Star Codes and Features

> **Call Forwarding from Star Codes -** Call forwarding from star codes only forwards to a device, specifically not a user, meaning it will not respect the answering rules of the forward user. If you forward to '101', the system will only forward to the specific extension 101, not 101a or 101m.

Star Code	Feature Description
***	Dynamically Park a Call (in the 701-709 range)
*{parking lot}	Park a Call (to a specified park ext)
*34	Site Pickup - Answer a Call that is ringing within the same site
*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 (This feature will only forward to Device or External Number; it does not forward to Users. Forwarding to a user such as an Auto-Attendant must be done in the portal.)
*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). This star code is deprecated and no longer needed for Hotdesking.*
*46	Hotdesking (Log Out) - Requires Password of current logged-in user
*48	Ask the caller to enter a PIN before connecting the call

Star Code	Feature Description
*49	Ask the caller to enter the extension # before connecting the 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 (This feature is disabled by default. To activate, open a Support Ticket)
*62	To Voicemail - Password Only
*66<10 or 11 Digit phone number>	Route Call Off-Net. Instead of staying on the Network, this feature will route a call out through a carrier.
*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 or Extension number>	Set Forward Destination (This feature will only forward to Device or External Number; it does not forward to Users. 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
*86<10 or 11 Digit phone number>	Keep the call on-net. This attempts to avoid the PSTN for calls between domains.
*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

Star Code	Feature Description
*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

Shortcut	Feature Description
7{ext}	Transfer a call directly to voicemail (3 or 4 digit extension)
71[0-9]	Transfer a call to a Call Park Queue in the 710-719 Range for Parking without a Callback
72[0-9]	Transfer a call to a Call Park Queue in the 720-729 Range for Parking with Callback
99{ext}	Auto Answer/Intercom (3 or 4 digit extension) *This feature does not work with SLA.*
099	Invoke the **Account Code** feature
988	National Suicide Prevention Hotline
5000	Unregistered Login to VMail (prompted for account no and password)
5001	Registered Login to VMail (prompted for password only)
5002	Hot Desking Sign-In
5003	Request the User's PIN then provide 2nd dialtone (useful for phones in public spaces)

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