THREE PBX

STAR CODE GUIDE

Version1.0

Star Codes and Features

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.

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.

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 Call 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)

Conference Controls.

For more information about the conference controls & additional star codes available, please reference this document below: