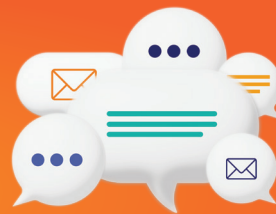


Complete Comms Using Feature Access Codes in Complete Comms



What Are Feature Access Codes?

Feature Access Codes (FACs) are quick, easy-to-use number sequences that let you control certain call features directly from your phone or softphone—no need to log in to a web portal or app.

With FACs, you can activate and deactivate common call functions like call forwarding, do not disturb, anonymous call rejection, and more. They're especially useful when you're on the go or using a traditional desk phone.

How They Work

To use a Feature Access Code:

1. **Pick up your handset** or open your softphone or Complete Comms app.
2. **Dial the appropriate code** for the feature you want to use.
3. **Follow any voice prompts**, if required.
4. **Hang up or place the call**—your feature will be activated or deactivated immediately.

Once entered, the setting applies to your line until you change it again.

Where You Can Use FACs

FACs work across all devices connected to your VoIP line, including:

- Desk phones.
- The Complete Comms desktop application.
- The Complete Comms mobile app.

This means you can manage your features from wherever you're working, whether in the office or remotely.

Benefits of Using FACs

- **Quick access** to frequently used features without needing a visual interface.
- **Greater control** over your call handling preferences.
- **Consistent experience** across devices.

Complete Comms Using Feature Access Codes in Complete Comms



KCOM
Business

Complete Comms - Feature Access Codes	Code
Call Forwarding Always Activation	*21*
Call Forwarding Always Deactivation	#21#
Call Forwarding Always Interrogation	*#21#
Call Forwarding Busy Activation	*67*
Call Forwarding Busy Deactivation	#67#
Call Forwarding Busy Interrogation	*#67#
Call Forwarding No Answer Activation	*61*
Call Forwarding No Answer Deactivation	#61#
Call Forwarding No Answer Interrogation	*#61#
Call Park	*35*
Call Park Retrieve	*36*
Call Pickup	*98*
Call Return	1471
Call Return Number Deletion	1475
Directed Call Pickup	*97EXT
Direct Voicemail Transfer	*54EXT
Do Not Disturb Activation	*26#
Do Not Disturb Deactivation	#26#
Selective Call Forwarding Activation	*76#
Selective Call Forwarding Deactivation	*76#
Selective Call Rejection Interrogation	*931*
Selective Call Acceptance	*932*
Calling Line ID Delivery Blocking per Call	141
Voicemail Retrieval/Voice Messaging System Access	1571

Note: EXT is where an extension number will have to be entered.

Complete Comms Feature Access Via Commportal	
Calling Line ID Delivery Blocking Persistence Activation	Activate in Commportal
Calling Line ID Delivery Blocking Persistence Deactivation	Activate in Commportal
Call Forwarding Always to Voicemail Activation	Activate in Commportal
Call Forwarding Always to Voicemail Deactivation	Activate in Commportal
Call Forwarding Busy to Voicemail Activation	Activate in Commportal
Call Forwarding Busy to Voicemail Deactivation	Activate in Commportal
Call Forwarding No Answer to Voicemail Activation	Activate in Commportal
Call Forwarding No Answer to Voicemail Deactivation	Activate in Commportal
No Answer Timer	Activate in Commportal