SIP Trunking: Voicemail Number Fact Sheet

FACT SHEET

SIP Trunking Voicemail Number

The Voicemail Number rings an office phone* and if the phone is busy or unanswered, the caller is directed to the built-in voicemail box where they may leave a voice message. Users may record their personal Unavailable Greeting and have access to their voicemail messages from any touch tone phone or any Web-enabled computer. Users are notified of new voicemail via email to their computer or any wireless device.

Voicemail Number is ideal for providing voicemail capability to existing phone systems that either do not have voicemail or require a new voicemail system due to end of life or storage limitations. Additionally, Voicemail Numbers may be used to create a single voicemail service across multiple different phone systems within the same business allowing enterprise wide voicemail forwarding.

Voicemail Storage

Single Message Length	5 Minutes
Total Message Storage	90 Minutes
Saved Messages	90 Days

Features Available to Users Through the Phone:

From any touch-tone phone, users dial their Voicemail Number, and over their greeting, enter their PIN. Users then have the following features:

Listen to Voicemail	Users are presented newest voicemail messages first
Save	Save messages for up to 90 days
Skip	Move through new messages without saving or deleting
Fast Forward	Skip forward 5 seconds at a time within a voicemail
Rewind	Move backwards 5 seconds at a time within a voicemail
Forward	Forward messages to one, multiple or a group of users
Send Message	Create and send a message to one, multiple or a group of users
Delete	Delete messages anytime while or after listening. Deletion confirmation ensures messages aren't accidentally deleted
Undelete	While listening to voicemail messages, retrieve messages deleted during that session
Move to New	Move a message from the saved voicemail list back to the new voicemail list

Instant Call Back	Touch 2 keys to place a call to the person who left a message (providing the system captured their caller ID)
Rebound	After placing an Instant Call Back, return to your voicemail box at the point where you left it.
Play Caller's Number	Ask the system to voice the phone number of the person who left a message (providing the system captured their caller ID)
Unavailable Greeting	Record a personal voicemail greeting played to callers when the phone is busy or unanswered
Change PIN	Change your Personal Identification Number
Group Messaging	Forward or send messages to pre setup groups of users

Features Available to Users Through the Web

Users enter their Voicemail Number and PIN through a secure website and have access to the following features:

Play Message	Listen to voicemail messages through your computer speakers
Pause	Temporarily stop the playback of the voicemail
Fast Forward	Move forward in a voicemail
Rewind	Move backwards in a voicemail
Save to PC	Save voicemail messages to your PC by downloading one or more
Forward	Forward voicemail to one, multiple or a group of users
Forward to Email	Forward voicemail to any email address as a link or file attachment
Create Group List	Create and name lists of users to be included in voicemail distribution
Delete	Delete messages anytime while or after listening.
View Saved or New	Choose to view all new voicemail or all saved voicemail
Voicemail Meter	Shows the percentage of used voicemail storage space
Change PIN	Change your Personal Identification Number
Notification	Setup or change Notification settings

Features Available to Callers

Record Message	Callers may record voicemail messages up to 5 minutes in length
Re-record Message	Callers may re-record a voicemail message before sending it
Discard Message	Callers may discard a voicemail message rather than sending it
Play Back Message	Callers may playback their voicemail message
Mark Message as Urgent	Callers may mark a message as urgent
Mark Message as Private	Callers may mark a message a private
Skip Greeting	Callers may touch # to skip an Unavailable Greeting and begin recording

Additional Features

Notification- Notification of new voicemail messages is delivered via email to any email address including wireless devices.

* In an analog PBX implementation, the PBX must be configured to send busy or unanswered calls from a user's extension to the Voicemail Number through the PBX's call forwarding capability.

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SIP Trunking Follow Me Number with Voicemail

The Follow Me Number with Voicemail provides advanced call forwarding and call screening capabilities. It allows users to control where their Follow Me Number with Voicemail reaches them and takes a voicemail message when calls are missed*. Users may choose to be reached at the office or forward calls to any other phone number, multiple phone numbers at the same time or multiple numbers in a specific order. Phone and Web-based interfaces are available to access voicemail and configure call forwarding and call screening options (web only).

Follow Me Number with Voicemail is ideal for providing mobile users, such as sales, support and executives a phone number that reaches them wherever they are. Each user may personalize the service to their specific communications needs through their easy-to-use personal website.

Voicemail Storage

Single Message Length	5 Minutes
Total Message Storage	90 Minutes
Saved Messages	90 Days

Feature Available to Users Through the Phone:

From any touch-tone phone, users dial their Follow Me Number, and during the first 2 rings, enter their PIN. Users then have the following features:

Listen to Voicemail	Users are presented newest voicemail messages first
Save	Save messages for up to 90 days
Skip	Move through new messages without saving or deleting
Fast Forward	Skip forward 5 seconds at a time within a voicemail
Rewind	Move backwards 5 seconds at a time within a voicemail
Forward	Forward messages to one, multiple or a group of users
Send Message	Create and send a message to one, multiple or a group of users
Delete	Delete messages anytime while or after listening. Deletion confirmation ensures messages aren't accidentally deleted
Undelete	While listening to voicemail messages, retrieve messages deleted during that session

Move to New	Move a message from the saved voicemail list back to the new voicemail list
Instant Call Back	Touch 2 keys to place a call to the person who left a message (providing the system captured their caller ID)
Rebound	After placing an Instant Call Back, return to your voicemail box at the point where you left it.
Play Caller's Number	Ask the system to voice the phone number of the person who left a message (providing the system captured their caller ID)
Record Name	Record a name that is played during call screening greetings.
Unavailable Greeting	Record a personal voicemail greeting played to callers when the phone is busy or unanswered
Change PIN	Change your Personal Identification Number
Group Messaging	Forward or send messages to pre setup groups of users

Features Available to Users through the Web

Users enter their Follow Me Number and PIN through a secure website and have access to the following features:

Number of Rings	Set the number of times the office phone will ring before the Unanswered Calls Setting takes effect
Unanswered Calls to Voicemail	Send all unanswered call to voicemail
Unanswered Calls to a Single Phone Number	Send all unanswered calls to a specific phone number then voicemail if that number is not answered
Unanswered Calls to Simultaneous Ring	Send all unanswered calls to up to 5 phone numbers at the same time then voicemail if none of the numbers are answered
Unanswered Calls to Sequential Dial	Send all unanswered calls to up to 5 phone numbers in a specific order then voicemail if none of the numbers are answered
Call Forwarding to a single phone number	Forward calls to a specific number and if it is unanswered, callers may leave a message
Call Forward to Simultaneous Ring	Forward all calls to up to 5 phone numbers at the same time then voicemail if none of the numbers are answered

Call Forward to Sequential Dialing	Forward all calls to up to 5 phone numbers in a specific order then voicemail if none of the numbers are answered
Enable Do Not Disturb	Forward all calls directly to voicemail
Urgency Screening	Enable Urgency Screening which prompts the caller to touch 0 to connect if the call is urgent, otherwise the caller leaves a message.
Voice Screening	Enable Voice Screening which prompts the caller to state their name and then plays the name to the user who may accept or reject the call.
Call History	View a list of all calls placed to the number
Play Voicemail Message	Listen to voicemail messages through your computer speakers
Pause Voicemail	Temporarily stop the playback of the voicemail
Fast Forward Voicemail	Move forward in a voicemail
Rewind Voicemail	Move backwards in a voicemail
Save Voicemail to PC	Save voicemail messages to your PC by downloading one or more
Forward Voicemail	Forward voicemail to one, multiple or a group of users
Forward Voicemail to Email	Forward voicemail to any email address as a link or file attachment
Create Group List	Create and name lists of users to be included in voicemail distribution
Delete Voicemail	Delete messages anytime while or after listening.
View Saved or New Voicemail	Choose to view all new voicemail or all saved voicemail
Voicemail Meter	Shows the percentage of used voicemail storage space
Change PIN	Change your Personal Identification Number
Notification	Setup or change Notification settings

Features Available to Callers

Record Message	Callers may record voicemail messages up to 5 minutes in length

Re-record Message	Callers may re-record a voicemail message before sending it
Discard Message	Callers may discard a voicemail message rather than sending it
Play Back Message	Callers may playback their voicemail message
Mark Message as Urgent	Callers may mark a message as urgent
Mark Message as Private	Callers may mark a message a private
Skip to Voicemail	Callers may touch # during the first 2 ring to skip to voicemail and begin recording

Additional Features

Notification- Notification of new voicemail messages is delivered via email to any email address including wireless devices.
* In an analog implementation, calls directed to the office that go unanswered or are answered by a receptionist or automated attendant will not revert back to voicemail.

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Fax Number

SIP Trunking Fax Number receives and stores inbound faxes and allows users to access their saved faxes from any touch-tone phone or Web-enabled computer. Additionally, through a downloadable application, users can send faxes from their Windows-based computer to one or multiple fax machines. From their computer, users may view, print and save faxes plus forward faxes to any email address. Users are notified of new faxes via email to their computer or any wireless device. Each notification message also includes a link to the new fax which can be quickly viewed.

Fax Number is ideal for providing personal and secure inbound and outbound fax numbers for the business or for each employee without the need to have a fax machine or dedicated fax line.

Fax Storage

Single Fax Page Length	Unlimited
Total Fax Storage	64 Faxes
Saved Faxes	90 Days

Fax Upload/ Send

Max Number of pages/ Fax	200
Max Number of Fax machines to send to at one time	100

Features Available to Users Through the Web

Users enter their SIP Trunking Fax Number and PIN through a secure website and have access to the following features:

View Fax	View received or uploaded faxes as PDF, JPG or TIFF
View Fax Origin	Know if the fax was sent from a third party or uploaded
Fax ID Number	View the Caller ID of the sending fax machine or the document name if it was uploaded
Save to PC	Save fax messages to your PC by downloading one or more. Multiple files may be zipped.
Forward to Fax Machine	Forward faxes to one or multiple fax machines
Forward Fax to Email	Forward Fax to any email address as a link or file attachment (PDF, JPG or TIFF)
Create Group List	Create and name lists of users to be included in fax distribution list
Delete Fax	Delete faxes anytime while or after viewing
View Saved or New	Choose to view all new faxes or all saved faxes
Change PIN	Change your Personal Identification Number

Notification	Setup or change Notification settings including creating multiple Notification email addresses
Download Fax Upload Software	Download the application used to send faxes from any Windows-based computer.

Fax Send/ Upload Features

By downloading and installing the Fax Upload software, users may send faxes from their Windows-based computer to any fax machine(s) or their Fax mailbox.

Send Fax	Users select a document then enter one or more (up to 200) fax numbers. The document is converted to a fax and sent.
Upload document to Fax mailbox	Users select a document then have it uploaded to their Fax mailbox where they may access the fax later.
Preview Fax	Users may view the document they intend to send as a fax as it will look as a fax.
Fax Log	Users may access/ clear/ disable a log of all uploaded/ sent faxes.

Supported Operating Systems

Windows 9x; 16-bit Version
Windows ME; 16-bit Version
Windows NT 4.0; 32-bit Version
Windows 2000 Professional; 32-bit Version
Windows XP Professional; 32-bit Version

Features Available to Callers

Callers dial the Fax Number just as they would with any traditional fax machine and send their fax.

Additional Features

Notification - Notification of new fax messages is delivered via email to one or more email address including wireless devices. Each notification includes a link to the new fax which brings up the fax as a PDF within a secure web page.

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SIP Trunking Automated Attendant Number

The Automated Attendant Number greets callers and presents options for callers to reach the right person, department or information though touching keys on their phone keypad. Automated Attendant number provides dial by name, dial by extension, multi-level menus, hunt groups and bulletin board capabilities to ensure callers receive the right information or reach the right person. Automated Attendant Number also receives and stores incoming faxes.

Automated Attendant Number is ideal for providing a virtual receptionist for a business, greeting and routing callers after hours, connecting mobile and remote workers into the main company number and tying multiple office locations together under one main phone number.

Voicemail Storage

Single Message Length	5 Minutes
Total Message Storage	90 Minutes
Saved Messages	90 Days

Fax Storage

Single Fax Page Length	Unlimited
Total Fax Storage	64 Faxes
Saved Faxes	90 Days

Extensions

Maximum. Number of Extensions	200

Features Available to Users Through the Phone:

From any touch-tone phone, users dial their Automated Attendant Number, and over their greeting, enter their PIN. Users then have the following features:

Listen to Voicemail	Users are presented newest voicemail messages first
Save Voicemail	Save messages for up to 90 days
Skip Voicemail	Move through new messages without saving or deleting
Fast Forward Voicemail	Skip forward 5 seconds at a time within a voicemail
Rewind Voicemail	Move backwards 5 seconds at a time within a voicemail
Forward Voicemail	Forward messages to one, multiple or a group of users
Send Voicemail Message	Create and send a message to one, multiple or a group of users
Delete Voicemail	Delete messages anytime while or after listening. Deletion confirmation ensures messages aren't accidentally deleted
Undelete Voicemail	While listening to voicemail messages, retrieve messages deleted during that session
Move Saved Voicemail to New	Move a message from the saved voicemail list back to the new voicemail list
Instant Call Back	Touch 2 keys to place a call to the person who left a message (providing the system captured their caller ID)
Rebound	After placing an Instant Call Back, return to your voicemail box at the point where you left it.
Play Caller's Number	Ask the system to voice the phone number of the person who left a message (providing the system captured their caller ID)
Send Fax to Fax Machine	Send one, multiple or all received faxes to one or more fax machines
Save Fax	Save faxes for up to 90 days
Skip Fax	Move through new faxes without saving or deleting
Forward Fax	Forward fax to one, multiple or a group of users
Delete Fax	Delete faxes anytime while or after reviewing. Deletion confirmation ensures faxes aren't accidentally deleted
Undelete Fax	While managing faxes, retrieve faxes deleted during that session
Move Saved Fax to New	Move a message from the saved fax list back to the new fax list
Fax Status Report	Forward a list of all received faxes to a fax machine
Play Caller's Number	Ask the system to voice the phone number of the person who sent a fax (providing the system captured their caller ID)

Change PIN	Change your Personal Identification Number
Record Menu Greetings	Record outgoing greetings played for each menu
Record Bulletins	Record out going greeting played for each bulletin
Record Extension Names	Record names for each extension which are played to callers using Dial by Name when there are multiple matches
Group Messaging	Forward or send messages to pre setup groups of users

Features Available to Users through the Web

Users enter their Automated Attendant Number and PIN through a secure website and have access to the following features:

Menus	Configure the options callers will be presented when they call the phone number (dial by name, dial by extension, transfer to an extension, transfer to a phone number, replay menu, transfer to voicemail, transfer to another menu, transfer to bulletin, transfer to ordered hunt group, transfer to simultaneous hunt group or hang up.)
Menu Script	View a script used to help record menu greetings created specifically for each menu
Dial by Name	Configure a menu to allow callers to enter a person's name
Dial by Extension	Configure a menu to allow callers to enter a person's extension
Bulletins	Configure bulletins which provide outbound information
Bulletin Script	View a script used to help record bulletin greetings created specifically for each bulletin
Weekly Schedule	Configure a weekly schedule that activates menus based on time of day and day of week
Ordered Hunt Groups	Create ordered hunt groups which dial a list of phone numbers in a specific order
Simultaneous Hunt Groups	Create Simultaneous Hunt Groups which dial a list of phone numbers all at the same time
Extensions	Create a list of extensions which are used for dial by name and dial by extension. Each extension can transfer to a phone number then another number if the first number is busy or unanswered.
Play Voicemail Message	Listen to voicemail messages through your computer speakers

Pause Voicemail	Temporarily stop the playback of the voicemail
Fast Forward Voicemail	Move forward in a voicemail
Rewind Voicemail	Move backwards in a voicemail
Save Voicemail to PC	Save voicemail messages to your PC by downloading one or more
Forward Voicemail	Forward voicemail to one, multiple or a group of users
Forward Voicemail to Email	Forward voicemail to any email address as a link or file attachment
Create Group List	Create and name lists of users to be included in voicemail distribution
Delete Voicemail	Delete messages anytime while or after listening.
View Saved or New Voicemail	Choose to view all new voicemail or all saved voicemail
Voicemail Meter	Shows the percentage of used voicemail storage space
Change PIN	Change your Personal Identification Number
View Fax	View stored faxes as JPG or TIFF
Save Fax to PC	Save fax messages to your PC by downloading one or more
Forward to Fax Machine	Forward faxes to one or multiple fax machines
Forward Fax to Email	Forward Fax to any email address as a link or file attachment (JPG or TIFF)
Delete Fax	Delete faxes anytime while or after listening.
View Saved or New Faxes	Choose to view all new faxes or all saved faxes
Notification	Setup or change Notification settings

Features Available to Callers

Any Menu Option	Callers may enter any configured menu option.
Record Message	Callers may record voicemail messages up to 5 minutes in length
Re-record Message	Callers may re-record a voicemail message before sending it
Discard Message	Callers may discard a voicemail message rather than sending it

Play Back Message	Callers may playback their voicemail message
Mark Message as Urgent	Callers may mark a message as urgent
Mark Message as Private	Callers may mark a message a private
Skip Greeting	Callers may touch # to skip an Unavailable Greeting and begin recording

Additional Features

Notification - Notification of new voicemail messages is delivered via email to any email address including wireless devices.

FACT SHEET

SIP Trunking Conferencing Number

Conferencing Number is a separate Toll Free number for hosting both "Always-on" (reservationless) and "Scheduled" (reserved) conferences. Callers who dial the Conference Number are asked to enter their "conference code" to join the conference. Each conference (Always-on and Scheduled) can have a Host code and a Guest Speaker code. In addition, Scheduled conferences can have an optional Guest Listener code. Callers who enter the Host code are able to access the Host Conference Controls during the conference. Callers who enter the Guest Speaker code are allowed to speak during the conference. Callers who enter the Guest Listener code are able to listen but not speak during the conference. Both Guest Speakers and Guest Listeners are able to access the applicable Guest Conference Controls as defined below.

Conferencing Number is ideal for providing personal conferencing numbers for each employee or to be shared across departments or the whole company.

Conferencing Specifications

Scheduled (Reserved) conferencing	Up to 150 participants
Always-on (Reservationless) conferencing	Up to 75 participants
Max. Scheduled conferences per number	30 scheduled conferences
Max. Always-on conferences per number	5 always-on conferences
Scheduled conferencing start date	Up to 1 year in advance
Scheduled conferencing maximum duration	8 hours
Early arrival	10 minutes
Entry/Exit notification beeps	On as a default

Features Available to Hosts Through the Phone:

From any touch-tone phone, conference hosts dial their Conferencing Number, and when prompted to, enter their host code. Hosts then have access to the following features:

Recorded Help	Access recorded help, participant count, time remaining in conference
Extend Conference	Extend conference by 15 minutes during conference (applies to Scheduled conferences only)
Add More Lines	Reserve an additional inbound line during the conf. (applies to Scheduled conferences only)

Mute All Lines	Mute/Unmute all lines except the host
Lock/Unlock Conference	Lock/Unlock the conference (controls whether additional participants can join the conference)
End Conference	Terminate conference immediately
Account Codes	Enter an optional billing/accounting code for the conference (which will appear in the call record)
Out Dial	Dial out to add another participant to conference
Mute Host Line	Mute/Unmute my line only (applies to host and guest speakers only)
Entry/ Exit tones	Enable/Disable entry/exit tones on my line only

Features Available to Users Through the Web

Users enter their Conferencing Number and PIN through a secure website and have access to the following features:

Create Scheduled Conference	When making a Scheduled reservation the user can specify (1) the date, (2) the time, (3) the time zone, (4) the duration of the conference, (5) the number of guest speakers, (6) the number of guest listeners, (7) the host code, (8) the guest code, (9) the guest listener code, (10) whether guests are allowed to speak before the host arrives.
Create Always On Conference	When configuring an Always-on, the user can specify (1) the host code, (2) the guest speaker code.
View Conference	View a list of Scheduled conferences or Always on host and guest code combinations
Modify Conference	Make a change to any Scheduled reservation or Always on configuration
Delete Conference	Delete any Scheduled or Always-on conference
Conference Naming	For both Scheduled and Always-on conferences, at the time the reservation is made, the user can assign a "name/description" to a conference. The name will be available in the Call History on the web to assist in identifying the specific conference.
Host Exit Controls	For both Scheduled and Always-on conferences, at the time the reservation is made on the web, the user can specify the action to be taken when the host leaves the conference, including: (1) Allow the conference call to continue, (2) End the conference immediately, (3) Terminate the conference after 5 minutes, (4) Put all guests on hold so they cannot speak, (5) Wait 5 minutes then put all guests on hold.
Call History	The user has the ability to view Call History on the web for conference calls made on the Conference Number, including a summary of each conference with the host and guest codes used, and the "name/description" of the conference if the conference was named when the reservation was created on the web.
Change PIN	The user has the ability to change their PIN Code for web access.

Features Available to Conference Guests

From any touch-tone phone, conference guests dial the Conferencing Number, and when prompted to, enter their Guest code. Guests then have access to the following features:

Help	Access recorded help
Mute	Mute/Unmute single guest line only (applies to host and guest speakers only)
Entry/ Exit Prompts	Enable/Disable entry/exit tones on my line only