

Star Codes

Star Code	Description
*11	Accesses the dial by name directory to search for and dial other extensions on the system.
*12	No action. Reserved for emergency services in some countries.
*13	Logs in and out of a call queue.
*14	Records a sound clip to be used in a dial plan (requires prompt recording permissions).
*15	Records a single call (feature must be setup by a system admin). Dial the star code followed by the phone number. This cannot be used mid-call.
*17	Initiates call monitoring (requires monitoring permissions).
*19	Changes personal dialable password (default 0000). <i>A dialable password is used with the dialable username to access permission-based tasks such as recording prompts, making international calls, or call monitoring. This password is different from the voicemail password.</i>
*21	Records personal directory name to be used in the dial by name directory.
*22	Records others' directory names to be used in the dial by name directory (requires prompt recording permissions).
*37	Places a call on hold in a virtual parking spot on the system. There are an unlimited number of parking spots available. These parking spots can either be assigned manually or by Jive's system. <ul style="list-style-type: none"> • <u>User-Assigned</u>: Blind transfer to *37 + parking spot number (any number of digits, but it cannot start with 0). • <u>System-Assigned</u>: Warm transfer to *37 (the system will notify you where the call is parked). • <u>Pick Up a Parked Call</u>: Dial *37 + parking spot number.
*43	<i>This feature is supported on Cisco MPP, Polycom, and Yealink only.</i> Initiates hot desking allowing you to load your extension settings to a shared phone and use it as your own (make/receive calls and check voicemail). Dial the same star code to log out of a shared phone. <i>This must be enabled by a system admin on your user profile and each shared device.</i>
*67	Blocks your number from a caller ID for a single call.
*72	Activates server-side call forwarding – all incoming calls are forwarded to an internal extension or external number. Dial the star code (you will hear a dial tone) followed by the forwarding destination.
*73	De-activates server-side call forwarding.
*82	Overrides the Block Caller ID setting for a single call.
*97	Picks up a call ringing on another user's phone (directed call pickup).
*98	Checks others' voicemail, a shared voicemail box, or ring group voicemail box.
*99	Checks personal voicemail.
*911	Performs an emergency services call notification test.
* + ext	Establishes a two-way intercom between two extensions (feature must be enabled on the recipient's line).