SARK UCS/MVP Keypad Operations (2013-02-25)

- Two extra parameters at the end are in agi() call function in SAIL v3.1.1/4.0.0 as compared to SAIL v3.1.0.
- Many of the **/opt/sark/generator/*.php** files included **localvars.php** in SAIL v3.1.0 but it is now inlined in SAIL v3.1.1/4.0.0 for the **extensions.php** file (defines the sqlite connection string).

Transfers

TRANSFERS, PARKING & GROUP PICKUP				
Key ⋈	**data** ⋈	**function** ⋈	**Availability/Terminal Type** ⋈	**Comment** ⋈
#	extension	Blind Transfer	internal (does not work with Mitel 52xx range, use "Transfer" key instead)	Immediately transfer a call - use ONLY with analogue phones - usually turned off
*1	none	One Touch Record	internal	Activates call recording. This is an in-band request. Actual key sequence may vary - refer to site administrator
*2#	extension	Attended Transfer	internal	Dial callee then transfer - use ONLY with analogue phones - usually turned off
Transfer Key	extension	Transfer	All SIP phones	Either blind or attended depending upon the phone type
Transfer + *5	none	Call Park	internal	Parks the call into the first free park - usually used with BLF parks
*8	none	Call Pickup	internal	Pick up ringing call on same group
*8	extension	Directed Call Pickup	internal	Pick up specific ringing call - usually used with BLF and Visual Call Pickup on Snom or Aastra
Hold	none	Hold	All Grandstreams, Sipura	Hold call and play

			Spa-841, Cisco/Linksys 94x, Mitel 52xx, All SNOMs, All Aastras	MOH
Message Light/Mail Icon	none	Pick up voicemail	All Grandstreams, Sipura Spa-841, Cisco/Linksys 94x, Mitel 52xx, All SNOMs, All Aastras	Connect to Voicemail
12(nnnn)	extension	Temporarily Set Extension to Operator	master user	Useful in small office environments during operator rest/break periods. SYSOP OFF if no (nnnn) is pressed.
300 - 307	none	Conference Rooms	internal	
776	none	Broadcast directly to the overhead page amps using the SARK Sound Card	internal	Check with your administrator to see if this feature is activated
701 - 702	none	Parked call pickup	internal	
* extension	none	dial or transfer to an extension's Voicemail	internal	Useful to transfer a call direct to an extension's voicemail box.

Do Not Disturb (DND)

Since the **DND** sound bite is not available in the default astersik sounds, **Call Forwarding** sound bite is played. The **sarkhpe** call is in **/opt/sark/generator/extensions.php** like:

```
exten => _*1[89][*8],1,agi(sarkhpe,\${EXTEN},,)         ; DND ON/OFF
exten => _*20[*8],1,agi(sarkhpe,\${EXTEN},,)            ; DND TOGGLE
```

The sound bite names and sequences are hard coded in the **sarkhpe**.

Key ⋈	data ⋈	function ⋈	Availability/Terminal Type ⋈	Comment ⋈
18 or *188	none	DND Activation	internal	
19 or *198	none	DND De-Activation	internal	
20	none	DND Toggle	internal	sets feature on/off

Diverts

Key	data	function	Availability/Terminal Type	Comment
21(nnnn)	none or extension	Call Forward Immediate (CFIM) Toggle	internal	
22(nnnn)	none or extension	Call Forward on Busy Signal (CFBS) Toggle	internal	Use with no extension to turn off
23	none	Clear All Call Forward Instructions (CLACF)	internal	clear all call forward instructions
27(nnnn)	extension	Follow Me (RCFIM)	internal	Direct a remote extension's calls to the local station - requests your vmail passwd
28(nnnn)	none or extension	Call Forward Immediate Open (CFIMOP) Toggle	internal	Use with no extension to turn off
29(nnnn)	none or extension	Call Forward on Busy Signal Open (CFBSOP) Toggle	internal	Use with no extension to turn off
38(nnnn)	none or extension	Call Forward Immediate Closed (CFIMCL) Toggle	internal	Use with no extension to turn off

Permissions

Key	data	function	Availability/Terminal Type	Comment
24	none	Allow Call Forward to External Numbers	master user - requires password	
25	none	Deny Call Forward to External Numbers	master user - requires password	
30	none	Set Master Timers to Automatic (default)	master user - requires password	Incoming calls will be checked against time of day
31	none	Set Master Timers to global "CLOSED"	master user - requires password	Incoming calls will be routed to closed handler
32	none	Set Master Timers to global "OPEN"	master user - requires password	Incoming calls will be routed to open handler

Voicemail

Key	data	function	Availability/Terminal Type	Comment
50	password	Local Voicemail	internal	connect to voicemail from own station
51	extension/password	Remote Voicemail	internal/external	Connect to voicemail from another station

Miscellaneous

Key	data	function	Availability/Terminal Type	Comment
26(nn)	none or ring delay	Set ring delay	internal	if no ring delay is specified the ring will not timeout
40(nnnn)	none, alias or extension	Page	internal	Use with no extension to page all phones
52	none	Echo test	internal/external	
55	none	Time and date	internal	
56	none	Check my extension number	internal	
57	none	Directory Service	internal	Enter the first 3 letters of your parties name using the touch tone keypad of the phone to get the directory listing read out.

System Greetings

Key	data	function	Availability/Terminal Type	Comment
60(nnnn)	4-digit greeting number	Record a system greeting	internal	Record a system greeting
61(nnnn)	4-digit greeting number	Listen to a system greeting	internal	

Agents and Queues

Key	data	function	Availability/Terminal Type	Comment
63	Agent Number	Agent Pause	internal	
64	Agent Number	Agent UnPause	internal	
65	Agent Number/Password	Log on as an agent	internal	
66	Agent Number/Password followed by #	Log off as an agent	internal	
67	Agent Number	ChanSpy Function	master user - requires password	Allows a supervisor to anonymously listen to agents servicing Queues (was Agent Logout in SAIL v3.1.0)
68	extension	ChanSpy Function	master user - requires password	Allows a supervisor to anonymously listen to an extension