

MyCloud UCaaS Feature Access Codes

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Partner Bulletin

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Credits

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Support/Feedback

Please email comments, suggestions and/or corrections by clicking this link – [Feedback - Technical Publications \(fill in the subject\)](#).

Disclaimer

The information presented in this document is based on the most recent data as of the “*Last revised*” date noted on the front page. As new software versions are released, they may necessitate modifications to this material. It is important to always refer to the most recent version available.

Scope

This document outlines the deployed and, in some cases, suggested feature access codes within the MyCloud UCaaS system. Some of these codes may be flexible. In such cases, we recommend using the provided codes to prevent dialing conflicts that could interfere with other features or numbers. For example, conferencing codes are flexible. Some features may require provisioning on your part.



Feature Access Codes

Application	Code	Feature Description	Additional Information
Anonymous Calling	*77	Activate Reject Anonymous	Activate Anonymous Call Reject.
Anonymous Calling	*87	Disable Reject Anonymous Call	Deactivate Anonymous Call Rejection.
Auto Attendant	*90	Auto Attendant Toggle	Toggle between current menu and alternate menu. Ex: Night mode.
Call Forward	*40	Activate Forward	
Call Forward	*41	Set Forward Busy Destination	
Call Forward	*42	Set Forward No Answer Feature	
Call Forward	*72	Set Forward Destination	
Call Forward	*73	Disable Forward	
Call Forward	*91	Disable Forward Busy	
Call Forward	*92	Activate Forward No Answer	
Call Forward	*93	Disable Forward No Answer	
Call Forward	*94	Activate Forward Busy	
Call Park	(Use Park Queue Ext. Number)	Call Park-Retrieve	Call Park queue extension number is announced when the call is parked.
Call Park	70000-78999	Call Park	No ringback to on parked call.
Call Park	79000-79999	Call Park with Ringback	Rings back if call is not picked up.
Call Pickup	*11	Group Pickup	
Call Pickup	*12+Extension Number	Call Pickup	
Call Pickup	*13	Site Pickup	Can be used if lines are in the same Site.
Call Pickup	*14	Domain Pickup	
Call Pickup	07+Extension Number	Directed call pickup	
Call Privacy	*67+Phone Number	Privacy Outbound Dialing	For one-time Caller ID block.
Call Recording	*75	Pause Call Recording	
Call Recording	*76	Un-pause Call Recording	
Call Recording	*85	Stop Call Recording	
Call Recording	*86	Start Call Recording	
Call Return	*69	Last Call Return	
Conference	80000-89000	Voice Conference Code Range	Suggested range numbering.
Do Not Disturb	*78	DND toggle	Toggle (DND) mode according to the current status.
Do Not Disturb	*79	Disable Do Not Disturb	De-active Do Not Disturb (DND).



Application	Code	Feature Description	Additional Information
MCUC-ACD	*49+extension	MCUC-ACD supervisor Call Tap	Access to Listen, Whisper, and Barge for Call Center Supervisors.
MCUC-ACD	*50	Whisper (after call tap)	Call Center Supervisor Only.
MCUC-ACD	*51	Barge (after call tap)	Call Center Supervisor Only.
MCUC-ACD	*52	Listen (after call tap)	Call Center Supervisor Only.
MCUC-ACD	*60	Queue Toggle	Toggle between current queue and alternate queue.
MCUC-ACD	*95	Agent Login for One Call	Temporary agent login for taking a single call.
MCUC-ACD	*96	Agent Login	
MCUC-ACD	*97	Agent Logout	
Paging	08+extension	Intercom to device	Dialable code to page an extension for devices without button ability.
Voicemail	03+extension	Transfer to voicemail	
Voicemail	*98	Voicemail access from user's telephone number, prompts for password.	Phones & Devices without button ability.
Voicemail	5000	Voicemail access from a line other than the user's phone number, prompts for account and password	Calling voicemail from a nonnative phone/device.
Voicemail	5001	Voicemail code for Phone Configuration voicemail key operation, prompts for password	Code can be dialed as well from the subscriber's phone or web phone.

Service Numbers			
Application	Code	Service Description	Additional Information
Emergency	911	FCC requirement for emergency calls in the United States	Live Public Safety Answering Point (PSAP).
Emergency	933	Industry standard to test emergency calls in the United States	Automated e911 Test System - Announces associated address if known.
Emergency	988	FCC requirement for the crisis lifeline in the United States	Suicide & Crisis Hotline.
TTY	711	FCC requirement to connect a deaf caller to a Telephone Relay Service	Deaf Caller Services.

