



one-X SERVER 2.0 CALL MODEL CONCEPTS

v.R2.C1

1 ONE-X SERVER 2.0 CALL MODEL

1 TERMS AND CONVENTIONS

2 DESKPHONE ONLY: RECEIVE CALLS

3 FIRST CALL: DESKPHONE
4 FIRST CALL: DESKPHONE; SECOND CALL: DESKPHONE
5 FIRST CALL: DESKPHONE; SECOND CALL: OFF-PBX
6 FIRST CALL: OFF-PBX
7 FIRST CALL: OFF-PBX; SECOND CALL: DESKPHONE
8 FIRST CALL: OFF-PBX; SECOND CALL: OFF-PBX

9 DESKPHONE ONLY: OUTGOING CALLS

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15 FIRST CALL: FULL CLIENT; SECOND CALL: FULL CLIENT
16 FIRST CALL: FULL CLIENT; SECOND CALL: DESKPHONE
17 FIRST CALL: FULL CLIENT; SECOND CALL: OFF-PBX
18 FIRST CALL: DESKPHONE
19 FIRST CALL: DESKPHONE; SECOND CALL: FULL CLIENT
20 FIRST CALL: DESKPHONE; SECOND CALL: DESKPHONE
21 FIRST CALL: DESKPHONE; SECOND CALL: OFF-PBX
22 FIRST CALL: OFF-PBX
23 FIRST CALL: OFF-PBX; SECOND CALL: FULL CLIENT
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32 FIRST CALL: FULL CLIENT; SECOND CALL: FULL CLIENT
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35 FIRST CALL: OFF-PBX; SECOND CALL: FULL CLIENT WITH SPEAKERS
36 FIRST CALL: OFF-PBX; SECOND CALL: OFF-PBX

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43 FIRST CALL: DESKPHONE; SECOND CALL: DESKPHONE
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45 FIRST CALL: DESKPHONE; SECOND CALL: OFF-PBX
46 FIRST CALL: CLIENT-LESS PHONE
47 FIRST CALL: CLIENT-LESS PHONE; SECOND CALL: DESKPHONE
48 FIRST CALL: CLIENT-LESS PHONE; SECOND CALL: OFF-PBX
49 FIRST CALL: OFF-PBX
50 FIRST CALL: OFF-PBX; SECOND CALL: DESKPHONE
51 FIRST CALL: OFF-PBX; SECOND CALL: CLIENT-LESS PHONE
52 FIRST CALL: OFF-PBX; SECOND CALL: OFF-PBX

53 FULL CLIENT WITH CLIENT-LESS: OUTGOING CALLS

53 FIRST CALL: FULL CLIENT
54 BOTH CALLS: FULL CLIENT
55 FIRST CALL: CLIENT-LESS CONVENIENCE PHONE
56 FIRST CALL: CLIENT-LESS CONVENIENCE PHONE
57 CALL BACK: STEP 1
58 CALL BACK: STEP 2

CALL CONTROL & CONFIGURATIONS

Where does call control reside?

Depending on specific conditions and/or user actions, call control may reside at:

- (1) The deskphone
- (2) One or more full clients
- (3) The deskphone and one or more full clients

Configurations

The examples in this document are organized by the following one-X Server 2.0 client configurations.

- **Deskphone only**
User is sitting at his desk, with no full one-X clients logged in. The deskphone behaves as expected.
- **one-X full client with deskphone**
A one-X full client is running on a one-X compatible platform, typically a PC or laptop. The convenience phone is the deskphone. Calls may **not** be taken using the one-X compatible platform's speakers and mic (Road Warrior).
- **one-X full client with speakers**
A one-X full client is running on a one-X compatible platform, typically a PC or laptop. Voice is handled through the one-X compatible platform's speakers and mic or headset. The deskphone will be inoperable.
- **one-X full client with client-less phone**
A one-X full client is running on a one-X compatible platform, typically a PC or laptop. The convenience phone is a client-less phone/platform. Unlike the old telecommuter mode, the deskphone will remain operable.

DEFINITIONS

Convenience phone/platform: A single endpoint that will be used when placing a call.

From the end-user's perspective, the convenience phone is the phone the user wants to use for both receiving and placing calls. If the convenience phone is the user's deskphone, a call can be placed directly; otherwise, it results in a ring-back. Only one convenience phone can be in use at any time, no matter how many one-X clients may be logged in. In effect, one-X clients are "paired with" the convenience phone.

The relationship with the convenience phone is maintained even when no client is currently logged in. I.E. Enterprise calls may be received at the convenience phone even without an active client.

Note: In the traditional "Road Warrior" configuration, the convenience phone is not explicitly specified. It is, by definition, the PC/laptop itself and voice is handled through its speakers and mic.

Ring-back: The mechanism by which the one-X Server can place calls through non-deskphone convenience phones.

When placing a new call, it is the convenience phone which will ring. Once answered, the user will hear the outbound ring to the destination.

Ring-Also phone(s): One or more user-specified phones that ring when a call arrives.

All logged-in one-X clients share, and can edit a common Ring-Also list.

The relationship with Ring-Also phones is maintained even when no client is currently logged in. I.E. Enterprise calls may be received at Ring-Also phones even without an active client.

Note: The user is not required to specify Ring-Also phone(s). Ring-Also phones are supported in Road Warrior (see above).

Call Back: The user experience of placing a call directly through anything other than the convenience phone.

Call back is the intent or feature of placing a call through the PBX to a client-less phone. Ring-back is the mechanism by which this is accomplished. This is a subtle, but important, distinction. In the common meeting room scenario, for example, a user can be taught to use a Call Back to place an ad-hoc call to a Polycom meeting room phone. Depending on the client, a dedicated Call Back user experience may be provided as well.

Voice: As distinct from call control, the portion of the call relating to the voice path.

By default, an off-pbx phone/platform may have at most one call. Some users may opt to override this limitation (settings user experience TBD), relying on their cell phone/platform's ability to manage multiple calls through call waiting. This will typically be through a cellular network. For a full exploration, please consult the section entitled "Where does voice reside?"

Move: The act of moving the voice portion only of a call from one phone to another.

Move is strictly about allowing the user to decide which device they want to use to speak and listen through. Control of the call always remains with the user as compared to a transfer, which involves moving the call to a different extension.

Consider a full client with an active call on the deskphone. The user may move the call to his dumb mobile and walk away. When multiple calls are active, their voice components may be moved independently.

Note: Move is distinct from Take. Take always pulls voice from the targeted call to the convenience phone. In contrast, Move enables the user to relocate the voice portion of a call to any phone. Both move and take are available only through full clients.

Take: The act of taking the voice portion only of a call to the convenience phone or platform.

Imagine 1XC/P with the deskphone set as the convenience phone. A dumb mobile is one of the Ring-Also phones. Away from his desk, the user has answered a call on his mobile Ring-Also phone. On returning to his desk, he sees the call appearance in 1XC/P. Through some means (TBD), he can perform a "Take" on the call appearance, moving the voice portion to the deskphone. Calls can be "Taken" independently.

Note: Take is distinct from Move. Move enables the user to relocate the voice portion of a call to any phone. In contrast, take always pulls voice from the targeted call to the convenience phone. Both move and take are available only through full clients.

Full client: A one-X client with operable call/line appearances

Examples include both one-X Communicator and Portal. Either of these may offer voice through the platform's speakers/mic.—the former Road Warrior mode. However, not all full clients offer this capability. For example, the iTouch does not have a microphone. Nonetheless, its ability to present and manipulate call appearances qualifies it as a full client.

Limited client: A one-X Mobile client limited to initiating Call Backs

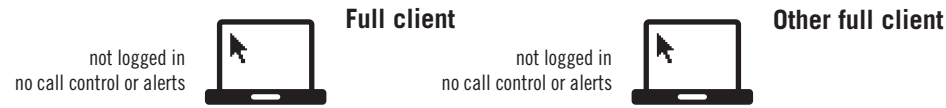
Many mobile phones are not powerful enough to present call appearances. Nonetheless, they can still manipulate call routing, initiate a Call Back, and provide visual voicemail.

Client-less: A phone/platform not running a one-X client

In some cases, this is a "dumb phone" such as an ordinary home phone. This may also be a more sophisticated platform which does not yet have a one-X client installed, or for which a compatible one-X client has not yet been created.

FIRST INCOMING CALL

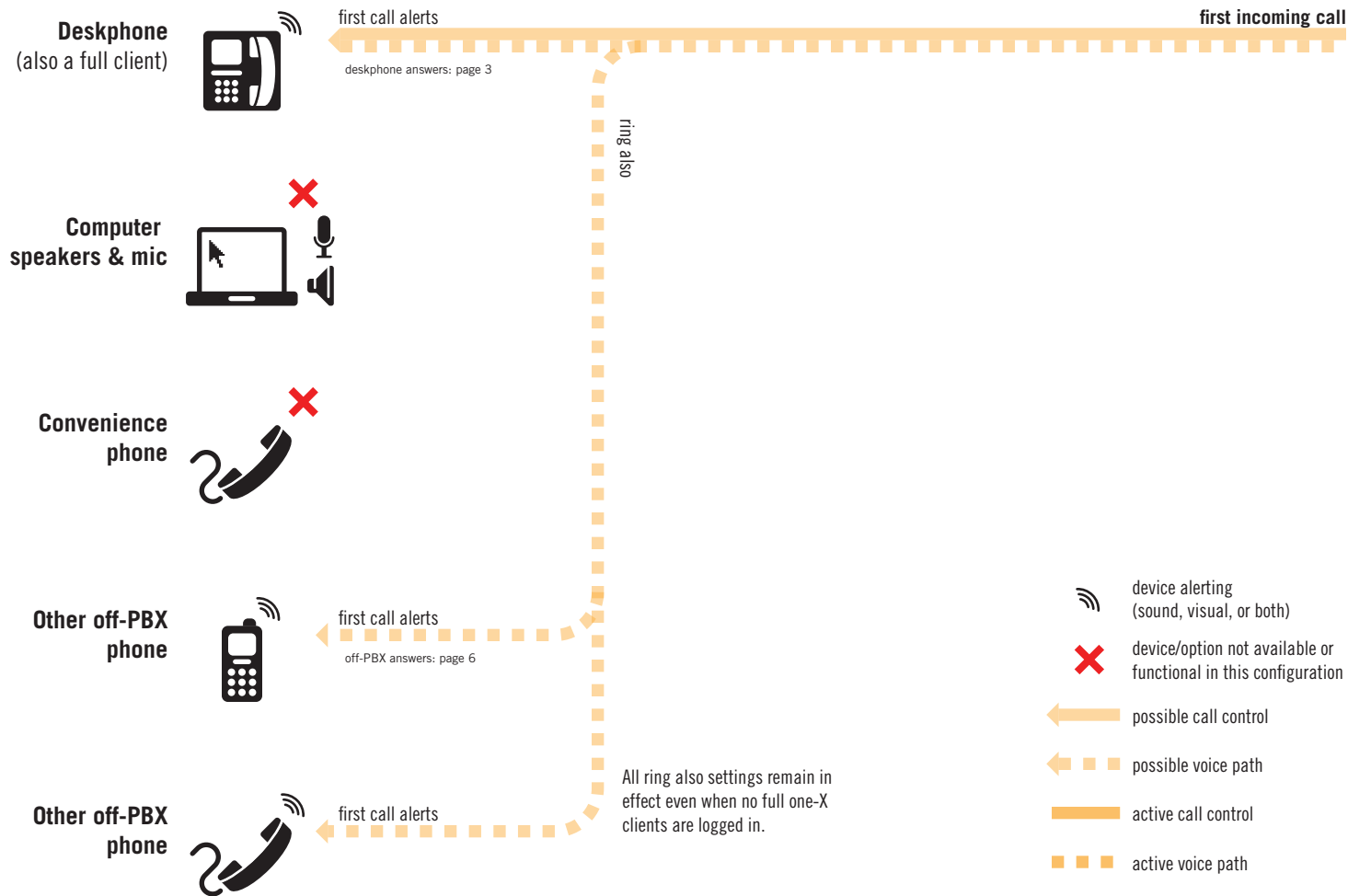
2.1 Basic answer options



CONFIGURATION DETAILS

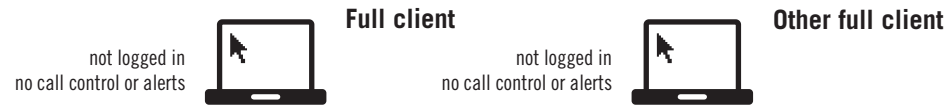
Deskphone only

The user is sitting at his desk, with no full one-X clients logged in. The deskphone behaves as expected.



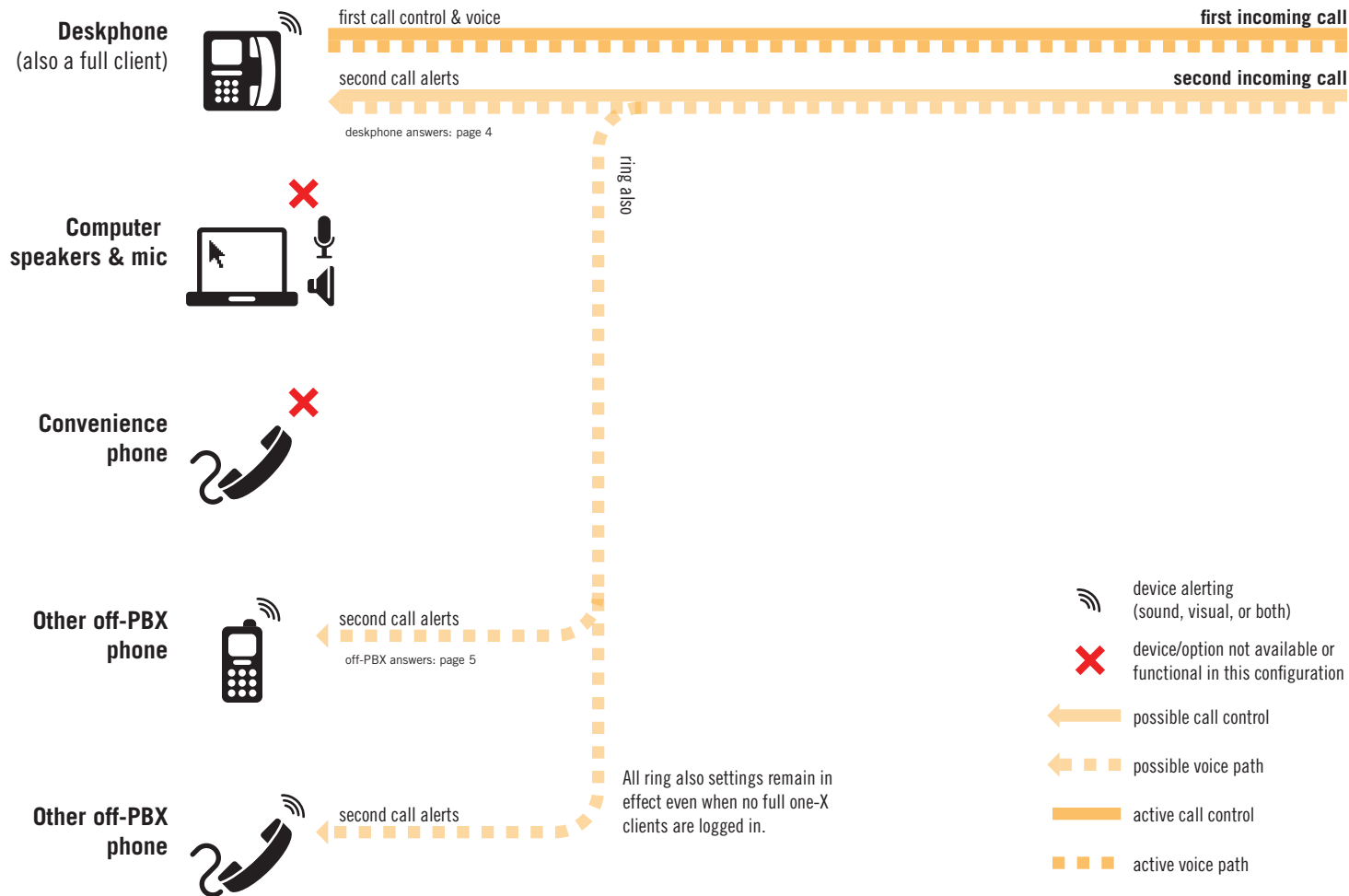
SECOND INCOMING CALL

3.1 Basic answer options



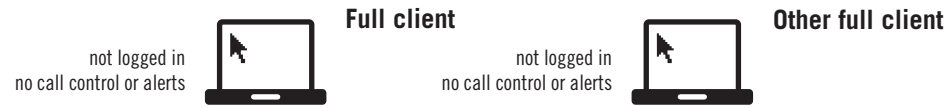
CONFIGURATION DETAILS

The user answers the first call on his or her deskphone. A second call comes in while the first call is still underway. The user can choose to answer the second call on the deskphone or one or more off-PBX phones (if ring also previously configured).



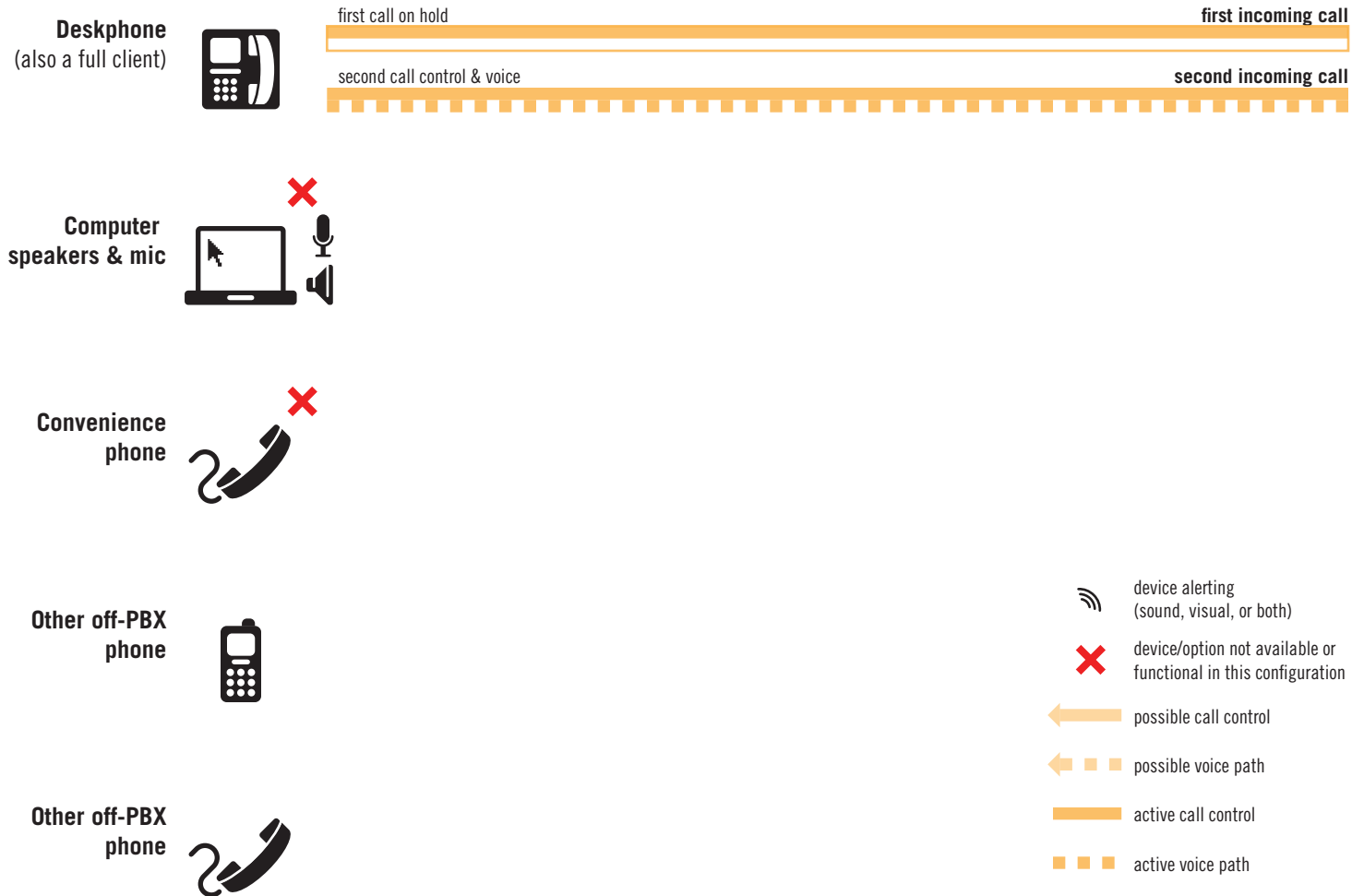
TWO CALLS UNDERWAY

4.1 Both calls answered on deskphone



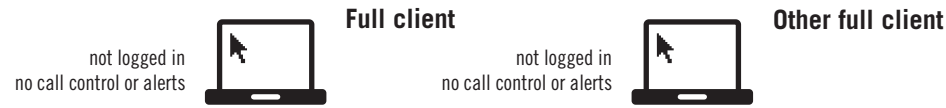
CONFIGURATION DETAILS

The user answers the second call on their deskphone. The first call is placed on hold.



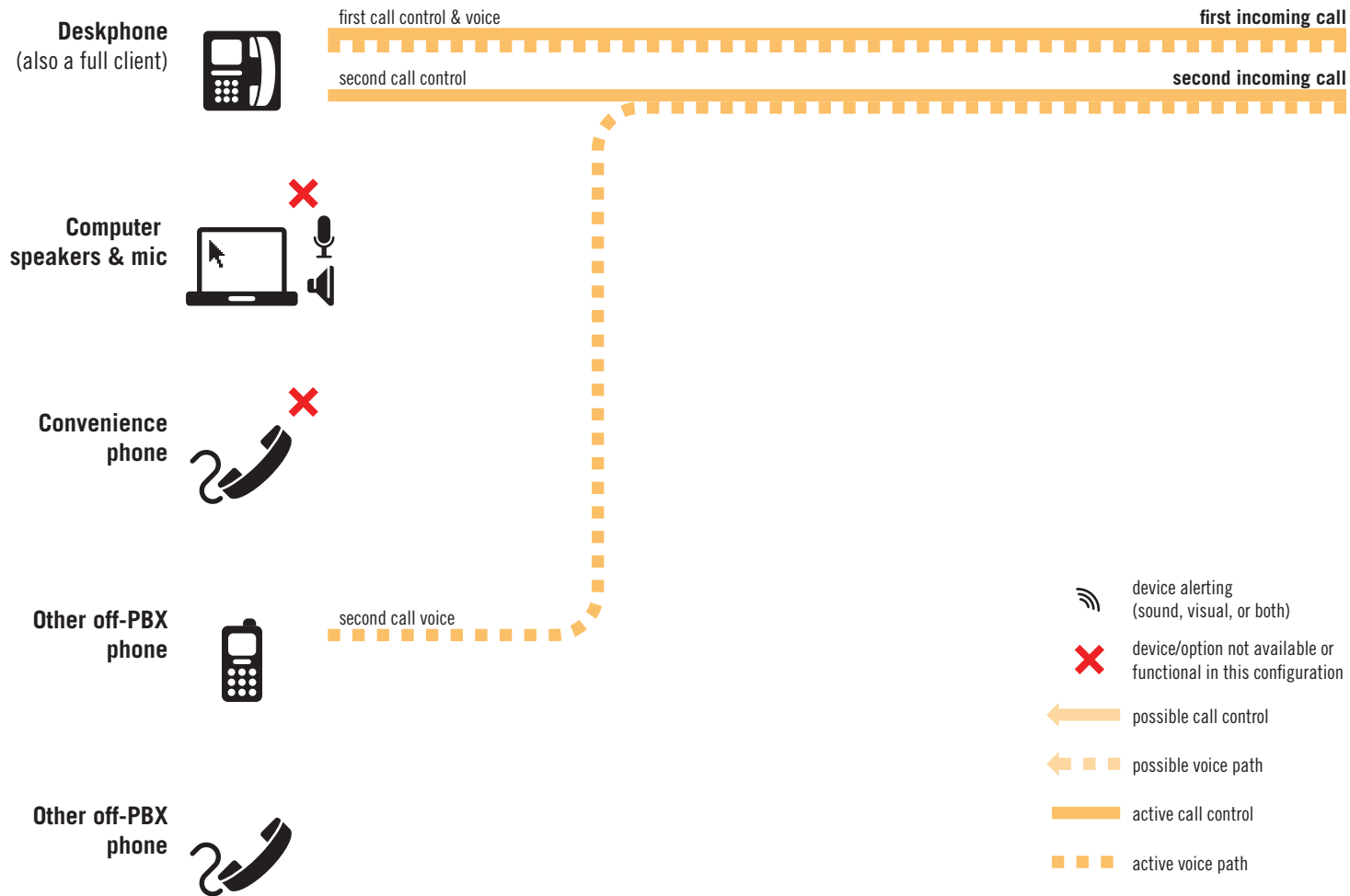
TWO CALLS UNDERWAY

5.1 Calls answered on different phones



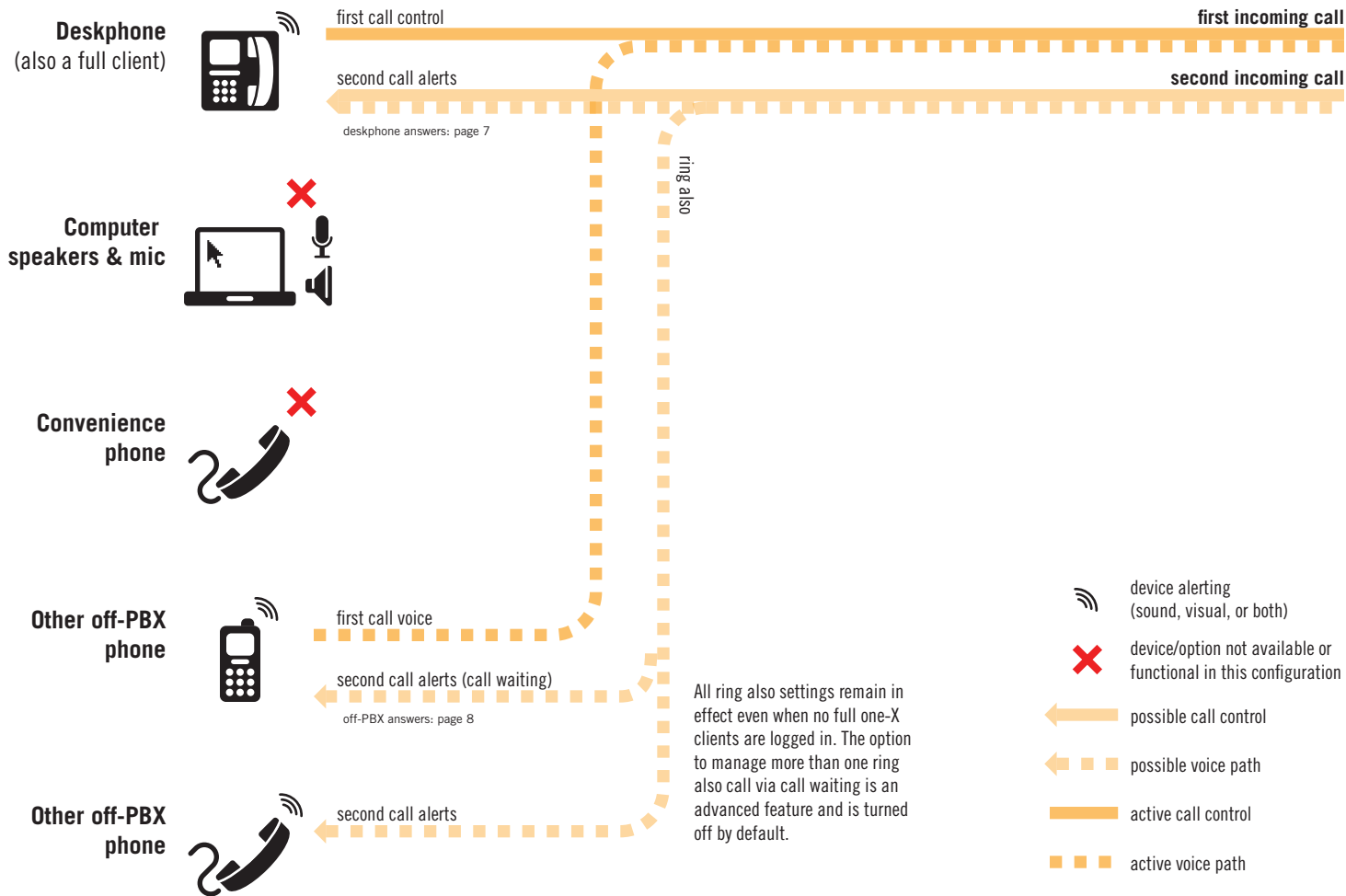
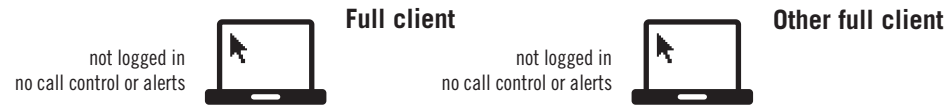
CONFIGURATION DETAILS

The user answers the first call on the deskphone and the second call on an off-PBX voice. The voice path of the second call is with the off-PBX phone but the call control resides at the deskphone.



SECOND INCOMING CALL

6.1 Basic answer options



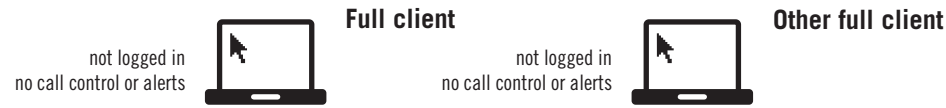
CONFIGURATION DETAILS

The user answers the first call on an off-PBX phone. The voice path is with the off-PBX phone but the call control resides at the deskphone.

A second call comes in while the first call is still underway. The user can choose to answer the second call on the deskphone or one or more off-PBX phones (if ring also previously configured). Note that the option to manage more than one call on a given off-PBX phone is off by default and requires the use of the provider's call waiting feature.

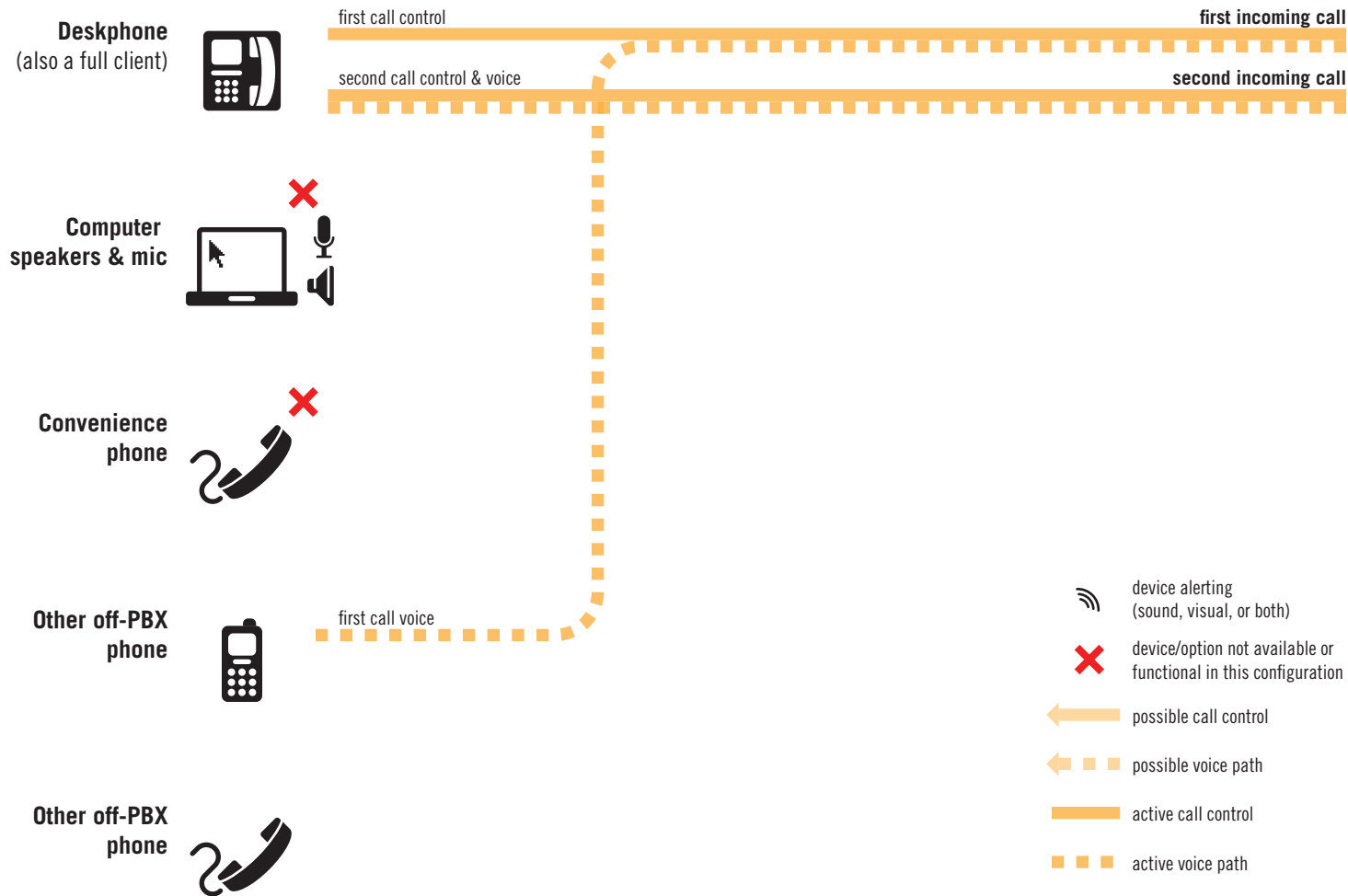
TWO CALLS UNDERWAY

7.1 Calls answered on different phones



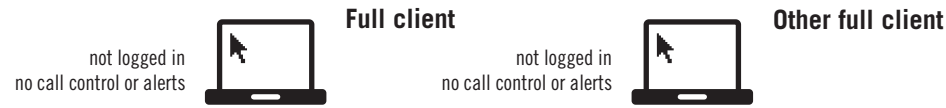
CONFIGURATION DETAILS

The user answers the first call on an off-PBX phone and the second on the deskphone. The voice path of the second call is with the off-PBX phone but call control resides at the deskphone.



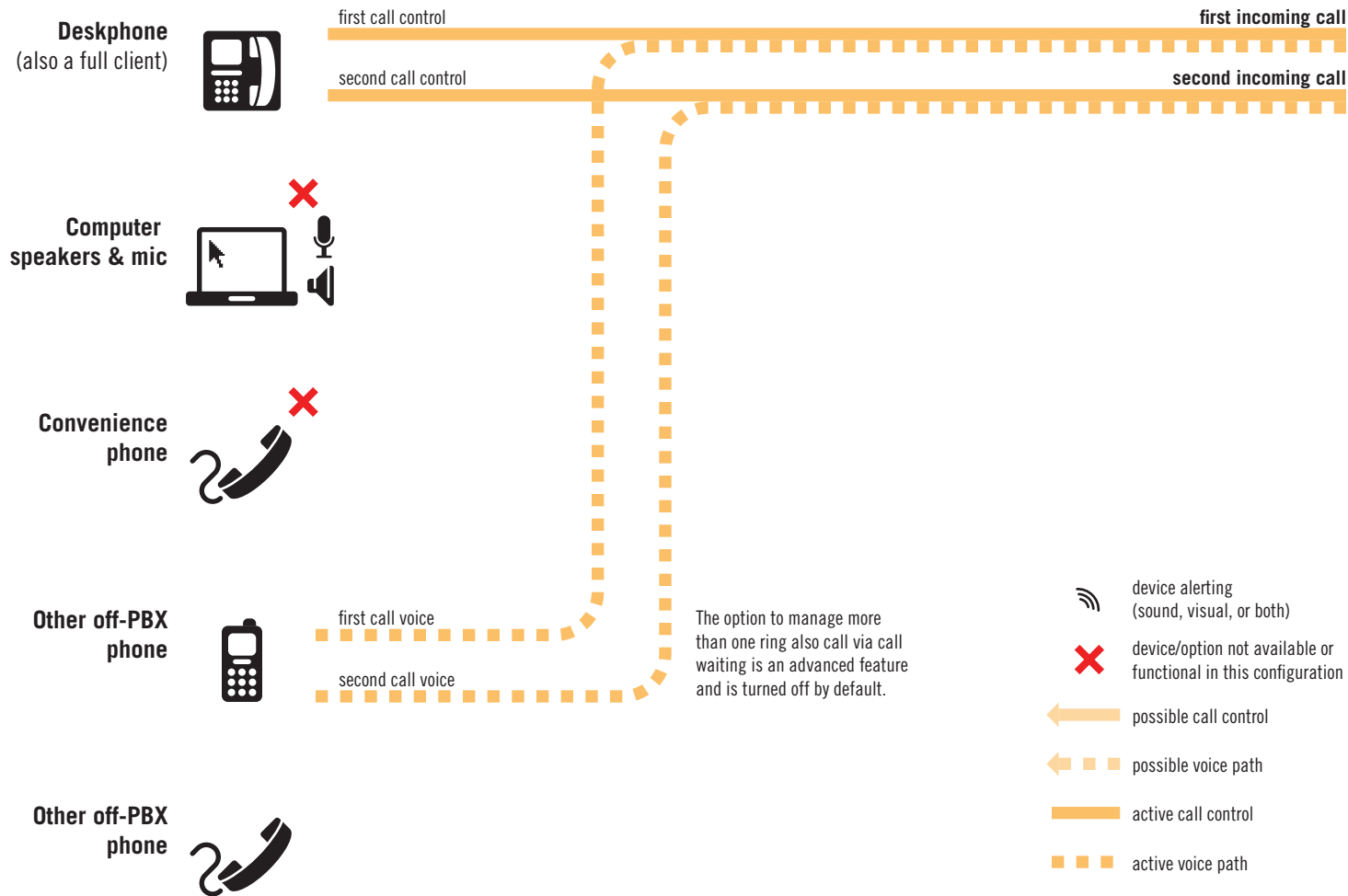
TWO CALLS UNDERWAY

8.1 Calls answered on same off-PBX phone



CONFIGURATION DETAILS

The user answers the first call on an off-PBX phone and the second on the same off-PBX phone. The voice path of the second call is with the off-PBX phone but call control resides at the deskphone. Note that this configuration is not possible by default—the ability to manage more than one ring also call on off-PBX phones is turned off by default.

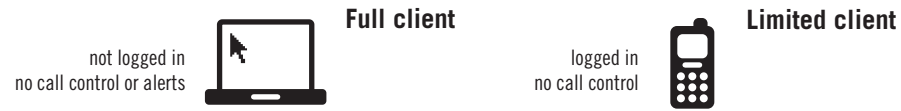


DESKPHONE ONLY: OUTGOING CALLS

FIRST CALL: DESKPHONE

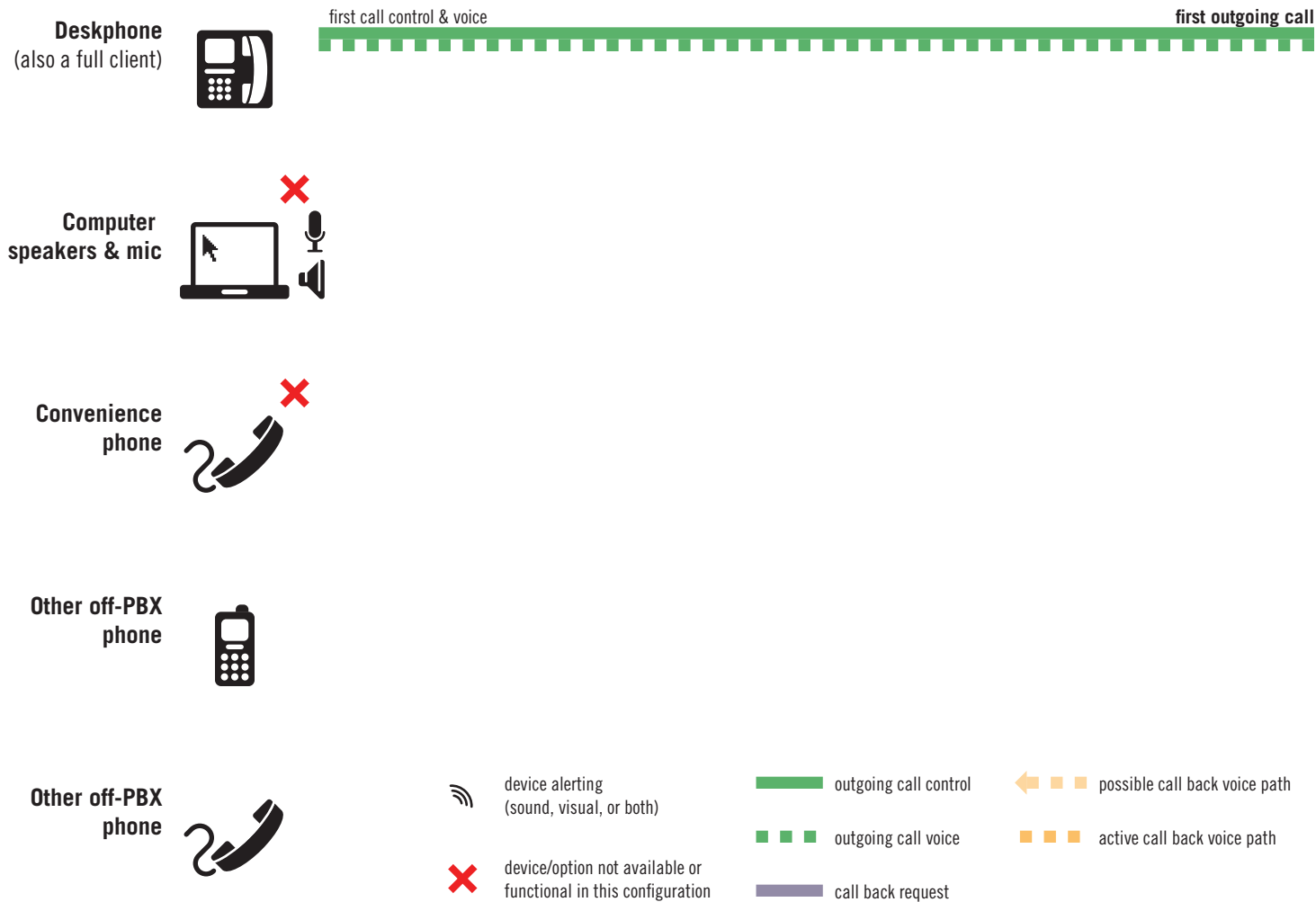
FIRST OUTGOING CALL

9.1 Call made from the deskphone



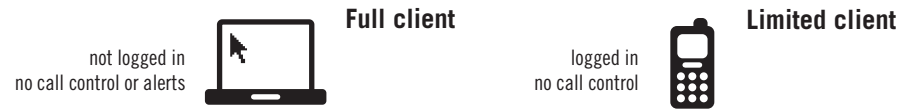
CONFIGURATION DETAILS

The most common means of making a call: the user takes the deskphone off hook and places a call.



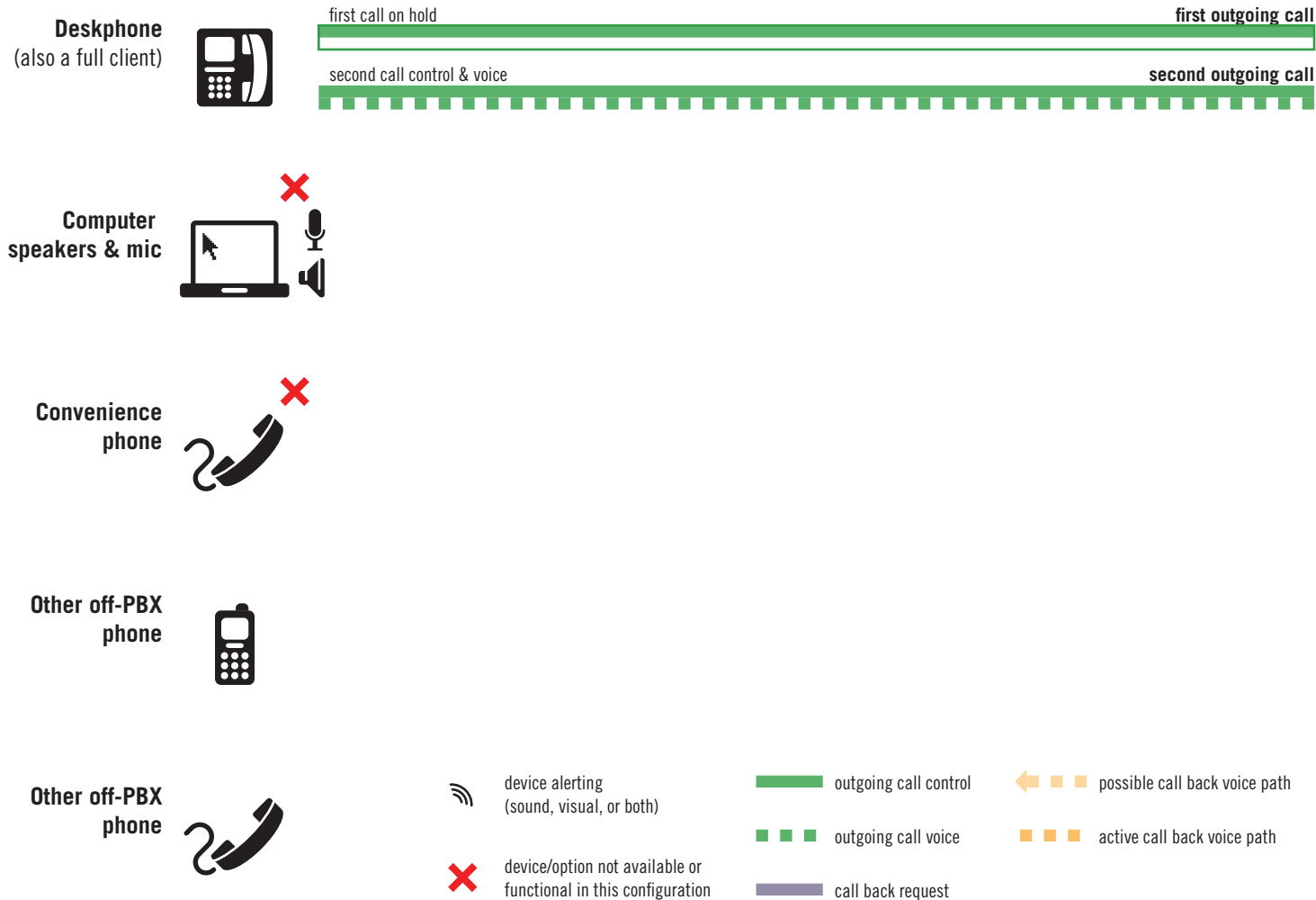
TWO OUTGOING CALLS

10.1 Calls made from the deskphone



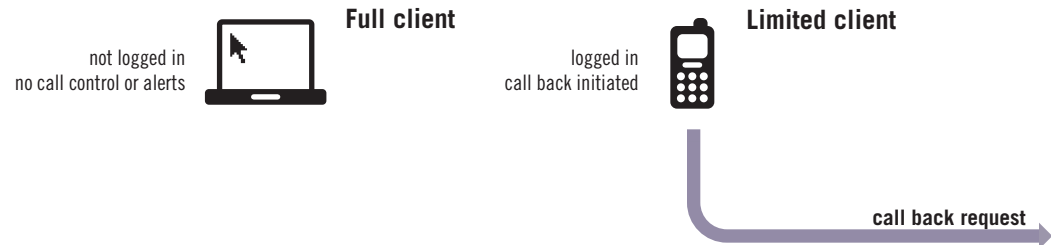
CONFIGURATION DETAILS

The user places the second call on the deskphone. The first call is placed on hold because voice for both calls is at the deskphone.



INITIATING CALL BACK

11.1 Call back can be initiated from the limited client



CONFIGURATION DETAILS

The user initiates a call back from a one-X limited client. The limited client has no call control capabilities. The call back is placed to a phone selected by the user.

Deskphone
(also a full client)



Computer speakers & mic



Convenience phone



Other off-PBX phone



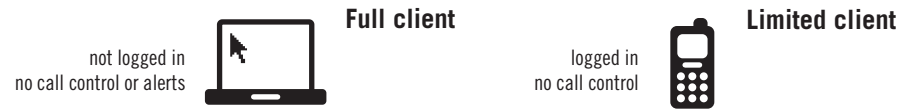
Other off-PBX phone



- device alerting (sound, visual, or both)
- device/option not available or functional in this configuration
- outgoing call control
- outgoing call voice
- possible call back voice path
- active call back voice path
- call back request

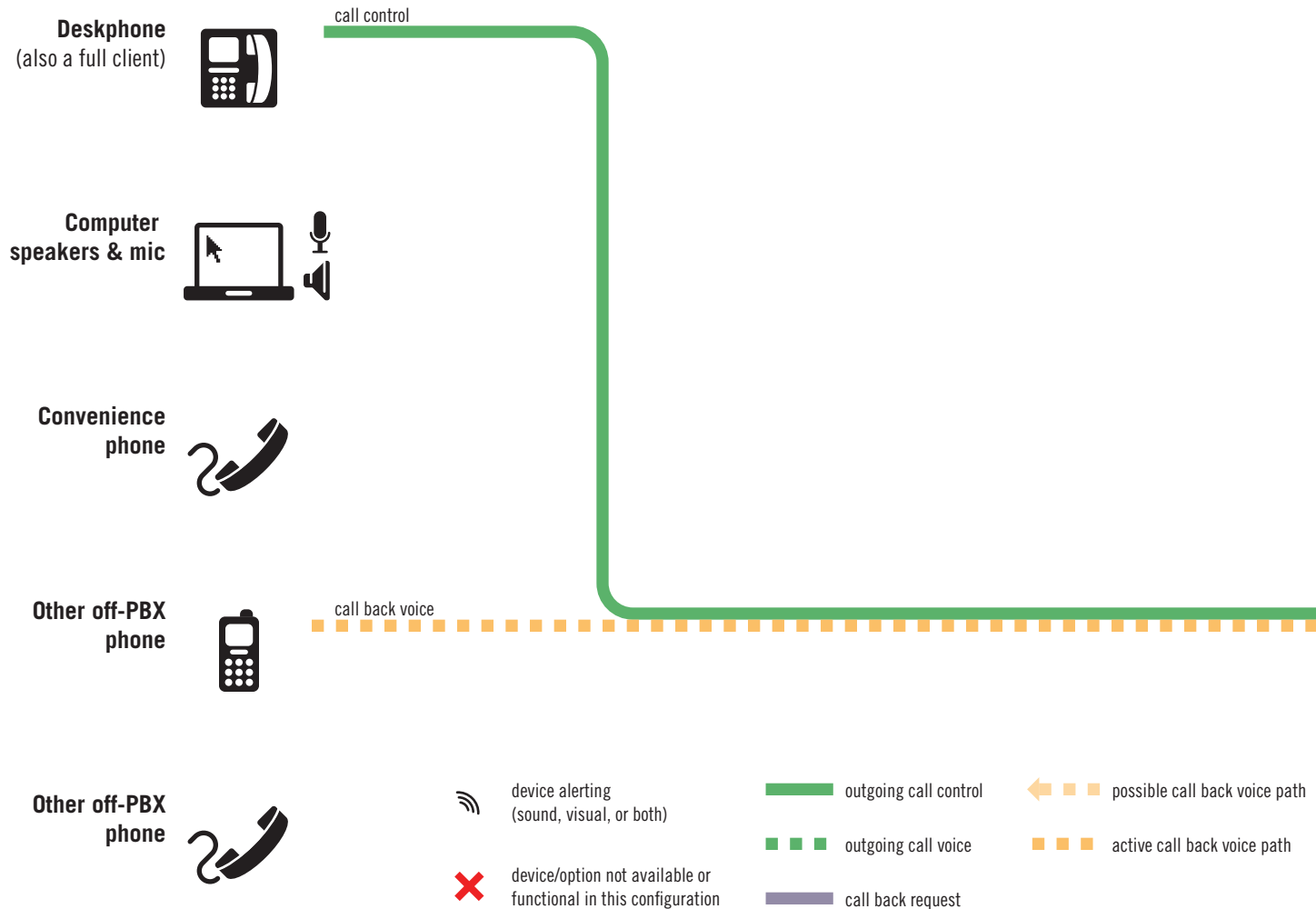
CALL BACK UNDERWAY

12.1 Voice and control paths are different



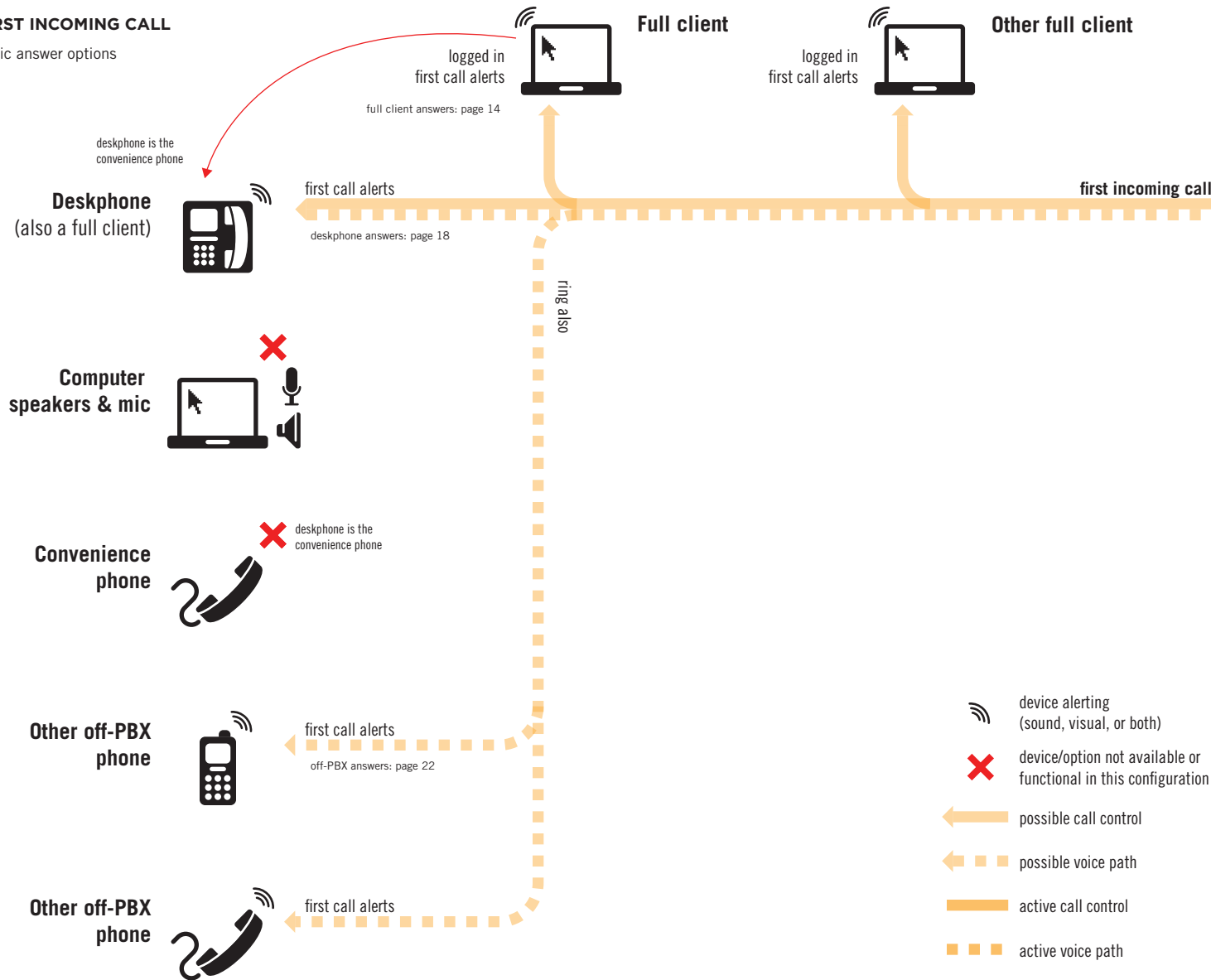
CONFIGURATION DETAILS

The call back is effectively completed when the user answers the call back phone. The voice path of the call back is with the selected phone but the call control resides at the deskphone.



FIRST INCOMING CALL

13.1 Basic answer options

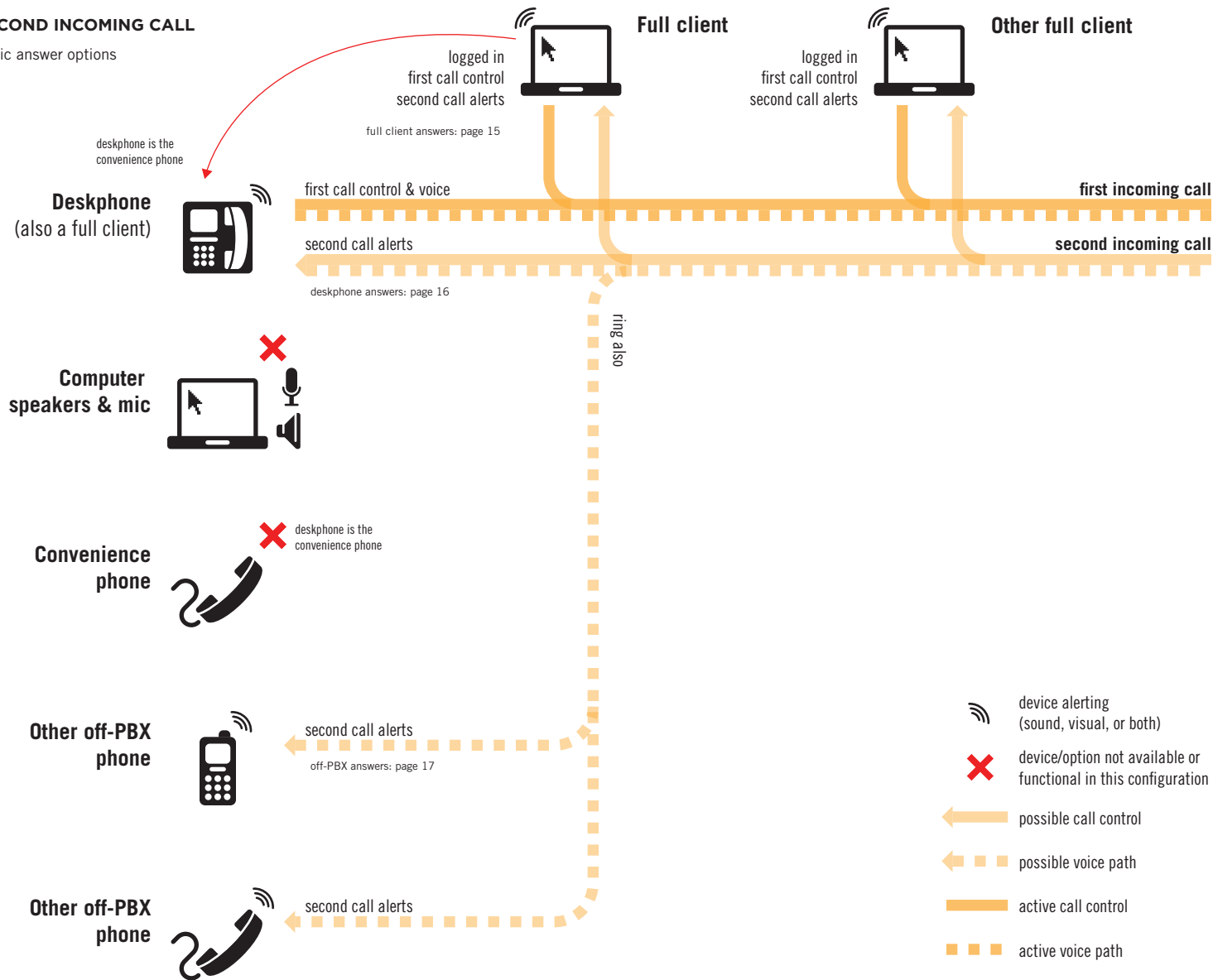


CONFIGURATION DETAILS

one-X full client with deskphone
 A one-X full client is running on a one-X compatible platform, typically a PC or laptop. The convenience phone is the deskphone. Calls may **not** be taken using the one-X compatible platform's speakers and mic (Road Warrior).

SECOND INCOMING CALL

14.1 Basic answer options

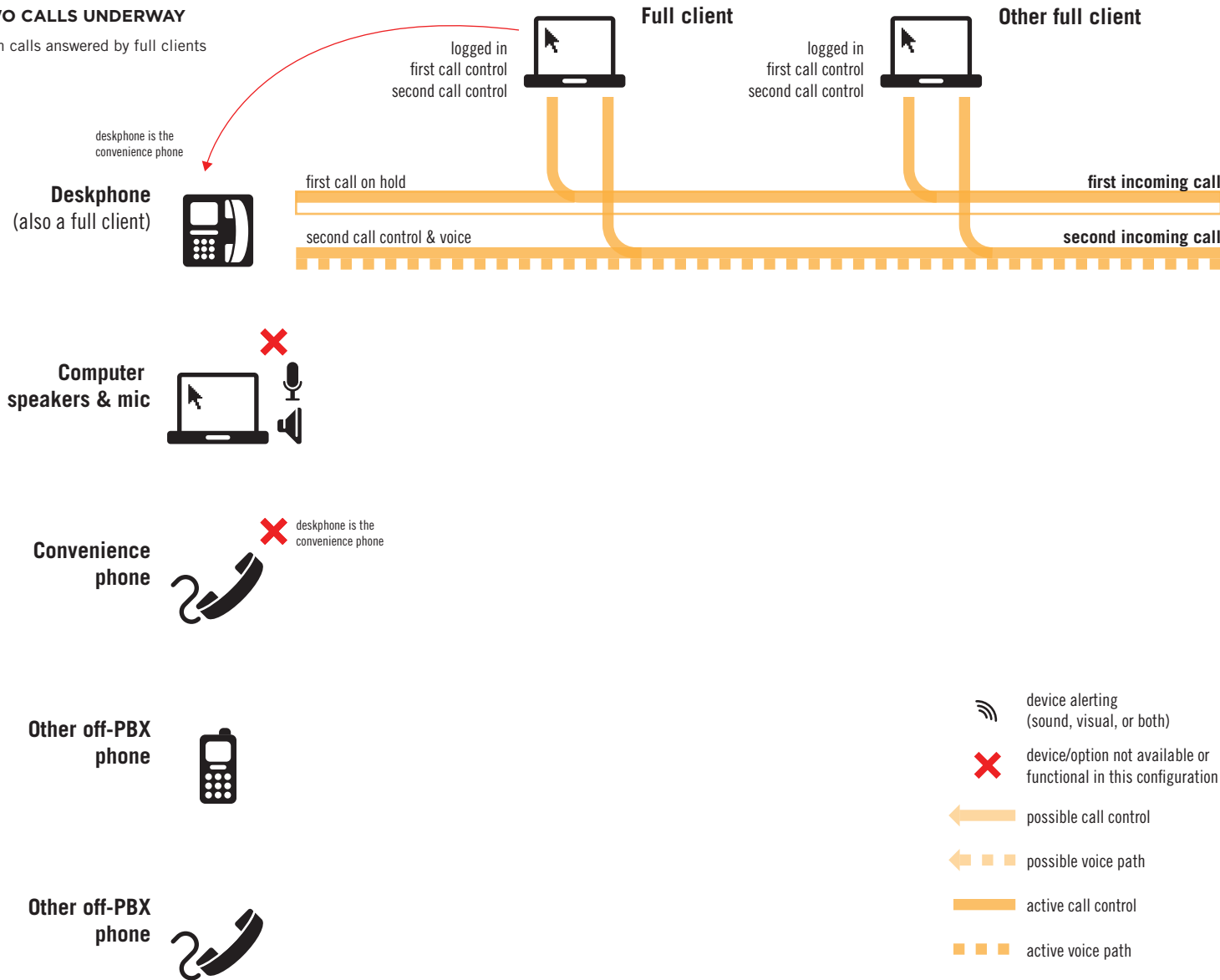


CONFIGURATION DETAILS

The user answers the first call on his or her full client. This activates the deskphone speaker. A second call comes in while the first call is still underway. The user can choose to answer the second call on the full client, the deskphone or one or more off-PBX phones (if ring also previously configured).

TWO CALLS UNDERWAY

15.1 Both calls answered by full clients

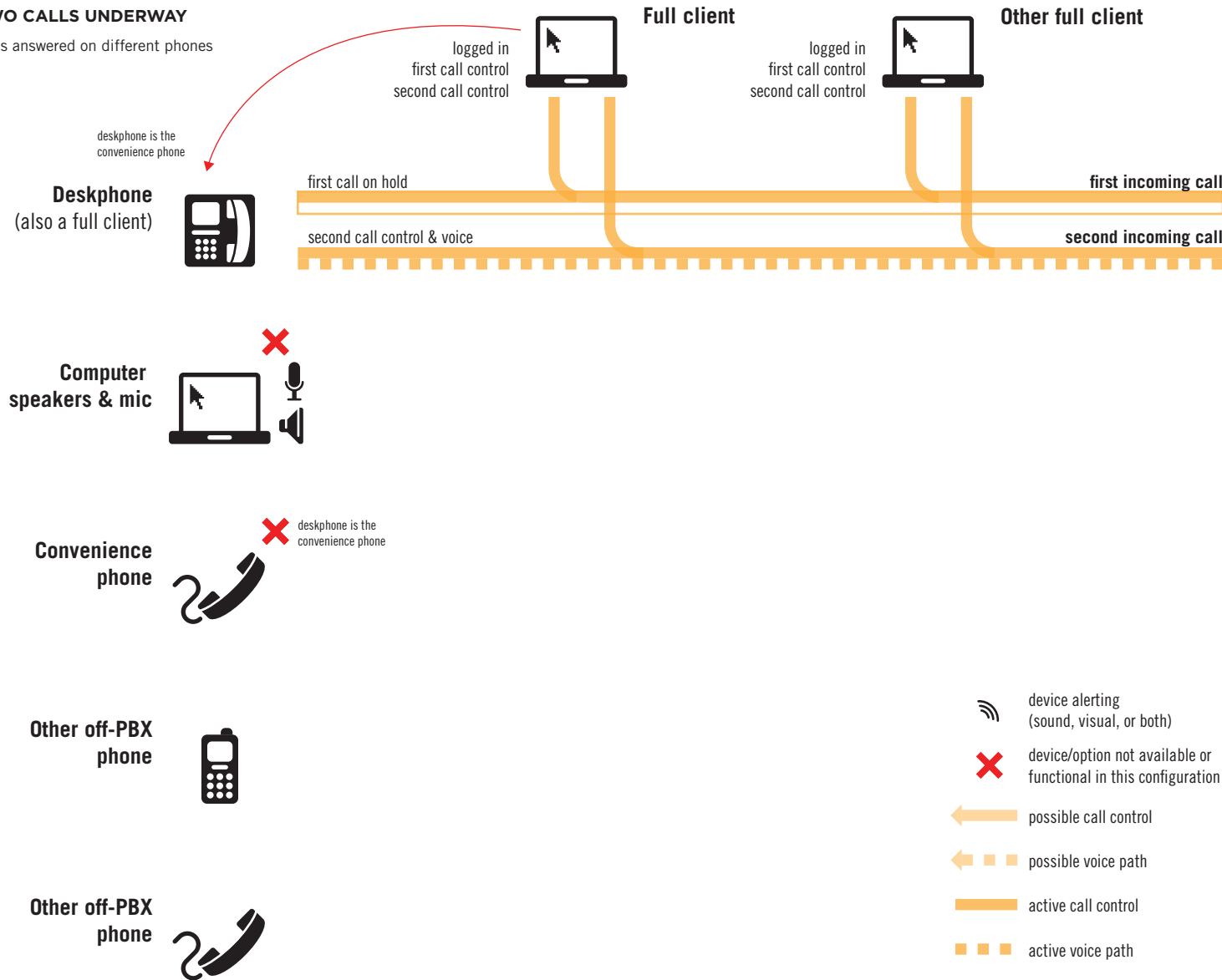


CONFIGURATION DETAILS

The user answers the second call on his or her full client. The first call is placed on hold because voice for both calls is at the deskphone. Note that this call configuration is functionally the same whenever the user answers both calls with any combination of full clients or the deskphone.

TWO CALLS UNDERWAY

16.1 Calls answered on different phones

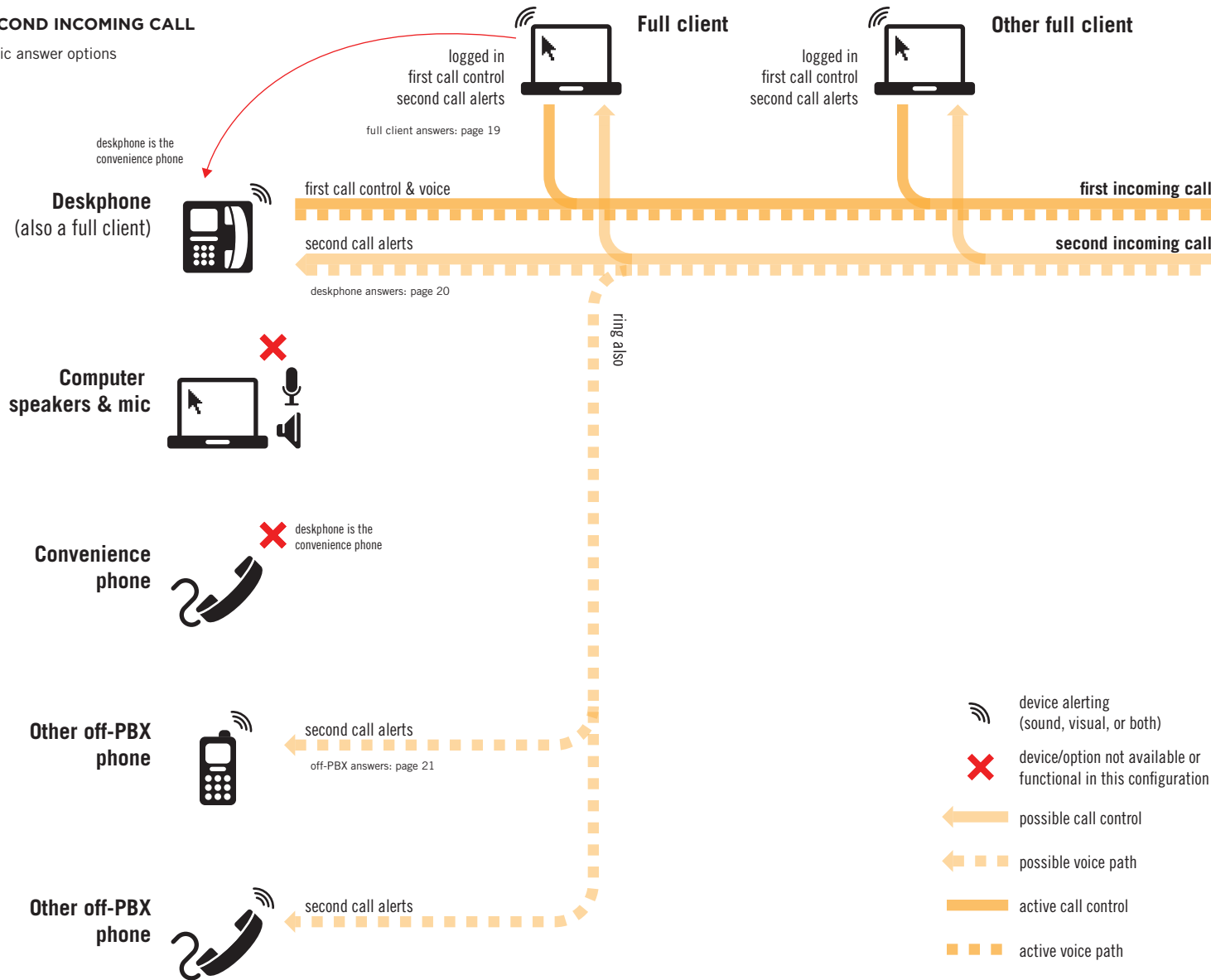


CONFIGURATION DETAILS

The user answers the second call on his or her deskphone. The first call is placed on hold because voice for both calls is at the deskphone. Note that this call configuration is functionally the same whenever the user answers both calls with any combination of full clients or the deskphone.

SECOND INCOMING CALL

18.1 Basic answer options

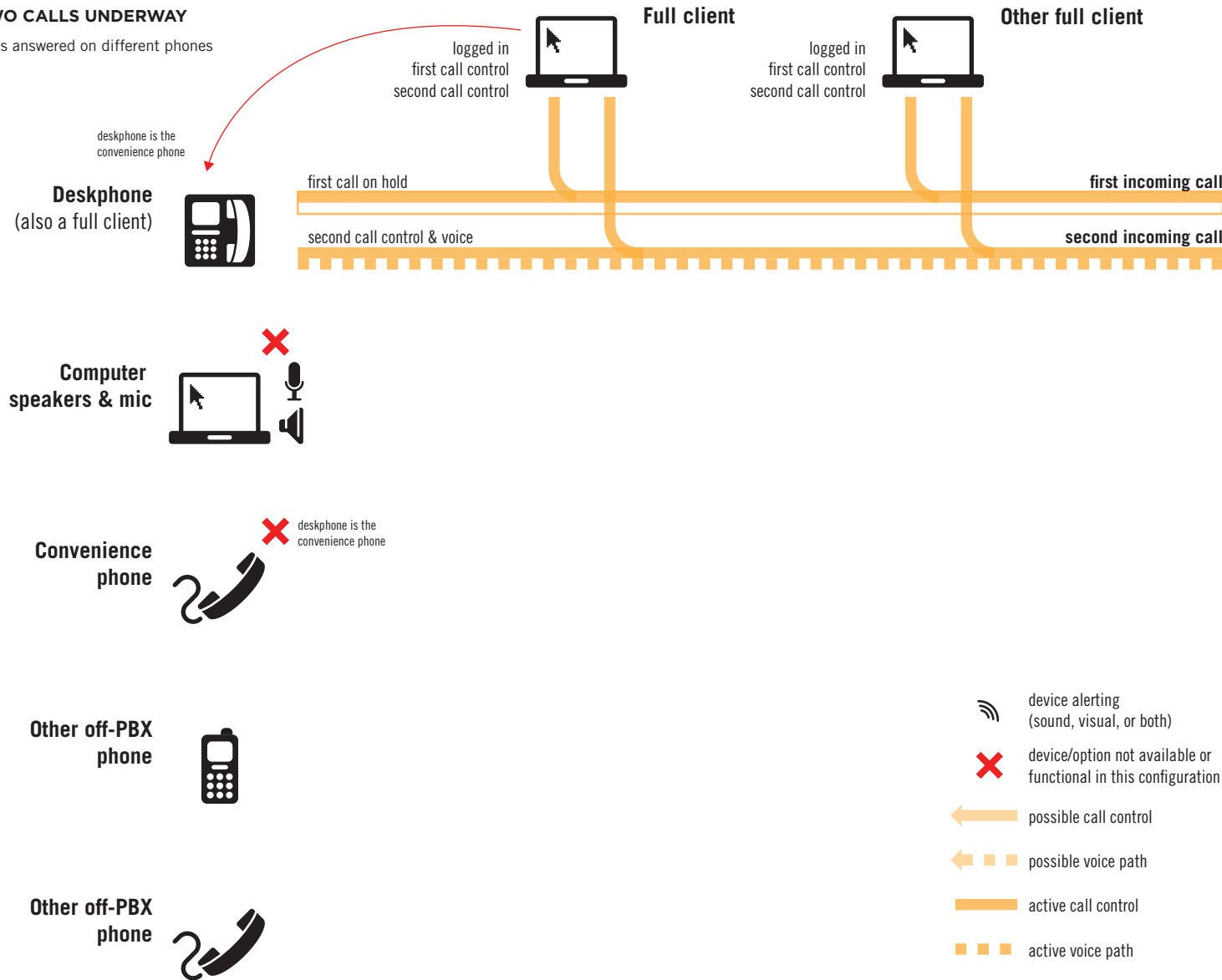


CONFIGURATION DETAILS

The user answers the first call on his or her deskphone. A second call comes in while the first call is still underway. The user can choose to answer the second call on the deskphone, any full client, or one or more off-PBX phones (if ring also previously configured).

TWO CALLS UNDERWAY

19.1 Calls answered on different phones

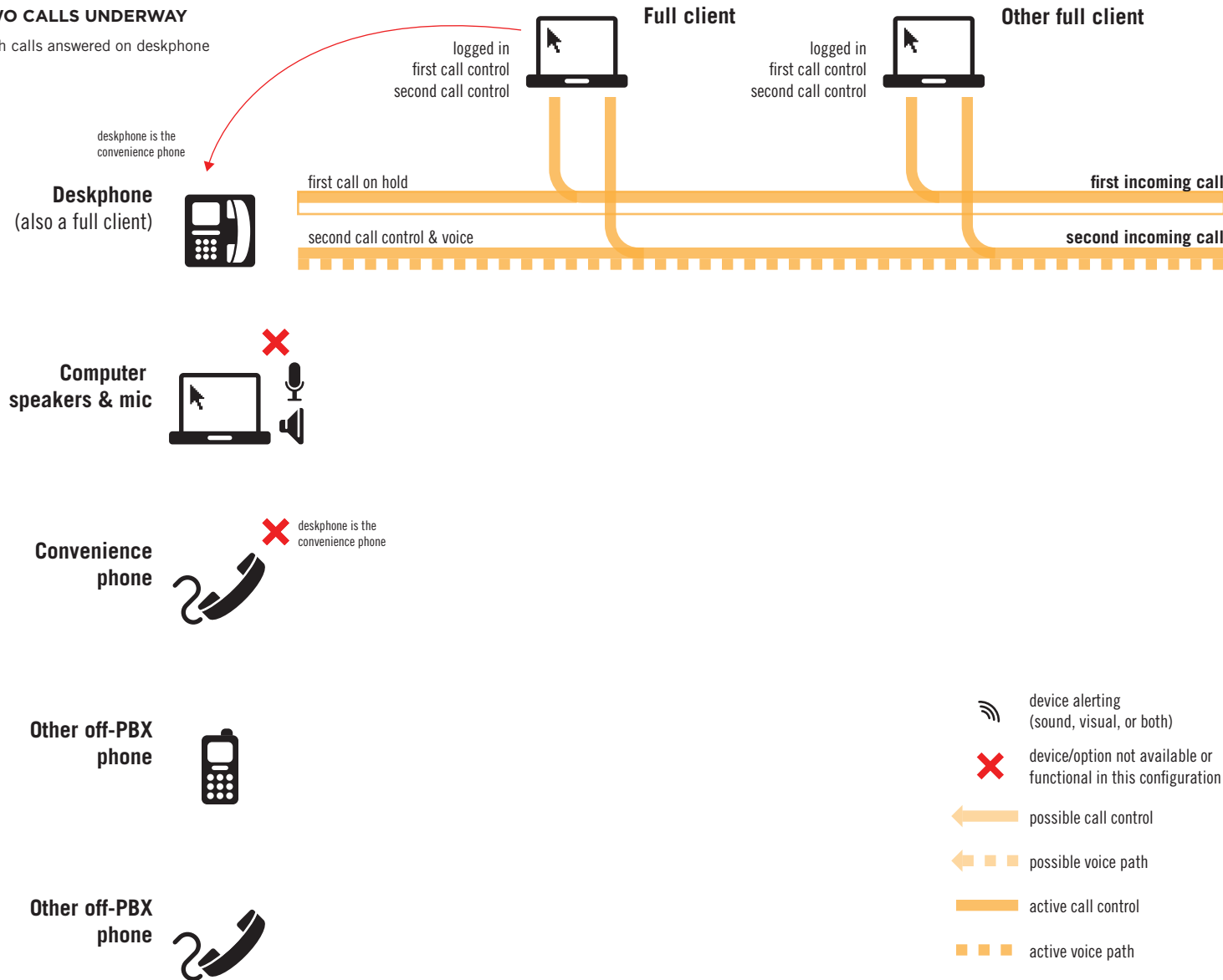


CONFIGURATION DETAILS

The user answers the second call on a full client. The first call is placed on hold because voice for both calls is at the deskphone. Note that this call configuration is functionally the same whenever the user answers both calls with any combination of full clients or the deskphone.

TWO CALLS UNDERWAY

20.1 Both calls answered on deskphone

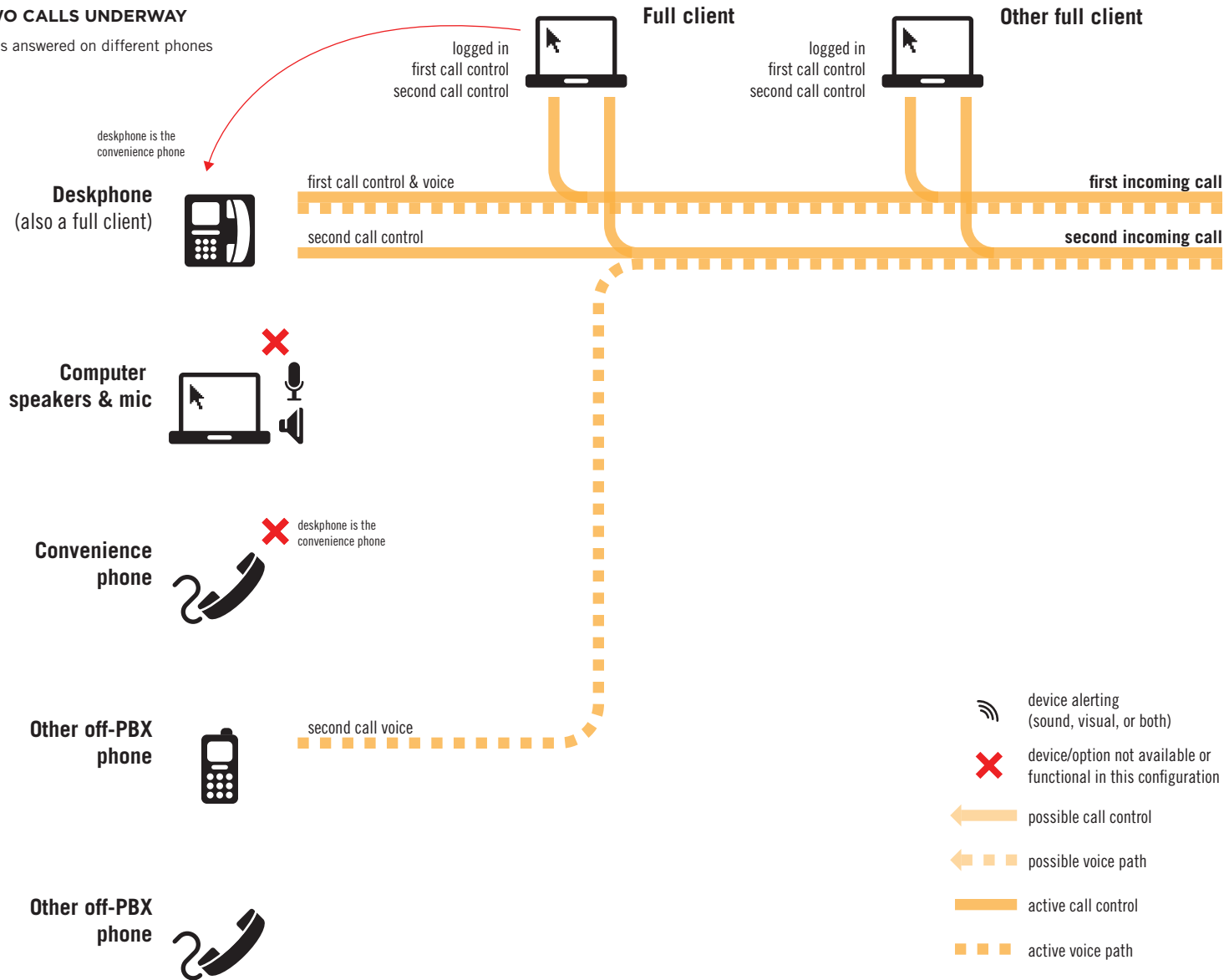


CONFIGURATION DETAILS

The user answers the second call on the deskphone. The first call is placed on hold because voice for both calls is at the deskphone. Note that this call configuration is functionally the same whenever the user answers both calls with any combination of full clients or the deskphone.

TWO CALLS UNDERWAY

21.1 Calls answered on different phones

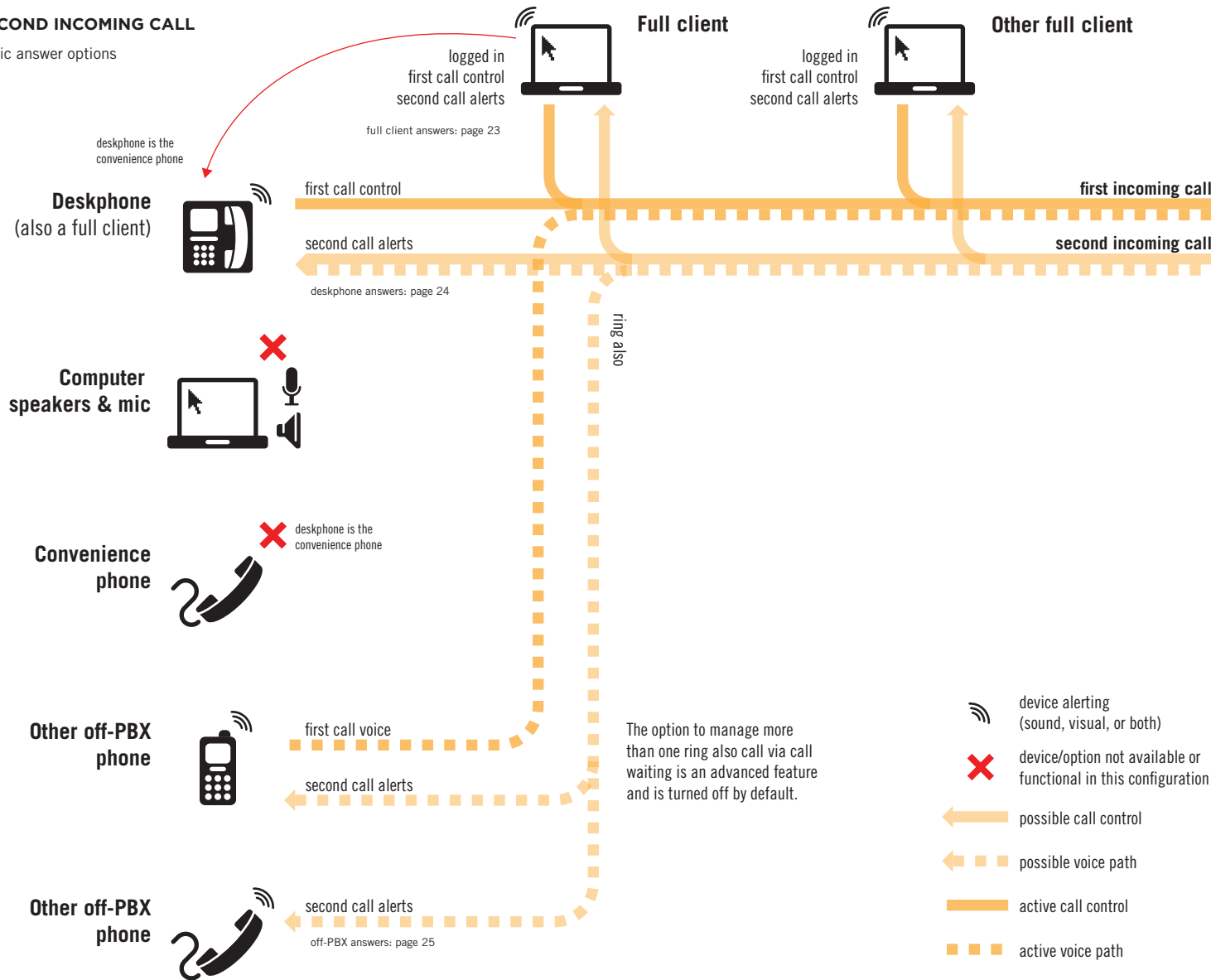


CONFIGURATION DETAILS

The user answers the first call on the deskphone and the second call on an off-PBX voice. The voice path of the second call is with the off-PBX phone but the call control resides at any full client or the deskphone.

SECOND INCOMING CALL

22.1 Basic answer options

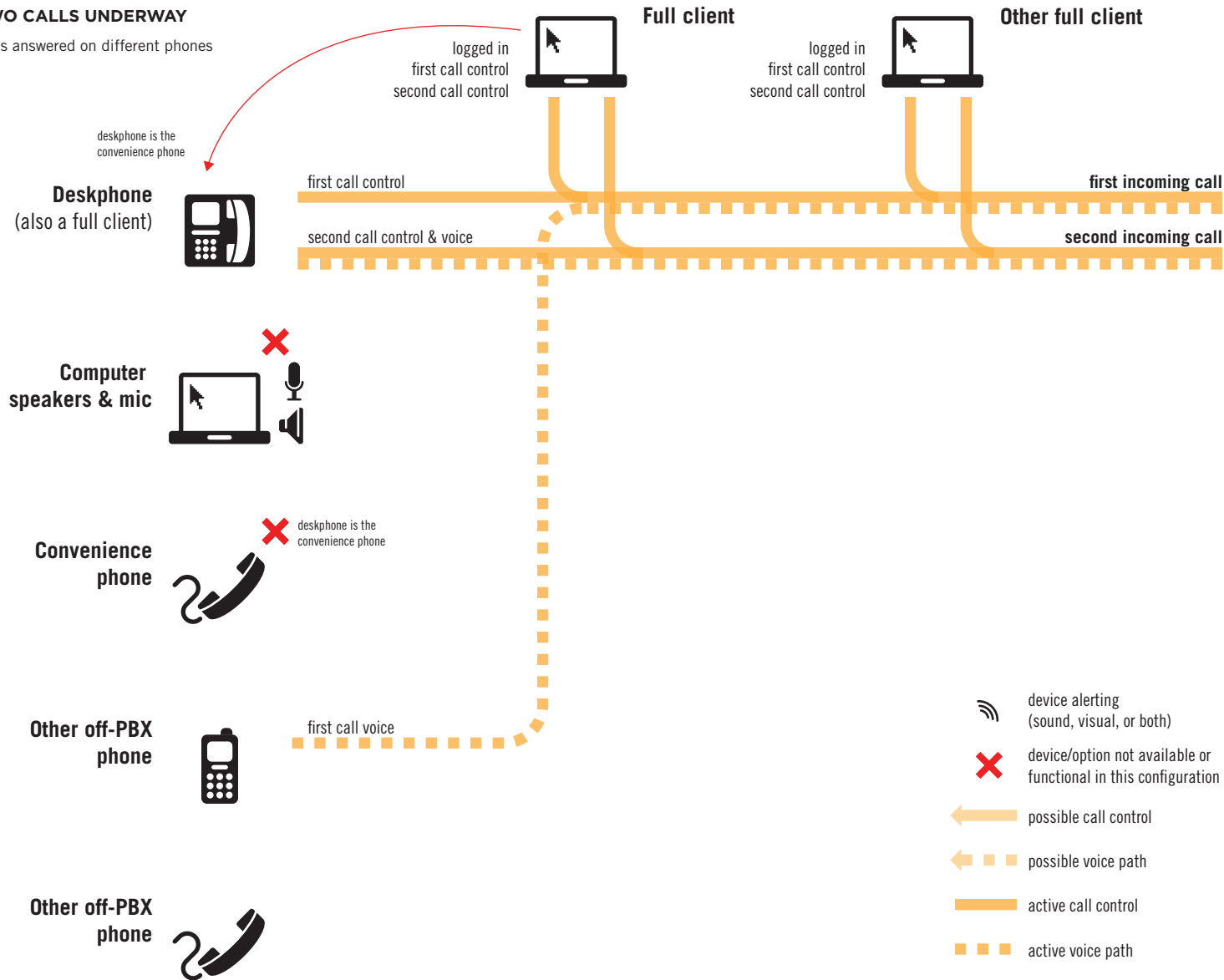


CONFIGURATION DETAILS

The user answers the first call on an off-PBX phone. The voice path of the first call is with the off-PBX phone but the call control resides at any full client or the deskphone. A second call comes in while the first call is still underway. The user can choose to answer the second call on the full client, the deskphone or one or more off-PBX phones (if ring also previously configured).

TWO CALLS UNDERWAY

23.1 Calls answered on different phones

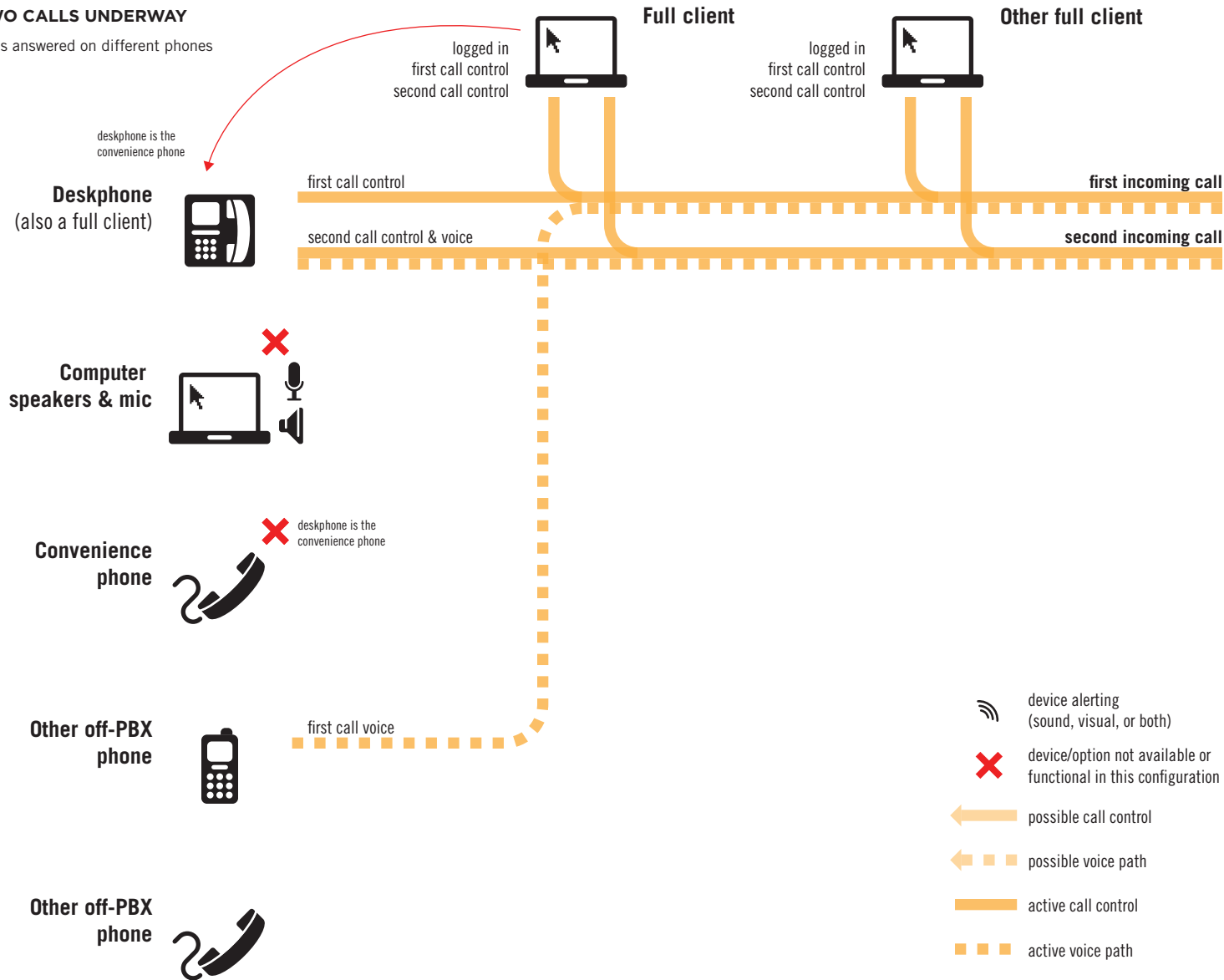


CONFIGURATION DETAILS

The user answers the first call on an off-PBX phone and the second call on a full client. This activates the deskphone speaker. The voice path of the second call is with the deskphone but the call control resides at any full client or the deskphone. Note that this is the same configuration as answering the second call with the deskphone (next page).

TWO CALLS UNDERWAY

24.1 Calls answered on different phones

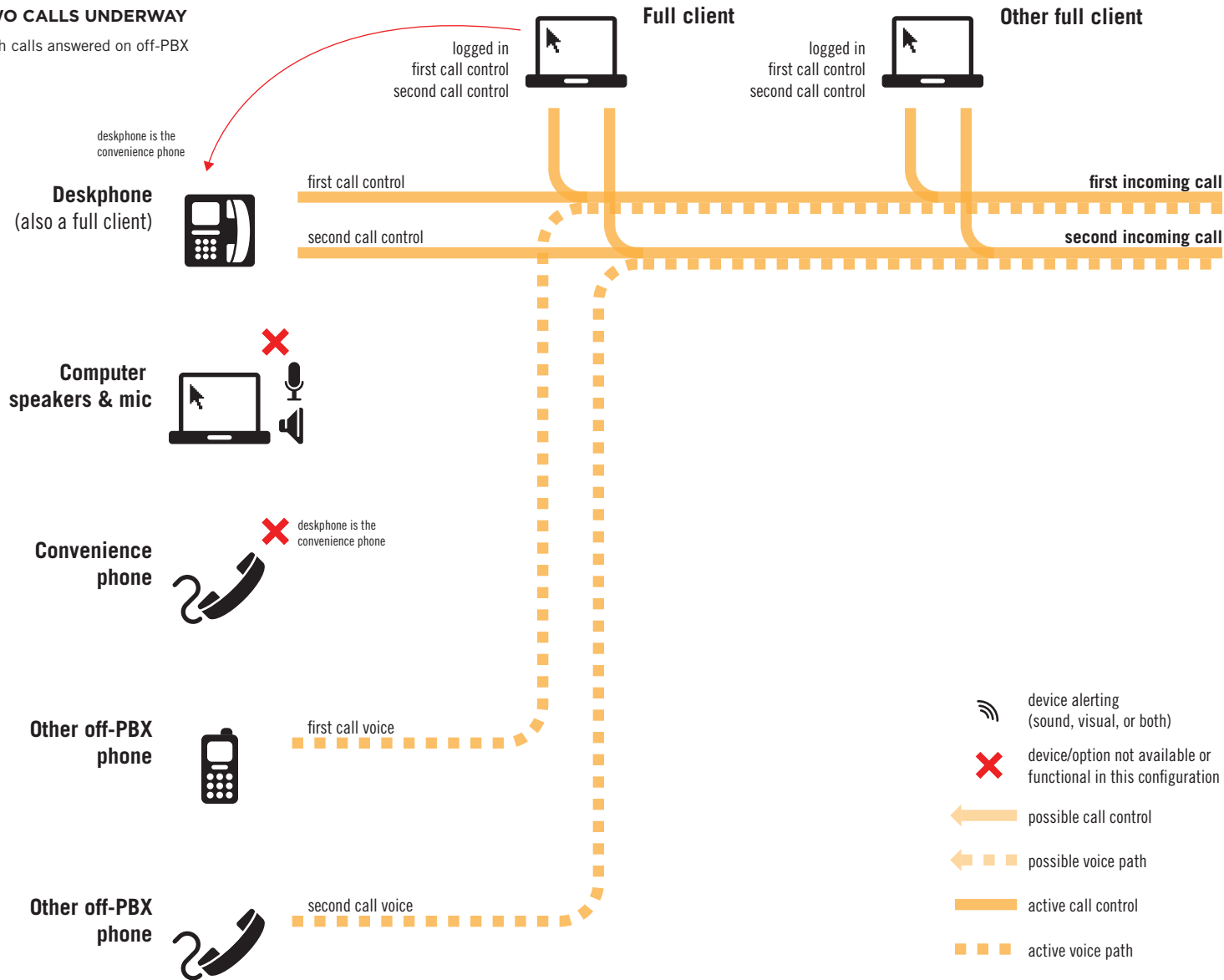


CONFIGURATION DETAILS

The user answers the first call on an off-PBX phone and the second call on the deskphone. The voice path of the second call is with the deskphone but the call control resides at any full client or the deskphone. Note that this is the same configuration as answering the second call with the full client (previous page).

TWO CALLS UNDERWAY

25.1 Both calls answered on off-PBX



CONFIGURATION DETAILS

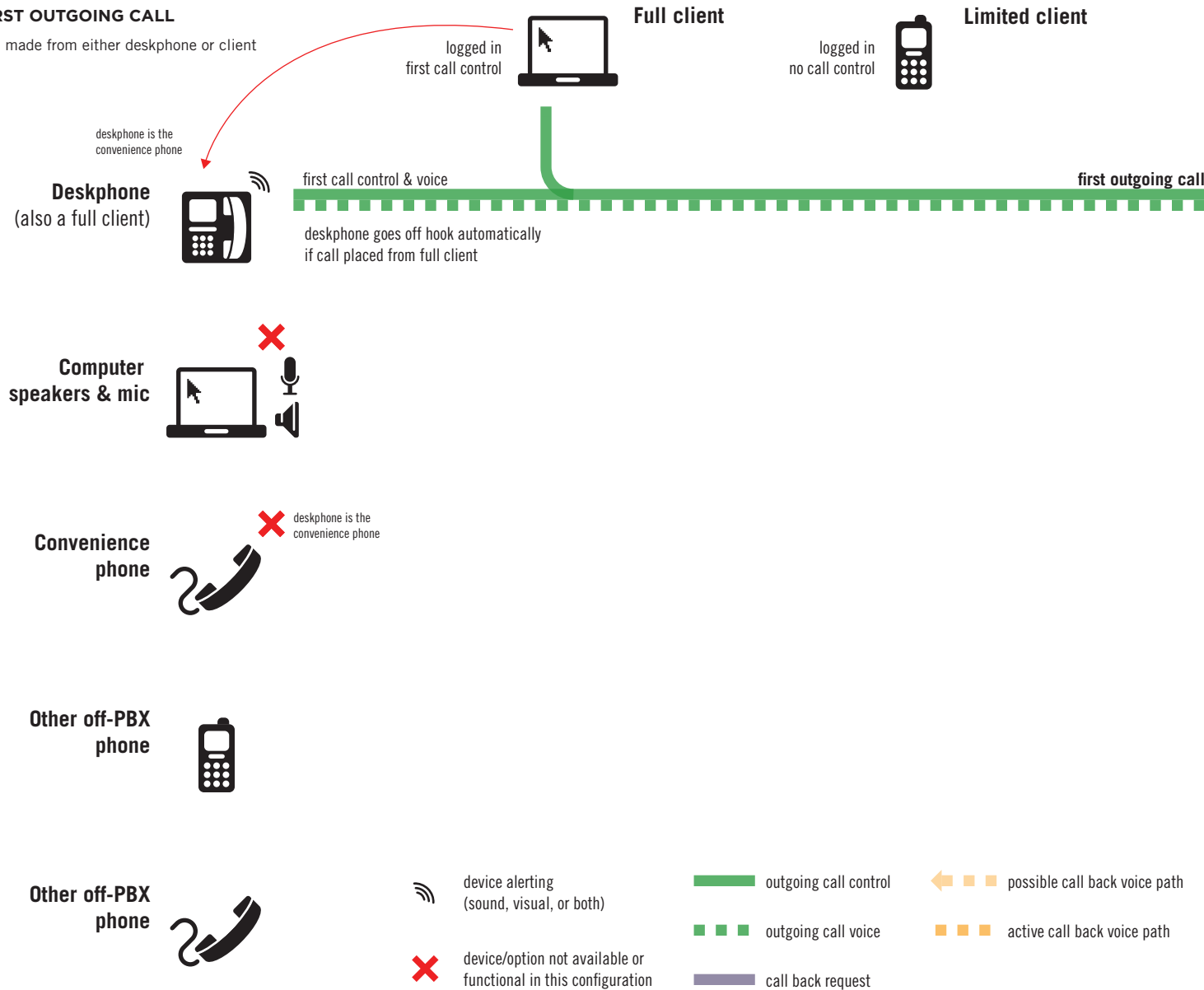
The user answers the first call on an off-PBX phone and the second on a different off-PBX phone. The voice path of the second call is with the off-PBX phone but call control resides at the deskphone or any full client. Note that this configuration is possible by default—the second call is answered at a different off-PBX phone than the first and there's no need to manage calls via call waiting.

FULL CLIENT WITH DESKPHONE: OUTGOING CALLS

FIRST CALL: FROM DESKPHONE OR CLIENT

FIRST OUTGOING CALL

26.1 Call made from either deskphone or client

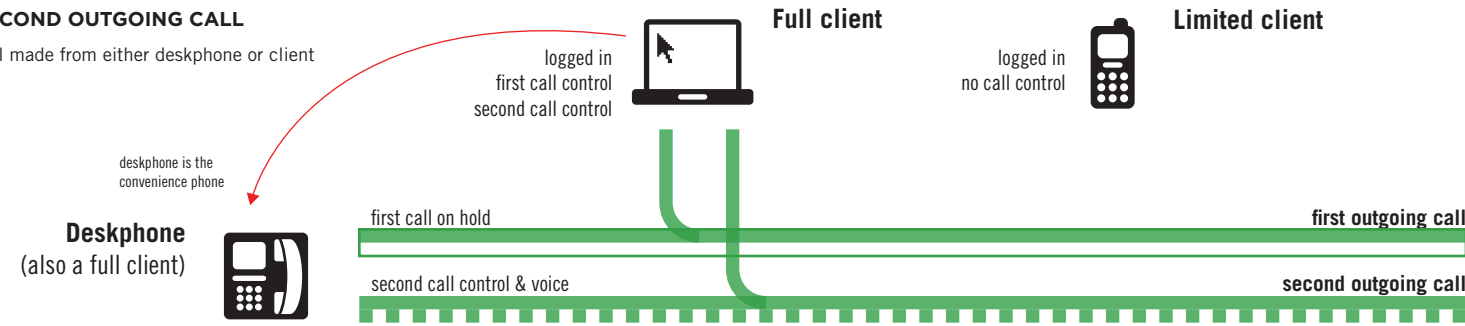


CONFIGURATION DETAILS

The user places a call from either the full client or the deskphone. If the call is placed from the client the deskphone goes off hook and the user hears the dialtone and call underway.

SECOND OUTGOING CALL

27.1 Call made from either deskphone or client



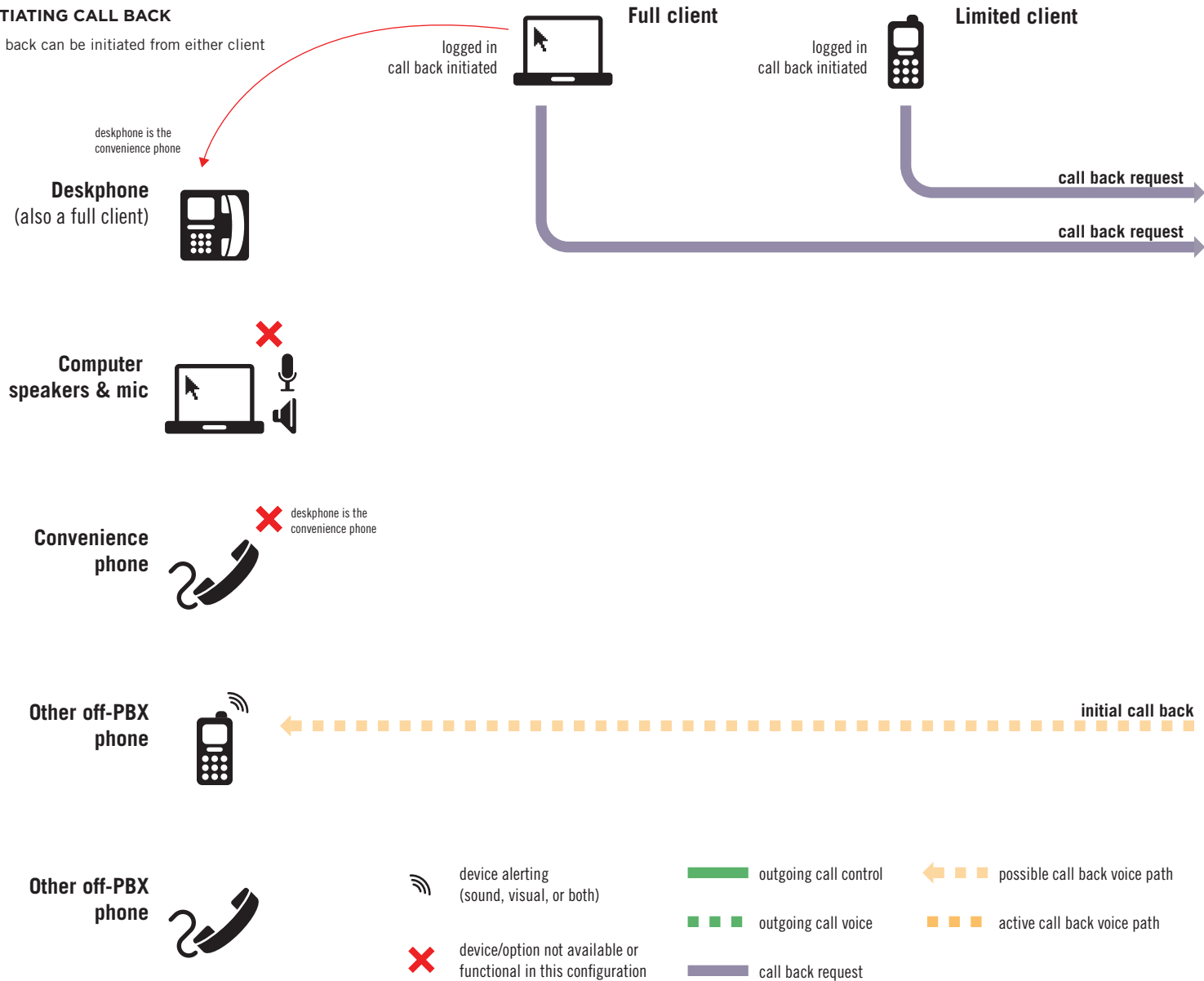
- device alerting (sound, visual, or both)
- device/option not available or functional in this configuration
- outgoing call control
- outgoing call voice
- call back request
- possible call back voice path
- active call back voice path

CONFIGURATION DETAILS

The user places the second call from either the full client or the deskphone. The first call is placed on hold because voice for both calls is at the deskphone.

INITIATING CALL BACK

28.1 Call back can be initiated from either client

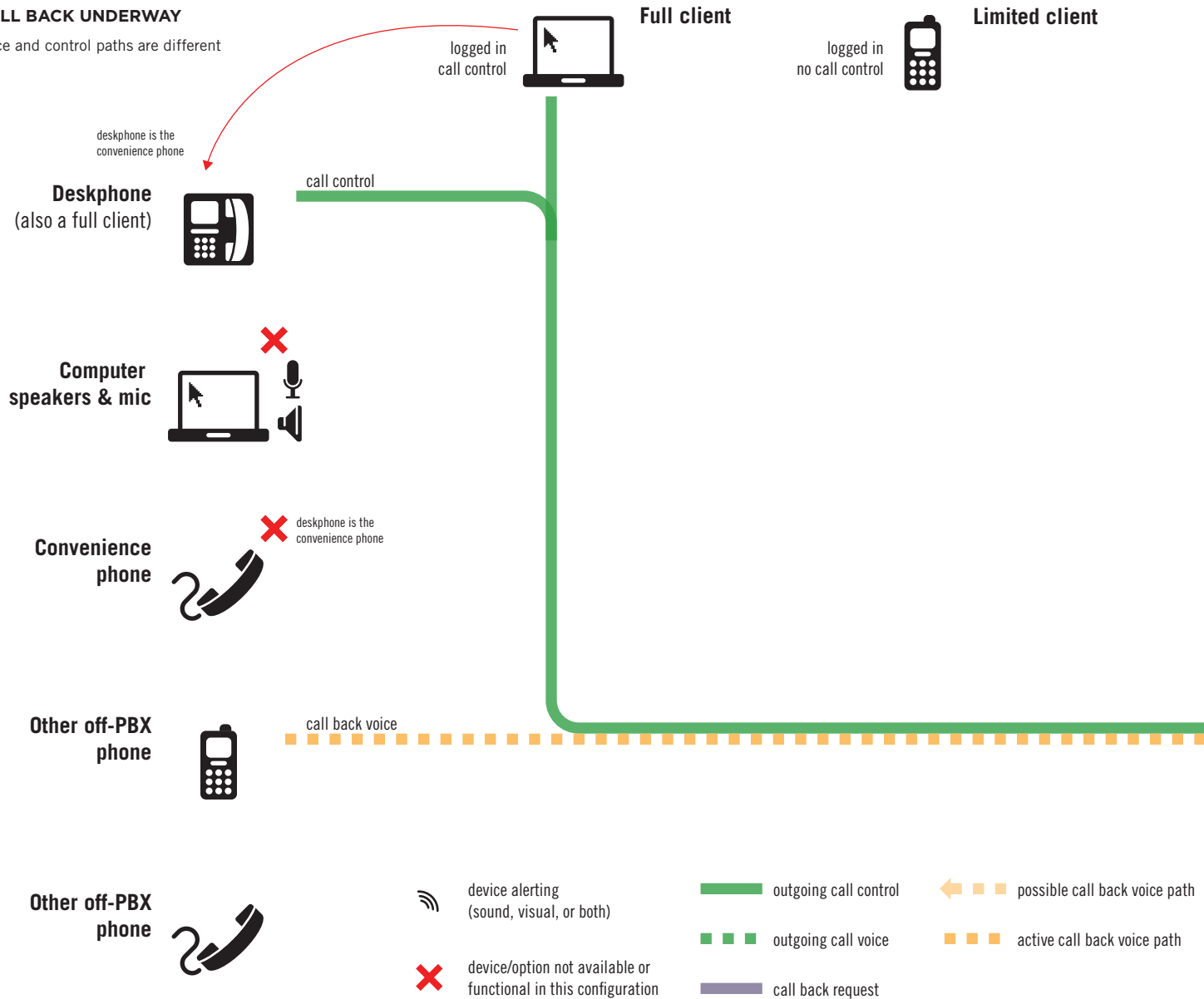


CONFIGURATION DETAILS

The user initiates a call back from either one-X client. The limited client has no call control capabilities. The call back is placed to a phone selected by the user.

CALL BACK UNDERWAY

29.1 Voice and control paths are different

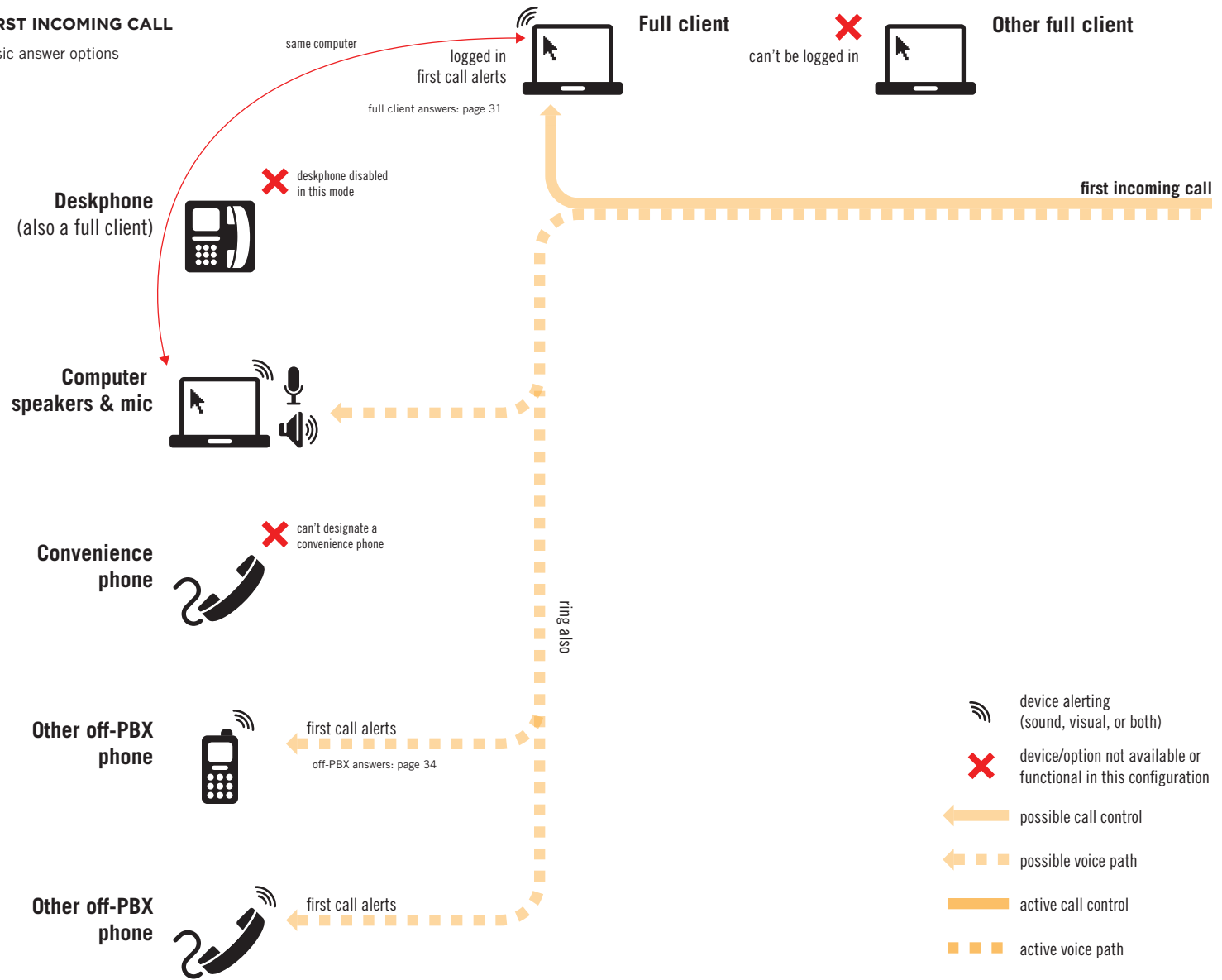


CONFIGURATION DETAILS

The call back is effectively completed when the user answers the call back phone. The voice path of the call back is with the selected phone but the call control resides at the full client and deskphone.

FIRST INCOMING CALL

30.1 Basic answer options

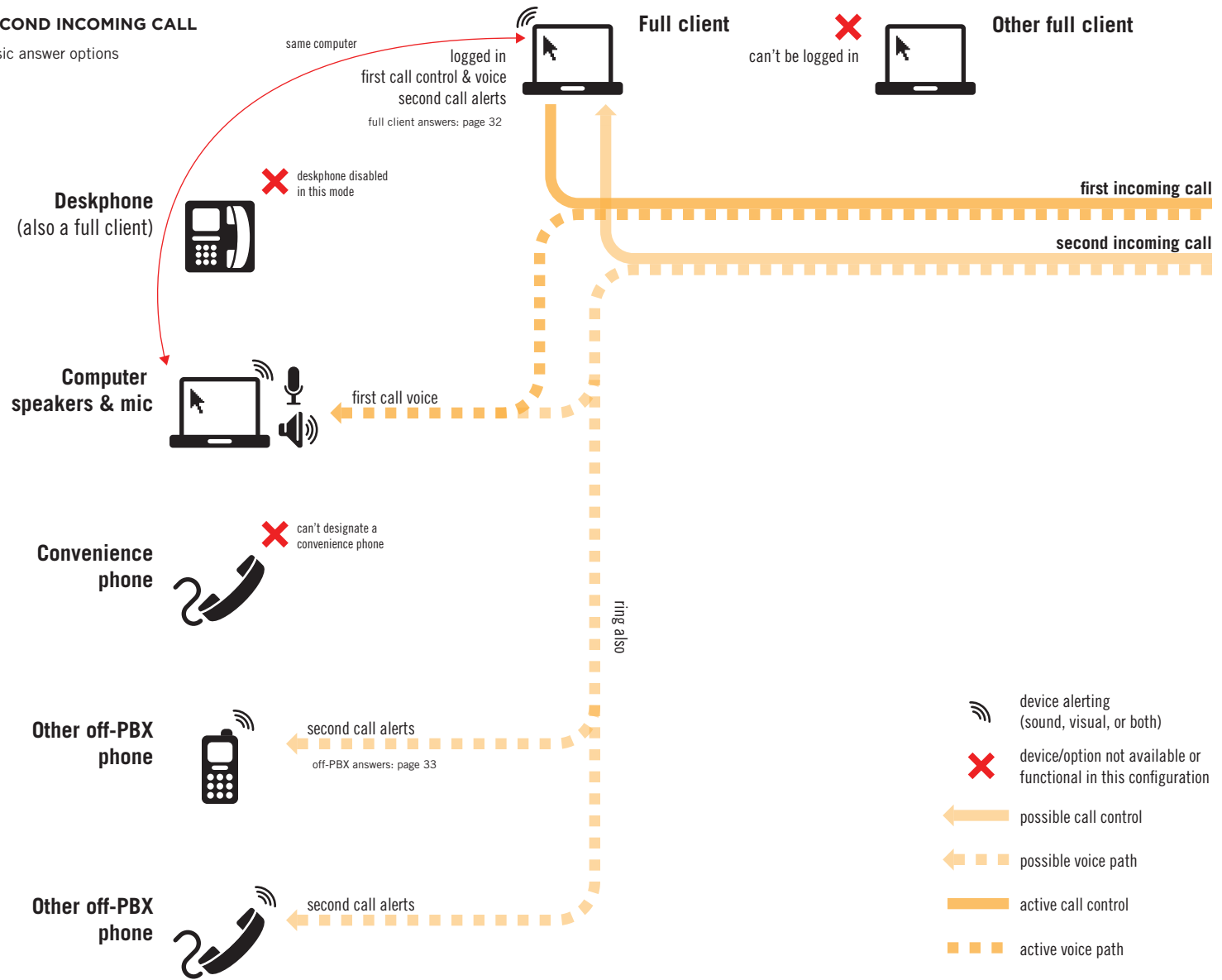


CONFIGURATION DETAILS

one-X full client with speakers
 A one-X full client is running on a one-X compatible platform, typically a PC or laptop. Voice is handled through the one-X compatible platform's speakers and mic or headset. The deskphone will be inoperable.

SECOND INCOMING CALL

31.1 Basic answer options

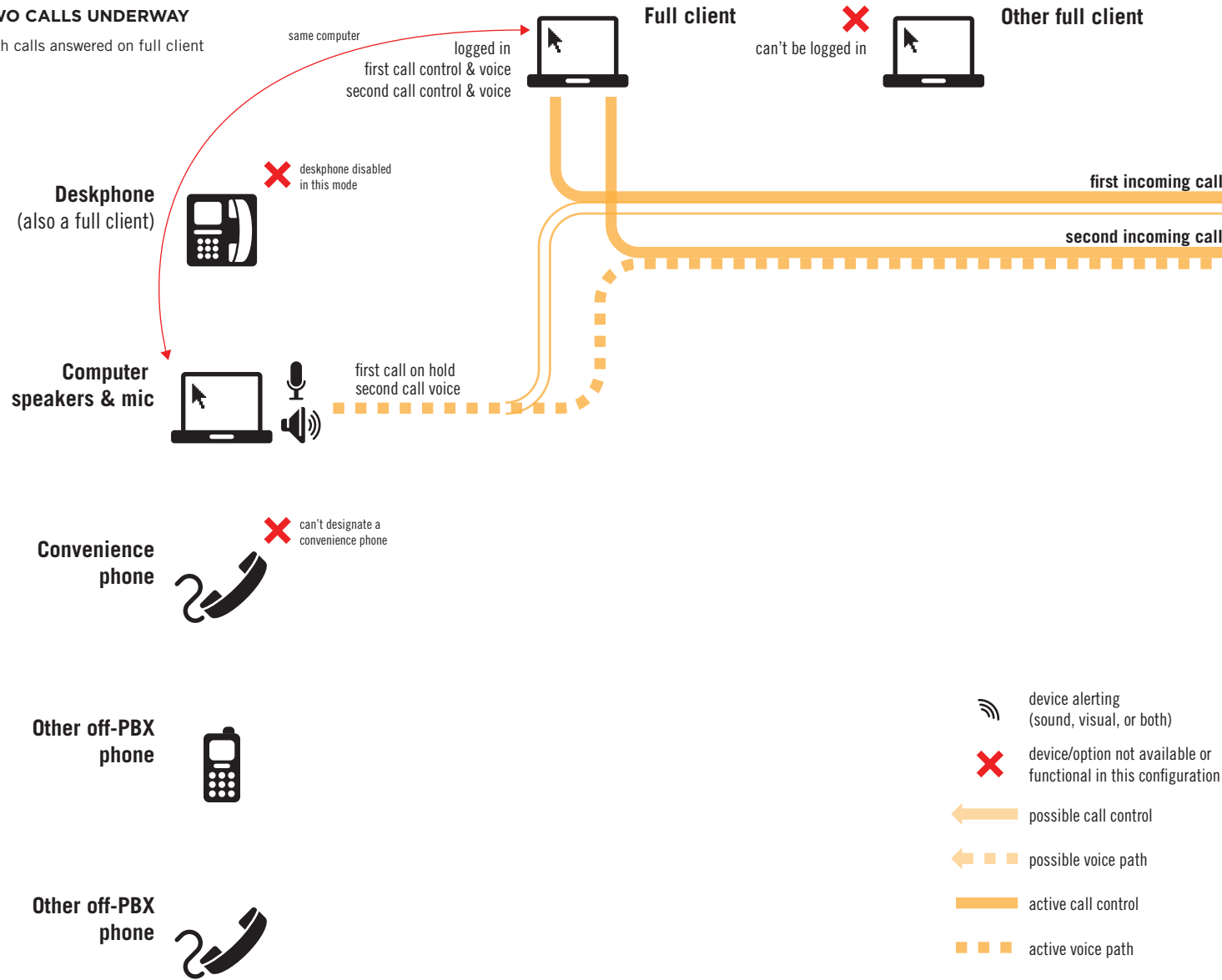


CONFIGURATION DETAILS

The user answers the first call on his or her full client. This activates the client platform speakers and mic. A second call comes in while the first call is still underway. The user can choose to answer the second call on the full client or one or more off-PBX phones (if ring also previously configured).

TWO CALLS UNDERWAY

32.1 Both calls answered on full client

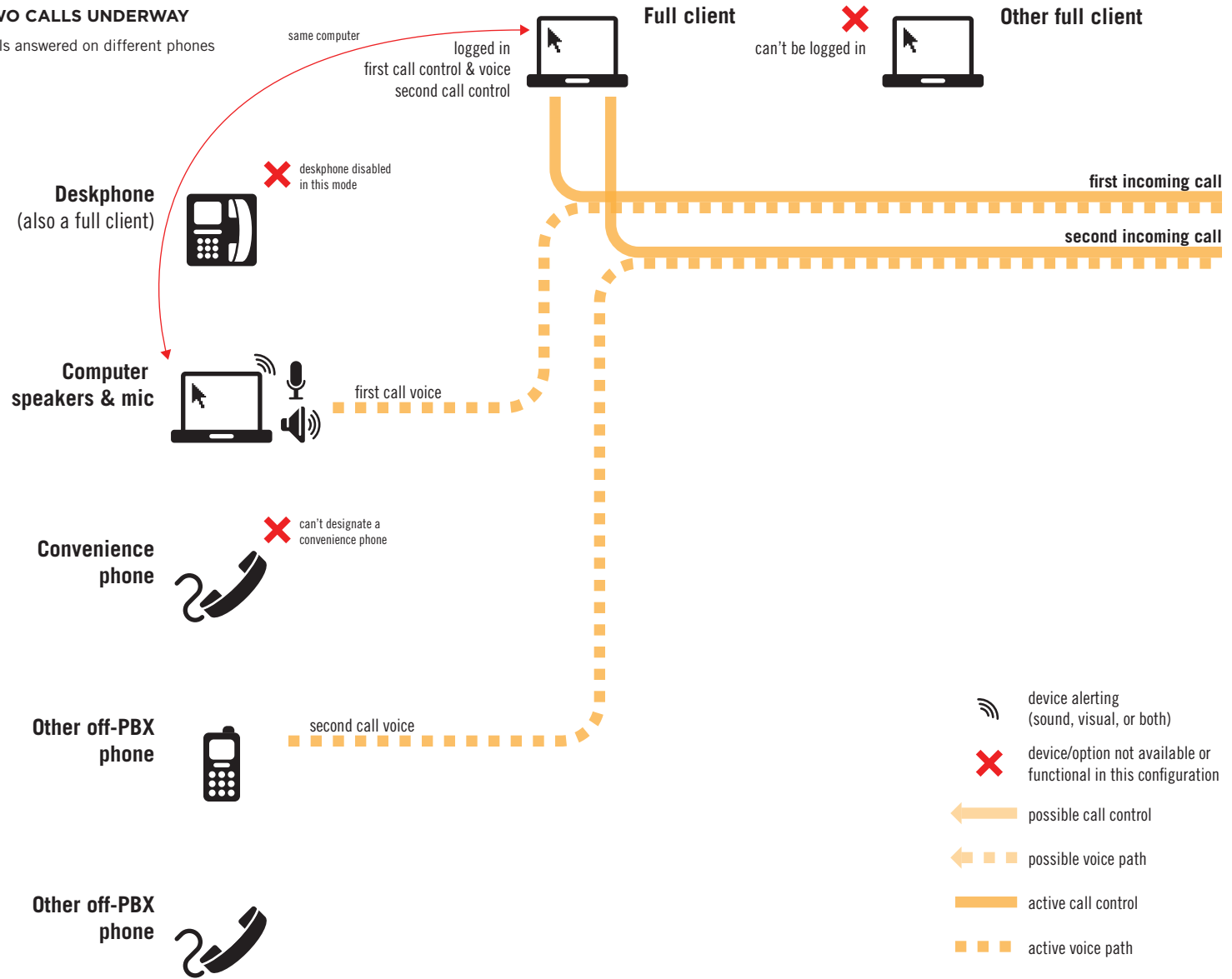


CONFIGURATION DETAILS

The user answers the second call on his or her full client. The first call is placed on hold because voice for both calls is at the client platform speakers and mic.

TWO CALLS UNDERWAY

33.1 Calls answered on different phones

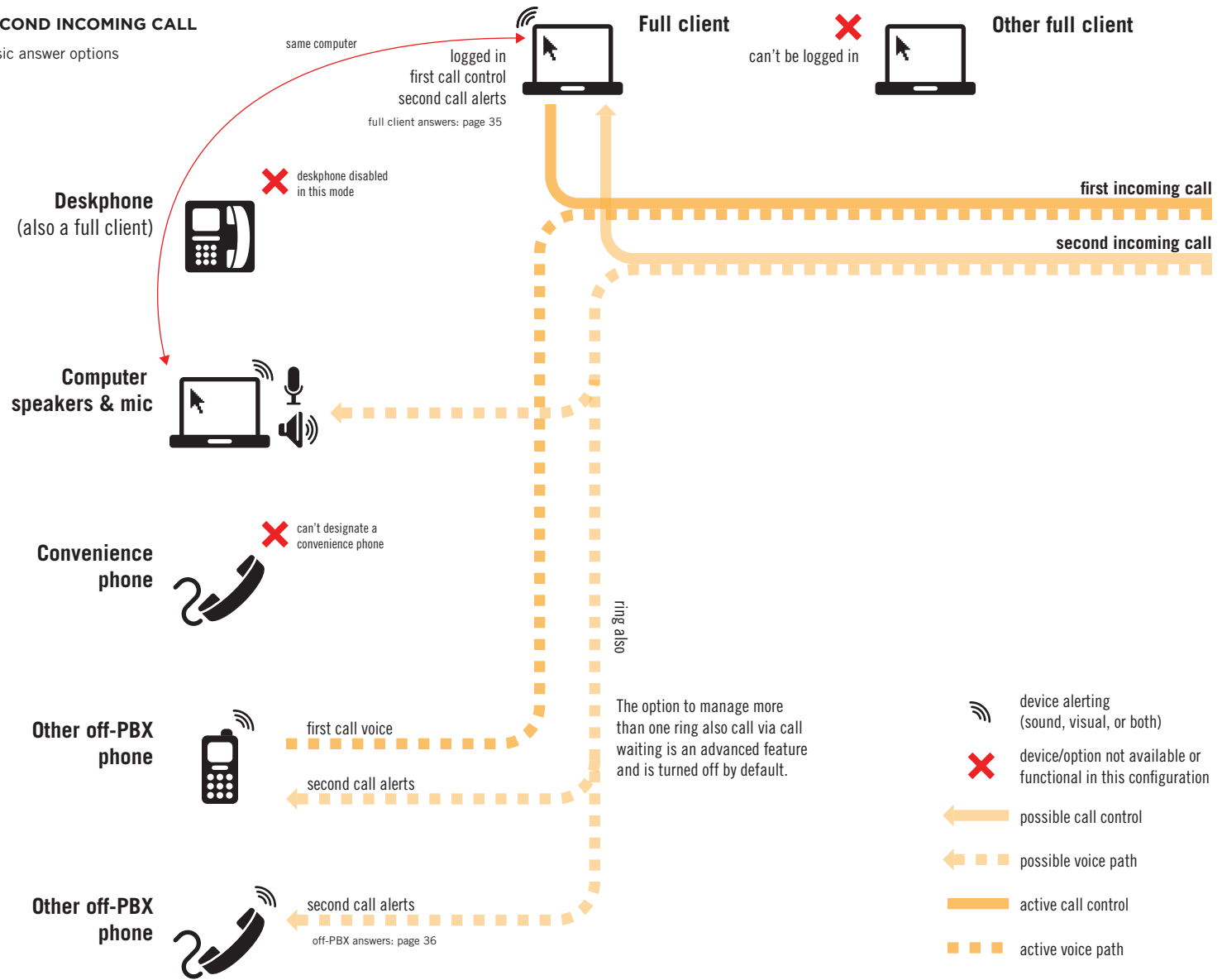


CONFIGURATION DETAILS

The user answers the first call on the full client and the second call on an off-PBX voice. The voice path of the second call is with the off-PBX phone but the call control resides at the full client.

SECOND INCOMING CALL

34.1 Basic answer options



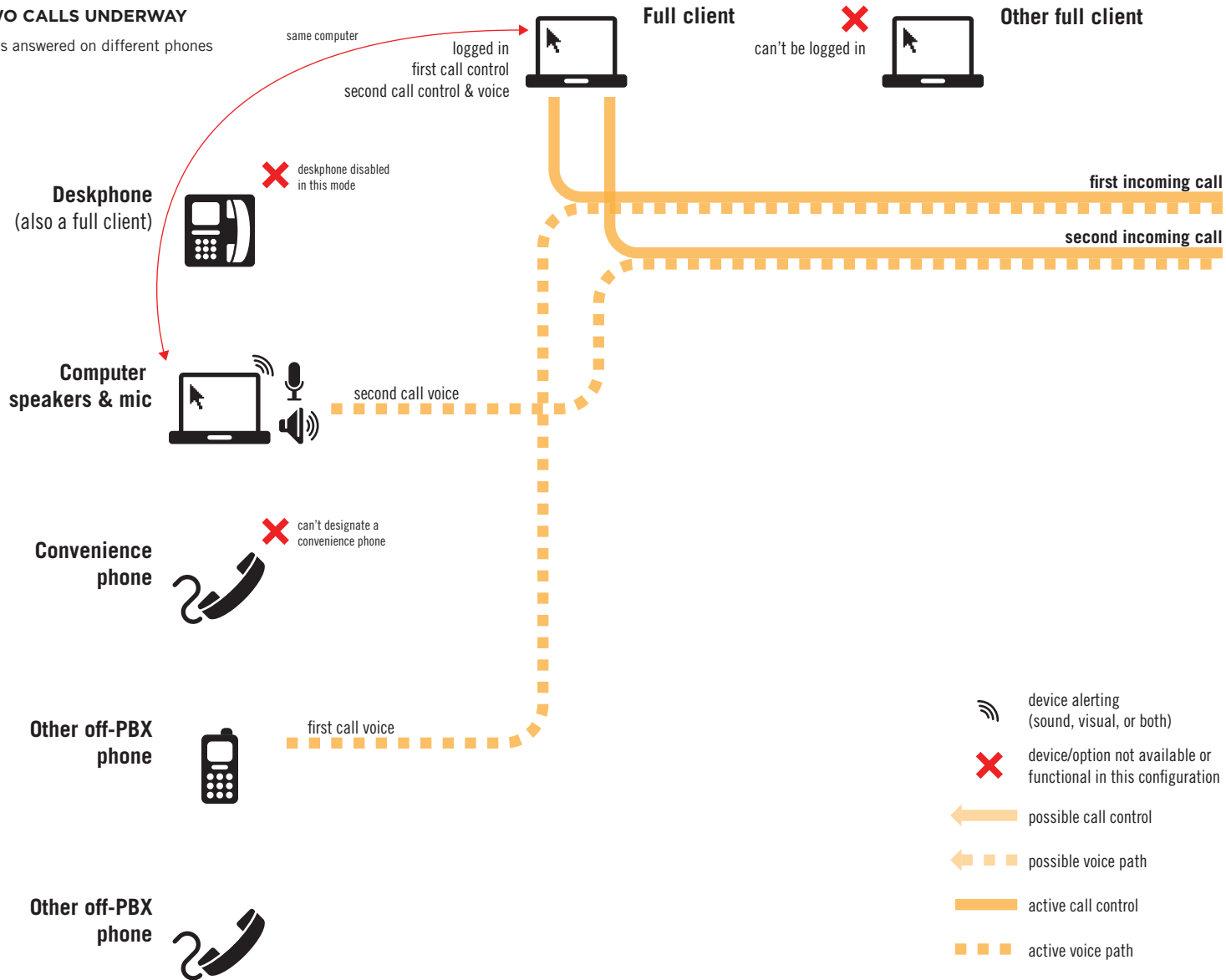
CONFIGURATION DETAILS

The user answers the first call on an off-PBX phone. The voice path of the first call is with the off-PBX phone but the call control resides at the full client. A second call comes in while the first call is still underway. The user can choose to answer the second call on the full client or one or more off-PBX phones (if ring also previously configured).

FULL CLIENT WITH SPEAKERS: RECEIVE CALLS
 FIRST CALL: OFF-PBX; SECOND CALL: FULL CLIENT WITH SPEAKERS

TWO CALLS UNDERWAY

35.1 Calls answered on different phones

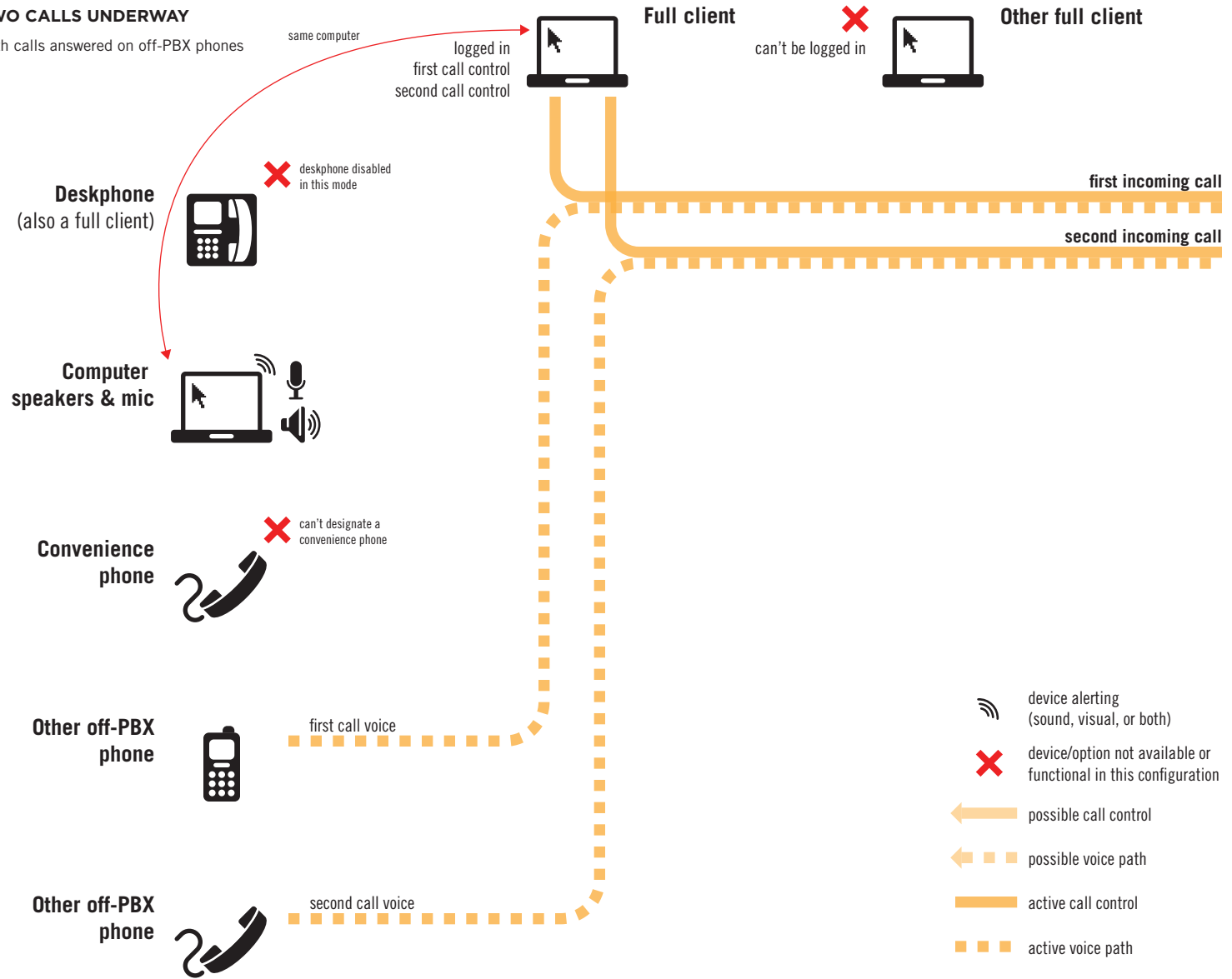


CONFIGURATION DETAILS

The user answers the first call on an off-PBX phone and the second call on a full client. This activates the client platform speakers and mic. The voice path and control of the second call is with the full client.

TWO CALLS UNDERWAY

36.1 Both calls answered on off-PBX phones



CONFIGURATION DETAILS

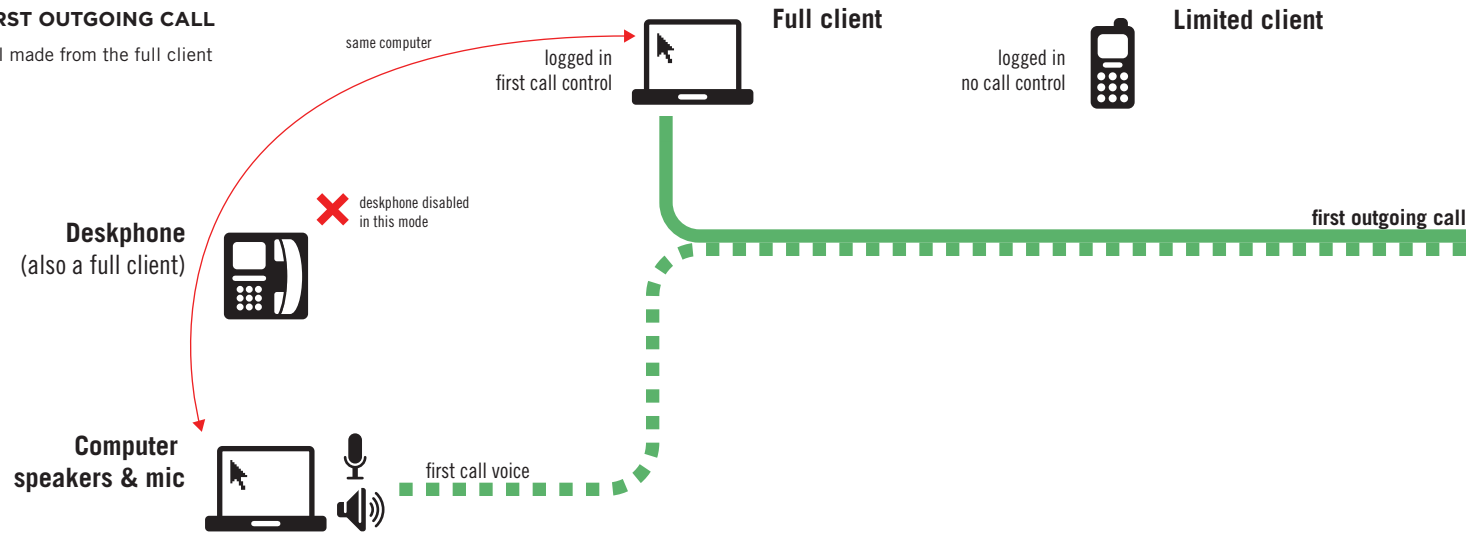
The user answers the first call on an off-PBX phone and the second on a different off-PBX phone. The voice path of the second call is with the off-PBX phone but call control resides at the full client. Note that this configuration is possible by default—the second call is answered at a different off-PBX phone than the first and there's no need to manage calls via call waiting.

FULL CLIENT WITH SPEAKERS: OUTGOING CALLS

FIRST CALL: FULL CLIENT

FIRST OUTGOING CALL

37.1 Call made from the full client



CONFIGURATION DETAILS

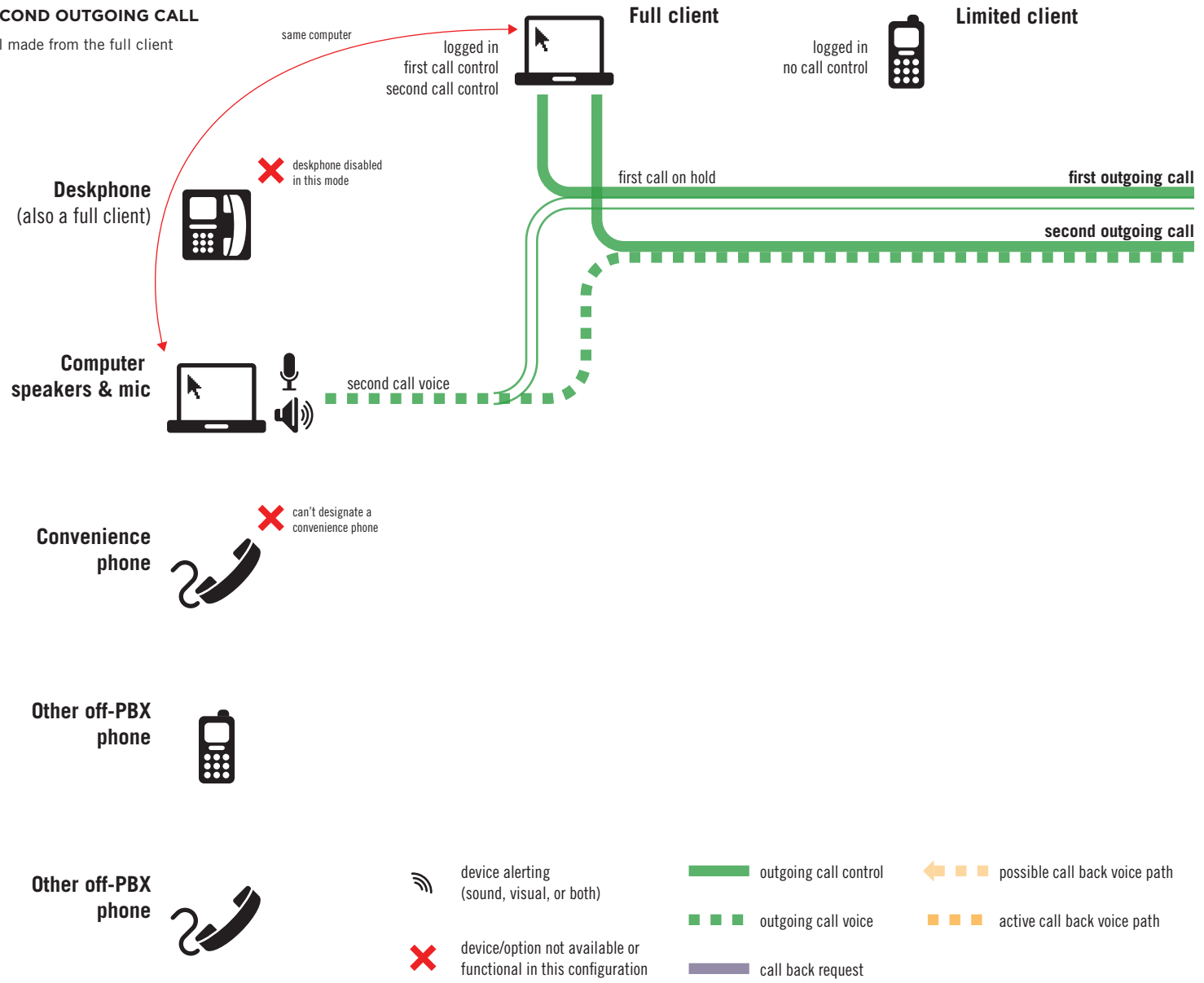
The user places a call from the full client.



- device alerting (sound, visual, or both)
- device/option not available or functional in this configuration
- outgoing call control
- outgoing call voice
- possible call back voice path
- active call back voice path
- call back request

SECOND OUTGOING CALL

38.1 Call made from the full client

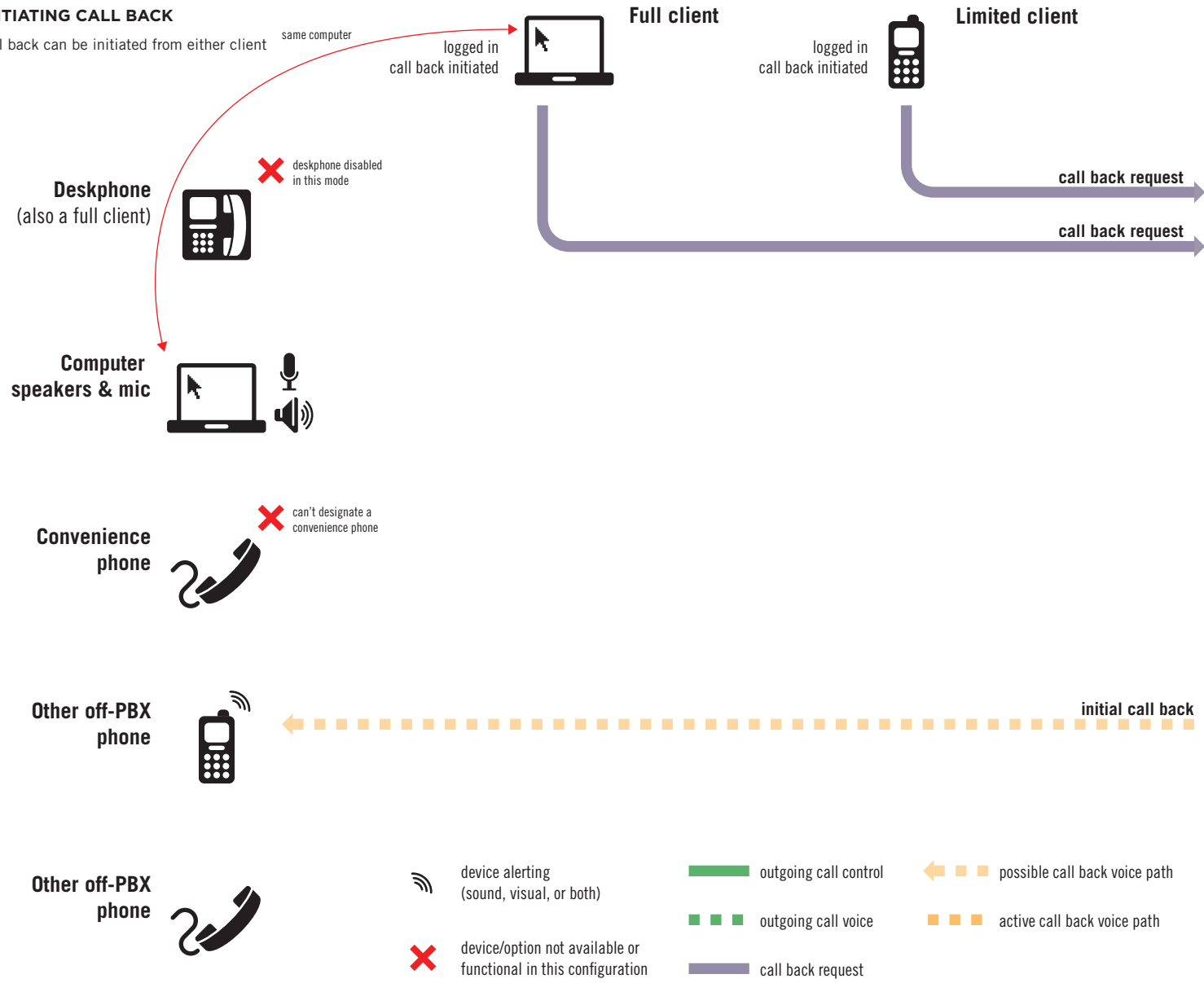


CONFIGURATION DETAILS

The user places the second call from the full client. The first call is placed on hold because voice for both calls is at the client platform's speakers.

INITIATING CALL BACK

39.1 Call back can be initiated from either client

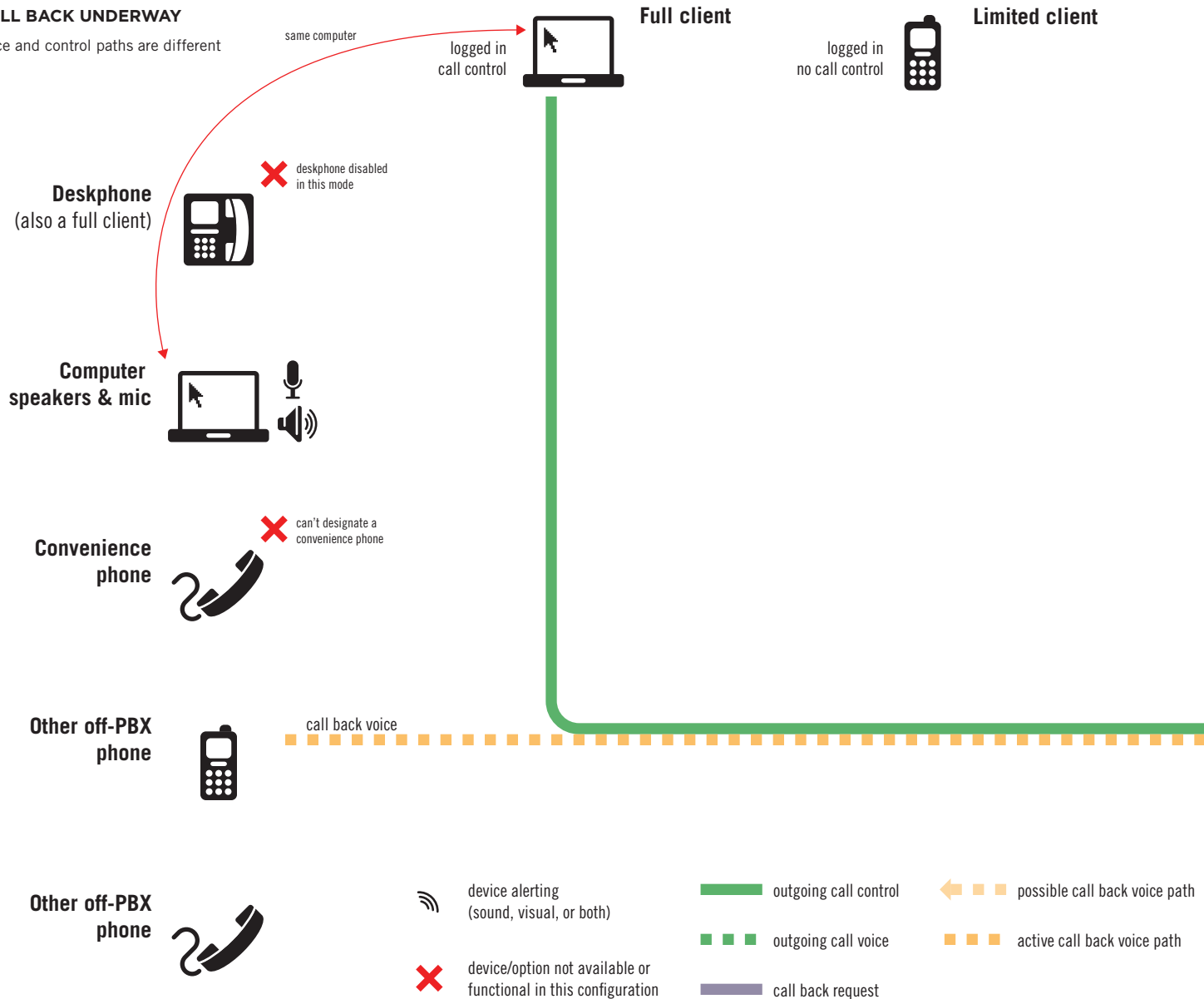


CONFIGURATION DETAILS

The user initiates a call back from either one-X client. The limited client has no call control capabilities. The call back is placed to a phone selected by the user.

CALL BACK UNDERWAY

40.1 Voice and control paths are different

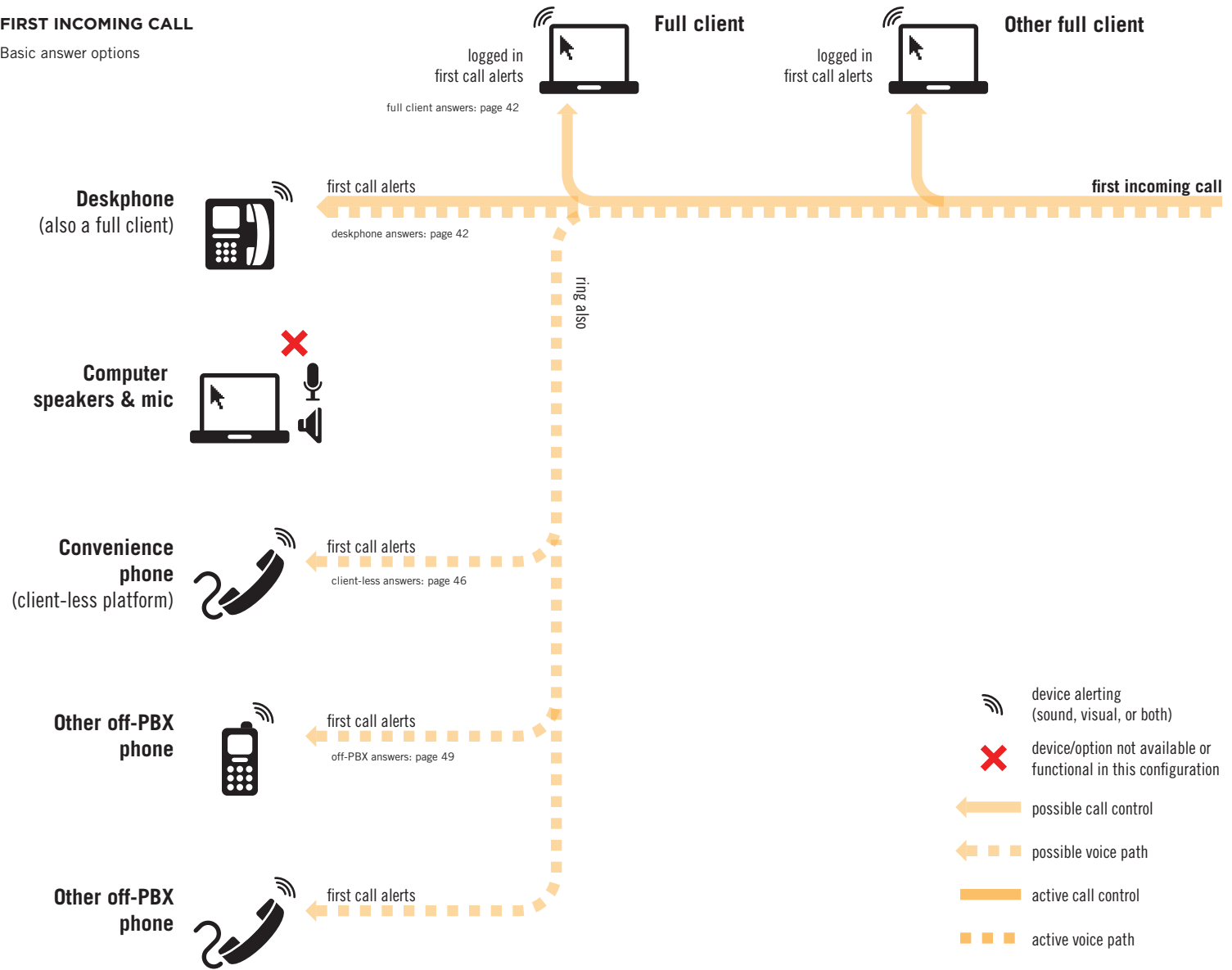


CONFIGURATION DETAILS

The call back is effectively completed when the user answers the call back phone. The voice path of the call back is with the selected phone but the call control resides at the full client.

FIRST INCOMING CALL

41.1 Basic answer options



CONFIGURATION DETAILS

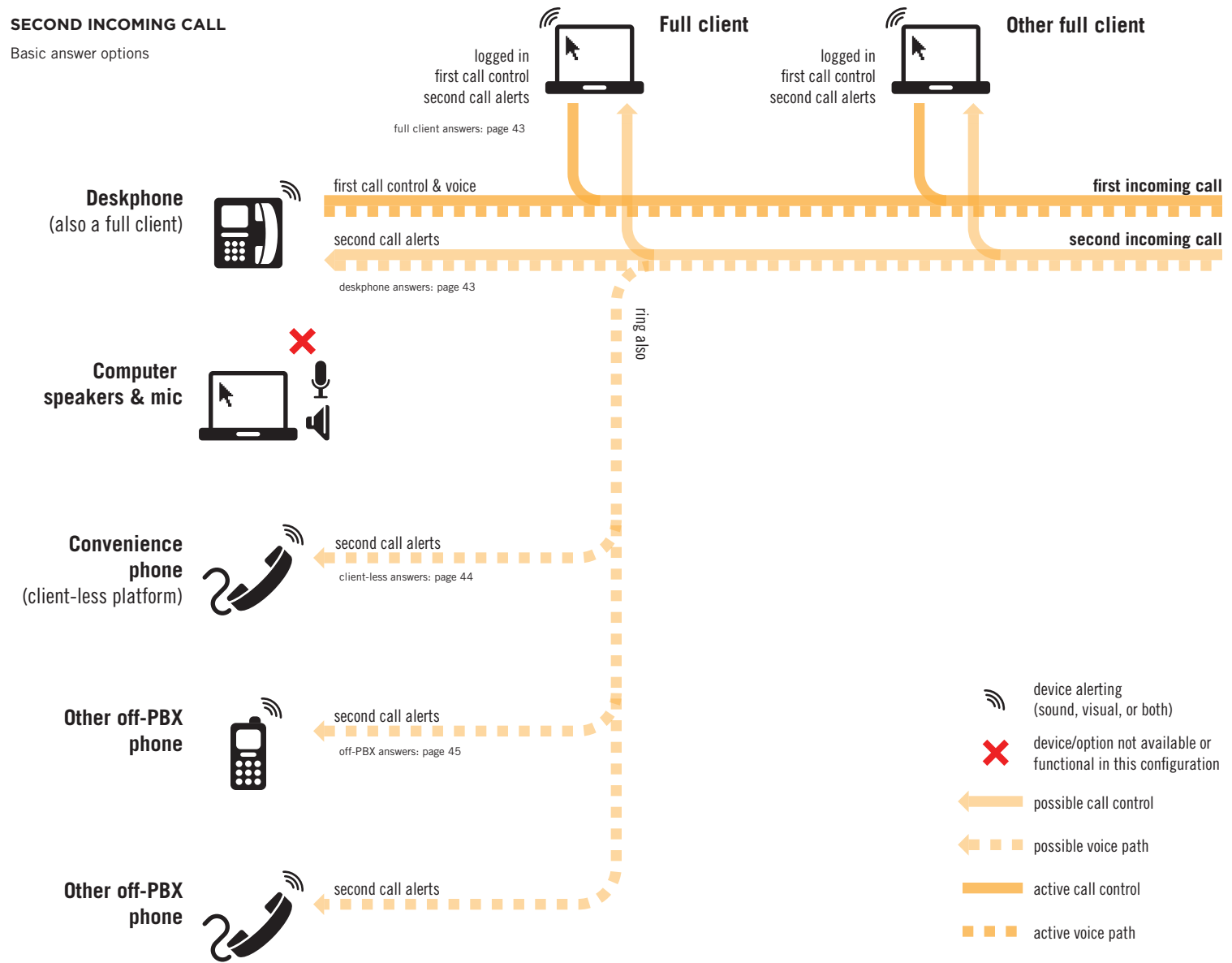
one-X full client with client-less phone

A one-X full client is running on a one-X compatible platform, typically a PC or laptop. The convenience phone is a client-less phone/platform. Unlike the old telecommuter mode, the deskphone will remain operable.

Note that while the client-less convenience phone will ring whenever a call arrives, answering the call on the client will take the deskphone off hook. The user has to physically take the convenience phone off hook to use it for voice. This may cause some problems if the user sets his or her home phone as the convenience phone yet they answer using the full client. Although the user is at home, their full client will show that the call is underway but voice will go to their deskphone.

SECOND INCOMING CALL

42.1 Basic answer options

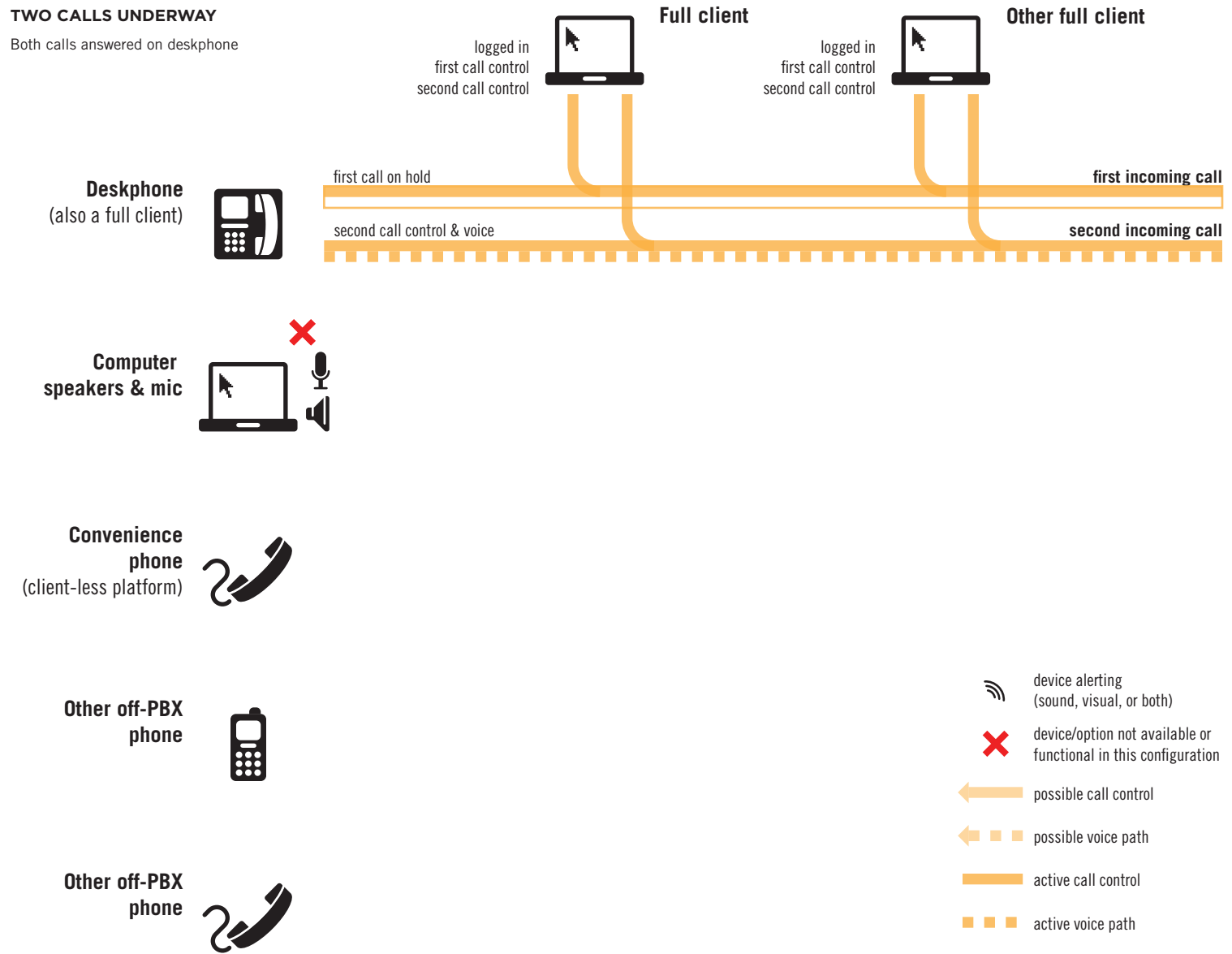


CONFIGURATION DETAILS

The user answers the first call on his or her deskphone. A second call comes in while the first call is still underway. The user can choose to answer the second call on the deskphone, any full client, the client-less convenience phone, or one or more off-PBX phones (if ring also previously configured).

TWO CALLS UNDERWAY

43.1 Both calls answered on deskphone

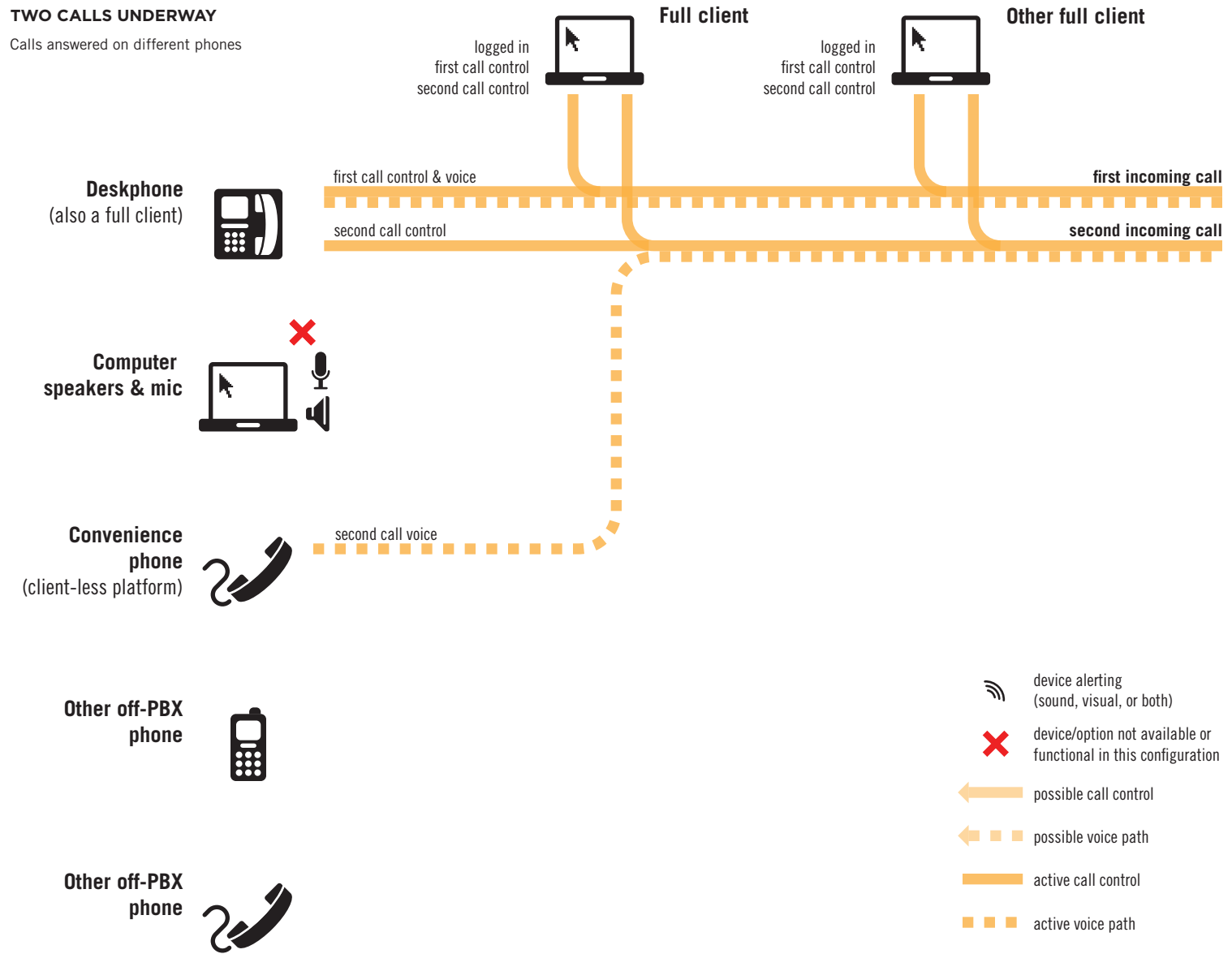


CONFIGURATION DETAILS

The user answers the second call on the deskphone. The first call is placed on hold because voice for both calls is at the deskphone. Note that this call configuration is functionally the same whenever the user answers both calls with any combination of full clients or the deskphone.

TWO CALLS UNDERWAY

44.1 Calls answered on different phones

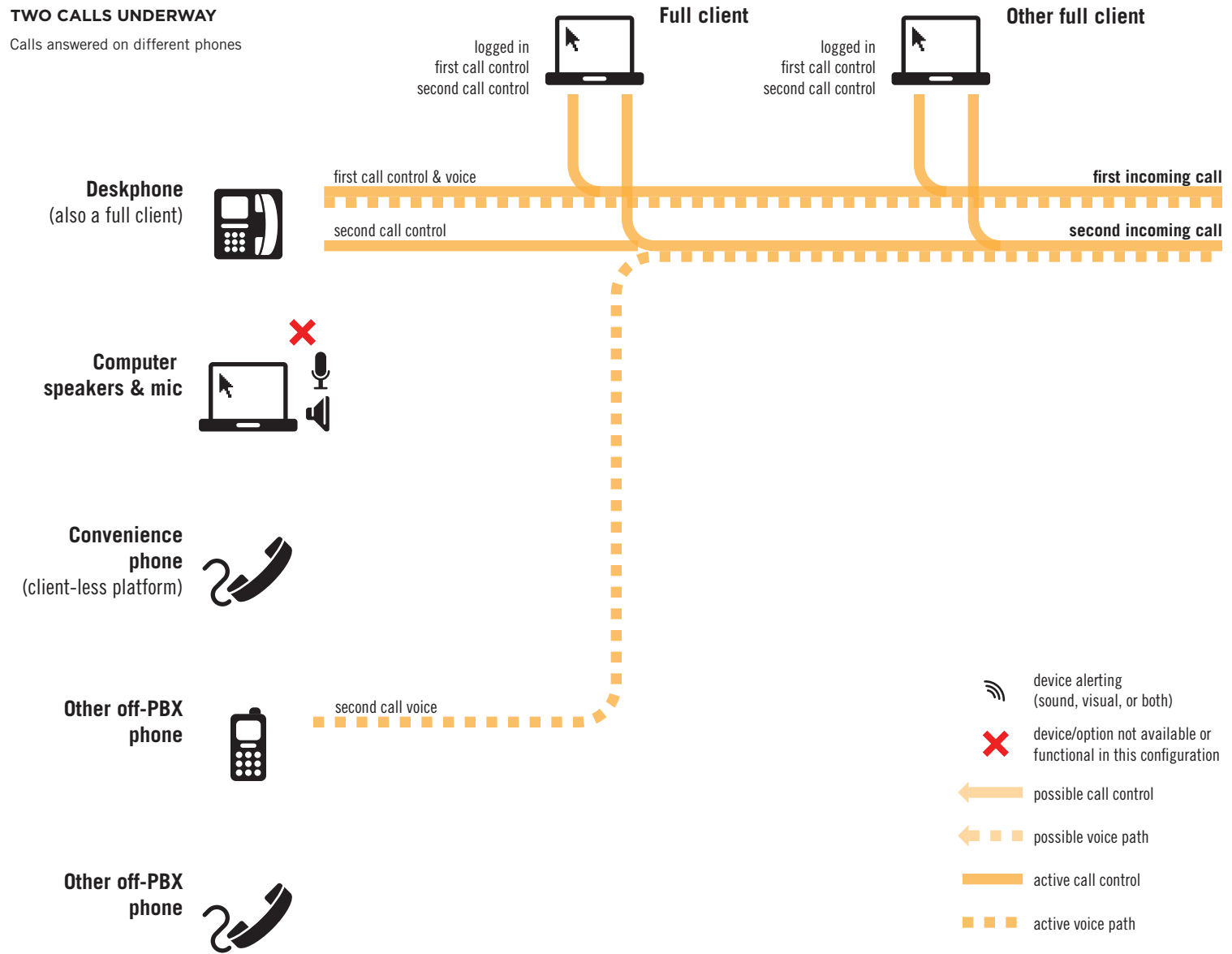


CONFIGURATION DETAILS

The user answers the first call on the deskphone and the second call on the client-less convenience phone. The voice path of the second call is with the client-less phone but the call control resides at any full client or the deskphone.

TWO CALLS UNDERWAY

45.1 Calls answered on different phones

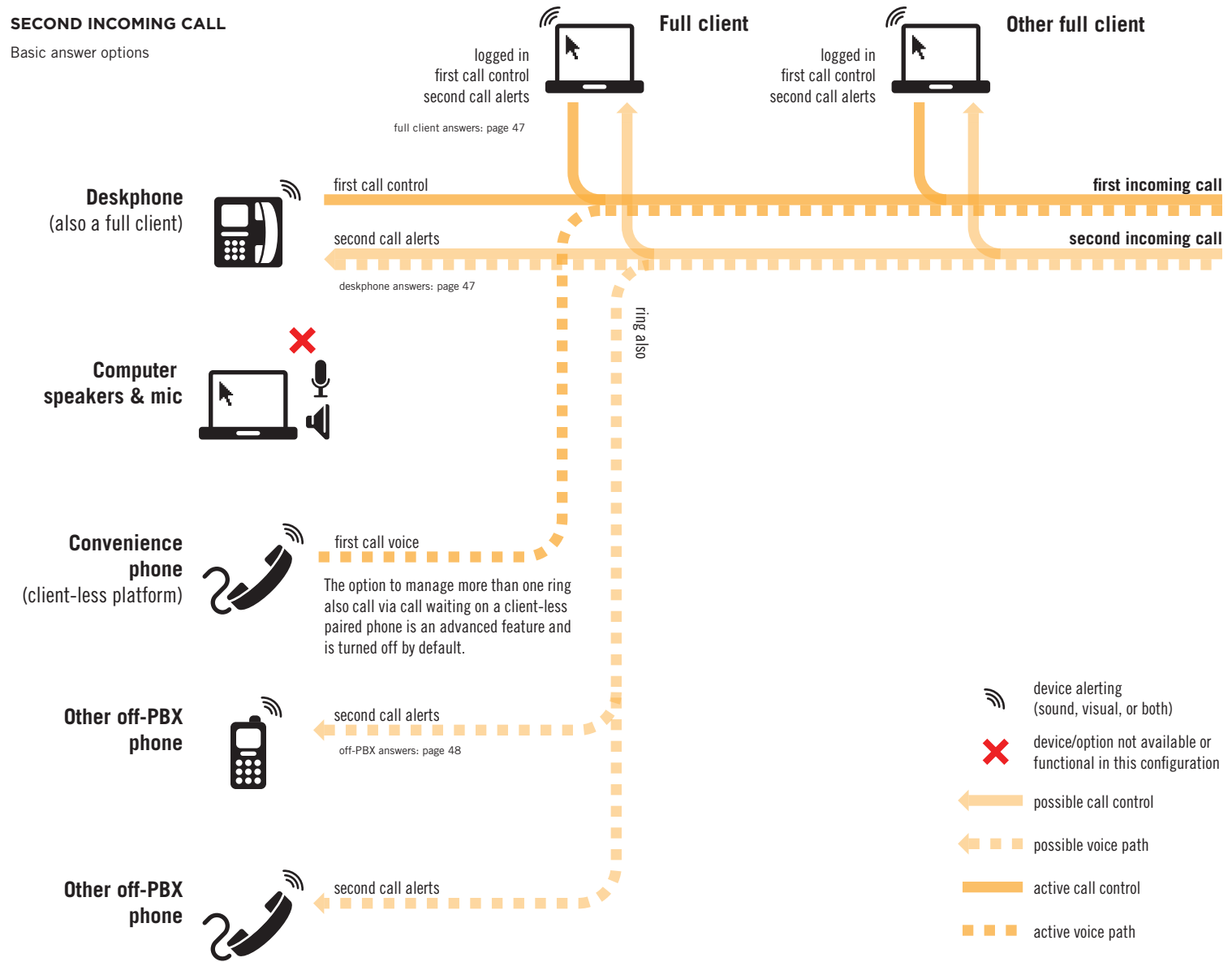


CONFIGURATION DETAILS

The user answers the first call on the deskphone and the second call on an off-PBX voice. The voice path of the second call is with the off-PBX phone but the call control resides at any full client or the deskphone.

SECOND INCOMING CALL

46.1 Basic answer options

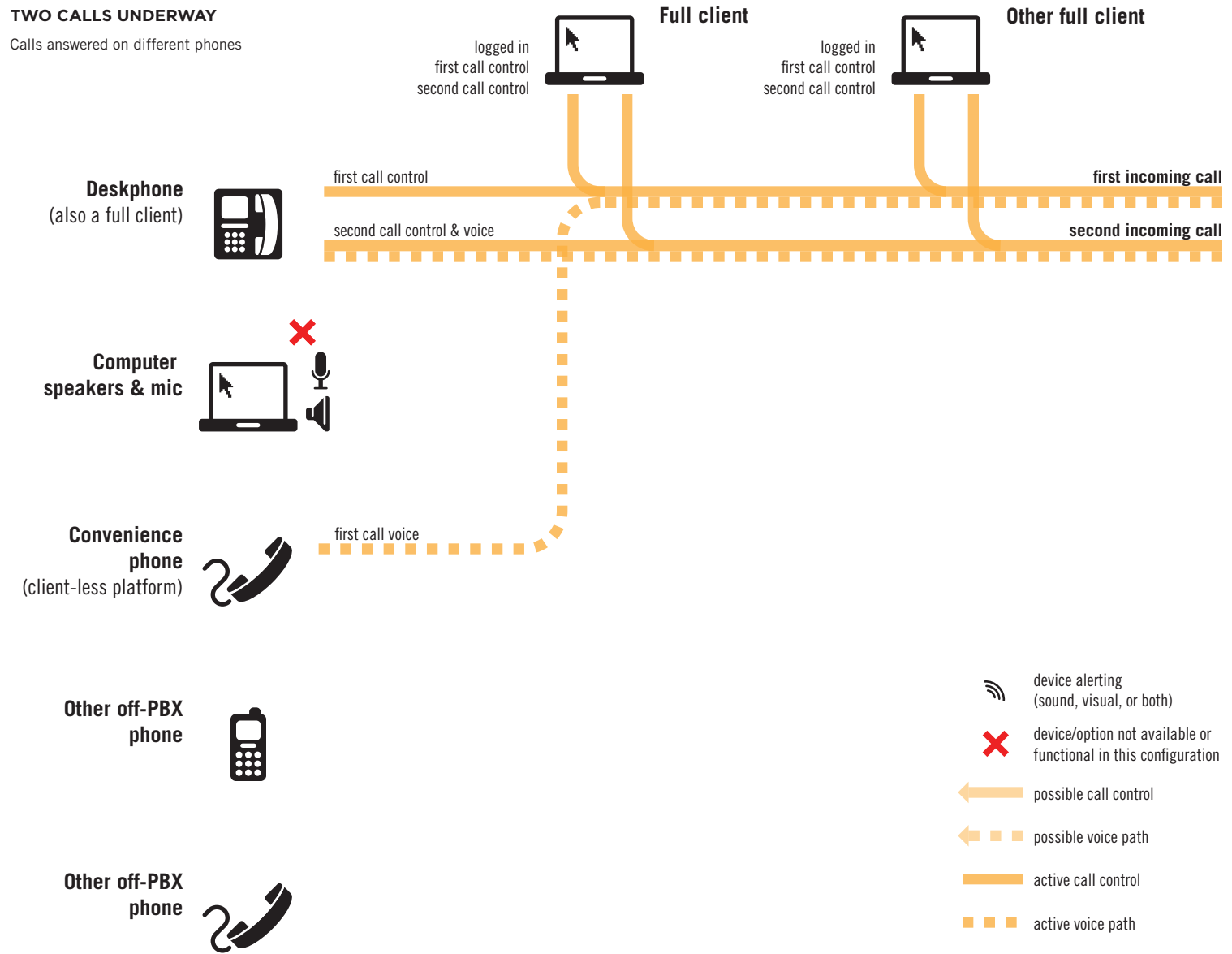


CONFIGURATION DETAILS

The user answers the first call on the client-less phone. The voice path of the first call is with the client-less phone but the call control resides at any full client or the deskphone. A second call comes in while the first call is still underway. The user can choose to answer the second call on the full client, the deskphone or one or more off-PBX phones (if ring also previously configured). Like other off-PBX phones, the ability to answer a second call on the client-less phone is disabled by default.

TWO CALLS UNDERWAY

47.1 Calls answered on different phones

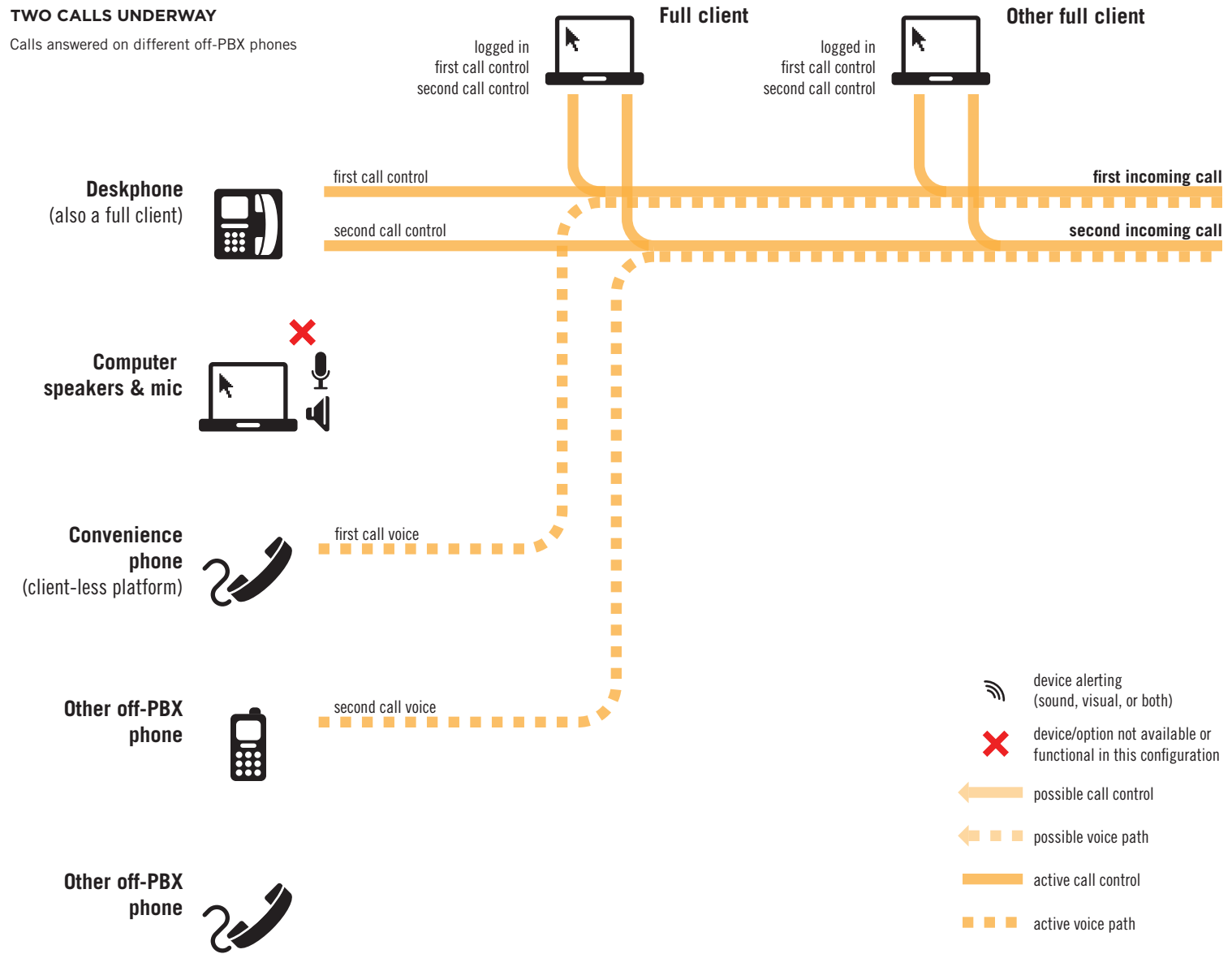


CONFIGURATION DETAILS

The user answers the first call on the client-less phone and the second call on the deskphone. The voice path of the second call is with the deskphone but the call control resides at any full client or the deskphone.

TWO CALLS UNDERWAY

48.1 Calls answered on different off-PBX phones

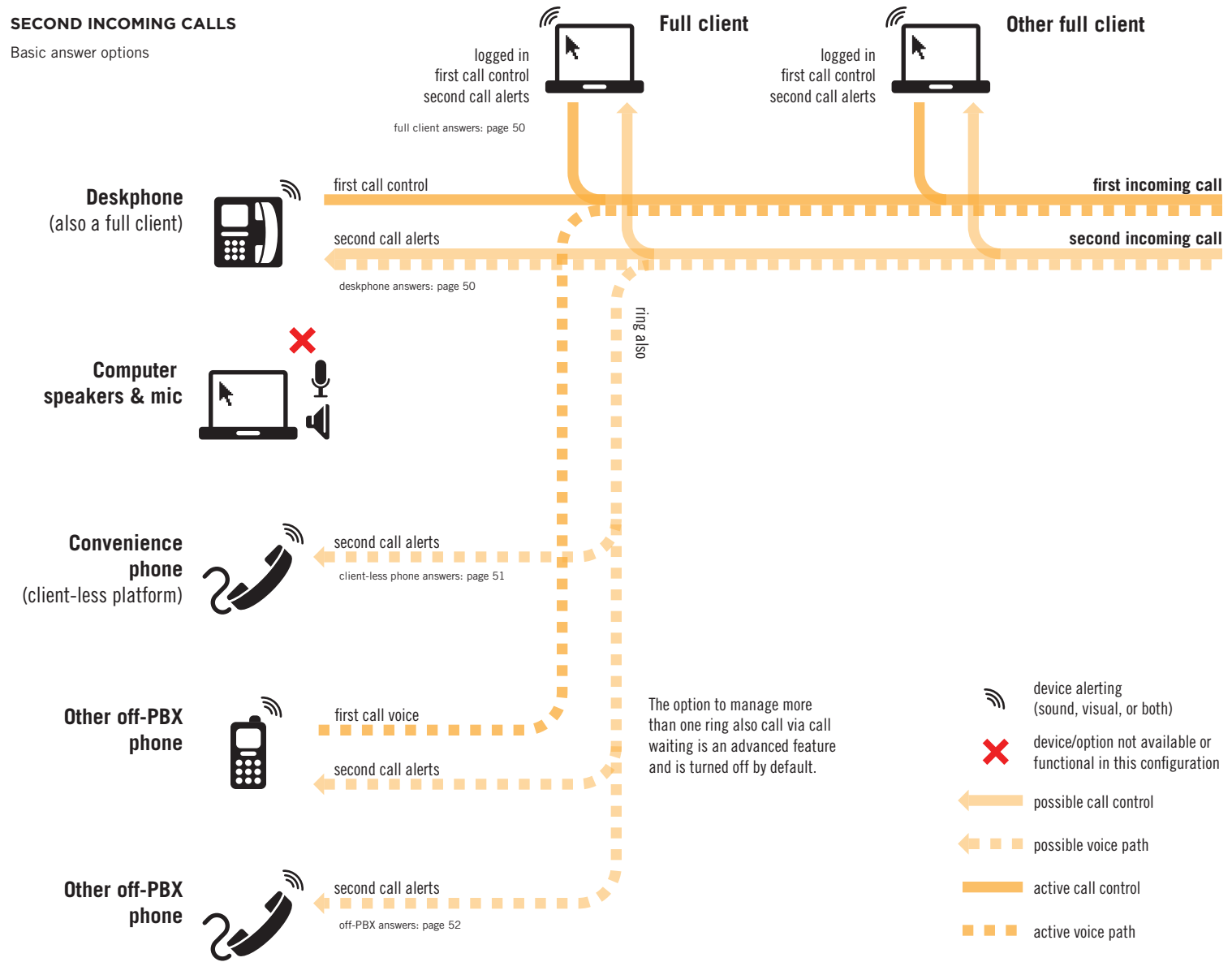


CONFIGURATION DETAILS

The user answers the first call on the client-less phone and the second on a different off-PBX phone. The voice path of the second call is with the off-PBX phone but, as with the client-less phone, call control resides at the deskphone or any full client.

SECOND INCOMING CALLS

49.1 Basic answer options

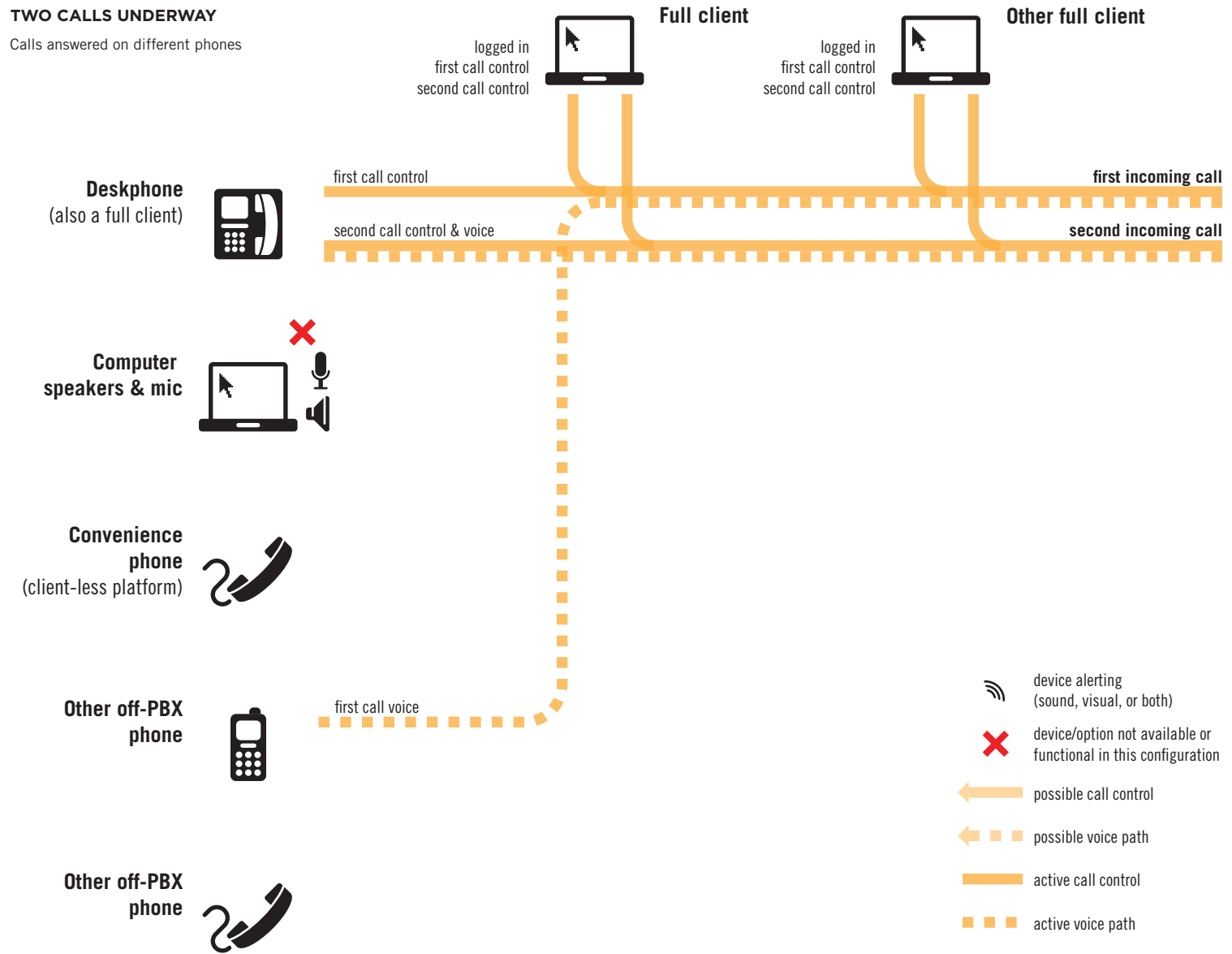


CONFIGURATION DETAILS

The user answers the first call on an off-PBX phone. The voice path of the first call is with the off-PBX phone but the call control resides at any full client or the deskphone. A second call comes in while the first call is still underway. The user can choose to answer the second call on the full client, the deskphone or the client-less convenience phone.

TWO CALLS UNDERWAY

50.1 Calls answered on different phones

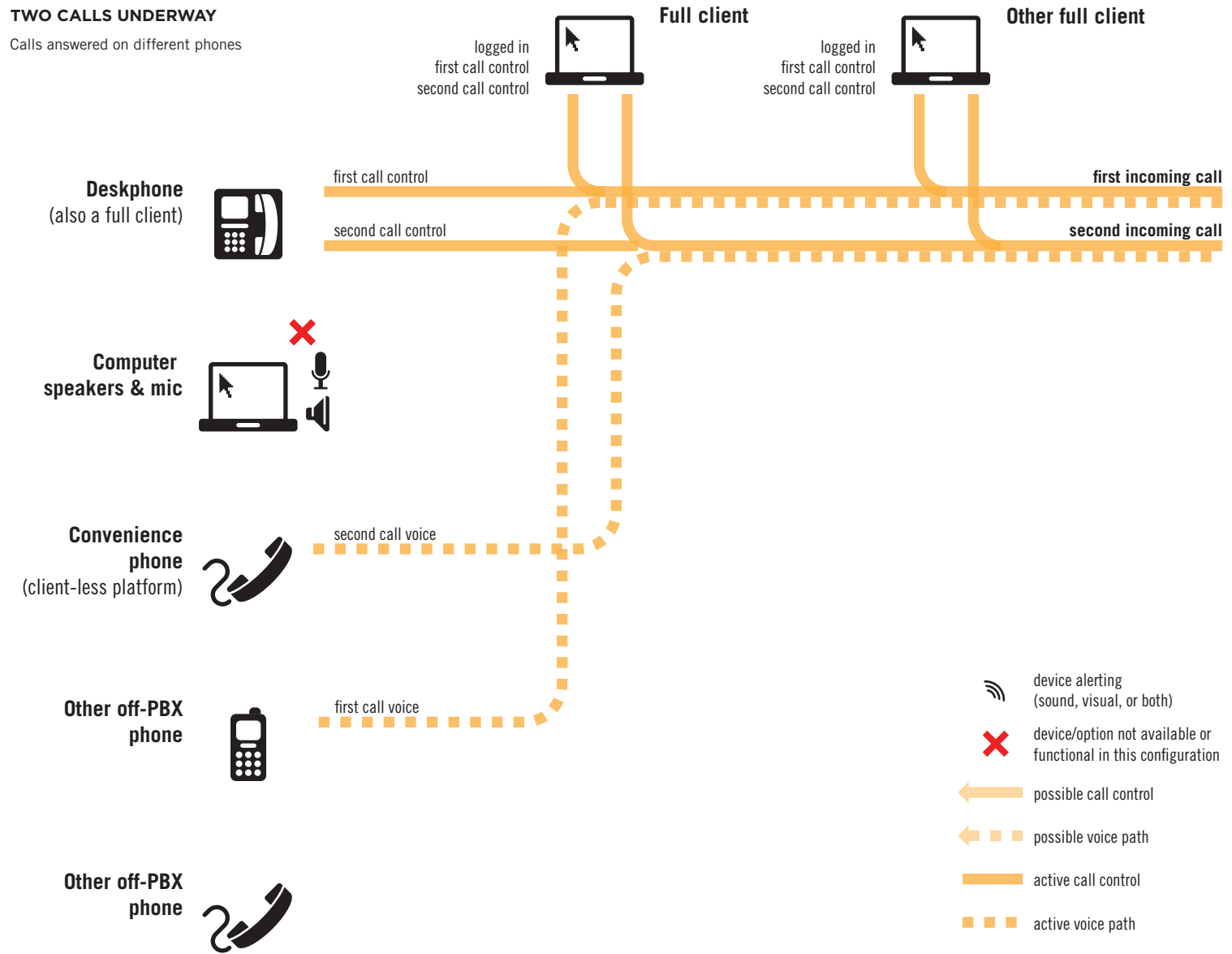


CONFIGURATION DETAILS

The user answers the first call on an off-PBX phone and the second call on the deskphone. The voice path of the second call is with the deskphone but the call control resides at any full client or the deskphone. Note that this is the same configuration as answering the second call with the full client—since the convenience phone can't be taken off hook the voice path will reside with the deskphone.

TWO CALLS UNDERWAY

51.1 Calls answered on different phones

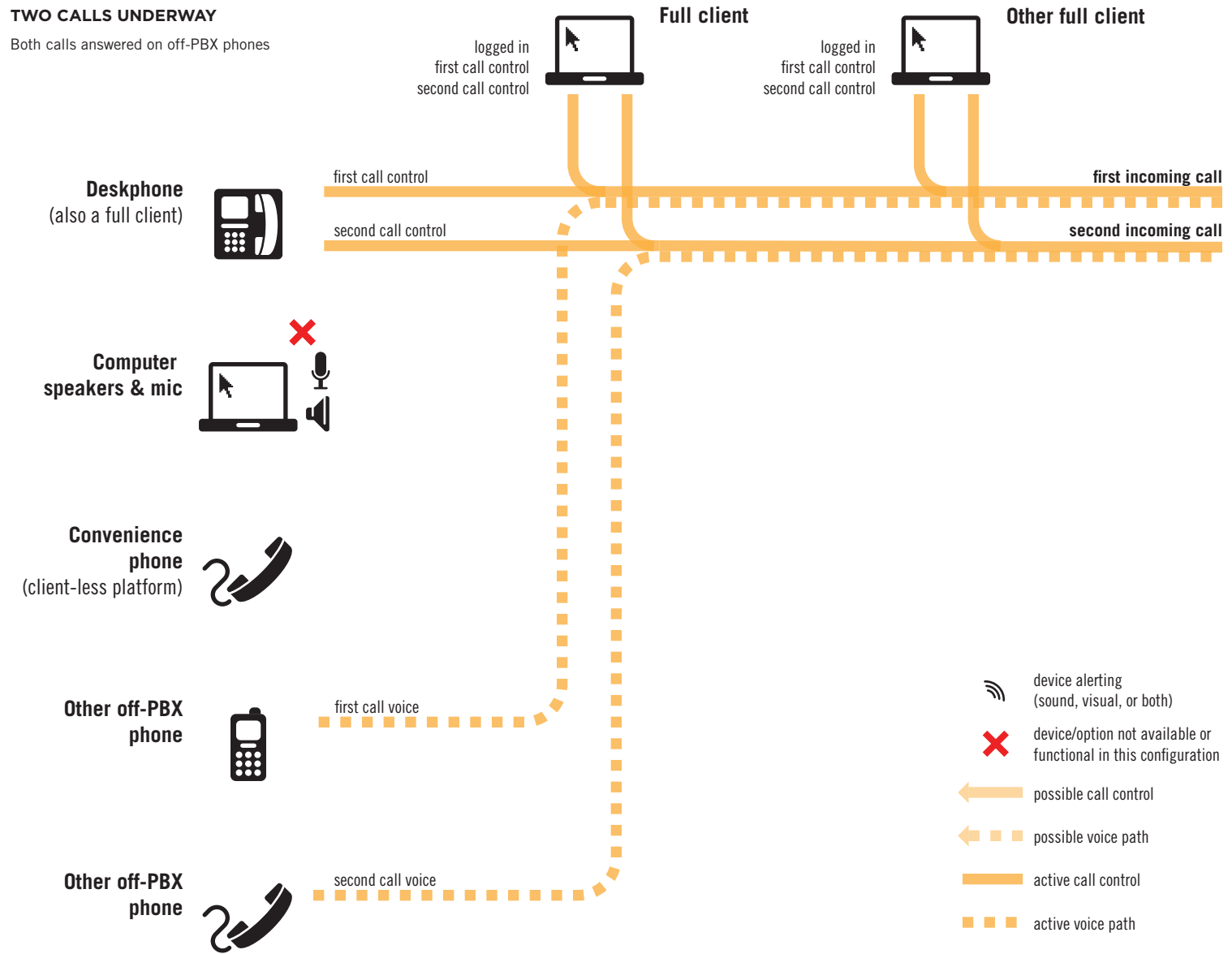


CONFIGURATION DETAILS

The user answers the first call on an off-PBX phone and the second on the client-less phone. The voice path of the second call is with the client-less phone but call control resides at the deskphone or any full client.

TWO CALLS UNDERWAY

52.1 Both calls answered on off-PBX phones



CONFIGURATION DETAILS

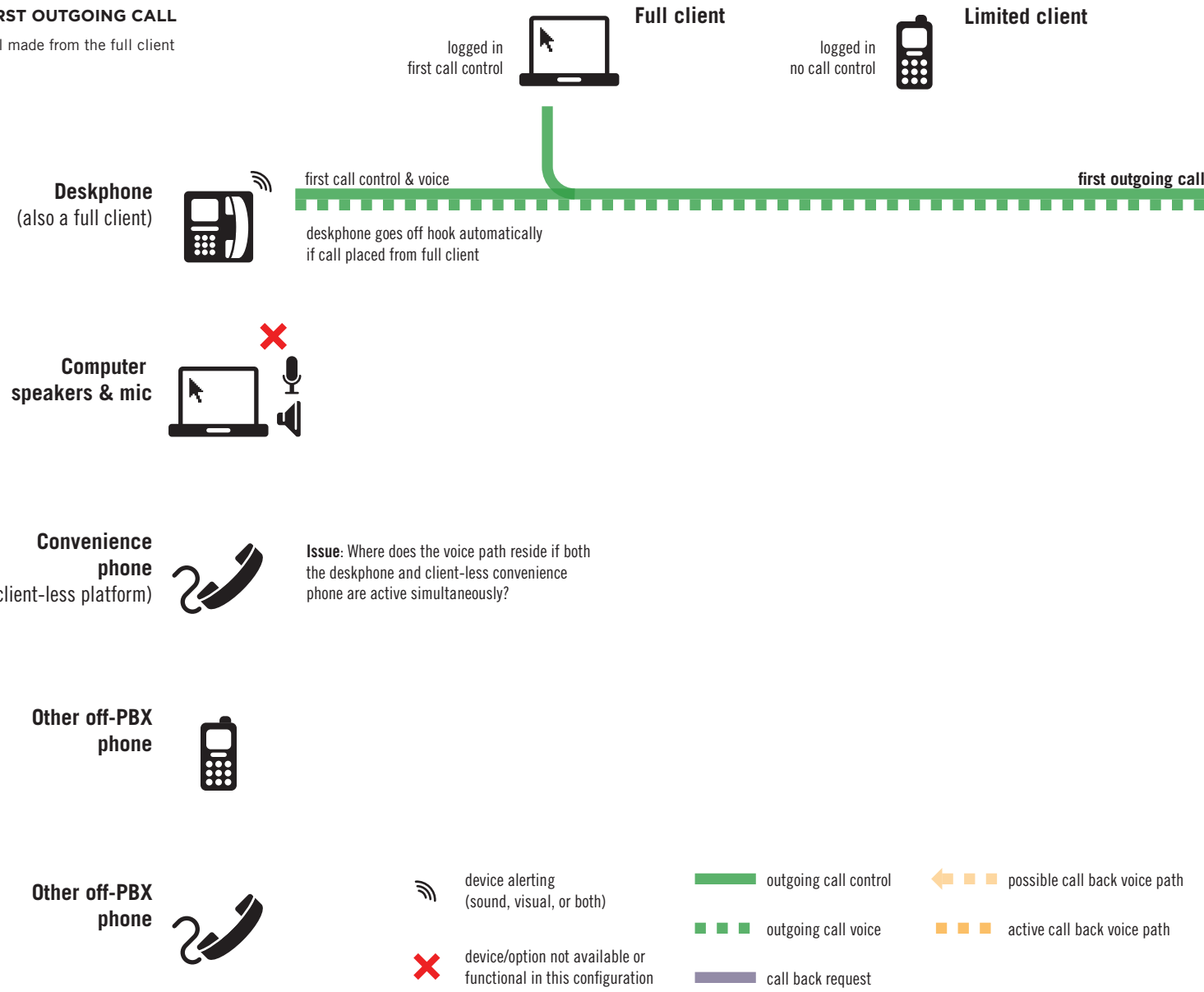
The user answers the first call on an off-PBX phone and the second on a different off-PBX phone. The voice path of the second call is with the off-PBX phone but call control resides at the deskphone or any full client. Note that this configuration is possible by default—the second call is answered at a different off-PBX phone than the first and there's no need to manage calls via call waiting.

FULL CLIENT WITH CLIENT-LESS: OUTGOING CALLS

FIRST CALL: FULL CLIENT

FIRST OUTGOING CALL

53.1 Call made from the full client

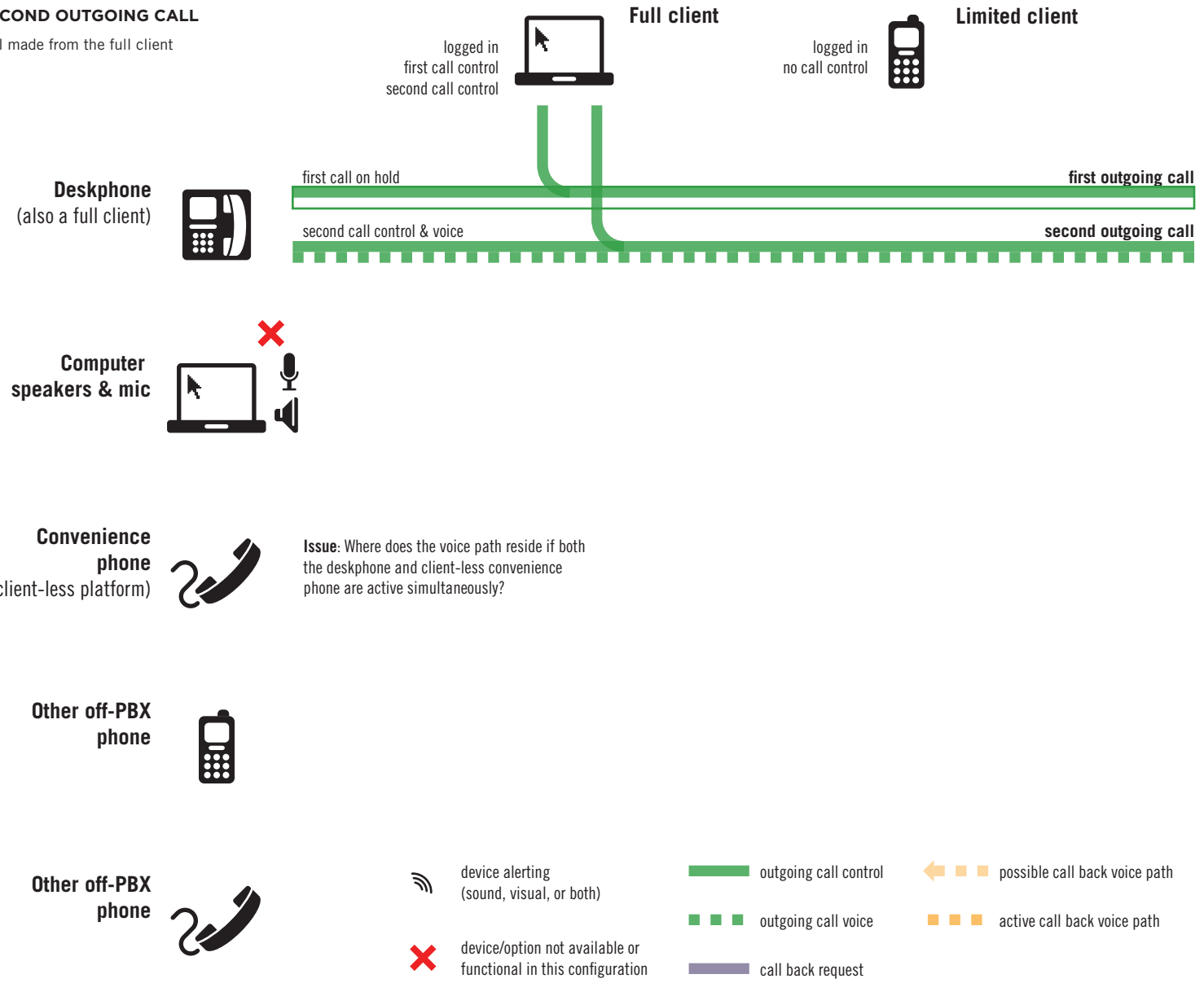


CONFIGURATION DETAILS

The user places a call from the full client. There is a potential issue in keeping an off-PBX convenience phone working properly in conjunction with the deskphone.

SECOND OUTGOING CALL

54.1 Call made from the full client

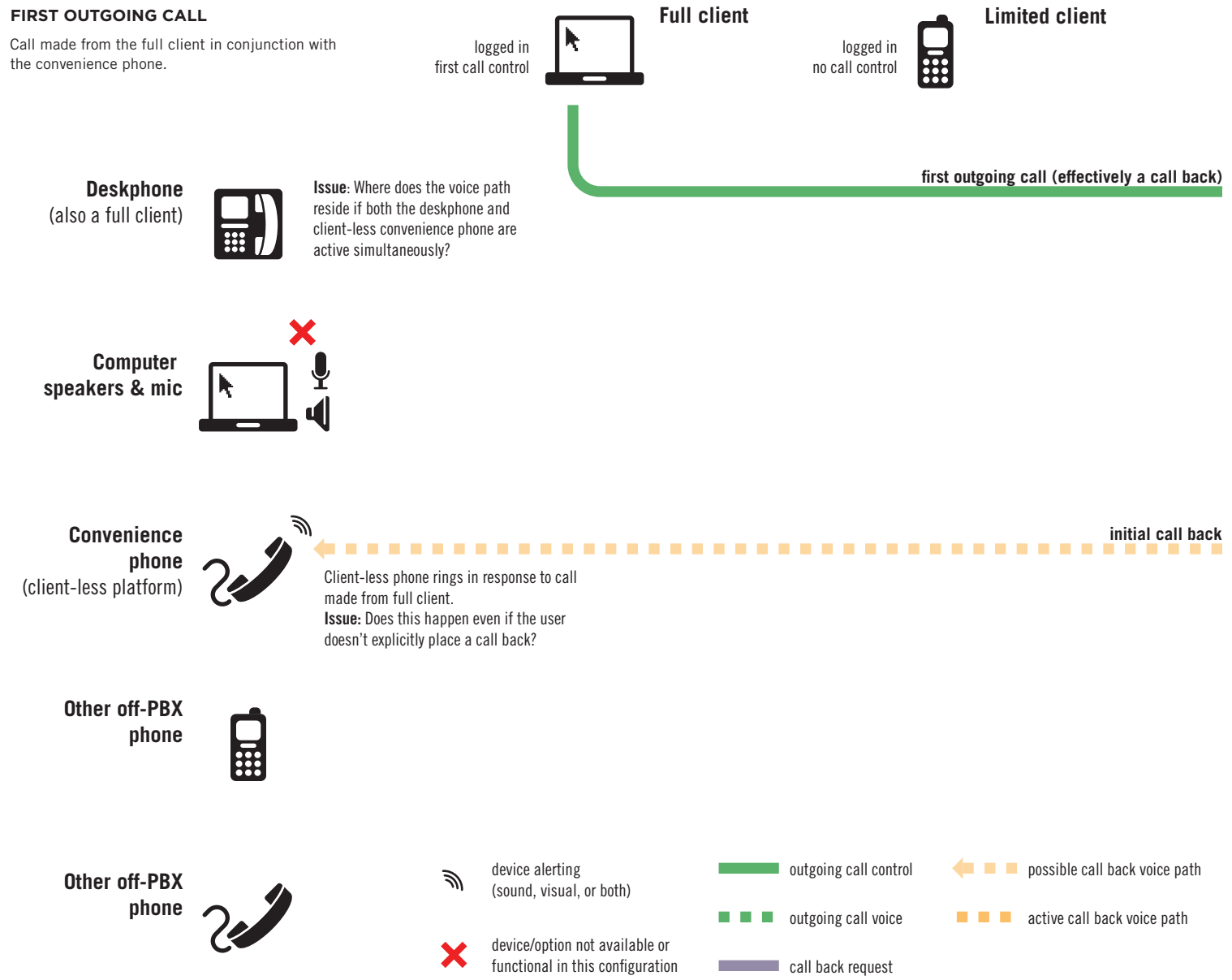


CONFIGURATION DETAILS

The user places the second call from the full client. The first call is placed on hold because voice for both calls is at the deskphone.

FIRST OUTGOING CALL

55.1 Call made from the full client in conjunction with the convenience phone.

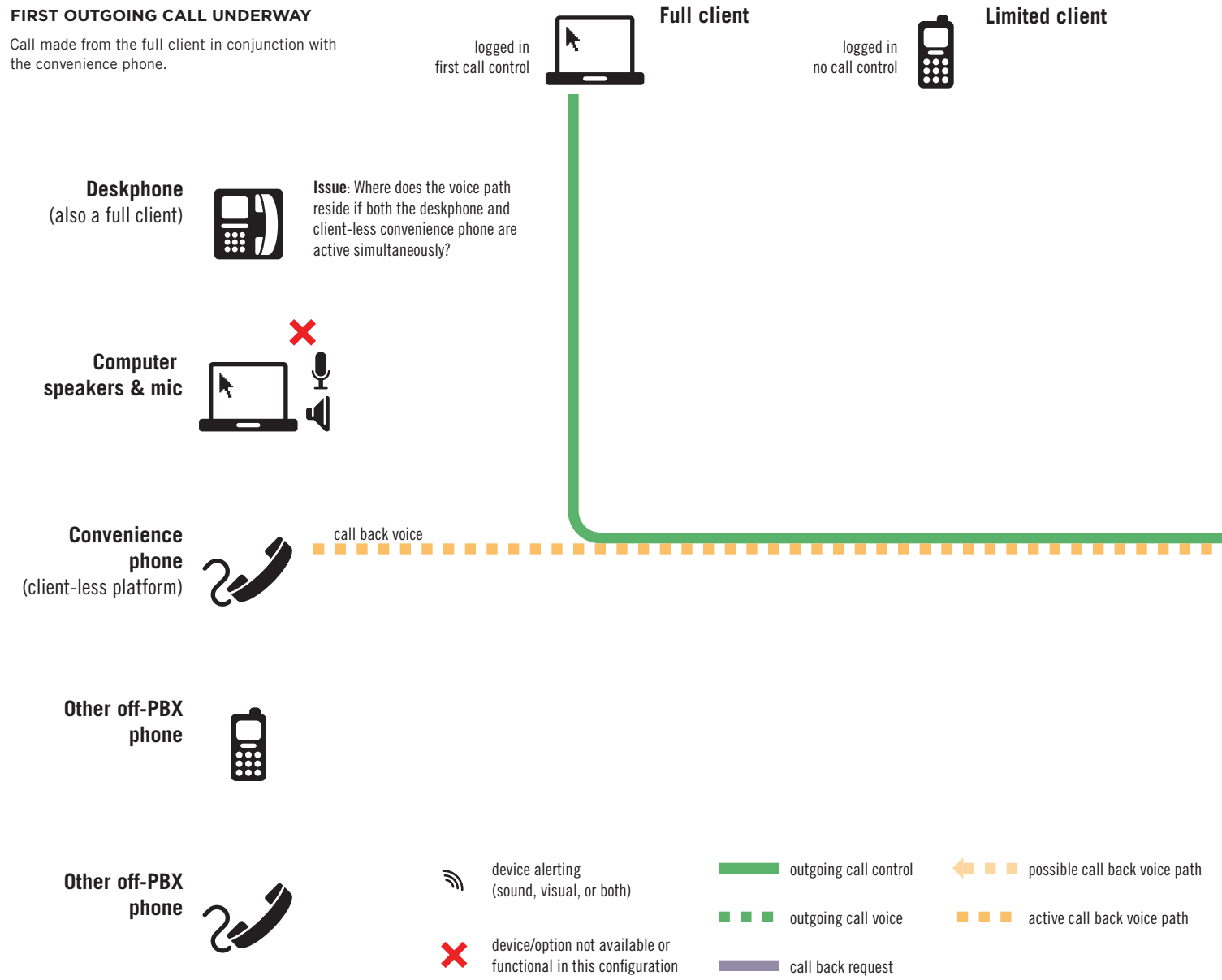


CONFIGURATION DETAILS

The user places a call from the full client but wants the client-less convenience phone to ring as part of what is effectively a call back. There is a potential issue in keeping an off-PBX convenience phone working properly in conjunction with the deskphone. Furthermore, is the user experience of placing a call in this situation akin to placing a direct call or a traditional call back?

FIRST OUTGOING CALL UNDERWAY

56.1 Call made from the full client in conjunction with the convenience phone.

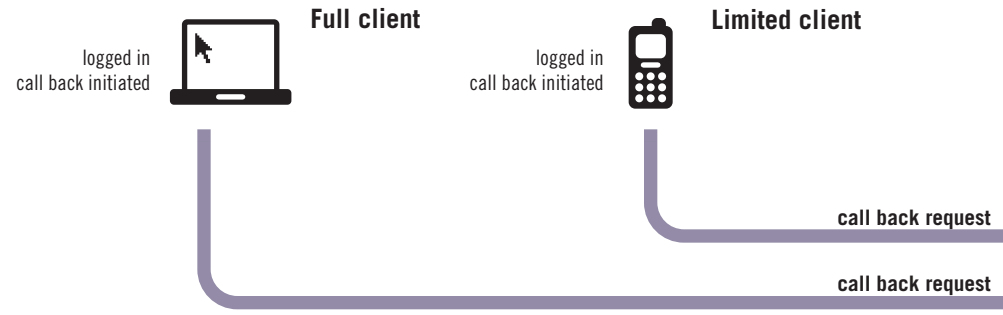


CONFIGURATION DETAILS

The convenience phone call back is effectively completed when the user answers the convenience phone. The voice path of the call back is with the convenience phone but the call control resides at the full client.

INITIATING CALL BACK

57.1 Call back can be initiated from either client



CONFIGURATION DETAILS

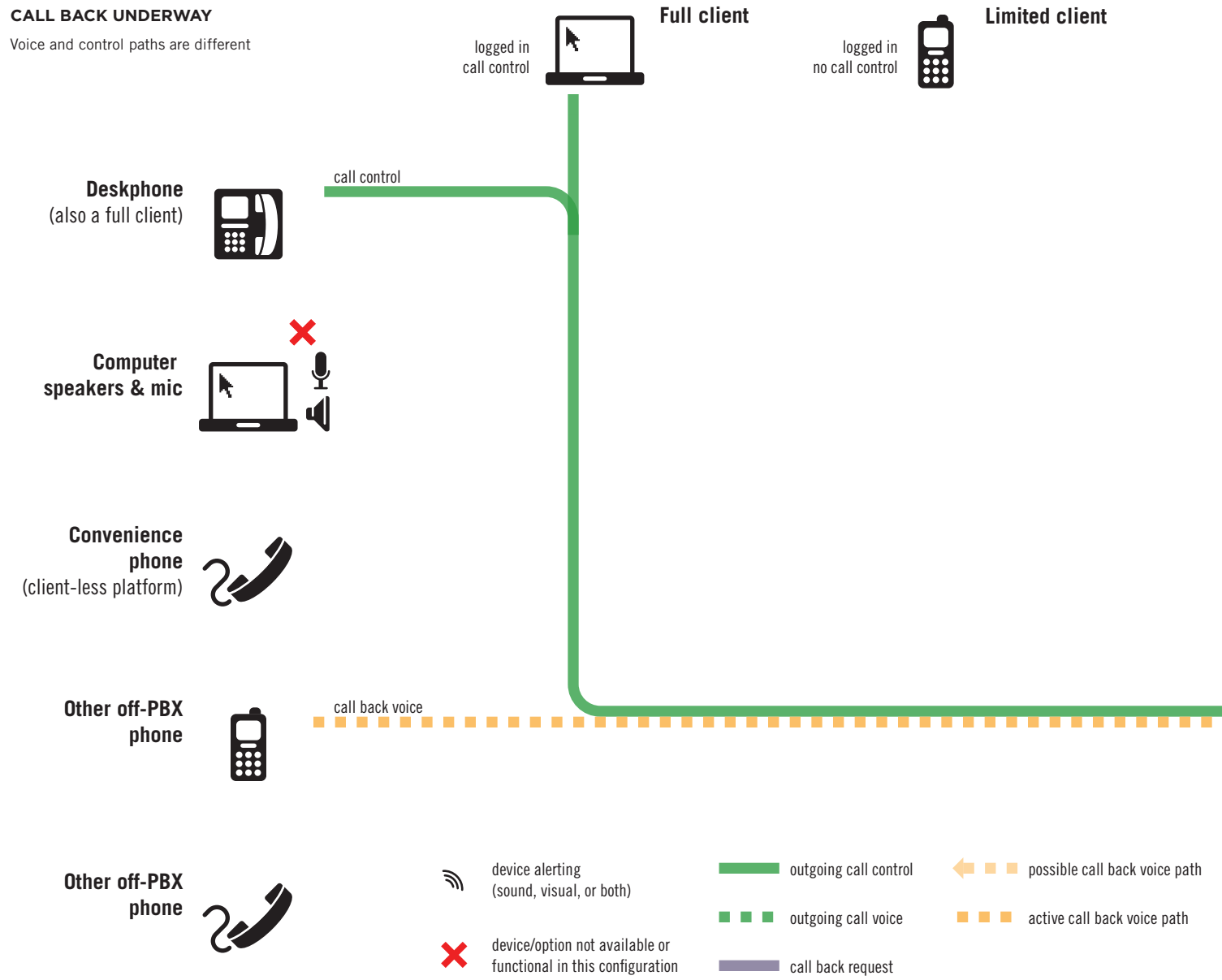
The user initiates a call back from either one-X client. The limited client has no call control capabilities. The call back is placed to a phone selected by the user.



- device alerting (sound, visual, or both)
- outgoing call control
- outgoing call voice
- device/option not available or functional in this configuration
- call back request
- possible call back voice path
- active call back voice path

CALL BACK UNDERWAY

58.1 Voice and control paths are different



CONFIGURATION DETAILS

The call back is effectively completed when the user answers the call back phone. The voice path of the call back is with the selected phone but the call control resides at the full client and with the deskphone, assuming it is integrated into the client-less convenience phone configuration.