

Single Number Reach - Features

New Features

Features	Description	Details
Mobile App	Manage your Single Number Reach calling features through your smartphone, and make and receive calls using a Wi-Fi connection or your mobile data plan.	Compatible with Android & iPhone smartphones.
Desktop App	Manage your Single Number Reach calling features, and make and receive calls with the click of a button – all from a computer at any location with Internet access.	Compatible with MAC and PC.
Call Reporting	Use Call Reporting to analyze your organization's call volumes and patterns. View and save your reports, for up to 13 months, using the web portal.	—
Call Waiting	The ability to turn On or Off and to forward calls when busy or on an active call.	—

Migrated & Upgraded Features

Features	Description	Details
Find Me, Follow Me	Route incoming calls to as many as five numbers of your choice.	—
	Sequential mode: Manage your incoming calls so users receive calls in order, always beginning with the same user.	Upgraded: From 4 to 5 telephone numbers Available with: Find Me, Follow Me
	Simultaneous mode: Set multiple devices to ring when your business number is called. You can program up to 10 simultaneous ring numbers for incoming calls.	Renamed: Simultaneous Ring Upgraded: From 4 to 10 telephone numbers
Forward all calls	Forward your Single Number Reach incoming calls to another number.	—
Voice Message to Email	Stay organized with all your voice messages centralized to your inbox, easy to access and forward – no need to check your Voicemail inbox to retrieve messages.	Renamed: Voicemail to Email
Weekly Schedule	Create custom schedules.	Renamed: Call Routing Schedule Available with: Find Me, Follow Me and Simultaneous Ring.
Caller ID	See the name and number of callers before you answer the phone.	Renamed: Call Display
Zero to Attendant	Allows you to specify a number that callers will be forwarded to if they press zero upon reaching your voicemail.	Renamed: Zero-out
Paging	Get notified on your pager when your Single Number Reach mailbox receives a new message.	Renamed: Voicemail outcall notification Available with: Voicemail
Outbound Calling	Use your Single Number Reach to make outgoing calls.	Available with: Desktop & Mobile apps
Make Overseas Calls	Make outgoing overseas calls	Available with: Desktop & Mobile apps
Speed Dial	Assign a single-digit key to up to 8 phone numbers so you can quickly dial important contacts.	Available with: Desktop & Mobile apps
4-Way Conferencing	Add another person to an in-progress call.	Upgraded to 6-Way Conferencing with the ability to add up to 5 other people simultaneously
Single Number Reach Web Portal	Allows you to access all features and make real-time changes to your Single Number Reach, such as setting up call routing schedules.	—
Do Not Disturb	Temporarily disables incoming calls.	—
Address Book	Sync your smartphone's local address book with the Mobile app and integrate your Outlook contacts with the Desktop app.	—
Caller History	Access the list of recent calls, including callers' information as well as the time and date of the call.	Available with: Desktop & Mobile apps
Presence Aware	Notifies you on your computer when receiving an incoming call	Renamed: Desktop app
Call Director	Setup nine options to route incoming calls.	Renamed: Auto Attendant
Voicemail	Access the mailbox by calling your own phone number and pressing 9. You can listen to messages, record a new greeting, etc.	Upgraded: from 40 to 50 message capacity

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Discontinued Features

Features	Description	Details
Call Screening with Intercept	Listen to Voicemail messages in real time and redirect the call.	Now you can access your Voicemail messages from the Desktop & Mobile apps or by calling the Single Number Reach
In Hours & Out of Hours Greetings	Setup custom greetings	This feature is still available if you have Voicemail and/or Call Director
Fax Message Centre	Manage all of your Voicemail and fax messages in one location.	Fax functionalities are now available through the Business Internet Fax service
	Fax Store and Forward: Send/receive and forward faxes to any fax machine.	—
	Fax Option for Automatic Print: Print/delete incoming fax messages to free more space for Voicemail messages.	—
Pager Connection	Get paged by the service while a caller is on hold.	—
Private Code Screening	Allow specific callers to contact your Single Number Reach even when the Do Not Disturb is activated.	—
Wake-up Call	Schedule a reminder for a meeting or special event.	—
Notifications of almost full Mailbox	Receive notifications that the mailbox is almost full when accessing the Voicemail interface.	—
Receiving a Forwarded Call on Single Number Reach	Consolidate your wireless and wireline Voicemail services in a single account.	—
Long distance warning for non-local calls	Receive notifications when making a long distance call.	—
External Message Waiting Indicator	Allows integration with any type of external voice mail system.	—
Voicemail Web interface	Offers intuitive web-based interfaces for message retrieval.	—