

VoradianEdge™ PBX User Guide

STAR CODES AND SHORT CUTS

QUICK GUIDE TO STAR CODES FOR VORADIAN PBX SYSTEM

COMMONLY USED STAR (*) CODES IN THE VoradianEdge™ PBX PLATFORM

[*For a complete list of codes, please see the expanded user manual*]

CONCEPT

Many features in the VoradianEdge™ PBX telephony platform is controlled by dialing the **star** (*) key in conjunction with 2 and 3 digits, code. The default star codes are listed below. These may be customized per domain by VORADIAN at a nominal charge.

RESERVED NUMBER SPACE

Certain 3, 4 or 5 digits, extensions should **NOT** be used as extension numbers. Please be aware of the "**Reserved Number Space"** page to avoid any conflicts with system dial translations.

STAR CODE FEATURE DESCRIPTION

******* - Dynamically Park a Call (701-709 range parking orbit. No ring back will be performed)

*** {parking lot}** – Directed Park a Call to a specified parking orbit (710 -719 range parking orbit. Ring back will be performed)

***35 + {ext.}** - 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

***38 {Self Pickup}** - Moves an active call to another extension owned by the same User. (Dial from the idle extension to steal the active call, such as from the Voradian MobileUC app for the same extension, or from a shared extension).

***40 {Activate Call Forwarding}** – Forward an active call to another extension or off-net number.

***41 {Set Forward Busy Destination}** – Automatically Forward calls to another number when your extension is busy. This feature will only forward to Device or External Number. Forwarding to a user such as an Auto-Attendant must be done in the portal by systems administrator/ Voradian Support Services.

***42 {Set Forward No Answer Feature}** – Forward calls to another number when your extension does not answer.

***44 {Hotdesking (Log In)}** - Requires User Login and Password.

***45 {Disable Call Forwarding for Hotdesking}** – Disable Call Forwarding for Hotdesking.

***46 {Hotdesking (Log Out)}** - Requires Password of current logged in user.

***48 {Ask caller to enter PIN before connecting call}** – Caller using your device must enter a PIN.

***49 {Ask caller to enter extension # before connecting call}** – Call screening.

***50 + {extension} Auto Answer/Intercom (3 or 4 Digit Ext)** – Sets the extension to auto answer intercom.

***55 + {Parking Lot} Retrieve a call from a Call Park Orbit** – Retrieve a call that is placed in a Call Park Orbit.

***61 To Voicemail** – Unauthenticated Voicemail access.

***62 To Voicemail** - Password Only Voicemail access.

***66 + {10 or 11 Digit phone number} Route Call Off-Net** -This feature will route a call out through a carrier, instead of staying on Network (*Typically used in least cost/ SIP Trunk routing*).

***67 + {10 or 11 Digit phone number}** - For Connection w/ Privacy (*DID 10/11 Digit Caller ID Block*).

***67 + {extension} -** To User w/ Privacy (*Extension ID Block*).

***69 Call Return –** Return call to the last number called your phone.

***72 Set Forward Destination** - This feature will only forward to Device or External Number. (*Forwarding to a user such as an Auto-Attendant must be done in the administrative portal or by Voradian Support*).

***73 Deactivate Forward** – Deactivate call forwarding.

***74 Activate Night Mode (Requires Setup)** – After hour/ Night mode call handling.

***75 Deactivate Night Mode** – Deactivate After hour/ Night mode call handling.

***78 Activate Do Not Disturb** – Activate DND mode. Calls are sent directly to Voicemail. (*This may also be accomplished by using the DND button on your desk phone, if available*).

***79 Deactivate Do Not Disturb** – Deactivate DND. Calls are reestablished to your extension. (*This may also be accomplished by using the DND button on your desk phone, if available*).

***80 Toggle Call Recording** – Start Active Calls Recording. (*This feature may not be activated for your domain. Check with your systems administrator or Voradian Support*).

***81 Deactivate Call Recording** – Stop Call Recording.

***88 Make Agent Available for a Queue (Online)** – Go on Queue for your extension. **(Require setup)**.

***89 Make Agent Unavailable for a Queue (Offline)** – Go off Queue for your extension.

***90 Activate Forward Busy** - This feature will only forward to Device or External Number. Forwarding to a user such as an Auto-Attendant must be done in the administrator portal or by Voradian Support.

***91 Deactivate Forward Busy** - Deactivate Forward Busy function.

***92 Activate Forward No Answer** - This feature will only forward to Device or External Number. Forwarding to a user such as an Auto-Attendant must be done in the administrator portal or by Voradian Support.

***93 Deactivate Forward No Answer** – Deactivate Forward No Answer function.

***98 + {extension} Transfer to an Extension** – Transfer calls to an extension.

***99 Transfer to Self** – Return the transfer to your extension.

SHORTCUT FEATURE DESCRIPTION (RESERVED NUMBER SPACE)

7 + {extension} - Transfer a call directly to voicemail 3 or 4 digits, extensions**.**

71 + [0-9] - Transfer a call to a Call Park Orbit in the **710-719** Range for Parking without Callback.

72 + [0-9] - Transfer a call to a Call Park Orbit in the **720-729** Range for Parking with Callback.

99 + {extension} - Auto Answer/Intercom (3 or 4 digits extension).

099 - Invoke the Account Code feature (Used to identify calls to specific client – such as for law offices).

5000 - Unregistered Login to Voicemail (prompted for account number and password).

5001 - Registered Login to Voicemail (prompted for password only).

5002 - Hot Desking Sign In.

5003 - Request User's PIN then provides 2nd dial-tone (useful for phones in public spaces or restrict outbound calls from a specific extension).

AUDIO CONFERENCE CONTROLS

If you are logged in to a conference bridge as a leader, you can utilize various star code conference actions shown below:

Star Code	Application	Description
[*]6	Toggle Mute	Toggle Mute On/Off
[*]32 + [10-Digit]	Add a Participant	On-Net or Off-net 10 Digits
[*]33 + [3-Digit Extension]	Add a Participant	On-Net User 3 Digit Extension
[*]34 + [4-Digit Extension]	Add a Participant	On-Net User 4- Digit Extension
[*]71	Start Recording	Turn Recording On
[*]73	Stop Recording	Turn Recording Off
[*]74	Dec Rx Gain	Decrease volume to participant
[*]75	Reset Rx Gain	Reset volume to participant
[*]76	Inc Rx Gain	Increase volume to participant
[*]77	Dec Tx Gain	Decrease volume to conference
[*]78	Reset Tx Gain	Reset volume to conference
[*]79	Inc Tx Gain	Increase volume to conference
[*]91	List Participants	To announce the list of active participants
[*]92	Toggle Announce On/Off	Toggle Announcement On/Off
[*]93	Disconnect All	Disconnect All Other

		Participants
[*]94	Toggle Conference Lock	Toggle Conference Lock
[*]95	Count Participants	To announce the count of active participants
[*]96	Mute All	Mute All Other Participants
[*]97	Unmute All	Unmute All Other Participants



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