



Wyandotte Feature Overview

Residential Features

Features		Description
Call Waiting	*70 turn off	Use this feature to turn the Call Waiting service on or off. This service allows you to decide whether phone calls in progress can be interrupted by other calls.
Calling Line ID Delivery		A caller's identity (phone number) will be displayed (if available).
Calling Line Name Delivery		A caller's name will be displayed (if available)
Three Way Call		Use this feature to create a three-way call. When this service is assigned, you can place a three-way call using the flash-based services
Anonymous Call Rejection	*77 On *88 Off	Use this feature to prevent or allow calls from callers who have blocked their phone numbers from being identified. Blocked callers hear a message notifying them that their calls are being rejected

Features		Description
Automatic Callback		Use this feature to if you receive a busy signal and wish to monitor the busy party (within the same call group) and automatically establish a call when the busy party becomes available.
Call Forwarding Always	*72 On *73 Off	Use this feature to activate and edit the options for the Call Forwarding Always (CFA) service. The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding include Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or when you are talking on your phone
Call Forwarding Busy	*90 On *91 Off	Use this feature to activate and edit the options for the service. The Call Forwarding Busy service enables you to redirect calls to another destination when an incoming call encounters a busy condition . If activated, you must specify the forwarding number.
Call Forwarding No Answer	*92 On *93 Off	The Call Forwarding No Answer service enables you to redirect calls to another destination when an incoming call is not answered within a specified number of rings. If activated, you must specify the forwarding number and the number of rings before forwarding.
Call Forwarding Not Reachable	*94 On *95 Off	Call Forwarding Not Reachable automatically forwards your incoming calls to a phone number of your choosing, when activated, if the device your phone is connected to loses contact with our system.
Call Forwarding Selective		Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.
Call Return	*69	Use this feature to call the last party who called your number, whether or not the call was answered
Do Not Disturb	*78 On *79 Off	Use this feature to prevent your phone from ringing. Callers are sent to Voicemail or another specified location, such as a number indicated by the Call Forwarding Busy service.
Last Number Redial		Use this feature to redial the last number you called

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Selective Call Acceptance/Rejection	Selective Call Acceptance and Selective Call Rejection allows you to define criteria that causes certain incoming calls to be allowed or blocked. If an incoming call meets your specified criteria for acceptance, the call is allowed to complete. All other calls are blocked and the caller is informed that you do not wish to receive the call. If an incoming call meets your specified criteria for being blocked, the call will not be completed. Criteria can be based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Speed Dial 8	Use this feature to program numbers for Speed Dial. This service allows you to associate single digit codes to frequently dialed or up to 8 hard to remember phone numbers. You can dial a speed dial code instead of the full number to place calls. To use speed dial from your phone, dial the speed dial code number, then #. For example, to call the number associated with Speed Dial Code 6, dial 6#.
CommPilot Express	Use this feature to pre-configure multiple profiles for managing incoming calls differently based on the user's status. For example :Available – In the Office, Available – Out of the Office, Busy, Unavailable, Each profile includes preferences for managing the relevant call functions, for example: Call Forwarding (Busy, No Answer, Always and Selective), Voice Messaging, Simultaneous Ringing, and Call Notify, which can be configured through the Account Portal or via your voicemail menu options. If user elects to use CommPilot Express, it takes preference over all other service settings associated with processing incoming calls
Sequential Ring	Use this feature to define a “find me” list of phone numbers that are alerted sequentially for incoming calls that match specified 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 to leave a message.
Simultaneous Ring Personal	Simultaneous Ringing allows you to list phone numbers you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ringing when you are at your desk on a call. Warning: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your cell phone messaging system

ADD ON: HOME OFFICE (SOHO)

Features		Description						
PACKAGE								
Call Notify		Call Notify allows you to send a notification email containing the caller's name and number, if available, when the call matches your pre-defined criteria. Use this to create an archive of callers or to determine if you missed any important calls. The criteria for each Call Notify entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true for an email to be sent (phone number and day of week and time of day).						
Customer Ringback User		Custom Ring-Back User allows you to specify the ring-back to be played to your callers, for specific calls matching your pre-defined criteria. Use this service to play a different ring-back to your manager, a family member, or a customer. The criteria for each Custom Ring-Back Selective entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule.. All criteria for an entry must be satisfied for the ring-back to be played (phone number and day of week and time of day). Otherwise, regular ring-back is played to the caller, as if this service was not used.						
Remote Office		Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. From the toolbar, you can make phone calls from the remote location which directs the system to ring the remote office number. Once answered, the call completes. This service also directs all calls coming to your business phone to ring the remote office phone. All outbound calls appear with your office caller ID.						
Shared Call Appearance		Shared Call Appearance allows for setting up to five additional devices with the same phone number. Incoming calls will ring to all five devices, connecting the first phone to be answered						
Commercial Voice Services								
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Call Transfer	Use this feature to transfer a call to another party. Use the flash key to place the call on hold then dial the telephone number you wish to transfer to. To announce the call before it is transferred, wait until the party answers and inform them about the call before hanging up to complete the transfer. The call transfer may also be completed without announcing (blind transfer) by hanging up when the number has been dialed and starts ringing
Last Number Redial	Use this feature to redial the last number you called
Call Forwarding Always	Use this feature to activate and edit the options for the Call Forwarding Always (CFA) service. The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding include Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or when you are talking on your phone
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Call Forwarding Not Reachable	Call Forwarding Not Reachable automatically forwards your incoming calls to a phone number of your choosing, when activated, if the device your phone is connected to loses contact with our system.
Three Way Call	Use this feature to create a three-way call. When this service is assigned, you can place a three-way call using the flash-based services
Hunt Group	This feature allows users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Group's phone number.
Anonymous Call Rejection	Use this feature to prevent or allow calls from callers who have blocked their phone numbers from being identified. Blocked callers hear a message notifying them that their calls are being rejected

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Automatic Callback	Use this feature if you receive a busy signal and wish to monitor the busy party (within the same call group) and automatically establish a call when the busy party becomes available.
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SIP Trunking

Call Waiting	Use this feature to turn the Call Waiting service on or off. This service allows you to decide whether phone calls in progress can be interrupted by other calls.
Calling Line ID Delivery Blocking	This feature enables a user to block delivery of his/her identity to the called party.
Calling Line Name Delivery	A caller's name will be displayed (if available)