

User Guide

The VFX Advanced Feature Set provides a range of features for use with any VFX phone line. This document outlines in detail a description of each feature, how the feature operates and any configuration factors.

Table of contents

Alternate Numbers	1
Call Forward Selective	1
Diversion Inhibitor	2
Priority Alert	2
Remote Office	3
Selective Call Acceptance	3
Selective Call Rejection	3
Sequential Ring	4
Simultaneous Ring	5

Alternate Numbers (multiple numbers per user)

The Alternate Numbers service allows you to have up to ten alternate phone numbers assigned in addition to your main phone number. The first number is the main or primary phone number, while the additional ten numbers are the your alternate or secondary phone numbers. This means that friends/family or clients can contact you on a number that is local to them and it will ring on your main line as normal.

Each alternate phone number rings on your VFX line directly. You can port an existing phone number across to WXC to become your alternate number (see WXC pricing sheet for porting cost). Please be aware that the alternate numbers allow **INBOUND CALLING ONLY**. You cannot dial out from the alternate number.

Call Forward Selective

This service enables you to define criteria that causes certain incoming calls to be redirected to specified destinations. If the incoming call does not match any of the criteria, normal call handling applies.

The possible criteria include:

- Selected time schedule, e.g "Every Day All Day"
- Whether the calling line ID is PRIVATE or UNAVAILABLE
- A list of up to 12 phone numbers or digit patterns (for example, 514*)

You can combine criteria to apply to incoming calls .e.g. combine Time of Day with a list of phone numbers. Multiple combinations can be defined and the call is forwarded when a combinations criteria is met. You can associate a different destination with each combination, or use the same destination for all combinations.

Call Forward Configuration

The service is configured through the Xport portal <https://www.xport.co.nz/>.

Criteria is defined based on the incoming caller identity, ranges of digits, or time schedule. Ranges of digits can include digits from 0-9, and the following wildcard characters:

- ***** (**star**) – This wildcard can only be used as the last character of a digit string and matches any number of trailing digits.
- **?** (**question mark**) – This wildcard can be used anywhere in the string and matches any single digit.

Multiple criteria can be combined, and multiple combinations can be defined simultaneously. Each combination can be active or inactive. Each combination can be associated with its own destination number.

Diversion Inhibitor

The Diversion Inhibitor service allows the caller to prevent the call being redirected by the called party, depending on the features/criteria set in place, i.e. being sent to voicemail. This service is especially useful to help prevent calls from being answered by voice mail when features like Simultaneous Ring or Sequential Ring are set up.

The Diversion Inhibitor uses a feature access code (FAC) and can be activated as a dial prefix on a per-call basis or as a static prefix for the destination number. By dialling the FAC before making a call it can be activated by the calling party or you can set it up to automatically activate for every call to the called party's number.

Diversion Inhibitor Configuration

This feature can be configured through the Xportweb portal or by dialling *80 before dialling the number. This service is only available for VFX – VFX calls within the same VFX calling area. For external calls outside of your calling area, the prefix is ignored and the call is processed as usual (that is, redirection services are invoked).

The following services can be inhibited with the Diversion Inhibitor feature:

- Call Forwarding No-Answer, Busy, Always
- Selective Call Forwarding
- Voice Mail (VFX Voice Mail and External Voice Mail)
- Simultaneous Ring (Personal)
- Sequential Ring

Hunt Group services **are not affected** by this feature and cannot be inhibited

Priority Alert

This service enables you to define criteria to have certain incoming calls trigger distinctive alerting. The service applies to power ringing and alerting tones.

Priority Alert

In both cases, incoming calls meeting the criteria result in a distinct ringing cadence and alerting tone pattern, respectively. The distinctive alerting pattern is the same for ringing and tones. Apart from the distinctive alerting pattern, this service does not change the way incoming calls are processed.

This list of criteria includes:

- Selected time schedule, for example, "Every Day All Day"
- Whether the calling line ID is PRIVATE or UNAVAILABLE
- A list of up to 12 phone numbers or digit patterns (for example, 514*)

Multiple criteria can be combined, for example, incoming call from this number and within business hours and during work week.

Priority Alert Configuration

This service is configured through the Xport portal. You can define criteria based on the incoming caller identity, ranges of digits, the time of day, and the day of the week. Ranges of digits can include digits 0 through 9, and the following wildcard characters:

- * (**star**) – This wildcard can only be used as the last character of the digit string and matches any number of trailing digits.
- ? (**question mark**) – This wildcard can be used anywhere in the string and matches any single digit.
- Multiple criteria can be combined to build specific inbound call scenarios for priority alerting.

Remote Office

This service enables you to access and use your VFX profile and services from any device, anywhere that is on-net or off-net (for example, home, office or mobile phone).

Remote Office is especially useful for telecommuters and mobile workers, as it enables you to use all of your features while working remotely.

Remote Office

For example, transfers, conference calls, directories, and so on). In addition, since calls are still originated from VFX, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private.

To use the service, you simply enter the phone number of their current location and activate the service. From that point on, their usual VFX location is temporarily overridden by the newly configured location. When the service is active, all incoming calls are redirected to their Remote Office location and are subjected to your terminating services. To place outbound calls you will need to download the VFX Manager from the Xport Portal.

Remote Office Configuration

The following list describes the configuration items for Remote Office.

Item – Xport Portal

Description – You can configure your temporary location and activate the service through the Xport Portal. The location is entered as a phone number.

Selective Call Acceptance

Selective Call Acceptance allows you to only accept calls that meet your configurable criteria. Other calls are provided busy processing (for example, voice mail) or a system announcement. All calls that do not meet the specified criteria are rejected.

The possible criteria include:

- Selected time schedule, for example, "Every Day All Day"
- Whether the calling line ID is PRIVATE or UNAVAILABLE
- A list of up to 12 phone numbers or digit patterns (for example, 514*)

• The criteria can be combined (for example, incoming call from a number and within business hours and during work week). Multiple combinations can be defined and any call meeting any combination is allowed to terminate to your line. For calls that do not meet any criteria, a system announcement is played to the caller.

Selective Call Acceptance Configuration

The service is configured through the Xport portal. You can define criteria based on the incoming caller identity, ranges of digits, and a time schedule.

Ranges of digits can include digits 0 through 9, and the following wildcard characters:

- ***** (**star**) This wildcard can only be used as the last character of the digit string and matches any number of trailing digits.
- **?** (**question mark**) This wildcard can be used anywhere in the string and matches any single digit.

Selective Call Rejection

Selective Call Rejection allows you to block calls that meet your configurable criteria. The blocked calls are provided busy processing (for example, voice mail) or a system announcement. All calls not meeting your specified criteria are allowed to terminate normally.

The possible criteria include:

- Selected time schedule, for example, "Every Day All Day"
- Whether the calling line ID is PRIVATE or UNAVAILABLE
- A list of up to 12 phone numbers or digit patterns (for example, 514*)

The criteria can be combined (for example, incoming call from a number and within business hours and during work week). Multiple combinations can be defined and any call meeting any combination is rejected with a system announcement. All other calls terminate as usual.

Selective Call Rejection Configuration

The service is configured through the Xport web portal. You can define criteria based on the incoming caller identity, ranges of digits, and a time schedule. Ranges of digits can include digits 0 through 9, and the following wildcard characters:

- ***** (**star**) This wildcard can only be used as the last character of the digit string and matches any number of trailing digits.
- **?** (**question mark**) This wildcard can be used anywhere in the string and matches any single digit.

Sequential Ring

This allows you to define a “find-me” list of phone numbers, which are called one after the other until answered. The service starts when an incoming call matches your defined set of criteria. No-answer processing (CFNA, voice mail) is applicable one all the numbers have been tried.

Whilst searching for you, the calling party hears a greeting followed by periodic comfort announcements as the time necessary to find the you can be considerable (up to six times six rings, or more than three minutes). The caller can also interrupt the search at any point to leave a message by pressing any key.

Rules:

- If the called number is busy or results in a local announcement, the call is released and the service moves on to the next number. The base location can be configured so that Sequential Ring will not attempt any further location if the base location is busy. If this happens, busy processing will occur immediately. If all locations are busy, busy processing occurs as well;
- If the called party answers, the calling party is connected to the called party and the service ends;
- If the timer expires before the call is answered, the call is released and the service moves on to the next number;

If this is option is enabled and the caller presses the # key, the search process is interrupted and the caller is presented with no-answer processing immediately.

- A number may be configured (and thus alerted) twice e.g. you may wish to have your main number alerted last by entering it again at the end of the list.

Sequential Ring cont'd...

- For Sequential Ring you define a set of criteria that determine if the Sequential Ring service should be activated for the incoming call. The set of criteria allows for defining a time schedule (time-of-day, day-of-week) and calling number(s) for which the service should be activated. If the criteria are met, the service is activated as described above. Otherwise, the call is processed as usual.

- For Sequential Ring you define a set of criteria that determine if the Sequential Ring service should be activated for the incoming call. The set of criteria allows for defining a time schedule (time-of-day, day-of-week) and calling number(s) for which the service should be activated. If the criteria are met, the service is activated as described above. Otherwise, the call is processed as usual.

Once a call is successfully connected, or the last location in the list remains unanswered, the ring back or announcement is interrupted and the caller is connected through, or provided with no-answer processing, as applicable. The feature can be configured via the Xport web portal.

Sequential Ring Configuration

The following elements can be configured for Sequential Ring:

- Whether to use the base location or not;
- The number of rings for the base location (shared with other services such as CFNA);
- Whether to continue searching if the base location is busy;
- Whether the caller can press # to interrupt the search process or not;
- The list of up to five locations and their timers (number of rings);
- A list of criteria (similar to the other “selective” services) and if each one is active or not.

Simultaneous Ring

This service enables you to have multiple destinations ring simultaneously when any calls are received on your phone number. The first destination to be answered is connected.

Description

The Simultaneous Ring Personal service is a user “findme” service that rings in multiple locations simultaneously. You can provision up to ten secondary terminating locations (for example, cell phone and home phone).

When a party calls you the service issues simultaneous termination requests to the locations specified. The first location to answer the call is connected to the originating party; all other terminations are released. All calls to secondary locations are subject to the services that apply to these locations. For instance, a call to a busy cell phone may be forwarded to voice mail, thus resulting in the other legs being released. If all call legs are busy, the caller gets busy processing.

The service can be configured to not alert the secondary locations when the primary location is active with a call. The secondary location can be any valid phone number.

Simultaneous Ring Configuration

The service is configured through the Xport web portal.

You can:

- Activate or deactivate the service;
- Enter up to ten secondary phone numbers;
- Select whether secondary phone numbers should be alerted while the primary location is active on a call.