Online Self Care (OSC) 6.x Platform

The online self-care portal, users can access their personal dashboard and reports, check their voicemails, make changes to Enhanced Services such as Caller ID, Do Not Disturb, Call Forwarding, and more.

Login

In order to login into the Online Self Care (OSC) point your browser to the following URL:

URL: https://uce01.steadfastuc.com/
NOTE: This URL is for the SteadFast-UC 6x Platfrom.

Email: Email address as supplied with system extension (IE john@domain.com)
Password: Extension Password (IE 4-H3l*3u2o4ZNIAc)

NOTE: Contact your system administrator if you do not know your password.

Clickable Icons

The following icons are used throughout OSC to provide various functions. Below is the Icon symbol and the function it provides.

+	Adds in a new field
≡	Allow you to reorder fields when you have multiple entries. Press and hold the mouse button then drag to reorder.
✖	Deletes an existing entry
➤	Opens up your systemd default email client with contacts email address

Administration Interface

The Administration Interfaces consist of multiple tabs that can be clicked on to access various features of OSC.

NOTE: Depending on how your account is setup, all opticians may not show up. If you need a particular option please contact your company's voice administrator.

- **Dashboard**: Overview of your voice services.
- **My Details**: Information on your login, password & pin.
- **Directory**: Provides company users and their extensions
- **Voicemail**: Manage any messages left to your extension
- **Services**: Manage our Enhanced Services for full control of your extensions.
- **CDR**: Provides a listing of Call Detail Records.
- **Central Phone Book**: Provides a company phone book created by your voice administrator.
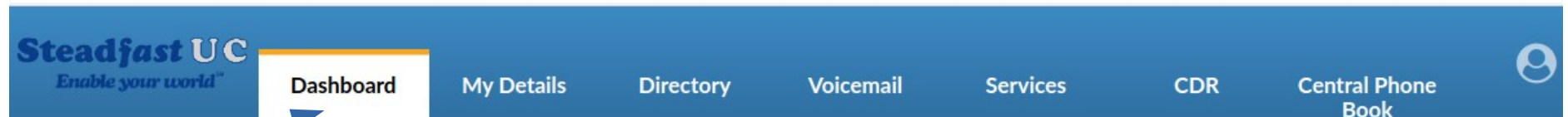
Click on Tabs to access various options

Dashboard

- **Voicemail**: Shows number of unread voicemail messages
- **Today's Calls**: This section contains following information:
  - **TOTAL** -Total number of calls you got at your extension.
  - **ANSWERED** - number of answered calls
  - **TALK TIME** - total talk time for user
- **Amount Spent:** Total amount of money spent if you account is setup for usage charges.
  NOTE: Most services from SteadFast-UC include local/LD charges so this will generally be $0.0.
- **Call Forwarding**: Shows status of Call Forwarding service
- **Do Not Disturb:** Shows if Do Not Disturb service is enabled or disabled
- **Devices Online:** Shows number of currently registered devices
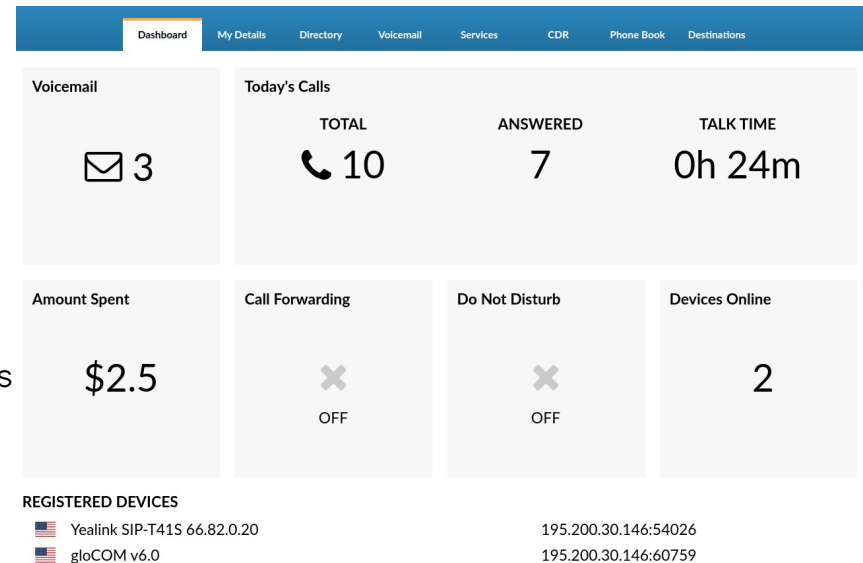
REGISTERED DEVICES

List of all currently registered devices such as Desktop phone, Desktop Communicator application or Communicator Go smart phone application. If a device has registered from a public IP, a country flag will appear left to the device, indicating the country from which the device had made the registration.

SECURITY ALERT

If you see an IP address and/or phone/application you are not familiar with immediately contact your system administrator.

My Details

Users can manage their email account, password and PIN associated with his extension.

NOTE: If user has voicemail account only(no system extension), this feature will be disabled.

E-mail: User email address associated with the extension. Used for system notifications such as voicemail messages
Password: Allows you to enter a new password.
PIN (Personal Identification Number): Displays your current (4 - four) digit, PIN that allows access to voicemail and use with the Remote Access Enhanced Service.

All fields can be changed here as well.

My Details	Directory	Voicemail	Services

E-mail

cassey@example.com

Password

•••••••••

PIN

1111

✔ Save

Directory

The screen shows the name, person's name and email icon of people in your company.

Search: If you have many extensions in a Directory, you can search them by Name, E-mail, or Extension number

Name: Directory contact name

Extension: Directory contact number

Email: Opens up your systems default email client to send an email to the directory contact.

	Dashboard	My Details	Directory	Voicemail	CDR	

Search 🔍

Name	Extension	E-mail
142	142	✈
Anthony Smith	205	✈
Cassey Smith	204	✈
damir	129	✈
Denis 2	145	✈
Emma Reed	203	✈
Ethan Walker	206	✈
Ext 102 STATISTIC TEST	102	✈
George Brown	202	✈
Joana Smith	201	✈
John Doe	200	✈
Nenad	128	✈

‹ previous   Page 1 of 1   next ›

Voicemail

User can manage voice messages left on his extension from this location.

Icon Bar

📂 INBOX ▾   📁 Move   ↱ Forward   ▶ Listen   ⬇ Download   ✎ Delete   ☑ Voicemail Features
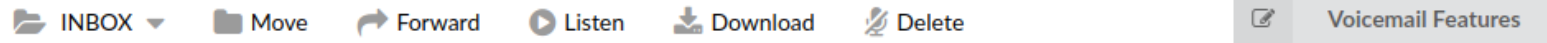
Folder Icon: Lets you select a folder to display its content if you have multiple folders, otherwise you will just see your INBOX folder.
Move: Allows you to move a message to another folder. Select a voice message. Select destination folder. Click 'Move' button
Forward: Lets you forward your message to another user's voicemail inbox. Check a box next to a voice message and click 'Forward'. Enter destination extension and click 'OK'
Listen: Plays a voice message.
Download: Download selected voice message to folder locally (converts message to mp3).
Delete: Deletes a voice message
Voicemail Features: Opens new screen where user can configure voicemail options

Message Field

Msg: Voicemail message identification number (IE 0001)
Caller: Identifies the user who has left the message by his name and extension number
Date: Time/Date a voicemail has been received in inbox
Duration: Time duration of voice message

	MSG	Caller	Date	Duration
☐	0001	"Twinkle" <102>	Tue October 02, 2018 09:44:51	00:09
☐	0002	"Twinkle" <102>	Tue September 18, 2018 08:21:51	02:00
☐	0003	"Twinkle" <102>	Mon January 14, 2019 09:31:51	00:01
☐	0004	"Twinkle" <102>	Mon January 14, 2019 09:35:48	00:25
☐	0005	200100	Fri March 22, 2019 09:12:24	00:01
☐	0006	555888777	Tue August 06, 2019 16:59:18	00:03

Voicemail Features

Opens new screen where user can configure voicemail options. This feature many not be enable depending on your sites configuration. Please reach out to your company's voice administrator if necessary.

General

Send E-mail: Whether or not to send an e-mail to your email address associated with your extension.

Transcribe content: Voicemail transcription is a service that converts audio voicemail messages into text format, which is then sent to the user via email or text message. It is sometimes referred to as 'speech to text', 'voice to text' or 'voicemail to text'.

NOTE: This services is an additional service and requires a monthly subscription. Please contact your system administrator for more information.

Carbon Copy E-mails: Add additional E-mail addresses to which you want voice inbox to be associated with.

Pager e-mail: Provide the pager e-mail address here. (IE If 'john@pager.com' is set here, once this mailbox receives a new message, a notification is sent to this pager email address)

Greeting message: Greeting message played to users before they are transferred to the voice mailbox to leave a message.
(IE Mailbox user may choose between a 'Busy' and 'Unavailable' message)

Unavailable/Busy message: Upload the custom unavailable message. The unavailable message supports: WAV, wav, and gsm files only. (IE If the default unavailable message does not suit your needs, click the 'Browse' button, upload a custom message, and select it under 'greeting message')

Reset Busy message: If greeting message is set to busy you have option to reset busy message.

Voicemail Features

General

Field	Value
Send E-mail:	Yes / No / Not Set
Transcribe content:	Yes / No / Not Set
Carbon Copy E-mails:	Please select ...
Pager e-mail:	
Greeting message:	Unavailable
Unavailable message:	⬆ Choose File
Reset Unavailable message:	Yes / No / Not Set
Skip Instructions:	Yes / No / Not Set
Attach:	Yes / No / Not Set
Delete After E-mailing:	Yes / No / Not Set
Say CallerID:	Yes / No / Not Set
Allow Review mode:	Yes / No / Not Set
Allow Operator:	Yes / No / Not Set
Operator Extension:	Please Select ...
Play Envelope message:	Yes / No / Not Set
Hide from directory:	Yes / No / Not Set
Rings to answer:	
Voicemail Delay (sec):	
Timezone:	Auto

Skip instructions: Skip the instructions telling users how to leave a voice message. (IE Once the caller reaches the voice mailbox, instructions on how to leave voice message are played. You are encouraged to set this option to 'Yes' all the time)

Attach: Whether the voice message should be attached and sent along with the notification email. (IE A caller leaves a voice message for John. With this option set to 'Yes', E-mail which notifies John about the voice message also has that voice message attached to it, so John can listen to the message without having to sign into his voice mailbox.))

Delete After E-mailing:

Whether the voice message sound file should be deleted from the file system after sending it as an attachment to the user's email address.

(IE The caller leaves a voice message to John. With this option set to 'Yes', the voice message will be deleted after sending it as an attachment to John's email address)

NOTE: In order for this option to be available, you need to set 'Attach' option to 'Yes' which will enable sending voice message as an attachment in mail.

Say CallerID: Whether the extension number which left the voice message should be announced to the mailbox owner. (IE With this option set to 'Yes', John will hear '... from phone number 1004...' when checking his mailbox, for example).

NOTE: If you leave this option as 'Not Set', by default CallerID will be announced to the mailbox owner.

Allow Review mode:

Allow the user to review his voice message before committing it permanently to the voice mailbox.

After a caller leaves a voice message and presses '#', additional options will be offered:

Press 1 to accept this recording

Press 2 to listen to it

Press 3 to re-record your message

Press 4 to mark this message as urgent.

Allow Operator:

Allow the caller to reach the operator from the voice inbox by pressing '0'. Once the user leaves a voice message and presses '#', additional option '...press 0 to reach an Operator', will be heard.

If no 'Operator Extension' in the field below is written, by pressing 0 call will be finished.

NOTE: Voice message recorded before pressing 0 will be deleted from the system.

Operator Extension:

If 'Allow Operator' option in the field above is set to 'Yes', the caller will be given an option to press 0 to reach an operator. Choose the Operator Extension from drop down here. (IE Once the caller leaves a voice message to John and presses '0' to reach the Operator, the extension number provided here (IE 1001) will be dialed)

NOTE: Voice message recorded before pressing 0 will be deleted from the system.

Play Envelope Message: Announces the date and time when the voice message was left in the inbox. (IE With this option enabled, John will hear 'First message, 11:52, 02 Feb 2007', for example, when checking his voice mailbox)

NOTE: If you leave this option as 'Not Set', by default date and time when the voice message was left in the inbox will be announced to a mailbox owner.

Hide from directory: This option will allow you to hide your voicemail extension from the directory list. (IE Yes, No, N/A)

Rings to answer: Number of rings played to the caller before the call enters Voicemail. TIP: Rather than just 'falling' into Voicemail, it is recommended to set the number of ring sounds played to the caller.

NOTE: By default, this field is empty which means that there will be no ringing. The caller will 'fall' into Voicemail immediately after calling.

Voicemail Delay (sec): The time delay in seconds before the Busy/Unavailable message is played to the caller. This solves the 'half-played' file problem. Keep this value between 1-3. (IE The caller is leaving a voice message to John. It hears '...not at home right now...'. Adding '1' to this field will add a one-second pause before the message is played. So, now the caller will hear the greeting message without the first part being cut off 'I am not at home right now...').

Timezone: Set the correct date and time format for the message envelope. Default Timezone is currently set by Steadfast-UC server which is EST.

Call Notifications

This service allows you to setup other extensions that will be notified when a voice mail is left in your inbox. For example if you are going on vacation and want to have someone else monitor your voicemail messages.

Call Notifications

Enable:	Yes　No　Not Set
Notify Destinations:	3000 — Accounting Extension ✕　5000 — Conference Phone ✕　▼
Ring Type:	ALL ▼
Ringtime (sec):	30
Retry Count:	2
Retry Delay (min):	5

Enable: If this specific inbox should use call notifications or not. (IE Yes, No, Not Set)
NOTE: This option is mutually exclusive with the delete after E-mailing options.
Notify Destinations: Extensions to be called when a voicemail is received. Choose the Notify Destination from dropdown here.
Ring Type: You can choose here ALL or SINGLE. It indicates how many extensions are rung at a time.
Ringtime (sec): How long to ring each target (default 32).
Retry Count: How many times to retry if none accepts on the first try (default 0).
Retry Delay (min): How many minutes to wait for the next retry after the last one failed (default 1).

Enhanced Services

SteadFast-UC Enhanced Services (ES) allows to take full advantage of universal communications.

Precedence

Enhanced services are ordered by priority. A higher priority equals higher precedence of the enhanced service. For example, due to the similarity of 'Follow Me' and 'Group Hunt' services, if both are enabled, 'Follow Me' will be executed due to higher precedence.

Each service has two or more accessibility options:

Unavailable ✖	Available ✔	PIN Required 🔒

Enhanced Services Screen

To enable specific service, press select button next to the available icon for that particular service and click save. If service requires additional settings edit button next to it will become available after saving. Pressing edit button will open up a window with additional options for that specific service.

NOTE: Depending on how your site has been configured, not all services may be available as shown in picture. Additional services are available, contact your system administrator for further information. Please reach out to your system's administrator if a particular service is needed.

Call Pickup

This service enables user to pickup ringing calls of the same call group. Dial '*8' to pickup a call from the same call group, or '*88 + $EXTENSION' (IE *88101) to pickup calls from different call groups.

NOTE: Extension can be a member of only one Call Group, but it can be a member of more than one Pickup Group.

Example
Extension A:
- Call Group = 1
- Pickup Group = 3,4

Extension B:
- Call Group = 2
- Pickup Group = 1
- If A is ringing, B can pick up the ringing call by dialing '*8'.
- If B is ringing, A cannot pickup the ringing call because B's call group = 2, and A can pickup only call groups 3 and 4.)

Last Caller – Enhanced Services

This service allows you to hear the extension number of the last caller and also to dial that number. Dial '*149' to hear the extension number and then press '1' to call it.

NOTE: Access code for this service can be customized by your voice administrator.

Call Filters & Blocking

This service filters and blocks all incoming calls based on a set of rules. For example, calls can be filtered based on whether they are anonymous or belong to specific caller or telemarketer.

TIP: Access code for this service can be customized through 'Settings: Access Codes', please consult your voice administrator if changes are needed.

ES	Call Filters & Blocking		⊗

Caller Number	Destination Type	Destination	+
Anonymous callers	Do Nothing ▾		✕
	Do Nothing		
	Call Forward	Save	← All enhanced services
	Privacy Manager		
	Always Busy		

Caller Number: Here you define which number will be blocked/filtered. You can set this for Anonymous caller or add some number by clicking '+' sign.

Destination Type: Type of the destination to where the call with the Caller Number will be directed. If the chosen type is 'Always Busy', once the extension set in Caller Number dials in, the Busy signal will be heard.

Destination: This is where you enter the destination to which you want to direct calls if a suitable type is chosen.
(IE If the destination type is Call Forwarding or Voicemail you can set here an extension number [IE 1001]. If the destination type is a Ringtone you can set desired ringtone [IE <Simple-2>])

When a call comes in, it is handled in a way defined by the Destination Type select box depending if it's for anonymous callers or for specific extensions.

For Anonymous callers:

Call Forward: Incoming call is forwarded to a given number in the Destination field.
Privacy Manager: To reach you, anonymous caller must set their CallerID.
Always Busy: You are always busy for anonymous callers.
Voicemail: Anonymous caller is forwarded to a given extension's voicemail.
Not in service: Called number is 'Not in service'.

Ringtone: With this option, it is possible to set a custom ringtone for anonymous callers (or known ones, too).

For specific extensions:

Call Forward Number: Incoming call is forwarded to a given number in the Destination field.

No Answer: Incoming call isn't answered.

Busy: You are busy for incoming calls from this extension.

Voicemail: Incoming call is forwarded to a given extension's voicemail.

Not in service: Called number is 'Not in service'.

Ringtone: With this option, it is possible to set a custom ringtone for this caller.

NOTE: Different Ring Tones are currently not supported by SteadFast-UC.

Do Not Disturb (DND)

This service temporarily redirects all incoming calls to a destination number or a voicemail.

(IE If you wish not to be disturbed, you may activate this service, Set 'Destination'='Voicemail', enter '1000' in the field below and set 'Duration'='1'. This will redirect all calls coming to your extension to voice inbox of the extension 1000 for 1 hour).

NOTE: Activation of this service can be temporary (if number of hours is entered) or permanent (until deactivation). Destination can be Voicemail or Call Forwarding.

Do Not Disturb: Activate the DND service. (Not Active/Temporary/Permanent).
Destination: Destination to be dialed once DND is enabled. (IE If the Voicemail is selected then in the field below Destination type the extension number to which voicemail call will be sent. If the Call forward is selected then type the extension number which will be dialed.)
Duration (hours): If you choose to activate DND temporary, here you can set how many hours DND service will be active. (IE Set '1' to enable the service for one hour).

ES	Do Not Disturb	✕
Do Not Disturb:	Temporary ▾	
Destination:	Voicemail ▾	
	101	
Duration (hrs):	1	

✔ Save   ← All enhanced services

Call Forwarding

This service forwards calls to other extensions or external telephone number depending on the extension response/status. For example, calls can be forwarded to other extensions (local/remote) or voicemail unconditionally, or only if the extension is busy, nobody answers the call, or the line is unavailable.

If none of the destinations answer, the call is directed to the extension's voicemail.

IMPORTANT: Call Forwarding on our SteadFast-UC 6.x. platform have the option of forwarding rules based on external and internal calls. Also, an exclude list has been added where you can enter Caller IDs that will not be forwarded - please note that this rule will be checked first before all other rules in the call forward section.

NOTE: Setting unconditional will override Busy, No Answer, and Line Unavailable settings.

Call Forwarding

☑ Unconditional

Destination	Timeout (sec)	+
6035551212	30	≡ ✕

☐ Different Rules for Local Calls

☑ Busy

Destination	Timeout (sec)	+
6035551212	45	≡ ✕

☐ Different Rules for Local Calls

☑ No Answer

Destination	Timeout (sec)	+
		≡ ✕

☐ Different Rules for Local Calls

☐ Line Unavailable

Destination	Timeout (sec)	+

☐ Different Rules for Local Calls

Exclude List

Caller ID	+

Options

Play Call Forward message:	○ Yes ◉ No
Allow ES CallerID:	○ Yes ◉ No

✔ Save   ← All enhanced services

For all options check off the box for the service you want to use, then click the plus sign to add in a destination and time-out value. The time-out value defines how long to ring the destination number.

Call Forwarding

☑ Unconditional

Destination	Timeout (sec)	+
6035551212	30	≡ ✕

☐ Different Rules for Local Calls

Unconditional: Forwards all incoming calls.
Calls can be forwarded to other extension numbers (Internal or External) and to local voicemail boxes no matter who is calling. The voicemail box of the current extension is the default Destination Type.

Busy: Forward all incoming calls if the extension is busy.
Calls can be forwarded to other extension numbers (Internal or External) and to local voicemail boxes if the line has reached the maximum incoming calls limit. The voicemail box of the current extension is the default Destination Type.
 No Answer: Forward all incoming calls if the extension doesn't answer the incoming call.

Calls can be forwarded to other extension numbers (Internal or External) and to local voicemail boxes if no one answers the call. The voicemail box of the current extension is the default Destination Type.

Line Unavailable: Forward all incoming calls if the line is unavailable. In case your line gets cut off or for any reason you cannot connect the a Phone to the system, all calls that were supposed to reach you can be redirected to the extension/voice box number set here. The voicemail box of the current extension is the default

Destination Type

Destinations for External Calls: In this field you will enter destinations to which you want to forward external calls depending on your extension's state. You can enter multiple destinations for each state, but they need to be separated by timeout seconds, meaning that when first extension in the list hasn't answered during the timeout time-frame, the next one will be ringing and so on.

Destinations for Internal Calls: In this field you will enter destinations to which you want to forward internal calls depending on your extension's state. You can enter multiple destinations for each state, but they need to be separated by timeout seconds, meaning that when first extension in the list hasn't answered during the timeout time-frame, the next one will be ringing and so on.
Timeout (sec): Ring time in seconds. After that the current destination will stop ringing (up to 99 seconds)

Exclude list: Set up to 10 Caller ID numbers that you wish to be excluded from call forwarding, meaning that these numbers will be able to reach you. This rule is checked first before all other rules in the Call Forwarding section.

Play Call Forwarding Message: Notify users of a transfer being made. If this option is set to 'Yes', the caller would hear a '*Please wait, your call is being forwarded. You're not being charged for the forwarding part of the call*' message, notifying user that a transfer is being made.

Allow ES CallerID: Allows a callee to see the call as if the current extension is making it. If this option is set to 'Yes' the callee will see the extension from which call is forwarded, otherwise it will see the original caller.

Follow Me

This service rings all the provided destinations in a sequence. If the call is not answered by any of the provided extensions, it gets transferred to the 'Last Destination' extension which can be Voicemail if the 'Is Voicemail' option is selected.

TIP: If placing calls to a mobile/proper number it may take 2-3 seconds until the call is placed.

Services status: ON/OFF

Whether Follow Me is enabled or not.

TIP: You can enable/disable Follow Me here or via access codes Your extension will show up by default in the first Destination field.

Service status: ON

Follow Me

Destination	Timeout (sec)	+
1414	32	☰ ✕

Options

Dial options: _____

Last Destination

Last Destination: _____   Is Voicemail: ☐

Confirm calls

Confirm calls: ☐   Enable for Local Destinations: ☐

⚠ If all destinations fail after 'Timeout', 'Last Destination' will be called.

✔ Save   ← All enhanced services

Click on the Plus sign to add additional Follow Me numbers such as other extensions or external telephone numbers.

Destination	Timeout (sec)	+
1414	32	☰ ✕

Destination: Local/Proper/Mobile numbers to be dialed. (IE 1005, 1006, 1007, 1008)

Timeout (sec): Ring time in seconds. The time in seconds that destinations will ring. If the call is not answered during this period, it gets transferred to the next priority number. ([0-9])

Dial Options: Additional call properties.(IE This service can assign additional call properties, such as allowing the called party to transfer the call, etc).

See **Dial Options** at end of document for supported values.

Last Destination: Destination which will be dialed if none of the 'priority' destinations answer the call. If you check 'Is Voicemail' option, last destination will be the voicemail. (IE If extension 1005 is set here, that extension will be called if none of the destinations set above answer the call.)

Is Voicemail: Select whether or not the Last Destination is a Voicemail box. (IE Yes, No, Not Set)

Confirm Calls: With this option enabled you can make sure that the call is answered by a person, not a voicemail. (IE If the call is answered by a mobile phone the person picking up the call needs to press 1(or another key on the phone) to answer the phone. If that key is not pressed all phones will keep ringing because call is considered unanswered.)
Enable for Local Destinations: Enables the Confirm Calls feature for Local Destinations as well.

NOTE: When Follow Me is set on an extension and as destinations are defined with local extension(s) and remote destination(s) only that external destinations(s) will have the ability to press 1 in order to accept the call.

Directory / BLF (Busy Lamp Field) List

The Directory/BLF List is used to enter the list of extensions the user would like to have as contacts and monitor when they are on a call. When used with the Busy Line Field enabled phone such as Polycom, the user can select some of those extensions to be monitored by BLF buttons on the phone.

Too add an entry click on the Plus Icon.

NOTE: DIDs, Queues and IVRs can be defined as BLFs. (IE Add *404XXX on your BLF list where 'XXX' can be a DID, Queue or an IVR number).

NOTE2: Phones need to be auto-provisioned and the phone needs to support the BLF feature.

ES	Directory / BLF List		⊗
Extension	**Label**	**BLF**	**+**
100	John Doe	⬤	≡ ✕
108	Joyann Bellfield	⬤	≡ ✕
110	Caralie Reely	◯	≡ ✕
150	Zelig Sola	◯	≡ ✕
200	Hillyer Ganing	◯	≡ ✕

Options

BLF start: 1   Cart Only: ☑   Clear unused: ☑

✔ Save   ← All enhanced services

Options available

Extension: BLF Extension number (IE 1005)
Label: Label that will be shown on the phone and/or side car. (IE Jogn Doe) ([a-z][0-9])
BLF (slider): Determine if you want this entry to show on the phone or not.
BLF start: Phone key and/or cart line position that the BLF will start Position number from BLFs will start (IE 5) ([0-9])
Cart Only: Determines if you want BLFs on the sidecar only, otherwise unlisted lines on the phone will contain BLF entries as well.
Clear unused: Clear all unused BLFs. Only BLFs listed on this page will be visible on the phone

Speed Dial

Speed Dial service allows you to assign short code (up to 3-digits) to numbers you frequently dial so you don't have to type full number every time. To use Speed Dial you must dial *130 in front of your assigned short code (*130XX).

CSV Upload: Used when you have all the codes written in simple CSV file in form: Code,Name,Destination

CSV Download: Used when you want to download the already set Dial Codes in CSV file.

Download CSV Template: Provides an easy to use format that you can open with a spreadsheet program. is used when you want to download template for Dial Codes in CSV file.

Code (XXX): One to three digit code which is entered after the Speed Dial access code, *130 as default (IE if the code is '35', then you will need to dial '*13035'.)

Speed Dial Name: The short description of the Destination to which this Code points. (Sales-John) ([a-z][0-9])

Destination: Destination to which this Code is pointing. (IE1005)

Dial Options (case sensitive):

t - Allow the called user to transfer the call by hitting #

T - Allow the calling user to transfer the call by hitting #

m - Provide Music on Hold to the calling party until the called channel answers. This is mutually exclusive with option 'r', obviously. Use m(class) to specify a class for the music on hold.

h - Allow the called party to hang up by dialing *

H - Allow the caller to hang up by dialing *

C - Reset the CDR (Call Detail Record) for this call. This is like using the NoCDR command

S (n) - Hang up the call n seconds AFTER the called party picks up.

D(digits) - After the called party answers, send digits as a DTMF stream, then connect the call to the originating channel.

f - forces callerid to be set as the extension of the line making/redirecting the outgoing call. For example, some PSTNs don't allow callerids from other extensions than the ones that are assigned to you.

w - Allow the called user to start recording after pressing *1

W - Allow the calling user to start recording after pressing *1