



## Analog Phone Features QRG

Document Version 1.1

### Revision History

Date	Version	Description	Author
4/28/2014	1.0	Initial Version	Clinton Banner
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**Note:** This document addresses analog phone functionality only for devices that are attached directly to a BroadCloud PBX managed ATA. This document does not cover functionality for analog phones that are connected to other site equipment such as an analog key system, on-site PBX, or announcement/loudspeaker systems.

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## Overview

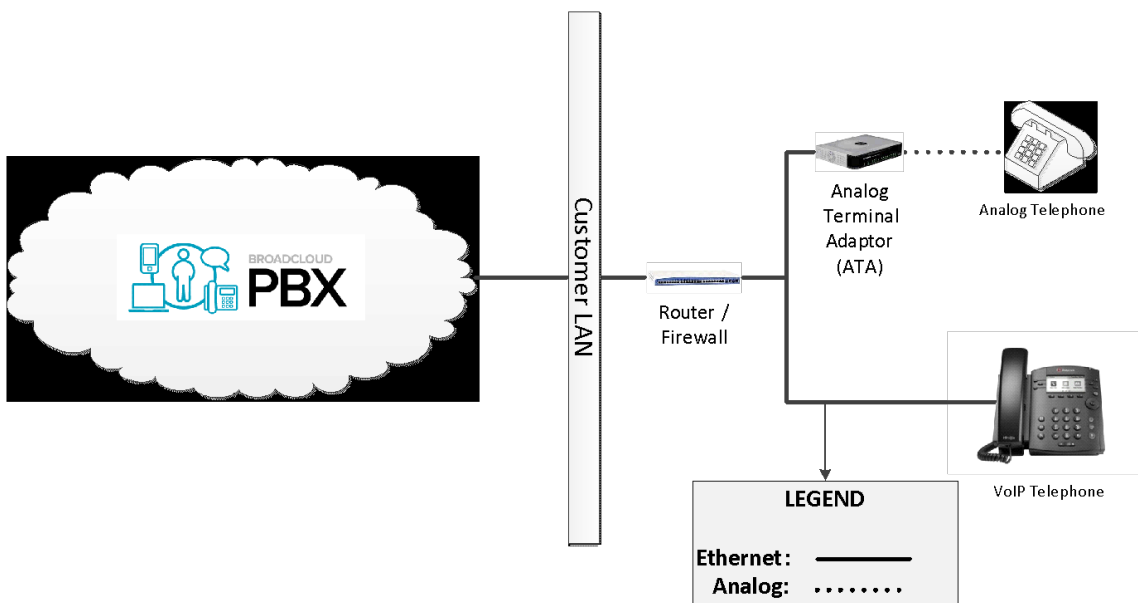
The BroadCloud PBX solution supports a broad range of telephony endpoints. For fixed (desk) telephone sets, the solution supports both VoIP and Analog Telephone sets.

On the BroadCloud PBX service, features are managed via user and admin web portals (dashboards); at various specialized web, PC, and mobile clients; or at the phone using device buttons, hook-switch, touch screens, and Feature Access Codes (FAC).

In the BroadCloud PBX solution analog telephone sets support a broad range of features. There are general differences in how features are used at analog telephone sets. On analog telephone sets, many features can be managed through the use of the telephone hook-switch/flash hook button, and FACs.

Figure 1 illustrates key differences in how VoIP and Analog telephones are connected in the BroadCloud PBX access network architecture:

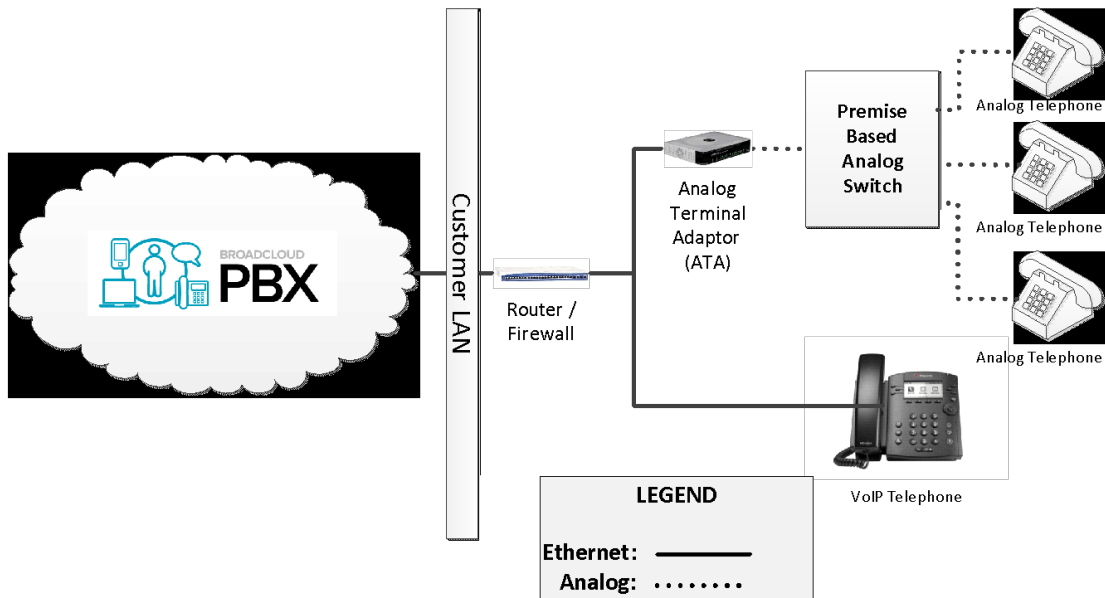
- VoIP telephones are connected directly to the broadband access point via an RJ-45 connector. A VoIP telephone registers with the BroadCloud PBX core network components.
- Analog Telephones are connected to an ATA via an RJ-11 connector. The ATA is responsible for registering with the BroadCloud PBX on the analog phones behalf, and manages signaling to the analog telephone.



**Figure 1: VoIP and Analog telephone connectivity in BroadCloud PBX**

Note that all feature operation notes provided in this document are relevant to a configuration as shown in Figure 1 where the analog telephone is directly connected to a BroadCloud PBX approved ATA. In this configuration there are no active devices between the telephone and the ATA to intercept, introduce, or otherwise modify any signaling actions performed at the Analog Telephone

Figure 2 below illustrates a configuration where one or more analog lines from a BroadCloud PBX approved ATA are connected to premise based analog telephone switching equipment, such as an analog PBX which is then connected to the individual analog telephone sets. In such cases, the features that will be available at each analog station are primarily a function of the premise switching equipment and not the BroadCloud PBX solution. For these configurations, each analog line from the ATA that is connected to premise switching equipment is typically configured as a Hosted POTS line which has reduced feature functionality in comparison to most other station types as shown in Table 1. In such cases, careful consideration is required by the administrator to ensure that features on these lines are properly configured to minimize undesirable feature interactions.



**Figure 2: Analog telephone connectivity via a Premise Analog Switch**

### General Analog Phone Operation Guidelines

The set of features that are available for a given telephone set are defined by:

- The station type that has been assigned to the analog telephone
- Site and Premium features that are available or assigned to that analog telephone and site

Verify the station type assigned to your phone, and the Site/Premium features that are available for your station with your administrator or service provider.

To operate, the analog phone must be properly connected to a BroadCloud PBX provided Analog Terminal Adaptor:

- The ATA must be connected to the appropriate power source
- The ATA must be connected to the correct network access point

An ATA has indicators for power, network, and line state.

Basic analog telephone operation tips:

- On an analog telephone, many features are managed using:
  - o Dialing Feature Access Codes

- o Using the telephone set hook-switch or flash function for mid-call feature management
- If your telephone has a “flash” button, use it. This is more reliable than manually using the hook-switch; if you do not fully depress the hook-switch or hold it down too long you may not get the results you expect.
- Support for Caller ID display varies by manufacturer and model.
- Your phone may support dialing the desired number or FAC before going off-hook.
- If your analog telephone set has buttons for more advanced features, they may not work at all or as expected with the BroadCloud PBX.
- If your phone has programmable buttons, you may be able to program key numbers (such as your voicemail portal) or functions (such as feature codes you often use).

#### Basic Call operations:

The BroadCloud PBX solution is designed so that you can use your analog telephone set the same way you always have to place and receive calls.

To hold, retrieve conference and/or transfer calls using an analog phone on BroadCloud PBX:

- Call is placed by or received at the analog phone and is in progress.
- User flash hooks; call is put on hold.
- User will hear a second dial tone.
  - o To Retrieve from Hold: User flash hooks again to retrieve held call.
  - o Dialing a number creates a 2nd call.
    - Blind Transfer: When 2<sup>nd</sup> number starts ringing, user hangs up, and 1st call is transferred to 2nd.
    - Attended Transfer: User waits for the 2nd call to be connected, and speaks to 2nd party. User then hangs up to transfer 1st call to the 2<sup>nd</sup>.
    - Three-way Conference: User waits for the 2nd call to be connected, and speaks to 2nd party. User then flash hooks to conference the 1st and 2nd calls together.

## Feature Overview by Station & Line Type

The following station and line types may be assigned to an analog telephone adaptor (ATA) which can then be connected to an analog device:

- Hosted PBX Site:
  - Premium User Station
  - Standard User Station
  - Basic User Station
- Hosted POTS Site: Hosted POTS Line
- Hosted PRI Site: Hosted PRI Line

A Hosted Square Key (HSK) line (not shown below) is not assigned to an analog telephone line; an analog telephone does not support multiple line appearances which are central to HSK functionality.

The Table below identifies the set of features that are available for each station type.

- “Y” in a station type column indicates the feature is fully supported on an analog phone
- “P” in a station type column indicates the feature is partially supported on an analog phone. The limitations are described for each feature in the Feature Operation Details section below
- “N” in a station type column indicates the feature is not supported on an analog phone
- “-” in a station type column indicates the feature is not applicable to that station type



Features	Hosted PBX Stations				Hosted POTS Line	Hosted PRI Station
	Premium User Station	Standard User Station	Basic User Station	Messaging Station		
Alt. Numbers w/ Distinctive Ring	P	-	-	-	-	P
Anonymous Call Rejection	Y	Y	-	-	-	Y
Barge-In Exempt	Y	-	-	-	-	Y
Business Continuity (CFNR)	Y	Y	Y	-	Y	Y
Busy Lamp Monitoring	N	-	-	-	-	N
Call Forwarding Always	Y	Y	Y	-	Y	Y
Call Forwarding Busy	Y	Y	Y	-	Y	Y
Call Forwarding No Answer	Y	Y	Y	-	Y	Y
Call Forwarding Selective	Y	-	-	-	-	Y
Call History	Y	Y	Y	-	-	Y
Call Hold & Resume	Y	Y	Y	-	-	Y
Call Logs w/ Click to Dial	Y	Y	Y	-	-	Y
Call Redial	Y	Y	Y	Y	Y	Y
Call Return	Y	Y	-	-	-	Y
Call Transfer (Attended & Blind)	Y	Y	Y	-	Y	Y
Call Waiting for up to 4 Calls	P	P	P	P	P	P
Call Waiting ID	Y	Y	Y	Y	Y	Y

Features	Hosted PBX Stations				Hosted POTS Line	Hosted PRI Station
	Premium User Station	Standard User Station	Basic User Station	Messaging Station		
Directed Call Pickup	Y	-	-	-	-	Y
Directed Call Pickup with Barge In	Y	-	-	-	-	Y
Do Not Disturb	Y	Y	-	-	-	Y
Extension Dialing, Variable Length	Y	Y	Y	Y	Y	Y
Feature Access Codes	Y	Y	Y	Y	Y	Y
Inbound Caller ID (Name & Number)	Y	Y	Y	Y	Y	Y
Main Number Outbound Caller ID	Y	Y	Y	-	Y	Y
Mobility	Y	-	-	-	-	Y
N-Way Calling (6)	P	-	-	-	-	P
Office Anywhere	Y	-	-	-	-	Y
Outbound Caller ID Blocking	Y	Y	Y	-	-	Y
Privacy	Y	-	-	-	-	Y
Push-to-talk	P	-	-	-	-	P
Remote Office	Y	-	-	-	-	Y
Selective Call Acceptance	Y	-	-	-	-	Y
Selective Call Rejection	Y	-	-	-	-	Y
Series Completion	-	-	-	-	Y	-
Shared Call Appearance (35)	N	-	-	-	-	N
Simultaneous Ring	Y	-	-	-	-	Y
Speed Dial	Y	Y	Y	-	-	Y
Three-Way Calling	Y	Y	Y	-	Y	Y
Unified Messaging	Y	Y	-	Y	-	Y
User Web Portal	Y	Y	-	Y	-	Y
Visual Voicemail	Y	Y	-	Y	-	Y
Voice Mail	Y	Y	-	Y	-	Y

Table 1: Feature Overview by Station Type



## Site / Premium Feature Overview

The Table below identifies the set of Site and Premium Features that may be available at an analog telephone.

- “Y” in a station type column indicates the feature is fully supported on an analog phone
- “P” in a station type column indicates the feature is partially supported on an analog phone with some limitations. The limitations are described for each feature in the Feature Operation Details section below
- “N” in a station type column indicates the feature is not supported on an analog phone. Refer to the Feature Operation Details section below for more information
- “-“ in a station type column indicates the feature is not applicable to that station type

<b>Feature</b>	<b>Works on Analog Station</b>
Authentication	-
Auto Attendant	Y
BroadTouch Desktop Client	Y
BroadTouch Mobile Client	Y
Call Center Agent	Y
Call Center Supervisor	Y
Call Park / Retrieve	Y
Call Queue	Y
Enhanced Outgoing Calling Plan	Y
External Calling Line ID Delivery	P
Internal Calling Line ID Delivery	P
Group Call Park / Pickup	Y
Group Page	P
Hunt Group	Y
Intercept Group	Y
Intercept User	Y
Meet-me Bridge	Y
Music on Hold	Y
Office Anywhere Portal	Y
Receptionist Client	Y
Site Admin Portal	Y
VLAN Tagging Support	Y
Voice Portal	Y

Table 2: Site / Premium Feature list

## Feature Operation Details

**Note:** Feature Access Codes provide an alternate method of managing features that are also controllable through BroadCloud PBX admin and user dashboards. Both methods control the same features, so changes made using Feature Access Codes will be reflected on the dashboard, and vice versa.

**Note:** This document provides high level information about using BroadCloud PBX features on analog telephones. For detailed feature operation and configuration information, refer to your service provider's feature specific documentation.

**Note:** Analog telephone sets may differ significantly in functionality across manufacturers and models. Feature capabilities available at your analog telephone set may vary.

### Station Feature details:

#### **Alternate Numbers w/ Distinctive Ring**

- Alternate Numbers: Alternate numbers may be assigned to an analog line by an administrator.
- Distinctive Ring may not work for alternate numbers assigned to analog phone

#### **Anonymous Call Rejection**

Supported. Configured via dashboard.

#### **Barge-In Exempt**

Supported. Configured via dashboard. Includes managing Barge-in tone options.

#### **Business Continuity (CFNR)**

To activate Call Forwarding Not Reachable (CFNR) with the telephone number of your choice using your analog telephone:

- Go off-hook at the analog phone
- Dial \*94
- You will be prompted to enter the phone number you want phone calls to be forwarded to.
- Enter the forward-to number followed by pound (#).
- The system responds with an announcement verifying that the service has been activated successfully.

To deactivate CFNR:

- Go off-hook at the analog phone.
- Dial \* 95.
- The system will respond with an announcement indicating if the FAC was accepted.

#### **Call Forwarding Always**

To activate Call Forwarding Always to the number of your choice using your analog telephone:

- Go off-hook at the analog phone
- Dial \*72
- You will be prompted to enter the phone number you want phone calls to be forwarded to.
- Enter the forward-to number followed by pound (#).
- The system responds with an announcement verifying that the service has been activated successfully.

For the following Call Forwarding Always options, go off-hook at the analog phone. Dial the appropriate Feature Access Code. The system will respond with an announcement indicating if the FAC was accepted.

- Deactivate Call Forwarding Always: \*73
- Activate Call Forwarding Always to Voicemail: \*21
- Deactivate Call Forwarding Always to Voicemail: \*24.

### ***Call Forwarding Busy***

NOTE: This feature interacts with the Call Waiting Feature. If Call Waiting is enabled, Call Forwarding Busy rules will only be applied when the Call Waiting queue is full.

To activate Call Forwarding Busy to the number of your choice using your analog telephone:

- Go off-hook at the analog phone
- Dial \*90
- You will be prompted to enter the phone number you want phone calls to be forwarded to.
- Enter the forward-to number followed by pound (#).
- The system responds with an announcement verifying that the service has been activated successfully.

For the following Call Forwarding Busy options, go off-hook at the analog phone. Dial the appropriate Feature Access Code. The system will respond with an announcement indicating if the FAC was accepted.

- Deactivate Call Forwarding Busy: \*91
- Activate Call Forwarding Busy to Voicemail: \*40
- Deactivate Call Forwarding Busy to Voicemail: \*42

### ***Call Forwarding No Answer***

Note: This Feature interacts with the Voicemail feature. If voicemail is set to all calls directly to voicemail, Call Forwarding Busy treatment will not be applied.

To activate Call Forwarding No Answer to the number of your choice using your analog telephone:

- Go off-hook at the analog phone
- Dial \*92
- You will be prompted to enter the phone number you want phone calls to be forwarded to.
- Enter the forward-to number followed by pound (#).
- The system responds with an announcement verifying that the service has been activated successfully.

For the following Call Forwarding No Answer options, go off-hook at the analog phone. Dial the appropriate Feature Access Code. The system will respond with an announcement indicating if the FAC was accepted.

- Deactivate Call No Answer Busy: \*93
- Activate Call Forwarding No Answer to Voicemail: \*41
- Deactivate Call Forwarding No Answer to Voicemail: \*45

### ***Call Forwarding Selective***

Supported. Configured via dashboard.

### ***Call History***

- Many analog phone models support a local call history function.
- Call History is also available via dashboard.

### ***Call Hold & Resume***

Note that some multi-line analog phone models have a built in hold function. This may be used, but it may not provide BroadCloud PBX network functionality such as “Music on Hold” or the ability to transfer, conference, etc.

- Call is placed or received at the analog phone and is in progress.
- During the call, the user flash hooks. User will hear another dial tone. Call is now on hold. User placed on hold will hear Music on Hold as appropriate.
- Another flash hook retrieves the held call.

### **Call Logs w/ Click to Dial**

Supported via dashboard and selected BroadTouch Clients

### **Call Redial**

Note that some multi-line analog phone models have a built in call redial function.

- User at analog phone has placed a call and hangs up.
- User goes off hook at analog phone dialing \*66.
- The system will place a call to the last dialed number.

### **Call Return**

- User goes off hook at analog phone dialing \*69.
- The system will place a call to the last number that called the analog phone.
- NOTE: The last call does not have to have been answered. Dialing \*69 will place a call to the analog user's last missed or answered call.

### **Call Transfer (Attended & Blind)**

- Call is placed or received by the analog phone and is in progress.
- User flash hooks, call is put on hold. User will hear a dial tone. Dialing a number creates a 2nd call.
  - o Attended Transfer: User waits for the 2nd call to be connected, and speaks to 2nd party. User then hangs up to transfer 1st call to the 2<sup>nd</sup>.
  - o Blind Transfer: User hangs up, and 1st call is transferred to 2nd.

### **Call Waiting for up to 4 Calls**

Call Waiting is supported for two calls. The third call will be treated as busy.

To cancel Call Waiting on a per-call basis:

- Go off-hook at the analog phone.
- Dial \* 70.
- User gets stutter dial tone.
- The call will be placed with Call Waiting inhibited. Subsequent calls will not be impacted

### **Call Waiting ID**

Many analog phone models support Call Waiting ID.

### **Directed Call Pickup**

- User sees an unattended phone with a BroadCloud PBX phone number that is ringing and wishes to pickup the call
- User goes off hook dialing \*97
- User gets stutter dial tone and dials the extension of the ringing phone.
- User is connected to the incoming call.

### **Directed Call Pickup with Barge In**

- User is aware of an ongoing call with a BroadCloud PBX phone number and wishes to barge-in on the call
- User goes off hook dialing \*33
- User gets stutter dial tone and dials the extension of the phone.
- User is connected to the ongoing call.
  - o If the target user has Barge In exempt configured, the attempt to Barge In will fail



- o A Barge in tone may be played at Barge In time depending on feature configuration

### **Do Not Disturb**

For the following Do Not Disturb options, go off-hook at the analog phone. Dial the appropriate Feature Access Code. The system will respond with an announcement indicating if the FAC was accepted.

- Activate Do Not Disturb: \*78
- Deactivate Do Not Disturb: \*79

### **Feature Access Codes**

Feature Access Codes (Star [\*] Codes) are supported for many feature as indicated throughout this document. Feature Access Codes that use Pound [#] Codes are not supported for analog devices.

### **Inbound Caller ID (Name & Number)**

Supported; dependent upon make and model of analog telephone set.

### **Main Number Outbound Caller ID**

Supported; contingent upon TN and administrative line settings. Refer to “Outbound Caller ID Blocking” below for related Feature Access Codes.

### **Mobility**

Supported. Configured via dashboard and selected BroadTouch Clients.

### **N-Way Calling (6)**

N-way (3) supported on analog phones. Refer to Three-Way calling below for instructions.

### **Office Anywhere**

Supported via dashboard and selected BroadTouch Clients. Refer to the Office Anywhere QRG for instructions on using the \*11 Feature Access Code to transfer call between your desktop and mobile phones.

### **Outbound Caller ID Blocking**

To activate Per-Call Caller ID Delivery Blocking:

- Go off-hook at the analog phone
- Dial \*67. You will get a stutter dial tone.
- Enter the number you wish to call.
- The call will be placed with Caller ID blocked. Subsequent calls will not be impacted.

To activate Per-Call Caller ID Delivery (to provide Caller ID if the line is set for persistent Caller ID blocking):

- Go off-hook at the analog phone
- Dial \*65. You will get a stutter dial tone.
- Enter the number you wish to call.
- The call will be placed with Caller ID presented. Subsequent calls will not be impacted.

For the following Caller ID options, go off-hook at the analog phone. Dial the appropriate Feature Access Code. The system will respond with an announcement indicating if the FAC was accepted.

- Caller ID Delivery Blocking Persistent Activation: \*31
- Caller ID Delivery Blocking Persistent Deactivation: \*32

### **Privacy**

Supported. Configured by administrator via dashboard.

### **Push-to-talk**

If Push-to-talk is assigned to an analog line, the option to auto-answer in speakerphone mode should be disabled for that line.

To use Push-to-talk:

- Go off-hook at the analog phone
- Dial \*50. You will get a stutter dial tone.
- Enter the number you wish to call. Results for Push-to-talk (PTT) will vary when the PTT originator or target is an analog device:
  - Analog originated (\*50) to Analog extension. The analog line rings, and the user can answer but it is not in speakerphone mode unless PTT receiver answers it that way.
  - Analog originated (\*50) to VoIP extension. VoIP phone auto answers in speakerphone mode.
  - VoIP originated (\*50) to Analog extension. The analog line rings, and the user can answer but it is not in speakerphone mode unless PTT receiver answers it that way.

### **Remote Office**

Supported. Configured via dashboard.

### **Selective Call Acceptance**

Supported. Configured by administrator via dashboard.

### **Selective Call Rejection**

Supported. Configured by administrator via dashboard.

### **Series Completion**

Supported. Configured by administrator via dashboard.

### **Shared Call Appearance (35)**

Not supported on analog telephone lines.

### **Simultaneous Ring**

Supported. Configured via dashboard and selected BroadTouch Clients.

### **Speed Dial**

Speed Dial supported via telephone set /CPE capabilities. (No network based Speed Dial).

### **Three-Way Calling**

- Call is placed or received by the analog phone and is in progress.
- User flash hooks; call is put on hold.
- User will hear a dial tone. Dial the number you wish to conference in.
- User waits for the 2nd call to be connected, and speaks to 2nd party.
- User then flash hooks to conference the 1st and 2nd calls together.

### **Unified Messaging**

To clear the Voicemail Message Waiting Indicator (MWI):

- Go off-hook at the analog phone.
- Dial \*99.
- The system will respond with an announcement indicating if the FAC was accepted.

To transfer a received call directly to Voicemail

- Call is placed or received by the analog phone and is in progress.
- User flash hooks; call is put on hold.
- User will hear a dial tone. Dial \*55.
- User is prompted to enter pound (#) or hang-up to transfer the call to voicemail.
  - If user selects #, system announces that the call was transferred to voicemail

- o If user hangs up, call is transferred to voicemail

Additional Unified Messaging features are supported:

- Via the User Web Portal
- By dialing into the site Voice Portal defined by your service provider.
- Through the use of Voicemail related Feature Access Codes.

### ***User Web Portal***

Supported. URL and user credentials for the web portal are assigned by your service provider.

### ***Visual Voicemail***

If you have the Visual Voicemail feature assigned to your line, you can manage voicemail through the web portal assigned by your service provider

### ***Voice Mail***

- Voicemail Message Waiting Indicator (MWI):
  - o If your station type includes the voicemail service, you may get an MWI indication at your analog phone depending on your voicemail service configuration
  - o Audible MWI: stutter dial tone when the user goes off-hook
  - o Visual MWI: May be supported depending on phone model
- Voicemail management and retrieval: Voicemail can be managed at the analog phone by dialing the appropriate voicemail portal. The voicemail portal phone number and your voicemail portal passcode are assigned to you by your service provider

### **Site/Premium Feature details:**

#### ***Authentication***

Supported. Approved ATAs authenticate with the BroadCloud PBX network on behalf of connected analog devices.

#### ***Auto Attendant***

Supported. Configured by administrator via dashboard.

#### ***BroadTouch Desktop Client***

Supported. Configured via dashboard and selected BroadTouch Clients.

#### ***BroadTouch Mobile Client***

Supported. Configured via dashboard and selected BroadTouch Clients.

#### ***Call Center Agent***

Supported. Configured by administrator via dashboard. Call center Agent web client URL and user credentials for the web portal are assigned by your service provider.

#### ***Call Center Supervisor***

Supported. Configured by administrator via dashboard. Call center Supervisor web client URL and user credentials for the web portal are assigned by your service provider.

#### ***Call Park / Retrieve***

To Park a call:

- Call is placed or received by the analog phone and is in progress.
- User flash hook, call is put on hold. User will hear a dial tone.
- Dial \*68.
- System announces options to park the call:
- System announces that to retrieve a parked call do one of the following:
  - o Dial the extension number you wish to park the call against followed by pound.

- o Dial # to park the call against your own number

To Retrieve a parked call:

- User goes off hook, hears a dial tone.
- Dial \*88.
- System announces that to retrieve a parked call do one of the following:
  - o Dial the extension number the call was parked against followed by pound.
  - o Dial # to retrieve a call parked against your own number

### **Call Queue**

Supported. Configured by administrator via dashboard.

### **Enhanced Outgoing Calling Plan**

Supported. Configured by administrator via dashboard.

### **External Calling Line ID Delivery**

Supported. Some analog phones do not support Calling Line ID presentation.

### **Internal Calling Line ID Delivery**

Supported. Some analog phones do not support Calling Line ID presentation.

### **Group Call Park / Pickup**

Group Call Park and Pickup Groups are configured by administrator via dashboard.

To Park a call against a defined group:

- Call is placed or received by an analog phone that is in a Park Group.
- User flash hook, call is put on hold. User will hear a dial tone.
- Dial \*58.
- System announces the extension number the call was parked against. It will be an extension in the Park Group.

To Retrieve a parked call:

- User goes off hook, hears a dial tone.
- Dial \*88.
- System announces that to retrieve a parked call do one of the following:
  - o Dial the extension number the call was parked against followed by pound.
  - o Dial # to retrieve a call parked against your own number

Group Pickup: This feature allows a member of a defined Pickup Group to answer a ringing call against a member of the group.

- User wants to pick up call ringing on other group members phone
- User goes off hook, hears a dial tone.
- Dial \*98.
- System connects call in the group that has been ringing the longest to the user.

### **Group Page**

The Group Page TN is configured by administrator via dashboard.

To use Group Page:

- Go off-hook at the analog phone
- Dial the Group Page TN.
- When all target endpoints that can answer the Page are on-line, the page originator will hear the announcement "Paging System ready"
- Results for Group Page will vary when the originator or target is an analog device:
  - o Analog to analog: Target phone rings. When target answers, answerer hears "paging." The originator hears "Paging System Ready"
  - o Analog to VoIP: Target phone auto-answers and announces via speaker phone "Paging." The originator hears "Paging System Ready"
  - o VoIP to analog: Target phone rings. When target answers, answerer hears "paging." The originator hears "Paging System Ready"
  - o Analog to VoIP and Analog:

- VoIP: Target phone auto-answers- announces via speaker phone “Paging.” The originator hears “Paging System Ready”
- Analog: Only rings one time.

**Hunt Group**

Supported. Configured by administrator via dashboard.

**Intercept Group**

Supported.

**Intercept User**

Supported.

**Meet-me Bridge**

Supported. Configured by administrator via dashboard.

**Music on Hold**

Supported.

To deactivate Music on Hold on a per call basis:

- Go off-hook at the analog phone
- Dial \*60. You will get a stutter dial tone.
- Enter the number you wish to call.
- The call will be placed with Music on Hold deactivated.
- Subsequent calls will not be impacted.

**Office Anywhere Portal**

Supported. Configured by administrator via dashboard.

**Receptionist Client**

Supported. Configured by administrator via dashboard. Receptionist web client URL and user credentials for the web portal are assigned by your service provider.

**Site Admin Portal**

Supported. URL and user credentials for the web portal are assigned by your service provider.

**VLAN Tagging Support**

Supported.

**Voice Portal**

Supported. Telephone number and user credentials for the voice portal are assigned by your service provider.

**Appendix: Feature Access Code Matrix**

Feature Access Codes are codes that can be entered through the phone keypad to control the configuration of certain features. To use a Feature Access Code, off-hook the phone and enter the appropriate Feature Access Code (see below). For features that require additional input, follow the audible prompts to input the required additional information.

Call Forwarding Always Activation	*72
Call Forwarding Always Deactivation	*73
Call Forwarding Always To Voice Mail Activation	*21
Call Forwarding Always To Voice Mail Deactivation	*24
Call Forwarding Busy Activation	*90
Call Forwarding Busy Deactivation	*91
Call Forwarding Busy To Voice Mail Activation	*40
Call Forwarding Busy To Voice Mail Deactivation	*42
Call Forwarding No Answer Activation	*92
Call Forwarding No Answer Deactivation	*93
Call Forwarding No Answer To Voice Mail Activation	*41
Call Forwarding No Answer To Voice Mail Deactivation	*45
Call Forwarding Not Reachable Activation	*94
Call Forwarding Not Reachable Deactivation	*95
Caller ID Delivery Blocking per Call	*67
Caller ID Delivery Blocking Persistent Activation	*31
Caller ID Delivery Blocking Persistent Deactivation	*32
Caller ID Delivery per Call	*65
Call Park	*68
Call Retrieve	*88
Cancel Call Waiting	*70
Clear Voice Message Waiting Indicator	*99
Direct Voice Mail Transfer	*55
Directed Call Pickup	*97
Directed Call Pickup with Barge-In	*33
Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Group Call Park	*58
Group Call Pickup	*98
Last Call Return	*69
Last Number Redial	*66
Music On Hold Per-Call Deactivation	*60

Push to Talk	*50
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Table 3: Feature Access Code Matrix

Notes:

- Feature Access Codes allow an alternate method of controlling the same features controllable through the BroadCloud dashboards. Both methods of feature control manipulate the same features so changes made using Feature Access Codes will be reflected on the BroadCloud dashboard, and vice versa.
- Not all station types support all features. If the station being used does not support a feature associated with a given Feature Access Code, the feature access code will not work for that station.