

# *Northside Communications*

770-642-9369

[www.NSCommunications.com](http://www.NSCommunications.com)

## *Popular Nortel Feature Codes*

### *Button Inquiry*

---

Feature \*0

Check what is programmed on any button.

### *Call Forward*

---

Feature 4(On)

Feature #4(Off)

Forwards **ALL** calls that ring on your extension to the forward to number. The forward to number can either be another extension or an outside number (your cell phone, you must program a “9” before any outside number).

### *Call Park*

---

Feature 74

Places the call on virtual hold so that it can be picked up from any system phone in your office. The display shows a three-digit retrieval code.

To retrieve the parked call, press intercom and dial the retrieval code on any telephone .

### *Call Pickup-Directed*

---

Feature 76

Answer a specific telephone that is ringing.

Press Feature 76 and dial the ringing phones extension number.

# *Northside Communications*

770-642-9369

[www.NSCommunications.com](http://www.NSCommunications.com)

## *Popular Nortel Feature Codes*

### *Conference*

---

#### Feature 3

Establishes a conference call between yourself and two other parties:

1. Make or answer a call
2. Put the call on hold
3. Make or answer the second call
4. After the second call is connected, press Feature 3
5. Press the line or intercom button of the first held call
6. Press RLS to end the conference call

To remove yourself from a conference call permanently:

Press Feature 70. The other two callers remain connected. (Some external lines may not support this feature. See your system coordinator.)

To put a conference on hold:

Press HOLD. The other two callers can still talk to each other.

To split a conference

Press the line or intercom button of the caller you want to disconnect, and then press Rls. Press the line or intercom button of the remaining caller to resume your conversation.

To independently hold two calls

Presses the line or intercom button of the first caller, then press HOLD. The second caller is automatically put on hold. To re-establish the conference, retrieve one call from hold, press Feature 3, and then retrieve the second call from hold.

# *Northside Communications*

770-642-9369

[www.NSCommunications.com](http://www.NSCommunications.com)

## *Popular Nortel Feature Codes*

### *Display Contrast Adjustment*

---

Feature \*7

Adjust the contrast of your display.

Press Feature \*7, then press a number from 1 to 8 (depending on your telephone). Press HOLD to set your choice.

### *Last Number Redial*

---

Feature 5

Automatically redial the last external telephone number that you dialed.

### *Ring Type*

---

Feature \*6

Select a distinctive ring to help differentiate between your telephone and others nearby.

1. Press Feature \*6
2. Enter the ring type number (1 to 4)
3. Press HOLD.

### *Ring*

---

Feature \*80

Make your telephone ring so that you can adjust the volume. You can also adjust the volume any time your telephone rings.

### *Saved Number Redial*

---

Feature 67

Save a number to redial later. Enter the code while you are on a call that you have dialed to save the number. Enter the code when you are not on a call to redial the saved number.

# *Northside Communications*

770-642-9369

[www.NSCommunications.com](http://www.NSCommunications.com)

## *Popular Nortel Feature Codes*

### *Speed Dial*

---

#### Feature 0

Dial a telephone number using a two-digit code. There are two types of speed dial codes: system (200 to 255) and personal (256 to 279). System speed dial codes can be used from any Nortel telephone in the system. They are assigned by your system coordinator. Personal speed dial codes are used exclusively at your telephone.

To program personal speed dial numbers

Press Feature \*4

1. Enter a three-digit code from 256 to 279
2. Dial the telephone number you want to program (up to 24 digits including a "9").
3. Press Ok
4. Record the code and number you have just programmed.

To make a call using a speed dial code:

1. Press Feature 0
2. Enter the three-digit code for the number.

### *Voice Call*

---

#### Feature 66

Make a voice announcement or begin a conversation through the speaker of another Nortel telephone without first making the other telephone ring.

### *Call Information*

---

#### Feature 811

Display the name, number or line name of a ringing or held call. Press # to move through the information displays.

# *Northside Communications*

770-642-9369

[www.NSCommunications.com](http://www.NSCommunications.com)

## *Popular Nortel Feature Codes*

### *Background Music*

---

Feature 86 (On)

Feature #86(Off)

Listen to music (provided by your office) through your telephone speaker when you are not on a call.

### *Call Duration Timer*

---

Feature 77

Briefly display the approximate length of your current or most recent call.

### *Call Pickup-Group*

---

Feature 75

Answer a call that is ringing at another telephone in your pickup group. The external call that has been ringing longest is answered first.

### *Call Queuing*

---

Feature 801

Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.

### *Camp-On*

---

Feature 82

Re-route a call to another telephone even if all its lines are busy.

# *Northside Communications*

770-642-9369

[www.NSCommunications.com](http://www.NSCommunications.com)

## *Popular Nortel Feature Codes*

### *Do Not Disturb*

---

Feature 85(On)

Feature # 85 (Off)

When you are not on a call prevent all incoming calls, except priority calls, from ringing at your telephone. When you are on a call, block an incoming priority call.

### *Group Listening*

---

Feature 802

Feature # 802

Use both the receiver and speaker while you are on a call. To avoid electronic feedback, keep the receiver away from the speaker during the call, and press Rls to hang up.

### *Link / Flash*

---

Feature 71

Generate a FLASH signal

### *Page*

---

Internal Page

Feature 610

Make a page announcement to all telephones, through the telephone speakers.

### *Pause*

---

Feature 78

Program an external autodial sequence to insert a 1.5 second delay.

For pulsing dialing: \* also inserts a 1.5 second delay.

# *Northside Communications*

770-642-9369

[www.NSCommunications.com](http://www.NSCommunications.com)

## *Popular Nortel Feature Codes*

### *Priority*

---

Feature 69

Interrupt a person who is on a call or using Do Not Disturb.

A person on another call can press Feature 85 to block your priority call.

### *Time*

---

Feature 803

### *Voice Call Deny*

---

Feature 88 (On)

Feature # 88 (Off)

Prevent your telephone from receiving voice calls.

**Do Not Disturb** (Feature 85) also prevents your telephone from receiving voice calls.