



NBX[®] Feature Codes Guide for SIP Telephones

NBX Networked Telephony Solutions
System Release 6.0

Part Number 900-0346-01
Published July 2006
<http://www.3com.com/>



3Com Corporation
350 Campus Drive
Marlborough, MA
01752-3064

Copyright © 1998–2006, 3Com Corporation. All rights reserved. No part of this documentation may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from 3Com Corporation.

3Com Corporation reserves the right to revise this documentation and to make changes in content from time to time without obligation on the part of 3Com Corporation to provide notification of such revision or change.

3Com Corporation provides this documentation without warranty, term, or condition of any kind, either implied or expressed, including, but not limited to, the implied warranties, terms, or conditions of merchantability, satisfactory quality, and fitness for a particular purpose. 3Com may make improvements or changes in the product(s) and/or the program(s) described in this documentation at any time.

If there is any software on removable media described in this documentation, it is furnished under a license agreement included with the product as a separate document, in the hardcopy documentation, or on the removable media in a directory file named LICENSE.TXT or !LICENSE.TXT. If you are unable to locate a copy, please contact 3Com and a copy will be provided to you.

UNITED STATES GOVERNMENT LEGENDS:

If you are a United States government agency, then this documentation and the software described herein are provided to you subject to the following:

United States Government Legend: All technical data and computer software is commercial in nature and developed solely at private expense. Software is delivered as Commercial Computer Software as defined in DFARS 252.227-7014 (June 1995) or as a commercial item as defined in FAR 2.101(a) and as such is provided with only such rights as are provided in 3Com's standard commercial license for the Software. Technical data is provided with limited rights only as provided in DFAR 252.227-7015 (Nov 1995) or FAR 52.227-14 (June 1987), whichever is applicable. You agree not to remove or deface any portion of any legend provided on any licensed program or documentation contained in, or delivered to you in conjunction with guide.

Unless otherwise indicated, 3Com registered trademarks are registered in the United States and may or may not be registered in other countries.

3Com, the 3Com logo, and NBX are registered trademarks of 3Com Corporation. NBX NetSet is a trademark of 3Com Corporation.

Other brand and product names may be registered trademarks or trademarks of their respective holders.

ABOUT THIS GUIDE

How to Use This Guide	5
Conventions	5
Documentation	6
Comments on the Documentation	6

1 FEATURE CODES

Overview	9
General Instructions	9
Using the NBX NetSet Utility	10
Starting the NBX NetSet Utility	10
Navigating the NBX NetSet Utility	11
How to Enter a Feature Code	11

ABOUT THIS GUIDE

This guide is intended for anyone using a 3Com 3108 Wireless telephone or third-party IP telephone on an NBX system. It describes NBX® features that are accessible on IP telephones connected to the NBX system running in Session Initiation Mode (SIP) mode.



In addition to 3Com legacy and third-party analog devices, only third-party IP telephones that support Standard SIP (based on RFC 3261) with no proprietary extensions to SIP are allowed to operate on the NBX. If you are unsure whether your IP telephone meets these requirements, ask your NBX administrator.



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



If the information in the release notes (readme.pdf) on the NBX Resource Pack DVD differs from the information in this guide, follow the instructions in the release notes.

How to Use This Guide

Chapter 1 of this guide describes how to use feature codes and includes a list of the feature codes available on 3Com 3108 Wireless and third-party IP telephones on an NBX system.

Conventions

[Table 1](#) defines some commonly used words and phrases in this guide.

Table 1 Common Terms




Term	Definition
Auto Attendant	The set of voice prompts that answers incoming calls and describes actions that a caller or user can take to access individual services.

Table 1 Common Terms (continued)

Administrator	The person who is responsible for maintaining your 3Com Networked Telephony Solution.
Receptionist	The person who answers the majority of incoming telephone calls. In some business environments, this person may be a switchboard operator.
User	A person who has a single 3Com Telephone, a third-party IP telephone, or an analog telephone connected to the NBX system through an ATC card or the single-port ATA device.

[Table 2](#) lists conventions that are used throughout this guide.

Table 2 Icons

Icon	Type	Description
	Information note	Information that describes important features or instructions.
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, device, or network.
	Warning	Information that alerts you to potential personal injury.

Documentation

The documentation set for 3Com NBX Networked Telephony Solutions is designed to help NBX telephone users, installers, and administrators maximize the full potential of the system.

The *NBX Resource Pack DVD* contains many guides to the NBX products and their related 3Com applications.

When you log in to the NBX NetSet utility as a user, you can view the PDF versions of the *NBX Telephone Guides* and *NBX Feature Codes Guide* by going to **Resources > Phone Guide** and **Feature Code Reference** pages, respectively and clicking their associated links. The NBX NetSet utility also includes a searchable Help system with Help buttons on each screen.

Comments on the Documentation

Your suggestions are important to us. They help us to make the NBX documentation more useful to you.

Please send your e-mail comments about this guide or any of the 3Com NBX documentation and Help systems to:

Voice_TechComm_Comments@3com.com

Include the following information with your comments:

- Document title
- Document part number (found on the front or back page)
- Page number



As always, please address all questions regarding the NBX hardware and software to your 3Com NBX Voice-Authorized Partner.

1

FEATURE CODES

This guide describes the NBX features that are accessible on 3Com 3108 Wireless Telephones and third-party IP telephones that are connected to the NBX system running in SIP mode. This guide focuses primarily on the NBX feature code sequences and covers these topics:

- [Overview](#)
- [General Instructions](#)
- [Using the NBX NetSet Utility](#)
- [How to Enter a Feature Code](#)

Overview

SIP, the Session Initiation Protocol, is a signaling protocol for Internet conferencing, telephony, and instant messaging. NBX 6.0 allows for SIP integration of generic IP phones with 3Com legacy devices when the NBX is running in SIP mode. For more information on the NBX system running in SIP mode, see your NBX administrator.

General Instructions

To access most of the NBX features on a 3108 Wireless or generic IP telephone, press * and enter a 3-digit code. Arguments should have a * before and after only if more arguments or extensions are to be added.

For example, you would enter the sequence *465*1000 and press Send to forward all calls to extension 1000.

For complete descriptions of the NBX telephone features described in [Table 3](#), log in to the NBX NetSet utility (see ["Using the NBX NetSet Utility"](#)) and click the Help button for information about the specific topics. Then use this guide to access the features that are available using your IP telephone.

For instructions on other supported features that your IP telephone may support such as, dialing and answering calls, using speed dials, or accessing a directory, refer to the documentation supplied with your phone.



The steps for setting up and accessing your voice mailbox depend on the type of voice messaging that is configured on your NBX system. Ask your administrator what type of voice messaging is active on your system and refer to the documentation that supports this voice messaging for instructions.

Using the NBX NetSet Utility

The NBX NetSet utility has two interfaces:

- **Administrator** — Your administrator logs in with a special password and uses the NBX NetSet utility to manage and configure system-wide telephone settings and many of the settings for your telephone.
- **User** — As a telephone user, you log in to the NBX NetSet utility with your own system ID (your extension) and password to:
 - View and change your telephone's personal settings, such as where you want your calls to go when you cannot answer them (your *call coverage points*).
 - View your call permissions and certain current feature settings.



For details about the NBX features you can access through the NBX NetSet utility, view the online help.

Starting the NBX NetSet Utility

To use the NBX NetSet utility, you need a computer that is connected to your local area network (LAN) and that has a web browser. (You do not need Internet access.) To start the NBX NetSet utility:

- 1 Ask your administrator for the IP address (or DNS host name) for your NBX system. In the web browser on your computer (Microsoft Internet Explorer version 5.5 or later is optimal), enter the IP address (or DNS host name) in the **Address** field, and then press Enter. The NBX NetSet utility login screen appears.



You cannot log in to the NBX NetSet utility until you establish your password through your telephone using NBX voice prompts or the Feature Code sequence. See Password - Set Initially in [Table 3](#) later in this chapter.

- 2 Click **User** to log in as a user. The password dialog box appears.

- 3 Type your NBX NetSet utility user identification (always your 3-digit or 4-digit telephone extension) and your NBX NetSet utility password, and then click **OK**.

Navigating the NBX NetSet Utility

Once you log in to the NBX NetSet utility, you can easily locate the information you need to use your NBX telephone features. Start by clicking the category you want in the left-hand column. Tabs indicating the specific topics for this category appear at the top of the NBX NetSet window. To display a particular topic, click its associated tab.

You can also quickly access any of the frequently used topics from the Favorites menu. Simply select an item from the drop-down list to go to the selected topic. (If your browser does not support JavaScript, click the Go button after selecting an item.)

How to Enter a Feature Code

To enter a feature code on a 3108 Wireless or generic IP telephone:

- 1 Pick up the handset.
- 2 Press * plus any additional values as specified in [Table 3](#).
- 3 Hang up when your call is complete or you have activated the features that you want.

Table 3 describes the NBX feature codes that are supported on 3108 Wireless and generic IP (SIP) telephones.

Table 3 NBX Feature Codes

Features	Using Codes	Notes
Account Codes		
Allow the system to track the next call that you make.	Press * + 888 + * + account code + * + telephone number + Send	Log in to the NBX NetSet utility and go to Directory > Account Codes for a list of public account codes or see your administrator. The Call Reports application tracks the calls. On an IP telephone, you can use this code sequence only before you make the call. You cannot use this feature during an active call. If you enter an invalid Account Code, you will receive an error indication. If you enter an invalid Account Code, or need to cancel while entering an Account Code, you must hang up to restart.
Call Forward All		
Forward all incoming calls to your specific call coverage point regardless of the state of your phone.	Press * + 465 + * + the destination to forward calls to + Send Persists until you turn off the feature by entering * + 465 + Send.	When you specify an external telephone number as the destination, start by entering 9 or 8 or whatever is required to access an outside line. Enter a * if a pause is required between an access code and a destination number. You can configure all CFWD Overrides (CFWD All, No Answer, and Busy) from both feature codes and the NBX NetSet utility.
Call Forward Busy		
Forward all calls to your call coverage point when your phone is busy.	Press * + 466 + * + the destination to forward calls to + Send Persists until you turn off the feature by entering * + 466 + Send.	To specify the number of rings before the call is forwarded, log in to the NBX NetSet utility and go to Call Forward > Call Forward . The default is 4. When you specify an external telephone number as the destination, start by entering 9 or 8 or whatever is required to access an outside line. Enter a * if a pause is required between an access code and a destination number.

Table 3 NBX Feature Codes (continued)

Features	Using Codes	Notes
Call Forward No Answer		
Forward all calls to your call coverage point when your phone rings for a specified number of rings.	Press * + 467 + * + the destination to forward calls to + Send Persists until you turn off the feature by entering * + 467 + Send.	To specify the number of rings before the call is forwarded, log in to the NBX NetSet utility and go to Call Forward > Call Forward . The default is 4. When you specify an external telephone number as the destination, start by entering 9 or 8 or whatever required to access an outside line. Enter a * if a pause is required between an access code and a destination number.
Call Pickup — Directed		
Pick up a call that is ringing on another user's telephone.	Press * + 455 + * + the extension of the ringing telephone + Send	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. You will receive an error indication if you enter an invalid extension.
Call Pickup — Group		
From your telephone, pick up calls that are ringing on another telephone in your group.	Press * + 455 + * + call pickup group number + Send	Your system administrator assigns call pickup group numbers in these ranges: 4-digit dial plan: 482 – 531 3-digit dial plan: 500 – 531 You will receive an error indication if you enter an invalid group number.
Caller ID Restriction (CLIR — All) — On/Off		
Restrict the NBX system from sending out your Caller ID information for all calls.	Press * + 889 + Send Persists until you turn off the feature by repeating the sequence.	To use this feature you must have CLIR Features enabled for your Class of Service (CoS) group. To check if you have CLIR Features enabled, log in to the NBX NetSet utility and go to My Calling Privileges > Call Permissions . To view your current CLIR setting, log in to the NBX NetSet utility and go to My Calling Privileges > Feature Settings .

Table 3 NBX Feature Codes (continued)

Features	Using Codes	Notes
Caller ID Restriction (CLIR — Next Call)		
Restrict the NBX system from sending out your Caller ID information for only this call.	Press * + 890 + * + Dial outside party's number + Send	To use this feature you must have CLIR Features enabled for your Class of Service (CoS) group. To check if you have CLIR Features enabled, log in to the NBX NetSet utility and go to My Calling Privileges > Call Permissions .
Do Not Disturb — On/Off		
Send all incoming calls directly to the call coverage point that you specified in the NBX NetSet utility Call Forward > Call Forward or Override .	Press * + 446 + Send Persists until you turn off the feature by repeating the sequence.	To view the current setting, log in to the NBX NetSet utility and go to My Calling Privileges > Feature Settings .
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.	Press * + 440 + Send Persists until you turn off the feature by repeating the sequence.	To view the current setting, log in to the NBX NetSet utility and go to My Calling Privileges > Feature Settings .
Password — Set Initially		
Use this code sequence to set your NBX NetSet utility password for the first time.	Press * + 434 + * + new password + * + repeat your new password + Send	You can use this procedure only if you or your administrator have not previously changed or reset this password from its default value of 1234. If your password has already been changed or reset, you must use the Password — Change procedure to change the password. When typing your password: <ul style="list-style-type: none"> ■ Use only 4- to 10-digit numbers ■ Do not use letters, *, or # as part of your password. After you set your NBX NetSet password, you must set the SIP authentication password in your SIP telephone to match the new NBX NetSet password.

Table 3 NBX Feature Codes (continued)

Features	Using Codes	Notes
<p>Password — Change</p> <p>Use this code sequence to change your NBX NetSet utility password.</p>	<p>Press *</p> <p>+ 434</p> <p>+ *</p> <p>+ old password</p> <p>+ *</p> <p>+ new password</p> <p>+ *</p> <p>+ repeat your new password</p> <p>+ Send</p>	<p>When typing your password:</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>After you set your NBX NetSet password, you must set the SIP authentication password in your SIP telephone to match the new NBX NetSet password.</p>
<p>Redial</p> <p>Redial the last number that was called on this telephone.</p>	<p>Press *</p> <p>+ 401</p> <p>+Send</p>	
<p>Speed Dial — Personal List</p> <p>Dial a party to whose number you have given a personal speed dial number.</p> <p>Range: 601 – 699</p>	<p>Press *</p> <p>+ personal speed dial number</p> <p>+Send</p>	<p>You can assign and print out your speed dial numbers by logging in to the NBX Netset utility and going to Directory > Personal Speed Dial.</p>
<p>Speed Dials — System-Wide List</p> <p>Use this code sequence to dial any of the system-wide speed dial numbers that have been assigned by the administrator.</p> <p>Range: 700 to 799</p>	<p>Press *</p> <p>+ system-wide speed dial number</p> <p>+Send</p>	<p>You can view and print out the available system-wide speed dial numbers by logging in to the NBX NetSet utility and going to Directory > System-Wide Speed Dial.</p>
<p>Voice Mailbox</p> <p>If your NBX system is set up with 3Com IP Messaging, use this code sequence in lieu of a Msg button to access your voice mailbox.</p>	<p>Press *</p> <p>+ 600</p> <p>+Send</p> <p>Enter your voice mail password when prompted.</p>	

