

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.

Below are some useful features with short codes and examples:

Call Pickup Any

Pick up the first available ringing call.

- **Default Short Code:** *30

Line, Call Pickup User.

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#

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 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.

- **Default Short Code:** *15

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.

- **Default Short Code:** *16

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.

- **Default Short Code:** *70 (A-Law only)

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".

- **Default Short Code:** *00

Example

Below is a sample of the short code setup.

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

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.

- **Default Short Code:** *08

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.

- **Default Short Code:** *09

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

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.

- **Default Short Code:** *36

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

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

- **Telephone Number:** Extension to redirect to the dialing extension.
- **Default Short Code:** *12*N#

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.

- **Telephone Number:** Extension being redirected to the dialing extension.
- **Default Short Code:** *13*N#

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.

- **Telephone Number:** Target extension number or blank (cancel Follow Me To)
- **Default Short Code:** *14*N#

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

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.

- **Default Short Code:** *17

Example: Retrieve Messages from Specific Mailbox

This short code allows a user to retrieve messages from the mailbox of the hunt group 'Sales'. This usage is not supported on Voicemail Pro running in Intuity emulation mode unless a custom call flow has been created for the hunt group, refer to the Voicemail Pro help.

- **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. In this example, if a short burst of ringing is required before connecting the module, "#conferenc" would be used as the telephone number.

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

Voicemail On

This feature enables the user's voicemail mailbox to answer calls which ring unanswered or arrive when the user is busy. It does not disable the voicemail mailbox being used as the target for other functions such as call recording or messages forwarded from other mailboxes.

- **Default Short Code:** *18

Example

This short code can be used to turn the feature on.

- **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.

- **Default Short Code:** *19

Example

Below is a sample of the short code setup.

- **Short Code:** *19
- **Feature:** VoicemailOff