



# 3C SYSTEM STAR CODES

## TELEPHONE SET STAR CODE COMMANDS

You can use several star code commands directly from a telephone set. Use the following star code commands to set features and perform functions from any telephone.

**Table .1** System Star Code Commands

Action	Analog Star Code	SIP Star Code	Explanation
<b>Blind Transfer</b>	FLASH + *96 + extension	Hold + *96 + extension + dial	Completes a blind transfer to another extension.  <b>Note:</b> A confirmation tone will sound after applying this star code command.
<b>Logoff Remotely from Hot Desking Session</b>	*61 + Ext + * + Password + #	*61 + Ext + * + Password + # (# is optional in SIP)	Terminates any existing Hot Desking session from any phone on the system, regardless of the service status.
<b>Conditional Handset Forwarding - No answer</b>	*62 + number	*62 + number	Incoming calls are forwarded to another extension if the ringing call is not answered in 30 seconds.  <b>Note:</b> Supported SIP phones may play an audible indication that this star code is active. Depending on the system configuration, this indication remains active until the star code is deactivated.

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<b>Action</b>	<b>Analog Star Code</b>	<b>SIP Star Code</b>	<b>Explanation</b>
<b>Conditional Handset Forwarding - Busy</b>	*63 + number	*63 + number	Incoming calls are forwarded to another extension when a call is already in progress. <b>Note:</b> Supported SIP phones may play an audible indication that this star code is active. Depending on the system configuration, this indication remains active until the star code is deactivated.
<b>Cancel Call Waiting</b>	*70 + number <b>Note: *70 also disables this feature</b>	Not available	Cancels call waiting for the call being placed

Action	Analog Star Code	SIP Star Code	Explanation
<p><b>Call Forwarding Setup</b></p> <p><i>The behavior of this setting varies by system. Contact your 3C system administrator for more information on how this feature behaves on your system.</i></p>	<p>*72 + number</p>	<p>*72 + number</p>	<p>Activates the station number to which all calls are to be forwarded.</p> <ul style="list-style-type: none"> <li>The number can be an extension on the phone system or an outside telephone number with the appropriate outside service (i.e. 8 +1 (857) 5551234 varies by region).</li> <li>If the number is not already on the call forwarding setup, it will be added and enabled.</li> <li>Only a single, handset-entered forwarding number is entered at a time. Calls may be forwarded to multiple numbers (example: *72 + extension, hang up; *72 + another extension, hang up).</li> </ul> <p><b>Note:</b> A confirmation tone will sound after applying this star code command.</p> <p><b>Note:</b> Calls can be forwarded to one or more internal addresses, or one or more external addresses.</p> <p><b>Note:</b> User centric users cannot use this star code. Contact your system administrator for information on call forwarding setup for user centric users.</p> <p><b>Note:</b> Supported SIP phones may play an audible indication that this star code is active. Depending on the system configuration, this indication remains active until the star code is deactivated.</p>

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Action	Analog Star Code	SIP Star Code	Explanation
<b>Call Forwarding Deactivation</b>	*73	*73	<p>Clears the telephone unit's call forwarding conditions. Once this star code is invoked, you must add any appropriate forwarding conditions back to the extension. Any existing forwarding conditions that were set by the phone application will still remain in effect.</p> <p><b>Note:</b> A confirmation tone will sound after applying this star code command.</p> <p><b>Note:</b> User centric users cannot use this star code. Contact your system administrator for information on call forwarding setup for user centric users.</p>
<b>Transfer Directly to Voice Mail</b>	FLASH + *74 + extension	Hold + *74 + extension + dial	Telephone sets can transfer a party directly to another voice mailbox.
<b>Call detail information sent to call detail record</b>	*75 + Password (client-assigned account code) +#	*75 + Password (client-assigned account code) +*	<p>The phone system sends call detail information to the call detail record.</p> <p><b>Note:</b> Codes are custom assigned by the 3C system administrator.</p>
<b>Intercom from non-intercom phone to intercom enabled phone</b>	*76 + extension	*76 + extension	Callers without intercom can enter this star code to intercom a phone equipped with intercom.
<b>Conferencing</b>	With a call connected: FLASH + extension or number + FLASH + *95	Feature not available with SIP	<p>Conferences parties</p> <p><b>Note:</b> The user must select a new line on which to place the second call for the conference.</p>
<b>Directed Park</b>	With a call connected: FLASH *94 + extension	With a call connected: Hold *94 + extension + dial	<p>Places a call to a specific station, giving the user the ability to return to that station to retrieve the call.</p> <p><b>Note:</b> The user must select a new line or park zone on which to park the call.</p>

Action	Analog Star Code	SIP Star Code	Explanation
<b>Do Not Disturb Activation</b>	*78	*78	<p>Activates Do Not Disturb for all calls bound to this extension. When Do Not Disturb is activated, the station is not alerted to any calls. Forwarding and/or Coverage behaves as usual.</p> <p><b>Note:</b> A triple tone confirms activation of DND on analog phones. A single ring tone confirms activation of DND on SIP phones.</p> <p><b>Note:</b> Supported SIP phones may play an audible indication that this star code is active. Depending on the system configuration, this indication remains active until the star code is deactivated.</p>
<b>Do Not Disturb Deactivation</b>	*79	*79	<p>De-activates Do Not Disturb for all calls to this extension.</p> <p><b>Note:</b> A triple tone confirms deactivation of DND on analog phones. A single ring tone confirms deactivation of DND on SIP phones.</p>
<b>Drop Last Call</b>	FLASH + *77	*77 <b>Note: Can't be used to drop a conference party because three party conferences are not supported for SIP phones. Can drop previous call.</b>	<p>Drops the last active call before the FLASH operation.</p> <p>If used during a conference call, the last caller who was added to the conference is dropped from that conference call.</p> <p><b>Note:</b> A confirmation tone will sound after applying this star code command.</p> <p><b>Note:</b> Only available with specific phones. Ask your administrator.</p>
<b>Pickup</b>	*93 + extension	*93 + extension	Retrieves a ringing call or an on-hold call at the entered extension.
<b>Group Pickup</b>	*92	*92	Retrieves a ringing call from anywhere within the predefined Group Pickup area.
<b>Park</b>	FLASH + *8 + the number of the park zone as announced (by operator)	Hold + *8 + the number of the park zone as announced (by operator) + dial	Places a call into a park zone, or an address/area where calls can be retrieved from any telephone on a phone system.
<b>Unpark</b>	*91 + the number of the park zone as announced (by operator)	*91 + the number of the park zone as announced (by operator)	Retrieves a call from the park zone extension entered. If there is more than one call in the zone, it will take the oldest call in the zone.
<b>Paging</b>	Number determined by your 3C system administrator.	Number determined by your 3C system administrator.	Contact your 3C system administrator for information regarding your organization's paging system.

**Note:** User centric users cannot configure call forwarding using Star Codes. Call forwarding for user centric users must be configured using the UC Client or 3C Administrator application.

DT700 phones with PIN code masking enabled replace all digits after a star code with an X on the phone display. Entering \*92 displays as \*XX. Call history also displays X in place of digits when PIN code masking is enabled.

## ADMINISTRATIVE STAR CODES

**Table .2** Administrative and Diagnostic 3C System Star Codes

Administrative Action	Analog 3C System Star Codes	SIP Star Code	Explanation
<b>Identify Station (non-IP phone)</b>	*970 + hang up	Not available	The UCM sends to the telephone the caller ID information as it has been configured for that station.
<b>Identify Station (IP phone)</b>	*970 + hang up	Not available	The UCM sends to the telephone the Device Address and IP address as it has been configured for that station.
<b>Forcibly turn MWI lamp "ON"</b>	*9711	*9711	This turns on the message waiting indicator on the phone set (analog & IP phones with MWI lamp)
<b>Forcibly turn MWI lamp "OFF"</b>	*9710	*9710	This turns off the message waiting indicator on the phone set (analog & IP phones with MWI lamp)
<b>Toggle Do Not Disturb</b>	*9712	*9712	Toggles the Do Not Disturb setting on/off <ul style="list-style-type: none"> <li>• See <i>Book 4: Integrate 3C Unified Communications Partner Technologies</i> for adding this to Polycom SIP phones as a softkey toggle setting.</li> <li>• NEC DT700 phones can add this as a speed dial key.</li> </ul>
<b>Commission Station</b> 1. Station must not already have an address assigned. 2. The address must have been configured in the Numbers pane of the admin. 3. User performing *98 hears the fast busy tone when going off hook to perform *98.	*98 + primary extension number + #	*98 + primary extension number  <i>This star code does not work with Polycom SIP phones.</i>	Allows administrators to assign an extension number to a station within a 3C system. Use the *970 administrative star code to confirm the station's assigned extension number. <b>Note:</b> A confirmation tone sounds after applying this star code command.  This feature only operates on previously uncommissioned phones.

Administrative Action	Analog 3C System Star Codes	SIP Star Code	Explanation
<b><sup>1</sup>Authorization Password</b>	*99 + User Extension Number + # + Password + # + number to be dialed	*99 + User Extension Number + * + Password + * + number to be dialed	Allows you to apply permissions from your user profile to another line and make calls from the associated phone.
	*972 - *979	*972 - *979	Reserved for future use.

<sup>1</sup> User codes that should be provided to users, based on the user’s phone, with the appropriate delimiter:

- Analog = #
- SIP = \*

