# PBX Dial Codes - How to use them directly from your phone

Dial codes are key/number combinations used to access functions within the phone system directly from your phone. The administrator can change these from the Management Console > **“Settings”** > **“System”** > Dial codes”. This section will describe the default dial-codes.

DTMF Dial Codes in 3CX Management Console Settings

# Parking

If you wish to **“park”** a call and then pick up the call from another extension, you can do so by parking the call in the **“Parking orbit”**. Alternatively, you can use the **“Shared Parking Orbit”**.

The differences are outlined here.

## To park a call

On an established call to your extension start the **“blind transfer procedure”** and transfer the call to *0[0-9]. For example, *01 will place the call in the parking orbit 1, *02 will place the call in the parking orbit 2, etc.

## To pick up a parked call

Dial *10 to *19 where the 0 – 9 is the park orbit number the call was parked in. For example, calling *11 will pick up any calls parked in parking orbit 1, *12 will pick up any calls parked in parking orbit 2, etc.

## Parking Multiple Calls

Parking orbits support parking of multiple calls in the same orbit. Therefore, when unparking, you can add the extension number from which the call was parked to be sure that you un-park the correct call.

For example, if extension 100 parked a call in park 0, this call can be picked up by another extension by keying in *10100. Omitting the extension number otherwise un-parks the longest parked call in the particular orbit.

# Pickup a call

If you hear a particular extension ringing, and you know that the owner of that extension is not able to take the call, you can take the call by using the **“Call Pickup”** feature. To do this, type:

*20*<extension number>

This will redirect the active call from the specified extension to your extension. You can also retrieve a call from a ringing extension without specifying the extension number. To do this, type *20* followed by the send key. This will redirect the longest ringing call to your extension.

# Change Profile Status

You can change your status by using the dial code in the following manner: *3[0-4]. 0 is **“ Available”**, 1 is **“Away”**, 2 is **“Do not Disturb”**, 3 is **“Custom 1”** and 4 is **“Custom 2”**.

For example, dialing *31 from extension 100, will change the profile status of extension 100 to Away.

# Connect to Voicemail of extension

To leave a message in the voicemail box of a particular Extension: Dial *4<extension number>.

For example, *4100, will leave a voicemail message in the voicemail box of extension 100.

# Log extension IN/OUT of queues

To login or logout an extension from Queues you can use the following dial codes:

- Dial *62 to log extensions into the queues
- Dial *63 to log extensions out of the queues

For more information on how to manage queue agent status refer to this guide:

https://info.voxtandem.com/books/how-to-guides/page/managing-user-agents-status-in-queues

# Paging

The intercom feature allows you to make an announcement to another extension without requiring the other party to pick up the handset. The message will be played via the other phone's speaker. The audio is two way, and the called party can respond immediately without picking up the handset. Paging is also a group right which must be assigned to an extension. The extension can then use paging within its extension group. If the right is missing, paging calls will be converted to regular calls.

## Start an Intercom Call

Prefix the extension you wish to call with *9, followed by the extension. For example, to make an intercom call to extension 100 you should dial: *9100

Important: Intercom dial code is disabled by default. If you want your phone to Auto-answer (only applicable for legacy devices) you need to configure a dial code in the **"Settings"** > "System" > **"Dial Codes"** > **"Paging"**. This dial code must be unique and must not conflict with any of the other dial codes.

# Billing Code

The Billing Code allows you to tag specific calls with Billing codes in order to produce reports. For example, you can have agents use different billing codes when dialing out in order to check total billing for agents or if you are making a call for a particular customer and you will bill them afterwards. To tag calls with billing codes you will need to use ** (default value). This allows you to add a tag to a call you want to make.

For example, whenever you make a call for a particular customer, you want to tag the call with that customer's billing code (for example 3265), so that you can bill them. When making a call related to a particular customer, the caller is required to dial the number in the following format:

Destination-Number**3265.

For example, if the number is 17771231233, then the caller needs to dial 17771231233**3265

This billing code can be used as a filter in the 3CX Reports (and in particular the Call Report with filter to destination: Match Billing Code) to see how many calls were made using the specific billing code as shown below.

Dial Codes for Call Reports in 3CX Management Console

Here we see that the billing code has been entered into the **“Match Bill Code”** textbox. This will query and display all the calls that were made using the **“3265”** billing code tag.

Dial Codes - Billing code tag

# Block Outbound Caller ID

You can hide the outbound caller ID on a specific call. To do this just prepend the dialing number with *5. Example: if I want to call the number 004412345678 but I want to do this anonymously, dial *5004412345678 or Outbound rule + *5 + Number. Your outbound caller id will be hidden.

# Hotdesking

Hot desking allows multiple users to connect to a local or remote IP Phone, one at a time. Learn more on how to use the 3CX Hot Desking feature.

## Logging In

To log into the IP phone the user dials *77* followed by the extension number. If the call gets disconnected with the message **“forbidden”** make sure that no other **“Dial code”** starts with *7.

## Logging Out

To logout from the device the user dials *77*5.

# Hotel - Maid Codes

Maid codes are specific codes which can tell PMS systems the status of a guest room in a hotel. This depends on PMS integration to be pre-configured. The codes vary for Mitel and Fidelio however the concept of how to control the status of the room is the same.

For maid codes to work you must pre-configure an IVR as a Wake-up Call IVR Service:

1. Go to **“Digital Receptionist”** and create or edit an IVR.

Create a new Wake up IVR in 3CX Management Console

2. Set the **“Type”** to **“Wake up”**. Only one **“Wake UP”** IVR can be configured.
3. Click on **“OK”** to save.

Let's assume that a maid is in a hotel room and wants to set the room to Dirty/Vacant. From the phone in the room (room = extension number) dial *68<room status> to set the room’s state. Connected PMS systems, such as Fidelio, will be informed to set the room status accordingly. An example for Fidelio, the standard code for Dirty/Vacant is **“1”**, would be *681. PMS connected users will see that this room is now Dirty/Vacant. The default room status codes supported by MITEL and Fidelio are:

MITEL Protocol:

1. Maid Present
2. Clean
3. Not Clean
4. Out of Service
5. To be inspected
6. Occupied/Clean
7. Occupied/Not Clean
8. Vacant/Clean
9. Vacant/Not Clean

Micros Fidelio:

1. Dirty/Vacant
2. Dirty/Occupied
3. Clean/Vacant
4. Clean/Occupied
5. Inspected/Vacant
6. Inspected/Occupied

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