

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	✓	✓	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	✓		Information about that phone: extension number and IP address will be read to you. Very useful for testing a phone.
001	✓		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	✓		2 way audio test. Record and playback. Great for checking audio quality, microphones
500	✓	✓	Ring All Phones.
50x	✓	✓	Ring a grouping of phones you designate. 501,502,503..
555	✓		Page using any speaker or PA plugged into the 3.5mm speaker jack.
600	✓		Park a call into a parking slot, where it can be picked up from other phones.
60x	✓		Pick up a call that has been parked in 601,602,603...
65x	✓	✓	Meeting/conference Rooms 651,652,653. Password Required
702	✓		Main Number Receptionist Test
707	✓		Voicemail System for the dialing extension. Alternate number because some phones needs special programming to dial 800 numbers.
708	✓		Listen to your hold music. You can choose from our tacky hold music selection, or upload your own from the customer portal.
709	✓		Fax Yourself. If incoming fax is set to email, your fax machine will send you a scan via email.
719	✓		Test Virtual Fax. Mostly used for testing fax machines. It will email the received fax
777	✓	✓	Directory, by name
800	✓		Voicemail System for the dialing extension
911	✓		Emergency 911 Call Center Nearest You
933	✓		Test e911 phone number and address. Please call this instead of 911 to test
988	✓		Nationwide Suicide Prevention Hotline
999	✓		Answer a ringing phone from any phone. Hear a phone ringing far far away you want to answer, dial 999 to answer that call.
8xxx	✓	✓	Dial a specific voicemail box (xxx = extension #), will require the password
9xxx	✓		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.
9221	✓	✓	Record open receptionist message - This must be turned on and off from the Tricks menu. It is recommended to leave off unless being used

Dial	Ext	All	
9222	✓	✓	Record closed receptionist message - Same caveats as above.

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