


## AT&T Voice DNA<sup>®</sup> Feature Codes Quick Reference Guide

Feature codes give you quick access to AT&T Voice DNA<sup>®</sup> features using the keypad on your phone. You can access some features directly on your phone as well as by using the feature code. Your AT&T Voice DNA 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 feature code, and then press the **Dial** soft key (Polycom<sup>®</sup>) or the **#** key (Aastra<sup>®</sup>) to access the feature. Some feature codes (such as optional account codes) that you enter during a call require that you first obtain a dial tone by initiating a second call. You typically do this by putting the current call on hold and pressing the line key button to start a new call. To use code **\*90 (Transfer Caller to Voice Mailbox)**, you must first press the **Transfer** soft key and then enter **\*90**.

Code	Feature	Action
<b>#0</b>	<b>Location Operator</b>	Dials your location operator (if one has been set up by your AT&T Voice DNA Administrator).
<b>*00</b>	<b>Last Number Redial</b>	Redials the last number entered on your phone.
<b>*11</b>	<b>Virtual Office Call Retrieve</b>	Enables you to move an active call between your active Virtual Office locations and your AT&T Voice DNA phone.
<b>*21*</b>	<b>Call Forwarding Always Status</b>	(Note the * before and after the code.) Retrieves the current status and destination of the Call Forwarding Always feature. If active, it also includes the number where calls are currently being forwarded.
<b>*33</b>	<b>Directed Call Pickup with Barge-in</b>	Lets you "barge in" on an existing call by entering <b>*33number</b> , where <i>number</i> is the phone number or extension actively in a call that you want to join. When you barge in, the already-connected parties hear a warning tone and a three-way call is established between the parties, with the barge-in user as controller. Some users are barge in exempt, meaning you can't barge in to their calls.
<b>*35*</b>	<b>Calling Line ID Delivery Blocking Interrogation</b>	(Note the * before and after the code.) Tells you the current status of your Calling Line ID Delivery feature.
<b>*50</b>	<b>Optional Account Code</b>	Allows you to enter an optional account code for billing purposes. Enter the account code, and then enter the phone number.
<b>*60</b>	<b>Music on Hold Off</b>	Turns off the Music on Hold feature for the current call only. Enter <b>*60number</b> , where <i>number</i> is an extension or a 10-digit

		phone number of the person you are calling. If you later put this call on hold, Music on Hold won't be played. This is often used when dialing into a conference bridge.
<b>*61*</b>	<b>Call Forward No Answer Status</b>	(Note the * before and after the code.) Tells you the current status of the Call Forward No Answer feature. If active, it also includes the number where calls are currently being forwarded.
<b>*62</b>	<b>Call Forwarding Busy On</b>	Turns on the Call Forwarding Busy feature. Enter <b>*62number</b> , where <i>number</i> is an extension or a 10-digit phone number. All calls that come in when your phone is busy are forwarded to the number you enter.
<b>*63</b>	<b>Call Forwarding Busy Off</b>	Turns off the Call Forwarding Busy feature.
<b>*67</b>	<b>Block Your Caller ID</b>	Blocks your caller ID on the current call. Enter <b>*67number</b> , where <i>number</i> is an extension or a 10-digit phone number of the person you're calling. Your caller ID information won't display on the receiving party's device.
<b>*67*</b>	<b>Call Forwarding Busy Status</b>	(Note the * before and after the code.) Retrieves the current status (active or inactive) and destination (voicemail or the current forward-to number) of the Call Forwarding Busy feature.
<b>*69</b>	<b>Redial Most Recent Incoming Call</b>	Dials the most recent incoming call (unless it had a blocked Caller ID).
<b>*70</b>	<b>Call Waiting Off</b>	Turns off Call Waiting for the current call. Enter <b>*70number</b> , where <i>number</i> is an extension or a 10-digit phone number of the person you're calling. The call waiting feature is suppressed for the duration of this call.
<b>*72</b>	<b>Forward All Calls On</b>	Forwards all calls to the number you specify. Enter <b>*72number</b> , where <i>number</i> is an extension or a 10-digit phone number.
<b>*73</b>	<b>Forward All Calls Off</b>	Turns off the Call Forwarding feature for all calls.
<b>*75*</b>	<b>Call Waiting Interrogation</b>	(Note the * before and after the code.) Tells you the current status of your Call Waiting feature.
<b>*82</b>	<b>Unblock Caller ID for Next Call</b>	If you have the Calling Line ID Block feature assigned, you can temporarily unblock Caller ID (for the next outgoing call only). Enter <b>*82number</b> , where <i>number</i> is any 10-digit phone number of the person you are calling.
<b>*85*</b>	<b>Anonymous Call Rejection Interrogation</b>	(Note the * before and after the code.) Tells you the current status of your Anonymous Call Rejection feature.
<b>*86</b>	<b>Cancel Auto Call Back Busy</b>	Cancels the Auto Call Back Busy feature. You're offered the option to turn on Auto Call Back Busy whenever you reach a

		busy number that's eligible for Auto Call Back Busy treatment.
<b>*90</b>	<b>Transfer Caller to Voice Mailbox</b>	Transfers a caller directly to the voice mailbox associated with the number you specify. Press the <b>Transfer</b> soft key, the <b>Blind</b> soft key, and then enter <b>*90number</b> , where <i>number</i> is the phone number of another user on your AT&T Voice DNA system. Then press <b>Transfer</b> again. To complete the transfer, wait for one ring and then hang up.
<b>*92</b>	<b>Call Forwarding No Answer On</b>	Turns on the Call Forwarding No Answer feature. Enter <b>*92number</b> , where <i>number</i> is an extension or a 10-digit phone number. All calls to your phone that aren't answered are forwarded to the number you enter.
<b>*93</b>	<b>Call Forwarding No Answer Off</b>	Turns off the Call Forwarding No Answer feature.
<b>*94</b>	<b>Call Forwarding Not Reachable On</b>	Turns on the Call Forwarding Not Reachable feature. Enter <b>*94number</b> , where <i>number</i> is any extension or phone number. When you can't be reached by AT&T Voice DNA, calls are forwarded to this number.
<b>*95</b>	<b>Call Forwarding Not Reachable Off</b>	Turns off the Call Forwarding Not Reachable feature.
<b>*96</b>	<b>Intercom Over Speakerphone</b>	Provides intercom-like functionality, where you can call another user in your organization and be instantly connected. Enter <b>*96number</b> , where <i>number</i> is the extension of another user on your AT&T Voice DNA network. The person you're calling hears a brief warning tone, and then the phone answers automatically in speakerphone mode.
<b>*97</b>	<b>Directed Call Pickup</b>	Enables you to answer a ringing line by entering <b>*97number</b> , where <i>number</i> is the phone number or extension you want to answer. You can also use the Call Pickup soft key on your IP phone. See also <a href="#">Directed Call Pickup with Barge-in</a> .
<b>*98</b>	<b>Call Park</b>	Sends a call to the phone number or extension specified and places the call on hold. Enter <b>*98number</b> , where <i>number</i> is the phone number or extension where you want to park the call on hold. 
<b>*99</b>	<b>Call Park Retrieve</b>	Retrieves a parked call at the phone number or extension specified. Enter <b>*99number</b> , where <i>number</i> is the phone number or extension from which you want to retrieve the parked call.
<b>*610</b>	<b>Set Rings for Does Not Answer</b>	Prompts you to set the number of rings to wait before invoking the current "when I don't answer" call treatment (typically routing the call to voicemail).