

Standard Features Guide

Business Voice over IP

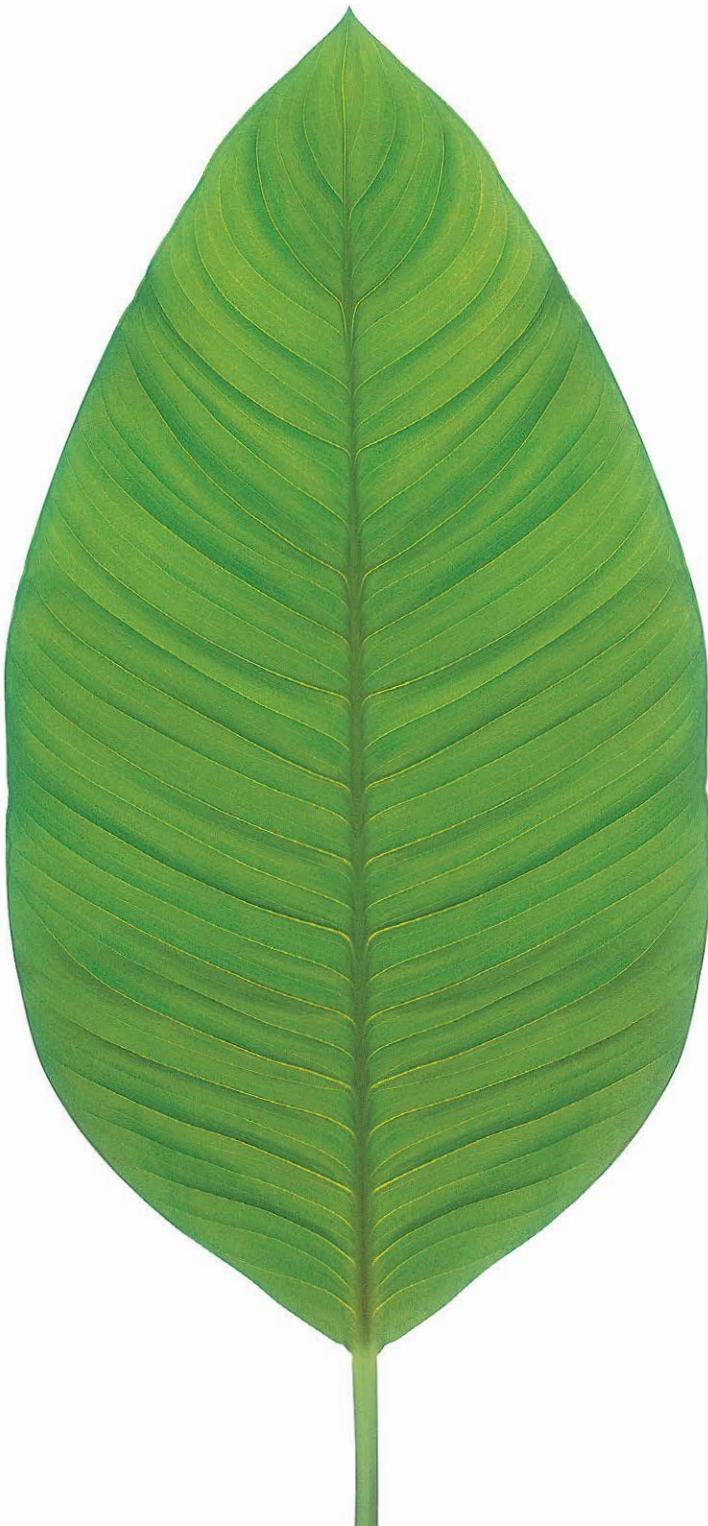


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Welcome to TELUS Business Voice over IP.

Thank you for choosing TELUS BVoIP as your telecommunications solution. You now have access to advanced features and productivity enhancements that will enable you to be more productive and improve your customer interactions, conducting business anytime, anywhere.

This user guide will cover descriptions and usage instructions for the standard features available with BVoIP.

TELUS has divided the standard features available with BVoIP into user profiles. Your administrator will assign a feature profile that most closely matches your needs. Thereafter, you will be able to access the end user Portal and customize the features that you wish to have on your line. This approach allows your administrator to better manage your communication environment.

Table A contains a checklist displaying the feature-to-profile mapping to help identify what features are available with your package.

If you have features represented on your line that are not covered in this guide, please consult your communications administrator or TELUS representative for more information.

Hard keys, soft keys and feature access codes.

There are no restrictions on what type of phone you must use with a certain feature profile. Each phone is a little different and may present the features to you in a different way. All features can be accessed either through physical buttons on the phones (hard keys) context-sensitive actions displayed over buttons using the LCD screen of the phones (soft keys), and the feature access codes dialed on the phone (sometimes called star codes).

All phones have physical Line, Hold, Mute, Speakerphone and Volume keys. On the larger phones such as the SoundPoint IP 670 and 550, you'll find hard keys for many common functions such as Conference, Transfer, Messages and Do Not Disturb. If you are using phone model with less physical keys such as the SoundPoint IP 335 or the SoundStation IP 6000, look for these functions on the display and press the appropriate soft key to access. Note that soft keys are context sensitive, so you will only see options such as Conference and Transfer during an active call. In this case, a **More** soft key is displayed which can be used to page through the available options.

Less common features are accessible via feature access code, and are activated by dialing a short sequence on your phone. If you find that you use certain feature access codes regularly, you can program them into a speed dial button for easy access. Table B contains a list of all feature access codes.

Along with each feature outlined below, a small table will be presented showing how the feature is accessed with different phone models. When using a regular telephone connected via an Analog Terminal Adaptor (ATA) with BVoIP feature access must be used for any feature not implemented on the phone itself.

Model	Access via
-------	------------

Abbreviated Dialing

Within your user community you are typically able to dial a reduced number of digits to place calls. By default you can reach other users in your company by dialing the last 4 digits of their telephone number. For all the details on your specific dial plan, please consult your communications administrator or TELUS representatives.

To use abbreviated (4 digit) dialing, dial the last 4 digits of the person you wish to call. For example, for (555) 555-1212, you would dial 1212. To make a call outside your customer group, dial 9, plus the full telephone number of the person you wish to call. For example, for (555) 423-1300, you would dial 9-(555) 423-1300. If it were long distance, you would dial 9-1-(555) 423-1300.

All models

N/A

Call Display

Provides call display information about the calling party when you receive a call. The name and telephone number of the calling party will show up on the display of your telephone, if applicable. Callers have the option of suppressing this information in which case the calling party information would not be available.

All models

N/A

Call Forward Busy

This feature automatically forwards callers to an alternate number when your line is busy. This is typically used to forward callers to voicemail when you are on the phone. A feature access code can be used to program this capability. Typically once voicemail is added to a line, the feature is no longer programmable to avoid inadvertent changes.

All models

Activate

* 5 6

Deactivate

* 5 5

Call Forward No Answer

This feature automatically forwards callers to an alternate number if you do not answer. This is typically used to forward callers to voicemail when you are away from your desk or otherwise unable to answer an incoming call. Typically once voicemail is added to a line, the feature is no longer programmable to avoid inadvertent changes.

Model	Access via
-------	------------

All models	Activate	* 5 9
	Deactivate	* 5 8

Call Forward Universal

This feature automatically forwards all callers to an alternate number until it is deactivated.

All models	Activate	* 6 1
	Deactivate	* 6 0

All models

Call Grab

Call Grab is available for all profiles, Portal and Portal Plus. Call Grab allows users to move calls between phones, softphones and mobiles devices.

Users can use the star code to move calls seamlessly between their registered devices. For example, if a user initiates a call on their PC Client, they can grab the call to their desk phone by dialing the star code on their desk phone, or vice versa. Users can also move calls to a non-BVoIP device. Users dial a special telephone number associated with the Call Grabber feature from their mobile phone or other device and a call in progress on their desk or soft phone will move automatically to that device, with no interruption in the conversation. Calls can be moved back to the BVoIP by dialing the star code on the desk phone or computer-based soft client. Many users find it most convenient to add Call Grab as a speed dial on their phone for easy access.

Call Grab uses Authorized Numbers to distinguish and control how and if calls be grabbed. To grab a call on to your mobile phone, for example, your mobile phone number must be configured as an Authorized Number on your line. For additional details, please consult your communications administration or TELUS representative.

Between two devices with the same BVoIP number

* 9 1

or

Between a device with BVoIP number and a device with non BVoIP number

1-855-502-8647 for QC, ON and Maritimes numbers

1-855-522-8647 for AB and BC numbers

Cancel Call Grab and return to original BVoIP line

* 9 1

Call Hold

This feature places the other party or parties in your conversation on hold. Held parties will hear music while they are on hold. While they are on hold, you are free to place or accept other calls.

Model	Access via
SSIP 6000	Hard Key
SSIP 670	
SSIP 550	
SSIP 335	

Call Park

Call Park provides the ability to place a call on hold and pick up the call from any other BVoIP station within the customer group. Calls are parked against your extension and can be retrieved using the Call Park Retrieve feature described below.

SSIP 6000	Soft key
SSIP 670	
SSIP 550	
SSIP 335	

Call Park Directed

Call Park Directed provides the ability to place a call on hold and pick up the call from any other BVoIP station within the customer group. When you access this feature you are prompted for an extension against which to park the call. This is typically used in order to park multiple calls for different users and is most commonly used in an Attendant role. Calls can be retrieved using the Call Park Retrieve feature described below. Note that users are not automatically notified of a parked call so if the call is meant to be picked up by another party, they must be informed that they have a call waiting.

SSIP 6000	Soft key
SSIP 670	
SSIP 550	
SSIP 335	

Call Park Retrieve

This feature is used to retrieve parked calls. When Call Park Retrieve is activated, you will be prompted for an extension. Enter the extension against which the call is parked.

SSIP 6000	Soft key
SSIP 670	
SSIP 550	
SSIP 335	

Call Pickup

Call Pickup enables a user within a predetermined Call Pickup group to answer a call ringing on any telephone within that same group. If multiple phones are ringing, you will answer the one that has been ringing longest.

Model	Access via
SPIP 335	Soft key
SPIP 550	
SPIP 670	
SSIP 6000	

Call Pickup Directed

Call Pickup enables a user within a predetermined Call Pickup group to answer a call ringing on a specific telephone within that same group. When activated, users will be prompted for the extension they would like to answer.

SPIP 335	Soft key
SPIP 550	
SPIP 670	
SSIP 6000	

Call Recording

Users with SPIP 670 terminals can choose to record calls or sections of calls on demand. Call are never automatically recorded, the user must choose to start recording and may also choose to stop recording before the conclusion of the call. In order for recording to operate, the user must attach a compatible USB memory stick to the USB port on the rear of the SPIP 670. Once attached, users will see a soft key for recording when in an active call.

SPIP 335	N/A
SPIP 550	N/A
SPIP 670	Soft key
SSIP 6000	N/A

Call Transfer

This feature provides the ability to transfer active calls to other numbers (internal or external). Transfers can be either Blind, where you do not wait to see if the other party answers their phone, or Consultative, where you have an opportunity to consult with the called party before completing the transfer.

To initiate a Consultative transfer, start by pressing the Transfer key. This places your existing call on hold. Enter the number of the party to whom you want to transfer the call. After speaking with the 2nd party, press the Transfer key to complete the call.

To initiate a Blind transfer, start by pressing the Transfer key. This places your existing call on hold. Press the **BlindX** soft key and enter the number of the party to whom you want to transfer the call.

Model	Access via
SPIP 335	Soft key
SPIP 550	Hard key
SPIP 670	Hard key
SSIP 6000	Soft key

Call Waiting

Call Waiting provides for a call waiting tone to be sent to a BVoIP user who is on the line with another party when there is another call coming in. Call display information will be present on your phone's display, if applicable. The called user can then choose to acknowledge the new caller and place the existing party on hold, to alternate between callers, or abandon one of the calls.

All models	N/A
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Calling Name and Number Delivery

Delivers your call display information to called parties. Your name and telephone number will show up on the call display of people you call. This behavior can be suppressed on a per-call basis using Calling Name and Number Delivery–Block. Alternatively, this feature can be disabled on your line, in which case you can use a feature code to enable delivery of call display information on a per call basis.

SPIP 335	* 6 4
SPIP 550	
SPIP 670	
SSIP 6000	

Calling Name and Number Delivery–Block

Blocks delivery of your call display information to called parties. Your name and telephone number will not show up on the call display of the people you call. This feature code must be entered prior to each call where you would like to block this information.

Model	Access via
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All models	* 6 3
------------	-------

Conference

All users have the ability to add parties to an active call (6 parties total including the user).

To initiate a conference, press the Conference key. Enter the number of another party (any existing calls will be placed on Hold). When the call is answered you can consult with the other party while the existing call remains on hold. Press the Conference key to join all parties together.

SPIP 335	Soft key
----------	----------

SPIP 550	Hard key
----------	----------

SPIP 670	Hard key
----------	----------

SSIP 6000	Soft key
-----------	----------

Customer Originated Trace

This feature enables the recipient of an obscene, harassing, or threatening call to request an automatic trace of the last call received. Call Trace is assigned to every line automatically where technically available.

The customer needs only to use the "customer originated trace" (COT) activation code to initiate a trace. Generic announcement will provide the customer with instructions.

Hard copy results of the call trace will be forwarded from TELUS Security to the local law enforcement agency for their attention. The trace report provides the calling party's telephone number, the calling party's suppression status, and the time. Details of the call are kept by TELUS Security.

All models	* 5 7
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Model	Access via
-------	------------

Hunting (Directory Number Hunt)

Hunting enables the Centrex system to find an idle line in a predefined group of lines (called a hunt group) on which to complete an incoming call.

Each line in this hunt group has its own unique telephone number. The hunt group can be accessed by dialing any number in the hunt group, but the number of lines hunted depends on the hunting option (i.e. circular or linear) assigned to the group. Circular hunting hunts all lines in the hunting group regardless of the starting point. Linear hunting starts at the number dialed and ends at the last number in the group. Line Overflow Destination can be used to send unanswered calls to voicemail. Please consult your communications administrator or TELUS representative for additional details or information on your specific configuration.

All models

N/A

Mobile Extension

Mobile Extension allows users to pair a non-BVoIP device with their BVoIP service so that whenever they receive an incoming call to their BVoIP number, both devices ring.

For example, if a user specifies their mobile phone number as their mobile extension, calls inbound to their BVoIP number will ring on both their BVoIP phone and their mobile phone. Calls completed in this manner are eligible for Call Grab, meaning that a call answered on a mobile phone via mobile extension can be grabbed to the user's desk or soft phone using the Call Grab feature. This is very useful to handle calls received when a user is temporarily away from their desk.

All models

N/A

Model	Access via
-------	------------

Speed Call Short List

Speed Call allows a user to place calls to a previously designated list of frequently dialed numbers by dialing a speed-calling code consisting of an asterisk (*) plus one digit, instead of dialing all the digits of the desired number. The desired number can be a directory number, authorization code, account code, access code, or feature-access code.

Up to ten numbers can be defined per user, which would be accessed by dialing *0 through *9. Voice prompts will guide the user in setting up their list upon dialing the programming feature access code.

Note that unlike speed dials established directly on an IP phone, your speed call list is accessible from any of your BVoIP terminals including soft and mobile clients.

All models

* 7 7

Table A: Feature Profiles

Legend

● Available ✗ Not recommended

Features	Universal-IP	Universal-IP Hunting	Universal-IP Enhanced	Universal-IP Console	Universal-IP ACD
Abbreviated Dialling (n-digit)	●	●	●	●	●
Access to all standard NCOS	●	●	●	●	●
Automatic Dialling	●	●	●	●	●
Admin	●	●	●	●	
Busy Lamp Field	●	●	●	●	●
Call Display (external)	●	●	●	●	●
Call Display (internal)	●	●	●	●	●
Call Forward Busy	●		●	●	
Call Forward–No Answer	●		●	●	
Call Forward–No Answer Group		●			
Call Forward Universal	●		●	●	
Call Grab			●	●	
Call Hold	●	●	●	●	●
Call Park		●	●	●	●
Call Park Directed					
Call Park Retrieve	●	●	●	●	●
Call Pickup or Call Pickup Directed				●	
Call recording (with SPIP 670 only)	●	●	●	●	●
Call Transfer	●	●	●	●	●
Call Waiting	●		●	●	
Call Waiting Intragroup	●	●	●	●	
Calling Name and Number Delivery	●	●	●	●	●
Calling Name and Number Delivery–Block	●	●	●	●	●
Conference	●	●	●	●	●
Customer Originated Trace	●	●	●	●	●
Hunting (Directory Number)		●			
Line Overflow Destination on Busy		●			
Message Waiting Indicator	●	●	●	●	●
Mobile Extension			●		
Music On Hold	●	●	●	●	●
Redial/Call Logs	●	●	●	●	●
Speed Call Short	●	●	●	●	●
Spontaneous Call Waiting Identification	●		●	●	

Table A: Feature Profiles

Legend

● Available ✕ Not recommended

Available Terminals

	Universal-IP	Universal-IP Hunting	Universal-IP Enhanced	Universal-IP Console	Universal-IP ACD
IP Phones–SPIP 335	●	●	●	✕	●
IP Phones–SPIP 550	●	●	●	●	●
IP Phones–SPIP 670	●	✕	✕	✕	✕
IP Phones–Extension mobile for SPIP 670	✕	✕	●	●	●
IP Phones–SSIP 6000	●	●	●	●	●
Mobile client for smartphones	●	●	●	●	●
Personal Communicator Client for PC	●	●	●	●	●
IP–Console				●	

End-user Portal Capabilities

	Universal-IP	Universal-IP Hunting	Universal-IP Enhanced	Universal-IP Console	Universal-IP ACD
My Dashboard	●	●	●	●	●
My Calls	●	●	●	●	●
My Phone (line/phone configuration)	●	●	●	●	●
My Package	●	●	●	●	●
My PhoneBook–Personal	●	●	●	●	●
My PhoneBook–Corporate	●	●	●	●	●
My Profile	●	●	●	●	●
My Routes			●	●	

Billable Options

	Universal-IP	Universal-IP Hunting	Universal-IP Enhanced	Universal-IP Console	Universal-IP ACD
ACD Agent					●
ACD Queue					●
ACD Supervisor					●
Voicemail	●	●	●	●	
Enhanced Voicemail	●	●	●	●	
MADN–SCA (per appearance)	●	●	●	●	
Custom Music On Hold*	●	●	●	●	●

*Custom music does not extend to callers within an ACD Queue, ACD Queue will be supplied with standard music and bilingual announcements.

Table B: Feature Access Codes

Cancel Call Waiting	* 5 4
Call Forward Busy Cancel	* 5 5
Call Forward Busy Program	* 5 6
Call Forward Don't Answer Cancel	* 5 8
Call Forward Don't Answer Program	* 5 9
Call Forward All Calls Cancel	* 6 0
Call Forward All Calls Program	* 6 1
Calling Name and Number Block	* 6 3
Calling Name and Number Delivery	* 6 4
Customer Originated Trace	* 5 7
Call Pickup	* 6 5
Call Pickup Directed	* 6 7
Call Park Directed	* 6 8
Make Set Busy Activation	* 7 0
Make Set Busy Deactivation	* 7 1
Observe Agent Toggle (Supervisor Listen Only)	* 7 2
Observe Agent Toggle (Supervisor Listen & Speak)	* 7 3
Call Park Retrieve	* 7 5
Call Park Store	* 7 6
Speed Call Program Short List	* 7 7
Call Grab	Refer to page 4
Call Grab-return to original BVoIP line	* 9 1
Voicemail Access	# 9 9