

* CODES - FOR ALL NFON DEVICES

The following * settings are for all NFON devices (including NFON Mobile App., softphone and NFON approved handsets) and are very often quicker to initiate and often safer (less mistakes) than using the XML menu on handsets or programming through User or Admin Portals.

When using * codes, the command needs to be called, ✓ or # to be 'activated' or 'de-activated'

*Code	Description
#+n	Where 'n' is the line/ trunk number. This is an alternative to dialling '9' as an outside line prefix, and changes the CLIP (number presentation) to 'n'
*1	Start and ending of 'Ad Hoc' call recording
*10+n	Call Forward menu for Call Forward Profile settings. The 'default' Call Forward is profile 0, so to re-set to default, select *100, to select Call Forward profile 1, dial *101
*11	Permanent Call Forward or 'Call Forward All Calls'. This is an extension call forward command and affects all devices on the extension. If the call forward is an external number, then 9 (the outside line prefix) needs to be used on all devices (incl. softphone and NFON Mobile App).
**11	Cancels Permanent Call Forward or 'Call Forward All Calls'.
*12	Call forward if 'Unavailable' (not answered and extension time-out has been reached). If the call forward is an external number, then 9 (the outside line prefix) needs to be used on all devices (incl. softphone and NFON Mobile App).
**12	Cancels Call Forward Unavailable
*13	Call Forward if Busy (using phone or DND). This will only call forward if ALL devices on extension are busy. If the call forward is an external number, then 9 (the outside line prefix) needs to be used on all devices (softphone and NFON Mobile App).
**13	Cancels Call Forward if Busy
*14	Call Forward if Unregistered. Recommended for DDI/extension to implement to 'off-nett' location/mobile.
**14	Cancels Call Forward if Unregistered.
*2	Gives access to Speed Dial numbers
*3	Call 'pick-up' if in 'pick-up' group

- *3+Ext** Call 'pick-up' for that extension (Ext = extension number)
- *490** Activates 'Call Waiting'
- **490** Deactivates 'Call Waiting'

- *55** Activates a device to 'Primary' device. Essential to answering calls in a queue.
- *791** Calls Voice Mail for extension (password needed)
 - *791228 Calls Ext 228 Voice Mail (Ext 228 password needed)
 - *11*791 Forwards calls to own Voice Mail [****11** cancels]
 - *11*791228 Forwards calls to Ext 228 Voice Mail
- *792** Access Voice Mail menu from alternative 'on-nett' extension
- *80** Activates Intercom
- **80** Deactivates Intercom
- *80+Ext** Calls Extension Intercom (Ext = extension number)
- *84+n** Logs In as a member of the queue with Service ID n (4 digits)
- **84+n** Logs Out as a member of the queue with Service ID n (4 digits)
- *86** CLIR. Blocks Caller ID
- **86** CLIP. Shows Extension ID
- *87** Subscribe to 'Skill Set'
- **87** Unsubscribe to 'Skill Set'

- *9+PN** PN = Project Number. This is detailed in Call Detail Records CDR for call analysis and recharging. i.e. Dial *9 123 902037712717 where 123 is Project Number/Code

CONFERENCE ROOM *CODES DURING ACTIVE CONFERENCE

- **** Help
- *2** Activate or Deactivate MUTE
- *5** Activate or Deactivate MUTE for ALL participants (Administrator)
- *6** Locks the Conference (Administrator)