

Calling features Guide

Managed Telephony

 **COGECO** | BUSINESS



Get the power of Managed Telephony working for you.

Welcome to Cogeco’s Managed Telephony system. It’s designed to make your internal and external communications seamless. There are lots of great features that come with this business phone service and we’ve gathered all of them here in this handy guide. Below, you’ll find descriptions of what each feature does and how to use it. The features are listed alphabetically to make them easy to find. Let’s get started.

| No. | Feature | Description | Standard on Phone | System Configuration | Activated by User | Activation Process |
|-----|---|--|-------------------|----------------------|-------------------|---|
| 1 | Anonymous Call Rejection | Enables a user to reject calls from anonymous parties who have explicitly restricted their identities. By activating the service, callers who have restricted their identities are informed that the user is not accepting calls from restricted callers. The user’s phone does not ring and the user does not see or hear any indication of the attempted call. This service does not apply to calls from within a group. | | | ✓ | *77 to activate *87 to deactivate |
| 2 | Auto Attendant | The Auto Attendant provides enterprises with a powerful and flexible tool to field inbound calls and deliver them to the intended destination through interactions with the caller. | | ✓ | | To set up Auto Attendant greetings, please see instructions in Managed Telephony Business Phone Quick Start Guides available on our website. (Default Password is 4242# or 424242#) |
| 3 | Automatic Park/ Retrieve | Automatic Park/Retrieve makes parking a call a one-touch operation. Users have a Park key on their phones associated with parking the call. This allows the user to retrieve a parked call by pressing the associated park key (station). | ✓ | | | Use Park key (assigned to line key) on your phone. |
| 4 | Call Forwarding Unconditional / Always | This feature allows the user to set up a rule to forward all calls unconditionally to a new number. | ✓ | | ✓ | *72 /*73 to Activate/Deactivate (recommended - simpler and faster than using phone soft key) Tip: enter *72 then enter the 10-digit phone number or the extension you want to forward to. |
| 5 | Call Forwarding Busy | This feature allows the user to set up a rule to forward calls to a new number when the user is already on a call. | | | ✓ | *90 /*91 to Activate/Deactivate. |

| No. | Feature | Description | Standard on Phone | System Configuration | Activated by User | Activation Process |
|-----|--|--|-------------------|----------------------|-------------------|--|
| 6 | Call Forwarding No Answer | This feature allows the user to set up a rule to forward calls to a new number if the user doesn't answer the call within a pre-configured delay time. | ✓ | | ✓ | *92/*93 to Activate/Deactivate. |
| 7 | Call Forwarding Unavailable | This feature allows the incoming call being forwarded to the designated destination number when the end user phone line becomes "unavailable" (i.e., unregistered or unreachable, etc. This feature setup is at system level). | | ✓ | | |
| 8 | Call Hold | Used to place a call on hold and pick up another call. | ✓ | | | Use Hold Key on your phone. |
| 9 | Call Logs | Allows for storing a short-term number of entries for each user. | ✓ | | | Use soft key on your phone. |
| 10 | Call Notify | Enables voice mail messages to trigger an e-mail notification to a user-specified address. | | ✓ | | User must provide their e-mail address for configuration. |
| 11 | Call Park | Allows a user to suspend a call for an extended period of time. During this time, the user can freely make and receive other calls and invoke other features without limitation. When ready, the user can retrieve the parked call from any extension. | | | ✓ | *68 to park *88 to retrieve Alternate method: press the Call Park button, wait for the light to change and hang up. To pick the call up, simply press the same Call Park button on another phone and the call will resume. |
| 12 | Call Pickup | Call Pickup allows users to answer any ringing line within their call-pickup group. A call-pickup group is defined by the administrator and is a subset of the users in the group that can pick up each other's calls. | | | ✓ | *62 to activate per call. Deactivated upon termination of call. |
| 13 | Call Return | Enables a user to call the last party that called by dialing a recall feature access code. The system stores the number of the last party that called and attempts to connect the user to that party. | | | ✓ | *69 to activate |
| 14 | Call Transfer Consultative (Polycom Phones) | This feature allows the user to transfer one caller to another party, announcing the party to be transferred to the new party before completing the transfer. | | | ✓ | Use phone soft keys for this feature. Press <transfer> <extn> <transfer> and introduce the caller (mandatory - not completing the protocol will result in a failed transfer). The call display will show the ID of the extension transferring the call (not the original caller's ID) |

| No. | Feature | Description | Standard on Phone | System Configuration | Activated by User | Activation Process |
|-----|--|--|-------------------|----------------------|-------------------|---|
| 15 | Call Transfer Blind (Polycom Phones) | This feature involves transferring one party to another without announcing the transferred party to the new party, or waiting for the new party to answer the phone. | | | ✓ | Use phone soft keys for this feature. Press <transfer> <blind> <extn>. The extension receiving the transfer will get the original caller's caller ID and not the extension having transferred the call. |
| 16 | Call Transfer Consultative (Yealink Phones) | This feature allows the user to transfer one caller to another party, announcing the party to be transferred to the new party before completing the transfer. | | | ✓ | Use phone soft keys for this feature. Press <transfer> <extn>, then pause and wait for your phone to call the intended party you wish to consult with. Once the party is ready for the caller, press <transfer> again and introduce the caller. The call display will show the ID of the extension transferring the call (not the original caller's ID). |
| 17 | Call Transfer Blind (Yealink Phones) | This feature involves transferring one party to another without announcing the transferred party to the new party, or waiting for the new party to answer the phone. | | | ✓ | Use phone soft keys for this feature. Press <transfer> <extn> <transfer>. The extension receiving the transfer will get the original caller's caller ID and not the extension having transferred the call. |
| 18 | Call Waiting | This service enables a user to answer a call while already engaged in another call. | ✓ | | | Use the soft key on your phone. |
| 19 | Caller ID | With this service, the calling Name and Number is displayed with every incoming call, when available. | ✓ | | | |
| 20 | Calling Line ID Blocking Override | Allows the user to override the persistent blocking of the calling line ID so you can block the delivery of your identity for the next call. At the end of the call, the presentation of your identity is restored to its persistent status. | | | ✓ | *82 to activate Deactivated at the end of call. |
| 21 | Calling Line ID Delivery Blocking | This service enables you to permanently block delivery of your identity to the called party (name and number). | | ✓ | | |
| 22 | Cancel Call Waiting Permanently | This feature allows you to disable Call Waiting permanently. When Call Waiting is deactivated, all incoming calls will be diverted to the user's voicemail. | | ✓ | | |

| No. | Feature | Description | Standard on Phone | System Configuration | Activated by User | Activation Process |
|-----|---|---|-------------------|----------------------|-------------------|---|
| 23 | Customer Originated Trace | Enables the recipient of an obscene, harassing or threatening call to request that it be automatically traced. | | | ✓ | *57 to activate Feature is deactivated at the end of the call. |
| 24 | Directed Call Pickup | Directed Call Pickup allows a user to dial a feature access code followed by an extension, to pick up (answer) a call directed to a user with that extension (in the same business group). | | | ✓ | *12 to activate Feature is deactivated at the end of the call. |
| 25 | Do Not Disturb | This service allows users to set their status as unavailable. | | | ✓ | Use Do Not Disturb key on your phone Press once to activate Press twice to deactivate OR Use *78 to activate *79 to deactivate. |
| 26 | Extension Dialing | Enables users to dial extensions to call other members of their business group. | ✓ | | | |
| 27 | Hunt Group (MLHG) | The Hunt Group service allows incoming calls to a central phone number to be distributed among the members of that group according to a hunting policy. | | ✓ | | |
| 28 | Intercept User | Allows the system to intercept calls routed to a line that has been decommissioned, providing an informative announcement and alternate routing options (for example, "This number is no longer in service. To talk to an operator, press 0"). | | ✓ | | |
| 29 | Music On Hold | System will play music when a caller is placed on hold. | | ✓ | | |
| 30 | Operator Services | 0, 0+, etc. | | ✓ | | |
| 31 | Priority Alert / Distinctive Ringing | This service enables you to define criteria to have certain incoming calls (priority calls or external calls) trigger distinctive alerting. | | ✓ | ✓ | *61, option 3 to activate/deactivate (priority calls). |
| 32 | Internal Paging (Push to Talk) | This service allows a user to call another station, where the system requests that the destination station automatically answer. This provides for intercom-like functionality. A user or administrator can specify an accept list and a reject list. | | ✓ | | |
| 33 | Selective Call Acceptance | Enables a user to define criteria that allows incoming calls. All calls that do not meet the specified criteria are rejected and provided a treatment. | | ✓ | | *64 to activate/deactivate. |

| No. | Feature | Description | Standard on Phone | System Configuration | Activated by User | Activation Process |
|-----|--|--|-------------------|----------------------|-------------------|---|
| 34 | Selective Call Rejection | Enables a user to define criteria that causes certain incoming calls to be rejected and provided a treatment. Additional criteria are automatically created by the system when calls are reported as malicious by the Customer Originated Trace (COT) service. All other calls terminate as usual. | | ✓ | | *60 to activate/deactivate |
| 35 | Sequential Ring/Find Me Follow Me | This service allows users to define a "find-me" list of phone numbers or URLs, which are alerted sequentially upon receiving an incoming call that matches a set of 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 at any point to leave a message by pressing a key. | | ✓ | | |
| 36 | Series Completion | The Series Completion service is used to create an ordered list of users, and when a call attempts to terminate on one of these users and finds a busy condition, the call overflows to the next user on the list, until a free user is found or the end of the list is reached. | | ✓ | | |
| 37 | Shared Call Appearance (5) | Allows an incoming call to appear on multiple devices (up to 5) simultaneously. All devices where call appearance is shared can be used to answer an incoming call or originate a call on behalf of the main location, such as in an administrative assistant/executive scenario for instance. When a location puts a call on private hold, only the location that held the call can retrieve it. Retrieve attempts from all other locations are rejected. | | ✓ | | |
| 38 | Shared Call Appearance (10+) | Same as Share Call Appearance (5), except that up to 10 locations can be programmed with the same extension. | | ✓ | | |
| 39 | Simultaneous Ring (SIMRING) | Simultaneous Ring allows you to list up to 10 phone numbers where you would like to ring in addition to your primary phone when you receive a call. | | ✓ | | |
| 40 | Speed Dial Soft Keys | This service allows users to associate codes to frequently dialed or hard-to-remember long strings of digits. Users can then use these codes instead of the full numbers to place calls. | | | ✓ | Speed Dial programming is no longer done directly in your phone. The panel at the bottom of the Managed Telephony Customer Portal home page allows you to make various changes to your settings. To configure your phone according to your preferences, use the Devices link. This will lead you to a page enabling you to define Speed Dial as the soft key action for keys on your phone, as well as the number(s) to dial. When the changes are made, you will need to reboot your phone set for these to show up. |

| No. | Feature | Description | Standard on Phone | System Configuration | Activated by User | Activation Process |
|-----|---------------------------------------|--|-------------------|----------------------|-------------------|---|
| 41 | Three-Way Calling | This service enables a user to make a three-way call with two other parties, whereby all parties can communicate with each other. | ✓ | | | |
| 42 | Voice Mail To Email | Users can be notified of their voice messages in the form of wav files. | | ✓ | | User must provide their e-mail address for configuration. |
| 43 | Voice Messaging | Enables users to record messages from callers for calls that are not answered within a specified number of rings, for calls that receive a busy condition or for calls received when the user is outside of their primary zone. The maximum number of rings for the no-answer timer is 20 (inclusive). | ✓ | | | To set up voicemail greetings from your phone, please see instructions in Managed Telephony Business Phone Quick Start Guides available on our website. |
| 44 | Voice Messaging Group (portal) | The Voice Messaging Group service allows the administrator to configure group-wide attributes for the voice mail service. | | ✓ | | |
| 45 | X11 (711, 911, etc.) | | | ✓ | | |

*VoIP 9-1-1 Service features may differ from traditional wireline 9-1-1 services. Visit cogeco.ca/911 for more information.

Questions ?

Please visit our Managed Telephony FAQ page at [cogeco.ca](https://www.cogeco.ca)
or call us at 1-855-440-5602.