

GoTo Connect Star Codes

Star Code	Definition
*7	Pauses and resumes recording on live calls.
*11	Searches the default dial by name directory.
*12	No action. Reserved for emergency services in some countries.
*13 + ext	Logs in and out of a call queue and campaign.
*14	Records a sound clip to be used in a dial plan or call queue (requires prompt recording permissions).
*15 + ext/tel	Records a single call (feature must be set up by a system admin). This cannot be used mid-call.
*17 + ext	Initiates call monitoring (requires monitoring permissions).
*19	Changes personal dialable password (default 0000). This password is used with the dialable username to access permission-based tasks such as recording prompts, making international calls, and call monitoring. It is different from the voicemail password.
*21	Records personal directory name to be used in a dial by name directory.
*22	Records others' directory names to be used in a dial by name directory (requires prompt recording permissions).
*33	Pauses an agent's calls in all assigned queues. Agent will hear "agent paused".
*33 + ext	Pauses an agent's calls in a specific queue. Agent will hear "agent paused".
*34	Resumes an agent's calls in all assigned queues. Agent will hear "available".
*34 + ext	Resumes an agent 's calls in a specific queue. Agent will hear "available".

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*37	Places a call on hold in a virtual parking spot on the system. There are an unlimited number of parking spots available. To park in a user-assigned spot, blind transfer to *37 + parking spot number (any number of digits, but it cannot start with 0). To park in a system-assigned spot, warm transfer to *37 (the system will notify you where the call is parked). To answer a parked call, dial *37 + parking spot number.
*43 + dialable username	Initiates hot desking allowing you to load your extension settings to a shared phone and use it as your own. Dial the same star code to log out of a shared phone. This feature is supported on Cisco MPP, Polycom, and Yealink only and must be enabled by a system admin on your user profile and each shared device.
*67 + tel	Blocks your number from a caller ID for a single call.
*72 + ext/tel	Activates server-side call forwarding—all incoming calls are forwarded to an internal extension or external number.
*73	De-activates server-side call forwarding.
*77	Switches a call between devices assigned to a single user.
*82 + tel	Overrides the Block Caller ID setting for a single call.
*97 + ext	Picks up a call ringing on another user's phone (directed call pickup).
*98+ ext	Checks other extension, ring group, or shared voicemail boxes.
*99	Checks voicemail for the line assigned to the phone.
*911	Tests emergency services call notifications.
* + extension	Pages an individual phone, or even an entire ring group, by automatically activating their speakerphone (feature must be enabled on the recipient's line).
*	Rewinds voicemail messages in 2 second increments.
#	Fast forwards voicemail messages in 4 second increments.