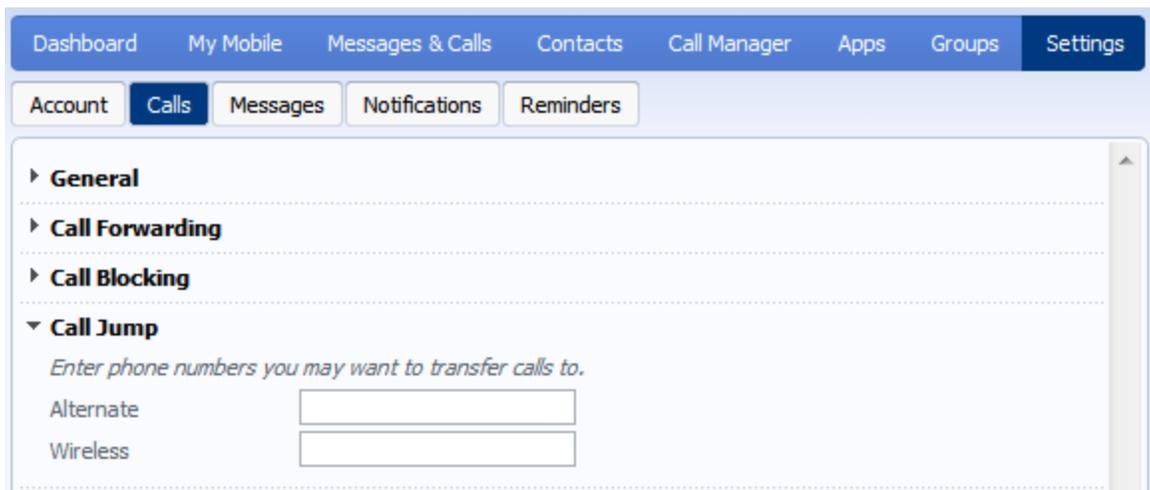EarthLink Business Hosted Voice now supports a new feature, Call Jump, for its Premium and Remote Worker seats. Call Jump provides additional flexibility and mobility for users that allow them to no longer be tied to their desk.

What is Call Jump?

- Ability to seamlessly move a call from their EarthLink Business Nationwide Hosted Voice IP Phone to a pre-defined number such as their mobile phone
- For example, if a user needs to join a 60 minute conference call at 4 pm the user can join the call from their IP Phone and then if at 430 needs to leave the office to pick up their children the user can 'jump' the call from the IP Phone to their mobile phone via star codes so it appears seamless to the other callers on the call

Where in the CommPortal can numbers be pre-defined?

- Settings -> Calls -> Call Jump

How do you utilize Call Jump?

- On a call the following star codes can be used to jump the call to a predefined alternate or wireless number in CommPortal
    - ***95** to jump to your alternate number
    - ***96** to jump to your wireless number

Business Rules:

- Only available on Premium or Remote Workers
- Numbers must be pre-defined in user's CommPortal before utilized, see above
- Initial call must be a call made to or from an EarthLink Business seat
- Call cannot originate or terminate from the alternate or wireless number initially
- Once you have jumped a call you do not have the ability to jump the call again.
- The alternate or wireless number to jump to cannot be an International number
- The alternate and wireless numbers should be numbers that are not other numbers within your business
- Call Jump is not supported with a call that is a three-way call, i.e. conferenced locally on the IP Phone