

Below are the frequently used Feature Codes available to your system. All these can be performed from your phone using (\*) codes.

FEATURE	CODE
<b>Login/Logout of a Phone</b>	<ul style="list-style-type: none"> <li>• <u>To Login</u>: Dial *<b>1</b> SEND. When prompted, dial your extension number twice and press # (ie: 12341234#).</li> <li>• <u>To Logout</u>: Dial *<b>1</b>.</li> </ul> <p><i>Note: Both your "agent number" and "pin" are your extension.</i></p>
<b>Voicemail</b>	<ul style="list-style-type: none"> <li>• *<b>2 5</b> Listen to voicemail of currently logged in user. Must provide password to login into voicemail.</li> <li>• *<b>2 5*</b> Status of voicemail settings.</li> <li>• *<b>2 5</b> &lt;extension&gt; SEND Listen to voicemail on any extension.</li> <li>• *<b>2 5</b> &lt;extension&gt; SEND Directly dial voicemail box of colleague.</li> </ul>
<b>Paging / Intercom</b>	<ul style="list-style-type: none"> <li>• *<b>3 6</b> &lt;user's extension&gt; * Administrator permission required.</li> </ul> <p><i>Note: Paging groups can be created for paging multiple phones at once.</i></p>
<b>Dial by Name Directory</b>	<ul style="list-style-type: none"> <li>• *<b>3 5</b> Enter the first few letters of the person's last name. Follow system prompts.</li> </ul>
<b>Recording Sound Prompts</b>	<ul style="list-style-type: none"> <li>• Recording a sound prompt:             <ol style="list-style-type: none"> <li>1. Press *<b>5 5</b></li> <li>2. Wait for a beep and record a message</li> <li>3. Press # to end recording</li> <li>4. You'll be given three options:</li> <li>5. Choose <b>1</b> to accept, <b>2</b> to listen or <b>3</b> to re-record</li> </ol> </li> <li>• Listening to and re-recording a sound prompt: *<b>5 5</b> &lt;sound prompt-ID&gt;</li> </ul>

FEATURE	CODE
<p><b>Conference Box</b></p>	<ul style="list-style-type: none"> <li>• <b>*31</b> Allows the logged-in user to join a conference. Must enter box number and password.</li> <li>• <b>*31 &lt;box number&gt;</b> Directly join a specified conference. Must also enter pin number when asked.</li> </ul>
<p><b>Call Transfer</b> <i>Phones <u>with</u> dedicated transfer buttons.</i></p>	<ul style="list-style-type: none"> <li>• <b>TRANSFER &lt;extension&gt; TRANSFER</b> When call connects, hang up to complete the transfer.</li> </ul>
<p><b>Call Transfer</b> <i>Phones <u>without</u> dedicated transfer buttons.</i></p>	<ul style="list-style-type: none"> <li>• <b># &lt;extension&gt; SEND</b> When call connects, hang up to complete the transfer.</li> </ul>
<p><b>Transfer with Return</b></p>	<ul style="list-style-type: none"> <li>• <b>*61 &lt;return ext&gt; &lt;transfer number&gt;</b></li> <li>• During a call, press <b>TRANSFER</b> and dial <b>*61 &lt;return ext&gt; &lt;transfer number&gt;</b>. Then press <b>TRANSFER</b> again or just hang up. The call will be connected to <b>&lt;transfer number&gt;</b>. When the call ends, the caller will be connected to <b>&lt;return ext&gt;</b>.</li> </ul>
<p><b>Unconditional Call Forward (UCF)</b> <i>This option will only forward default calls. Use the PBX Manager to set call forwarding for other contact types.</i></p>	<ul style="list-style-type: none"> <li>• <b>*21*</b> Provides status of UCF.</li> <li>• <b>*210</b> Set's UCF back to Ring Phone.</li> <li>• <b>*212</b> Always Forward to Operator becomes enabled.</li> <li>• <b>*213</b> Always Forward to Voicemail becomes enabled.</li> <li>• <b>*214</b> Always give a Busy Signal becomes enabled.</li> <li>• <b>*215</b> Always Bounce to the PBX becomes enabled.</li> <li>• <b>*216</b> Always Forward to Mobile becomes enabled.</li> <li>• <b>*21 &lt;extension&gt;</b> Always Forward to chosen extension number.</li> </ul>

FEATURE	CODE
<p><b>Call Forward When Busy</b></p> <p><i>This option will only forward default calls. Use the PBX Manager to set call forwarding for other contact types.</i></p>	<ul style="list-style-type: none"> <li>• <b>*22*</b> Provides status of Call Forward When Busy.</li> </ul>
<p><b>Call Forward No Answer</b></p> <p><i>This option will only forward default calls. Use the PBX Manager to set call forwarding for other contact types.</i></p>	<ul style="list-style-type: none"> <li>• <b>*23*</b> Provides status of Call Forward No Answer.</li> <li>• <b>*232</b> Always Forward to Operator becomes enabled.</li> <li>• <b>*233</b> Always Forward to Voicemail becomes enabled.</li> <li>• <b>*234</b> Always give a Busy Signal becomes enabled.</li> <li>• <b>*235</b> Always Bounce to the PBX becomes enabled.</li> <li>• <b>*236</b> Always Forward to Mobile becomes enabled.</li> <li>• <b>*23 &lt;extension&gt; SEND</b> Always Forward to chosen extension number.</li> </ul>