

CALL FEATURES

The UCM630X supports call recording, transfer, call forward, call park and other call features via feature code. This section lists all the feature codes in the UCM630X and describes how to use the call features.

Feature Codes

Table 100: UCM630X 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: 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: Disable Allow Caller: Enable the feature code on caller side only. Allow Callee: Enable the feature code on callee side only.



	<p>Allow Both: Enable the feature code on both caller and callee.</p>
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: <p>Disable</p> <p>Allow Caller: Enable the feature code on caller side only.</p> <p>Allow Callee: Enable the feature code on callee side only.</p> <p>Allow Both: Enable the feature code on both caller and callee.</p>
Call Park	<ul style="list-style-type: none"> • Default code: #72 • Enter the code during active call to park the call. • Options: <p>Disable</p> <p>Allow Caller: Enable the feature code on caller side only.</p> <p>Allow Callee: Enable the feature code on callee side only.</p> <p>Allow Both: Enable the feature code on both caller and callee.</p>
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 UCM630X will mix the streams natively on the fly as the call is in progress.



	<ul style="list-style-type: none"> Options: <p>Disable</p> <p>Allow Caller: Enable the feature code on caller side only.</p> <p>Allow Callee: Enable the feature code on callee side only.</p> <p>Allow Both: Enable the feature code on both caller and callee.</p>
Enable Recording Whitelist	Enable the Recording Whitelist feature
Recording Operation Whitelist	Select extension in the whitelist that can use the *3 recording function.
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	Enable this option and configure the Remote Call Forward Whitelist below to allow specific extensions to dial the remote call forwarding feature codes to set call forwarding for any extension.
Remote DND / Call Forward Settings	
Enable	Enable this option and configure the Whitelist below to allow specific extensions to dial feature codes to set DND or call forwarding for any extension.
Remote Call Forward Busy Enable	Configures and enables CFB for any extension.
Remote Call Forward No Answer Enable	Configures and enables CFNA for any extension.
Remote Call Forward Always Enable	Configures and enables CFU for any extension.
Remote DND Enable	Enables Do Not Disturb for any extension.
Remote Call Forward Busy Disable	Disables CFB for any extension.
Remote Call Forward No Answer Disable	Disables CFNA for any extension.
Remote Call Forward Always Disable	Disables CFU for any extension.
Remote DND Disable	Disables Do Not Disturb for any extension.
Whitelist	Extensions in this whitelist can configure DND or call forwarding for any extension via feature codes.
Feature Codes	



Voicemail Access Code	<ul style="list-style-type: none"> • Default Code: *98 • Enter *98 and follow the voice prompt. Or dial *98 followed by the extension and # to 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	Check this box to enable spy feature codes. Disabled by default.



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.
PMS Remote Wakeup Service	<ul style="list-style-type: none"> • Default Code: *37 • Allows the user to add, update, activate, and deactivate PMS wakeup service for other extensions.
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: <ul style="list-style-type: none"> 1:"unavailable" 2:"available"

