

## Meridian Norstar & Modular Feature Codes

*Example, using first, below, you would press **FEATURE \*0** then the Key [button] required*

Feature	Function	Notes
<b>FEATURE * 0</b>	Key Inquiry	<i>See what is programmed to a key [button]</i>
<b>FEATURE * 1</b>	Programme outside speed dial to a key	programme an outside number to a key:  <b>FEATURE * 1</b>  press required key  'dial' outside number
<b>FEATURE * 2</b>	Programme internal extn number to a key	programme an extension number to a key:  <b>FEATURE * 2</b>  press required key  'dial' extension number
<b>FEATURE * 3</b>	Programme a function to a key	<i>eg Page      eg Last Number Re-dial</i>  programme feature to a key:  <b>FEATURE * 3</b>  press required key  'dial' feature code [eg last number re-dial <b>FEATURE 5 ]</b>
<b>FEATURE * 4</b>	Programme a personal speed dial	press <b>FEATURE * 4</b>  press a two digit code <b>71 - 94</b>  dial telephone number required  [insert 9 / line access code at the front of number if required - consult system manager if in doubt]  press <b>HOLD</b> when finished
<b>FEATURE * 6</b>	Set Ring Type	programme ring type & volume:  press <b>FEATURE * 6</b>  press 1 2 3 4 to choose ring type  use the volume bar to set ring volume
<b>FEATURE * 7</b>	Adjust lcd contrast	press <b>FEATURE * 7</b> and <b>1 - 9</b> or <b>UP / DOWN</b>

<p><b>FEATURE * 8 0</b></p>	<p>Set Ring Volume</p>	<p>press <b>FEATURE * 8 0</b></p> <p>phone starts ringing</p> <p>use the volume bar to set ring volume</p> <p>press <b>RLS</b></p>
<p><b>FEATURE * 8 1</b></p>	<p>Move Line Keys</p>	<p><i>do not alter without consulting the system manager</i></p> <p><i>a. press <b>FEATURE * 8 1</b></i></p> <p><i>b. press the <b>LINE KEY</b> you want to move</i></p> <p><i>c. press the <b>LINE KEY</b> you want to assign</i></p> <p><i>d. press <b>RLS</b></i></p> <p><i>the functions of the keys are now exchanged</i></p> <p><i>line keys cannot be exchanged with <b>INTERCOM</b> or <b>HANDSFREE/MUTE</b> keys</i></p>
<p><b>FEATURE * 8 2</b></p>	<p>Set dialling mode</p>	<p><i>do not alter without consulting the system manager</i></p> <p><i>there are three settings:</i></p> <p><b>1. automatic dial</b> - this is the normal setting - hot dial pad: dial a number without picking up handset or pressing a line key</p> <p><b>2. standard dial</b> - press a line key, then dial the number</p> <p><b>3. Pre - dial</b> - dial a number, then press a line key to start the call dialling</p>
<p><b>FEATURE * 8 9</b></p>	<p>Programmed Release</p>	<p>when used at the end of a speed dial digit string this feature acts as the <b>RLS</b> key</p>
<p><b>FEATURE * 9</b></p>	<p>Run / Stop</p>	<p>refer to system manager</p>
<p><b>FEATURE 0</b> <b>[ 71 - 94 ]</b></p>	<p>use a personal speed dial</p>	<p>to dial: press <b>FEATURE 0</b> and a two digit code <b>71 - 94</b></p> <p>these speed dials are available at</p>

		your phone only and you programme them with <b>FEATURE * 4</b>
<b>FEATURE 0</b> <b>[ 01 - 70 ]</b>	use a central speed dial	to dial: press <b>FEATURE 0</b> and a two digit code <b>01 - 70</b> these speed dials are available at all phones [subject to call barring] and are programmed by the system manager
<b>FEATURE 1</b>	Send Message	<i>send a 'message' to an extension that they are to call you</i>  <i>a. press <b>FEATURE 6 5</b> or <b>MSG</b> to view messages</i>  <i>b. press <b>*/#</b> or <b>NEXT</b> to view message list</i>  <i>c. press <b>0</b> or <b>CALL</b> to call the person who left a message</i>  <i>d. press <b>HOLD</b> or <b>ERASE</b> [whilst viewing a message] to erase a message</i>
<b>FEATURE # 1</b>	Cancel a Message	<i>cancel a 'message'</i>
<b>FEATURE 2</b>	Ring Again	<i>when an extension is busy or not answered you can tell the system to call again when the party is available</i>  <i>you can use this feature to 'book' a free line</i>
<b>FEATURE 3</b>	Conference	<i>1. make or take a call</i>  <i>2. put the first call on hold</i>  <i>3. make or take a second call</i>  <i>4. press <b>FEATURE 3</b> or <b>CONF/TRANS</b></i>  <i>5. press the line key of the first held call</i>  <i>6. to end the conference press <b>RLS</b></i>

<b>FEATURE 4</b>	Call Forward to another extn	<i>send your calls to another extension</i>
<b>FEATURE # 4</b>	Cancel Call Forward to another extn	
<b>FEATURE 5</b>	Last Number Redial	<i>redial of the last external number dialled</i>
<b>FEATURE 60</b>	Page General	<p>page general:</p> <p>press <b>FEATURE 60</b></p> <p>press code <b>1</b> or <b>2</b> or <b>3</b> [ <b>1</b> = extensions, <b>2</b> = external pa speakers, <b>3</b> = both ]</p> <p>press zone <b>2</b> or <b>3</b> [ <b>0</b> = all zones]</p>
<b>FEATURE 61</b>	Page to internal zone	<p>page internal - to all extensions:</p> <p>press <b>FEATURE 61</b></p> <p>press zone <b>2</b> or <b>3</b> [ <b>0</b> = all zones]</p>
<b>FEATURE 62</b>	Page external	<p>page external to external pa speakers:</p> <p>press <b>FEATURE 62</b></p> <p>press zone <b>2</b> or <b>3</b> [ <b>0</b> = all zones]</p>
<b>FEATURE 63</b>	Page to internal zone & external	<p>page external to external pa speakers &amp; internal to extensions:</p> <p>press <b>FEATURE 63</b></p> <p>press zone <b>2</b> or <b>3</b> [ <b>0</b> = all zones]</p>
<b>FEATURE 64</b>	Line Pool Access	<p><i>do not alter without consulting the system manager</i></p> <p><i>line pools are normally accessed by dialling 9 or 8 or have a key assigned to them</i></p> <p>to use a line pool: <b>FEATURE 64</b> or <b>INTERCOM</b> then dial line pool code [eg 9]</p> <p>to programme a line pool key: <b>FEATURE *3</b></p> <p><b>KEY</b></p> <p><b>FEATURE 64 [code eg 9]</b></p>
<b>FEATURE 65</b>	Reply to a message	<i>see <u>Message</u></i>
<b>FEATURE 66</b>	Voice Call to an extn	<p>speak direct to an extension without ringing</p>

		<p>press <b>FEATURE 66</b></p> <p>dial extension number</p> <p>start speaking</p>
<b>FEATURE 67</b>	Saved Number Redial	<p>you have dialled an external number and are connected</p> <p>press <b>FEATURE 67</b></p> <p>the number is now stored</p> <p>you can dial this saved number by pressing <b>FEATURE 67</b></p>
<b>FEATURE 68</b>	restriction passwords / bypass call restrictions	<p><i>consult the system manager</i></p> <p>bypass call restrictions applied to your telephone</p> <p><b>FEATURE 68</b> password</p>
<b>FEATURE 69</b>	Priority Call	<p><i>interrupt a person on a call or using do not disturb</i></p>
<b>FEATURE 70</b>	Transfer	<p>transfer a call to another extension</p> <p>you are on a call</p> <p>press <b>TRANSFER</b> or <b>FEATURE 70</b></p> <p>dial extension number</p> <p>extension answers</p> <p>announce call</p> <p>press or <b>RLS</b> to <b>OK</b> connect call</p> <p>[if the extension does not want call or does not answer press <b>CANCEL</b> ]</p>
<b>FEATURE 71</b>	Flash / Recall	<p>generate a flash / recall signal to your host pbx</p>
<b>72</b>	Timed Release	
<b>FEATURE 74</b>	Call Park	<p><i>puts a call on hold [terminal shows a retrieval code of 101 or 102] and is available for retrieval from any extension dialling the retrieval code</i></p>
<b>INTERCOM 101</b>  OR	Call Park Retrieval	<p><i>collect a parked call</i></p>

<b>INTERCOM 102</b>		
<b>FEATURE 75</b>	Pickup	<i>answer a call ringing at another extn [extension must be in your pickup group] [ the call that has been awaiting answer the longest is answered first]</i>
<b>FEATURE 77</b>	Call Timer	<i>shows duration of current / last call</i>
<b>FEATURE 78</b>	Pause	<i>dtmf: inserts a 3.5 second delay in digit string</i>
<b>FEATURE 79</b> OR <b>FEATURE HOLD</b>	Exclusive Hold	<i>temporarily suspend a call - only your telephone can retrieve it</i>  <i>to retrieve: press <b>HOLD</b> or <b>LINE KEY</b></i>
<b>FEATURE 83</b>	Privacy ON	allow a telephone that shares your line to join your call [auto switch off on end of call]
<b>FEATURE # 83</b>	Privacy OFF	
<b>FEATURE 84</b>	Exchange Line redirect ON	<i>do not alter without consulting the system manager</i>  <i>this is often better achieved by using the network services of your provider</i>  Calls on one or more exchange lines are sent elsewhere [outside of the system]
<b>FEATURE # 84</b>	Exchange Line redirect OFF	<i>do not alter without consulting the system manager</i>
<b>FEATURE 85</b>	Do Not Disturb On	<i>stops calls ringing at your extension</i>
<b>FEATURE # 85</b>	Do Not Disturb Off	
<b>FEATURE 86</b>	Background Music On	<i>if music is available on your system</i>
<b>FEATURE # 86</b>	Background Music Off	<i>if music is available on your system</i>
<b>FEATURE 87</b>	Service Modes	eg Night Service  refer to system manager
<b>FEATURE 88</b>	Voice Call Deny On	prevent your extension from receiving <u>voice calls</u>
<b>FEATURE # 88</b>	Voice Call Deny Off	
<b>FEATURE 800</b>	Trunk Answer	<i>pick up a ringing external call that is ringing in a service mode</i>
<b>FEATURE 802</b>	Group Listen ON	<i>use the speaker and the handset at the same time</i>

		<i>eg for others to hear the call note: 1. not available for headset users 2. may cause feedback</i>
<b>FEATURE # 8 0 2</b>	Group Listen OFF	
<b>FEATURE 8 0 3</b>	Time	to see the time whilst on a call press <b>FEATURE 8 0 3</b>  <i>THE TIME ON YOUR PHONE IS SYSTEM TIME AND IS SET BY THE SYSTEM MANAGER</i>
<b>FEATURE 8 0 8</b>	Long Tones	<i>rarely used: makes tones on key pad last as long as the key is held</i>
<b>HOLD</b>	Hold a Call	<i>temporarily suspend a call  to retrieve: press <b>HOLD</b> or <b>LINE KEY</b></i>
<b>TRANSFER</b>	Transfer	transfer a call to another extension  you are on a call  press <b>TRANSFER</b> or <b>FEATURE 7 0</b>  dial extension number  extension answers  announce call  press or <b>RLS</b> to <b>OK</b> connect call  [if the extension does not want call or does not answer press <b>CANCEL</b> ]

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### Voice Mail Codes

<b>Feature</b>	<b>Function</b>	<b>Notes</b>
<b>981</b>	Open Mailbox	<i>df pass = 0000</i>
<b>980</b>	Leave a message in another Mailbox	
<b>986</b>	Transfer a call to another Mailbox	
<b>987</b>	Interrupt a call in your Mailbox	

## Norstar and BCM Feature Codes

<b>Feature</b>	<b>Code</b>
Autobumping	F815
Background Music	F86
Button Inquiry	F*0
CC Agent Make Busy	F908
CC Agent Login	F904
Call Duration	F77
Call Forward	F4
Call Information	F811
Call Log	F812
Call Log Options	F*84
Call Log Password	F*85
Call Park	F74
Call Pickup - Directed	F76
Call Pickup - Group	F75
Call Queuing	F801
Camp-on	F82
Class of Service	F68
Conference	F3
Contrast	F*7
Dialing Modes	F*82
Do Not Disturb	F85
Exclusive Hold	F79
Group Listening	F802
Language - English	F*501
Language - French	F*502
Language - Spanish	F*503
Language - ??????	F*504
Last Number Redial	F5
Line Pool	F64
Line Redirection	F84
Link/Flash	F71
Logit	F813
Long Tones	F808
Malicious Caller ID	F897
Message - Cancel	F#1
Messages - Send	F1
Messages - View	F65
Move Line	F*81
Name and Number Blocking	F819
Page - General	F60
Page - Internal	F61+zone
Page - External	F62
Page - Combined	F63+zone
Pause	F78

Priority Call	F69
Privacy	F83
Ring Again	F2
Ring Type	F*6
Ring Volume	F*80
Run/Stop	F*9
Saved Number Redial	F67
Services - Ringing	F871
Services - Restrictions	F872
Services - Routing	F873
Silent Monitoring	F*550
Speed Dial	F0
Static Time and Date	F806
SWCA Auto-associate	F*520
SWCA 1	F*521
SWCA 2	F*522
SWCA 3	F*523
SWCA 4	F*524
SWCA 5	F*525
SWCA 6	F*526
SWCA 7	F*527
SWCA 8	F*528
SWCA 9	F*529
SWCA 10	F*530
SWCA 11	F*531
SWCA 12	F*532
SWCA 13	F*533
SWCA 14	F*534
SWCA 15	F*535
SWCA 16	F*536
SWCA Retrieve Oldest	F*537
SWCA Retrieve Newest	F*538
Time Display	F803
Transfer	F70
Trunk Answer	F800
Voice Call	F66
Voice Call Deny	F88
VM Access	F981
VM Admin Login	F983
VM Call Fwd	F984
VM Call Record	F989
VM DN Query	F985
VM Directory	F988
VM Intercept	F987
VM Leave Msg	F980
VM Operator Status	F982
VM Transfer	F986
Wait for Dial Tone	F804

