

MBS

VoIP Feature Code Guide

VoIP Feature Codes can be toggled on/off at the Account level for each of your customers.

These are the defaults on all accounts.



CODES

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
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
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 AND FEATURES

Description	Star Code
Dynamically Park a Call (in the 701-709 range)	***
Park a Call (to a specified park ext)	*{parking lot}
Extension Pickup - Answer a Call that is ringing at another extension	*35{ext}
Domain Pickup - Answer a Call that is ringing within the same domain	*36
Department Pickup - Answer a Call that is ringing within the same department	*37
Self Pickup - Moves an active call to another extension owned by the Same User. (Dial from the idle extension to steal the active call).	*38
Activate Call Forwarding	*40
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).	*41
Set Forward No Answer Feature	*42
Hotdesking (Log In) - Requires User Login and Password.	*44
Disable Call Forwarding (for Hotdesking)	*45
Hotdesking (Log Out) - Requires Password of current logged in user.	*46
Ask caller to enter PIN before connecting call	*48
Ask caller to enter extension # before connecting call	*49
Auto Answer/Intercom (3 or 4 Digit Ext) This feature does not work with SLA.	*50{ext}
Retrieve a call from a Call Park Queue	*55{Parking Lot}
To Voicemail - Unauthenticated	*61
To Voicemail - Password Only	*62
Route Call Off-Net. This feature will route a call out through a carrier, instead of staying on Network.	*66<10 or 11 Digit phone number>
To Connection w/ Privacy DID 11 Digit	*67<10 or 11 Digit phone number>
To User w/ Privacy	*67{ext}

(CONT'D) STAR CODES AND FEATURES

Description	Star Code
Call Return	*69
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)	*72<10 or 11 Digit phone number>
DeActivate Forward	*73
Activate Night Mode (Requires Setup)	*74
DeActivate Night Mode	*75
Activate Do Not Disturb	*78
DeActivate Do Not Disturb	*79
Start Call Recording .	*80
Stop Call Recording	*81
Pause Call Recording for 1 minute or until *83 (Unpause Call Recording), whichever comes first	*82
Resume Call Recording from a paused state as a result of *82	*83
Make Agent Available for all Queues the Agent is a member of (Online)	*88
Make Agent Unavailable for all Queues the Agent is a member of (Offline)	*89
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)	*90
DeActivate Forward Busy	*91
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)	*92
DeActivate Forward No Answer	*93
Transfer to a 4-digit Extension	*97{ext}
Transfer to a 3-digit Extension	*98{ext}
Transfer to Self	*99