AVAYA IP OFFICE

Short Codes

aka **Feature Codes**

To use any of the short codes (also called Feature Codes) in this document, press the Avaya button on your handset.

Default System Short Code List

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.

You can access a variety of system features by dialing short codes. The following table shows the default short codes. For a full list of your phone's default short codes, see the "IP Office 2410 and 5410 User Guide".

The following table lists the default system short codes present in an IP Office 4.0+ system's configuration.

Short Code	Telephone Number	Feature	A-Law	MU-Law
*00	Blank	Cancel All Forwarding	✓	✓
*01	Blank	Forward Unconditional On	✓	✓
*02	Blank	Forward Unconditional Off	✓	✓
*03	Blank	Forward On Busy On	✓	✓
*04	Blank	Forward On Busy Off	✓	✓
*05	Blank	Forward On No Answer On	✓	✓
*06	Blank	Forward On No Answer Off	✓	✓
*07*N#	N	Forward Number	✓	✓
*08	Blank	Do Not Disturb On	✓	✓
*09	Blank	Do Not Disturb Off	✓	✓
*10*N#	N	Do Not Disturb Exception Add	✓	✓
*11*N#	N	Do Not Disturb Exception Del	✓	✓
*12*N#	N	Follow Me Here	✓	✓
*13*N#	N	Follow Me Here Cancel	✓	✓
*14*N#	N	Follow Me To	✓	✓
*15	Blank	Call Waiting On	✓	✓
*16	Blank	Call Waiting Off	✓	✓
*17	?U	Voicemail Collect	✓	✓
*18	Blank	Voicemail On	✓	✓
*19	Blank	Voicemail Off	✓	✓
*20*N#	N	Set Hunt Group Night Service	✓	✓
*21*N#	N	Clear Hunt Group Night	✓	✓

Short Code	Telephone Number	Feature	A-Law	MU-Law
*33*N#	N	Call Queue	✓	✓
*34	Blank	Hold Music	✓	✓
*35*N#	N	Extn Login	✓	✓
*36	Blank	Extn Logout	✓	✓
*37*N#	N	Park Call	✓	✓
*38*N#	N	Unpark Call	✓	✓
*39	1	Relay On	✓	✓
*40	1	Relay Off	✓	✓
*41	1	Relay Pulse	✓	✓
*42	2	Relay On	✓	✓
*43	2	Relay Off	✓	✓
*44	2	Relay Pulse	✓	✓
*45*N#	N	Acquire Call	✓	✓
*46	Blank	Acquire Call	✓	✓
*47	Blank	Conference Add	✓	✓
*48	Blank	Voicemail Ringback On	✓	✓
*49	Blank	Voicemail Ringback Off	✓	✓
*50	Blank	Forward Huntgroup On	✓	✓
*51	Blank	Forward Huntgroup Off	✓	✓
*52	Blank	Cancel or Deny	✓	✓
*53*N#	N	Call Pickup Members	✓	✓
*57*N#	N	Forward	✓	✓

		Service						On Busy Number		
*22*N#	N	Suspend Call	✔	✘	*70	Blank	Call Waiting Suspend	✔	✘
*23*N#	N	Resume Call	✔	✘					
*24*N#	N	Hold Call	✔	✘	*70*N#	N	Dial Physical Extn By Number	✘	✔
*25*N#	N	Retrieve Call	✔	✘					
*26		Clear CW	✔	✘					
*27*N#	N	Hold CW	✔	✘	*71*N#	N	Dial Physical Extn By ID	✘	✔
*28*N#	N	Suspend CW	✔	✘					
*29	Blank	Toggle Calls	✔	✔					
*30	Blank	Call Pickup Any	✔	✔	*9000*	"MAINTENANCE"	Relay On	✔	✔
*31	Blank	Call Pickup Group	✔	✔	*91N;	N".1"	Record Message	✔	✔
*32*N#	N	Call Pickup Extn	✔	✔	*92N;	N".2"	Record Message	✔	✔
					9N	N	Dial	✘	✔
					?	.	Dial	✔	✘

Additional short codes of the form ***DSSN**, ***SDN**, ***SKN**, ***#N** and ****N** are also visible. These are used by the IP Office system for internal functions and should not be removed or altered.

Some Notable System Short Codes

1. *35*N# - Extn Login

Short codes that contain an N in the short code field can be treacherous. I have several pages in a spiral notebook explaining what the N character can mean. This is a prime example: the N character can represent any

number of digits. In this case, it represents the user number, an asterisk *, and then the login code. For example, if I wanted to log into a set, and my user number is 7345 and my Login Code is 1234, then I would dial

*35*7345*1234#.

2. *17 – Voicemail Collect

This short code is used to collect or leave messages. Entering a ? or a # in the Telephone Number Field changes how the code works. For example: ?Main would allow for the collection of messages from the mailbox called Main; #Main would allow a person to leave a message in the mailbox called main.

The default telephone number of ?U causes the system to assume that it will log the person dialing that code on that phone into the mailbox of the user currently logged into that phone (see Extn Login). If you remove the U from the telephone number sequence, the system will instead prompt you for the mailbox number when you dial *17. Note: This now requires you to define a Voicemail Code for that user to avoid getting the error prompt "Remote access is not configured on this mailbox".

3. *DSSN, *SDN, *SKN – Internal System Functions

The system short codes of *DSSN, *SDN, and *SKN are internal system functions and should not be altered or removed. All three of these are titled Display Msg and are used for sending text messages to telephone set displays.

4. Test an Auto Attendant

Creating a short code is a handy way to test an Auto Attendant (either embedded or Voicemail Pro). The

same short code can then be used as the destination for an incoming call route.

5. ?D – Default Number Dialing

Entering a ? in the short code field is generally not seen in U-Law systems. One notable exception is for what

I commonly call a "ringdown" circuit or line. Imagine that you wanted an elevator or lobby phone to ring to a user in charge of security if the handset is lifted on that elevator or lobby phone. To accomplish this, build a user short code for the user that is paired with the elevator

or lobby phone with the following entries: Short code = ?D, and

Telephone Number = the Extension Number of the user in charge of security.