VoIP Feature Codes can be toggled ON/OFF at the Account level for each of your customers.  These are the defaults on all accounts.

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|  **ACTION** | **DESCRIPTION** | **DIAL** |
| Enable Call Forward | Turn call forwarding on | \*40 |
| Disable Call Forward | Turn call forwarding off | \*73 |
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| Update Call Forward | Change the number forwarding goes to | \*72 |
| Park and Retrieve | Park and Retrieve a call. IE. Blind Transfer to \*710 to Park. Call \*55 + extension to Retrieve. | \*710 |
| Valet | Valet park a call. System will announce the parking slot number. | \*\*\* |
| Retrieve | Retrieve a Valet-parked call. \*55 followed by slot number. IE. \*5100 | \*55 |
| Check Voicemail | Call 5001 to check voicemail box. | \*62 |
| Direct to Voicemail | Send call directly to voicemail. IE. Blind Transfer to \*7101 | \*7 + ext |
|  |  |  |
| Privacy | Make an anonymous call. \*67 followed by the number. IE. \*678005551212 | \*67  |
| Enable Hot Desking | As a device user, log into a phone and take it over as yours | Dial 5002 |
| Disable Hot Desking | As a device user, reset a phone to a generic user’s extension that does not belong to any one.  | Dial 5002 |
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|  |  |  |
| Direct Pickup | Pick up call ringing another user. \*35 followed by the user extension. I.E \*35101 | \*35 |
| Dynamic Call Recording | While on a call press \*80 to activate call recording and \*81 to deactivate call recording | \*80 / \*81 |

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| **Star Codes & Features** |
| **Star Code** | **Feature Description** |
| \*\*\* | Dynamically Park a Call (in the 701-709 range) |
| \*{parking lot} | Park a Call (to a specified park ext) |
| \*35{ext} | Extension Pickup - Answer a Call that is ringing at another extension |
| \*36 | Domain Pickup - Answer a Call that is ringing within the same domain |
| \*37 | Department Pickup - Answer a Call that is ringing within the same department |
| \*38 | Self Pickup - Moves an active call to another extension owned by the Same User. (Dial from the idle extension to steal the active call). |
| \*40 | Activate Call Forwarding |
| \*41 | Set Forward Busy Destination (This feature will only forward to Device or External Number, forwarding to a user such as an Auto-Attendant must be done in the portal) |
| \*42 | Set Forward No Answer Feature |
| \*44 | Hotdesking (Log In) - Requires User Login and Password. |
| \*45 | Disable Call Forwarding (for Hotdesking) |
| \*46 | Hotdesking (Log Out) - Requires Password of current logged in user. |
| \*48 | Ask caller to enter PIN before connecting call |
| \*49 | Ask caller to enter extension # before connecting call |
| \*50{ext} | Auto Answer/Intercom (3 or 4 Digit Ext)*This feature does not work with SLA.* |
| \*55{Parking Lot} | Retrieve a call from a Call Park Queue |
| \*61 | To Voicemail - Unauthenticated |
| \*62 | To Voicemail - Password Only |
| \*66<10 or 11 Digit phone number> | Route Call Off-Net. This feature will route a call out through a carrier, instead of staying on Network. |
| \*67<10 or 11 Digit phone number> | To Connection w/ Privacy DID 11 Digit |
| \*67{ext} | To User w/ Privacy |
| \*69 | Call Return |
| \*72<10 or 11 Digit phone number> | Set Forward Destination (This feature will only forward to Device or External Number, forwarding to a user such as an Auto-Attendant must be done in the portal) |
| \*73 | DeActivate Forward |
| \*74 | Activate Night Mode (Requires Setup) |
| \*75 | DeActivate Night Mode |
| \*78 | Activate Do Not Disturb |
| \*79 | DeActivate Do Not Disturb |
| \*80 | Start Call Recording |
| \*81 | Stop Call Recording |
| \*82 | Pause Call Recording for 1 minute or until \*83 (Unpause Call Recording), whichever comes first |
| \*83 | Resume Call Recording from a paused state as a result of \*82 |
| \*88 | Make Agent Available for all Queues the Agent is a member of (Online) |
| \*89 | Make Agent Unavailable for all Queues the Agent is a member of (Offline) |
| \*90 | Activate Forward Busy (This feature will only forward to Device or External Number, forwarding to a user such as an Auto-Attendant must be done in the portal) |
| \*91 | DeActivate Forward Busy |
| \*92 | Activate Forward No Answer (This feature will only forward to Device or External Number, forwarding to a user such as an Auto-Attendant must be done in the portal) |
| \*93 | DeActivate Forward No Answer |
| \*97{ext} | Transfer to a 4-digit Extension |
| \*98{ext} | Transfer to a 3-digit Extension |
| \*99 | Transfer to Self |