

## Standard Seat Fact Sheet

### **DigiDial-VoIP Standard – A complete set of features for the business user**

DigiDial-VoIP Standard service allows a company to equip itself with highly desired business communications capabilities. 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.



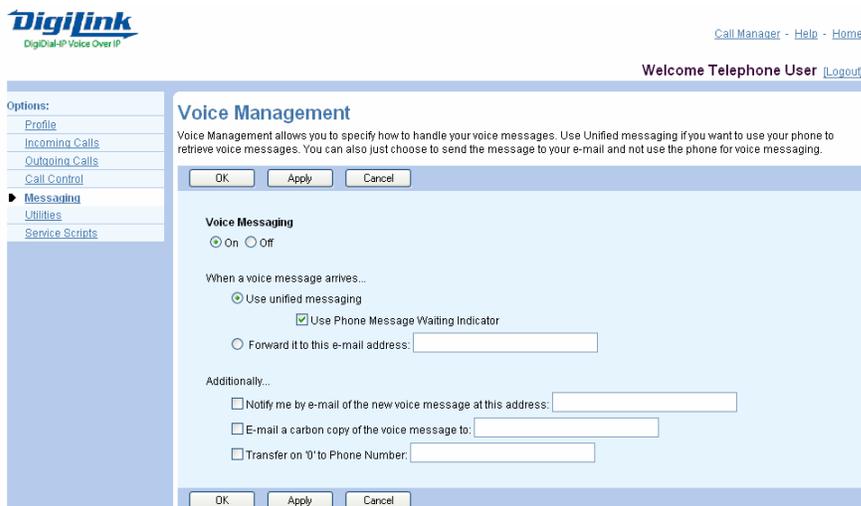
### **Features that you expect**

All too often, standard telephone companies charge extra for the features that any business relies on. With *DigiDial-VoIP*, our Standard seat provides all of the features that you would expect to have for a business telephone service. 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, the XTen soft IP phone will provide up to 10 way conferencing as a standard function.

### **Unified Voice Mail service**

Some VoIP services or PBX systems claim to have unified voice mail service but what they really have is a halfway solution with a separate web interface. With *DigiDial-VoIP* voice messages can be delivered directly to a user's email box and can be played back directly on a computer or they can be accessed and played back through the voice portal just like traditional voice messages. Either method can be used at any time, users do not need to manage two sets of messages. When a message is deleted from a user's email box it is also removed from the voice portal. Conversely, when using the voice portal to delete a message it is also removed from the user's email box, automatically, thereby eliminating the need to manage multiple copies of the same voice mail message. For those users that do not want to have their voice mail integrated with their email we can also provide 'standard' voice messaging service which can only be accessed from the voice portal. Users also have the option to call back the caller of any voice message as long as the caller leaving the message does not restrict their own caller id.

Voice Over IP



The screenshot shows a web browser window with the DigiLink logo and navigation links. The main content area is titled "Voice Management" and contains the following settings:

- Options:** Profile, Incoming Calls, Outgoing Calls, Call Control, **Messaging**, Utilities, Service Scripts
- Voice Management:** Voice Management allows you to specify how to handle your voice messages. Use Unified messaging if you want to use your phone to retrieve voice messages. You can also just choose to send the message to your e-mail and not use the phone for voice messaging.
- Buttons:** OK, Apply, Cancel
- Voice Messaging:**  On  Off
- When a voice message arrives...**
  - Use unified messaging
    - Use Phone Message Waiting Indicator
  - Forward it to this e-mail address:
- Additionally...**
  - Notify me by e-mail of the new voice message at this address:
  - E-mail a carbon copy of the voice message to:
  - Transfer on '0' to Phone Number:
- Buttons:** OK, Apply, Cancel

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### Powerful Web based interface

Most features can be accessed through direct keys on the telephone, or 'star' codes, or our powerful web based interface with context sensitive help allowing users to get the most out of the features that our Standard service has to offer.



[Help](#) - [Home](#)

Welcome Telephone User [Logout](#)

<b>Options:</b> <ul style="list-style-type: none"><li><a href="#">Profile</a></li><li><b>▶ <a href="#">Incoming Calls</a></b></li><li><a href="#">Outgoing Calls</a></li><li><a href="#">Call Control</a></li><li><a href="#">Messaging</a></li><li><a href="#">Utilities</a></li><li><a href="#">Service Scripts</a></li></ul>	<h3>Incoming Calls</h3> <table border="1"><thead><tr><th>Basic</th><th>Advanced</th></tr></thead><tbody><tr><td><b><a href="#">Anonymous Rejection - Off</a></b> Prevent a caller from reaching you when the caller has explicitly restricted his/her number.</td><td><b><a href="#">Alternate Numbers</a></b> Allow up to two additional phone numbers, with each number having a distinctive ringing pattern.</td></tr><tr><td><b><a href="#">Calling Name Retrieval - Off</a></b> Provide a caller's name by retrieving the calling name from the network.</td><td><b><a href="#">Call Forwarding Selective - Off</a></b> Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.</td></tr><tr><td><b><a href="#">Call Forwarding Always - Off</a></b> Automatically forward all your incoming calls to a different phone number.</td><td></td></tr><tr><td><b><a href="#">Call Forwarding Busy - Off</a></b> Automatically forward your calls to a different phone number when your phone is busy.</td><td></td></tr><tr><td><b><a href="#">Call Forwarding No Answer - Off</a></b> Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.</td><td></td></tr><tr><td><b><a href="#">Do Not Disturb - Off</a></b> Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.</td><td></td></tr><tr><td><b><a href="#">External Calling Line ID Delivery - On</a></b> Provides Calling Line ID information of an external caller.</td><td></td></tr><tr><td><b><a href="#">Incoming Calling Plan</a></b> Display the type of phone numbers you can receive calls from.</td><td></td></tr><tr><td><b><a href="#">Internal Calling Line ID Delivery - On</a></b> Provide Calling Line ID information of group member when called.</td><td></td></tr></tbody></table>	Basic	Advanced	<b><a href="#">Anonymous Rejection - Off</a></b> Prevent a caller from reaching you when the caller has explicitly restricted his/her number.	<b><a href="#">Alternate Numbers</a></b> Allow up to two additional phone numbers, with each number having a distinctive ringing pattern.	<b><a href="#">Calling Name Retrieval - Off</a></b> Provide a caller's name by retrieving the calling name from the network.	<b><a href="#">Call Forwarding Selective - Off</a></b> Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.	<b><a href="#">Call Forwarding Always - Off</a></b> Automatically forward all your incoming calls to a different phone number.		<b><a href="#">Call Forwarding Busy - Off</a></b> Automatically forward your calls to a different phone number when your phone is busy.		<b><a href="#">Call Forwarding No Answer - Off</a></b> Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.		<b><a href="#">Do Not Disturb - Off</a></b> Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.		<b><a href="#">External Calling Line ID Delivery - On</a></b> Provides Calling Line ID information of an external caller.		<b><a href="#">Incoming Calling Plan</a></b> Display the type of phone numbers you can receive calls from.		<b><a href="#">Internal Calling Line ID Delivery - On</a></b> Provide Calling Line ID information of group member when called.	
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Voice Over IP

### Standard 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.
- **Web based user portal**  
Provides online access to all of the service features along with context sensitive help so that users can get the most out of the services and features that come with the service.
- **Powerful Voicemail features**  
True Unified voice messages that can be delivered directly to a user's email box and can be played back directly on a computer or they can be played back through the voice portal just like traditional voice messages. The main difference is that users do not need to manage two sets of messages. When a message is deleted from the voice portal, it is also removed from the user's email box,

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automatically, thereby eliminating the need to manage multiple copies of the same voice mail message. For those users that do not want to have their voice mail integrated with their email we can also provide 'standard' voice messaging service which can only be accessed from the voice portal. Users also have the option to call back the caller of any voice message as long as the caller leaving the message does not restrict their own caller id.

- **Windows Messenger**  
Provides secure Instant Messaging and Presence Management with Microsoft Windows Messenger.
- **Advanced PBX features**
  - **Up to 2 Alternate Numbers with distinctive ring**
  - **Anonymous Call Rejection**  
Allows a user to ignore incoming calls from anonymous callers (those with Calling Line ID Delivery blocked).
  - **Automatic Callback**  
Allows a user to be notified when a busy line within their group becomes available.
  - **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 Blocking**  
Allows a user to restrict the public from seeing the user's phone number when making a call.
  - **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.
  - **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.
  - **Do Not Disturb**  
Allows a user to restrict all incoming phone calls.
  - **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

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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 100**

Allows a user to program up to 100 speed-calling codes.

- **Speed Dial 8**

Allows a user to program up to eight speed-calling codes.