

Feature access codes

Feature access codes give you quick access to AT&T CollaborateSM features from the keypad on your phone. Your administrator controls your access to some of these features. You might not have access to all the features described here.

Note: In most cases, you enter a specific feature access code and then, depending on the make and model of your phone, you press the **Dial** soft key or the pound (#) key to access the feature. Some feature access codes that you enter during a call require that you first get a dial tone by starting a second call. In these cases, you typically put the current call on hold and press a line key button to start a new call.

Feature access codes

These feature access codes let you use Collaborate features from your keypad.

Code	Feature	Action
*50	Account or Authorization Code	Used to dial the account or authorization code if you've been configured to dial these codes.
*77	Anonymous Call Rejection Activation	Turns on Anonymous Call Rejection. The system plays an announcement to inform you that the feature has been activated.
*87	Anonymous Call Rejection Deactivation	Turns off Anonymous Call Rejection. The system plays an announcement to inform you that the service has been deactivated.
52	Anonymous Call Rejection Interrogation	Plays an announcement informing you of your Anonymous Call Rejection status and details.
#9	Automatic Callback Menu Access	Presents the Automatic Callback menu. The Automatic Callback service monitors a busyline and notifies the user as soon as the line becomes free.
*86	Automatic Callback Deactivation	Cancels an active Automatic Callback request.
*72	Call Forwarding - Always Activation	Turns on call forwarding for all calls coming into a phone number you specify. Enter the code and phone number or extension where you want to forward calls.
*73	Call Forwarding - Always Deactivation	Turns off Call Forwarding - Always.





Code	Feature	Action
21	Call Forwarding - Always Interrogation	Plays an announcement informing you of the current status and destination phone number for Call Forwarding - Al ways.
*21	Call Forwarding - Always to Voicemail Activation	Turns on Call Forwarding - Al ways to Voicemail.
#21	Call Forwarding - Always to Voicemail Deactivation	Turns off Call Forwarding - Always to Voicemail.
*62	Call Forwarding - Busy Activation	Turns on Call Forwarding - Busy. Enter the code and the phone number or extension. All calls that come in when your phone is busy are forwarded to the number you enter.
*63	Call Forwarding - Busy Deactivation	Turns off Call Forwarding-Busy.
67	Call Forwarding - Busy Interrogation	Plays an announcement informing you of your Call Forwarding - Busy status and details, including the number where calls are forwarded.
*40	Call Forwarding - Busyto Voicemail Activation	Turns on Call Forwarding - Busy to Voicemail.
#40	Call Forwarding - Busyto Voicemail Deactivation	Turns off Call Forwarding - Busy to Voicemail.
*92	Call Forwarding - No Answer Activation	Turns on Call Forwarding - No Answer. Enter the code and a forwarding phone number for your unanswered calls.
*93	Call Forwarding - No Answer Deactivation	Turns off Call Forwarding- No Answer.
61	Call Forwarding - No Answer Interrogation	Plays an announcement informing you of your Call Forwarding - No Answer status and details, including the phone number where calls are forwarded.
*41	Call Forwarding - No Answer to Voicemail Activation	Turns on Call Forwarding - No Answer to Voicemail. Redirects incoming phone calls to your voicemail when you don't answer.
#41	Call Forwarding - No Answer to Voicemail Deactivation	Turns off Call Forwarding - No Answer to Voicemail.
*610	Call Forwarding - No Answer Timer	Sets the number of rings you hear before This setting applies to:





Code	Feature	Action
		 Voice messaging Voicemail Call Forwarding - No Answer Call Forwarding - No Answer to Voicemail Sequential Ring
*94	Call Forwarding - Not Reachable Activation	Turns on Call Forwarding - Not Reachable. Enter the code and a phone number or extension. When you can't be reached by the network, such as during a power outage or loss of Internet connection, your calls are forwarded to this number. Other call forwarding settings have precedence over Call Forwarding - Not Reachable.
*95	Call Forwarding - Not Reachable Deactivation	Turns off Call Forwarding - Not Reachable. When your phone can't be reached (such as during a power outage), calls are no longer rerouted to an alternate number.
63	Call Forwarding - Not Reachable Interrogation	Plays an announcement informing you of your Call Forwarding - Not Reachable status and details.
#76	Call Forwarding on a Schedule Activation	Turns on Call Forwarding on a Schedule. You must set Call Forwarding on a Schedule behavior through the Collaborate user homepage.
#77	Call Forwarding on a Schedule Deactivation	Turns off Call Forwarding on a Schedule.
*68	Call Park	Places the call on hold in such a way that other users in the group or enterprise can retrieve the call. Dial the code and the phone number or extension where you wish to park the call.
#58	(Group) Call Park	Parks the call on the user's Call Park group. When the user dials the code, the service hunts for the first available user in the Call Park group and parks the call there.
*88	Call Park Retrieve	Retrieves a parked call. Dial the code and the extension where the call was parked to retrieve the call.
*98	CallPickup	Ans wers the ringing phone within an assigned call pickup group. If more than one phone is ringing, Call





Code	Feature	Action
		Pickup answers the phone that has been ringing the longest.
*11	Call Retrieve	Allows a user to move a call between devices or apps assigned to that user. For example, dial call retrieve on your IP phone to move a call from your Collaborate — Mobile App to your IP Phone.
*69	Call Return or Last Number Redial	Places a call to the phone number of the last call you received.
53	Call Waiting Interrogation	Plays an announcement informing you of your Call Waiting status and details.
*70	Call Waiting – cancel	Turns off Call Waiting for the next call. Enter the code and the phone number of the person you're calling. Call Waiting is turned off for the duration of the call.
*43	Call Waiting Persistent Activation	Turns on Call Waiting for all calls.
#43	Call Waiting Persistent Deactivation	Turns off Call Waiting for all calls.
54	Caller ID Delivery Blocking Interrogation	Plays an announcement informing you of your Caller ID Blocking status and details.
*67	Caller ID Delivery Blocking per Call	Turns on Caller ID Blocking for the next call. Enter the code and the phone number of the person you're calling. Your caller ID won't appear on the receiving party's device. Used when Persistent Caller ID Blocking is inactive.
*31	Caller ID Delivery Blocking Persistent Activation	Turns on Caller ID Blocking for all calls.
#31	Caller ID Delivery Blocking Persistent Deactivation	Turns off Caller ID Blocking for all calls.
*65	Caller ID Delivery per Call	Turns on Caller ID for the next outgoing call. Enter the code and the phone number of the person you're calling. Your caller ID will be allowed to appear on the receiving party's device. Used when Persistent Caller ID blocking is active to override the blocking for this one call.





Code	Feature	Action
*57	Customer Originated Trace	Dial after receiving a threatening or harassing call.
*97	Directed Call Pickup	Turns on Directed Call Pickup. Enter the code and the phone number or extension you want to answer.
*33	Directed Call Pickup with Barge In	Joins you to a phone call that's in progress. Enter the code and the phone number or extension of the call you want to join. When you interrupt a call, the already-connected parties hear a warning tone and a 3-way call is established.
*83	Diversion Inhibitor	Use this code before a phone number to prevent further forwarding of the call.
*78	Do Not Disturb Activation	Turns on Do Not Disturb. Blocks call when you're busy so that you're not interrupted.
*79	Do Not Disturb Deactivation	Turns off Do Not Disturb.
*96	Intercom	Provides intercom-like functionality that lets you call another Collaborate user and be connected instantly. Enter the code and the phone number or extension of another Collaborate user. The person you're calling hears a brief warning tone, and then the phone answers automatically in speaker phone mode.
*60	Music on Hold Per-Call Deactivation	Turns off Music on Hold for the current call.
*75	Personal Speed Dial	Used to create Personal Speed Dial codes. Dial the code and follow the prompts to set up a new speed dial code. Use ** and the speed dial code to make a call.
51	Selective Call Rejection Interrogation	Plays an announcement informing you of your Selective Call Rejection status and details.
*99	Voicemail Clear MWI	Voicemail Clear Message Waiting Indication (MWI) on your Collaborate device.
*55	Voicemail - Direct Transfer	Transfers a held call directly to voicemail. If entered without a phone number, the caller will be transferred to your voice mailbox. Enter with a phone number to transfer the caller to another user's mailbox.

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