Ziptel User Features

General Features		
Caller ID	*65	Activate Caller ID for outgoing calls. Press *85 to deactivate.
Call Park	#2	Put a current call on hold so that it can be picked up by another extension. The system will announce the position it has been placed in.
• Unpark First Call	*221	Pick up the first parked call found on the system.
• Unpark a specific call	*225	Pick up a specific call if you know the position by dialing *225 followed by the position. The system will play the position of the calls that are currently parked. Press * when you hear the call you intended to pick up.
• Unpark the last call	*229	Pick up the last call that is parked on the system.
Call Pickup	*21	Pick up any call ringing on all extensions.
• Call Pickup – Target	*21EXT	Pick up a call at a specific extension by dialing *21 followed by the extension .
Call Recording	*1	Record a phone call. A custom sound file can be played when recording starts which can be chosen from the user interface. Press *1 again to stop recording.
• Conference Recording	*0	The user who starts the conference, can record the call. A sound file will be played when recording starts. Custom sound recordings can be chosen in the user interface. Press *0 again to stop recording.
Call Waiting	*71	Activate call waiting. Dial *70 to deactivate.
Date and Time	*94	Find out the date and time of the ZIPTel Hosted server. Note: This time is based on the server's local time and may be different from your timezone
Diagnostics Extension	*011	Find out details about server parameters for diagnostic purposes.
Dial Last Call	*65	Automatically dial the last call missed call.
Directory Lookup	*22	Look up a user's extension by name. Note: Users can 'hide' from the directory and will not be listed this way.
Do Not Disturb	*78	Activate Do Not Disturb. Dial *79 to deactivate.
Echo Test	*52	Test the extension's connection with the server. Everything you speak into the receiver will be 'echoed' back.
Agent Log In		
Personal extension	*96	System will prompt you for your password to log into the system from your extension.
Any extension	*97	System will prompt you for your agent number and password to log you into any extension.
Disconnect/Log Out	*98	System will log you out.
Pause	*26EXT	System will consider you unavailable without logging you. Press *28EXT to un-pause. Note: If pausing/un-pausing on your own extension, you can use the shortcuts *26 and *28.
Supervise Conversations	*999QUEUE	System will announce the extension number of the first agent and start playing the conversation. Press * for the next agent.
Conference Calling		
Initialize a Conference	8EXT	Create a conference room by dialing 8 followed by your extension.
Join a conference on the system	8EXT	Join a conference by dialing 8 followed by the extension that conference was created by.
Invite Users	#8EXT	Invite a user by dialing #8 followed by the extension of the user you are inviting.
Quit Conference Call	*30#	End the conference call gracefully for all callers except for the starting user.
Kick Out Last User	*31#	Kick out the last caller to join the conference call.
Kick Out All Users	*32#	Kick out all users except for the member entering the command.
Lock Conference Call	*20#	Lock a conference call that is in progress so that new users can't join. Dial *20# to unlock.
Mute Participants	*11#	Mute all users except for the member entering the command. Dial *10# to unmute.

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Ziptel User Features

Transfer		
Blind Transfer	#1EXT	Transfer a call directly to a user by dialing #1 followed by the extension.
Consult Transfer	*2EXT	Put a call on hold before transferring to consult with other user to confirm that they are able to take the call. Hang up if they accept and the call will be transferred automatically.
Transfer to Voicemail	*95EXT	Transfer a call directly to voicemail without ringing if you know the user is unavailable by dialing *95 followed by the extension of the user.
Transfer Active Call to Voicemail	#3EXT	If you receive a call that you cannot answer, dial #3 and the extension of the specified user while ringing to transfer directly to another
Transfer to Extension Unconditionally	*72EXT	Transfer all calls to a specified extension when dialing any extension in the system. Dial *73EXT to deactivate.
Transfer to Extension on Busy	*90EXT	Automatically transfer calls to a specified extension when your extension is busy. Dial *91EXT to deactivate.
Transfer to Extension on No Answer	*91EXT	Automatically transfer calls to a specified extension when there is no answer at your extension. *Dial 92EXT to deactivate.
Voicemail		
Listen to Voicemail	*95	Access your voicemail inbox. The system will prompt you to enter your password.
Enable/Disable Voicemail	*950	Disable your voicemail or enable by dialing *950

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