The star (\*) and pound (#) DTMF (Dual-Tone Multi-Frequency) codes are touch-tone commands that can be used as function shortcuts on your deskphone. These codes and commands are only for deskphones provisioned with RingCentral and don’t apply to the

RingCentral mobile, desktop and web apps, or with the RingCentral Phone app.

|  |  |  |
| --- | --- | --- |
| **Function** | **Keypad codes** | **Details** |
| Interactive Voice Response (IVR) settings | \* | When calling your extension or direct number, press \* to [manage your extension settings over the phone](https://support.ringcentral.com/article-v2/IVR-Manage-Settings-Over-Phone.html?brand=RC_US&product=RingEX&language=en_US). |
| Call flip | \* + flip number | During an active call, press \*1 up to \*8 to initiate [Call flip](https://support.ringcentral.com/article-v2/Flipping-a-call-in-the-RingCentral-app.html?brand=RingCentral&product=RingEX&language=en_US). |
| Call recording (start/end) | \*9 | During an active call, press \*9 to start or end the call recording. For more information, visit [Turning on on-demand or automatic call recording](https://support.ringcentral.com/article-v2/Turning-on-on-demand-or-automatic-call-recording-.html?brand=RingCentral&product=RingEX&language=en_US). |
| 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. |
| Intercom call | \*85 + ext. number | Dial \*85 before the extension number to initiate an [intercom call](https://support.ringcentral.com/article-v2/4617.html?brand=RC_US&product=RingEX&language=en_US). |
| Access voicemail | \*86 | Dial \*86 to [listen to your voice messages over the phone](https://support.ringcentral.com/article-v2/Accessing-and-managing-your-voicemail.html?brand=RingCentral&product=RingEX&language=en_US&pills-nav=over_the_phone). |
| Call park (send to park location) | ##\*3 | Press ##\*3 to park an active call. For more information, visit [Parking a call](https://support.ringcentral.com/article/5183.html). |
| Call park (retrieve from park location) | \* + park location extension | Press \* and then the park location extension to pick up a parked call. For more information, visit [Parking a call](https://support.ringcentral.com/article-v2/5183.html?brand=RC_US&product=RingEX&language=en_US). |
| Call return | \*69 | Dial \*69 to return your last missed call. |
| Hold | ## | Press ## to place an active call on hold. |
| Transfer to voicemail | ~~Cisco: blind transfer key + \*0 + ext. number~~ Polycom: transfer key + blind softkey + \*0 + ext. number | Send the caller directly to another extension’s voicemail inbox. |
| Blind transfer | ## + ext. number | Press ## plus the extension number to complete a blind transfer. |
| External transfer | ## \* 1 + 10-digit number | Press ## \* 1 before the 10 digit number to transfer the call to an external number. This will display the originating caller ID, not the extension transferring it. |
| Internal transfer | ## + ext. number + # | Press ##, the extension number, then # again. This will display the originating caller ID, not the extension transferring it. |
| Connect directly to voicemail | # | When calling an extension, press # to go directly to the extension's voicemail. Note: This command does not apply to Call Queues. |
| Page | \*84 + group number + # | If your phone doesn’t have a softkey for paging, dial \*84 followed by the Group number + #. Make your announcement and hang up when finished. |
| Leave a voicemail | \*88 + ext. Number + # | Dial \*88 followed by a user's extension and # to leave a voice message for the user without ringing their phone or device. |
| Mute conference bridge music | \* # 903 # | If you’re the only participant on a conference call, dial \*#903# to mute the hold music. |
| Hot desk login | \*90 | Dial \*90 on a hot desk phone/common phone. For more info, visit [Log in to a common phone for hot desking](https://support.ringcentral.com/article-v2/10658-Hot-Desking-Log-in-or-Log-out-of-a-Common-Phone.html?brand=RC_US&product=RingEX&language=en_US). |
| Hot desk logout | \*91 | Dial \*91 on a hot desk phone/common phone. For more information, visit [Log out from a common phone for hot desking](https://support.ringcentral.com/article-v2/11338-Hot-Desking-Log-out-from-a-Common-Phone.html?brand=RC_US&product=RingEX&language=en_US). |
| Directed call pickup | \*58 + ext. number | Dial \*58 before the extension number to answer a call using [directed call pickup](https://support.ringcentral.com/article-v2/Setting-up-Directed-Call-Pickup-Group-RingCentral.html?brand=RC_US&product=RingEX&language=en_US). |