

Access Codes

Access codes are the essential feature codes for the system. Access codes can be entered manually by the phone user or can be programmed into the telephone for easy access. Access codes may also be modified if needed. Before utilizing some codes they must be enabled by an admin user.

Voicemail

Voicemail *123

Code can be used to access the telephone\extensions voicemail. Using this code will only allow you to access the voicemail of the phone the code is dialed from.

General Voicemail *124

Dialing *124 allows you access to any voicemail on the system. When dialed the system will prompt you for voicemail box number, which if tied to an extension is the same number as the extension number, if it is a stand alone mailbox, it will be assigned a mailbox number. Once the mailbox number is entered the system will prompt you for a PIN.

Voicemail Transfer *125

To transfer a call directly to voicemail a user would dial *125 followed by the extension number they would like to transfer the call to. The call will not ring the extension at all, instead go directly to voicemail.

Agents

Agent Static Login *200

The agent static login feature *200 allows an agent to log into call queue. Once dialed the system will prompt you for the Agent PIN.

Agent Static Logout *201

Logged in Agents can log out of the Queue by dialing *201.

Enhanced Services

Last Caller *149

When dialed the system will repeat the caller id of the last call, then prompt the user to dial 1 to call the number back, otherwise the user can hang up.

Monitoring *199

The Monitoring feature allows a user to monitor another extensions call by dialing *199 followed by the extension number of the extension the user wants to monitor. To monitor a call you must be assigned permissions to monitor the call.

Speakerphone Paging

Speakerphone Page *399

Pages all extensions found in the speakerphone page list found in extensions Enhanced Services or users Self Care Portal, Services.

Single Speakerphone Page, "Intercom" *400

Single speaker phone page also known as Intercom allows a user to have two way speakerphone communication with a single extension. The user would dial *400 followed by the extension number.

Groups Speakerphone Page *600

Administrators can create specific Page Zones which can be accessed using *600 and the Page Zone code.

Features

Speed Dial *130

Dial *130 plus speed dial code.

Listen to CDR Recordings *170

Call Forwarding

Enable Call Forwarding *71

Call Forwarding Unconditional, forwards all calls that ring to the extension it is set on. The user can dial *71 followed by an extension number or 1, area code, then telephone number in one sequence.

Example:

Call Forward to an Extension: *712000

Call Forward to External Number: *7113235551212.

The system will prompt you when call forwarding has been enabled.

A user can also dial *71 only and the system will use the last number entered as a call forward number.

Disable Call Forwarding *72

Dialing *72 will turn off call forwarding.

Toggle Call Forwarding *73

Allows for you to toggle between enabling and disabling Call Forwarding. This can be used as a BLF button if you use the feature often.

Group Hunt

Toggle Do not Disturb *77

Enable Do Not Disturb *78

Disable Do Not Disturb *79

Enable Group Hunt *510

Group Hunt settings can be found under Extension>Enhanced Services>Group Hunt.

Disable Group Hunt *511

Caller ID

Block Caller ID *67

Block Caller ID once *81

Unblock Caller ID *68

Call with Caller ID list number *65

Call Parking

Call Park *700

Call Pickup

Call Pickup Directed *88

Enables you to pickup a call ringing at another extension by dialing *88 plus extension number. Example *882000

Group Call Pickup *8|

Enables you to pickup a call ringing at a group of extensions by dialing *8. All phones must be in the same group.

System Tests

Music on Hold *388

Allows you to hear current Music On Hold playing

Echo Audio Read *398

Allows you to do an echo test to test sound quality.

Greetings

Record System Greeting *301

Record Agent Greeting *302

Change Greeting *303

Overwrite Greeting *304

Operation Times

Open Operation Times *401

Close Operation Times *402

Reset Operation Times *403

Operation Times BLF's

Toggle Open\Close *404

Close/Reset *405

Follow Me

Enable Follow Me: *520

Disable Follow Me *521

Hot Desking

Enable Hot Desking *555

Wake Up Call

Set Wake-up call *411

Operator Wake-up Call *412

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