

# Direct Inward System Access, DISA

DIRECTIONS FOR USE



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## 1

## GENERAL

The feature **Direct Inward System Access (DISA)** permits external users to call in to a PBX and have access to some of the PBX's features, almost as if you were an internal extension.

The DISA feature can be accessed via different types of external lines:

- Direct in-dialing external lines
- Private tie-lines
- Manual external lines

The DISA user has the possibility to charge a call to an account code, which may represent a particular project, department or client, instead of charging the calling extension number.

The DISA feature can be dialed from a DTMF telephone with key pad providing pound (#) and star (\*) keys.

**Note:** The DISA feature is only available in the system if licensed and activated by O&M personnel.

Legend for the DISA procedures below:

**ACO**

Account code

**CAC**

Common (central) authorization code

**CT**

Confirmation tone

**DIR**

Directory number

**DT**

Dial tone

**FC**

Feature code

**LIST**

Personal number list number

**PN**

Personal number (Call list)

**RAC**

Individual (regional) authorization code

The following dialing formats can be applicable for a DISA call:

## 1.1

## WITH COMMON AUTHORIZATION CODE

**DISA number DT \* FC \* CAC # DT + Wanted number**

**DISA number DT \* FC \* CAC \* FC \* ACO # DT + Wanted number.**

## 1.2

## WITH INDIVIDUAL AUTHORIZATION CODE

**DISA number DT \* FC \* RAC \* DIR # DT + Wanted number**

**DISA number DT \* FC \* RAC \* DIR # DT \* FC \* ACO # DT + Wanted number.**

The Personal Number (call list) feature can also be managed via a DISA call, if RAC is used.

**DISA number DT \* FC \* RAC \* PN # DT \* FC \* PN # CT** (to activate list number 1)

**DISA number DT \* FC \* RAC \* PN # DT \* FC \* PN \* LIST # CT** (to activate list number LIST)

**DISA number DT \* FC \* RAC \* PN # DT \* FC \* PN # CT** (to deactivate the Personal Number service).

## 1.3

## WITHOUT AUTHORIZATION CODE (ONLY IF PERMITTED)

**DISA number DT + Wanted number**

**DISA number DT \* FC \* ACO # DT + Wanted number.**

## 1.4

## GENERAL LIMITATIONS FOR DISA CALLS

After a completed DISA call, the user must hang up, before a new DISA call can be initiated.

Activation of features by suffix dialing is **not** supported in DISA calls.

Summary of **permitted** features in DISA calls:

- Account code
- Authorization code
- Log off for free seating number.
- Changing the profile for personal number/repeated individual diversion.
- Deactivating the personal number feature (if allowed).

All other service procedures are blocked in DISA calls.

## 2 PROCEDURE

### 2.1 DISA VIA DID EXTERNAL LINES / TIE-LINES USING COMMON AUTHORIZATION CODE

The PSTN/private network user can via a direct in-dialing number terminate in own PBX, where access to some of the PBX's features can be obtained.

The procedure for a DISA call is as follows:

1. Lift handset.
2. Receive dial tone, e.g from PSTN or PBX.
3. Dial the direct in-dialing number for DISA.
4. Receive dial tone from terminating (e.g. DISA) PBX.
5. Dial the feature code (\*FC\*) and after that a valid common authorization code (CAC) followed by the end mark (#).
6. If the authorization code was invalid or DISA call was not allowed due to categories, a no progress message is received and the call will be disconnected.

### 2.2 DISA VIA DID EXTERNAL LINES / TIE LINES USING INDIVIDUAL AUTHORIZATION CODE

The PSTN/private network user can via direct in-dialing number terminate in own PBX where access to some of the PBX's features can be obtained.

The procedure for a DISA call is as follows:

1. Lift handset.
2. Receive dial tone, e.g from PSTN or PBX.
3. Dial the direct in-dialing number for DISA.
4. Receive dial tone from terminating (e.g. DISA) PBX.
5. Dial the feature code (\*FC\*) and after that the individual authorization code (RAC) together with your own directory number (DIR) in the exchange, followed by the end mark (#).
6. If the authorization code was invalid or DISA calls are not allowed due to categories, a no progress message is received and the call will be disconnected.

### 2.3 DISA VIA MANUAL EXTERNAL LINES USING COMMON AUTHORIZATION CODE

The PSTN/private network user can via a unique directory number terminate in own PBX where access to some of the PBX's features can be obtained.

The procedure for a DISA call is as follows:

1. Lift handset.

2. Receive dial tone, e.g. from PSTN or PBX.
3. Dial the unique PBX-DISA directory number.
4. Receive dial tone from terminating (e.g. DISA) PBX.
5. Dial the feature code (\*FC\*), and after that a valid authorization code (CAC) followed by the end mark (#).
6. If the authorization code is invalid or DISA calls are not allowed due to categories, a no progress message is received and the call is disconnected.

## 2.4

### DISA VIA MANUAL EXTERNAL LINES USING INDIVIDUAL AUTHORIZATION CODE

The PSTN/private network user can via a unique directory number terminate in own PBX where access to some of the PBX's features can be obtained.

The procedure for a DISA call is as follows:

1. Lift handset.
2. Receive dial tone, e.g. from PSTN or PBX.
3. Dial the unique PBX-DISA directory number.
4. Receive dial tone from terminating (e.g. DISA) PBX.
5. Dial the feature code (\*FC\*) and after that the individual authorization code (RAC) together with your own directory number (DIR) in the exchange, followed by the end mark (#).
6. If the authorization code is invalid or DISA calls are not allowed due to categories a no progress message is received and the call is disconnected.

## 2.5

### DISA VIA ANY TYPE OF EXTERNAL LINE, WITHOUT AUTHORIZATION CODE

The following part is optional if DISA without authorization code is permitted.

1. Receive dial tone from the PBX.
2. Dial the feature code (FC) and function code (ACO) and receive dial tone from PBX (this part is optional).

Now you can use some of the features available from your normal PBX telephone, namely those mentioned under General, see 1.4 General limitations for DISA calls on page 4.