

CALL FEATURE CODES

The UCM6200 supports call recording, transfer, call forward, call park and other call features via feature code. This section lists all the feature codes in the UCM6200 and describes how to use the call features.

Feature Codes

Table 94: UCM6200 Feature Codes

Feature Maps	
Blind Transfer	<ul style="list-style-type: none"> • Default code: #1 • Enter the code during active call. After hearing "Transfer", you will hear dial tone. Enter the number to transfer to. Then the user will be disconnected, and transfer is completed. • Options: <ul style="list-style-type: none"> Disable Allow Caller: Enable the feature code on caller side only. Allow Callee: Enable the feature code on callee side only. Allow Both: Enable the feature code on both caller and callee.
Attended Transfer	<ul style="list-style-type: none"> • Default code: *2 • Enter the code during active call. After hearing "Transfer", you will hear the dial tone. Enter the number to transfer to and the user will be connected to this number. Hang up the call to complete the attended transfer. In case of the called party does not answer, users could press *0 to cancel the call and retrieve the first call leg. • Options: <ul style="list-style-type: none"> Disable Allow Caller: Enable the feature code on caller side only. Allow Callee: Enable the feature code on callee side only. Allow Both: Enable the feature code on both caller and callee.
Seamless Transfer	<ul style="list-style-type: none"> • Default code: *44 (Disabled by default). • Seamless Transfer allows user to perform blind transfer using UCM feature code without having music on hold presented during the transfer process, it minimizes the interruption during transfer, making the process smooth and simple. • During an active call use the feature code (*44 by default) followed by the number you want to transfer to in order to perform the seamless transfer.



Disconnect	<ul style="list-style-type: none"> • Default code: *0 • Enter the code during active call. It will disconnect the call. • Options: Disable Allow Caller: Enable the feature code on caller side only. Allow Callee: Enable the feature code on callee side only. Allow Both: Enable the feature code on both caller and callee.
Call Park	<ul style="list-style-type: none"> • Default code: #72 • Enter the code during active call to park the call. • Options: Disable Allow Caller: Enable the feature code on caller side only. Allow Callee: Enable the feature code on callee side only. Allow Both: Enable the feature code on both caller and callee.
Start/Stop Call Recording	<ul style="list-style-type: none"> • Default code: *3 • Enter the code followed by # or SEND to start recording the audio call and the UCM6200 will mix the streams natively on the fly as the call is in progress. • Options: Disable Allow Caller: Enable the feature code on caller side only. Allow Callee: Enable the feature code on callee side only. Allow Both: Enable the feature code on both caller and callee.
Feature Code Digits Timeout	Set the maximum interval (ms) between digits for feature code activation
DND/Call Forward	
Do Not Disturb (DND) Activate	<ul style="list-style-type: none"> • Default code: *77
Do Not Disturb (DND) Deactivate	<ul style="list-style-type: none"> • Default code: *78
Call Forward Busy Activate	<ul style="list-style-type: none"> • Default Code: *90 • Enter the code and follow the voice prompt. Or enter the code followed by the extension to forward the call.
Call Forward Busy Deactivate	<ul style="list-style-type: none"> • Default Code: *91
Call Forward No Answer Activate	<ul style="list-style-type: none"> • Default Code: *92 • Enter the code and follow the voice prompt. Or enter the code followed by the extension to forward the call.



Call Forward No Answer Deactivate	<ul style="list-style-type: none"> • Default Code: *93
Call Forward Unconditional Activate	<ul style="list-style-type: none"> • Default Code: *72 • Enter the code and follow the voice prompt. Or enter the code followed by the extension to forward the call.
Call Forward Unconditional Deactivate	<ul style="list-style-type: none"> • Default Code: *73
Remote Call Forward Enable	<ul style="list-style-type: none"> • If enabled, this option will allow specific extensions to dial the remote call forwarding feature codes to set call forwarding for any extension.
Remote Call Forward Busy Enable	<ul style="list-style-type: none"> • Default Code: *65 • Enter the code and follow the voice prompt to set the remote extension number where you want to enable Call Forward Busy and the target destination.
Remote Call Forward Busy Disable	<ul style="list-style-type: none"> • Default Code: *651 • Enter the code and follow the voice prompt to set the remote extension number where you want to disable the Call Forward Busy.
Remote Call Forward No Answer Enable	<ul style="list-style-type: none"> • Default Code: *66 • Enter the code and follow the voice prompt to set the remote extension number where you want to enable Call Forward No Answer and the target destination.
Remote Call Forward No Answer Disable	<ul style="list-style-type: none"> • Default Code: *661 • Enter the code and follow the voice prompt to set the remote extension number where you want to disable the Call Forward No Answer.
Remote Call Forward Unconditional Enable	<ul style="list-style-type: none"> • Default Code: *67 • Enter the code and follow the voice prompt to set the remote extension number where you want to enable Call Forward Unconditional and the target destination.
Remote Call Forward Unconditional Disable	<ul style="list-style-type: none"> • Default Code: *671 • Enter the code and follow the voice prompt to set the remote extension number where you want to disable the Call Forward Unconditional.
Remote Call Forward Whitelist	<p>Only the Extensions selected in this whitelist can configure call forwarding for any extension via feature codes.</p>



Feature Codes	
Voicemail Access Code	<ul style="list-style-type: none"> • Default Code: *98 • Enter *98 and follow the voice prompt. Alternatively, dial *98 followed by the extension and pound (#) to immediately access the entered extension's voicemail box.
My Voicemail	<ul style="list-style-type: none"> • Default Code: *97 • Press *97 to access the voicemail box.
Agent Pause	<ul style="list-style-type: none"> • Default Code: *83 • Pause the agent in all call queues.
Agent Unpause	<ul style="list-style-type: none"> • Default Code: *84 • Unpause the agent in all call queues.
Paging Prefix	<ul style="list-style-type: none"> • Default Code: *81 • To page an extension, enter the code followed by the extension number.
Intercom Prefix	<ul style="list-style-type: none"> • Default Code: *80 • To intercom an extension, enter the code followed by the extension number.
Blacklist Add	<ul style="list-style-type: none"> • Default Code: *40 • To add a number to blacklist for inbound route, dial *40 and follow the voice prompt to enter the number.
Blacklist Remove	<ul style="list-style-type: none"> • Default Code: *41 • To remove a number from current blacklist for inbound route, dial *41 and follow the voice prompt to remove the number.
Call Pickup on Ringing	<ul style="list-style-type: none"> • Default Code: ** • To pick up a call for any extension xxxx, enter the code followed by the extension number xxxx.
Pickup In-call	<ul style="list-style-type: none"> • Default Code: *45 (Disabled by default). • If "Pickup In-call" feature is enabled, only the extensions added in "Allowed to seamless transfer" in the extension's Seamless Transfer Privilege Control List" can pick up the call.
Pickup Extension	<ul style="list-style-type: none"> • Default Code: *8 • This code is for the pickup group, which can be assigned for each extension on the extension configuration page. • If there is an incoming call to an extension, the other extensions within the same pickup group can dial *8 directly to pick up the call.

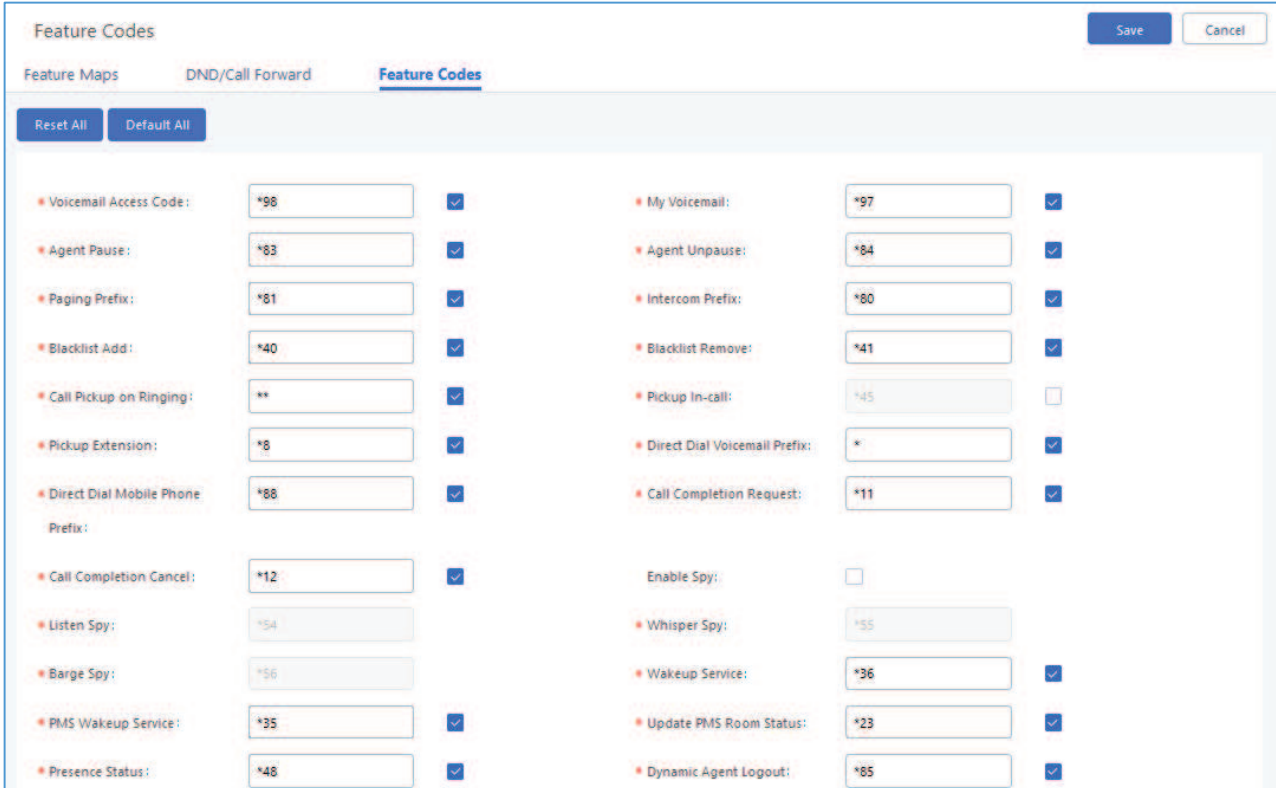


Direct Dial Voicemail Prefix	<ul style="list-style-type: none"> • Default Code: * • This code is for the user to directly dial or transfer to an extension's voicemail. • For example, directly dial *5000 will have to call go into the extension 5000's voicemail. If the user would like to transfer the call to the extension 5000's voicemail, enter *5000 as the transfer target number.
Direct Dial Mobile Phone Prefix	<ul style="list-style-type: none"> • Default Code: *88 • If you have the permission to call mobile phone number, use this prefix plus the extension number can dial the mobile phone number of this extension directly.
Call Completion Request	<ul style="list-style-type: none"> • Default Code: *11 • This code is for the user who wants to use Call Completion to complete a call.
Call Completion Cancel	<ul style="list-style-type: none"> • Default Code: *12 • This code is for the user who wants to cancel Call Completion request.
Enable Spy	<p>Check this box to enable spy feature codes. Disabled by default.</p>
Listen Spy	<ul style="list-style-type: none"> • Default Code: *54 ("Enable Spy" needs to be checked) • This is the feature code to listen in on a call to monitor performance. Monitor's line will be muted, and neither party will hear from the monitor's extension.
Whisper Spy	<ul style="list-style-type: none"> • Default Code: *55 ("Enable Spy" needs to be checked) • This is the feature code to speak to one side of the call (for example, whisper to employees to help them handle a call). Only one side will be able to hear from the monitor's extension.
Barge Spy	<ul style="list-style-type: none"> • Default Code: *56 ("Enable Spy" needs to be checked) • This is the feature code to join in on the call to assist both parties.
Wakeup Service	<ul style="list-style-type: none"> • Default Code: *36 • Dial this code to access UCM wakeup service, you can add, update, activate or deactivate wakeup service.
PMS Wakeup Service	<ul style="list-style-type: none"> • Default Code: *35 • Dial this code to access UCM PMS wakeup service, you can add, update, activate or deactivate PMS wakeup service.



Update PMS Room Status	<ul style="list-style-type: none"> • Default Code: *23 • Use this code with maid code to update PMS room status. Choose the status to set after hearing the prompt, for example: for maid 001 dial *23001 and then 1 after hearing the prompt.
Presence Status	<ul style="list-style-type: none"> • Dial this code to set the presence status of the extension. • Possible options are: <ol style="list-style-type: none"> 1:"unavailable" 2:"available" 3:"away" 4:"chat" 5:"dnd" 6:"userdef"
Dynamic Agent Logout	<ul style="list-style-type: none"> • Default Code: *85 • Use this code to logout the dynamic agent from all queues.
Voicemail Group Access Code	<p>Call voicemail group access code to access group voicemail. If password is required, enter password followed by pound “#” key.</p>

The UCM6200 also allows user to one click enable / disable specific feature code as shown below:



The screenshot shows the 'Feature Codes' configuration page. It includes a 'Save' button in the top right corner. Below the page title, there are tabs for 'Feature Maps', 'DND/Call Forward', and 'Feature Codes' (which is selected). There are also 'Reset All' and 'Default All' buttons. The main area contains a grid of feature codes, each with an input field for the code value and a checkbox to enable or disable it. The codes and their values are as follows:

Feature Name	Code Value	Enabled
Voicemail Access Code	*98	Yes
Agent Pause	*83	Yes
Paging Prefix	*81	Yes
Blacklist Add	*40	Yes
Call Pickup on Ringing	**	Yes
Pickup Extension	*8	Yes
Direct Dial Mobile Phone Prefix	*88	Yes
Call Completion Cancel	*12	Yes
Listen Spy	*54	No
Barge Spy	*56	No
PMS Wakeup Service	*35	Yes
Presence Status	*48	Yes
My Voicemail	*97	Yes
Agent Unpause	*84	Yes
Intercom Prefix	*80	Yes
Blacklist Remove	*41	Yes
Pickup In-call	*45	No
Direct Dial Voicemail Prefix	*	Yes
Call Completion Request	*11	Yes
Enable Spy		No
Whisper Spy	*55	No
Wakeup Service	*36	Yes
Update PMS Room Status	*23	Yes
Dynamic Agent Logout	*85	Yes

Figure 231: Enable/Disable Feature codes

