



NBX FEATURE CODES GUIDE: FEATURES ACCESSIBLE BY BUTTONS, FEATURE CODES, AND PAGING CODES

This guide describes NBX® features that are accessible on NBX telephones or on analog telephones that are connected to the NBX system through the Analog Terminal Card or the Analog Terminal Adapter. You can access NBX features using one or more of these methods:

- *Single-purpose* telephone buttons, for instance, the **Hold** button. These buttons cannot be reprogrammed.
- *Programmable* telephone buttons that are set to default features at the factory. Your administrator can change these settings.
- Telephone buttons that you can program yourself
- Feature code sequences

This guide focuses on the NBX feature code sequences and covers these topics:

- [General Instructions](#)
- [How to Enter a Feature Code](#)
- [NBX Tones That You Hear on Analog Telephones](#)
- [Feature Codes on the NBX System](#)



For best results with feature codes, 3Com recommends that you read through this entire guide, including [Table 1](#), before you use the feature code sequences in [Table 2](#).

This guide also covers:

- [Paging Codes on the NBX System](#)



For a description of the user features on the NBX system, see the NBX Telephone Guide. Click the Phone Guide icon below any screen of the NBX NetSet™ utility.

General Instructions

The type of telephone that you are using governs how you access features on the NBX system. This section describes the kinds of telephones that are supported on the NBX system.

For a description of the tones that you hear when you use an analog telephone and implement NBX feature codes, see [“NBX Tones That You Hear on Analog Telephones”](#) later in this chapter.

NBX Business Telephone

- Most of the features that are listed in [Table 2](#) are available on your NBX Business Telephone on single-purpose buttons like **Hold**, **Conference**, **Transfer**, and **Message**, or on Access buttons that you or your administrator can program.
- Nevertheless, you can use feature codes if you like. On Models 1102, 2102, and 2102-IR, the top **Access** button directly below the **Program** button is programmed at the factory as the **Feature** button for the NBX Business Telephone. On Model 3102, the top **Access** button in the left column of 9 buttons is programmed at the factory as the **Feature** button. (Your administrator can program another button as the **Feature** button.)
- [Table 2](#) lists the easiest method first (usually the single-purpose button), followed by other ways to access a feature.
- To read the *NBX Telephone Guide* for a description of all single-purpose and programmable buttons on your NBX Business and Basic Telephones as well as complete descriptions of the features, click the **Phone Guide** icon below any screen of the NBX NetSet utility.

NBX Basic Telephone

- Some of the features that are listed in [Table 2](#) are already available in single-purpose buttons on NBX Basic Telephones like **Hold**, **Volume Control**, **Message**, and the **Scroll** buttons that you use to search the directories.
- The NBX 2101 Basic Telephone has three programmable buttons that are set (from left to right) at the factory to **Feature**, **Call Toggle**, and **Transfer**. On the NBX 3101 and 3101SP Basic Telephones, the first two (from left to right) programmable buttons are line appearance buttons and the next two buttons are set to **Feature** and **Transfer**. Your administrator can change the programming on these buttons, although changing them might limit which NBX features you can use on your telephone.

- For all other NBX features, use the preprogrammed **Feature** button and the feature codes listed in [Table 2](#).
- [Table 2](#) lists the easiest method first, followed by other ways to access a feature.
- To read the *NBX Telephone Guide* for a description of all single-purpose and programmable buttons on your NBX Basic Telephone as well as complete descriptions of the features, click the **Phone Guide** icon below any screen of the NBX NetSet utility.

Analog Telephones on the NBX System



- In [Table 1](#) and [Table 2](#), **HF (“Hook”)** means that, while you are on a call, you press and release the hook switch once. The hook switch is the switch under the handset.
- *Follow these rules for the timing of the HF:*
 - *If you press and then release the hook switch too quickly, the system ignores the signal.*
 - *If you press and then hold the hook switch for too long, the system interprets that you have hung up and returns you to dial tone.*
 - *Therefore, press and hold the hook switch for approximately one half second before you release it and move to the next step in the feature code sequence. The length of time that you hold it varies from one analog telephone manufacturer to another.*



Exception: When you are using an analog telephone to make or receive a call over an analog telephone line that has the Call Waiting feature, use **Feature Code + 260** (not **HF**) to signal the Central Office to switch to an incoming (waiting) call. See *“Flash”* in [Table 2](#).

- To read the *NBX Telephone Guide* for complete descriptions of the telephone features, click the **Phone Guide** icon below any screen of the NBX NetSet utility. Then use [Table 2](#) to access the features using your analog telephone.

How to Enter a Feature Code

Use the general syntax in [Table 1](#) to access NBX features, depending on the kind of telephone that you have.

Also read through the information for your telephone in [“General Instructions”](#) in the previous section and through [“NBX Tones That You Hear on Analog Telephones”](#) in the next section for important information.

Table 1 General Syntax for Using NBX Buttons and Feature Codes

NBX Business Telephone	NBX Basic Telephone	Analog Telephone on NBX System
<ol style="list-style-type: none"> 1 Pick up the handset or press the Speaker button. 2 Press the single-purpose button or the Access button that is programmed for the feature. <p>OR</p> <ol style="list-style-type: none"> 1 Pick up the handset or press the Speaker button. 2 Press the Feature button. 3 Dial the feature code and any additional values as specified in Table 2. 4 Hang up when your call is complete or you have activated the features that you want. 	<ol style="list-style-type: none"> 1 Pick up the handset. 2 Press the button that is programmed for the feature. <p>OR</p> <ol style="list-style-type: none"> 1 Pick up the handset. 2 Press the Feature button. 3 Dial the feature code and any additional values as specified in Table 2. 4 Hang up when your call is complete or you have activated the features that you want. 	<ol style="list-style-type: none"> 1 Pick up the handset. 2 Press # (or HF # if you are on a call), or both, plus any additional values as specified in Table 2. 3 After each step, listen for the appropriate tone as described in “NBX Tones That You Hear on Analog Telephones” later in this guide. 4 Hang up when your call is complete or you have activated the features that you want.



Analog telephone only — *If you make an error such as trying to add a fifth party to a conference call or entering an invalid extension or invalid password, you hear the **Error Tone**, which is also known as the “fast busy” or congestion tone. Hang up and start the feature code sequence again.*

NBX Tones That You Hear on Analog Telephones

As you use your analog telephone to receive voice mail and use the feature codes on the NBX system, you hear these tones:

- **Dial Tone** — When you lift the receiver to place a call or begin using one of the features, you hear the normal Dial Tone (except for the circumstance described in the next bulleted item).
- **New Messages Dial Tone** — When your voice mailbox has either new or unsaved messages and you pick up your handset, you hear the New Messages Dial Tone (a repeated short tone, also called the “stutter” tone) until you delete or save every message.

- **Feature Entry Tone** — When you lift the handset and press # (or, when you are already on a call, HF #) to begin using one of the features, you hear the Feature Entry Tone, which is a steady sound at a lower pitch than the normal dial tone. You must enter data, for instance, a feature code number, your password, or an extension, as specified in [Table 2](#).
- **Confirmation Tone** — After certain steps, as when you add a party to a conference call, you hear a short Confirmation Tone or “beep,” which confirms that you have completed the action.
- **Error Tone** — On any telephone, you hear the “fast busy” tone, also called the “congestion” tone, when no circuits are available. In addition, on analog telephones that are connected to the NBX system, you hear the “fast busy” tone if you make an error such as trying to enter an unsupported feature code, an invalid extension, or an invalid password. Hang up and start the feature code sequence again.
- **Feature Active Tone** — Example: You activate one of the “persistent” features, for instance, you lock your telephone, and then hang up. The next time that you pick up the handset on your analog telephone, you hear the Feature Active Tone. This pair of tones, a sound followed by a higher sound, is repeated to remind you that you have enabled one of these features:
 - Caller ID Restriction — All
 - Do Not Disturb
 - Forward All Calls to Voice Mail (that is, to your call coverage point)
 - Lock or Unlock Your Telephone

These four features are “persistent,” that is, each one remains active until you turn it off, as described in [Table 2](#).

If you forget which of the persistent features you have activated on your analog telephone, log in to **NBX NetSet > User Information > Feature Settings**. See the *NBX Telephone Guide* for information on how to log in to the NBX NetSet utility.



Exception: If you have activated one or more persistent features **and** your mailbox has messages, you hear the New Messages Dial Tone whenever you pick up the handset until you have deleted all messages.

Feature Codes on the NBX System

Use the syntax and directions described in [“How to Enter a Feature Code”](#) earlier in this guide and the instructions in [Table 2](#) to access most NBX features from any telephone on the NBX system. For many features, the table also includes the single-purpose buttons and the factory-default preprogrammed Access buttons for NBX telephones.



Analog telephone only — *If you make an error such as trying to add a fifth party to a conference call or entering an invalid extension or invalid password, you hear the **Error Tone**, which is also known as the “fast busy” or congestion tone. Hang up and start the feature code sequence again.*

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Account Codes			
Track the next call that you make or receive from clients.	Feature + 888	Feature + 888	# (Feature Entry Tone)
See your administrator for the account codes in use by your organization, or use your own account codes. The Call Reports application tracks the calls.	+ account code + # + telephone number	+ account code + # + telephone number	+ 888 (Feature Entry Tone) + account code + # (Confirmation Tone) + telephone number
	On an NBX Business Telephone, you can use this code sequence:	On an NBX Basic Telephone, you can use this code sequence:	On an analog telephone, you can use this code sequence only before you make the call.
	<ul style="list-style-type: none"> ■ Before you make a call ■ OR ■ During a call that you make or receive 	<ul style="list-style-type: none"> ■ Before you make a call ■ OR ■ During a call that you make or receive 	NOTE: Cannot be used for incoming calls to analog telephones.

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Call Park — Park a Call			
Place a call on hold so that it can be picked up from another extension on your NBX system. Confirm these default Call Park extension ranges with your administrator, who can set different extensions:	Make or receive a call + Call Park Access button + one of the Call Park extensions for your NBX system or Feature + 444 + one of the Call Park extensions for your NBX system	Make or receive a call + Feature + 444 + one of the Call Park extensions for your NBX system	Make or receive a call + HF + # (Feature Entry Tone) + 444 + one of the Call Park extensions for your NBX system (Confirmation Tone)
<ul style="list-style-type: none"> ■ SuperStack® 3 NBX: 6000 to 6099 ■ NBX® 100: 601 to 609 			
If the Call Park extension that you chose is busy, you hear a Busy Tone (Error Tone on an analog telephone) or, if you have hung up, the call returns to your phone with a ring. Repeat the sequence with another Call Park extension.			
Call Park — Retrieve a Call			
Pick up a call that has been parked.	Extension where the call was parked (Do not press Feature .)	Extension where the call was parked (Do not press Feature .)	Extension where the call was parked (Do not press HF # .)
Call Pickup — Directed			
Pick up a call that is ringing on another user's telephone. Your telephone and the ringing telephone must be members of the same call pickup group, or the ringing telephone's pickup group must allow pickup from telephones that are not members of the group.	Feature + 455 + the extension of the ringing telephone	Feature + 455 + the extension of the ringing telephone	# (Feature Entry Tone) + 455 (Feature Entry Tone) + the extension of the ringing telephone

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Call Pickup — Group			
From your telephone, pick up calls that are ringing on another telephone in your group. Your system administrator assigns call pickup group numbers in these ranges: SuperStack 3 NBX: 482 – 531 NBX 100: 500 – 531	Feature + 456 + call pickup group number	Feature + 456 + call pickup group number	# (Feature Entry Tone) + 456 (Feature Entry Tone) + call pickup group number (Confirmation Tone)
Call Toggle			
Toggle between two calls. If your line or system has Call Waiting service, use Flash , as described later in this table.	Hold button or Feature + 409 To return to the first call, press the button for the line where the first call came in.	Call Toggle button (2101)  (Hold) button (3101, 3101SP) or Feature + 409 To return to the first call, press Call Toggle (2101), press the button for the line where the first call came in (3101), or repeat the Feature Code sequence.	Not supported for analog telephones. Use Call Park or, in some cases, Flash . (See Flash , later in this table, to determine when the Flash function can toggle between two calls.)
Caller ID Restriction (CLIR — All) — On/Off			
Restrict the NBX system from sending out your Caller ID info for all calls. To view your current setting, see NBX NetSet > User Information > Feature Settings .	Feature + 889 Display shows CLIR-All on or CLIR-ALL off Persists until you turn off the feature by repeating the sequence.	Feature + 889 Display shows CLIR-All on or CLIR-All off Persists until you turn off the feature by repeating the sequence.	# (Feature Entry Tone) + 889 (Confirmation Tone) + hang up Persists until you turn off the feature by repeating the sequence.
Caller ID Restriction (CLIR — Next Call)			
Restrict the NBX system from sending out your Caller ID information for only this call.	Feature + 890 Display shows CLIR-Next on (Dial Tone) + outside party's number	Feature + 890 Display shows CLIR-Next on (Dial Tone) + outside party's number	# (Feature Entry Tone) + 890 (Confirmation Tone) (Dial Tone) + outside party's number

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Class of Service Override			
Apply the features and calling permissions of your own telephone to another telephone on the NBX system for only this call.	Feature + 433 + your own extension + your password + # (Dial Tone) + the outside party's number	Feature + 433 + your own extension + your password + # (Dial Tone) + the outside party's number	# (Feature Entry Tone) + 433 (Feature Entry Tone) + your own extension (Feature Entry Tone) + your password + # (Confirmation Tone) (Dial Tone) + the outside party's number
Conference Call — Add			
Add one caller to an already-established phone call. To add a fourth party, repeat the sequence. You cannot add a fifth party or a voice mailbox to a conference.	Make or receive a call + Conference button + extension or telephone number or speed dial (speak to the party) + Conference button (Three parties are now on the call)	Make or receive a call + Feature + 430 + extension or telephone number or speed dial (speak to the party) + Feature + 430 (Three parties are now on the call)	Make or receive a call + HF (Dial Tone) + extension or telephone number or speed dial (speak to the party) + HF (Confirmation Tone) (Three parties are now on the call)
Conference Call — Drop			
Drop the last caller that you added to a conference call. Only the person who added the last party can drop that party.	Feature + 431	Feature + 431	HF (Dial Tone) + # (Feature Entry Tone) + 431 (Confirmation Tone)
Direct Mail Transfer			
Transfer a call directly to another person's voice mailbox on your NBX system. The call is transferred when you hang up.	Make or receive a call + Direct Mail Transfer Access button + hang up or Feature + 441 + other person's extension + hang up	Make or receive a call + Feature + 441 + other person's extension + hang up	Make or receive a call + HF (Dial Tone) + # (Feature Entry Tone) + 441 (Feature Entry Tone) + other person's extension (Confirmation Tone) + hang up

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Do Not Disturb — On/Off			
Send all incoming calls directly to the call coverage point that you specified in NBX NetSet > User Information > Call Forward .	Feature + 446	Feature + 446	# (Feature Entry Tone) + 446 (Confirmation Tone)
To view the current setting, see NBX NetSet > User Information > Feature Settings .	Display shows: DO NOT DISTURB Persists until you turn off the feature by repeating the sequence.	Display shows: DO NOT DISTURB Persists until you turn off the feature by repeating the sequence.	Persists until you turn off the feature by repeating the sequence.
Flash			
If your NBX system is connected to a Central Office by one or more Analog Line Card ports, and if the CO provides a feature such as Call Waiting that requires a flash signal, use this sequence to signal the CO to put the existing call on hold and toggle to the call that is waiting.	Access button programmed for Flash or Feature + 260	Feature + 260	HF (Dial Tone) + # (Feature Entry Tone) + 260
Ask your administrator if any of the lines on your telephone has this Call Waiting feature.	To return to the first call, repeat the sequence.	To return to the first call, repeat the sequence.	To return to the first call, repeat the sequence.
Forward All Calls to Voice Mail — On/Off			
Send all incoming calls to your voice mailbox (or to wherever you have specified as your call coverage point) after one ring on your telephone.	FWD MAIL button (1102, 2102, 2102-IR) ☞ button (3102) or Feature + 440	Feature + 440	# (Feature Entry Tone) + 440 (Confirmation Tone)
To view the current setting, see NBX NetSet > User Information > Feature Settings .	Persists until you turn off the feature by repeating the sequence.	Persists until you turn off the feature by repeating the sequence.	Persists until you turn off the feature by repeating the sequence.

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
<p>Hands Free</p> <p>Set your phone so that internal calls automatically come through your speaker. You answer directly, without lifting the handset.</p> <p>Incoming calls connect with no ring, and the caller can immediately hear you.</p>	<p>Hands Free button (1102, 2102, 2102-IR)</p> <p> button (3102)</p> <p>or</p> <p>Feature + 100</p> <p>Persists until you turn off the feature by repeating the sequence.</p>	<p>Not supported for Basic Telephones</p>	<p>Not supported for analog telephones.</p>
<p>Hold</p> <p>Place a telephone call on hold</p>	<p>Hold button</p> <p>or</p> <p>Feature + 402</p> <p>To return to the call:</p> <p>Access button where the caller is on hold</p>	<p>Hold button (2101)</p> <p> (Hold) button (3101, 3101SP)</p> <p>or</p> <p>Feature + 402</p> <p>To return to the call:</p> <p>Call Toggle button (2101) or Access button where the caller is on hold (3101, 3101SP)</p>	<p>Not supported with NBX feature codes for analog telephones. Use Call Park.</p>
<p>Hunt Groups and Calling Groups</p> <p>Log in to or out of a dynamic hunt group or calling group of which you are a member.</p> <p>Your administrator must first map the group extension to a Feature Codes and assign a group password.</p> <p>To view and log into or out of the groups to which you belong, see NBX NetSet > User Information > Hunt Groups.</p>	<p>Feature + feature code for the group + group password + #</p> <p>To log out, repeat the sequence.</p>	<p>Feature + feature code for the group + group password + #</p> <p>To log out, repeat the sequence.</p>	<p># (Feature Entry Tone) + feature code for the group (Feature Entry Tone) + group password + # (Confirmation Tone)</p> <p>To log out, repeat the sequence.</p>

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Lock Your Telephone — On/Off			
Prevent others from dialing unauthorized telephone calls from your telephone. To view the current setting, see NBX NetSet > User Information > Feature Settings .	Feature + 432 + password + # Display briefly shows Locked and, when you hang up, the padlock icon appears. Persists until you turn off the feature by repeating the sequence. Display briefly shows Unlocked and, when you hang up, the padlock icon no longer appears.	Feature + 432 + password + # Display briefly shows Locked and, when you hang up, the padlock icon appears. Persists until you turn off the feature by repeating the sequence. Display briefly shows Unlocked and, when you hang up, the padlock icon no longer appears.	# (Feature Entry Tone) + 432 (Feature Entry Tone) + password + # (Confirmation Tone) Persists until you turn off the feature by repeating the sequence.
Messages			
Listen to, save, and delete your NBX voice messages. If your system uses a voice messaging application other than NBX Messaging, see the documentation for the application. Click the Phone Guide icon below any NBX NetSet screen for a description of NBX Messaging.	MSG button (1102, 2102, 2102-IR) ☒ button (3102) + password + # or 500 ** + your extension + password + #	MSG button (2101) ☒ button (3101, 3101SP) + password + # or 500 ** + your extension + password + #	500 ** + your extension + password + #
Mute			
Set your telephone so that you can hear the other party or parties but they cannot hear you	Mute button (1102, 2102, 2102-IR) Ⓜ button (3102) On 1102, 2102, 2102-IR Telephones, this button mutes either the handset or the Speaker. On the 3102 Telephone, it also mutes the microphone on a headset that is connected to the telephone.	Not supported with 2101 Basic Telephones Ⓜ button (3101 and 3101SP)	Not supported with NBX feature codes for analog telephones. See the manufacturer's documentation for your analog telephone.

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Password — Set Initially			
<p>If your system uses NBX Voice Messaging, follow the NBX voice prompts to set your NBX NetSet and voice mail password.</p> <p>If your system uses a voice messaging application other than NBX Voice Messaging, use this code sequence to set your password for the NBX NetSet utility. 3Com recommends that you use the same password for the NBX NetSet utility and your messaging application.</p> <p>FOR ALL VOICE MESSAGING SYSTEMS:</p> <ul style="list-style-type: none"> ■ Use only 4- to 10-digit numbers ■ Do not use letters, *, or # as part of your password. 	<p>Msg button (1102, 2102, 2102-IR)  button (3102) and follow the voice prompts</p> <p>OR, for systems that do not use NBX Messaging:</p> <p>Feature + 434 + new password + # + repeat your new password + #</p>	<p>Msg button (2101)  button (3101, 3101SP) and follow the voice prompts</p> <p>OR, for systems that do not use NBX Messaging:</p> <p>Feature + 434 + new password + # + repeat your new password + #</p>	<p>500 ** and follow the voice prompts</p> <p>OR, for systems that do not use NBX Messaging:</p> <p># (Feature Entry Tone) + 434 (Feature Entry Tone) + new password + # (Feature Entry Tone) + repeat your new password + # (Confirmation Tone)</p>

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Password — Change			
<p>If your system uses NBX Voice Messaging, follow the NBX voice prompts to change your NBX password (which changes your NBX NetSet password, because they are the same) OR use the NBX NetSet utility.</p> <p>If your system uses a voice messaging application other than NBX Voice Messaging, use this code sequence to change your password for the NBX NetSet utility. 3Com recommends that you use the same password for the NBX NetSet utility and your messaging application.</p> <p>FOR ALL VOICE MESSAGING SYSTEMS:</p> <ul style="list-style-type: none"> If you forget your password, the administrator can reset it to your extension. Then use this code sequence 	<p>Msg button (1102, 2102, 2102-IR) ☒ button (3102) + current password + # + 2 + follow the prompts</p> <p>OR, for systems that do not use NBX Voice Messaging:</p> <p>Feature + 434 + current password + # + new password + # + repeat your new password + #</p>	<p>Msg button (2101) ☒ button (3101, 3101SP) + current password + # + 2 + follow the prompts</p> <p>OR, for systems that do not use NBX Voice Messaging:</p> <p>Feature + 434 + current password + # + new password + # + repeat your new password + #</p>	<p>500 ** + current password + # + 2 + follow the prompts</p> <p>OR, for systems that do not use NBX Voice Messaging:</p> <p># (Feature Entry Tone) + 434 (Feature Entry Tone) + current password + # (Feature Entry Tone) + new password + # (Feature Entry Tone) + repeat your new password + # (Confirmation Tone)</p>
Pulse to Tone			
<p>Switch from pulse dialing to tone dialing while you are on a call.</p> <p>Persists only for the current call.</p>	<p>Make or receive a call + Feature + 891</p>	<p>Make or receive a call + Feature + 891</p>	<p>Receive a call + HF (Dial Tone) + # (Feature Entry Tone) + 891 (Confirmation Tone)</p>
Redial			
<p>Redial the last number that was called on this telephone.</p> <p>NBX Business and Basic Telephones: See also Show Lists.</p>	<p>Redial button or Feature + 401</p>	<p>Feature + 401</p>	<p># (Feature Entry Tone) + 401</p>

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Release			
Disconnect a call.	Release Access button or Feature + 111	Feature + 111	HF (Dial Tone) + # (Feature Entry Tone) + 111
Show Lists			
On an NBX telephone, show and dial from:	Press the up or down scroll buttons or Press Feature + 460 + scroll to find the directory	Press the up or down scroll buttons or Press Feature + 460 + scroll to find the directory	Not supported with NBX feature codes for analog telephones.
<ul style="list-style-type: none"> ■ Call logs — Your most recent incoming and outgoing calls: <ul style="list-style-type: none"> – Missed Calls – Answered Calls – Dialed Calls ■ Directory — Internal telephone list ■ Personal Speed Dials — The personal speed dials that you have defined in NBX NetSet > User Information > Speed Dials. Maximum = 99 ■ System Speed Dials — The system-wide speed dials that are set by your administrator 	Then press + Slct (Select) + scroll to find the entry + Slct (Select)	Then press + Slct (Select) + scroll to find the entry + Slct (Select)	
Speaker			
Speak and listen to a call without picking up the handset	Speaker button	 button (3101SP) Feature + 104 + hang up 2101 and 3101 - Use this sequence when you are on a conference call and you want to monitor the conversation through the speaker. You cannot speak until you lift the handset.	Not supported with NBX feature codes for analog telephones. See the manufacturer's documentation for your analog telephone.

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Speed Dial — Personal List			
Dial a party to whose number you have given a personal speed dial number. Range: 601 – 699	Feature + personal speed dial number	Feature + personal speed dial number	# (Feature Entry Tone) + personal speed dial number
You assign and can print out your speed dial numbers in NBX NetSet > User Information > Speed Dials > Personal.	or Use the display panel > Personal Speed Dials	or Use the display panel > Personal Speed Dials	
Speed Dial — System-Wide List			
Dial one of the system-wide speed dial numbers that have been assigned by the administrator.	Feature + system-wide speed dial number	Feature + system-wide speed dial number	# (Feature Entry Tone) + system-wide speed dial number
Range: 700 – 799	or Use the display panel > System Speed Dials	or Use the display panel > System Speed Dials	
You can view and print out the system-wide speed dial numbers in NBX NetSet > User Information > Speed Dials > System-wide.			
Transfer			
Transfer a call to an internal extension or an external telephone number.	Transfer button + extension, telephone number, or speed dial + Transfer	Transfer button + extension, telephone number, or speed dial + Transfer	HF (Dial Tone) + extension, telephone number, or one of the Speed Dial Feature Code sequence
Announced or Screened Transfer	or	or	+ hang up
Stay on the line to announce the call, then press Transfer, and hang up.	Feature + 420 + extension, telephone number, or speed dial + Transfer	Feature + 420 + extension, telephone number, or speed dial + Transfer	
Unannounced or Blind Transfer			
After you dial the number, press Transfer and hang up.			
The call is not transferred until you hang up.			
You can combine this sequence with the sequence for Speed Dial – Personal or Speed Dial – System-Wide.			

Table 2 NBX Feature Access for Business, Basic, and Analog Telephones (Alphabetical by Feature or Task)

Feature	NBX Business Phones	NBX Basic Phones	Analog Telephones
Volume Up or Down			
Raise or lower the volume (sound) of the telephone speaker or the handset	<p>Volume buttons</p> <p>or</p> <p>Feature</p> <p>+ 102 to raise the sound</p> <p>or</p> <p>+ 103 to lower the sound</p>	<p>Volume buttons</p> <p>or</p> <p>Feature</p> <p>+ 102 to raise the sound</p> <p>or</p> <p>+ 103 to lower the sound</p>	<p>Not supported with NBX feature codes for analog telephones.</p> <p>See the manufacturer's documentation for your analog telephone.</p>

Paging Codes on the NBX System



Depending on your location and equipment, you can broadcast a message in one of three ways, as described in [Table 3](#).

Do **not** press the **Feature** button before you dial the Paging code.

Table 3 Paging Codes

Feature	3-digit dial plan (default codes)	4-digit dial plan (default codes)
External Paging Broadcast an announcement over a public address system that has a paging amplifier and speaker system that is connected to your NBX system	620	6200
Internal Paging Broadcast an announcement through the speakers on all NBX® Business Telephones on your system except those that have been set to Do Not Disturb.	621	6201
Simultaneous Paging Broadcast an announcement externally and internally at the same time	622	6202

After you dial the paging code for your system, speak the message that you want to broadcast into your handset, and then hang up.