



**FeaturePlus Release 4.1**  
**Service Description**

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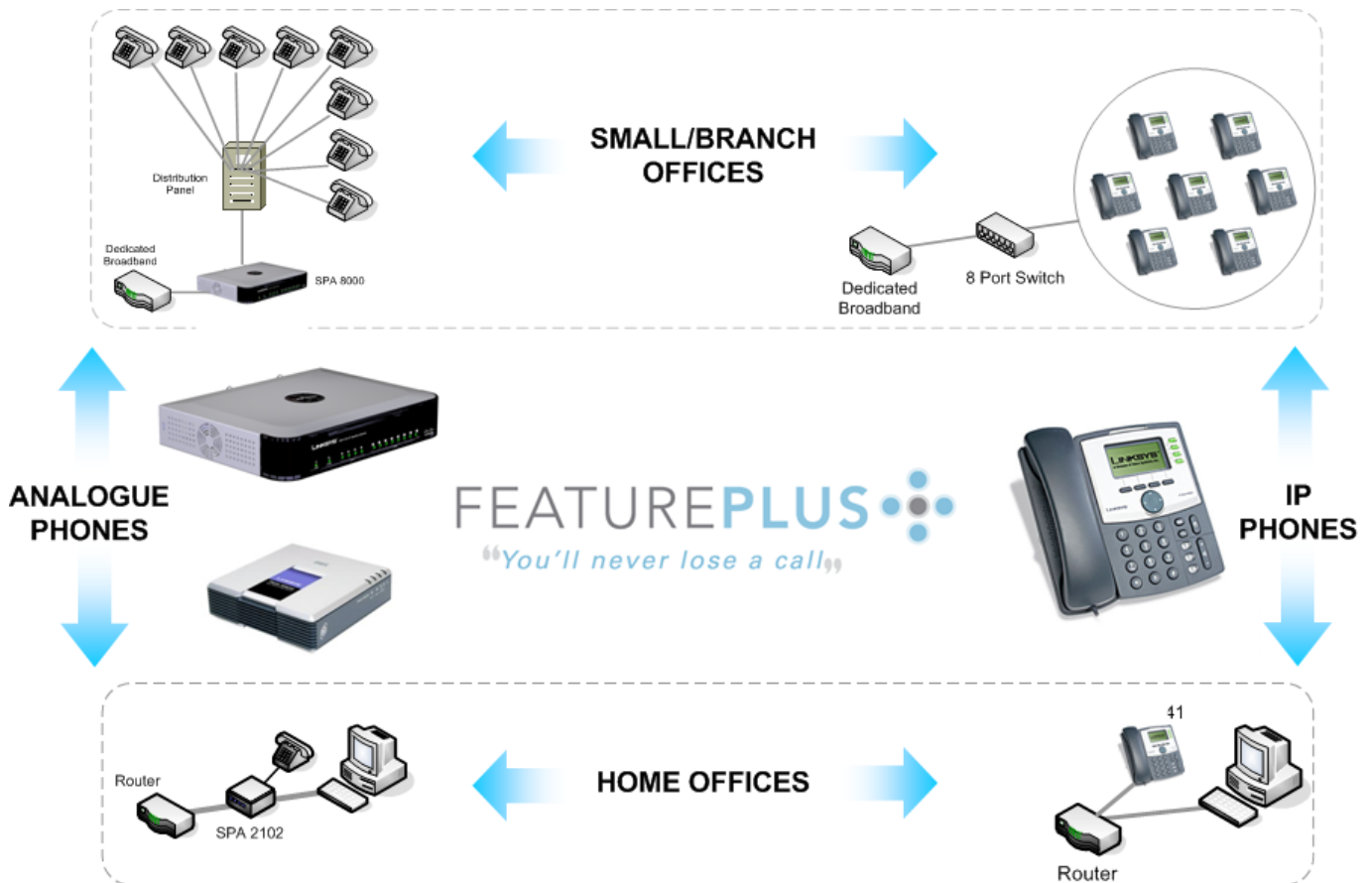
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# 1 Introduction

**SynergyOne** provides a range of voice services for businesses, of which FeaturePlus is one. This document describes the FeaturePlus service: its features, how it is delivered, provisioned, billed for and supported.

## 1.1 What is FeaturePlus?

FeaturePlus is a hosted telephony solution designed for both small offices (up to 7 extensions) and home offices. It enables a business to administer and control its telephony service through an on-line control panel. The service can either be provided with analogue or IP phones, depending on the customer's preferences and size of offices.



**Figure 1 - FeaturePlus Solution Positioning**

Through having complete on-line control of the service and its features - such as call forwarding, call transfer and voicemail-to-email - you can ensure that, no matter what type of business and wherever you are, you will never lose a call. The service is ideal for a multi-sited business with branch offices or a business with home/remote workers; such businesses can take advantage of remote user management (including moves, adds and changes).

## 2 Functional Overview

Calls are made over a business broadband connection: either an existing circuit for shared use with data (when used in conjunction with an Analogue Terminal Adaptor (ATA)) or a dedicated circuit for the FeaturePlus service. An ATA supports up to 2 or 8 analogue phones and a dedicated ADSL Max broadband service (used in conjunction with an 8 port switch) can support up to 7 IP phones.

All outgoing calls made will traverse the broadband connection to your ISP (and the public internet), and then to the core network where the FeaturePlus service is hosted. At this point the specified outgoing call intelligence is applied, for example, withholding the Caller Line Identity (CLI) or call barring.

All calls to your office will be routed to the FeaturePlus platform where the specified incoming call intelligence is applied, for example, to send the call to voicemail or divert it to an alternative number.

All incoming and outgoing intelligence is controlled on-line by the user through an on-line control panel that is created when the service is provided. A single Administrator control panel is created at first, and from this account businesses can create further control panels for individual users to control their own phones.

### **3 On-line Control Panel**

FeaturePlus and its call management features is controlled and configured directly by you through a secure (SSL certified) control panel accessed using a unique username and password: <https://www.featureplus.com>.

#### **3.1 Administrator On-line Control Panel**

On account creation, you/your company is provided with an Administrator control panel, under which all FeaturePlus lines/numbers for the company exist. From this panel the FeaturePlus phones can be administered and associated with individual user on-line control panels. Lines can be disassociated with a user (who has left the company for example) and associated with a new user.

The administrator can apply call barring to all the lines under their account and can view all calls made, received and missed across all of the business' users.

#### **3.2 Click-to-Call**

All control panels are built on a click-to-call architecture. This feature permits the user to click on phone numbers or names that appear in their panel and have their phone automatically call them.

#### **3.3 Call History**

Three months of calls made, received and missed are provided to each user in the on-line call history. Recorded are the time, date and duration of the call made/received, the caller's number (and name if the number is saved in the address book) and the call location/type (town, mobile network, NTS type etc). By clicking on the number or name detail, the system will have your phone automatically call this number. An option also exists to search for and download call details in CSV or XML format.

A company call history is also made available to the administrator, so all calls across the whole company can be monitored and analysed.

#### **3.4 Address Books**

Each user is provided with a personal and company address book in the on-line control panel. You can record the following details for each contact:

- Name
- Contact Type
- Business Name
- Business, Work and Home Numbers
- E-mail address

The company address book is visible (as read only) to all users set up under a company account and is managed and edited by the company administrator.

You can also upload an existing Microsoft Outlook™ address book to the personal address book.

The all address books can be accessed from the SPA 942 IP Phones provided with the FeaturePlus service.

#### **3.5 Short Code Dialling**

This is a powerful feature that allows an administrator to assign a short code to any number recorded in the address books, providing a business with a unified dial plan across all users.

### **3.6 Outlook Dialler**

You can download a special dialler that allows you to make calls directly from Microsoft Outlook™, without having to access the FeaturePlus control panel.

### **3.7 Failover Settings**

Should you encounter any problems with receiving calls (local connectivity failure, for example) then all incoming calls to a Featureplus number can be diverted to a single pre-defined number, a mobile phone for example. This can be set from the control panel or by dialling a special 08 number provided.

### **3.8 Featureplus at a Glance**

The home page provides you with a quick overview of all your phones and their statuses. Not only does it show active features, last calls made and received, but it also shows detailed information about the state of the phone that can be used to speed up system troubleshooting.

## **4 Call Management Features**

The following features are provided as a part of the FeaturePlus service, all of which can be managed on-line through the control panel.

### **4.1 Voicemail**

This is a fully personalised voicemail service for each FeaturePlus user. Calls can be sent to voicemail unconditionally, on busy or on no reply. A different recording can be used if your phone is engaged on a call or you are away from your desk.

#### **4.1.1 Access**

You can listen to your voicemail messages from:

1. Your FeaturePlus phone
2. Another FeaturePlus user's phone
3. Any other phone (including mobile phones)
4. The FeaturePlus control panel using your default media player
5. A carbon-copy WAV file of the voicemail delivered to a specified email address

#### **4.1.2 Notification**

Three notification methods are provided:

1. Stuttered dial tone – when you pick up your handset you will hear a stuttered tone for 2 seconds. If a handset has an “notification light” light then this will illuminate if there is an unread voicemail on the system
2. Interface notification – a special icon is displayed on your home page to indicate you have unread messages
3. Text message delivery – a text message can be sent to a specified mobile phone number (UK only). The text will give full details of the message (time and date, length and number of the caller)

### **4.2 Call Forwarding**

This feature is available for all calls, on “busy” or “no answer” (user defined number of seconds ringing). The option exists to use the feature as either parallel or serial forwarding to multiple numbers (any number, including mobiles). Calls to numbers in a call forwarding chain are assigned a unique ringing cadence.

### **4.3 Call Divert**

This feature diverts all calls unconditionally, on “no answer” or “engaged”, to a single specified number.

### **4.4 Call Transfer**

Where a call has been made or received, then the call can be transferred to any other phone.

#### **4.5 Call Pick Up**

As a business you can create up to 10 pick up groups, allowing users within a group to pick up incoming calls to from phones in the same group. A directed pick up capability is also available.

#### **4.6 Call Hold**

Put any call made or received on hold by using the recall button on your handset.

#### **4.7 Three-way Calling**

For all calls made, you can speak to two people in the same call in a three-way open conversation.

#### **4.8 Call Barring**

Each user administrator can set call barring options against all users in their group:

- ✦ International
- ✦ Mobile
- ✦ Premium Rate Services
- ✦ 118 XXX
- ✦ 0871 XXX
- ✦ 0844 XXX
- ✦ All calls made
- ✦ All call received
- ✦ All calls made and received

Any call barring put in place by the user administrator cannot be over-ridden by the user themselves.

#### **4.9 Call Waiting**

You are provided with a discreet beep when there is a second incoming call. You can pick up the second call and switch between calls if they wish to do so.

#### **4.10 Caller Display**

Where your equipment is compatible, all incoming calls will be provided with CLI display.

Note: The CLI of the following types of calls cannot be received:

- ✦ Calls withheld by 141 or permanent number withholding
- ✦ Chargecard calls
- ✦ International calls
- ✦ Calls originating from some non BT networks
- ✦ Calls from some payphones
- ✦ Calls from rural exchanges

#### **4.11 Number Presentation**

You can choose which one of your FeaturePlus phone numbers is presented when making an external call (for example, a main number). This can be set on a per phone basis, so multiple presentation numbers can be used across a business (for example, group numbers).

In addition you can set the system to withhold your number for all calls.

#### **4.12 Call Return**

Dialling 1471 will give you the number that last called. If the functionality is activated via the web interface, FeaturePlus will automatically call the number if they hold on to the line after the number has been announced – there is no need to press 5 as with the BT service.

#### **4.13 Anonymous Call Reject**

When turned on, this functionality will reject any calls made where the CLI has not been received in part or in whole.

#### 4.14 Music On Hold

This is a chargeable option that is not included in the standard product. When a caller is placed on the hold, the FeaturePlus platform will play music to indicate that the party is holding.

Two variants of the feature exist:

1. A standard implementation that allows you to choose from a menu of 10 songs preloaded on the system. You can control, via the Administrator Control Panel, which song is played; changes take place in real time.
2. You can also provide up to 10 custom files (that may contain marketing messages, advertising etc) to be used when a caller is put on hold

### 5 Access Method

FeaturePlus can be delivered over any broadband access method whether ADSL, SDSL or cable broadband. When using ADSL it is recommended that ADSL Max is used.

FeaturePlus can not be provided over dial-up services.

#### 5.1 Nomadic Service

The FeaturePlus service is not tied to any one specific DSL line or IP address and can be used in a nomadic way. You can move phones and ATAs from site to site in order to take their FeaturePlus service with you, if for example your occupation so demands, or if your business moves location. In such cases, you should always keep your address details (the address from where they are using the service) up to date using the screens provided in the FeaturePlus control panel.

#### 5.2 Underlying Access Line

The underlying access line, over which your broadband is provided, will continue to function as normal even if a phone or fax machine is plugged in. FeaturePlus does not affect this service as it is provided over the broadband portion of the access line.

### 6 Virtual Numbers

FeaturePlus also provides a **remote call forwarding service** where a Virtual Number, one that is not associated with any particular piece of hardware, is provided to receive calls only. These Virtual Numbers are designed to be used with the FeaturePlus call forwarding facility and are provided with the full voice mail functionality (including voice mail to e-mail) and call history.

Typically virtual numbers can be used to give a local presence and used to replace PSTN remote call forwarding services.

### 7 Hardware

FeaturePlus is delivered in two ways:

- 1) Using existing analogue telephones which are plugged in to an Analogue Terminal Adaptor (ATA)
- 2) Using IP Phones

The service must be used in conjunction with a DHCP and NAT enabled router that has an Ethernet port.

All hardware is provided pre-configured and ready for use.

### 8 Numbering

You can use the service with newly allocated geographic numbers. The number which you choose for the service can be independent of the physical location of your site – for example, a London 020 3 number can be used for an office located in Bristol. A complete list of geographic numbers that can be used with the service is available on request.

## 8.1 Number Selection

The ability to select specific numbers is not available with this service.

## 8.2 Number Portability

You are given the option to keep your existing number by **importing** it to the FeaturePlus service. Only customers with a BT number may retain their number through porting.

You cannot port the number associated with your ADSL line, as this will cause the line to cease.

## 8.3 Directory Enquiry Registration

All numbers used with the FeaturePlus Service can be registered with BT Directory Enquiries.

# 9 Supported Services

## 9.1 Call Termination

Voice calls are supported to the following destinations:

- UK national
- UK mobile
- UK non-geographic (05, 03, 07, 08 and 09)
- International
- International mobile
- Directory Enquiries (118 XXX)
- Operator Services

ISDN calls are not supported.

## 9.2 Local Dialling

Local dialling is not supported and the full STD code must be dialled for each call made.

## 9.3 Emergency Services

If the FeaturePlus service is fully operational, 999/112 public emergency call services can be accessed and will be routed to the national emergency call handling agents. However, FeaturePlus does NOT operate identically to PSTN fixed line 999 or 112 public emergency call services and connection to such services may not be possible:

- During a service outage where connectivity to the internet is lost (for example, during a power outage)
- If your account has been suspended

In such circumstances you should use your PSTN line to make the emergency call.

Also, it may or may not be possible for the emergency personnel to identify your location and phone number when you dial 999/112. You will need to state your location and phone number, as well as the nature of their emergency, promptly and clearly as emergency personnel may NOT have this information.

**If you intend to use the service at different sites you should always keep your address details (the address from where the service is being used) up to date using the screens provided in your FeaturePlus control panel.**

## 9.4 CLI Services

FeaturePlus supports the following CLI services:

- CLI Restriction (where not applied the FeaturePlus CLI will be provided for onward presentation)

FeaturePlus does not support the following services:

- Alternative Number Presentation (a number other than the number associated with the FeaturePlus caller)

## **9.5 BT Calling and Network Features**

BT Calling and Network Features will not function with FeaturePlus numbers. Only the services (for example, call divert) provided as a part of FeaturePlus will operate.

## **9.6 DTMF**

DTMF is supported over FeaturePlus.

## **9.7 Fax**

Fax calls are not supported over FeaturePlus. The underlying PSTN line should be used for fax transmission.

## **9.8 Modem Calls**

Modem calls are not supported over FeaturePlus.