

AYCTelecom IPcts Quick Reference GUIDE

AYCTelecom IPcts Feature Codes:

Many features of the telephony client program (Hold, Do Not Disturb etc.) may also be activated and controlled using a telephone handset. Special key press sequences, called feature codes, are used for this purpose.

Outside line	
Use this feature code to select an external line:	
Feature	Code
Access External Line	9

Hold / Mute a call	
Callers may be put on hold and taken off hold by using the following key presses:	
Feature	Code
Hold	Hold (button)
Hold if no hold button	* (button)
Retrieve	Hold (button)
Retrieve if no hold button	7* (button)

Transfer & Shuttle Call	
To transfer an incoming call to another user:	
Feature	Code
Trans on IPcts phone	TRF/FLASH (button) then dial other extension
Trans on other phone	* (button) then dial other extension
Cancel Trans on any	7*
Shuttle on IPcts phone	TRF/FLASH (button)
Shuttle on other phone	*

Call Pick-Up	
To pick-up a call ringing on another handset	
Feature	Code
Pick-Up any	72 + extension
Pick-Up in Group	71
Pick-Up Night Ringing	73

Voice Mail	
To access and manage your voice mail box from your own phone:	
Feature	Code
Access Voice Mail Box	7400

Last Number Redial	
To redial the last number you called:	
Feature	Code
Last Number Redial	75

Ring Back	
To request a 'Ring Back' from a busy extension:	
Feature	Code
Request Ring Back	When busy tone heard, dial 7012 and hang up

DTMF dial through	
To use DMTF digits accessing external systems	
Activate DTMF dialing	On hearing far-end system press '1'. Dial digits as normal

Diverts	
To set Diverts:	
Feature	Code
Set Divert No Answer	7001 <beep> extn # <beep> delay # <beep> hang up
Set Divert When Busy	7002 <beep> extn # <beep> hang up
Set Divert Immediate	7003 <beep> extn # <beep> hang up
Set Do Not Disturb	7004
Set to Follow Me	7005
Retrieve Follow Me	7007 <beep> follow me extn # <beep> hang up
Set Twin Ringing	7006 <beep> extn # <beep> hang up
Cancel Diverts	7008

Unregister Phone	
To unregister a phone	
Feature	Code
Unregister Phone	7030

Lock & Unlock phones	
To lock and unlock your phone to restrict others using your phone:	
Feature	Code
To Lock Phone	7010
To Unlock phone	7011 + 'code' #

Day & Night Service	
To set the system in to Day or Night service:	
Feature	Code
Set to Day Service 1	7020
Set to Day Service 2	7021
Set to Night Service	7022

Account Codes	
Feature	Code
To make an account call	7014 + acct code # 'Dialtone Returned' Dial as normal

General	
Voice Mail:	
To access your own voice mail box to listen to message from another extension or if calling in to the IPcts from external, e.g. your mobile phone, dial * + extension number.	
To leave a voice mail message in a voice mail box dial # + extension number.	

CTI:	
There is a separate CTI Quick Reference User Guide showing how the CTI software can be used to deliver all the features and functions described on this user guide.	