



## Star Codes and Features

### Concept

Many features in the Web Centrex platform are controlled by dialing the star key in conjunction with a 2 or 3-digit code. The default star codes are listed below. These may be customized per domain by the YeaVoice Control Tower.

### 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
*<Call Park Queue Number> <sup>1</sup>	Park a Call
*35<Extension Number>	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
*40	Activate Call Forwarding
*41<Forwarding Number>	Set Forward Busy Destination
*42<Forwarding Number>	Set Forward No Answer Feature
*48<Destination Number>	Ask caller to enter PIN before connecting call



*49<Destination Number>	Ask caller to enter extension # before connecting call
*50<Extension Number>	Auto Answer/Intercom (3 or 4 Digit Ext)
*55<Call Park Destination> <sup>1</sup>	Retrieve a call from a Call Park Queue
*61	To Voicemail - Unauthenticated
*62	To Voicemail - Password Only
*67<10 or 11 Digit phone number>	To Connection w/ Privacy DID 11 Digit
*67<Extension Number>	To User w/ Privacy
*69	Call Return
*72<Forwarding Number>	Set Forward Destination
*73	DeActivate Forward
*74	Enable Night Timeframe
*75	Disable Night Timeframe
*76	Pause Call Recording for 60 seconds
*77	Unpause Call Recording
*78	Activate Do Not Disturb
*79	DeActivate Do Not Disturb



*80	Activate Call Recording
*81	DeActivate Call Recording
*88	Make Agent Available for a Queue (Online)
*89	Make Agent Unavailable for a Queue (Offline)
*90	Activate Forward Busy
*91	DeActivate Forward Busy
*92	Activate Forward No Answer
*93	DeActivate Forward No Answer
*98	Transfer to an Extension
*99	Transfer to Self
<b>Shortcut</b>	<b>Feature Description</b>
7<Extension Number>	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<Extension Number>	Auto Answer/Intercom (3 or 4-digit extension)
099<Destination Number>	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)

**1** - All call parks MUST be in the 700-729 range to work with the system default settings. If you require a call park orbit with a different extension number, please send a request to the Control Tower team by email to [support@yeavoice.com](mailto:support@yeavoice.com).