



Feature Access Codes for
BROADCONNECT
IP TELEPHONY
Quick Reference Guide



***34 Advice of Charge Activation**

The Advice of Charge service is responsible for gathering and generating the advice of charge information sent to access devices. The advice of charge information calculated is based on the applicable tariff at the moment of the communication.

Anonymous Call Rejection

When active, incoming callers with caller-ID blocking will hear a message stating that this line does not accept calls from callers who block their number.

***77 Anonymous Call Rejection Activation**

Allows users to activate the Anonymous Call Rejection service. After the user dials the feature access code, the Application Server then plays an announcement to inform the user that the service has been successfully activated. If the service was already active, the user still receives the announcement.

***87 Anonymous Call Rejection Deactivation**

Allows users to deactivate the Anonymous Call Rejection service. After the user dials the feature access code, the Application Server then plays an announcement to inform the user that the service has been successfully deactivated, even if the service was never activated.

#8 Automatic Callback Deactivation

Allows users to deactivate the Anonymous Call Rejection service. After the user dials the feature access code, the Application Server then plays an announcement to inform the user that the service has been successfully deactivated, even if the service was never activated.

#9 Automatic Callback Menu Access

Allows users to deactivate all current automatic callback sessions. Automatic Callback is a user service that automatically monitors a busy line and as soon as the called line becomes free, it provides a notification.

*14 BroadWorks Anywhere E.164 Dialing

Allows users to dial E.164 numbers. The user dials a feature access code as an alias to the "+"-sign. The Application Server replaces the feature access code digits with the "+"-sign and resumes the call origination with an E.164 number.

*15 Call Bridge

Allows users who are assigned Shared Call Appearance/BroadWorks Anywhere to join a bridge.

Call Forwarding

Allows users to redirect incoming phone calls to **another phone number, extension or voicemail inbox**. Call Forwarding options are customizable to accommodate the following user dispositions: **No Answer, Busy, Not Reachable**

*72 Call Forwarding Always Activation

After dialing the assigned code, users dial the phone number to which calls will be redirected followed by the pound sign (#).

*73 Call Forwarding Always Deactivation

Allows users to turn Call Forwarding Always off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding No Answer, or Call Management - Do Not Disturb.

21 Call Forwarding Always Interrogation

Allows users to hear whether Call Forwarding Always is deactivated or activated. If Call Forwarding Always is activated, the user also hears the Call Forwarding destination. The Call Forwarding Always destination can be a **phone number, SIP-URI, or voicemail**. Call Forwarding Always Interrogation becomes visible when one or more of the following services are authorized (for a service provider or group) or assigned (for a user): Call Forwarding Always, Voice Messaging User, Third-Party Voice Mail Support.

***21 Call Forwarding Always to Voicemail Activation**

Allows users to redirect incoming phone calls to their voice mail.

#21 Call Forwarding Always to Voicemail Deactivation

Allows users to turn Call Forwarding Always To Voice Mail off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding No Answer, or Call Management or Do Not Disturb.

***90 Call Forwarding Busy Activation**

Allows users to redirect their incoming phone calls when they are on the phone. After dialing the assigned code, users dial the phone number where they want their calls to be redirected.

***91 Call Forwarding Busy Deactivation**

Allows users to turn Call Forwarding Busy off. After deactivation, calls ring on the user's phone unless the user has set up another service such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.

***67* Call Forwarding Busy Interrogation**

Allows users to hear whether Call Forwarding Busy is deactivated or activated. If Call Forwarding Busy is activated, the user also hears the Call Forwarding destination. The Call Forwarding Busy destination can be a phone number, SIP-URI, or voice mail. Call Forwarding Busy Interrogation becomes visible when one or more of the following services are authorized (for a service provider or group) or assigned (for a user): Call Forwarding Busy, Voice Messaging User, Third-Party Voice Mail Support.

***40 Call Forwarding Busy to Voicemail Activation**

Allows users to redirect incoming phone calls to their voicemail when they are on the phone.

#40 Call Forwarding Busy to Voicemail Deactivation

Allows users to turn Call Forwarding Busy To Voicemail off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Always, Call Forwarding Always To Voice Mail, Call Forwarding No Answer, or Call Management or Do Not Disturb.

***92 Call Forwarding No Answer Activation**

Allows users to redirect incoming phone calls to another number, when they do not answer their phone. After dialing the assigned code, the users dial the phone number where they want their calls to be redirected.

***93 Call Forwarding No Answer Deactivation**

Allows users to turn Call Forwarding No Answer off. After deactivation, calls ring on the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.

***61* Call Forwarding No Answer Interrogation**

Allows users to hear whether Call Forwarding No Answer is deactivated or activated. If Call Forwarding No Answer is activated, the user also hears the Call Forwarding destination. The Call Forwarding No Answer destination can be a phone number, SIP-URI, or voice mail. Call Forwarding No Answer Interrogation becomes visible when one or more of the following services are authorized (for a service provider or group) or assigned (for a user): Call Forwarding No Answer, Voice Messaging User, Third-Party Voice Mail Support.

***41 Call Forwarding No Answer To Voicemail Activation**

Allows users to redirect incoming phone calls to their voice mail when they do not answer their phone.

#41 Call Forwarding No Answer To Voicemail Deactivation

Allows users to turn Call Forwarding Busy To Voice Mail off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding Busy, or Call Management or Do Not Disturb.

***94 Call Forwarding Not Reachable Activation**

Allows users to have their incoming calls forwarded to a different number when their device is not accessible by BroadWorks. After dialing the assigned code, users dial the phone number where they want their calls to be redirected.

***95 Call Forwarding Not Reachable Deactivation**

Allows users to turn off the Call Forwarding Not Reachable service. After deactivation, should the user's phone becomes unreachable, calls are no longer rerouted to an alternate device through the Call Forwarding Not Reachable service.

***63* Call Forwarding Not Reachable Interrogation**

Allows users to hear whether Call Forwarding Not Reachable is deactivated or activated. If Call Forwarding Not Reachable service is activated, the user also hears the Call Forwarding destination. **Note:** the Call Forwarding Not Reachable Interrogation FAC only queries the Call Forwarding Not Reachable service status.

#76 Call Forwarding Selective Activation

Allows users to activate the Selective Call Forwarding service. This can be activated using the FAC only if the service is configured with the following minimum requirements: the Default Call Forward to phone number/SIP URI is configured and at least one selective criterion is configured and active. After the service has been activated, it considers all active criteria before deciding to forward the call.

#77 Call Forwarding Selective Deactivation

Allows users to deactivate the Selective Call Forwarding service. After the service is deactivated, no criteria are used when a call is being redirected.

*67 Call Line ID Blocking per Call

Allows users to prevent display of their calling line ID on a per call basis. Before placing a call, the user dials the assigned code, and then places the call as usual. Note that this service is active only for one phone call.

*31 Calling Line ID Delivery Blocking Persistent Activation

Allows users to prevent display of their calling line ID for all calls.

#31 Calling Line ID Delivery Blocking Persistent Deactivation

Allows users to display of their calling line ID for all calls.

***65 Calling Line ID Delivery per Call**

Allows users to display their calling line ID on a per call basis. Before placing a call, a user dials the assigned code, and then places the call as usual. Note that this service is active only for one phone call.

***68 Call Park**

Allows users to park or hold a call. Users can park calls only on extensions to which this service has been assigned.

***88 Call Park Retrieve**

Allows users to retrieve or reconnect with a call that was previously parked.

***98 Call Pickup**

Allows users to pick up calls within an assigned call pickup group. The extensions in the call pickup group can be viewed on the CommPilot web interface for each user in the group. The call pickup group is determined by an administrator and may or may not consist of those listed in the group phone lists. When users dial the call pickup code, the ringing phone in the group is answered. If more than one phone is ringing, Call Pickup allows users to answer the phone that has been ringing the longest.

***11 Call Retrieve**

Allows users to retrieve an existing active call from another location. The user dials the Call Retrieve feature access code from the location where the call is to be retrieved. This feature can be used from the primary location, from a Shared Call Appearance alternate location, or from a BroadWorks Anywhere location.

***69 Call Return**

Allows users to return a call to the phone number of the last call received. Users will be allowed to return calls only to call types in the Outgoing Calling Plan.

#92# Call Return Number Deletion

Allows users to delete the last incoming number.

***43 Call Waiting Persistent Activation**

Allows users to turn on Call Waiting for all calls they place.

#43 Call Waiting Persistent Deactivation

Allows users to turn off Call Waiting for the next and all subsequent calls they place.

***70 Cancel Call Waiting**

Allows users to dial the assigned code in order to turn off Call Waiting for the next call they place.

***99 Clear Voice Message Waiting Indicator**

Allows users to dial the assigned code, to clear the audible (and visible for some devices) message waiting indicator on their phone.

***33* Communication Barring User-Control Activation**

Allows users to activate a profile for the Communication Barring User-Control service.

#33* Communication Barring User-Control Deactivation

Allows users to deactivate a profile for the Communication Barring User-Control service.

***#33# Communication Barring User-Control Query**

Allows users to query the status of the Communication Barring User-Control service.

***57 Customer Originated Trace**

Allows users to dial the assigned code, and then place a trace on the last number that called them.

***97 Directed Call Pickup**

Allows users to pick up calls for another user in the same group by entering the assigned access code followed by the extension of the user whose call is to be picked up.

***33 Directed Call Pickup with Barge-in**

Allows users to barge in on calls to or from another user in the same group, by entering the assigned access code followed by the extension of the user whose call is to be barged-in on. Barge-in is successful only when the second user has only that one call. When a user barges in on an answered call, the call becomes a three-way call and the user who barged in becomes the controller of the three-way call. The group administrator configures a tone that warns users on a call that another user is barging in on their call. Users can prevent having their calls being barged in on by using the Barge-in Exempt user service.

***55 Direct Voicemail Transfer**

Allows users to transfer a held call directly to a voice mailbox, that is, without using the CommPilot Call Manager. The call can be transferred to the user's voice mailbox or to any other voice mailbox in the group. The Voice Messaging service or the Third Party Voice Mail Support service must be assigned to the user's group.

***55 Direct Voicemail Transfer**

Allows users to transfer a held call directly to a voice mailbox, that is, without using the CommPilot Call Manager. The call can be transferred to the user's voice mailbox or to any other voice mailbox in the group. The Voice Messaging service or the Third Party Voice Mail Support service must be assigned to the user's group.

***80 Diversion Inhibitor**

Allows a user to prevent Redirection services from being activated on the terminating side of an unanswered call.

***78 Do Not Disturb Activation**

Allows users to dial the assigned code, to activate the Do Not Disturb service. When Do Not Disturb is active, a user's phone does not ring and all calls go directly to a "busy treatment", such as Voice Messaging.

***79 Do Not Disturb Deactivation**

Allows users to dial the assigned code, to turn off the Do Not Disturb service.

#83 Escalate Call to Supervisor

Allows call center agents to escalate calls to their supervisor.

***22 Flash Call Hold**

Allows users to hold a call without a hold button. Press the flash button or click the hangup button once, then enter the code.

#72 Forced Forwarding Activation

Allows users to activate Forced Forwarding. When supervisors dial the #72 FAC, they are prompted to enter the supervised queue's primary phone number. Once you enter the destination number, the destination number is validated and an activation message is played (if the number is valid).

#73 Forced Forwarding Deactivation

Allows users to deactivate Forced Forwarding. When supervisors dial the #73 FAC, they are prompted to enter the supervised queue's primary phone number. Once you enter the destination number, the destination number is validated and an activation message is played (if the number is valid).

#58 Group Call Park

Allows you to select users in a group to be in a Call Park group. Any user in the group can only be in one Call Park group at a time. When a call is parked with the Group Call Park service, the service hunts for the first available user in the Call Park group and parks the call there. This feature access code cannot be used until Call Park is assigned.

#82 Initiate Silent Monitoring

Allows call center supervisors to listen in on calls handled by agents they are monitoring. An optional configurable tone may be used to let agents know that they are being monitored.

*66 Last Number Redial

Allows users to redial the last number they dialed. Users are allowed only to redial calls to call types in the Outgoing Calling Plan.

*96 Legacy Automatic Callback Invocation

Allows BroadWorks users to camp on the last called busy party hosted on a CS 2000 softswitch and be automatically called back when the called party hangs up.

#96 Legacy Automatic Callback Cancellation

Allows users to cancel all pending Legacy Automatic Callback requests.

*12 Location Control Activation

Allows users to activate a location. The user dials the Location Control Activation feature access code from the location that needs to be activated. This feature can be used from a Shared Call Appearance alternate location or a BroadWorks Anywhere location.

***13 Location Control Deactivation**

Allows users to deactivate location control. The user dials the Location Control Deactivation feature access code from the location that needs to be deactivated. This feature can be used from a Shared Call Appearance alternate location or a BroadWorks Anywhere location.

#80 Make Outgoing Calls as Call Centre

Allows call center agents to make calls using a call center phone number. The called party sees the Calling Line ID (CLID) or the DNIS of the Call Center instead of the agent's phone number.

#81 Make Personal Outgoing Call

Allows call center agents to make calls using their own phone numbers.

#84 Monitoring Next Call

Allows route point and Premium call center supervisors to monitor the next incoming call. To use this feature, supervisors must have the Directed Call Pickup with Barge-in and Call Center Monitoring services assigned.

***60 Music On Hold per-Call Deactivation**

Allows users to deactivate the Music On Hold service for their current calls.

#70 Night Service Activation Manual Override

Allows users to activate Night Service. Night Service identifies business hours for that queue, and transfers incoming calls received outside of business hours to an alternate queue.

#71 Night Service Deactivation Manual Override

Allows users to deactivate Night Service. Night Service identifies business hours for that queue, and transfers incoming calls received outside of business hours to an alternate queue.

***610 No Answer Timer**

Allows users to change the number of rings a caller hears before no-answering handling is applied to the Voice Messaging, Third-Party Voice Mail Support, Call Forwarding No Answer, Call Forwarding No Answer To Voice Mail, and Sequential Ring services.

***71 Per-Call Account Code**

Allows users to provide an account code before attempting a call, or, during a call, to flash and provide an account code to be applied to all ongoing (currently held) calls.

***50 Push To Talk**

Provides an intercom-like functionality where you can call another party and be instantly connected.

***75 Speed Dial 100**

Allows users to dial the assigned code, and then dial the assigned two-digit (00 through 99) speed dial number of the party they want to call.

***74 Speed Dial 8**

Allows users to dial the assigned code, then the one-digit (2 through 9) speed dial number of the party they want to call.

***47 Sustained Authorization Code Activation (Call Unlocking)**

Allows users who are required to provide authorization codes for outgoing calls to unlock this requirement. Having unlocked code activation, the users are no longer prompted for an authorization code and their calls proceed without interruption.

***37 Sustained Authorization Code Activation (Call Locking)**

Allows users who have unlocked their code activation requirement, to lock this requirement again.

***86 Voicemail Retrieval**

Allows users to retrieve their BroadWorks or third-party voice mail. When dialing this feature access code, subscribers are automatically connected to their voice mail retrieval menu.

***62 Voice Portal Access**

Allows users to access the group Voice Portal.