COMCAST BUSINESS VOICEEDGE™ STAR CODES

Use this sheet as a quick reference for codes to enable or disable key Business VoiceEdge features.

COMCAST BUSINESS

Business VoiceEdge Star Codes				
Feature	**Description**	**On**	**Off**	**Invocation**
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID.	*77	*87	
Automatic Callback	Enables users who receive a busy condition to monitor the busy party and automatically establish a call when the busy party becomes available.	#9	#8	
Call Forwarding Always	Enables a user to redirect all incoming calls to another phone number.	*72	*73	
Call Forwarding Always Interrogation	Hear whether Call Forwarding Always is deactivated or activated. If Call Forwarding Always is activated, the user also hears the Call Forwarding destination. The Call Forwarding Always destination can be a phone number or voice mail.			*21*
Call Forwarding Always To Voice Mail	Enables users to send ALL calls to voicemail.	*21	#21	
Call Forwarding Busy	Automatically redirect incoming calls to a different phone number when your phone is busy or Do Not Disturb is enabled.	*90	*91	
Call Forwarding Busy Interrogation	Hear whether Call Forwarding Busy is deactivated or activated. If Call Forwarding Busy is activated, the user also hears the Call Forwarding destination.			*67*
Call Forwarding Busy To Voice Mail	Enables users to send calls to voicemail when they are on a call.	*40	#40	
Call Forwarding No Answer	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings.	*92	*93	
Call Forwarding No Answer Interrogation	Hear whether Call Forwarding No Answer is deactivated or activated. If Call Forwarding No Answer is activated, the user also hears the Call Forwarding destination.			*61*
Call Forwarding No Answer To Voice Mail	Enables users to send calls to voicemail when calls are not answered.	*41	#41	
Call Forwarding Not Reachable	Allows for configuring a location (for example, a mobile) where a call should be redirected when the main device is unreachable (for example, desk phone).	*94	*95	
Call Forwarding Selective	Enables a user to define criteria that causes certain incoming calls to be redirected to another destination.	#76	#77	
Call Park	Call Park allows you to place calls on hold and direct them to a Call Park Group where another user can retrieve the call.			*68
Call Park Retrieve	Retrieve or reconnect with a call that was previously parked.			*88
Call Pickup	Enables a user to answer any ringing line within their pick-up group.			*98
Call Retrieve	Enables a user to pick up an incoming call to a phone in your call pickup group.			*11
Call Return	Enables a user to call the last party that called, whether or not the call was answered.			*69
Call Return Number Deletion	Deletes the last incoming call number.			#92#
Call Waiting Persistent	Enable/disable Call Waiting for all calls.	*43	#43	
Calling Line ID Delivery Blocking per Call	Enables users to prevent display of their calling line ID on a per-call basis. Before placing a call, the user dials the assigned code, and then places the call as usual. *Note: This service is active only for one phone call.*			*67
Calling Line ID Delivery Blocking Persistent	Enables Calling Line ID Delivery Blocking for all calls until disabled.	*31	#31	

Feature	Description			Code
Calling Line ID Delivery per Call	Enables users to display their calling line ID on a per-call basis. Before placing a call, a user dials the assigned code, and then places the call as usual. *Note: This service is active only for one phone call.*			*65
Cancel Call Waiting	Enables users to dial the assigned code to turn off Call Waiting for the next call they place.			*70
Clear Voice Message Waiting Indicator	Allows users to dial the assigned code, to clear the audible (and visible for some devices) message waiting indicator on their phone.			*99
Customer Originated Trace	Allows users to dial the assigned code, and then place a trace on the last number that called them.			*57
Direct Voice Mail Transfer	Enables users to transfer a held call directly to a voice mailbox, that is, without using the Personal Call Manager. The call can be transferred to the user's voice mailbox or to any other voice mailbox in the group.			*55
Directed Call Pickup	Enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone.			*97
Directed Call Pickup with Barge-in	In addition to the ability to pick up a call directed to another user in the same customer group, this version of the Directed Call Pick-Up service (listed below under group services) also enables the user to barge-in on the call if already answered, thereby creating a three-way call.			*33
Diversion Inhibitor	When features like Be Anywhere, Simultaneous Ring, Sequential Ring or Call Forwarding, this feature prevents your business calls from being redirected to your cellphone voicemail. *Note: This service does not work with all wireless carriers.*			*80
Do Not Disturb	Allows users to set their station as unavailable so that incoming calls are given a busy treatment.	*78	*79	
Flash Call Hold	Enables users to hold a call for any length of time by flashing the switch-hook on their phone and dialing the respective feature access code.			*22
Group Call Park	Enables you to select users in a group to be in a Call Park group. Any user in the group can only be in one Call Park group at a time. When a call is parked with the Group Call Park service, the service hunts for the first available user in the Call Park group and parks the call there. This feature access code cannot be used until the Call Park service is assigned.			#58
Last Number Redial	Enables users to redial the last number they called.			*66
Music On Hold Per-Call Deactivation	Disables the Music on Hold feature on a per call basis.			*60
No Answer Timer	Enables a users to change the number of rings a caller hears before no-answering handling services apply.			*610
Push to Talk	Enables user-to-user intercom service across an enterprise.			*50 + extension
Speed Dial 100	Enables users to dial two-digit codes to call up to 100 frequently-called numbers.			*75
Speed Dial 8	Enables users to dial single digit codes to call up to eight different numbers, such as frequently-dialed numbers or long strings of digits that are hard to remember.			*74
Voice Mail Retrieval	Allows users to retrieve their voice mail. When dialing this feature access code, subscribers are automatically connected to their voice mail retrieval menu.			*86
Voice Portal Access	Connects you to your Voice Portal from your phone.			*62