GREAT PLAINS
COMMUNICATIONS

Call Pickup

The **Call Pickup** feature allows a user at any phone to answer calls that are ringing on other phones in the office. To access the Call Pickup feature, the user dials one of the corresponding Call Pickup codes below.

Feature	Code	Description
Directed Call Pickup	***95 + Extension Number** Example: *95103	Answers an incoming call on a specific extension
Any Call Pickup	***96**	Answers an incoming call on any phone
Group Call Pickup	***97 or *97 + Group Extension** Example: *97200	Answers an incoming call to a Pickup Group that the the user is an agent of

Paging Group Dialing

When dialing Paging Groups, all idle phones in the group will have their speaker turned on and the caller's voice will be heard on all phones.

Feature	Code	Description
Paging Group as an Intercom	***80 + Extension Number** Example: *97200	Any member of the paging group can answer a page as a two-way interactive call by using the dial code

Enabling this feature disconnects any other members currently listening to the paging call.

For more information on paging, visit our knowledge base here.

Intercom Dialing

Code	Description
*90 + Target Extension Example: *90100	Initiates an intercom call with the user at the target extensions

Note: If the user has multiple devices assigned, the one added first will be considered the Intercom device.

Important: To re-assign the Intercom role to another device, users dial ***91** from the device they want to use the Intercom feature on. For more information on the Intercom feature visit our knowledge base here.

Call Park Dialing

Auto-provisioned devices have a Park softkey programmed on the device. Users also have the option to manually park a call from any device by pressing **#7**.

When using Call Park, the call is placed on hold and the operator will advise the user of the parked extension number the call is holding on. Extensions always start at 980 and increase by one, and ranges depend on the account's set extension length.

  › 3-digit accounts: 980 to 987 and 989
  › 4-digit accounts: 9980 to 9989
  › 5-digit accounts: 99980 to 99989

Users can dial the parked extension number from any device on the account to immediately answer the call.

On-Demand Call Recording

This feature allows users to record calls on an as-needed basis, provided Call Recording has been enabled in the Control Panel. When recording stops or the call ends, an .mp3 file of the recording will be emailed to the user who initiated the recording.

Code	Description
#9	Starts and stops call recording; if notifications are enabled, a call recording announcement will play Note: Laws vary from state to state regarding the notification that calls are being recorded; administrators should follow their state's requirements when determining whether to enable or disable the notification
#0	Pauses and resumes call recording in the middle of the recording

Transfer Directly to Voicemail

Code	Description
* + Extension Number Example: *103	Calls directly to another extension's voicemail

Blind transfer to the voicemail of another extension:
1. When on a call, press the **Blind Transfer** softkey. This may be hidden under the **More** options on Yealink and Cisco phones.
2. Dial ***** then the **Busy Lamp Field (BLF) or the extension number** to complete the transfer. On Yealink phones, press the ***** twice for it to appear.
3. The caller will be sent directly to that extension's voicemail. Note: This feature only works for internal transfers.