



Single Source Integrated Services

Description of Services - Single-IPBX

Group Services	Description		
Account/Authorization Codes	Allows a group administrator to restrict inter-group calls to authorized users and also track these calls.		
Auto Attendant	A customizable, automated receptionist that allows callers to dial by extension or dial by name.		
Call Capacity Management	Allows a system administrator to limit the number of active sessions for a user in a group.		
Call Center	A hunt group that queues callers and plays comfort messages while callers are on hold.		
Call Park	Allows user to suspend a call for an extended period of time and then retrieve that call from any extension.		
Call Pickup	Users assigned to a call pickup group can answer calls from any phone in that group.		
Emergency Zones	Allows a service provider to restrict SIP device call originations to within the home zone of a user's group.		
Enhanced Outgoing Calling Plan	Allows a group administrator to enable enhanced functions for an outgoing calling plan.		
Hunt Group	Allows calls to be routed to a idle member of a group using a pre-selected pattern.		
Incoming Calling Plan	Allows a group administrator to restrict incoming calls by call type.		
Instant Conferencing	Allows a group to start instant conferences between many participants.		
Instant Group Call	Allows users to call a group of users, where the users can be part of the same group or can be external users.		
Intercept Group	Allows a service provider to graciously take a group out of service by providing callers with informative announcements and options.		
Inventory Report	Allows a group administrator to produce reports on services, users, phone numbers, departments and devices.		
LDAP Integration	Allows a group to retrieve contacts from a LDAP directory using their CommPilot Call Manager.		
Music On Hold	Allows a group administrator to specify an audio or video source, for example, music or advertising that can be played to held parties in various situations.		
Outgoing Calling Plan	Allows a group administrator to restrict outgoing calls by call type.		
Series Completion	Allows calls to be forwarded to the next line in the series for key system implementation.		
Voice Messaging Group	Allows simple phone retrieval of voice messages.		
User Services	Description	Limits	Allocated (Packs)
Alternate Numbers	Allows a user to have alternate phone numbers and extensions.		



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Anonymous Call Rejection	Allows a user to ignore incoming calls from anonymous callers (those with Calling Line ID Delivery blocked).		
Attendant Console	Allows a user to monitor other user's phone using an attendant application		
Authentication	Allows a user to authenticate an IP phone to make calls.		
Automatic Callback	Allows a user to be notified when a busy line within their group becomes available.		
Automatic Hold/Retrieve	Causes an incoming call to be automatically put on hold, or causes a held call to be automatically retrieved.		
Barge-in Exempt	Allows a user to block barge-in attempts from other users with Directed Call Pickup with Barge-in.		
Basic Call Logs	Allows a user to see the most recently received, missed, or placed calls.		
Busy Lamp Field	Allows a user to use to monitor the phone status of a list of users via an attendant console phone.		
Call Forwarding Always	Allows a user to forward all calls to a specified phone numbers.		
Call Forwarding Busy	Allows a user to forward calls to another phone number when the user's phone is busy.		
Call Forwarding No Answer	Allows a user to forward calls to another phone number when the user's phone goes unanswered.		
Call Forwarding Selective	Allows a user to forward calls from selected callers to another phone number.		
Calling Line ID Delivery Blocking	Allows a user to restrict the public from seeing the user's phone number when making a call.		
Calling Name Retrieval	Allows the display of a PSTN-originated caller's name.		
Calling Party Category	Allows a category to be associated with a user. The category is included in the signaling for all outgoing calls.		
Call Notify	Allows e-mail notifications of calls made to the user's phone number		
Call Return	Allows a user to return a call to the last party who called.		
Call Transfer	Allows a user to transfer call to another phone		
Call Waiting	Allows a user to receive an additional call while already in a call.		
Carbon 12 miPA Corporate	miPA-Corporate is a toolbar for Microsoft Outlook and Internet Explorer that enables users to perform basic call control, and configure commonly used services.		
Carbon 12 miRECEPTION	miRECEPTION is an advanced Attendant Console designed to meet the specific needs of an operator including advanced call control, contact directories and phone status.		
Client Call Control	Allows external or third party clients to use the Client Application Protocol for call client applications.		
CommPilot Call Manager	A web-based call client which allows user to make calls, hold calls, transfer calls, and make conference calls.		
CommPilot Express	Allows a user to easily configure their phone service based on pre-defined profiles.		
Customer Originated Trace	Allows a user to originate a trace on the last call received.		



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Custom Ringback User	Allows a user to configure the ringback played to his callers, based on their phone number, and the time of day.		
Custom Ringback User - Video	Adds video support for Custom Ringback User.		
Directed Call Pickup	Allows user to pick up a call to another group member using a feature access code followed by the extension.		
Directed Call Pickup with Barge-in	Allows user to pick up or barge-in on a call to another group member using a feature access code followed by the extension.		
Diversion Inhibitor	Allows a user to inhibit the terminating party's redirection services.		
Do Not Disturb	Allows a user to restrict all incoming phone calls.		
External Calling Line ID Delivery	Allows caller ID display for group to group		
Flash Call Hold	Allows a user to use a flash service for Call Hold.		
Hoteling Guest	Allows a user to associate their service profile with a host user and use the host user's device as their primary device.		
Hoteling Host	Designate a user as a host which allows another user with the hoteling guest service to use the host's device with the guest's service profile.		
Intercept User	Allows a group administrator to graciously take users out of service by providing callers with informative announcements and options.		
Internal Calling Line ID Delivery	Allows caller ID display for within group		
Last Number Redial	Allows a user to access and dial the last dialed number using a feature access code.		
Multiple Call Arrangement	Allows a shared call appearance user to have multiple locations in use simultaneously.		
Outlook Integration	Allows a user to integrate Microsoft Outlook contacts with the CommPilot Call Manager.		
Phone Status Monitoring	Allows a user to manage the list of monitored users to be used by an attendant console application.		
Preferred Carrier User	Allows a user to have preferred carriers for long distance calls.		
Priority Alert	Allows a user to receive a distinctive ringing pattern or distinctive call waiting tone for selected callers.		
Push to Talk	Allows a user to make and selectively receive Push to Talk calls.		
Remote Office	Allows a user to assign a phone number at a remote site to be the user's current phone number.		
Selective Call Acceptance	Allows a user to accept phone calls from selected callers.		
Selective Call Rejection	Allows a user to reject phone calls from selected callers.		
Sequential Ring	Allows a user to configure a list of phone numbers to ring sequentially when the incoming call matches the specified criteria.		
Service Scripts	Allows user to configure Call Processing Language (CPL) script files to manage incoming and outgoing calls.		
Shared Call Appearance	Allows a user to have up to two additional location assignments.		
Shared Call Appearance 10	Allows a user to have up to 10 additional location assignments.		



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Shared Call Appearance 15	Allows a user to have up to 15 additional location assignments.		
Shared Call Appearance 20	Allows a user to have up to 20 additional location assignments.		
Shared Call Appearance 25	Allows a user to have up to 25 additional location assignments.		
Shared Call Appearance 30	Allows a user to have up to 30 additional location assignments.		
Shared Call Appearance 35	Allows a user to have up to 35 additional location assignments.		
Shared Call Appearance 5	Allows a user to have up to five additional location assignments.		
Simultaneous Ring Personal	Allows a user to configure secondary phone numbers to ring simultaneously when the user's primary phone number rings.		
SMDI Message Desk	Enables Simple Message Desk Interface on a Hunt Group, for interoperability with a legacy Voice Messaging System.		
Speed Dial 100	Allows a user to program up to 100 speed-calling codes.		
Speed Dial 8	Allows a user to program up to eight speed-calling codes.		
Third-Party MWI Control	Allows a user to receive a message waiting indicator (MWI) from an external voice messaging system.		
Third-Party Voice Mail Support	Allows a user to use voice mail hosted on a third-party voice mail system.		
Three-Way Call	Allows a user to use Three-Way Call conferencing.		
Video Add-On	Allows you to configure use a video-capable device in addition to your phone when making calls if the person you are talking to has video capability.		
Voice Messaging User	When a user receives a voice mail, an e-mail with the voice mail attachment is also sent to the user.		
Voice Messaging User - Video	Adds video support for Voice Messaging User.		
Voice Portal Calling	Allows a user to make a call from the Voice Portal.		
Windows Messenger	Provides the ability to make and receive calls with Microsoft Windows Messenger.		