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(54) **SYSTEM AND METHOD FOR ENABLING CUSTOM TELEPHONE FEATURES ON A PBX SYSTEM**

(75) Inventors: **George F. Ohlinger**, Phoenix, AZ (US);
Gary Hoffman, Glendale, AZ (US);
Joel Donelson, Phoenix, AZ (US)

(73) Assignee: **Inter-Tel, Inc.**, Tempe, AZ (US)

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Primary Examiner—Harry S. Hong

(74) *Attorney, Agent, or Firm*—Michelle Whittington

(57) **ABSTRACT**

A telephone system and method is provided including a processing system, such as a CTI system, in communication with a PBX and one or more telephone sets. The user selects a pre-programmed canned message, such as a DND message or status-state, from a list of messages and may further define the message with a user-defined message. The PBX recognizes the canned message and funnels the message to the processing system. The processing system matches the canned message and possibly the user-defined message to a software application stored in the processing system and corresponding to the messages. The user may program the software application to perform a specific function which may be stored in the processing system. The software application is launched and the telephone can be returned to a normal operating state regardless of whether the launched application has completed the intended task.

18 Claims, 2 Drawing Sheets

