



About this Document

This document lists the Feature Access Codes that you can use with XO Hosted PBX to control aspects of your service.

You do not have to memorize these codes, but you may find some of them useful. In addition, you can also use the [MyPhone web portal](#) to perform the same actions without needing them. Both methods of feature control manipulate the same features, so changes made using Feature Access Codes will be reflected on the MyPhone dashboard, and vice versa.

Feature Access Codes

Note: Not all station types support all features. If the station being used does not support a feature associated with a given Feature Access Code, the feature access code will not work for that station.

Feature/Service	Activate	Deactivate
Call Forwarding Always	*72	*73
Call Forwarding Always To Voice Mail	*21	#21
Call Forwarding Busy Activation	*90	*91
Call Forwarding Busy To Voice Mail Activation	*40	#40
Call Forwarding No Answer Activation	*92	*93
Call Forwarding No Answer To Voice Mail Activation	*41	#41
Call Forwarding Not Reachable Activation	*94	*95
Caller ID Delivery Blocking per Call	*67	-
Caller ID Delivery Blocking Persistent Activation	*31	#31
Caller ID Delivery per Call	*65	-
Call Park	*68 (park)	*88 (ret)
Cancel Call Waiting	*70	-
Clear Voice Message Waiting Indicator	*99	-
Direct Voice Mail Transfer	*55	-
Directed Call Pickup	*97	-
Do Not Disturb Activation	*78	*79
Last Call Return	*69	-
Last Number Redial	*66	-
Music On Hold Per-Call Deactivation	*60	-
Push to Talk	*50	-



Flash Hook Services

These services use “flash hook”, where the user quickly depresses and releases the off-hook button in the phone’s cradle. If you use an analog phone with a Hosted PBX analog terminal adapter, for example, you may be able to use these services.

Flash Call Transfer

While engaged in the call to be transferred, do the following.

1. Press flash-hook on phone. The initial call is held.
2. Enter the complete phone number or extension of party to receive the call. You can press # to signal the end of the phone number or extension.
3. All parties are connected.
4. Hang up the handset to drop out of the call and connect the other two parties.

Flash Three-Way Call

While engaged in one call, do the following:

1. Press flash-hook on phone. The initial call is held.
2. Enter the complete phone number or extension of third party. You can press # to signal the end of the phone number or extension.
3. When the call is connected, press flash-hook again. All parties are connected in a three-way call.
4. To drop the added-on party, press flash-hook again.

If either of the two other parties hangs up, your call with the remaining party is intact. If you hang up, the other two parties remain connected.

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