AT&T Voice DNA® Feature Codes
Quick Reference Guide

Feature codes give you quick access to AT&T Voice DNA® 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®) or the **#** key (Aastra®) 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
#0	**Location Operator**	Dials your location operator (if one has been set up by your AT&T Voice DNA Administrator).
*00	**Last Number Redial**	Redials the last number entered on your phone.
*11	**Virtual Office Call Retrieve**	Enables you to move an active call between your active Virtual Office locations and your AT&T Voice DNA phone.
21	**Call Forwarding Always Status**	(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.
*33	**Directed Call Pickup with Barge-in**	Lets you "barge in" on an existing call by entering ***33**number, where number 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.
35	**Calling Line ID Delivery Blocking Interrogation**	(Note the ***** before and after the code.) Tells you the current status of your Calling Line ID Delivery feature.
*50	**Optional Account Code**	Allows you to enter an optional account code for billing purposes. Enter the account code, and then enter the phone number.
*60	**Music on Hold Off**	Turns off the Music on Hold feature for the current call only. Enter ***60**number, where number 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.
61	**Call Forward No Answer Status**	(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.
*62	**Call Forwarding Busy On**	Turns on the Call Forwarding Busy feature. Enter ***62**_number_, where _number_ 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.
*63	**Call Forwarding Busy Off**	Turns off the Call Forwarding Busy feature.
*67	**Block Your Caller ID**	Blocks your caller ID on the current call. Enter ***67**_number_, where _number_ 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.
67	**Call Forwarding Busy Status**	(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.
*69	**Redial Most Recent Incoming Call**	Dials the most recent incoming call (unless it had a blocked Caller ID).
*70	**Call Waiting Off**	Turns off Call Waiting for the current call. Enter ***70**_number_, where _number_ 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.
*72	**Forward All Calls On**	Forwards all calls to the number you specify. Enter ***72**_number_, where _number_ is an extension or a 10-digit phone number.
*73	**Forward All Calls Off**	Turns off the Call Forwarding feature for all calls.
75	**Call Waiting Interrogation**	(Note the ***** before and after the code.) Tells you the current status of your Call Waiting feature.
*82	**Unblock Caller ID for Next Call**	If you have the Calling Line ID Block feature assigned, you can temporarily unblock Caller ID (for the next outgoing call only). Enter ***82**_number_, where _number_ is any 10-digit phone number of the person you are calling.
85	**Anonymous Call Rejection Interrogation**	(Note the ***** before and after the code.) Tells you the current status of your Anonymous Call Rejection feature.
*86	**Cancel Auto Call Back Busy**	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.
*90	**Transfer Caller to Voice Mailbox**	Transfers a caller directly to the voice mailbox associated with the number you specify. Press the **Transfer** soft key, the **Blind** soft key, and then enter ***90**_number_, where _number_ is the phone number of another user on your AT&T Voice DNA system. Then press **Transfer** again. To complete the transfer, wait for one ring and then hang up.
*92	**Call Forwarding No Answer On**	Turns on the Call Forwarding No Answer feature. Enter ***92**_number_, where _number_ 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.
*93	**Call Forwarding No Answer Off**	Turns off the Call Forwarding No Answer feature.
*94	**Call Forwarding Not Reachable On**	Turns on the Call Forwarding Not Reachable feature. Enter ***94**_number_, where _number_ is any extension or phone number. When you can't be reached by AT&T Voice DNA, calls are forwarded to this number.
*95	**Call Forwarding Not Reachable Off**	Turns off the Call Forwarding Not Reachable feature.
*96	**Intercom Over Speakerphone**	Provides intercom-like functionality, where you can call another user in your organization and be instantly connected. Enter ***96**_number_, where _number_ 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.
*97	**Directed Call Pickup**	Enables you to answer a ringing line by entering *97number, where number 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 Directed Call Pickup with Barge-in.
*98	**Call Park**	Sends a call to the phone number or extension specified and places the call on hold. Enter ***98**_number_, where _number_ is the phone number or extension where you want to park the call on hold.
*99	**Call Park Retrieve**	Retrieves a parked call at the phone number or extension specified. Enter ***99**_number_, where _number_ is the phone number or extension from which you want to retrieve the parked call.
*610	**Set Rings for Does Not Answer**	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).