Intermedia Unite: Common Feature Codes

Hunt Groups: Logging In/Out Dialing Codes

Once Agents are added to the list, they are able to log into the group from their VoIP device by using the correct dial code, assigning log in & out buttons to their device, or by an administrator using HostPilot:

How to log in and out of huntgroups directly from your IP phone:

1.   To log in the hungroup dial its extension and add '1'.

*XXX*1 (log into a huntgroup with extension XXX).

2.   To log out of the hungroup dial its extension and add '0'.

*XXX*0 (log out of a huntgroup with extension XXX).

For example, if you need to log into a huntgroup with extension 300, dial *300*1. To log out, dial *300*0.

Call Pickup Codes

The Call Pickup feature allows a user at any phone to answer calls that are ringing on other phones in the company. To access the Call Pickup feature, the user dials a corresponding Call Pickup Code.

There are three types of Call Pickup:

 Feature   Code   Description

Directed Call Pickup   *95 + extension

(e.g. *95103) Answers an incoming call on a specific extension

Any Call Pickup   *96   Answers an incoming call on any phone

Group Call Pickup   *97, or

*97 + group ext (e.g. *97200)   Answers an incoming call to a Pickup Group that the User is an agent of.

Paging Group Dialing Codes

When dialing to Paging groups, all idle phones in the group will have their speaker turned on and the caller's voice will be heard on all phones.

Using a Paging Group as an Intercom

While not a true Intercom feature, any member of a paging group can answer a page as a two-way interactive call by using the dial code *80; disconnecting any other members currently listening to the paging call.

Call Park Dialing Code

While devices auto-provisioned (purchased directly, or Enhanced BYOP) have a Park softkey programmed, you can manually park a call from any device by simply pressing #7.

1.   Press #7 while on an active call

2.   The call is put on hold and the operator will advise you of the parked extension the call is now holding on (always starting at 980 and incrementing by 1).

3.   You can now dial the parked extension number from any device on the account to immediatly pick up the call.

On Demand Call Recording Dialing Code

This feature allows users to record calls on an as-needed basis, once Call Recording has been enabled in Host Pilot.

1.   User pushes #9 to start the call recording or stop recording.

2.   Depending on customer's state, notification can be disabled.

Note: Different states have different laws about the notification that calls are being recorded. Administrators can choose whether to enable or disable a call recording announcement based on their state's requirements.

•   If enabled, Your call is being recorded plays when you start recording.

3.   When call is ended or recording stopped, .mp3 file of recording is delivered to the end user who initiated the recording via email.

Call & Transfer directly to an extension's VM box

Intermedia Unite users may use a star code to call directly to another extension's voicemail box.

Dialing *<extension number> (e.g. *103) from any device will immediate call that extensions Voicemail. You can use this star code to transfer callers directly to a voicemail box.

Blind Transfer to Voicemail of an extension:

1.   When on a phone call, press the "Blind Transfer" soft-key.

On different phone models this option can be accessed differently:

•   For Polycom, it is usually located after "Transfer" is pressed, where "Blind" option can be seen

(older models can require to hold "Transfer" key, and choose between "Blind" and "Consultative" options).

•   On Cisco and Yealink phones it is actually a separate soft-key, usually hidden under "More" options.

2.   Dial *<extension number> (e.g. *103) and complete the transfer.

Note: on the Yealink phones * key needs to be pressed twice in order for * symbol to appear.

3.   The caller will then be sent directly to that extension's voicemail.