

Amiba

Unified Communications

Complete List of Dialling Codes

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Specifications are subject to change without notice.

This documentation refers to:

Software version 19.077 or higher for the Amiba Cloud PBX system

1. Complete List of Dialling Codes

1.1. Extension numbering

101 – 300	User Extensions
6900– 6909	Meet-Me Conferences Rooms
7000 – 7299	300 Auto Attendants
800 – 819	20 Groups
820 – 869	50 Skill-Sets
9	Line access
0	Operator Group

1.2. Programming Codes

210!20!W#	Set External Forward All Calls
210!9!W*!20!W#	Set External Forward All Calls at this group (leader)
210!9!W*!20!W*WWWW#	Set External Forward All Calls at this group with pin code (any other member)
21!9!W#	Set Internal Forward All Calls
*21**99#	Set Forward all to voicemail
21!9!W*!9!W#	Set Internal Forward All Calls at this group (leader)
21!9!W*!9!W*WWWW#	Set Internal Forward All Calls at this group with pin code (any other member)
21!9!W**99#	Set Forward all to voicemail at this group (leader)
21!9!W**99*WWWW#	Set Forward all to voicemail at this group with pin code (any other member)
*31#	Set CLIP
*30#	Set CLIR
*3^3^W#^50^W	Select number or MSN for outgoing call
*4!3!W	Dial Central Speed Numbers
*5	Redial
610!20!W#	Set External Forward On No Answer
610!20!W*!3!W#	Set External Forward On No Answer With Timer
610!9!W*!20!W*!3!W#	Set External Forward On No Answer with Timer at this group (leader)
610!9!W*!20!W*!3!W*WWWW#	Set External Forward On No Answer with Timer at this group with pin (any other member)
610!20!W*#	Set External Forward On No Answer Without specifying Timer
610!9!W*!20!W*#	Set External Forward On No Answer without specifying Timer at this group (leader)
610!9!W*!20!W**WWWW#	Set External Forward On No Answer without specifying Timer at this group with pin (any other member)
61!9!W*!3!W#	Set Internal Forward On No Answer With Timer
*61**99#	Set Forward On No Answer to voicemail
61!9!W#	Set Internal Forward On No Answer
*61**99*!3!W#	Set Forward On No Answer to voicemail with timer
61!9!W*!9!W*#	Set Internal Forward On No Answer at this group without specifying Timer (leader)
61!9!W*!9!W*!3!W#	Set Internal Forward On No Answer at this group with Timer (leader)
61!9!W*!9!W**WWWW#	Set Internal Forward On No Answer at this group without specifying Timer with pin (any other member)
61!9!W*!9!W*!3!W*WWWW#	Set Internal Forward On No Answer at this group with Timer with pin (any other member)
61!9!W**99*#	Set Forward On No Answer to voicemail at this group (leader)

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61!9!W**99**WWWW#	Set Forward On No Answer to voicemail at this group with pin (any other member)
61!9!W**99*!3!W#	Set Forward On No Answer to voicemail with Timer at this group (leader)
61!9!W**99*!3!W*WWWW#	Set Forward On No Answer to voicemail with Timer at this group with pin (any other member)
*61**99*#	Set Forward On No Answer to voicemail
61!9!W*#	Set Internal Forward On No Answer
62!9!W#	Set Group Opt Out
631!3!W#	Set the LCD Contrast of an Executive System Phone
*632*W#	Set the Language of an Executive System Phone
633!3!W#	Set the Ringer Volume of an Executive System Phone
634!3!W#	Set the Speaker Volume of an Executive System Phone
635!3!W#	Set the Handset Volume of an Executive System Phone
*637*W#	Set Auto-Answer on/off for an Executive System Phone
*641*WWWW#	Set Alarm Call
67!9!W*!9!W#	Set Internal Forward On Busy at this group (leader)
67!9!W*!9!W*WWWW#	Set Internal Forward On Busy at this group with pin (any other member)
67!9!W**99#	Set Forward On Busy to voicemail at this group (leader)
67!9!W**99*WWWW#	Set Forward On Busy to voicemail at this group with pin (any other member)
*67**99#	Set Forward On Busy to voicemail
*71!9!W	Pick up call
*72	Explicit call transfer
*73	Conference Call
*74	Park Call
*75!9!W	Retrieve Parked Call With Code
*76!9!W	Answer Paging
76	Answer any paging device
*77!9!W	Directed Page
77	Universal Page
*77#	Public Address Page
*78	Open Door
79!22!W#	Start Remote Download
*70*WWWW#	Clear PIN
*70*WWWW*WWWW*WWWW#	Change the PIN
*70**WWWW*WWWW#	Enter a new PIN
7	Ring Extension and override Auto-Answer
*8!2!W	Local Speed Numbers
*91^50^W	Line Access Group 1
*92^50^W	Line Access Group 2
*93^50^W	Line Access Group 3
*94^50^W	Line Access Group 4
*95^50^W	Line Access Group 5
*96^50^W	Line Access Group 6
*97^50^W	Line Access Group 7
*98^50^W	Line Access Group 8
*99	Access Voice Mail
*901	SIP Access Group codes
*902	SIP Access Group codes
*903	SIP Access Group codes
*904	SIP Access Group codes
*905	SIP Access Group codes
*906	SIP Access Group codes
*907	SIP Access Group codes
*908	SIP Access Group codes

9!2!W	UnPark Line
*9#!9!W	UnPark Extension
*00	SIP Access Code
*07*W#	Manual Filtering Switch
*0*3W#^50^W	Single Call CLIP/CLIR
**8!2!W*!20!W#	Program Local Speed Numbers
**91	Enter Pre External Dialling With Line Access Group 1
**92	Enter Pre External Dialling With Line Access Group 2
**93	Enter Pre External Dialling With Line Access Group 3
**94	Enter Pre External Dialling With Line Access Group 4
**95	Enter Pre External Dialling With Line Access Group 5
**96	Enter Pre External Dialling With Line Access Group 6
**97	Enter Pre External Dialling With Line Access Group 7
**98	Enter Pre External Dialling With Line Access Group 8
**9W*3W#^50^W	Single Call CLIP/CLIR With group access
***#####	Enter System Maintenance
#21*!9!W#	Clear Forward All Calls at this group (leader)
#21*!9!W*WWWW#	Clear Forward All Calls at this group with pin code (any other member)
#21#	Clear Forward All Calls
#3	Account Code
#61*!9!W#	Clear Forward On No Answer at this group (leader)
#61*!9!W*WWWW#	Clear Forward On No Answer at this group with pin code (any other member)
#61#	Clear Forward On No Answer
#62*!9!W#	Clear Group Opt Out
#62#	Clear Do Not Disturb
#641#	Clear Alarm Call
#67*!9!W#	Clear Forward On Busy at this group (leader)
#67*!9!W*WWWW#	Clear Forward On Busy at this group with pin code (any other member)
#67#	Clear Forward On Busy
#68#	Deactivate roaming pin
#8!2!W#	Clear Local Speed Numbers
#98!9!W	Force Forward to voicemail (without first ringing) with no intro
#99!9!W	Force Forward to voicemail (without first ringing)
#001#	Clear All Call Forwards

1.3. Codes Dialed into a Busy Extension

5	Set Call-back
79	Intrude
77	Contact centre Listen-in (While Listening dial 7 to toggle between Listen-in and whisper)
#99	Connect to the Busy Extensions Voicemail

1.4. Codes Dialed into a Ringing Extension

7	Intercom
#99	Connect to the Ringing Extensions Voicemail

1.5. Codes Dialed While Connected to Voicemail (Voice Menus i.e. *99)

- | | |
|---|---|
| 1 | To Listen to New Messages (Played oldest first) <ol style="list-style-type: none"> 1. To replay Message 2. To Delete Message 3. To Play Next Message 4. Followed by extension number To Forward Message 5. To Return a Call to the CLI of the Message *. To Return to the Main Menu |
| 2 | To Listen to a Saved Messages (Played oldest first) <ol style="list-style-type: none"> 1. To replay Message 2. To Delete Message 3. To Play Next Message 4. Followed by extension number To Forward Message 5. To Return a Call to the CLI of the Message *. To Return to the Main Menu |
| 3 | To enter Voicemail Setup <ol style="list-style-type: none"> 1. To play your current Welcome Message 2. To Record a Welcome Message (followed by # to end recording or hang-up) 3. To Delete your current Welcome Message *. To Return to the Main Menu |
| 4 | To Change Diversion Settings <ol style="list-style-type: none"> 1. To Clear Diversion 2. To Forward to voicemail 3. To Forward to the number you are calling from 4. To Forward to any number dial the number followed by # (you need to add the external number prefix i.e. 9) *. To Return to the Main Menu |
| 6 | (Followed by AA number) to enter Auto Attendant record Setup
(Need to be an operator to do this) <ol style="list-style-type: none"> 1. To play your current Welcome Message 2. To Record a Welcome Message (followed by # to end recording or hang-up) 3. To Delete your current Welcome Message *. To Return to the Main Menu |

1.6. Explanation of the expressions used in the strings

Normal dialling digits = 0,1,2,3,4,5,6,7,8,9,*,#

Fixed length Wild Card = W (where W can be any digit 0-9, so if we need to take in 4 digits for a pin its WWWW)

Variable length Wild Card = !n!W (where the system will look for any number of wild card numbers from 1 digit to n digits, so if we need to enter an external number to Forward to we would need to enter any digit from 1 to 20 digits, !20!W)

0 based Variable length Wild Card = ^n^W (where the system will look for any number of wild card numbers from 0 digit to n digits)

Examples:

210!9!W*!20!W*WWWW# Set External Forward All Calls at this group with pin code (any other member)

210 is the code for external Forward

!9!W* is used to take in the group number (which can be from 1 to 9 digits long)

!20!W* is used to take in the external number (which can be from 1 to 20 digits long)

WWWW# is used to take in the group pin code (which is fixed at 4 digits)

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61!9!W**99*!3!W*WWWW# Set Forward On No Answer to voicemail with Timer at this group with pin (any other member)

61 is the code for internal Forward on no answer

!9!W* is used to take in the group number (which can be from 1 to 9 digits long)

*99 is the code for the Voicemail

!3!W* is used to take in the timer delay before the Forward should act (which can be 1 to 3 digits long)

WWWW# is used to take in the group pin code (which is fixed at 4 digits)

68!2!W*!4!W# Activate roaming pin

68 is the code for roaming pin

!2!W* is used to take in the roaming pin account number (which can be from 1 to 2 digits long)

!4!W# is used to take in the roaming pin code (which can be from 1 to 4 digits long)

**9W*3W#^50^W Single Call CLIP/CLIR With group access

**9W* this is used to take in the line access code (as in the line access codes *91 - *98)

3W# this is used to take in the CLIP/CLIR setting i.e. 30=CLIR 31=CLIP)

^50^W this is used to take the external number the user wishes to dial (for 0 digits to 50 digits long)

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