



POPP Hosted Microsoft VoIP Phone System Features, Descriptions and Instructions

Feature	Key Codes		Per Call Activation Yes/No	Available with			Description
	Activate	Deactivate		Common Area Ph User	Deskphone/ Softphone User	Deskphone/ Softphone User w/ Call Mgr. Advanced	
Account Codes	N/A	N/A	Y	Y	Y	Y	<p>Note, not all features are enabled by default. Contact POPP if there is a feature below that does not appear to be active on your account.</p> <p>Account codes allow administrators to require their users to enter a 3-8 digit numeric code in order to complete specific call types (e.g. Long Distance, International). Failure to enter a valid account code will cause the call not to complete.</p> <p>Account codes may be either:</p> <ul style="list-style-type: none"> • Verified – user must enter an exact code specified. • Non-Verified – user may enter any code, as long as it matches the required number of digits. <p>Account codes may be configured by an Administrator via the Admin Portal or by contacting POPP.</p>
Anonymous Call Rejection	*77	*87	N	Y	Y	Y	<p>Allows you to reject incoming callers that do not have caller ID information specified. Calls will be rejected without being sent to voicemail.</p> <p>Configuration of this feature can be completed from the User Portal or by contacting POPP.</p>
Call Blocking	N/A	N/A	N	Y	Y	Y	<p>Allows you to specify certain outgoing call types that users are blocked and therefore not permitted to call. (e.g. Long Distance, International).</p> <p>Configuration of this feature can be completed from the User Portal or by contacting POPP.</p>
Call Forward Busy	*90+ [10-digit number]	*91	N	Y	Y	Y	<p>If your phone line is busy, this service forwards all calls to a local, long distance (long distance charges apply), or toll free number you designate.</p> <p>Configuration of this feature can also be completed from the User Portal or by contacting POPP.</p>
Call Forward No Answer	*92+ [10-digit number]	*93	N	Y	Y	Y	<p>If your phone line is not answered within a specific number of rings (you choose), this service forwards all calls to a local, long distance (long distance charges apply), or toll free number you designate.</p> <p>Configuration of this feature can be completed from the User Portal or by contacting POPP.</p>
Call Forward Selective	N/A	N/A	N	Y	Y	Y	<p>Specify a list of up to 10 phone numbers that, if they call you, will be forwarded to a local, long distance (long distance charges apply), or toll free number you designate.</p> <p>Configuration of this feature can also be completed from the User Portal or by contacting POPP.</p>
Call Forward Unavailable	N/A	N/A	N	Y	Y	Y	<p>Allows you to forward calls to a local, long distance (long distance charges apply), or toll free number you designate in the event that your VoIP Phone System phone(s) become unavailable or unregistered. (e.g. power or internet outage). Forwarding is automatically activated upon detection that the phone(s) are unavailable. Forwarding automatically deactivates as soon as the phone(s) come back online.</p> <p>This feature can <u>only</u> be configured from the User Portal or by contacting POPP.</p>
Call Forward Variable	*72	*73	N	Y	Y	Y - Cannot be configured with key code. Must configure through User Portal Call Forwarding tab	<p>Allows you to forward all calls to a local, long distance (long distance charges apply), or Toll Free number. The forwarding will remain active until you deactivate it.</p> <p>Configure through User Portal Call Forwarding tab or:</p> <ul style="list-style-type: none"> • Dial “*72XXXXXXXXXX” where XXXXXXXXXXXX represents the 10 digit number you want to forward calls to. Dial this all in one string. Once activated, each incoming call will ring once at your location before forwarding. May also be configurable as a softkey. • Dial *73 to remove the forwarding. May also be configurable as a softkey. <p>Configuration of this feature can also be completed from the User Portal or by contacting POPP.</p>
Do Not Disturb	N/A	N/A	N	Y	Y	Y	<p>Prevents incoming calls from ringing your phones. Callers are sent directly to voicemail. This Feature is activated/deactivated from your deskphone/softphone.</p>



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	Call Transfer	N/A	N/A	Y	Y	Y	
Call Waiting	N/A	N/A	N	Y	Y	Y	Notifies you audibly and on the phone display that a second call is on the line, and enables you to switch between the calls. <i>This feature is performed using the answer/ignore options of the VoIP Phone System Telephone or Softphone when a second call is received.</i>
Caller ID Block	*67	N/A	Y	Y	Y	Y	On a per-call basis, you may block your outbound Caller ID: <ul style="list-style-type: none"> Dial "*67XXXXXXXXXX" where XXXXXXXXXXXX represents the 10 digit number you want to call. Dial this all in one string.
Caller ID Name and Number	N/A	N/A	N	Y	Y	Y	Displays the name and number of the person calling you.
Caller ID Unblock	*82	N/A	Y	Y	Y	Y	If your VoIP Phone System Line is configured to suppress your outbound Caller ID information by default this feature allows you to deliver your outbound Caller ID on a per-call basis: <ul style="list-style-type: none"> Dial "*82XXXXXXXXXX" where XXXXXXXXXXXX represents the 10 digit number you want to call. Dial this all in one string.
Cancel Call Waiting	*70	N/A	Y	Y	Y	Y	Allows you to cancel call waiting on a per-call basis: <ul style="list-style-type: none"> Dial *70 before dialing the 10-digit telephone number on outgoing calls (e.g., *70637977900).
Hosted Call Center Monitor	*381	N/A	Y	Y	Y	Y	Allows a Hosted Call Center Supervisor to listen to the audio of the calls to Call Center Agents. Also available via the Supervisor Dashboard. <ul style="list-style-type: none"> Dial *381XXXX where XXXX is the 4 digit extension of the agent whose calls you wish to monitor. <p>This feature is also available from the Hosted Call Center Supervisor Dashboard</p>
Hosted Call Center Whisper	*382	N/A	Y	Y	Y	Y	Allows a Hosted Call Center Supervisor to listen to the audio of the calls to Call Center Agents and speak to the agent. Also available via the Supervisor Dashboard. <ul style="list-style-type: none"> Dial *382XXXX where XXXX is the 4 digit extension of the agent whose calls you wish to speak to using the whisper function. <p>This feature is also available from the Hosted Call Center Supervisor Dashboard</p>
Hosted Call Center Barge-in	*383	N/A	Y	Y	Y	Y	Allows a Hosted Call Center Supervisor to listen to the audio of the calls to Call Center Agents and speak to both the agent and the caller. Also available via the Supervisor Dashboard. <ul style="list-style-type: none"> Dial *383XXXX where XXXX is the 4 digit extension of the agent whose calls you wish to barge in to. <p>This feature is also available from the Hosted Call Center Supervisor Dashboard</p>
MLHG Login/Logout	*59	N/A	Y	Y	Y	Y	If you are a member of a Multi-Line Hunt Group (MLHG) that supports login/logout: <ul style="list-style-type: none"> Dial *59 to enter/exit the MLHG. <p>Configuration of this feature can also be completed from the User Portal or by contacting POPP.</p>



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Park Call Pick Up Parked Call	*13 (Park Call)	*14 (Pick Up Parked Call)	Y	Y	Y	Y	Place a call on Park to place a caller on hold and then pick-up the call on a different phone. To park a call: <ul style="list-style-type: none"> • Transfer the caller to *13. The system will read back to you which orbit the call was parked on (Example: 101) and ask you to complete the call transfer now. May also be configurable as a softkey. To pick up a parked call: <ul style="list-style-type: none"> • Dial *14XXX where XXX is the Park Orbit Number. It should be dialed in one continuous string (e.g., dial *14101 to pick up a call from orbit 101). May also be configurable as a softkey.
Pick Up Call ringing on another extension	*12	N/A	Y	Y	Y	Y	To pick up a call ringing on another extension: <ul style="list-style-type: none"> • Dial *12XXXX where XXXX is the 4 digit extension that is ringing that you wish to answer. May also be configurable as a softkey.
Pick Up Call ringing to a call pickup group	*11	N/A	Y	Y	Y	Y	To pick up a call that is ringing into a call pickup group: <ul style="list-style-type: none"> • Dial *11 to pick up the call. May also be configurable as a softkey.
Selective Call Rejection	N/A	N/A	N	Y	Y	Y	Allows you to reject incoming calls from a list of up to 100 phone numbers you specify (callers hear a rejection message, and the call is terminated). Calls are not sent to voicemail. Configuration of this feature can be completed from the User Portal or by contacting POPP.
Send Caller to another User's voice mail	*76	N/A	Y	Y	Y	Y	To send a caller to another User's voice mail (VM): <ul style="list-style-type: none"> • Transfer the caller to *76XXXX, where XXXX is the 4 digit extension of the VM that you want to send the caller into. May also be configurable as a softkey.
Stutter Dial Tone	N/A	N/A	N	N	Y	Y	When you take your telephone off-hook, and you have a new voice mail message, you will hear a stutter dial tone.
Three Way Calling	N/A	N/A	Y	Y	Y	Y	During an existing call, this service allows you to call a third party, and add the third party to the call, creating a three-way conversation. <i>This feature is performed using the transfer function of the VoIP Phone System Telephone or Softphone.</i>
Voicemail System (call-in)	*15	N/A	Y	N/A	Y	Y	To dial into the voicemail system from your own line, you may dial *15. To dial into the voicemail system from an outside line, you may dial 651-789-7677. Voicemails may also be retrieved from the User portal or from the Voicemail-to-email feature.