



SIP Services Description

Anonymous Call Rejection	Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called. However, this does not apply to calls within your group.
AoC-D and AoC-E*	Advice of Charge-D (AoC-D) presents charging information to the calling party during the call (presentation can be via display on the phone, audible tone, or announcement). Advice of Charge-E (AoC-E) presents charging information to the calling party at the end of the call (presentation is in the form of a displayed message on the phone).
Authentication	Authentication allows you to use encryption to safely determine that the user at a given phone is who they say they are. This helps prevent hijacking of service in hosted communications networks. The user name and password must match the user name and password configured on your phone, or in your phone's configuration file.
Automatic Call Back	Allows you to request notification when a busy line within your group becomes available. A distinctive ring will be used to notify you when the user is available.
Call Forwarding Always	Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the voice portal or on the phone using the feature access code.
Call Forwarding Busy	Call Forwarding Busy allows you to forward all your incoming calls to a different phone number or SIP-URI if your phone is currently busy. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice messaging box. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the feature access code.
Call Forwarding No Answer	Call Forwarding No Answer allows you to forward all your calls to a different phone number or SIP-URI when you do not answer your phone. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice messaging box if you miss a call.
Call Forwarding Not Reachable	Call Forwarding Not Reachable allows you to forward all your incoming calls to a different phone number or SIP-URI when your device is not accessible by BroadWorks. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the feature access code.
Call Return	Call Return allows you to call the last party that called, whether or not the call was answered. To call back the last party that called, just dial the call return feature access code (see your Feature Access Code page). If the calling number is not available, you receive an error message.
Call Transfer	Call Transfer allows you to transfer a call to another phone using your phone or the CommPilot Call Manager.
Call Waiting	Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes.
Calling Line ID Delivery Blocking	Calling Line ID Delivery Blocking allows you to block your number from being shown when calling other numbers. Members of your group can still see your number when they are called. You have the choice of turning it on or off for all calls and then selectively turning it back on or off using the feature access codes.
Calling Name Delivery	Calling Name Delivery allows the Calling Line name for callers from inside your group or enterprise (Internal) and/or callers from outside your group or enterprise (External) to be displayed. On assignment the Connected Line Identification Presentation service acts as a overlay service for Calling Name Delivery. The Connected Line Identification Presentation allows you to see the connected line identity of the called party. The setting for Calling Name Delivery also controls the Connected Line Identification Presentation service.
Calling Name Retrieval	Calling Name Retrieval looks up the name of a caller in an external database when the name did not arrive with the original call. This is helpful to identify callers when using the CommPilot Call Manager, a phone that displays CLID information, or other call clients.
Calling Number Delivery	Calling Number Delivery allows the Calling Line number for callers from inside your group or enterprise (Internal) and/or callers from outside your group or enterprise (External) to be displayed. On assignment the Connected Line Identification Presentation service acts as a overlay service for Calling Number Delivery. The Connected Line Identification Presentation allows you to see the connected line identity of the called party. The setting for Calling Number Delivery also controls the Connected Line Identification Presentation service.
Calling Party Category	Calling Party Category service allows a category to be associated with a user. The category is included in the signaling for all outgoing calls. It is used by a softswitch or switching system for call routing, and is also used by operator services system to determine the allowed policies for a user.
Charge Number	Charge Number allows an administrator to assign a charge number that will be included in the calls originated by the user.
Client Call Control	Client Call Control allows you to use third-party applications to connect to the system to perform call control and other functionality. Without this service, those applications cannot access the system.
Connected Line ID Restriction	Connected Line Identification Restriction allows you to block your number from being shown when receiving a call. Members of your group can still see your number when they call you. You have the choice of turning it on or off for all calls and then selectively turning it right back on or off using the feature access codes.
Customer Originated Trace	Customer Originated Trace allows you to dial a FAC to issue a trace to your service provider for your last incoming call.
Diversion Inhibitor	Diversion Inhibitor allows you to inhibit the remote party's redirecting of a call through the use of a Feature Access Code. This can only be used for calls within a Group or Enterprise.
Do Not Disturb	Allows you to send your calls directly to your voice 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.
External Calling Line ID	External Calling Line ID Delivery allows the Calling Line name and number for callers from outside your group or enterprise to be displayed. On assignment the Connected Line Identification Presentation service acts as overlay service for the External Calling Line ID Delivery. The Connected Line Identification Presentation allows you to see the connected line identity of the called party. The on/off setting for External Calling Line ID Delivery also controls the Connected Line Identification Presentation service.
Flash Call Hold	Flash Call Hold allows you to dial a feature access code to hold and retrieve calls. To hold the call, flash the phone (click the flash button or click the hangup button once) then dial the Flash Call Hold feature access code. You can then make another call while the first call is held. Subsequent flashes followed by the Flash Call Hold feature access code cause the active and held calls to toggle. That is the active call becomes held and the held call active.
Hoteling Guest	Hoteling Guest allows a user to associate their service profile with a Hoteling Host user. This allows the guest user to use the host's device with the guest user's service profile. This is useful for transient employees.
Intercept User	Intercept User allows your administrator to graciously take your phone out of service while providing callers with informative announcements and alternate routing options.
Internal Calling Line ID	Internal Calling Line ID Delivery allows the Calling Line name and number for callers from inside your group to be displayed. On assignment the Connected Line Identification Presentation service acts as overlay service for the Internal Calling Line ID Delivery. The Connected Line Identification Presentation allows you to see the connected line identity of the called party. The on/off setting for Internal Calling Line ID Delivery also controls the Connected Line Identification Presentation service.
Last Number Redial	Last Number Redial allows you to redial the last number you called by clicking the "Redial" button on your CommPilot Call Manager or by dialing the feature access code.
Physical Location	Physical Location allows proper support of emergency calling in countries and regions where the location of a user cannot be derived from a user's phone number.
Polycom Phone Services	Configure how Polycom Phone Services should integrate with BroadWorks services.
Preferred Carrier User	Display and modify your preferred carriers for intra-LATA, inter-LATA and international calls.
Privacy	User Privacy allows you to exclude yourself from Group and Enterprise Directory listings, Auto Attendant extension and/or name dialing, and Phone Status monitoring. You can also select members in an Enterprise or Group who are allowed to monitor your phone status. These selected members can view your phone status even if you enable phone status privacy.
Service Scripts User	Enable CPL scripts to perform custom call enhancements, such as call routing, screening, or notification services.
Speed Dial 100	Speed Dial 100 allows you to set up to 100 speed dial phone numbers or SIP-URI addresses that can be called with the push of a few buttons. Enter the number as you would normally dial it and then just hit the speed code prefix and number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial 100.

Speed Dial 8	Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you would normally dial it and then just hit that number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial 8.
Third Party Voice Mail Support	Third-Party Voice Mail Support allows you to specify how to handle your voice messages. You can choose to send busy and/or unanswered calls to your voice mail, as well as the number of rings before an incoming call is considered unanswered.
Three Way Call	Three-Way Calling allows you to perform a conference call that can be initiated from your phone or through the CommPilot Call Manager.
Third Party MWI Control	Third-Party MWI Control enables the system to receive a message from other network elements to allow your Message Waiting Indicator (MWI) to work on your phone.
Alternate Numbers	Alternate Numbers allows up to ten additional phone numbers or extensions to be assigned in addition to your primary number and extension. All additional numbers and extensions ring your phone(s) just like your primary phone. In addition, you can specify a distinctive ringing pattern for each number, if your phone supports it. Only your administrator can configure new numbers and extensions for you.
Automatic Hold / Retrieve	Automatic Hold and Retrieve provides an alternate method to hold and retrieve calls. Incoming calls are automatically held and retrieved without having to use feature access codes.
Barge-In Exempt	Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.
BroadWorks Anywhere	Configure the fixed and mobile phones you would like to link to this account.
Busy Lamp Field	Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendant Console Phone and assign a SIP URI to the list.
Call Forward Selective	Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective 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 be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.
Call Notify	Call Notify allows you to send a notification e-mail containing the caller's name and number, if available, when the call matches your pre-defined criteria. Use this to create an archive of callers or to determine if you missed any important calls. The criteria for each Call Notify 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 an e-mail to be sent (phone number and day of week and time of day).
CommPilot Express	CommPilot Express allows you to pre-configure four profiles to control your inbound calls. These profiles can quickly be changed using the web or phone when you leave your desk or when you are at a remote location. If you use CommPilot Express, it takes precedence over some of your other service settings associated with processing incoming calls.
Custom Ringback – Call Waiting	Custom Ringback User allows you to specify the ringback to be played to your callers, for specific calls matching your pre-defined criteria. Use this service to play a different ringback to your manager, a family member, or a customer. The criteria for each Custom Ringback Selective 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 ringback to be played (phone number and day of week and time of day). Otherwise, regular ringback is played to the caller, as if this service was not used.
Custom Ringback – User Video	Custom Ringback User allows you to specify the ringback to be played to your callers, for specific calls matching your pre-defined criteria. Use this service to play a different ringback to your manager, a family member, or a customer. The criteria for each Custom Ringback Selective 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 ringback to be played (phone number and day of week and time of day). Otherwise, regular ringback is played to the caller, as if this service was not used.
Custom Ringback User	Custom Ringback User allows you to specify the ringback to be played to your callers, for specific calls matching your pre-defined criteria. Use this service to play a different ringback to your manager, a family member, or a customer. The criteria for each Custom Ringback Selective 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 ringback to be played (phone number and day of week and time of day). Otherwise, regular ringback is played to the caller, as if this service was not used.
Directed Call Pick Up w/Barge In	Directed Call Pickup with Barge-in allows you to dial a feature access code followed by an extension to pick up or barge-in on a call to another group member. If the call has not been answered, then it is picked up. If the call has been answered, then barge-in occurs. A barge-in results in a three-way call being created between you, the group member being barged-in on, and the other party the group member is connected to. You are the controller of the barge-in three-way call. Silent Monitoring is the ability for supervisor to listen into calls being handled by their agents. Silent Monitoring can be configured to play a tone to allow agents to know they are being monitored.
Directed Call Pickup	Directed Call Pickup allows you to dial a feature access code followed by an extension to pick up a ringing call to another group member. You can pick up a call to anyone in your group as long as it has not yet been answered.
Hoteling Host	Hoteling Host allows a user to be designated as a host user. A user, who is assigned the hoteling guest service, can then be associated to the host user. When associated, the host user allows the guest user to use the host's device with the guest's service profile. If association limit is not enforced, the Guest user is allowed to associate with the Host user indefinitely.
In-Call Service Activation	In-Call Service Activation allows BroadWorks users to activate mid-call services transparently.
Music On Hold - User	Music On Hold allows you to turn on music for all calls when the remote party is held or parked.
N-Way Calling	N-Way Calling allows you to perform a conference call that can be initiated from your phone or through the CommPilot Call Manager.
Pre-Alerting Announcement	Pre-alerting Announcement allows you to specify an audio or video announcement to be played to your callers, before the call is actually connected, for specific calls matching your pre-defined criteria. The criteria for each 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 announcement to be played (phone number and day of week and time of day). Otherwise, no pre-alerting announcement is played.
Priority Alert	Priority Alert allows you to make your phone ring with a different ring based on your pre-defined criteria. 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. 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).
Push to Talk	Push to Talk allows people to call each other and have the call answered automatically. You can control which users are allowed to call you in this way.
Remote Office	Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. By using the CommPilot Call Manager, you can make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.
Selective Call Acceptance	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.
Selective Call Rejection	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.
Sequential Ring	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 cell 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.
Shared Call Appearance (10+)	Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. You cannot add or remove these devices or lines. If you need assistance, contact your administrator.
Simultaneous Ring Personal	Simultaneous Ring Personal allows you to list up to 10 phone numbers or SIP-URI addresses 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 cell 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 cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your cell phone messaging system!

Two-Stage Dialing	Two-Stage Dialing allows you to integrate your cell phone or PSTN landline with your BroadWorks services by prompting for additional dialed digits for call origination attempts if the "Allow activation with any user address" check box is checked and the original dialed digits matches your phone number(s), extension(s) or aliases. The collected digits replace the original dialed digits and are used to complete the call. By associating your cell phone or PSTN landline with your primary device or alternate location, you can originate calls from your cell phone or PSTN landline to your BroadWorks phone number and get prompted for additional digits allowing you to leverage enterprise dialing and other BroadWorks services. In addition, you can use the search button to search for more phone numbers that can be used for Two-Stage Dialing.
Video on Hold - User	Video On Hold allows you to turn on video for all calls when the remote party is held or parked.
Voice Portal Calling	Voice Portal Calling allows you to originate calls from the Voice Portal. Once you have dialed in to the Voice Portal and authenticated yourself, select the Make Call menu option and enter the destination digits.

Account / Authorization Codes	Track outside calls using account codes or authorize outgoing calls using authorization codes.
Call Capacity Management	Create a new call capacity group and manage existing call capacity groups. Defining call capacity groups limits users in these groups to a defined number of concurrent calls.
Call Park	Create a new call park group and manage existing call park groups. Defining call park groups allows users in these groups to park calls on that group. Can also configure Call Park settings for your group's users.
Call Pickup	Create a new call pickup group and manage existing call pickup groups. Defining call pickup groups allows users in these groups to answer any ringing line in their group on their own phone.
Custom Ringback Group	Configure the ringback to be played to parties calling your group.
Custom Ringback Group – Video	Configure the ringback to be played to parties calling your group.
Emergency Zones	Create a new emergency zone or manage existing emergency zones. Emergency Zones reject all calls or emergency calls for a mobile SIP user when they are outside of their home zone.
Enhanced Outgoing Calling Plan	Customize the Outgoing Calling Plan for the group and/or departments.
Hunt Group	Create a new hunt group and manage existing hunt groups. Defining hunt groups allows you to redirect overflow calls to a destination when the group cannot accept calls.
Incoming Calling Plan	Customize the Incoming Calling Plan for the group and/or departments.
Instant Group Call	Create a new instant group call and manage existing instant group calls. Defining instant group call allows you to call a group of users.
Intercept Group	Allows your administrator to graciously take your group out of service while providing callers with informative announcements and alternate routing options.
Inventory Report	Generate a report for the resources used by the group.
Music On Hold	Upload an audio or video file, which is a .wav or .mov file containing, for example, music or advertising, onto the system that is to be played for callers on hold. This service can be used in conjunction with the Call Hold, and Call Park services. Music On Hold for Call Centers is enabled and selected separately for each Call Center.
Outgoing Calling Plan	Customize the Outgoing Calling Plan for the group and/or departments.
Preferred Carrier Group	Configure the preferred carriers for the group.
Series Completion	Create a new series completion group and manage existing series completion groups. This service is used to support key system functionality that can forward calls to a selected series of lines (when lines are busy). Key systems typically ring available lines in a specified order for incoming calls, regardless of the number dialed to reach the company.
Service Scripts Group	Enable CPL scripts to perform custom call enhancements, such as call routing, screening, or notification services.