

# Vertical Service Codes (Star Codes)

Using Vertical Service Codes or Star Codes can give a user quick access to a number of features and toggle controls. These features include forwarding calls, setting status, and call management options like monitor and barge. These codes are entered on a phone's keypad.

## List of Codes

| <b><u>EXTENSION STATUS CODES</u></b>                                           |                                   |                                                   |                                                                                                                    |
|--------------------------------------------------------------------------------|-----------------------------------|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Code Description                                                               | Code                              | Confirmation Tone                                 | Action                                                                                                             |
| Set Extension Status – Away                                                    | *32                               | Single tone; "extension A"                        | Extension will <b>not</b> receive calls.                                                                           |
| Set Extension Status – Do Not Disturb                                          | *33                               | Single tone; "extension D"                        | Extension will <b>not</b> receive calls.                                                                           |
| Set Extension Status – Idle                                                    | *34                               | Single tone; "extension I"                        | Extension will receive calls.                                                                                      |
| Set Extension Status – Lunch                                                   | *35                               | Single tone; "extension L"                        | Extension will <b>not</b> receive calls.                                                                           |
| Set Extension Status – Out of Office                                           | *36                               | Single tone; "extension O"                        | Extension will <b>not</b> receive calls.                                                                           |
| Set Extension Status – Working                                                 | *39                               | Single tone; "extension W"                        | Extension will <b>not</b> receive calls.                                                                           |
| <b><u>GENERAL CODES</u></b>                                                    |                                   |                                                   |                                                                                                                    |
| Code Description                                                               | Code                              | Confirmation Tone                                 | Action                                                                                                             |
| Check Extension's Voicemail                                                    | *38                               | Voicemail prompt                                  | Access the extensions voicemail.                                                                                   |
| Voicemail Main Menu                                                            | *98                               | Voicemail main menu prompt                        | Access voicemail menu.                                                                                             |
| Make New Recording                                                             | *97                               | Recording prompt                                  | Saves a recording to the control panel under recordings. Must assign to extension via the control panel.           |
| Pick up and incoming call ringing a different extension                        | *08 + Extension Number (*08xxx)   | Call connects                                     | Answers an incoming call on the extension number entered.                                                          |
| <b><u>HUNT GROUP CODES</u></b>                                                 |                                   |                                                   |                                                                                                                    |
| Code Description                                                               | Code                              | Confirmation Tone                                 | Action                                                                                                             |
| Log in to ALL hunt groups that the extension is assigned to                    | *44                               | Prompts for <b>Group ID + #</b> or <b>0 + #</b> . | Entering <b>0 + #</b> will log in the extension to all hunt groups It is a member of.                              |
| Log out of ALL hunt groups that the extension is assigned to                   | *40                               | Prompts for <b>Group ID + #</b> or <b>0 + #</b> . | Entering <b>0 + #</b> will log out the extension to all hunt groups It is a member of.                             |
| Log in to hunt group with ID number                                            | *44 + GROUP ID                    | 2-tone ascending confirmation                     | The extension is logged in to the hunt group with the matching Group ID.                                           |
| Log out of hunt group with ID number                                           | *40 + GROUP ID                    | 2-tone ascending is confirmation                  | The extension is logged out of the hunt group with the matching Group ID.                                          |
| <b><u>FORWARDING CODES</u></b>                                                 |                                   |                                                   |                                                                                                                    |
| Code Description                                                               | Code                              | Confirmation Tone                                 | Action                                                                                                             |
| Initialize Dual Ring Forward                                                   | *71+10digitnumber (*71xxxxxxxxxx) | 2-tone ascending                                  | Forward calls to the number entered. The extension will continue to ring with inbound calls.                       |
| Enables Dual Ring Forward to the last forwarding number used by the extensions | *71                               | 2-tone ascending                                  | Forward calls to the last number specified for forwarding. The extension will continue to ring with inbound calls. |

|                                                                                |                                  |                  |                                                                      |
|--------------------------------------------------------------------------------|----------------------------------|------------------|----------------------------------------------------------------------|
| <b>Initialize forward</b>                                                      | *72+10digitnumber (*72xxxxxxxxx) | 2-tone ascending | All calls are forwarded to the number entered.                       |
| <b>Enables forwarding to the last forwarding number used by the extensions</b> | *72                              | 2-tone ascending | All calls are forwarded to the last number specified for forwarding. |
| <b>Disable forwarding</b>                                                      | *73                              | 2-tone ascending | Ends forward. The extension now receives all calls directed to it.   |



#### NOTE

Unless listed above by default a 2-tone ascending is confirmation of toggle on, 2-tone descending is confirmation of toggle off, 3-tone ascending is an error or an already set to that position tone.

## Dialing Permissions

If you are having trouble using these codes, please make sure your extension has permissions by going to Control Panel > Extensions > Your Extension > Edit Permissions. > Dialing Permissions. Here you will find checkboxes for the various Star Code your extension is allowed to use, to enable, simply check the box next to the code you want to use and hit submit to enable it.

## Related articles

- [Call Forwarding](#)
- [Vertical Service Codes \(Star Codes\)](#)

