Optus Loop Feature Access Codes (FAC)

There are numerous Feature Access Codes a user can enter on their phone keypad that allow an alternate method of controlling the same features controllable through the Optus Loop portal.

Both methods of feature control manipulate the same features so changes made using Feature Access Codes will be reflected on the Optus Loop portal, and vice versa.

To use a FAC, simply off-hook the phone and enter the appropriate Feature Access Code. For features that require additional input, follow the audible prompts to input the required additional information.

Note: Not all station types (licences) 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	Code	Description
Call Forwarding Always Activation	*72	Activating *Call Forwarding Always* automatically forwards all your incoming calls to a different phone number which you specify. You will hear an audio prompt asking you which number you would like to forward your calls to.
Call Forwarding Always Deactivation	*73	Deactivating *Call Forwarding Always* stops your incoming calls being forwarded to the number you had specified and you phone will receive calls.
Call Forwarding Always To Voice Mail Activation	*21	Activating *Call Forwarding Always to Voicemail* will forward any incoming call directly to your voicemail.
Call Forwarding Always To Voice Mail Deactivation	*36	Deactivating *Call Forwarding Always* stops incoming calls being forwarded directly to Voicemail, your phone will receive calls.
Call Forwarding Busy Activation	*90	Activating *Call Forwarding Busy* automatically forwards your incoming calls to a different phone number you specify when your phone is busy (you are on a call). You will hear an audio prompt asking you which number you would like to forward your calls to.
Call Forwarding Busy Deactivation	*91	Deactivating *Call Forwarding Busy* stops incoming calls being forwarded directly to the number you specified, your phone will receive calls.
Call Forwarding Busy To Voice Mail Activation	*40	Activating *Call Forwarding Busy to Voicemail* will forward calls directly to your voicemail when you are busy on the phone.
Call Forwarding Busy To Voice Mail Deactivation	*42	Deactivating *Call Forwarding Busy* stops incoming calls being forwarded directly to the number you specified, your phone will receive calls.
Call Forwarding No Answer Activation	*92	Activating *Call Forwarding No Answer* automatically forwards your calls to a different phone number you specify when you do not answer your phone after a certain number of rings. You will hear an audio prompt asking you which number you would like to forward your calls to.
Call Forwarding No Answer Deactivation	*93	Deactivating *Call Forwarding No Answer* stops incoming calls being forwarded directly to the number you specified, your phone will receive calls.
Call Forwarding No Answer To Voice Mail Activation	*41	Activating *Call Forwarding No Answer to Voicemail* will forward calls to your voicemail after a specified number of rings when you do not answer the phone.
Call Forwarding No Answer To Voice Mail Deactivation	*35	Deactivating *Call Forwarding No Answer to Voicemail* stops incoming calls being forwarded to voicemail when you do not answer the phone after a customised number of rings to the number you specified, your phone will receive calls.
Call Forwarding Not Reachable Activation *(Business Continuity)*	*94	If your IP network is down or your phone becomes unreachable, calls will not come in. Enabling *Call*

Feature/Service	Code	Description
		Forwarding Not Reachable and entering another phone that when you are prompted by the audio prompt will automatically forward your calls to the number you specify when your phone becomes unreachable. Do not enter an alternate number that is on the same, preferably enter a mobile number.
Call Forwarding Not Reachable Deactivation *(Business Continuity)*	*95	Deactivating *Call Forwarding Not Reachable* will turn the feature off. It is recommended that you always have *Call Forwarding Not Reachable* activated*.*
Call Park	*68	*Park* a call against your extension or another user's extension. Once a call is parked, it can be retrieved from another phone by using the Call Retrieve Feature Access Code. To park a call, dial *68 followed by the extension to park the call on, or dial *68 followed by # to park the call on your own extension
Call Retrieve	*88	To *Retrieve* a call that has been parked, enter *88 followed by the extension that call is parked against. If the call is parked against your own extension, enter *88 followed by press the # key.
Call Pull	*11	If you have an active call on your desk phone and want to *Pull* (move) the call to your mobile, press *11 on your mobile to pull the call across. This also works in the reverse. The caller will not know or hear that the call has been pulled across from one device to another. This feature needs to be configured in the Admin portal
Call Recording Pause	*48	If you have the Call Recording feature enabled, pressing *48 *pauses* an active recording in the Always with Pause/Resume, On Demand with User Initiated Start mode. This is useful if a caller is giving you their credit card details over the phone. The credit card details will not be recorded if Pause is enabled.
Call Recording Resume	*49	If you have the Call Recording feature enabled, pressing *49 will *resume* the recording in the Always with Pause/Resume, On Demand with User Initiated Start mode.
Call Recording Start	*44	If you have the Call Recording feature enabled, pressing *44 *starts* a recording if a user has On Demand with user Initiated Start mode.
Call Recording Stop	*45	If you have the Call Recording feature enabled, pressing *45 will *stop* a recording in the On Demand with User Initiated Start mode.
Cancel Call Waiting	*70	Deactivating *Call Waiting* allows you to receive only 1 call at a time.
Caller ID Delivery Blocking per Call	*67	Pressing *67 activates the *Calling Line ID Delivery Blocking* feature on a per-call basis, so your number will not be displayed to the caller on that outgoing call
Caller ID Delivery Blocking Persistent Activation	*31	Pressing *31 activates the *Calling Line ID Delivery Blocking* feature on all your outgoing calls, so callers will not be able to see your number.
Caller ID Delivery Blocking Persistent Deactivation	*32	Pressing *32 activates the *Calling Line ID Delivery Blocking* feature on all your outbound calls. Callers will now be able to see your phone number.
Caller ID Delivery per Call	*65	Pressing *65 displays your *Calling Line ID* for outbound calls on a per-call basis. Before placing a call, dial the assigned code. This feature is active only for one phone call.

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Clear Voice Message Waiting Indicator	*99	Pressing *99 clears the message waiting indicator red light on your phone
Direct Voice Mail Transfer	*55	Pressing *55 transfers a call on hold directly to voice mail. The call can be transferred to your voice mailbox or to any other voice mailbox in the group. For example, to transfer a call to another user's voicemail, press the transfer soft key, then enter *55 followed by the user's extension.
Directed Call Pickup	*97	*Directed Call Pickup* answers a call ringing on another user's phone. When you hear a phone ringing press *97 followed by the extension of the user whose call is to be picked up. You will then be speaking with the caller.
Directed Call Pickup with Barge-In	*33	*Directed Call Pickup with Barge-In* answers a call ringing on another user's line or joins a call that is in progress. Press *33 followed by the extension of the user whose call is to be picked up. You will then be speaking with the caller.
Do Not Disturb Activation	*78	Activating *Do Not Disturb (DND)* automatically forwards your incoming calls to your voice messaging service, if configured, otherwise the caller hears a busy tone. You will hear an audio prompt and see a red dash symbol on your phone screen advising you DND has been activated.
Do Not Disturb Deactivation	*79	Deactivating *Do Not Disturb (DND)* will turn DND off and you will receive calls.
Group Call Pickup	*98	If users have been added to a Call Pick up group in the Admin portal, pressing *98 will enable them to answer another phone that is ringing in their group from their phone. (A user can only belong to one Call Pick Up group at a time)
Last Call Return	*69	Pressing *69 will make a call to the last caller you received a call from
Last Number Redial	*66	Pressing *66 will automatically dial the last number you have dialled on your phone
Music On Hold Per-Call Deactivation	*60	Deactivates the Music On Hold feature for the current call
Push to Talk	*50	*Push to Talk* provides intercom-like functionality between you and another user or group of users. Dial *50 followed by the other user's extension. Their phone will go off-hook (speaker mode) and an intercom-like call is placed. (This service requires your administrator to configure the feature in the Admin portal before use).