

Jun 20, 2019 07:03

Feature Codes Admin Guide - English

 Feature codes are useful for IP phone users and web users as they provide such features as call recording, call intrusion, switch active device during a call and many others. They are also helpful for analog phone users as they allow performing call transfers, set up user status, call forwarding etc. Feature codes can be changed, on this page you can find the default settings with examples.

Pre answer services allow users to interact with the system in case the dialed extension cannot answer a call right away.

WMS Version: 3.88/ 4.01

Updated: April 2019

Permalink: <https://confluence.wildix.com/x/RQU8AQ>

Go to WMS -> Dialplan -> Feature Codes to access all the feature codes described in the Guide.

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Preferences

Prefix

You can enter the prefix which is automatically prepended to all feature and service codes, e.g. "***".

 Note this prefix is not used by those Feature codes, that already have a prefix (e.g. the ones in the section "Incall features" already have a sign "*" or "#" in front of them). Example: if you add "***" as a Prefix, you still need to enter "*1" to start a recording (not "***1")

 Some of these call features can be also activated in Collaboration -> *Settings* -> *Features* and in WP *Features* menu. For more information refer to [Collaboration User Guide](#) and [WP4X0 User Guide](#)

Status (DND/Away)

Default code: 60

Description: Status (DND/Away)

Options: 0 for available / 1 for DND / 2 for Away

Usage:

Change user status:

- Dial the feature code and follow the audio instructions
- Or enter the string: 60*1/2/0, then send the call

Example: enter the string 60*1 and send the call, where "1" is the option to enable DND status.

Busy call forward (BCF) / Unavailable Call forward (UCF) / Force call forward (FCF)

Default codes: 61 / 62 / 63

Descriptions: Forward calls when user is busy in another conversation / Forward calls when there is no answer within call timeout / Forward all calls

Options: 0 to deactivate / 1 to activate / 2 to set the destination number / 3 to auto-switch

Call classes: 1=external; 2=blacklist; 3=whitelist

Usage:

Enable / disable feature for internal call class:

- Call the feature code and follow the audio instructions

Enable / disable / auto-switch feature for all available classes:

- Enter the string <FC>*1/0/3, then send the call

Example: 61*1 – activate BCF for all available classes; 62*3 – activate UCF for all available classes if it was previously deactivated for at least one class / deactivate the feature for all available classes if it was previously activated for at least one class.

Set the destination number for all available classes:

- Enter the string<FC>*2*<X>, then send the call

Example: 63*2*1 – set up the destination number Voicemail for FCF for all available call classes (all the classes, that are activated in user preferences).

Enable/disable/auto-switch feature for specified call class:

- Enter the string <FC>*1/0/3*<callclass>, then send the call

Examples: 61*1*2 – activate BCF for blacklist; 62*3*1 – auto-switch UCF feature status for external class.

Set the destination number for specified call class:

- Enter the string <FC>*2*<X>*<callclass>, then send the call

Example: 63*2*100*1 – set up the destination number “100” for FCF for external class; note: for Voicemail destination, use option “1”, example: 63*2*1*1.



Note: for WP pre 2015, add asterisk * in the end of the string.

Example: 61*2*100*1*.

Call waiting

Default code: 64

Description: Receive more than one call at a time

Options: 0 to deactivate / 1 to activate / 3 to auto-switch

Call classes: 1=external; 2=blacklist; 3=whitelist

Usage:

Enable / disable feature for internal call class:

- Call the feature code and follow the audio instructions

Enable / disable / auto-switch feature for all available call classes:

- Enter the string 64*0/1/3, then send the call

Example: 64*1 – activate the feature for all available call classes; 64*3 – activate feature for all available call classes if it was previously deactivated for at least one class / deactivate the feature if it was previously activated for at least one class.

Enable/disable/auto-switch feature for specified call class:

- Enter the string 64*1/0/3*<callclass>, then send the call

Examples: 64*1*2 – activate the feature for blacklist; 64*3*1 – auto-switch the feature status for external class.

Mobility extension management

Default code: 75

Description: Forward calls also to the mobile number after the timeout

Options: 0 to deactivate / 1 to activate / 2 to set the timeout / 3 to auto-switch

Call classes: 1=external; 2=blacklist; 3=whitelist

Usage:

Enable / disable feature for internal call class:

- Call the feature code and follow the audio instructions

Enable / disable / auto-switch feature for all available classes:

- Enter the string 75*1/0/3, then send the call

Example: 75*1 – activate the feature for all available classes; 75*3 – activate the feature for all available classes if it was previously deactivated for at least one class / deactivate the feature for all available classes if it was previously activated for at least one class.

Set the timeout for all available classes:

- Enter the string 75*2*<X>, then send the call

Example: 75*2*10 – set up the timeout 10 seconds for all available call classes (all the classes, that are activated in user preferences).

Enable/disable/auto-switch feature for specified call class:

- Enter the string 75*1/0/3*<callclass>, then send the call

Examples: 75*1*2 – activate the feature for blacklist; 75*3*1 – auto-switch the feature status for external class.

Set the timeout for specified call class:

- Enter the string 75*2*<X>*<callclass>, then send the call

Example: 75*2*10*1 – set the timeout 10 seconds for external class.

 Note: for WP pre 2015, add asterisk * in the end of the string.

Example: 75*2*10*1*.

Call timeout

Default code: 65

Description: Ringing time for phones; after timeout, the call is disconnected or forwarded to the number specified in Unavailable call forward

Options: 0 to deactivate / 1 to activate / 2 to set the timeout

Call classes: 1=external; 2=blacklist; 3=whitelist

Usage:

Enable / disable feature for internal call class:

- Call the feature code and follow the audio instructions

Enable / disable / auto-switch feature for all available classes:

- Enter the string 65*1/0/3, then send the call

Example: 65*1 – activate the feature for all available classes; 65*3 – activate the feature for all available classes if it was previously deactivated for at least one class / deactivate the feature for all available classes if it was previously activated for at least one class.

Set the timeout for all available classes:

- Enter the string 65*2*<X>, then send the call

Example: 65*2*10 – set up the timeout 10 seconds for all available call classes (all the classes, that are activated in user preferences).

Enable/disable/auto-switch feature for specified call class:

- Enter the string 65*1/0/3*<callclass>, then send the call

Examples: 65*1*2 – activate the feature for blacklist; 65*3*1 – auto-switch the feature status for external class.

Set the timeout for specified call class:

- Enter the string 65*2*<X>*<callclass>, then send the call

Example: 65*2*10*1 – set the timeout 10 seconds for external class.

 Note: for WP pre 2015, add asterisk * in the end of the string.0

Example: 65*2*10*1*.

Telephone blocked

Default code: 72

Description: Disables outgoing external calls

Options: 0 to deactivate / 1 to activate / 3 to auto-switch

Usage:

Enable / disable feature:

- Call the feature code and follow the audio instructions

 Note: After the feature is enabled, you can still make an external call: enter five first symbols of the WEB password to unblock the phone just for this call. After that call is finished, the phone remains blocked.

Enable / disable / auto-switch feature:

- Enter the string 72*0/1/3, then send the call

Example: 72*1 – enable the feature; 72*3 – enables feature if it was previously disabled / disables the feature if it was previously enabled.

 Note: in order to deactivate “*Telephone blocked*”, you must enter the user password.

It is sufficient to enter first five symbols of user WEB password.

How to enter the password:

- To enter any lowercase and uppercase letter: press ONCE a corresponding digit
- To enter special characters (% , ^ , & , etc): press the *star* key (*)

Example: if user password is *4Ag7\$ZI@*, then you have to dial *4247**.

Ring only active device

Default code: 68

Description: If activated, only the active device rings (ringer is disabled on other devices)

 Note: active device is selected in Collaboration top menu.

Options: 0 to deactivate / 1 to activate / 3 to auto-switch

Usage:

Enable / disable feature:

- Call the feature code and follow the audio instructions

Enable / disable / auto-switch feature:

- Enter the string 68*0/1/3, then send the call

Example: 68*1 – enable the feature; 68*3 – enables feature if it was previously disabled / disables the feature if it was previously enabled.

Mobility confirmation

Default code: 69

Description: If activated, the user is informed on who the caller is, when answering a call from the mobility extension

Options: 0 to deactivate / 1 to activate / 3 to auto-switch

Call classes: 1=external; 2=blacklist; 3=whitelist

Usage:

Enable / disable feature for internal call class:

- Call the feature code and follow the audio instructions

Enable / disable / auto-switch feature for all available call classes:

- Enter the string 69*0/1/3, then send the call

Example: 69*1 – enable the feature for all available call classes; 69*3 – enables feature for all available call classes if it was previously disabled for at least one class / disables the feature if it was previously enabled for at least one class.

Enable/disable/auto-switch feature for specified call class:

- Enter the string 69*1/0/3*<callclass>, then send the call

Examples: 69*1*2 – activate the feature for blacklist; 69*3*1 – auto-switch the feature status for external class.

Incall features

These actions can be performed during a call.

Blind transfer

Default code: #9

Description: Code to transfer calls without notifying the receiver

Usage: Enter #9 during a call, then enter the destination number followed by pound

Attended transfer

Default code: #8

Description: Code to transfer calls with notification

Usage: Enter #8 during a call, then enter the destination number followed by pound

Cancel the transfer

Default code: #1

Description: Code that cancels an attended transfer (made via feature code #8 by default) and allows the caller to return to the previous call

Usage: First make an attended transfer via feature code, then press #1

Record

Default code: *1

Description: Code to start or stop call recording during the call

Usage:

Start / stop call recording:

- Press *1 during a call to start call recording; press it again to stop the call recording



WMS version 4.01: users are no longer allowed stopping/ starting a personal call recording if a system recording (started in Dialplan) is running

Pause recording (WMS 4.01)

Default code: *2

Description: Code to pause/ unpaue call recording during a call

Pause/ unpaue call recording:

- Press *2 during a call to pause call recording; press it again to resume the call recording

 With Dialplan variable `USER_CAN_PAUSE_RECORDING` it is possible to restrict users from being able use Feature Code "Pause recording" *2

By default, users are allowed pausing/ resuming personal recording.

To add a restriction, use variable:

- as Global Dialplan variable: go to WMS -> Dialplan -> General Settings -> Set dialplan variables and add "`USER_CAN_PAUSE_RECORDING=no`"
- via Dialplan application "Set" -> `USER_CAN_PAUSE_RECORDING` -> no
- via Dialplan application Custom application -> Set(`USER_CAN_PAUSE_RECORDING=no`)

Documentation: <https://confluence.wildix.com/x/nQmlAQ>

Continuity

Default code: *5

Description: Code to switch a call to another device

Usage: Press *5 during a call: other devices registered to your account start ringing allowing you to pick up the call from another device

 Note: it is also possible to dial *5 on one of the devices registered to your account to continue the conversation from that device, see Continuity service code in [Services](#) section of this Guide.

Services

Access to different Wildix Unified Communications services.

Voicemail

Default code: 81

Description: Access code to the voicemail

Usage:

Access your voicemail:

- Dial the feature code and follow the audio instructions

Access voicemail of another user:

- Enter the string `81*<extension>` or `81<extension>`, then send a call
- Follow the audio instructions to enter the WEB password of a user (used for access to WMS /Collaboration).

 Note: it is sufficient to enter first five symbols of user WEB password.

How to enter the password:

- To enter any lowercase and uppercase letter: press ONCE a corresponding digit
- To enter special characters (% , ^ , & , etc): press the *star* key (*)

Example: if user password is *4Ag7\$ZI@*, then you have to dial *4247**.

Example: enter the string 81*100 or 81100 and send a call, where “100” is the extension.

Listen to new / old messages:

- all 81, press 1 for new / old messages, then:
- Press 2 for message details
 - press 2 to change folders (press 0 for new / 1 - for old / 2 - for work / 3 - for family / 4 - for friends messages/ # - to cancel)
 - press 3 for advanced options (press 1 to send a reply / 3 - to listen to the message envelope / 5 - to send a Voicemail message/ * - to return to the Main menu)
 - press 5 to repeat the current message
 - press 7 to delete this message
 - press 8 to forward the message to another user
 - press 9 to save this message
 - press * for help
 - press # to exit

Send a Voicemail message to yourself / to another user:

- Call 81, press 3 for advanced options, then press 5 and follow the audio instructions

Record your name / your unavailable / your busy message:

- Call 81, press 0 for mailbox options, then:
 - press 1 to record your unavailable message and follow the audio instructions
 - press 2 to record your busy message and follow the audio instructions
 - press 3 to record your name and follow the audio instructions

Directory

Default code: 82

Description: Dial by name feature allows you to enter a part of the name or surname for the search.

This feature is also available via Dialplan application “[Dial by name](#)”. Users can record their names via Service code [Voicemail](#) 81 (call 81, press 0 for mailbox options, then press 3 to record your name)

Usage:

Dial by name: (user you are dialing must have his/her name previously recorded):

- Call 82 and follow the audio instructions to enter a part of a name or surname for the search

 Note: Starting from WMS version 3.86, the feature is available for EN/ IT/ FR/ DE/ NL sound packages. So make sure one of the sound packages is installed and the corresponding language selected as user language.

Login

Default code: 99

Description: Code for phones login service

Usage:

Assign WP4X0 / W-AIR phone to user:

- Dial 99 from Wildix phone and follow the audio instructions to register the phone (WP4X0, W-AIR)
- Otherwise enter the string 99**<extension>***<password>*, then send a call

 Note: it is sufficient to enter first five symbols of user WEB password.

How to enter the password:

- To enter any lowercase and uppercase letter: press ONCE a corresponding digit
- To enter special characters (% , ^ , & , etc): press the *star* key (*)

Example: if user password is *4Ag7\$Zl@*, then you have to dial *4247**.

Example: enter the string 99*100*4247* and then send the call, where “100” is the extension, “4247*” is the WEB password (used for access to WMS / Collaboration) of the extension “100” transformed into digits.

 On WP4X0 and W-AIR devices you can also use super admin password for phones login.

Personal record / Shared record

Default codes: 84 / 74

Descriptions: Personal record service code allows you to create a new personal voice recording or to delete / rewrite / playback an existing personal call recording; user who has an email address associated to his / her account receives the recording file by email. Shared record service code allows you to create a new shared voice recording or to delete / rewrite / playback an existing shared call recording (the call recording is then available in the WMS -> Sounds menu).

Usage:

Record a new file:

- Dial the feature code, enter the number you wish to assign to the file or wait for several seconds till the number is automatically assigned, then say the text that you wish to record; when done press the pound key or hang up
- Or enter the string *<FC>*X* or *<FC>X* (where X is the recording ID number), then send the call and follow the audio instructions to record the file

Example: enter the string 84*111 or 84111 and then send the call, where “111” is the number you wish to assign to the file.

- Otherwise enter the string 74*X*1, then send a call; where X is the recording ID number, 1 is the option allowing you to record the file

Example: enter the string 74*111*1 and then send the call, where “111” is the number you wish to assign to the file, “1” is the option to record the file.

Rewrite / playback / delete an existing file:

- Dial the feature code, enter the number of the existing file and follow the audio instructions
- Or enter the string <FC>*X or <FC>X (where X is the existing recording ID number), then send the call and follow the audio instructions to rewrite / playback / delete the file

Example: enter the string 84*111 or 84111 and then send the call, where “111” is the number of the existing file that you wish to rewrite / playback / delete.

- Otherwise enter the string <FC>*X*0/1/2, then send a call; where “0” is to delete / “1” to record / “2” to playback

Example: enter the string 74*111*2 and then send the call, where “111” is the the number of the existing file, “2” is the option to playback the file.

Silent intrusion / Partial intrusion / Conference intrusion

Default codes: 86 / 87 / 85

Description: Use Silent intrusion code for secret intrusion (members of the call are not notified); Partial intrusion code – for partial intrusion (only one party can hear you); Conference intrusion code – for complete conference intrusion (all the parties can hear you)

Usage:

Do an intrusion on a call of another user:

- Dial the feature code and follow the audio instructions
- Otherwise enter the string <FC>*<extension> or <FC><extension>, then send a call

Example: enter the string 86*100 or 86100 and then send the call, to do a silent intrusion into the conversation of user 100.

Virtual scanner

Default code: 89

Description: Code to send by mail a file from a fax machine to a user with an associated email in LDAP (code to digitize a fax). This service code is dialed from the fax machine (fxs user) and allows you to convert the fax into the digital format;

Prerequisite: the user who receives the fax must have an email address associated to his / her account

Usage:

Send a fax from fax machine to yourself / to user:

- Enter the string 89*<extension> or 89<extension> from fax machine, then send a call

Example: enter the string 89*100 or 89100 and then send the call, where “100” is the extension number of user who receives the fax user 100 receives fax to email; fax is also saved to call history; fax sender and recipient can be the same user or different users.

Fax relay

Default code: 90

Description: Code to send a file from a fax machine to a user which is another fax machine and also to his email address, if present in LDAP. Send fax from fax machine (fxs user) to the indicated fax number with the possibility to save fax in the digital format / send a fax to fax machine (fxs user) with the possibility to save fax in the digital format / send a fax from fxs user to trunk.

Usage:

Send fax from fax machine to fax number:

- Enter the string 90*<fax_number> or 90<fax_number> from fax machine (fxs user), fax report is sent to email and saved in call history of fxs user

Example: enter the string 90*0461019978 or 900461019978 and then send the call, where “0461019978” is the fax number.

Send a fax from another user to trunk:

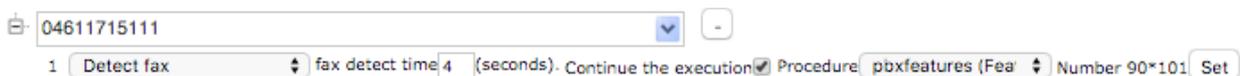
- Enter the string 90*<extension>*<fax_number> from fax machine (fxs user), then send a call, fax report is sent to email of that user (if user has an email address in user preferences)

Example: enter the string 90*100*0461019978 and send a call, where “100” is the user, “0461019978” is the fax number; fax report is sent to email of user 100 and saved to call history of fxs user and user 100.

Incoming fax from trunk to fxs user:

- Edit the dialplan procedure used for incoming faxes (“main” by default):
 - add the application “*Detect fax*”-> (in case phone number is used both for faxes and calls, or otherwise, use the application “*Jump to*”) -> select the procedure “*pbxfeatures*” or “*pbxservices*” and edit the called number: “*custom*” -> 90*<fxs_extension>

Example: enter the custom number 90*101 in the Dialplan procedure, where “101” is the fxs user extension number; fax is received by fxs user 101 and saved to call history.



Incoming fax from trunk to fxs user and to another user’s email: (user must have an email address in user preferences)

- Edit the dialplan procedure used for incoming faxes (“main” by default):
 - add the application “*Jump to*”-> select the procedure “*pbxfeatures*” or “*pbxservices*” procedure and edit the called number: “*custom*” -> 90*<extension>*<fxs_extension>
 - fax is received by fxs user and fax report is sent to the email of user

Example: enter the custom number 90*100*101, where “100” is another user who receives fax report to email, “101” is fxs user who receives fax; fax is received by fxs user 101, fax report is sent to email of user 100, and saved to call history of both fxs user 101 and user 100.



Paging

Default code: 91

Description: Call a Paging group (paging group is a group of devices that answer in speakerphone mode, allowing you to transmit an important message to a number of extensions simultaneously. Check the [online Guide](#) for detailed information).

Usage:

Make an announcement to extensions subscribed to a paging group:

- Dial 91 and follow the audio instructions
- Otherwise enter the string 91*<paging_group> or 91<paging_group>, then send a call

Example: enter the string 91*10 or 9110 and then send the call, where “10” is the paging group ID.

 Starting from WMS 3.86 calls are no longer interrupted by Paging / Intercom; a user who is already on the phone, receives Paging / Intercom calls as a normal second incoming call. This behavior can be changed via Dialplan Custom application. Check [Dialplan applications Admin Guide](#) for more information.

Pick up a dropped paging call

- Dial 91 and send a call

Example: you hung up a paging call. Dial 91 to pick up that call.

Hide number

Default code: 92

Description: Code to disable the visualization of the caller ID for outgoing trunk calls

Pre-requisites: the option “*Privacy Header -> id,user*” and “*Cid Header -> P-Asserted-Identity*” must be enabled in SIP trunk settings (WMS -> *Trunks*)

Options: 1 to activate / 0 to deactivate / 3 for auto-switch

Usage:

Enable / disable / auto-switch feature for all outgoing trunk calls

- Dial 92 and follow the audio instructions
- Otherwise dial 921 to enable / 920 to disable / 923 to auto-switch (new feature status is displayed on the WP screen)

Enable feature before placing a call to trunk:

- Otherwise enter the string 92*<phone_number> or 92<phone_number>, then send a call

Example: enter the string 92*04611715111 or 9204611715111 and then send the call, where "04611715111" is the number you wish to call.

Switch / 3 state switch / Timetable

Default codes: 93 / 94 / 95

Descriptions: Code to change a switch / 3 state switch status / timetable status

Usage:

Change the status of switch / 3 state switch / timetable:

- Dial 93 and follow the audio instructions
- Otherwise enter the string 93*<switch_id>*1, then send a call

Example: enter the string 93*10*1 and then send the call, where "10" is the Switch ID, "1" is the option allowing you to change the switch status.

Pickup

Default code: 88

Description: Code to pick up a ringing call of another user or a call group (users must be registered to the same PBX as you)

Usage:

Pick up a ringing call of another user of the same ACL group:

- Call 88

Pick up a ringing call of another user:

- Enter the string 88<extension>, then send a call

Example: enter the string 88100 and send a call, where "100" is the extension number of user who has a ringing call.

Pick up a ringing call of another ACL group:

- Enter the string 88<ACL_group_ID>, then send a call

Example: enter the string 8811 and send a call, where "11" is the ACL group ID.

Pickup up a ringing call of a call group:

- Enter the string 88*59*<call_group_ID> or 8859<call_group_ID>, then send a call

Example: enter the string 88*59*10 or 885910 and send a call, where "59" is "Call group" feature code, "10" is the call group ID;

 Note: "Call group" Feature Code on new systems is 79.

Continuity

Default code: *5

Description: Code to switch a call to another device

Usage: Press *5 during a call on one of the devices registered to your account and continue the call on that device.

Call group

Default code: 59



Note: the Feature code after the system reset and for new systems is 79.

Description: Call a call group

Usage:

Call a call group:

- Dial 59 and follow the audio instructions
- Otherwise enter the string 59*<call_group_ID> or 59<call_group_ID>, then send a call

Example: enter the string 59*10 or 5910 and then send the call, where “100” is the extension of the user participating in the phone call.

Pick up a ringing call of a call group:

- See [Pickup](#) feature code.

Call group management

Default code: 97

Description: Call group login/logout management. The feature code allows you to dynamically log in to / log out from a call group; you can also add other users to call groups, in case it is not restricted by the ACL “*Can / cannot “manage the callcenter”*”

Options: 1 to log in / 0 to log out / 2 to auto-switch

Usage:

Dynamically log in to / log out from a call group:

- Dial 97 and follow the audio instructions (works only for login / logout; not for auto-switch)
- Enter the string 970/1/2<call_group_ID> or 97*0/1/2*<call_group_ID>, then send a call

Example: enter the string 97110 and send a call, where “1” is the option allowing you to dynamically join a call group, “10” is the call group ID.

Dynamically add another user to a call group / exclude another user from a call group:

- Enter the string 97*0/1/2*<call_group_ID>*<extension>, then send a call

Example: enter the string 97*1*10*100 and send a call, where “1” is the option for login to call group, “10” is the call group ID, “100” is the extension you wish to add to this call group.

Intercom

Default code: 96

Description: Make an announcement to a user; phone of this user automatically answers in speakerphone mode

Usage:

Transmit a message to a user:

- Dial the 96 and follow the audio instructions
- Otherwise enter the string 96*<extension> or 96<extension>, then send a call

Example: enter the string 96*100 or 96100 and then send the call.

 Starting from WMS 3.86 calls are no longer interrupted by Paging / Intercom; a user who is already on the phone, receives Paging / Intercom calls as a normal second incoming call. This behavior can be changed via Dialplan Custom application. Check [Dialplan applications Admin Guide](#) for more information.

Speed Dial

Default code: 80

Description: Code to call phonebook Speed Dial numbers

Usage:

- Dial 80 and follow the audio instructions
- Otherwise enter the string 80*[speed_dial] or 80[speed_dial], then send a call

Example: enter the string 80*100 or 80100 and then send the call, where “100” is the “Speed Dial” number of the phonebook contact.

Conference

Default code: 98

Description: Code to access a conference

Usage: The code can be used to access conferences created via Dialplan or via Collaboration (Audio conferences or WebRTC Kite videoconferences):

Call a conference / transfer a call to a conference:

- Dial 98 and follow the audio instructions
- Otherwise enter the string 98*[conference_id] or 98[conference_id], then send a call

Example: enter the string 98*1111 or 981111 and then send the call, where “1111” is the conference ID number.

 How to enable external users to participate in the audio conference (not WebRTC-based): [Dialplan applications User Guide](#) (see Dialplan application [Play sound and wait for digits](#)).

How to create conference rooms via Dialplan: [Dialplan applications User Guide](#) (see Dialplan application [Conference](#)).

Echo

Default code: 76

Description: Code to generate a call with the echo on the audio

Usage: Call 76 to make an audio test.

Wake up call/ Make Up Room/ Room Inspecting/ Minibar

Default codes: 773/ 771/ 774/ 771

Description: These Hotel Feature Codes allow users (guests / hotel staff) to manage different services by placing a call from the hotel room number to a specified Feature Code and following audio instructions.

Refer to [Hotel Feature Codes](#) Chapter of [Hotel Integration Guide](#) for detailed information.

Pre answer services

 Note: Appliance of pre answer services can be allowed/ forbidden via ACLs "Can (cannot) use pre answer services" and "Can (cannot) use pre answer services & messages". Detailed information about ACL rules: [ACL rules Admin Guide](#).

Pre answer services are options that allow users to interact with the system in case the dialed extension cannot answer a call right away.

When you call a user whose user's status is "on the phone", "busy", "not answering" or "unavailable", the system offers you to press * (asterisk) for options. The following options are available:

- **Voicemail**

The system announces "Press 1 for Voicemail" and you can leave a voicemail message for a user.

- **Intrusion**

 Note: The option appears only if it is allowed via ACL "Can Intrusion". More details: [ACL rules Admin Guide](#).

The system announces "Press 2 for Intrusion" and you are allowed to intrude into a call.

- **Intercom**

 Note: The option appears only if it is allowed ACL "Can Intercom". More details: [ACL rules Admin Guide](#).

The system announces "Press 4 for Intercom" and you can talk to a user as user's phone automatically answers in speakerphone mode.

- **Call completion**

Call completion is a feature that allows user to book a callback as soon as the dialed extension is available again. The system announces "Press 5 for Call completion" allowing the caller to leave a request to receive an automatic callback from the system as soon as the dialed extension finishes the call. After the caller answers the callback, the system automatically connects the user with the extension he/she was trying to reach.

In case the call was rejected by a user, Call completion request will be processed only after the dialed extension places another outgoing call and finishes it.

Pre answer services based on user's status

User is busy

When a user is busy, the following pre answer options are available:

- Voicemail
- Intercom
- Call completion

User is busy on the phone

 Note: In case "Call waiting" option is enabled in user's call features (Collaboration -> Settings -> Features or WMS -> Users -> Edit preferences -> Features), pre answer services are not available.

When a user is busy on the phone, the following pre answer options are available:

- Voicemail
- Intrusion
- Intercom
- Call completion

User is not answering

 Note: In case "Call Forward No Answer" is enabled in user's call features (Collaboration -> Settings -> Features or WMS -> Users -> Edit preferences -> Features), pre answer services are not available.

When a user is not answering, the following pre answer options are available:

- Voicemail
- Intercom
- Call completion

User is unavailable

When a user is unavailable, the following pre answer service is available:

- Voicemail