



VoxSun

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Please test the emergency service: **DO NOT DIAL 911**, dial 933 and make sure the appropriate address is mentioned

In order to access any of the features below by dialing their corresponding numbers, your Phone terminal extension must not be involved in a conversation.

Change PBX Extension Settings

Some system settings can be changed over the phone. This can be easier than accessing the online interface, but if you want to configure multiple settings, the web interface turns out to be a faster operation method.

***11** - Activate/Deactivate Password Protection

VoxSun allows you to block/activate an extension using a protection password. This feature offers you the possibility to block the access to the phone terminal for a certain period of time, for example when you are away from the office. When the terminal is blocked, it cannot be used for answering/ placing calls.

The password protection must first be activated from the VoxSun web interface, using the controls available in the Phone terminal setup >> Password Protection fieldset. After defining a password, you will be able to block/activate the phone terminal using its keypad by dialing *11 and, afterwards, the password.

If the terminal is blocked and the extension's voicemail feature is enabled, then all the incoming calls will be redirected to voicemail.

***70** - Deactivate Call Waiting

VoxSun supports call waiting, but in order to use this feature you must have a phone terminal that is call waiting compliant. In order to deactivate call waiting and let the persons calling you hear the BUSY signal when you are involved in another phone conversation, dial *70 from your phone keypad. Wait for the confirmation message and hang-up the phone. Call waiting can also be deactivated from the VoxSun web interface by navigating to the extension's Phone terminal setup >> Calling Features fieldset.

***71** - Activate Call Waiting

In order to take advantage of the call waiting option, dial *71 from your phone keypad. Wait for the confirmation message and hang-up the phone. Call waiting can also be deactivated from the VoxSun web interface by navigating to the extension's Phone terminal setup >> Calling Features fieldset.

***78 - Activate Do Not Disturb**

When this option is activated, the extension cannot be contacted and the phone will not ring. A custom sound file, chosen from the VoxSun web interface, can be also played. If you want to activate this function, dial *78 from your phone keypad. Wait for the confirmation message and hang-up the phone. The activation can also be done from the VoxSun web interface by navigating to the extension's Phone terminal setup >> Calling Features fieldset.

***79 - Deactivate Do Not Disturb**

If you want to deactivate the this function, dial *79 from your phone keypad. Wait for the confirmation message and hang-up the phone. The deactivation can also be done from the VoxSun web interface by navigating to the extension's Phone terminal setup >> Calling Features fieldset.

Phone Voicemail Access and Company Directory

***95 – Listen to Your Voicemail Messages**

If the voicemail feature is enabled for your extension, then you can dial *95 from your extension's keypad to manage the voicemail messages. First, you are required to provide the voicemail password and, after logging in, you will be able to listen and delete messages using the integrated menu. The mailbox management features are also available in the VoxSun web interface, in the Mailbox area.

The mailbox can also be accessed when calling your extension from another internal number or from an external terminal by pressing the * key after hearing the voicemail welcome message.

***950 - Enable/Disable Your Voicemail**

If the voicemail feature is enabled for your extension and you want to disable it, or if it is disabled and you wish to enable it, then dial *950 from your extension's keypad. A message will inform you about the performed action. The mailbox management features are also available in the VoxSun web interface, in the Mailbox area.

***95EXTENSION_NUMBER** - Directly Call an Extension's Voicemail

You can use *95EXTENSION_NUMBER to leave a message to an extension without actually calling that extension. This feature is useful when you want to leave a message to an extension without waiting the pre-established number of seconds for the voicemail to automatically answer.

#3EXTENSION_NUMBER - Transfer an Active Call to an Extension's Voicemail

You can use #3EXTENSION_NUMBER when an extension receives a call and cannot handle it. The called extension can then transfer the active call directly to the voicemail of a particular extension where the caller's issue can be addressed.

***22** – Interrogate the Company Directory

If you want to call a person and you do not know his number, then dial *22 from your extension's keypad. You will be asked for the person's name. If the person name can be found in the directory, then you will be directed automatically to his/her extension. If the person you wish to contact chose to hide from the Company directory, then you will not be able to find it in the directory.

Queue Agents

***96** – Log In to the Queue as Agent from Your Own Extension

If you are an agent in a queue and you want to take calls from your personal extension, you can dial *96 from your phone terminal's key pad in order to log in to the system. You will be prompted for your agent password. After authentication, the system will expect to find you at the extension you logged in from.

***98** – Log Out from the Queue

If you are an agent in a queue and you are logged in to the system from your personal extension, you can log out by dialing *98 from the phone terminal's keypad.

***97** – Log In Any Queue Agent

If you are an agent in a queue and you want to take the calls from another extension, you can dial *97 from the phone terminal's key pad in order to log in to the system. You will be prompted for your agent number and password. After authentication, the system will expect to find you at the extension you logged in from.

***98Y – Disconnect Any Queue Agent**

If you are an agent in a queue and you are logged in to the system from another extension, then you can logout by dialing *98Y (where Y is the short number of the extension enrolled as a queue agent, in other words your agent number) from the phone terminal's key pad.

Note

For example, if your extension **0003*001** is agent in a queue and you want to log in to the system using your personal phone terminal, you will have to dial ***96** from its key pad.

To log out, dial ***98**.

Note

For example, if you want to log in to the system as a queue agent from another extension, **0003*002**, you will have to dial ***97**.

To log out agent **0003*001** from extension **0003*002**, you will be required to dial ***98001**. This is necessary because more than one agents can be logged in from a single extension.

***26Y and *28Y – Pause/Un-pause Agent Session**

If you are currently logged in the system as an agent and you want to take a break without logging out of the queue, then you must dial *26 followed by your extension number, Y. This code informs VoxSun that you are not available and that the calls should not be assigned to your extension. To return to the queue activity, you must dial *28 followed by your extension number, Y.

If you have logged in to the queue from the phone associated with your extension, you can use the shortcut *26 to pause and *28 to un-pause your session.

***999X – Supervise Queue Conversations**

If you are a queue supervisor, you can start listening to the active queue conversations by dialing *999 followed by the number of the Queue extension, X. VoxSun will announce the active agent that answered a call last and start playing his conversation. To listen to the next available call, you must dial *.

***998X - Whisper to Agents**

As a queue supervisor, you can whisper to the registered agents involved in a call by dialing *998 followed by the number of the Queue extension, X. You will be connected to the active agent that answered a call last. To whisper to the next available agent, you must dial *.

Note

For example, if you are logged in to the **0003*001** queue as a supervisor and you want to whisper something to the agent(s) involved in conversation(s), then you will have to dial ***998001**.

Pick Up Another Extension's Call

Let us consider the following example: there are two secretaries sharing an office. Each one of them has a VoxSun `Phone terminal` extension. Their extensions belong to the same client account and they have the Extension is multi-user aware permission enabled.

If one of the secretaries is out of the office and her phone is ringing, VoxSun allows the second secretary to pick up any call that rings on her colleague's phone.

***21** - Pick Up First Call Ringing

If your `Phone terminal` extension has the Extension is multi-user aware permission enabled, then you can pick up any call that is ringing any of the extensions belonging to the same client account as you. Dial ***21** on your phone keypad to pick up the first call from the list of incoming calls ringing your client's extensions.

***21TARGET_NUMBER** - Pick Up Call Ringing

If there are several calls ringing on your client account and you want to pick up the call of a specific extension, then you must dial ***21** followed by the number of the extension whose call you want to answer, `TARGET_NUMBER`.

For example, when there are two calls ringing at the same time on extensions `0001*004` and `0001*005`, you can pick up the call from the first extension by simply dialing ***21004**.

***21PARTIAL_NUMBER** - Pick Up First Matching Call

To pick up the call ringing on a certain extension, you do not have to specify the entire number of the target extension. If you dial ***21** followed by the first few digits of the number, `PARTIAL_NUMBER`, VoxSun will pick up the call of the first extension whose number matches `PARTIAL_NUMBER`.

For example, when there are two calls ringing at the same time on extensions `0001*211` and `0001*222`, you can pick up the call from the first extension by simply dialing ***2122** (instead of ***21222**).

***66** - Dial the Last Missed Call Number

You can use a `Phone terminal` extension to call back the number that initiated the last missed call by dialing *66.

***85/*65** Activate/Deactivate Anonymous for Outgoing Calls

You can activate the Anonymous feature for outgoing calls on a `Phone terminal` extension by dialing *85. To deactivate it and stop placing calls as Anonymous, dial *65.

***67NUMBER** – Hide the telephone number

You can hide your telephone number by dialing *67 followed by the number you wish to call. The person who you are calling will not be able to identify you by your telephone number.

System Test

***52** – Echo Test

To test the extension's connection with the server, dial *52 from your phone terminal's keypad. Everything you speak in the phone will be replied back. This is very useful if you want to test the latency of the connection to the VoxSun server.

933 – Emergency service test

Please test the emergency service: **DO NOT DIAL 911**, instead dial the 933 and make sure the address mentioned is correct. Caution: be advised that you must absolutely test the emergency services by dialing 933. If you dial 911 without first dialing 933, a fee of 250\$ may be applied. If by calling 933 you hear that your telephone number is not linked to an address or the linked address is not correct, do not hesitate to contact technical support at the following address

Phone Services

***94** – Listen to the Date/Time

In order to find out the day and time of the VoxSun server, dial *94 from your phone terminal's keypad.

Call Recording

***1** – One Touch Call Recording

When you are involved in a phone conversation, if your extension has the call recording feature enabled, you can record the call by dialing *1 on your phone

terminal's keypad. A custom sound file, which is chosen from the VoxSun web interface, can be also played when call recording starts.

In order to stop a call recording, you must dial *1 again.

***0 – One Touch Conference Recording**

When you add a new conference extension, you must define its recording behaviour from the `Conference` extension's `Conference center >> Conference Settings` fieldset using the radio buttons available for the `Record conference conversations` option:

- **Always** - When this option is enabled, all the scheduled conferences are recorded.
- **Never** - When this options is enabled, NO scheduled conference is ever recorded.
- **User's choice** - When this option is enabled, a new option is displayed in the extension's `Schedule Conference` page: `Record conference conversations`. This feature allows the user to choose his recording preferences:
 - **Never** - No scheduled conference call will be recorded.
 - **When pressing *0** - The scheduled conference call will be recorded only when *0 is dialed from the keypad. To stop the recording, press *0 again.
 - **All calls are recorded** - All the scheduled conference calls will be recorded.

When involved in a conference started by yourself, you can record all conversations by dialing *0#. This is available only if you are logged in as admin. Otherwise, dialing *0# will render the available member count.

In order to stop a call recording, you must press *0# again.

Note

Dialing *0# will record the conference only if you have selected the `User's choice` option for the **Record conference conversations** setting, available in the **Edit Conference Extension** page.

Note

Keep in mind that the custom sound file chosen from the VoxSun interface to notify about recording events is played.

Call parking

With VoxSun, you can share calls between extensions on the same client account.

Let us consider the following example: there are two extensions on the same client account. One belongs to a secretary and the other one to her boss. All the calls ring on the secretary's extension which filters them and transfers the important ones to her boss. If the boss is currently busy, she can transfer the calls to a parking lot. She can call her boss and inform him the position of the call in the parking lot. The parking lot will keep the calls on hold until the boss is able to pick them up (i.e. unpark the calls).

It is essential that the two extensions have the Extension is multi-user aware permission enabled. Otherwise, they are not allowed to park or unpark calls.

#2 – Park Call

If you want to send an answered call to the parking lot, you must dial #2 on the phone keypad. The system announces the position of the call in the parking lot (this position can be used to unpark the call, when there are several calls in the parking lot). The call will be kept on hold until it is unparked by another extension from the same client account. If the call remains in the parking lot for a time period equal to the Parking timeout, then it will be automatically returned to the extension that parked it.

***221 – Unpark First Call**

To unpark the first call found in the parking lot, you must dial *221 on the phone keypad.

***225 – Unpark Selected Call**

If there are several calls in the parking lot, you can choose the one you want to pick up.

If you don't know the position of the call in the parking lot, dial *225 from your phone keypad. The system informs you about the Caller-IDs and their positions in the parking lot. When you hear the Caller-ID and position of the call you want to unpark, press * on your phone keypad.

If you already know the position where the call was parked, dial *225 followed by the position. For example:

- You can unpark the third call in the parking lot by dialing *2253.
- You can unpark the tenth call in the parking lot by dialing *22510.

***229 – Unpark Last Call**

To unpark the last call found in the parking lot, you must dial *229 on the phone keypad.