

# Change handset identity using a feature code.

You can quickly switch the logged-in identity of your Wildix handset using a feature code, useful for hot-desking or changing workstations.

## Instructions

On any Wildix handset:

1. **Dial** .
2. When prompted, enter your **extension number** (e.g., ) , then press .
3. Enter the **first five characters** of your PBX password using the alphanumeric keypad (e.g., "password" would be ) .
4. You'll be asked to confirm logging out from the previous identity:
  - Press  to confirm and continue.
  - Press  to cancel.
5. Once confirmed, the handset display will immediately show your chosen extension successfully logged in.

## Example

If your extension is  and your PBX password is "Fortune":

- Dial
- Enter , then press
- Dial  (corresponding to "Fortu")
- Press  to confirm

The handset will now display identity  as logged in.

## Important Notes

- Your **identity** refers to your internal extension number (e.g., ).
- Your **PBX password** is the same one used to access Collaboration or x-Bees. If you're unsure of your PBX password, please contact us, and we'll provide it.

- You may not be aware of it if your company uses Single Sign-On (SSO) - Contact the help desk on **[support@safetynet-it.com](mailto:support@safetynet-it.com)** or **0333 305 8224**.
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