



PBX FEATURE CODES

Name	Description
Executive busy override (Barge-in)	Users can be configured to have the override feature to break into an existing call by dialing ##50<user port>
Recording conversation	Users can be configured to record a conversation by pressing the DTMF code during a call. Default code is **0 but can be configured to suit.
PIN code dialing	Dial the DISA code and your PIN then dial the number. Normally the user is disabled from making outgoing calls but with the PIN will be able to make calls as per the "Allowed Dialing Codes"
Conference bridge	When calling the conference bridge the caller is prompted to speak his name before being added to the conference. The callers already in the conference will hear the name as the new caller enters.
Group call pickup	Feature code for picking up a call ringing at another phone that is in the same pick up group - #*
Direct call pickup	Feature code for picking up a call ringing at another phone that is not in the same pickup group or in any pick up group - #<Number>
Automatic Call Back	Users can be configured to have the ACB feature to request a call back from a busy user. A message will be heard by the caller if the called user port is busy after which the ACB can be activated.
Call Recording code	Feature code for recording calls on own extension during a conversation Default is **0

Name	Description
CC Agent log on	Feature code for logging on to a Call Centre Queue - ##401
CC Agent log off	Feature code for logging off from a Call Centre Queue - ##400
CC Agent log on	Feature code for "not ready" in a Call Centre Queue - ##404
CC Agent log on	Feature code for "meeting" in a Call Centre Queue - ##405

Name	Description
Call Jump	Users can be configured to have the Call jump feature to allow star code call handover from associated phones. When on a call on the office number calls can be handed over to the mobile by **2 and then from the mobile to the home number by **3, etc. Default codes are: **1 Call jump office **2 Call jump mobile **3 Call jump home **4 Call jump VM **5 Call jump any No. **9 Call jump cancel
Call Jump Office Code	Feature code for handing an existing call over to the office number
Call Jump Mobile Code	Feature code for handing an existing call over to the mobile number
Call Jump Home Code	Feature code for handing an existing call over to the home number
Call Jump VM Code	Feature code for handing an existing call over to own Voice Mail
Call Jump Any No. Code	Feature code for handing an existing call over to any other number
Call Jump Cancel Code	Feature code for cancelling the call jump code entered

Name	Description
Route call to Operator Code	A single digit that routes the call to the operator when the caller hears the VM announcement of the called extension but does not want to leave a message and wants to talk to the operator.
Voice Mail DDI	The number to call from an external number to connect to the VM menu. Follow the menu prompts and enter own DDI and PIN
VM Menu	1 Play first message 2 Save current message 3 Delete current message 4 Play previous message 5 Play next message 6 Play last message 70 Reset greeting to default 71 Listen to greeting 72 Record a new greeting 8 Change PIN 0 Hear VM menu again