

Basic Seat Fact Sheet

DigiDial-VoIP Basic – a service plan for common area phones

This service is one of three *DigiDial-VoIP* services and is designed to provide the basic calling features necessary to support phones that are typically placed in conference rooms, lobbies, other common areas or are for guest use. No voice mail service is included with the basic service since none is typically required for a common area phone. Transform your current, costly phone system into a cost-effective, IP-based communications tool for all your employees, with *DigiDial-VoIP*, an instantly scalable voice solution offering all of the features that you currently enjoy such as call forwarding, call transfer, call waiting, caller ID, redial, call park/pickup, call hold, and much more. Calls can be forwarded or transferred within the campus or between buildings, cities, states, or countries.



Features that you expect

All too often, standard telephone companies charge extra for the features that any business relies on. With *DigiDial-VoIP*, our Basic seat provides more features than you would expect to find even for a full featured service from the telephone company for a very low fixed cost. These features can be easily accessed directly from special keys on most IP telephones or by 'hookflash' when using terminal adapters that allow standard analog telephone equipment to be connected. Most telephones support 3-way conferencing however, since conference calls are a function provided by the IP telephone (or software if using a softphone), the number of conferencing parties is limited only to what your telephone device or software will support. For example even with our Basic service package, the XTen soft IP phone will provide up to 10 way conferencing as a standard function.

Basic Seat Package Features

- **Free Local Calling**
- **411 Directory Services**
- **Local Number Portability**
Yes, we can port you existing telephone numbers right into our system so you don't have to change. We can also provide additional telephone numbers as may be required.
- **Advanced PBX features**
 - **Up to 2 Alternate Numbers with distinctive ring**
 - **Barge-in Exempt**
Allows a user to block barge-in attempts from other users with Directed Call Pickup with Barge-in.
 - **Call Forwarding Always, Selective, Busy or No Answer**
Allows a user to forward all calls to specified phone numbers for all calls or selectively from selected callers to another phone number or when the user's phone is busy or unanswered.
 - **Calling Line ID Delivery**
Allows the display of a caller's name and number.
 - **Call Return**
Allows a user to return a call to the last party who called. This is commonly known as the *69 call back function.

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- **Call Waiting**
Allows a user to receive an additional call while already in a call.
- **Cancel Call Waiting**
Allows a user to turn off the Call Waiting service for the next call.
- **Call Pickup**
Allows a user to pick up a ringing call within an assigned group of numbers.
- **Call Park/Retrieve**
Places a call on hold with the intent of retrieving it from another extension. A call can be parked on a user's own extension or any other extension.
- **Directed Call Pickup**
Allows user to pick up a call to another group member using a feature access code followed by the extension.
- **Directed Call Pickup with Barge-in**
Allows user to pick up or barge-in on a call to another group member using a feature access code followed by the extension.
- **Call Hold, Transfer, Multi-Way Conference Call**
The standard features that we have all come to expect. These features can be easily accessed directly from special keys on most IP telephones or by 'hookflash' when using terminal adapters that allow standard analog telephone equipment to be connected. Most telephones support 3-way conferencing however, since conference calls are a function provided by the IP telephone (or software if using a softphone), the number of conferencing parties is limited only to what your telephone device or software will support.
- **Intercept User**
Allows a phone number to be taken out of service while providing callers with informative announcements and alternate routing options.
- **Last Number Redial**
Allows a user to access and dial the last dialed number using a feature access code. The 'last number redial' function is normally provided directly by most telephones. This feature is useful when using telephone equipment that does not have a built in last number redial function.
- **Shared Call Appearance**
Allows a user to have up to two additional telephone device assignments.
- **Speed Dial 8**
Allows a user to program up to eight speed-calling codes.