AT&T Unified Communications Services
Component Feature Matrix & Supported Devices

January, 2015

Unified Communications (UC) and Telephony Together in the Cloud

AT&T UC Services provides users with one place to go for enhanced visibility and control over a range of UC applications and telephone features. Two tightly integrated components comprise this offering, including AT&T Unified Communications Voice (AT&T UC Voice) and either Cisco® Jabber® or Cisco UC Integration for Microsoft® Lync® (CUCILync).

AT&T UC Voice is a feature-rich, cloud-based Internet Protocol (IP) telephony solution that provides easy-to-use, high-quality voice and UC features as a service. It employs the Cisco Hosted Collaboration Solution (HCS) platform as the core of this service. Cisco Jabber is a UC client application for a selection of mobile devices, smart devices and PCs. CUCILync is a desktop integration for Microsoft Lync. Both Jabber and Lync offer an easy-to-use dashboard for a consolidated view into multiple UC and IP telephony tools.

To help you find the right service at the right price, AT&T UC Services offers a range of subscription packages. Select those that best meet your needs. The current packages include:

Essential Includes voice and basic call processing as well as support for traditional analog phones. Generally used for common areas such as conference rooms and lobby areas. Voicemail is not available with this package.

Fundamental Includes voice and basic call processing and Single Number Reach (SNR). Voicemail can be added as an optional feature.

Fundamental with Cisco Jabber	Includes voice and basic call processing for a single Cisco Jabber mobile or desktop client user, SNR, and voicemail. Jabber client can be installed on up to ten devices.
Fundamental with Cisco UC Integration for Microsoft Lync	Includes voice and basic call processing, SNR, Cisco UC Integration for Microsoft Lync® (CUCILync) for integration with Microsoft Lync*, and voicemail**.
Basic	Includes voice and basic call processing and SNR for a single IP hard phone. Voicemail can be added as an optional feature.
Standard with Cisco Jabber	Includes voice and basic call processing, SNR and a single Cisco Jabber softphone client (desktop or mobile). Voicemail can be added as an optional feature.
Standard with Cisco UC Integration for Microsoft Lync	Includes voice and basic call processing, SNR, Cisco UC Integration for Microsoft Lync® (CUCILync) for integration with a single softphone Microsoft Lync® client*. Voicemail** can be added as an optional feature.
Enhanced with Cisco Jabber	Includes voice and basic call processing, SNR, Cisco Jabber client for up to ten devices (softphones and hard phones each count as one device), and unified messaging (includes voicemail).
Enhanced with Cisco UC Integration for Microsoft Lync	Includes voice and basic call processing, SNR, Cisco UC Integration for Microsoft Lync® (CUCILync) for integration with Microsoft Lync, for up to ten devices*, (softphones and hard phones each count as one device), and unified messaging (includes voicemail)**.
AT&T UC Services **3rd party SIP** Integrations	AT&T UC Voice integrates via Session Interface Protocol ("SIP") to interface with supported 3rd party UC clients including Microsoft Lync and IBM Sametime. 3rd party UC clients are provided by the customer. Additional integration charges apply.

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*Microsoft Lync® UC client is not included with the subscription. Customer must separately obtain Microsoft Lync®

** CUCILync client utilizes Cisco Unity voicemail

A device can consist of an IP phone, desktop client, mobile client, or analog device. No devices are included in any AT&T UC Services subscriptions.

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Section 1. Services

Service Component	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Auto Attendant: Optional add-on									
Call Management: Call handlers, directory handlers, interview handlers, call routing, schedules and holidays. Note: Requires purchase of one voice port per call handler, directory handler or interview handler. Each customer site may be provisioned with up to four primary handlers with each handler having up to four sub-options. Additional options beyond the 4 x 4 options or custom outbound dialer's requirements are at additional charge to the customer. Additional charges will be based on time to setup beyond standard call handlers.								✔ Optional add-on	✔ Optional add-on
Call Features:									
Barge: single button		✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)
Busy Lamp Field speed dials	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)	✔ (dependent upon device type)
Call Forward: All, Busy, No Answer, to Voicemail (w/reason codes), and Unregistered. Note: Call Forwarding to voicemail is only available when is purchased; otherwise calls can be forwarded to another number but not to voicemail.	✔	✔	✔	✔	✔	✔	✔	✔	✔
Call Hold/Resume: Includes Music on Hold or total silence	✔	✔	✔	✔	✔	✔	✔	✔	✔
Call Park	✔	✔	✔	✔	✔	✔	✔	✔	✔
Call Pickup and Group Call Pickup	✔	✔	✔	✔	✔	✔	✔	✔	✔

Service Component	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Call Transfer: Direct, Consultative, Blind, Complete transfer on hang up	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Waiting	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Detail Recording (CDR) data center sent to customer server via Secure File Transfer Protocol (SFTP) or File Transfer Protocol (FTP)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Client Matter Codes (CMC) – and Forced Authentication Code (FAC)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hierarchical dial plan based on site codes and station numbers or a customer-wide flat dial plan based station numbers	✓	✓	✓	✓	✓	✓	✓	✓	✓
Do not Disturb: do not ring, call reject, redirect to voicemail (only available when voicemail is purchased)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial-via-Office Reverse (DVO-R): Allows users to make outbound calls from their mobile phones using their voice plan as if they were dialing from their work phone number (available only on mobile devices with Jabber clients)			✓			✓		✓	
Forced Authentication Codes – future release		✓	✓	✓	✓	✓	✓	✓	✓
International dialing	✓	✓	✓	✓	✓	✓	✓	✓	✓
Join across lines: allows user to join callers from different lines	✓	✓	✓	✓	✓	✓	✓	✓	✓
Multi-CODEC (CODer-DECoder) support; use high bandwidth CODEC (G.711) for intra-site communications and low bandwidth CODEC (G.729) for inter-site communications	✓	✓	✓	✓	✓	✓	✓	✓	✓
On-Hook and Off-Hook dialing	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)			✓ (dependent upon device type)	✓

Service Component	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Variable Public Switched Telephone Network (PSTN) Breakout code using ENT. Provides support for variable PSTN breakout, so a different break-out digit than Dual-Tone Multi-Frequency (DTMF) digit 9 can be used (where permitted by applicable law)	✓	✓	✓	✓	✓	✓	✓	✓	✓
"+" (E.164) dialing when supported by the phone	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conferencing:									
Ad-hoc Conferencing (up to four participants). Conferences larger than 4 participants may be supported under certain designs (depending upon the conference resources procured and the number of simultaneous conferences being held).	✓	✓	✓	✓	✓	✓	✓	✓	✓
Multi-Party Meet-Me Conference Participant: Allows users to establish audio conferences (depending on their phone model) generally allowing up to 8 participants. Conferences larger than 8 participants may be supported under certain designs (depending on the Digital Signal Processor (DSP) resources procured and the number of simultaneous conferences being held).	✓	✓	✓	✓	✓	✓	✓	✓	✓
Multi-Party Meet-Me Conferencing Participate: Dependent on phone, allows user to establish conference that attendees can direct dial into Limited to eight participants per Cisco Unified Communications Manager (CUCM) instance; phone dependent; larger conference calls possible depending on available Digital Signal Processor (DSP) resources	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conference chaining (audio)	✓	✓	✓	✓	✓	✓	✓	✓	✓

Service Component	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Directories:									
Directories on IP phone: Corporate directory, missed calls, placed calls, received calls, personal directory		✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)			✓ (dependent upon device type)	✓ (dependent upon device type)
Personal Address Book: IP phone app which stores personal address book		✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)
Extension Mobility:									
Extension Mobility: User can log onto IP phone within their organization and apply their user profile and number		✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)
Incoming Call Routing:									
Auto Answer	✓	✓	✓	✓	✓	✓	✓	✓	✓
Calling Line Identification (ID), when supported by the Public Switched Telephone Network (PSTN)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Calling Name ID, when supported by the PSTN	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dialed Number ID Service (DNIS): receipt/passing of dialed number	✓	✓	✓	✓	✓	✓	✓	✓	✓
Direct Inward Dial (DID)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hunt Groups: Longest Idle Hunting, Broadcast Hunting.	✓	✓	✓	✓	✓	✓	✓	✓	✓
Multiple Calls Per Line: Depending on phone, can support up to 99 calls on a single line.	✓	✓	✓	✓	✓	✓	✓	✓	✓
Shared/Bridged line appearances: Same number on multiple phones	✓	✓	✓	✓	✓	✓	✓	✓	✓

Service Component	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Unified Messaging									
Single inbox in customer's Exchange account for both emails and voice mails		✓ (available with Unified Messaging when purchased separately))	✓ available with Unified Messaging when purchased separately	✓ (available with Unified Messaging when purchased separately	✓ available with Unified Messaging when purchased separately)	✓ (available with Unified Messaging when purchased separately	✓ (available with Unified Messaging when purchased separately)	✓	✓
View email and voicemail together from an Internet Message Access Protocol (IMAP) client from any email application (Email Application not supported by AT&T UC Services)		✓ Unified Messaging when purchased separately)	(✓ (available with Unified Messaging when purchased separately)	✓ (available with Unified Messaging when purchased separately	(✓ (available with Unified Messaging when purchased separately	(✓ (available with Unified Messaging when purchased separately)	✓ (available with Unified Messaging when purchased separately)	✓	✓
ViewMail for Outlook® plug-ins allow user to compose, reply to, forward, play, rewind, or pause messages from web accessible email client		✓ ✓ (available with Unified Messaging when purchased separately)	✓ available with Unified Messaging when purchased separately)	✓ (available with Unified Messaging when purchased separately	✓ Unified Messaging when purchased separately	✓ (available with Unified Messaging when purchased separately)	✓ (available with Unified Messaging when purchased separately)	✓	✓
Outgoing Call Routing:									
Click-to-Call and Click-to-Dial; available with a UC client (Cisco Jabber, etc.)			✓	✓		✓	✓	✓	✓
Multiple line appearances		✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)			✓ (dependent upon device type)	✓ (dependent upon device type)
Toll restriction	✓	✓	✓	✓	✓	✓	✓	✓	✓
Group Announcements (Paging) Services **Optional add-on**									
Basic									
Live audio paging to up to 50 supported IP Phones		✓	✓	✓	✓	✓	✓	✓	✓
Advanced		✓	✓	✓	✓	✓	✓	✓	✓

Service Component	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Communicate with mobile and remote users		✓	✓	✓	✓	✓	✓	✓	✓
Integration to existing overhead paging systems		✓	✓	✓	✓	✓	✓	✓	✓
Pre-recorded/scheduled broadcasts and alerts (for school bells, shift changes, etc.)		✓	✓	✓	✓			✓	
Triggered notification to/from other systems (alerts buttons, , door locks, lights, etc.)		✓	✓	✓	✓	✓		✓	
Phone Features:									
Abbreviated dialing: Program from 1-99 numbers that when dialed will automatically dial a pre-programmed number.		✓ (IP Phones Only)	✓ (IP Phones Only)	✓ (IP Phones Only)	✓ (IP Phones Only)	✓	✓	✓ (IP Phones Only)	✓ (IP Phones Only)
Answer/Release: Soft key to answer/end call on IP phone for most phones	✓	✓ (dependent upon device type)	✓	✓	✓ (dependent upon device type)	✓	✓	✓ (dependent upon device type)	✓ (dependent upon device type)
Audible and visual indication of ringing line: Indicator light on IP phone/handset, distinctive ring per line, distinctive ring (external vs. internal), user configurable ring settings (see Note 1)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓			✓	✓
Call status per line: On IP phone showing connected state, number, and timer of call duration	✓ (dependent upon device type)	✓	✓	✓	✓			✓	✓
Direct Outward Dial (DOD)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Geo-redundant voice access to core data centers (US only).	✓	✓	✓	✓	✓	✓	✓	✓	✓

Service Component	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Hands-free speakerphone support	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)	✓ (dependent upon device type)			✓ (dependent upon device type)	✓ (dependent upon device type)
Live recording of phone conversations via the user's voicemail system, recording stored in mailbox	✓ (Optional with purchase of Voice Mail)	✓ (Optional with purchase of Voice Mail)	✓ (Optional with purchase of Voice Mail)	✓ (Optional with purchase of Voice Mail)	✓ (Optional with purchase of Voice Mail)	✓ (Optional with purchase of Voice Mail)	✓ (Optional with purchase of Voice Mail)	✓)	✓ (
Multiple line appearances: Number based on IP phone.	✓ (dependent upon device type)	✓ (dependent upon device type)	✓	✓	✓ (dependent upon device type)			✓ (dependent upon device type)	✓ (dependent upon device type)
Soft key support	✓ (dependent upon device type)	✓ (dependent upon device type)	✓	✓	✓ (dependent upon device type)	✓	✓	✓	✓ (dependent upon device type)
Presence and Instant Messaging (IM) Service:									
Cisco Jabber (IM and Presence not available when using Voice Phone Only mode)			✓			✓		✓	
Cisco Jabber with High Availability (HA) IM and Presence			✓			✓		✓	
CUPS Federation to Microsoft® Lync®				✓			✓		✓
Security Features:									
HyperText Transfer Protocol Secure (HTTPS) for highly secure web access to Self-Care and Administer Portals	✓	✓	✓	✓	✓	✓	✓	✓	✓
Password and Personal Identification Number (PIN) policy options: to help enforce expiration, complexity, reuse, and lockouts supported.		With optional purchase of Voicemail	✓	✓	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✓	✓
Security event logging in Self-Care and Administer Portals	✓	✓	✓	✓	✓	✓	✓	✓	✓
Private messaging: Helps prevent playing of private messages forwarded outside of enterprise		With optional purchase of Voicemail	✓	✓	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✓	✓

Service Component	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Voice message aging policies: Deletes messages beyond specified number of days for all users		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Voice message aging policies: Set on a user basis		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Service Component:									
Desk and mobile pick up: Available with purchase of client			✔	✔		✔	✔	✔	✔
Single Number Reach (SNR):									
Single number reach: Call processing to customer defined devices		✔	✔	✔	✔	✔	✔	✔	✔
Single number reach: With day of week and time of day access		✔	✔	✔	✔	✔	✔	✔	✔
Usability Enhancement:									
Privacy: will disable the Barging feature on phone line.	✔	✔	✔	✔	✔			✔	✔
Voicemail:									
Address message by extension or by name		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Address message to multiple recipients		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Call restriction tables to minimize the potential for toll fraud		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Call Routing, Time of day and Holiday schedulers		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Can create private distribution list and send messages to this list		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Can send notifications for messages from a particular user or phone number		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔

Service Component	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Can specify after greeting action: callers can leave message, sign in, hang up, or be sent to call handlers, directory handlers, interview handlers, or other users		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Live reply (internal and external callers): Immediately reply to messages from other users		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Mark message as regular, urgent, or private		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Play messages: Reverse, pause, or fast forward message, control volume, speed		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Process messages: Repeat, reply, record, forward, delete, save, mark as new, hear day or time stamp, skip to next message		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Record message for future delivery		With optional purchase of Voicemail	✔	✔	With optional purchase of Voice Mail	Included with purchase of Voice Mail	Included with purchase of Voice Mail	✔	✔
Record up to five personal greetings: Alternative, busy, internal, of hours, or standard		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Remove introductions to forwarded messages		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Request return receipt for recorded message		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Search for messages by name, caller ID, phone number, extension		With optional purchase of Voicemail	✔	✔	With optional purchase of Voicemail	With optional purchase of Voicemail	With optional purchase of Voicemail	✔	✔
Visual voicemail			✔			✔		✔	

Web Attendant Console:										
Enterprise attendant console: One console supports up to 40 attendants (see Note 2)									Optional	Optional

*Includes voicemail

Note 1: Feature requires specific Internet Protocol (IP) phone model to support

Note 2: Some features require additional software, configuration and specific hardware to support

Jabber, Lync, CUCILync Applications Support	Description
Cisco Jabber	Cisco Jabber for PC (Windows and Mac), iPhone, and iPad provides click-to-call as well as IM and Presence. Requires selection for UC Voice port to support call processing. Cisco Jabber for Windows, iPhone, and Android: Voice Phone Only mode, which supports audio capabilities but not IM or Presence. Cisco Jabber for Windows supports: • Microsoft Office integration, which allows users to view Presence and launch IM, voice, and video directly from Office • Extend and Connect capabilities that allow users to place and receive calls controlled by a third party telephony service such as PSTN or legacy PBX Cisco Jabber clients for tablets and mobile smartphones: Jabber IM and Presence, Jabber desktop softphone, Jabber Tablet softphone, Jabber mobile smartphone (iPhone, iPad, and Android) Additional feature functionality includes: • Contact photos • WebEx® • No LDAP (simplified Jabber install) • High availability • Extend and connect (place and receive outgoing calls with a phone that is controlled by third-party telephony service) • Dial Via Office Reverse (DVO-R) (allows users to make outbound calls from their mobile phones using their voice plan as if they were dialing from their work phone number) • Calendar integration (allows Jabber to drive presence status into the Office contact card)
Cisco IP Communicator	Softphone features support on PC. Requires coordination with end users and customer security team to verify media and signaling ports are open to support call processing. Specific Virtual Private Network (VPN) clients may be required to support operation for remote users.
Cisco UC Integration for Microsoft Lync (CUCILync)	CUCILync is a UC client integration that works with Microsoft Lync® on PCs. CUCILync allows users to seamlessly integrate their UC Voice with their Microsoft Lync®, providing IM, Presence, click to call, and conference calls.

Auto Attendant Support	Description
Call Handlers	Allows voicemail port to be configured to support inbound selectable call options with prompt defining each option. Upon selecting an option the inbound call is directed to a specific end user or hunt group number. There are no queuing options or statistics for inbound calls provided with call handlers. Each voicemail port can be defined with up to four primary options with four sub options. Additional primary and sub options can be configured for additional cost based on the time required to configure.

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Other Supported Applications	Description
Advanced E 911	This optional feature may be implemented at customer's request to enable the customer to deliver enhanced location information with 9-1-1 calls placed from UC enabled IP phones and softphones. Support for mobile devices is limited or unavailable, This feature is available only in the United States.
Group Announcements (Paging)	The basic paging service supports live audio paging to a maximum of 50 supported endpoints. It can be configured to send an audio announcement to a single phone or a group of up to 50 supported endpoints.
	The advanced features include Singlewire® InformaCast™, a full-featured notification solution that enables organizations to reach supported IP phones with text, live audio messages, and/or pre-recorded audio messages. Notifications can be sent to supported IP speakers, existing analog overhead paging systems, computer desktops via a pop-up client or Jabber IM, IP-based Digital Signage, email, and social media (twitter, Facebook, etc.). Informacast Advanced Notification can be used to automatically send alerts, monitor numbers dialed within an organization, initiate conference calls with managers, and trigger notifications to and from other networked systems.
	(This is an optional add-on)
Collaboration Edge — VPN-less support for IM and Presence	Enables supported Jabber clients not on the customer's corporate WAN to connect to customer's UC Voice service using an encrypted Internet connection. Supports the following Jabber features for Jabber clients on Mac, Windows, iOS and Android (versions 9.6/9.7):

- Instant Messaging and Presence
- Voice and video calls
- Jabber-based audio and video conferencing
- Desktop sharing
- Visual voicemail
- Custom HTML tabs
- Directory search (limited)
- Directory photo
- Dx650 , 78xx, 88xx hard phones are not supported

 (This is an optional add-on) |
| Tail End Hop Off (TEHO) — using Cisco Unified Communications Domain Manager (CUCDM) | TEHO is a toll bypass mechanism that allows an organization to save money on national long distance and international calls by routing the calls via VoIP network and exiting through a PSTN gateway that is local to the called party. With this service the called party will see a local number instead of the originating party's number. If the call routing via VoIP network fails then the call would be routed in the traditional manner as a standard international call. Supported for International Calls only. |
| Esna Integration | ESNA iLink for Jabber :

- Chrome Extension that uses AT&T UC Voice with Jabber to bring Native Jabber features on web- based client

ESNA iLink for WebEx

- Chrome Extension that uses AT&T WebEx to setup and start an instant WebEx meeting right from Google Calendar

 ESNA Cloudlink ™ 5.0 For Unified Messaging and iLink for WebEx

- Applicaton Server hosted in AT&T UC data center that enables Unified Messaging with AT&T Voicemail system , Click to Call, presence, Federation with Google Talk

SalesForce Integration :

- AT&T UC Voice with Jabber integrates with customer Sales force via CTI and supports presence , IM, Native Jabber features , Call Management

(This is an optional add-on) |

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AT&T UC Services 3rd Party SIP Integration.	IBM Sametime SIP Integration: AT&T UC Voice is integrated to IBM Sametime using a SIP trunk for audio and video calls. IBM Sametime Unified Telephony (SUT) software offers instant messaging with telephone capabilities on users' desktops.
	Supported features include
	- Single number reach (when Sametime Unity users configure UC Voice number on the IBM Sametime client) - Integrated presence - Softphone calling from Sametime client - Calling to video endpoints and multi-point conferencing units - Calling to telephony numbers or conference bridges - Click-to-call, dial through quick find or dial pad, view call history - Mute control, volume control, video start/stop from within a call - Device hand off from the Sametime client (moving from IP phone to Sametime, or Sametime to Mobile, or IP Phone to mobile) - E.164 dialing (full 10 digit) default; no Universal Resource Indicator (URI) dialing
AT&T UC Services 3rd Party SIP Integration	- Microsoft Lync: AT&T UC Voice is integrated to Microsoft Lync, enabling Enterprise Lync users to place and receive calls to and from a UC Voice user. UC Voice can be used as a gateway to PSTN, thus minimizing the need for the provisioning of separate SIP Trunks and/or gateways for PSTN access. UC Voice DID may be used for Single Number Reach functionality with simultaneous ring on both UC Voice phone and Lync client - Lync clients can configure simultaneous ring with a Cisco IP phone when a call is received on their Lync client in Lync Tools Options

Section 2. Supported Devices (These devices must be purchased separately.)

Supported Devices (must be purchased separately)	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Analog Device Support:									
Fax/Modem Device, over-head paging system with interface, analog phone, etc. Requires separate analog voice gateway and selection of voice port	✓	✓	✓	✓	✓			✓	✓
Attendant Console (7915, 7916 side car):									
Attendant console side car, models 7915 and 7916, provide up to 24 additional line appearances when connected to either a Cisco 7965 or 7962 IP phone. Up to two sidecars can be combined per IP phone to provide up to 48 line appearances. The line keys can be programmed to provide Busy Lamp Fields (BLF) for use with executive assistance or receptionists' desks (see Note 2).			✓ Optional add-on	✓ Optional add-on	✓ Optional add-on			✓ Optional add-on	✓ Optional add-on
IP Phone and Device Options:									
Analog devices/fax	✓	✓	✓	✓	✓			✓	✓
Cisco Unified IP Phone models 3905 and 6901	✓	✓	✓	✓	✓			✓	✓
Cisco Unified IP Phone models 6911, 6921, and 7821		✓	✓	✓	✓			✓	✓
Cisco Unified IP Phone models 69xx (except 6901, 6911, and 6921)					✓			✓	✓
Cisco Unified IP Phone Series 89xx, and 99xx					✓			✓	✓
Cisco IP Phone models 79xx			✓	✓	✓			✓	✓
Cisco Unified IP Phone Series 7841/7861					✓			✓	✓
Cisco Unified IP Conference Phone 8831			✓	✓	✓			✓	✓
Cisco IP Phone models 88x1 (8811, 8841, 8851, 8861)					✓			✓	✓

Supported Devices (must be purchased separately)	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Cisco Unified IP Phone Series 8900 and 9900 with optional video camera					✓			✓	✓
Cisco Desktop Collaboration Experience DX650					✓			✓	✓
Cisco Telepresence System models EX60 and EX90					✓			✓	✓
Cisco IP Communicator Softphone client for PC			✓	✓		✓	✓	✓	✓
Fax/Modem over IP: Fax Pass-Through, Cisco Fax-Relay, T.38 Fax-Relay, Modem Pass-Through, Cisco Modem Relay, SIP T.38 Features not specific to Voice over Internet Protocol (VoIP) port option. Analog port on Cisco voice gateways may be required	✓	✓	✓	✓	✓			✓	
Altigen IFusion Docking Station: Provides handset, speaker, and power support for Apple iPhone. Provides UC Voice features when Jabber mobile application is added to iPhone			Available with purchase of Jabber client			Available with purchase of Jabber client		Available with purchase of Jabber client	
Softphone client: Jabber for desktops, tablets, and smartphones			✓			✓		✓	✓
Third Party Session Initiation Protocol (SIP) (Polycom IP endpoint, etc.)			✓	✓	✓			✓	✓
IP Phone and Device TelePresence Options:									
Third Party SIP TelePresence room system (Polycom systems)								Optional add-on	Optional add-on

Supported Devices (must be purchased separately)	Essential UC Voice	Fundamental UC Voice	Fundamental UC Voice / Cisco Jabber*	Fundamental UC Voice / CUCILync*	Basic UC Voice	Standard UC Voice / Cisco Jabber	Standard UC Voice / CUCILync	Enhanced UC Voice / Cisco Jabber*	Enhanced UC Voice / CUCILync*
Video Telephony:									
Point-to-point video using 89xx and 99xx phones with add-on camera					✓ Jabber desktop and tablet clients only, not smartphone clients)			✓ Jabber desktop and tablet clients only, not smartphone clients)	✓

*Includes voicemail

Note 1: Feature requires specific Internet Protocol (IP) phone model to support

Note 2: Some features require additional software, configuration and specific hardware to support

Supported Router Solutions	Description
AT&T IP Flexible Reach with Call Preservation using Bidirectional Forwarding Detection (BFD)	Supports the preservation of in-flight calls in the event the primary lines goes down. Facilitates geographical high-availability/redundancy for SIP based services (such as IP Flexible Reach) that use Bidirectional Forwarding Detection (BFD) to quickly identify IP paths that have failed. This allows for a non-operational trunk to be identified, so that the SIP provider can route the call to the alternative trunk (usually in a different data center).
AT&T Consolidated Managed Router Solution (MRS)	Consolidates UC Voice Router with MRS Router. Combines the Wide Area Network (WAN) and Local Break Out (LBO) functionality into a single router solution.