

# Chapter 64: Remote Call Forward

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## Feature description

Remote Call Forward (RCFW) allows a telephone user to program Call Forward from a remote telephone. With Remote Call Forward (RCFW) enabled, forwarding DN's can be defined and Call Forward All Calls can be activated from within the system or outside the local switch. The Remote Call Forward (RCFW) feature is password protected.

The Station Control Password (SCPW) is required to program Remote Call Forward. Entering a password length of 0 disables the password control for both Electronic Lock and RCFW.

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## Operating parameters

RCFW requires the following:

- set the password length in LD 15, at the SCPL prompt
- add passwords in LD 10 and LD 11, at the SCPW prompt
- allow Call Forward All Calls in LD 10 and LD 11, and
- define Remote Call Forward Activate (RCFA), Deactivate (RCFD), and Verify (RCFV) Flexible Feature Codes (FFC) in LD 57.

To activate RCFW from outside of the local switch, you must use the Direct Inward System Access (DISA) DN. The telephone's Prime DN is associated with the RCFW password for added security. Also, RCFW can activate or deactivate Call Forward on a telephone, and verify the same feature on a telephone.

Changes to the Station Control Password length do not take effect until after a data dump and SYSLOAD.

If there are two telephones with the same Prime DN, it is recommended that only one of them have a Station Control Password. With RCFW, it is possible that two telephones could have the same password assigned. With the same password, they could control each other's security. For the same reason, the Secondary DN for an Automatic Call Distribution (ACD) telephone should not appear as a Prime DN on another telephone.

A unique number code must be programmed for each of the FFC functions relating to RCFW: Remote Call Forward Activate (RCFA), Remote Call Forward Deactivate (RCFD), and Remote Call Forward Verify (RCFV). You can change the RCFW Directory Number (DN) from your own telephone or from a telephone remote from the switch.

RCFW is not supported for ACD telephones.

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## Feature interactions

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### Attendant Administration

Attendant Administration does not support the telephone programming associated with Remote Call Forward.

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### Call Forward Destination Deactivation

Remote Call Forward (RCFW) and Call Forward Destination Deactivation (CFDD) provide the same functionality but are activated differently. CFDD does not require the call forward station's control password to deactivate the call forward functionality on the call forward station.

The call forwarded destination can use the Remote Call Forward deactivation FFC as well as CFDD to deactivate the Call Forward All Calls functionality on the call forward station.

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### Call Forward, Internal Calls

Remote CFW Activate (RCFA), Remote CFW Deactivate (RCFD), and Remote CFW Verify (RCFV) FFCs can be used only to access CFW All Calls; they cannot be used to access Internal Call Forward.

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## China - Flexible Feature Codes - Outgoing Call Barring, Enhanced Flexible Feature Codes - Outgoing Call Barring

Activation of CFW to a barred DN by Remote Call Forward will be permitted, since the user has had to dial the Station Control Password, which could also have been used to deactivate Outgoing Call Barring (OCB).

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## Multiple Appearance Directory Number

With a Multiple Appearance Directory Number (DN) and both telephones having a Station Control Password (SCPW), Remote Call Forward may not operate as intended (that is, if Call Forward is activated using the Remote Call Forward feature, Call Forward remains activated when an attempt to deactivate it is made from the telephone on which it is active).

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## Phantom Terminal Numbers (TNs)

If Remote Call Forward is to be used in conjunction with a Phantom TN, the Phantom TNs must be configured with the Call Forward All Calls (CFW) feature.

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## Preventing Reciprocal Call Forward

This modification applies to Remote Call Forward.

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## Set-Based Administration Enhancements

A telephone can be remote call forwarded while someone is actively logged on to it with Set-Based Administration log on.

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## 2500 Telephone Features

When Flexible Feature Codes (FFC) package 139 is defined and active on your system, a telephone provisioned for Call Forward in LD 10 can also Call Forward All Calls from a remote internal DN.

## Feature packaging

The following software packages are required to implement Remote Call Forward:

- Optional Features (OPTF) package 1
- Flexible Feature Codes (FFC) package 139, and
- Controlled Class of Service (CCOS) package 81.

The following software packages are required to implement RCFW on analog (500/2500-type) telephones:

- Special Service for 2500 (SS25) package 18, and
- 500 Set Dial Access to Features (SS5) package 73.

## Feature implementation

### Task summary list

The following is a summary of the tasks in this section:

1. [Table 235: LD 15](#) on page 496  
Set the Station Control Password length.
2. [Table 236: LD 57](#) on page 497  
Define Remote Call Forward Flexible Feature Codes.
3. [Table 237: LD 10](#) on page 497  
Set the Station Control Password for analog (500/2500-type) telephones and allow Call Forward.
4. [Table 238: LD 11](#) on page 498  
Set the Station Control Password for Meridian 1 proprietary telephones and allow Call Forward.

**Table 235: LD 15**

Prompt	Response	Description
REQ:	CHG	Change.
TYPE:	FFC	FFC gate opener.
CUST		Customer number

*Table continues...*

Prompt	Response	Description
	0–99	Range for Large System and Avaya Communication Server 1000E (Avaya CS 1000E) system.
...		
- SCPL	0–8	Station control password length (0-8).  Entering 0 disables the Remote Call Forward and the Electronic Lock features.  A data dump and SYSLOAD are required to implement a change in password length. Shorter passwords are filled with leading zeros. Passwords that are too long have the leading digits truncated.
- FFCS	YES	Change end of dialing digits in FFC.
- - STRL	1–3	Number of digits to indicate FFC end of a feature activation.
- - STRG	(#), xxx	1 to 3 digits to indicate FFC end of a feature entry.

**Table 236: LD 57**

Prompt	Response	Description
REQ	CHG	Change.
TYPE	FFC	Flexible Feature Codes.
FFCT	(NO) YES	FFC Confirmation Tone (optional).
CODE	RCFA	Remote Call Forward Activate.
RCFA	xx	RCFA code
CODE	RCFD	Remote Call Forward Deactivate.
RCFD	xx	RCFD code.
CODE	RCFV	Remote Call Forward Verify.
RCFV	xx	RCFV code.

**Table 237: LD 10**

Prompt	Response	Description
REQ:	CHG	Change.
TYPE:	500	Telephone type.
TN		Terminal number
	I s c u	Format for Large System and CS 1000E system, where I = loop, s = shelf, c = card, u = unit.
SCPW	xxx...x	Station control password (0-8 digits as defined by prompt SCPL in LD 15).
	X	Entering X deletes the password.
FTR	CFW 4–(16)–23	Allow Call Forward and set forwarding DN length.

**Table 238: LD 11**

Prompt	Response	Description
REQ:	CHG	Change.
TYPE:	a...a	Telephone type. Type ? for a list of possible responses.
TN		Terminal number
	I s c u	Format for Large System and CS 1000E system, where I = loop, s = shelf, c = card, u = unit.
SCPW	xxx...x X	Station control password (0-8 digits as defined by prompt SCPL in LD 15). Entering X deletes the password.
KEY	xx CFW 4–(16)–23	Assign Call Forward key (xx) and set forwarding DN length.

## Feature operation

From any telephone within the system, simply lift the handset and use the following procedures. From any telephone outside the system, first dial the Direct Inward System Access (DISA) number for your system, wait for dial tone, and dial any required passwords and Authorization Codes.

1. Dial the Remote Call Forward Activate FFC.
2. Dial the Station Control Password for the telephone to be forwarded.
3. Dial the Prime DN of the telephone to be forwarded.
4. Dial the number to which calls will be forwarded.
5. Dial the end-of-entry digits (defined in LD 15), if these digits plus the number of digits in the forwarding DN are less than 24 digits. (If you do not dial the end-of-entry digits, the forwarding DN is saved but cannot be verified remotely.)

You will hear a confirmation tone after entering the main extension number, telling you that the password and extension match. You will hear a second special tone after dialing the end-of-entry digits, telling you that the procedure was successful. If you hear a fast busy signal, hang up and try again.

When entering the forwarding DN, you cannot enter more than 23 digits, including the end-of-entry digits. If you attempt to enter a 24th digit, you will hear an overflow tone.

If the forwarding DN plus the end-of-entry digits are not less than 24 digits, hang up after dialing the forwarding DN. The DN is saved but cannot be verified remotely.

To cancel Remote Call Forward:

- Dial the Remote Call Forward Deactivate FFC.
- Dial the Station Control Password for the telephone.
- Dial the Prime DN of the telephone.

To verify Remote Call Forward:

- Dial the Remote Call Forward Verify FFC.
- Dial the Station Control Password for the telephone.
- Dial the Prime DN of the telephone.
- Dial the number to which calls should be forwarded.
- Dial the end-of-entry digits.

If the number to which the telephone is forwarding calls does not match your entry in step 4, you will hear a fast busy signal. If the numbers do match, you will hear a confirmation tone after entering the forwarding number, provided the confirmation tone is enabled in LD 57.

When entering the forwarding DN, you cannot enter more than 23 digits, including the end-of-entry digits. If you attempt to enter a 24th digit, you will hear an overflow tone. You cannot use Remote Call Forward Verify for a forwarding DN that was entered without the end-of-entry digits because of too many digits.