

STAR CODES

STAR CODE	FEATURE	DESCRIPTION
*02	Wake-Up Call	When dialed, user can configure a wake-up call
*31	Deactivate Forward Busy	Deactivate Call Forwarding when user is “Busy”
*32	Deactivate Forward No-Answer	Deactivate Call forwarding when users ring timeout is hit
*39	Domain Pickup	Will pick up any actively ringing call on the domain, where the domain typically represents the entire business or location
*41+Number	Set Forward Busy	Set Call Forwarding destination for when user is “Busy” (Ex.*417011234567)
*42+Number	Set Forward No-Answer	Set Call Forwarding destination for when users ring timeout is hit (Ex.*427011234567)
*44	Sign in to Hot Desk	Signs user into a device when configured for Hot Desking
*45	Log out of Hot Desk	Logs user out of a device when configured for Hot Desking
*51	Log in to Queue	Sets a user online in all queues they are associated with
*52	Log out of Queue	Sets user offline in all queues they are associated with
*67+Number	Private Calling	Allows user to dial out anonymously (Ex. *677011234567)
*69	Return Call	When dialed, an outbound call will be made to the last number received OR called
*72+Number	Set Forward Always	Set Call forward always for any time the user is dialed (Ex.*727011234567)
*73	Deactivate Forward Always	Deactivates the Call Forward Always
*77	Reject Anonymous	When dialed, all inbound anonymous calls to user will be dropped
*78	Activate DND	When dialed, all inbound calls to user will be forwarded to voicemail
*79	Deactivate DND	Deactivates DND (Do Not Disturb)
*87	Deactivate Anonymous Rej.	Disables anonymous call rejection for user
*75 [Mid Call Event]	Pause Call recording	When dialed during an active call and user has recording enabled, this will pause the call recording
*76 [Mid Call Event]	Un-Pause Call recording	When dialed during an active call and user has recording enabled, this will un-pause the call recording
*98 [Mid Call Event]	Record Start	When dialed during an active call and user has recording disabled, this will manually start call recording
*98 [Mid Call Event]	Record Start	When dialed during an active call and user has recording disabled, this will manually start call recording
*98 [Mid Call Event]	Record Start	When dialed during an active call and user has recording disabled, this will manually start call recording
*99 [Mid Call Event]	Record Stop	When dialed during an active call and user has recording disabled, this will manually stop call recording

FEATURE CODES

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00+EXT	Transfer Direct to Voicemail	Dials/Transfers a call directly to a user's voicemail box (Ex. 00101)
07+EXT	Directed Call Pickup	When an active call is ringing on another extension, dialing this prefix will pick up the actively ringing call (Ex. 07101)
08+EXT	Directed Intercom	Will ring a device directly and auto answer it (Ex. 08101)
5000	Generic Voicemail Access	When dialed, user will be prompted to enter their extension/user number, then their Vmail PIN. *allows for accessing other Vmails than your own
5001	Direct Voicemail Access	Allows direct access to users Vmail. Will prompt user for their Vmail PIN.

VOICEMAIL

Access voicemail inbox in multiple ways.

BCC Portal

Log in at <http://portal.srt.com>

Mobile

Open the mobile app and tap the voicemail icon

Local Direct Access

Dial 5001 from your BCC IP phone

Local Remote Access

Dial 5000 from another BCC IP phone in the same domain, enter extension and the six digit voicemail PIN when prompted.

NEED MORE HELP?

Call the SRT Business Center at 701.852.8888 for assistance.