Star Code Cheat Sheet

> Some features may only be used by an **Admin** phone (ie. front desk phone, office phone, etc)

> If your system uses prefix before extension numbers (for instance room 400 would be 7400) then be sure to add the prefix when operating star (*) codes.

Do Not Disturb

- Turn DND **ON** : `*78 + extension`
- Turn DND **OFF**: `*79 + extension`

Wake Up Calls

- Set Wake Up Call (from room): `*81`
- Set Wake Up Call (from another phone): `*81 + extension/room number`
- Record Wake Up Call Message: `*92`

Calling Restrictions

- No External Calls: `*870`
- Allow Domestic Calls: `*871`
- Unrestricted: `*872`

Voicemail

- Retrieve Voicemail: `*86`
- Get Room Voicemail: `*486 + extension/room number`
- Transfer Directly to Voicemail: `*86 + Admin extension number / Room Number`
  - While on a call

Directory Assistance

- Directory Assistance: `*89 | 8 + 411 | 0 + 411`

Room Status

- Set Room Status: `*94`
  - followed the maid code then #

Night Audit

- Night Audit IVR **Off**: `*620`
- Night Audit IVR **On**: `*621`

Checking In/Out

- Check Out (restrict calling): `*881 + room number`
- Check In (allow calling): `*882 + room number`

Maid Code Status

> Restricted to only Room Phones

- Update Maid Code Status: `*94 + Maid Code Status`

Pick Up Calls

- Group Pickup: `*8 + #`
- Directed Extension Pickup: * + * + extension number + #

Revision #10
Created 15 January 2020 16:32:29
Updated 8 May 2023 14:57:44 by Cassandra DeLeon