

Managing Short Codes

I WOULD LIKE TO...

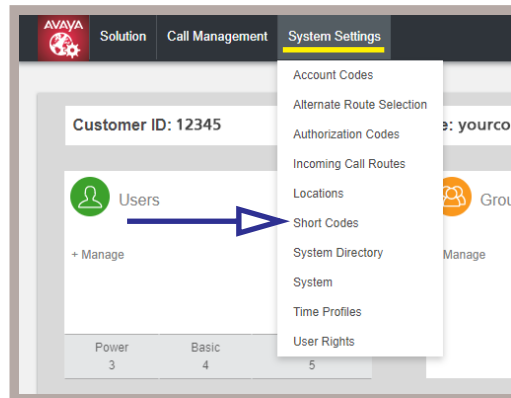
Short Codes allow users to enter a sequence on their telephone keypad that will execute a pre-determined command. There are many short codes already included on your system, and you can create new ones whenever required.

For example, you can set your telephone to “Do Not Disturb” by entering ***08** on the keypad. Cancel DND by entering ***09**.

Typically, these functions are reached through the telephone user interface (“Press 1 to change your password. Press 2...”). Short Codes provide “Short Cuts” that provide direct access to certain functions.

SHORT CODES

- Launch Web Manager and login using administrator credentials.
- Open the **System Settings** tab and click **Short Codes**.



- The list of short codes pre-loaded into the program is shown here.

CODE	FUNCTION	CODE	FUNCTION
*00	Cancel All Forwarding	*33*N#	Call Queue
*01	Forward Unconditional On	*34N;	Hold Music
*02	Forward Unconditional Off	*35*N#	Extn Login
*03	Forward On Busy On	*36	Extn Logout
*04	Forward On Busy Off	*37*N#	Call Park
*05	Forward On No Answer On	*38*N#	Unpark Call
*06	Forward On No Answer Off	*45*N#	Call Steal
*07*N#	Forward Number	*46	Call Steal
*08	Do Not Disturb On	*47	Conference Add
*09	Do Not Disturb Off	*48	Voicemail Ringback On
*10*N#	Do Not Disturb Exception Add	*49	Voicemail Ringback Off
*11*N#	Do Not Disturb Exception Delete	*50	Forward Hunt Group Calls On
*12*N#	Follow Me Here	*51	Forward Hunt Group Calls Off
*13*N#	Follow Me Here Cancel	*52	Clear Call
*14*N#	Follow Me To	*53*N#	Call Pickup Members
*15	Call Waiting On	*55	Stamp Log
*16	Call Waiting Off	*57*N#	Forward Busy Number
*17	Voicemail Collect	*66*N#	Conference Meet Me
*18	Voicemail On	*91N;	Record Message
*19	Voicemail Off	*92N;	Record Message
*20*N#	Set Hunt Group Night Service	911	Dial Emergency
*21*N#	Clear Hunt Group Night Service	*70*N#	Dial Physical Extn by Number
*30	Call Pickup Any	*71*N#	Dial Physical Extn by ID
*31	Call Pickup Group	*99;	Voicemail Collect
*32*N#	Call Pickup Extn		

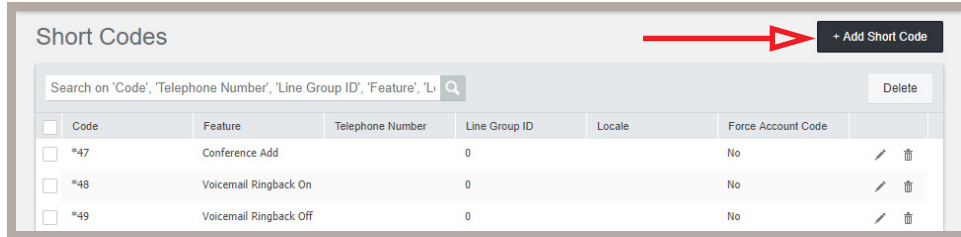
N represents the destination for the command. For example, to forward a call (*07*N#) to extension 12345, on the keypad enter the short code: ***07*12345#** .

is used to tell the system that the user has finished entering data and that the function can be executed.

; requires the inclusion of the Hunt Group being accessed, followed by the **#** symbol. For example, to record a message (*91N;) for Hunt Group extension 98765, enter the short code: ***9198765#** .

CREATING NEW SHORT CODES

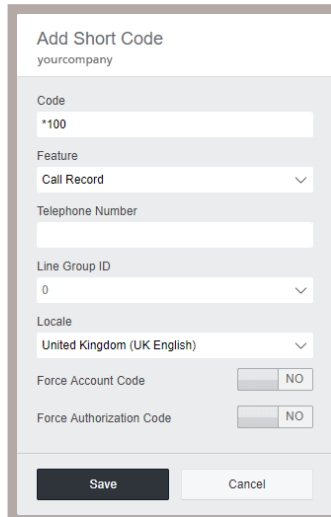
- From the Short Codes window, click **+Add New Short Code**, or click the **Edit** icon  beside an existing code.



- Enter the Short Code you want to use with this entry.

Note: When creating a new code, ensure that the code you enter is not already in use or you will replace the old one with the new one.

Select the Feature that this code will use from the dropdown menu. Short Codes should start with an asterisk * to differentiate them from standard telephone numbers. The exception to this is emergency numbers used to call for help (e.g. 911, 999). If necessary, enter a telephone number or extension of the destination. If the number will be entered by the caller, place an **N** in this space (e.g. *07*N#). This tells the system that what is entered there is the telephone number to use (e.g. *07*9057079700#). Choose the **Line Group ID** for this function, and pick your **Locale** from the list. When finished, click **Save** to add this Short Code to the list.



The screenshot shows the 'Add Short Code' form. The form has the following fields and options:

- Code:** *100
- Feature:** Call Record
- Telephone Number:** (empty)
- Line Group ID:** 0
- Locale:** United Kingdom (UK English)
- Force Account Code:** NO
- Force Authorization Code:** NO

At the bottom of the form are two buttons: **Save** and **Cancel**.