User Features	Description
Basic Call Logs	The Call Log enables users to view and dial from the following lists of stored numbers: missed, received, and dialled, as well as the respective call times and dates.
Blind Call Transfer	Enables a user to transfer a call unattended before or after the call is answered.
Call Hold	Enables a user to place a caller on hold via the device.
Call Park	Enables a user to hold a call and to retrieve it from another device within the group.
Call Pickup	Enables a user to answer any ringing line within their pick up group. A pick up group is a group administrator-defined set of users within the group, to which the call pickup feature applies.
Call Transfer with Consultation	Enables a user to consult with the add-on party before transferring the caller.
Call Waiting	Enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone.
Calling Line ID Delivery	Enables the delivery of a caller's identity to a user via the phone (if capable). Delivered information includes the caller's phone number and name. The information is delivered to the web interface and the phone (if capable) only if the information is available and has not been blocked by the caller.
Calling Line ID Delivery - Blocking	Enables a user to block delivery of the user's identity to the called party. The user controls the service via a web interface, which provides the ability to activate and deactivate the service. If activated, all calls made by the user have the user's identity blocked.
Consultation Hold	Enables a user to put the caller on hold, and make a consultation call to another party.
Direct Inward/Outward Dialling	Users are assigned an 11-digit directory number that can be used to place or receive calls directly to this phone, without forcing access via a central number.
Directed Call Pickup	Enables a user to answer a call directed to another phone in their group by dialling the respective feature access code followed by the extension of the ringing phone.
Directory	The directory enables users to dial any other member of their business group by selecting from a list of names in their directory. The list also serves as a searchable company directory. Each user added to the group is automatically added to this list. Also included are the extensions for reaching the Calling Menu(s), Hunt Group(s) etc, when applicable.

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Do Not Disturb	Allows users to set their station as unavailable so that incoming calls are given a busy treatment.
Extension Dialling	Enables users to dial extensions via their phone to call other members of their business group.
Fax to Email	Delivers faxes to the email address assigned against the user.
On Demand Call Recording	Allows a user to start and stop recording the call they are currently active on.
Personal Call Queue	Allows a user to queue a call whilst they are already engaged on another call.
Personal Web Portal	Web portal that allows end-users to activate and customise services.
Phone Status Monitoring/ BLF	Ability to monitor the phone status of users selected indicating if they're engaged on another call.
Presence/Activity Diversion	Enables users to pre-configure multiple profiles for managing incoming calls differently based on the user's status: ▪ Available ▪ Busy ▪ Lunch ▪ Out of Office ▪ Holiday ▪ Unavailable
Queues (Join/Leave)	Allows a user to join and leave any queue they are a member of.
Shared Call Appearance	Allows for incoming calls to ring on additional phones simultaneously, connecting the first phone to be answered. If one of the phones is already hosting an active call under the line ID, incoming calls are delivered to the active phone and any outgoing calls from another phone using the same line ID are blocked.
Three-Way Call Conference	Enables a user to make a three-way call with two parties, in which all parties can communicate with each other.
Voice Messaging - User	Enables users to record messages for incoming calls that are not answered within a specified number of rings or receive busy treatment. ▪ Voice Message Waiting Indication - A visual indicator on the phone when new messages reside in the user voice mailbox. ▪ Voice Messaging Notification - Enables a user to be informed of new voice messages. The notification is in the form of an email or an indication on the user's station. The user controls the service via a web interface, which provides the ability to activate and deactivate email notifications as well as add the email notification address. ▪ Unified Voice Messaging - Enables users to have their voice messages delivered to a specified email address in the form of an email message with a .WAV file attachment. If available, the caller's name and number are also included in the email subject line.