

Elevate: Common Feature Codes

This article covers the following topics:

- [Hunt group dialing codes](#)
- [Call Pickup Codes](#)
- [Paging Group dialing codes](#)
- [Intercom dialing codes](#)
- [Call Park dialing codes](#)
- [On-demand Call Recording dialing code](#)
- [Call & transfer directly to an extension's VM box](#)

Hunt group dialing codes

Once Agents are added to the list, they are able to log into the group from their VoIP device by using the correct dial code, assigning log in & log out buttons to their device, or by an administrator using CONTROL PANEL:

How to log in and out of hunt groups (Basic or Advanced) directly from your IP phone:

1. To log in the hunt group dial its extension and add '1'.
***XXX*1** (log into a hunt group with extension **XXX**).
2. To log out of the hunt group dial its extension and add '0'.
***XXX*0** (log out of a hunt group with extension **XXX**).

For example, if you need to log into a hunt group with extension **300**, dial ***300*1**. To log out, dial ***300*0**.

Call Pickup Codes

The **Call Pickup** feature allows a user at any phone to answer calls that are ringing on other phones in the company. To access the Call Pickup feature, the user dials a corresponding Call Pickup Code.

There are three types of Call Pickup:

Feature	Code	Description
Directed Call Pickup	*95 + extension (e.g. *95103)	Answers an incoming call on a specific extension
Any Call Pickup	*96	Answers an incoming call on any phone
Group Call Pickup	*97 , or *97 + group ext (e.g. *97200)	Answers an incoming call to a Pickup Group that the User is an agent of.

You can view the KB article [Directed Call Pickup](#) for more information on the Call Pickup feature.

Paging Group dialing codes

When dialing to Paging groups, all idle phones in the group will have their speaker turned on and the caller's voice will be heard on all phones. For more information on paging refer to this [article](#).

Using a Paging Group as an Intercom

While not a true Intercom feature, any member of a paging group can answer a page as a two-way interactive call by using the dial code ***80**; disconnecting any other members currently listening to the paging call.

Intercom dialing codes

In order to start an Intercom call, the user will need to dial ***90** + target user extension (i.e. ***90100** will initiate the intercom call with the user ext 100).

Note: If the user has multiple devices assigned, the device that was added first will be considered an Intercom device.

In order to re-assign the Intercom role to another device, the user should dial ***91** from the phone which he wants to be used for Intercom in the future.

Important: when the device which currently has Intercom role will be removed from the user, the Intercom role won't be assigned to any other device by itself, it will be necessary to dial ***91** from another device in order to have it assigned to it.

For more information on Intercom feature please refer to this [article](#).

Call Park dialing code

While devices auto-provisioned (purchased directly, or Enhanced BYOP) have a Park softkey programmed, you can manually park a call from any device by simply pressing **#7**.

1. Press **#7** while on an active call
2. The call is put on hold and the operator will advise you of the parked extension the call is now holding on (always starting at 980 and incrementing by 1).
Note: Call Park extension range depends on the account's set extension length. 3-digit accounts are 980 to 987 and 989; 4-digit accounts are 9980 to 9989; 5-digit accounts are 99980 to 99989.
3. You can now dial the parked extension number from any device on the account to immediately pick up the call.

On-demand Call Recording dialing code

This feature allows users to record calls on an as-needed basis, once Call Recording has been enabled in CONTROL PANEL.

1. User pushes **#9** to start the call recording or stop recording.
2. If enabled, *Your call is being recorded* plays when you start recording. Depending on customer's state, notification can be disabled.
Note: Different states have different laws about the notification that calls are being recorded. Administrators can choose whether to enable or disable a call recording announcement based on their state's requirements.
3. Call recording can be put on pause by dialing **#0**. Dialing **#0** again takes it off pause.

4. When call is ended or recording stopped, **.mp3** file of recording is delivered to the end user who initiated the recording via email.

Call & transfer directly to an extension's VM box

Elevate users may use a star code to call directly to another extension's voicemail box.

Dialing ***<extension number>** (e.g. ***103**) from any device will immediately call that extensions Voicemail. You can use this star code to transfer callers directly to a voicemail box.

Blind Transfer to Voicemail of an extension:

1. When on a phone call, press the **Blind Transfer** soft-key.

On different phone models this option can be accessed differently:

- For **Polycom**, it is usually located after "Transfer" is pressed, where **Blind** option can be seen
(older models can require to hold **Transfer key**, and choose between **Blind** and "Consultative" options).
- On **Cisco** and **Yealink** phones it is actually a separate soft-key, usually hidden under "More" options.

2. Dial ***<extension number>** (e.g. ***103**) and complete the transfer.
Note: on the Yealink phones * key needs to be pressed twice in order for * symbol to appear.
3. The caller will then be sent directly to that extension's voicemail.

Note: This feature only works for internal transfers, i.e. only Elevate users from your company can directly call, or transfer a call to another user's voicemail box.