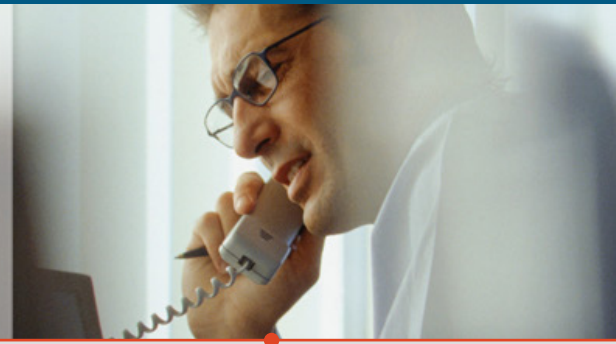




EARTHLINK BUSINESS®

# HOSTED VOICE

## Star Codes Quick Reference Sheet



### TAKE ADVANTAGE OF ALL THE CALLING FEATURES YOUR HOSTED VOICE SERVICE HAS TO OFFER!

The following is a list of calling codes to activate and deactivate calling features from your phone:

FEATURE NAME		STAR CODE	DESCRIPTION
Unconditional Call Forward *		<b>*72</b>	Forwards incoming calls immediately to an alternate number
Deactivate Unconditional Call Forward *		<b>*73</b>	Deactivates Unconditional Call Forwarding feature
No Answer Call Forward *		<b>*92</b>	Forwards incoming calls to an alternate number if they are not answered
Deactivate No Answer Call Forward *		<b>*93</b>	Deactivates No Answer Call Forward feature
Busy Call Forward *		<b>*90</b>	Forwards incoming calls to an alternate number if the line is busy
Deactivate Busy Call Forward *		<b>*91</b>	Deactivates Busy Call Forward feature
Group Call Pick Up		<b>*11</b>	Answers a call ringing on another line in your Call Group
Call Return		<b>*69</b>	Recording provides details about the last incoming call and initiates a return call
Deactivate Call Return		<b>*89</b>	Deactivates Call Return reattempts if the line is busy
Call Park		<b>*13</b>	Parks an active call on a Park Orbit by warm transferring to *13
Call Park - Retrieval		<b>*14 + &lt;orbit&gt;</b>	Retrieve a call being held on a Call Park Orbit
Add Speed Dial *	1 Digit	<b>*74</b>	Adds a speed dial by dialing appropriate star code + new speed dial code + phone number. For example, to assign Speed Dial 5 to 9545551234 you would dial: *74+5+9545551234
	2 Digits	<b>*75</b>	
Call Jump **	Wireless	<b>*96</b>	Allows you to "jump" an active call to a preconfigured wireless or alternate number without placing the call on hold
	Alternate	<b>*95</b>	
Voicemail Access		<b>*99</b>	Access voicemail messages and settings

\* Premium and Remote Workers must activate feature via the CommPortal  
 \*\* Feature is only available to Premium and Remote Workers

Please note that all features may not be included in your calling plan. If you would like to activate additional calling features please call Customer Care at **1-855-EL-CARE-1 (352-2731)**. Refer to the feature User Guide for detailed instructions on calling features. Other conditions apply. Additional charges apply if you forward calls to a long distance number. Long distance forwarding not available to international destinations.\*\* Feature is only available to Premium and Remote Workers

### GET STARTED

1-855-EL-CARE-1 (352-2731) | [www.earthlinkbusiness.com](http://www.earthlinkbusiness.com)

