Keyvoice.net Option / Feature Codes

Call Park

To use with park keys assigned; see below

To Place a call on Park - with a live call (not on hold), press the available Park key (no red light). Do not press hold or transfer in this process. The Park key you used will then go solid red to indicate it is in use and there is a call parked to it.

To Pick up a call on Park – press the Park key that is red, about 2 seconds later you have the call and the Park key will go out and is available for another use.

If your phones do not have Park keys assigned to them; see below

To Place a call on Park – with a live call (not on hold), press Transfer and Dial *70 the system **announces the Park number** over the phone to you. Note this Park number for later retrieval.

To Pick up a call on Park – Dial *71 + Park_number

Directed call Pick up. (This feature must be enabled on the PBX, contact us for details)

Dial *8 + Extension will allow a user to answer a call ringing at another extension. This feature only works for calls to that extension directly. Calls ringing that end point that were routed there via a group or queue cannot be picked up with this feature.

Intercom - **Voice Announce feature** (If enabled via the PBX info screen for Yealink or call support for Polycom / Aastra phones.) Contact us for this feature activation.

Yealink device > can be programed into a speed dial key
Dial *90 + Extension

Polycom device>
Dial *1 + extension

Aastra device>
Dial *80 + Extension

Voicemail Access / Feature codes

Mailbox access = Pres the "Message" button or Dial * + extension will allow you to access the mailbox assigned to that extension from any phone on your system.

Voicemail transfer = with a live call (not on hold), press Transfer then Dial Extension + * the call will go directly to the voicemail box for the extension without ringing the phone first.

Virtual Mailbox access = *5000 will take you to the Check mail system to access mailboxes without an associated extension. Virtual mailbox use only.

Alternate Mailbox Greetings Recording methods

Dial *301 + Mailbox will allow you to record a new Unavailable message without logging in to the mail

Dial *302 + Mailbox will allow you to record a new Busy message without logging in to the mail

Dial *303 + Mailbox will allow you to record a new Name recording without logging in to the mail

Dial *311 + Mailbox will allow you to hear the Unavailable message without logging in to the mail

Dial *312 + Mailbox will allow you to hear the Busy message without logging in to the mail

Dial *313 + Mailbox will allow you to hear the Name recording without logging in to the mail

Auto Attendant codes for Recording Menus

There is a unique * code created to listen to and record messages for Auto attendants for each Auto Attendant that uses the Record via Phone Announcement option. This information can also be found in the Help box on-line when the option is selected.

Record main menus = Dial *32X is used to record the greeting (321 is the default Main AA and 322 is the default After hours AA)

Listen to main menus = Dial *33X is used to listen to the existing recording for the AA (Again 331 is the default Main AA and 332 is the default After hours AA)

The final position will increase to double (and triple) digits as needed.

Listen Live (if enabled) Contact us for this feature activation. Additional fees may apply

Dial *57 + an extension number to listen in on a conversation. You will <u>not</u> be able to talk to either party.
Dial *58 + an extension number to barge in on a call. You will be able to speak to the extension that you dialed.

Please note that in both cases after sending the codes above the dialing party will need to enter the password entered in the portal when the feature was enabled.

CID blocking - outbound

Dial *67+Telephone_number can be used to block the outgoing CID information for just that call.

Call Center (if enabled) Contact us for this feature activation. Additional fees may apply

Dial *01 + agent_id - To log in to the queues the agent is a member of.
Dial *00 + agent_id - To log out of the queues the agent is a member of.
Dial *02 + agent_id -To pause or 'make busy' the agent.
Dial *03 + agent+id - To un-pause or remove 'make busy' status from the agent.