Configuring Feature Access Codes

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This chapter describes the feature access codes support in Cisco Unified Communications Manager Express (Cisco Unified CME).

Finding Feature Information in This Module

Your Cisco Unified CME version may not support all of the features documented in this module. For a list of the versions in which each feature is supported, see the "Feature Information for Feature Access Codes" section on page 1145.

Contents

Information About Feature Access Codes

To enable Feature Access Codes, you should understand the following concept:

Feature Access Codes

Feature Access Codes (FACs) are special patterns of characters that are dialed from a telephone keypad to invoke particular features. For example, a phone user might press **1, then press 2345 to forward all incoming calls to extension 2345.

Typically, FACs are invoked using a short sequences of digits that are dialed using the keypad on an analog phone, while IP phones users select soft keys to invoke the same features. In Cisco Unified CME 4.0 and later, the same FACs that are available for analog phones can be enabled on IP phones. This allows phone users to select a particular feature or activate/deactivate a function in the same manner regardless of phone type.

FACs are disabled on IP phones until they are explicitly enabled. You can enable all standard FACs for all SCCP phones registered in Cisco Unified CME or 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 taken off hook. The call-park FAC is considered a transfer to a call-park slot and therefore is only valid after the Trnsfer soft key (IP phones) or hookflash (analog phones) is used to initiate a transfer.

Table 55 contains a list of the standard predefined FACs.

Table 55 Standard FACs

Standard FAC	Description
**1 plus optional extension number	Call forward all.
**2	Call forward all cancel.
**3	Pick up local group.
**4 plus group number	Pick up a ringing call in the specified pickup group. Specified pickup group must already configured in Cisco Unified CME.
**5 plus extension number	Pick up direct extension.
**6 plus optional park-slot number	Call park, if the phone user has an active call and if the phone user presses the Transfer soft key (IP phone) or hookflash (analog phone) before dialing this FAC. Target park slot must be already configured in Cisco Unified CME.
**7	Do not disturb.
**8	Redial.
**9	Dial voice-mail number.
*3 plus hunt group pilot number	Join ephone-hunt group. If multiple hunt groups have been created that allow dynamic membership, the hunt group to be joined is identified by its pilot number.
*4	Activate or deactivate hunt group logout functionality to toggle between ready/not-ready status of an extension when an hunt group agent is off-hook.
*5	Activate or deactivate phone-level hunt group logout to toggle between ready/not-ready status of all extensions on a individual phone that is a member of an ephone hunt group when the phone is idle.

Table 55 Standard FACs (continued)

Standard FAC	Description
*6	Dials the voice-mail number.
#3	Leave ephone-hunt group. Telephone or extension number must already be configured as a dynamic member of a hunt group.

How to Configure Feature Access Codes

This section contains the following tasks:

- SCCP: Enabling Feature Access Codes, page 1141
- Verifying Feature Access Codes, page 1142

SCCP: Enabling 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. **fac** {**standard** | **custom** {**alias** *alias-tag custom-fac* **to** *existing-fac* [*extra-digits*]} | *feature custom-fac*}}
5. **end**

DETAILED STEPS

	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.

	Command or Action	Purpose
Step 4	**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 a 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. • *feature*—Predefined alphabetic string that identifies a particular feature or function. Type **?** for a list.
Step 5	**end** **Example:** `Router(config-telephony)# end`	Returns to privileged EXEC mode.

Verifying Feature Access Codes

To verify the FAC configuration, perform the following step.

Step 1 **show telephony-service fac**

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

This section contains the following configuration example:

- FAC: Example, page 1143

FAC: Example

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 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
```

Additional References

The following sections provide references related to Cisco Unified CME features.

Related Documents

Related Topic	Document Title
Cisco Unified CME configuration	• *Cisco Unified CME Command Reference* • Cisco Unified CME Documentation Roadmap
Cisco IOS commands	• *Cisco IOS Voice Command Reference* • Cisco IOS Software Releases 12.4T Command References
Cisco IOS configuration	• *Cisco IOS Voice Configuration Library* • Cisco IOS Software Releases 12.4T Configuration Guides
Phone documentation for Cisco Unified CME	• User Documentation for Cisco Unified IP Phones

Technical Assistance

Description	Link
The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies. To receive security and technical information about your products, you can subscribe to various services, such as the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and Really Simple Syndication (RSS) Feeds. Access to most tools on the Cisco Support website requires a Cisco.com user ID and password.	http://www.cisco.com/techsupport

Feature Information for Feature Access Codes

Table 56 lists the features in this module and enhancements to the features by version.

To determine the correct Cisco IOS release to support a specific Cisco Unified CME version, see the *Cisco Unified CME and Cisco IOS Software Version Compatibility Matrix* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.

Use Cisco Feature Navigator to find information about platform support and software image support. Cisco Feature Navigator enables you to determine which Cisco IOS software images support a specific software release, feature set, or platform. To access Cisco Feature Navigator, go to http://www.cisco.com/go/cfn. An account on Cisco.com is not required.

Note Table 56 lists the Cisco Unified CME version that introduced support for a given feature. Unless noted otherwise, subsequent versions of Cisco Unified CME software also support that feature.

Table 56 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.