ADTRAN

NetVanta Unified Communications Technical Note

NetVanta ECS and BAS Feature Codes

Introduction

This document serves as a quick reference guide to the default feature access codes available with the Session Initiation Protocol (SIP) private branch exchange (PBX) included with both the NetVanta Enterprise Communications Server (ECS) and NetVanta Business Applications Server (BAS) products.

> **NOTE**
> *The feature access codes included in this technical note are the default feature access codes for the NetVanta ECS and NetVanta BAS products. The actual feature access codes may differ depending upon individual system configuration.*

Feature Access Codes

Dialed Digits	Feature Description	Examples
*86 + extension	**Direct transfer to voicemail** Allows the initiator to transfer the current call to a user's voicemail, personal assistant (PA), or personal business assistant (PBA) service. This feature is useful when the intended recipient is away from their desk or out of the office. The extension dialed must be at least three digits long.	To directly transfer a call to extension 300's voicemail: 1. Initiate an unassisted/blind transfer* 2. Enter *86300
*80 + queue number	**Call Queuing** Allows the caller to enter a preconfigured call queue. If no agents are logged into the queue or none are available to take the call, the caller will be put on hold until an agent is available. This feature is used primarily for transferring a caller to a departmental call queue.	To enter queue 500, dial *80500. To transfer a caller to queue 500: 1. Initiate an unassisted/blind transfer* 2. Dial *80500
*81 + queue number	**Call Queue – Agent Login** Allows an agent to start receiving calls for the specified queue.	To login as an agent to receive calls directed to queue 500, dial *81500.
*82 + queue number	**Call Queue – Agent Logout** Allows an agent to stop receiving calls for the specified queue.	To logout as an agent to no longer receive calls for queue 500, dial *82500.
*78 + extension	**Ringing Call Pickup** Enables a user to pick up a call that is ringing at a different extension.	To pick up a call (using another phone) that is ringing at extension 300, dial *78300.

Dialed Digits	Feature Description	Examples
*27 + extension	**Connected Call Pickup** Enables a user to pick up a call that is currently connected to a different extension or external number.	To pick up a call (using another phone) that is currently connected to extension 300, dial *27300. To pick up a call that is currently connected to outside caller 3334445555, dial *273334445555.
7050 + bridge number	**Conference Server** Enables a user to automatically connect to a conference server bridge number. The bridge number must be 4 digits long.	To automatically connect to the conference server bridge number 1234, dial 70501234.
7050	**Conference Server – Prompt Caller** Enables external callers to connect to the conference bridge.	To connect to the conference server, dial 7050 (you will be prompted to enter a bridge number).
*72 + paging group number	**Paging Server** Allows a user to page one or more endpoints in a paging group.	To page group 11, dial *7211.
*99 + park number	**Park Call** Allows a user to park an active call at a specific number with the intent of picking up the call using a different phone. This feature is useful when you need to switch phones while on a call.	To park a currently connected call: 1. Put the current call on hold 2. Establish a new call 3. Dial *991234
*99	**Park Call – Prompt Caller** Allows a user to park an active call without specifying a park number. The NetVanta UC Server will automatically assign an available park number. This feature is useful when you are uncertain if the park number is already in use by another parked caller.	To park a currently connected call: 1. Put the current call on hold 2. Establish a new call 3. Dial *99 4. The system will tell you at which number the call is parked.
*98 + park number	**Pickup Call** Enables a user to pick up a parked call.	To pick up a call parked at 1234, dial *981234.
* Please refer to your phone documentation on how to perform an unassisted/blind transfer. You may be required to press the blind soft key or press dial or transfer again after entering the number in order to perform an unassisted transfer.		