

Application Desktop Customer portal  
 Sharing HD voice Videocall Chat  
 Mobility Busy line  
 Communicator for tablet  
 Unified communications  
 Voice mail  
 Conferencing  
 Chat  
 Calling line  
 Receptionist  
 Easy call  
 Attendant  
 Video call  
 Busy line field  
 Pick up  
 Free calling  
 Presence  
 Call forwarding  
 Programmable buttons  
 for mobile  
 Hand group  
 Parallel ringing  
 Virtual Calling line  
 Collaboration  
 Mobility  
 Easy call  
 Attendant

# Virtual PBX – licensing

Bussines user	Premium user
	Alternate Numbers
	Anonymous Call Rejection
	Anywhere
Authentication	Authentication
	Automatic Callback
Basic Call Logs	Basic Call Logs
	Busy Lamp Field
Call Forwarding Always	Call Forwarding Always
Call Forwarding Busy	Call Forwarding Busy
Call Forwarding No Answer	Call Forwarding No Answer
Call Forwarding Not Reachable	Call Forwarding Not Reachable
	Call Forwarding Selective
	Call Me Now
	Call Notify
Call Return	Call Return
Call Transfer	Call Transfer
Call Waiting	Call Waiting
Calling Line ID Delivery Blocking	Calling Line ID Delivery Blocking
Calling Name Delivery	Calling Name Delivery
Calling Name Retrieval	Calling Name Retrieval
Calling Number Delivery	Calling Number Delivery
Communication Barring User-Control	Communication Barring User-Control
Connected Line Identification Presentation	Connected Line Identification Presentation
Connected Line Identification Restriction	Connected Line Identification Restriction
	Directed Call Pickup
	Directed Call Pickup with Barge-in
	Diversion Inhibitor
	Do Not Disturb
External Calling Line ID Delivery	External Calling Line ID Delivery
Flash Call Hold	Flash Call Hold
	Hoteling Guest
	Hoteling Host
Internal Calling Line ID Delivery	Internal Calling Line ID Delivery
Last Number Redial	Last Number Redial
	Multiple Call Arrangement
	N-Way Call
	Outlook Integration
Privacy	Privacy
	Remote Office
	Selective Call Acceptance
	Selective Call Rejection
	Sequential Ring
	Shared Call Appearance 10
	Simultaneous Ring Personal
	Speed Dial 8
Three-Way Call	Three-Way Call
	Virtual On-Net Enterprise Extensions
	Voice Messaging User
	Voice Portal Calling





# Virtual PBX – licensing

## **Alternate Numbers**

Enables users to have up to ten phone numbers and/or extensions assigned to them. The usual ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user’s primary phone number is the calling line identity

[Back](#)

## **Anonymous Call Rejection**

Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, callers without available caller identification are informed that the user is not accepting calls at that time. The user’s phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group.

[Back](#)

## **Anywhere**

Advanced Core Services: Facilitates the deployment of BroadWorks Anywhere in multi-vendor core networks.

[Back](#)

## **Authentication**

Authentication is performed upon the registration of an IP phone. This ensures that the user of the device is authorized to gain access to BroadWorks. SIP invites can also be authenticated on an ongoing basis at pre-defined intervals. Standard digest authentication is used. The authentication information is configured both in the phone and via the group web portal. All call originations from unregistered phones are denied.

[Back](#)

## **Automatic Callback**

Enables users who receive a busy condition to monitor the busy party and automatically establish a call when the busy party becomes available. This service can only be activated when calling within the same group.

[Back](#)

## **Basic Call Logs**

For Basic Call Logs, a maximum of 20 of the most recent logs per call type (placed, received, and missed) are stored for a user. When the maximum number is reached and a new call log is added, the oldest log of the same type is deleted.

Call logs are stored locally on the Application Server.

Users who need access to a larger number of call logs should be assigned the Enhanced Call Logs service.

[Back](#)

## **Busy Lamp Field**

Enables a user to receive the call state information on monitored users. This information supports busy lamp field operation for IP attendant console phones and devices. The list of monitored users is managed by the group administrator level and above.

[Back](#)





# Virtual PBX – licensing

## Call Forwarding Always

Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number. A status indicator on the CommPilot Call Manager identifies whether this service is enabled.

[Back](#)

## Call Forwarding Busy

Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number.

[Back](#)

## Call Forwarding No Answer

Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding.

[Back](#)

## Call Forwarding Not Reachable

This service forwards incoming calls to a specified destination when the user's device is not accessible by BroadWorks. The destination (phone number or SIP-URI) they forward their calls to, must be permitted by their Outgoing Calling Plan. Numbers representing emergency, repair, or chargeable directory assistance destinations are not allowed as a redirection destination.

BroadWorks supports multipath forwarding for all types of Call Forwarding services. Thus, there are no restrictions on the number of simultaneous forwarded calls.

[Back](#)

## Call Forwarding Selective

Enables a user to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user-specified criteria, the call is redirected to the user-specified destination. The user controls the service via a web interface, which provides the ability to set the forwarding destination address and the criteria sets for determining which calls require forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

[Back](#)







# Virtual PBX – licensing

## Calling Line ID Delivery Blocking

Calling Line ID Delivery Blocking blocks the delivery of a user's identity (both name and number) to a called party.

Calls made by the user to parties outside of the group or enterprise have the presentation of their identity (name and number) blocked.

[Back](#)

## Calling Name Delivery, Calling Number Delivery

Calling Name Delivery and Calling Number Delivery are separate services, which allow delivery of calling name and number to BroadWorks users independently of each other.

Users with Calling Name Delivery assigned and enabled are presented with the calling name, and users with Calling Number Delivery assigned and enabled are presented with the calling number of incoming calls.

The services may be enabled or disabled separately for internal and external calls.

The Internal Calling Line ID Delivery and External Calling Line ID Delivery services have precedence over the Calling Name Delivery and Calling Number Delivery services. If either Internal Calling Line ID Delivery or External Calling Line ID Delivery is assigned to a user, then the assignment or configuration of either the Calling Name Delivery or Calling Number Delivery has no effect. For example, if a user has Internal Calling Line ID Delivery assigned and disabled and Calling Number Delivery assigned and enabled for internal and external calls, and the user receives an external call, the calling number is not delivered to the user. The Calling Number Delivery service has no effect because the user also has the Internal Calling Line ID Delivery service assigned.

Calling Name Delivery may be blocked, if the user receives an external call from a BroadWorks user with the Block Calling Name for External Calls policy enabled:

- ▮ For a user who is part of a service provider, an external destination is a destination outside the user's group.
- ▮ For a user who is part of an enterprise, an external destination is a destination outside the user's enterprise.

[Back](#)

## Calling Name Retrieval

This service provides a subscription-based or query method of retrieving calling name information from an external database on a per-call basis; this function is analogous to the GR-1188 Transactional Capabilities Application Part (TCAP) terminating query.

- ▮ If the name information is already present in the incoming call setup message, then the external database is not accessed.
- ▮ If the name information is not available, BroadWorks sends a request to the external database.

The query contains the caller's number, which allows the external database to look up the caller's name. When BroadWorks receives a response from the external database, the caller's name information is extracted from the message and is relayed to the user.

Optionally, the service may query an external server (Calling Name server) through a Simple Object Access Protocol/eXtensible Markup Language (SOAP/XML) interface, on which a database of calling name information is kept.

[Back](#)





# Virtual PBX – licensing

## Communication Barring User-Control

The Communication Barring User-Control service allows users to prevent or allow calls of specific types to be made from their accounts. Users select a barring profile from among the profiles authorized for their group by using a telephone or web user interface. They can activate, deactivate, and query the status of Communication Barring User-Control via the web and by using specific feature access codes along with a PIN code.

[Back](#)

## Connected Line Identification Presentation

The Connected Line Identification Presentation service is a key Integrated Services Digital Network (ISDN) service that is usually offered to primary rate interface (PRI) and basic rate interface (BRI) terminals.

This originating user service is an overlay service to the existing Internal Calling Line ID Delivery and External Calling Line ID Delivery user services. If a user is assigned the Connected Line Identification Presentation service but is not assigned the necessary Calling Line ID Delivery service for a call or the necessary service is disabled, the Connected Line Identification Presentation service is considered disabled. The Connected Line Identification Presentation service controls whether the user receives the connected identity of the remote party on their Client Application Protocol (CAP) clients and SIP devices.

The connected line information associated with any calling/called party is populated according to that party's effective Calling Line ID policy.

[Back](#)

## Connected Line Identification Restriction

The Connected Line Identification Restriction service is a key Integrated Services Digital Network (ISDN) service that is usually offered to primary rate interface and basic rate interface terminals.

This is a terminating service and does not apply to originations from the user. The user's connected identity is restricted on incoming calls.

[Back](#)

## Directed Call Pickup

Enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone.

[Back](#)

## Directed Call Pickup with Barge-in

A user invokes the service by dialing \*33 (default) followed by the extension to be picked up. If the user does not supply an extension, they are given a stutter dial tone so that they can enter the extension.

If the user at the dialed extension has not answered the call, a pickup occurs; that is, the user who invoked the service and the calling party are connected to one another, and the ringing party is released.

If the ringing party has already answered the call, a barge-in occurs; that is, a three-way call is established between the parties with the user who invoked the service as the controller. There is no limit on the number of users that can barge in on a call. If more than one user barges in on the same





# Virtual PBX – licensing

call, then a cascade of three-way calls occurs, forming a larger conference. The system does not enforce a limit on that cascading pattern.

**NOTE:** The pickup portion of the Directed Call Pickup with Barge-in service is identical to the Directed Call Pickup service. However, Directed Call Pickup with Barge-in is a completely separate service (from Directed Call Pickup) that adds the barge-in capability and has its own feature access code.

If the picked-up party has no calls or more than one call, the user who invoked the service is given a reorder tone. A pickup or barge-in can occur only when the picked-up party has exactly one call.

In the remainder of this section, the following terms apply:

- ▮ DPUBI user – The user invoking the Directed Call Pickup with Barge-in service
- ▮ Picked-up user – The user whose extension has been selected by the DPUBI user
- ▮ Other party – The party that is connected to the picked-up user when the DPUBI attempt takes place.

[Back](#)

## Diversion Inhibitor

Provides the option to prevent calls that are redirected by a user to be redirected again by the called party to their voice mail. It is especially useful for service such as Simultaneous Ring and Sequential Ring. If Simultaneous Ring is engaged, and one of the lines has voice mail pickup set for two rings, this feature continues to ring all the lines past the two rings and not transfer the call to voice mail.

[Back](#)

## Do Not Disturb

Allows users to set their station as unavailable so that incoming calls are given a busy treatment. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. A status indicator on the CommPilot Call Manager identifies whether this service is enabled.

[Back](#)

## External Calling Line ID Delivery

This feature allows the user to view the calling line ID information of another user in a different group. This feature also applies to intragroup calls that use the Network Server.

[Back](#)

## Flash Call Hold

Enables users to hold a call for any length of time by flashing the switch-hook on their phone and dialing the respective feature access code. Parties are reconnected again when the switch-hook is flashed and the feature access code is dialed again.

[Back](#)

## Hoteling Guest

This service is assigned to BroadWorks users who need to access their services from different locations. Typically, such users identify actual persons in an organization, who travel and need to make and receive calls at different locations while keeping their service profile.

The user can configure the following for their Hoteling Guest service:

- ▮ Enable or disable the service.

When the service is disabled, the user cannot be associated with a host.

- ▮ Optionally, limit their association time to a specified number of hours.





# Virtual PBX – licensing

After the specified time expires, the user is automatically dissociated from the host.

|| Select a host with whom to associate.

[Back](#)

## Hoteling Host

This service is assigned to a BroadWorks user account that operates as a host for Hoteling. Typically, such users are configured with a basic set of services and do not identify an actual person within an organization. Note however, that there are no service assignment restrictions on such users. A Hoteling Host user can have a full set of services, if desired.

The administrator configures settings for the maximum time a guest user can be associated with the host. The association limit can be enabled or disabled.

For groups that are part of an enterprise, the access level indicates whether all guest users within the host user's enterprise can be associated with the host, or whether only guest users from the host's group can be associated with the host.

The Hoteling Host service can be enabled or disabled at the user level. When it is disabled, no guest user can be associated with that host. If a guest user is associated when this service is disabled, the guest is forcibly disassociated. However, if the guest is active on a call, that call is allowed to complete.

[Back](#)

## Internal Calling Line ID Delivery

This feature allows the user to view the calling line ID information of another user within the same group.

[Back](#)

## Last Number Redial

Enables users to redial the last number they called by clicking the Redial button on their CommPilot Call Manager or by dialing a feature access code (for example, \*66).

[Back](#)

## Multiple Call Arrangement

Enables a user to make and receive multiple calls simultaneously on their different shared call appearance (SCA) locations. This feature provides improved support for the manager/administrative assistant scenario by presenting incoming calls to all locations, regardless of ongoing call activity. Also, enables all end-point locations to originate a call even if another location is busy. This feature is an overlay to the Shared Call Appearance feature.

[Back](#)

## N-Way Call

Allows users to add any number of other parties to a call, up to a maximum number configurable at the system level (maximum 15, including the originator). This is similar to the Three-Way Calling feature.

[Back](#)

## Outlook Integration

This service enables users to integrate their personal contacts in Microsoft Outlook with their CommPilot Call Manager. Using the Outlook Contacts tab in the Call Manager, users can perform a search of their personal Outlook contacts by name or company. Once the desired contact is located,







# Virtual PBX – licensing

users can click-to-dial one of the contact's phone numbers or the user can choose to display the contact's v-card by clicking their name.

When receiving a call, the user's Microsoft Outlook contact database is searched for a match of the caller's phone number. If a number is matched, the user is given the option of clicking the icon next to the incoming calling name in their Call Manager window to open the caller's v-card. Users can also choose to have new Outlook journal entries automatically opened for incoming and/or outgoing calls.

[Back](#)

### Privacy

The Privacy service allows a user to exclude themselves from the group and enterprise directory listings as well as from the Auto Attendant extension and/or name dialing.

The user can also prevent their phone status from being available to other user.

[Back](#)

### Remote Office

Enables users to access and use their BroadWorks service from any end point, on-net, or off-net (for example, home office, mobile phone). This service is especially useful for teleworkers and mobile workers, as it enables them to use all of their CommPilot features while working remotely (for example, extension dialing, transfers, conference calls, Outlook integration, directories, and so on). In addition, since calls are still originated from BroadWorks, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. This service must be set up by the group administrator.

[Back](#)

### Selective Call Rejection

Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user-specified criteria, the call is allowed to complete to the user. All other calls are blocked and the caller is informed that the user does not wish to receive the call. The user controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls are allowed to complete. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

[Back](#)

### Selective Call Acceptance

Enables a user to define criteria that cause certain incoming calls to be blocked. If an incoming call meets user-specified criteria, the call is blocked and the caller is informed that the user is not accepting calls. The user controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls require blocking. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

[Back](#)

### Sequential ring

The Sequential Ringing service allows a user to define a "find-me" list of phone numbers and URLs, which are alerted sequentially upon receiving an incoming call that matches a set of criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search at any point to leave a message by pressing a DTMF key.

[Back](#)





# Virtual PBX – licensing

## Shared call appearance

The Shared Call Appearance (SCA) service allows an incoming call to appear at multiple locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or originate a call on behalf of the primary location, such as for instance, in an administrative assistant/executive scenario.

The service also has private hold capability. When a location puts a call on private hold, only the location that held the call can retrieve it. Retrieve attempts from all other locations are rejected.

[Back](#)

## Simultaneous ring personal

The Simultaneous Ringing Personal service enables a user to have multiple destinations ring simultaneously when calls are received on their phone number. The first destination to answer the call is connected. This service is helpful, for example, when the user is not at their desk and would like their cell phone to ring when they receive a call.

[Back](#)

## Speed Dial 8

Enables users to dial single digit codes to call up to eight different numbers, such as frequently-dialed numbers or long strings of digits that are hard to remember.

[Back](#)

## Three-Way Calling

Enables a user to make a three-way call with two parties, in which all parties can communicate with each other. To initiate a three-way call while engaged in a regular two-party call, the user presses the flash hook and dials the third party. Before or after the third party answers, the user presses the flash hook and forms a three-way call with the two parties. To drop the third party, the user presses the flash hook and is reconnected with the original party in a regular two-party call. If the user hangs up, all parties are released. Users also have the ability to execute three-way calls using the CommPilot Call Manager.

[Back](#)

## Virtual On-Net Enterprise Extensions

The service integrates the virtual private network (VPN) destinations with the BroadWorks enterprise framework by explicitly defining external destinations in the enterprise or group directory and assigning extensions to them. Users with the Virtual On-Net Enterprise Extensions service enabled can place calls to these off-net destinations by dialing an extension as they would to members of their group or enterprise, and have special billing applied to these calls.

For service provider users, an external number is a number outside the user's group, whereas for enterprise users, an external number is a number outside the user's enterprise.

The external destinations are associated with first and last names. When presenting users with the calling party or connected party identities of these external destinations, the Virtual On-Net Enterprise Extensions service overrides the public presentation of these destinations with their Virtual On-Net representations provisioned for this service.

The off-net destinations are tagged with configurable Virtual On-Net types for the purpose of differentiated billing. Virtual On-Net users are automatically included in enterprise and group





# Virtual PBX – licensing

directories and are visible to users who have been assigned the Virtual On-Net Enterprise Extensions service.

[Back](#)

## Voice messaging

BroadWorks Voice Messaging enables users to record messages from callers for calls that are not answered within a specified number of rings, for calls that receive a busy condition, or for calls received when the user is outside of their primary zone.

[Back](#)

## Voice Portal Calling

Enables users to make calls from the voice portal, as if making calls from their desk. Calls are still made on the user's account but can be made from any phone.

[Back](#)

