Feature Access Codes (FACs)
Quick Reference Guide

Feature Access Codes (FACs), also called **star codes**, are quick-dial codes you can use from your handset to manage call settings. Available FACs will vary based on your phone's configuration.

To use FACs, pick up the handset and enter the appropriate code. For features that need more information, follow the audible prompts to provide the required details.

Contact your administrator if you have questions about which features are configured for your phone.

Feature	Code	Description
Account codes **Tag call**	*64	Tag an inbound call by assigning an account code. 1. Answer an inbound call. 2. Dial the star code + the account code. **Important:** The other party can hear the dial tones, so let them know what you're doing first.
Selective call acceptance **Activate**	*64	Only phone numbers specified in your portal's **screening (call & custom)** settings are allowed.
Selective call acceptance **Deactivate**	*74	All calls are allowed except those blocked in your portal's **screening (call & custom)** settings.
Anonymous call block **Activate**	*77	Calls without caller ID will be blocked. Callers will hear a busy signal.
Anonymous call block: With message **Activate**	*95	Calls without caller ID will be blocked. Blocked callers will hear, "The number you have dialed is not accepting calls from anonymous numbers. Please check your caller ID and try again."
Anonymous call block **Deactivate**	*99	Calls without caller ID will be allowed.
Call forward: All **On/off**	*72	Forward all incoming calls to a different number. Your voicemail PIN is required for this star code. • **On:** Press 1 to forward calls to a 10-digit number, extension or short code. • **Off:** Press 2 to return calls to your line.
Call forward: Busy **On/off**	*90	Forward calls to a different number when your line is busy. Your voicemail PIN is required for this star code. • **On:** Press 1 to enter a 10-digit forwarding number followed by #. • **Off:** Press 2 to send calls to voicemail.
Call forward: No answer **On/off**	*92	Forward calls to a different number when your line is not answered. Your voicemail PIN is required for this star code. • **On:** Press 1 and enter a 10-digit forwarding number followed by #. • **Off:** Press 2 to send calls to voicemail.
Call forward: Out of service **On/off**	*94	Forward calls to a different number when your line is not reachable. Your voicemail PIN is required for this star code. • **On:** Press 1 to enter a 10-digit forwarding number followed by #. • **Off:** Press 2 to send calls to voicemail.

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Feature	Code	Description
Call park	*62	Place a call on hold in a virtual *parking* spot. Retrieve it from any office phone. 3. While on a call, press the **transfer** key. 4. Dial the star code. 5. You will hear the parking spot location (01, 02 or 03) where the call has been placed. For example, "Call parked at location 01." • Note the location as it is needed to retrieve the call. 6. The call will automatically disconnect. **Auto ringback:** Parked calls not retrieved with 3 minutes (default setting) will "ring back" to the phone that initiated the call park and follow the call handling settings for that phone.
Call park retrieval	*66	Dial the star code + the parking spot number to retrieve a parked call. For example: *6601
Call recording **Start**	*21	When call recording is set to **on demand**, use this code to start recording. You will hear, "Recording started." If announcement is enabled, the caller will hear, "Your call is being recorded."
Call recording **Pause**	*22	Pause call recording. You will hear, "Recording paused."
Call recording **Resume**	*23	Resume a recording that was paused. You will hear "Recording resumed." If announcement is enabled, the caller will hear, "Your call is being recorded."
Call recording **Stop**	*24	End call recording.
Call trace	*57	After a harassing or threatening call ends, dial this code to mark it in your call history log.
Call waiting **Activate**	*43	Activate call waiting for all calls.
Call waiting **Deactivate**	*44	Deactivate call waiting for all calls.
Call waiting **Deactivate next call**	*70	If call waiting is activated, use this code to deactivate it on a per call basis. • Dial the star code + the number for the party you would like to reach.
Caller ID block **Enable/disable**	*31	Manage caller ID for all calls. Your voicemail PIN is required for this star code. • **Enable:** Press 1 to enable caller ID block; caller ID will not be sent. • **Disable:** Press 2 to disable caller ID block; caller ID will be sent.
Caller ID block **Enable next call**	*67	If caller ID block is disabled, use this code to enable it on a per call basis. • Dial the star code + the number for the party you are trying to reach. • Caller ID will not be sent to the called party.
Caller ID block **Disable next call**	*82	If caller ID block is enabled, use this code to disable it on a per call basis. • Dial the star code + the number for the party you are trying to reach. • Caller ID will be displayed to the called party.

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Feature	Code	Description
Custom screening **Block**	*60	Calls from specified numbers will be blocked. Your voicemail PIN is required for this star code. • Dial the star code + the 10-digit number for the party you would like to block. • Repeat this for each number you wish to block.
Custom screening **Block with message**	*58	Calls from specified numbers will be blocked with a message. Your voicemail PIN is required for this star code. • Dial the star code + the 10-digit number for the party you would like to block. • Repeat this for each number you wish to block with a message. Blocked numbers will hear, "The person you are trying to reach is not accepting calls at this time. Please try your call again later."
Custom screening **Call forward**	*63	Calls from the number specified will be forwarded. Your voicemail PIN is required for this star code. • Dial the star code + the 10-digit number for the party you would like to forward. • Repeat this for each number you would like to forward. **Important:** A **forward-to number** must be set up in the voice portal. If not, these calls will follow the **selective call acceptance** settings.
Custom screening **Allow**	*80	If all callers are blocked, use this start code to allow a specific caller to contact you. Your voicemail PIN is required for this star code. • Dial the star code + the 10-digit number you would like to allow. • Repeat this for each number you would like to allow.
Do not disturb **Enable**	*96	Dial the star code to enable this feature.
Do not disturb **Disable**	*97	Dial the star code to disable this feature.
Directed call pickup	**	Answer a call ringing at another user's extension. • Dial the star code + the extension of the ringing line.
Group call pickup	*40	Dial this star code to answer a Pickup Group call ringing to another user's extension. • If multiple calls are ringing, the call that has been ringing the longest will be answered. • If you belong to multiple groups, the longest ringing call in any of your groups will be answered.
Last call return	*69	Dial the number of the last inbound call you received.
Transfer to voicemail	*00	Transfer a call directly to another user's voicemail. 1. Place the caller on hold; the caller will hear hold music. 2. Dial the star code + the users extension. 3. Press **dial** > **more** > **join**. 4. Hang up; the call is now in the user's voicemail.
Voicemail management	*98	1. From the line assigned to your voicemail, dial the star code. 2. Enter your voicemail PIN and press #.

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