



Connecting and Protecting  
the Networked World<sup>SM</sup>



**ADMIN'S FEATURE GUIDE**  
FOR FEATURE PACK 1 AND MOBILITY  
FEATURE PACK WITH VOICE COMPLETE

## TABLE OF CONTENTS

Features in FEATURE PACK 1 .....	3
Features in the MOBILITY FEATURE PACK .....	3
Tools to Manage Features .....	3-4
Reference to the Admin's Quick Start Guide .....	5
Admin's Features .....	5
Call Intercept .....	5
Calling Plan – Incoming .....	5-6
Calling Plan – Outgoing .....	6
Configurable Calling Line ID .....	6
Group Calling ID Delivery .....	7
User's Features .....	7
Call Waiting .....	7
External/Internal Calling Line ID Delivery .....	8
Calling Line ID Blocking .....	8
Calling Line ID Blocking Per Call .....	8
Call Forwarding Always .....	9
Call Forwarding Busy .....	9
Call Forwarding No Answer .....	10
Call Forwarding Not Reachable .....	10
CommPilot Express .....	11
Simultaneous Ring Personal .....	12
Sequential Ring .....	12
Remote Office.....	13
CommPilot Call Manager .....	13

**This guide explains how an administrator manages features for all users within a group in the Feature Management Tool. Since administrators have access to menu options not available to users, this guide has two sections, the first regarding the features that are exclusive to administrators, and the second explaining features accessible to all users.**

This document is subject to non-disclosure agreement terms and conditions. Proprietary and Confidential.

All rights reserved. No part of this publication may be reproduced, transmitted, distributed, transcribed, stored in a retrieval system, or translated into any language, in any form or by any means, electronic, mechanical, or otherwise, without prior written permission from Level 3 Communications.

© 2014 Level 3 Communications, LLC. All Rights Reserved. Level 3, Level 3 Communications, the Level 3 Communications Logo, the Level 3 logo and "Connecting and Protecting the Networked World" are either registered service marks or service marks of Level 3 Communications, LLC and/or one of its Affiliates in the United States and/or other countries. Level 3 services are provided by wholly owned subsidiaries of Level 3 Communications, Inc. Any other service names, product names, company names or logos included herein are the trademarks or service marks of their respective owners.

## Features in FEATURE PACK 1

Standard for all Voice Complete subscribers

Feature	Accessible by
Call Waiting	Users and Admins
Calling Line ID Blocking, All or Per Call	Users and Admins
External/Internal Calling ID Delivery	Users and Admins
Call Intercept	Admins only
Calling Plan - Incoming	Admins only
Calling Plan - Outgoing	Admins only
Configurable Calling Line ID	Admins only
Group Calling ID Delivery	Admins only

## FEATURES IN THE MOBILITY FEATURE PACK

Optional

Feature	Accessible by
Call Forwarding Always	Users and Admins
Call Forwarding Busy	Users and Admins
Call Forwarding No Answer	Users and Admins
Call Forwarding Not Reachable	Users and Admins
CommPilot Express	Users and Admins
Simultaneous Ring Personal	Users and Admins
Sequential Ring	Users and Admins
Remote Office	Users and Admins
Voice Portal settings	Users and Admins
CommPilot Call Manager	Users and Admins

## TOOLS TO MANAGE FEATURES

The following tools provide visibility and control of features.

Tool	For use with	Type	How to Access	Function
Feature Management Tool	Any feature pack	Web portal	Access the web site from any Internet connection. <a href="https://voiceconfig.level3.com">https://voiceconfig.level3.com</a>	Enables users to access, use, and configure all features
Voice Portal	Mobility Feature Pack only	Phone portal	Dial the assigned phone number from any phone interface.	Enables users to make calls as if from the business desk, and to access some features

---

## FEATURE MANAGEMENT TOOL – AVAILABLE WITH ANY FEATURE PACK

The Feature Management Tool allows users to access, use, and configure all features. Access the Feature Management Tool at <https://voiceconfig.level3.com>.

---

## VOICE PORTAL TOOL - AVAILABLE WITH MOBILITY FEATURE PACK

The Voice Portal enables users of the Mobility Feature Pack two primary functions:

- Users can make calls from the voice portal as if making calls from their desk. This allows users to apply charges to their desk account and pass calling line ID information from the desk account.
- Users can access and configure four services also accessible in the Feature Management Tool:
  - CommPilot Express
  - Call Forwarding Always
  - Voice Portal Calling
  - Personalized Name Recording

Access the Voice Portal using the phone number assigned to you for the Voice Portal, and enter login credentials provided.

**To make calls from the Voice Portal, follow the prompts. For call charges, see Figure 1 below.**

- **Call flow A to B:** When the user dials the Voice Portal, any applicable long distance charges between A and B apply to the originating number A.
- **Call flow B to C:** If the user makes a call from the Voice Portal, any applicable long distance charges between B and C apply to the user's desk account. Note that charges are determined by the phone number of the Voice Portal (and not the phone number of the user's desk account).
- **Call flow C to D:** If the call is transferred from the dialed number to another number, any applicable long distance charges between C and D are applied to the user's desk account.

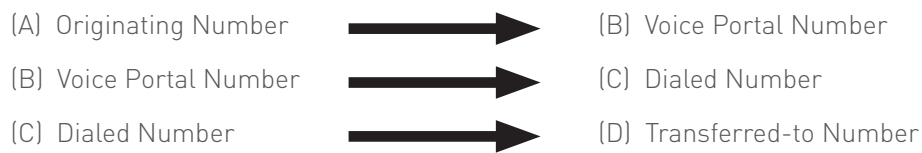


Figure 1: Call flow using the Voice Portal

### To edit settings for the Voice Portal in the Feature Management Tool:

1. Access the Feature Management Tool as described above.
2. Click the Calling Features menu tab.
3. Find the section for Voice Portal.
4. Click the Edit button.
5. Check the box if desire auto-login to the Voice Portal when calling from the desk phone.

---

## REFERENCE TO THE ADMIN'S QUICK START GUIDE

For information about accessing the Feature Management Tool, searching for users and resetting user passwords, see the "Admin's Quick Start Guide for Voice Feature Management", which is available in the MyLevel3<sup>SM</sup> portal Knowledge Center.

---

## ADMIN'S FEATURES

The following features are accessible only to administrators of groups and are not accessible to users. Administrators may apply settings to individual users or the entire group as defined below.

---

### Call Intercept

Enables group administrators to intercept calls routed to a non-working internal line with informative announcements and alternate routing options. The service can be assigned to an individual user's phone number (for example, when they have left the company).

**Access this feature using the Feature Management Tool:**

1. Access the Feature Management Tool as described above.
  2. Click the Manage Users menu tab.
  3. Select the needed TN, which will take you to the Calling Features for that TN.
  4. Click the Utilities menu tab on the left.
  5. Expand the Intercept User line item by clicking the "+" box to the left of it.
  6. Click the On or Off radial buttons.
  7. If feature is "On", define Inbound Call Options.
    - a. To activate the option to Play a New Phone Number, check the box and enter a TN.
    - b. To activate the option to Transfer to another Phone Number if caller presses 0 at the prompt, check the box and enter the TN to which the call is to be forwarded.
  8. Click Save.
- 

### Calling Plan Incoming

Enables administrators to block specified incoming calls to their company, department, and/or individual users. For example, some users can be prevented from receiving calls from outside the company. The Incoming Calling Plan is configured via the group Web interface. In addition to being able to configure which types of calls each user is restricted from receiving (for example, intra-group), group administrators can regulate incoming calling by restricting specific digit patterns.

**To configure this feature for all users at the Group level:**

1. Click the Group Services menu tab.
2. In the left column, select Calling Plans.
3. Expand the Calling Plans feature.
4. Scroll down to Incoming Calling Plan and select the appropriate options.
5. When finished, scroll down and click Save.

Individual users can also have custom configurations set for them by the Group Administrator, such as for the CEO or a lobby phone, by following these steps:

1. Click the Manage Users menu tab.
2. Locate and double-click the user.
3. In the left column, click Calling Features.
4. Scroll down to Calling Plans and click Edit. The Calling Plans dialog displays, with Incoming Calling Plans at the top.
5. Click the Custom Settings checkbox and update the Incoming Calling Plans settings as desired.
6. If desired, update other settings on this dialog box.
7. Scroll down to the bottom of the dialog and click the Save button.
8. On the user's Calling Features page, click Save.

---

## Calling Plan - Outgoing

Enables administrators to block users from making certain types of outgoing calls, such as international or directory assistance. The Outgoing Calling Plan is configured via the group Web interface. In addition to being able to configure which types of calls each user is restricted from making, group administrators can regulate outgoing calling by restricting specific digit patterns.

### To configure this feature for all users at the Group level:

1. Click the Group Services menu tab.
2. In the left column, select Calling Plans.
3. Expand the Calling Plans feature.
4. Scroll down to Outgoing Calling Plan and select the appropriate options.
5. When finished, scroll down and click Save.

### Individual users can also have custom configurations set for them by the Group Administrator, such as for the CEO or a lobby phone, by following these steps:

1. Click the Manage Users menu tab.
2. Locate and double-click the user.
3. In the left column, click Calling Features.
4. Scroll down to Calling Plans and click Edit. The Calling Plans dialog displays.
5. Scroll down to Outgoing Calling Plans area and click the Custom Settings checkbox.
6. Update the Outgoing Calling Plans settings as desired.
7. If desired, update other settings on this dialog box.
8. Scroll down to the bottom of the dialog and click the Save button.
9. On the user's Calling Features page, click Save.

---

## Configurable Calling Line ID

Enables the group administrator to configure each of the displayed user names and calling numbers. This information is visible to users in their profiles as read only. At the group level the administrators can control whether or not a single telephone number goes out for all calls. Administrators can select whether or not a group name goes out for all calls, however this applies only to calls that do not leave the Voice Complete platform. Once the call leaves the Voice Complete platform, the name the receiving end sees is based on the configuration of the industry database set during order provisioning for the calling number sent.

The group administrator can also configure the number being sent out per user by going to the user profile and updating the Calling Line ID Phone Number field. The Calling Line ID First & Last Name fields can also be updated, but the name in Voice Complete applies only to calls that stay within Voice Complete. Similar to above, for calls that leave the Voice Complete platform the name the receiving end sees is based on the configuration of the industry database set during order provisioning for the calling number sent.

### Individual users can also have configurable Calling Line ID set for them by the Group Administrator, by following these steps:

1. Click the Manage Users menu tab.
2. Locate and double-click the user.
3. In the left column, click Profile.
4. Expand the User Info section.
5. Scroll down to Calling Line ID Phone Number and enter the desired number.
6. If desired, update other settings on this dialog box.
7. Scroll down to the bottom of the dialog and click the Save button.

---

## Group Calling ID Delivery

Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via the Feature Management Tool or the Voice Portal. If activated, a user must specify the forwarding number. A status indicator on the CommPilot Call Manager identifies whether this service is enabled.

Provides the name and number of the group (or company) for outgoing calls from users in the group, rather than providing the user's own name and number. The group number can be defined on a per-user basis, which is often appropriate for multi-location groups.

However, the name is provided only for other users of the service. The number is passed to both the service and PSTN, so is provided for all call recipients.

### To access this feature:

1. Click the Group Services menu tab.
2. Click to the left of Group CLID Delivery to expand the section.
3. Select the number desired by using the dropdown
4. In the box enter the desired Calling Line ID Group Name
5. Check the box to use the entered group name rather than the user's name. This allows easy on/off for this feature.

---

## USER'S FEATURES

The following features are accessible to all users.

---

### Call Waiting

Enables a user to answer a call while already engaged in another call. For analog lines on the managed IAD, when a second call is received while a user is engaged in a call, the user is informed via a Call Waiting tone. To answer the waiting call, the user presses the flash hook. The user connects with the waiting party and holds the original party. By pressing the flash hook, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up.

For customers with PBXs, when Call Waiting is enabled a Call Waiting call is delivered to the PBX and the PBX is responsible for handling the call. When Call Waiting is disabled callers will hear a busy signal when the User is already on a call.

Users can activate/deactivate the Call Waiting service for all incoming calls via their Web interface. Users also have the option of canceling their Call Waiting on a per-call basis by dialing the respective feature access code (\*70 is the default) for Cancel Call Waiting per Call before making the call. Once the call is over, Calling Waiting is restored.

### To access this feature:

1. Click the Manage Users menu tab.
2. Locate and double-click the user.
3. Scroll down to the Call Control section and Call Waiting option.
4. Click Save at the top or bottom of the page.

---

## External/Internal Calling Line ID Delivery

- External and Internal Calling Line ID Delivery applies to receipt of Calling Line ID on incoming calls.
- External refers to incoming calls originating outside the user's group.
- Internal refer to incoming calls originating inside the user's group.
- Users can set each feature to be On or Off.

---

## Calling Line ID Blocking

Enables a user to block delivery of his/her 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. If this service is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature access code (\*65 is the default) for Calling Line ID Delivery per Call. Once the call is over, Calling Line ID Blocking is restored.

Will be configured in the Outgoing Calls section by users.

### To access this feature:

1. Click the Manage Users menu tab.
2. Locate and double-click the user.
3. Scroll down to the Outgoing Calls section and Line ID Blocking option.
4. Click Save at the top or bottom of the page.

---

## Calling Line ID Blocking per Call

Enables users to block their outgoing caller ID on a per-call basis by dialing a feature access code (\*67 is the default) before making the call.

**This feature does not require configuration settings.**



---

## Call Forwarding - Always

Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via the Feature Management Tool or the Voice Portal. If activated, a user must specify the forwarding number. A status indicator on the CommPilot Call Manager identifies whether this service is enabled.

To access this feature using the Feature Management Tool:

1. Access the Feature Management Tool as described above
2. Click the Calling Features menu tab.
3. Find the section for Call Forwarding Always
4. Click the On or Off radial buttons
5. Enter a TN with no punctuation if feature is "On". For international numbers, use a leading "011".
6. Check the box to play a ring reminder if desired

To access this feature using the Voice Portal:

1. Access the Voice Portal as described above
2. Select the option to access Call Forwarding Always
3. Follow the prompts

To verify or change activation status from your desk phone, dial a feature access code:

- \*72 to Activate Call Forwarding Always
- \*73 to Deactivate Call Forwarding Always
- \*21\* to Interrogate activation status of Call Forwarding Always

---

## Call Forwarding - Busy

Enables a user to redirect incoming calls to another destination when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via the Feature Management Tool. If activated, a user must specify the forwarding number.

**To verify or change activation status, dial a feature access code:**

- \*90 to Activate Call Forwarding Busy
- \*91 to Deactivate Call Forwarding Busy
- \*67\* to Interrogate activation status of Call Forwarding Busy

**To access this feature using the Feature Management Tool:**

1. Access the Feature Management Tool as described above
2. Click the Calling Features menu tab.
3. Find the section for Call Forwarding Busy
4. Click the On or Off radial buttons
5. Enter a TN with no punctuation if feature is "On". For international numbers, use a leading "011".

---

## Call Forwarding - No Answer

Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via the Feature Management Tool. If activated, a user must specify the forwarding number and the number of rings before forwarding.

### To access this feature using the Feature Management Tool:

1. Access the Feature Management Tool as described above
2. Click the Calling Features menu tab.
3. Find the section for Call Forward No Answer
4. Click the On or Off radial buttons
5. Enter a TN with no punctuation if feature is "On". For international numbers, use a leading "011".
6. Set the number of rings before forwarding using the drop-down option

### To verify or change activation status, dial a feature access code:

- \*92 to Activate Call Forwarding Busy
- \*93 to Deactivate Call Forwarding Busy
- \*61\* to Interrogate activation status of Call Forwarding Busy

---

## Call Forwarding - Not Reachable

This feature can be used to forward calls to a new phone number when Level3 cannot reach the normal customer destination, i.e., the IP PBX is not responding.

### To access this feature using the Feature Management Tool:

1. Access the Feature Management Tool as described above
2. Click the Calling Features menu tab.
3. Find the section for Call Forward Not Reachable
4. Click the On or Off radial buttons
5. Enter a TN with no punctuation if feature is "On". For international numbers, use a leading "011".

### To verify or change activation status, dial a feature access code:

- \*94 to Activate Call Forwarding Not Reachable
- \*95 to Deactivate Call Forwarding Not Reachable
- \*63\* to Interrogate activation status of Call Forwarding Not Reachable
-

---

## CommPilot Express

Gives users the option to pre-configure multiple profiles for managing incoming calls differently based on the user's availability status. Availability status can be one of four options:

- Available – In the Office
- Available – Out of the Office
- Busy
- Unavailable

Users define preferences for each availability status using CommPilot Express in the Feature Management Tool. Each profile includes preferences for managing the relevant incoming call functions, for example, Call Forwarding (Busy, No Answer, Always), and Simultaneous Ringing, based on the user's availability.

**Users then activate the appropriate profile by designating their current availability status in any of three ways:**

- Using CommPilot Express in the Feature Management Tool,
- Or using CommPilot Call Manager,
- Or using the Voice Portal

If a user elects to use CommPilot Express, it takes precedence over all other service settings associated with processing incoming calls.

**To designate preferences and availability status using CommPilot Express in the Feature Management Tool:**

1. Access the Feature Management Tool as described above
2. Click the Calling Features menu tab
3. Find the section for CommPilot Express
4. Define preferences
  - a. Click Edit
  - b. For each of the four availability status options, populate the preferences to ring another number, send to voice messaging, forward, email, etc.
  - c. Click Save
5. Designate the current availability status using the drop-down: None, Available – In the Office, Available – Out of the Office, Busy, or Unavailable

**To designate availability status using CommPilot Call Manager:**

1. Access the Feature Management Tool as described above
2. Click the Calling Features menu tab
3. Find the section for CommPilot Call Manager
4. Click Start
5. At the field labeled Profile, use the drop-down to select the current availability status

**To designate availability status using the Voice Portal:**

1. Access the Voice Portal as described above
2. Select the option to access CommPilot Express
3. Follow the prompts

---

## Simultaneous Ring Personal

Enables users to have multiple phones ring simultaneously when any calls are received on their Voice Complete phone number. The first phone to be answered is connected. For example, calls to a user's desk phone could also ring the user's mobile phone, in case the user is not at his/her desk.

### Access this feature using the Feature Management Tool:

1. Access the Feature Management Tool as described above
2. Click the Calling Features menu tab.
3. Find the section for Simultaneous Ring Personal
4. Click the On or Off radial buttons
5. To view the phone numbers affected, click View
6. To add or remove phone numbers, click Edit. For international numbers, use a leading "011".
7. Where prompted, designate whether or not to ring simultaneous numbers if already on a call
8. Click Add to add numbers and check the box if Answer Confirmation is required. The first party to answer the call will hear Answer Confirmation, which is an instruction to 'Please press any digit to complete this call'. This is an indicator that the caller dialed the user's desk number and that simultaneous ring is activated.
9. Click Add a Rule if additional functionality is desired.

---

## Sequential Ring

Enables users 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 user, the calling party is provided with a greeting followed by periodic comfort announcements to please hold while the called party is being reached.

### Access this feature using the Feature Management Tool:

1. Access the Feature Management Tool as described above
2. Click the Calling Features menu tab.
3. Find the section for Sequential Ring
4. To view activation status, click View. If active, the Active box will be checked.
5. To add or remove phone numbers, click Edit. For international numbers, use a leading "011".
6. Where prompted, enter one or more numbers in the desired sequence. Set the number of rings. Check the box if Answer Confirmation is required. The first party to answer the call will hear Answer Confirmation, which is an instruction to 'Please press any digit to complete this call'. This is an indicator that the caller dialed the user's desk number and that simultaneous ring is activated.
7. Populate sequential ring settings – whether to use base location first, whether to search if base location is busy, and whether to enable caller to skip the search process.
8. Activate by checking the box under Active. Edit or Delete as needed.
9. Click Add a Rule if desire to enable sequential ring only for calls from specific phone numbers.

---

## Remote Office

Enables users to access and use their Voice Complete service from any end point, on-net or off-net, such as a home office or mobile phone. This service is especially useful for teleworkers and mobile workers, as it enables them to use all of their CommPilot features while working remotely (for example, transfers, conference calls, directories, and so on). In addition, since calls are still originated from the Voice Complete service, the service provides an easy mechanism for separating personal and business phone expenses, as well as displaying the specified business number and keeping alternate phone numbers private.

### Access this feature using the Feature Management Tool:

1. Access the Feature Management Tool as described above
2. Click the Calling Features menu tab.
3. Find the section for Remote Office
4. Click the On or Off radial buttons
5. Enter a TN with no punctuation if feature is "On". For international numbers, use a leading "011".

---

## CommPilot Call Manager

Provides a web-based tool for users to invoke their services, as an alternative to using feature access codes or pressing the flash hook.

### The following features are included with the CommPilot Call Manager:

- Click-to-Dial – enables a user to enter and dial a number, dial directly from a drop-down Phone List (Personal, Group or Call Log) or Outlook tab, or click the Redial button.
- Answer Call – enables a user who is already engaged in a call to answer another waiting call. When available, the calling line ID is displayed with the caller's name and number.
- Call Hold/Retrieve – enables a user to place an existing call on hold for an extended period of time, and then retrieve the call to resume conversation. While the calling party is held, the user can choose to make a consultation call to another party.
- Release Call – enables a user to disconnect a call that has been answered.
- Configure Services – if CommPilot Express has been configured, the user can change their CommPilot Express status (for example, Available, Busy, or Unavailable) by choosing from a drop-down list.

### To access this feature:

1. Access the Feature Management Tool as described above
2. Click the Calling Features menu tab.
3. Find the section for CommPilot Call Manager
4. If desire launch at login, check the box
5. Click Start
6. To make or manage calls, use the indicated fields/buttons
7. If CommPilot Express has been configured, availability status can be changed using the Profile drop-down list.
8. Click Enterprise to see a complete directory of other users in the same Group
9. Click Personal to see if your administrator has set up a directory for you
10. Click Settings to use One-Click Dialing or Enable Web Screen Pop-up on calls.



Connecting and Protecting  
the Networked World<sup>SM</sup>

### ABOUT LEVEL 3

We build, operate and take end-to-end responsibility for the network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

**1.877.2LEVEL3**  
**info@level3.com**  
**level3.com**

**DATA NETWORKS | SECURITY | CONTENT DISTRIBUTION | DATA CENTERS | APPLICATION PERFORMANCE | VOICE | UCC**

© 2014 Level 3 Communications, LLC. All Rights Reserved. Level 3, Level 3 Communications, the Level 3 Logo, MyLevel3 and Vyvx are either registered service marks or service marks of Level 3 Communications, LLC and/or one of its Affiliates in the United States and/or other countries. Level 3 services are provided by wholly owned subsidiaries of Level 3 Communications, Inc. Any other service names, product names, company names or logos included herein are the trademarks or service marks of their respective owners.