

SCM Default Feature Codes

While the most frequently used features appear as dedicated buttons on your phone, there are a host of additional features that can be used by dialing the default codes listed in the table below.

Some feature codes require an extension, group number or orbit number. When using these codes, replace the letter **X** with the appropriate digits. For example; to pick up a ringing call at extension 2205, use the Direct Call Pickup code ***0X#** where X is 2205. User dials ***02205#**

Feature	Code	Feature	Code
All Feature Clear	*99#	Call Park Extension	*11#
Auto Answer Mode - Cancel	*430#	Call Park Orbit	*10X#
Auto Answer Mode - Set	*431#	Conference	*89#
Auto Retry of Busy Number - Cancel	*170#	Conference on Answer	*81X#
Auto Retry of Busy Number - Set	*171#	Direct Call Pickup	*0X#
Barge-In with Tone	*23X#	DND - Cancel	*400#
Barge-In without Tone	*24X#	DND - Set	*401#
Callback - Cancel	*160#	DND Override	*25#
Callback - Set	*161#	Group Call Pickup	**#
Call Forward All - Cancel	*610#	Group Call Forward - Cancel	*680X#
Call Forward All - Set	*611X#	Group Call Forward - Set	*681X#
Call Forward Busy - Cancel	*620#	In/Out of Hunt Group - In	*531X#
Call Forward Busy - Set	*621X#	In/Out of Hunt Group - Out	*530#
Call Forward Busy/No Answer - Cancel	*640#	Station Paging	*55#
Call Forward Busy/No Answer - Set	*641X#	Voice Mail Access	*88#
Call Forward No Answer - Cancel	*630#	Voice Mail Memo	##
Call Forward No Answer - Set	*631X#	Voice Mail Transfer	*87#
Call Forward Clear All	*60#		

Note: The system administrator may have set your system up so users do not need to dial the #. If so you can ignore the # in the code.



Condition	Phone Status Indicator	
Busy	Steady RED	
Ringing	Flashing RED	
Voice Message	Flashing GREEN	

SMT-i5210 IP Phone Quick Reference Guide

For more information on your phone settings and features see the SMT-i5210 User Guide



Name	Function
1 Phone status indicator	Shows the phone's status
2 Soft button	Selects function from the LCD soft menus
3 Conference button	Makes a conference call
4 Transfer button	Transfer calls
5 Hold button	Holds a call temporarily without hanging up
6 UC dial	L> Call Forward C>idle position R>DND
7 Navigation Ring & OK Button	Move Left/Right/Up/Down in the display Press center OK button to make a selection
8 14 Programmable buttons	Can assign various features with LED indication
9 Dial button	Enters numbers and characters
10 Speaker button	Toggles the Speaker on or off
11 Headset button	Toggles the Headset on or off
12 Volume button	Set Volume for Ringing, Handset, Speaker
13 Mute button	Toggles the microphone on or off
14 Service button	Displays the UC service menus
15 Message button	Displays the message menu
16 Phonebook button	Displays phone book lists
17 LCD screen	Shows call info, menus and status icons
18 Handset	Use for private conversations



SMT-i5210 Quick Reference Guide

Answering a Call

- Pick up the **Handset** or press the **Speaker** button to use the speakerphone

Making an outside call (local or long distance)

- Pick up the **Handset** or press the **Speaker** button to use the speakerphone
- Dial 9 plus the 10/11 digit telephone number
- To hang up, replace the handset, or press END soft-key or press the Speaker button

Making an internal call (intercom)

- Pick up the **Handset** or press the **Speaker** button to use the speakerphone
- Dial the extension number or group number
- To hang up, replace the handset, or press END soft-key or press the Speaker button

Using the Hold feature

- Press the **Hold** button or **HOLD** soft-key.
- To retrieve a call from hold, press **Hold** button or **RESUME** soft-key or press the flashing green Call button

Transfer a call (Blind Transfer)

- Press the **Transfer** button while on a call (this will place the call on hold)
- Dial the extension number you would like to transfer to.
- Press **Transfer** again or simply hang up to complete the transfer.

Transfer a call (Screened Transfer)

- Press the **Transfer** button while on a call (this will place the call on hold)
- Dial the extension number you would like to transfer to
- When they answer speak privately.
- Press **Transfer** again or simply hang up to complete the transfer

Making Conference Calls

- Call the first person (internal or outside number) you would like to conference with
- When connected, press the **Conference** button, then dial the second internal or outside number
- Once the second person answers, press **Conference** button again
- Now everyone is joined together
- Repeat to continue adding up to 3 additional parties. (max 5, you plus 4 others)
- If the party you dialed is unavailable, press CANCEL soft-key to disconnect and return to the conference

Do Not Disturb

- Dial *401# to set, dial *400# to cancel

Call Forwarding

- Press [Menu] → scroll to Call Forward/DND
- Scroll to call forward type then select by pressing the **OK** button
- Change the Mode to Enable or Disable as desired
- Type the number to forward to (EX: 9+telephone number or extension number)
- Press [Save] → [OK] → [END]

Setting up your Voice Mail Box

- Dial your extension.
- When prompted, enter your password (The default password is 0000).

The following options can be used when inside the voice mail menu:

- Dial [#][7] for Personal Administration Menu
 - Dial [1] to assign a new password (1 ~ 8 digits)
 - Dial [2] to record your name (speak your name)
 - Dial [3] to enter Your Dial-By-Name for the system Directory.(use dial pad)
- Dial [#][5] for Personal Greetings Menu
 - Dial [1] to record your Primary No Answer Greeting
 - Dial [7] to record your Mailbox Greeting

Retrieving message from your Voice Mail Box

- Press the **Message** button
- Voice Mail option will display the number of messages [0]
- Scroll to Voice Mail and select by pressing the OK button
- Use options in the phone display or follow voice mail prompts

Mute Handset or Microphone

- Press the **Mute** button while using the handset to mute your voice
- Press the **Mute** button while using the speakerphone to mute the microphone

Assign a Programmable Key (Button)

- Press an unassigned key or press and hold an assigned key for 3 seconds.
- Unassigned Key Display Shows: [Programmable Key] Press the **OK** button.
- Assigned Key Display Shows: [Current Assigned Key]
- Cursor L or R to change **Mode** to Enable.
- Move down then cursor L or Right to select key type. AME Enable is the first choice.
- Move down to **Name**, then use the dial pad to enter characters.
- Some keys require a value, like Ext. or Tel. number. If required, move down to **Value**, then use the dial pad to enter the numbers.
- Move down to **Line**, then cursor L or R to select the **Line** number you want to assign this key to. You may have one or more lines assigned to your phone.
- Press **Save** to complete the process. Then press the soft key showing **OK**.