



## 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.*

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



**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
<b>Account Codes</b>			
Track the next call that you make or receive from clients.	<b>Feature</b> + 888	<b>Feature</b> + 888	<b>#</b> (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 <b>before</b> you make the call.
	<ul style="list-style-type: none"> <li>■ Before you make a call</li> <li>■ OR</li> <li>■ During a call that you make or receive</li> </ul>	<ul style="list-style-type: none"> <li>■ Before you make a call</li> <li>■ OR</li> <li>■ During a call that you make or receive</li> </ul>	<b>NOTE:</b> 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
<b>Call Park — Park a Call</b>			
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: <ul style="list-style-type: none"> <li>■ SuperStack® 3 NBX: 6000 to 6099</li> <li>■ NBX® 100: 601 to 609</li> </ul> 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.	Make or receive a call + <b>Call Park</b> Access button + one of the Call Park extensions for your NBX system  or <b>Feature</b> + 444 + one of the Call Park extensions for your NBX system	Make or receive a call + <b>Feature</b> + 444 + one of the Call Park extensions for your NBX system	Make or receive a call + <b>HF</b> + <b>#</b> (Feature Entry Tone) + 444 + one of the Call Park extensions for your NBX system (Confirmation Tone)
<b>Call Park — Retrieve a Call</b>			
Pick up a call that has been parked.	Extension where the call was parked  (Do <b>not</b> press <b>Feature</b> .)	Extension where the call was parked  (Do <b>not</b> press <b>Feature</b> .)	Extension where the call was parked  (Do <b>not</b> press <b>HF #</b> .)
<b>Call Pickup — Directed</b>			
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.	<b>Feature</b> + 455 + the extension of the ringing telephone	<b>Feature</b> + 455 + the extension of the ringing telephone	<b>#</b> (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
<b>Call Pickup — Group</b>			
<p>From your telephone, pick up calls that are ringing on another telephone in your group.</p> <p>Your system administrator assigns call pickup group numbers in these ranges:</p> <p>SuperStack 3 NBX: 482 – 531</p> <p>NBX 100: 500 – 531</p>	<p><b>Feature</b> + 456 + call pickup group number</p>	<p><b>Feature</b> + 456 + call pickup group number</p>	<p><b>#</b> (Feature Entry Tone) + 456 (Feature Entry Tone) + call pickup group number (Confirmation Tone)</p>
<b>Call Toggle</b>			
<p>Toggle between two calls.</p> <p>If your line or system has Call Waiting service, use <b>Flash</b>, as described later in this table.</p>	<p><b>Hold</b> button or <b>Feature</b> + 409</p> <p>To return to the first call, press the button for the line where the first call came in.</p>	<p><b>Call Toggle</b> button (2101)  (Hold) button (3101, 3101SP) or <b>Feature</b> + 409</p> <p>To return to the first call, press <b>Call Toggle</b> (2101), press the button for the line where the first call came in (3101), or repeat the Feature Code sequence.</p>	<p>Not supported for analog telephones. Use <b>Call Park</b> or, in some cases, <b>Flash</b>. (See <b>Flash</b>, later in this table, to determine when the Flash function can toggle between two calls.)</p>
<b>Caller ID Restriction (CLIR — All) — On/Off</b>			
<p>Restrict the NBX system from sending out your Caller ID info for all calls.</p> <p>To view your current setting, see <b>NBX NetSet &gt; User Information &gt; Feature Settings</b>.</p>	<p><b>Feature</b> + 889</p> <p>Display shows <b>CLIR-All on</b> or <b>CLIR-ALL off</b></p> <p>Persists until you turn off the feature by repeating the sequence.</p>	<p><b>Feature</b> + 889</p> <p>Display shows <b>CLIR-All on</b> or <b>CLIR-All off</b></p> <p>Persists until you turn off the feature by repeating the sequence.</p>	<p><b>#</b> (Feature Entry Tone) + 889 (Confirmation Tone) + hang up</p> <p>Persists until you turn off the feature by repeating the sequence.</p>
<b>Caller ID Restriction (CLIR — Next Call)</b>			
<p>Restrict the NBX system from sending out your Caller ID information for only this call.</p>	<p><b>Feature</b> + 890 Display shows <b>CLIR-Next on</b> (Dial Tone) + outside party's number</p>	<p><b>Feature</b> + 890 Display shows <b>CLIR-Next on</b> (Dial Tone) + outside party's number</p>	<p><b>#</b> (Feature Entry Tone) + 890 (Confirmation Tone) (Dial Tone) + outside party's number</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
<b>Class of Service Override</b>			
Apply the features and calling permissions of your own telephone to another telephone on the NBX system for only this call.	<b>Feature</b> + 433 + your own extension + your password + # (Dial Tone) + the outside party's number	<b>Feature</b> + 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
<b>Conference Call — Add</b>			
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 + <b>Conference</b> button + extension or telephone number or speed dial (speak to the party) + <b>Conference</b> button (Three parties are now on the call)	Make or receive a call + <b>Feature</b> + 430 + extension or telephone number or speed dial (speak to the party) + <b>Feature</b> + 430 (Three parties are now on the call)	Make or receive a call + <b>HF</b> (Dial Tone) + extension or telephone number or speed dial (speak to the party) + <b>HF</b> (Confirmation Tone) (Three parties are now on the call)
<b>Conference Call — Drop</b>			
Drop the last caller that you added to a conference call.  Only the person who added the last party can drop that party.	<b>Feature</b> + 431	<b>Feature</b> + 431	<b>HF</b> (Dial Tone) + # (Feature Entry Tone) + 431 (Confirmation Tone)
<b>Direct Mail Transfer</b>			
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 + <b>Direct Mail Transfer</b> Access button + hang up  or  <b>Feature</b> + 441 + other person's extension + hang up	Make or receive a call + <b>Feature</b> + 441 + other person's extension + hang up	Make or receive a call + <b>HF</b> (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
<b>Do Not Disturb — On/Off</b>			
Send all incoming calls directly to the call coverage point that you specified in <b>NBX NetSet &gt; User Information &gt; Call Forward</b> .	<b>Feature</b> + 446	<b>Feature</b> + 446	<b>#</b> (Feature Entry Tone) + 446 (Confirmation Tone)
To view the current setting, see <b>NBX NetSet &gt; User Information &gt; Feature Settings</b> .	Display shows: <b>DO NOT DISTURB</b>  Persists until you turn off the feature by repeating the sequence.	Display shows: <b>DO NOT DISTURB</b>  Persists until you turn off the feature by repeating the sequence.	Persists until you turn off the feature by repeating the sequence.
<b>Flash</b>			
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 <b>Flash</b> or <b>Feature</b> + 260	<b>Feature</b> + 260	<b>HF</b> (Dial Tone) + <b>#</b> (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.
<b>Forward All Calls to Voice Mail — On/Off</b>			
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.	<b>FWD MAIL</b> button (1102, 2102, 2102-IR) ☞ button (3102) or <b>Feature</b> + 440	<b>Feature</b> + 440	<b>#</b> (Feature Entry Tone) + 440 (Confirmation Tone)
To view the current setting, see <b>NBX NetSet &gt; User Information &gt; Feature Settings</b> .	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><b>Hands Free</b></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><b>Hands Free</b> button (1102, 2102, 2102-IR)</p> <p> button (3102)</p> <p>or</p> <p><b>Feature</b> + 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><b>Hold</b></p> <p>Place a telephone call on hold</p>	<p><b>Hold</b> button</p> <p>or</p> <p><b>Feature</b> + 402</p> <p>To return to the call:</p> <p><b>Access</b> button where the caller is on hold</p>	<p><b>Hold</b> button (2101)</p> <p> (Hold) button (3101, 3101SP)</p> <p>or</p> <p><b>Feature</b> + 402</p> <p>To return to the call:</p> <p><b>Call Toggle</b> button (2101) or <b>Access</b> button where the caller is on hold (3101, 3101SP)</p>	<p>Not supported with NBX feature codes for analog telephones. Use <b>Call Park</b>.</p>
<p><b>Hunt Groups and Calling Groups</b></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 <b>NBX NetSet &gt; User Information &gt; Hunt Groups</b>.</p>	<p><b>Feature</b> + feature code for the group + group password + #</p> <p>To log out, repeat the sequence.</p>	<p><b>Feature</b> + 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
<b>Lock Your Telephone — On/Off</b>			
Prevent others from dialing unauthorized telephone calls from your telephone.  To view the current setting, see <b>NBX NetSet &gt; User Information &gt; Feature Settings</b> .	<b>Feature</b> + 432 + password + # Display briefly shows <b>Locked</b> and, when you hang up, the padlock icon appears.  Persists until you turn off the feature by repeating the sequence. Display briefly shows <b>Unlocked</b> and, when you hang up, the padlock icon no longer appears.	<b>Feature</b> + 432 + password + # Display briefly shows <b>Locked</b> and, when you hang up, the padlock icon appears.  Persists until you turn off the feature by repeating the sequence. Display briefly shows <b>Unlocked</b> 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.
<b>Messages</b>			
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 <b>Phone Guide</b> icon below any NBX NetSet screen for a description of NBX Messaging.	<b>MSG</b> button (1102, 2102, 2102-IR) ☒ button (3102) + password + # or 500 ** + your extension + password + #	<b>MSG</b> button (2101) ☒ button (3101, 3101SP) + password + # or 500 ** + your extension + password + #	500 ** + your extension + password + #
<b>Mute</b>			
Set your telephone so that you can hear the other party or parties but they cannot hear you	<b>Mute</b> 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
<b>Password — Set Initially</b>			
<b>If your system uses NBX Voice Messaging</b> , follow the NBX voice prompts to set your NBX NetSet and voice mail password.	<b>Msg</b> button (1102, 2102, 2102-IR) ☒ button (3102) and follow the voice prompts	<b>Msg</b> button (2101) ☒ button (3101, 3101SP) and follow the voice prompts	<b>500 **</b> and follow the voice prompts
<b>If your system uses a voice messaging application other than NBX Voice Messaging</b> , 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.	OR, for systems that do not use NBX Messaging: <b>Feature</b> + 434 + new password + # + repeat your new password + #	OR, for systems that do not use NBX Messaging: <b>Feature</b> + 434 + new password + # + repeat your new password + #	OR, for systems that do not use NBX Messaging: # (Feature Entry Tone) + 434 (Feature Entry Tone) + new password + # (Feature Entry Tone) + repeat your new password + # (Confirmation Tone)
<b>FOR ALL VOICE MESSAGING SYSTEMS:</b>			
<ul style="list-style-type: none"> <li>■ Use only 4- to 10-digit numbers</li> <li>■ Do not use letters, *, or # as part of your password.</li> </ul>			

**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
<b>Password — Change</b>			
<p><b>If your system uses NBX Voice Messaging</b>, 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><b>If your system uses a voice messaging application other than NBX Voice Messaging</b>, 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><b>FOR ALL VOICE MESSAGING SYSTEMS:</b></p> <ul style="list-style-type: none"> <li>If you forget your password, the administrator can reset it to your extension. Then use this code sequence</li> </ul>	<p><b>Msg</b> 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><b>Feature</b> + 434 + current password + # + new password + # + repeat your new password + #</p>	<p><b>Msg</b> 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><b>Feature</b> + 434 + current password + # + new password + # + repeat your new password + #</p>	<p><b>500 **</b> + 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>
<b>Pulse to Tone</b>			
<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 + <b>Feature</b> + 891</p>	<p>Make or receive a call + <b>Feature</b> + 891</p>	<p>Receive a call + <b>HF</b> (Dial Tone) + # (Feature Entry Tone) + 891 (Confirmation Tone)</p>
<b>Redial</b>			
<p>Redial the last number that was called on this telephone.</p> <p>NBX Business and Basic Telephones: See also <b>Show Lists</b>.</p>	<p><b>Redial</b> button or <b>Feature</b> + 401</p>	<p><b>Feature</b> + 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
<b>Release</b>			
Disconnect a call.	<b>Release</b> Access button or <b>Feature</b> + 111	<b>Feature</b> + 111	<b>HF</b> (Dial Tone) + # (Feature Entry Tone) + 111
<b>Show Lists</b>			
On an NBX telephone, show and dial from:	Press the up or down scroll buttons or Press <b>Feature</b> + 460 + scroll to find the directory	Press the up or down scroll buttons or Press <b>Feature</b> + 460 + scroll to find the directory	Not supported with NBX feature codes for analog telephones.
<ul style="list-style-type: none"> <li>■ <b>Call logs</b> — Your most recent incoming and outgoing calls: <ul style="list-style-type: none"> <li>– Missed Calls</li> <li>– Answered Calls</li> <li>– Dialed Calls</li> </ul> </li> <li>■ <b>Directory</b> — Internal telephone list</li> <li>■ <b>Personal Speed Dials</b> — The personal speed dials that you have defined in <b>NBX NetSet &gt; User Information &gt; Speed Dials</b>.  Maximum = 99</li> <li>■ <b>System Speed Dials</b> — The system-wide speed dials that are set by your administrator</li> </ul>	Then press <b>+ Slct (Select)</b> + scroll to find the entry <b>+ Slct (Select)</b>	Then press <b>+ Slct (Select)</b> + scroll to find the entry <b>+ Slct (Select)</b>	
<b>Speaker</b>			
Speak and listen to a call without picking up the handset	<b>Speaker</b> button	 button (3101SP) <b>Feature</b> + 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
<b>Speed Dial — Personal List</b>			
Dial a party to whose number you have given a personal speed dial number. Range: 601 – 699  You assign and can print out your speed dial numbers in <b>NBX NetSet &gt; User Information &gt; Speed Dials &gt; Personal.</b>	<b>Feature</b> + personal speed dial number  or Use the display panel > Personal Speed Dials	<b>Feature</b> + personal speed dial number  or Use the display panel > Personal Speed Dials	<b>#</b> (Feature Entry Tone) + personal speed dial number
<b>Speed Dial — System-Wide List</b>			
Dial one of the system-wide speed dial numbers that have been assigned by the administrator.  Range: 700 – 799  You can view and print out the system-wide speed dial numbers in <b>NBX NetSet &gt; User Information &gt; Speed Dials &gt; System-wide.</b>	<b>Feature</b> + system-wide speed dial number  or Use the display panel > System Speed Dials	<b>Feature</b> + system-wide speed dial number  or Use the display panel > System Speed Dials	<b>#</b> (Feature Entry Tone) + system-wide speed dial number
<b>Transfer</b>			
Transfer a call to an internal extension or an external telephone number.  <b>Announced or Screened Transfer</b>  Stay on the line to announce the call, then press Transfer, and hang up.  <b>Unannounced or Blind Transfer</b>  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 <b>Speed Dial – Personal</b> or <b>Speed Dial – System-Wide.</b>	<b>Transfer</b> button + extension, telephone number, or speed dial + <b>Transfer</b>  or <b>Feature</b> + 420 + extension, telephone number, or speed dial + <b>Transfer</b>	<b>Transfer</b> button + extension, telephone number, or speed dial + <b>Transfer</b>  or <b>Feature</b> + 420 + extension, telephone number, or speed dial + <b>Transfer</b>	<b>HF</b> (Dial Tone) + extension, telephone number, or one of the Speed Dial Feature Code sequence + hang up

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

<b>Feature</b>	<b>NBX Business Phones</b>	<b>NBX Basic Phones</b>	<b>Analog Telephones</b>
<b>Volume Up or Down</b>			
Raise or lower the volume (sound) of the telephone speaker or the handset	<p><b>Volume</b> buttons</p> <p>or</p> <p><b>Feature</b></p> <p>+ 102 to raise the sound</p> <p>or</p> <p>+ 103 to lower the sound</p>	<p><b>Volume</b> buttons</p> <p>or</p> <p><b>Feature</b></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)
<b>External Paging</b> 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
<b>Internal Paging</b> 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
<b>Simultaneous Paging</b> 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.