

## Star Codes

Star codes are two-digit numbers prefixed with a star (\*) and are used to instruct the system.

Making Calls	
Redial	*66
Call Return	*69
Intercom <sup>1</sup>	*50
Transferring Calls	
Transfer <sup>2</sup>	*67
Call Park <sup>3</sup>	*68
Call Park Retrieve <sup>3</sup>	*88
Call Pickup <sup>3</sup>	*98
Anonymous	
Block CID (Activate)	*31
Block CID (Deactivate)	*41
Block Anonymous Calls (Activate)	*77
Block Anonymous Calls (Deactivate)	*87
Call Forwarding	
Hot Desking	*70
Call Forward All (Activate) <sup>2</sup>	*72
Call Forward All (Deactivate)	*73
Call Forward Busy (Activate) <sup>2</sup>	*90
Call Forward Busy (Deactivate)	*91
Call Forward No Answer (Activate) <sup>2</sup>	*92
Call Forward No Answer (Deactivate)	*93
DND (Activate)	*78
DND (Deactivate)	*79
Night Mode	
Set Night Mode for Whole Domain	9999
Set Night Mode for PBX Business Hours	9998
Set Night Mode for Specific Account only*	9***

Voicemail	
Send Voicemails as Emails (Activate)	*95
Send Voicemails (Deactivate)	*96
Go to voice mail	*62
Record new greeting	*63
Clear voice message indicator	*99
Mobile phone	
Call Mobile phone of the extension <sup>1</sup>	*00
Retrieve call from Mobile phone	*51
Move current call to Mobile phone	*52
Miscellaneous	
Conference	*53
Add white list	*21
Add Blacklist	*22
Agent Group	
Agent Login <sup>3</sup>	*64
Agent Logout <sup>3</sup>	*65
Permission to Whisper to Call <sup>1</sup>	*82
Permission to Listen into call <sup>1</sup>	*83
Teaching Modes	
Permission to Barge into Call <sup>1*</sup>	*81
Permission to Whisper to Call <sup>1</sup>	*82
Permission to Listen into call <sup>1</sup>	*83

<sup>1</sup> An extension number is required after these star codes.

<sup>2</sup> A destination number (e.g. an external number) is required after these codes.

<sup>3</sup> The argument is optional for these star codes.

\* Not available for Agent Groups

## Making Calls Codes

### Redial a Number (\*66)

Redial (\*66) allows you to redial the last number that was called from your phone.

### Call Return (\*69)

Call Return (\*69) will dial the number of the call that was received last. The number will be available until a call has been established to that number—not necessarily connected, which can help prevent users from calling back the same person twice. (If you execute \*69 and discontinue the call during its ring state though, \*69 will not be able to access that number again unless the caller rings again.)

**Notes:** *If you reach an external mailbox, the system will handle the Call Return as if the call had been successfully established and will clear the number. If you reach a mailbox of another extension on the system, the Call Return number will not be cleared and you will be able to make successive attempts at reaching that extension by dialling \*69. The system will store a Call Return number only for calls that contain a valid caller-ID.*

Telephones that share the same extension number will share the same redial and Call Return number.

### Intercom (\*50)

The Intercom feature mimics the old secretary-boss intercom systems and can be thought of as a one-part page with two-way audio. Intercom is used to communicate with one other person. The other party must have a separate extension number, as the Intercom feature will not work between two phones that are registered to the same extension. The Intercom feature will also not work when multiple registrations are involved with the receiving extension.

To activate:

1. Set the user's Call Permission settings for intercom.
2. Dial \*50 and the extension you would like to intercom.
3. Press the confirm button on the telephone keypad.

You can now begin conversing with the other party.

## Transferring Calls Codes

Calls can be transferred using the Transfer button on the phone or star codes. The system supports two types of call transfers: blind transfer and attended transfer.

### Transfer (\*67)

#### Blind Transfer

When the user activates a blind transfer, the call is transferred with no knowledge as to whether the receiving party will be available to receive the call. A blind transfer can be used for transferring calls to voicemail or the Mobile phone.

1. Press the Transfer button on your phone, or press Hold and dial \*67.
2. Enter the extension number (or phone number) of the recipient.

A blind transfer offers no confirmation of call connectivity. If the number is busy or does not exist or no one picks up, the user will not be notified.

#### Attended Transfer

When using attended transfer, the user must speak with the party who is receiving the call to ensure that the call can be received.

1. Put the caller on hold (using the phone's Hold button). The LCD will display the call that is on hold.
2. Enter the destination number, then press the checkmark button.
3. Once the party on the receiving end is prepared to take the call, press the Transfer button twice (the first Transfer connects the call; the second Transfer clears the music so that the parties can speak. (If the phone does not have a Transfer button, \*67 can be used to transfer the call.)

Users do not need to press the Hold button to free the call. If the person is not available to take the call, the user can press the Hold button to reclaim the call and discuss the available options with the caller.

## Transfer a Call Directly to Someone's Voicemail

The systems administrator must enable a direct dial prefix before users can "blindly" transfer a call to another user's voice mail. The default for direct dial is "8".

1. Put the call on hold using the Hold button on your telephone keypad.
2. Press the Transfer key. (If your phone does not have a Transfer button, dial \*67 to transfer the call.)
3. Enter the mailbox prefix number.
4. Enter the extension number.

The caller will be transferred to the extension's voicemail. Because the caller will bypass the voicemail timeout, the caller will not hear any ringing. This method does not need to involve an outside caller. To call a person's mailbox directly, the user can dial 8123.

## Call Park (\*68) and Call Park Retrieve (\*88)

The system administrator must configure specific park orbits (e.g., 800, 801, 802, and 803) on the system before these star codes can be used. Call Park allows the user to temporarily park a call so that it can be picked up by another user. The receiving party uses Call Park Retrieve (\*88), followed by the park orbit number, to retrieve the call.

*Scenario: A call comes in for Diane, but you do not know where she is, so you put the customer on hold, dial \*68 and the park orbit number, and press the confirm button. You then page Diane, "Diane, you have a call on extension 509" (509 is the park orbit on which the call was placed). Diane executes the Call Park Retrieve (\*88) feature, dials 509, and retrieves the call.*

An announcement will indicate that the call has been parked. At this point, the call can be retrieved by any extension by dialling \*88 and the park orbit number on which the call has been parked.

1. Put the call on hold (music will play in the background).
2. Press \*68 to park the call.
3. Enter the park orbit number.

If the call is not picked up within a specified time (default is

1 minute), the user will receive a call from the system as a reminder of the waiting call.

## Call Pickup (\*98)

Call Pickup allows users to pick up a ringing phone. It can be used to pick up calls ringing into a specific extension or for ringing calls in general, including calls ringing into a hunt group or agent group.

**Note:** When compared to Call Park Retrieve, Call Pickup is associated with a sense of urgency (i.e., the user must pick up the ringing phone before the call goes to voicemail.) With Call Park Retrieve, the caller is already in the system, so there is not as much of a hurry. Before users can use Call Pickup, they must first put their last call on hold so that the system does not interpret and execute the star key during calls made to external systems that also use star keys.

Not everyone can pick up every call. Only users that have the "Permission to monitor this account" may pick up calls from the account (see General Extension Settings).

## Directed Pickup (\*98)

1. Dial \*98.
2. Dial the extension on which the call is ringing.
3. Press the confirm button on the telephone keypad.

## General Pickup

Call Pickup can also be used without specifying an extension. To activate, dial \*98 and press the confirm button on the telephone keypad. The system searches for calls to pick up in the following order:

1. Hunt groups: For a call that is headed for a specified hunt group, the system will reroute the call to the extension that dials the pickup code. If several calls ring the hunt group, then the system will pick up only the first call that was routed to the hunt group.
2. Extensions: When the account number is an extension, the system searches for calls that go directly to the specified extension. These calls can come from an auto attendant or through direct extension dialling. Calls that ring the extension due to it being part of a hunt group or agent group will

not be affected by Call Pickup.

3. Agent groups: As with the hunt group, the system picks up a call from the specified agent group. For calls in the ringing state, the system picks the first call that is in that state. Otherwise, the system picks the call that entered the queue first.

## Anonymous Calls Codes

### Block Caller-ID (\*31/\*41)

Block Caller-ID (\*31) allows users to keep their phone number and name hidden from the parties they call. It also prevents called parties from looking the user up in an address book and initiating a callback. Calls from one extension to another extension will not be affected by \*31.

These calls will always reflect the caller-ID.

1. Dial \*31 and press the confirm button on the telephone keypad. The user will hear an announcement indicating that the caller-ID will be blocked for all future calls.

**Note:** Caller-ID is always presented for internal calls.

2. Dial \*31 to re-enable your caller-ID.

### Reject Anonymous Calls (\*77/\*87)

Users can reject anonymous calls by dialling \*77 and pressing the confirm button. To re-allow anonymous calls, users must dial \*87 and press the confirm button.

**Note:** If a user has set Call Forward to busy condition, the system will forward anonymous calls to the designated destination (e.g., an assistant). This will ensure that the user's anonymous calls are screened before the user takes the call. If the user has not set Call Forward to busy, the system will announce to the caller that the call cannot be taken because of the blocked caller-ID. Other options are available for handling anonymous calls, such as screening the calls or using the Ask for name setting

## Call Forwarding Codes

Call forwarding allows users to forward their calls to another number. Multiple methods are available for doing this.

### Call Forwarding Codes

Call forwarding allows users to forward their calls to another number. Multiple methods are available for doing this.

### Hot Desking (\*70)

Hot desking can minimize the need for office space and is often used as a cost-reduction method. It allows multiple users to use the same desk and phone, although at different times. Hot desking can be used on a temporary or permanent basis. In either case, once the user activates the hot desking feature, all calls made to the user's extension (or as part of a hunt group or agent group) will be routed to the new extension or destination. Outbound calls from the hot desking phone will reflect the user's caller-ID.

It is not expected that other significant inbound traffic is routed to the originally registered extension. This fact suggests that offices use "virtual" and "real" extension numbers:

- Real extension numbers are used for employees with a fixed location (e.g., switch board, management).
- Virtual extensions are not registered. They are used simply for routing calls to a specific user.

**Note:** If users would like to route their calls to a colleague who is covering for the day, they can use either the Redirection star code (\*71) or the Redirection settings from the web interface.

### To log into a hot desk:

**Note:** Users must set their voicemail PIN before they can use the Hot Desking feature.

1. Go to the phone where you will be hot desking.
2. Dial \*70 and press the call/confirm button on the telephone keypad.
3. Enter your extension number when prompted.
4. Enter your voicemail PIN code for the extension number when prompted.

The system will acknowledge that the Hot Desking feature is in service.

*Note:* The system will automatically log a user out of a hot desk each night. Also, after activating the hot desk feature, users will be notified via email that a status change has been initiated on their extension.

### To log out of a hot desk:

To log out of a hot desk, users must dial \*70 and their extension number from either the location that is currently registered as a hot desk or from a phone that has been configured to their extension.

1. Go to the phone where you are hot desking.
2. Dial \*70 and press the call/confirm button on the telephone keypad.
3. Enter your extension number currently registered as a hot desk when prompted.
4. Enter your voicemail PIN code for the extension

The system will acknowledge that hot desking is no longer in service.

*Note:* Hot desking has limitations. Telephone preferences, such as ring tones, address book programming, etc., cannot be moved to another desk.

### Call Forward All Calls (\*72/\*73)

The Call Forward All (\*72) feature allows users to redirect all calls to another number (e.g., to a colleague who is answering the user's phone).

1. Dial \*72 and press the confirm button on the telephone keypad.
2. Enter the call forwarding number once the announcement is complete.
3. Press the # key. The system will repeat the number and then hang up. If you want to change the forwarding number, just call \*72 again.
4. To deactivate, press \*73, then press the \* key when prompted. The announcement will indicate that call forwarding has been turned off.

Users do not need physical access to their phone to modify

this setting. This setting can also be activated from the Redirection settings of the web interface.

### Call Forward on Busy (\*90/\*91)

The Call Forward on Busy (\*90) feature allows users to forward calls to another number if their extension is busy. This feature is typically used for redirecting calls to a team member or colleague to ensure that all incoming calls are answered. To activate:

1. Dial \*90 and press the confirm button on the telephone keypad.
2. Enter the call forwarding number once the announcement is complete.
3. Press the pound key (#). The system will repeat the number and then hang up. If you want to change the forwarding number, just call \*90 again.
4. To deactivate, dial \*91. The announcement will indicate that call forwarding has been turned off.

Users do not need physical access to their phone to modify this setting. This setting can also be activated from the Redirection settings of the web interface.

### Call Forward on No Answer (\*92/\*93)

The Call Forward on No Answer feature allows users to redirect calls when the extension has not picked up after a certain time. This feature is typically used to redirect a user's incoming calls to an assistant or secondary phone. To activate:

1. Dial \*92 and press the confirm button on the telephone keypad.
2. Enter the call forwarding number once the announcement is complete.
3. Press the pound key (#). The system will repeat the number and hang up. If users want to change the forwarding number, they must dial \*92 again.
4. To disable this feature, dial \*93. The announcement will indicate that call forwarding has been turned off.

The length of time the system will wait before forwarding the call is determined by the also be activated from Call forward on no answer timeout setting of the web interface. Keep in mind that the voicemail timeout (see Time until

user's mailbox picks up) works in tandem with the no-answer timeout. If the voicemail timeout kicks in before the no-answer timeout, the call will go to voicemail. Both settings can be set at the domain, but users can override these settings.

## Do Not Disturb (\*78/\*79)

Do Not Disturb or DND allows users to silence their phone for all incoming calls, even calls made to a hunt group or agent group. When DND is activated, all calls will stop, including those redirected to the Mobile phone. However, the system will still call the user's Mobile phone though if a message has been received while DND is activated and the user has activated Call Mobile phone when a new message arrives.

1. To activate DND, dial \*78 and press the confirm button on the telephone keypad.
2. Dial \*79 to deactivate.

**Notes:** *If the DND button on the phone is used to activate DND, this will not stop the user's Mobile phone from ringing. It will affect only that phone. To stop all phones from ringing, the user will need to activate the \*78 star code so that the system will know to put all phones that have been configured to the extension into DND.*

*DND can be overridden by someone who has DND override permission (see Call the following extensions even if DND is set). Typically, this is a secretary who needs access to the boss, regardless of DND status. DND takes precedence over Call Forwarding, as the latter cannot prevent hunt group calls from reaching the user's extension.*

*To create a toggle-like effect (activate/deactivate) for DND for use with buttons, use matching star codes (e.g., \*78/\*78 or \*79/\*79) on the star codes page at the domain level.*

## Night Mode Codes

This feature allows users to enable Night Mode on domain accounts (e.g., auto attendant, hunt group, etc.). Before this feature can be used, permission for each account must be activated by the administrator. Permission is set from the extension's advanced settings

## Night Mode - Whole PBX (9999)

9999 will force the whole PBX into night mode. If you have an Agent Group set to its own hours, this group won't be affected by 9999.

The PBX will not automatically enable with business hours. 9999 will need to be entered to enable the PBX again

## Night Mode - Business Hours (9998)

To enable Night Mode all auto attendants, hunt groups on the domain, 9998 will enable Night Mode.

The PBX will enable with the start of the next business day

## Night Mode - Specific Accounts (9###)

To enable Night Mode only a specific account, the account must be specified after the star code 9, example:

9101 Will force the Auto-Attendant 101 into after-hours.

9201 Will force the Group 201 into after-hours only, while getting the other group and/or auto-attendant working as normal.

Night Mode star codes are not available to use on Agent Groups

## Voicemail Codes

### Send Voicemails as Emails (\*95/\*96)

You can activate "Send Voicemails as Emails", using the star code \*95 You can deactivate Voicemail, using the star code \*96

### Go to voice mail (\*62)

You can go to Voicemail, using the star code \*62

### Record New Greeting (\*63)

You can record a new greeting, using the star code \*63. To delete a recording, you can press \* after the call was connected, or press 1 to discard the current recording and record it again. For the recording, there are multiple ways to start a recording:

1. **\*63.** To delete a recording, you can press \* after the

call was connected, or press 1 to discard the current recording and record it again. For the recording, there are multiple ways to start a recording:

2. \*63: This starts to record the standard announcement for the mailbox.
3. \*63\*n: This starts to record a specific announcement for the mailbox. If  $n$  is 0, then the name will be recorded; if it is between 1 and 5, it will record the personal greetings 1 to 5. The number 9 will record a mailbox message, similar to a notepad.
4. \*63m: This starts to record the standard announcement for an account, which must be an auto attendant, an IVR node, an ACD or a paging account.
5. \*63m\*n: When used with an auto attendant, where  $m$  is the account number and  $n$  is the index into the announcement which you want to record. The same is possible for the ACD, where the index  $n$  can be between 0 (the initial greeting) and 9.

## Clear Voice Message Indicator (\*63)

You can clear the voice message indicator, using the star code \*99

## Mobile phone Codes

### Feature Codes

The feature codes used in this section are related to mobile phone use (\*51, \*52, or \*00) but they cannot be executed from the Mobile phone.

## Retrieve Call from Mobile Phone (\*51)

This feature allows users to pick up an in-process Mobile phone call on their extension phone. This feature can be used only for calls that have been made from the Mobile phone (through the Personal Virtual Assistant) or which have been redirected to the user's Mobile phone. Calls that have been made directly to the user's Mobile phone (without involving the system) cannot be picked up on the user's extension phone.

*Scenario:* You're on your way to the office and you need to call a client, so you call into the system and place an

*outbound call. You speak with the client on your way to work, and once you arrive at the office, you decide to pick the call up from your office phone.*

### To transfer a Mobile phone call to your extension:

1. From your Mobile phone, call the main number of the PBX (your Mobile phone must be associated with your account).
2. From the Personal Virtual Assistant menu, press 1 for "outbound call."
3. Enter a destination number, then press the # key.
4. When you're ready to pick the call up from your office phone, dial \*51 from the office phone.

Once the call has been connected, your Mobile phone will disconnect and will no longer accumulate minutes.

## Move Current Call to Mobile Phone (\*52)

This feature allows users to move a current call from the extension phone to the Mobile phone.

**Note:** The user's Mobile phone must be configured to the extension before this feature can be used.

*Scenario:* You're on your extension in the middle of a conversation and need to leave the office. Instead of ending the conversation, you put the caller on hold and transfer the call to your Mobile phone.

### To transfer an extension call to your Mobile phone:

1. Place the extension call on hold.
2. Dial \*52 from your office phone.
3. Answer the call on your Mobile phone.

## Call Mobile Phone of the Extension (\*00)

This feature allows users to call someone else's Mobile phone without knowing that person's Mobile phone number.

**Note:** The individual's Mobile phone number must be configured as part of the extension that is being called.

*Scenario:* You notice that your boss has just left the building when an important call comes in. You have no idea what his Mobile phone number is, but you must speak with him. You know what his extension number is, so you use the \*00 star

code followed by his extension number.

Because the system sees the extension and the Mobile phone number as being the same, the system can ring his Mobile phone.

**To call someone's Mobile phone without knowing the number:**

1. Dial \*00 followed by the person's extension number.
2. Press the start button from the telephone keypad.

## Miscellaneous Codes

### Conference (\*53)

The conference code can be used to put the callers that the current extension is holding into a conference room. If the code is used without any digits behind it, the system will search for the first conference room that allowed non-scheduled conferences and puts all callers into that conference room.

If the caller puts a number behind it (e.g. \*53110), then the PBX will use the indicated conference room (e.g. 110). The conference room must be suitable for this, otherwise the system will play back an error message.



### Add to White List (\*91)

This feature allows users to add a contact to the white list of their personal address book. White list contacts receive preferred treatment. They are not required to say their name before speaking with the user, and they can receive a callback when the user's extension becomes available.

Dial \*91.

Press the confirm button.

If the number does not already exist in the user's address book, the system will automatically create an entry for the number. Users can edit the address book entry from the web interface.

### Add to Black List (\*92)

This feature helps users avoid unwanted contacts (e.g., unwanted callers, fax spammers, etc.). Once a caller is on the black list, the user's Incoming anonymous call setting will determine how that call is treated. If the caller should be rejected, then the system will reject that call. Otherwise, the system will carry out whatever instruction the user has configured.

If the number does not already exist in the user's address book, the system will automatically create an entry for this number. Users can edit the address book entry from the web interface. Black list contacts are not allowed to camp on an extension.

## Agent Group Codes

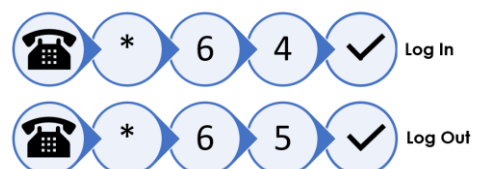
Agents must log into the queue to begin receiving calls. When agents have finished for the day or would like to stop receiving calls from the queue, they must log out of the queue.

Agent group members can use one of two methods (buttons or star codes) when logging in and out of agent groups.

Important: Before agents can use either method, agents must be included in the Group.

### Agent Log in/Log out (\*64/\*65)

When using star codes to log in and out of agent groups, users have the flexibility of logging in and out of all agent groups to which they belong or just a specific group. The standard Agent logged in/Agent logged out (\*64/\*65) star codes (without any argument) will log the agent in to or out of all agent groups:





Agents who are members of numerous agent groups and who need to log out of one agent group before logging into another can do so by entering the agent group number after the star code. Using the sample shown below, the agent will be logged out of agent group 143 and will retain logged-in status for all other agent groups.



For Agents who are members of numerous agent groups and who need to log in to one agent group only can do so by entering the agent group number after the star code. Using the sample like below, the agent can \*64 followed by the agent group number, eg 140.



## Permission to Whisper into Calls (\*82)

Also known as Teaching Mode. This is typically useful in an agent group when a trainer wants to offer tips to a new agent without the customer knowing. Once permission has been set, Call Teach can be activated using the \*82 star code, followed by the extension number required. In



example below the extension to whisper too into is 401.

## Permission to Listen into Calls (\*83)

Allows for a third party to listen in without being detected. The two parties speaking to each other will not be aware of the third party listening into the call.

Users with permission to use Listen-in can activate it using the \*83 star code, followed by the extension number required. In example below the extension being listed too is 402.



## Teaching Modes

### Permission to Barge into Calls (\*81)

Call Barge-in allows a third party to barge into an in-process call. Typically, this third person is either a secretary contacting the boss or possibly a co-worker in the next cube who needs help on a call. The permissions to jump into calls and listen to conversations may be legally restricted in



certain countries; please use extra caution here. Once permission has been set, Call Barge-in can be activated using the \*81 star code, followed by the extension number required. In example below the extension being barged into is 400.

### Permission to Whisper into Calls (\*82)

Also known as Teaching Mode. This is typically useful in an agent group when a trainer wants to offer tips to a new agent without the customer knowing. Once permission has been set, Call Teach can be activated using the \*82 star code, followed by the extension number required. In example below the extension to whisper too into is 401.



### Permission to Listen into Calls (\*83)

Allows for a third party to listen in without being detected. The two parties speaking to each other will not be aware of the third party listening into the call.

Users with permission to use Listen-in can activate it using the \*83 star code, followed by the extension number required. In example below the extension being listed too is 402.

