**Star Codes and Features**

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| **Concept**  Many features in the WebCentrex platform are controlled by dialing the star key in conjunction with a 2 or 3 digit code. The default star codes are listed below. These may be customized per domain by the SkySwitch Control Tower. |
| **Reserved Number Space**  Certain 3-4 digit extensions should NOT be used. Please be aware of the Reserved Number Space page to avoid any conflicts with dial translations. |

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| **Star Code** | **Feature Description** |
| \*\*\* | Dynamically Park a Call (in the 701-709 range) |
| \*{parking lot} | Park a Call (to a specified park ext) |
| \*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). This star code is deprecated and no longer needed 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)*This feature does not work with SLA.* |
| \*55{Parking Lot} | Retrieve a call from a Call Park Queue |
| \*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 or Extension 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 |
| **Shortcut** | **Feature Description** |
| 7{ext} | Transfer a call directly to voicemail (3 or 4 digit extension) |
| 71[0-9] | Transfer a call to a Call Park Queue in the 710-719 Range for Parking without Callback |
| 72[0-9] | Transfer a call to a Call Park Queue in the 720-729 Range for Parking with Callback |
| 99{ext} | Auto Answer/Intercom (3 or 4 digit extension) *This feature does not work with SLA.* |
| 099 | Invoke the Account Code feature |
| 5000 | Unregistered Login to VMail (prompted for acct no and password) |
| 5001 | Registered Login to VMail (prompted for password only) |
| 5002 | Hot Desking Sign In |
| 5003 | Request User's PIN then provides 2nd dialtone (useful for phones in public spaces) |