We have provided a glossary of terms so you can better understand our terminology that best describes all our calling features that can be accessed on our Novum Networks platform.

Access Codes
Predefined call shortcuts to activate or deactivate various call functions. See the last page for a full list of access codes.*

Alternate Numbers (Premium License Only)
Allows your employee to have up to ten phone numbers and/or extensions assigned to them. The employee can be contacted on any of the phone numbers. The first number is the main or primary phone number, while the additional ten numbers are the employee's alternate or secondary phone numbers. Normal ringing is provided for incoming calls to the primary phone number and employees have the option of selecting a distinctive ringtone for calls to their second and third phone numbers. For outgoing calls from the employee, the employee's primary phone number is the calling line identity. This call feature requires a Premium Enterprise License or higher.

Alternate Numbers can also be used on Hunt Groups, Call Centre Queues and Auto Attendants. Mostly, Alternative Numbers are used for Hunt Groups, Call Centre Queues or main answering extensions (Reception) where there may be a temporary number. Where a company may have several main numbers that are advertised and don't need to differentiate the numbers that were called.

Anonymous Call Rejection
Enables your employees to reject calls from anonymous parties who have restricted their Caller ID. By activating this service via a web interface, callers without available caller identification are informed that the employee is not accepting calls at that time. The employee's phone does not ring, sees or hears the attempted call. This service does not apply to calls from within the group.

Auto Attendant
Allows callers to be automatically transferred to an extension without the involvement of an operator or receptionist. Auto Attendant also provides a personalised message to callers with options for connecting to the operator, dialling by name or extension, or connecting to up to nine configurable extensions (destinations may be Hunt Group, Call Centre Queue after hours mobile etc.) (e.g. 1 = Marketing, 2 = Sales, etc.). For example, dial 1 for Sales then dial 1 for Audi, 2 for BMW, drilling down to 10 numbers.

There are 2 types of Auto Attendant:

- Basic which has 2 modes of Day and Night with choices of 0-9
- Standard which has 3 modes of Day, Night and Holiday with the ability to have 10 levels of choices or nestings.

Business Continuity
In the event of a natural disaster, power outage, equipment or network failure, businesses can redirect their calls to any location and any device, including landline phones, mobile devices and PC-based softphones. Our business continuity feature includes simultaneous ringing to multiple locations, and unified voice messaging and single mailbox across multiple technologies (mobile, PBX, Call Centre). Disaster recovery kicks in automatically when the connection is lost and reverts when the connection is backed up.

Busy Lamp Field (BLF)
It is a light that enables employees to know if another extension on your system is busy or not. This call feature is only available on handsets and phone consoles. The busy lamp field can also be used to transfer calls.

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Call Centre

Allows business groups to set up a basic call centre with incoming calls received by a single phone number that is distributed among a group of employees or agents. The following functionality is supported with:

- Employees' log in and log out
- Uniform distributor of incoming call to the available agents
- Queueing of the incoming calls that cannot be answered immediately
- Mandatory Entrance message
- Comfort message
- Position in queue
- Ability to leave the queue and leave a message
- Overflow to a given destination when the group is unable to accept calls
- No-answer policy to redirect calls to the next agent if not answered in a specific number of rings by the previous agent
- Deflection to a given destination outside of business hours
- Music on Hold

Call Forwarding — Always

Allows an employee to redirect all incoming calls to another phone number. Employees can activate or deactivate the service by dialling a feature code or configuring the service via their web interface. When activated, the employee must specify the forwarding number.

Call Forwarding — Busy

Allows an employee to redirect calls to another location when they are on another incoming call. Employees can activate or deactivate the service by dialling a feature code or configuring the service via their web interface. When activated, the employee must specify the forwarding number.

Call Forwarding — No Answer

Allows an employee to redirect calls to another location when an incoming call is not answered within a specified number of rings. Employees can activate or deactivate the service by dialling a feature code or configuring the service via their web interface. When activated, the employee must specify the forwarding number and the number of rings before forwarding.

Call Forwarding — Not Reachable

Allows an employee to forward all incoming calls to a different phone number when the employee's device is not available to answer.

Call Forwarding Selective

Enables an employee to define call criteria that causes certain incoming calls to be redirected to another location. If an incoming call meets employee-specified criteria, the call is redirected to the employee-specified location. The employee controls the service via a web interface, which provides the ability to set the forwarding location address and the call criteria sets for determining which calls require forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can also be defined. Also available on Hunt Group, Call Centre Queues and Auto Attendant, used to direct calls after hours or on holidays to required destinations.

Call Forwarding to Anywhere (Broadworks Anywhere)

Enables your employees to make and receive calls from any device, at any location, with only one phone number, one dial plan, one voicemail box, and a unified set of features. You can call colleagues from your mobile using their four-digit extension, move calls seamlessly from your desk phone to your mobile when you need to take an important call home with you, and move a call from your mobile to your fixed phone so others can listen in on the speaker phone.

Call Park

Enables an employee to hold a call and to retrieve it from another extension within the phone park group. To park a call, an employee presses the park soft key. The call is parked, and the caller is held. To retrieve the call, the employee goes to any phone in the group and presses the park retrieve soft key or dials the call retrieve feature access code, followed by the employee's extension. The call is retrieved and connected to the retrieving employee.

Call Pick-Up

Enables an employee to answer any extension that is ringing within their Call Pick-Up group. A pick-up group is a group administrator-defined set of employees within the group, to which the Call Pick-Up feature applies. To pick up a ringing call, an employee dials the Call Pick-Up feature access codes*. The employee is then connected to the caller. If more than one line in the pick-up group is ringing, the call that has been ringing the longest is answered. Alternatively, if a call is ringing within a pick-up group when any one in that pick-up group picks up the handset, one of the soft keys will change to pick-up. Directed pick-up is also available via Busy Lamp Field keys.

Call Return

Allows an employee to call the most recent call received, whether the call was answered or not. To call the last party, the employees dials the call recall feature code. The system stores the number of the last party to call and connects the employee to that party.

Call Transfer

Enables an employee to forward the call to any business phone extension or mobile phone.

Call Transfer — Three Way Consultation

Allows an employee to consult with the add-on party. To initiate call transfer with consultation, the employee presses the transfer key and dials the add-on party. When the call is answered, the employee can consult with the add-on party. To transfer, the employee hangs up causing the caller to be connected to the add-on party.

Call Waiting

Allows an employee to answer a call while on another call. When a second call comes through, a call waiting tone informs the engaged employee. The employee presses the answer key to answer the waiting call. The employee connects with the waiting caller and holds the original caller. The employee can reconnect to the original caller by pressing the swap key. The feature completes when the caller hangs up. Employees can activate or deactivate the Call Waiting service for all incoming calls via their web interface.

Calling Line ID Blocking

Enables your employee to block delivery of his or her identity to the caller. You can control the call feature via a web interface, which provides the ability to activate or deactivate the service. If activated, all calls made by the employee will have the employee's identity blocked. Employees can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature access code for Calling Line ID Delivery per call. After the call is over, Calling Line ID Blocking is then restored.

Calling Number Delivery

Provides an employee the ability to display a calling line identification.

Click-To-Call

Enables an employee to dial from a phone list, Outlook or webpage by highlighting the number.

Contact And Address Book Management

Enables employees to view multiple company or network directory and address books.

Desktop Sharing (One-To-One, Group)

Allows employees with access to UC-One Communicator application on their desktop to share screens with other employees.

Desktop/Mobile/Tablet Client
Are Internet-facing devices that are available for Novum's Unified Communicator application.

Direct Call Pick-Up Or With Barge-In
Is the ability to pick-up a call that is directed to another employee in the same customer site. This version of the Directed Call Pick-Up service enables the employee to barge-in on the call if already answered, thereby creating a three-way call. Administrators can configure whether a warning tone is played when a barge-in occurs.

Do Not Disturb
Allows employees to set their extensions as not available so incoming calls are notified as "busy". Employees have the option to activate and deactivate the service by pressing the DND soft key or by dialling a feature access code or configuring the service via their web interface.

Fax To Email
Is an add-on to the voice messaging service that allows employees to retrieve and manage fax messages from their email accounts.

File Sharing
Allows employees to drag a file and click on the arrow file icon to upload.

Group Paging
Enables employees to access an internal intercom paging via the speakers of employees of a paging group.

Hunt Group
Allows employees within a customer's sites, to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Groups phone number. Group administrators can choose from any of the following ''hunt'' schemes, each of which rings the specified phones in a different manner.

- Circular sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off.
- Regular sends calls to employees in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list.
- Simultaneous rings all the employees in the group simultaneously; the first employee to pick up the ringing phone is connected.
- With Uniform, as a call is completed, the employee moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the employee who has been idle for the longest. If an employee receives a call that was not directed to them through the Hunt Group, the call will not be included in the receiving order for Uniform calls.
- Group administrators can also establish a No Answer Policy to redirect calls to the next employee if not answered in a specified number of rings by the previous agent. If all idle phones have been visited once without answer, there are two options for handling the call: forward call to an external number, or give the call a Temporarily Unavailable treatment, which can trigger a service such as Voicemail.

Instant Group Call
Enables an employee to call a number that provides a group of members with an instant conference bridge. When the employee dials the specific group call number, the system alerts all members in the group and, as the members answer, they are joined into a multi-way conference. If the originating employee uses the Push to Talk feature, then the attributes of the Push to Talk feature are used (one-way or two-way broadcast, auto-answer, access control list). This use of Push to Talk added to Instant Group Call equates to ''group intercom'' functionality. The Push to Talk or forced-off-hook functionality is engaged are when a member receives a Push to Talk group call. An administrator defines a virtual group composed of a list of member employees. These members can be part of the same customer (specified by employee name, extension or location code + extension) or can be external employees (specified by a phone number or SIP URI).

Instant Messaging
Is a real-time, text-based communication similar to chat. Instant Messaging uses a shared software client between or among two or more people using desktops, mobile phones or other devices.

Last Number Redial
Enables employees to redial the last number they called by pressing the last number redial key dialling a feature access code (e.g. *66).

LDAP Directory Integration
Enables employees to access contact names and phone numbers from an external lightweight directory access protocol (LDAP). The LDAP tab enables employees to click-to-dial a contact and perform searches by contact name. This service can be integrated with your business private or public directory.

Meet Me Conferencing
Allows employees to dial the Meet Me conference number provided by the Meet Me conference initiator. Employees can connect to the conference once the conference initiator has dialled in and established the conference.

Mobile Integration
Allows employee to receive calls on their mobile devices by the BroadWorks Anywhere feature or you can make and receive calls on Novum's Unified Communicator application.

Mobility
Enables employees the ability to access communication services when they are working remotely using Novum's Unified Communicator application or the BroadWorks Anywhere feature.

Multiple Call Arrangement
Enables an employee to make and receive multiple calls simultaneously on their different Shared Call Appearance (SCA) locations. This feature provides better support for the manager or administrative assistant scenario by presenting incoming calls to all locations, regardless of ongoing call activity. It also enables all end point locations to originate a call even if another location is busy. This feature overlays the SCA feature.

Music On Hold
Enables group administrators to upload an audio file (for example: .wav file containing music or advertising) onto your phone system that is played to held callers. This service can be used in conjunction with the following services: Call Centres, Call Hold, and Call Park.

My Room Collaboration
Is an integrated 'virtual' environment designed specifically for team collaboration, that can be accessed quickly and easily. It is an extension of your employee's business phone number, chat environment, and video conferencing experience so collaboration can flow naturally from other communication experiences.

N-Way Conference
Provides employees with the ability to add up to 5 people on a conference call, similar to the Three-Way Calling service.

Outlook Calendar Integration
Enables employees to integrate their personal contacts in Microsoft Outlook. Employees can perform a search of their personal Outlook contacts by name or company. Once the desired contact is located, employees may click-to-dial one of the contact's phone numbers. When receiving a call, the employee's Microsoft Outlook contact database is searched for a match of the caller's phone number.

Presence

Is the ability and willingness of an employee to communicate across a set of devices and allows your employees to see whether you are available to communicate, for example, "I'm busy" or "I'm available".

It involves the following phases or activities:

- Publish employee status: Employee status changes can be published automatically by recognising employee keyboard activity, phone use, meeting status, device connectivity to the network, and calendar status from Microsoft Outlook.
- Status combines the capabilities of what the device or employee can do (voice, video, instant messaging, web collaboration etc.) and the attributes showing the state of the device or employee (available, busy, on a call, etc.).

    🟩 Available

    🟧 Away

    ⬜ Offline

    🟥 Busy

Privacy

Allows employees to exclude themselves from the group and directory listings visible to other employees.

Push To Talk (Intercom)

Enables employee-to-employee intercom service across an enterprise. When an employee dials the respective feature access code followed by the called party's extension, the system will request that the called station answer automatically. Employees and administrators can define accept and reject lists, which may include wildcards.

Remote Office

This service enables employees to access and use their BroadWorks profile and services from any device, online, or offline (e.g. home office or mobile phone).

Screenshare

Employees can share their screens with other employees via the application.

Sequential Ring

Enables employees to define a "find-me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the employee, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing a DTMF key.

Shared Call Appearance 10+

Allows for incoming calls to ring on up to 10 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. Certain IP phones can present the following states across their lamps: idle, progressing, alerting, active, and held. Certain IP phones can also support the hold or retrieve function, whereby calls on shared lines can be held on one device and retrieved from another registered device. Example applications of this service include setting up a second line for an executive assistant, or creating a hosted key system solution with multiple lines being shared across multiple phones in an office.

Simultaneous Ring

Enables employees to have multiple phones ring simultaneously when any calls are received on their BroadWorks phone number. The first phone to be answered is connected. For example, calls to an employee's desk phone could also ring

Speed Dial 100

Enables employees to dial two-digit codes to call up to 100 frequently called numbers. Entry of the two-digit code is preceded by a configurable prefix: 0-9, A-D, *, or # (default). Employees can program the numbers in their directory via their phone using the respective feature access code (*75 default).

Speed Dial 8

Enables employees to dial single digit codes to call up to eight different numbers, such as frequently dialled numbers or long strings of digits that are hard to remember.

Three-Way Calling

Provides employees with the ability to add up to 3 people on a conference call.

Video Calling (Point-To-Point)

Is an interaction across a network that includes video capabilities in addition to voice.

Voice Portal

Provides an entry point for end-employees to access, use, and configure the following services via any phone interface: Voice Messaging, Call Forwarding Remote Access and Personalised Name Recording. The Voice Portal can also be used to record Auto Attendant greetings remotely and can be reached from any phone. Each employee has their own configurable passcode to access their respective menu of services. Service providers and/or group administrators can customise (or "brand"). The voice portal provides access for a site to have voicemail.

Voicemail

Enables an employee to access a voice message left by the caller when the employee is absent or busy with another conversation. Voice messages can be delivered by email.

Web Collaboration

Enables an employee to chat and share desktop screens with other employees.

*Access Codes

A

✔ Anonymous Call Rejection Activation	*77
✔ Anonymous Call Rejection Deactivation	*87
✔ Anonymous Call Rejection Interrogation	*52*
✔ Automatic Callback Deactivation	#8
✔ Automatic Callback Menu Access	#9

B

✔ BroadWorks Anywhere E.164 Dialling	*14

C

✔ Call Bridge	*15

✔ Call Forwarding Always Activation	*72
✔ Call Forwarding Always Deactivation	*73
✔ Call Forwarding Always Interrogation	*21*
✔ Call Forwarding Always To Voicemail Activation	*21
✔ Call Forwarding Always To Voicemail Deactivation	#21
✔ Call Forwarding Busy Activation	*90
✔ Call Forwarding Busy Deactivation	*91
✔ Call Forwarding Busy Interrogation	*67*

*Access Codes Continued

✓ Call Forwarding Busy To Voicemail Activation | *40
✓ Call Forwarding Busy To Voicemail Deactivation | #40
✓ Call Forwarding No Answer Activation | *92
✓ Call Forwarding No Answer Deactivation | *93
✓ Call Forwarding No Answer Interrogation | *61*
✓ Call Forwarding No Answer To Voicemail Activation | *41
✓ Call Forwarding No Answer To Voicemail Deactivation | #41
✓ Call Forwarding Not Reachable Activation | *94
✓ Call Forwarding Not Reachable Deactivation | *95
✓ Call Forwarding Not Reachable Interrogation | *63*
✓ Call Forwarding Selective Activation | #76
✓ Call Forwarding Selective Deactivation | #77

✓ Calling Line ID Delivery Blocking Interrogation | *54*
✓ Calling Line ID Delivery Blocking Per Call | *67
✓ Calling Line ID Delivery Blocking Persistent Activation | *31
✓ Calling Line ID Delivery Blocking Persistent Deactivation | #31
✓ Calling Line ID Delivery Per Call | *65
✓ Call Park | *68
✓ Call Park Retrieve | *88
✓ Call Pick-Up | *98
✓ Call Recording | *44
✓ Call Retrieve | *11
✓ Call Return | *69
✓ Call Return Number Deletion | #92#
✓ Call Waiting Interrogation | *53*
✓ Call Waiting Persistent Activation | *43
✓ Call Waiting Persistent Deactivation | #43
✓ Cancel Call Waiting | *70
✓ Clear Voice Message Waiting Indicator | *99
✓ Communication Barring User-Control Activation | *33*
✓ Communication Barring User-Control Deactivation | #33*
✓ Communication Barring User-Control Query | *#33#
✓ Connected Line Identification Restriction Interrogation | *56*
✓ Customer Originated Trace | *57

D

✓ Directed Call Pickup | *97
✓ Directed Call Pickup With Barge-In | *33
✓ Direct Voicemail Transfer | *55
✓ Diversion Inhibitor | *80
✓ Do Not Disturb Activation | *78
✓ Do Not Disturb Deactivation | *79

E

✓ Escalate Call To Supervisor | #83

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*Access Codes Continued

F

✓ Flash Call Hold	*22
✓ Forced Forwarding Activation	#72
✓ Forced Forwarding Deactivation	#73

G

✓ Group Call Park	#58

I

✓ Initiate Silent Monitoring	#82

L

✓ Last Number Redial	*66
✓ Location Control Activation	*12
✓ Location Control Deactivation	*13

M

✓ Make Outgoing Call As Call Centre	#80
✓ Make Personal Outgoing Call	#81
✓ Monitoring Next Call	#84
✓ Music On Hold Per-Call Deactivation	*60

N

✓ Night Service Activation Manual Override	#70
✓ Night Service Deactivation Manual Override	#71
✓ No Answer Timer	*610
✓ Number Portability Announcement Activation	*84
✓ Number Portability Announcement Deactivation	*85

P

✓ Per Call Account Code	*71
✓ Push To Talk	*50

S

✓ Selective Call Rejection Interrogation	*51*
✓ Speed Dial 100	*75
✓ Speed Dial 8	*74
✓ Sustained Authorisation Code Activation (Calls Unlocking)	*47
✓ Sustained Authorisation Code Deactivation (Calls Locking)	*37