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## Default Star Codes

Andrew Edington - 2026-03-06 - [General Information](#)

Our UC system has a number of default star codes, which can be used to perform certain functions. Please see the table below. In cases where you need to provide a phone number, it will accept extension numbers along with e164 & FNN.

Code	Function
03<extension>	Transfer ringing call for <extension> to voicemail
07<extension>	Directed call pickup of ringing call for <extension>
08<extension>	Intercom call the extension
***	Dynamic park
*<call park queue extension>	Park call into queue
*10	Retrieve call from call park queue
*36	Group based pickup/parktrieve (any ringing call, or call in a hold state, in same dept. will be answered)
*37	Site based pickup/parktrieve (any ringing call, or call in a hold state, in same site will be answered)
*38	Site & group based pickup (any ringing call, or call in a hold state, in same site & dept. will be answered)
*39	Domain based pickup/parktrieve (any ringing call, or call in a hold state, in same domain will be answered)
*40	Activate call forward
*41<phone number>	Set the call forward when busy destination phone number
*42<phone number>	Set the call forward no answer destination phone number
*50	Make an offline agent available for 1 call only (at which point after taking a call, they will be set back to offline)
*51	Agent login
*52	Agent logout
*67<phone number>	Hide caller ID for single call to destination phone number
*69	Call back the last number that called your extension
*72<phone number>	Set the call forward destination phone number
*73	Deactivate call forward
*75	Pause recording during active call
*76	Unpause recording during active call
*77	Activate reject anonymous calls
*78	Activate DND
*79	Deactivate DND
*87	Deactivate reject anonymous calls
*90	Activate call forward busy
*91	Deactivate call forward busy
*92	Activate call forward when no answer
*93	Deactivate call forward when no answer
*95	Site & department call pickup (any ringing call in same site & dept. will be answered)
*96	Domain call pickup (any ringing call in same domain will be answered)
*96<park call queue>	Domain retrieve call in park queue
*97	Department call pickup (any ringing call in same dept. will be answered)
*98	Start call recording mid-call
*99	Stop call recording mid-call