

VoIP Handset Feature Codes

Star Code Features	
Handset Feature Code	Action
*52	Call Forward No Answer/Unavailable Activate
*53	Call Forward No Answer/Unavailable Deactivate
*72	Call Forward All Activate
*73	Call Forward All Deactivate
*74	Call Forward All Prompting Deactivate
*90	Call Forward Busy Activate
*91	Call Forward Busy Deactivate
*92	Call Forward Busy Prompting Deactivate
*70	Call Waiting - Activate
*71	Call Waiting - Deactivate
*280	Day/Night Control Toggle
option 8	Day/Night Control Toggle - External Call
*78	DND Activate
*79	DND Deactivate
*54	User Intercom Allow
*55	User Intercom Disallow
*80	Intercom prefix
8000	page ALL
*97	My Voicemail
*98	Dial Voicemail
## (+ ext)	Blind transfer
Transf * (+ ext)+Transf	To transfer call directly to voicemail
*69	Call trace (last call)
*43	Echo Test
*65	Speak your extension
*60	Speaking Clock

Call Waiting

Call Waiting lets you to take an incoming phone call while you are already on the phone. This feature places your first call on hold while you answer the second incoming phone call. If call waiting is not enabled, the second incoming call is going to go to your voice mail.

- *70 Call Waiting - Activate
- *71 Call Waiting – Deactivate

Day/Night Control Toggle

For this feature to work you need to define in your PBX the action to do when you flip the switch to “night” (can be an IVR, Queue, external call).

*280 pass: (will be generated)

option 8 Day/Night Control Toggle – from external Call (feature created by netops)

DND (Do Not Disturb)

When this feature is enabled, it sends all your incoming calls to your voicemail.

- *78 DND Activate
- *79 DND Deactivate

Call Forwarding

This feature allows you to forward all your incoming calls to a different phone number, such as your home, friend's house, office or cell phone. Call Forwarding makes your life easier because it gives you the control you want. Note that the number you forward your calls to must be permitted by your outgoing calling.

- *72 Call Forward All Activate
- *73 Call Forward All Deactivate
- *74 Call Forward All Prompting Deactivate
- *90 Call Forward Busy Activate
- *91 Call Forward Busy Deactivate
- *92 Call Forward Busy Prompting Deactivate
- *52 Call Forward No Answer/Unavailable Activate
- *53 Call Forward No Answer/Unavailable Deactivate

** This features are also available “soft key” on the handset

User Intercom

- *54 User Intercom Allow (by default is enable)
- *55 User Intercom Disallow

*80 Intercom prefix

This feature will allow user intercom with any extensions dialed after the feature code.

8000 page ALL

This option will allow user to one-way page (broadcast to all the extensions defined in the group 8000).

Voicemail

*97 My Voicemail

Checks the voicemail of the extension that you are dialing from and just asks for password.

*98 Dial Voicemail

This feature checks the voicemail asking you first for the extension number then the password.

Call Transfer

(+ ext) Blind transfer

This feature transfers a call to another number or extension with no answer needed from the remote part.

Transf+ * (+ ext) + Transf Transfer to Voicemail

To transfer call directly to voicemail without ringing the phone extension.

Call Trace

*69 This feature will trace the last call you received.

Other Features

- | | |
|---------------------------------------|---------------------------------|
| Call Logging | Dial by Name |
| Call Reporting | MWI - Message Waiting Indicator |
| Attended Call Transfer | BLF Status Updates |
| Call Routing (DID) | Paging |
| Caller ID | Zone Paging |
| Conference Calling | Receive Voice Mail via Email |
| Conference Rooms | Shows Incoming Calls |
| Auto Attendant / Digital Receptionist | Shows Caller ID |
| Music on Hold | Shows Personal Call History |
| Hunt Groups | DIDs |
| Central Phonebook | PSTN Fallback |
| Call Parking | Unlimited Extensions |
| Call Pickup | Follow Me |
| Call Queuing | Web Access to Voicemail |
| Call Recording | |