

Axxess Features - Functions - Benefits

FEATURE	FUNCTION	BENEFIT	NOTES
ACCOUNT CODE CLASS OF SERVICE	Allows users to place calls with their personal account code from any station.	Gives users flexibility to place toll calls throughout a facility.	
ACCOUNT CODES	Three types of account codes are available: standard, forced and optional. Up to 512 standard account codes can be assigned on a station-by-station basis to identify calls for departments or projects automatically. 512 forced codes, also assigned on a station-by-station basis, require special codes to be entered to place all outside calls. Optional codes can be used selectively for client accounting purposes.	Allows management to sort approximate call costs for budget analysis, to control outgoing call activity, and to bill back to clients.	
AGENT HELP	Allows a station user to request help from a designated "Agent Help Extension" during a 2 or 3 party call.	Supervisors are able to monitor the call and to assist the user or reject the request.	Requires 5 feature units. The Agent Help Extension can be a supervisor, other station, an extension list or a hunt group.
ACD AGENTS SPANNING NODES	Allows hunt group agents in the same hunt group to reside on separate nodes and use the login/logout/wrap-up hunt group features.	The added ability to have hunt group members login to any node on the network. This helps balance the workload and eliminate overtime in instances where nodes span multiple time zones.	Requires 10 feature units at all nodes where ACD agents log in from.
ACD AGENT IDs	Allows the use of Agent ID numbers in place of station extensions in the hunt group list.	Because the Agent ID is not associated with any station in the system to login the user doesn't have to use the same station everytime.	If the hunt group is not programmed to use Agent IDs, it will have a list of stations and will send calls to the stations where agents are logged in.
AUTO BOARD DETECTION	Gives the system the ability to recognize any newly inserted card as long as there is no active database programming session.	Simplifies configuration and management of the system.	
AUTOMATIC CALL DISTRIBUTION (ACD) HUNT GROUPS	Allows for routing calls to specific groups of agents based on longest idle agent, balanced call count. ACD agents will be able to log in and out and wrap up timers are available.	Using ACD Hunt Groups allow calls to be routed logically to a group of operators for sales, service and reservations applications.	Requires 5 feature units.
ALTERNATE MESSAGE SOURCE	Allows the CPE voice mail system to leave messages through a station or hunt group that is designated as the alternate message source.	Reduces the chance of receiving busy signals when accessing voice mail or hunt groups.	Requires 5 feature units and SLA or SLC.
ANALOG KEYSSET SUPPORT	Supports Executone WAVE and M-Series keysets.	Enables current Executone users the ability to migrate to the Axxess by Inter-Tel system.	Requires AKSC card.
ARS ROUTE GROUPS	Provides 50 route groups	By better managing ARS, toll charges can be reduced	
ATTENDANT RECALL	When a transferred call is not answered, it automatically rings back to the attendant.	Presents a professional image to callers by ensuring that unanswered calls are not forgotten.	
AUTOMATED ATTENDANT	To aid the system attendants, an automated attendant will answer incoming calls, play a greeting and instructions, then allow the caller to directly dial an extension number or the attendant.	Can be used to relieve receptionists during peak calling periods and breaks. Many companies use Automated Attendants instead of receptionists. Provides, access to voice mail 24 hours/7 days.	Requires Voice Processing Unit

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AUTOMATIC LINE/ INTERCOM ANSWER	With this selectable feature, users merely have to pick up the handset to answer a call, eliminating the need to press the incoming line or IC button.	Makes receiving calls convenient for users.	
ANSWER KEY	Pressing one button automatically accesses calls that are ringing or holding at the station on a first come, first served basis.	Makes placing outside calls on a first come, first served basis simple for users.	
BACKGROUND MUSIC	Digital phone users may listen to the optional music-on-hold through the phone's speaker. Music automatically stops during calls and pages.	Creates a pleasant environment for employees by allowing them to listen to music without it interrupting normal telephone use.	
BASIC RATE INTERFACE (BRI)	Provides support for ISDN BRI trunks and station devices. BRU card provides built-in NT1 devices, making it ideal for BRI trunks. BRS/T card is designed for station devices such as video conferencing units and ISDN phones.	ISDN BRI trunks can be used instead of analog trunks. Video Conferencing units can share BRI or PRI trunks and can also be used across an Axxess transparent point to point T1/PRI circuit.	Requires Advance CO interface (7 feature units) and a network clock card when using BRI with a CPU 64 or 128.
BUSY LINE CALLBACK	When a central office line is busy, users can be signaled when the line becomes free.	Lessens the inconvenience of waiting for an outside line to become available.	
BUSY STATION CALLBACK	This feature allows callers to request a signal as soon as the desired station is available.	Lessens the inconvenience of waiting for another station to become available.	
CALL ACCOUNTING (See also: Station Message Detail Accounting, and Station Message Detail Recording)	The cost of each type of call can be approximated by the system. This cost accumulates and displays during each call, and also prints in the detailed SMDR record for each call. If desired, the records can then be processed using a separate call accounting package such as Inter-Tel's Inside Track.	Allows management to use call costs, volume and duration for budget and traffic analysis.	Requires serial printer.
CALL FORWARD	Incoming calls may be automatically routed to another internal station or an outside telephone number, or can be used to forward calls to voice mail.	This powerful and flexible feature allows users to decide where their incoming calls will be received, either on or off premises.	
CALL ROUTING TABLES	For automatically routing calls through the system using ANI, DNIS, Caller I.D., DID.	Provides maximum flexibility to solve applications for sales and service groups, advertising response, or anywhere you want to have a call behave differently based on the number.	
CALL ROUTING TO PUBLIC NETWORK	Axxess will allow call routing tables to route to an incoming trunk, to an outgoing trunk, to a trunk group or to Automatic Route Selection.	Addresses need for off-site locations to receive calls routed based on ANI, DNIS, or Caller I.D., DID.	
CALL SCREENING	Calls transferred from the Voice Processing Unit for auto attendant can be unannounced, screened or announced depending on database programming.	Allows the user the options of screening a call and making decisions based on the caller.	Available with the Voice Processing Unit with auto attendant. The transfer mailbox can also be changed by the station user through mailbox personal options programming, if enabled.

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CALL SPLITTING	This feature allows a single-line keyset to place two or more calls on hold and then easily split between the calls.	Makes handling multiple calls easier for users.	
CALL TRANSFER	Allows calls to be transferred to other stations or outside telephone numbers.	Ability to manually transfer a call.	
CALL WAITING	Incoming calls received while the digital phone is busy, will hold at the station until answered.	Reduces the risk of missing important calls.	
CALLER IDENTIFICATION	Optional monthly service that enables the user to identify the name/number of the incoming caller.	Greater efficiency in handling and routing of incoming calls.	Must order through Bell Operating companies. Requires DSP and 7 feature units.
CANCEL UNHEARD MESSAGES	Allows the user to cancel already sent, any unheard voice messages (from the recipients mailbox)	Allows user to retrieve messages sent in error, or cancel unnecessary or unwanted messages	Requires Voice Processing Unit
CASCADING REMOTE NOTIFICATION	Provides sequential and escalating notification for up to 18 pagers or numbers when messages are received.	Greater efficiency in handling incoming messages.	Requires Voice Processing Unit
CENTRALIZED VOICE MAIL	Provide one voice mail unit per network	Users can transfer messages between users and allows callers access one menu for multiple locations on the same system.	Requires Voice Processing Unit
CENTREX COMPATIBLE	The Inter-Tel family can easily access a variety of available Centrex features.	The Inter-Tel family can put most Centrex feature at users' fingertips.	
CONFERENCING	Station users can establish conference (4 party, unsupervised) calls without operator assistance.	Users are not inconvenienced by the time and expense of having the phone company set up conference calls.	16 additional conference circuits per DSP.
COST OF CALL IN PROGRESS	Axxess Display Phones indicate the duration and approximate cost of a call in progress.	Helps users to be most cost and time conscious when using the phone.	
DATA CALLS (See also, SIMULTANEOUS VOICE/DATA)	Data calls may be placed on digital phones equipped with an optional data port module.	Allows the phone system to be compatible with data transmission from Phones and computers. No need for a dedicated data line for outgoing data	Requires PC Data Port Module (PCDPM) and Modem Data Port Module (MDPM).
DATABASE BATTERY PROTECTION	In the event of a power failure, all programming remains intact for up to 2 months of accumulated down-time.	Saves the time and expense of reprogramming.	Backup can also be stored on floppy disks.
DATABASE PROGRAMMING THROUGH DIGITAL PHONE	Allows basic database programming to be performed through digital phone.	Basic database programming can be performed without the use of a PC connection. Changes can	Requires display phone at system administrator station.
DAY AND NIGHT ACCESS LIST	Separate lists exist in the database for station toll restriction, outgoing access, allowed answer, and ring-in assignments for day and night modes.	Allows convenient handling of calls after hours and to accommodate multiple shift operations.	
DESKTOP INTERFACE (OAI)	Provides a means for a PC to control an Axxess Digital Phone or an Axxess Digital Phone to control a PC.	Using the DTI protocol, an external PC can provide a user interface for such applications as PC Phone, contact management data retrieval (screen pop).	Requires PCDPM and 10 feature units

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DIAL - 0 PROGRAMMING PER MAILBOX	The dial - 0 destination of each mailbox may be assigned to a unique destination.	Allows individuals to program their dial - 0 option to transfer to an extension, mailbox, or application.	Requires Voice Processing Unit
DIGITAL NETWORKING	Up to 63 Axxess systems (including Voice Processing Unit) can be transparently connected to form a "network" of Axxess systems.	Creates a large network for companies with multiple sites or large applications and enables users from all sites to utilize the features of the Axxess and the Voice Processing Unit for intercom calls, call	
DIRECT INWARD SYSTEM ACCESS	DISA provides access to extension numbers, and modems.	Makes it convenient for callers to dial directly into the system.	
DIRECT INWARD DIALING (DID)	Station numbers may be programmed to ring to an individual station, several stations, the pilot number of a hunt/call	Reduces call processing time which reduces network costs. Shared DID trunks reduce overall	Requires SLA or T-1 card.
DIRECTORY DIALING	Display digital phone users can search for an intercom number or system speed dial number alphabetically by name. Once found, the number can be dialed by the system.	Saves time and money by eliminating the risk of misdialing common numbers and by making it easy for users to look up numbers.	Requires 2 feature units.
DIRECT STATION SELECTION/BUSY LAMP FIELD UNIT (DSS/BLF)	The DSS/BLF provides one-key access to intercom and hunt group numbers. The Busy Lamp Field indicates the status of each station.	Helps users and receptionists handle calls more efficiently by showing the status of each programmed digital phone and affords the convenience of providing one key access to internal extensions.	Requires PCDPM. A maximum of 20 single or tandem units, and their corresponding display digital Phones, can be installed per system.
DISTINCTIVE STATION RINGING	Distinct rings for C.O. calls and intercom calls.	Users can tell the difference between a CO call and an intercom call.	
NETWORKED DISTRIBUTED VOICE MAIL	Multiple AMIS compatible voice mail units in one network	Ability to transfer and receive messages from AMIS compatible voice mail unit.	Requires Voice Processing Unit
DO-NOT-DISTURB WITH MESSAGING	Halts all incoming calls and pages to a digital phone. 20 different pre-programmed and customized messages can be selected.	Enhances employee productivity during meetings and other occasions. Display digital phone users can customize 20 pre-programmed messages.	
DYNAMIC ROUTE OPTIMIZATION	Axxess releases redundant T-1 channels to avoid using multiple channels for a single call between nodes.	More lines available for callers. Eliminates wasted bandwidth on your network.	
EQUAL ACCESS	Allows multiple long distance carriers to be accessed.	Saves money by allowing management to determine which long distance carriers are to be used.	
EXTERNAL SIGNALING	Digital phones may be equipped with an external audible/visual signaling device.	For use in noisy work areas or areas that require silence.	Requires PC Data Port Module and Modem Data Port Module.

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FAX ON DEMAND	Provides means for fax documents to be requested and sent without human intervention.	Greater efficiency in automation of fax tasks.	Requires Voice Processing Unit and optional fax board.
FAX MACHINE SUPPORT	The system allows for fully integrated fax machines without any special installation required.	As part of the Inter-Tel phone system, fax usage can be controlled and monitored. Eliminates the need for a dedicated fax line.	SLA or SLC required.
FEATURE DIRECTORY	Allows display phone user to look-up, enable and disable system features	Users can access all system features at the touch of a button, resulting in increased efficiency.	
FLEXIBLE RINGING	Any telephone in the system can be programmed to receive incoming calls when the system is in day or night mode. During the day the phone system can be set in night mode which can ease issues of receptionist relief (for breaks, lunch hours, absences, etc.).	Can save receptionist costs and ensure that calls are answered promptly.	
GROUND/LOOP START CARD	Lines can be terminated using either a ground start or a loop start connection. Each card has four ports with an option to add a four-port daughter card and each port may be configured as either ground or loop start.	Loop start provides Caller ID functions, while ground start provides disconnect supervision.	There is no limit on mixing the ports on the card.
GROUP CALL PICK-UP	A special hunt group can be set up to allow users to answer any type of call that is ringing into a group of phones.	Increases the efficiency of answering calls for a group of phones.	This feature is not "reverse transfer"
GROUP LISTEN	Users can enable the speaker on their digital phone to transmit conversation taking place in the room. The digital phone's	Allows multiple people to hear a conversation taking place; Useful for training new employees.	
HANDS-FREE ANSWERBACK	Users of digital phones and analog keysets can answer intercom calls without picking up the handset.	Enhances productivity by allowing the user to respond to an intercom call from any place in the room, without work interruption.	
HEADSET CAPABILITY	All digital phones can be equipped with optional headsets eliminating the usual "aches and pains" associated with prolonged handset usage.	Increases the comfort level of frequent handset users.	Headsets are available from Inter-Tel's Factored Products group.
HEADSET CONNECT TONE	Some headsets have "power save" mode that disables the headphone after a period of silence. To prevent these headsets from missing portions of incoming calls, there is a station flag called "headset connect tone".	Enabling the flag allows the keyset to generate a tone that activates the headset before connecting to an incoming call.	
HIDE RECORD-A-CALL/AGENT HELP DISPLAYS	The system can be programmed so the user will not see active displays while record-a-call is activated.	Supervisors can monitor or record calls without the agent's knowledge.	
HOLD	Allows calls to be temporarily suspended without disconnection. Axxess features both system and individual station hold.	Calls can be handled professionally when the user needs to field another call, consult with someone, conduct research, etc.	

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HOUSE PHONES	This feature provides users with the ability to place pre-designated intercom or outside calls by either lifting the handset or pressing the speakerphone button on a designated phone.	Makes it possible for customers to reach a representative without knowing the number. (Internal ring down circuit)	
HUNT GROUPS	A group of stations that are accessed by a single extension number. Incoming calls circulate among different group members until answered.	This feature is extremely useful for departments that receive a high volume of incoming calls, such as in customer service or order entry departments.	
IDENTIFIED INCOMING CALLS	Digital display phones identify the origin of internal calls and the type of central office line for inbound calls.	Helps employees answer calls more professionally by distinguishing between internal and external calls.	
INFORMATION CONTROL CENTER (aka Attendant Console)	Designed for use by attendants of larger Axxess systems; however, with its enhanced functionality. This is an attractive option for smaller systems as well.	Attendants now can use their PCs to manage and answer incoming call traffic.	Version 2.1 requires 30 feature units, runs on Windows 95/98/NT 4.0/2000/ME.
LAST NUMBER REDIAL	The last number dialed from a telephone is stored and can automatically be redialed.	Users can easily retry a telephone number if it were busy or if there were no answer in previous attempts.	
LINE RESTRICTION	Any station may be restricted from access to specific central office lines on a per-station basis.	Helps to control telephone usage and abuse.	
LOCAL 7/10 DIGIT DIALING	Provides for local 7 digit dialing in cities where local call is 10 digits.	When dialing a local 7 digit phone number there is no delay in processing while waiting for the additional 3-digits.	
MANUAL FORWARD TO PUBLIC NETWORK (ENABLE/DISABLE)	Allows individual phones to be programmed so they are unable to forward calls to the public network	Provides the phone system administrator the ability to proactively manage which users can forward calls to outside numbers- helps to maintain telephone charges.	
MESSAGE CENTER(S)	For internal communications, any station may be programmed to take messages for any other station; the called party will receive a message waiting indication from the message center.	Allows an employee to leave a message for another employee and automatically informs the called party that a message is waiting.	
MESSAGE WAITING FOR SLC	Single-line set users may receive an audible indication if a message has been left for them. Can also have an indication lamp with SLC and LOC.	Helps employees work more productively by knowing when a message has been left for them.	Requires SLA module, or SLC, LOC
MESSAGE WAITING INDICATION	Phone users receive a message waiting indication via a flashing MSG key. Display phones get a visual message in addition to the flashing MSG key. Calls can be returned by simply touching the MSG key.	Enhances interoffice communication by letting a user know that he or she needs to contact another employee or the optional voice mail system.	
MICROPHONE MUTE	The phone or handset microphone may be deactivated by pressing the MUTE key as a means of blocking a caller's ability to hear without placing the call on hold.	Makes it convenient for users to speak privately with others in the office while on a call.	
MULTIPLE ATTENDANT ANSWERING	The system can be assigned as many attendants as needed by allowing secretaries and other personnel to act as overflow stations during busy periods.	Ensures that all calls are attended to promptly.	

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MULTIPLE LANGUAGE CAPABILITY	The system can be configured to play prompts in another language. English, British, Japanese and Spanish are available.	Enables non English-speaking customers to understand voice prompts and communicate effectively.	
MULTIPLE MUSIC ON HOLD PORTS	The system can be configured to program multiple music on hold sources.	Each trunk group can have customized music on hold. This is especially beneficial for multi-lingual users.	May require one or more options cards.
MUSIC-ON-HOLD	The system may be equipped with an optional external music source for calls on hold and calls waiting. The system can be programmed to determine the music source a caller hears based on the device or trunk group on which the call resides.	Creates a pleasant environment for callers on hold and ensures them that the call is still connected.	Music on-hold is available from Inter-Tel's Factored Products division.
NATIONAL ISDN 2	Support for National ISDN2	Axxess supports additional ISDN/PRI service types	
NETWORKING	Allows 2 or more systems to be connected together to provide seamless interface between the systems	IC calls can be placed between systems, voice mail can be centralized and cost saving benefits realized for long distance charges.	
NIGHT ANSWER	Allows programmed stations that do not necessarily answer calls during the day to access and answer incoming calls after hours.	Makes answering after hour calls convenient for users when the receptionists have left for the day.	
OFF HOOK VOICE ANNOUNCE	Allows a phone user to receive intercom calls through the speaker while using the handset. Access can be refused on a call-by-call basis.	Ensures that important calls are not missed.	Requires PCDDM installed in Professional or Associate telephone.
OFF-PREMISES STATIONS	Single-line sets can be directly connected to the system from remote locations using either telephone company lines or customer provided lines.	Allows employees to work at home or at other locations without outside callers being aware they're not in the office. Also extends the use of the system by eliminating the need to install another system in remote offices.	SLA or T1 card required.
ON-HOOK DIALING	Allows users to dial while their handset is "on hook."	Makes placing calls easy and convenient for users.	
OUTSIDE PARTY NAME AND NUMBER	User can set system flag to default to view either caller number or name and can then toggle between the two.	If user does not recognize incoming call by number, the feature allows for identification by name.	
PAGING ZONES	Internal paging through the speakers of idle Phone is standard. The system may also be equipped with an optional external paging system incorporating ceiling speakers, paging amplifiers, etc.	Saves valuable time by making it easier and more convenient to locate employees.	
PRIMARY RATE INTERFACE	The system is equipped with both T1 and Primary Rate Interface, which provides 23 Bearer channels and one data channel for transmitting information.	This ISDN-compatible interface provides high-speed data, video and voice transmission.	
PRIVATE INTERCOM CALL	The called party must pick up the handset or press the SPKR key in order to answer an intercom call.	Prevents being overheard by others in the office.	
PRIVATE LINE	Any outside line can be programmed to ring into, and be accessed by, only one designated station.	Ensures absolute privacy of calls to the designated station.	

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PRIVATE NETWORKING USING E1/PRI CHANNEL EXPANSION	Axxess T1/PRI can now utilize E1 for additional channels		In a single site application with more than 1 node, the E1 signaling (30 channels) can be used instead of T1 (23 channels). In multiple site applications the E1 IP Networking module can be used for 30 channels instead of 23.
PROGRAMMABLE FEATURE KEYS	Digital phones have user-programmable feature keys that can be set to access feature codes. The keys can be set to default values or programmed individually.	Helps users save time by providing one button access to a host of additional, commonly used features.	
PROGRAMMABLE SOFT KEYS	Any unused key can be programmed for one-button access to additional system features or DSS/BLF keys.	Allows users the ability to customize the operation of their station to meet their unique needs.	
QUEUE WITH CALL BACK ACROSS NODES	The station user can register/cancel a queue callback for a station that does not reside on its node.	Increases employee efficiency by saving time.	
RECALL TIMERS	Axxess is equipped with hold, transfer and attendant recall to ensure that calls placed on hold are not forgotten. Programmable timers help to set the best time for calls to ring or hold before recalling another station.	Helps users to present a professional image to callers by not allowing calls to hold for excessive periods of time and by ensuring that calls are not forgotten.	
RECORD-A-CALL	Through the Voice Processing Unit application, users may record a conversation at any time during a call.	Record A Call may be used to record important information, saving time. Also may be used by supervisors for monitoring employees.	A programmable tone may be enabled to inform the parties that the call is being recorded. Requires 10 feature units.
RED/GREEN LEDS	Phones provide red and green lamps to indicate the call is active, ringing or holding.	Easier to distinguish call types.	
RE-DIRECT CALL	Allows the user to route a ringing or camped call to another station/extension, hunt group, or outside telephone number, if allowed by trunk and station programming.	Call processing flexibility, which can improve customer satisfaction.	
REMINDER MESSAGES	Reminder messages are set much like an alarm clock to signal a station at a specified time. Display phone users can select from 20 custom messages.	Ensures that users won't forget important appointments or tasks throughout the day.	
REMOTE DIAGNOSTICS & SERVICE CAPABILITY	Service technicians can dial into the system to perform programming changes or diagnose problems from across town or across the nation.	Saves money by eliminating the need for onsite service.	Requires up to 9600 baud modem, dedicated C.O. line or A/B switch.
REMOVE/REPLACE FROM PAGE	Halts and resumes pages through the digital phone speaker.	Creates a pleasant work environment for users by allowing uninterrupted work.	
REMOTE DO-NOT-DISTURB	Allows users to place their phones into Do-Not-Disturb remotely, either from another station in network or through DISA.	Gives users the flexibility to change their DND messages from any location, providing accurate information via programmed DND messages.	
REMOTE FORWARD	Allows users to forward their phones remotely, either from another station in network or through DISA.	Enables users to receive calls at any location and change the forwarded location at any time.	
RETURN CALL	Provides the user the option of returning a call to its originating destination, when that destination is an extension or a Caller I.D. number, with the press of a button while listening to voice mail.	Helps improve employee productivity and efficiency by enabling employees to instantly return calls without having to look up a phone or extension number.	Requires Voice Processing Unit

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REVERSE TRANSFER	Allows users to pick up calls ringing or holding at another station from any station on the system.	Saves the time spent walking back to one's office to receive a call.	Also called Directed Call Pickup.
RING TONE SELECT	Digital phone users can select the type of ringing alert tone to be heard at their respective digital phones. Nine distinctive ring tones are available.	Helps users in the same area identify which phone is ringing.	
SECONDARY EXTENSION APPEARANCES	Provides one-key indication of the status of the primary station. Allows one-key dialing and pick-up to that station.	Allows other users to see, dial and pick-up associated stations.	
SNMP (SIMPLE NETWORK MANAGEMENT PROTOCOL) FOR Axxess ALARMS	Allows MIS personnel to monitor Axxess alarms through the entire network of an NT Based CPU.	Helps MIS personnel manage network resources and the Axxess system from one central location	Requires NT CPU
SIMULTANEOUS VOICE/DATA	Simultaneous voice and data calls may be placed on Axxess Phones equipped with an optional data port module and MDPM.	Conveniently allows a user's computer to send/receive data over telephone lines without interrupting normal telephone usage.	Requires PC data port module (PCDPM) and modem data port module (MDPM).
SINGLE-LINE SETS	Systems support economical Single Line Sets.	Allows companies to equip areas with phones without requiring more costly full-feature phones.	Requires SLC card or SLA. Single-line sets are available from Inter-Tel's Factored Products division.
SMART ACD/UCD PROMPTS	Audio announcement that presents the caller's place in line, and the approximate wait before the call is answered. Intended for use as a hunt group announcement.	Informs caller of their place in line and estimated wait to enhance customer service.	Requires Voice Processing Unit
SMDR DISPLAY REDIRECTED STATION	Displays the intercom number/extension of a station that transferred or manually forwarded a call to the Public Network.	Gives the phone administrator required information to track unnecessary usage of outside lines to assist in future reduction of toll charges.	
SPEAKER PHONES (DSP)	Axxess Professional Phones have full duplex integrated speakerphones allowing hands-free operation.	Makes using the phone more convenient for users without annoying clipping sound.	Associate and Basic phones require OPC card with DSP or 16 port DKSC+.
SPEED-DIALING	Each station user may individually program 10 speed dial numbers in either alphabetical or numerical format. 1,000 speed dial numbers can be stored by the system for use by all stations.	Makes placing calls to frequently dialed numbers more convenient and time efficient for users. Saves users from having to remember to look up numbers.	
STAR Applications	Scheduled Time-Based Application Router.	This gives the ability to have separate Time Determined routing per Trunk Group/Phone number done automatically in the Axxess system.	Voice Processing Unit.
STATION CALL MONITORING	Allows hunt group supervisors to monitor the outside calls or intercom calls of anyone in a specified station hunt group.	Helps management to evaluate the performance of hunt group members.	Requires UCD to be enabled (5 feature units).
STATION CLASS OF SERVICE, DAY AND NIGHT MODE	Allows each station to have different restrictions for day and night modes.	Useful when the station is used on different shifts and users have different responsibilities, or cleaning people abusing phones.	
STATION MESSAGE DETAIL RECORDING	Details of incoming and outgoing calls are automatically and chronologically reported.	Helps management analyze telephone usage and expenses.	Requires printer and/or the Voice Processing Unit
STATION PASSWORD	Users assign a password for their station as a security measure for the Remote DND and Remote Forward features.	Ensures other users don't remotely place the wrong station in Do-Not-Disturb or forward mode.	

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STATION-TO-STATION MESSAGING	Allows station users to leave message waiting indications for users who are either on another call, away from their desk or have Do-Not-Disturb activated. Callers can request that either the call be returned or indicate that a message has been left with the message center.	Enhances interoffice communication by informing a user that he needs to contact another employee.	
SWAP STATION FEATURE	Enables a system administrator to use an administrator's phone or Information Control Center (aka Attendant Console) to swap (relocate) two extensions.	Reduces the cost associated with adds, moves and changes. Avoids a service call.	
SYSTEM FORWARDING	Allows ability to program the system so that calls ringing at a station will follow a predetermined forwarding path that routes calls based on the type of call, the day/night mode status and the status of the called station.	Complete call coverage -- ends incoming caller frustration.	Requires 3 feature units.
SYSTEM OAI	Provides a means of monitoring and controlling certain functions of the Axxess phone system using external computers or LAN Networks.	Using event streams from the Axxess system, the external computer can monitor and control incoming call traffic and provide reports for such applications as ACD, property management, outbound telemarketing, LAN gateway.	Requires 15 feature units for one way monitoring. Requires 15 units for third party call control (two way).
T-1	The term "T-1" refers to a specific digital method of transmitting voice and data. Since each T-1 span actually consists of 24 individual circuits (or channels) multiplexed together, it is often less expensive to purchase a single T-1 span than it is to purchase multiple individual trunks.	Reduced long distance and networking costs. Efficient handling of 800 calls using DNIS and/or ANI for incoming caller identification, DID.	Requires 7 feature units.
TOLL RESTRICTION	Access to outside lines, including long distance and WATS lines, can be controlled on a station-by-station basis.	Helps control telephone expenses and abuse by allowing management to determine the types of calls each extension has access to.	
TRUNK GROUPS	Allows for each user to access available CO lines by grouping lines according to their type.	This feature facilitates central office line access and promotes the most effective use of outgoing lines.	
UCD HUNT MEMBERS SPANNING NODES	The installer can program UCD hunt group members to include on-node and off-node stations. An off-node member has the ability to hunt group remove or replace.	All hunt group members can take calls across the entire network, greatly improving customer service.	
UNDELETE MESSAGES	Allows user to retrieve messages that have previously been deleted within the time allowed in programming up to 24 hours later.	This feature gives users peace of mind in knowing they have the ability to retrieve messages accidentally deleted.	Requires Voice Processing Unit
UNIFIED MESSAGING	Allows users of Unified Messaging to receive their voice mail messages and incoming faxes on their PC.	Allows for easy access to all of a user's messages, saving valuable time and ensuring all messages are received.	Requires Windows NT version of Voice Processing Unit.

Axxess Features - Functions - Benefits

FEATURE	FUNCTION	BENEFIT	NOTES
UNIFORM CALL DISTRIBUTION	Stations can be placed in "hunt groups" that allow incoming calls to be distributed evenly throughout the group.	This feature is extremely important to departments that receive a high volume of incoming calls, such as in customer service or order entry departments.	Requires 5 feature units (UCD).
US and UK INTEROPERABILITY	With the IP Networking Module an Axxess in the US can be networked with an Axxess in the UK.	Provides IC call capability via IP to reduce long distance costs.	
VOICE (ANALOG) COMPUTER HUNT GROUPS	These hunt groups can be assigned dial rules that signal the voice mail to route calls to the appropriate mailbox.	Provides complete integration to CPE voice mail system for announcements and greetings, Integration to old voice mail systems.	Requires 5 feature units, and SLA or SLC.
VOICE PROCESSING UNIT RECORDABLE PROMPTS	All of the pre-recorded prompts in the Voice Processing Unit can be customized using the voice mail system administrators mail box.	Allows businesses to personalize corporate greetings on the phone system	
VOICE PROCESSING UNIT NETWORKING ENAHNCEMENTS	Allows mailbox greetings, directory names and passwords to automatically populate or update any remote or proxy mailboxes.	Provides easier management of voice mailbox when in a networked system.	Requires multiple NT-based Voice Processing Units and 10 feature units at each node.
VOICE PROCESSING PRIORITIZATION	Allows the user to specify the order voice mail messages are played back and saved. LIFO- Last-In-First-Out. FIFO- First-In-First-Out.	Provides easy access for message retrieval	
VOICE MAIL	With a voice mail unit installed, users can send and receive recorded messages from their stations or from a DTMF telephone while away from the office.	Makes it easy and convenient for callers to leave detailed, confidential messages and for users to receive messages at any time, day or night.	Requires Voice Processing Unit
VOICE MAIL GROUP LISTS	Allows users to leave a voice mail message to multiple subscribers simultaneously.	Ensures consistent communication in a timely manner.	Requires Voice Processing Unit

For more information relating to Inter-Tel systems and features, please refer to the Axxess installation manual. Please use this table as a guide only. INFORMATION SUBJECT TO CHANGE WITHOUT NOTICE.