



Phone Commands Cheat Sheet (Dash)

Voicemail Codes

Transfer Direct to Voicemail (**)

Press TRANSFER, dial **, then dial the voicemail box number

Check Voicemail (*97)

Dial *97 followed by voicemail box number and pin

Auto Login (*98)

Dial *98 to check user's voicemail from user's assigned device

3-Way Call

Press CONF to place the call on HOLD

Dial the second number and press SEND

Optionally, speak privately before joining the 3-way call

Press CONF when you're ready to join the two calls

Press CANCEL or hang up to end 3-way call

Hot Desk Codes

Enable Hot Desking (*11)

Dial *11 to LOGIN into a VoIP phone

Disable Hot Desking (*12)

Dial *12 to LOGOUT of a VoIP phone

Toggle Hot Desking (*13)

Dial *13 to TOGGLE the current state of the user's devices

Call Queues/Agent Codes

Agent Login (*20)

Dial *20 to LOGIN to your call queue

Set Agent Ready (*21)

Dial *21 to change call status to READY

Set Agent Away (*22)

Dial *22 to change call status to AWAY

Agent Logout (*23)

Dial *23 to LOGOUT out of your queue

Call Holding

Place a Call on Hold

Press HOLD

Make a Second Call While on a Call

Press NEW CALL

End Second Call

Press END CALL

Resume Original Call

Press RESUME to end second call and return to the original call

Call Forwarding Codes

Enable Call Forwarding (*72)

Dial *72, enter the phone number, then press (#) to ENABLE forwarding

Disable Call Forwarding (*73)

Dial *73 to DISABLE forwarding

Toggle Call Forwarding (*74)

Dial *74 to TOGGLE forwarding

Update Call Forwarding (*56)

Dial *56 to enter a NEW call forwarding number

Parking Codes

Park a Call (*3)

Dial *3 - the system will provide a parking number to retrieve the call

Valet Park a Call (*4)

Dial *4 - the system will provide a parking number to retrieve the call

Retrieve a Call (*5)

Dial *5, then dial the parking or valet parking number

Call Transfers

Transferring a Call

Press TRANSFER to place the caller on hold, then enter extension number

Blind Transfer Press Transfer

Press TRANSFER to complete transfer

Semi-Attended Transfer

Press TRANSFER when you hear the ringback tone

Attended Transfer

Press TRANSFER when the second party answers

Additional Codes

Move a Call (6683)

Dial 6683, then press SEND from the device you're moving the call to

Intercom (*0)

Dial *0 + the extension number of the compatible phone you wish to go OFF-HOOK AND PLAY your voice on speakerphone mode

Privacy (*67)

Dial *67 to BLOCK the outbound caller ID of the user