# IP Office 4.0
Manager: 03. Short Codes

# Contents

# Short Codes

## Short Codes

The IP Office uses short codes to match the number dialed to an action. The number dialed or part of the number dialed can be used as parameter for the feature.

- **WARNING**
  User dialing of emergency numbers must not be blocked by the addition of short codes. If short codes are added, the users ability to dial emergency numbers must be tested and maintained.

**Examples**

The method of detailing a short codes settings lists the short code fields separated by a /.

- **\*17/?U/VoicemailCollect**
  A user dialing \*17 is connected to voicemail.

- **\*14\*N#/N/FollowMeTo**
  If a user dials \*14\*210# at their own extension, their calls are redirected to extension 210.

**Dialing Short Codes**

The following types of short code applied to on-switch dialing. The result may be an action to be performed by the IP Office, a change to the user's settings or a number to be dialed. The order below is the order of priority in which they are used when applied to user dialing.

- **User Short Codes**
  These are useable by the specific user only.

- **User Rights/User Restrictions Short Codes**
  These are useable by any users associated with the user rights or restrictions in which they are set. They can be overridden by individual user short codes.

- **System Short Codes**
  These are available to all users on the IP Office system. They can be overridden by user or user rights short codes.

**Post-Dialing Short Codes**

When any the short code above result in a number to be dialed, further short code can be applied to that number to be dialed. This is done using the following types of short codes.

- **ARS (Alternate Route Selection) Short Codes**
  The short code that matches dialing can specify that the resulting number should be passed to an ARS form. The ARS form can specify which routes should be used for the call by using further short code matches and also provide option to use other ARS forms based on other factors such as time and availability of routes. In IP Office 4.0+ ARS has replaced Least Cost Routes.

- **Least Cost Route Short Codes**
  Least Cost Routes are used by pre-4.0 IP Office system only. On these systems any short code that results in a number to be dialed, has is telephone number further checked for a match against LCR short codes. Time profiles can be used to control when particular sets of LCR short codes are used.

- **Transit Network Selection (TNS) Short Codes**
  Used on T1 ISDN trunks set to use AT&T as the Provider. Applied to the digits presented following any other short code processing.

**Incoming Number Short Codes**

On certain types of trunks short codes can be applied to the incoming digits received with calls.

- **Line Short Codes**
  These short codes are used to translate incoming digits received with calls. The stage at which they are applied varies between different line types and may be overridden by an extension number match.

# Short Code Fields and Characters

Each short code, regardless of its type, has the following fields:

- **Short Code**: *Default =Blank, Range = Up to 31 characters.*
  The digits which if matched trigger use of the short code. Characters can also be used to create short codes which cannot be dialed from a phone but can be dialed from application speed dials. However some characters have special meaning, see the table below.

- **Telephone Number**: *Default = Blank, Range = Up to 31 characters.*
  The number output by the short code. When necessary, this is used as parameter for the selected short code Feature. See the table below for the special characters that can be used here.

- **Line Group ID**: *Default = 0*
  This field is used for short codes that result in a number to be dialed. It acts as a drop-down from which either an outgoing line group or, for IP Office 4.0+, an ARS form can be selected.

- **Feature**: *Default = Dial*
  This sets the action performed by the short code when used. See **Short Code Features**.

- **Locale**: *Default = Blank*
  Features that transfer the caller to Voicemail Lite or Voicemail Pro can indicate the language locale required for prompts. This is subject to the language being supported and installed on the voicemail server.

- **Force Account Code:** *Default = Off*
  When selected, for short codes that result in the dialing of a number, the user is prompted to enter a valid account code before the call is allowed to continue.

## Short Code Field Characters

| Character | Meaning |
| --- | --- |
| ? | Used on its own to create a short code match in the absence of any other short code match. Only supported as a system short code except for ?D below. For example, the system short code **?/./Dial/0** will route any dialing for which no other match is not found to outgoing line group 0. |
| ?D | This character combination makes a call to the defined phone number as soon as the user goes off-hook. |
| N | Matches a sequence of one or more dialed digits. The **Dial Delay Time** or a following matching character is used to resolve when dialing is complete. |
| X | Matches a single digit. When a group of **X**'s is used, the short code matches against the total number of **X**'s. |
| [ ] | For pre-4.0 IP Office systems used to trigger secondary dial tone. Not used for IP Office 4.0+. See Secondary Dial Tone. |
| ; | Receive sending complete. When used this must be the last character in the short code string. It instructs the system to wait for the number to be fully dialed, using the **Dial Delay Time** or the user dialing **#**, before acting on the short code.<br><br>• **Dialing Complete**<br>The majority of North-American telephony services use en-bloc dialing. Therefore the use of a **;** is recommended at the end of all dialing short codes that use an **N**. This is also recommended for all dialing where secondary dial tone short codes are being used. |

**Telephone Number Field Characters**

| Character | Meaning |
|---|---|
| A | Allow the calling number sent with the call to be used. This character may be required by service providers in some locales. |
| C | Place any following digits in the outgoing call's Called number field rather than the Keypad field. |
| D | Wait for a connect message before sending any following digits as DTMF. |
| E | Replace with the Extension number of the dialing user. |
| I | Send data in an Information Packet rather than Set-up Packet. |
| K | Place any following digits in the outgoing call's Keypad field rather than the Called Number field. Only supported on ISDN and QSIG. |
| L | Use the last number received. |
| N | Substitute with the digits used for the N or X character match in the Short Code number field. |
| S | Place any following digits into the outgoing call's calling number field. |
| SS | Pass through the Calling Party Number. For example, to provide the incoming ICLID at the far end of a VoIP connection, a short code **?** with telephone number **.SS** should be added to the IP line. |
| i | Both the **S** and **SS** characters can be followed by an **i**, that is **Si** and **SSi**. Doing this sets the calling party number plan to ISDN and number type to National. This may be required for some network providers. |
| t | Set the maximum duration in minutes for a call plus or minus a minute. Follow the character with the number of minutes in brackets, for example **t(5)**. |
| U | Replace with the User Name of the dialing user. Used with voicemail. |
| W | Withhold the sending of calling ID number. Operation is service provider dependent. |
| Y | Wait for a Call Progress or Call Proceeding message before sending any following digits as DTMF. For example, the Y character would be necessary at a site where they have signed up with their telephone service provider to withhold international dialing until a DTMF pin/account number is entered that initiates the call progress/proceeding message. |
| @ | Enter any following digits into the sub-address field. |
| . | Replace with the full set of dialed digits that triggered the short code match. |
| , | Add a one second pause in DTMF dialing. |
| " " | Use to enclose any characters that should not be interpreted as possible short code special characters by the IP Office. For example characters being passed to the voicemail server. |

# User Dialing

**Summary: Looks at how the IP Office looks for possible short code matches to user dialing.**

The following IP Office settings influence user dialing.

- **Dial Delay Count:** *Default = 0 (US/Japan), 4 (ROW)*
  This value sets the number of digits dialed before the IP Office looks for a short code match.

- **Dial Delay Time:** *Default = 4000ms (US/Japan), 1000ms (ROW)*
  This value sets the maximum allowed interval between the dialing of each digit. If exceeded, the IP Office looks for a short code match even if the **Dial Delay Count** has not been reached.

- **Off-Hook Timer**
  When a user goes off-hook, the IP Office starts a 30 second off-hook timer (10 seconds in Italy). If the off-hook timer expires before a short code match occurs, the user is disconnected.

The following rules are used when short code matching is performed for user dialing:

- A short code is used immediately an exact match is found unless followed by a ;.

- If no match is found but partial matches exist, the user can continue dialing.

- If no match or partial matches are found, incompatible is returned.

- The following precedence is used to determine which short codes are used:

  - Extension number matches override all short codes.

  - User short codes override user rights and system short codes.

  - User Rights short code matches override system short codes.

- When multiple exact matches occur,

  - The match with the most specified digits rather than wildcards is used.

  - If there are still more than one match, the match with the most exact length is used. This means X wildcards will override N when both match.

# Application Dialing

Numbers speed dialed by IP Office applications such as Phone Manager and SoftConsole are treated differently. Since the digits are received as a single group, they can override some short code matches. The same applies to short codes used within IP Office configuration settings such as Incoming Call Route destinations.

**Example:**

- **Telephone Number:** 12345678

- **Short Code 1:** 1234XX/207/DialExtn

- **Short Code 2:** 12345678/210/DialExtn

If dialed manually by the user, as soon as they have dialed 123456 a match to short code 1 occurs. They can never dial short code 2.

If dial using a Phone Manager speed dial, 12345678 is sent as a string and a match to short code 2 occurs.

### Partial Dialing

If the application dialing does not trigger an exact match, the user can dial additional digits through their extension. The processes for normal user dialing are applied.

### Non-Digit Short Codes

Short codes can be created that use characters instead of speed dials. While these short codes cannot be dialed from a phone, they can be dialed through application speed dials and settings. However characters that are interpreted as special short code characters will still be interpreted as such.

# Secondary Dial Tone

Some locales prefer to provide users with secondary dial tone once they have started dialing external calls. This dial tone is heard by the user until they have completed dialing and a trunk is seized at which point call progress tones are provided by the trunk, or camp on/busy tone is provided by the IP Office if the required trunk cannot be seized.

**IP Office 4.0 and Higher**

For IP Office 4.0 and higher, the use of secondary dial tone is provided through the **Secondary Dial Tone** check box option in ARS forms. Calls requiring secondary dial tone should be routed by short codes to an ARS form with secondary dial tone enabled.

For short codes within the ARS form providing secondary dial tone, the same rules apply:

- Short codes using N can potentially be matched immediately (especially on systems with a **Dial Delay Count** of *0*). In this scenario using **N;** will ensure that secondary dial tone is heard for the **Dial Delay Time** period.

**Pre-4.0 IP Office Secondary Dial Tone**

Pre-4.0 IP Office systems provided dial tone through the use of the short code feature **Secondary Dial Tone** and the **[ ]** special characters. For example, on a system where 9 is used as a prefix for external dialing, the system short code **9/./Secondary Dial Tone/0** will trigger secondary dial tone when users dial a number prefixed with 9. This method is not supported by IP Office 4.0 which provides ARS forms for the control of outgoing calls.

In order to allow further digit matching, the digits dialed are put back through short code matching against any short codes that start with **[n]** where *n* is the digit used to trigger the system secondary dial tone short code.

- On all systems where secondary dial tone is used, a **;** should also be used in dialing short codes that contain **N**.

For example:

- System Short Codes
    - **9/./SecondaryDialTone**
    - **[9]0N;/Dial/0**
- User Short Code
    - **[9]0N;/Busy/0**

The user dials 90114445551234. The 9 is matches the system secondary dial tone short code and unlike other short codes this is applied immediately. The user's dialing is put through short code matching again using the normal order of precedence but matched to possible short codes beginning **[9]**. In this case the user's **[9]0N;** short code would take precedence over the system **[9]0N;** short code.

# ? Short Codes

The **?** character is normally used in two ways;

- **Default Short Code Matching**
  On IP Office systems outside North America, the system short code **?/./Dial/0** is added as a default short code. This short code provides a match for any dialing to which there is no other match. Therefore, on systems with this short code, the default is that any unrecognized number will be dialed to Outgoing Line Group 0.

    - A **?** short code used in user or user rights short codes is overridden by a **?** system short code.

- **Hot-Line Dialing**
  A user short code **?D** can be used to perform a short code action immediately the user extension goes off-hook. Typically this is used with door, lift and lobby phones to immediately connect the phone to a number such as the operator or reception.


The **?** character can appear in the **Telephone Number** field of a short code. This is done with short codes using the *VoicemailCollect* feature. In this instance the **?** character is not interpreted by the IP Office, it is used by the voicemail server.

# Line Short Codes

Line short codes are applied to the digits received with incoming call. They are not used with all types of trunk. On other trunks they are only used in particular operation modes. The stage at which they are applied also varies.

- **IP Trunks**
  Line short codes are used if Small Community Networking (SCN) is not being used or no SCN user extension match occurs on the digits received. If no line short code match occurs then normal incoming call routing is applied.

- **BRI and E1 ETSI Trunks**
  These types of trunks use line short codes immediately. If no short code match occurs then normal incoming call routing is applied.

- **QSIG and SO Trunks**
  S0 trunks, and E1 and T1 trunks set to QSIG mode, use line short code if the digits received do not match an internal extension number. These types of trunk do not use incoming call routing.

# Short Code Matching Examples

The following examples are not meant as practical examples. However they are simple to implement and test on real system without conflicting with its normal operation. They illustrate the interaction between different short codes in resolving which short code is an exact match. They assume that extension numbers are in the 200 to 299 range.

The term 'dials' means dialing the indicated digit or digits without the inter-digit Dial Delay Time expiring.

The term 'pause' means a wait that exceeds the inter-digit Dial Delay Time.

| Scenario 1 | | |
|---|---|---|
| Short Code 1 = 60/203/DialExtn. | | |
| Dial Delay Count = 0. Dial Delay Time = 4 seconds. | | |
| Test | Dialing | Effect |
| 1 | 8 | No possible match, incompatible returned immediately |
| 2 | 6 | No exact match but there is a potential match, so the system waits. When the Dial Delay Time expires, no exact match is found so incompatible is returned. |
| 3 | 60 | Exact match to Short Code 1. Extension 203 called immediately. |
| 4 | 61 | No possible match, the system returns incompatible. |

| Scenario 2 | | |
|---|---|---|
| Short Code 1 = 60/203/DialExtn. **Short Code 2 = 601/210/Dial Extn.** | | |
| Dial Delay Count = 0. Dial Delay Time = 4 seconds. | | |
| Test | Dialing | Effect |
| 1 | 8 | No possible match, incompatible returned immediately |
| 2 | 60 | Exact match to Short Code 1. Extension 203 called immediately. |
| 3 | 601 | Exact match to Short Code 1 as soon as the 0 is dialed. The user cannot manually dial 601. The only way they can dial 601 is using a Phone Manager speed dial set to dial that string. |

| Scenario 3 | | |
|---|---|---|
| Short Code 1 = 60/203/DialExtn.<br>Short Code 2 = 601/210/Dial Extn.<br><br>**Dial Delay Count = 3.** Dial Delay Time = 4 seconds. | | |
| **Test** | **Dialing** | **Effect** |
| 1 | 8 | Insufficient digits to trigger matching. The system waits for additional digits or for Dial Delay Time to expire. When Dial Delay Time expires, no possible match is found so incompatible is returned. |
| 2 | 60 | Insufficient digits to trigger matching. The system waits for additional digits or for Dial Delay Time to expire. When Dial Delay Time expires, matching started and exact match to Short Code 1 occurs. . |
| 3 | 601 | Third digit triggers matching. Exact match to Short Code 2. Extension 210 dialed immediately. |
| 4 | 60# | # is treated as a digit and as the third digit triggers matching. No exact match found. The system returns incompatible. |

| Scenario 4 | | |
|---|---|---|
| **Short Code 1 = 60;/203/DialExtn.**<br>Short Code 2 = 601/210/Dial Extn.<br><br>Dial Delay Count = 3. Dial Delay Time = 4 seconds. | | |
| **Test** | **Dialing** | **Effect** |
| 1 | 8 | Insufficient digits to trigger matching. The system waits for additional digits or for Dial Delay Time to expire. When Dial Delay Time expires, no possible match is found so incompatible is returned. |
| 2 | 6 | Insufficient digits to trigger matching. The system waits for additional digits or for the inter-digit Dial Delay Time to expire. If the Dial Delay Time expires, a potential match exists to a short code that uses ; so the system waits for an additional digit until the off-hook timer expires. |
| 3 | 60 | As above but an additional digit now may create a match.<br><br>If 1 is dialed, it creates an exact match to Short Code 2 and is used immediately.<br><br>If 0, * or 2 to 9 is dialed, no possible match exists. The system returns incompatible.<br><br>If the next digit is a #, it is treated as signaling dialing complete rather than being a digit. Short code 1 becomes an exact match and is used immediately. |
| 4 | 601 | Third digit triggers matching. Exact match to Short Code 2. Extension 210 dialed immediately. |

| Scenario 5 | | |
|---|---|---|
| **Short Code 1 = 601/203/DialExtn.** <br> **Short Code 2 = 60N/210/Dial Extn.** <br><br> **Dial Delay Count = 0. Dial Delay Time = 4 seconds.** | | |
| **Test** | **Dialing** | **Effect** |
| 1 | 6 | No exact match but there is a potential match, so the system waits for additional dialing. If the Dial Delay Time expires, no exact match is found so incompatible is returned. |
| 2 | 60 | Potential match to both short codes. The system waits for additional dialing. If the Dial Delay Time expires, Short Code 2 becomes an exact match with N blank. |
| 3 | 601 | Exact match to Short Code 1. Used immediately |
| 4 | 602 | Exact match to Short Code 2. Used immediately. |

| Scenario 6 | | |
|---|---|---|
| Short Code 1 = 601/203/DialExtn. <br> Short Code 2 = 60N/210/Dial Extn. <br> **Short Code 3 = 60X/207/DialExtn**. <br><br> Dial Delay Count = 0. Dial Delay Time = 4 seconds. | | |
| **Test** | **Dialing** | **Effect** |
| 1 | 6 | No exact match but there are potential matches so the system waits for additional dialing. If the Dial Delay Time expires, no exact match has occurred so incompatible is returned. |
| 2 | 60 | Potential match to all short codes. System waits for additional dialing. If the Dial Delay Time expires, Short Code 2 becomes an exact match with N blank. If a digit is dialed, Short Code 3 becomes a more exact match and is used. |
| 3 | 601 | Exact match all short code, however Short Code 1 is treated as being more exact (more matching digits) and is used immediately |
| 4 | 602 | Exact match to short codes 2 and 3, however the Short Code 3 is treated as being more exact (length match) and is used immediately. |

| **Scenario 7** | |
|---|---|

Short Code 1 = 601/203/DialExtn.
Short Code 2 = 60N/210/Dial Extn.
**Short Code 3 = 6XX/207/DialExtn**.

Dial Delay Count = 0. Dial Delay Time = 4 seconds.

| Test | Dialing | Effect |
|---|---|---|
| 1 | 6 | No exact match but there are potential matches so the system waits for additional dialing. If the Dial Delay Time expires, no exact match has occurred so incompatible is returned. |
| 2 | 60 | Potential match to all short codes. System waits for additional dialing. If the Dial Delay Time expires, Short Code 2 becomes an exact match with N blank. If a digit is dialed, Short Code 3 becomes an more exact match and is used. |
| 3 | 601 | Exact match all short code, however Short Code 1 is treated as being more exact (more matching digits) and is used immediately |
| 4 | 602 | Exact match to short codes 2 and 3, however the Short Code 2 is treated as being more exact (more matching digits) and is used immediately. |
| 5 | 612 | Exact match to Short Code 3. |

# Default System Short Code List

Most IP Office control units are available in A-Law and MU-Law models. Typically MU-Law models are supplied to North American locales, A-Law models are supplied to the rest of the world. In addition to the using different default companding for digital lines and phone, A-Law and MU-Law models support different default short codes.

The following table lists the default system short codes present in an IP Office 4.0+ system's configuration.

| Short Code | Telephone Number | Feature | A-Law | MU-Law |
|---|---|---|---|---|
| *00 | Blank | Cancel All Forwarding | ✔ | ✔ |
| *01 | Blank | Forward Unconditional On | ✔ | ✔ |
| *02 | Blank | Forward Unconditional Off | ✔ | ✔ |
| *03 | Blank | Forward On Busy On | ✔ | ✔ |
| *04 | Blank | Forward On Busy Off | ✔ | ✔ |
| *05 | Blank | Forward On No Answer On | ✔ | ✔ |
| *06 | Blank | Forward On No Answer Off | ✔ | ✔ |
| *07*N# | N | Forward Number | ✔ | ✔ |
| *08 | Blank | Do Not Disturb On | ✔ | ✔ |
| *09 | Blank | Do Not Disturb Off | ✔ | ✔ |
| *10*N# | N | Do Not Disturb Exception Add | ✔ | ✔ |
| *11*N# | N | Do Not Disturb Exception Del | ✔ | ✔ |
| *12*N# | N | Follow Me Here | ✔ | ✔ |
| *13*N# | N | Follow Me Here Cancel | ✔ | ✔ |
| *14*N# | N | Follow Me To | ✔ | ✔ |
| *15 | Blank | Call Waiting On | ✔ | ✔ |
| *16 | Blank | Call Waiting Off | ✔ | ✔ |
| *17 | ?U | Voicemail Collect | ✔ | ✔ |
| *18 | Blank | Voicemail On | ✔ | ✔ |
| *19 | Blank | Voicemail Off | ✔ | ✔ |
| *20*N# | N | Set Hunt Group Night Service | ✔ | ✔ |
| *21*N# | N | Clear Hunt Group Night Service | ✔ | ✔ |
| *22*N# | N | Suspend Call | ✔ | ✖ |
| *23*N# | N | Resume Call | ✔ | ✖ |
| *24*N# | N | Hold Call | ✔ | ✖ |
| *25*N# | N | Retrieve Call | ✔ | ✖ |
| *26 | | Clear CW | ✔ | ✖ |
| *27*N# | N | Hold CW | ✔ | ✖ |
| *28*N# | N | Suspend CW | ✔ | ✖ |
| *29 | Blank | Toggle Calls | ✔ | ✔ |
| *30 | Blank | Call Pickup Any | ✔ | ✔ |
| *31 | Blank | Call Pickup Group | ✔ | ✔ |
| *32*N# | N | Call Pickup Extn | ✔ | ✔ |

| Short Code | Telephone Number | Feature | A-Law | MU-Law |
|---|---|---|---|---|
| *33*N# | N | Call Queue | ✔ | ✔ |
| *34 | Blank | Hold Music | ✔ | ✔ |
| *35*N# | N | Extn Login | ✔ | ✔ |
| *36 | Blank | Extn Logout | ✔ | ✔ |
| *37*N# | N | Park Call | ✔ | ✔ |
| *38*N# | N | Unpark Call | ✔ | ✔ |
| *39 | 1 | Relay On | ✔ | ✔ |
| *40 | 1 | Relay Off | ✔ | ✔ |
| *41 | 1 | Relay Pulse | ✔ | ✔ |
| *42 | 2 | Relay On | ✔ | ✔ |
| *43 | 2 | Relay Off | ✔ | ✔ |
| *44 | 2 | Relay Pulse | ✔ | ✔ |
| *45*N# | N | Acquire Call | ✔ | ✔ |
| *46 | Blank | Acquire Call | ✔ | ✔ |
| *47 | Blank | Conference Add | ✔ | ✔ |
| *48 | Blank | Voicemail Ringback On | ✔ | ✔ |
| *49 | Blank | Voicemail Ringback Off | ✔ | ✔ |
| *50 | Blank | Forward Huntgroup On | ✔ | ✔ |
| *51 | Blank | Forward Huntgroup Off | ✔ | ✔ |
| *52 | Blank | Cancel or Deny | ✔ | ✔ |
| *53*N# | N | Call Pickup Members | ✔ | ✔ |
| *57*N# | N | Forward On Busy Number | ✔ | ✔ |
| *70 | Blank | Call Waiting Suspend | ✔ | ✖ |
| *70*N# | N | Dial Physical Extn By Number | ✖ | ✔ |
| *71*N# | N | Dial Physical Extn By ID | ✖ | ✔ |
| *9000* | "MAINTENANCE" | Relay On | ✔ | ✔ |
| *91N; | N".1" | Record Message | ✔ | ✔ |
| *92N; | N".2" | Record Message | ✔ | ✔ |
| 9N | N | Dial | ✖ | ✔ |
| ? | . | Dial | ✔ | ✖ |

Additional short codes of the form **\*DSSN**, **\*SDN**, **\*SKN**, **\*#N** and **\*\*N** are also visible. These are used by the IP Office system for internal functions and should not be removed or altered.

# Short Code Features

## Short Code Features

This sections details the available IP Office short code features.

AOC Previous Call
AOC Reset Total
AOC Total
Auto Attendant
Break Out
Busy
Busy On Held
Call Intrude
Call List
Call Listen
Call Pickup Any
Call Pickup Extn
Call Pickup Group
Call Pickup Members
Call Queue
Call Record
Call Steal
Call Waiting On
Call Waiting Off
Call Waiting Suspend
Cancel All Forwarding
Cancel Ring Back When Free
Channel Monitor
Clear Call
Clear CW
Clear Hunt Group Night Service
Clear Hunt Group Out Of Service
Clear Quota
Conference Add
Conference Meet Me
CW
Dia

Dial 3K1
Dial 56K
Dial 64K
Dial CW
Dial Direct
Dial Direct Hot Line
Dial Emergency
Dial Extn
Dial Inclusion
Dial Paging
DialPhysicalExtensionByNumber
DialPhysicalNumberByID
Dial Speech
Dial V110
Dial V120
Dial Video
Disable ARS Form
Disable Internal Forwards
Disable Internal Forward Unconditional
Disable Internal Forward Busy or No Answer
Display Msg
Do Not Disturb Exception Add
Do Not Disturb Exception Delete
Do Not Disturb On
Do Not Disturb Off
Enable ARS Form
Enable Internal Forwards
Enable Internal Forward Unconditional
Enable Internal Forward Busy or No Answer
Extn Login
Extn Logout
Flash Hook

Follow Me Here
Follow Me Here Cancel
Follow Me To
Forward Hunt Group Calls On
Forward Hunt Group Calls Off
Forward Number
Forward On Busy Number
Forward On Busy On
Forward On Busy Off
Forward On No Answer On
Forward On No Answer Off
Forward Unconditional On
Forward Unconditional Off
Headset Toggle
Hold Call
Hold CW
Hold Music
Hunt Group Disable
Hunt Group Enable
Last Number Redial
MCID Activate
Mobile Twinned Call Pickup
Off Hook Station
Park Call
Private Call
Private Call Off
Private Call On
Priority Call
Record Message
Relay On
Relay Off
Relay Pulse
Require Password

Resume Call
Retrieve Call
Ring Back When Free
Secondary Dial Tone
Set Absent Text
Set Account Code
Set Authorization Code
Set Hunt Group Night Service
Set Hunt Group Out Of Service
Set Inside Call Seq
Set No Answer Time
Set Mobile Twinning Number
Set Mobile Twinning On
Set Mobile Twinning Off
Set Outside Call Seq
Set Ringback Seq
Set Wrap Up Time
Suspend Call
Suspend CW
Toggle Calls
Unpark Call
Voicemail Collect
Voicemail Node
Voicemail On
Voicemail Off
Voicemail Ringback On
Voicemail Ringback Off

For each feature the following are listed:

- **Telephone Number:** The parameter required for the short code feature.

- **Default Short Code:** Whether the short code feature is used by any default system short code.

- **Short Code Toggles:** Whether the action of the short code toggles.

- **Phone Manager Control:** Whether the same action can be performed by a user control within Phone Manager application.

- **SoftConsole Control:** Whether the same action can be performed by a user control within the SoftConsole application.

- **Programmable Button Control:** Whether the same action can be assigned to a programmable button.

**Toggling Short Codes**

Previously the **Set Hunt Group Night Service** and **Set Hunt Group Out of Service** short code features toggled. That behaviour is not supported in 4.0 and higher.

# AOC Previous Call

Display of advice of charge information is only supported on T3 phones, T3 IP phones and Phone Manager.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✗

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✗ | ✔ |

# AOC Reset Total

Display of advice of charge information is only supported on T3 phones, T3 IP phones and Phone Manager.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✗

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✗ | ✔ |

# AOC Total

Display of advice of charge information is only supported on T3 phones, T3 IP phones and Phone Manager.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✗

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✗ | ✔ |

# Auto Attendant

This feature is used with embedded voicemail on Small Office Edition, IP406 V2 and IP500 systems. It allows the recording of the greetings used by auto-attendant services and the transfer of calls to that auto attendant. This feature was previously called **Record Greeting**.

- **Telephone Number:** ✔ *AA:Name.x* where *Name* is the auto-attendant service name and *x* is the greeting (1 = morning, 2 = afternoon, 3 = evening and 4 = options menu). The *.x* part can be omitted in which case the short code is used to connect the caller to the named auto attendant service.

- **Default Short Code:** ✔ See **Configuration Settings | Auto Attendant**.

- **Phone Manager Control:** ✘

- **SoftConsole Control:** ✘

- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# Break Out

Unless a user short code match occurs user dialing is normally processed using the system and ARS short codes of the IP Office system on which the user extension is located. Break out allows another IP Office system to be specified and the user dialing to then be processed using the settings of that other system.

This is a Small Community Advanced Networking feature and requires entry of the Small Community Advanced Networking license on each system in the network.

This feature is intended mainly for Remote Hot Desking users who when logged in on a remote IP Office may need to still dial some short code that are valid on their home IP Office but unknown or treated differently on the remote system.

- **Telephone Number:** The IP Address of the IP Office system, using * characters in place of . characters.

- **Default Short Code:** ✘

- **Phone Manager Control:** ✘

- **SoftConsole Control:** ✘

- **Programmable Button Control:** Advanced | Dial | Break Out

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✘ | ✘ | ✘ | ✘ | ✘ | ✔ |

# Busy

Provide busy signal to the user. This is useful for barring numbers - it provides a busy tone when the barred number is dialed.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓Busy

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

# Busy On Held

When on, busy on held returns busy to new calls when the user has an existing call on hold. This short code feature is useful when a user does not want to be distracted by an additional incoming call when they have a call on hold.

- **Telephone Number:** ✓ Y or 1 for on, N or 0 for off.

- **Default Short Code:** ✗

- **Phone Manager Control:** ✓

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✓BusyH

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

### Example: Turning Busy on Held on

If on, when the user has a call on hold, new calls receive busy tone (ringing if analog) or are diverted to Voicemail if enabled, rather than ringing the user. Note: this overrides call waiting when the user has a call on hold.

- **Short Code:** *12

- **Telephone Number:** Y

- **Feature:** BusyOnHeld

### Example: Turning Busy on Held off

Another short code must be created to turn the Busy on Held feature off. If off, when the uses has a call on hold, new calls will still get directed to the user.

- **Short Code:** *13

- **Telephone Number:** N

- **Feature:** BusyOnHeld

# Call Intrude

This feature intrudes on the existing connected call of the specified target extension. All call parties are put into a conference and can talk to and hear each other. Use of this feature is subject to the **Can Intrude** status of the intruder and the **Cannot be Intruded** status of the other call parties.

A **Call Intrude** attempt to a user who is idle becomes a **Priority Call**.

- Note that this feature requires conference resources from the IP Office system for the duration of the intrusion.

- IP Office 4.0+ provides privacy features that allow users to indicate that a call cannot be intruded on. See Private Calls.

- **Telephone Number:** ✔ Target extension number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✔ Actions | Intrude.
- **Programmable Button Control:** ✔ **Intru**
- **See also:** Call Listen, Dial Inclusion.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# Call List

This feature is only useable with T3 phones. It cause the phone to display a list of received calls.

- **Telephone Number:** ✘
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ Advanced | Call | Call List.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✘ | ✘ | ✘ | ✘ | ✘ | ✔ |

# Call Listen

This feature allows a user to monitor another user's call without being heard. Monitoring is different from call intrusion. Note that this feature requires conference resources from the IP Office system for the duration of the intrusion.

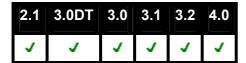The use of call listen is dependant on:

- The target being a member of the group set as the user's **Monitor Group** (**User | Telephony** tab).

- The **Can Intrude** setting of the user listening and the **Cannot be Intruded** setting of the target. Monitoring is independent of the settings of the third party to the call if they are internal.

- IP Office 4.0+ provides privacy features that allow users to indicate that a call cannot be monitored. See Private Calls.

- ⚠ **WARNING**
  Monitoring is not enabled by default. The use of monitoring is may be subject to local laws and regulations. Before enabling monitoring you must ensure that you have complied with all applicable local laws and regulations. Failure to do so may result in severe penalties.

Monitoring can be accompanied by a tone heard by all parties. Use of the tone is controlled by the Beep on Listen setting on the **System | System** tab. The default for this setting is on.

Monitoring of VoIP extensions on calls using direct media paths is not supported.

- **Telephone Number:** ✓ Target extension number.

- **Default Short Code:** ✗

- **Phone Manager Control:** ✗

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✓ Listn

- **See also:** Call Intrude, Dial Inclusion.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

User 'Extn205' wants to be able to monitor calls received by members of the Hunt Group 'Sales'.

1. For user 'Extn205', in the Monitor Group field (User | Telephony) list box.

2. Ensure that **Can Intrude** is checked.

3. Create a User Short Code to allow Extn205 to start monitoring.

   - **Short Code:** *99*N#

   - **Telephone Number:** N

   - **Line Group ID:** 0.

   - **Feature:** CallListen

4. For each member of the hunt group, check that their **Cannot be Intruded** setting is unchecked.

5. Now when a member of the 'Sales' hunt group is on a call, Extn205 can replace **N** in the short code with the extension number of that member and monitor their call.

# Call Pickup Any

Pick up the first available ringing call.

- **Telephone Number:** ✗
- **Default Short Code:** ✔ *30
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✔ PickA
- **See also:** Call Pickup Extn, Call Pickup Group, Call Pickup Members, Acquire Call.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

Below is an example of the short code setup:

- **Short Code:** *30
- **Feature:** CallPickupAny

# Call Pickup Extn

Pick up a ringing call from a specific extension.
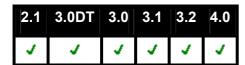
- **Telephone Number:** ✔ Target extension number.
- **Default Short Code:** ✔ *32*N#
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✔ CpkUp
- **See also:** Call Pickup Any, Call Pickup Group, Call Pickup Members, Acquire Call.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

This short code is a default within the Manager configuration. **N** represents the specific extension. For example, if a user dials **\*32\*201#**, they will pick up the call coming into extension 201.

- **Short Code:** *32*N#
- **Telephone Number:** N
- **Feature:** CallPickupAny

# Call Pickup Group

Pick up a call ringing any hunt group of which the user is a member.

- **Telephone Number:** ✗
- **Default Short Code:** ✔ *31
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✔ PickG
- **See also:** Call Pickup Any, Call Pickup Extn, Call Pickup Members, Acquire Call

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

Below is an example of the short code setup.

- **Short Code:** *31
- **Feature:** CallPickupGroup

# Call Pickup Members

This feature can be used to pick up any call to an extension that is a member of the Hunt Group specified. The incoming call can be as a result of a **DID** call to that extension, an internal call to that extension or an internal or external call to the Hunt Group.

Note that this function will not work for calls to a hunt group member who currently has their membership disabled.

- **Telephone Number:** ✔ Group number or "Group name".
- **Default Short Code:** ✔ *53*N#
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✔ PickM
- **See also:** Call Pickup Any, Call Pickup Extn, Call Pickup Group, Acquire Call.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

Below is an example of the short code setup. *N* represents the extension number of the Hunt Group. For example, if a user dials **\*53\*500#**, they will pick up the call coming into extension 500 (the hunt group's extension).

- **Short Code:** *53*N#
- **Telephone Number:** N
- **Feature:** CallPickupMembers

# Call Queue

Queue the current call to the destination phone, even when the destination phone is busy. This is the same as a transfer except it allows you to transfer to a busy phone.

- **Telephone Number:** ✓ Target extension number.
- **Default Short Code:** ✓ *33*N#
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ Queue

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is an example of the short code setup. **N** represents the extension the caller wishes to queue for. For example, if a user dials **\*33\*201#** while connected to a caller, this caller will be queued for extension 201.

- **Short Code:** *33*N#
- **Telephone Number:** N
- **Feature:** CallQueue

# Call Record

This feature allows you to record a conversationTo use this requires Voicemail Pro. Refer to your local regulations in relation to the recording of calls.

- IP Office 4.0+ provides privacy features that allow users to indicate that a call should not be recorded. See Private Calls.

- **Telephone Number:** ✓ Target extension number.
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ Recor

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example: Record your own extension's call**

To use this short code, the user should place the call on hold and dial *55. They will automatically be reconnected to the call when recording begins.

- **Short Code:** *55
- **Telephone Number:** None
- **Feature:** CallRecord

# Call Steal

This function can be used with or without a specified user target.

- If the specified target has alerting calls, the function will connect to the longest waiting call.

- If the specified target has no alerting calls but does have a connected call, the function will take over the connected call, disconnecting the original user. This usage is subject to the **Can Intrude** setting of the **Call Steal** user and the **Cannot Be Intruded** setting of the target. The feature is independent the intrude settings of the third party to the call.

- If no target is specified, the function attempts to reclaim the users last transferred call if it has not been answered or has been answered by voicemail.


- **Telephone Number:** ✓ Target extension number or blank for last call transferred.

- **Default Short Code:** ✓ *45*N# and *46

- **Phone Manager Control:** ✓ Actions | Reclaim

- **SoftConsole Control:** ✓ Actions | Reclaim Call.

- **Programmable Button Control:** ✗

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |


## Example: Taking Over a Call

In this example, N represents the extension to be taken over. For example, if a user dials *45*201#, they will take over the current call on extension 201.

- **Short Code:** *45*N#

- **Telephone Number:** N

- **Feature:** Call Steal


## Example: Reclaiming a Call

This short code reclaims the last call from your extension. This function is useful when you want to catch a call you have just missed that has gone off to Voicemail.

- **Short Code:** *46

- **Feature:** Call Steal

# Call Waiting On

Enables call waiting on the user's extension. When on, if the user receives a second calls when already on a call, they hear a call waiting tone in the speech path.

Call waiting settings are ignored for users with multiple call appearance buttons. In this case the appearance buttons are used to indicate additional calls. Call waiting is automatically applied for users with 'internal twinned' phones.

- **Telephone Number:** ✗
- **Default Short Code:** ✓ *15
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ CWOn
- **See also:** Call Waiting Off, Call Waiting Suspend.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *15
- **Feature:** CallWaitingOn

# Call Waiting Off

Disables call waiting on the user's extension. Call waiting may be applied for users with internal twinned phones regardless of their call waiting settings.

- **Telephone Number:** ✗
- **Default Short Code:** ✓ *16
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ CWOff
- **See also:** Call Waiting On, Call Waiting Suspend.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *16
- **Feature:** Call Waiting Off

# Call Waiting Suspend

For phones using call waiting, this feature temporarily disables call waiting for the duration of the user's next call.

- **Telephone Number:** ✗
- **Default Short Code:** ✓ *70 (A-Law only)
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ *CWSus*
- **See also:** Call Waiting On, Call Waiting Off.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup. This short code is a default within the Manager configuration.

- **Short Code:** *70
- **Feature:** CallWaitingSuspend

# Cancel All Forwarding

This feature cancels all forms of forwarding on the user's extension including "Follow Me" and "Do Not Disturb".

- **Telephone Number:** ✗
- **Default Short Code:** ✓ *00
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ **FwdOf**
- **See also:** Forward On Busy On, Forward On Busy Off, Forward On No Answer On, Forward On No Answer Off, Forward Unconditional On, Forward Unconditional Off, Do Not Disturb On, Do Not Disturb Off.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *00
- **Feature:** CancelCallForwarding

# Cancel Ring Back When Free

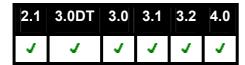Cancels any existing ring back (also known as callback) set by the user.

- **Telephone Number:** ✗

- **Default Short Code:** ✗

- **Phone Manager Control:** ✗

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✓ RBak-

- **See also:** Ring Back When Free.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example: Cancel Ring Back When Free**

This example Short Code will cancel Ring Back When Free on the specified extension. N represents the target extension from which you have set the ring back. For example, if Paul has set a ring back on extension 201, he must dial **\*84\*201#** to cancel that ring back request.

- **Short Code:** *84*N#

- **Telephone Number:** N

- **Feature:** CancelRingBackWhenFree

# Channel Monitor

For Avaya use only.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

# Clear Call

This feature can be used to end the current call.

- **Telephone Number: ✗**
- **Default Short Code: ✓** *52
- **Phone Manager Control: ✓**
- **SoftConsole Control: ✓**
- **Programmable Button Control: ✓ Clear**

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup. This example could be used in a situation where you are doing a supervised transfer and the party to be transferred to does not want to take the call. In this scenario, you can put the call on hold and dial *52. This will clear the last connected call (the party who has just refused the transfer) and retrieve the original call.

- **Short Code:** *52
- **Feature:** Deny/ClearCall

# Clear CW

This feature is most commonly used to end the user's current call and answer the waiting call. Note: Call waiting settings are ignored for users with multiple call appearance buttons.

- **Telephone Number: ✗**
- **Default Short Code: ✓** *26 (A-Law only)
- **Phone Manager Control: ✗**
- **SoftConsole Control: ✗**
- **Programmable Button Control: ✓ ClrCW**

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *26
- **Feature:** ClearCW

# Clear Hunt Group Night Service

This feature changes the specified hunt group from 'Night Service' mode to 'In Service' mode. This will not override a hunt group in night service due to a time profile.

- **Telephone Number:** ✔ Group number.

- **Default Short Code:** ✔ *21*N#

- **Phone Manager Control:** ✘

- **SoftConsole Control:** ✘

- **Programmable Button Control:** ✔ HGNS-

- **See also:** Clear Hunt Group Out Of Service, Set Hunt Group Night Service, Set Hunt Group Out Of Service

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

### Example

Below is a sample of the short code setup. **N** represents the telephone number of the hunt group to be taken out of "Night Service" mode and placed into "In Service" mode. For example, when ***21*201#** is dialed, the hunt group associated with extension 201 will be taken out of "Night Service" mode.

- **Short Code:** *21*N#

- **Telephone Number:** N

- **Feature:** ClearHuntGroupNightService

# Clear Hunt Group Out Of Service

This feature changes the specified hunt group from 'Out of Service' mode to 'In Service' mode. This will not override a hunt group in night service due to a time profile.

- **Telephone Number:** ✔ Group number.

- **Default Short Code:** ✘

- **Phone Manager Control:** ✘

- **SoftConsole Control:** ✘

- **Programmable Button Control:** ✔ HGOS-

- **See also:** Clear Hunt Group Night Service, Set Hunt Group Night Service, Set Hunt Group Out Of Service.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

### Example

Below is a sample short code using the **Clear Hunt Group Out Of Service** feature. N represents the telephone number of the hunt group to be taken out of "Out of Service" mode. For example, when ***55*201#** is dialed, the hunt group associated with extension 201 will be placed into "In Service" mode.

- **Short Code:** *55*N#

- **Telephone Number:** N

- **Feature:** ClearHuntGroupOutOfService

# Clear Quota

This feature refreshes the time quota for all services or a specific service.

- **Telephone Number:** "Service name" or "" (all services).

- **Default Short Code:**

- **Phone Manager Control:**

- **SoftConsole Control:**

- **Programmable Button Control: Quota**

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

# Conference Add

Places any calls the user has on hold into a conference with the user. This feature is useful for impromptu conferences.

- **Telephone Number:** ✗

- **Default Short Code:** ✓ *47

- **Phone Manager Control:** ✗

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✓ **Conf+**

- **See also:** Conference Meet Me

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *47

- **Feature:** ConferenceAdd

# Conference Meet Me

This feature allows a user to join a specific conference. Note that this feature is not supported on IP Office IP500 systems running in IP Office Standard Edition mode.

- **Telephone Number:** ✔ Conference number. This can be an alphanumeric value up to 15 characters.

- **Default Short Code:** ✘

- **Phone Manager Control:** ✘

- **SoftConsole Control:** ✘

- **Programmable Button Control:** ✔ CnfRv

- **See also:** Conference Add.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# CW

Pick up the waiting call. This feature provides same functionality as pressing the Recall or Hold key on the phone. Unlike the Clear CW feature, this feature does not disconnect you from the existing call when the second call is picked up.

- **Telephone Number:** ✘

- **Default Short Code:** ✘

- **Phone Manager Control:** ✘

- **SoftConsole Control:** ✘

- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# Dial

This short code feature allows users to dial the number specified to an outside line.

- **Telephone Number:** ✔ Telephone number.

- **Default Short Code:** ✔ Various depending on locale.

- **Phone Manager Control:** ✔

- **SoftConsole Control:** ✔

- **Programmable Button Control:** ✔ Dial

- **See also:** Dial Direct, Dial Emergency, Dial Extn, Dial Inclusion, Dial Paging.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example: Creating a Speed Dial**

In this example, users entering 401 on their telephone key pad will dial the New Jersey Office on 212 555 0000.

- **Short Code:** 401

- **Telephone Number:** 2125550000

**Example: Replace Outgoing Caller ID**

This short code is useful in a "call center" environment where you do not want customers to have access to the number of your direct line; you want the general office number displayed. The sample short code below will force the outgoing caller ID to display 123. Note: The usability of this feature is dependent upon your local service provider.

- **Short Code:** ?

- **Telephone Number:** .s123

**Example: External Dialing Prefix**

The short code is for dialing a prefix for an outside line N represents the external number you want to call.

- **Short Code:** 9N

- **Telephone Number:** N

**Example: Blocking Caller ID**

This is for blocking Caller ID for external calls. This feature can be applied to specific external numbers or to all out going calls. In most situations, the company will choose to block the caller ID for all external calls or leave it available for all external calls.

- **Short Code:** 9N

- **Telephone Number:** NW

**Example: Maximum Call Length**

The character **t** can be used in dialing short codes to set the maximum allowed duration of a call. For example, the following short code will dial a number but then disconnect the call after 20 minutes (plus or minus a minute).

- **Short Code:** 9N

- **Telephone Number:** Nt(20)

# Dial 3K1

Sets the ISDN bearer capabilities to 3.1Khz audio call.

- **Telephone Number:** ✔ Telephone number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# Dial 56K

Sets the ISDN bearer capabilities to 56Kbps data call.

- **Telephone Number:** ✔ Telephone number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# Dial 64K

Sets the ISDN bearer capabilities to 64Kbps data call.

- **Telephone Number:** ✔ Telephone number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# Dial CW

Call the specified extension number and force call waiting indication on if the extension is already on a call.

If the user has call appearance buttons programmed, call waiting will not get activated. The next incoming call will appear on an available call appearance button. When there are no available call appearance buttons, the next incoming call will receive busy tone.

- **Telephone Number:** ✔ Extension number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ DCW

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

N represents the extension number to be dialed. For example, a user dialing **\*97\*201#** will force call waiting indication on at extension 201 if extension 201 is already on a call.

- **Short Code:** *97*N#
- **Telephone Number:** N
- **Feature:** DialCW

# Dial Direct

Call the extension specified and force automatic answer if supported by the telephone type.

- **Telephone Number:** ✔ Extension number
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ Dirct
- **See also:** Dial Paging.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

This allows the extension specified to be automatically answered. N represents the extension that will be forced to automatically answer. For example, when a user dials **\*83\*201#**, extension 201 will be forced to automatically answer the call.

- **Short Code:** *83*N#
- **Telephone Number:** N
- **Feature:** DialDirect

# Dial Direct Hot Line

Typically, when a line appearance key is selected, secondary dial tone is generated. When the line appearance is mapped to a short code using the **DialDirectHotLine** short code feature, no secondary dial tone is generated and the number is dialed directly.

- **Telephone Number:** ✔
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✘ | ✘ | ✔ | ✔ | ✔ | ✔ |

### Example

Below is a sample short code using the **DialDirectHotLine** feature. The short code *83* should then be set as the prefix for the particular line required.

- **Short Code:** *83*
- **Telephone Number:** .
- **Feature:** DialDirectHotLine

# Dial Emergency

Dials the number specified regardless of any call barring applicable to the user.

On all IP Office systems, regardless of locale, system and or ARS, short codes using the Dial Emergency feature should be created for any required emergency service numbers. Those short codes should be useable by all users from all extensions. Those short codes should route the calls to suitable lines. If the system uses prefixes for external dialing, the dialing of emergency numbers with and without the prefix should be allowed. Note that the blocking of emergency numbers or the routing of emergency numbers to a intermediate destination other than the emergency network may be against local and nation laws.

For systems with a United States locale, the Dial Emergency short code acts differently. Calls matched to Dial Emergency short codes are routed using the details contained in the E911 forms. This routing will then be either via installed E911 Adjunct equipment or via grouped set of trunks and extensions called zones.

- **Telephone Number:** ✔ Telephone number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ Emrgy

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# Dial Extn

This feature can be used to dial an internal extension number.

- **Telephone Number:** ✔ Extension number.

- **Default Short Code:** ✘

- **Phone Manager Control:** ✔

- **SoftConsole Control:** ✔

- **Programmable Button Control:** ✘

- **See also:** Dial Direct, Dial Paging, DialPhysicalExtensionByNumber, DialPhysicalNumberByID.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example: Dial on Pick up**

The following user short code dials the extension specified the moment the user's handset it is picked up.

- **Short Code:** ?D

- **Telephone Number:** 201

- **Line Group ID:** 0

- **Feature:** DialExtn

# Dial Inclusion

This feature intrudes on the existing call of the specified target extension. The intruder and the target extension can then talk but cannot be heard by the other party. This can include intruding into a conference call, where the conference will continue without the intrusion target.

During the intrusion all parties hear a repeated intrusion tone. When the intruder hangs-up the original call parties are reconnected.

Use of this feature is subject to the **Can Intrude** status (configured in Manager via the User form's Telephony tab) of the intruder and the target extension (the extension to be intruded upon).

Attempting to hold a dial inclusion call simply ends the intrusion part of the call. The inclusion cannot be parked.

- **Telephone Number:** ✔ Target extension number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ **Inclu.**
- **See also:** Call Intrude

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

N represents the extension to be intruded upon. For example, if a user dials **\*97\*201#** while extension 201 is on a call, then the user is intruding into extn. 201's current call.

- **Short Code:** *97*N#
- **Telephone Number:** N
- **Feature:** DialInclusion

# Dial Paging

This feature makes a page call to an extension or group. The target extension or group members must support page calls.

- **Telephone Number:** ✓ Extension or group number.

- **Default Short Code:** ✗

- **Phone Manager Control:** ✗

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✓ Page

- **See also:** Dial Direct

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

# Dial Physical Extension by Number

Dial a specified extension number regardless of the current user logged on at that extension and any forwarding, follow me or do not disturb settings applied by the current extension user. Note that the extension number used is the Base Extension number set against the extension configuration settings.

- **Telephone Number:** ✓ Base Extension number.

- **Default Short Code:** ✓ *70*N# (MU-Law only)

- **Phone Manager Control:** ✗

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✓ PhyEx

- **See also:** Dial Physical Number By ID, Priority Call.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

The example below allows the extension with the base extension number 200 to be called regardless of the extension number of the user currently logged on at that extension.

- **Short Code:** *97

- **Telephone Number:** 201

- **Feature:** DialPhysicalExtnByNumber

# Dial Physic Extension By ID

Dial a specific extension using its system ID. This may be necessary in hot desking environments where some extensions have been created with no default extension number. Without an extension number, a call can not be made to that extension unless a short code is created.

- **Telephone Number:** ✓ Extension ID
- **Default Short Code:** ✓ *71*N# (MU-Law only)
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ DialP
- **See also:** DialPhysicalExtensionByNumber, Priority Call.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

In the above example, if the telephone at extension ID 16 is not associated with an extension number, a user can dial **\*97** to connect to that phone. This may be useful in hot desking environments where some extensions may not have a dedicated base extension number.

- **Short Code:** *97
- **Telephone Number:** 16
- **Feature:** DialPhysicalNumberByID

# Dial Speech

This feature allows a short code to be created to force the outgoing call to use the Speech bearer capability.

- **Telephone Number:** ✓ Telephone number.
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ DSpch

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

# Dial V110

Sets the ISDN bearer capabilities to V110. The call is presented to local exchange as a "Data Call". It is ideal for some bulletin boards.

- **Telephone Number:** ✔ Telephone number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# Dial V120

Sets the ISDN bear capabilities using V.120. The call is presented to local exchange as a "Data Call". This will run at speeds up to 64K per channel but has a slightly higher Protocol overhead than pure 64K operation. Useful for some bulletin board systems as it allows the destination to run at a different asynchronous speed to the calling end.

- **Telephone Number:** ✔ Telephone number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# Dial Video

Sets the call protocol to Sync PPP, ISDN rate is set to 64000 bps. The call is presented to the local exchange as a "Video Call".

- **Telephone Number:** ✔ Telephone number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# Disable ARS Form

This feature can be used to put an ARS form out of service. It can be used with ARS forms for which an Out of Service Route has been configured in Manager. The short code feature **Enable ARS Form** can be used to return an ARS form to in service.

- **Telephone Number:** ARS form number.
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✗

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✗ | ✓ |

# Disable Internal Forwards

This feature turns off the forwarding of internal calls for the user. It applies to Forward Unconditional, Forward on Busy and Forward on No Answer.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✗
- **See also:** Disable Internal Forward Unconditional, Disable Internal Forward Busy or No Answer, Cancel All Forwarding, Enable Internal Forwards, Enable Internal Forward Unconditional, Enable Internal Forward Busy or No Answer

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✓ | ✓ |

# Disable Internal Forward Unconditional

This feature turns off the forwarding of internal calls for the user. It applies to Forward Unconditional only.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✗
- **See also:** Disable Internal Forwards, Disable Internal Forward Busy or No Answer, Cancel All Forwarding, Enable Internal Forwards, Enable Internal Forward Unconditional, Enable Internal Forward Busy or No Answer

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✓ | ✓ |

# Disable Internal Forward Busy or No Answer

This feature turns off the forwarding of internal calls for the user. It applies to Forward on Busy and Forward on No Answer.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✗
- **See also:** Disable Internal Forwards, Disable Internal Forward Unconditional, Cancel All Forwarding, Enable Internal Forwards, Enable Internal Forward Unconditional, Enable Internal Forward Busy or No Answer

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✓ | ✓ |

# Display Msg

Allows the sending of special functions to DS port display phone extensions.

- **Telephone Number:** ✓ The telephone number takes the format *xxxx;[0)nnn/ppppppp* where:
    - *xxx* is the target extension.
    - *nnn* is the Definity feature number of the emulation feature. See below.
        - Abbreviated Dial (129), Abbreviated Dial Pause (130), Abbreviated Dial Program (7), Abbreviated Dial Stop (148), Account Code Entry (128), ACD Agent Statistics (147), ACD Stroke Count (135), AD Special Function Mark (142), AD Special Function Wait (149), AD Special Functions (145), AD Suppress (146), Automatic Callback (6), Automatic Intercom (139), Call Forwarding All (8), Call Park (9), Call Park To Other Extension (143), Call Pickup (132), Cancel Leave Word Calling (133), Consult (134), Dial Intercom (140), Directed Call Pickup (136), Send All Calls (10), Stored Number View (150), Time of Day (11), Timer (4).
    - *ppppppp* is the parameter data if required.
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ Displ

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

# Do Not Disturb Exception Add

This feature adds a number to the user's "Do Not Disturb Exception Numbers List". This can be an internal extension number or external ICLID.  For further details see **Do Not Disturb (DND)** in the **Telephone Features** section.

- **Telephone Number:** ✓ Telephone number or ICLID. Up to 31 characters.
  For ICLID numbers any prefix added by the IP Office system must also be included.

- **Default Short Code:** ✓ *10*N#

- **Phone Manager Control:** ✓

- **SoftConsole Control:** ✓

- **Programmable Button Control:** ✓ DNDX+

- **See also:** Do Not Disturb Exception Delete, Do Not Disturb On, Do Not Disturb Off.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

*N* represents the number to be added to the user's "Do Not Disturb Exception List". For example, when a user has DND turned on and dials **\*10\*4085551234#**, incoming calls from telephone number (408) 555-1234. All other calls, except those numbers on the exception list hear busy tones or are redirected to voicemail if available.

- **Short Code:** *10*N#

- **Telephone Number:** N

- **Feature:** DoNotDisturbExceptionAdd

# Do Not Disturb Exception Delete

This feature removes a number from the user's "Do Not Disturb Exception List". For further details see **Do Not Disturb (DND)** in the **Telephone Features** section.

- **Telephone Number:** ✓ Telephone number or ICLID.

- **Default Short Code:** ✓ *11*N#

- **Phone Manager Control:** ✓

- **SoftConsole Control:** ✓

- **Programmable Button Control:** ✓ DNDX-

- **See also:** Do Not Disturb Exception Add, Do Not Disturb On, Do Not Disturb Off.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

**N** represents the number to be deleted from the user's "Do Not Disturb Exception List". For example, when a user has DND turned on and the telephone number (408) 555-1234 in their "Do Not Disturb Exception List", dialing **\*10\*4085551234#** will remove this phone number from the list. Incoming calls from (408) 555-1234 will no longer be allowed through; instead they will hear busy tone or be redirected to voicemail if available.

- **Short Code:** *11*N#

- **Telephone Number:** N

- **Feature:** DoNotDisturbExceptionDel

# Do Not Disturb On

This feature puts the user into 'Do Not Disturb' mode. When on, all calls, except those from numbers in the user's exception list hear busy tones or are redirected to voicemail if available. For further details see **Do Not Disturb (DND)** in the **Telephone Features** section.

- **Telephone Number:** ✗
- **Default Short Code:** ✓*08
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ DNDOn
- **See also:** Do Not Disturb Off, Do Not Disturb Exception Add, Do Not Disturb Exception Delete.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *08
- **Feature:** DoNotDisturbOn

# Do Not Disturb Off

Cancels the user's 'do not disturb' mode if set. For further details see **Do Not Disturb (DND)** in the **Telephone Features** section.

- **Telephone Number:** ✗
- **Default Short Code:** ✓ *09
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ DNDOf
- **See also:** Do Not Disturb On, Do Not Disturb Exception Add, Do Not Disturb Exception Delete.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

This short code is a default within the Manager configuration. Below is a sample of the short code setup.

- **Short Code:** *09
- **Feature:** DoNotDisturbOff

# Enable ARS Form

This feature can be used to put an ARS form in service. It can be used with ARS forms that have been put out of service through Manager or the use of a Disable ARS Form short code.

- **Telephone Number:** ARS form number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✘ | ✘ | ✘ | ✘ | ✘ | ✔ |

# Enable Internal Forwards

This feature turns on the forwarding of internal calls for the user. It applies to Forward Unconditional, Forward on Busy and Forward on No Answer.

- **Telephone Number:** ✘
- **Default Short Code:** ✘
- **Phone Manager Control:** ✔
- **SoftConsole Control:** ✔
- **Programmable Button Control:** ✘
- **See also:** Disable Internal Forwards, Disable Internal Forward Unconditional, Disable Internal Forward Busy or No Answer, Cancel All Forwarding, Enable Internal Forward Unconditional, Enable Internal Forward Busy or No Answer

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✘ | ✘ | ✘ | ✘ | ✔ | ✔ |

# Enable Internal Forward Unconditional

This feature turns on the forwarding of internal calls for the user. It applies to Forward Unconditional only.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✗
- **See also:** Disable Internal Forwards, Disable Internal Forward Unconditional, Disable Internal Forward Busy or No Answer, Cancel All Forwarding, Enable Internal Forwards, Enable Internal Forward Busy or No Answer

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗   | ✗     | ✗   | ✗   | ✓   | ✓   |

# Enable Internal Forward Busy or No Answer

This feature turns on the forwarding of internal calls for the user. It applies to Forward on Busy and Forward on No Answer.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✗
- **See also:** Disable Internal Forwards, Disable Internal Forward Unconditional, Disable Internal Forward Busy or No Answer, Cancel All Forwarding, Enable Internal Forwards, Enable Internal Forward Unconditional,

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗   | ✗     | ✗   | ✗   | ✓   | ✓   |

# Extn Login

This feature allows a user to take over ownership of an extension. The Telephone Number entered is the "Extension*Login Code" of the required User. Users' login codes are set within the User | Telephony tab.

Note that on some phones, the dialed digits are recorded and may include the login code used.

- **Telephone Number:** ✓ Extension Number*Login Code.
  If just a single number is dialed containing no * separator, the IP Office assumes that the extension number to use is the physical extension's default extension number and that the number dialed is the login code.

- **Default Short Code:** ✓ *35*N#

- **Phone Manager Control:** ✓

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✓ Login

- **See also:** Extn Logout

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example: Individual Hot Desking**
Based on the above sample short code, Paul (extension 204) can go to another phone (even if it is already logged on by another user) and log on as extension 204 by simply dialing 299. Once Paul has logged onto this phone, extension 204 is logged out at Paul's original phone. For Paul to make use of this short code, his login code set within User | Telephony must match that configured in the above short code. When Paul logs out of the phone he has "borrowed", his original extension will automatically be logged back on.

- **Short Code:** 299

- **Telephone Number:** 204*1234

- **Feature:** Extnlogin

**Example: Log In**
The default short code for logging into a phone is configured as shown below. N represents the users extension number followed by a * and then their login code, for example *35*401*123#.

- **Short Code:** *35*N#

- **Telephone:** N

- **Feature:** ExtnLogin

# Extn Logout

This feature logs the user off the phone at which they are logged on.

For IP Office 4.0 and higher this feature cannot be used by a user who does not have a login code or by the default associated user of an extension unless they are set to forced login.

- **Telephone Number:** ✗
- **Default Short Code:** ✓ *36
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ Logof
- **See also:** Extn Login

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample short code using the **Extn Logout** feature. This short code is a default within the Manager configuration.

- **Short Code:** *36
- **Feature:** ExtnLogout

# Flash Hook

This feature sends a hook flash signal to the currently connected line if it is an analog line.

- **Telephone Number:** ✗ Pre-IP Office 4.0/ ✓ IP Office 4.0+: Optional
  For IP Office 4.0 and higher, the telephone number field can be used to set the transfer destination number for a **Centrex Transfer**. In this case the use of the short code **Forced Account Code** and **Forced Authorization Code** are not supported and the **Line Group Id** must match the outgoing line to the Centrex service provider.
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ Flash

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample short code using the **Flash Hook** feature.

- **Short Code:** *96
- **Feature:** FlashHook

# Follow Me Here

Causes calls to the extension number specified to be redirected to the extension initiating the 'Follow Me Here'. If the redirected call receives a busy tone or is not answered, then the call behaves as though the User's extension had failed to answer. For further details see **Follow Me** in the **Telephone Features** section.

- **Telephone Number:** ✔ Extension to redirect to the dialing extension.
- **Default Short Code:** ✔ *12*N#
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ **Here+**
- **See also:** Follow Me Here Cancel, Follow Me To.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

This feature is used at the Follow Me destination. *N* represents the extension number of the user wanting their calls redirected to that destination. For example, User A's extension is 224. However they are working at extension 201 and want their calls redirected there. If the following short code is available, they can do this by dialing **\*12\*224#** at extension 201.

- **Short Code:** *12*N#
- **Telephone Number:** N
- **Feature:** FollowMeHere

# Follow Me Here Cancel

Cancels any Follow Me set on the specified extension. This action can only be performed from the extension from which the original Follow Me Here was initiated. For further details see **Follow Me** in the **Telephone Features** section.

- **Telephone Number:** ✔ Extension being redirected to the dialing extension.

- **Default Short Code:** ✔ *13*N#

- **Phone Manager Control:** ✗

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✔ Here-

- **See also:** Follow Me Here, Follow Me To.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

This feature is used at the Follow Me destination. *N* represents the extension number of the user whose calls are being redirected to that destination. For example, User A's extension is 224. However they are working at extension 201 and so have set a Follow Me on their own extension to redirect their calls to 201. If the following short code is available, they can cancel the Follow Me by dialing ***13*224#** at extension 201.

- **Short Code:** *13*N#

- **Telephone Number:** N

- **Feature:** FollowMeHereCancel

# Follow Me To

Causes calls to the extension to be redirected to the Follow Me destination extension specified. For further details see **Follow Me** in the **Telephone Features** section.

- **Telephone Number:** ✔ Target extension number or blank (cancel Follow Me To)
- **Default Short Code:** ✔ *14*N#
- **Phone Manager Control:** ✔
- **SoftConsole Control:** ✔
- **Programmable Button Control:** ✔ FolTo
- **See also:** Follow Me Here, Follow Me Here Cancel.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

This feature is used at the extension that wants to be redirected. **N** represents the extension number to which the user wants their calls redirected. For example, User A's extension is 224. However they are working at extension 201 and want their calls redirected there. If the following short code is available, they can do this by dialing **\*14\*201#** at extension 224.

- **Short Code:** *14*N#
- **Telephone Number:** N
- **Feature:** FollowMeTo

# Forward Hunt Group Calls On

Forward the user's hunt group calls to their forward number when the user has Forward Unconditional active. For further details see **Forward Unconditional** in the **Telephone Features** section.

This option is only applied for calls to *Sequential* and *Rotary* type hunt groups. Calls from other hunt group types are not presented to the user when they have Forward Unconditional active.

- **Telephone Number:** ✘
- **Default Short Code:** ✔ *50
- **Phone Manager Control:** ✔
- **SoftConsole Control:** ✔
- **Programmable Button Control:** ✔ FwdH+
- **See also:** Forward Hunt Group Calls Off, Forward Unconditional On, Forward Unconditional Off.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

This short code is useful if the hunt group member temporarily uses another workstation and so does not require a permanent extension change.

- **Short Code:** *50
- **Feature:** ForwardHuntgroupCallsOn

# Forward Hunt Group Calls Off

This feature cancels the forwarding of the user's hunt group calls. For further details see **Forward Unconditional** in the **Telephone Features** section.

- **Telephone Number:** ✗
- **Default Short Code:** ✓ *51
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ FwdH-
- **See also:** Forward Hunt Group Calls On, Forward Unconditional On, Forward Unconditional Off.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓   | ✓     | ✓   | ✓   | ✓   | ✓   |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *51
- **Feature:** ForwardHuntgroupCallsOff

# Forward Number

Sets the number to which the user's calls are redirected. This can be an internal or external number. The number is still subject to the user's call barring settings. For further details see **Forward Unconditional** in the **Telephone Features** section.

This feature does not activate forwarding; it only sets the number for the forwarding destination.

This number is used for all forward types; Forward Unconditional, Forward on Busy and Forward on No Answer, unless the user has a separate **Forward on Busy Number** set for forward on busy and forward on no answer functions.

- **Telephone Number:** ✓ Telephone number.
- **Default Short Code:** ✓ *07*N#
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ FwdNo
- **See also:** Forward On Busy Number.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**
*N* represents the forward destination. For example, if extension 224 wants to set the forwarding number to extension 201, the user can dial **\*07\*201#**.

- **Short Code:** *07N*#
- **Telephone Number:** N
- **Feature:** ForwardNumber

# Forward On Busy Number

Sets the number to which the user's calls are forwarded when **Forward on Busy** or **Forward on No Answer** are on. If no **Forward on Busy Number** is set, those functions use the **Forward Number**.

This feature does not activate the forwarding, it only sets the number for the forwarding destination.

- **Telephone Number:** ✔ Telephone number.

- **Default Short Code:** ✔*57*N#

- **Phone Manager Control:** ✔

- **SoftConsole Control:** ✔

- **Programmable Button Control:** ✔ FwBNo

- **See also:** Forward Number

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

N represents the extension number to be forwarded to. For example, if Paul (whose extension is 224) wants to set the forwarding number for his 'Forward on Busy' and/or 'Forward on No Answer' feature to extension 201, Paul can dial ***57*201#** followed by the short code for the forwarding function.

- **Short Code:** *57N*#

- **Telephone Number:** N

- **Feature:** ForwardOnBusyNumber

# Forward On Busy On

This feature enables forwarding when the user's extension is busy. It uses the **Forward Number** destination or, if set, the **Forward on Busy Number** destination.

If the user has call appearance buttons programmed, the system will not treat them as busy until all the call appearance buttons are in use.

For IP Office 3.2 and higher, **Forward Internal** (**User | Forwarding**) can also be used to control whether internal calls are forwarded.

- **Telephone Number:** ✗
- **Default Short Code:** ✓ *03
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ FwBOn
- **See also:** Forward On Busy Off, Cancel All Forwarding, Enable Internal Forward Busy or No Answer

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *03
- **Feature:** ForwardOnBusyOn

# Forward On Busy Off

This feature cancels forwarding when the user's extension is busy.

- **Telephone Number:** ✗
- **Default Short Code:** ✓ *04
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ FwBOf
- **See also:** Forward On Busy On, Cancel All Forwarding

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *04
- **Feature:** ForwardOnBusyOff

# Forward On No Answer On

This feature enables forwarding when the user's extension is not answered within the period defined by their **No Answer Time**. It uses the **Forward Number** destination or, if set, the **Forward on Busy Number** destination.

For IP Office 3.2 and higher, **Forward Internal** (**User | Forwarding**) can also be used to control whether internal calls are forwarded.

- **Telephone Number:** ✗
- **Default Short Code:** ✓ *05
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ FwNOn
- **See also:** Forward On No Answer Off, Cancel All Forwarding

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup. Remember that the forwarding number for this feature uses the 'Forward on Busy Number'.

- **Short Code:** *05
- **Feature:** ForwardOnNoAnswerOn

# Forward On No Answer Off

This feature cancels forwarding when the user's extension is not answered.

- **Telephone Number:** ✗
- **Default Short Code:** ✓*06
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ FwNOf
- **See also:** Forward On No Answer On

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *06
- **Feature:** ForwardOnNoAnswerOff

# Forward Unconditional On

This feature enables forwarding of all calls, except group calls, to the **Forward Number** set for the user's extension. To also forward hunt group calls, **Forward Hunt Group Calls On** must also be used. For further details see **Forward Unconditional** in the **Telephone Features** section.

For IP Office 3.2 and higher, **Forward Internal** (**User | Forwarding**) can also be used to control whether internal calls are forwarded.

- **Telephone Number:** ✗
- **Default Short Code:** ✓
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ FwUOn
- **See also:** Forward Unconditional Off

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Remember that this feature requires having a forward number configured.

- **Short Code:** *01
- **Feature:** ForwardUnconditionalOn

# Forward Unconditional Off

This feature cancels forwarding of all calls from the user's extension. Note: This does not disable Forward on No Answer and or Forward on Busy if those functions are also on. For further details see **Forward Unconditional** in the **Telephone Features** section.

- **Telephone Number:** ✗
- **Default Short Code:** ✓  *02
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ FwUOf
- **See also:** Forward Unconditional On

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *02
- **Feature:** ForwardUnconditionalOff

# Headset Toggle

Toggles between the use of a headset and the telephone handset.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ HdSet

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

### Example

Below is a sample short code using the **Headset Toggle** feature. This short code can be used to toggle the feature on/off. If an Avaya supported headset is connected to your telephone, this short code can be used to toggle between using the headset and the telephone handset.

- **Short Code:** *55
- **Feature:** HeadsetToggle

# Hold Call

This uses the Q.931 Hold facility, and "holds" the incoming call at the ISDN exchange, freeing up the ISDN B channel. The Hold Call feature "holds" the current call to a slot. The current call is always automatically placed into slot 0 if it has not been placed in a specified slot. Only available if supported by the ISDN exchange.

- **Telephone Number:** ✓ Exchange hold slot number or blank (slot 0).
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ Hold
- **See also:** Hold CW, Hold Music, Suspend Call

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

### Example

Below is a sample short code using the **Hold Call** feature. This short code is a default within the Manager configuration. N represents the exchange hold slot number you want to hold the call on. For example, while connected to a call, dialing **\*24\*3#** will hold the call onto slot 3 on the ISDN.

- **Short Code:** *24*N#
- **Telephone Number:** N
- **Feature:** HoldCall

# Hold CW

This uses the Q.931 Hold facility, and "holds" the incoming call at the ISDN exchange, freeing up the ISDN B channel. The Hold CW feature "holds" the current call to an exchange slot and answers the call waiting. The current call is always automatically placed into slot 0 if it has not been placed in a specified slot. Only available if supported by the ISDN exchange.

- **Telephone Number:** ✓Exchange slot number or blank (slot 0).

- **Default Short Code:** ✓*27*N# (A-Law only)

- **Phone Manager Control:** ✗

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✓ HoldCW

- **See also:** Hold Call, Suspend Call

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample short code using the **Hold CW** feature.

- **Short Code:** *27*N#

- **Feature:** HoldCW

# Hold Music

This feature allows the user to listen to the system's music on hold. See Music On Hold for more information relating to MOH.

- **Telephone Number:** ✘
- **Default Short Code:** ✔ *34
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ Music

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

### Example

Below is a sample short code using the **Hold Music** feature. This short code is a default within the Manager configuration.

- **Short Code:** *34
- **Feature:** HoldMusic

# Hunt Group Disable

This feature disables the user's membership of the specified hunt group. They will no longer receive call to that hunt group until their membership is enabled again. To use this feature, you must already belong to the hunt group. See also Hunt Group Enable.

- **Telephone Number:** ✔ Group number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✔
- **SoftConsole Control:** ✔
- **Programmable Button Control:** ✔ HGDis
- **See also:** Hunt Group Enable

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

### Example

N represents the hunt group number from which the user wants to be disabled from. For example, if Paul wants to be disabled from the Sales hunt group (extn. 500), he needs to dial **90*500#**.

- **Short Code:** *90*N#
- **Telephone Number:** N
- **Feature:** HuntGroupDisable

# Hunt Group Enable

This feature enables the user's membership of a hunt group so they can begin to receive calls to the specified hunt group. To use this feature, the user must already belong to the hunt group. This short code can not be used to add someone to a hunt group. This must be done within Manager's Hunt Group form.

- **Telephone Number:** ✓ Group number.
- **Default Short Code:** ✗
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ HGEna
- **See also:** Hunt Group Disable

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

This short code can be used to toggle the feature on/off. N represents the hunt group number for which the user wants to start receiving calls. For example, if Paul is already a member of the sales hunt group (extn. 500) but has changed his availability status for that hunt group, he can make himself available for receiving calls to the Sales hunt group again by dialing **\*91\*500#**.

- **Short Code:** *91*N#
- **Telephone Number:** N
- **Feature:** HuntGroupEnable

# Last Number Redial

This feature allows an extension to redial the last number they dialed.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✗

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✓ | ✓ | ✓ | ✓ |

# MCID Activate

This feature should only be used in agreement with the ISDN service provider and the appropriate local legal authorities. It allows users with **User | Telephony | Can Trace Calls** set to trigger a malicious call trace of their previous call at the ISDN exchange. Refer to Telephone Features Malicious Call Tracing for further details.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** Advanced | Miscellaneous | MCID Activate.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✗ | ✓ |

# Mobile Twinned Call Pickup

This short code feature allows the user to pickup a call ringing or connected at the destination of their mobile twinning number. This short code can only be used from the primary extension which is being used for the twinning operation.

Note that the use of mobile twinning requires entry of a Mobile Twinning license and may be subject to a time profile.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✗
- **See also:** Set Mobile Twinning Number, Set Mobile Twinning On, Set Mobile Twinning Off

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✓ | ✓ |

# Off Hook Station

Enables or disables whether the user's extension acts as a fully hands free unit. Typically this is used when the answering and clearing of calls is done through an application such as Phone Manager. This feature is also configurable via Phone Manager.

- **Telephone Number:** ✔ "Y" for on or "N" for off.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✔
- **SoftConsole Control:** ✔
- **Programmable Button Control:** ✔ OHStn

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example: Turning the off hook station off**

- **Short Code:** *99
- **Telephone Number:** N
- **Feature:** OffHookStation

**Example: Turning the off hook station on**

- **Short Code:** *98
- **Telephone Number:** Y
- **Feature:** OffHookStation

# Park Call

Parks the user's current call into the specified park slot number. The call can then be retrieved by other extensions (refer to the appropriate telephone user guide). While parked the caller hears music on hold if available.

A timer  (**System | Telephony | Park Timeout**) controls how long a call will remain parked. When this expires the call will recall to the parking user if they are idle or when they next become idle. The recall call will continue ring and does follow any forwards or go to voicemail.

The 'Unpark Call' feature can be used to retrieve calls from specific park slots.

- **Telephone Number:** ✔ Park slot number.
  If no park slot number is specified when this short code is used, the system automatically assigns a park slot number based on the extension number of the user parking the call plus one digit 0 to 9.
- **Default Short Code:** ✔ *37*N#
- **Phone Manager Control:** ✔
- **SoftConsole Control:** ✔
- **Programmable Button Control:** ✔ Park
- **See also:** Unpark Call

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

This short code is a default within the Manager configuration. This short code can be used to toggle the feature on/off. N represents the park slot number in which the call will be parked. For example, if a user wants to park a call to slot number 9, the user would dial **\*37\*9#**. The call will be parked there until retrieved by another extension or the original extension.

- **Short Code:** *37*N#
- **Telephone Number:** N
- **Feature:** ParkCall

# Private Call

Short codes using this feature toggle on or off private call status. When on, any subsequent calls cannot be intruded on, bridged into or silently monitored until the user's private call status is switched off.

Note that use of private calls is separate from the user's intrusion settings. If a user is set to **Cannot be Intruded**, switching private calls off does not affect that status. To allow private calls to be used to full control the user status, **Cannot be Intruded** should be disabled for that user.

Private call status can also be switched on or off using a short code features **Private Call On** and **Private Call Off** feature or a programmed button set to the **Private Call** action.

Note that a user logging on or off causes privacy to be reset to off.

- **Telephone Number:** Optional. Number to dial for private call.
- **Default Short Code: ✗**
- **Phone Manager Control: ✗**
- **SoftConsole Control: ✗**
- **Programmable Button Control: ✗**

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✗ | ✓ |

# Private Call Off

Short codes using this feature turn off private call status for the user if set. The short code features **Private Call** and **Private Call On** can be used to turn private call on.

Note that use of private calls is separate from the user's intrusion settings. If a user is set to **Cannot be Intruded**, switching private calls off does not affect that status. To allow private calls to be used to full control the user status, **Cannot be Intruded** should be disabled for that user.

- **Telephone Number: ✗**
- **Default Short Code: ✗**
- **Phone Manager Control: ✗**
- **SoftConsole Control: ✗**
- **Programmable Button Control:** Advanced | Call | Private Call.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✗ | ✓ |

# Private Call On

Short codes using this feature turn on the private call settings for the user regardless of their **Cannot Be Intruded** setting. Any subsequent calls cannot be intruded on, bridged into or silently monitored until the user's private call status is switched off.

Private call status can be switched off using a short code with the **Private Call Off** feature or a programmed button set to the **Private Call** action. To enable private call status for a single following call only the **Private Call** short code feature should be used.

Note that a user logging on or off causes privacy to be reset to off.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** Advanced | Call | Private Call.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✗ | ✓ |

# Priority Call

This feature allows the user to call another user even if they are set to 'do not disturb'. Priority calls to a user without DND will follow forwarding and follow me settings but will not go to voicemail.

- **Telephone Number:** ✓ Extension number.
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ PCall
- **See also:** DialPhysicalExtensionByNumber, DialPhysicalNumberByID

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

N represents the extension number to be called, despite the extension being set to 'do not disturb'. For example, if extension 201 has 'do not disturb' enabled, a user can dial **\*71\*201#** and still get through. This short code is useful for companies that frequently use the 'do not disturb' feature and can be given to Managing Directors or people who may need to get through to people regardless of their 'do not disturb' status.

- **Short Code:** *71*N#
- **Telephone Number:** N
- **Feature:** PriorityCall

# Record Message

This short code feature is used to record hunt group announcements on Embedded Voicemail, see Hunt Group | Announcements.

- **Telephone Number:** ✔ The hunt group number followed by ".1" for announcement 1 or ".2" for announcement 2.

- **Default Short Code:** ✔*91N; and *92N;

- **Phone Manager Control:** ✘

- **SoftConsole Control:** ✘

- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✘ | ✘ | ✘ | ✘ | ✘ | ✔ |

**Example**

For a hunt group with extension number 300, the default short codes **\*91N; | Record Message | N".1"** and **\*92N; | Record Message | N".2"** can be used to allow recording of the announcements by dialing *\*91300#* and *\*92300#*.

# Relay On

This feature closes the specified switch in the system's external output (EXT O/P) port.

- **Telephone Number:** ✔ Switch number (1 or 2).

- **Default Short Code:** ✔ *39 (Switch 1), *42 (Switch 2), *9000*

- **Phone Manager Control:** ✔

- **SoftConsole Control:** ✔

- **Programmable Button Control:** ✔ Rely+

- **See also:** Relay Off, Relay Pulse.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

This short code is a default within the Manager configuration. This short code is useful for companies that have external devices, such as door controls, connected to the IP Office switch. Based on this sample short code, a user dialing **\*42** is closing switch number 2 to activate an external device.

- **Short Code:** *42

- **Telephone Number:** 2

- **Feature:** RelayOn

**Analog Modem Control**

On systems with an ATM4 trunk card and on the Small Office edition, the first analog trunk can be set to answer V.32 modem calls. This is done by checking the Modem Enabled option on the analog line settings or using the default short code *\*9000*￼ to toggle this service on or off. This short code uses the **RelayOn** feature with the **Telephone Number** set to *"MAINTENANCE"*.

# Relay Off

This feature opens the specified switch in the system's external output (EXT O/P) port.

- **Telephone Number:** ✓ Switch number (1 or 2).

- **Default Short Code:** ✓ *40 (Switch 1), *43 (Switch 2)

- **Phone Manager Control:** ✓

- **SoftConsole Control:** ✓

- **Programmable Button Control:** ✓ Rely-

- **See also:** Relay On, Relay Pulse.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

This short code is a default within the Manager configuration. This short code is useful for companies that have external devices, such as door controls, connected to the IP Office switch. Based on this sample short code, a user dialing **\*43** is opening switch number 2 to activate an external device.

- **Short Code:** *43

- **Telephone Number:** 2

- **Feature:** RelayOff

# Relay Pulse

This feature closes the specified switch in the system's external output (EXT O/P) port for 5 seconds and then opens the switch.

- **Telephone Number:** ✓ Switch number (1 or 2).
- **Default Short Code:** ✓ *41 (Switch 1), *44 (Switch 2)
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ Relay
- **See also:** Relay On, Relay Off.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|---|---|---|---|---|---|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

This short code is a default within the Manager configuration. This short code is useful for companies that have external devices, such as door controls, connected to the IP Office switch. Based on this sample short code, a user dialing **\*44** is opening switch number 2 to activate an external device.

- **Short Code:** *44
- **Telephone Number:** 2
- **Feature:** RelayPulse

# Resume Call

Resume a call previously suspended to the specified ISDN exchange slot. The suspended call may be resumed from another phone/ISDN Control Unit on the same line.

- **Telephone Number:** ✓ Exchange suspend slot number.
- **Default Short Code:** ✓ *23*N# (A-Law only)
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✓ Resum
- **See also:** Suspend Call.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|---|---|---|---|---|---|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is sample short code using the **Resume Call** feature. **N** represents the exchange slot number from which the call has been suspended. For example, if a user has suspended a call on slot number 4, this user can resume that call by dialing **\*23\*4#**.

- **Short Code:** *23*N#
- **Telephone Number:** N
- **Feature:** ResumeCall

# Retrieve Call

Retrieves a call previously held to a specific ISDN exchange slot.

- **Telephone Number:** ✔ Exchange hold slot number.
- **Default Short Code:** ✔*25*N# (A-law only)
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ Retriv
- **See also:** Hold Call

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

Below is sample short code using the **Retrieve Call** feature. N represents the exchange slot number from which the call has been placed on hold. For example, if a user has placed a call hold on slot number 4, the user can resume that call by dialing **\*25\*4#**.

- **Short Code:** *25*N#
- **Telephone Number:** N
- **Feature:** RetrieveCall

# Ring Back When Free

This feature sets a ringback on the specified extension. This sets a 'ringback when free' on an extension currently on a call or a 'ringback when next used' for an extension that is free but does not answer.

When the target extension is next used or ends its current call, the users is rung and when they answer a call is made to the target extension.

- **Telephone Number:** ✔ Target extension number.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ RBak+
- **See also:** Cancel Ring Back When Free

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

N represents the target extension from which you want to receive the callback. For example, if you call extension 201 but the line is busy, hang up and then dial **\*71\*201#**. When extension 201 disconnects from its current call, your phone will ring. Once you pick up the phone, extension 201's line will start ringing to indicate an incoming call.

- **Short Code:** *71*N#
- **Telephone Number:** N
- **Feature:** RingBackWhenFree

# Secondary Dial Tone

Secondary dial tone is a system feature to generate a secondary dial tone after the user has begun dialing an external number. This dial tone is then played until the number dialing and an external trunk seized.

For IP Office 4.0 and higher the use of this short code feature has been replaced by the Secondary Dial Tone check box option on ARS forms.

For pre-4.0 IP Office systems secondary dial tone is triggered through the use of the secondary dial tone short code feature.

- **Telephone Number:** ✔ Digit which triggers secondary dial tone.
- **Default Short Code:** ✔ 9 (MU-Law only)
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔   | ✔     | ✔   | ✔   | ✔   | ✘   |

**Example**

For pre-4.0 IP Office systems secondary dial tone works in two parts. The following system short code will trigger secondary dial tone. To use it to trigger secondary dial tone and then continue dialing, other user, user rights and system short codes should begin with **[9]**.

- **Short Code:** 9
- **Telephone Number:** .
- **Feature:** Secondary Dial Tone

# Set Absent Text

This feature can be used to select the user's current absence text. This text is then displayed to internal callers who have suitable display phones or IP Office applications. It doesn't changes the users status.

The text is displayed to callers even if the user has forwarded their calls or is using follow me. Absence text is supported across a Small Community Network (SCN).

The absence text message is limited to 128 characters. Note however that most amount displayed will depend on the caller's device or application.

- **Telephone Number:** ✔ The telephone number should take the format "*y,n,text*" where:
  - *y* = 0 or 1 to turn this feature on or off.
  - *n* = the number of the absent statement to use, see the list below:
    - 0 = None.
    - 1 = On vacation until.
    - 2 = Will be back.
    - 3 = At lunch until.
    - 4 = Meeting until.
    - 5 = Please call.
    - 6 = Dont disturb until.
    - 7 = With visitors until.
    - 8 = With cust. til.
    - 9 = Back soon.
    - 10 = Back tomorrow.
    - 11 = Custom.
  - *text* = any text to follow the absent statement.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✔
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ Absnt

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**
The following short code can be used to turn an absent text message on:

- **Short Code:** *88
- **Telephone Number:** "1,5,my assistant on 208"
- **Line Group ID:** 0
- **Feature:** SetAbsentText

**Example**
The following short code could be used to turn this facility off. In the Telephone Number the first 0 is used to turn this facility off and the second 0 is used to select the absent statement "None".

- **Short Code:** *89
- **Telephone Number:** "0,0"
- **Line Group ID:** 0
- **Feature:** SetAbsentText

# Set Account Code

This short code feature is used to allow system users to enter a valid account code prior to making a phone call. This short code feature is essential for allowing analog phone users to enter account codes. Once this short code is set up, any account code can be used in conjunction with it.

- **Telephone Number:** ✓ A valid account code.

- **Default Short Code:** ✗

- **Phone Manager Control:** ✓

- **SoftConsole Control:** ✓

- **Programmable Button Control:** ✓ **Acct.**

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

In this example, N represents any valid account code. For the purpose of this example, we will imagine the account code to be **1234**. Once this short code is created, a user can dial **11*1234#** to get a dial tone for dialing the restricted telephone number or the phone number needing to be tracked for billing purposes.

- Short code: **11*N#**

- Telephone Number: **N**

- Feature: **SetAccountCode**

# Set Authorization Code

This short code feature is only available on systems configured to use authorization codes. See **Authorization Codes**. The feature is used to allow a user to enter a valid authorization code prior to making a phone call.

This short code feature is essential for allowing analog phone users to enter authorization codes. Note that the authorization code must be associated with the user or the user rights to which the user belongs.

- **Telephone Number:** ✔ A valid authorization code.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✔
- **SoftConsole Control:** ✔
- **Programmable Button Control:** ✘

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✘ | ✘ | ✘ | ✔ | ✔ | ✔ |

# Set Hunt Group Night Service

This feature puts the specified hunt group into 'Night Service' mode.

- **Telephone Number:** ✔ Hunt group extension number.
- **Default Short Code:** ✔ *20*N#
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔
- **See also:** Set Hunt Group Out Of Service, Clear Hunt Group Night Service, Clear Hunt Group Out Of Service.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

Previously the **Set Hunt Group Night Service** and **Set Hunt Group Out of Service** short code features toggled. That behaviour is not supported in 4.0 and higher.

**Example**

This short code is a default within the Manager configuration. N represents the telephone number of the hunt group to be placed into "Night Service" mode. For example, when **\*20\*201#** is dialed, the hunt group associated with extension 201 will be placed into "Night Service" mode.

- **Short Code:** *20*N#
- **Telephone Number:** N
- **Feature:** SetHuntGroupNightService

# Set Hunt Group Out Of Service

This feature manually puts the specified hunt group into 'Out of Service' mode.

If a time profile has also been defined to control hunt group night service, the action may vary:

- **Pre-4.0 IP Office**
  *Set Hunt Group Out of Service* cannot be used to override a hunt group put into night service by a time profile.

- **4.0 IP Office and Higher**
  This option can be used to override a time profile and change a hunt group from night service to out of service.


- **Telephone Number:** ✓ Hunt group extension number.

- **Default Short Code:** ✗

- **Phone Manager Control:** ✗

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✓ HGOS+

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

Previously the **Set Hunt Group Night Service** and **Set Hunt Group Out of Service** short code features toggled. That behaviour is not supported in 4.0 and higher.


**Example**

Below is a sample short code using the **Set Hunt Group Out Of Service** feature. N represents the telephone number of the hunt group to be placed into "Out of Service" mode. For example, when **\*56\*201#** is dialed, the hunt group associated with extension 201 will be placed into "Out of Service" mode.

- **Short Code:** *56*N#

- **Telephone Number:** N

- **Feature:** SetHuntGroupOutOfService

# Set Inside Call Seq

This feature allows the user to select the ringing used on their extension for internal calls. The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones.

Use of this short code function is applicable to analog phone users only. The distinctive ring used by DS port phones is fixed by the phone type.

- **Telephone Number:** ✓ Number corresponding to the desired ring pattern. See Ring Tones.

- **Default Short Code:** ✗

- **Phone Manager Control:** ✗

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✓ ICSeq

- **See also:** Set Ringback Seq, Set Inside Call Seq.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

This Short Code allows a user to change their inside call pattern. N represents the number corresponding to the Call Sequence the user wishes to choose, the numbering starts at 0 selecting Default Ring, 1 selects Ring Normal, 2 selects RingType1, etc. For example, if a user wants to set her/his internal ring pattern to RingType1, the user would dial **\*80\*2#** because 2 corresponds to RingType1. This short code is useful for distinguishing an external call from an internal one simply by the ring tone.

- **Short Code:** *80*N#

- **Telephone Number:** N

- **Feature:** SetInsideCallSeq

# Set No Answer Time

This short code feature allows the user to change their No Answer Time. The default setting for each user is to use the system's **No Answer Time** set on the **System | Telephony** tab, however this can be overridden by a No Answer time set on the User | Telephony tab.

- **Telephone Number:** ✔ Time in seconds.

- **Default Short Code:** ✘

- **Phone Manager Control:** ✘

- **SoftConsole Control:** ✘

- **Programmable Button Control:** ✔ NATim

- **See also:** Set Wrap Up Time

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

This short code allows a user to change the length of time they have to answer the phone before it goes to divert or voicemail.  *N* represents the number of seconds. For example, if a user wants to set the allocated answer interval to 15 seconds, the following information needs to be entered: **\*81\*15#**.

- **Short Code:** \*81\*N#

- **Telephone Number:** N

- **Feature:** SetNoAnswerTime

# Set Mobile Twinning Number

This short code feature can be used to set a mobile twinning number. The destination can be any external number the user is able to dial normally. It should include any prefix if necessary.

Note that the use of mobile twinning requires entry of a Mobile Twinning license and may be subject to a time profile.

- **Telephone Number:** ✔ Twinning destination.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘
- **See also:** Set Mobile Twinning On, Set Mobile Twinning Off, Mobile Twinned Call Pickup

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✘ | ✘ | ✘ | ✘ | ✔ | ✔ |

# Set Mobile Twinning On

This short code feature turns on the user's mobile twinning. It requires a mobile twinning number to have been set for the user. That can be done through using the **Set Mobile Twinning Number** short code feature or through the **User | Twinning** tab within Manager.

Note that the use of mobile twinning requires entry of a Mobile Twinning license and may be subject to a time profile.

- **Telephone Number:** ✘
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘
- **See also:** Set Mobile Twinning Off, Set Mobile Twinning Number, Mobile Twinned Call Pickup.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✘ | ✘ | ✘ | ✘ | ✔ | ✔ |

# Set Mobile Twinning Off

This short code feature turns off the user's mobile twinning.

Note that the use of mobile twinning requires entry of a Mobile Twinning license and may be subject to a time profile.

- **Telephone Number:** ✗
- **Default Short Code:** ✗
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✗
- **See also:** Set Mobile Twinning On, Set Mobile Twinning Number, Mobile Twinned Call Pickup.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✗ | ✗ | ✗ | ✗ | ✓ | ✓ |

# Set Outside Call Seq

This feature allows the user to select the ringing used on their extension for external calls. The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones. Use of this short code function is applicable to analog phone users only. The distinctive ring used by DS port phones is fixed by the phone type.

- **Telephone Number:** ✔ Number corresponding to the desired ring pattern. See Ring Tones.

- **Default Short Code:** ✘

- **Phone Manager Control:** ✘

- **SoftConsole Control:** ✘

- **Programmable Button Control:** ✔ OCSeq

- **See also:** Set Ringback Seq, Set Outside Call Seq.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

This short code allows a user to change the ringing tone for an external call. N represents the number corresponding to the Call Sequence the user wishes to choose, the numbering starts at 0 selecting Default Ring, 1 selects RingNormal, 2 selects RingType1, etc. For example, if a user wants to set her/his ring pattern for external calls to RingType1, the user would dial **\*81\*2#** because 2 corresponds to RingType1. This short code is useful for distinguishing an external call from an internal one simply by the ring tone.

- **Short Code:** *81*N#

- **Telephone Number:** N

- **Feature:** SetOutsideCallSeq

# Set Ringback Seq

This feature allows the user to select the ringing used on their extension for ringback calls. The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones.

Use of this short code function is applicable to analog phone users only. The distinctive ring used by DS port phones is fixed by the phone type.

- **Telephone Number:** ✓ Number corresponding to the desired ring pattern. See Ring Tones.

- **Default Short Code:** ✗

- **Phone Manager Control:** ✗

- **SoftConsole Control:** ✗

- **Programmable Button Control:** ✓ RBSeq

- **See also:** Set Outside Call Seq, Set Inside Call Seq.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

This short code allows a user to change the ringing tone for a ringback call. N represents the number corresponding to the ring tone the user wishes to choose, the numbering starts at 0 selecting Default Ring, 1 selects RingNormal, 2 selects RingType1, etc. For example, if a user wants to set her/his ring pattern for ringback calls to RingType1, the user would dial **\*81\*2#** because 2 corresponds to RingType1. This short code is useful for distinguishing a ringback call from any other call simply by the ring tone.

- **Short Code:** \*81\*N#

- **Telephone Number:** N

- **Feature:** SetRingbackSeq

# Set Wrap Up Time

Allows users to change their Wrap-up Time setting, which specifies the amount of time (after disconnecting from a call) before the user can take another call. The default is set on the User | Telephony tab.

- **Telephone Number:** ✔ Time in seconds.
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ WUTim
- **See also:** Set No Answer Time

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

### Example

N represents the number of seconds. For example, if a user wants to set her/his wrap up time to 8 seconds, this user would dial **\*82\*5#**. This short code is useful in a "call center" environment where users may need time to log call details before taking the next call. If set to 0 the user does not receive any calls. It is recommended that this option is not set to less than the default of 2 seconds.

- **Short Code:** *82*N#
- **Telephone Number:** N
- **Feature:** SetWrapUpTime

# Suspend Call

This feature uses the Q.931 Suspend facility. It suspends the incoming call at the ISDN exchange, freeing up the ISDN B channel. The call is placed in exchange slot 0 if a slot number is not specified.

- **Telephone Number:** ✔ Exchange slot number or blank (slot 0).
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✔ Suspe
- **See also:** Resume Call

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

# Suspend CW

This feature uses the Q.931 Suspend facility. Suspends the incoming call at the ISDN exchange and answer the call waiting. The call is placed in exchange slot 0 if a slot number is not specified. Only available when supported by the ISDN exchange.

- **Telephone Number:** ✔ Exchange slot number or blank (slot 0).
- **Default Short Code:** ✔ *28*N# (A-Law only)
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✔ SusCW
- **See also:** Resume Call

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

Sample short code using the **Suspend CW** feature.

- **Short Code:** *28*N#
- **Feature: Suspend** CW

# Toggle Calls

This feature cycles through each call that the user has on hold on the IP Office system. This feature is useful when a user with a single-line telephone has several calls on hold and needs to respond to each one in turn.

- **Telephone Number:** ✗
- **Default Short Code:** ✔*29
- **Phone Manager Control:** ✗
- **SoftConsole Control:** ✗
- **Programmable Button Control:** ✔ Toggl

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

Below is sample short code using the **Toggle Calls** feature (via Manager).

- **Short Code:** *29
- **Feature:** ToggleCalls

# Unpark Call

Retrieve a parked call from a specified system park slot. In pre-3.2 IP Office this feature was call **Ride Call**.

- **Telephone Number:** ✓ System park slot number.

- **Default Short Code:** ✓ *38*N#

- **Phone Manager Control:** ✓

- **SoftConsole Control:** ✓

- **Programmable Button Control:** ✓ Ride

- **See also:** Park Call

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample short code using the **Unpark Call** feature. N represents the park slot number in which the call you want to retrieve was parked. For example, if a user parked a call to slot number 9, you can retrieve that call by dialing **\*38\*9#**.

- **Short Code:** *38*N#

- **Telephone Number:** N

- **Feature:** Unpark Call

# Voicemail Collect

This feature connects to the voicemail system. Normally the telephone number field is used to indicate the name of the mailbox to be accessed, for example "?Extn201" or "#Extn201". The ? indicates 'collect messages' and the # indicates 'leave a message'. Placing the text within quote marks stops it being interpreted by the IP Office as special short code characters.

When using Voicemail Pro, names of specific call flow start points can also be used to directly access those start points via a short code. In these cases, ? is not used and # is only used if ringing is required before the start point's call flow begins.

Note: Short codes using the **Voicemail Collect** feature, with either **"Short Codes.***name***"** and **"#Short Codes.***name***"** entries in the **Telephone Number** field are automatically converted to the **Voicemail Node** feature and *name*.

- **Telephone Number:** ✓ *See above.*
- **Default Short Code:** ✓*17
- **Phone Manager Control:** ✓
- **SoftConsole Control:** ✓
- **Programmable Button Control:** ✓ VMCol
- **See also:** Voicemail On, Voicemail Off, Voicemail Node.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

### Example: Retrieve Messages from Specific Mailbox
This short code allows a user to retrieve messages from the mailbox of the hunt group 'Sales'.

- **Short Code:** *99
- **Telephone Number:** "?Sales"
- **Feature:** VoicemailCollect

### Example: Record Message to Specific Mailbox
To allow users to deposit a message directly to Extn201's Voicemail box. This short code is useful when you know the person is not at her/his desk and you want to immediately leave a message rather than call the person and wait to be redirected to voicemail.

- **Short Code:** *201
- **Telephone Number:** "#Extn201"
- **Feature:** VoicemailCollect

### Example: Accessing a Specific Voicemail Pro Module
This short code can be used in instances where you have a conference bridge set up on the IP Office and a module has been created via Voicemail Pro to access this conference bridge. A short code can be created for internal access to the module. In the sample short code below, the telephone number field contains the name of the module.

- **Short Code:** *100
- **Telephone Number:** "conferenc"
- **Feature:** VoicemailCollect

# Voicemail Node

Similar to Voicemail Collect but used for calls being directed to a Voicemail Pro Short Codes start point. If ringing is required before the start point call flow begins then a **#** should be included before the name. Useful if you have set up a short code start point with Voicemail Pro and want to give direct internal access to it.

- **Telephone Number:** ✔ *Voicemail Pro Short Code start point name without quotation marks.*
- **Default Short Code:** ✘
- **Phone Manager Control:** ✘
- **SoftConsole Control:** ✘
- **Programmable Button Control:** ✘
- **See also:** Voicemail Collect

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

### Example

Having created a short codes start point call flow called **Sales**, the following IP Office short code can be used to route calls to that call flow:

- **Short Code:** *96
- **Telephone Number:** Sales
- **Feature:** VoicemailNode

# Voicemail On

This feature enables the user's voicemail mailbox to answer calls which ring unanswered or arrive when the user is busy.

- **Telephone Number:** ✘ *None.*
- **Default Short Code:** ✔ *18
- **Phone Manager Control:** ✔
- **SoftConsole Control:** ✔
- **Programmable Button Control:** ✔ VMOn
- **See also:** Voicemail Off

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

### Example

This short code can be used to toggle the feature on/off.

- **Short Code:** *18
- **Feature:** VoicemailOn

# Voicemail Off

This feature disables the user's voicemail box from answering calls. Note that this does not stop messages being forwarded to the mailbox from other mailboxes.

- **Telephone Number:** ✗ *None.*

- **Default Short Code:** ✓ *19

- **Phone Manager Control:** ✓

- **SoftConsole Control:** ✓

- **Programmable Button Control:** ✓ VMOff

- **See also:** Voicemail On

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *19

- **Feature:** VoicemailOff

# Voicemail Ringback On

This feature enables voicemail ringback to the user's extension. Voicemail ringback is used to call the user when they have new voicemail messages. The ringback takes place each time the extension is used. This feature is useful for users who do not have voicemail light/button indicators on their telephone.

If the user has been configured to receive message waiting indication for any hunt groups, a separate voicemail ringback will occur for each such group and for the users own mailbox.

- **Telephone Number:** ✗
- **Default Short Code:** ✔ *48
- **Phone Manager Control:** ✔
- **SoftConsole Control:**
- **Programmable Button Control:** ✔ VMRB+
- **See also:** Voicemail Ringback Off

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

This short code can be used to toggle the feature on/off.

- **Short Code:** *48
- **Feature:** VoicemailRingbackOn

# Voicemail Ringback Off

This feature disables voicemail ringback to the user's extension. This feature is also available on Phone Manager.

- **Telephone Number:** ✗
- **Default Short Code:** ✔ *49
- **Phone Manager Control:** ✔
- **SoftConsole Control:**
- **Programmable Button Control:** ✔ VMRB-
- **See also:** Voicemail Ringback On.

| 2.1 | 3.0DT | 3.0 | 3.1 | 3.2 | 4.0 |
|-----|-------|-----|-----|-----|-----|
| ✔ | ✔ | ✔ | ✔ | ✔ | ✔ |

**Example**

Below is a sample of the short code setup.

- **Short Code:** *49
- **Feature:** VoicemailRingbackOff

# Index