



# iPBX User Bundles

iPBX Hosted Communications provides 4 primary user feature packs with bundled usage so you only need to purchase the services each user requires. The chart below indicates suggested user profiles plus included features for each iPBX user bundle.

User Bundle	Station	Office	Office Plus	Premium
<b>User Profile</b>	Lobby Conference Visitor Fax	Cubicle Worker	Office Worker	Manager Receptionist Advanced User Mobile Worker
<b>Features</b>	Basic	Basic Standard	Basic Standard Enhanced	Basic Standard Enhanced Premium
<b>Included Usage per User</b>	250 mins./mo.	250 mins./mo.	350 mins./mo.	500 mins./mo.
<b>Features Included in Each User Bundle</b>	<ul style="list-style-type: none"> <li>▶▶ Basic Call Logs</li> <li>▶▶ Call Transfer</li> <li>▶▶ Call Waiting</li> <li>▶▶ Calling Line ID Delivery Blocking/Override</li> <li>▶▶ Calling Name Retrieval</li> <li>▶▶ Charge Number</li> <li>▶▶ Client Call Control</li> <li>▶▶ Customer Originated Call Trace</li> <li>▶▶ Dial Tone/Connectivity</li> <li>▶▶ Extension Dialing</li> <li>▶▶ External/Internal Calling Line ID Delivery</li> <li>▶▶ Flash Call Hold</li> <li>▶▶ Last Number Redial</li> <li>▶▶ Three-way Calling</li> </ul>	<b>All Station Features plus:</b> <ul style="list-style-type: none"> <li>▶▶ Anonymous Call Rejection</li> <li>▶▶ Automatic Callback</li> <li>▶▶ Call Forwarding (Always/No Answer/Busy)</li> <li>▶▶ Call Forwarding Not Reachable</li> <li>▶▶ Call Return</li> <li>▶▶ CommPilot Personal Web Portal</li> <li>▶▶ Diversion Inhibitor</li> <li>▶▶ Do Not Disturb</li> <li>▶▶ Speed Dial 8</li> <li>▶▶ Speed Dial 100</li> <li>▶▶ Voice Mail</li> </ul>	<b>All Office Features plus:</b> <ul style="list-style-type: none"> <li>▶▶ Call Forwarding Selective</li> <li>▶▶ Call Notify</li> <li>▶▶ CommPilot Call Manager</li> <li>▶▶ Hoteling Guest</li> <li>▶▶ Outlook Integration</li> <li>▶▶ Priority Alert</li> <li>▶▶ Selective Call Acceptance/Rejection</li> <li>▶▶ Simultaneous Ring</li> </ul>	<b>All Office Plus Features plus:</b> <ul style="list-style-type: none"> <li>▶▶ CommPilot Express</li> <li>▶▶ Directed Call Pickup</li> <li>▶▶ N-Way Calling</li> <li>▶▶ Privacy Service</li> <li>▶▶ Push to Talk</li> <li>▶▶ Remote Office</li> <li>▶▶ Sequential Ring</li> <li>▶▶ Voice Portal Calling</li> </ul>
<b>Additional Add-on Services</b>	Hoteling Host	Fax Messaging Softphone	Fax Messaging Softphone Enterprise Toolbar iPBX Receptionist Executive/Assistant	Fax Messaging Softphone Enterprise Toolbar iPBX Receptionist Executive/Assistant iPBX Anywhere

## Additional Add-on Services Feature Descriptions

<b>Hoteling Host</b>	Hoteling enables mobile users to share office space and phones on an as-needed basis. Users with guest privileges log into a host account via web or voice portal to use the host phone.	<b>Enterprise Toolbar</b>	An integrated toolbar that enables users to make/accept calls and change telephone setting from within Microsoft Outlook, Internet Explorer, or Mozilla Firefox.
<b>Fax Messaging</b>	Offers the ability to receive, store, review, and manage fax messages. Users are notified of new fax messages similarly to voice messages.	<b>iPBX Anywhere</b>	Extends desk phone features to any fixed or mobile device. Callers dial one number and can reach users on any phone. Users can move calls between devices without hanging up.
<b>iPBX Softphone</b>	A Windows-based softphone, fully-integrated with iPBX, letting users make calls and control calling functions directly from a PC.	<b>iPBX Receptionist</b>	A desktop telephone attendant console for receptionists or telephone attendants who screen inbound calls.
<b>Executive/Assistant</b>	Enables a user to monitor status of other lines. Generally used by a receptionist/executive assistant in screening inbound calls, the user has the ability to see if other parties' lines are available or busy in order to manage calls.		



# iPBX User Bundles

Feature	Feature Description	Feature	Feature Description
<b>Anonymous Call Rejection</b>	User can reject calls from callers who have restricted caller ID. If activated through web, caller is informed that the call is rejected.	<b>External/Internal Calling Line ID Delivery</b>	Enables delivery of a caller's identity (phone number and name) via the CommPilot Call Manager and phone (if capable.)
<b>Automatic Callback</b>	Enables users who receive a busy to monitor the busy party and automatically call back when that party becomes available. Only activated when calling within the same group.	<b>Hoteling Guest</b>	Enables users with guest privileges to log in to a host account via web portal/voice portal and then use a "host" phone, making and receiving calls as usual.
<b>Basic Call Logs</b>	Enables users to view and dial from lists of stored numbers -- missed, received, dialed calls.	<b>N-way Calling</b>	Similar to three-way calling, allows a user to add up to 15 parties to a call.
<b>Call Forwarding Selective</b>	Enables a user to define criteria that causes certain incoming calls to be redirected to another destination.	<b>Outlook Integration</b>	Integrate personal contacts in Microsoft Outlook with CommPilot Call Manager.
<b>Call Notify</b>	Enables a user to define multiple criteria sets that cause certain incoming calls to trigger e-mail notification or short message to cell phone.	<b>Priority Alert/Ringing</b>	Enables users to set criteria through CommPilot for priority alerts to certain calls.
<b>Calling Line ID Blocking Override</b>	Enables the user to receive the calling line ID regardless of whether or not it is blocked by the calling party.	<b>Privacy</b>	Allows users to exclude themselves from the group & directory listing visible to other users.
<b>Calling Line ID Delivery Blocking</b>	Enables a user to block delivery of ID to the called party. This feature can allow delivery of ID to selected calls.	<b>Push to Talk (Intercom)</b>	Enables user-to-user intercom service across an enterprise. Users and administrators can define, accept, and reject lists.
<b>Calling Name Retrieval</b>	Enables caller ID with name.	<b>Remote Office</b>	Enables users to access their phone service from any phone (i.e., home office, mobile phone, etc.) including CommPilot features.
<b>Call Return</b>	Enables a user to call the last party that called, whether or not the call was answered.	<b>Selective Call Acceptance</b>	Enables users to define multiple criteria sets for what incoming calls are allowed. All other calls are blocked and caller is informed that the user does not wish to receive the call.
<b>Charge Number</b>	Enables administrators to specify an automatically assigned charge number to select users for billing/record-keeping purposes.	<b>Selective Call Rejection</b>	Enables users to define multiple criteria sets for blocking incoming calls. The caller is informed that the user is not accepting calls.
<b>Client Call Control</b>	Enables call control through soft clients such as Enterprise Toolbar.	<b>Sequential Ring</b>	Enables users to define a "find me" list of phone numbers that are alerted sequentially for incoming calls. The caller is provided periodic comfort messages and can interrupt any time to leave a voice mail message.
<b>CommPilot Call Manager</b>	A web-based tool for users to access services as an alternative to using feature access codes.	<b>Simultaneous Ring</b>	Enables a user to have multiple phones (i.e., desk phone, mobile phone) ring simultaneously when calls are made to the office number.
<b>CommPilot Express</b>	Allows user to pre-configure multiple profiles for managing incoming calls based upon status (i.e., Available - In the Office, Available - Out of Office, etc.). Each profile includes preferences for managing incoming calls.	<b>Voice Portal Calling</b>	Enables users to make calls from the voice portal just as if being made from their desks. Calls are still made on the user's account, but originate from any phone.
<b>CommPilot Personal Web Portal</b>	Web portal that allows users to activate and customize services.	<b>Voice Mail</b>	Users can record messages for incoming calls that are directed to voicemail as configured by the user via the personal web portal or through their phone. Access to voicemail can be handled from any phone.
<b>Directed Call Pickup</b>	Enables a user to answer a call to another phone in his/her group by dialing the feature access code followed by the ringing extension.		
<b>Diversion Inhibitor</b>	Provides the option to prevent calls that are redirected by a user to be redirected again by the called party to their voice mail.		

