



## Feature Access Codes Quick Reference Guide

Feature Access Codes (also known as “star codes”) are entered through the phone keypad to control the configuration of certain features. To use a Feature Access Code, pick up the handset and enter the appropriate Feature Access Code (see below). For features that require additional input, follow the audible prompts to input the required additional information.

Code	Feature/Service	Description
*72	Call Forwarding Always Activation	Redirects incoming phone calls to another number such as a mobile phone or another user within your company. After dialing the assigned code, dial the phone number to redirect calls to, followed by the pound key (#).
*73	Call Forwarding Always Deactivation	Disables Call Forwarding Always.
*21	Call Forwarding Always To Voice Mail Activation	Sends all incoming calls to Voice Mail.
*36	Call Forwarding Always To Voice Mail Deactivation	Deactivates the Call Forwarding Always To Voice Mail service.
*90	Call Forwarding Busy Activation	Redirects incoming phone calls to another number, such as a mobile phone or another user within your company, but only when you are engaged in another call. After dialing the assigned code, dial the phone number to redirect calls to, followed by the pound key (#).
*91	Call Forwarding Busy Deactivation	Disables Call Forwarding Busy.
*40	Call Forwarding Busy To Voice Mail Activation	Sends calls to voice mail only when you are already engaged in a call.
*42	Call Forwarding Busy To Voice Mail Deactivation	Deactivates the Call Forwarding Busy To Voice Mail service.
*92	Call Forwarding No Answer Activation	Redirects incoming phone calls to another number, such as a mobile phone or another user, when you do not answer your phone. After dialing the assigned code, dial the phone number to redirect calls to, followed by the pound key (#).
*93	Call Forwarding No Answer Deactivation	Disables Call Forwarding No Answer.
*41	Call Forwarding No Answer To Voice Mail Activation	Sends calls to voice mail when you do not answer your phone.
*35	Call Forwarding No Answer To Voice Mail Deactivation	Deactivates the Call Forwarding No Answer To Voice Mail service.
*94	Call Forwarding Not Reachable Activation	Forwards all incoming calls to a different number when your device is not registered on the network. After dialing the assigned code, dial the phone number to redirect calls to, followed by the pound key (#).
*95	Call Forwarding Not Reachable Deactivation	Deactivates the Call Forwarding Not Reachable Service.
*67	Caller ID Delivery Blocking per Call	Activates the Calling Line ID Delivery Blocking service on a per-call basis.
*31	Caller ID Delivery Blocking Persistent Activation	Activates the Calling Line ID Delivery Blocking service on all calls.



## Feature Access Codes Quick Reference Guide

Code	Feature/Service	Description
*32	Caller ID Delivery Blocking Persistent Deactivation	Deactivates the Caller ID Delivery Blocking service.
*65	Caller ID Delivery per Call	Displays your Calling Line ID for outbound calls on a per-call basis. Before placing a call, dial the assigned code. Note that this service is active only for one phone call.
*68	Call Park	“Parks” a call against your extension or another user’s extension. Once a call is parked, it can be retrieved from another phone by using the Call Retrieve Feature Access Code. To park a call, dial *68 followed by the extension to park the call on, or # to park the call on your own extension.
*44	Call Recording Start	Starts a recording if a user has On Demand with user Initiated Start or saves an entire recording in the On Demand mode.
*45	Call Recording Stop	Stops a recording in the On Demand With User Initiated Start .
*48	Call Recording Pause	Pauses an active recording in the Always with Pause/Resume, On Demand with User Initiated Start, or On Demand modes.
*49	Call Recording Resume	Resumes a paused recording in the Always with Pause/Resume, On Demand with User Initiated Start, or On Demand modes.
*88	Call Retrieve	Used to retrieve a parked call. Enter *88 followed by the extension that call is parked against. If the call is parked against your own extension, press the # key.
*11	Call Pull	Allows you to move a call from your Office Anywhere phone to your office phone.
*43	Call Waiting Persistent Activation	Enables persistent Call Waiting
*46	Call Waiting Persistent Deactivation	Disables persistent Call Waiting
*38	Call Waiting Interrogation	Allows a user to hear the activated or deactivated status of the Call Waiting feature
*70	Cancel Call Waiting	Disables the Call Waiting feature on a per call basis
*99	Clear Voice Message Waiting Indicator	Clears the message waiting indicator light on the phone.
*55	Direct Voice Mail Transfer	Transfers a call on hold directly to voice mail. The call can be transferred to your voice mailbox or to any other voice mailbox in the group. For example, to transfer a call to another user’s voicemail, press the Transfer soft key, then enter *55 followed by the users extension.
*97	Directed Call Pickup	Answers calls ringing on another user’s line. Enter the assigned access code followed by the extension of the user whose call is to be picked up.



## Feature Access Codes Quick Reference Guide

Code	Feature/Service	Description
*33	Directed Call Pickup with Barge-In	Answers a call ringing on another user's line or joins a call in progress. Enter the assigned access code followed by the extension of the user whose call is to be picked up.
*78	Do Not Disturb Activation	Activates the Do Not Disturb feature. When Do Not Disturb is enabled, your phone does not ring and all calls go directly to voice mail.
*79	Do Not Disturb Deactivation	Disables the Do Not Disturb Feature.
*58	Group Call Park	"Parks" a call against the first available extension in a Park Group. Once a call is parked, it can be retrieved from another phone by using the Call Retrieve Feature Access Code. To park a call, dial *58 followed by #
*98	Group Call Pickup	Enables you to pick up calls within an assigned call pickup group. The call pickup group is determined by an administrator. When you dial the call pickup code, the ringing phone in the group is answered. If more than one phone is ringing, Call Pickup will answer the call that has been ringing the longest.
*69	Last Call Return	Dials the last number that called your phone.
*66	Last Number Redial	Redials the last number called from your phone.
*60	Music On Hold Per-Call Deactivation	Deactivates the Music On Hold service for the current call.
*50	Push to Talk	Provides intercom-like functionality between you and another user or group of users. Dial *50 followed by the other user's extension. Their phone will go off-hook and an intercom-like call is placed. NOTE: This service requires administrator configuration before use.

**Note:** Not all station types support all features. If the station being used does not support a feature associated with a given Feature Access Code, the Feature Access Code will not work for that station.

**Note:** Feature Access Codes allow an alternate method of controlling the same features that can be enabled or disabled in the My Phone dashboard. Changes made using Feature Access Codes will be reflected on the My Phone dashboard.

**Note:** If your Station license is associated to a Queue or Call Centre, the above handset options may be overruled by Queue/Call Centre functions.