

Configure Vertical Service Codes in Regional Voice Parameters on SPA112 and SPA122

Objectives

A vertical service code is a special code dialed to a telephone number which provides special phone features. Vertical service announcement code is a special feature that allows the user to listen to a record on the line before the call is connected when the user enters the code. The star code is activated by * code and the phone is off hook.

The objective of this article is to explain how to configure vertical service parameters in regional voice settings on a SPA112 or a SPA122. This is helpful to adjust shortcuts, such as the keys required to perform a call redial.

Applicable Devices

- SPA112
- SPA122

Software Version

- 1.3.2 (014)

Vertical Service Codes in Regional Voice Parameters

Step 1. Log in to the Phone Adapter Configuration Utility and choose **Voice > Regional**. The *Regional* page opens:

Regional

Vertical Service Activation Codes

Call Return Code:	<input type="text" value="*69"/>	Call Redial Code:	<input type="text" value="*07"/>
Blind Transfer Code:	<input type="text" value="*98"/>	Call Back Act Code:	<input type="text" value="*66"/>
Call Back Deact Code:	<input type="text" value="*86"/>	Call Back Busy Act Code:	<input type="text" value="*05"/>
Cfwd All Act Code:	<input type="text" value="*72"/>	Cfwd All Deact Code:	<input type="text" value="*73"/>
Cfwd Busy Act Code:	<input type="text" value="*90"/>	Cfwd Busy Deact Code:	<input type="text" value="*91"/>
Cfwd No Ans Act Code:	<input type="text" value="*92"/>	Cfwd No Ans Deact Code:	<input type="text" value="*93"/>
Cfwd Last Act Code:	<input type="text" value="*63"/>	Cfwd Last Deact Code:	<input type="text" value="*83"/>
Block Last Act Code:	<input type="text" value="*60"/>	Block Last Deact Code:	<input type="text" value="*80"/>
Accept Last Act Code:	<input type="text" value="*64"/>	Accept Last Deact Code:	<input type="text" value="*84"/>
CW Act Code:	<input type="text" value="*56"/>	CW Deact Code:	<input type="text" value="*57"/>
CW Per Call Act Code:	<input type="text" value="*71"/>	CW Per Call Deact Code:	<input type="text" value="*70"/>
Block CID Act Code:	<input type="text" value="*67"/>	Block CID Deact Code:	<input type="text" value="*68"/>
Block CID Per Call Act Code:	<input type="text" value="*81"/>	Block CID Per Call Deact Code:	<input type="text" value="*82"/>
Block ANC Act Code:	<input type="text" value="*77"/>	Block ANC Deact Code:	<input type="text" value="*87"/>
DND Act Code:	<input type="text" value="*78"/>	DND Deact Code:	<input type="text" value="*79"/>
CID Act Code:	<input type="text" value="*65"/>	CID Deact Code:	<input type="text" value="*85"/>
CWCID Act Code:	<input type="text" value="*25"/>	CWCID Deact Code:	<input type="text" value="*45"/>
Dist Ring Act Code:	<input type="text" value="*26"/>	Dist Ring Deact Code:	<input type="text" value="*46"/>
Speed Dial Act Code:	<input type="text" value="*74"/>	Paging Code:	<input type="text" value="*96"/>
Secure All Call Act Code:	<input type="text" value="*16"/>	Secure No Call Act Code:	<input type="text" value="*17"/>
Secure One Call Act Code:	<input type="text" value="*18"/>	Secure One Call Deact Code:	<input type="text" value="*19"/>
Conference Act Code:	<input type="text"/>	Attn-Xfer Act Code:	<input type="text"/>
Modem Line Toggle Code:	<input type="text" value="*99"/>	FAX Line Toggle Code:	<input type="text" value="#99"/>
Media Loopback Code:	<input type="text" value="*03"/>		
Referral Services Codes:	<input type="text"/>		
Feature Dial Services Codes:	<input type="text"/>		

Vertical Service Announcement Codes

Service Annc Base Number:	<input type="text"/>
Service Annc Extension Codes:	<input type="text"/>

Note: Scroll down to the Vertical Service Activation Codes section to configure the desired codes.

Note: Scroll down to the Vertical Service Announcement Codes section to configure the desired codes .

Vertical Service Activation Codes

Vertical Service Activation Codes			
Call Return Code:	*69	Call Redial Code:	*07
Blind Transfer Code:	*98	Call Back Act Code:	*66
Call Back Deact Code:	*86	Call Back Busy Act Code:	*05
Cfwd All Act Code:	*72	Cfwd All Deact Code:	*73
Cfwd Busy Act Code:	*90	Cfwd Busy Deact Code:	*91
Cfwd No Ans Act Code:	*92	Cfwd No Ans Deact Code:	*93
Cfwd Last Act Code:	*63	Cfwd Last Deact Code:	*83
Block Last Act Code:	*60	Block Last Deact Code:	*80
Accept Last Act Code:	*64	Accept Last Deact Code:	*84
CW Act Code:	*56	CW Deact Code:	*57
CW Per Call Act Code:	*71	CW Per Call Deact Code:	*70
Block CID Act Code:	*67	Block CID Deact Code:	*68

Step 2. Enter a value in the *Call Return Code* field. This code calls the last caller. The default is *69.

Step 3. Enter a value in the *Call Redial Code* field. This code redials the last number called. The default is *07.

Step 4. Enter a value in the *Blind Transfer Code* field. This code begins a blind transfer of the current call to the specified extension. The default is *98.

Step 5. Enter a value in the *Call Back Act Code* field. This code starts a callback when the last outbound call is not busy. The default is *66.

Step 6. Enter a value in the *Call Back Deact Code* field. This code cancels a callback. The default is *86.

Step 7. Enter a value in the *Call Back Busy Act Code* field. This code starts a callback when the last outbound call is busy. The default is *05.

Vertical Service Activation Codes			
Call Return Code:	*69	Call Redial Code:	*07
Blind Transfer Code:	*98	Call Back Act Code:	*66
Call Back Deact Code:	*86	Call Back Busy Act Code:	*05
Cfwd All Act Code:	*72	Cfwd All Deact Code:	*73
Cfwd Busy Act Code:	*90	Cfwd Busy Deact Code:	*91
Cfwd No Ans Act Code:	*92	Cfwd No Ans Deact Code:	*93
Cfwd Last Act Code:	*63	Cfwd Last Deact Code:	*83
Block Last Act Code:	*60	Block Last Deact Code:	*80
Accept Last Act Code:	*64	Accept Last Deact Code:	*84
CW Act Code:	*56	CW Deact Code:	*57
CW Per Call Act Code:	*71	CW Per Call Deact Code:	*70
Block CID Act Code:	*67	Block CID Deact Code:	*68

Step 8. Enter a value in the *Cfwd All Act Code* field. This code forwards all calls to the specified extension. The default is *72.

Step 9. Enter a value in the *Cfwd All Deact Code* field. This code cancels call forwarding of all calls. The default is *73.

Step 10. Enter a value in the *Cfwd Busy Act Code* field. This code forwards busy calls to the specified extension. The default is *90.

Step 11. Enter a value in the *Cfwd Busy Deact Code* field. This code cancels call forwarding of busy calls. The default is *91.

Step 12. Enter a value in the *Cfwd No Ans Act Code* field. This code forwards no-answer calls to the specified extension. The default is *92.

Step 13. Enter a value in the *Cfwd No Ans Deact Code* field. This code cancels call forwarding of no-answer calls. The default is *93.

Vertical Service Activation Codes			
Call Return Code:	*69	Call Redial Code:	*07
Blind Transfer Code:	*98	Call Back Act Code:	*66
Call Back Deact Code:	*86	Call Back Busy Act Code:	*05
Cfwd All Act Code:	*72	Cfwd All Deact Code:	*73
Cfwd Busy Act Code:	*90	Cfwd Busy Deact Code:	*91
Cfwd No Ans Act Code:	*92	Cfwd No Ans Deact Code:	*93
Cfwd Last Act Code:	*63	Cfwd Last Deact Code:	*83
Block Last Act Code:	*60	Block Last Deact Code:	*80
Accept Last Act Code:	*64	Accept Last Deact Code:	*84
CW Act Code:	*56	CW Deact Code:	*57
CW Per Call Act Code:	*71	CW Per Call Deact Code:	*70
Block CID Act Code:	*67	Block CID Deact Code:	*68

Step 14. Enter a value in the *Cfwd Last Act Code* field. This code forwards the last inbound or outbound calls to the specified extension. The default is *63.

Step 15. Enter a value in the *Cfwd Last Deact Code* field. This code cancels call forwarding of the last inbound or outbound calls. The default is *83.

Step 16. Enter a value in the *Block Last Act Code* field. This code blocks the last inbound call. The default is *60.

Step 17. Enter a value in the *Block Last Deact Code* field. This code cancels blocking of the last inbound call. The default is *80.

Step 18. Enter a value in the *Accept Last Act Code* field. This code accepts the last outbound call. The default is *64.

Step 19. Enter a value in the *Accept Last Deact Code* field. This code cancels the code to accept the last outbound call. The default is *84.

Vertical Service Activation Codes			
Call Return Code:	*69	Call Redial Code:	*07
Blind Transfer Code:	*98	Call Back Act Code:	*66
Call Back Deact Code:	*86	Call Back Busy Act Code:	*05
Cfwd All Act Code:	*72	Cfwd All Deact Code:	*73
Cfwd Busy Act Code:	*90	Cfwd Busy Deact Code:	*91
Cfwd No Ans Act Code:	*92	Cfwd No Ans Deact Code:	*93
Cfwd Last Act Code:	*63	Cfwd Last Deact Code:	*83
Block Last Act Code:	*60	Block Last Deact Code:	*80
Accept Last Act Code:	*64	Accept Last Deact Code:	*84
CW Act Code:	*56	CW Deact Code:	*57
CW Per Call Act Code:	*71	CW Per Call Deact Code:	*70
Block CID Act Code:	*67	Block CID Deact Code:	*68

Step 20. Enter a value in the *CW Act Code* field. This code enables call waiting on all calls. The default is *56.

Step 21. Enter a value in the *CW Deact Code* field. This code disables call waiting on all calls. The default is *57.

Step 22. Enter a value in the *CW Per Call Act Code* field. This code enables call waiting on the next call. The default is *71.

Step 23. Enter a value in the *CW Per Call Deact Code* field. This code disables call waiting on the next call. The default is *70.

Step 24. Enter a value in the *Block CID Act Code* field. This code blocks caller ID on all outbound calls. The default is *67.

Step 25. Enter a value in the *Block CID Deact Code* field. This code removes caller ID blocking on all outbound calls. The default is *68.

Block CID Per Call Act Code:	*81	Block CID Per Call Deact Code:	*82
Block ANC Act Code:	*77	Block ANC Deact Code:	*87
DND Act Code:	*78	DND Deact Code:	*79
CID Act Code:	*65	CID Deact Code:	*85
CWCID Act Code:	*25	CWCID Deact Code:	*45
Dist Ring Act Code:	*26	Dist Ring Deact Code:	*46
Speed Dial Act Code:	*74	Paging Code:	*96
Secure All Call Act Code:	*16	Secure No Call Act Code:	*17
Secure One Call Act Code:	*18	Secure One Call Deact Code:	*19
Conference Act Code:		Attn-Xfer Act Code:	
Modem Line Toggle Code:	*99	FAX Line Toggle Code:	#99
Media Loopback Code:	*03		

Step 26. Enter a value in the *Block CID Per Call Act Code* field. This code enables caller ID blocking on the next outbound call. The default is *81.

Step 27. Enter a value in the *Block CID Per Call Deact Code* field. This code removes blocking on the next outbound call. The default is *82.

Step 28. Enter a value in the *Block ANC Act Code* field. This code blocks all anonymous calls. The default is *77.

Step 29. Enter a value in the *Block ANC Deact Code* field. This code removes blocking of all anonymous calls. The default is *87.

Step 30. Enter a value in the *DND Act Code* field. This code enables the do not disturb feature. The default is *78.

Step 31. Enter a value in the *DND Deact Code* field. This code disables the do not disturb feature. The default is *79.

Block CID Per Call Act Code:	*81	Block CID Per Call Deact Code:	*82
Block ANC Act Code:	*77	Block ANC Deact Code:	*87
DND Act Code:	*78	DND Deact Code:	*79
CID Act Code:	*65	CID Deact Code:	*85
CWCID Act Code:	*25	CWCID Deact Code:	*45
Dist Ring Act Code:	*26	Dist Ring Deact Code:	*46
Speed Dial Act Code:	*74	Paging Code:	*96
Secure All Call Act Code:	*16	Secure No Call Act Code:	*17
Secure One Call Act Code:	*18	Secure One Call Deact Code:	*19
Conference Act Code:		Attn-Xfer Act Code:	
Modem Line Toggle Code:	*99	FAX Line Toggle Code:	#99
Media Loopback Code:	*03		

Step 32. Enter a value in the *CID Act Code* field. This code enables caller ID generation. The default is *65.

Step 33. Enter a value in the *CID Deact Code* field. This code disables caller ID generation. The default is *85.

Step 34. Enter a value in the *CWCID Act Code* field. This code enables call waiting, caller ID generation. The default is *25.

Step 35. Enter a value in the *CWCID Deact Code* field. This code disables call waiting, caller ID generation. The default is *45.

Step 36. Enter a value in the *Dist Ring Act Code* field. This code enables the distinctive ringing feature. The default is *26.

Step 37. Enter a value in the *Dist Ring Deact Code* field. This code disables the distinctive ringing feature. The default is *46.

Block CID Per Call Act Code:	*81	Block CID Per Call Deact Code:	*82
Block ANC Act Code:	*77	Block ANC Deact Code:	*87
DND Act Code:	*78	DND Deact Code:	*79
CID Act Code:	*65	CID Deact Code:	*85
CWCID Act Code:	*25	CWCID Deact Code:	*45
Dist Ring Act Code:	*26	Dist Ring Deact Code:	*46
Speed Dial Act Code:	*74	Paging Code:	*96
Secure All Call Act Code:	*16	Secure No Call Act Code:	*17
Secure One Call Act Code:	*18	Secure One Call Deact Code:	*19
Conference Act Code:		Attn-Xfer Act Code:	
Modem Line Toggle Code:	*99	FAX Line Toggle Code:	#99
Media Loopback Code:	*03		

Step 38. Enter a value in the *Speed Dial Act Code* field. This code assigns a speed dial number. The default is *74.

Step 39. Enter a value in the *Paging Code* field. This code is used for paging other clients in the group. The default is *96.

Step 40. Enter a value in the *Secure All Call Act Code* field. This code makes all outbound calls secure. The default is *16.

Step 41. Enter a value in the *Secure No Call Act Code* field. This code makes all outbound calls not secure. The default is *17.

Step 42. Enter a value in the *Secure One Call Act Code* field. This code makes the next outbound call secure. The default is *18.

Step 43. Enter a value in the *Secure One Call Deact Code* field. This code makes the next outbound call not secure. The default is *19.

Block CID Per Call Act Code:	*81	Block CID Per Call Deact Code:	*82
Block ANC Act Code:	*77	Block ANC Deact Code:	*87
DND Act Code:	*78	DND Deact Code:	*79
CID Act Code:	*65	CID Deact Code:	*85
CWCID Act Code:	*25	CWCID Deact Code:	*45
Dist Ring Act Code:	*26	Dist Ring Deact Code:	*46
Speed Dial Act Code:	*74	Paging Code:	*96
Secure All Call Act Code:	*16	Secure No Call Act Code:	*17
Secure One Call Act Code:	*18	Secure One Call Deact Code:	*19
Conference Act Code:		Attn-Xfer Act Code:	
Modem Line Toggle Code:	*99	FAX Line Toggle Code:	#99
Media Loopback Code:	*03		

Step 44. Enter a value in the *Conference Act Code* field. If this code is specified, the user must enter it before dialing the third party for a conference call. Enter the code for a conference call.

Step 45. Enter a value in the *Attn-Xfer Act Code* field. If this code is specified, the user must enter it before dialing the third party for a call transfer. Enter the code for a call transfer.

Step 46. Enter a value in the *Modem Line Toggle Code* field. This code toggles the line to a modem. The default is *99.

Step 47. Enter a value in the *FAX Line Toggle Code* field. This code toggles the line to a fax machine. The default is #99.

Step 48. Enter a value in the *Media Loopback Code* field. This code is used for media loopback. The default is *03.

Referral Services Codes:	<input type="text"/>
Feature Dial Services Codes:	<input type="text"/>

Step 49. Enter a value in the *Referral Services Codes* field. This code is used when a user puts a current call on hold and is listening for the second dial tone. This code has a maximum length of 79 characters and should not conflict with another Service Activation Code. One or more start codes can be configured in this field. Example, *98 or *97|*98|*123, etc.

Step 50. Enter a value in the *Feature Dial Services Codes* field. This code provides the user with what should be done when listening to the first or second dial. This code has a maximum length of 79 characters. This field can be configured with one or more codes. Example, *98 or *97|*98|*123, etc.

Step 51. Click the **Submit** button to save changes.

Vertical Service Announcement Codes

Vertical Service Announcement Codes	
Service Annc Base Number:	<input type="text"/>
Service Annc Extension Codes:	<input type="text" value="CWT: 00"/>

Step 2. Enter a value in the *Service Annc Base Number* field. This is the base number used for service announcements. The default setting is blank.

Step 3. Enter a value in the *Service Annc Extension Codes* field. These are the extension codes used for service announcements. The extension codes have a specific pattern they can follow. Examples include CWT: 00; CWF: 20; FAT: 18; FAF: 08; FBT: 01; FBF: 12; FNT: 50; FNF: 15.

- CWT — Used to designate that the Call Waiting feature is enabled.
- CWF — Used to designate that the Call Waiting feature is disabled.
- FAT— Used to designate that the Call Forward All feature is enabled.
- FAF— Used to designate that the Call Forward All feature is disabled.
- FBT — Used to designate that the Call Forward Busy feature is enabled.
- FBF— Used to designate that the Call Forward Busy feature is disabled.
- FNT — Used to designate that the Call Forward no answer feature is enabled.

- FNF — Used to designate that the Call Forward no answer feature is disabled. The default setting is blank.

Step 4. Click the **Submit** button to save changes.