



3COM

# NBX<sup>®</sup> Feature Codes Guide for Analog Telephones

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

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# ABOUT THIS GUIDE

This guide is intended for anyone using an analog telephone on an NBX system. It describes NBX® features that are accessible on analog telephones connected to the NBX system through the Analog Terminal Card or the Analog Terminal Adapter.

On analog telephones, you can use feature codes to access NBX features that are often available on 3Com® Telephones using special buttons.



*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](#).*

This guide also covers:

- [NBX Tones That You Hear on Analog Telephones](#)
- [Paging Codes on the NBX System](#)



*For a full description of the user features on the NBX system, the NBX Voice Mail system, and the NBX NetSet™ administration utility for personal telephone settings, see the NBX Entry Telephone Guide. Click the Phone Guides icon below any screen of the NBX NetSet™ utility. Ask your administrator how to log in to the NBX NetSet utility.*



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

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## 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 from analog telephones on an NBX system. See the *NBX Entry Telephone Guide* for a complete description of those features.

## 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.
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 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 CD* 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 clicking the icons at the bottom of the screen. You can view the *Quick Reference Guide* by clicking the **Telephone Quick Reference** button. The NBX NetSet utility also includes a searchable Help system with Help buttons on each screen.

An administrator who logs in can also see the *NBX Installation Guide* and the *NBX Administrator's Guide*.

### **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:

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

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### General Instructions

To access most of these features on an analog telephone, press # or **HF** and enter a 3-digit code.

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

- In this guide, **HF (“Hook Flash”)** 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.*

- To read the *NBX Entry Telephone Guide* for complete descriptions of the telephone features, click the **Phone Guides** icon on any screen of the NBX NetSet utility. Then use [Table 3](#) in this chapter to access the features using your analog telephone.

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## How to Enter a Feature Code

To access NBX features, use the general syntax in [Table 3](#).

To enter a feature code on an analog telephone:

- 1 Pick up the handset.
- 2 Press # (or **HF #** if you are on a call) plus any additional values as specified in [Table 3](#).
- 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.



**Errors** — *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.*

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## 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 3](#).

- **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
  - Call Forward All
  - Call Forward Busy
  - Call Forward No Answer

These features are “persistent,” that is, each one remains active until you turn it off, as described in [Table 3](#).

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 Guides 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 List**

Use the directions in [“How to Enter a Feature Code”](#) earlier in this guide to access NBX features from any analog telephone on the NBX system using the feature codes in [Table 3](#).



**Errors** — *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 3** NBX Feature Codes from Analog Telephones

Features	Using Codes
<b>Account Codes</b>	
<p>Allow the system to rack the next call that you make.</p> <p>See <b>NetSet &gt; Personal Settings &gt; Account Codes</b> for a list of public account codes or see your administrator. The Call Reports application tracks the calls.</p> <p>On an analog telephone, you can use this code sequence only <b>before</b> you make the call. You cannot use it for incoming calls to analog telephones.</p>	<p># (Feature Entry Tone) + 888 (Feature Entry Tone) + account code + # (Confirmation Tone) + telephone number</p>
<b>ACD Groups, Hunt Groups, and Calling Groups</b>	
<p>Log in to or out of an ACD group, 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 Code and assign a group password.</p> <p>To view the groups to which you belong, see <b>NBX NetSet &gt; User Information &gt; ACD Groups or Hunt Groups</b> and the related Help topics. You can also use these screens to log into or out of these groups.</p>	<p># (Feature Entry Tone) + feature code for the group (Feature Entry Tone) + group password + # (Confirmation Tone) To log out, repeat the sequence.</p>
<b>Call Forward All</b>	
<p>Forward all incoming calls to your specific call coverage point regardless of the state of your phone.</p> <p>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.</p>	<p># (Feature Entry Tone) + 465 (Feature Entry Tone) + the destination to forward calls to + # (Confirmation Tone) + hang up</p> <p>Persists until you turn off the feature by repeating # + 465 + hang up.</p>

**Table 3** NBX Feature Codes from Analog Telephones (continued)

Features	Using Codes
<b>Call Forward Busy</b>	
Forward all calls to your call coverage point when your phone is busy.	# (Feature Entry Tone)
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.	+ 467 (Feature Entry Tone) + the destination to forward calls to + # (Confirmation Tone) + hang up
	Persists until you turn off the feature by repeating # + 467 + hang up.
<b>Call Forward No Answer</b>	
Forward all calls to your call coverage point when your phone rings for a specified number of rings.	# (Feature Entry Tone)
To specify the number of rings before the call is forwarded, log in to <b>NBX NetSet &gt; User Information &gt; Call Forward Override</b> . The default is 4.	+ 466 (Feature Entry Tone) + the destination to forward calls to + #
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.	(Confirmation Tone) + hang up
	Persists until you turn off the feature by repeating # + 466 + hang up.
<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.	Make or receive a call + <b>HF</b>
Confirm these default Call Park extension ranges with your administrator, who can set different extensions:	+ # (Feature Entry Tone) + 444
<ul style="list-style-type: none"> <li>■ 4-digit dial plan: 6000 to 6099</li> </ul>	+ one of the Call Park extensions for your NBX system (Confirmation Tone)
<ul style="list-style-type: none"> <li>■ 3-digit dial plan: 601 to 609</li> </ul>	
If the Call Park extension that you chose is busy, you hear an Error Tone or, if you have hung up, the call returns to your phone with a ring. Repeat the sequence with another Call Park extension.	
<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>HF</b> #.)

**Table 3** NBX Feature Codes from Analog Telephones (continued)

Features	Using Codes
<p><b>Call Pickup — Directed</b></p> <p>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.</p>	<p># (Feature Entry Tone) + 455 (Feature Entry Tone) + the extension of the ringing telephone</p>
<p><b>Call Pickup — Group</b></p> <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>4-digit dial plan: 482 – 531</p> <p>3-digit dial plan: 500 – 531</p>	<p># (Feature Entry Tone) + 456 (Feature Entry Tone) + call pickup group number (Confirmation Tone)</p>
<p><b>Call Toggle</b></p> <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>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>
<p><b>Caller ID Restriction (CLIR — All) — On/Off</b></p> <p>Restrict the NBX system from sending out your Caller ID information for all calls.</p> <p>To view your current setting, see <b>NBX NetSet &gt; User Information &gt; Feature Settings</b>.</p>	<p># (Feature Entry Tone) + 889 (Confirmation Tone) + hang up</p> <p>Persists until you turn off the feature by repeating the sequence.</p>
<p><b>Caller ID Restriction (CLIR — Next Call)</b></p> <p>Restrict the NBX system from sending out your Caller ID information for only this call.</p>	<p># (Feature Entry Tone) + 890 (Confirmation Tone) (Dial Tone) + outside party’s number</p>



**Table 3** NBX Feature Codes from Analog Telephones (continued)

Features	Using Codes
<p><b>Do Not Disturb — On/Off</b></p> <p>Send all incoming calls directly to the call coverage point that you specified in <b>NBX NetSet &gt; User Information &gt; Call Forward Default</b> or <b>Override</b>.</p> <p>To view the current setting, see <b>NBX NetSet &gt; User Information &gt; Feature Settings</b>.</p>	<p># (Feature Entry Tone) + 446 (Confirmation Tone)</p> <p>Persists until you turn off the feature by repeating the sequence.</p>
<p><b>Flash</b></p> <p>If your NBX system is connected to a Central Office by one or more Analog Line Card ports, and if the CO provides your organization with 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.</p> <p>Ask your administrator if any of the lines on your telephone has this Call Waiting feature.</p>	<p><b>HF</b> (Dial Tone) + # (Feature Entry Tone) + 260</p> <p>To return to the first call, repeat the sequence.</p>
<p><b>Forward All Calls to Voice Mail — On/Off</b></p> <p>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.</p> <p>To view the current setting, see <b>NBX NetSet &gt; User Information &gt; Feature Settings</b>.</p>	<p># (Feature Entry Tone) + 440 (Confirmation Tone)</p> <p>Persists until you turn off the feature by repeating the sequence.</p>
<p><b>Hold</b></p> <p>Place a telephone call on hold.</p>	<p><b>HF</b> (Dial Tone)</p> <p>Do not hang up. To return to the call on hold, press HF again.</p>
<p><b>Lock Your Telephone — On/Off</b></p> <p>Prevent others from dialing unauthorized telephone calls from your telephone.</p> <p>To view the current setting, see <b>NBX NetSet &gt; User Information &gt; Feature Settings</b>.</p>	<p># (Feature Entry Tone) + 432 (Feature Entry Tone) + password + # (Confirmation Tone)</p> <p>Persists until you turn off the feature by repeating the sequence.</p>



**Table 3** NBX Feature Codes from Analog Telephones (continued)

Features	Using Codes
<b>Message Waiting Indicator to Telephone — Send</b>	
Light a status button, a Message Waiting Indicator (MWI), next to a programmable access button and leave a call back number on another telephone.	# (Feature Entry Tone) + 412
Your administrator must first map a button on an NBX Telephone that can receive an MWI message.	(Feature Entry Tone) + extension to receive MWI + #
An analog telephone can send or cancel an MWI but not receive one.	(Confirmation Tone)
<b>Message Waiting Indicator to Telephone — Cancel</b>	
Cancel a Message Waiting Indicator (MWI) that you have sent. Cancel removes the message from the destination telephone's list and, if it is the only unattended MWI on that telephone, it turns off the MWI light.	# (Feature Entry Tone) + 413 (Feature Entry Tone)
You can cancel only from the same telephone from which you sent the MWI message.	+ extension that received MWI + #
An analog telephone can send or cancel an MWI but not receive one.	(Confirmation Tone)
<b>Messages</b>	
Listen to, save, and delete your NBX voice messages.	500 **
If your system uses a voice messaging application other than NBX Messaging, see the documentation for the application.	+ your extension + password + #
Click the <b>Phone Guide</b> icon below any NBX NetSet screen for a description of NBX Messaging.	
<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.	500 ** 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.	<i>OR,</i> for systems that do not use NBX Messaging:
<b>FOR ALL VOICE MESSAGING SYSTEMS:</b>	# (Feature Entry Tone) + 434
■ Use only 4- to 10-digit numbers	(Feature Entry Tone) + new password
■ Do not use letters, *, or # as part of your password.	+ # (Feature Entry Tone) + repeat your new password + # (Confirmation Tone)

**Table 3** NBX Feature Codes from Analog Telephones (continued)

Features	Using Codes
<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>500 **</b>  + current password  + #  + <b>2</b>  + follow the prompts</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><i>OR</i>, for systems that do not use NBX Voice Messaging:  #  (Function Entry Tone)  + 434  (Function Entry Tone)  + current password  + #  (Function Entry Tone)  + new password  + #  (Function Entry Tone)  + repeat your new password  + #  (Confirmation Tone)</p>
<b>FOR ALL VOICE MESSAGING SYSTEMS:</b>	
<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>	
<b>Pulse to Tone</b>	
Switch from pulse dialing to tone dialing while you are on a call.	<p>Receive a call  + <b>HF</b>  (Dial Tone)  + #  (Function Entry Tone)  + 891  (Confirmation Tone)</p>
Persists only for the current call.	
<b>Redial</b>	
Redial the last number that was called on this telephone.	<p>#  (Function Entry Tone)  + 401</p>
<b>Release</b>	
Disconnect a call.	<p><b>HF</b>  (Dial Tone)  + #  (Function Entry Tone)  + 111</p>

**Table 3** NBX Feature Codes from Analog Telephones (continued)

Features	Using Codes
<b>Speed Dial — Personal List</b>	
<p>Dial a party to whose number you have given a personal speed dial number. Range: 601 – 699</p> <p>You assign and can print out your speed dial numbers in <b>NBX NetSet &gt; User Information &gt; Speed Dials &gt; Personal.</b></p>	<p># (Feature Entry Tone) + personal speed dial number</p>
<b>Speed Dial — System-Wide List</b>	
<p>Dial one of the system-wide speed dial numbers that have been assigned by the administrator.</p> <p>Range: 700 – 799</p> <p>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></p>	<p># (Feature Entry Tone) + system-wide speed dial number</p>
<b>Transfer</b>	
<p>Transfer a call to an internal extension or an external telephone number.</p> <p><b>Announced or Screened Transfer</b></p> <p>Stay on the line to announce the call and then hang up.</p>	<p><b>HF</b> (Dial Tone) + extension, telephone number, or speed dial number + hang up</p>
<p><b>Unannounced or Blind Transfer</b></p> <p>After you dial the number, hang up.</p> <p>The call is not transferred until you hang up.</p> <p>You can combine this sequence with the sequence for <b>Speed Dial – Personal</b> or <b>Speed Dial – System-Wide.</b></p>	

## Paging Codes on the NBX System

There are two different methods to broadcast a message through audio speakers: paging to all extensions, and paging to zones (specified subsets of all extensions). Each method allows you to broadcast a message to different destinations, depending on your location and equipment.

### Paging Codes

System-wide paging allows you to broadcast a message to all internal extensions, to a Public Address system, or both simultaneously. Paging codes, as described in [Table 4](#), have default values for each destination.

**Table 4** 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 3Com® 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

To page all internal extensions, or an external extension, or both, perform the following steps:

- 1 Pick up the handset.
- 2 Dial the appropriate paging code on your system.
- 3 Speak the broadcast message into your handset.
- 4 Hang up.

### Paging Zones

A page zone is a subset of all internal extensions to which you can direct a broadcast using a preconfigured extension. You can include a P.A. system in the page, or you can page both the zone and the P.A. system simultaneously. Zone extensions are configured by your administrator.

To discover the zone page extensions for your system:

- 1 Log in to **NBX NetSet**.
- 2 Go to **Personal Information > User Information > Page Zones**.
- 3 List the existing page zones and their extension numbers.
- 4 Click **Details** to display the list of members of each zone.



*You can view zone memberships only if the administrator authorizes you to do so.*

To page all internal extensions, or an external extension, or both, perform the following steps:

- 1 Pick up the handset.
- 2 Dial the appropriate paging extension for your zone.
- 3 Speak the broadcast message into your handset.
- 4 Hang up.



*Cordless telephones and analog telephones can initiate a zone page, but cannot receive a zone page.*

