

Basic Plan Features

The Basic Plan Features are a set of standard service components programmable to the individual phone models that are available. They are also referred to as *Profiles*. These are priced together as one unit.

Core Telephony Functions

- Call Barge - Barge allows a user to get added to a remotely active call that is on a shared line. Remotely active calls for a line comprise active (connected) calls that are made to or from another device that shares a directory number with the line. Barge supports this type of remote-in-use call.
- Call Blocking by Caller ID – The blocking of inbound calls based upon the caller’s caller ID.
- Call Blocking / Class of Restriction - Provides the ability to deny certain call attempts based on the incoming and outgoing CORs provisioned on the dial peers.
 - COR is used to specify which incoming dial peer can use which outgoing dial peer to make a call. Each dial peer can be provisioned with an incoming and an outgoing COR list.
- Call Forwarding – Feature which lets an incoming call to a called party be redirected to a third party.
- Call History – List of previous calls (telephone numbers) made by the phone endpoint and received from other endpoints.
- Call Hold - This feature allows the user to place a call on hold so that the user can activate another feature, for instance, CALL PICKUP and then return to the original call.
- Call Mute – The ability to allow an endpoint user to not allow other parties on a call to hear sound coming from their endpoint.
- Call Park/Pickup – Feature that allows a person to put a call on hold at one telephone set and to continue the conversation from any other telephone set.
- Call Pickup Group - Allows an endpoint to answer a call that comes in on a directory number other than the user’s own. When the user hears an incoming call ringing on another phone, the user can redirect the call to a phone by using this feature. Cisco IP Phones provide three types of call pickup:
 - Call pickup allows users to pick up incoming calls within their own group. Cisco Unified CallManager automatically dials the appropriate call pickup group number when a user activates this feature on a phone.
- Group User Answer – Refers to call pickup. Allows users to pick up incoming calls in another group. Users must dial the appropriate call pickup group number when they activate this feature on a phone.
 - Other group call pickup allows users to pick up incoming calls in a group that is associated with their own group. When a phone rings in a group that is associated with the user's group, Cisco Unified CallManager automatically searches for the incoming call in the associated groups when they activate this feature on a phone.

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- Call Timer – Refers to a Feature that displays the duration of a call to the user for outbound or inbound.
- Call Transfer Blind - Enables a user to relocate an existing call to another phone using a transfer button and dialing the required location. This is done without prior warning to the person that the call is being transferred to.
- Call Transfer Consult – Call transfer in which the desired party/extension is notified of the impending transfer. This is done by putting the caller on hold and dialing the desired party/extension; they are then notified and, if they choose to accept the call, it is transferred over to them.
- Call Waiting - If a calling party places a call to a called party which is otherwise engaged, the called party is able to suspend the current telephone call and switch to the new incoming call.
- Caller ID - Feature that displays the incoming caller's telephone number when they call the endpoint.
- Conference Calling - A telephone call in which the calling party wishes to have more than one called party listen in to the audio portion of the call. The conference calls may be designed to allow the called party to participate during the call, or the call may be set up so that the called party merely listens into the call and cannot speak.
- Conference Chaining – Connecting more than one conference call to another conference call. Allowing all users to communicate with each other.
- Contact Lists – A list of contacts that a user can keep in the phone's address book feature.
- Dial by Extension – Directly connecting to another phone by dialing the extension rather than the full telephone number.
- Dial by Name – Dialing another endpoint based upon the user's name found in the address book rather than the telephone number.
- Distinctive Ringing – Configuring the endpoint to ring a distinctive ring based on the number of the caller.
- Do Not Disturb - A feature allows you to turn off the ringer for an incoming call. When DND is enabled, you can also choose to have the Cisco Unified IP Phone beep or flash to indicate an incoming call. Users can configure DND directly from their Cisco Unified IP Phone.
- Extension Mobility – A feature that allows users to configure any Cisco IP Phone as their own, on a temporary basis, by logging in to that phone. Once a user logs in, the phone adopts the users individual default device profile information, including line numbers, speed dials, services links, and other user-specific properties of a phone.
- Extra Virtual Numbers - A telephone number without a directly associated telephone line. Usually these numbers are programmed to forward incoming calls to one of the pre-set telephone numbers chosen by the client.

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- HTTPS for Phone Services - A widely used communications protocol for secure communication over a computer network.
- Hunt Groups - Refers to the method of distributing phone calls from a single telephone number to a group of several phone lines. Specifically, it refers to the process or algorithm used to select which line will receive the call.