



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

ACTION	DESCRIPTION	DIAL
Enable Call Forward	Turn call forwarding on	*40
Disable Call Forward	Turn call forwarding off	*73
Update Call Forward	Change the number forwarding goes to	*72
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
Direct Pickup	Pick up call ringing another user. *35 followed by the user extension. IE *35101	*35
Dynamic Call Recording	While on a call press *80 to activate call recording and *81 to deactivate call recording	*80 / *81



Star Codes & Features

Star Code	Feature Description
*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) <i>This feature does not work with SLA.</i>
*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