iCloudConnect Star Codes

*CODE	FUNCTION	NOTES
*8 + Extension	Directed Call Pickup	Allows a user to answer a call ringing at another extension. This feature only works for calls to that extension directly. Calls ringing the extension as a result of a hunt group or queue cannot be picked up with this feature. Feature must first be enabled on the system.
*1 + Extension	Intercom	Enables two-way audio via the recipient's speakerphone. Does not require the recipient to pick up the phone first. 2-way audio starts after phone rings once. Only supported on Polycom phones. Feature must first be enabled on the system.
* + Extension	Voicemail	Allows user to access voicemail. User will be prompted for password.
Extension + *	Transfer call directly to voicemail	Used to transfer a call to a user's voicemail box without first ringing the user's phone. Best to use BLIND Transfer when transferring directly to a user's voicemail.
*67 + Telephone #	Block your caller ID	
*70	Call Park	Park a call. Best to use attended (non-blind) transfer so user can wait for system to provide parking spot number.
*71 + Spot #	Pick Up Parked Call	
*301 + Mailbox	Record a new UNAVAILABLE voicemail greeting	Unavailable greeting will play when a user does not answer their phone.

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*302 + Mailbox	Record a new "Busy" voicemail greeting	Busy greeting will play when user is on another call.
*303 + Mailbox	Record a new "Name" recording	Name is used for announcements and autoattendant directory.
*311 + Mailbox	Listen to your unavailable greeting	
*312 + Mailbox	Listen to your busy greeting	
*313 + Mailbox	Listen to your name recording	
*71 + Spot #	Pick Up Parked Call	
*5000	Access Voicemail Center	User will be prompted for extension and password.
*33X	Listen to Auto Attendant greeting	X is the number of the auto attendant as seen on the auto attendant screen in the portal.
*32X	Record new Auto Attendant greeting	X is the number of the auto attendant as seen on the auto attendant screen in the portal.
*57 + Extension	Listen Live	If enabled, allows authorized users to listen to another extension's conversation. Requires password.
*58 + Extension	Barge-In	If enabled, allows authorized users to barge in (participate) in another extension's conversation. Requires password.
*01 + Agent ID	Call Center Agent Log-In	Used for call centers.
*00 + Agent ID	Agent ID Call Center Agent Log Off	Used for call centers.
*02 + Agent ID	Call Center Agent Pause	Used for call centers.
*03 + Agent ID	Call Center Agent Un-Pause	Used for call centers.