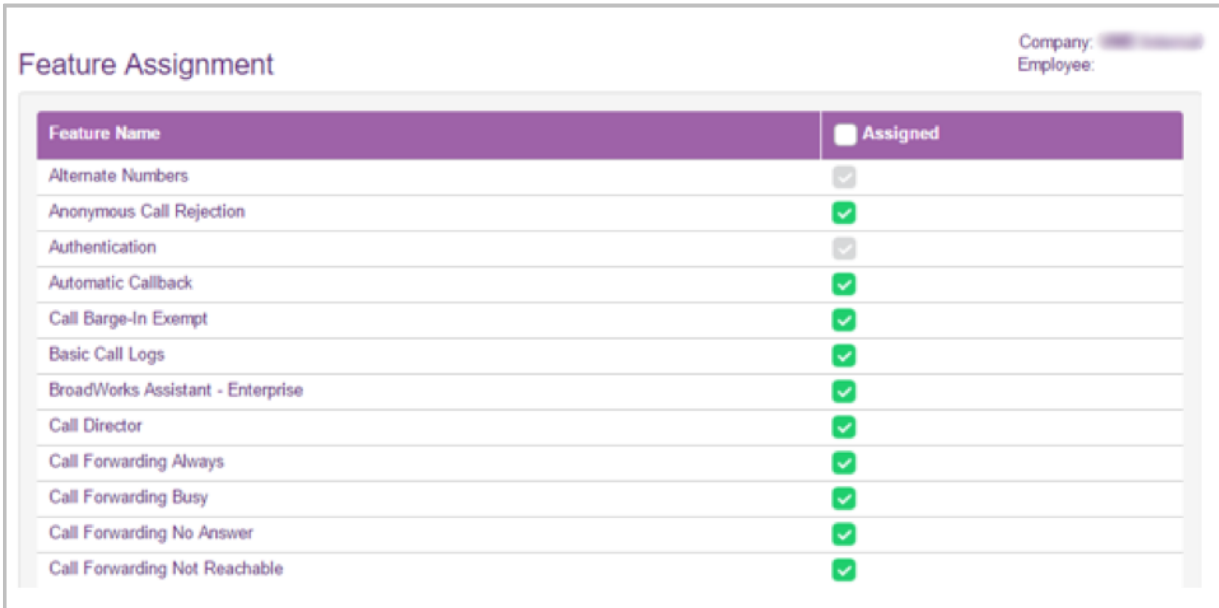
Clicking on this button will provide the user with the list of features available to them. Please note features that are available in areas of the portal, other than the 'Features' page will not appear in this list, *i.e. Additional Line.*

Feature Package			
Name:	Hosted Mobile User		
Description:	Hosted Mobile User		
Base Calling Features:	Alternate Numbers	Anonymous Call Rejection	Authentication
	Automatic Callback	Call Barge-in Exempt	Basic Call Logs
	BroadWorks Assistant - Enterprise	Call Director	Call Forwarding Always
	Call Forwarding Busy	Call Forwarding No Answer	Call Forwarding Not Reachable
	Call Forwarding Selective	Call Notify	Call Return
	Flash Call Transfer	Call Waiting	Calling Line ID Blocking Override
	Calling Line ID Delivery Blocking	Client Call Control	CommPilot Express
	Call Pick Up Barge-In	Do Not Disturb	External Calling Line ID Delivery
	Flash Call Hold	Hot Desking Guest	Hot Desking Host
	User Intercept	Internal Calling Line ID Delivery	Last Number Redial
	Phone Services	Distinctive and Priority Ringing	Push To Talk
	Remote Office	Selective Call Acceptance	Selective Call Rejection
	Sequential Ring	Shared Call Appearance	Shared Call Appearance 5
	Simultaneous Ring	Speed Call 100	Speed Call 8
	VoiceMail	Flash Three-Way Call	Office UC for Smart Phone - Video
	Office UC for Tablet - Video		
Optional Add-On Feature Packages			
Name:	Description:	Calling Features:	
UC Office	UC Business or UC Team	UC Team	

These features are then available to configure from the Features page on the Business Portal.



If an administrator does not want a User to have access to this feature then this can be removed from the User. Simply click on the Feature Assignment button from the Business Portal and remove the feature by unticking the box.



## Alternate Numbers

### Description

The Alternate Numbers feature allows Users to specify the Alternate Numbers they can use with their phone service. Users can configure up to ten Alternate Numbers. The Alternative number will call the User's Primary Line appearance and a distinctive ring pattern is applied to differentiate the call.

### Function

Normal ringing is provided for incoming calls to the primary phone number and Users have the option of selecting from 3 distinctive ring patterns for calls to their subsequent alternate numbers. The distinctive ring patterns available are:

- Normal
- Long-Long
- Short-Short-Long
- Short-Long-Short

Only numbers that are Reserved for the Site but unassigned to Site features or Users are available in the dropdown list for assigning as Alternate Numbers.

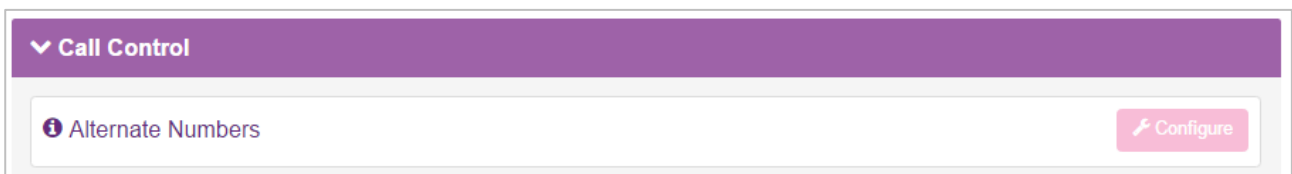
**For outgoing calls from the User, the User's primary phone number is the calling line identity.**

### Configuration/Operation

The User can select the feature setting Alternate Numbers in the Business Portal on their User Features page.

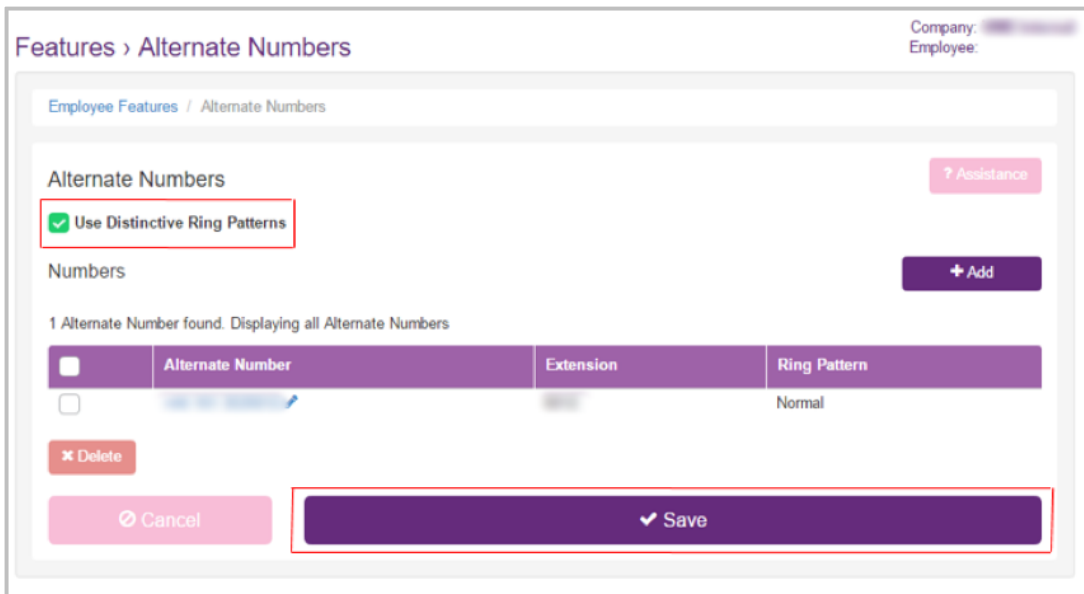
In the Business Portal, navigate to:

- Employees (select employee) > Features > Alternate Numbers

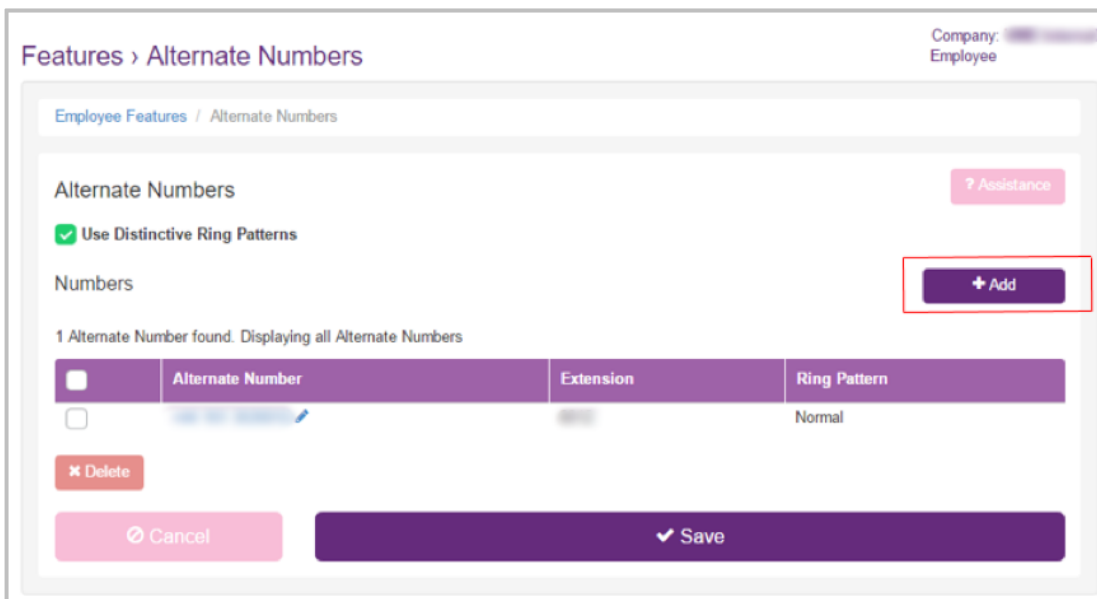


- If you want to allow each alternate number to have a distinctive ring pattern, select the "Use distinctive ring patterns" check box.

- Click 'Save'



- Click 'Add'



- From the Alternate Number list box, select a telephone number for your new alternate number.
- Type a telephone number extension in the Extension field if required.

Dialog box titled "Edit Alternate Number" with a close button (X) in the top right corner. The dialog contains three fields, each with a red asterisk indicating a required field:

- \* Alternate Number**: A dropdown menu with "None" selected.
- \* Extension**: A text input field containing "Extension".
- \* Ring Pattern**: A dropdown menu with "Normal" selected.

At the bottom of the dialog, there are two buttons:

- A pink button labeled "Cancel" with a circular arrow icon.
- A purple button labeled "Save" with a checkmark icon.

- From the Ring Pattern list box, select a ring pattern for your new alternate number.
- Click Save.

## Answer Confirmation

### Description

This feature enhances the existing Simultaneous Ring, Sequential Ringing and Call Director features to (optionally) prompt the called party to enter a digit to confirm the acceptance of the call.

### Function

These enhancements allow us to better deal with situations in which a find-me-follow-me destination rolls over to voicemail, thus ending the find-me-follow-me functionality and preventing real parties from answering the call (for example, when a mobile phone is off or unreachable). The Answer Confirmation feature ensures that the call is connected to a live party, or rolls over to the User's voicemail inbox. As such, the answering party will be prompted to enter a confirmation digit (any) before getting connected to the calling party.

Alerting continues for all other destinations until the successful collection of a confirmation digit.

Upon collection of a successful confirmation digit, the call is connected and other find-me-follow-me destinations are released as usual.

### Configuration/Operation

Configuration of Answer Confirmation for the Simultaneous Ring, Sequential Ringing and Call Director services is found in the Mobility section on the User's Features page on the Business Portal.

For Simultaneous Ring you can configure via the Toolbar application, see below, and from the UC-Office application, Desktop and Smartphone.

In the Business Portal, navigate to:

- Employees > Features > Mobility



**Answer Confirmation for Simultaneous Ring**

Answer Confirmation is available to configure in the Simultaneous Ring Features page in the Business Portal. There are check boxes to turn Answer Confirmation On or Off for each Simultaneous Ring Phone Number:

Simultaneous Ring
? Assistance

Turn On Simultaneous Ring

Settings

Don't Ring If I'm Already On A Call  
 Ring All My Simultaneous Ring Numbers

Simultaneous Numbers To Ring

+ Add

	Phone Number / SIP URI	Answer Confirmation Required
<input type="checkbox"/>	01234567890	<input checked="" type="checkbox"/>

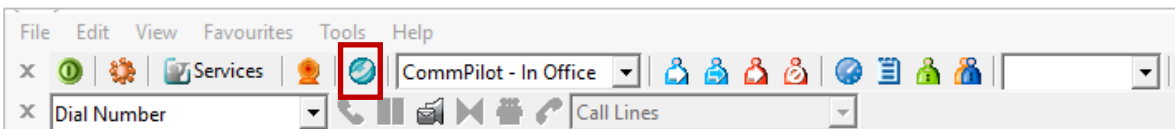
✖ Delete

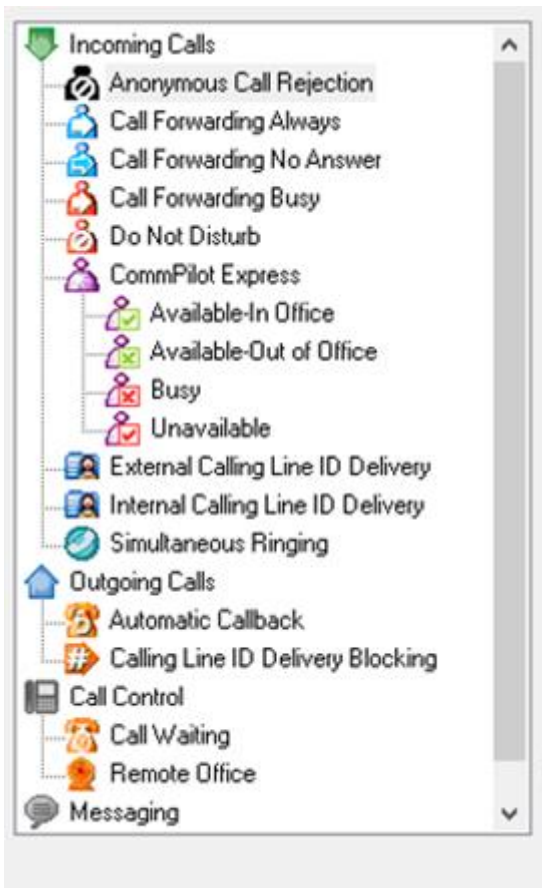
⌵ Cancel
✔ Save

- Turn on Simultaneous Ring
- Using the +Add button, add in the numbers you wish to ring
- Select Answer Confirmation if required
- Click Save

**From the Toolbar**

- Select the 'Simultaneous Ringing' icon in the list below.





- Turn on Simultaneous Ring
- Using the Add button, add in the numbers you wish to ring
- Select Answer Confirmation if required
- Click 'OK'

When Simultaneous Ring is enabled, calls to the User are presented to their devices and all Simultaneous Ring phone numbers simultaneously. The User can then answer the call on any of their devices or Simultaneous Ring numbers.

When enabled, the Answer Confirmation option provides a prompt to the User (the answering party) to enter a digit to complete the call when answered by one of their Simultaneous Ring numbers. Any digit can be dialed to confirm the call.

The default prompt played to the User is 'Please press any key to complete the call'.

Until the answering party successfully dials a confirmation digit, the service continues to ring all Simultaneous Ring phone numbers.

If a confirmation digit is not pressed within 5 seconds of answering the call then the call leg is released and the other phone numbers continue to ring.



Upon successfully confirming the answer with a digit, the call is connected and the other destinations are released as usual.

**Example**

- A calls B, who has Simultaneous Ring set to location C and D
- Locations C and D ring
- User B answers the call from location C, D continues to ring
- User B is presented with the prompt 'Please press any key to complete the call'
- User B presses a digit to confirm the call
- A is connected to User B at location C. The call to location D is dropped
- A and B are now talking

**Answer Confirmation for Sequential Ring**

Answer Confirmation is available to configure in the Sequential Ring Features page in the Business Portal. There are check boxes to turn Answer Confirmation On or Off for each Sequential Ring Phone Number:

Sequential Ring
? Assistance

Ring Primary Phone First

Number Of Rings On Primary Phone

Skip To Next Number If Primary Phone Is Busy

Allow Caller To Interrupt The Sequential Ringing  
Assumes Call Forwarding Or Voice Messaging Is On

Ring List

Location	Phone Number / SIP URI	Number Of Rings	Answer Confirmation Required
1	<input style="width: 100%;" type="text"/>	3	<input checked="" type="checkbox"/>
2	<input style="width: 100%;" type="text"/>	3	<input type="checkbox"/>
3	<input style="width: 100%;" type="text"/>	3	<input type="checkbox"/>
4	<input style="width: 100%;" type="text"/>	3	<input type="checkbox"/>
5	<input style="width: 100%;" type="text"/>	3	<input type="checkbox"/>

The Sequential Ring feature uses the Answer Confirmation feature in a way that is very similar to Simultaneous Ring. However, for the Sequential Ringing feature there is only one alerted location at a time. A failed confirmation at a given Sequential Ring phone number (due to sequential ring timeout, confirmation timeout, user hang-up, and so on) results in the service automatically ringing the next location.

A confirmation is never requested for a sequential ringing location that corresponds to the User's primary phone number. When Sequential Ring is enabled, calls to the User are presented to the User's primary

phone and/or up to 5 Sequential Ring phone numbers one after the other. The User configures how long each location should ring for before moving on to the next.

When enabled, the Answer Confirmation option provides a prompt to the User (the answering party) to enter a digit to complete the call when answered by one of their Sequential Ring numbers. Any digit can be dialed to confirm the call.

The default prompt played to the User is 'Please press any key to complete the call'.

Until the answering party successfully dials a confirmation digit, the service continues to ring all Sequential Ring phone numbers in turn.

If a confirmation digit is not pressed within the timeout of answering the call then the call leg is released and the next location is alerted.

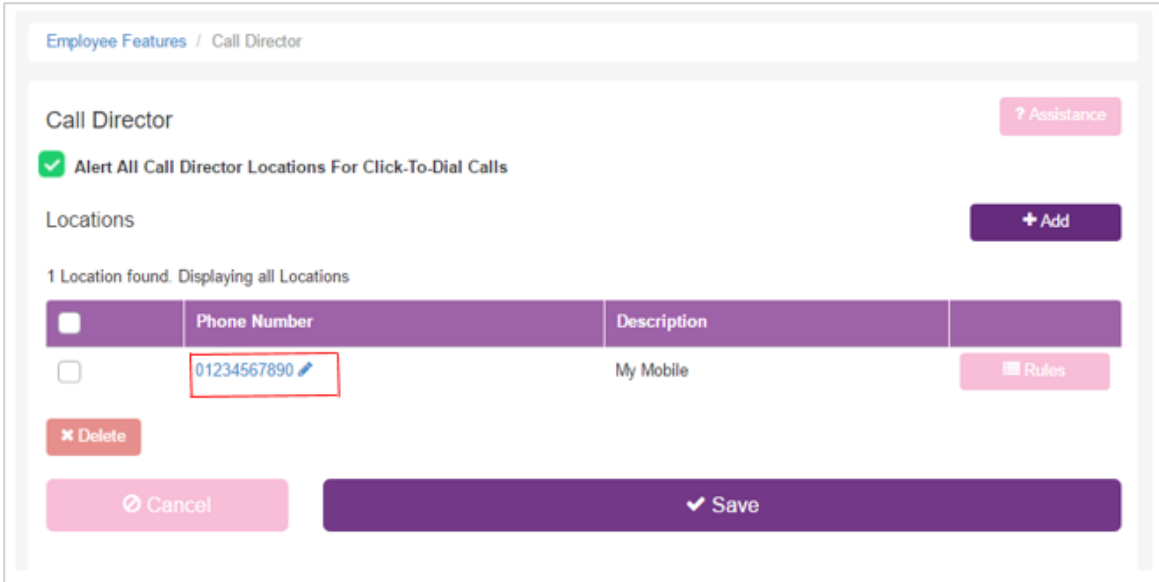
Upon successfully confirming the answer with a digit, the call is connected and the next locations are not alerted.

### **Example**

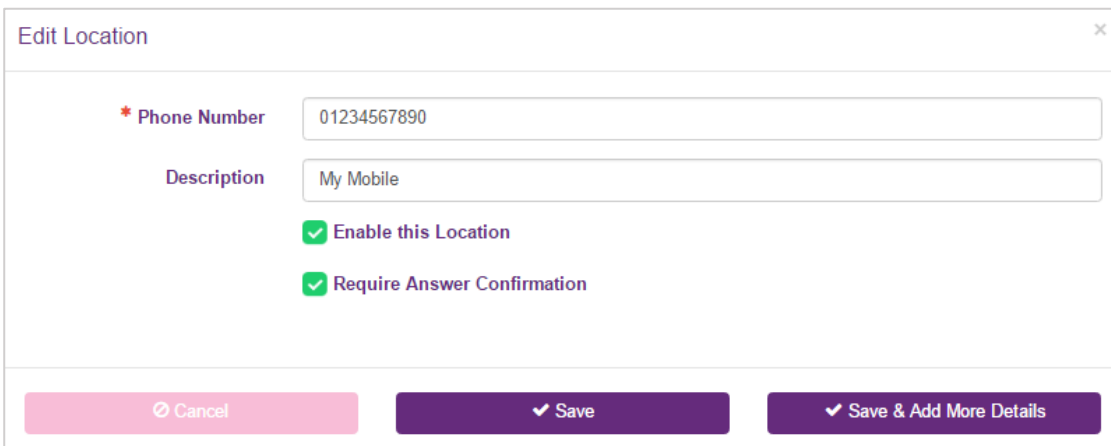
- A calls B, who has Sequential Ring set to location C and then D and then E
- Location C rings
- User B does not answer. The sequential ring alerts the next location (D)
- User B answers at location D and is presented with the prompt 'Please press any key to complete the call'
- User B does nothing (no digit pressed) and the sequential ringing timeout for next location occurs in the middle of the confirmation procedure
- Call leg to location D is released and E starts ringing
- User B answers at location E and presses a digit to confirm the call
- A is connected to User B at location E
- A and B are now talking

### Answer Confirmation for Call Director

Answer Confirmation is available to configure in the Call Director Features page in the Business Portal.



- Select the 'Phone Number' you wish to enable 'Answer Confirmation' for



When Call Director is enabled, calls to the User are presented to their locations and all the devices ring dependent on the rules in place. See the Call Director Section for further information. The User can then answer the call on any of their devices.

When enabled, the Answer Confirmation option provides a prompt to the User (the answering party) to enter a digit to complete the call when answered by one of their Simultaneous Ring numbers. Any digit can be dialled to confirm the call. The default prompt played to the User is 'Please press any key to complete the call'. Until the answering party successfully dials a confirmation digit, the service continues to ring all Simultaneous Ring phone numbers. If a confirmation digit is not pressed within 5 seconds of answering the

call then the call leg is released and the other phone numbers continue to ring. Upon successfully confirming the answer with a digit, the call is connected and the other locations are released as usual.

***Answer Confirmation Interactions***

The following table shows different actions that can be attempted whilst a call is waiting for confirmation and the result of the attempted action:

Event	Action
<b>Pick up Attempt</b>	
From another location	Deny call pick up request. Continue confirmation procedure.
<b>Call Park Attempt</b>	
From any side	Deny call park request. Continue confirmation procedure.

## Anonymous Call Rejection

### Description

This service enables a User to reject calls from anonymous parties who have explicitly restricted their identities. By activating the service, callers who have restricted their identities are informed that the User is not accepting calls from restricted callers. The user's phone does not ring and the User does not see or hear any indication of the attempted call.

This service does **not** apply to calls from within a group.

### Function

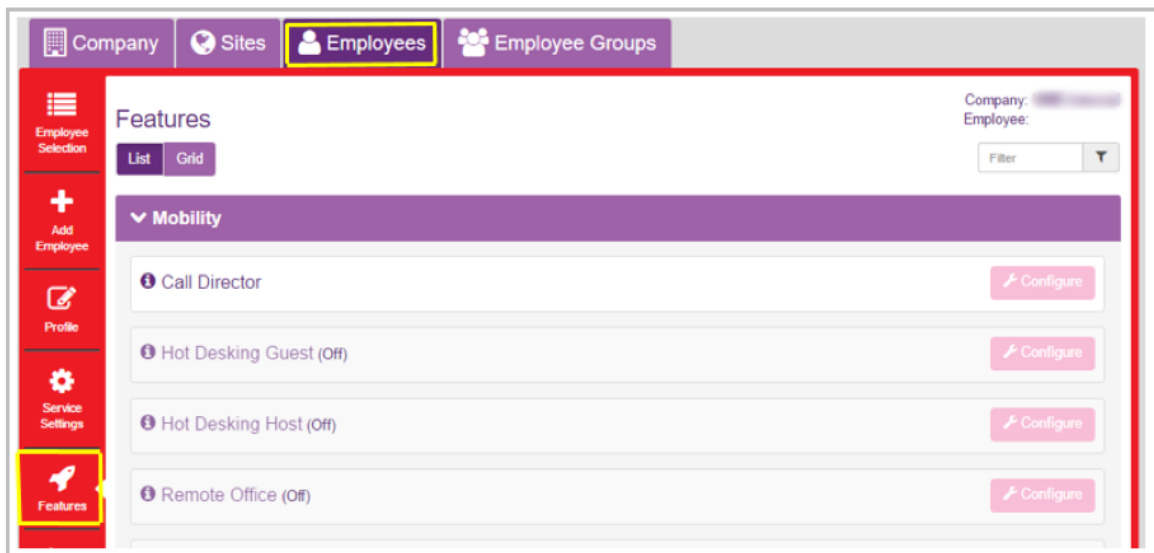
Anonymous Call Rejection enables users to instruct Cloud Voice to reject incoming call attempts from callers not within the same group, who have blocked their identity (phone number) to the User, with a calling identity delivery blocking feature. When this feature is active, the User receives no alerting indication for external calls from callers with their identities blocked. Instead, the caller is connected to an announcement stating that the User does not accept calls with the caller's identity blocked.

### Configuration/Operation

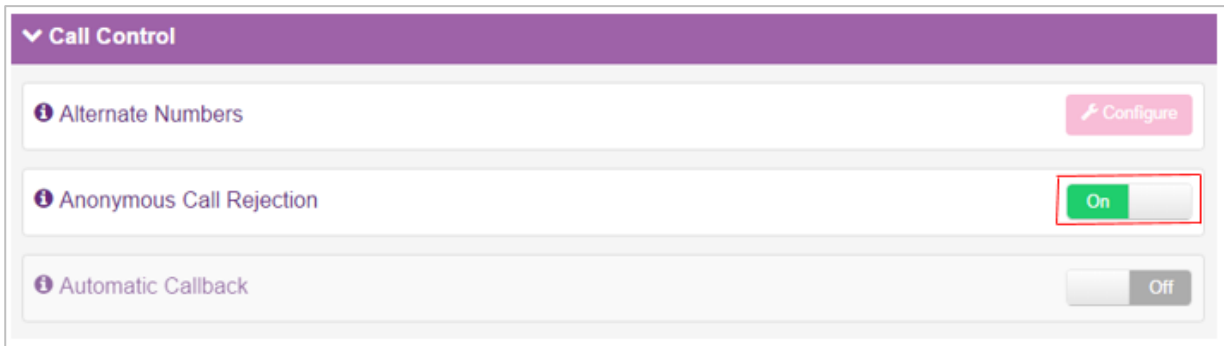
The User can configure this service through the Anonymous Call Rejection Feature on the User's Features page on the Business Portal or the Services tab on the Toolbar.

In the Business Portal, navigate to:

- Employees (select employee) > Features

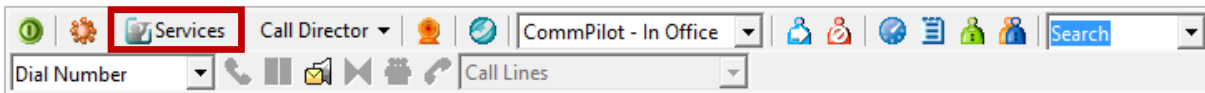


- Toggle the Anonymous Call Rejection switch to the 'On' position

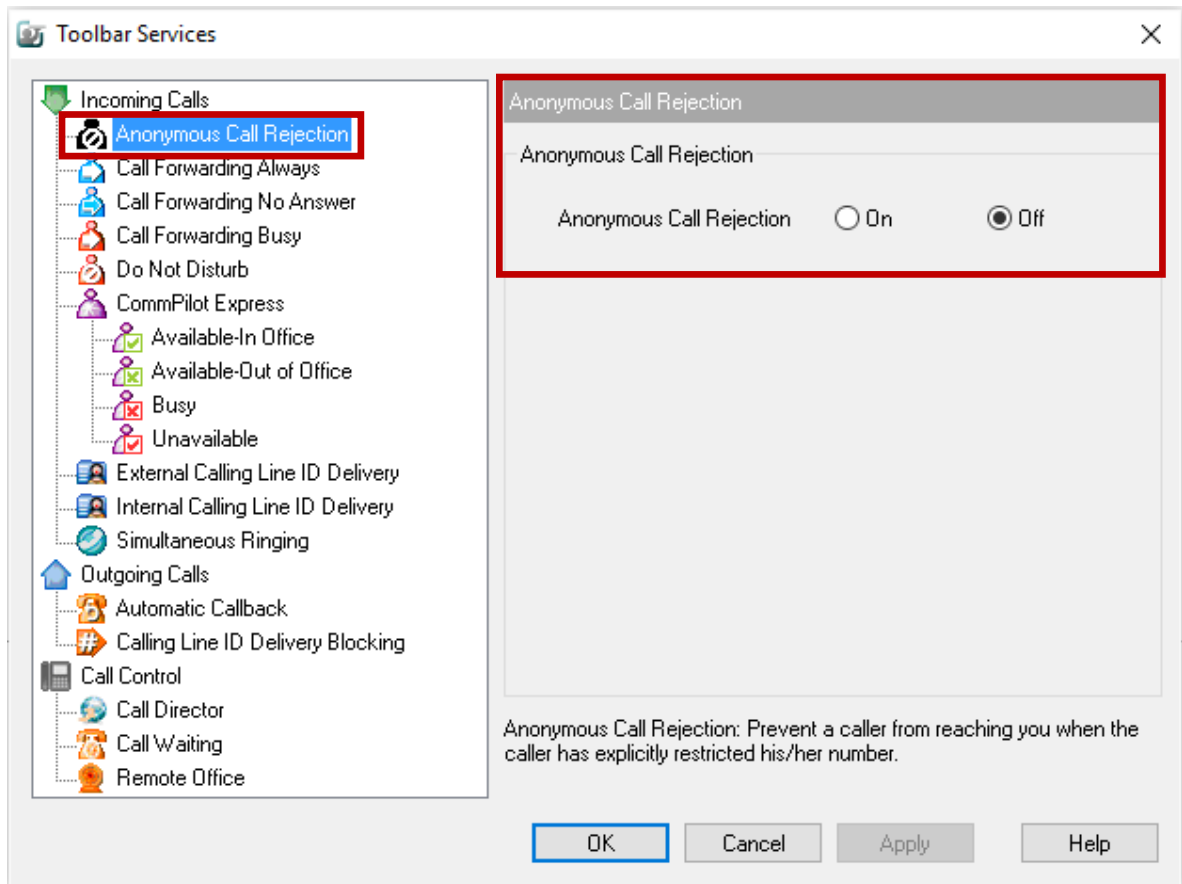


OR

- In the Toolbar click Services



- Click Anonymous Call Rejection on the left



- Select the 'On' radio button on the right
- Click Apply

## *Automatic Callback*

### **Description**

The Automatic Callback (ACB) service allows Users to monitor a busy party and automatically establish a call when the busy party becomes idle. Upon reaching a valid ACB busy condition, the User will hear an announcement asking if they would like to monitor the line and be called back when it is idle. The ACB service can **only** be activated against a destination within the same group.

### **Function**

Automatic Callback is an outgoing call feature that allows a User to place a call to another User in the same group. If the called User is busy, the call originator can activate Automatic Callback to be notified when the called User is idle.

When notified, a new call setup attempt to the now idle User is initiated automatically and the originating User is not required to redial the phone number. The new call attempt is treated as an originating call attempt; it may receive busy treatment or be redirected. For the new call setup to be attempted, both parties must be idle.

When a User originates a call to another User in the group, if the called party is unable to receive the call because of a valid ACB busy condition, a prompt is played giving the originator the opportunity to activate ACB, (for example, "The line you are calling is busy. Press 1 if you would like to be notified when the line is available").

After activating ACB, the Originating User goes on hook and is notified with special ringing when both parties are idle. If the User answers special ringing, call setup is automatically initiated towards the other party.

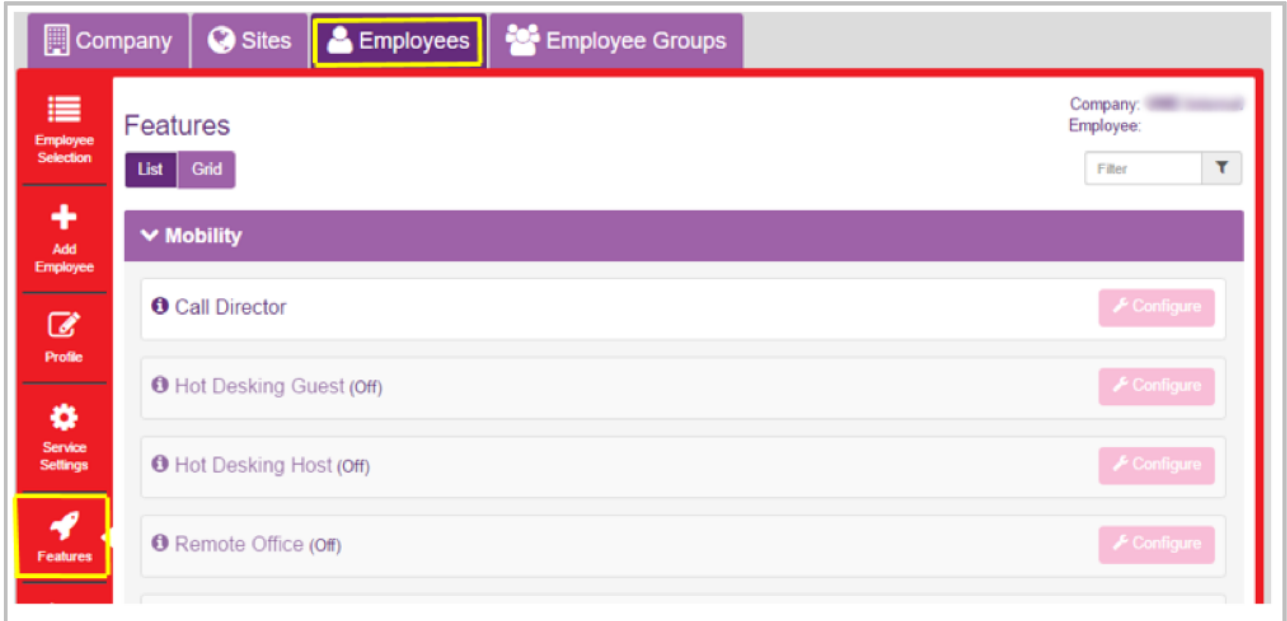
### **Configuration/Operation**

A User can activate or deactivate Automatic Callback via the toggle switch in their Feature page on the Business Portal or through the Services Tab on the Toolbar.

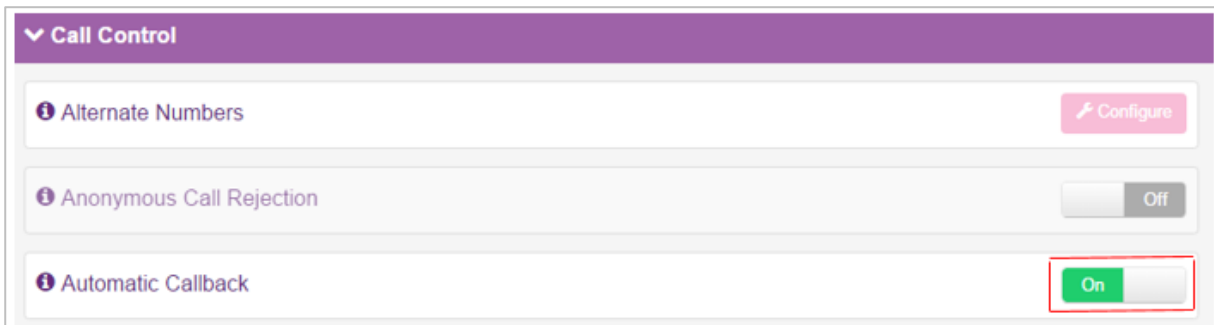


In the Business Portal:

- Navigate to:- Employees (select employee) > Features

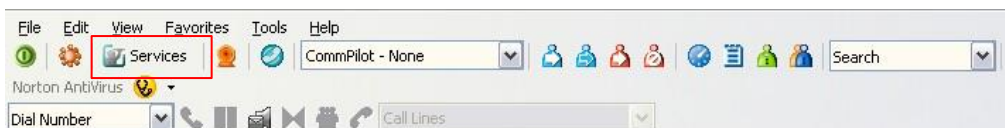


- Toggle the Automatic Callback switch to the 'On' position

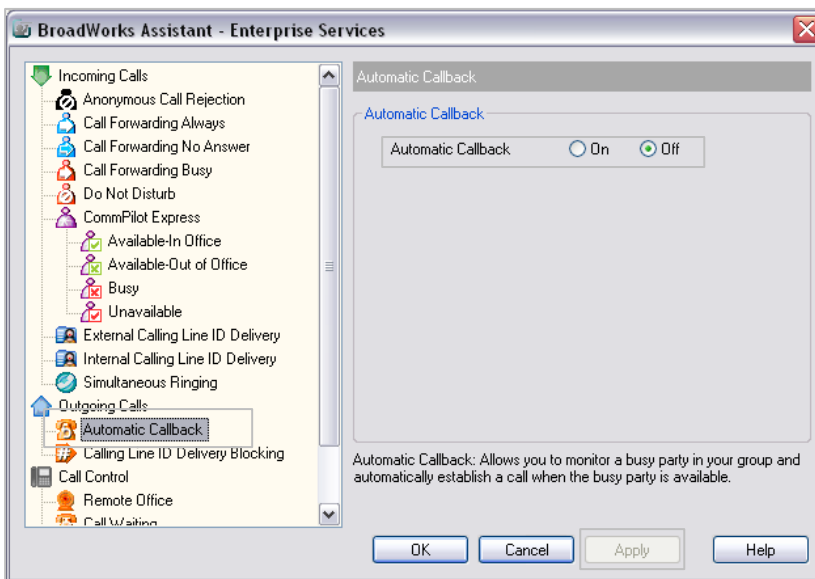


OR

- In the Toolbar click Services



- Select Automatic Callback in the menu on the left



- Select the 'On' radio button
- Click Apply

### Limiting Conditions

Terminating Users are considered busy, or unavailable, if they cannot receive a call at their primary locations. This means that if a terminating feature redirects the call and the new location is busy, ACB is not activated.

ACB is disabled if the call is handled by any of the following terminating services, but is not limited to these service interactions.

- Selective Call Rejection and Selective Call Acceptance

The length of time ACB remains active and the numbers of retry attempts etc. are not configurable, they are controlled by the system.

## Call Barge-In Exempt

### Description

Call Barge-In Exempt is used by Users wanting to stop other users from barging in on an active call.

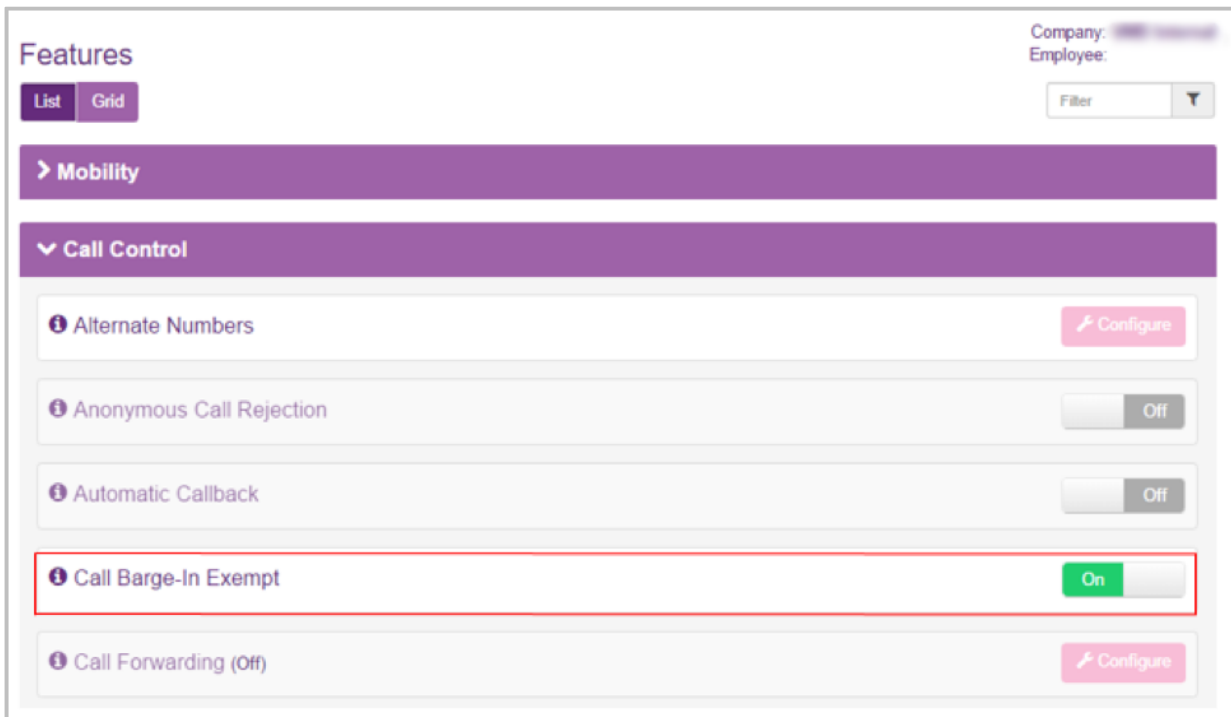
### Function

Block barge-in attempts from other users with Directed Call Pickup with Barge-in.

### Configuration/Operation

In the Business Portal, navigate to:

- Employees > Features > Call control > Call Barge-In Exempt



- Use the slider switch to Enable/Disable the feature.

## *Call Director*

### **Description**

Call Director is a fixed-mobile convergence (FMC) solution that allows users to make and receive calls using one number on any device and move calls between devices.

Call Director is a Site Level Feature. Configuration of the site level features are covered in the 'Site Features Guide'

### **Function**

The Call Director User Feature allows the User to define one or more phone number locations e.g. a Mobile Phone (also referred as Call Director locations in this document) that can be used as extensions to the User's account. These numbers are all alerted for inbound calls, similar to the Simultaneous Ring/Remote Office feature. Call Director supersedes the Simultaneous Ring feature.

There is also the Call Director portal, which is a Site level Feature that:

- Allows users to make calls via the Call Director Portal from any Call Director location and present their business number
- Move calls from their device/locations to any Call Director location

The Call Director portal allows Users to make outbound calls from any phone using their Cloud Voice service. Once the passcode and destination digits are collected by the Call Director portal, the call proceeds as if the call originated from the User's desk phone.

Call move/handover functionality is provided by a Call Director Call Move feature access code. When dialled from a User's device the active call is moved to that device. This feature access code can also be dialled via the Call Director portal to move the call to a Call Director location.

### ***Call Director User Feature***

The Call Director User Feature allows the user to configure Call Director locations. A Call Director location is a phone number in national format e.g. 07123456790. A Call Director location can be enabled or disabled from the Business Portal or by using the Location Control feature access codes. The following attributes are also configurable for each Call Director location:

- Require Answer confirmation – This attribute determines whether the User is prompted for answer confirmation when a call leg is extended to the Call Director location and is answered by the User.
- In addition to these options, the User can configure Call Director locations to be alerted for Click-to-Dial calls. The Alert all locations for Click-to-Dial call attribute applies to all configured Call Director locations.

The Call Director User Feature is available to configure in the Business Portal under:

- Employees > Feature Settings > Call Director

A new Call Director Number / Location can be added by clicking the 'Add' button.

Multiple Call Director Numbers can be added and configured separately. All Call Director Numbers are alerted simultaneously, when enabled, for inbound calls. Call Director Numbers can use the Call Director portal to make calls and use the Call Director Call Move Feature and feature access codes.

Call Director
? Assistance

Alert All Call Director Locations For Click-To-Dial Calls

Locations
+ Add

	Phone Number	Description	
No Locations Found			

Cancel
Save

Available Call Director Portals

Portal Name	Phone Number	Extension	Language
No Available Call Director Portals Found			

Add New Location
×

**\* Phone Number**

01234567890

Description

My Mobile

Enable this Location

Require Answer Confirmation

Cancel
Save
Save & Add More Details

Enter the Call Director Phone Number (Location) in national format and optionally enter a Description for the Number/Location, then optionally select 'Require Answer Confirmation'.

- Click 'Save' or 'Save & Add More Details' to add this Number/Location to the Call Director Service.

To add subsequent Call Director Numbers click the 'Add' button and follow the above steps. Once a Call Director Number is added, Selective Criteria or 'Rules' can be added to the Number to specify when the Call Director Number should be active and the Number alerted for inbound calls.

Call Director Numbers can be modified e.g. Enabled/Disabled, Answer Confirmation Enabled/Disabled as required. Disabled Call Director Numbers are not alerted for inbound calls, Click-to-Dial originations etc. Call Director Numbers can be deleted by selecting the Number and clicking the Delete button. Once a Number has been added to the Call Director User Feature, other Users will be forbidden from using the same number.

## **Configuration/Operation**

### ***Call Director Inbound***

Inbound calls are forked to the User's Call Director locations. The User may have multiple Call Director locations configured. Each Call Director location is configured individually with optional selective criteria that determine whether a Call Director location can be alerted for a given call termination.

Each Call Director location can also be enabled or disabled for call terminations in the Business Portal or by using the Location Control Activation or Deactivation (default \*12 and \*13 respectively) feature access codes.

Enabled Call Director locations are alerted in parallel to the User's primary location and the alternate locations configured via the Shared Call Appearance feature. To alert a Call Director location, the platform uses the Call Director phone number configured for the location.

If the User answers from a Call Director location that has the *Answer Confirmation Required* attribute enabled, then the platform connects the Call Director location to an Interactive Voice Response (IVR) session and prompts for confirmation. This capability of requiring answer confirmation is introduced in the context of the Simultaneous Ringing and Sequential Ring services. This capability is extended to Call Director locations through a configuration option of the Call Director user feature. The behaviour of this capability is the same as it is for the other forking services. If the User confirms by dialling a key, then the Call Director location is connected to the calling party; otherwise the Call Director location is released. Note that the *Answer Confirmation Required* attribute may be configured for more than one Call Director location. In this case, the first Call Director location to confirm on answer always gets connected, while the other locations are released.

### ***Call Director Outbound***

The User originates a call from a Call Director location through a Call Director portal or using a call client (that is, Click-to-Dial). Click-to-Dial originations are processed in a similar way as call terminations (Call Director Inbound) and are described in the above section.

This section describes the behaviour when the User originates calls from the Call Director location by dialling through a Call Director portal.

The User dials into the Call Director portal, which is primarily responsible for collecting the destination digits. Once the User's passcode (same as Voicemail PIN) have been entered and the destination digits are collected, the Call Director portal resumes the call origination through a redirection mechanism, as described in the sub-section that follows. The call origination is resumed as if the call was originated from the User's desk.

The process is as follows:

- The User calls the Call Director portal from the Call Director location.
  - The Call Director portal handles the incoming call and attempts to identify the User from the calling number
  - The calling number is then used to look up a Call Director location.
  - If the calling number is not available, then the calling party is prompted for the calling number.
  - If the Call Director portal prompts for the calling number, then the entered digits are resolved and a Call Director location is looked up from that number.
  - The Call Director portal validates the scope of the calling number.
- If the Call Director portal scope is set to “enterprise”, then the User identified by the calling number must be in the same Customer as the Call Director portal.
  - If the Call Director portal scope is set to “group”, then the User identified by the calling number must be in the same Site as the Call Director portal.
- Once the User is identified from the calling number, then Call Director portal prompts for a passcode and prompts for a destination address.
  - The User enters the same passcode used for the voice portal (Voicemail) and the Call Director portal. The passcode is configurable from the Business Portal via Service Settings >Service Passwords, or from a Voice Portal menu. If the entered password is invalid, locked, or expired, then the call is released and an appropriate message is played to the caller. If the User enters an invalid calling address or an invalid password, then the User is allowed to retry twice.
  - The Call Director portal prompts for destination digits. If the User fails to enter the destination digits prior to the digit-collection timeout, then the call origination proceeds with no destination digits, and the caller eventually hears the dial tone timeout treatment.

- Once the User is identified and the destination digits are collected, the call to the destination party is connected.

If the User is already active on a call from a different location and attempts to originate a call from a Call Director location, then the call origination is rejected unless the destination number is for the Call Director Call Move FAC. In the latter case, the Call Director Call Move FAC is handled as described in the section Call Director Call Move and Location Control below.

### ***Click-to-Dial Calls***

Call Director locations are alerted for Click-to-Dial originations if the Alert All Locations for Click-to-Dial Call attribute is set. A call leg is created for each Call Director location similar to an inbound call termination, and Auto-Answer is disabled for the call leg to the primary location. Auto-Answer is a function that allows a Click-to-Dial origination to proceed from the primary location without ringing the phone.

The Call Director location's optional time-based selective criteria are considered for Click-to-Dial originations. In addition, if the Call Director location is disabled, then that Call Director location is not alerted. The Request Answer Confirmation attribute operates in the same way as an inbound call termination to the Call Director location.

### ***Call Director Call Move and Location Control***

Call Director Call Move is performed by dialling the Call Director Call Move Feature access code (FAC). The default FAC is \*11.

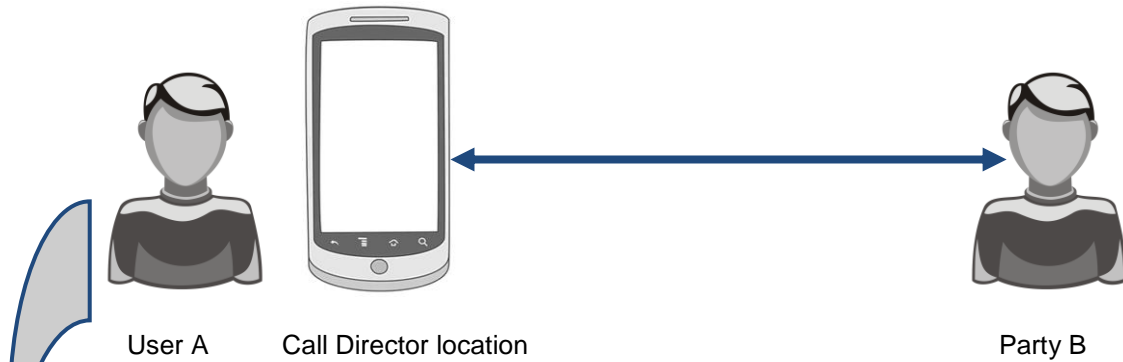
The Call Move FAC can be dialled from a User's Primary or Shared Call Appearance device to move the call to the device. The User can also dial the FAC through the Call Director portal to move the call to a Call Director location.



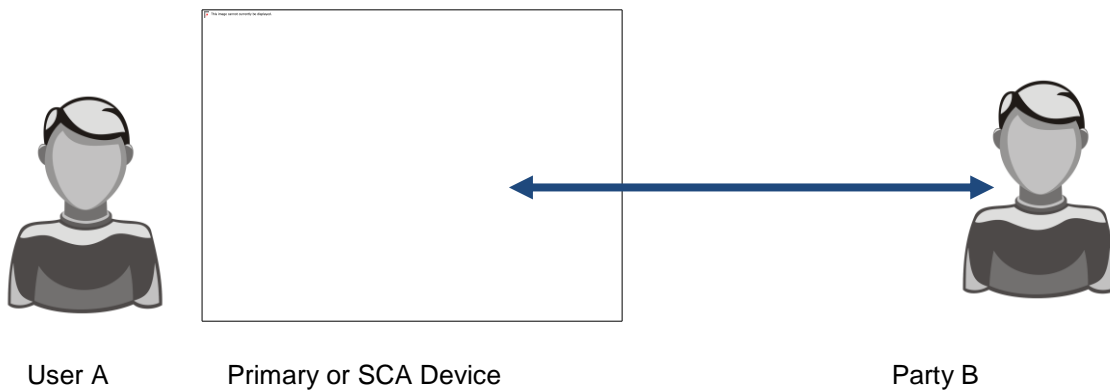
**An example of each scenario is shown below**

Moving a call from a Call Director location to a User's Primary or SCA Device

User A is on a call with Party B using a Call Director location and the call was made via the Call Director portal.

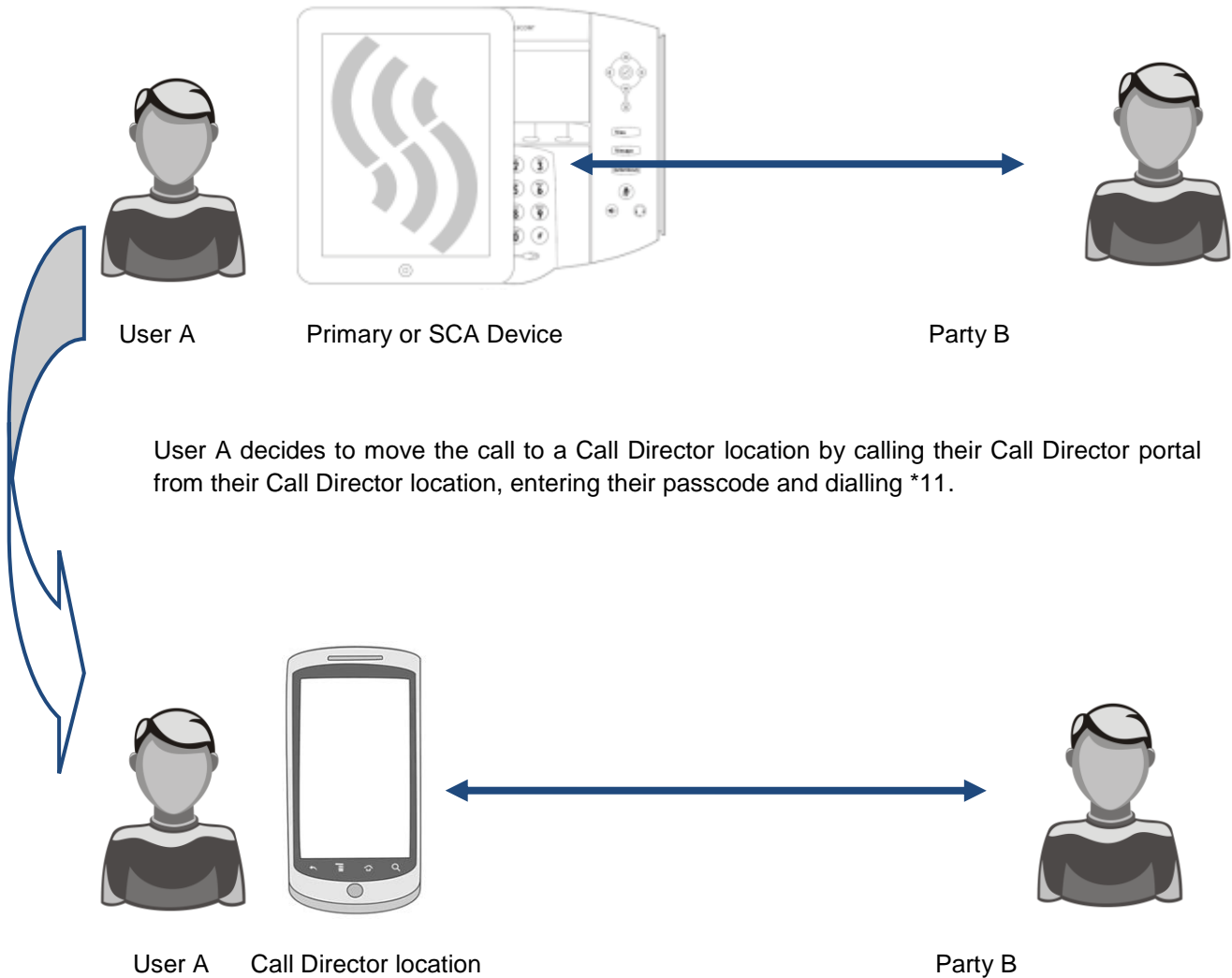


User A decides to move the call to their desk phone by dialling \*11 from their desk phone



**Moving a call from a User's Primary or SCA Device to a Call Director location**

User A is on a call with Party B using their primary or shared call appearance device.



User A decides to move the call to a Call Director location by calling their Call Director portal from their Call Director location, entering their passcode and dialling \*11.

**Location Activation**

If the User dials the Location Activation FAC via the Call Director portal, then the Call Director location is activated for inbound call terminations and an activation message is played to the User. From that point, the User may hang up or wait to be disconnected.

**Location Deactivation**

If the User dials the Location Deactivation FAC via the Call Director portal, then the Call Director location is deactivated for inbound call terminations and a deactivation message is played to the User. From that point, the User may hang up or wait to be disconnected.

## ***Example Uses***

### ***Outbound Calling through Call Director portal***

The User has a mobile phone configured as a Call Director location. The User dials in to the Call Director portal from the mobile phone. The Call Director portal recognises the calling number and identifies the User. The Call Director portal prompts the User for a passcode and destination digits. The User enters the passcode and the destination digits.

The call origination is resumed using the destination digits collected by the Call Director portal. The called party receives and answers the incoming call. The User is connected to the called party.

### ***Inbound Call***

The User has a mobile phone configured as a Call Director location and receives a call. The User's desk phone and mobile phone start ringing. The User answers from the mobile phone and gets connected to the calling party.

### ***Inbound Call with Answer Confirmation***

The User has a mobile phone configured as a Call Director location and the mobile phone is turned off. The User receives a call and the desk phone starts ringing. The incoming call is extended to the User's mobile phone and is connected to a treatment provided by the User's mobile phone provider. There is a prompt for confirmation, which never occurs because the call is connected to treatment. The call leg to the mobile phone is released and the incoming call is eventually answered from the User's desk phone.

### ***Click-to-Dial Outbound Call***

The User has a mobile phone configured as a Call Director location and uses a call client (e.g. Toolbar) to originate a call. The option to alert Call Director locations for Click-to-Dial is enabled so the User's desk phone and the mobile phone both start ringing. The User answers from the mobile phone and the call origination proceeds to the called party. The User hears ringback until the called party answers, at which point the User is connected to the called party.

### ***Call Move***

The User has a mobile phone configured as a Call Director location and is already active on a call from the desk phone. The User dials in to the Call Director portal from the mobile phone and dials the Call Director Call Move FAC. The user is connected to the remote party on the mobile phone, and the desk phone is released.

### ***Location Control***

The User has a mobile phone configured as a Call Director location and wishes to disable the location temporarily. The User dials in to the Call Director portal from the mobile phone, and dials the Location Control Deactivation FAC. The User hears confirmation that the location is disabled and hangs up.

Incoming calls to the User are presented to the User’s desk phone, but not the mobile phone.

Later, the User wants to re-enable the Call Director location. The User dials in to the Call Director portal from the mobile phone and dials the Location Control Activation FAC. The User hears confirmation that the location is enabled and hangs up.

Incoming calls to the User are now presented to the User’s desk phone and mobile phone.

**Feature Interaction**

This section provides details regarding specific feature/service interactions. Note that when the User originates a call through the Call Director portal, the User’s originating services are executed as if the call had been dialled from one of the User’s primary or shared call appearance locations.

**Shared Call Appearance**

If the User attempts to originate a call from a primary or shared call appearance location while already active on a call from/to a Call Director location, then the call origination is rejected.

The User’s primary and shared call appearance locations are alerted in parallel to the User’s Call Director locations. When a User answers the incoming call from any location, then the other locations are simply released.

**Other Feature Interactions**

The following table lists the service interactions between the Call Director User feature and other user features. (Note that if a service is not listed, it means that there are no specific interactions between Call Director and that feature.)

Feature	Interaction Description
<b>Call Centre</b>	The Call Director feature will send calls from a Call Centre to the Agent’s Call Director Number(s)/Location(s)
<b>Call Forwarding Always</b>	Call Forwarding Always takes precedence over Call Director. When Call Forwarding Always is active, none of the User’s Call Director locations are alerted.
<b>Call Forwarding Busy</b>	Call Forwarding Busy takes precedence over Call Director. When Call Forwarding Busy is active, none of the User’s Call Director locations are alerted.
<b>Call Forwarding No Answer</b>	Call Forwarding No Answer takes precedence over Call Director if the number of rings for is set to “0” for the feature. Otherwise, the first feature to answer gets the call.

<b>Call Forwarding Not Reachable</b>	Call Director takes precedence over Call Forwarding Not Reachable. Call Forwarding Not Reachable is applied to a call only if all Call Director locations are unreachable.
<b>Call Forwarding Selective</b>	<p>Call Forwarding Selective takes precedence over Call Director.</p> <p>In other words, if the call meets the selective criteria configured for Call Forwarding Selective, the call is forwarded and Call Director locations are not alerted.</p>
<b>Directed Call Pickup with Barge-in</b>	A DPUBI User can barge in on a call involving a device hosted via Call Director (a Call Director location) if the Call Director user is in the same group as the DPBUI user.
<b>Hunt Group</b>	The Call Director feature will send calls from a Hunt Group to the Agent's Call Director Number(s)/Location(s)
<b>Remote Office</b>	Remote Office has precedence over Call Director. When Remote Office is active, none of the User's Call Director locations are alerted.
<b>Sequential Ringing</b>	<p>If the Sequential Ringing service is enabled and configured with a number that matches an enabled Call Director location, Sequential Ringing takes precedence over Call Director.</p> <p>The typical scenario involves ringing the base location first (and all the other Call Director locations at the same time). As soon as Sequential Ringing is alerting the next location, all the Call Director functionality is turned off.</p>
<b>Simultaneous Ringing</b>	<p>If the Simultaneous Ringing service is enabled and configured with a number that matches an enabled Call Director location, Simultaneous Ringing takes precedence over Call Director. As a result, Call Director functionality does not apply to calls to and from that number, since they are treated as Simultaneous Ringing calls and not Call Director calls.</p> <p><b>It is recommended to not use or to un-assign Simultaneous Ringing from the User who has Call Director. (Simultaneous Ringing is not required since Call Director provides this functionality.)</b></p>

## Call Forwarding Selective

### Description

This feature enables a User to define criteria that causes certain incoming calls to be redirected to User-specified destinations.

Call Forwarding Selective provides the capability to forward calls intended for a User to another destination, when the incoming call matches pre-specified criteria. Normal call handling is applied to all calls that do not match any of the criteria you define.

For example, if you want to make sure that you always receive calls from important clients, you can set up a rule that automatically forwards their calls to your mobile phone after work hours and on weekends.

### Function

You use the Call Forwarding Selective feature to define rules for forwarding incoming calls.

Each rule can include pre-specified criteria relating to:

- Selected Time Schedule that includes a time range and/or date range
- Whether the calling line ID is PRIVATE or UNAVAILABLE
- A list of up to 12 phone numbers or digit patterns (for example, 514\*). Phone numbers are matched against the sending number received in the INVITE. This service may require the User to provide complete 10- digit numbers to match those included in the INVITE.
- If you do not specify individual phone numbers or digit patterns, the rule applies to all telephone numbers.

The criteria can be combined within base rules (for example, incoming call from this number and within business hours). *Multiple base rules can be defined and the call is forwarded when at least one of the base rules is met.*

The User can associate a different destination with each base rule, or use the same destination for all base rules.

You can create, edit, enable, or disable call forwarding rules as required. Incoming calls are forwarded whenever they match the criteria defined in any currently enabled rule.

### Configuration/Operation

Individual Time Schedules may need to be created by the User and this can be done in the Business Portal on their Features page, if the User has access to the Feature.

The Call Forwarding Selective criteria and base rules can be set through the Business Portal by the User on their Features page.

In the Business Portal, navigate to:

- Employees (select employee) > Features > Call Forwarding Selective

- Enter a valid phone number in the 'Default Forward To Number/SIP URI' box
- This is the phone number or SIP URI to which you want calls to be forwarded by default when they match the criteria you define in your Call Forwarding Selective rules.
- When you define a rule, you can choose to use this default number or to specify a number that applies only to that rule.
- Select the "Play a short ring when a call is forwarded" check box if you want your telephone to play a brief tone (or ring splash) each time an incoming call is forwarded by the Call Forwarding Selective feature.

Employee Features / Call Forwarding Selective

Call Forwarding Selective ? Assistance

Turn On Call Forwarding Selective

\* Default Forward To Number/SIP URI

Play A Short Ring When A Call Is Forwarded

Rules + Add

Status	Description	Time Schedule
No Call Forwarding Selective Rules Found		

Cancel Save

- Click Save
- Click Add

Employee Features / Call Forwarding Selective

Call Forwarding Selective ? Assistance

Turn On Call Forwarding Selective

\* Default Forward To Number/SIP URI

Play A Short Ring When A Call Is Forwarded

Rules + Add

Status	Description	Time Schedule
No Call Forwarding Selective Rules Found		

Cancel Save

- Enter a short description of no more than 50 characters in to the 'Rule Description' box.

**Add New Call Forwarding Selective Rule** [Close]

**Description** [Description]

**Forward to**  
 Use Default Forward To Number/SIP URI  
 Use This Phone Number/SIP URI Instead [Telephone Number / SIP URI]

**Time Schedule** [Every Day All Day (Employee)]

[Cancel] [Save] [Save & Add More Details]

- Specify where you want calls to be forwarded if they match the criteria you define for the rule.
- Select the "Use Default Forward to Number/SIP URI" option to set the forwarding destination as the one set as the default.
- If you want calls to be forwarded to a different destination number, select the "Use this phone number/SIP URI instead" option and type the number in the field provided.

**Add New Call Forwarding Selective Rule** [Close]

**Description** [Description]

**Forward to**  
 Use Default Forward To Number/SIP URI  
 Use This Phone Number/SIP URI Instead [Telephone Number / SIP URI]

**Time Schedule** [Every Day All Day (Employee)]

[Cancel] [Save] [Save & Add More Details]



- Use the Time Schedule list to specify when the rule should be applied from the ones available in the dropdown box.

The screenshot shows a dialog box titled "Add New Call Forwarding Selective Rule". It contains the following fields and options:

- Description:** A text input field with the placeholder "Description".
- Forward to:** Two radio buttons. The first is selected and labeled "Use Default Forward To Number/SIP URI". The second is labeled "Use This Phone Number/SIP URI Instead".
- Telephone Number / SIP URI:** A text input field next to the second radio button.
- Time Schedule:** A dropdown menu with "Every Day All Day (Employee)" selected. This field is highlighted with a red rectangular box.

At the bottom of the dialog, there are three buttons: "Cancel" (pink), "Save" (purple), and "Save & Add More Details" (purple).

- The default Time Schedule is "Every Day All Day". If your Group or Company Administrator has defined other Time Schedules for the Site, you will see them in this list.
- Click 'Save and Add more Details'
- The Call Forwarding Selective page refreshes and displays the Phone Numbers section.
- Select the radio button to configure Call Forwarding Selective to forward calls from:-
  - All phone numbers
  - Only these phone numbers

- If you select the "Only these phone numbers" option as part of your Call Forwarding Selective rule, only specific phone numbers will be forwarded. If the incoming call does not match any of the criteria, normal call handling applies.
- In addition to the Time Schedule you have already selected, the possible criteria include:
  - Private Numbers
    - If you select this check box, the criteria includes phone numbers whose calling line ID is PRIVATE. Any phone number with a PRIVATE calling line ID is forwarded.
  - Unknown Numbers
    - If you select this check box, the criteria includes phone numbers whose calling line ID is UNAVAILABLE. Any phone number with an UNAVAILABLE calling line ID is forwarded.
- Specific Numbers
  - You can enter up to 12 individual phone numbers or digit patterns (for example, 514\*) for each rule. Any phone number that you enter into the list is forwarded.
  - To add a specific number and/or digit string to the rule enter it into the 'Add Phone Number' box and click Save

- You can specify telephone numbers that match a specific pattern or that contain a specific digit string.
  - Use the asterisk (\*) and question mark (?) characters as wildcards.
- Use an asterisk (\*) to replace digits at the end of any digit string. If you want to forward all calls that begin with the digit string 514, you can enter 514\* in the Add Phone Number field.
  - Use a question mark (?) to replace any single digit at any place in a phone number digit string. If you want to forward calls from the phone number 5551111 in several area codes, you can enter???5551111 in the Add Phone Number field.
- The numbers and/or digit strings will be displayed in the Phone Number list.

Edit Call Forwarding Selective Rule
✕

**\* Description**

**Forward to**  Use Default Forward To Number/SIP URI  
 Use This Phone Number/SIP URI Instead

**Time Schedule**

**Phone Numbers**

**Accept Calls From**  All Phone Numbers  
 Only These Phone Numbers  
 Private Numbers  
 Unknown Numbers

**Specific Numbers**

**Maximum Allowed** 12

**Add Phone Number**  +

<input type="checkbox"/>	Phone Number
<input type="checkbox"/>	01234567891
<input type="checkbox"/>	01234567892

✕ Delete

Cancel
Save

- Click Save to Save the Rule.
- To enable a Rule, toggle the switch next to the relevant Rule description to the 'On' position.
- Finally, turn on the feature by ticking the Turn On Call Forwarding Selective checkbox.

Call Forwarding Selective ? Assistance

Turn On Call Forwarding Selective

\* Default Forward To Number/SIP URI

Play A Short Ring When A Call Is Forwarded

Rules + Add

1 Rule found. Displaying all Rules

	Status	Description	Time Schedule
<input type="checkbox"/>	<input checked="" type="checkbox"/> On	Example <a href="#">↗</a>	Every Day All Day (Employee)

- Click save

## Call Notify

### Description

This service enables a User to define criteria and specify rules that cause certain incoming calls to trigger an email notification to a User-specified address.

### Function

If an incoming call meets the criteria set by one or more of these rules, an email that specifies details relating to the incoming call are sent to a specific address.

This feature only applies to incoming calls. The criteria include:

- Selected time schedule, for example, "Every Day All Day"
- Whether the calling line ID is PRIVATE or UNAVAILABLE
- A list of up to 12 phone numbers or digit patterns (for example, 514\*)

The criteria can be combined within base rules (for example, incoming call from this number AND within business hours AND during work week). An unlimited number of base rules can be defined, but each rule can apply to a maximum of 12 telephone numbers.

An email notification is sent when at least one of the base rules is met.

### Configuration/Operation

The Call Notify criteria and base rules can be configured through the Business Portal by the User on their Features page.

Individual Time Schedules may need to be created by the User and this can be done in the Business Portal on their Features page, if the User has access to the Feature. Refer to the Time Schedule feature for instructions on how to configure the Time Schedule.

In the Business Portal, navigate to:

- Employees (select Employee) > Features > Call Notify
- Enter the required email address in the 'Send to this Email' box

Employee Features / Call Notify

Call Notify ? Assistance

\* Send To This Email

Rules + Add

Status	Description	Time Schedule
No Rules Found		

Cancel Save

- Click 'Save' and navigate back to the Call Notify feature.
- Click 'Add'

Employee Features / Call Notify

Call Notify ? Assistance

\* Send To This Email

Rules + Add

Status	Description	Time Schedule
No Rules Found		

Cancel Save

- Enter a name for the rule in the 'Description' box
- Select the required Time Schedule from those available in the dropdown box

Add New Rule ×

\* Description

Time Schedule

Cancel Save Save & Add More Details

- Click 'Save & Add More Details'

- Select the radio button to configure Call Notify to forward notification from:-
  - All phone numbers
  - Only these phone numbers
    - If you select the "Only these phone numbers" option as part of your Call Notify rule, only specific phone numbers will forward notification. If the incoming call does not match any of the criteria, normal call handling applies.
    - In addition to the Time Schedule you have already selected, the possible criteria include:
      - Private Numbers
        - If you select this check box, the criteria includes phone numbers whose calling line ID is PRIVATE. Any phone number with a PRIVATE calling line ID is forwarded.
      - Unknown Numbers
        - If you select this check box, the criteria includes phone numbers whose calling line ID is UNAVAILABLE. Any phone number with an UNAVAILABLE calling line ID is forwarded.
    - Specific Numbers



- You can enter up to 12 individual phone numbers or digit patterns (for example, 514\*) for each rule. Any phone number that you enter into the list is forwarded.
  - To add a specific number and/or digit string to the rule enter it into the ‘Add Phone Number’ box and click ‘+’.

- You can specify telephone numbers that match a specific pattern or that contain a specific digit string.
- Use the asterisk (\*) and question mark (?) characters as wildcards.
- Use an asterisk (\*) to replace digits at the end of any digit string. If you want to forward all calls that begin with the digit string 514, you can enter 514\* in the Add Phone Number field.
- Use a question mark (?) to replace any single digit at any place in a phone number digit string. If you want to forward calls from the phone number 5551111 in several area codes, you can enter ???5551111 in the Add Phone Number field.
- The numbers and/or digit strings will be displayed in the Phone Number list.

**Specific Numbers**

Maximum Allowed 12

Add Phone Number  +

<input type="checkbox"/>	Phone Number
<input type="checkbox"/>	01234567891
<input type="checkbox"/>	01234567892

✕ Delete

- Click Save to save and complete the Rule.
- To enable a Rule, toggle the switch next to the relevant Rule description to the 'On' position.

**Call Notify** Assistance

\* Send To This Email

**Rules** + Add

1 Rule found. Displaying all Rules

<input type="checkbox"/>	Status	Description	Time Schedule
<input type="checkbox"/>	<span>On</span>	Example <a href="#">↗</a>	Every Day All Day (Employee)

✕ Delete

Cancel Save

- Click Save

## CommPilot Express

### Description

CommPilot Express is a Feature of the Toolbar.

### Function

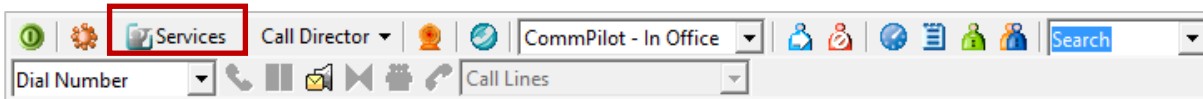
CommPilot Express allows you to pre-configure four profiles to control your inbound calls

- Available-In Office
- Available-Out of Office
- Busy
- Unavailable

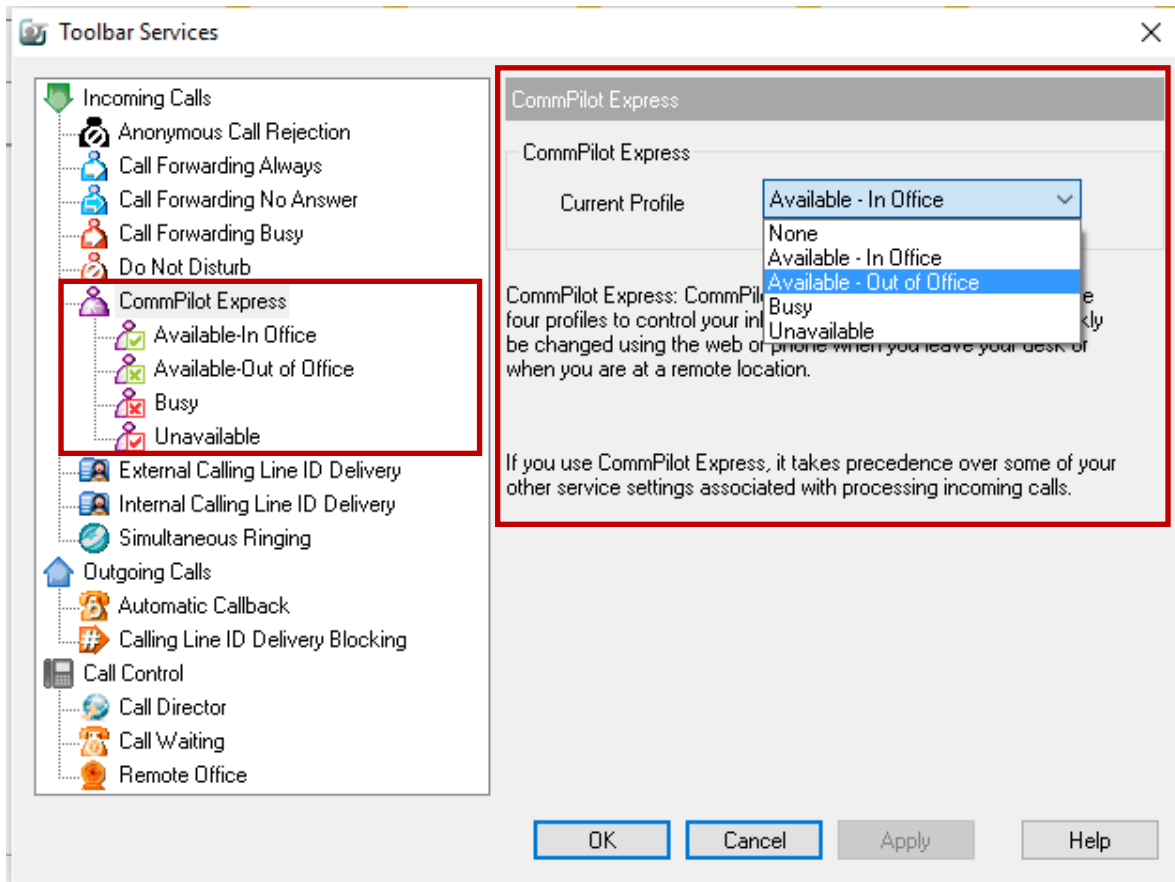
If you use CommPilot Express, it takes precedence over some of your other service settings associated with processing incoming calls.

### Configuration/Operation

Configuration of the four profiles is achieved via the 'Services' option on the Toolbar.



- To Edit a Profile select 'CommPilot Express' in the left hand window
- Select the Profile you wish to use in the Current Profile Dropdown on the right.



- Select the same profile in the left hand window and edit the profile with the desired settings
- Click 'Apply' to save the changes and set this profile as the 'Current' profile
- Click 'OK' to save the changes, set this profile as the 'Current' profile and close the window

If you just wish to switch profile without editing you can do this by changing the 'Current Profile setting' and clicking 'Apply' or 'OK'

**Note you can also change which Profile is active via the Voice Portal using the Voice Messaging menu commands.**

## *Directed Call Pickup with Barge-In*

### **Description**

Allows the User to pick up a call or Barge Into a call on another user. Unlike Group Call Pickup, where a feature access code is used to pick up a call on a pre-defined list of users, Directed Call Pickup with Barge-In uses a feature access code plus the Extension Number of the phone to pick up or Barge into a call on any phone on the Site.

Note, Barge-In cannot be completed if the user has Barge-In Exempt set as a feature.

### **Function**

#### ***Directed Call Pickup***

- The Phone for user A is ringing
- User B dials \*33 (default FAC) followed by User B's extension number.
- User B has picked up the call meant for user A

#### ***Barge-In***

- User A is on a call to a customer
- User B need to speak to user A urgently
- User B dials \*33 (default FAC) followed by User A's extension number
- User A is Not Barge-In Exempt.
- User B is now in the Call with User A.

Note: A tone may or may not be played to User A to make them aware that Barge-In has occurred. This is dependent on the Configuration of User B.

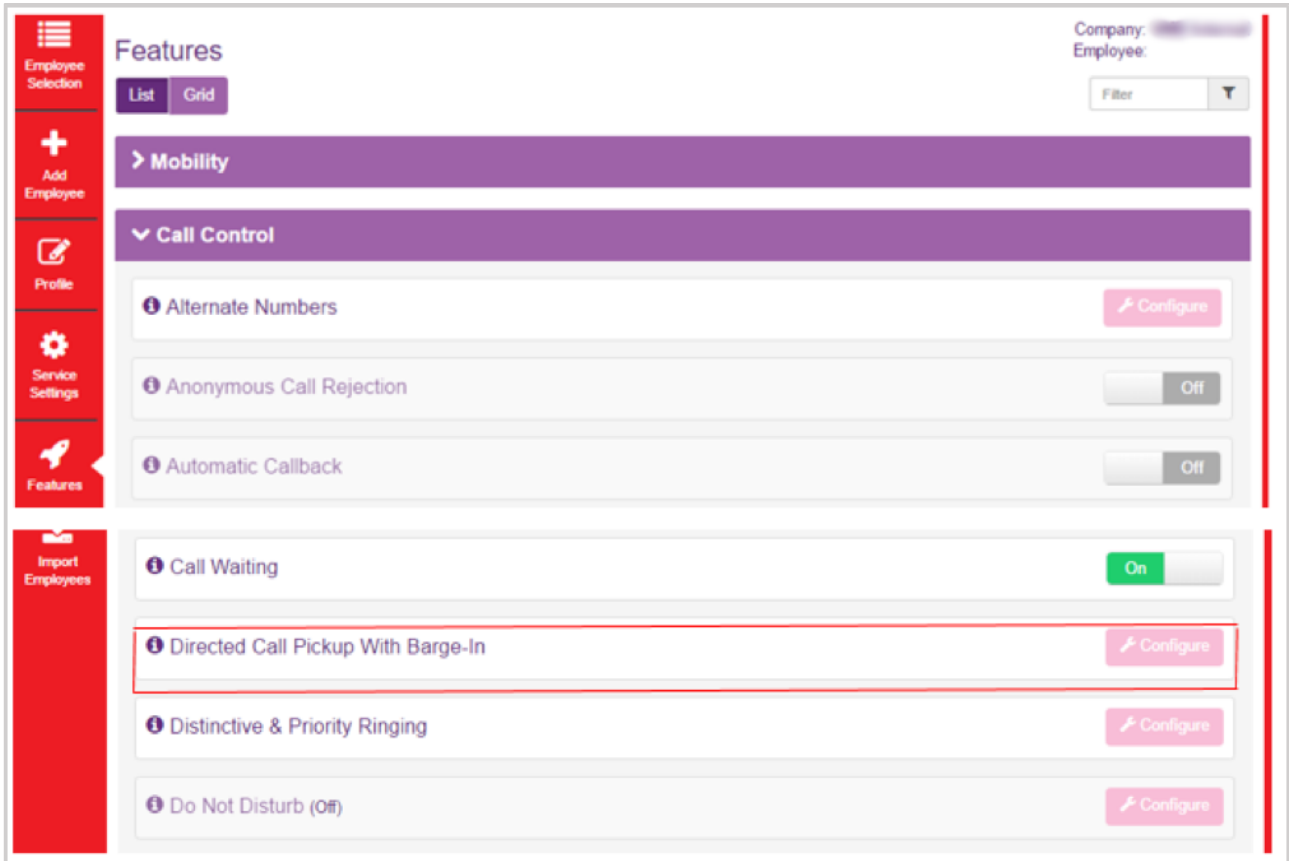
### **Configuration/Operation**

Direct Call Pickup with Barge-In is not a configurable option. It is usually a standard feature in some of the Feature Packs that go to make up a customer's service offering. Please check the availability with your Administrator.

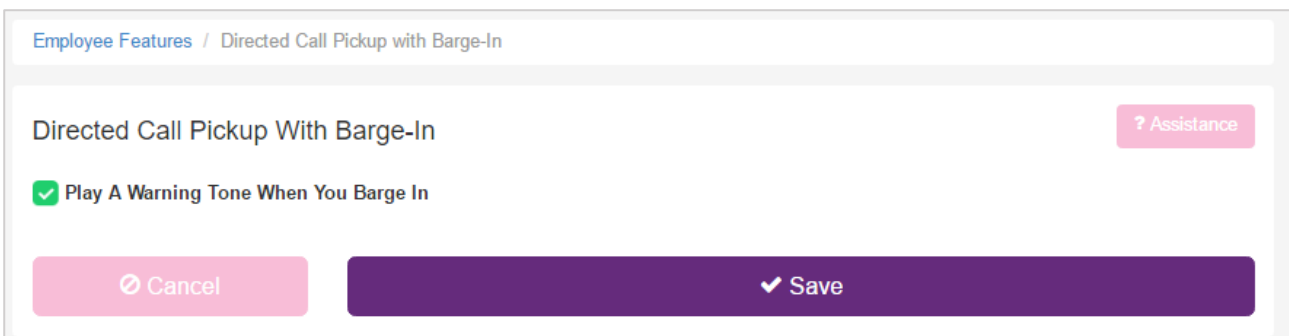
For Employees that do have this feature available there is a configuration option that allows the playing of a tone on Barge-In.

In the Business Portal, navigate to:

- Employees > Features > Call Control > Directed Call Pickup with Barge-In



- Select 'Play A Warning Tone When You Barge In' if required
- Click Save



## *Distinctive & Priority Ringing*

### **Description**

This feature allows you to make your phone ring with a different ring cadence. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group.

### **Function**

The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true for the phone to ring with a different tone (phone number and day of week and time of day).

Note: The change in ring on the phone is only a change in the ringing cadence it does not change the ringing tone applied.

Some Handsets support the use of different ring tones based on the Calling Line ID. This is a phone feature and not a feature of the Cloud Voice service.

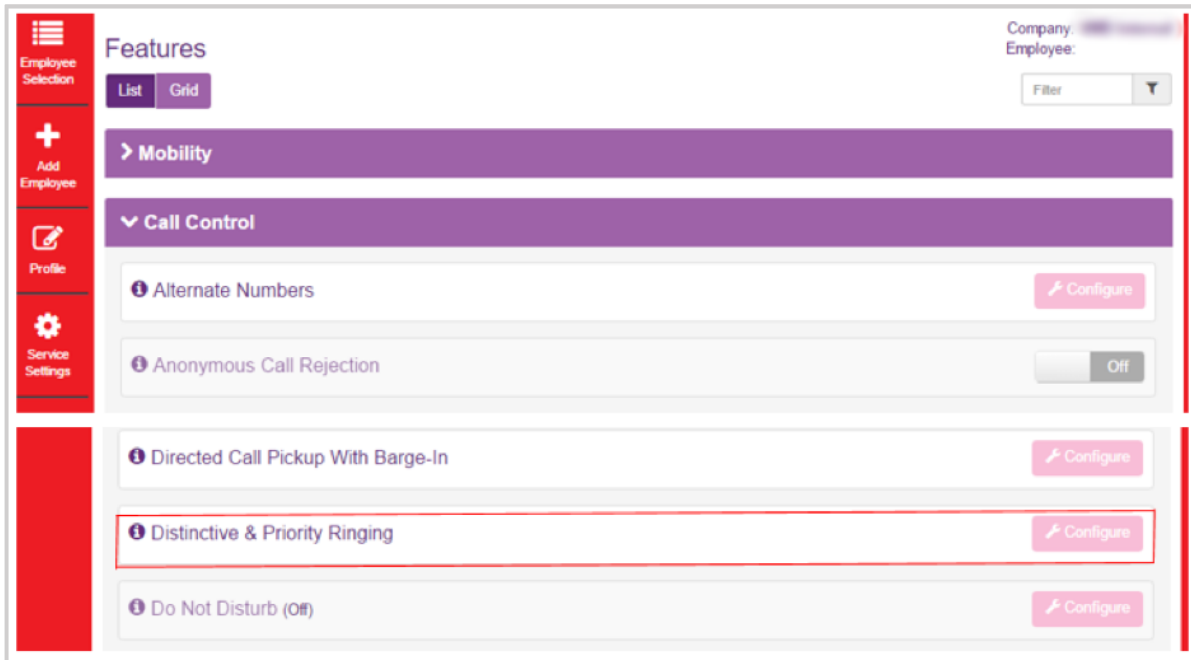
### **Configuration/Operation**

Configuration is in the Employee section of the Business Portal and requires that a Time schedule has been pre-configured.

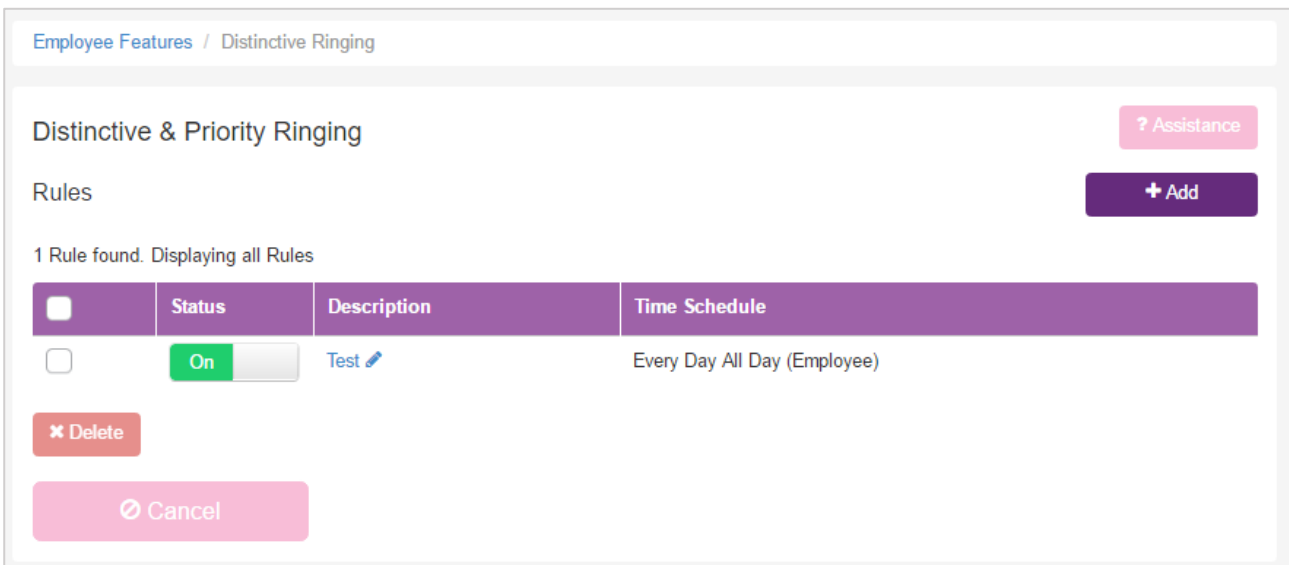
**Please refer to the section on Time Schedules in the Site Features User Guide.**

In the Business Portal, navigate to:

- Employees > Features > Call Control
- Scroll Down to Distinctive & Priority Ringing



- Select Configure



- To add a new 'Rule' click the '+ Add' button
- To Edit an Existing 'Rule' select the description of the rule.
- To Activate/Deactivate a 'Rule' use the slide button under the status field
- To Delete a 'Rule' select the left hand tick box and click the 'x Delete' button



Edit Rule
✕

**\* Description**

**Time Schedule** Every Day All Day (Employee) ▼

**Phone Numbers**

Use Phone Numbers

**Specific Numbers**

**Maximum Allowed** 12

**Add Phone Number**  +

<input type="checkbox"/>	Phone Number
<input type="checkbox"/>	01234567891

✕ Delete

⌂ Cancel

✓ Save

When adding a new 'Rule'

- Type a description on the rule in the box provided.
- Select a time schedule from the dropdown box.
- Time schedule must be pre-configured for the site.

When adding a new 'Rule' or editing an existing one

- To add a new phone number enter the details in the box provided and click the + button
- To delete a phone number select the number using the right hand side tick box and click the 'x Delete' button
- To delete all numbers select the tick box in the header bar and then click the 'x Delete' button.

See below

Specific Numbers

Maximum Allowed 12

Add Phone Number  +

<input checked="" type="checkbox"/>	Phone Number
<input checked="" type="checkbox"/>	01234567891

✕ Delete

- When all changes have been completed click 'Save'

## Do Not Disturb

### Description

This feature allows you to send your calls directly to your voicemail messaging box without ringing your phone.

In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice messaging by using the Ring Reminder.

This is important when you have forgotten the service is turned on and you are at your phone waiting to receive calls.

Please note, when setting DND on the Business Portal, it becomes system wide DND and affects all your devices once turned on. However, if it is evoked on a phone handset, then it will only affect the handset and all other 'Shared' devices will be unaffected.

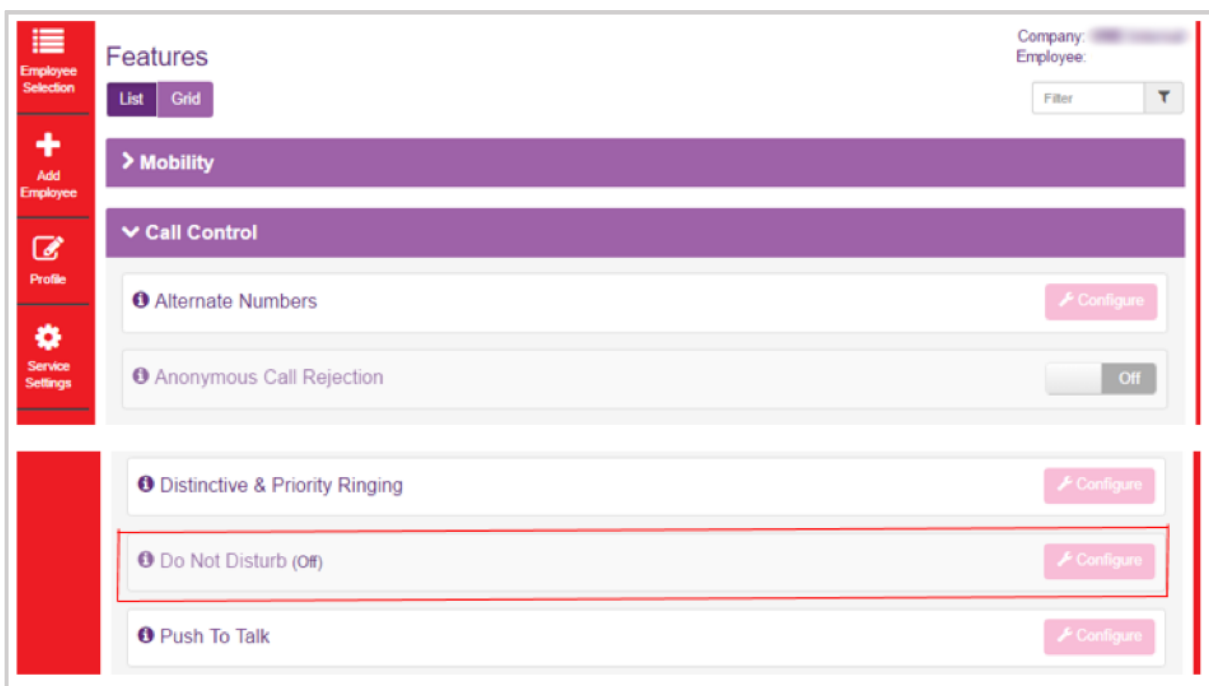
### Function

You use this to prevent your phone from ringing. Callers are sent to Voice Messaging or another specified location, such as a number indicated by the Call Forwarding Busy service.

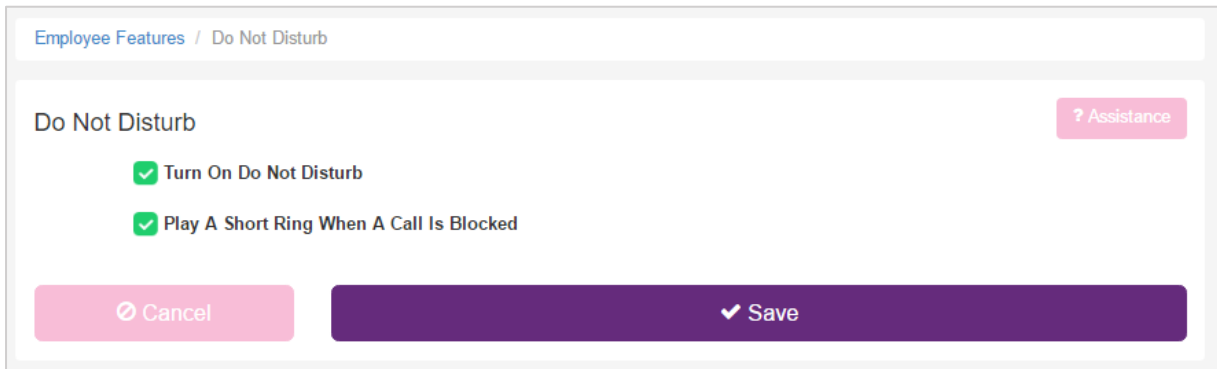
### Configuration/Operation

In the Business Portal, navigate to:

- Employees > Features > Call Control
- Scroll Down to Do Not Disturb

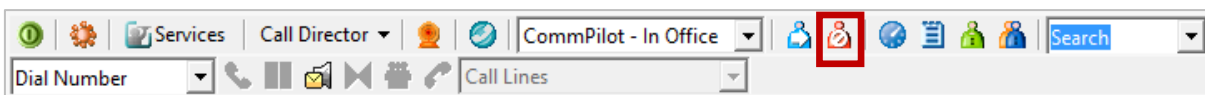


- Select Configure

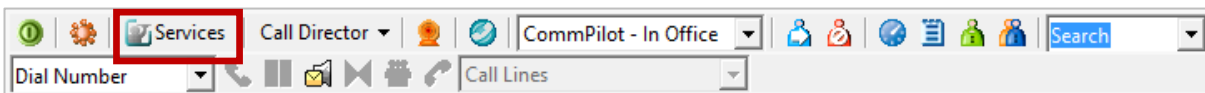


**From the Toolbar**

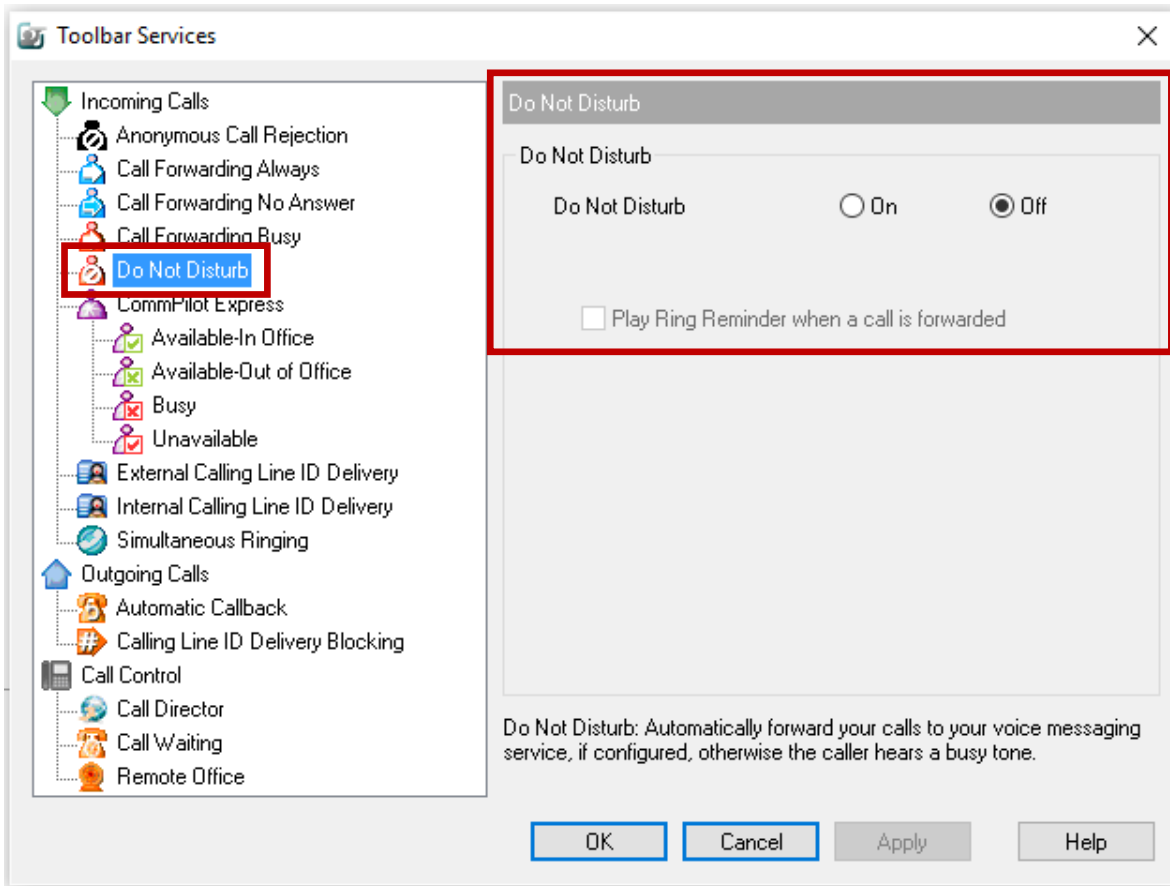
- You can activate the Do Not Disturb service by clicking DND on your Toolbar. When the button to the left of the DND link on the Toolbar is selected, this service is on. When it is not selected, it is off.



Or



- Select Services and then set Do Not Disturb from the Incoming calls menu



**From Your Voice Portal**

The Do Not Disturb service can also be activated or options can be changed using your voice portal. To do this on your telephone, dial \*, followed by the two-digit feature access code that has been assigned for this service. You can activate this service by dialling star (\*) and the assigned two-digit code.

To view the feature access code that was assigned by your group or system administrator, click on Feature Access Codes on the Utilities menu page. The codes are to the left of Do Not Disturb Activation and Do Not Disturb Deactivation and are preceded by an \*, which must be dialled first.

**Using a Feature Access Code**

Do Not Disturb can be activated and Deactivated by use of feature access codes.

- By Default
- \* 78 Do Not Disturb Activation
- \* 79 Do Not Disturb Deactivation

## Hot Desking Host

### Description

Hot Desking Host, included in the Fixed or Mobile User licence, allows a phone device to become a Host to another user's phone number. Another User, with the guest feature, can then log onto this existing phone with their own credentials and receive all their calls to this device. They can also make calls from this device which will present their own number, from their pre-existing Cloud Voice account, to other users.

### Function

This feature can be enabled on an existing Fixed or Mobile User licence and will then allow users with the Hot Desking guest feature to log onto. A User without the guest feature cannot log onto a Host licence/device and likewise a User with the guest licence cannot log onto a licence phone that does not have the Host feature in and enabled. The Hot Desking Host feature is 'off' by default and can be unassigned, using feature assignment on the Business Portal, in order to prevent incorrect or accidental use.

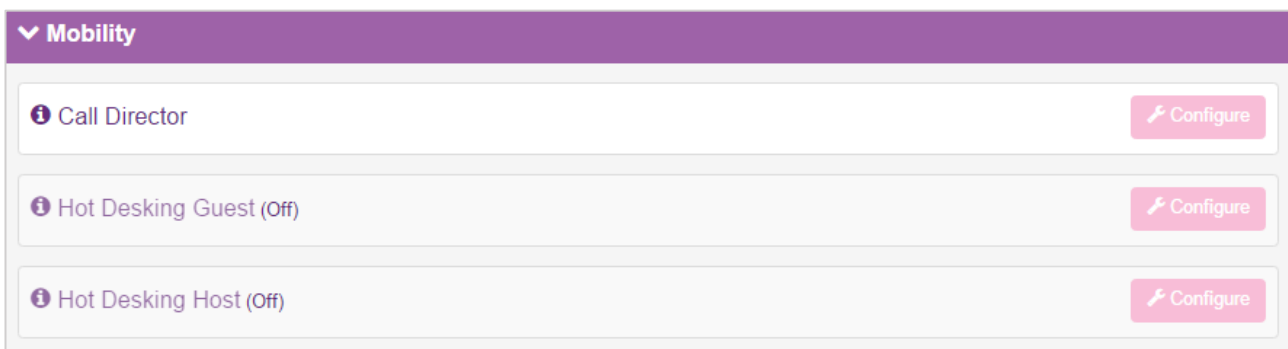
A User can be both a Hot Desking Host and a Hot Desking Guest providing they have the correct licence pack.

### Configuration/Operation

Hot Desking Host is configurable at a User level through the User's Feature Settings page in the Business Portal.

In the Business Portal, navigate to:

- Employees > Features > Hot Desking Host



- Select the 'Turn on Hot Desking Host' check box to enable the feature.
- In the 'Association Limit' field specify the maximum time in hours that any Guest User can be associated to the Host User Device account. Once this expires it will automatically dissociate a guest from a host. The minimum in hours is 0, maximum is 999, and default is 24.
- Set the Access Level to either Company, allowing any User from the Company to associate with the phone, or Site if only limited to Users from the Site.

- Click Save.

Employee Features / Hot Desking Host

---

**Hot Desking Host** ? Assistance

Turn On Hot Desking Host

Association Limit  Hours

Access Level  Company  Site

Guest Association

Remove Guest Association

Association Date	Not Set	Location Dialling Code	Not Set
First Name	Not Set	Phone Number	Not Set
Last Name	Not Set	Extension	Not Set

Cancel
Save

The Hot Desking Host feature is operated by a User with a Hot Desking Guest Feature. Please refer to the Hot Desking Guest within the Mobile User Non-chargeable section of this guide.

## Push to Talk

### Description

Push to Talk allows people to call each other and have the call answered automatically (Intercom service).

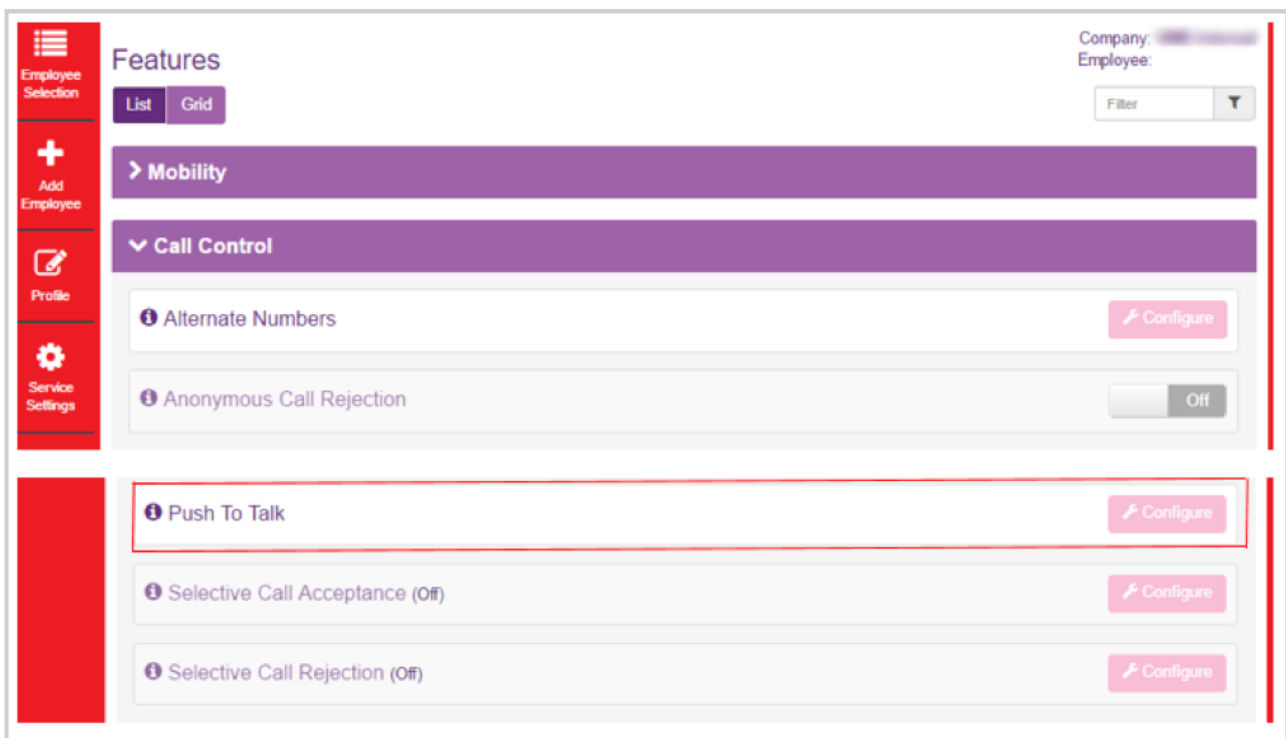
### Function

Push to Talk allows people to call each other and have the call answered automatically, either as a one-way call, or a two-way call, removing the need to initiate a call on every occasion when there will always only be one recipient.

### Configuration/Operation

To configure the PTT service in the Business Portal, navigate to:

- Employees > Features > Call Control > Push To Talk



- Select Configure



### Push To Talk ? Assistance

Turn On Push To Talk

Outgoing Connection Type:  One-Way  Two-Way

Site

Placeholder
▼

Deny List Filter ▼

<input type="checkbox"/>	Last Name	First Name	Id
<input type="checkbox"/>	Placeholder	Placeholder	Placeholder@virginmediabusiness.co.uk
<input type="checkbox"/>	Placeholder	Placeholder	Placeholder@virginmediabusiness.co.uk
<input type="checkbox"/>	Placeholder	Placeholder	Placeholder@virginmediabusiness.co.uk
<input type="checkbox"/>	Placeholder	Placeholder	Placeholder@virginmediabusiness.co.uk
<input type="checkbox"/>	Placeholder	Placeholder	Placeholder@virginmediabusiness.co.uk
<input type="checkbox"/>	Placeholder	Placeholder	Placeholder@virginmediabusiness.co.uk

+ Add

### Allow List Filter ▼

<input type="checkbox"/>	Last Name	First Name	Id
<input type="checkbox"/>	Placeholder	Placeholder	Placeholder@virginmediabusiness.co.uk

✕ Remove

⌵ Cancel
✔ Save

To originate a Push To Talk call on your telephone dial the feature access code followed by the number you wish to call.

- \*50 Default feature access code

An administrator can specify in the configuration from which other users a PTT call is 'Allowed'. Only PTT calls for users on the allowed list will be connected to the employee.

## ***Remote Office***

### **Description**

This feature allows a User to define a phone number, any working phone number, mobile or landline. This device can then be used to make and receive calls. Outgoing calls will present the User's Cloud Voice CLI not the devices CLI for business continuity when you are away from your office.

Remote Office is a feature of the following applications

- Toolbar
- Office UC Desktop
- Office UC Smartphone
- Office UC Tablet

### **Function**

In the 'Remote Office' setting within the Cloud Voice application define the number of the device you wish to use to make and receive calls.

### ***Incoming Calls***

- Incoming Calls to the User's Cloud Voice number are automatically forwarded to the 'Remote Office' location.
- The caller will see the User's Cloud Voice CLI, if delivered, on their phone.

### ***Outgoing Calls***

- Outgoing calls are made from the Cloud Voice application, Toolbar, UC-Office.
- Use either the pre-defined contacts
- Or
- Manually dial for the web app

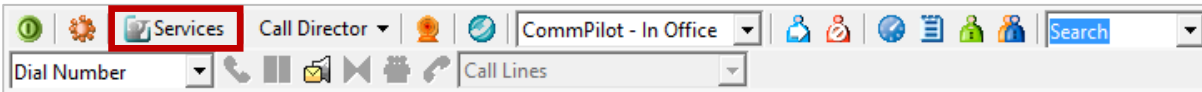
Note:- Do Not Dial from the 'Remote Office' device

- The User will receive an incoming call on the 'Remote Office' device
- When the User answers the incoming call an outgoing call is made to the dialled number
- The called number will see the User's Cloud Voice CLI, if delivered, on their phone.

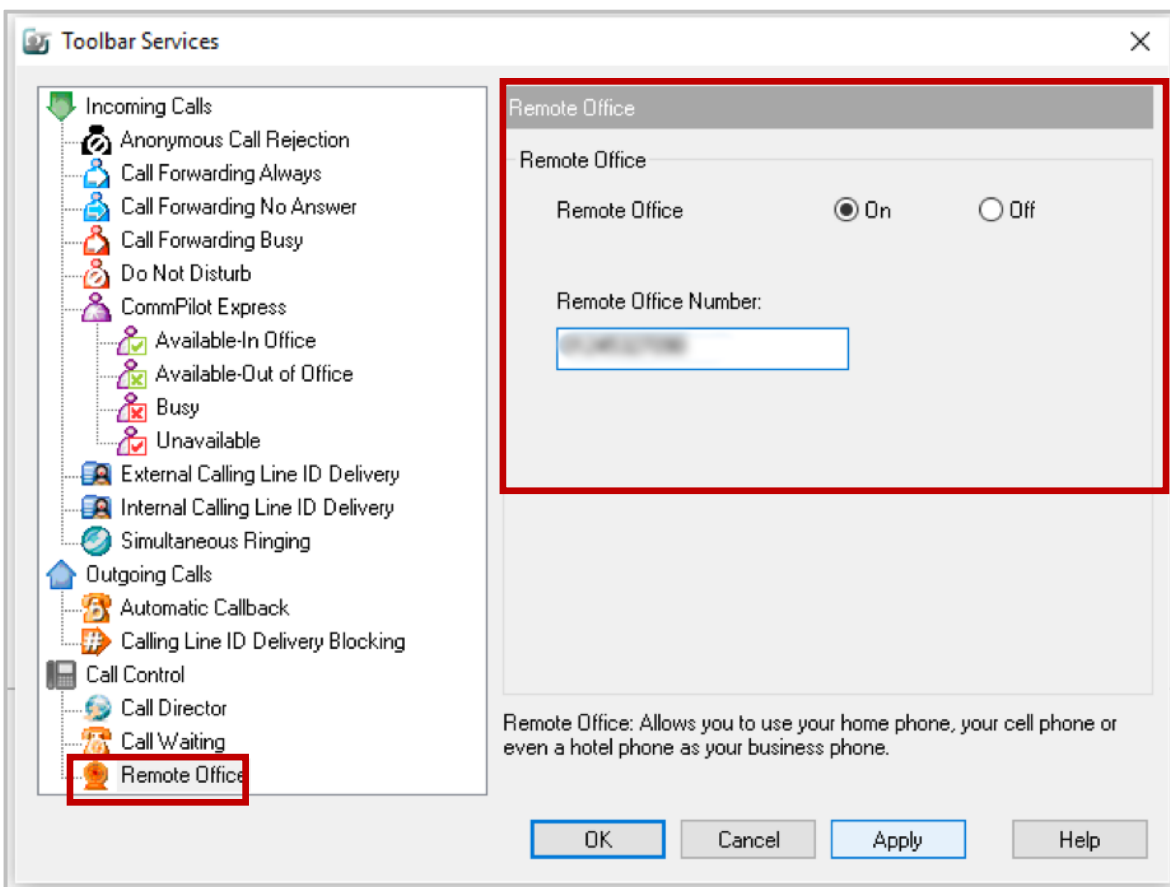
## Configuration/Operation

### Toolbar

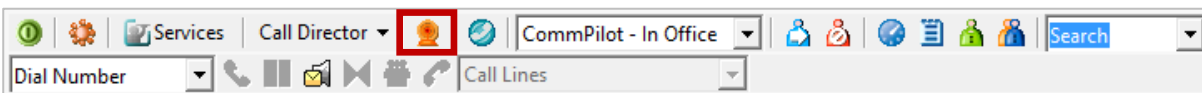
- From the Toolbar select Services



- Select Remote Office

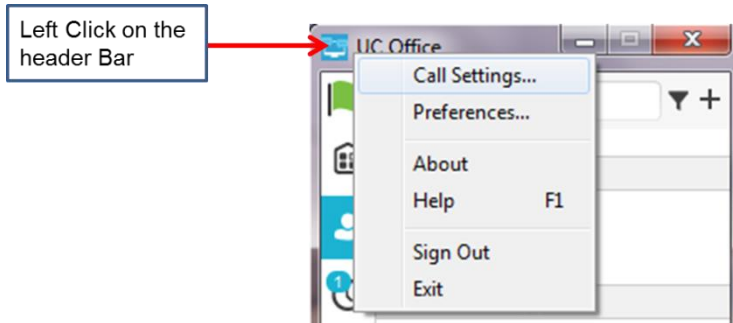


- Define the phone of the device you wish to use.
- Turn on Remote Office using the radio buttons
- If the Remote Office number has been previously defined you can activate the service simply by clicking the Remote Office icon on the Toolbar.

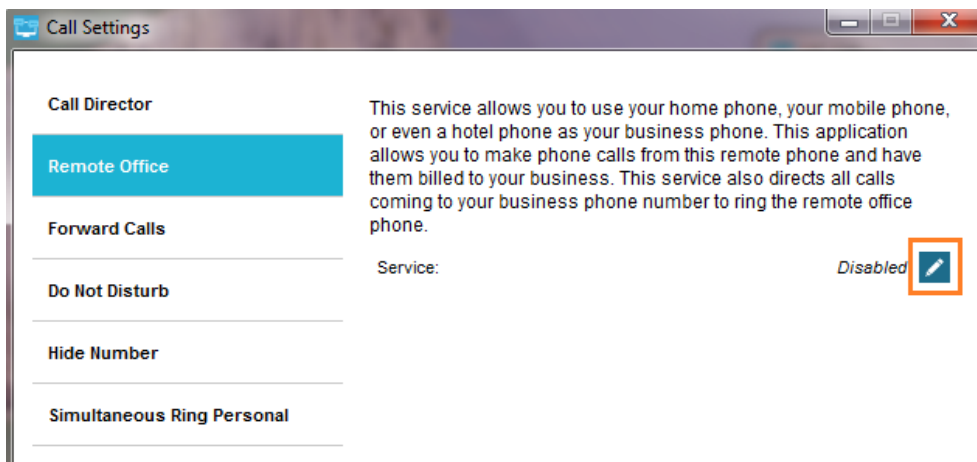


### Office UC Desktop

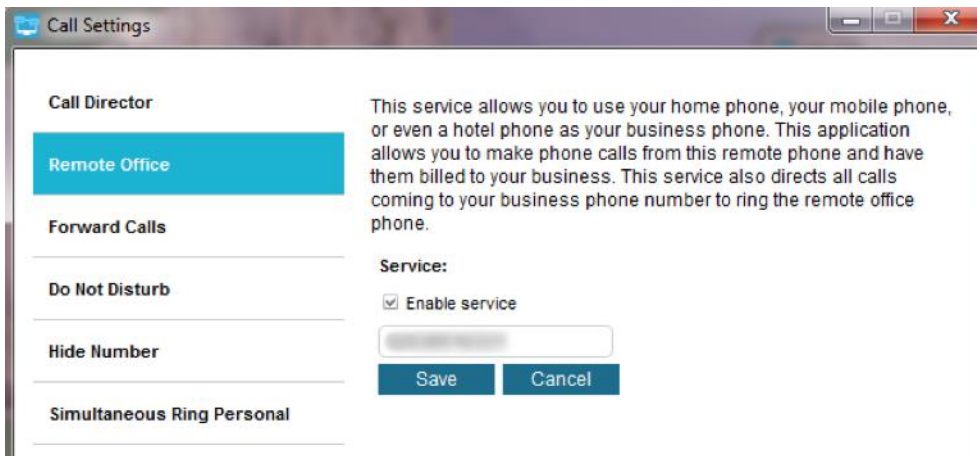
- From the application left click on the Office UC icon on the header bar



- Select Call Settings
- Select Remote Office



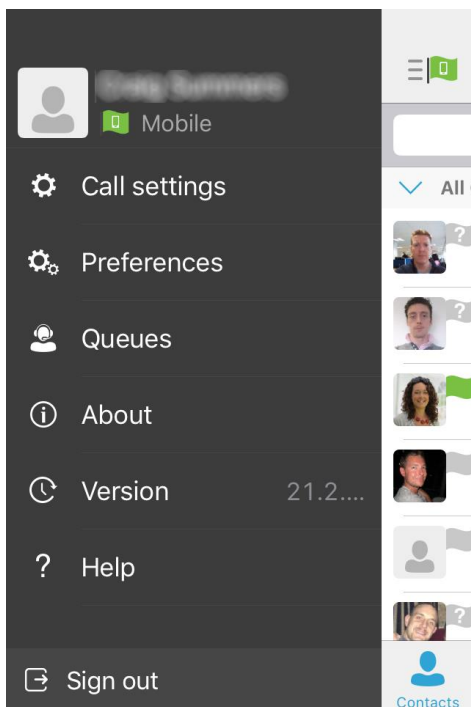
- Select the 'Edit' Icon



- Configure the Remote Office number
- Enable Service
- Click Save

**Office Smartphone**

- From the application (iPhone Shown) click on the settings option



- Select Call Settings
- Select Remote Office
- Configure the Remote Office settings
- Click Save

## Selective Call Acceptance

### Description

Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

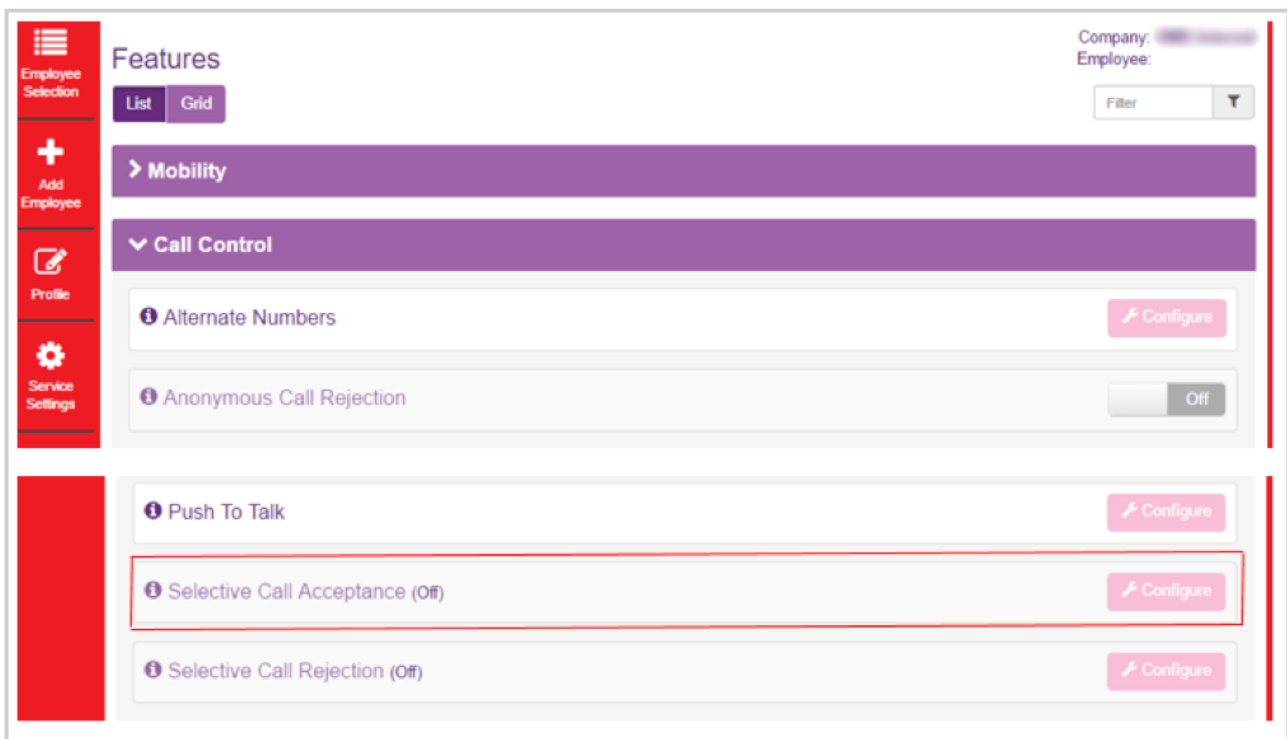
### Function

Selective Call Acceptance allows you to receive only calls that meet your pre-defined criteria. The criteria for each Selective Acceptance entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true for you to receive the call.

### Configuration/Operation

In The Business Port navigate to:

- Employees > Features > Call Control > Selective Call Acceptance



- Select 'Configure'

Employee Features / Selective Call Acceptance

### Selective Call Acceptance ? Assistance

Rules + Add

1 Rule found. Displaying all Rules

<input type="checkbox"/>	Status	Description	Time Schedule
<input type="checkbox"/>	On	Demo Rule <a href="#">✎</a>	Every Day All Day (Employee)

✕ Delete

⌂ Cancel

- To Add a New Rule Click 'Add'
- Add a description of the rule.
- Select a Time schedule from the dropdown menu.

Note: Time schedules have to be pre-configured (Please refer to the 'Site Features User Guide' for more details)

- Click 'Save & Add More Details'

**Add New Rule** ✕

---

**\* Description**

**Time Schedule**

---

⌂ Cancel ✓ Save ✓ Save & Add More Details

- To Edit an existing Rule select the Rule under the 'Description' Heading.

Edit Rule
✕

**\* Description**

**Time Schedule**

**Phone Numbers**

**Accept Calls From**

All Phone Numbers

Only These Phone Numbers

Private Numbers

Unknown Numbers

**Specific Numbers**

**Maximum Allowed** 12

**Add Phone Number**  +

	Phone Number
<input type="checkbox"/>	01234567890

✕ Delete

Cancel

Save

- To add a phone number type the number into the box and click the '+' button

**Add Phone Number**  +

- To delete a number select the right hand tick box and click delete
- To delete all numbers select the right hand tick box in the header bar and click delete.
- When you have completed the configuration Click 'Save'



## Selective Call Rejection

### Description

Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

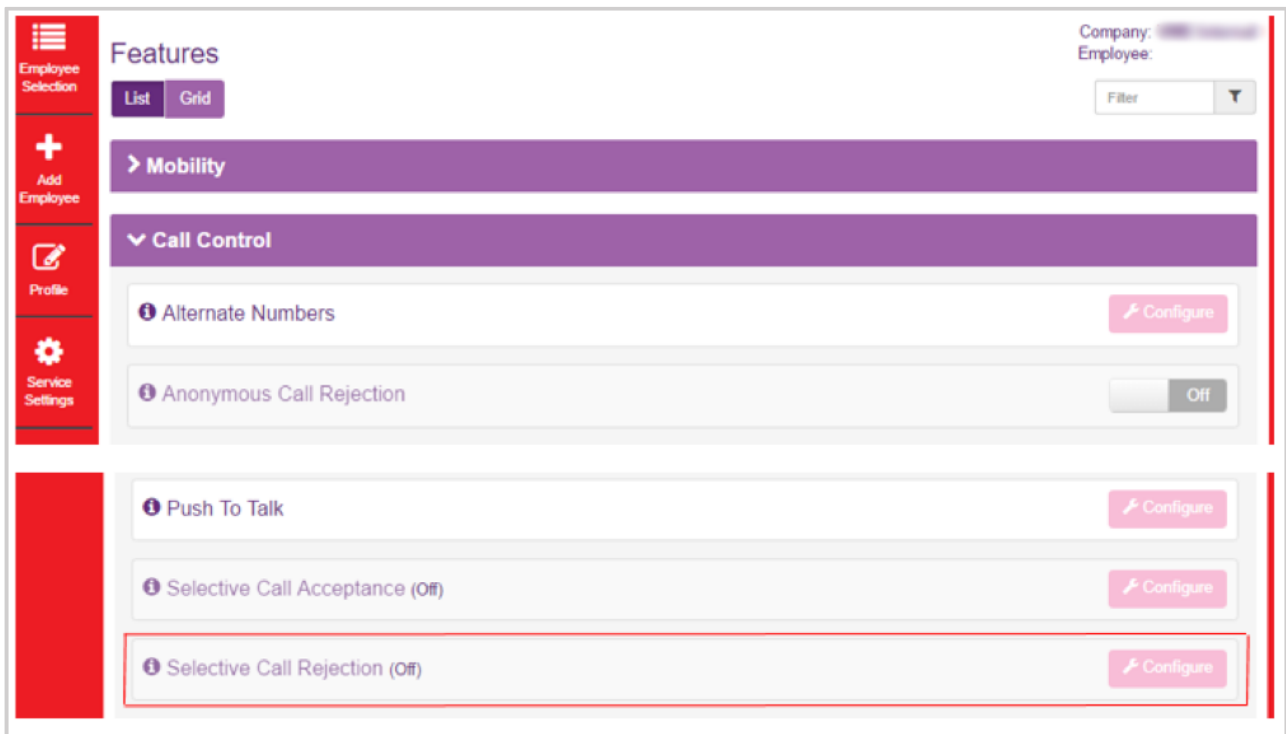
### Function

Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Selective Call Rejection entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true to reject the call.

### Configuration/Operation

In The Business Portal navigate to:

- Employees > Features > Call Control > Selective Call Rejection



- Select 'Configure'

Selective Call Rejection

Selective Call Rejection ? Assistance

Rules + Add

1 Rule found. Displaying all Rules

<input type="checkbox"/>	Status	Description	Time Schedule
<input type="checkbox"/>	On	Demo Rule <a href="#">✎</a>	Every Day All Day (Employee)

✕ Delete

⌂ Cancel

- To Add a New Rule Click 'Add'

Add New Rule ✕

\* Description

Time Schedule

⌂ Cancel ✓ Save ✓ Save & Add More Details

- Add a description of the rule.
- Select a Time schedule from the dropdown menu.

Note: Time schedules have to be pre-configured (Please refer to the 'Site Features User Guide' for more details)

- Click 'Save & Add More Details'

- To Edit an existing Rule select the Rule under the 'Description' Heading.

Edit Rule
✕

**\* Description**

**Time Schedule**

**Phone Numbers**

**Accept Calls From**

All Phone Numbers

Only These Phone Numbers

Private Numbers

Unknown Numbers

**Specific Numbers**

**Maximum Allowed** 12

**Add Phone Number**  +

<input type="checkbox"/>	Phone Number
<input type="checkbox"/>	01234567890

✕ Delete

✕ Cancel

✔ Save

- To delete a number select the left hand tick box and click delete
- To delete all numbers select the left hand tick box in the header bar and click delete.
- When you have completed the configuration Click 'Save'

## Sequential Ring

### Description

Ring multiple phones sequentially when calls are received.

### Function

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings.

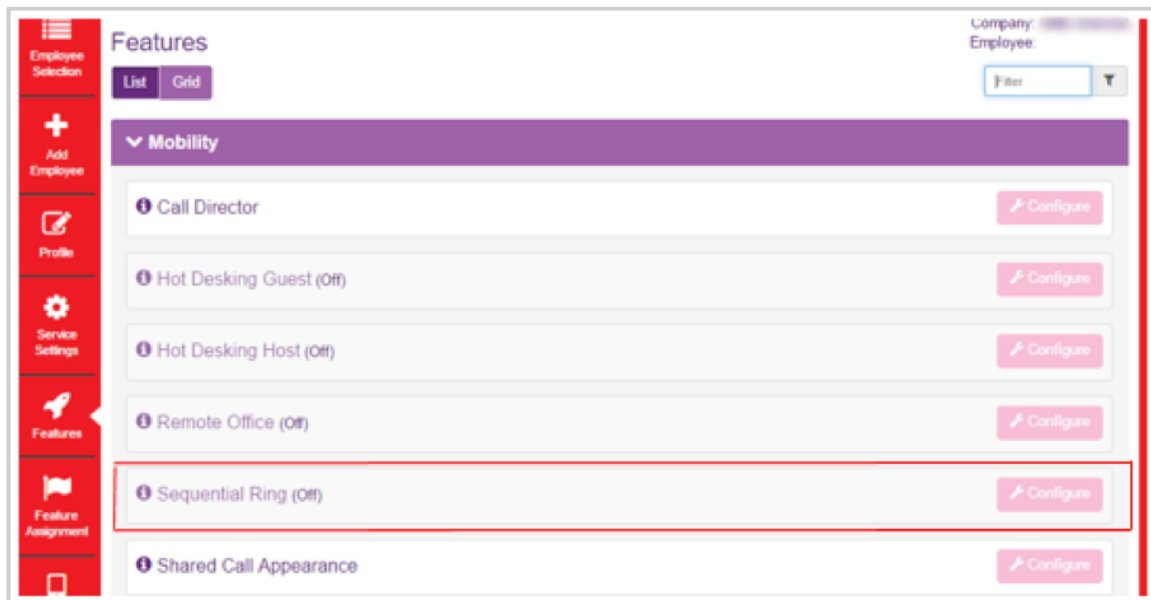
The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your mobile phone, alternate business phone, or home phone.

The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

### Configuration/Operation

In the Business Portal navigate to:

- Employee > Features > Mobility > Sequential Ring



- Select Configure

Employee Features / Sequential Ring

### Sequential Ring ? Assistance

Ring Primary Phone First

Number Of Rings On Primary Phone:

Skip To Next Number If Primary Phone Is Busy

Allow Caller To Interrupt The Sequential Ringing  
Assumes Call Forwarding Or Voice Messaging Is On

---

### Ring List

Location	Phone Number / SIP URI	Number Of Rings	Answer Confirmation Required
1	<input type="text" value="01234567890"/>	<input type="text" value="3"/>	<input type="checkbox"/>
2	<input type="text" value=""/>	<input type="text" value="3"/>	<input checked="" type="checkbox"/>
3	<input type="text" value=""/>	<input type="text" value="3"/>	<input type="checkbox"/>
4	<input type="text" value=""/>	<input type="text" value="3"/>	<input type="checkbox"/>
5	<input type="text" value=""/>	<input type="text" value="3"/>	<input type="checkbox"/>

Rules + Add

1 Rule found. Displaying all Rules

<input type="checkbox"/>	Status	Description	Time Schedule	Calls From
<input type="checkbox"/>	On	Test <a href="#">Test</a>	Every Day All Day (Employee)	All calls

✖ Delete

↻ Cancel
✔ Save

- Setup the sequential list of phone numbers
- The number of rings at each location
- Select if Answer Confirmation is required.
  - Refer to the Answer Confirmation feature section in this guide.
- Add a rule or edit an existing rule
  - Sequential Ring cannot be activated without a rule being defined. It could be as simple as All Calls, All Day Every Day.

Edit Rule
✕

**\* Description**

**Time Schedule**

**Phone Numbers**

**Accept Calls From**

All Phone Numbers

Only These Phone Numbers

Private Numbers

Unknown Numbers

**Specific Numbers**

**Maximum Allowed** 12

**Add Phone Number**  +

Phone Number
No Numbers Have Been Added Yet

✕ Cancel
✔ Save

- Every Rule must have a unique Description
- Select a Time schedule from the dropdown menu.
  - Note:- Time schedules have to be pre-configured (Please refer to the 'Site Features User Guide' for more details)
- If Rule is to cover 'All Calls' select the 'All Phone Numbers' radio button and click 'Save'
- If Rule is for specific phone numbers select the 'Only These Phone Numbers' and add the phone numbers (max of 12).

Edit Rule
✕

**\* Description**

**Time Schedule**

**Phone Numbers**

**Accept Calls From**

All Phone Numbers

Only These Phone Numbers

Private Numbers

Unknown Numbers

**Specific Numbers**

Maximum Allowed 12

Add Phone Number  +

<input type="checkbox"/>	Phone Number
<input type="checkbox"/>	01234567890

✕ Delete

Cancel

Save

- To add a phone number type the number into the box and click the '+' button

Add Phone Number  +

- To delete a number select the left hand tick box and click delete
- To delete all numbers select the left hand tick box in the header bar and click delete.
- When you have completed the configuration Click 'Save'

## Simultaneous Ring

### Description

Ring multiple phones simultaneously when calls are received.

### Function

Simultaneous Ring Personal allows you to list up to 10 phone numbers you would like to ring in addition to your primary phone when you receive a call.

This feature is helpful when you are not at your phone but you would like your mobile phone to ring when you get a call. You can also turn off simultaneous ring when you are at your desk on a call.

The criteria for each Simultaneous Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Simultaneous Ring (phone number and day of week and time of day).

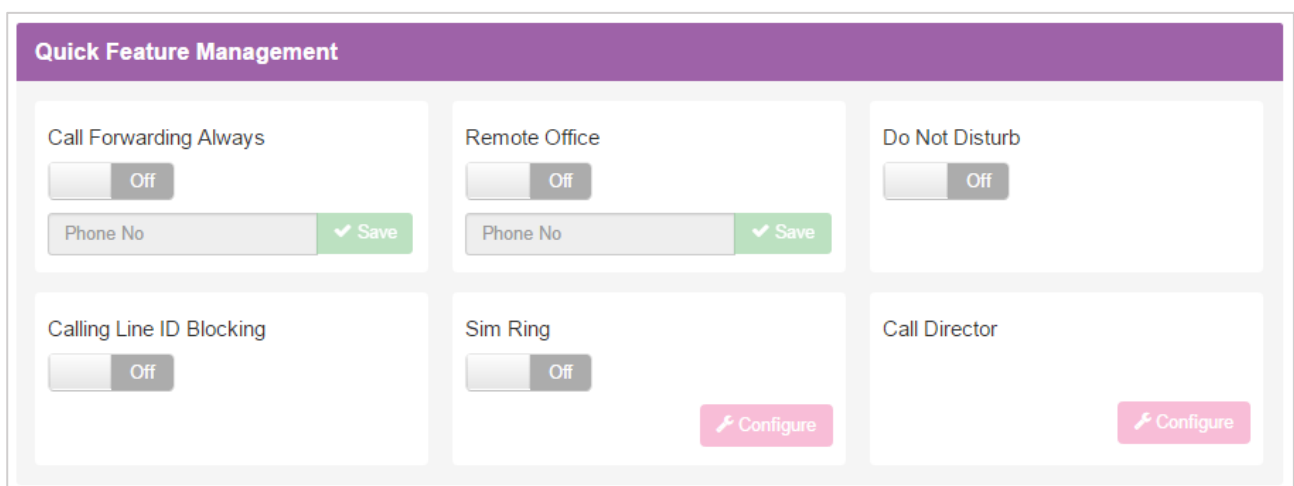
If the criteria do not match, the call continues as if this service was not turned on.

Warning: if your mobile phone or other phone has voicemail that picks up before your office voice messaging picks up, your voicemails could be on your mobile phone messaging system. Please refer to the Answer Confirmation feature to avoid this.

### Configuration/Operation

From The Business Portal either navigate to:

- Employees > Dashboard > Sim Ring



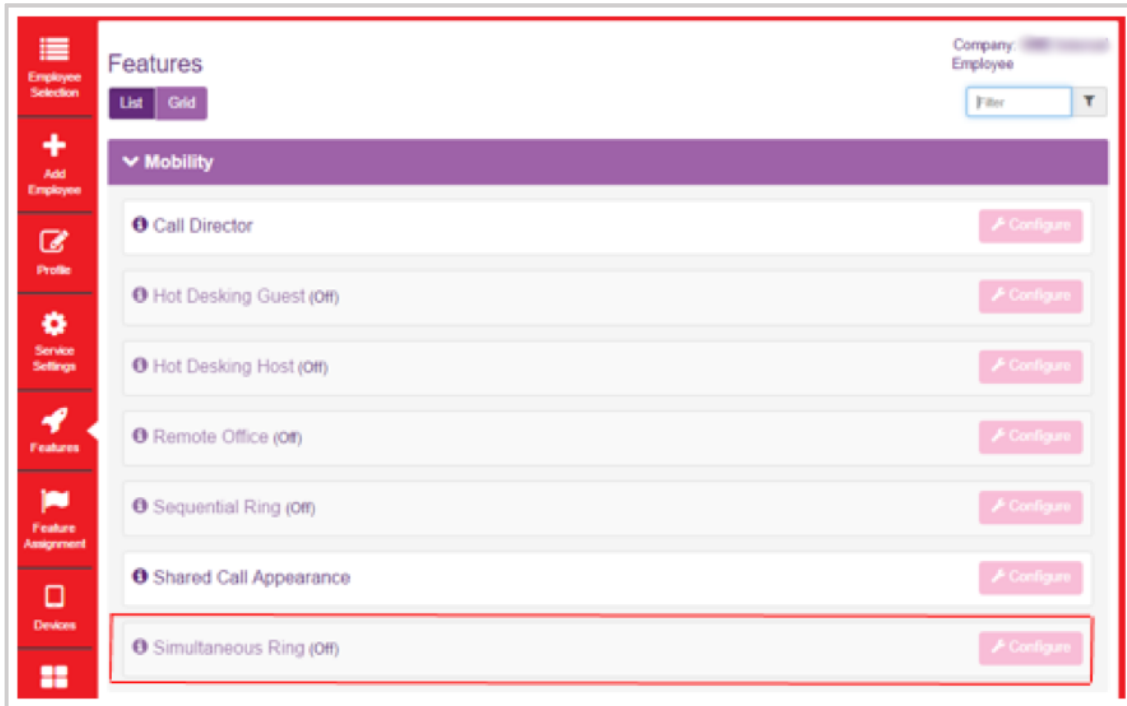
Note:- You can switch Simultaneous ring On/Off in this Window.



Or

Navigate to:

- Employees > Features > Mobility > Simultaneous Ring



- Click Configure

Simultaneous Ring
? Assistance

Turn On Simultaneous Ring

**Settings**

- Don't Ring If I'm Already On A Call
- Ring All My Simultaneous Ring Numbers

**Simultaneous Numbers To Ring**

<input type="checkbox"/>	Phone Number / SIP URI	Answer Confirmation Required
<input type="checkbox"/>	01234567890	<input checked="" type="checkbox"/>

Turn on Simultaneous Ring

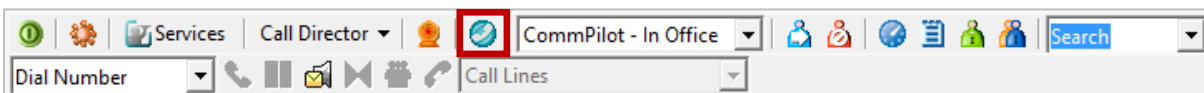
- 'Settings' allows you to choose the treatment of an incoming call if you are already on an existing call
- To add a location enter the phone number in the box provided and click '+ Add'
- Select Answer Confirmation if required
- See Answer Confirmation Service in an earlier section of this guide.
- To delete a location select the right hand tick box next to the entry and click 'Delete'
- To delete ALL entries select the right hand tick box in the header bar and click 'Delete'

<input checked="" type="checkbox"/>	Phone Number / SIP URI	Answer Confirmation Required
<input checked="" type="checkbox"/>	01234567890	<input checked="" type="checkbox"/>

- When all configuration is complete click 'Save'

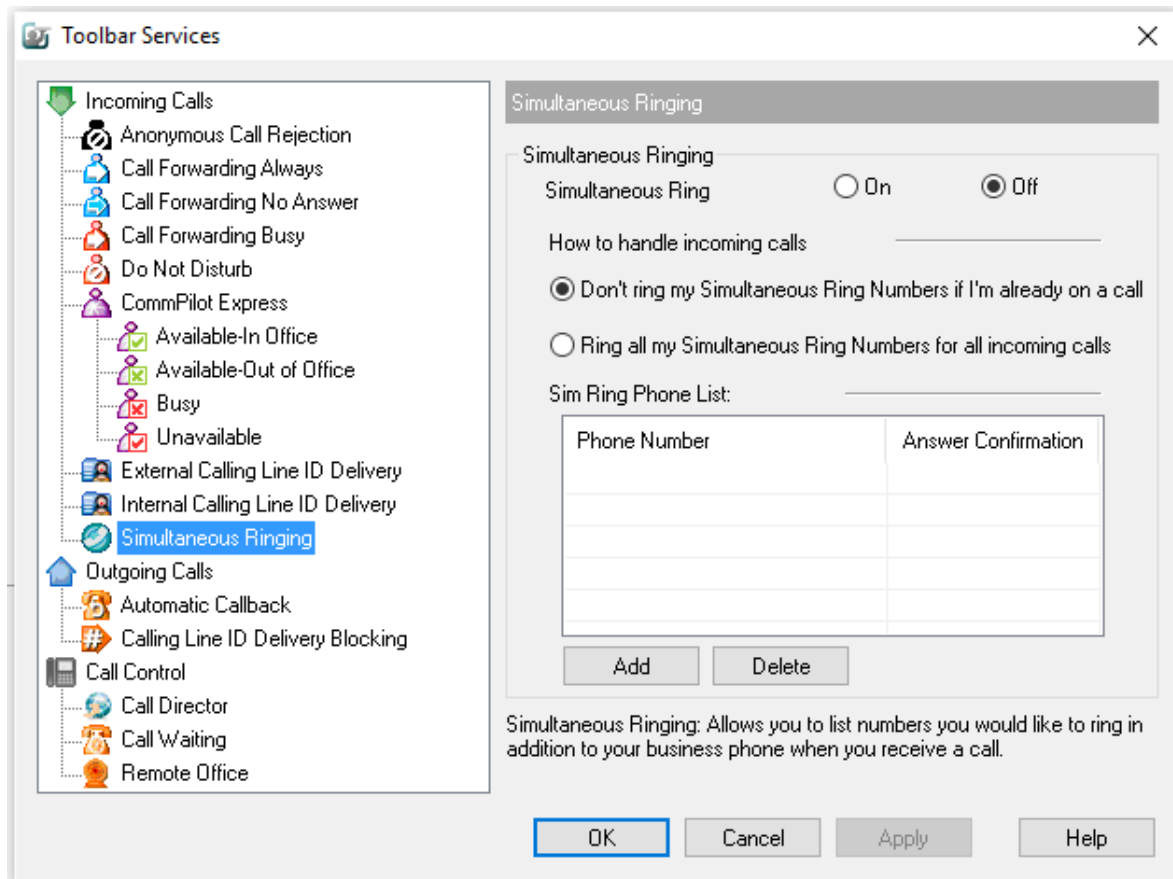
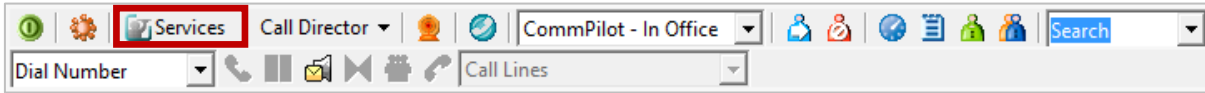
**From Toolbar**

- If Simultaneous Ring has NO previous configuration
- Select the Simultaneous Ring Icon from the Toolbar



If Simultaneous Ring HAS been configured and you wish to edit the configuration;

- Select 'Services' from the Toolbar



- In the left hand window select 'Simultaneous Ringing'
- Turn Simultaneous Ring On or Off
- 'How to handle incoming calls' allows you to choose the treatment of an incoming call if you are already on an existing call
- To add a location
  - Click 'Add'
  - Enter the phone number in the box provided
  - Click 'Add' again
- Select Answer Confirmation if required
- See Answer Confirmation Service in an earlier section of this guide.
- To delete a location select the location (left click) and click 'Delete'
- When all configuration is complete click either 'Apply' or 'OK'

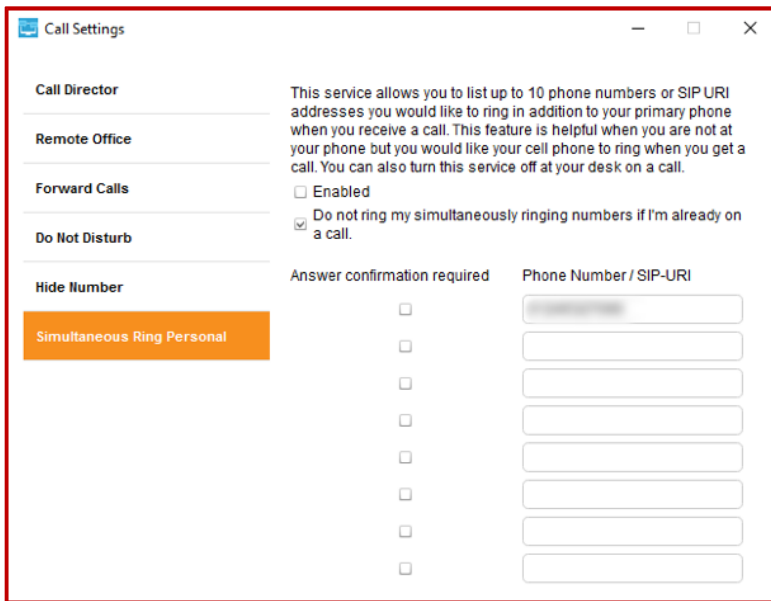
**From Office UC Clients**

All Office UC clients support configuration and control of Simultaneous Ring.

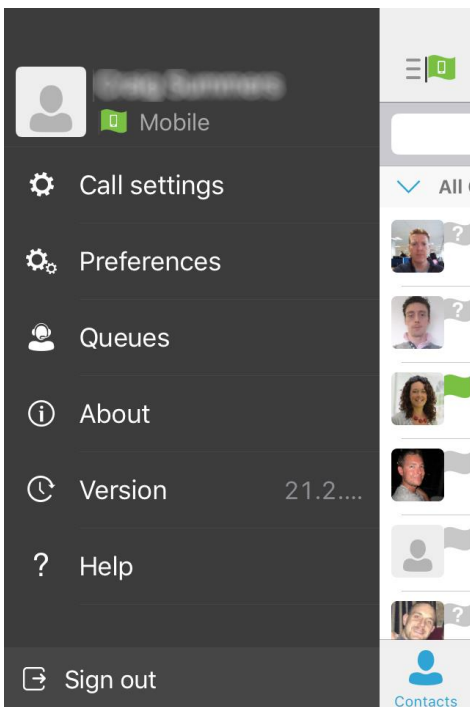
**Please refer to the relevant Office UC guide for details.**

Below are screen shots of Office UC for Windows Desktop and Office UC for iPhone

- Windows desktop:- Call Settings > Simultaneous Ring Personal



- iPhone:- Settings > Call Settings > Simultaneous Ring



## Shared Call Appearance 5

### Description

Shared Call Appearance 5 allows Users to share multiple call appearances of their line number (CLI) over multiple devices, a maximum of 5. For example, a Personal Assistant can take calls for multiple Executives and identify each line on their handset. Each Executive will share their CLI on the Personal Assistant's device.

### Function

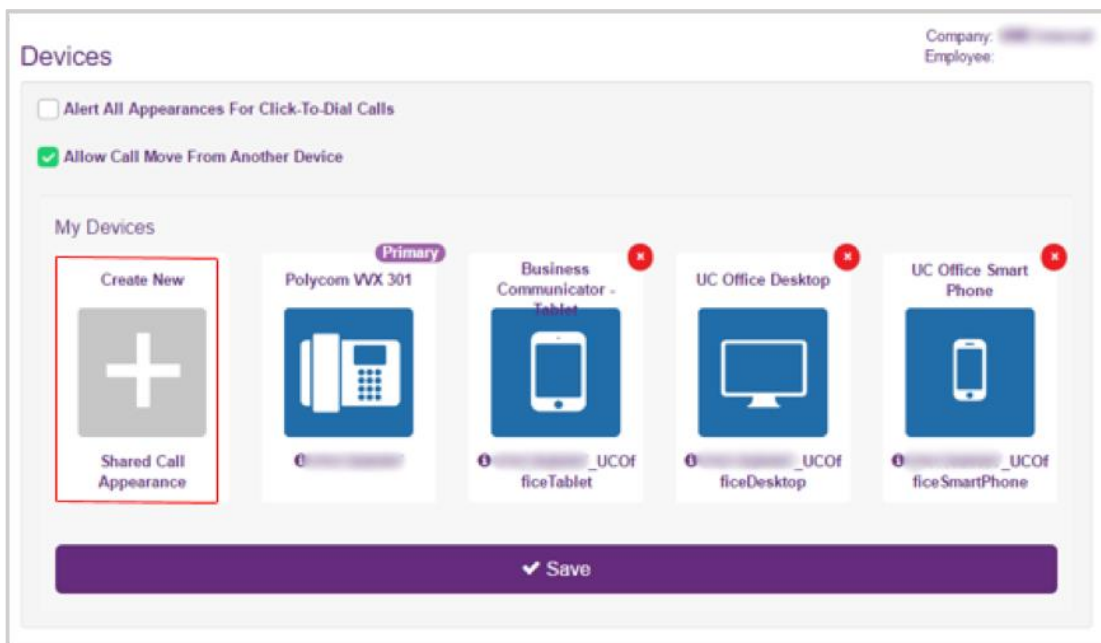
The maximum number of devices you can share a number across is 5..

### Configuration/Operation

As an administrator in the Business Portal, select the User that will be sharing their call appearance on another device.

Either navigate to:

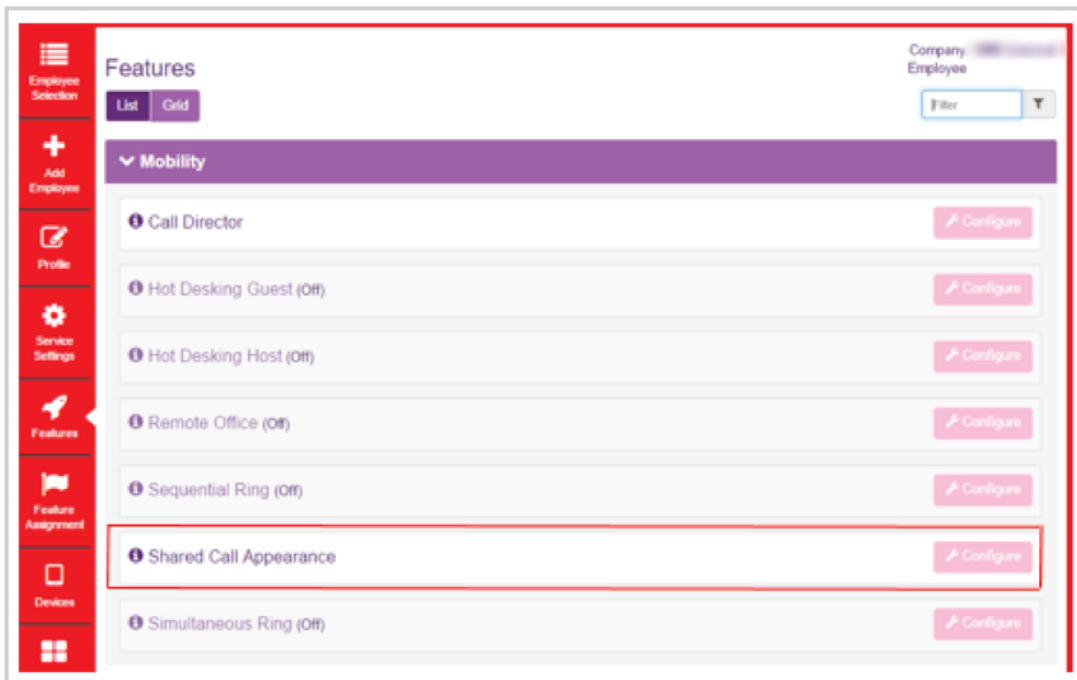
- Employees > Devices > Shared Call Appearance



- Select Create New Shared Call Appearance

Or

- Navigate to:- Employees > Features > Mobility > Shared Call Appearance

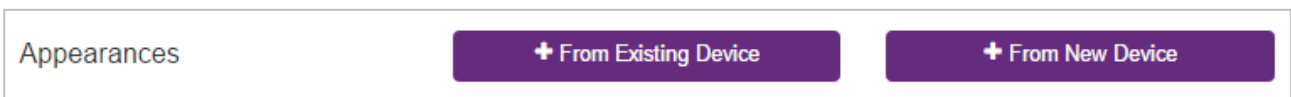


- Click 'Configure'

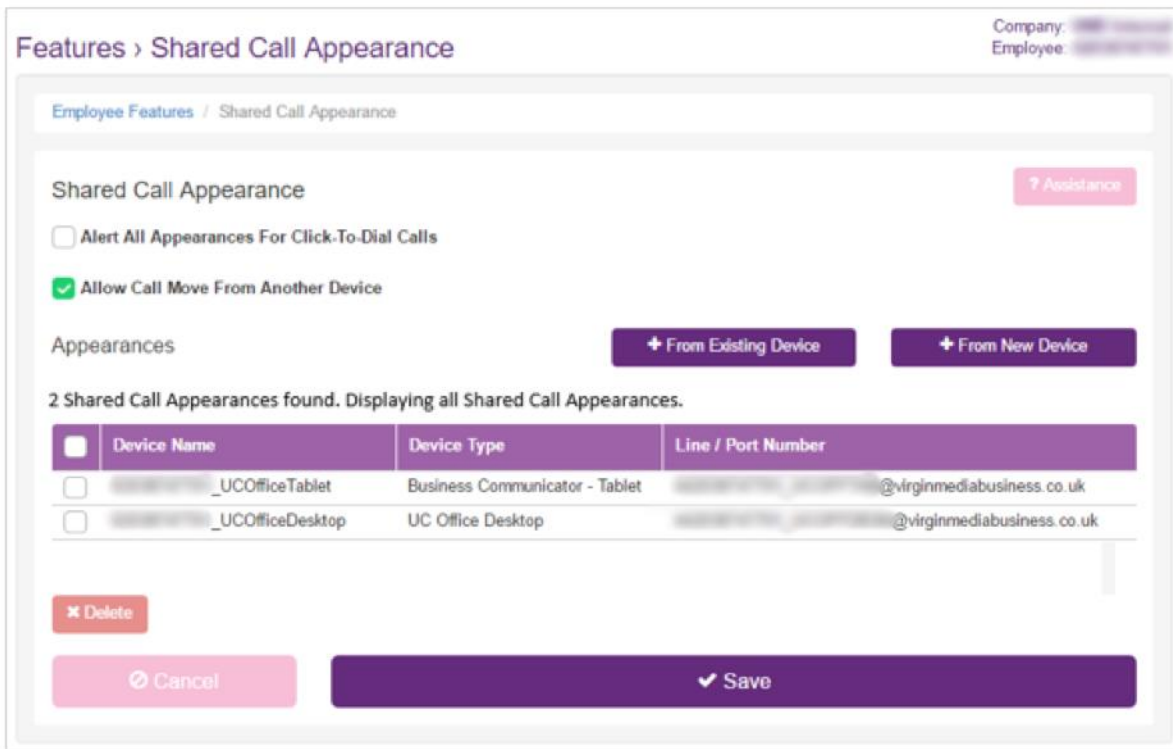
## Adding a Device

### ***New Device***

If you are not sharing a call appearance on another user's existing handset you will need to add a new device using the 'From New Device' option.



Select the 'From New Device' option



- Enter a Device ID
- Select the 'Device Type' from the Dropdown list.
- Enter the MAC Address that will be the Shared Call Appearance.
- You can enter a brief description of the device, this can be useful for future reference.
- Click 'Save'

New Device
✕

**\* Device ID**

**Device Type**

**IP Address**

**Port**

**\* MAC Address**

**Serial Number**

**Description**

⌂ Cancel

✓ Save

### Shared Call Appearance

[? Assistance](#)

- Alert All Appearances For Click-To-Dial Calls
- Allow Call Move From Another Device

#### Appearances

[+ From Existing Device](#)

[+ From New Device](#)

3 Shared Call Appearances found. Displaying all Shared Call Appearances

	Device Name	Device Type	Line / Port Number
<input type="checkbox"/>	XXXXXXXXXX_UCOfficeTablet	Business Communicator - Tablet	XXXXXXXXXX_UCOfficeTablet@virginmediabusiness.co.uk
<input type="checkbox"/>	XXXXXXXXXX_UCOfficeDesktop	UC Office Desktop	XXXXXXXXXX_UCOfficeDesktop@virginmediabusiness.co.uk
<input type="checkbox"/>	XXXXXXXXXX_UCOfficeSmartPhone	UC Office Smart Phone	XXXXXXXXXX_UCOfficeSmartPhone@virginmediabusiness.co.uk

[✕ Delete](#)

[⌂ Cancel](#)

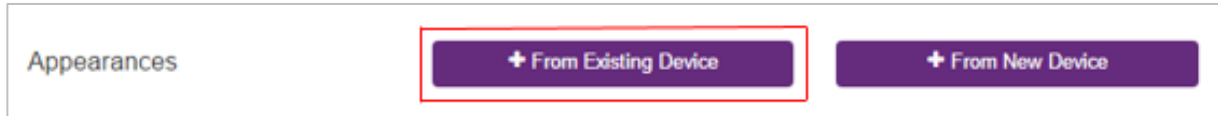
[✓ Save](#)

- Click 'Save'

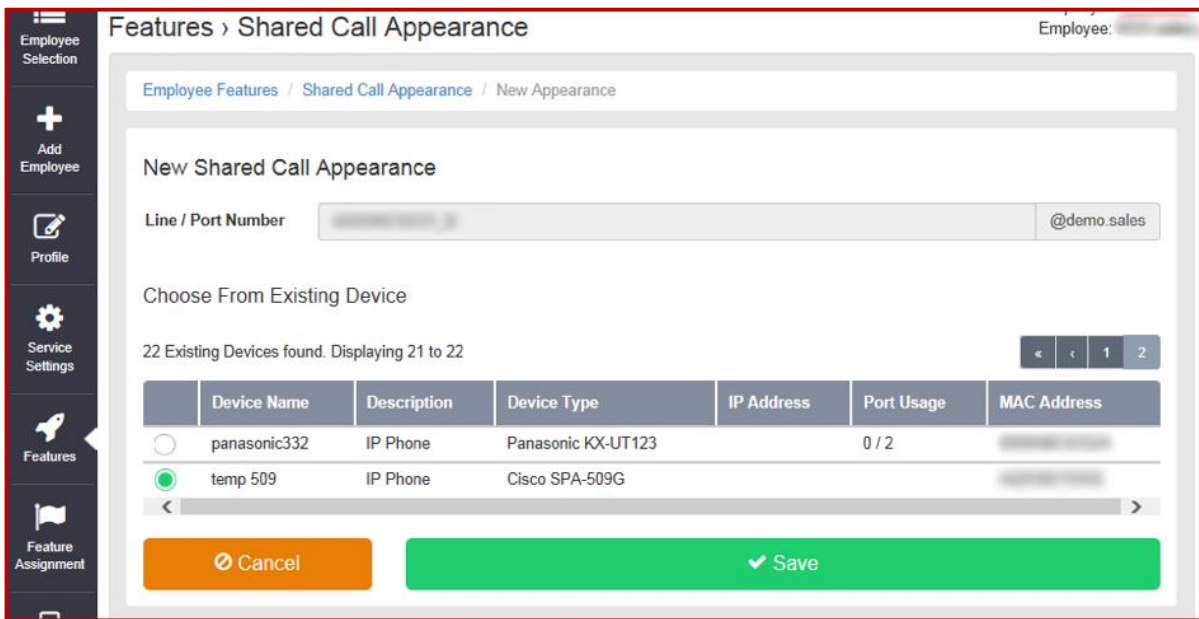


**Existing Device**

If you are creating a 'Shared Call Appearance' for an existing device



- Select the 'From Existing Device' option
- Select the Device you wish to add to 'Shared Call Appearance'



- Click 'Save'

### Shared Call Appearance

Alert All Appearances For Click-To-Dial Calls

Allow Call Move From Another Device

Appearances

4 Shared Call Appearances found. Displaying all Shared Call Appearances

<input type="checkbox"/>	Device Name	Device Type	Line / Port Number
<input type="checkbox"/>	temp 508	Cisco SPA-508G	XXXXXXXXXX_XXXXXX@XXXXXX.com
<input type="checkbox"/>	temp 509	Cisco SPA-509G	XXXXXXXXXX_XXXXXX@XXXXXX.com
<input type="checkbox"/>	XXXXXXXXXX_UCOfficeDesktop	UC Office Desktop	XXXXXXXXXX_XXXXXXXXXX@XXXXXX.com
<input type="checkbox"/>	XXXXXXXXXX_UCOfficeSmartPhone	UC Office Smart Phone	XXXXXXXXXX_XXXXXXXXXX@XXXXXX.com

- Click 'Save'

Note, the 'Allow Call Move From Another Device' allows you to move calls between your devices using the 'Call Retrieve and Call Director Move' feature access code

- By Default FAC = \*11
- User answers a call on device A
- The user wishes to move the call to device B
- From device B the user dials \*11
- The call is moved to device B

## Speed Dial 8

### Description

This allows a User to dial another telephone number by simply dialling a single digit.

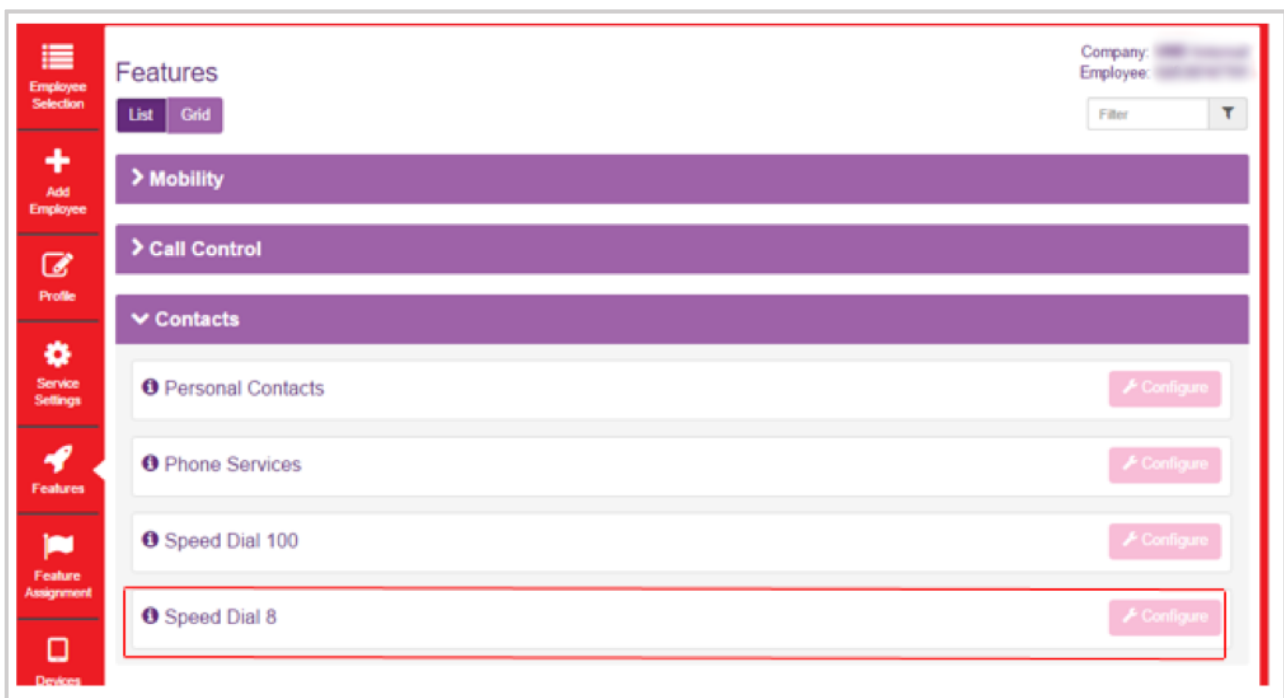
### Function

Users are able to use the Business Portal to program an assigned single digit (2 through 9) speed dial code to store commonly called numbers. To call the stored number the user simply dials a single digit (2 – 9).

### Configuration/Operation

In the Business Portal select the User and navigate to:

- Employees > Features > Contacts > Speed Dial 8



- Click 'Configure'

Employee Features / Speed Call 8

Speed Dial 8 ? Assistance

Speed Code	Phone Number/Sip URI	Description
2	<input type="text" value="01234567890"/>	<input type="text" value="Home"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>

- To Add or Edit an Entry
- Click on the 'Phone Number/Sip URI' Field and enter the required number.
- Click on the Description field and enter a description.
- Click Save

**Adding an entry from the Phone**

- Dial the Speed Dial 8 feature access code (Default \*74)
- Dial the Speed Dial 8 Location (2 - 9)
- Dial the required Phone Number followed by #

– **Example:-** \*74107711234567#

## Speed Dial 100

### Description

This allows a User to dial another telephone number by dialling a Speed Prefix Access Code and two digits.

### Function

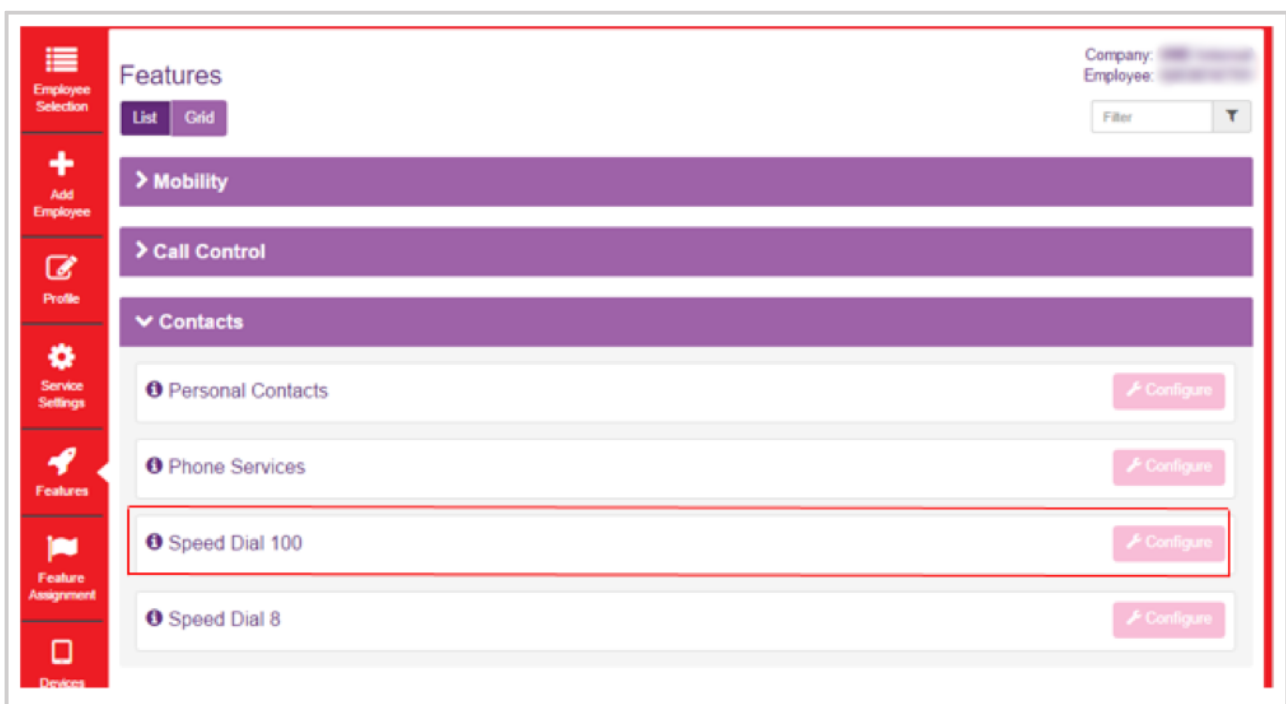
Users can program an assigned two-digit (00 through 99) speed dial code to store commonly called numbers.

To call the stored number the User dials the Speed Dial Prefix feature access code (by default this is #) followed by the 2 digits (00 to 99) of the stored numbers location.

### Configuration/Operation

In the Business Portal navigate to:

- Employees > Features > Contacts > Speed Dial 100



- Click 'Configure'

Speed Dial 100 ? Assistance

**+ Add**

1 Speed Dial found. Displaying all Speed Dials

<input type="checkbox"/>	Speed Code	Phone Number/SIP URI	Description
<input type="checkbox"/>	00	01234567890	Home

**\* Delete**

**Cancel**

- To Add an entry click 'Add'

**Add New Speed Dial** ✕

**\* Speed Code**

**Description**

**\* Phone Number/SIP URI**

**Cancel** **Save**

- Select the 'Speed Code'
- The next available is shown by default but you can select any free code 00 – 99 using the dropdown box
- Enter a description or name for the phone number.
- Enter the phone number
- Click Save.

<input type="checkbox"/>	Speed Code	Phone Number/SIP URI	Description
<input type="checkbox"/>	00	01234567890	Home
<input type="checkbox"/>	01	01234567890	ABC Ltd

- To Edit an Existing Entry
- Select the Existing 'Speed Code'

Speed Code 01

Description ABC Ltd

\* Phone Number/SIP URI [REDACTED]

Cancel Save

- Edit the Entry
- Click Save
- To delete an entry select the tick box to the left of the entry and click 'Delete'
- To delete all entries select the tick box on the left hand side of the header bar and click 'Delete'.

#### ***Adding an entry from the Phone***

- Dial the Speed Dial 100 feature access code (Default \*75)
- Dial the Speed Dial 100 Location (00 - 99)
- Dial the required Phone Number followed by #

– **Example:-** \*750107711234567#

## *Toolbar*

### **Description**

The Toolbar User feature is an application that enables a User to control calls and turn Cloud Voice features on or off from the application within Outlook, Internet Explorer or Firefox, saving them the need to log into the Business Portal. With the Toolbar, users have access to the main functionality of the service and can control this at the click of a button.

The Toolbar can only be installed on Windows PCs and must be used in conjunction with Internet Explorer 7 or later or Firefox Version 3, 10 or 11. The Toolbar will also integrate with Microsoft Outlook if installed.

### **Function**

The Toolbar enables a User to control calls and turn features on or off from the Toolbar in Outlook, Internet Explorer or Firefox, saving them the need to log into a portal. With the Toolbar, users have access to some of the main functionality of the service and can control this at the click of a button, this includes:

- Anonymous Call Rejection
- Call forwarding – Always, No Answer, Busy
- Do Not Disturb
- Comm Pilot Express
- External Calling ID Delivery
- Internal Calling ID Delivery
- Simultaneous Ringing
- Outgoing Call Control – Automatic Call Back, Calling Line ID Delivery Blocking
- Call Control – Call Director, Call Waiting, Remote Office

### **Configuration/Operation**

For guidance on how to download, install, configure and use this application please refer to the application user guides available from Virgin Media Business.



## *Voice Mail*

### **Description**

Voicemail provides a User with a voicemail service which they can access from any device, as well as have all voicemails emailed to a central email address as a MP3 file. Users can also access and listen to their voicemail from any device by calling their own number. Users can then listen to, save, and delete each message, as well as move to next message or skip back to the beginning or current message.

The Voice Messaging feature provides all of the features of a traditional voice messaging solution, plus:

- Message delivery to any specified email account
- Message waiting notification delivered to the phone and to any specified email account.
- Integration of the messaging capabilities with Cloud Voice User features.
- Administrator and User self-management through the Business Portal.

### **Function**

Each time a caller records a voice message, the message is stored as an audio file MP3 on the Cloud Voice server. A User can configure the Voice Messaging feature so that it automatically sends these MP3 files as email attachments whenever they receive new voice messages. You can also choose to have copies of these messages sent to any email address.

The User can listen to the files in these email messages using standard PC audio software and, if required, save the files to their computer. They can also store, reply to, or forward the email messages as needed.

### ***Message Deposit***

Incoming calls to the User are sent to voicemail upon receiving busy or no-answer from the User. The caller is then played a greeting.

The following options are available:

If the incoming caller leaves a message, they have access to the following functions:

- Review the message and erase, record it again or deposit it

The maximum length for a single voice message is 2 minutes.

### ***Message Storage***

Voice messages are attached to emails as MP3 files. . The voice messages can be stored on the default mail server or the User may elect to have voice messages sent to their private account. The maximum amount allowed for a mailbox is 30 minutes, which is defined by the Full Mailbox Limit that is set at the system level.

### ***Message Retrieval***

Users can retrieve their voicemail as emails from any standard email client if they have configured their voicemail to send emails to their account. Users can also retrieve voicemail using their IP Phone or Toolbar.

When retrieving voicemail from their phone, Users simply dial their mailbox (extension) **1571** number. The system prompts the User for their Passcode, if this setting is enabled. After entering the Passcode, the User is informed of the mailbox status (how many new, and saved messages) and can review the messages through an interactive voice menu. While reviewing the messages, the User can play the envelope, repeat, erase, save.

When retrieving voicemail from an email client, the User simply configures their voicemail feature in the Business Portal to send email from the voicemail server where the messages are stored to their personal email account. Messages are retrieved as **MP3** attachments to emails and can be listened to with standard PC audio software. Messages received can be manipulated like any other email (stored, forwarded, replied to, and so on).

### ***Message Waiting Notification***

When the User receives new messages, they can be notified by the standard message waiting indication mechanism, either stutter-dial tone or message waiting lamp (device dependent). Users can also request a notification to be emailed to a specific location, when a voice message is received. It is normal for a short delay to be experienced after a message is left before the message wait indicator on the IP Phone lights.

### ***Immediate Voicemail***

This feature adds the possibility to select 0 (or "None") rings, to apply the Call Forwarding No-Answer to Voicemail processing immediately. This can be configured by the User using the feature access code applicable to Call Forwarding No-Answer to Voicemail.

When the number of rings before Call Forwarding No-Answer to Voicemail is set to 0, and the called party is busy, the Call Forwarding Busy to Voicemail processing is applied. The only exception to this is for Users using a SIP device, and when the phone is off-hook but the User is not yet involved in a call. In such a case, although the phone is off-hook, the Call Forwarding No-Answer to Voicemail processing applies. The Cloud Voice platform only becomes aware that the User's status has changed from idle to busy after the User has sent the digits from their device.

## Configuration/Operation

If a User has voicemail then it is turned on by default. The User can check this by logging onto the Business Portal and navigating to

- Employee > Feature Settings > Voicemail

### Voicemail

Turn On Voicemail

Direct Calls  Send All Calls To Voicemail  
 Send Calls To Voicemail When...

Line Is Busy  
 There Is No Answer

Number of Rings Before Greeting

Greeting  System  
 Personal

No file chosen

File type is 8 bit linear PCM.

#### Voicemail-to-email

Email Address

Email Address	Status
No email addresses have been added yet.	

⌂ Cancel

✓ Save

To configure what happens when a voicemail message arrives select the options as required. These are:

- Turn On Voicemail
- Send All Calls To Voicemail
- Send Calls To Voicemail When...
  - Line Is Busy
  - There Is No Answer
- From the dropdown select the number of rings before greeting commences. (2-20)

- Choose system generated greeting or upload personal greeting via the Browse button. Once file has been selected via browse click Save.
- Enter email address for Voicemail notifications to be sent to.

### **User Menus**

When the User accesses their Voicemail account they will be presented with the following greeting and menus.

You will hear the following announcements

“Welcome to call minder, You have X messages, or You have no messages”

You then have the following choices

<b>1571 Voice Mail Main Menu</b>	
<b>1</b>	To Listen to your messages
<b>2</b>	To Change your Personal options

- Press 1

“First new message, message received today at” -- Date and Time

<b>Messages Menu</b>	
<b>1</b>	To listen to the messages again
<b>2</b>	To Save it (30 days)
<b>3</b>	To Delete

- Press 2

<b>1571 Voice Mail Main Menu</b>	
<b>1</b>	Change your greeting
<b>2</b>	Access Pin options
<b>5</b>	Fax settings
<b>6</b>	To transfer to the Mobile linking order line

### ***Passcode Rules***

The passcode rules enhance the Voicemail security by providing a set of rules to minimise Voicemail access by unauthorised parties. Cloud Voice defines a system level default Voicemail Passcode rule. When Virgin Media Business has the Voicemail feature authorised for the Customer and Site(s), the Cloud Voice default system Passcode rule is applied.

The Voicemail Passcode rules as defined by Cloud Voice cannot be overridden at the Customer/Enterprise or Site level or at the individual User level for reasons of security. The Passcode rules are described below and apply each time a User changes their Passcode. Users have to select a Passcode that follows the rules defined by Cloud Voice. If the Passcode they have selected does not comply with these rules it is rejected, and they will be prompted to enter another one.

The following rules are defined by Cloud Voice:

- Passcode length – The length of the Passcode must be between 4 and 6 digits
- Trivial Passcode – This rule rejects Passcodes that are considered trivial
- Repeated digits (for example, 11111, or 22222)
- Sequential digits - A sequence of more than 2 digits either ascending or descending (for example 1234, 4321)
- Repeated sequences - whether ascending or descending, a sequence of digits cannot be repeated (for example, 234234 or 432432)
- The user's own extension number
- The user's own extension number reversed
- Any portion of the passcode cannot be the user's extension number (for example, if the Extn is 435 the user cannot set a passcode of 1435)
- Repeated Passcode – This rule rejects the Passcode that is the same as the previous Passcode or a reversal of the previous Passcode.

### ***Passcode Aging***

This rule starts a timer when the User changes their Passcode. The change can be performed through the Business Portal on the User's Service Settings page or the Voicemail voice menu when the timer expires. Users will receive system generated voice prompts requesting that they select a new Passcode before they are granted access to their Voicemail.

The User hears a system announcement:

*"Your Passcode is expired; please enter a new one now to get access to the Voicemail. Please enter the new Passcode, followed by # sign."*

The new Passcode can be selected via the Business Portal Service Settings page or through the Voicemail voice menu. The User will be asked to confirm their new passcode.

### ***Passcode Lockout***

This feature locks out a User's Voicemail access after 5 unsuccessful login attempts in a row. This cannot be overridden at the Customer/Enterprise or Site level or at the individual User level.

When locked out, a User Voicemail account must be reset by the Group or Company Administrator through the User's Service Settings, Service Passwords page on the Business Portal before it can be used again. If the User tries to login when the account is locked out, the User will hear the following system announcement, *"Your Voicemail access is locked out. Please contact your group administrator to reset the Passcode. This operation cannot be completed at this time. Please hang up and try again later."*

## *Voice Portal*

### **Description**

The Voice Portal provides an Interactive Voice Response (IVR) application that can be called by Users of the Site from any phone, to manage some of their features.

The Group or Company Administrator can also use the Voice Portal to record new greetings for a Site's Auto Attendants.

### **Function**

The Voice Portal allows Users to automatically login to the Voice Portal if calling from their own phone or device. When this feature is set to "yes", when User's call in to the Voice Portal from their own phone, they are not prompted for a Passcode. The User immediately accesses the Voice Portal menu. When this feature is set to "no", then the existing functionality is used and users are prompted for their Passcode.

The Voice Portal allows the Users to:

- Login by dialling the Voice Portal number
- Select and make active a CommPilot profile that has been preconfigured through the Toolbar > Services.
- Record a personalised name for their CommPilot
- Modify Passcode
- Record Auto Attendant Announcements (Group or Company Administrator only)

To access the Voice Portal menu, Users must dial the number of their Site Voice Portal.

Each User can enable or disable auto-login to the Voice Portal. When the Voice Portal auto-login option is disabled, the login behaviour remains unchanged. When enabled, all scenarios where the system recognises the calling User (and would usually prompt immediately for a password rather than their phone number), resulting in an automatic authentication, and the password collection phase is skipped.

Examples of automatically logging in to the voice portal are as follows:

- Cloud Voice Users call their Site Voice Portal number from their own phone
- Cloud Voice Users call their Extension from their own phone

Upon connecting to the voice portal, Users are prompted for their extension number and Passcode. (When users call their voice portal from their own phone they are only prompted to enter their Passcode if they have activated the auto-login option.)

On successful authentication, Users are presented with the main menu that offers the options described earlier. (The voice portal presents only the options corresponding to the features assigned to the User. If a User does not have the feature offered by the voice portal in their feature pack, the option is not offered as

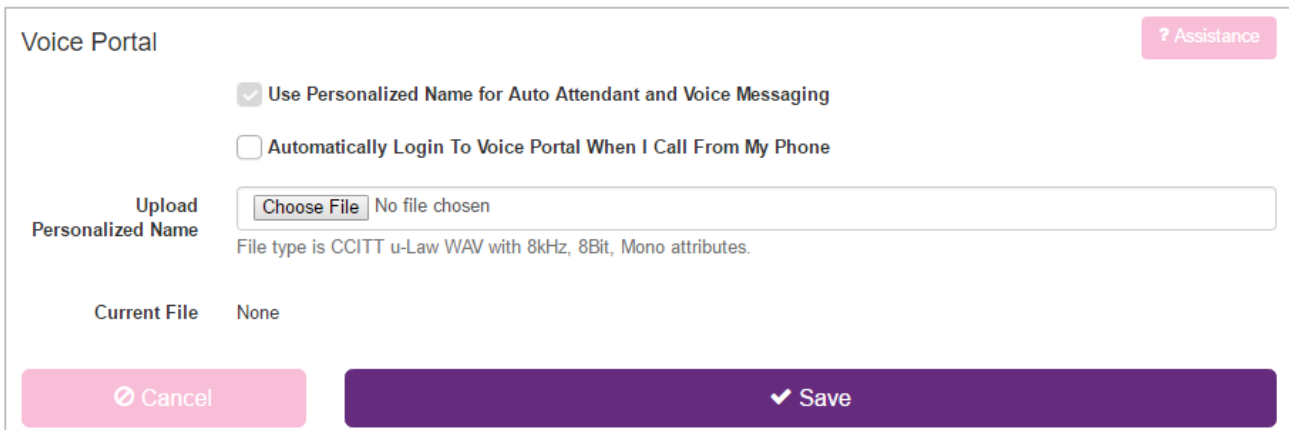
part of the menu, for example, Hotdesk Guest). Users then select the desired option from the main menu and navigate through the menus by pressing the corresponding DTMF keys on their phone.

All options offered by the Voice Portal feature allow Users to revert back to the main menu, so multiple options can be selected during the same session.

### Configuration/Operation

The Voice Portal feature is accessed by logging onto the Business Portal and navigating to

- Employee> Feature Settings>Voice Portal



The Voice Portal feature gives a User the ability to upload and enable use of a recording of their own name in conjunction with the Auto Attendant feature. The file you upload must be a .wav file:

- CCITT ulaw 8kb 8 KHz Mono

This feature is only to upload a personal 'name' and recordings should be as short as possible.

To upload a personalised name select Configure and select Use Personalized Name for Auto Attendant and Voice Messaging.

- Click **Choose File** to upload the pre-recorded file.



- **Automatically login to Voice Portal when I call from my phone** will enable the User to sign in to the Voice Portal without having to provide a password when they access it from their own phone.
- Click **Save**.

To access the Voice Portal menu users simply need to dial into this via any of the following options:

- Dial Site Voice Portal extension number from their Primary device
- Dial Site Voice Portal number

Upon connecting to the voice portal, Users are prompted for their number and Passcode unless they have activated their auto-login option on the Business Portal. Examples of automatically logging in to the voice portal are as follows:

- Users call their Site Voice Portal number from their own phone
- Users call their mailbox from their own phone

On successful authentication, Users are presented with the main menu that offers the options described earlier. (The voice portal presents only the options corresponding to the features assigned to the User. If a User does not have the feature offered by the voice portal in their feature pack, the option is not offered as part of the menu. For example Hotdesk Guest). Users then select the desired option from the main menu and navigate through the menus by pressing the corresponding DTMF keys on their phone.

### **User Menus**

When using the Voice Portal, the following options will be given for that activity. The first time you use the Voice Portal you will be asked to change your PIN. You now have the following options to access the Voice Portal:

- Dial the Voice Portal number (Usually when you are out of the office or using another phone)
- Dial own extension number (when using own phone)

You will now receive the CommPilot welcome and be asked to enter your extension and passcode. Next you will receive the following options:

<b>Main Voice Portal Menu Options</b>	
1	Not Used
2	<b>Change comm-pilot express profile</b>
3	<b>Greetings Menu (takes you to sub menu)</b>
4	Not Used
5	Not Used

<b>6</b>	Not Used
<b>7</b>	Hot Desking (If configured)
<b>8</b>	Change Passcode
<b>9</b>	Exit Voice Portal
<b>#</b>	Repeat options

***CommPilot Options Menu***

CommPilot Menu Options	
<b>1</b>	Activate In -Office profile
<b>2</b>	Activate Out Of -Office profile
<b>3</b>	Activate Busy profile
<b>4</b>	Activate Unavailable profile
<b>5</b>	Not Used
<b>6</b>	Not Used
<b>7</b>	Not Used
<b>8</b>	Not Used
<b>9</b>	Activate No profile
<b>*</b>	Return to previous Menu

***Greetings Menu***

Greetings Menu Options	
<b>1</b>	Record New Personalised Name
<b>2</b>	Listen to Current Personalised Name
<b>3</b>	Delete Personalised Name
<b>*</b>	Return to previous Menu

### ***Voice Portal Wizard***

The Voice Portal Wizard is optionally assigned to Sites, and assists Users the first time they log into the Voice Portal. Upon logging in, Users are guided through the following steps:

- Change Passcode on first use (or after the Group or Company Administrator has reset it)
- Record personalised name

When the Voice Portal Wizard is active for a Site, all Users must go through the wizard before they can use the Voice Portal for the first time. The passcode rules enhance the Voice Portal security by providing a set of rules to minimise Voice Portal access by unauthorised parties. Cloud Voice defines a system level default Voice Portal Passcode rule. When Virgin Media Business has the Voice Messaging Group feature authorised for the Customer and Site(s), the Cloud Voice default system Passcode rule is applied. The Voice Portal Passcode rules as defined by Cloud Voice cannot be overridden at the Customer/Enterprise or Site level or at the individual User level for reasons of security. The Passcode rules are described below and apply each time a User changes their Passcode. Users have to select a Passcode that follows the rules defined by Cloud Voice. If the Passcode they have selected does not comply with these rules it is rejected, and they will be prompted to enter another one.

The following rules are defined by Cloud Voice.

- Passcode length – The length of the Passcode must be between 4 and 6 digits.
- Trivial Passcode – This rule rejects Passcodes that are considered trivial:
  - Repeated digits (for example, 11111, or 22222)
  - Sequential digits
    - A sequence of more than 2 digits either ascending or descending (for example 1234, 4321)
  - Repeated sequences
    - whether ascending or descending, a sequence of digits cannot be repeated (for example, 234234 or 432432)
  - The user's own extension number
  - The user's own extension number reversed
    - Any portion of the passcode cannot be the user's extension number (for example, if the Extn is 435 the user cannot set a passcode of 1435)
- Repeated Passcode – This rule rejects the Passcode that is the same as the previous Passcode or a reversal of the previous Passcode.

This rule starts a timer when the User changes their Passcode. The change can be performed through the Business Portal on the User's Service Settings page or the Voice Portal voice menu. When the timer

expires, Users will receive system generated voice prompts requesting that they select a new Passcode before they are granted access to their Voice Portal. The User hears a system announcement:

- “Your Passcode is expired; please enter a new one now to get access to the Voice Portal. Please enter the new Passcode, followed by # sign.”

The new Passcode can be selected via the Business Portal Service Settings page or through the Voice Portal voice menu. The User will be asked to confirm their new passcode.

Cloud Voice has defined the Passcode Aging timer at the system level to ensure security and minimise the potential of access from unauthorised persons. It is set at 60 days and cannot be overridden at the Site level or at the individual User level.

### ***Passcode Lockout***

This feature locks out a User’s Voice Portal access after 5 unsuccessful login attempts in a row. Cloud Voice has defined the number of attempts before a User becomes locked out at the system level. This cannot be overridden at the Customer/Enterprise or Site level or at the individual User level.

When locked out, a User Voice Portal account must be reset by the Group or Company Administrator through the User’s Service Settings, Service Passwords page on the Business Portal before it can be used again. If the User tries to log in when the account is locked out, the User will hear the following system announcement, “Your voice portal access is locked out. Please contact your group administrator to reset the Passcode. This operation cannot be completed at this time. Please hang up and try again later.”

## Fixed User Chargeable features (Add-ons)

The following add-ons are listed alphabetically and all are available to give as extras to Fixed Users but do incur additional charges. Add-ons available on Functional Uses can also be given to Fixed Users.

The list of add-ons provided can be seen by the Administrators and the User from with the Business Portal by selecting the Service Offerings button:



Clicking on this button will provide the User with the list of any add-ons that have been given to them. Please note features that are available in areas of the portal, other than the 'Features' or 'Applications' tab will not appear in this list, *i.e. Call Analytics*

Feature Package			
Name:	Hosted Mobile User		
Description:	Hosted Mobile User		
Base Calling Features:	Alternate Numbers	Anonymous Call Rejection	Authentication
	Automatic Callback	Call Barge-in Exempt	Basic Call Logs
	BroadWorks Assistant - Enterprise	Call Director	Call Forwarding Always
	Call Forwarding Busy	Call Forwarding No Answer	Call Forwarding Not Reachable
	Call Forwarding Selective	Call Notify	Call Return
	Flash Call Transfer	Call Waiting	Calling Line ID Blocking Override
	Calling Line ID Delivery Blocking	Client Call Control	CommPilot Express
	Call Pick Up Barge-In	Do Not Disturb	External Calling Line ID Delivery
	Flash Call Hold	Hot Desking Guest	Hot Desking Host
	User Intercept	Internal Calling Line ID Delivery	Last Number Redial
	Phone Services	Distinctive and Priority Ringing	Push To Talk
	Remote Office	Selective Call Acceptance	Selective Call Rejection
	Sequential Ring	Shared Call Appearance	Shared Call Appearance 5
	Simultaneous Ring	Speed Call 100	Speed Call 8
	VoiceMail	Flash Three-Way Call	Office UC for Smart Phone - Video
	Office UC for Tablet - Video		

Optional Add-On Feature Packages

These add-ons will either be:

- Features available to configure in the Business Portal
- Applications to download from the Business Portal
- Applications to download from other sources

## Applications

Company: [Redacted]  
Employee: [Redacted]

Application Username [Redacted]@virginmediabusiness.co.uk


Change Password

Office UC for Tablet iPad Edition



Available on the App Store

Receptionist




Launch

Office UC for Smart Phone & Tablet Android Edition




GET IT ON Google play

Office UC for Smart Phone iPhone Edition



Available on the App Store

Toolbar



Download

Office UC for Desktop Windows Edition



Download

Office UC for Desktop Mac Edition



Download

## *Busy Lamp Field*

### **Description**

The Busy Lamp Field (BLF) feature allows another user to monitor another user's call state, through Busy Lamp Field LED's, available on an IP Phone or IP Phone attendant console (sidecar). Users can be subscribed to a list of Users to monitor, and receive notifications of the busy/idle state of the monitored Users.

For a full list of supported IP Phones and devices, please refer to the Service Description which can be found here [www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides](http://www.virginmediabusiness.co.uk/Voice-Over-IP-Support-Guides).

### **Function**

The Busy Lamp Field feature supplies the ability to use the "busy lamp" fields on an IP phone or attendant console phone to monitor the busy/idle status, pick up a ringing call and 'one touch' transfer a call for a specified set of Users. This feature is particularly useful to operators and receptionists who need to handle and distribute calls on behalf of a group of Users.

BLF is a User level feature that supports the provisioning of an ordered list of monitored Users. This list of monitored Users requires a unique identifier in the form of a SIP URI. The list SIP URI addressing must be in the form of the BLF User's DDI in E.164 format and the subscription domain of the Customer. This ensures the list of monitored Users will operate correctly and be recognised by the system. The list SIP URI must be in the following format:

- 441234123456@subscription.domain

The signalling for the Busy Lamp Field feature is carried via TCP, (not UDP). Please note, if you have a firewall, this may need changing as part of configuration to allow the relevant traffic.

The initial NOTIFY for the subscription contains the full state of all the Users in the order specified in the BLF configuration file. The monitored Users are automatically populated in the configuration file. If you require changes to the monitored User list you can alter the Busy Lamp Field list in the Business Portal by adding or removing members until they appear in the order required. Rebooting the device may be required to reorder the keys to match the configuration file.

In general the colours of the BLF LED's are:

- Green = idle status
- Red (Blinking) = ringing (alerting)
- Red = busy
- Orange = configuration error

The BLF User is able to pick up a ringing call and transfer an active call to any monitored User using the monitored User's BLF key.

- The monitored User does not have to be provisioned on the same site as the BLF User to perform transfers.
- The monitored User **MUST** be provisioned on the same site as the BLF User to enable the Call Pick Up functionality
- Location Dialling Codes do not need to be configured to enable this functionality. If Location Dialling Codes are configured the Location Dialling Code plus the extension number will display on the destination User's phone.

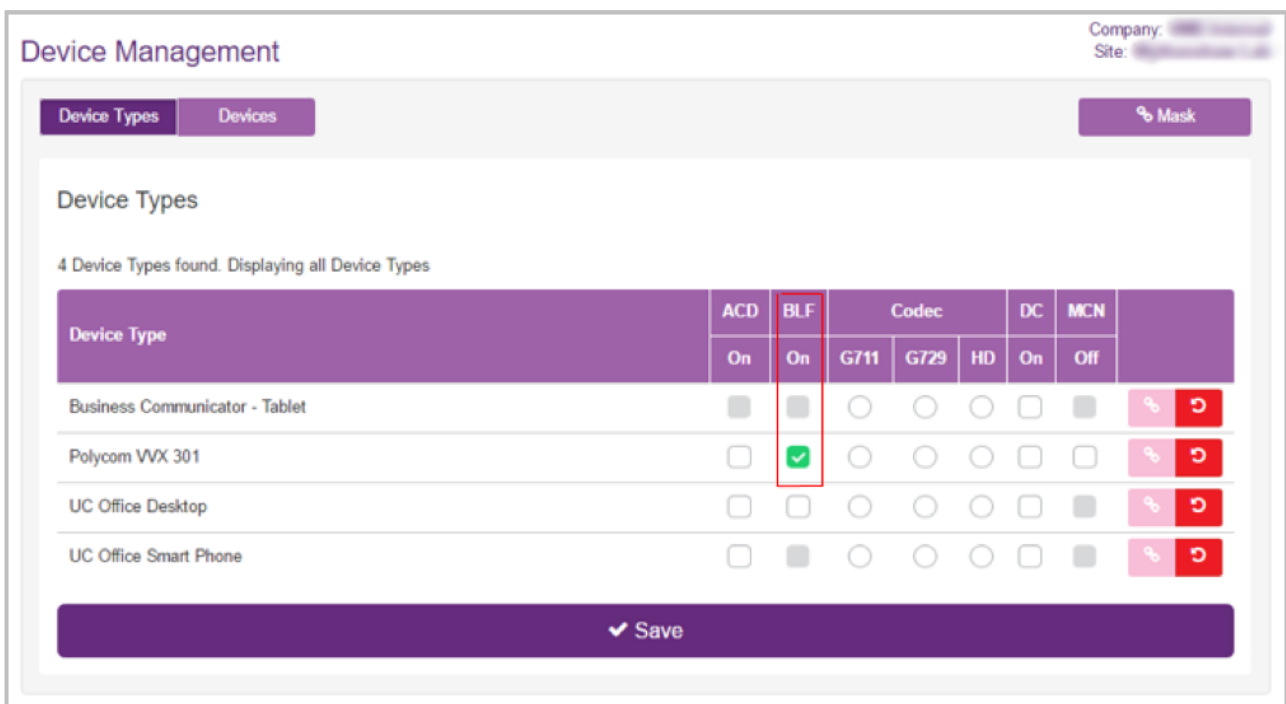
**The maximum number of Users that can be provisioned and monitored in the system is limited to 50 in the Busy Lamp Field list.**

### Configuration/Operation

The BLF add-on will need to be added to the User from Virgin Media Business before it is available to configure in the Business Portal.

The Group or Company Administrator will need to customise the User's device using the Device Management Site Feature, navigate to:

- Sites (select a Site) > Device Management > Devices
- Check the BLF checkbox for the device assigned to the Employee that requires the Busy Lamp Field configuration on their device:

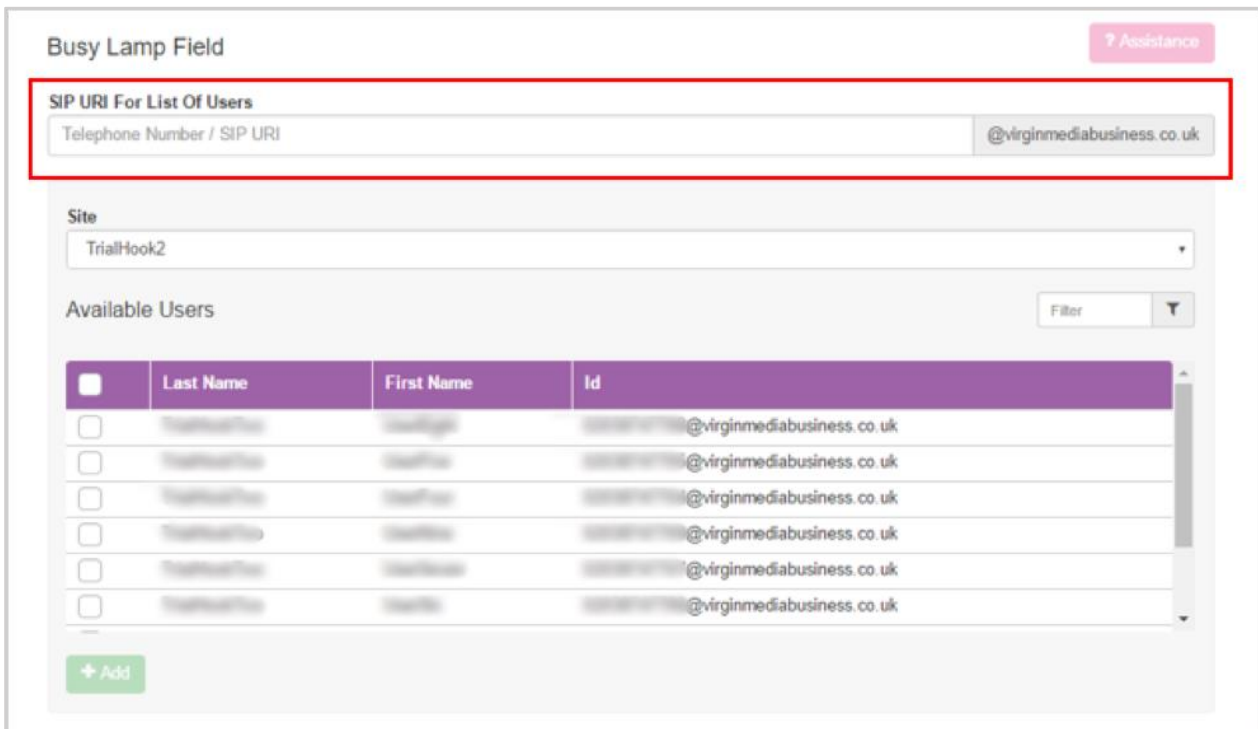


- Click Save at the bottom of the page.



The User, Group or Company Administrator can then configure the Busy Lamp Field list of monitored User's through the User's Features page in the Business Portal. The list should contain the Users whose busy/idle status you want to be able to monitor using a supported IP Phone or attendant console phone. Navigate to:

- Employees (select employee) > Features > Busy Lamp Field
- Enter the 'SIP URI for List of Users' in the field provided.
- The SIP URI must be the BLF User's DDI in E.164 format. **For example, 441234123456@subscription.domain.**



**Busy Lamp Field** ? Assistance

**SIP URI For List Of Users**

Telephone Number / SIP URI @virginmediabusiness.co.uk

**Site**

TrialHook2

**Available Users** Filter ▼

<input type="checkbox"/>	Last Name	First Name	Id
<input type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk
<input type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk
<input type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk
<input type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk
<input type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk
<input type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk

+ Add

- Select the Users that are to have their busy/idle status monitored from the AVAILABLE USERS list on top.

**SIP URI For List Of Users**

Telephone Number / SIP URI @virginmediabusiness.co.uk

Site ▼

Available Users Filter ▼

<input type="checkbox"/>	Last Name	First Name	Id
<input checked="" type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk
<input checked="" type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk
<input type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk
<input type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk
<input type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk
<input type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk

Assigned Users Filter ▼

<input type="checkbox"/>	Last Name	First Name	Id	
<input type="checkbox"/>	XXXXXXXXXX	XXXXXX	XXXXXXXXXX@virginmediabusiness.co.uk	^ ▼

- Click 'Add' to move them to the ASSIGNED USERS table at the bottom.

The order of Users in the list you create will correspond to the line appearance order on the supported device. In other words, the first User in the list on the Busy Lamp Field page is listed on the first available line appearance for BLF on the device and so on until all the Users appear on a key or all the available line appearance keys are used. You can control this order by using the up/down buttons next to each Assigned User.

- Click Save.

Please note a reboot of the IP Phone may be required to download the new BLF configuration file.

### **Limiting Conditions**

For 'Call Pick Up' of a ringing call using the BLF key of the monitored User, the Users need to be configured in a Call Pick Up Group.

Call Pick Up is only supported for monitored Users provisioned on the same site as the BLF User.

As the BLF key performs an automatic 'One Touch' transfer, if the BLF User needs to perform a Consultative transfer to a monitored User the process is different to the standard Consultative transfer to a user not on the BLF Monitored User list.

For the BLF User to perform a Consultative transfer to a monitored User the process is: -

During an Active Call: -

- Press Hold
- Press the required monitored User's BLF key
- Wait until the monitored User answers
- Press the 'Xfer line' softkey

The feature access code for Call Pick Up, \*98, will pick up the longest ringing call of the users configured in the Call Pick Up Group. The FAC for Call Pick Up can be configured in the phone's directory if a key is available.

Directed Call Pick Up, \*33, must be manually dialled to pick up a specific call.

## *Fax Messaging*

### **Description**

This feature allows users to receive a fax and email it to the message store along with their other messages (voicemails). A notification is sent for fax messaging, that is separate from voice messaging. From the telephony user interface, fax messages are treated like voice messages.

A User can listen to the header or envelope, and delete the message. In addition fax messages can be sent as an attachment to a User or group email address, from which they can be viewed, printed, or forwarded to another user.

### **Function**

The Fax Messaging service requires the Voice Messaging (Voicemail) User feature to be assigned and configured to function properly.

The feature can be turned on and off by an end user through the Business Portal. An administrator can assign a phone number and extension where faxes can be received for each end user with the Fax Messaging feature assigned. This number is read-only for end users and cannot be the same as the User's DDI Telephone Number used for voice calls.

This number, as is true with the User's DDI, is taken from the pool of numbers assigned to the Site. If provisioned as a fax number, it cannot be used for anything else at the same time.

When the feature is assigned to a User, the current profile for voicemail management is used.

The User can choose to have notifications sent via email, the fax sent as an attachment via voicemail-to-email, check for received messages via the voice portal, use message waiting on their device (if available) to indicate a new message, and so on.

### **Configuration/Operation**

Fax Messaging is available as a User Feature within a User Feature Package. Fax Messaging requires Voicemail to be assigned to the User in order to function correctly.

In order to use Fax Messaging a User must have:

- Voicemail in their licence pack

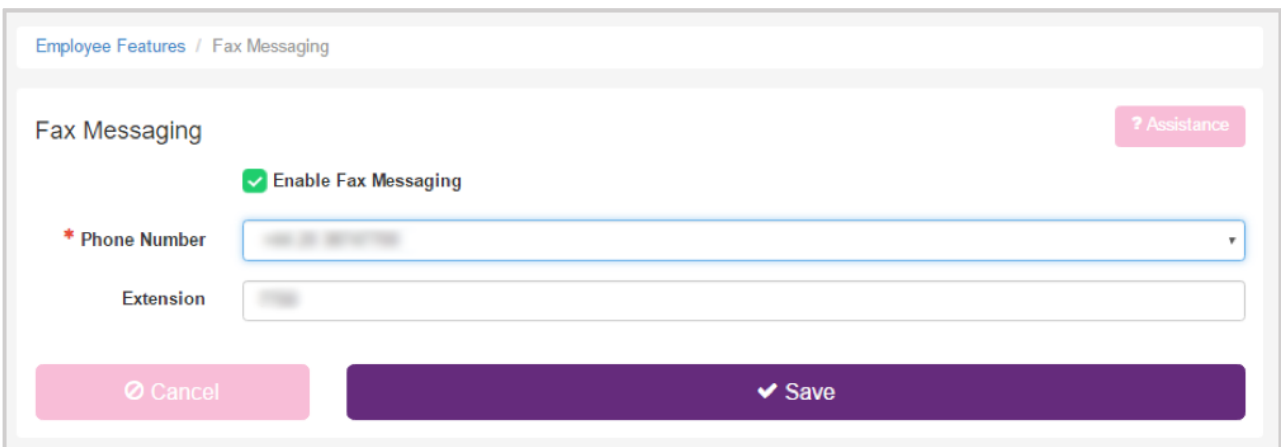
The Fax Messaging Feature is available to configure in the Business Portal under:

- Employees (select an existing User) > Features > Fax Messaging



In the Business Portal, an end user can see their Fax Messaging configuration from the Features page. But, they can only toggle it on or off.

Note, end users are not allowed to modify the phone number or extension. Administrators can access this same page, but they have modification access, which means they can set and change the phone number and extension.



Enable/disable Fax Messaging as required. Administrators can select a Phone Number and enter an Extension. This will be the Fax Messaging number for the User and all inbound calls to this number will be treated as faxes.

### **Receiving Faxes**

- Incoming faxes terminate on the fax messaging number provisioned for the User. The caller uses the T.38 protocol to identify itself as an incoming fax to the receiving number.
- The fax image data, if successfully sent, is converted to a TIFF file, and then sent to the User’s voice mailbox for later retrieval.
- Incoming fax calls generate terminating accounting records.
- Note that the User must have the Fax Messaging feature assigned and enabled, and the Voice Messaging (Voicemail) User feature assigned and enabled as well to receive a fax.
- If a User has Fax Messaging disabled, then calls to the fax number are rejected.
- If a User has Fax Messaging enabled, but does not have either the Voice Messaging feature assigned, then calls to the fax number are rejected.
- If the User has Fax Messaging enabled and the Voice Messaging User feature is assigned but not enabled, then calls to the fax number are rejected.

### **Fax Storage**

Fax messages are subject to the same message aging, message size, and mailbox size limitation as voice messages and are stored as TIFF image files.

<b>Max Message Age</b>	15 days
<b>Max Message Length</b>	2 minutes
<b>Mailbox Size</b>	30 minutes = ~ 10MB

In order to delete faxes Users must access their voice portal, follow the IVR menu and select the option to delete – see section below. If a User has configured the Voice Messaging feature to ‘Forward new messages to this email address’ and ‘Use unified messaging’ is not selected then voice and fax messages will not be stored in the User’s mailbox. Instead all messages, including fax attachments will be sent straight to the email address specified. This means that users do not have to access their voice portal to delete messages as they are not stored on the platform with this configuration.

### **Fax Notification**

- A notification is sent as a MWI to the user’s device, if supported, the same as for audio messages.
- An email notification is also sent, if the User has provisioned email notification.
- The body of the email indicates that the message attachment is a fax document. The fax document is not attached to this email notification.

**Example of an email notification of received fax:**

Date: Tue, 28/08/2012 13:34  
From: voicemail@yourvm.co.uk  
To: John Smith  
Subject: Incoming Fax Mail from 01234567890

---

01234567890

***Fax Retrieval***

Faxes can be retrieved using a standard email client, and displayed using any software that can display TIFF files, if the User has provisioned his or her messaging profile for messages to be sent via email.

**Example of an emailed fax message with attachment:**

Date: Tue, 28/08/2012 13:34  
  
From: voicemail@yourvm.co.uk  
To: John Smith  
Subject: Fax Message Attached from 01234567890

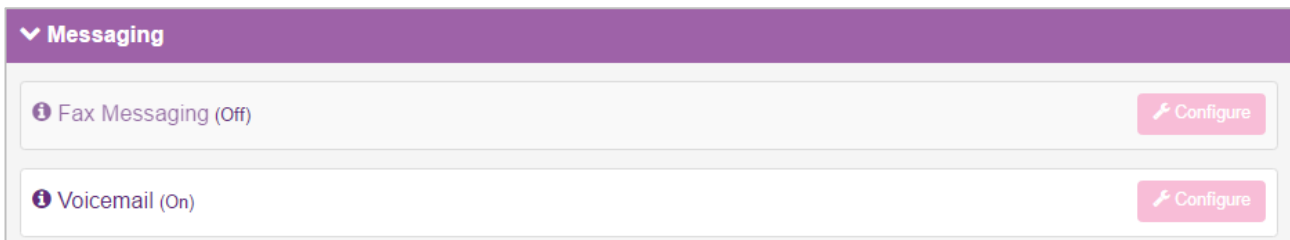
---

Time: Aug 28, 2012 1:34 PM  
Fax Message Attached <01234567890\_20120828\_1334.tif>

The software that can be used to view attached TIFF images include:

- Windows Paint
- Windows Picture and Fax Viewer

In order to receive faxes as email attachments Turn on Voicemail and add an Email Address in the User's Voicemail feature in the Business Portal:



- Click 'Configure'
-

**Voicemail**

Turn On Voicemail

**Direct Calls**

Send All Calls To Voicemail

Send Calls To Voicemail When...

Line Is Busy

There Is No Answer

**Number of Rings Before Greeting**

**Greeting**

System

Personal

No file chosen

File type is 8 bit linear PCM.

This means that voice and fax messages are stored in the User’s voicemail for access and management via their Voicemail service (1571), but are also sent to the specified email address with the voice or fax message attached.

**Voice Portal**

Faxes that have been received at a User’s voicemail can be retrieved via their 1571 voicemail service along with voice messages. In this case, the messaging IVR is enhanced to provide a verbal notification that a message is a fax, and allows the User to review the envelope (time of reception, and number of pages).

The message envelope includes an indication that a fax is included in the retrieved message, by appending the phrase “fax” to the message announcement.

**For example:**

- “First message, fax” → reception time, number of pages
- “Next message”→ message playback (for audio or video)

After the message envelope plays, the following options are available to the user:

- Print fax
- Save the fax and skip to the next message by pressing 2
- Go to the next message by pressing #
- Delete the fax by pressing 3
- Return to the previous menu by pressing \* (star)



## *UC Business incl. Skype for Business Plug-In*

### **Description**

UC Business provides the following functionality:

- Desktop softphone application enabling:
  - Voice and Video Calling – using inbuilt softphone or via hard-phone
  - Call Centre Agent Login – when agent is assigned to an ACD
- Instant Messaging and Presence (IM&P) from the provided applications
- Microsoft Skype for Business Plug-In

Inbuilt within the applications are some basic feature control which can be used to control the following features whilst away from the Business Portal:

- Call Director
- Remote Office
- Call Forwarding
- Do Not Disturb
- Hide Number
- Outgoing Call (Wi-Fi or Carrier) (only available on the Smartphone and tablet clients)
- Simultaneous Ring Personal
- Call Centre Agent Login (only available on the Desktop client)

### **Function**

UC Business provides the User with a Desktop PC installed softphone application that can be used instead of a physical hard-phone. A User simply needs a headset connected to the PC to be able to hear audio as well as deliver audio to the recipient. All call functions and controls are initiated within the application from the PC. Additionally UC Business enables all Users with the client to Instant Message each other using the Chat function, and their presence status will update when they are on a call.

Alternatively, UC Business enables a User to use this PC installed softphone application alongside a physical hard-phone. Using the preferences in the application, outbound calling can switch between using the softphone or the physical hard-phone. Where the application uses the hard-phone, it initiates the call to the phone and takes the phone off hook via the speakerphone. If a suitable headset is plugged into the hard-phone with an Electronic Hook Switch cable, then the outbound call will be sent directly to the headset. As this is deployed as a Shared device, using the Shared Call Appearance 5 feature, it uses the Users single business number to make and receive calls. Additionally UC Business enables all Users with the client to Instant Message each other using the Chat function, and their presence status will update when they are on a call.

Office UC Skype for Business enables a User to use this PC installed softphone application plug-in instead of a physical hard-phone. A User simply needs a headset connected to the PC to be able to hear audio as well as deliver audio to the recipient. All call functions and controls are initiated within the Skype for

Business application, or the plug-in can be used. Office UC Desktop and Skype for Business cannot be used together, only one can be used.

Alternatively, Office UC Skype for Business enables a User to use this PC installed softphone application plug-in alongside a physical hard-phone. Using the preferences in the application, outbound calling can switch between using Skype for Business via the softphone or Skype for Business can initiate calls on the physical hard-phone. Where the application uses the hard-phone, it initiates the call to the phone and takes the phone off hook via the speakerphone. If a suitable headset is plugged into the hard-phone with an Electronic Hook Switch cable, then the outbound call will be sent directly to the headset. As this is deployed as a Shared device, using the Shared Call Appearance 5 feature, it uses the Users single business number to make and receive calls.

When the Skype for Business Application is used, all Instant Messaging functionality is turned off as the Microsoft client controls that. Presence is included though and will update the Microsoft client with availability.

### **Configuration/Operation**

For guidance on how to download, install, configure and use this application, please refer to the application user guides available from Virgin Media Business.

## *UC Team incl. My Room and Skype for Business Plug-In*

### **Description**

UC Team provides the following functionality:

- Desktop softphone application enabling:
  - Voice and Video Calling – using inbuilt softphone or via hard-phone
  - Call Centre Agent Login – when agent is assigned to an ACD
- Instant Messaging and Presence (IM&P) from the provided applications
- Microsoft Skype for Business Plug-In
- Personal Audio Conferencing for up to 8 people
- Personal Web Collaboration and Desktop Sharing (My Room)

Inbuilt within the applications are some basic feature control which can be used to control the following features whilst away from the Business Portal:

- Call Director
- Remote Office
- Call Forwarding
- Do Not Disturb
- Hide Number
- Outgoing Call (Wi-Fi or Carrier) (only available on the Smartphone and tablet clients)
- Simultaneous Ring Personal
- Call Centre Agent Login (only available on the Desktop client)

### **Function**

UC Team provides the User with a Desktop PC installed softphone application that can be used instead of a physical hard-phone. A User simply needs a headset connected to the PC to be able to hear audio as well as deliver audio to the recipient. All call functions and controls are initiated within the application from the PC. UC Team uses the UC Business functionality to enable all Users with the client to Instant Message each other using the Chat function, and their presence status will update when they are on a call. Additionally it provides the User with the ability to share their Desktop on the client, set-up a web-based sharing session, use the Smartphone client, and provides an 8 person audio conferencing facility.

Alternatively, UC Team enables a User to use this PC installed softphone application alongside a physical hard-phone. Using the preferences in the application, outbound calling can switch between using the softphone or the physical hard-phone. Where the application uses the hard-phone, it initiates the call to the phone and takes the phone off hook via the speakerphone. If a suitable headset is plugged into the hard-phone with an Electronic Hook Switch cable, then the outbound call will be sent directly to the headset. As this is deployed as a Shared device, using the Shared Call Appearance 5 feature, it uses the Users single business number to make and receive calls. UC Team uses the UC Business functionality to enable all Users with the client to Instant Message each other using the Chat function, and their presence status will

update when they are on a call. Additionally it provides the User with the ability to share their Desktop on the client, set-up a web-based sharing session, use the Smartphone client, and provides an 8 person audio conferencing facility.

Office UC Skype for Business enables a User to use this PC installed softphone application plug-in instead of a physical hard-phone. A User simply needs a headset connected to the PC to be able to hear audio as well as deliver audio to the recipient. All call functions and controls are initiated within the Skype for Business application, or the plug-in can be used. Office UC Desktop and Skype for Business cannot be used together, only one can be used. When the Skype for Business Application is used, all Instant Messaging functionality is turned off as the Microsoft client controls that. Presence is included though and will update the Microsoft client with availability.

Alternatively, Office UC Skype for Business enables a User to use this PC installed softphone application plug-in alongside a physical hard-phone. Using the preferences in the application, outbound calling can switch between using Skype for Business via the softphone or Skype for Business can initiate calls on the physical hard-phone. Where the application uses the hard-phone, it initiates the call to the phone and takes the phone off hook via the speakerphone. If a suitable headset is plugged into the hard-phone with an Electronic Hook Switch cable, then the outbound call will be sent directly to the headset. As this is deployed as a Shared device, using the Shared Call Appearance 5 feature, it uses the Users single business number to make and receive calls. When the Skype for Business Application is used, all Instant Messaging functionality is turned off as the Microsoft client controls that. Presence is included though and will update the Microsoft client with availability.

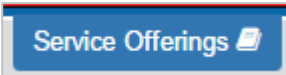
### **Configuration/Operation**

For guidance on how to download, install, configure and use this application, please refer to the application user guides available from Virgin Media Business.

## Mobile User Non-chargeable Features

The following features are listed alphabetically and are extra features available within the Mobile User Licence pack. All features listed in the Functional User and Fixed User packs are available as standard. Any chargeable add-ons/extras that can be added to this Licence pack are included in the Add-On's section of this document.

The full feature list can be seen by the Administrators and the User from within the Business Portal by selecting the Service Offerings button:



Clicking on this button will provide the User with the list of features available to them. Please note features that are available in areas of the portal, other than the 'Features' page will not appear in this list, *i.e. Additional Line.*

Feature Package			
Name:	Hosted Mobile User		
Description:	Hosted Mobile User		
Base Calling Features:	Alternate Numbers	Anonymous Call Rejection	Authentication
	Automatic Callback	Call Barge-in Exempt	Basic Call Logs
	BroadWorks Assistant - Enterprise	Call Director	Call Forwarding Always
	Call Forwarding Busy	Call Forwarding No Answer	Call Forwarding Not Reachable
	Call Forwarding Selective	Call Notify	Call Return
	Flash Call Transfer	Call Waiting	Calling Line ID Blocking Override
	Calling Line ID Delivery Blocking	Client Call Control	CommPilot Express
	Call Pick Up Barge-In	Do Not Disturb	External Calling Line ID Delivery
	Flash Call Hold	Hot Desking Guest	Hot Desking Host
	User Intercept	Internal Calling Line ID Delivery	Last Number Redial
	Phone Services	Distinctive and Priority Ringing	Push To Talk
	Remote Office	Selective Call Acceptance	Selective Call Rejection
	Sequential Ring	Shared Call Appearance	Shared Call Appearance 5
	Simultaneous Ring	Speed Call 100	Speed Call 8
	Voicemail	Flash Three-Way Call	Office UC for Smart Phone - Video
	Office UC for Tablet - Video		
Optional Add-On Feature Packages			

These features are then available to configure from the Features page on the Business Portal.

**Features** Company: [Redacted]  
Employee: [Redacted]

List Grid Filter [v]

**Call Control**

- Call Forwarding (Off) Configure
- Calling Line ID Blocking Off
- External Calling Line ID Delivery On
- Internal Calling Line ID Delivery On

If an administrator does not want a User to have access to this feature then this can be removed from the User. Simply click on the Feature Assignment button from the Business Portal and remove the feature by unticking the box.

**Feature Assignment** Company: [Redacted]  
Employee: [Redacted]

Feature Name	<input type="checkbox"/> Assigned
Alternate Numbers	<input type="checkbox"/>
Anonymous Call Rejection	<input checked="" type="checkbox"/>
Authentication	<input type="checkbox"/>
Automatic Callback	<input checked="" type="checkbox"/>
Call Barge-In Exempt	<input checked="" type="checkbox"/>
Basic Call Logs	<input checked="" type="checkbox"/>
BroadWorks Assistant - Enterprise	<input checked="" type="checkbox"/>
Busy Lamp Field	<input checked="" type="checkbox"/>
Call Director	<input checked="" type="checkbox"/>
Call Forwarding Always	<input checked="" type="checkbox"/>
Call Forwarding Busy	<input checked="" type="checkbox"/>
Call Forwarding No Answer	<input checked="" type="checkbox"/>
Call Forwarding Not Reachable	<input checked="" type="checkbox"/>
Call Forwarding Selective	<input checked="" type="checkbox"/>
Call Notify	<input checked="" type="checkbox"/>
Call Return	<input checked="" type="checkbox"/>

## *Hot Desking Guest*

### **Description**

Hot Desking Guest, included in the Mobile User licence, allows a User to temporarily log onto another user's phone, providing it has the Hot Desking Host licence enabled. They can also make calls from this device which will present their own number, from their pre-existing Cloud Voice account, to other users.

### **Function**

Users with the Hot Desking Guest feature can assign and associate themselves with a Hot Desking Host User Device through the Business Portal or through the Voice Portal menus. Once an association is made between a Guest User and a Host User Device, the Device configured on the Host User is associated to the Guest User for a temporary period of time.

Calls made to and from the Guest User will use the Guest User's available features and Calling Line ID and the Host User's Device. Calls initiated through the Toolbar by the Guest User will use the Host User's Device. The Guest User's primary device will be unreachable and unable to receive calls whilst they are associated with the guest.

Calls made to the Host User account will trigger a not-reachable condition, and available features configured for this condition on the Host User will execute. The behaviour is similar to the Host User having no assigned device or being unregistered on the platform.

Please be aware of the following points around emergency calls behaviour on Hot Desking:

- All non-emergency calls placed from the Guest User's primary device will be blocked while the Guest User is associated to the Host User's Device.
- Emergency calls made from the Guest User's primary device will not be blocked.
- All non-emergency calls made by the Guest User from the Host User's Device will use the outgoing Calling Line ID of the Guest User.
- Emergency calls made by the Guest User from the Host User's Device will use the outgoing Calling Line ID of the Host User Device. This is required so that emergency services will have the physical location of the Guest User.

Once a Guest User disassociates themselves from the Host User Device, the Host User Device is free to accept associations from other Guest Users. If there are any active calls up when a Guest User disassociates themselves from a Host User Device, those calls are allowed to complete normally. Once the disassociation is complete the available features of the Guest User that are configured for their primary device now operate for incoming or outgoing calls to the Guest User's primary location.

## Configuration/Operation

Hot Desking Guest is configurable at a User level through the User's Feature Settings page in the Business Portal or via the Voice Portal.

To associate in the Business Portal, navigate to:

- Employees > Features > Hot Desking Guest

The screenshot shows a 'Mobility' section with two items: 'Call Director' and 'Hot Desking Guest (Off)'. Each item has a 'Configure' button to its right.

- Select the 'Turn on Hot Desking Guest' check box to enable the feature.
- In the 'Association Limit' field specify the maximum time in hours that any Guest User can be associated to the Host User Device account. Once this expires it will automatically dissociate a guest from a host.
- Select an available host followed by Save.

The screenshot shows the 'Hot Desking Guest' configuration page. It includes a 'Turn On Hot Desking Guest' checkbox which is checked. Below it is an 'Association Timeout' field set to '12' with a unit of 'Hours'. There is an 'Assistance' button in the top right. The 'Available Hosts' section contains a table with columns for 'First Name' and 'Last Name', but it is currently empty with the message 'No Available Hosts Found'. A 'Remove Selection' button is located at the bottom of the hosts section.

- To disassociate a Guest User from a Host User Device, simply uncheck the box and click Save.



To associate via the Voice Portal menus:

- Dial the Voice Portal telephone number from the Hot Desking Host.
- Enter your Voice Portal Passcode followed by the hash key (#).
- Select option 7 to choose the Hot Desking Options Menu (announcement will call it Hotelling).
- Follow the Menus and select the appropriate actions. Your options are:

#### **Option 1 - Check Host Status**

- The system provides an indication of whether the Host User Device is associated with a Guest User, and indicates the identity of the associated Guest User if one is associated to the particular Host Device. The associated Guest User is identified by their recorded name (if available) and a phone number or extension.

#### **Option 2 – Association**

- If the Host User Device is not currently associated with a Guest User then the User is played a message indicating the association was successful. The Guest association timeout is automatically set to the association time limit value configured for the Host.
- If the Host User Device is already associated to another Guest User, then the request is denied and the User is informed that another Guest User is associated to this Host User Device.
- If the Guest User is already associated to another Host User Device, then that association is terminated and a new association is made with the current Host User Device. The Guest User is played a message indicating that the association was successful.

#### **Option 3 – Disassociation**

- If the disassociate option is chosen, the associated Guest User is disassociated from the Host User's Device. If the Guest User is not the current user associated with the host, then the request is denied and the Guest User is informed that they are not currently associated with this Host User Device.

## Mobile User Chargeable features (Add-ons)

There are no specific add-ons for the Mobile User, all add-ons from the Functional and Fixed User Licences can be added.

### *Office UC for Smartphone*

#### **Description**

Office UC provides Users with an application and series of features to enable Unified Communications across one or many devices. Office UC for Smartphone when deployed as part of a Mobile Licence, where UC Business or Team have not been enabled, provides a User with:

- Smartphone application enabling:
- Voice and Video Calling – using inbuilt softphone or native dialler

The application is supported on both Apple iOS and Google Android OS smartphones.

Inbuilt with the application is some basic feature control which can be used to control the following features whilst away from the Business Portal:

- Do Not Disturb
- Call Forwarding
- Remote Office
- Hide number
- Call Director
- Outgoing Call (Wi-Fi or Carrier)
- Simultaneous Ring Personal

#### **Function**

Office UC for Smartphone enables a User to use this smartphone installed softphone application alongside a physical hard-phone or our Office UC Desktop and Tablet applications. A User simply needs to open the application on the smartphone and they can then initiate calls from the application over either Wi-Fi or via the Users mobile carrier. As this is deployed as a Shared device, using the Shared Call Appearance 5 feature, it uses the Users single business number to make and receive calls. Likewise all call functions and controls are initiated within the application from the Smartphone.

Alternatively, Office UC for Smartphone enables a User to use this smartphone installed softphone application instead of a physical hard-phone. A User simply needs to open the application on the smartphone and they can then initiate calls from the application over either Wi-Fi or via the Users mobile carrier. All call functions and controls are initiated within the application from the Smartphone.

## **Configuration/Operation**

For guidance on how to download, install, configure and use this application, please refer to the application user guides available from Virgin Media Business.

## *Office UC for Tablet*

### **Description**

Office UC provides Users with an application and series of features to enable Unified Communications across one or many devices. Office UC for Tablet, when deployed as part of a Mobile Licence, where UC Business or Team haven't been enabled, provides a User with:

- Tablet softphone application enabling:
- Voice and Video Calling – using inbuilt softphone or native dialler

The application is supported on both Apple iOS and Google Android OS tablets.

Inbuilt with the application is some basic feature control which can be used to control the following features whilst away from the Business Portal:

- Do Not Disturb
- Call Forwarding
- Remote Office
- Hide number
- Call Director
- Outgoing Call (Wi-Fi or Carrier)
- Simultaneous Ring Personal

### **Function**

Office UC for Tablet enables a User to use this tablet installed softphone application alongside a physical hard-phone or our Office UC Desktop and Smartphone applications. A User simply needs to open the application on the tablet and they can then initiate calls from the application over either Wi-Fi or via the Users mobile carrier. As this is deployed as a Shared device, using the Shared Call Appearance 5 feature, it uses the Users single business number to make and receive calls. Likewise all call functions and controls are initiated within the application from the tablet.

Alternatively, Office UC for Tablet enables a User to use this smartphone installed softphone application instead of a physical hard-phone. A User simply needs to open the application on the tablet and they can then initiate calls from the application over either Wi-Fi or via the Users mobile carrier. All call functions and controls are initiated within the application from the tablet.

### **Configuration/Operation**

For guidance on how to download, install, configure and use this application, please refer to the application user guides available from Virgin Media Business.

## **Product Support & Fault Handling**

### *Feature Queries*

If you have a query on how these features work or need any other guidance then please contact Virgin Media Business.

*Thanks for your business – we're looking forward to working with you. If you have any questions, we'd love to hear from you. Please call our Customer Services team on 0800 052 0800.*