Business and Advanced Feature Overview

This page contains descriptions for business or advanced features available on the new Voice over Internet Protocol (VoIP) phone system.

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Putting the Same Number on More than One Phone

Frequently, Units want important phone numbers to appear on more than one phone. As with our old phone system, this is possible with the VoIP system. Additionally, it is possible for a customer to use such a line for outbound calls even as colleagues accept inbound calls to that same number on other phones.

Today, there are limitations to having the same number on multiple phones. Our vendors are working to correct these. However,

- One instance of the line (i.e., one of the phones) needs to control treatment options for the busy or no-answer condition. Customers who change these options regularly (e.g., for lunch hour or after-hours) must be aware of this. Use of the phone’s “Do Not Disturb” feature is also affected by this limitation.
- A call cannot be placed on hold at one phone and retrieved at another.

These shared lines can be provisioned in different ways, including Multiple Registration and Multiple Call Appearance.

Multiple Registration (MR)

Multiple Registration (MR) allows an end customer to make and receive calls on a shared line on their phone. This feature is applicable for any additional phone line on a phone set that has up to 10 total appearances (i.e. 10 users can have this number on their phone). All users in the group can pick up calls and make outbound calls, regardless of whether another person has the shared line in use. The Unit should determine who will be the primary holder of the shared line (i.e. determine the call treatments in no answer or busy scenarios). It’s important to note that other members of the group can impact the overall functionality of the shared line by setting their own call treatments, like Do Not Disturb. For instance, enabling Do Not Disturb on one line within the MCA could impact all calls coming into the shared line going to voice mail when unanswered. In this feature, the “alpha” or first appearance of the line is also the only one that would get a Message Waiting Indicator (MWI) when there’s a voice mail on the shared line.

Please note: This feature does not allow customers to put shared line call on hold on one phone and pick it up on another phone with the shared line on it. This interoperability is not yet available between Polycom phones and the new VoIP system.

Multiple Call Appearance (MCA)

Like multiple registration, Multiple Call Appearance (MCA) allows the end customer to make and receive calls on their shared line(s). This feature supports up to 19 shared appearances of a phone number (i.e. 19 users can have this number on their phone). All users in the group can pick up calls and make outbound calls, regardless of whether another person has the shared line in use. The Unit should determine who will be the primary holder of the shared line (i.e. determine the call treatments in no answer or busy scenarios). It’s important to note that other members of the group can impact the overall functionality of the shared line by setting their own call treatments, like Do Not Disturb. For instance, enabling Do Not Disturb on one line within the MCA could impact all calls coming into the shared line going to voice mail when unanswered. In this feature, the “alpha” or first appearance of the line is also the only one that would get a Message Waiting Indicator (MWI) when there’s a voice mail on the shared line.

Busy Lamp Field (BLF)

- BLF: The BLF feature allows the end customer to monitor when another user’s phone number is in use. This requires a secondary key on the phone for the phone number that the end customer needs to monitor. This feature does not provide the ability to pick up calls coming into that key. The BLF acts as a speed dial when the key for that number is pressed on the phone set.
  - Please note: this feature requires an IP 550 phone set or better.

Note: A busy lamp cannot be configured to monitor a line that is registered on the same telephone set or a number that is shared on more than one phone.
Call Pick Up Group (CPU)

CPU groups allow an end customer to answer a phone number programmed within the group without actually having that phone number on their set. The phone numbers within the group will not ring on the phone set, but if an end customer is a part of a CPU group and hears another member's phone ringing from their office, they can answer that call by dialing 66+the three digit group number (to be provided at time of deployment).

Simultaneous Ring

Simultaneous Ring is not a business feature (end customers utilizing this feature could be considered a basic user), but it allows an end customer to have the same phone number ring on multiple phones (up to 4 phones). This works particularly well for faculty with multiple offices that may need to answer both their offices numbers regardless of what building/office they're working in. This is an alternative to a shared line on the phone, which would require business service. The biggest difference between the shared line and the simultaneous ring feature is that the end customer is not able to tell what line a call is coming in on, as they are with a shared line.

- Please note: if any type of call forwarding is enabled, the simultaneous ring feature will be disabled.

Uniform Call Distribution (UCD)

UCDs provide the ability to assign “agents” to a particular phone number that are responsible for logging in on their phone sets to answer incoming calls to the designated UCD line. When an agent is logged into the UCD group, any calls coming into the assigned UCD line would ring to their phone sets. If all agents are busy or there are no agents logged in, the incoming caller receives a pre-designated call treatment (i.e. enter a queue until the next agent is available, be sent to a voice mail, or hear pre-recorded message). This is most applicable for phone numbers that have very high volume calls with multiple personnel responsible for answering those calls. There are additional monthly charges associated with this feature. Please see http://www.utexas.edu/its/voice/ for additional information on those charges.

Call Grabber

Once activated, the Call Grabber feature provides the ability to move calls between your mobile phone and desk phone without the need to “transfer” the call. By dialing a dedicated Call Grabber telephone number from your mobile phone, you can “grab” the call from your desk phone without the caller being aware that the call has been moved. This can come in handy if you want to finish a call while running to your next meeting. Upon returning to your office, you can dial a code on your desk phone and “grab” a call from your mobile phone to your desk phone to continue the conversation. This feature does not require the use of a VoIP mobile client.

Automated Attendant (AA)

An AA allows a department to publish a public number for incoming calls, then provides callers with a menu of options to automatically route them to the most applicable person/department associated with the reason for their call (i.e. Press 1 for the undergraduate office, press 2 for the graduate office, press 3 for advising, etc). The AA’s live on a separate system and will remain on that system for the time being, regardless of whether or not a building has been transitioned. The phones connected to the AA are able to transition and will be moved to the new system while the building is deployed. There are additional monthly charges associated with this feature. Please see http://www.utexas.edu/its/voice/ for additional information on those charges.

Automated Call Distribution

Call (512) 471-0019 or email mark.mcglothlin@austin.utexas.edu for information.

Applicable Definitions

- Line: A line is a telecom service associated with a key/button on the phone. A line, when active, permits the customer to answer and/or initiate 2-way voice communication.
- Key or Button: A key or button is a mechanical feature on a telephone that can be used to activate a telecom service.