

Advanced Voice Solutions Upgrade

Overview

LightEdge Solutions will upgrade the Advanced Voice Solutions software platform (from Release 13 to Release 14) on October 28, 2008. A significant benefit of having the AVS hosted communications system is to avoid obsolescence and avoid the responsibility for costly upgrades.

The new platform will deliver some changes to screen appearance on day one. Additionally, there are some new features available for which you are entitled, but will not be seen automatically. Our sales staff will be contacting your company to discuss/schedule an upgrade for the new services.

This document will provide a screen-by-screen updated view for Standard (formerly Basic) users, including new services that will be available. Please review this document before reviewing the Administrative Changes document, as some of the changes discussed in detail here will apply to the Administrative views.

LIGHTEDGE

Profile Screens

- Changes to the "Profile" screen are shown in pink

The image displays two side-by-side screenshots of the 'Profile' screen in the 'Advanced Voice Solutions' interface, comparing Release 13 (left) and Release 14 (right). Both screens feature the LightEdge Solutions logo, the text 'Advanced Voice Solutions Release 13' and 'Release 14', and a user greeting 'Welcome Sue Z-Masterson' and 'Welcome Sue Masterson'. A central callout box notes that changes in Release 14 are highlighted in pink. The 'Options' menu on the left of each screen includes Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messaging, and Utilities. The 'Profile' section is divided into 'Basic' and 'Advanced' tabs. In Release 13, the 'Advanced' tab is selected, showing a message that no menu items are enabled. In Release 14, the 'Basic' tab is selected, and several new items are highlighted in pink: 'Call Policies' (with a description 'Configure user Call Policies'), 'Addresses' (with a description 'Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.'), and 'Time Schedule' (with a description 'Add, modify, or remove time schedules').

Release	Profile Tab	Highlighted Items (Pink)
Release 13	Advanced	None
Release 14	Basic	Call Policies, Addresses, Time Schedule

Profile

Basic

Profile

Display and configure profile information such as your name, department and address.

Addresses

Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Passwords

Set web access and voice passwords.

Advanced

Call Policies

Configure user C

- This is the first screen that appears when a user logs in
- A major change seen throughout various aspects of the new release is a new screen called "Addresses," which houses the telephone number and device information for a user (see screen below). Admin note: you will see this new "Addresses" screen for any user or service that requires a DID (i.e. Auto Attendant, Hunt Group, Call Center as well as users).
- Note the new "Advanced" section with Call Policies

LIGHTEDGE SOLUTIONS
Release 14

[Call Manager](#) - [Help](#) - [Home](#)

Welcome Sue Masterson [Logout](#)

Advanced Voice Solutions

Options:

- ▶ Profile
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Utilities](#)

Addresses

Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

OK

Phone Number: 5154736557 Extension: 6557

Aliases: sip: suemasterson@las1.lightedge.com
sip:
sip:
sip:

OK

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- Here is the difference in the “Profile-Profile” detail screen with the new release. You can see the information that has been moved to the “Addresses” screen

LIGHTEDGE SOLUTIONS

Advanced Voice Solutions [Call Manager - Help - Home](#)

Release 13

Welcome Sue Z-Masterson [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities

Profile

Profile allows you to view and maintain your profile information. The information filled in is used for handling calls. Filling in the additional information section allows your mobile members in the group phone list. Some of this information can only be modified by your administrator.

OK Apply Cancel

Service Provider ID: LightEdge_Solutions Group

User ID: 5154711313

* Last Name: Z-Masterson * First Name:

Phone Number: 5154711313 Extension:

Calling Line ID Last Name: LightEdge Calling Line ID:

Department: PD Language:

Time Zone: (GMT-05:00) US/Central

Aliases: sip: 5154711313@as.lightedge.com:
sip:
sip:
sip:

This information is now on the “Addresses” page in Release 14

Set Up IP Phone

IP Phone: 5154711313

Line/Port: 5154711313@as.lightedge.com

Additional Information

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Advanced Voice Solutions [Call Manager - Help - Home](#)

Release 14

Welcome Sue Masterson [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities

Profile

Profile allows you to view and maintain your profile information. The information filled in is used for handling calls. Filling in the additional information section allows your mobile members in the group phone list. Some of this information can only be modified by your administrator.

OK Apply Cancel

Service Provider ID: 999999999

User ID: suemasterson

* Last Name: Masterson

Calling Line ID Last Name: Masterson Calling Line ID:

Department:

Time Zone: (GMT-05:00) US/Central

Additional Information

Title:

Pager: Mob

E-mail: smasterson@lightedge.com Yahoo

Location:

Address:

City: Highlands Ranch State/Province:

Zip/Postal Code: 80126 Cour

Profile

Basic

Profile

Display and configure profile information such as your name, department and address.

Addresses

Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Advanced

Call Policies

Configure user Call Policies

- This is the “Call Policies” configuration screen for a user’s Caller ID settings
- A user can determine if forwarded calls should have Caller ID information

Advanced Voice Solutions

LIGHTEDGE SOLUTIONS

Release 14

Call Manager - Help - Home

Welcome Sue Masterson [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities

Call Policies

View or modify Call Policies for the User

OK Apply Cancel


Connected Line Identification Privacy on Redirected Calls: No Privacy

Privacy For External Calls

Privacy For All Calls


OK Apply Cancel

Incoming Call Screens



Advanced Voice Solutions
Release 13

Welcome Sue Z-I



Advanced Voice Solutions
Release 14

Welcome Sue Ma

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Messaging](#)
- [Utilities](#)

Incoming Calls

Basic	Advanced
<p>Anonymous Rejection - Off Prevent a caller from reaching you when the caller has explicitly restricted his/her number.</p> <p>Calling Name Retrieval - Off Provide a caller's name by retrieving the calling name from the network.</p> <p>Call Forwarding Always - On Automatically forward all your incoming calls to a different phone number.</p> <p>Call Forwarding Busy - Off Automatically forward your calls to a different phone number when your phone is busy.</p> <p>Call Forwarding No Answer - Off Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.</p> <p>Do Not Disturb - Off Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.</p> <p>External Calling Line ID Delivery - On Provides Calling Line ID information of an external caller.</p> <p>Internal Calling Line ID Delivery - On Provide Calling Line ID information of group member when called.</p>	<p>None of the menu items are enabled.</p>

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Messaging](#)
- [Utilities](#)

Incoming Calls

Basic	Advanced
<p>Anonymous Rejection - Off Prevent a caller from reaching you when the caller has explicitly restricted his/her number.</p> <p>Calling Name Retrieval - Off Provide a caller's name by retrieving the calling name from the network.</p> <p>Call Forwarding Always - Off Automatically forward all your incoming calls to a different phone number.</p> <p>Call Forwarding Busy - Off Automatically forward your calls to a different phone number when your phone is busy.</p> <p>Call Forwarding No Answer - Off Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.</p> <p>Call Forwarding Not Reachable - Off Automatically forward your calls to a different phone number when your phone is unreachable.</p> <p>Do Not Disturb - Off Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.</p> <p>External Calling Line ID Delivery - On Provides Calling Line ID information of an external caller.</p> <p>Internal Calling Line ID Delivery - On Provide Calling Line ID information of group member when called.</p>	<p>None of the menu items are enabled.</p>

- The new Feature for the "Incoming Calls" screen is in the pink box.

Incoming Calls

Basic

Anonymous Rejection - Off

Prevent a caller from reaching you if the caller has explicitly restricted their number.

Calling Name Retrieval - Off

Provide a caller's name by retrieving the calling name from the network.

Call Forwarding Always - Off

Automatically forward all your incoming calls to a different phone number.

Call Forwarding Busy - Off

Automatically forward your calls to a different phone number when your phone is busy.

Call Forwarding No Answer - Off

Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Call Forwarding Not Reachable - Off

Automatically forward your calls to a different phone number when your phone is unreachable.

Do Not Disturb - Off

Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.

External Calling Line ID Delivery - On

Provides Calling Line ID information of an external caller.

Internal Calling Line ID Delivery - On

Provide Calling Line ID information of group member when called.

Advanced Voice Solutions



Release 14

[Call Manager](#) - [Help](#) - [Home](#)

Welcome Sue Masterson [\[Logout\]](#)

Options:

[Profile](#)

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Call Forwarding Not Reachable

Call Forwarding Not Reachable allows you to forward all your incoming calls to a different phone number or SIP-URI when your device is not accessible by BroadWorks. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the feature access code.

OK

Apply

Cancel

Call Forwarding Not Reachable: On Off

* Calls Forward to phone number / SIP-URI:

OK

Apply

Cancel

- Call Forwarding Not Reachable automatically forwards calls when device registration is lost
- It is a fantastic service for automatic disaster recovery---before you even realize there is a problem with your phone, the calls have been forwarded

Call Control Screens

- Changes on the “Call Control” screen are shown in pink

Release 13 | Welcome Sue Z-Masters

Release 14 | Welcome Sue Masterson [Logout](#)

Options:

- [Profile](#)
- [Incoming Calls](#)
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- Call Control**
- [Calling Plans](#)
- [Messaging](#)
- [Utilities](#)

Call Control

Basic	Advanced
Call Waiting - On Answer a call while already on another call.	Shared Call Appearance Display alternate calling device lines assigned to you.
Flash Call Hold Hold a call with a feature access code when using a simple phone without call control capability.	
Call Transfer Transfer a call to another phone.	
Three-Way Call Start a conference call	
Music/Video On Hold - On Play audio (music) or video when the remote party is held or parked.	

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- Call Control**
- [Calling Plans](#)
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- [Utilities](#)

Call Control

Basic	Advanced
Call Waiting - On Answer a call while already on another call.	Shared Call Appearance Display alternate calling identity/device profiles or lines assigned to you.
Customer Originated Trace Issue a trace to your service provider for your last incoming call by using a feature access code.	
Diversions Inhibitor Inhibit the remote party's redirecting services	
Flash Call Hold Hold a call with a feature access code when using a simple phone without call control capability.	
Call Transfer Transfer a call to another phone.	
Three-Way Call Start a conference call	
Music/Video On Hold - On Play audio (music) or video when the remote party is held or parked.	

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Call Control

Basic

Call Waiting - On

Answer a call while already on another call.

Customer Originated Trace

Issue a trace to your service provider for your last incoming call by using a feature access code.

Diversion Inhibit

Inhibit the remote party services

Flash Call Hold

Hold a call with a feature when using a simple call control capability.

Call Transfer

Transfer a call to another party.

Three-Way Call

Start a conference call.

Music/Video On Hold

Play audio (music) or video while the remote party is held.

- Customer Originated Trace allows tracing information to be sent to LightEdge on malicious calls

The screenshot shows the LightEdge Advanced Voice Solutions interface. At the top, the logo for LightEdge SOLUTIONS is displayed, along with the text "Advanced Voice Solutions" and "Release 14". Navigation links for "Call Manager", "Help", and "Home" are visible. A user greeting "Welcome Sue Masterson" with a "[Logout]" link is present. On the left, a sidebar menu lists various options: Profile, Incoming Calls, Outgoing Calls, Call Control (which is selected), Calling Plans, Client Applications, Messaging, and Utilities. The main content area is titled "Customer Originated Trace" and contains the text: "Customer Originated Trace allows you to dial a FAC to issue a trace to your service provider for your last incoming call." Below this text, there are two "OK" buttons, one at the top and one at the bottom, indicating that the service has no configuration.

Advanced Voice Solutions



Release 14

[Call Manager](#) - [Help](#) - [Home](#)

Welcome Sue Masterson [\[Logout\]](#)

Options:

- [Profile](#)
- [Incoming Calls](#)
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- ▶ [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
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- [Utilities](#)

Customer Originated Trace

Customer Originated Trace allows you to dial a FAC to issue a trace to your service provider for your last incoming call.

OK

This service has no configuration.

OK

Call Control

Basic

Call Waiting - On

Answer a call while already on another call.

Customer Originated Trace

Issue a trace to your service provider for your last incoming call by using a feature access code.

Diversion Inhibitor

Inhibit the remote party's redirecting services

Flash Call Hold

Hold a call with a flash when using a simple call control capability.

Call Transfer

Transfer a call to another extension.

Three-Way Call

Start a conference call.

Music/Video On Hold

Play audio (music) or video when the remote party is held.

Advanced Voice Solutions

LIGHTEDGE SOLUTIONS

Help - Home

Welcome Sue Masterson [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- ▶ Call Control
- Calling Plans
- Messaging
- Utilities

Diversion Inhibitor

Diversion Inhibitor allows you to inhibit the remote party's redirecting of a call through the use of a Feature Access Code. This can only be used for calls within a Group or Enterprise.

OK

This service has no configuration.

- Diversion Inhibitor is a service that allows users to forward calls, but avoid other's voice mail. For example, someone might forward a call to you, and if not answered, their own voice mail will pick up the call, not yours.
- You can see there is no configuration option for the service. It simply uses a "*80" code inserted into the forwarding instruction (i.e. Forward To: *805154711313)

Utility Screens

- Changes to the "Utility" screen are shown in pink

Advanced Voice Solutions [Help](#) **Release 13** **Welcome Sue Z-Masterson**

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Messaging](#)
- Utilities**

Utilities

Basic

Authentication
Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system.

Feature Access Codes
Display the feature access codes (star codes) for your services.

Group Directory
Display the group directory list.

Advanced Voice Solutions [Help - Home](#) **Release 14** **Welcome Sue Masterson** [\[Logout\]](#)

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Messaging](#)
- Utilities**

Utilities

Basic

Authentication
Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system.

Feature Access Codes
Display the feature access codes (star codes) for your services.

Group Directory
Display the group directory list.

Intercept User - Off
Prevent your phone number from receiving calls.

Registrations
Displays all the static and dynamic registrations for a user.

Utilities

Basic

Authentication

Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system.

Feature Access Codes

Display the feature access codes (star codes) for your services.

Group Directory

Display the group directory list.

Intercept User - Off

Prevent your phone number from receiving calls.

Registration

Displays all the

- Intercept User allows an administrator to create an intercept recording when the user's DID is called (i.e. "this user has a new number....")
- The recording "intercepts" the call before it reaches a phone or voicemail

Advanced Voice Solutions



[Call Manager](#) - [Help](#) - [Home](#)

Welcome Sue Masterson [Logout](#)

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
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- [Messaging](#)
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Intercept User

Intercept User allows your administrator to graciously take your phone out of service while providing callers with informative announcements and alternate routing options.

OK

Intercept User: Off

Enabled	Caller option	Data
	Play new Phone Number	
	Transfer on '0' to Phone Number	

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Advanced Voice Solutions

[Call Manager](#) - [Help](#) - [Home](#)

Welcome Sue Masterson [\[Logout\]](#)

Utilities

Basic

Authentication

Perform authentication
prevent unauthorized

Feature Access

Display the feature a

Group Directory

Display the group directory list.

Intercept User - Off

Prevent your phone number from receiving calls.

Registrations

Displays all the static and dynamic registrations for a user.

Options:

[Profile](#)

[Incoming Calls](#)

[Outgoing Calls](#)

[Call Control](#)

[Calling Plans](#)

[Client Applications](#)

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► [Utilities](#)

Registrations

Displays all the static and dynamic registrations for a user.

OK

No Entries Present

OK

- The Registrations screen shows the devices on which the user's telephone number is working

Release 13

Welcome Sue Z-Mast

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
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- [Utilities](#)

Feature Access Codes

Feature Access Codes list the star codes for services that you have. To activate a service, hit the * key and the number followed by the # key. Some require additional information such as a phone number, but you are prompted for that information. You cannot change your feature access codes.

OK

- #8 Automatic Callback Deactivation
- *72 Call Forwarding Always Activation
- *73 Call Forwarding Always Deactivation
- *21 Call Forwarding Always To Voice Mail Activation
- *23 Call Forwarding Always To Voice Mail Deactivation
- *90 Call Forwarding Busy Activation
- *91 Call Forwarding Busy Deactivation
- *40 Call Forwarding Busy To Voice Mail Activation
- #40 Call Forwarding Busy To Voice Mail Deactivation
- *92 Call Forwarding No Answer Activation
- *93 Call Forwarding No Answer Deactivation
- *41 Call Forwarding No Answer To Voice Mail Activation
- #41 Call Forwarding No Answer To Voice Mail Deactivation
- *67 Calling Line ID Delivery Blocking per Call
- *31 Calling Line ID Delivery Blocking Persistent Activation
- #31 Calling Line ID Delivery Blocking Persistent Deactivation
- *65 Calling Line ID Delivery per Call
- *68 Call Park
- *88 Call Park Retrieve
- *98 Call Pickup
- *69 Call Return
- *43 Call Waiting Persistent Activation
- #43 Call Waiting Persistent Deactivation
- *70 Cancel Call Waiting
- *97 Directed Call Pickup
- *55 Direct Voice Mail Transfer
- *80 Diversion Inhibitor
- *78 Do Not Disturb Activation
- *79 Do Not Disturb Deactivation
- *22 Flash Call Hold
- *66 Last Number Redial
- *60 Music On Hold Per-Call Deactivation
- *610 No Answer Timer
- *50 Push to Talk
- *75 Speed Dial 100
- *74 Speed Dial 8
- *62 Voice Portal Access

OK

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Utilities](#)

Feature Access Codes

Feature Access Codes list the star codes for services that you have. To activate a service, hit the * key and the number followed by the # key. Some require additional information such as a phone number, but you are prompted for that information. You cannot change your feature access codes.

Release 14

OK

- #8 Automatic Callback Deactivation
- *72 Call Forwarding Always Activation
- *73 Call Forwarding Always Deactivation
- *21 Call Forwarding Always To Voice Mail Activation
- #21 Call Forwarding Always To Voice Mail Deactivation
- *90 Call Forwarding Busy Activation
- *91 Call Forwarding Busy Deactivation
- *40 Call Forwarding Busy To Voice Mail Activation
- #40 Call Forwarding Busy To Voice Mail Deactivation
- *92 Call Forwarding No Answer Activation
- *93 Call Forwarding No Answer Deactivation
- *41 Call Forwarding No Answer To Voice Mail Activation
- #41 Call Forwarding No Answer To Voice Mail Deactivation
- *94 Call Forwarding Not Reachable Activation
- *95 Call Forwarding Not Reachable Deactivation
- *67 Calling Line ID Delivery Blocking per Call
- *31 Calling Line ID Delivery Blocking Persistent Activation
- #31 Calling Line ID Delivery Blocking Persistent Deactivation
- *65 Calling Line ID Delivery per Call
- *68 Call Park
- *88 Call Park Retrieve
- *98 Call Pickup
- *69 Call Return
- *43 Call Waiting Persistent Activation
- #43 Call Waiting Persistent Deactivation
- *70 Cancel Call Waiting
- *99 Clear Voice Message Waiting Indicator
- *57 Customer Originated Trace
- *97 Directed Call Pickup
- *33 Directed Call Pickup with Barge-in
- *55 Direct Voice Mail Transfer
- *80 Diversion Inhibitor
- *78 Do Not Disturb Activation
- *79 Do Not Disturb Deactivation
- *22 Flash Call Hold
- #58 Group Call Park
- *66 Last Number Redial
- *60 Music On Hold Per-Call Deactivation
- *610 No Answer Timer
- *71 Per Call Account Code
- *50 Push to Talk
- *11 Shared Call Appearance Call Retrieve
- *12 Shared Call Appearance Location Control Activation
- *13 Shared Call Appearance Location Control Deactivation
- *75 Speed Dial 100
- *74 Speed Dial 8
- *47 Sustained Authorization Code Activation (calls unlocking)
- *37 Sustained Authorization Code Deactivation (calls locking)
- *62 Voice Portal Access

• This screen shows the new Feature Access Codes in Release 14

• Some of the new codes may not be immediately accessible

LIGHTEDGE

- Changes on the “Group Directory” screen are shown in pink

Advanced Voice Solutions
Release 13
Welcome Sue Z-Masterson

Group Directory
Displays the group directory listing. A summary of the group directory printed and a detailed phone list can be generated.

OK

Enter search criteria below

Last Name Starts With

OK

Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Client Applications
Messaging
Utilities

Advanced Voice Solutions
Release 14
Welcome Sue Masterson

Group Directory
Displays the group directory listing. A summary of the group directory can be generated, which can be printed and a detailed phone list can be generated.

OK

Group Directory Summary Group Directory Detail

Enter search criteria below

Last Name Starts With +

OK

Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Client Applications
Messaging
Utilities

LIGHTEDGE

Group Directory

Displays the group directory listing. A summary of the group directory is printed and a detailed phone list can be generated.

OK

[Group Directory Summary](#)

[Group Directory Detail](#)

- The “Group Summary” link will display an entire group directory as below

Phone List

Name	Number	Extension	Mobile	Email Address	Department
Masterson, Sue	5154736557	6557			
User 1, Test	5154736555	6555			
User 2, Test	5154736556	6556			PD
Voice Portal (Voice Portal)					

Group Directory

Displays the group directory listing. A summary of the group directory listing can be printed and a detailed phone list can be generated.

OK

[Group Directory Summary](#)

[Group Directory Detail](#)

- The Group Detail link will display a detailed (business card) view of all users

Phone List

Masterson,Sue

Information that users have populated in their profile will appear here

Voice: 5154736557

User 1,Test

Voice: 5154736555

User 2,Test

PD

Voice: 5154736556

Voice Portal (Voice Portal)