

Telephone feature buttons

The following table provides descriptions of the feature buttons that you can administer on multiappearance telephones. It also lists the administrable software names and recommended button label names. Display buttons support telephones equipped with alphanumeric displays. Note that some buttons may require 1-lamp or 2-lamp buttons.

Table 1. Telephone feature buttons

Button name	Button label	Description	Maximum
abr-prog	AbrvDial Program	Abbreviated Dialing Program: allows users to program abbreviated dialing and autodial buttons or to store or change numbers in a personal list or group list associated with the station.	1 per station
abr-spchar	AbrvDial (char)	Abbreviated Dialing Special Character: allows users to enter an associated special character [~, ~m (mark), ~p (pause), ~s (suppress), ~w (wait for dial tone), or ~W (wait forever)] when programming an abbreviated dialing list entry.	1 each per station
abrdg-appr (Ext: ____)	(extension)	Bridged Appearance of an analog phone: allows the user to have an appearance of a single-line telephone extension. Assign to a 2-lamp appearance button.	Depends on station type
abrv-dial (List: __ DC: __)	AD	Abbreviated Dialing: dials the stored number on the specified abbreviated dialing list. List: specify the list number 1 to 3 where the destination number is stored DC: specify the dial code for the destination number	1 per AD list per dial code
abrv-ring	AR	Abbreviated and Delayed Ringing: allows the user to trigger an abbreviated or delayed transition for calls alerting at an extension.	

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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
ac-alarm	AC Alarm	Administered Connection alarm notification: allows the user to monitor when the number of failures for an administered connection has met the specified threshold.	1 per station
aca-halt	Auto-Ckt Assure	Automatic Circuit Assurance (<i>display button</i>): allows users of display telephones to identify trunk malfunctions. The system automatically initiates a referral call to the telephone when a possible failure occurs. When the user presses ACA Halt, the system turns off ACA monitoring for the entire system. The user must press ACA Halt again to restart monitoring.	1 per system
account	Acct	Account: allows users to enter Call Detail Recording (CDR) account codes. CDR account codes allow the system to associate and track calls according to a particular project or account number.	
admin	Admin	Administration: allows a user to program the softkey feature buttons on their 6400-series telephone.	
after-call Grp:___	After Call Work	After Call Work Mode: allows an agent to temporarily be removed from call distribution in order for the agent to finish ACD-related activities such as completing paperwork. Grp: specify the ACD split group number.	1 per split group
alrt-agchg	Alert Agent	Alert Agent: indicates to the agent that their split/skill hunt group changed while active on a call. This button blinks to notify the agent of the change.	1 per station

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Table 1. Telephone feature buttons — *Continued*

Button name	Button label	Description	Maximum
alt-frl	Alt FRL	Alternate Facility Restriction Level (FRL): activates or deactivates an alternate facility restriction level for the extension.	1 per system
ani-request	ANI Request	Automatic Number Identification Request: allows the user to display the calling party's number from incoming trunks during the voice state of call. The trunk must support this functionality.	1 per station
assist (Group: __)	Assist	Supervisory Assistance: used by an ACD agent to place a call to a split supervisor. Group: specify the ACD split group number.	1 per split group
asvn-halt	asvn-halt	Authorization Code Security Violation Notification: activates or deactivates call referral when an authorization code security violation is detected.	1 per system
atd-qcalls	AQC	Attendant Queue Calls (display button): tracks the number of calls in the attendant group's queue and displays the queue status. Assign this button to any user who you want to backup the attendant.	1 per station
atd-qtime	AQT	Attendant Queue Time (display button): tracks the calls in the attendant group's queue according to the oldest time a call has been queued, and obtains a display of the queue status.	1 per station
aut-msg-wt (Ext: ____)	Message (name or ext #)	Automatic Message Waiting: associated status lamp automatically lights when an LWC message has been stored in the system for the associated extension (can be a VDN).	1 per aut-mst-ext

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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
auto-cback	Auto CallBack	Automatic Call Back: when activated, allows inside user who placed a call to a busy or unanswered telephone to be called back automatically when the called telephone becomes available to receive a call.	1 per station
auto-icom (Group: __)	Auto (name or ext #)	Automatic Intercom: places a call to the station associated with the button. The called user receives a unique alerting signal, and a status lamp associated with a Intercom button flashes. Grp: Intercom — Auto-Icom group number. This extension and destination extension must be in the same group.	1 per group per dial code
auto-in (Group: __)	Auto In	Auto-In Mode: allows the user to become automatically available for new ACD calls upon completion of an ACD call. Grp: The split group number for ACD.	1 per split group
auto-wkup	Auto Wakeup	Automatic Wakeup (<i>display button</i>): allows attendants, front-desk users, and guests to request a wakeup call to be placed automatically to a certain extension (may not be a VDN extension) at a later time.	1 per station
autodial	Autodial	Allows a user to dial a number that is not part of a stored list.	
aux-work (Group: __)	Auxiliary Work	Auxiliary Work Mode: removes agent from ACD call distribution in order to complete non-ACD-related activities. Grp: The split group number for ACD.	1 per split group

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Table 1. Telephone feature buttons — *Continued*

Button name	Button label	Description	Maximum
brdg-appr (Btn: __ Ext: __)	(extension)	<p>Bridged Call Appearance: provides an appearance of another user's extension on this telephone. For example, an assistant might have a bridged appearance of their supervisor's extension. The bridged appearance button functions exactly like the original call appearance, for instance it indicates when the appearance is active or ringing.</p> <p>You can assign brdg-appr buttons only to 2-lamp appearance buttons. You must indicate which extension and which call appearance button the user wants to monitor at this phone.</p>	Depends on station type
btn-view	Button View	<p>Button View: allows users to view, on the phone's display, the contents of any feature button. Button View does more than the "View" softkey or "stored-num" feature button; these only display what is contained in abbreviated dialing and autodial buttons.</p> <p>When the user presses the btn-view button and then a specific feature button, they see the feature name and any auxiliary data for that button. This allows users to review the programming of their feature buttons.</p> <p>You can assign this soft-key button to any 6400-, 7400-, or 8400-series display telephone.</p>	

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Table 1. Telephone feature buttons — *Continued*

Button name	Button label	Description	Maximum
busy-ind (TAC/Ext: __)	Busy	<p>Busy Indication: indicates the busy or idle status of an extension, trunk group, terminating extension group (TEG), hunt group, or loudspeaker paging zone. Users can press the busy-ind button to dial the specified extension.</p> <p>You can assign this button to any lamp button and must specify which Trunk or extension the user wants to monitor.</p>	1 per TAC/Ext
call-appr	<i>extension</i>	Call Appearance: originates or receives calls. Assign to a 2-lamp appearance button.	Depends on station type
call-disp	Return Call	Call Displayed Number (<i>display button</i>): initiates a call to the currently displayed number. The number may be from a leave word calling message or a number the user retrieved from the Directory.	1 per station
call-fwd (Ext: __)	Call Forwarding	Activates or deactivates Call Forwarding All Calls.	
call-park	Call Park	Allows the user to place the current call in the call park state so it can be retrieved from another phone.	1 per station
call-pkup	Call Pickup	Allows the user to answer a call that is ringing in the user's pickup group.	1 per station
call-timer	CTime	Used only on the 6400 sets. Allows users to view the duration of the call associated with the active call appearance button.	1 per station
callr-info	Caller Info	(<i>display button</i>) Used with Call Prompting to allow users to display information collected from the originator.	1 per station

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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
cas-backup	CAS Backup	Centralized Attendant Service Backup: used to redirect all CAS calls to a backup extension in the local branch if all RLTs are out-of-service or maintenance busy. The associated status lamp indicates if CAS is in the backup mode.	1 per station
cdr1-alm	CDR 1 Failure	CDR Alarm: associated status lamp is used to indicate that a failure in the interface to the primary CDR output device has occurred.	1 per station
cdr2-alm	CDR 2 Failure	CDR Alarm: associated status lamp is used to indicate that a failure in the interface to the secondary CDR output device has occurred.	1 per station
cfwd-bsyda	Call Forwarding bsyda (Ext)	Call Forward Busy/Don't Answer: activates and deactivates call forwarding for calls when the extension is busy or the user does not answer.	
check-in	Check In	Check In (<i>display button</i>): changes the state of the associated guest room to occupied and turn off the outward calling restriction for the guest room's station.	1 per station
check-out	Check Out	Check Out (<i>display button</i>): Changes the state of the associated guest room to vacant and turns on the outward calling restriction for the guest room's station. Also clears (removes) any wake-up request for the station.	1 per station
clk-overid	Clocked Override	Clocked Manual Override (<i>display button</i>): used in association with Time of Day Routing to override the routing plan in effect for the activating user. The routing plan is overridden for a specified period of time.	1 per station

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Table 1. Telephone feature buttons — *Continued*

Button name	Button label	Description	Maximum
consult	Consult	<p>The Consult button allows a covering user, after answering a coverage call, to call the principal (called party) for private consultation.</p> <p>Activating Consult places the caller on hold and establishes a private connection between the principal and the covering user. The covering user can then add the caller to the conversation, transfer the call to the principal, or return to the caller.</p>	1 per station
cov-cback	Coverage Callback	Allows a covering party to store a leave word calling message for the principal (called party).	1 per station
cov-msg-rt	Covr Msg Retrieve	Coverage Message Retrieval (<i>display button</i>): places a covering station into the message retrieval mode for the purposes of retrieving messages for the group.	1 per station
cpn-blk	CPN Block	Blocks the sending of the calling party number for a call.	1 per station
cpn-unblk	CPN Unblock	Deactivates calling party number (CPN) blocking and allows the CPN to be sent for a single call.	1 per station

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Table 1. Telephone feature buttons — *Continued*

Button name	Button label	Description	Maximum
crss-alert	Crisis	<p>Crisis Alert (<i>display button</i>): provide this button to the telephones or consoles that you want to notify when any user makes an emergency call. (You define which calls are emergency calls on the AAR/ARS Analysis screen by setting the Call Type to alrt.)</p> <p>After a user receives an alert, they can press the crss-alert button to disable the current alert.</p> <p>If tenant partitioning is active, the attendants within a partition can receive emergency notification only from callers in the same partition.</p>	<p>1 per station</p> <p>10 per system</p>
data-ext	Data (data ext #)	Data Extension: sets up a data call. May be used to pre-indicate a data call or to disconnect a data call. May not be a VDN or ISDN-BRI extension.	1 per data-extension group
date-time	Date Time	Date and Time (<i>display button</i>): displays the current date and time. Do not assign this button to 6400-series display phones as they normally show the date and time.	1 per station
delete-msg	Delete Message	Delete message (<i>display button</i>): deletes a stored message that is currently on the display.	1 per station
dial-icom (Grp: ___)	Dial Icom	Dial Intercom: accesses the intercom group assigned to the button. Grp: Intercom — Dial (Dial Icom) group number.	1 per group

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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
directory	Directory	<p>Directory (<i>display button</i>): allows users with display telephones to access the system directory, use the touch-tone buttons to key in a name, and retrieve an extension from the directory. The directory contains the names and extensions that you have assigned to the telephones administered in your system.</p> <p>If you assign a directory button, you should also assign a Next and Call-Disp button to the phone. These buttons allow the user to navigate within the directory and call an extension once they find the correct one.</p> <p>Note that Vector Directory Numbers do not appear in the Directory.</p>	1 per station
dir-pkup	dir-pkup	Directed call pickup: allows the user to answer a call ringing at another extension without having to be a member of a pickup group.	
disp-chrg	Display Charge	Provides your display phone with a visual display of accumulated charges on your current telephone call. Used exclusively outside the U.S. and Canada.	1 per station
disp-norm	Local/ Normal	Normal (<i>display button</i>): Toggles between LOCAL display mode (displays time and date) and NORMAL mode (displays call-related data). LED off = LOCAL mode and LED on = NORMAL.	1 per station
dn-dst	Do Not Disturb	Places the user in the do not disturb mode.	1 per station
drop	Drop	Allows users to drop calls. Users can drop calls from automatic hold or drop the last party they added to a conference call.	


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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
ds1-alarm	DS1 (facility)	DS1 Alarm: associated status lamp lights if an off-circuit pack major, minor, or warning alarm is active on a DS1 circuit pack. Off-board alarms (e.g., loss of signal, slips, misframes) relate to problems on the facility side of the DS1 interface.	
exclusion	Exclusion	<p>Exclusion: allows multiappearance telephone users to keep other users with appearances of the same extension from bridging onto an existing call.</p> <p>The user activates Exclusion for a call by pressing the Exclusion button. If they press the Exclusion button while other users are already bridged onto the call, the other users are dropped.</p>	1 per station
ext-dn-dst	Do Not Disturb Ext	Extension — Do Not Disturb (<i>display button</i>): used by the attendant console or hotel front desk display phone to activate do not disturb and assign a corresponding deactivate time to an extension.	1 per station
flash	Flash	1) Allows a station on a trunk call with Trunk Flash to send a Trunk Flash signal to the far end (e.g., Central Office); 2) allows a station on a CAS main call to send a Trunk Flash signal over the connected RLT trunk back to the branch to conference or transfer the call.	1 per station

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Table 1. Telephone feature buttons — *Continued*

Button name	Button label	Description	Maximum
goto-cover	Go To Cover	<p>Go To Coverage: sends a call directly to coverage instead of waiting for the called inside-user to answer. Go to Cover forces intercom and priority calls to follow a coverage path.</p> <p> NOTE: Go to Cover cannot be activated for calls placed to a Vector Directory Number extension. Go to Cover can be used to force a call to cover to a VDN if the called principal has a VDN as a coverage point.</p>	1 per station
grp-dn-dst	Do Not Disturb Grp	Group Do Not Disturb (<i>display button</i>): removes a group of users from the do not disturb mode.	1 per station
grp-page	GrpPg	Allows users to make announcements to groups of stations by automatically turning on their speakerphones.	
headset	Headset	Signals onhook/offhook state changes to the switch. The green LED is on for offhook state and off (dark) for onhook state.	
hunt-ns (Grp: ____)	Hunt Group	Hunt-Group Night Service: places a hunt-group into night service. Grp: Hunt group number.	3 per hunt group
in-call-id (Type: __ Grp: ____)	Coverage (group #, type, name, or ext #)	<p>The Coverage Incoming Call Identification (ICI) button allows a member of a coverage answer group or hunt group to identify an incoming call to that group even though the member does not have a display telephone.</p> <p>In the Type field, enter c for coverage answer groups and type of h for a hunt group. In the Grp field, enter the group number.</p>	1 per group-type per group

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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
inspect	Inspect Mode	Inspect (<i>display button</i>): allows users on an active call to display the identification of an incoming call. Inspect also allows users to determine the identification of calls they placed on Hold.	1 per station
int-aut-an	IntAutoAns	Internal Auto Answer: conditions any hybrid or digital station to automatically answer incoming internal calls.	1 per station
last-numb	LastNumb Dialed	Last Number Dialed (redial): originates a call to the number last dialed by the station.	1 per station
link-alarm (link# ___)	Link Failure (link #)	Link Alarm: associated status lamp indicates that a failure has occurred on one of the Processor Interface circuit pack data links. Link: Link number — 1 to 8 for multi-carrier cabinets or 1 to 4 for single-carrier cabinets.	8 per station
lsvn-halt	Login SVN	Login Security Violation Notification: activates or deactivates referral call when a login security violation is detected.	1 per system
lwc-cancel	Cancel LWC	Leave Word Calling Cancel: cancels the last leave word calling message originated by the user.	1 per station
lwc-lock	Lock LWC	Leave Word Calling Lock: locks the message retrieval capability of the display module on the station.	1 per station
lwc-store	LWC	Leave Word Calling Store: leaves a message for the user associated with the last number dialed to return the call to the originator.	1 per station
major-alm	Major Hdwe Failure	Major Alarm: assign to a status lamp to notify the user when major alarms occur. Major alarms usually require immediate attention.	1 per station


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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
man-msg-wt (Ext: __)	Msg Wait (name or ext #)	<p>Manual Message Waiting: allows a multiappearance telephone user to press a button on their telephone in order to light the Manual Message Waiting button at another telephone.</p> <p>You can administer this feature only to pairs of telephones, such as an assistant and an executive. For example, an assistant can press the man-msg-wt button to signal the executive that they have a call.</p>	None
man-overid (TOD: _)	Immediate Override	<p>Immediate Manual Override (<i>display button</i>): allows the user (on a system with Time of Day Routing) to temporarily override the routing plan and use the specified TOD routing plan.</p> <p>TOD: specify the routing plan the user wants to follow in override situations.</p>	1 per station
manual-in (Group: __)	Manual In	<p>Manual-In Mode: prevents the user from becoming available for new ACD calls upon completion of an ACD call by automatically placing the agent in the after call work mode. Grp: The split group number for ACD.</p>	1 per split group
mct-act	MCT Activation	<p>Malicious Call Trace Activation: sends a message to the MCT control extensions that the user wants to trace a malicious call. MCT activation also starts recording the call, if your system has a MCT voice recorder.</p>	

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Table 1. Telephone feature buttons — *Continued*

Button name	Button label	Description	Maximum
mct-contr	MCT Control	<p>Malicious Call Trace Control: allows the user to take control of a malicious call trace request. Once the user becomes the MCT controller, the system stops notifying other MCT control extensions of the MCT request.</p> <p> NOTE: To add an extension to the MCT control group, you must also add the extension on the “Extensions Administered to have an MCT-Control Button” screen.</p> <p>When the user presses the MCT Control button, the system first displays the called party information. Pressing the button again displays the rest of the trace information.</p> <p>The MCT controller must dial the MCT Deactivate feature access code to release control.</p>	
mf-da-intl	Directory Assistance	Multifrequency Operator International: allows users to call Directory Assistance.	1 per station
mf-op-intl	CO attendant	Multifrequency Operator International: allows users to make international calls to the CO attendant.	1 per station
mj/mn-alm	Maj/Minor Hdwe Failure	Minor Alarm: assign to a status lamp to notify the user when minor or major alarms occur. Minor alarms usually indicate that only a few trunks or a few stations are affected.	1 per station
mm-basic	MM Basic	Multimedia Basic: used to place a multimedia complex into the “Basic” mode or to return it to the “Enhanced” mode.	1 per station

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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
mm-call	MM Call	Multimedia Call: used to indicate a call is to be a multimedia call.	1 per station
mm-cfwd	MM CallFwd	Multimedia Call Forward: used to activate forwarding of multimedia calls as multimedia calls, not as voice calls.	1 per station
mm-datacnf	MM Datacnf	Multimedia Data Conference: used to initiate a data collaboration session between multimedia endpoints; requires a button with a lamp.	1 per station
mm-multnbr	MM MultNbr	Indicate that the user wants to place calls to 2 different addresses using the 2 B-channels.	1 per station
mm-pcaudio	MM PCAudio	Switches the audio path from the telephone (handset or speakerphone) to the PC (headset or speakers/microphone).	1 per station
msg-retr	Message Retrieve	Message Retrieval (<i>display button</i>): places the station's display into the message retrieval mode.	1 per station
mwn-act	Message Waiting Act.	Message Waiting Activation: lights a message waiting lamp on an associated station.	1 per station
mwn-deact	Message Waiting Deact	Message Waiting Deactivation: dims a message waiting lamp on an associated station.	1 per station
next	Next	Next (<i>display button</i>): steps to the next message when the phone's display is in Message Retrieval or Coverage Message Retrieval mode. Shows the next name when the phone's display is in the Directory mode.	1 per station
night-serv	Night Serv	Night Service Activation: toggles the system in or out of Night Service mode.	1 per station

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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
noans-ahrt	RONA	Redirection on No Answer Alert: indicates a Redirection on No Answer timeout has occurred for the split.	1 per split
normal	Normal Mode	Normal (<i>display button</i>): places the station's display into normal call identification mode.	1 per station
off-bd-alm	Off bd alarm	Off board alarm. The associated status lamp indicates that an off-board failure occurred.	1 per station
per-COline (Grp: ____)	CO Line (line #)	Personal CO Line: allows the user to receive calls directly via a specific trunk. Grp: CO line group number.	1 per group
pms-alarm	PMS Failure	Property Management System alarm: associated status lamp indicates that a failure in the PMS link occurred. A major or minor alarm condition raises the alarm.	1 per station
pr-awu-alm	Auto Wakeup Alm	Automatic Wakeup Printer Alarm: associated status lamp indicates that an automatic wakeup printer interface failure occurred.	1 per station
pr-pms-alm	PMS Ptr Alarm	PMS Printer Alarm: associated status lamp indicates that a PMS printer interface failure occurred.	1 per station
pr-sys-alm	Sys Ptr Alarm	System Printer Alarm: associated status lamp indicates that a system printer failure occurred.	1 per station
print-msgs	Print Msgs	Print Messages: allows users to print messages for any extension by pressing the button and entering the extension and a security code.	1 per station
priority	Priority Call	Priority Calling: allows a user to place priority calls or change an existing call to a priority call.	1 per station

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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
q-calls (Grp: ___)	NQC	Queue Calls: associated status lamp flashes if a call warning threshold has been reached. Grp: Group number of hunt group.	1 per hunt group per station
q-time (Grp: ___)	OQT	Queue Time: associated status lamp flashes if a time warning threshold has been reached. Grp: Group number of hunt group.	1 per hunt group per station
release	Release	Releases an agent from an ACD call.	1 per station
ringer-off	Ringer Cutoff	Ringer-Cutoff: silences the alerting ringer on the station.	1 per station
rs-alert	System Reset Alert	The associated status lamp lights if a problem escalates beyond a warm start.	1 per station
rsvn-halt	rsvn-halt	Remote Access Barrier Code Security Violation Notification Call: activates or deactivates call referral when a remote access barrier code security violation is detected.	1 per system
scroll	Scroll	Scroll (<i>display button</i>): allows the user to select one of the two lines (alternates with each press) of the 16-character LCD display. Only one line displays at a time.	1 per station
send-calls (Ext: ___)	Send All Calls	Send All Calls allows users to temporarily direct all incoming calls to coverage regardless of the assigned call-coverage redirection criteria. Assign to a lamp button.	
send-term	Send All Calls-TEG	Send All Calls For Terminating Extension Group: allows the user to forward all calls directed to a terminating extension group.	1 per TEG
serv-obsrv	Service Observing	Service Observing: activates Service Observing. Used to toggle between a listen-only and a listen-talk mode.	1 per station

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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
signal (Ext: ____)	Signal (name or ext #)	Signal: allows the user to use one button to manually signal the associated extension. The extension cannot be a VDN extension.	1 per signal extension
ssvn-halt	ssvn-halt	Toggle whether or not station security code violation referrals are made to the referral destination.	1 per station
stored-num	Stored Number	<i>(display button)</i> Places the station's display into the stored number mode.	1 per station
stroke-cnt	ACD SD Stroke Count	Automatic Call Distribution Single Digit Stroke Count: sends a message to CMS to increment a stroke count number.	1 per station
term-x-gr (Grp: ____)	Term Grp (name or ext #)	Terminating Extension Group: provides one or more extensions. Calls may be received but not originated with this button. Grp: TEG number.	1 per TEG
timer	Timer	<i>(display button)</i> Starts a clock on the station to display elapsed time.	1 per station
trk-ac-alm	FTC Alarm	Facility Test Call Alarm: associated status lamp lights when a successful Facility Test Call (FTC) occurs.	
trk-id	Trunk ID	Trunk Identification <i>(display button)</i> : identifies the tac (trunk access code) and trunk member number associated with a call.	1 per station
trunk-name	Trunk Name	<i>(display button)</i> Displays the name of the trunk as administered on the CAS Main or on a switch without CAS.	1 per station
trunk-ns (Grp: ____)	Trunk Grp	Trunk-Group Night Service: places a trunk-group into night service. Grp: Trunk group number.	1 per trunk group
verify	Verify	Busy Verification: allows users to make test calls and verify a station or a trunk.	1 per station

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Table 1. Telephone feature buttons — Continued

Button name	Button label	Description	Maximum
vip-retry	VIP Retry	<p>VIP Retry: starts to flash when the user places a VIP wakeup call and continues to flash until the call is answered. If the VIP wakeup call is not answered, the user can press the VIP Retry button to drop the call and reschedule the VIP wakeup call as a classic wakeup call.</p> <p>To assign this button, you must have both Hospitality and VIP Wakeup enabled.</p>	1 per station
vip-wakeup	VIP Wakeup	<p>VIP Wakeup: flashes when a VIP wakeup reminder call is generated. The user presses the button to place a priority (VIP) wakeup call to a guest.</p> <p>To assign this button, you must have both Hospitality and VIP Wakeup enabled.</p>	1 per station
voa-repeat	VOA repeat	<p>VDN of Origin Announcement. VDN of Origin Announcement must be enabled.</p>	1 per station
vu-display (format: __ ID: __)	VuStats #	<p>VuStats Display: allows the agent to specify a display format for the statistics. If you assign a different VuStats display format to each button, the agent can use the buttons to access different statistics. You can assign this button only to display phones.</p> <p>format: specify the number of the format you want the button to display ID (optional): specify a split number, trunk group number, agent extension, or VDN extension</p>	limited to the number of feature buttons on the phone

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Table 1. Telephone feature buttons — *Continued*

Button name	Button label	Description	Maximum
whisp-act	Whisper Page Activation	Whisper Page Activation: allows a user to make and receive whisper pages. A whisper page is an announcement sent to another extension who is active on a call where only the person on the extension hears the announcement; any other parties on the call cannot hear the announcement. The user must have a class of restriction (COR) that allows intraswitch calling to use whisper paging.	
whisp-anbk	Answerback	Whisper Page Answerback: allows a user who received a whisper page to respond to the user who sent the page.	
whisp-off	Whisper Page Off	Deactivate Whisper Paging: blocks other users from sending whisper pages to this phone.	
work-code	Work Code	Call Work Code: allows an ACD agent after pressing “work-code” to send up to 16 digits (using the dial pad) to CMS.	1 per station