

# 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](mailto:support@safetynet-it.com)** or **0333 305 8224**.
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