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# **TCI Virtual PBX Feature Codes**

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## Teledynamic Virtual PBX Feature Codes

* Code	Function	Notes
*8 + Extension	Directed Call Pickup	Allows a user to answer a call ringing at another extension. This feature only works for calls to that extension directly. Calls ringing the extension as a result of a hunt group or queue cannot be picked up with this feature. (Feature must first be enabled on the system.)
*1 + Extension	Intercom	Enables two-way audio via the recipient's speakerphone. Does not require the recipient to pick up the phone first. 2-way audio starts after phone rings once. Only supported on Polycom phones. (Feature must first be enabled on the system.)
* + Extension	Voicemail	Allows user to access user's voicemail box. User will be prompted for password.
Extension + *	Transfer call directly to voicemail	Used to transfer a call to a user's voicemail box without first ringing the user's phone. Best to use BLIND Transfer when transferring directly to a user's voicemail.
*67 + Telephone #	Block your caller ID	
*70	Call Park	Park a call. Best to use attended (non-blind) transfer so user can wait for system to provide parking spot number
*71 + Spot #	Pick Up Parked Call	
*301 + Mailbox	Record a new UNAVAILABLE voicemail greeting	Unavailable greeting will play when a user does not answer their phone.
*302 + Mailbox	Record a new BUSY voicemail greeting	Busy greeting will play when a user is on another call.
*303 + Mailbox	Record a new NAME recording	Name is used for announcements and auto-attendant directory
*311 + Mailbox	Listen to your unavailable greeting	
*312 + Mailbox	Listen to your busy greeting	
*313 + Mailbox	Listen to your name recording	
*5000	Access Voicemail Center	Access Central Voicemail System. User will be prompted for extension and password.
*331 / *332 / *333	Listen to Auto Attendant greeting 1, 2, 3	*33 + Greeting number.
*321 / *322 / *323	Record new Auto Attendant greeting 1, 2, 3	*32 + Greeting Number.
*57 + Extension	Listen Live	If enabled, allows <i>authorized</i> users to listen to another extension's conversation. Requires password.
*58 + Extension	Barge-In	If enabled, allows <i>authorized</i> users to barge in (participate) in another extension's conversation. Requires password.
*01 + Agent ID	Call Center Agent Log-In	Used for call centers
*00 + Agent ID	Call Center Agent Log Off	Used for call centers
*02 + Agent ID	Call Center Agent Pause	Used for call centers
*03 + Agent ID	Call Center Agent Un-Pause	Used for call centers