

BCM RIs 6.0

Feature Codes

Task Based Guide

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Table of Contents

Feature Codes	5
Overview	5
Feature Code Table	5
Features Available for Button Programming	8
Avaya Documentation Links	13

Feature Codes

Overview

This guide provides a quick reference for Business Communications Manager Features available by pressing the **Feature** button on M-series telephones, Business Series Terminals (T-series), and IP telephones.

Note: Refer to the user documentation for the specific product to find out how to use the codes on each type of telephone.

Feature Code Table

Sorted By Feature	Name	Sorted	By Feature Code
Feature name	FEATURE <code></code>	FEATURE <code></code>	Feature name
Account codes for any incoming or outgoing calls.	900		
Alarm time (room set)	875	0	Speed Dial - Activate
Alarm time – Cancel	#875	*0	Button inquiry
Alarm time (HS admin set)	877	1	Messages - Send
Autodial – External	*1	#1	Messages - Cancel Send
Autodial - Internal	*2	*1	Autodial - External
Auto Hold	73	2	Ring Again
Auto Hold – Cancel	#73	#2	Ring Again - Cancel
Background Music	86	*2	Autodial - Internal
Background Music - Cancel	#86	3	Conference Call
Button inquiry	*0	*3	Memory buttons - Program
Contact Center agent login/log out	904	4	Call Forward
Contact Center agent make busy/ready	908	#4	Call Forward - Cancel
Contact Center queue status	909	*4	Speed Dial - Add change
Call Charge Indication	818	5	Last Number Redial
Call Duration Timer	77	*501	Language - Primary
Call Forward	4	*502	Language - Alternate
Call Forward – Cancel	#4	*503	Language - Alternate 2
Call Forward to Voice Mail	984	*504	Language - Alternate 3
Call Information	811	*510	Time zone readjust (IP telephones)
Call Log Delete items (autobumping)	815	*521 to *536	System Wide Call
Call Log – Manual	813		Appearance (SWCA)
Call Log - View information	812	*537	Find oldest SWCA
Call Log options	*84	*538	Find newest SWCA
Call Log password	*85	*550	Silent Monitor
Call Park	74	*6	Ring Type
Call Queuing	801	60	Page

Sorted By Feature	Name	Sorted	By Feature Code
Feature name	FEATURE <code></code>	FEATURE <code></code>	Feature name
Camp-on	82	61	Page - Internal (telephone speakers)
Class of Service	68	62	Page - External (external speakers)
Conference Call	3	63	Page - Combined (internal and external)
Contrast adjustment	*7	64	Line Pool
Dialling Mode	*82	65	Messages - View
Directed Pickup	76	66	Voice Call
Display Voice Mail DN skillset or IVR DN	985	67	Saved Number Redial
Do not Disturb	85	68	Class of Service
Do not Disturb - Cancel	#85	69	Priority Call
Exclusive Hold	79	*7	Contrast adjustment
Find Me/Follow Me Transfer	960	70	Transfer
Voice Mail Leave Message	980	#70	Transfer Cancel
Group Listening	802	71	Link
Group Listening Cancel	#802	73	Auto Hold
Group Pickup	75	#73	Auto Hold Cancel
IP Services list	*900	74	Call Park
IP Hot desking	*999	75	Group Pickup
Language Primary	*501	76	Directed Pickup
Language Alternate	*502	77	Call Duration Timer
Language Alternate 2	*503	78	Pause
Language Alternate 3	*504	79	Exclusive Hold
Last Number Redial	5	*80	Ring Volume
Line buttons Move	*81	*81	Line buttons Move
Line Pool	64	82	Camp-on
Line Redirection	84	*82	Dialling Mode
Line Redirection Cancel	#84	83	Privacy (on/off)
Link	71	84	Line Redirection
Long tones	808	#84	Line Redirection - Cancel
Malicious call identification (MCID)	897	*84	Call Log options
Memory buttons Program	*3	85	Do not Disturb
Messages Send	1	#85	Do not Disturb - Cancel
Messages Cancel Send	#1	*85	Call Log password
Messages View	65	86	Background Music
MeetMe Conferencing	930	#86	Background Music - Cancel
Name and number blocking	819	88	Voice Call Deny
Name and number blocking Cancel	#819	#88	Cancel Voice Call Deny
Page	60	800	Trunk Answer
Page Combined (internal and external)	63	801	Call Queuing
Page - External (external speakers)	62	802	Group Listening
Page - Internal (telephone speakers)	61	#802	Group Listening - Cancel

Sorted By Feature	Name	Sorted	By Feature Code
Feature name	FEATURE <code></code>	FEATURE <code></code>	Feature name
Pause	78	803	Time
PCR† Start call record	995	804	Wait for dial tone
PCR† Stop call record	996	805	Test telephone display
PCR† Add time marker to call	997	806	Static Time
PCR† Enable/ Disable automatic call recording	998	#806	Static Time - Cancel
Priority Call	69	807	Ringing (Signal) Call
Privacy (on/off)	83	808	Long tones
Record call	989	811	Call Information
Ring Again	2	812	Call Log - View information
Ring Again – Cancel	#2	813	Call Log - Manual
Ring Type	*6	815	Call Log - Delete items (autobumping)
Ring Volume	*80	818	Call Charge Indication
Ringing (Signal) Call	807	819	Name and number blocking
Room condition (Room set)	876	#819	Name and number blocking - Cancel
Room condition (HS admin set)	878	870	View active services
Room occupancy	879	871	Turn Ringing service on
Run/Stop	*9	#871	Turn Ringing service off
Saved Number Redial	67	872	Turn Restriction service on
Silent Monitor	*550	#872	Turn Restriction service off
Speed Dial - Add change	*4	873	Turn Routing service on1
Speed Dial – Activate	0	#873	Turn Routing service off
Static Time	806	875	Alarm time
Static Time - Cancel	#806	#875	Alarm time - Cancel
System Wide Call Appearance	*521 to *536	876	Room condition (Room set)
(SWCA)	321 10 330	877	Alarm time (HS admin)
Find available SWCA	*520	878	Room condition (HS admin)
Find oldest SWCA	*537	879	Room occupancy
Find newest SWCA	*538	897	Malicious call identification (MCID)
Test telephone display	805	*9	Run/Stop
Time	803	900	Callers can enter account codes for any incoming or outgoing calls.
Text Paging	970	*900	IP Services list
Time zone adjust (IP telephones)	*510	904	Contact Center agent login/log out
Transfer	70	908	Contact Center agent make busy/ready
Transfer - Cancel	#70	909	Contact Center queue status
Transfer to mailbox	986	930	MeetMe Conferencing
Trunk Answer	800	960	Find Me/Follow Me Transfer
Turn Restriction service off	#872	970	Text Paging
Turn Restriction service on	872	980	Voice Mail Leave Message
Turn Ringing service off	#871	981	Voice Mail login
†Professional Call Recording			

Sorted By Feature Name		Sorted	By Feature Code
Feature name	FEATURE <code></code>	FEATURE <code></code>	Feature name
Turn Ringing service on	871	982	Voice Mail Operator settings
Turn Routing service off	#873	984	Call Forward to Voice Mail
Turn Routing service on	873	985	Display Voice Mail DN skillset or IVR DN
View active services	870	986	Transfer to mailbox
Voice Call	66	987	Voice Mail Interrupt
Voice Call Deny	88	988	Voice Mail direct
Voice Call Deny - Cancel	#88	989	Record call
Voice Mail direct	988	995	PCR Start call record
Voice Mail Interrupt	987	996	PCR Stop call record
Voice Mail login	981	997	PCR Add time marker to call
Voice Mail Operator settings	982	998	PCR Enable\Disable automatic call recording
Wait for dial tone	804	*999	IP Hot desking
Note 1: Contact your System Administrator for the service control password.			

Features Available for Button Programming

The following describes the features available for Button Programming (Configuration > Telephony > Sets > All DNs > Select required DN > Capabilities and Preferences > Button Programming). Note that some of these features require other system settings in order to work.

Some of the buttons are controlled by features under **Configuration** > **Telephony** > **Sets** > **Active Sets** > **Select a DN** > **Capabilities**. Paging is an example of a feature that requires other settings.

Set Command (FEATURE <code>)</code>	Feature	Description
	None	Indicates a button that is configured for button programming but nothing has been entered
0	Speed dial	Activates the speed dial feature. The telephone prompts the user for a speed dial code.
1	Send message	Allows the user to send a message to another DN on the system.
#1	Cancel send message	Allows the user to cancel a message that was sent to another set within the network.
2	Ring again	Turns on the Ring again feature.
3	Conference/ Transfer	Initiates a conference between user and two parties.
4	Call forward	Allows the user to enter a number to forward all calls. Note: Allow redirect must be selected to forward calls outside of the system.
5	Last number redial	Causes set to redial the last number that was dialled.

Set Command (FEATURE <code>)</code>	Feature	Description
*5	Language choice	Allows the user to select the language in which prompts are displayed.
60	Page – general	Initiates a page.
61	Page – Internal	Allows the user to page internal to a specific zone which is identified within the Button programming. (For example F611 internal zone 1 F610 page internal all zones.)
62	Page - External	Allows the user to page through the speaker on a specific telephone.
63	Page - speaker and zone	Allows the user to page through both the internal sets and externally connected paging equipment to a specific zone which is identified within Button programming.
64	Line pool	Allows the user to access a line pool. The pool this button accesses is specified during Button Programming for this feature.
65	Reply message	Allows the user to access messages and send a reply to the message sender.
#65	Cancel message waiting	Allows the user to cancel the message waiting indicator.
66	Voice call	Allows the user to make an announcement or begin a call through the speaker of another telephone.
67	Saved number redial	Allows the user to redial a number that was saved while on a call.
68	Restriction override	Allows the user to override any restrictions on the set or line with a CoS password.
69	Priority call	Allows the user to priority call an internal DN that is currently busy.
*7	Contrast	Allows the user to adjust the contrast of the display screen.
70	Transfer	Allows the user to transfer an existing call to another telephone or external number.
71	Link	Activates the Link command which allows the user to access special features on a remote PBX system.
74	Call park	Allows the user to park a call.
*520	Find available SWCA key	System searches for a free SWCA key among the SWCA keys that are assigned to the current telephone.
*521 to *536	System Wide Call Appearance (1 to 16)	Non-intercom calls are associated with an available SWCA key when the call is answered originated or placed on Hold. Features that interact with this feature: Hold telephone keys outgoing and incoming calls.
*537	Find oldest SWCA call	System searches among the SWCA keys assigned to the telephone and un-parks the call that has been parked the longest.
*538	Find newest SWCA call	System searches among the SWCA keys assigned to the telephone and un-parks the most recently parked call.
*550	Silent monitor	Allows the user to monitor hunt group calls. (Telephone must be assigned with SM supervisor.)
75	Group pickup	Allows the user to answer a call ringing telephone within the Pickup group.
76	Directed pickup	Allows the user to answer any ringing telephone within the same system.
77	Call timer	Allows the user to see the call duration timer.
78	Pause	Allows the user to insert a pause during a dialling

Set Command (FEATURE <code>)</code>	Feature	Description
		sequence.
79	Exclusive hold	Allows the user to place a call on hold at the current telephone. All appearances of the call on other telephones indicate the line is busy.
800	Trunk answer	Allows the user to answer a ringing line while in a ringing service. (If enabled).
801	Call queuing	Allows the user to answer calls in order when several calls arrive in rapid succession. Calls are presented in this order: incoming calls timed-out forwarded calls then camped calls.
802	Group listening	Activates the speaker on the set to allow a group of people to hear a call. But the user must talk to the caller through the handset.
803	Time	Briefly displays the current time.
804	Wait for dial tone	Places a pause in a dialling string that holds the following digits until a dial tone is perceived on the line.
806	Static date and time	First line displays the date and time.
807	Ringing (Signal) call	Directly rings another telephone inside the system when an extension is entered after the feature is selected. This is the same process as pressing an intercom button and dialling an extension.
808	Long tones	Allows the user to send long DTMF tones.
811	Call information	Allows the user to view information about a current call.
812	Call log view information	Allows the user to view call log information.
813	Call LogIt	Allows the user to add the current call to the call log manually.
815	Call logs autobumping	Allows the user to select if the system will remove the oldest log item manually when the log space fills.
818	Call charge indication	Allows the user to view the charges for a call (available on DASS2 and ETSI Euro trunks only).
819	ONN blocking	Allows the user to block the call information from the telephone for an outgoing call.
82	Camp on	Allows the user to transfer and camp an external call on another telephone in the system.
83	Privacy control	Allows the user to change the line privacy setting on the current call.
84	Line redirection	Allows the user to redirect a line on their telephone to an external number.
85	Do not disturb	Allows the user to block incoming calls from ringing on the telephone.
86	Background music	Allows the user to play music provided by a background music source through the speaker on the telephone.
870	Service mode status	Allows the user to view the current service mode being used.
871	Ringing service	Allows the user to change the ringing service mode.
872	Restriction service	Allows the user to change the restriction service mode.
873	Routing Service	Allows the user to change the routing service mode.
88	Voice call deny	Allows the user to deny other users from Voice Calling their set.
897	MCID (Malicious	Allows the user to query the system for information about

Set Command (FEATURE <code>)</code>	Feature	Description
	Call Identification)	a call within 25 seconds after the user hangs up but before the caller hangs up.
*501	Language choice	Provides a menu that allows you to choose the language for the display prompts on the telephone.
*7	Contrast	Digital telephones only. Sets the level of contrast for the telephone display.
900	Account codes	Callers can enter account codes for any incoming or outgoing calls. Callers enter the feature code (F9) followed by the account code.
904	CC agent login/log out	Allows the user to log in or out of ACD.
905	CC supervise	Allows the CC supervisor to monitor CC agent calls.
906	CC supervisor help	Allows the CC agent to request help from a CC supervisor.
907	CC activity code	Allows the CC agent or supervisor to enter activity codes for reporting.
908	CC agent make Not ready/ready	Allows the user to indicate ready or Not ready status on ACD.
909	CC skillset status	Allows the user to view the status of queued calls on ACD.
930	MeetMe Conferencing	MeetMe Conferencing allows parties to establish a teleconference by each calling into a specified telephone number and extension at an agreed-upon time.
960	Find Me/Follow Me Transfer	Allows you to transfer a call to the External Destination numbers, or back to the Desk Phone from an External Destination number.
970	Text Paging	Use in conjunction with the Advanced Paging Productivity Pack feature. Sends a pre-determined message to defined extensions.
980	Voice mail Leave Message	Allows the user to log into voice mail box to leave a message.
981	Voice mail login	Opens your mailbox to play your messages and to access mailbox options.
982	Voice mail operator settings	Allows the user to set the parameters for the voice mail operator.
984	Call forward to voice mail	Forwards all calls to your voicemail.
985	Display voice mail DN	Displays the voice mail skillset or IVR DN.
986	Transfer to mailbox	Transfers an external call directly to a mailbox on the CallPilot system.
987	Voice mail interrupt	Intercepts a caller who is listening to your mailbox greeting or leaving a message.
988	Voice mail direct	Dial an internal user via the name in the voice mail directory.
989	Record call	Record the call to your voice mail box. Must be enabled by the system administrator.
989	Silent Record a call	A recording session can be either silent or non-silent set under CoS for the required mailbox
995	PCR† Start call record	A professional call recording session is enabled through this feature code on a per call basis.

Set Command (FEATURE <code>)</code>	Feature	Description
996	PCR† Stop call record	Terminates the professional call recording session.
997	PCR† Add time marker to call	Adds a time marker to any professionally recorded call.
998	PCR† Enable\Disable automatic call recording	This feature is used to professionally record all calls automatically, or to disable the feature (if already active).
*900	IP services list IP telephones only	Allows the user to access a feature menu. This is the same menu that is accessed by pressing the Services key.
*999	IP Hot desking IP telephones only.	Allows the user to access the Hot desking feature. This feature allows calls to be diverted from one IP telephone to another.

[†]Professional Call Recording

Avaya Documentation Links

- Configuration Devices Guide
- Telephone Features User Guide
- System-Wide Call Appearance (SWCA) Features Card
- Hospitality Features Card