Unite Calling – PBX Feature Guide

PBX Feature	Description
Cloud auto attendants	Lets you create a menu system that enables external and internal callers to locate and place or transfer calls to company users or departments in your organisation. Note that users do not need to be voice enabled to receive calls from the auto attendant dial by name, dial by number directory search. Users do need to be voice enabled to receive calls from the auto attendant menu options.
Cloud call queues	Lets you configure how call queues are managed for your organisation. For example, set up greetings and music on hold, search for the next available call agent to handle the call, and so on. Note that users do need to be voice enabled to receive calls from a call queue.
Music on hold	Plays default music defined by the service or custom music uploaded by the tenant administrator when an external call from the Public Switched Telephone Network (PSTN) is placed on hold. This feature works for one-to-one PSTN-to-Teams calls in addition to calls made to a call queue. This feature provides on-hold notification parity with other platforms.
Call answer/initiate (by name and number	Lets users answer inbound calls with a touch, and place outbound calls either by dialling the full phone number or by clicking a name in the client.
Call forwarding options and simultaneous ring	Lets users set up forwarding rules so calls can go with them anywhere, or calls can be forwarded to colleagues or to voicemail.
Group call pickup and forward to group	Lets users share incoming calls with colleagues so that the colleagues can answer calls that occur while the user is unavailable. Less disruptive to recipients than other forms of call sharing (such as call forwarding or simultaneous ringing) because users can configure how they want to be notified of an incoming shared call.
Transfer a call and consultative transfer	Lets users transfer calls to another person. Or, if they need to leave their office but want to continue the conversation, they can transfer the calls from their PC or IP phone to their mobile phone. Note that users do not need to be voice enabled to receive transferred calls from another user.
Transfer to voicemail mid call*	Lets users transfer to voicemail during a call.
Call park and retrieve	Lets users place a call on hold in the Teams service in the cloud. When a call is parked, the service generates a unique code for call retrieval. The user who parked the call or someone else can then use that code and a supported app or device to retrieve the call.
Call phone number from search	Lets users place a call from the search box by using the /call command and specifying a name or a number.
Caller ID	Calls from inside the company display a detailed caller ID that pulls information from the corporate directory, showing picture ID and job title instead of just a phone number. For calls from external phone numbers, the caller ID as provided by the phone service provider is displayed. If the external phone numbers are secondary numbers in the corporate directory, then the information from the corporate directory will be displayed.
Device switching	Lets users play a call or meeting on another HID device that is connected to Teams; for example, switching from their PC speakers to a headset.
Presence-based call routing	Controls inbound communications with presence, enabling the user to block all incoming communication except from those specifically indicated.
Integrated dial pad	Lets users dial by name or by number anywhere in the search bar and in the dial pad, speeding up the process of making outbound calls.
Federated calling	Lets users securely connect, communicate, and collaborate with users in federated tenants.

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Make and receive a video call	If the user's account is enabled for video calls, the user can make face-to-face video calls with their contacts. All they need is a camera, their computer's speakers and microphone. Users can also use a headset if their computer doesn't have a built-in audio device.
Cloud voicemail	When a user receives a voicemail, it is delivered to their Exchange mailbox as an email with the voicemail message as an attachment. Users can listen to their messages on their certified desktop phone, and on all Teams or Skype for Business applications. Support for voicemail transcription has been added as of March 2017 and is enabled by default for all organisations and users. Note that users do not need a phone system licence, nor do they need to be voice enabled to use cloud voicemail features.
Cloud voicemail user settings	Lets users configure their client settings for voicemail greetings, call answering rules, and greeting language, including out-of-office greetings. Note that users do not need a phone system licence, nor do they need to be voice enabled to use cloud voicemail features.
Secondary ringer	Users with multiple speaker devices connected to their PC can choose to set a secondary device to ring in addition to their default speaker. For example, a user with a headset connected to the PC and desk speakers can choose to have both headset and desk speakers ring when a call comes in so they don't miss a call.
Distinctive ring alerts (Teams only)	Lets users choose separate ringtones for normal calls, forwarded calls, and delegated calls so they can distinguish the type of calls.
Shared line appearance	Lets users share their phone line so another user can make and receive calls on their behalf.
Busy on busy (Teams only)	A calling policy that lets you configure how incoming calls are handled when a user is: • In a call • In a conference • Has a call placed on hold The caller will receive one of the following responses: • Hear a busy signal when the callee is on the phone • Will be routed accordingly to the user's unanswered settings. One option lets the caller leave a voicemail for the user who is already on a call. The callee gets a missed call notification but isn't able to answer incoming calls. This feature is disabled by default, but can be turned on by the client admin.
Call blocking	Lets users add (PSTN) phone numbers to a blocked list so that the next call from that number is blocked from ringing the user.
Common area phones	A common area phone is typically placed in an area like a lobby or conference room making it available to multiple people. Common area phones are set up as devices rather than users, and can automatically sign into a network.
Media bypass support (for Teams Direct Routing only)	For better performance, media is kept between the Session Border Controller (SBC), and the client instead of sending it through the phone system.
Unassigned number routing	Allows routing