

## Managing Calls Using FeaturePlus

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### Overview

FeaturePlus gives you a wide range of call management features which gives you the power and flexibility to control how you deal with calls. You have the ability to use the FeaturePlus Web portal at [www.featureplus.com](http://www.featureplus.com) to set up Call Diverts and Call Forwarding, as well as changing your privacy settings. Full Instructions can be found in the SUPPORT section of the FeaturePlus web portal.

### Call Divert

You can choose to divert missed calls to another phone number when you are away from your phone or already on a call. You can also divert all calls to your phone unconditionally. Calls can be diverted to any phone number whether a land line, mobile or FeaturePlus number.

*PLEASE NOTE: You cannot divert or forward calls to another FeaturePlus number that is also set to divert/forward calls.*

1. Log in to [www.featureplus.com](http://www.featureplus.com). From the SETTINGS menu located along the top of the page, choose CALL DIVERT from the drop down menu.
2. From the screen, click the appropriate box to select the feature you want. You will need to specify how long your own phone should ring before the call is diverted. This should not be less than 10 seconds.

**Call Divert**

First, select a phone from the list of those you own.

☑ Phone number:

You can choose to divert missed calls to another telephone number when you are on or away from your phone.

Remember to switch divert off again to re-enable any standard forwarding features like forwarding to Voice mail.

Call divert takes precedence over any other forwarding settings you may have switched on until it is switched off.

☑ Divert all calls unconditionally to another number:

Number to divert calls to:

☑ Divert calls to another number when not answered:

Number to divert calls to:

Number of seconds to wait before diverting:

☑ Divert calls to another number when I am on the phone:




Number to divert calls to:

3. Click 'Save' to register the changes

## Call Forwarding

You can choose one or more alternative phone numbers to ring when your chosen phone receives a call. You can choose to have all the numbers in the list rung either in sequence or at the same time. This can be used to set up a Hunt Group between phones. In the event that the call cannot be answered, you may choose to have the caller redirected to Voice mail.

### Setting Up Call Forwarding to an individual Phone.

1. Log into [www.featureplus.com](http://www.featureplus.com). From the SETTINGS menu located along the top of the page, choose CALL FORWARDING from the drop down menu.
2. The first thing you will need to do is to compile a list of phone numbers that FeaturePlus should try in order to find you. Type in the telephone number and click on 'Add.' You will now see the numbers in the 'Chosen Phones' box.
3. You can change the order in which a phone is rung by highlighting the appropriate number and using the  or . If you wish to remove a number from the list, click on  to remove it.

### Call Forwarding

First, select a phone from the list of those you own.

Phone number:

You can choose one or more alternative phone numbers to ring when your chosen phone receives a call. You can choose to have all the numbers in the list rung either in sequence or at the same time. You can associate a distinctive ringing tone with the list (each phone supporting the feature will have a specific ringing style). In the event that the call cannot be answered, you may choose to have the caller redirected to your Voice mail.

Call the phones in the list below:

Calling options:

Try calling my phone first

Divert to Voice mail if no phones are answered

or add a new phone number:

Chosen Phones

02081502570
02081502571

Call the phones in the list:  In sequence  At the same time

Seconds to wait for an answer:

Distinctive Ring Tone:

4. Click on 'Call the Phones in the list below' to activate the Call Forwarding.
5. Click on 'Save' to register the changes. You can remove the Call Forwarding by unchecking the 'Call the Phones in the list below'

## Setting Up A Hunt Group Between Phones

1. Log into [www.featureplus.com](http://www.featureplus.com). From the SETTINGS menu located along the top of the page, choose CALL FORWARDING from the drop down menu.
2. Select the phones that you want to be included in the group. Each phone in the group will be called in order. If a phone does not answer then the call will divert after the defined number of seconds. If the phone is engaged, then the calls will divert to the next number in the group.
3. The call will only forward if the call is not answered. Where a phone's Voice Mail picks up the call, the call forward will stop at that phone. You must ensure that the number of seconds ringing must be less than the Voice Mail of the phones in the Group. Alternatively you can switch off Voice Mail functionality.

*PLEASE NOTE: Cyclic Hunting is **not** supported. The call will hunt around the group until the last number is rung. If a call is not answered and the system is not set to forward the call to voice mail, then the call will be abandoned at the end of the sequence according to the number of seconds of ringing you have specified.*

## Setting up Your Failover Number

If there is ever a fault or an outage with your broadband service, you will not be able to make or receive calls using the FeaturePlus service. However, you can divert your FeaturePlus service to an alternative number, so you can continue to receive calls.

We strongly recommend you always have the Failover number set whether or not the feature is turned on.

1. Log into [www.featureplus.com](http://www.featureplus.com). From the SETTINGS menu located along the top of the page, choose FAILOVER from the drop down menu.

### Call Failover

In the event of your internet connection being disrupted (by a power failure or an ADSL failure) you can have all calls made to your phone forwarded to a specified land line or mobile.

The failover logic is based on the postcode registered to your phone. If you enable the failover for your phone, then all phones registered at the same postcode will also failover, but to the numbers specified by each individual user.

The failover can be activated by:

- connecting to this page on an unaffected computer and ticking the switch over box, or
- calling 0845 034 0497 to switch on the feature (as long as a failover number is defined below). You will be asked for your phone number and PIN

Failover forwarding takes precedence over any other settings you may have switched on until it is switched off so remember to switch it off (once the network is restored) either by connecting to this page or calling 0845 034 0496. You can check the current status of this feature by calling 0845 034 0498.

Forward calls for all phones associated with my location now:

Number to forward my calls to in the event of a network / power failure:

2. Enter the telephone number you would like to use and click on 'Save'

## Activating The Failover Number by Telephone

1. From an alternative landline or mobile, ring **0845 034 0497** to turn the Failover on.  
This can only be done if you have the set up the Failover number. You will be prompted for your telephone number and your PIN

To remove the Failover, call **0845 034 0496**. You must remember to do this; otherwise your calls will continue to be forwarded to your Failover number.

## Activating The Failover Number via The FeaturePlus Website

If your broadband connection is down, you will not be able to access the FeaturePlus website to activate your Failover number. However if you have access to another working internet connection, you can log in to the site and activate the Failover number

1. Log into [www.featureplus.com](http://www.featureplus.com). From the SETTINGS menu located along the top of the page, choose FAILOVER from the drop down menu.

### Call Failover

In the event of your internet connection being disrupted (by a power failure or an ADSL failure) you can have all calls made to your phone forwarded to a specified land line or mobile.

The failover logic is based on the postcode registered to your phone. If you enable the failover for your phone, then all phones registered at the same postcode will also failover, but to the numbers specified by each individual user.

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Forward calls for all phones associated with my location now:

Number to forward my calls to in the event of a network / power failure:

2. Check the 'Forward calls for all phones associated with my location now'
3. Ensure that the number is entered in the box
4. Click 'save' to activate the feature.
5. To remove the Failover, log back into the site and un-check the 'forward calls for all phones associated with my location' box and then click on 'save' to update the settings.

## Privacy Settings

You can choose to withhold your phone number when making an external call. Your details will always be displayed on calls within your company. You can also choose to reject calls from people who withhold their number. If you choose this setting, the caller will get the engaged tone.

*PLEASE NOTE: If you choose to reject calls from people who withhold their number, you may find that callers from international destinations may not be able to connect.*

### Withhold My Number When Calling

1. Log into [www.featureplus.com](http://www.featureplus.com). From the SETTINGS menu located along the top of the page, choose PRIVACY from the drop down menu.
2. You can now choose to either just withhold your name and number or just your name. Your name is displayed as it was set up in the Group Directory.

Privacy Settings

**Withhold My Number When Calling** | **Reject "Number Withheld" Calls**

First, select a phone from the list of those you own.

Phone number: 02079939666

You can choose whether to stop the people you call from seeing your name and phone number.

Withhold name and number when calling:

Alternatively you can choose just to suppress your name when making calls.

Withhold name when calling:

Save

3. Click on 'Save' to register your changes.

The people you call will just see 'Private Caller' if they have called display capability. Remember that some people may also reject your call if you withhold your number.

### Rejecting 'Number Withheld' Calls

1. Log into [www.featureplus.com](http://www.featureplus.com). From the SETTINGS menu located along the top of the page, choose PRIVACY from the drop down menu.
2. Tick 'Reject anonymous calls'
3. Click on 'Save' to register your changes.