Phone Codes in VoipNow

This page lists all the phone codes with the help of which you can easily access phone terminal features from the keypad.

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Directory

Press ***22** to access the company directory.

Call recording

Press ***1** to record a conversation taking place on your extension.

Press ***0** to record a conference taking place on your extension.

Conference

For moderator

Phone Code	Operation
*8<extension_number>	To invite another extension to the conference.
*30	To kick out all extensions attending the conference.
*31	To kick out the extension that was the last to join the conference.
*21	To lock the conference so that no new member can attend.
*20	To unlock the conference so that new members can join.
*11	To mute all members, except for your own extension.
*10	To unmute all members, except for your own extension.

For members

Phone Code	Operation
*1	To mute/unmute the channel.
*2	To enable/disable new member announcements.
*3	To find out who is available in the conference.
*7	To decrease the volume of the conference.
9	To increase the volume of the conference.
0	To repeat the entire menu.
#	To quit the menu and return to the conference.

Queue membership

Phone Code	Operation
*96	To log in the queue agent that owns the extension.
*97	To log in any queue agent.
*98	To disconnect the queue agent that owns the extension.
*98Y	To disconnect any queue agent.
*26Y	To pause an agent session.
*28Y	To unpause an agent session.
*999X	If you're a queue supervisor, to listen to active conversations.
*998X	If you're a queue supervisor, to whisper to agents registered in the queue.

Extension virtualization

Press ***30<extension_short_number>** to virtualize your extension.

Call management

Pickup

Phone Code	Operation
*21	To pick up any call ringing the organization.
*21TARGET_NUMBER	To pick up a call from any extension.
*21PARTIAL_NUMBER	To pick up a call ringing a specific extension.
*29	To pick up last call ringing.
*29TARGET_NUMBER	To pick up last call ringing for the target extension.
*29PARTIAL_NUMBER	To pick up last matching call.
*66	To dial back the last missed call.

Parking

Phone Code	Operation
#2	To send an answered call to the parking lot.
*221	To unpark the first call found in the parking lot.
*225	To unpark a specific call among several others in the parking lot.
*229	To unpark the last call in the parking lot.

Transfer

Phone Code	Operation
#1FORWARD_NUMBER	To transfer the interlocutor to another extension.
*2FORWARD_NUMBER	To put the caller on hold and transfer the call to another extension.

CallerID

Phone Code	Operation
*85	To place calls anonymously.

*65	To deactivate the 'unknown caller' function.

Call waiting

Press ***71** to activate the Call Waiting option.

Press ***70** to deactivate the Call Waiting option.

Intercom|Paging

Press **<intercomextension_short_number>** to call all the extensions assigned to an Intercom/Paging extension.

Press **<intercomextension_short_number><extension_short_number>*** to call only a particular extension assigned to an Intercom/Paging extension.

Press **<intercomextension_short_number><extensions_group_ID>*** to call a certain group of extensions assigned to a Intercom/Paging extension.

Do not disturb

Press ***78** to activate the Do Not Disturb option.

Press ***79** to deactivate the Do Not Disturb option.

Voicemail

Phone Code	Operation
*95	To manage voicemail messages.
*950	To enable/disable the voicemail on your extension.
*95EXTENSION_NUMBER	To make a direct call to an extension's voicemail.
#3EXTENSION_NUMBER	To transfer an active call to another extension's voicemail.

Password protection

Press ***11** to block or activate a Phone Terminal extension using a password for protection.

Diagnostic extension

Press ***011** to access the diagnostic extension, which allows you to find out details about several server parameters..

Other

Press ***000** to listen to help messages from your provider.

Press ***74<rule_key_number>** to activate/deactivate an incoming call rule.

Press ***52** to test the extension's connection with the server.

Press ***94** to find out the day and time of the VoipNow system.

Related topics
Phone Terminal extension features