## Default Feature Codes

You can access a variety of system features by dialling short codes. The following table shows the default feature codes. For a full list of your phone's default feature codes, see the IP Office 5602 User Guide.

Replace **N**, where shown, with an appropriate number. For example, **\*07\*N#**, where **N** is the extension to which you want your calls forwarded to, when you have forwarding switched on.

| Short Code | Description | Short Code | Description |
|---|---|---|---|
| *00 | Cancel All Forwarding | *30 | Call Pick Up Any |
| *01 | Forward Unconditional On | *31 | Call Pick Up Group |
| *02 | Forward Unconditional Off | *32*N# | Call Pick Up Extension |
| *03 | Forward On Busy On | *33*N# | Call Queue |
| *04 | Forward On Busy Off | *34 | Hold Music |
| *05 | Forward On No Answer On | *35*N# | Extn Login |
| *06 | Forward On No Answer Off | *36 | Extn Logout |
| *07*N# | Forward to Number | *37*N# | Park Call |
| *08 | Do Not Disturb On | *38*N# | Ride Call |
| *09 | Do Not Disturb Off | *39 | Relay On |
| *10*N# | Do Not Disturb Exception Add | *40 | Relay Off |
| *11*N# | Do Not Disturb Exception Delete | *41 | Relay Pulse |
| *12*N# | Follow Me Here | *45*N# | Call Steal |
| *13*N# | Follow Me Here Cancel | *46 | Call Steal |
| *14*N# | Follow Me To | *47 | Conference Add |
| *17 | Voicemail Collect | *48 | Voicemail Ringback On |
| *18 | Voicemail On | *49 | Voicemail Ringback Off |
| *19 | Voicemail Off | *50 | Forward Hunt Group Calls On |
| *20*N# | Set Hunt Group Night Service | *51 | Forward Hunt Group Calls Off |
| *21*N# | Clear Hunt Group Night Service | *53*N# | Call Pickup Members |
| *29 | Toggle Calls | *57*N# | Forward On Busy Number |



## PRIME)) LINE
### Communications



| | | | | | | |
|---|---|---|---|---|---|---|
| 1 | (a)(b) | Display/Call Appearance | 7 | | Drop |
| 2 | | Message Waiting Lamp | 8 | | Redial |
| 3 | ✉ | Messages | 9 | | Dialling Pad |
| 4 | ☎ | Hold | 10 | ▲▼ | Volume |
| 5 | C→C | Transfer | 11 | 🎤 | Mute |
| 6 | CCC | Conference | 12 | 🔊 | Speaker |

## Answering Incoming Calls

- Pick up the handset or press 🔊 to use the speakerphone.

## Making a Call

- Pick up the handset or press 🔊.
- Dial the number, including any outside line digits and/or area codes.

## Accessing Voicemail

- To retrieve your voicemail, dial **\*17**.

## Hold

- To place a call on hold, press 🖐 **Hold**.
- To retrieve a held call, press 🖐 🖐 corresponding to the held call.

## Transferring a Call

1. With the call active, press 🖐 **Transfer**. The call is placed on hold; 🖐 is displayed and you hear a dial tone. Dial the number you want to transfer the call to.

2. To transfer without announcing the call, if the line is free, hang up. If the line is busy or if no one answers, press 🖐 corresponding to the held call.

   **OR**

   To announce the call, remain on the line and wait for an answer. Announce the call and hang up.

   If the line is busy or if no one answers, press 🖐 corresponding to the held call.

## Conference

1. To add another party to a call, dial the first party and then press 🖐 **Conference**. The current call is placed on hold, 🖐 is displayed and you hear a dial tone.
2. Dial the number of the next party and wait for an answer.
3. To add the new party to the call, press 🖐 **Conference** again.
4. Repeat steps 1 to 3 to add further participants.

**To add a held call to the current call:**

1. Press 🖐 **Conference**. The icon on the current line changes to 🖐.
2. Press 🖐 corresponding to the held call.
3. Press 🖐 **Conference** again. All parties are now connected.

To drop yourself from the conference, hang up.

**Note:** The short codes documented in this guide refer to the use of default short codes only.

## Speakerphone

- The Speaker facility allows you to monitor incoming calls only. You must use the handset to speak to the caller. 🔊 Speaker switches the speaker on/off.

## Do Not Disturb

- To switch Do Not Disturb on, dial **\*08**. An **N** is displayed. To switch it off, dial **\*09**.

## Mute

- To prevent the other person on the line from hearing you, press 🎤 **Mute**.
- To reinstate two-way conversation, press 🎤 **Mute** again.

## Redial

- To redial a previously dialed number, press ⌨ **Redial.**

## Diverting Calls

- To divert calls at **another extension**, dial **\*12\*N#** (where **N** is your extension number). All calls to your extension will be diverted to the extension you are using.

  To re-direct your calls back to your own extension, dial **\*13\*N#**.

- To divert calls at **your own extension**, dial **\*14\*N#** (where **N** is the extension to which you want your calls diverted).

  To cancel divert calls from your own extension, dial **\*14\*#**.

## Call Forwarding

- To set the number to which your calls are forwarded, dial **\*07\*201#** (forwarding to 201 in this example).
- To switch **Forward Unconditional On**, dial **\*01**. A **D** is displayed. To switch it off, dial **\*02**.
- To switch **Forward On Busy On**, dial **\*03**. To switch it off, dial **\*04**.
- To switch **Forward On No Answer On**, dial **\*05**. To switch it off, dial **\*06**.