

Useful Codes

Traditional phones only have number keypads and are limited to using numbers for most features and commands. While your phone also has a lot of “smart buttons” that do one or more things, these vary from phone to phone, so there has to be a way to operate features with just a number.

- **Ext** means it works from an extension.
- **All** means it works from any phone or call.

| Dial | Ext | All | |
|-----------------|------|------|---|
| 0 and 00 | (ck) | (ck) | Operator. Will ring the designated operator phone. If none is designated will ring the company mailbox. Set a phone as Operator from the Advanced Tab on that phone in the Customer Portal. |
| 000 | (ck) | | Information about that phone: extension number and IP address will be read to you. Very useful for testing a phone. |
| 001 | (ck) | | Enable or Disable the Override Receptionist. Useful for ad-hoc hours. Example: Leaving the office: dial 001, your override receptionist plays when people call. Dial 001 again when you get back to disable it. |
| 002 | (ck) | | 2 way audio test. Record and playback. Great for checking audio quality, microphones |
| 500 | (ck) | (ck) | Ring All Phones. |
| 50x | (ck) | (ck) | Ring a grouping of phones you designate. 501,502,503.. |
| 555 | (ck) | | Page using any speaker or PA plugged into the 3.5mm speaker jack. |
| 600 | (ck) | | Park a call into a parking slot, where it can be picked up from other phones. |
| 60x | (ck) | | Pick up a call that has been parked in 601,602,603... |
| 65x | (ck) | (ck) | Meeting/conference Rooms 651,652,653. Password Required |
| 702 | (ck) | | Main Number Receptionist Test |
| 707 | (ck) | | Voicemail System for the dialing extension. Alternate number because some phones needs special programming to dial 800 numbers. |
| 708 | (ck) | | Listen to your hold music. You can choose from our tacky hold music selection, or upload your own from the customer portal. |
| 709 | (ck) | | Fax Yourself. If incoming fax is set to email, your fax machine will send you a scan via email. |
| 719 | (ck) | | Test Virtual Fax. Mostly used for testing fax machines. It will email the received fax |
| 777 | (ck) | (ck) | Directory, by name |
| 800 | (ck) | | Voicemail System for the dialing extension |
| 911 | (ck) | | Emergency 911 Call Center Nearest You |
| 933 | (ck) | | Test e911 phone number and address. Please call this instead of 911 to test |
| 988 | (ck) | | Nationwide Suicide Prevention Hotline |
| 999 | (ck) | | Answer a ringing phone from any phone. Hear a phone ringing far far away you want to answer, dial 999 to answer that call. |
| 7xxx | (ck) | (ck) | Transfer direct to a specific voicemail box without ringing the extension. |
| 8xxx | (ck) | (ck) | Dial a specific voicemail box (xxx = extension #), will require the password |
| 9xxx | (ck) | | Answer a specific ringing phone. For example if 105 and 108 are both ringing with different calls, 9105 will answer the call on 105 from any phone. |

| Dial | Ext | All | |
|------|------|------|--|
| 9221 | (ck) | (ck) | Record open receptionist message - This must be turned on and off from the Tricks menu. It is recommended to leave off unless being used |
| 9222 | (ck) | (ck) | Record closed receptionist message - Same caveats as above. |

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