

Feature Access Codes

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Information About Feature Access Codes

Feature Access Codes

Feature Access Codes (FACs) are special patterns of characters for dialing from a phone keypad to invoke particular features. For example, you can press **1, then press 2345 to forward all incoming calls to extension 2345.

Invokes FACs using a short sequence of digits for dialing the keypad on an analog phone. Similarly, on an IP phone you can select softkeys to invoke the same features. In Cisco Unified Communications Manager Express 4.0 and later, enable the same FACs that are available for analog phones on IP phones. It allows you to select a particular feature or activate and deactivate a function in the same manner regardless of the phone type.

Disable FACs on IP phones until they are explicitly enabled. You can enable all standard FACs for all registered SCCP phones in Cisco Unified Communications Manager Express. Similarly you can define a custom FAC or alias to enable one or more individual FACs.

All FACs except the call-park FAC are valid only immediately after a phone is off hook. The call-park FAC is considered transfer to a call-park slot and therefore is only valid after initiating transfer using the Transfer softkey (IP phones) or hookflash (analog phones).

Note Configured directory numbers on the Cisco Unified Communications Manager Express router cannot overlap with the numbers you assign for FAC Standard or FAC Custom in a FAC configuration. Also, ensure that the FAC code always starts with an asterisk, followed by digits.

Note For Custom FAC configuration, two FAC codes cannot overlap with one another. A sample configuration (with 54 overlapping) that you must avoid, is as follows:

```
telephony-service fac custom
dnd *54
ephone-hunt hlog-phone *5432
```

Table 1: Standard Feature Access Codes, on page 2 Contains a list of the standard predefined FACs.

Table 1: Standard Feature Access Codes

Standard FAC	Description
**1 plus optional extension number	Call Forward All.
**2	Call forward all cancel.
**3	Select a local group.
**4 plus group number	Select an incoming call in the specified pickup group. Specified pickup group must be already configured in Cisco Unified Communications Manager Express.
**5 plus extension number	Select a direct extension.
**6 plus optional park-slot number	Call park, if you have an active call and if you press the Transfer softkey (IP phone) or hookflash (analog phone) before dialing this FAC. Configure the target park slot in Cisco Unified Communications Manager Express.
**7	Do Not Disturb.
**8	Redial.
**9	Dial voicemail number.
*3 plus hunt group pilot number	Join ephone-hunt group. If you have created multiple hunt groups allowing dynamic membership, identify the joining hunt group by its pilot number.
*4	Activate or deactivate the hunt group logout functionality to toggle between ready or not-ready status of an extension when the hunt group agent is off-hook.
*5	Activate or deactivate a phone-level hunt group logout to toggle between ready or not-ready status of all extensions on an individual phone. The individual phone member must be of an ephone hunt group when the phone is idle.
*6	Dials the voicemail number.
#3	Leave ephone-hunt group. Configure the Phone or extension number as a dynamic member of a hunt group.

Note For FAC feature to work on SIP phones configuring **call-park system application** under **telephony-service** is mandatory. The following FAC is supported with SIP phones:

- CALL_PICKUP - Allows a phone user to answer a call that is ringing on another phone by pressing the FAC digit **5 and then dialing the extension.
- GROUP_PICKUP - Allows a phone user to answer a call that is ringing phone in any pickup group by pressing the FAC digit **3 and then dialing the pickup group number.
- LOCAL_GPICKUP - Allows a phone user to select a call that is ringing on another phone by pressing the FAC digit **4 and then the asterisk (*) if both phones are in the same pickup group.
- DPARK_RETRIEVE - Allows a phone user to retrieve a parked call on an SCCP phone by pressing the FAC digit *0 and dialing the extension number of the call-park slot.
- REGULAR_PARK - Allows a phone user to place a call on hold by pressing the FAC digit **6 at a special extension so it can be retrieved from any other phone in the system.
- VOICE_HUNTGRP_JOIN - Allows a phone user to join to or from voice hunt groups by selecting the Join FAC digit *3 which is displayed on the voice hunt group page.
- VOICE_HUNTGRP_UNJOIN_ALL - Allows a phone user to unjoin from all voice hunt groups by selecting the unJoin FAC digit #4 which is displayed on the voice hunt group page.
- VOICE_HUNTGRP_UNJOIN_PARTICULAR - Allows a phone user to unjoin from a particular voice hunt group by selecting the unJoin FAC digit #4 which is displayed on the voice hunt group page.
- VOICE_HUNTGRP_TEMP_LOGOUT - Allows a phone user to use the HLog FAC digit *5 to change from the ready to not-ready status or from the not-ready to ready status.
- SIP_NIGHT_SERVICE_CODE - Allows a phone user to enter a night-service code to toggle night-service treatment on and off from any phone that is assigned to the night service.

Restrictions

- DND is not supported for Analog SCCP devices.

Configure Feature Access Codes

To enable standard FACs or create custom FACs, perform the following steps:

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **telephony-service**
4. **call-park system application**
5. **fac** {**standard** | **custom** {**alias** *alias-tag custom-fac* **to** *existing-fac* [*extra-digits*]} | *feature custom-fac*}}

6. **end**

DETAILED STEPS

Procedure

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**telephony-service** **Example:** `Router(config)# telephony-service`	Enters telephony-service configuration mode.
Step 4	**call-park system application** **Example:** `Router(config-telephony)# call-park system application`	Configure **call-park system application** for FAC feature to work on SIP phones.
Step 5	**fac** {**standard** | **custom** {**alias** *alias-tag custom-fac* **to** *existing-fac* [*extra-digits*]} | *feature custom-fac*}} **Example:** `Router(config-telephony)# fac custom callfwd *#5`	Enables standard FACs or creates a custom FAC or alias. • **standard**—Enables standard FACs for all phones. • **custom**—Creates a custom FAC for a FAC type. • **alias**—Creates a custom FAC for an existing FAC or an existing FAC plus extra digits. • *alias-tag*—Unique identifying number for this alias. Range: 0 to 9. • *custom-fac*—User-defined code to be dialed using the keypad on an IP or analog phone. Custom FAC can be up to 256 characters long and contain numbers 0 to 9 and * and #. • **to**—Maps custom FAC to specified target. • *existing-fac*—Already configured custom FAC that is automatically dialed when the phone user dials the custom FAC being configured. • *extra-digits*—(Optional) Additional digits that are automatically dialed when the phone user dials the custom FAC being configured.

	Command or Action	Purpose
		• *feature*—Predefined alphabetic string that identifies a particular feature or function. Type **?** for a list.
Step 6	**end** **Example:** `Router(config-telephony)# end`	Returns to privileged EXEC mode.

Verify Feature Access Codes

To verify the FAC configuration, perform the following step.

Procedure

show telephony-service fac

Example:

This command displays a list of FACs that are configured on the Cisco Unified CME router. The following example shows the output when standard FACs are enabled:

```
Router# show telephony-service fac

telephony-service fac standard
 callfwd all **1
 callfwd cancel **2
 pickup local **3
 pickup group **4
 pickup direct **5
 park **6
 dnd **7
 redial **8
 voicemail **9
 ephone-hunt join *3
 ephone-hunt cancel #3
 ephone-hunt hlog *4
 ephone-hunt hlog-phone *5
 trnsfvm *6
```

The following example shows the output when custom FACs are configured:

```
Router# show telephony-service fac

telephony-service fac custom
 callfwd all #45
 alias 0 #1 to **4121
 alias 1 #2 to **4122
 alias 4 #4 to **4124
```

Configuration Examples for Feature Access Codes

Example for Enabling Standard FACs for All Phones

The following example shows how to enable standard FACs for all phones:

```
Router# telephony-service
Router(config-telephony)# fac standard
fac standard is set!
Router(config-telephony)#
```

The following example shows how the standard FAC for the Call Forward All feature is changed to a custom FAC (#45). Then an alias is created to map a second custom fac to #45 plus an extension (1111). The custom FAC (#44) allows the phone user to press #44 to forward all calls to extension 1111, without requiring the phone user to dial the extra digits that are the extension number.

```
Router# telephony-service
Router(config-telephony)# fac custom callfwd all #45
fac callfwd all code has been configured to #45
Router(config-telephony)# fac custom alias 0 #44 to #451111
fac alias0 code has been configurated to #44!
alias0 map code has been configurated to #451111!
```

The following example shows how to define an alias for the group pickup of group 123. The alias substitutes the digits #4 for the standard FAC for group pickup (**4) and adds the group number (123) to the dial pattern. Using this custom FAC, a phone user can dial #4 to pick up a ringing call in group 123, instead of dialing the standard FAC **4 plus the group number 123.

```
Router# telephony-service
Router(config-telephony)# fac custom alias 5 #4 to **4123
```

Feature Information for Feature Access Codes

The following table provides release information about the feature or features described in this module. This table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to https://cfnng.cisco.com/. An account on Cisco.com is not required.

Table 2: Feature Information for Feature Access Codes

Feature Name	Cisco Unified CME Version	Feature Information
Transfer to Voice Mail.	7.0/4.3	FAC for Transfer to Voice Mail was added.
Feature Access Codes (FACs)	4.0	FACs were introduced.