



HOSTED VOICE QUICK START GUIDE

STAR CODE DEFINITIONS

STAR CODE	FEATURE NAME	DESCRIPTION	STEPS
***	Dynamic Call Park	Allows the system to dynamically park a call into any available call park slot.	With the caller on the line, dial ***. (The system will automatically park in one of the open call park slots.)
*	Park and Pickup Calls	Allows the user to park and pick up a call in one of the call park slots.	With the caller on the line, Dial *701 (the system will park the caller in slot 701).
*35 (Extension)	Call Pickup	Allows someone to pick up a call from another extension.	Dial *35 and enter the extension number. The system will move the call to your extension.
*69	Call Return	Allows the caller to automatically return the last incoming call.	Dial *69. (The system will automatically dial the last incoming number).
*72 (Number, Extension)	Activate Forward Always	Always forwards calls to the designated extension, phone number of voicemail box.	Dial *72 plus the phone number or extension the calls should go. The system will repeat the number. Hang up. The calls will always ring to that destination, Ex. *724075551515.
*73	Deactivate Forward	Turns off *72 Call Forward Always.	Dial *73. The system will notify you that the call forwarding is disabled.
*77	Activate Reject Anonymous	Rejects calls that have no Caller ID.	Dial *77. The system will confirm that the feature is enabled.
*78	Activate DND	Turns on Do Not Disturb feature.	Dial *78. The system will confirm that the feature is enabled. Callers will get the option to dial another extension or leave a voicemail message.
*79	Deactivate DND	Deactivates Do Not Disturb feature.	Dial *79. The system will confirm that the feature is enabled.
*87	Deactivate Reject Anonymous	Turns off the Reject Anonymous call feature.	Dial *87. The system will confirm that the feature is enabled.
*90	Activate Forward Busy	Forwards calls to the designated extension, phone number or voicemail box when the system get a busy signal.	Dial *90 the system will ask you to enter the number you wish to forward the call. (Enter the number or extension). The system will repeat the number. Hang up. The calls will ring to that destination when a busy signal is present.
*91	Deactivate Forward Busy	Turns off Forward Busy feature.	Dial *87. The system will confirm that the feature is enabled.
*92	Activate Forward No Answer	Forwards calls to the designated extension, phone number or voicemail box when the call is not answered at the original extension.	Dial *90 the system will ask you to enter the number you wish to forward the call. (Enter the number or extension). The system will repeat the number. Hang up. The calls will ring to that destination when the call is not picked up.
*93	Deactivate Forward No Answer	Turns off Forward No Answer feature.	Dial *93. The system will confirm that the feature is enabled.

To see a full version of the Hosted Voice User Guides, please visit: support.smartcitytelecom.com