

**CallPort powered by Centile  
Feature List - April 2011**



FEATURE	DESCRIPTION	CALLPORT FEATURE NOTES
<b>CALLPORT ADMINISTRATION PORTAL (CAP) FEATURES COMPARISON</b>		
Class of Service	Users or groups can be allocated different Classes of Service. The CoS defines which features are available to a user, such as Call Recording, Voicemail.	Allowed features are allocated on an individual basis to the extension number
Call Line Identity	Caller line identity can be configured on a per user basis. Options include: withhold CLI, present the organisations main number or present the users DDI. Using 141 1470 feature	All cli features supported as per SIP specification. As well as 141 and 1470,
Bulk loading	User information can be uploaded to the CAP using a CSV format. Information includes user name and extension.	Supported
Administrator Levels	This is a hierarchical level for administrators to control viewing and editing options on the WebInterface administration tool.	Supported
Organisational hierarchy	As organisations are created, users can be separated into groups and sub groups to enable easy management and assignment into hunt groups.	Supported
Alarm monitoring	View all alarms to an individual extension level via CAP	Supported
CDRs	Real time CDR monitoring with clearing messaging to fault finding, CDRs can be filtered by department or organised by most fields alphabetically and also exported	Supported
<b>CALLPORT BASIC TELEPHONY FEATURE LIST</b>		
Inbound and outbound calls	8el deploy a centralised PSTN to IP gateway which will allow all inbound calls to be converted from TDM to IP and outbound calls converted from IP to TDM. The platform supports site to site calls including home workers connecting to the platform over a suitable Internet connection.	Supported
Dialling options	Via soft client, Outlook (click to dial) and the IP phone.	Import contacts from outlook into softclient, highlight click to dial from everywhere. CTI integration also available
Extension dialling	Contact Users by extension rather than DDI within an organisation.	Supported
Dial External DDI , barring and control.	Dial External to DDI and apply call barring and control.	Supported
Hold	Place call on hold.	Supported
Music on hold	Music played during hold.	Supported
Redial	Redial last number.	Supported
Call Transfer	Calls can be transferred to internal extensions or an external line.	Supported
Called ID	Incoming CLI is presented if the CLI is presented to the network by the calling party.	Supported
Do not disturb (DND)	DND.	Istra DND releases to busy tone, linked also to console and XPad
Unreachable	Calls frowarded on site down or phone unplugged.	Fully supported separate destination can be programmed
Deny	Sends inbound call to busy divert i.e. voice mail or mobile, iPath click off hook, snom 300 click deny button.	Deny to busy tone

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Incoming call transfer before answer	The option to transfer a call before answering to another destination.	Fully supported to on the fly destination
Call Duration	Length of call is displayed.	Supported
Call history	Includes missed, dialled and received calls. iPath available using the call history button, snom 300 via redial button and snom 320 via display and function buttons.	Supported
Call Park	Calls can be transferred into a parking area and retrieved by other phone users.	Supported
Call Waiting	The IP phone can handle multiple calls ringing to the same extension.	Supported
Pull to Ground	Ability to transfer a diverted DDI from a mobile back to the operator or to a 'paired' IP phone.	Supported
Call pickup	Ability to pick-up a call intended for another user or group	Supported
Busy lamp monitoring	Status of other users shown by lit/unlit lamps on phone, lamps can be used to make or pick-up calls	Supported for users: phone format and bandwidth considerations
Barge in / Barge Out	Enables a manager to intrude into another users conversation and leave when they want to	Supported
Conference bridge with or without password	Enables users to connect together N persons from an initial call. Need conference ID.	Supported from XPad or Webpad clients
Private Access (Boss/Secretary Filtering)	Enables users to be reached only by some specific persons internally and from the PSTN. All calls to his direct number will be automatically redirected when activated to his assistant/secretary.	Supported
Announcement	A greeting message is played asking the callee to call back later.	Supported
Recall last Caller	Enables users to recall the last caller.	This is an internal IVR function, where users can dial up an announcement containing the last caller and redial can occur from the IVR
Group Control Management	Enables administrators and users (if allowed) to manage hunt and ring groups.	This is an internal IVR function, where hunt groups membership etc can be managed, by a supervisor.
Voice clock	Give the current date and time.	Dial up clock
Wake up	Enables users to program a wake up time.	Supported
Auto Attendant	Enables enterprises to replace the receptionist by an automated answer service which will direct callers accordingly to the selected extensions or voicemail. - Dial by extension - Dial by name - Leave VM to Corporate mailbox - Corporate directory <del>Transfer to receptionist</del>	Supported, IVR with knowledge of all users, for direct dial .
Call screening	A voice recording prompts a caller to state his or her name before the call gets put through to callee. The callee has the options to answer the call, reject it or send it to his/her voicemail.	Supported from XPad or Webpad clients
Auto Answer/ Call queuing service	Puts in a queue the incoming calls which cannot be answered instantly. Callee is redirected to the auto answer service and has to wait until the caller is able to pick up the phone.	Supported

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Automatic call back on busy and on no answer	Enables callee who could not reach his destination (caller busy or away) to be called back. This is set by a forwarding rule.	Supported
Three Way party service	Package enabling users to have advanced features in order to manage 2 extra parties e.g. call waiting, call hold, call alternate, 3 way conference.	Supported
Call Reminder	Enables users to set up to 4 reminder calls from the phone using feature code. This feature acts as an alarm clock.	Supported
Record service	Enables users to record their conversation by pressing a key from their phone.	Supported
Free seating/ hot desking	Enable users to log onto other terminals and place/receive all calls as if they were at their office desk.	Supported
Speed dial	Enables users to dial a short number e.g. 1 corresponding to Mr Jones Tel number 04 97 23 56 89.	Supported
Redial last number called	Enables users to redial the last numbers called.	Supported
Redial last missed call	Enables users to redial the last missed call e.g. in France, users need to call the 3131 service in order to know whose calls he missed. The number to call this service varies depending on countries.	Supported
Call return	Enables users to call the latest numbers received.	Supported
Music on hold	Plays music or announcement when users are putting a call on hold. The music on hold is automatically played for all users. Configurable per organisation via file upload	Supported
Call reminder	Calls on hold come back automatically to users to remind them there is a pending call. The call reminder is active for all users.	Supported
Call retrieve	Enables users to retrieve a call on hold or waiting.	Supported
Call alternate	Enables users to alternate between calls. When one call is active, the others are on hold with the music on old played.	Supported
Voicemail/ Group voicemail	Enables callers to leave messages to a single or group of users when they are not answering their phones and a forwarding rule to voicemail has been set.	Supported
Blind Conference	Enables users to add a new party to the conference while other parties already engaged in a conversation.	Supported
Announced (2 steps) Conference	Enables users to add a new party to the conference. Users put on hold already joined parties, initiate a call with the new party and then add party to the conference.	Supported
Drop last added party	Enables to remove the last added party without disturbing the conference.	Supported
Blind transfer	Enables users to transfer a call without announcing the caller. Caller IDs (if enabled) is displayed informing who is calling and who transferred this call.	Supported
Blind transfer to voicemail	Enables users to transfer the caller to their voicemail directly without speaking with him.	Supported
Announced (2 steps) transfer	Enables users to announce to a third party who is calling before transferring the call. Users can alternate between the initial caller and the add-on party before achieving the transfer.	Supported

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Transfer with direct announcement	Enables users to make a call with the initial caller and a third party (i.e. three way conference) announcing and presenting each party and then hanging up with a view to connect both parties together.	Supported
Call waiting	Notifies users of another incoming call while already online. A short tone is played and the caller ID is displayed on the phone. Users have the ability to answer the second call while keeping the first one on hold. Users can alternate between the two.	Supported
Call waiting CID	Displays the second caller ID on waiting mode on the LCD of the phone.	Supported
Call barring (outgoing calls)	Limits users to call specific numbers such as international numbers, mobile.... At the server level using the web administration pages, call restrictions can be defined for outgoing calls.	Supported with barr/allow functionality
Call forking/ Multi-Terminal	Enables to assign one extension to several phones. Each time there is an incoming call, all phones ring at the same time. However, once a call is picked up from one phone, the others are still available to receive and place calls.	Supported
Multi-line	Enables to assign several lines to one terminal.	Supported
Community directory	Displays all community extensions (i.e. users, IVR, speed dial) declared in the web admin, on the LCD phone.	Supported
Selective call accept/reject	Enables users to accept/reject incoming calls on the fly.	Supported
Call forwarding Selective	Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met. Call forwarding selective can be used to restrict or filter incoming calls.	Supported
Anonymous call rejection	Enables users to reject incoming calls anonymously. From the web admin. interface, administrators can reject a group or specific incoming calls. Call rejection can be also achieved through forwarding rules and at phone level.	Supported
Barge in/out	Enables users to intrude in another user's communication and to leave when they want. Not all users are allowed to barge in/out, only users defined as manager in the PBX (manager scenario) from the web administration interface.	Supported
Logical terminal	Enables administrators to define an external user (GSM or legacy PBX) as an internal user.	Supported
Ring group	Enables administrators to define a group of phones which are going to ring simultaneously until one person of the group gets the call. Incoming calls which cannot be answered are placed in a queue. Auto Answer/Call Queuing service must be activated.	Supported
Paging Service	Enables users to call a paging extension and leave a message which will be broadcast through the speakerphone of all phones on site. Listeners have the option to repeat the message.	Supported
<b>CALLPORT XPad FEATURE LIST</b>		
Click to Dial	Ability to call someone by clicking on the Outlook contact details on your PC or a range of other applications, pre configured using the macro button.	Imported contacts or highlight and dial

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Client upgrades	When features are added to the IP Centrex platform an upgraded version of the iPath is sent out to the end users via a centralised MSI install file.	MSI file available for distribution over group policy. 8el are testing and will produce a guide.
Pairing	Allows the soft client to operate any phone (IP or off net) providing support for a true hot desking environment eg mobiles / analogue lines and digital extensions.	Supported
Twinning/Forking	Where many phones can be rung simultaneously.	Supported
Stand Alone	Where the ip client can work as a unit on PC with headset.	Supported
Instant messaging (IM)	Where users can communicate through a chat window.	Supported
Web Based Version	Cloud based client	Supported
Disabled features	This feature automatically disables functions seen on client if disabled in CAP	Supported
Display panel	Make calls, answers calls, disconnect or reject call, displays call duration, displays user and extension, selective pairing, stop or start recordings.	Supported. All other features available.
Forwarding control	Ability to select and control forwarding rules	Supported, various rules can be activated/deactivated as required, controlled centrally, on XPad or on phones
Audio panel	Microphone and volume control.	Supported with easy sound output selection
Phone features	Redial, transfer, hold call, active call group management.	Supported
DTMF support	Support of keypad numbers on answer.	Supported
Number pad	Allows users to dial numbers from a pull out number pad on the display panel.	Supported
<b>CALLPORT CALL RECORDING FEATURE LIST</b>		
Call Recording	Users have the ability to start and stop the recording of calls upon demand. This facility can be enabled or disabled by the company administrator. Recordings can be scored, commented and stored centrally for retrieval as required. Can also be set to record all calls	Supported
Files	WMA. MP3 and AU	AU + MP3 email
Recording storage	£2.50 per Gig per month (voice mail & recordings).	Supported
<b>CALLPORT BASIC CALL ROUTING FEATURE LIST</b>		
Hunt Groups	Ability to select groups of extensions to ring from a single call. (E.g. ringing in an order or ring altogether).	Supported as Extension Groups, ACD groups also available.
Extended Hunt Groups	Ability to flow from one hunt group to another upon time out or user availability.	Supported
Call Group Display	Graphical representation of the flow of calls using extended Hunt Groups.	Supported display of caller number and group name.
Night or time of day service	The ability to divert calls to another office / 3rd Party, voicemail etc. Various options include time of day, date and perpetual routing. A night or time of day service can be applied to any call group created and the number is not limited	Supported, time of day rules created on an individual basis for each group.

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Hunt group opt out	If enabled at the CAP level, users have the option of opting out of hunt groups.	Extension group opt-out is only available via CAP except ACD group members who can opt in or out of groups by an ACD administrator or by user if permitted
<b>CALLPORT VOICEMAIL FEATURE LIST</b>		
Personalised Voice Mail	Received voicemails can be played via the soft client or the IP phone and downloaded / emailed. Users can dial in via the PSTN to retrieve voice mail.	Supported with group and individual boxes integrated with lamp lighting
Notification	Message notification is provided via the soft client and the message button on the IP phone.	Supported, users are notified of both their own and group voicemail on their phone lamp
Storage	Messages can be stored locally or centrally on centralised storage.	Supported
Security	Users are required to enter their personal PIN number before retrieving voicemail. Administrator access can also over-write unknown PINS where necessary.	Supported : PIN needs to be entered if VM is accessed from another phone or via PSTN dial in
Hierarchical	Mailboxes can be set up at a user, call group or organisational level.	Supported
Temporary greeting message	Personalised greetings can be replaced by an alternative message for a configurable period of time.	Supported
External access	Mailboxes can be accessed and administered from a single organisation wide dial-up number if desired. Mailboxes accessible in this way are protected by PIN codes.	Supported
<b>CALLPORT CONSOLE FEATURE LIST</b>		
Mouse driven user interface	Intuitive graphical interface which can be customised to display different incoming call areas.	Supported: Fully mouse driven interface with extensive keystroke support
Search	Search for user or call group by name, part of name or extension.	Supported
Favourites Area	Create a group of favourite users , for rapid transfer and monitoring.	Supported
Cold Transfer	Transfer callers direct to extension, DDI or mobile number with no introduction.	Supported
Warm Transfer	Call an extension, DDI or mobile number. Introduce the caller and then transfer. toggle or take back the call.	Supported
Transfer direct to Voicemail	Transfer a caller directly to a voicemail box.	Supported
Hold	Callers can be placed in hold using a single mouse click. Callers on hold can be transferred directly to callers or to voicemail. Music can be played to callers in hold. or comfort beeps can be configured.	Supported
Call Forwarding Control	Operators can activate call forwarding for users and groups and manually activate/deactivate Night Service features.	Supported
Tagging	Label users for group filtering and skill tagging	Supported

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Scheduled Conferencing	Use is not limited to a specific number of participants. User icons are shown when users enter or are placed into a conference. Icons change to indicate speech and can display an alert, if the user wishes to talk with the console operator.  - Password controlled conferences can be configured. Announcements can be played on entrance and exit. - Scheduled conferences can be set to be active for a preset period or on an arranged date. After this date the password becomes invalid. - Multiple conferences can be dialled into using the same DDI number.	Supported
Pick-up	Operators can monitor and pick-up calls to other users.	Supported
Group pick-up		Supported
Instant Messaging	Instant Messaging features available from the Operator console.	Supported
Console to Console Call Transfer	Operators can dial each other and transfer call between each other.	Supported
Stand alone console	Console can operate using PC sound card and headset.	Supported
<b>CALLPORT AUTO ATTENDANT FEATURE LIST</b>		
Emergency Announcement and routing	Authorised users can dial in and set an emergency announcement, followed by redirects to voicemail or alternative numbers, groups or	Announcements are supported via ACD
Day announcement	An announcement can be recorded which is played to callers during opening hours. This announcement will typically introduce the company and then provide further options.	Announcements are supported via ACD
IVR Options	Callers can be routed to up to 9 call groups or individual numbers, dependant upon user selection. E.g. "dial 1 for marketing, 2 for Technical support, 3 for Sales or 4 for Finance".	Supported
Hunt Mode	Auto attendant can be configured to provide basic hunt group functionality with up to 9 numbers being called one after another until an answer is received.	Supported
<b>CALLPORT HARDWARE FEATURE LIST</b>		
SIP handsets	Generic SIP handset support with tighter integraton for Cisco, Snom, Polycom and Aastra.	Supported
FAX	Group 3 fax machines can be connected into the 8e/ IP Freeport allowing fax to be converted to IP.	Supported
Analogue devices eg door entry	Analogue devices such as DECT phones and conference phones can be connected into the IP Freeport allowing existing lines to be terminated. Analogue calls will be converted to IP and use SIP to establish calls.	Supported
Intercom and PA Systems	Phone to phone intercom connection can be set-up using the IP Freeport. Other systems such as PA systems or Door Speakers can be configured through an analogue box.	Supported
<b>CALLPORT SECURITY FEATURE LIST</b>		
Searchable Recordings	Callers can access recordings and search by number called, call time or duration or call subject. Notes can be attached to recorded calls for training purposes. Recordings can be saved or streamed to a PC.	Supported from XPad or Webpad clients

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Voicemail	Voicemail messages can be saved to a PC or streamed through a media player.	Supported from XPad or Webpad clients
Conferencing	<i>This feature is in development; it will allow users to set up multi-party conferences accessible from a single phone and managed through the web-interface.</i>	Supported from XPad or Webpad clients
Call Forwarding control	Users can set-up and delete call-forwarding rules. These will allow forwarding to groups, users, telephone numbers or the voicemail service. Forwarding rules can differentiate between internal and external calls and will also be able to be set on a time of day basis.	Supported
Call Screening	Users can screen selected incoming numbers or prefixes.	Supported from XPad or Webpad clients
Roaming speed-dials	Up to 30 phone keys can be mapped to speed-dial keys set-up online. These are centrally stored and accessible from any phone within the users organisation which they are logged into.	Supported from XPad or Webpad clients
Hunt Group opt-out/in	Users can opt into or out of any hunt group which they are an optional member of. Administrators can assign hunt groups which cannot be opted out of in this way.	Supported from XPad or Webpad clients
SRTP	Media is switched across the network using Secure Real Time Transmission Protocol providing 128 Bit encryption from the users phone to the IP Centrex platform.	Supported
MAC Level Security	All IP phones connecting to the 8el IP Centrex platform must have their unique MAC address registered within the CAP before they can be used on the platform.	Supported