



Intelligent Call Forwarding™

Introduction

ESI's **Intelligent Call Forwarding** feature lets users of compatible ESI systems equipped with PRI (ISDN Primary Rate Interface) view the original Caller ID (CID) data of a call forwarded to an off-premises (outside) phone.¹ This feature lets outside calls be forwarded directly to cellular phones, branch offices, answering services, *etc.*, **with** the caller's CID data.

Intelligent Call Forwarding is provided with the **off-premises "reach-me"** feature (see *below*), as well as the **call forwarding off-premises** and **call forwarding no-answer/off-premises** features described later in this *Feature Overview*. With Intelligent Call Forwarding, when a call is forwarded to an outside number, the display shows the CID data for the actual caller rather than for the business from which the call was forwarded. This unique capability gives ESI users more accurate information with which to choose whether to accept forwarded calls or let them go to voice mail. Even internal "intercom" calls will show the extension number as the Caller ID, so a user will know when a call is really from a colleague or boss.

Off-premises "reach-me"

When someone calls an appropriately programmed extension on one of several ESI phone systems, the off-premises "reach-me" feature can forward the caller to a designated outside phone number, depending on extension programming. Off-premises "reach-me" has long been a feature of ESI's higher-level phone systems, but there originally was one limitation: the CID data from the original call wouldn't go along to the receiving outside number. Thus, while the person received the call transfer, it wasn't possible to tell who was calling.² However, with Intelligent Call Forwarding, current ESI systems connected to PRI lines can transfer **both** the call **and** its CID data. This gives the receiving phone user a more accurate idea of who's calling. It also fits well within ESI's historic and patented³ expertise concerning the use of CID.

Supporting features

The following support Intelligent Call Forwarding:

- Off-premises "reach-me."
- Auto attendant outdial (trunk-to-trunk only).
- Trunk-to-trunk transfer.
- **Features specific to Intelligent Call Forwarding** (see page 2 for more details)
 - Call forwarding off-premises.
 - Call forwarding no-answer/off-premises.

¹ See "Systems and versions supported" and "Requirements • Programming," page 3.

² A system prompt would tell the person that the call was a transfer and asked him/her to press a key to accept, but that was the extent of the notification.

³ U.S. Patent No. 6,252,944, issued in 2001. See www.esi-estech.com/about/news/2001/20010710.php.

Features specific to Intelligent Call Forwarding

Call forwarding off-premises

Call forwarding to an outside number is allowed from extensions that have off-premises “reach-me” enabled. To set this, the user presses an assigned call-forward key and then dials the outside phone number. To support this feature, a system must have trunk-to-trunk transfer enabled.

When call forwarding off-premises is set, CO calls directed to the extension, and their CID data, will be forwarded to the outside number to which the extension is set. If the call isn’t answered within a predetermined time interval via DTMF digit confirmation¹, the system will route the caller to the extension’s voice mailbox.

When an intercom call is forwarded, only the caller’s extension number is sent as the Caller ID; the extension number name isn’t included due to limitations of the ISDN protocol. (However, the extension number and a name can be programmed into the directory of most cellular phones, since only the CID number is sent over cellular networks.)

Call forwarding no-answer/off-premises

Call forwarding no-answer to an outside number is allowed from extensions that have off-premises “reach-me” enabled. To set this, the user presses an assigned call-forward/no-answer key and then dials the outside phone number.

When call forwarding no-answer/off-premises is set, CO calls directed to the extension will ring there for a predetermined time and then be forwarded, along with their CID data, to the outside number to which the extension is set. If the call isn’t answered within a predetermined time, the system will route the caller to the extension’s voice mailbox. Also . . .

- If the extension has DND set, the call will be routed immediately to the off-premises number.
- If the extension is busy (*i.e.*, off-hook on another call) and DND isn’t set, call forwarding no-answer/off-premises **won’t** be followed. Instead, call waiting will be initiated (if allowed) and the call, if not answered, will follow the fixed call-forward setting in Function 31.

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Example

1. The user of extension 112 sets call-forwarding no-answer/off-premises to his cell phone number.
2. Someone calls the main number. The system captures the caller’s CID data.
3. At the auto attendant prompt, the caller dials **1 1 2**.
4. Extension 112 rings until the no-answer timer expires.
5. The caller and CID data are forwarded out to the user’s cell phone.
6. The user receives the CID.
7. The user answers the call.
8. The ESI system prompts the user to press **1** to accept or ***** to send the call to voice mail.
9. The user presses **1** to accept.

¹ The same method used by off-premises “reach-me.”

Systems and versions supported

- IP Server 900 (all versions of system software).
- ESI-1000, ESI-600, ESI-200, ESI-100, and ESI-50 (all versions of system software).

Note: To support certain ESI Communications Server features, the entry-level ESI-50L must be upgraded to an ESI-50.

- IVX X-Class software v. 10.5.0 and up.
- IVX E-Class Generation II software v. 2.4.0 and up.
- IP E-Class Generation II software v. 2.2.0 and up.

Requirements • Programming

- The ESI system must be equipped with PRI, and calls forwarded to off-premises destinations must go over PRI circuits.
- The outside phone line must have Caller ID service provided by the local exchange carrier.
- In Function 32, external forwarding and trunk-to-trunk transfer must be enabled.
- An Installer can assign the call-forward/no-answer key to all phones in Function 35.

Limitations

- When an intercom call is forwarded, only the caller's extension number is sent as the Caller ID; the extension **name** is not included due to limitations inherent to the ISDN protocol. However, the extension number and a name can be programmed into the directory of most cellular phones, since only the CID number is sent over cellular networks.
- Not all carriers will support the ISDN user-to-user information element that Intelligent Call Forwarding uses. Although ESI has tested Intelligent Call Forwarding extensively with many different carriers and services, including cellular and long-distance carriers, ESI cannot guarantee this feature will work with all telephone networks.

Note: For more complete details on the ESI systems mentioned in this document, consult their respective documentation. ESI-trained Resellers may download product documentation from www.esi-estech.com/Resellers (password required).

About ESI

ESI (Estech Systems, Inc.) is a privately held corporation based in Plano, Texas. Founded in 1987, ESI specializes in business communications systems. ESI pioneered the all-in-one telephone and voice mail system. The original IVX, introduced in 1996, represented a radical breakthrough in system design: the inclusion of a full suite of features within a single integrated system.

Since its days as a small start-up, ESI has enjoyed exceptional stability and growth while maintaining its dedication to small-company values — including the need to take care of the most important part of the equation: your business.



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