



FEATURE ACCESS CODES QUICK REFERENCE GUIDE

Feature Access Codes (also known as “star codes”) control the configuration of certain Sparklight Business phone features. To utilize a Feature Access Code, pick up the handset and dial the appropriate Feature Access Code. Some features may be configured in the Sparklight Phone Portal.

Star Code	Feature	Definition
*77	Anonymous Caller Rejection	Reject anonymous callers.
*87	Anonymous Caller Rejection Deactivation	Allow anonymous callers.
*69	Automatic Recall	Automatically connect to the last number called.
*69 then 1	Automatic Recall – two-stage activation	Two-stage Automatic Recall activation.
*89	Automatic Recall – Cancel all attempts	Cancel all attempts Automatic Recall.
*66	Automatic Call Back (Last number Redial)	Call the last number dialed by user.
*86	Automatic Call Back Deactivation	Cancel all outstanding call back requests.
*70	Call Waiting Deactivation	Cancel incoming Call Waiting calls for the duration of the current call. Must dial full digit string *70 + TN.
*72	Call Forward Always Activation	Ability to forward all calls to another number. Must dial full digit string. *72 + fwd TN.
*73	Call Forward Always Deactivation	Deactivate Call Forwarding Always.
*90	Call Forward Busy Activation	Ability to forward all calls to another number when user is busy. Must dial full digit string. *90 + fwd TN.
*91	Call Forward Busy Deactivation	Deactivate Call Forwarding Busy.
*92	Call Forward No Answer (Delayed) Activation	Ability to forward all calls to another number after set number of rings. Must dial full digit string. *92 + fwd TN.
*93	Call Forward No Answer (Delayed) Deactivation	Deactivates Call Forwarding No Answer Delayed.
*68	Call Park Activation	Park a call for pickup.
*88	Call Park Retrieve Activation	Retrieve call from park.
*97	Directed Call Pickup (no barge-in) Activation	Answer an incoming call to a specific line within the pickup group. Must dial full digit string *97 + TN or Ext#.
*11	Call Pickup Activation	Answer any incoming call from any line within a pickup group.
Sparklight Configures	Call Forward Not Reachable	Automatically forwards all calls to another number during an outage.

Star Code	Feature	Definition
*67	Caller ID Delivery Blocking Activation (per call)	Blocks outbound caller on a per-call basis; receiving party sees "Anonymous" on Caller ID. Must dial full digit string *67 + TN.
*65	Caller ID Delivery Activate	Delivers outbound caller ID.
*85	Caller ID Delivery Deactivate	Deactivate outbound Caller ID.
*57	Customer Originated Trace Activation	Capture calling party information when calling party's information has been blocked.
*95	Selective Call Acceptance Activation	Only permit calls from specific TNs.
*96	Selective Call Acceptance Deactivation	Deactivate Selective Call Acceptance.
*63	Selective Call Forwarding Activation	Forward calls from a specific list of numbers to one designated number (max = 4 numbers).
*83	Selective Call Forwarding Deactivation	Deactivate Selective Call Forwarding.
*60	Selective Call Rejection Activation	Reject calls from specified TNs.
*80	Selective Call Rejection Deactivation	Deactivate Selective Call Rejection.
*78	Do Not Disturb Activation	DND Activation. Calls are diverted directly to voicemail.
*79	Do Not Disturb Deactivation	DND Deactivation.
*74	Speed Dialing (8) Activation	Program up to 8 single digit Speed Dial codes. Digits (2-9) #. Must dial full string *74 + SD# + TN.
*75	Speed Dialing (100) Activation	Configure 2-digit Speed Dial codes. Currently only using 20 – 49. Must dial full string *75 + SD# + TN. Recommend using the Sparklight Phone Portal to program speed dials.
*62	Voice Mail Activation	Allows access to voice mail when calling from user's Sparklight phone.
*61	Priority Call Activation	Apply distinctive ring tone for incoming calls from selected numbers.
*81	Priority Call Deactivation	Deactivate distinctive ringing from selected numbers.
*47	Hunt Group Monitor Activation	Allows Supervisor to Listen in on call. Must dial *47 + TN or Ext#.
*48	Hunt Group Whisper Activation	Allows Supervisor to speak to agent only. Must dial *48 + TN or Ext#.
*49	Hunt Group Barge-in Activation	Allows Supervisor to speak to both parties (3-way). Must dial *49 + TN or Ext#.

TN: 10-digit telephone number

Ext#: Extension number

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