

List of short codes

ACTION	DIAL	
Emergency Services	999 or 112	
Call a group of phones (as defined in the portal under call groups)	*<group number>	
Intercept/Pickup group call	*0#<pickup group ID>	
Intercept/Pickup extension call	**<seat/extension number>	
Call another extension (internal only)	<seat/extension number>	
Speaking clock (on-platform)	123	
Dial Welcome Message	1234	
Withhold number prefix (per call)	141<telephone number>	
Last Call Identified (DDI calls and Group calls only)	1471	
Record a custom prompt (e.g. IVR greeting, Queue greeting)	151 (Record your prompt)	
	└	1 - Accept the recording
	└	2 - Listen back to the recorded prompt
	└	3 - Re-record the prompt
Call Monitoring (Call Whisper), listen into another seat and optionally whisper to them. (passwords defined in the portal)	154, <seat number>,<password>	
	└	1 - Listen to the call
	└	2 - Whisper to extension
Dial Echo Test (used for latency diagnostics)	160	
Time Profile Night Mode (Toggles Active/Inactive destination)	*1#<time profile number>	
Page extension (one-way audio)	*2#<seat/extension number>	
Page group (one-way audio)	*3#<call group>	
Intercom (two-way audio)	*4#<seat/extension number>	
Wake-up call reminder (Create and Delete)	*5#<enter 24H time>	
Call Parking	1900 <parking reference read back> (Parks the current call)	



	<dial parking reference given when parking> (retrieves a given parked call)	
Call Recording	#1 (mute call recording)	
	#2 (unmute call recording)	
Extension Call Intercept/Pickup	**<seat number>	
Dynamic Call Queue agent login (extensions jumping in/out of queues)	120*<queue number> (Login to a call queue)	
	121*<queue number> (Logout of a call queue)	
VOICEMAIL		
Access Voicemail Externally (mailbox & password required from the portal)	0843 557 4 557	
Access Extension Voicemail (only accessible from the extension itself)	1571	
Access Shared Voicemail (accessible from any extension within the account)	1572	
Voicemail Menu	0 - Mailbox options	
	1_	1 - Record unavailable greeting (rings out)
	1_	2 - Record busy greeting (only works if handset sends a busy signal back to platform, disable call waiting)
	1_	3 - Record name
	1_	4 - Record temporary greeting
	1_	5 - Change mailbox password
	1 - Listen to old messages (messages previously listened to)	
	2 - Change folders (Work, Friends, Family)	
	3 - Advanced options	
	1_	1 - Call back sender
	1_	2 - Move message to another folder (Work, Friends, Family)
	4 - Play the previous message (if exists)	
	5 - Repeat the current message	
	6 - Play the next message (if exists)	
	7 - Delete or Restore a recently deleted message	
	8 - Forward to another users extension	
	9 - Save Message	

		* - Help (Repeats the menu options)
		# - Exit
CONFERENCING		
Access Conferencing Service Externally	0843 557 5 575	
Call or transfer into the conferencing facility	155, <room>#, <PIN or admin PIN>#, <state name>#	
Conference Room Short Codes	* - Conferencing Menu	
	_	1 - mute and unmute
	_	2 - Lock and unlock the room - admin only
	_	3 - Kick the last joined user - admin only
	_	4 and 6 - Conference room volume up/down
	_	7 and 9 - users volume up/down
	_	8 - Exit the conference

Please note that some features may attract a charge.