

# Feature Codes Datasheet

## cloudDS Reference Guide

Powered by Datacom Solutions

[clouds.ca](http://clouds.ca)

---

This document is provided as a user reference for cloudDS business phone service.

<b>Call Parking Codes</b>	
<b>***</b>	Dynamically Park a Call (5101 to 5109)
<b>* &lt;Call Park Queue&gt;</b>	Park a Call into a static call park queue
<b>Call Forwarding Codes</b>	
<b>*72 &lt;extension or number&gt;</b>	Set Call Forward ALWAYS Destination
<b>*41 &lt;extension or number&gt;</b>	Set Call Forward BUSY Destination
<b>*42 &lt;extension or number&gt;</b>	Set Call Forward NO ANSWER Destination
<b>*40</b>	Activate Call Forward ALWAYS
<b>*90</b>	Activate Call Forward BUSY
<b>*91</b>	Disable Call Forward BUSY
<b>*92</b>	Activate Call Forward NO ANSWER
<b>*93</b>	Disable Call Forward NO ANSWER
<b>*73</b>	Disable Call Forward
<b>Voice Mail Codes</b>	
<b>5000 or *98</b>	Access owned voicemail
<b>5001</b>	Access voicemail management
<b>Other Star Codes</b>	
<b>*94</b>	Call Record Start
<b>*95</b>	Call Record End
<b>*67 &lt;3 to 11 Digit phone number&gt;</b>	Caller ID and Name Block (Privacy)
<b>*77</b>	Activate Block Anonymous
<b>*87</b>	Disable Block Anonymous
<b>*88</b>	Setup Hotdesking
<b>*89</b>	Release Hotdesked Phone Back to Owner
<b>*78</b>	Enable Do Not Disturb (DND)
<b>*79</b>	Disable Do Not Disturb (DND)
<b>Contact Center Agent Codes</b>	
<b>*50</b>	Agent Login for one (1) call
<b>*51</b>	Agent Login
<b>*52</b>	Agent Logout
<b>Special Feature Codes</b>	
Transfer key + <b>03 &lt;extension number&gt; #</b>	Transfer to voice mail directly
Transfer key + <b>04 &lt;extension number&gt; #</b>	Transfer to greeting, then hang up

<b>07&lt;extension number&gt;#</b>	Pick up call that's ringing this extension
<b>*30 + &lt;extension number&gt;</b>	Remote user transfer call to an extension