Manager: *Short Codes*

Short Code Characters

Each short code, regardless of its type, has the following fields:

- **Short Code:** *Default =Blank, Range = Up to 31 characters.*
  The digits which if matched trigger use of the short code. Characters can also be used to create short codes which cannot be dialed from a phone but can be dialed from application speed dials. However some characters have special meaning, see the table below.

- **Telephone Number:** *Default = Blank, Range = Up to 32 characters.*
  The number output by the short code. When necessary, this is used as parameter for the selected short code Feature. See the table below for the special characters that can be used here.

- **Line Group ID:** *Default = 0*
  This field is used for short codes that result in a number to be dialed. It acts as a drop-down from which either an outgoing line group or, for IP Office 4.0+, an ARS form can be selected.

- **Feature:** *Default = Dial*
  This sets the action performed by the short code when used. See Short Code Features.

- **Locale:** *Default = Blank*
  Features that transfer the caller to Voicemail Lite (pre-IP Office Release 5 only) or Voicemail Pro can indicate the language locale required for prompts. This is subject to the language being supported and installed on the voicemail server.

- **Force Account Code:** *Default = Off*
  When selected, for short codes that result in the dialing of a number, the user is prompted to enter a valid account code before the call is allowed to continue.

Short Code Field Characters

- **? - Default Match**
  This character can be used on its own to create a short code match in the absence of any other short code match. See **? Short Codes**.

  - **?D - Default Number Dialing**
    This character combination makes a call to the defined phone number as soon as the user goes off-hook. See **? Short Codes**.

- **N - Match Any Digits**
  Matches any dialed digits (including none). The Dial Delay Time or a following matching character is used to resolve when dialing is complete.

- **X - Match a Digit**
  Matches a single digit. When a group of X's is used, the short code matches against the total number of X's.

- **[ ] - Secondary Dial Tone Trigger**
  For pre-4.0 IP Office systems used to trigger secondary dial tone. Not used for IP Office 4.0+. See **Secondary Dial Tone**.

- **; - Receive Sending Complete**
  When used this must be the last character in the short code string. If the Dial Delay Count is 0, a ; instructs the system to wait for the number to be fully dialed, using the Dial Delay Time or the user dialing #, before acting on the short code. If the Dial Delay Count is non-zero, the dialing is only evaluated when # is pressed.

  - The majority of North-American telephony services use en-bloc dialing. Therefore the use of a ; is recommended at the end of all dialing short codes that use an N. This is also recommended for all dialing where secondary dial tone short codes are being used.

Telephone Number Field Characters

- **A - Allow Outgoing CLI**
  Allow the calling party number sent with the call to be used. This character may be required by service providers in some locales.

- **C - Use Called Number Field**
  Place any following digits in the outgoing call's Called number field rather than the Keypad field.

- **D - Wait for Connect**
  Wait for a connect message before sending any following digits as DTMF.

- **E - Extension Number**

Replace with the extension number of the dialing user. Note that if a call is forwarded this will be the replaced with the extension number of the forwarding user.

- **I - Use Information Packet**
  Send data in an Information Packet rather than Set-up Packet.

- **K - Use Keypad Field**
  Place any following digits in the outgoing call's Keypad field rather than the Called Number field. Only supported on ISDN and QSIG.

- **L - Last Number Received**
  Use the last number received.

- **N - Dialed Digit Wildcard Match**
  Substitute with the digits used for the **N** or **X** character match in the Short Code number field.

- **p - Priority**
  IP Office 4.2+: The priority of a call is normally assigned by the Incoming Call Route or else is **1-Low** for all other calls. **Dial Extn** short codes can use **p(x)** as a suffix to the **Telephone Number** to change the priority of a call. Allowable values for **x** are **1**, **2** or **3** for low, medium or high priority respectively.

- In situations where calls are queued, high priority calls are placed before calls of a lower priority. This has a number of effects:

  - Mixing calls of different priority is not recommended for destinations where Voicemail Pro is being used to provided queue ETA and queue position messages to callers since those values will no longer be accurate when a higher priority call is placed into the queue. Note also that Voicemail Pro will not allow a value already announced to an existing caller to increase.

  - If the addition of a higher priority call causes the queue length to exceed the hunt group's **Queue Length Limit**, the limit is temporarily raised by 1. This means that calls already queued are not rerouted by the addition of a higher priority call into the queue.

- **S - Calling Number**
  Place any following digits into the outgoing call's calling number field.
  - **Outgoing CLI Warning**
    Changing the outgoing CLI for calls requires the line provider to support that function. You must consult with your line provider before attempting to change the outgoing CLI, failure to do so may result in loss of service. If changing the outgoing CLI is allowed, most line providers required that the outgoing CLI used matches a number valid for return calls on the same trunks. Use of any other number may cause calls to be dropped or the outgoing CLI to be replaced with a valid number.

  - On mobile twinned calls, if the original party information is used or a specific calling party information CLI is set, that number overrides setting the outgoing CLI using short codes.

- **SS - Pass Through Calling Number**
  Pass through the Calling Party Number. For example, to provide the incoming ICLID at the far end of a VoIP connection, a short code ? with telephone number .SS should be added to the IP line.

- **i - National**
  Both the **S** and **SS** characters can be followed by an **i**, that is **Si** and **SSi**. Doing this sets the calling party number plan to ISDN and number type to National. This may be required for some network providers.

- **t - Allowed Call Duration**
  Set the maximum duration in minutes for a call plus or minus a minute. Follow the character with the number of minutes in brackets, for example **t(5)**.

- **U - User Name**
  Replace with the User Name of the dialing user. Used with voicemail.

- **W - Withold Outgoing CLI**
  Withhold the sending of calling ID number. Operation is service provider dependent. Not supported on SIP lines.

- **Y - Wait for Call Progress Message**
  Wait for a Call Progress or Call Proceeding message before sending any following digits as DTMF. For example, the Y character would be necessary at a site where they have signed up with their telephone service provider to withhold international dialing until a DTMF pin/account number is entered that initiates the call progress/proceeding message.

- **@ - Use Sub Address Field**
  Enter any following digits into the sub-address field.

- **. - Dialed Digits**
  Replace with the full set of dialed digits that triggered the short code match.

- **, - One Second Pause**
  Add a one second pause in DTMF dialing.

- **" " – Non IP Office Characters**
  Use to enclose any characters that should not be interpreted as possible short code special characters by the IP Office. For example characters being passed to the voicemail server.

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