

Feature *Codes*

Dial a code from your desk phone, the IHF Phone app or a softphone, as you would dial a number. Codes work on every Cloud PBX extension. Your phone also has keys for most of these (hold, transfer, do not disturb); use whichever is quicker.

Voicemail

- *97** Check your own voicemail
- *98** Check any mailbox (enter mailbox and PIN)

Pick up a ringing phone

- *8** Pick up a call ringing nearby (same group)
- **** Directed pickup, then the extension

Call forwarding: always

- *72** Turn on, then enter the number
- *73** Turn off
- *93** Turn on, prompts for the number
- *74** Turn off (prompting version)
- *96** Toggle

Call forwarding: no answer

- *52** Turn on, then enter the number
- *53** Turn off
- *95** Turn on, prompts for the number

Calls in progress

- *1** Start or stop recording this call
- *2** Attended transfer (talk to them first)
- ##** Blind transfer (hand it off now)
- **** Disconnect the call

Do not disturb

- *78** Turn on
- *79** Turn off
- *76** Toggle

Call forwarding: busy

- *90** Turn on, then enter the number
- *91** Turn off
- *94** Turn on, prompts for the number
- *92** Turn off (prompting version)

Follow-me and call waiting

- *21** Follow-me on or off
- *70** Call waiting on
- *71** Call waiting off

Block and allow callers

- *30** Block a number
- *32** Block the last caller
- *31** Unblock a number
- *38** Add a number to the allow list
- *40** Add the last caller to the allow list
- *39** Remove a number from the allow list
- *41** Pause or resume allow-list checking

Missed-call notices

- *56** Turn on
- *57** Turn off
- *58** Toggle

Park a call

- *85** Pick up a parked call
- *88** Park a call to a chosen slot

Speed dial and contacts

- *75** Set a speed dial
- *0** Call a speed dial
- *10** Contact Manager speed dials

Information and tests

- *65** Hear your extension number
- *60** Hear the time
- *43** Echo test (check your audio)
- *87** Conference room status

GOOD TO KNOW

Some codes depend on how your phone system is set up, such as call parking and block lists. If one does not work for you, tell us and we will check it. Email helpdesk@ithandsfree.com or call +1 (647) 812-1190: press 3 for the helpdesk, press 1 for emergency and priority response.