

# Service codes overview @COM Business Manager v1.3

Datum: 30/01/2013

Function	Servicecode Activate	Servicecode Deactivate	License needed
Abbreviated Number dialing	*7		no
ACD, Agent Login/Logout	*401<code>	#401 or toggle	yes
ACD, Agent pause	*402	#402 or toggle	yes
ACD, Agent remote logon/logoff or pause	*403<super passw> <extension>	<servicecode>	yes
Assisting Extension	*84<extension>	#84<extension>	no
Billing System, Activate voucher	*931 <vouchernr.>		yes
Billing System, Request current balance	*930		yes
Calendar mode: Set to manual-mode open/closed (off, means closed)	*44<Calendar ID>	#44<Calendar ID>	no
Calendar mode: Override auto-mode to closed (off, means automatic)	*45<Calendar ID>	#45<Calendar ID>	no
Calendar mode: Override auto-mode to lunch (off, means automatic)	*46<Calendar ID>	#46<Calendar ID>	no
Call Completion on Busy Cancel		#58	no
Call Forward immediate, Internal & External	*21*<number>	*21*<number>	no
Call Forward immediate, External	*211<number>	*211<number>	no
Call Forward immediate, Internal	*212<number>	*212<number>	no
Call Forward immediate, Deactivate		#21#	no
Call Forward immediate, Deactivate (without #)		*210	no
Call Forward on busy, Internal & External	*67*<number>	*67*<number>	no
Call Forward on busy, External	*671<number>	*671<number>	no
Call Forward on busy, Internal	*672<number>	*672<number>	no
Call Forward on busy, Deactivate		#67#	no
Call Forward on busy, Deactivate (without #)		*670	no
Call Forward on no answer, Internal & External	*61*<number>	*61*<number>	no
Call Forward on no answer, External	*611<number>	*611<number>	no
Call Forward on no answer, Internal	*612<number>	*612<number>	no
Call Forward on no answer, Deactivate		#61#	no
Call Forward on no answer, Deactivate (without #)		*610	no
Call Forward on not reachable, Internal & External	*62*<number>	*62*<number>	no
Call Forward on not reachable, External	*621<number>	*621<number>	no
Call Forward on not reachable, Internal	*622<number>	*622<number>	no
Call Forward on not reachable, Deactivate		#62#	no
Call Forward on not reachable, Deactivate (without #)		*620	no
Call Forward to Preset Call Forwarding Number	*25	#25	yes
Call Forward to voicemail, Internal & External	*24*<number>	*24*<number>	no
Call Forward to voicemail, External	*241	*241	yes
Call Forward to voicemail, Internal	*242	*242	yes
Call Forward to voicemail, Deactivate	*240	*240	yes
Call Forward to voicemail, Deactivate (without #)	#24#	#24#	yes
Call Forwardings Deactivate (all call forwardings)		#20#	no
Call Forwardings Deactivate (all call forwardings) (without #)		*200	no
Call Parking	*56	*56<xx> of #56<xx>	no
Call Pickup Normal, within predefined callgroup(s)	*57		no
Call Pickup Alternative, within predefined callgroup(s)	*58		yes
Call Pickup a Specific Call	*59<extension>		no
Central System Lock	*999<lockingpassw>	#999<lockingpassw>	no
Do Not Disturb	*34	#34	no
Flexworker change pincode <sup>2</sup>	*52<old pin>*<new pin>		no
Flexworker login/logoff	*51<extension>	#51 or toggle	no
Hunt group, login/logoff to all groups <sup>2</sup>	*85	#85	no
Hunt group, login/logoff to specific groups <sup>2</sup>	*85	#85	no
Intercom	*80<number>		no
Paging	*81<number>		no
Silent Monitoring of SIP phones	*920 <extension>		yes
Silent Monitoring of SIP trunks	*921		yes
Suppress Number Presentation (CLIR) (per call) <sup>1</sup>	*31*<number>		no
Suppress Number Presentation (CLIR) <sup>1</sup>	*86	#86	no
System: Reinitialize the Telephony Service from a phone	**991 <code>		no
System: Restart the Telephony Service from a phone	**992 <code>		no
System: Full Restart the @COM Server from a phone	**993 <code>		no

<sup>1</sup> This feature will not function with some telecom provider

<sup>2</sup> Available from SMR release v1.3.831