

### DTMF Codes \* and # Commands

Last Updated: September 08, 2023

This article shows the list of codes and shortcuts you can use on your Voice+ desk phones to perform functions such as transferring calls, call recording, etc.

You may use these \* and # codes, touch-tone commands, or shortcuts on any Voice+ provisioned desk phone.

Note, these codes are for Voice+ provisioned desk phones only and are not supported in the Voice+ mobile, desktop, or web apps, or the Voice+ Phone desktop app. Use equivalent commands in the respective apps to access these features.

Function	Key Code	Details
Open the RingCentral Interactive Voice Response (IVR)	*	When calling your extension or Direct Number, press * to manage your RingCentral account settings over the phone.
Call Flip	* + flip number	During an active call, press *1 up to 8 to initiate Call Flip.
Call recording (start/end)	*9	During an active call, press *9 to start/end the call recording.
Outgoing caller ID blocking	*67 + 10-digit number	When placing an outgoing call, dial *67 before the 10-digit number to block your outgoing caller ID on a per-call basis.

<b>Intercom call</b>	*85 + ext. number	Dial *85 to initiate an intercom call. For example: *85102 for ext. 102.
<b>Voicemail</b>	*86	Dial *86 on your RingCentral desk phone to listen to your voice messages over the phone.
<b>Call park (send to park location)</b>	##*3	Press ##*3 to park an active call.
<b>Call park (retrieve)</b>	* + park location extension	Press * and then the park location extension to pick up a parked call.
<b>Call return</b>	*69	The last missed call in your call logs will be called.
<b>Hold</b>	##	Press ## to place an active call on hold.

<b>Transfer to voicemail</b>	Cisco: blind transfer key + *0 + ext. number Polycom: transfer key + blind softkey + *0 + ext. number	Send the caller directly to voicemail.
<b>Blind transfer</b>	## + ext. number	Blind transfer from any phone.
<b>External transfer</b>	## * 1 + 10-digit number	This will transfer the call externally, showing the originating caller ID, not the extension transferring it.
<b>Internal transfer</b>	## + ext. number + #	This will transfer the call externally, showing the caller ID of the extension transferring, not the originating caller ID.
<b>Connect directly to voicemail</b>	#	When calling an extension, press the # key to go directly to the extension's voicemail. Note: This command does not apply to Call Queues.
<b>Page</b>	*84 + group number + #	If your phone does not have a softkey for paging, you may dial *84 followed by the Group number + #. Make your announcement and hang up when finished.

<b>Mute Conference Bridge Music</b>	* # 903 #	If you are the only participant on a RingCentral Conferencing Bridge, dial *#903# to mute the hold music.
<b>Hot desk login</b>	*90	Dial *90 on a hot desk phone/common phone.
<b>Hot desk logout</b>	*91	Dial *91 on a hot desk phone/common phone.
<b>Directed call pickup</b>	*58 + ext. number	Answer a call using directed call pickup.