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** `*99`.
2. When prompted, enter your **extension number** (e.g., `1000`), then press `#`.
3. Enter the **first five characters** of your PBX password using the alphanumeric keypad (e.g., "password" would be `72779`).
4. You'll be asked to confirm logging out from the previous identity:
   - Press `1` to confirm and continue.
   - Press `0` to cancel.
5. Once confirmed, the handset display will immediately show your chosen extension successfully logged in.

Example

If your extension is `1050` and your PBX password is "Fortune":

- Dial `*99`
- Enter `1050`, then press `#`
- Dial `36788` (corresponding to "Fortu")
- Press `1` to confirm

The handset will now display identity `1050` as logged in.

Important Notes

- Your **identity** refers to your internal extension number (e.g., `1234`).
- 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** or **0333 305 8224**.

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