

NORSTAR FEATURE CODES

"EACH OF THESE CODES ARE PRECEDED WITH THE ""FEATURE" " KEY"

“It Looks like the Nortel Logo the Grey Button Bellow the Three Soft Keys”

**CONFIG NORSTAR CONFIGURATION PROGRAMMING (INSTALLER)

**SCPLUS NORSTAR SYSTEM COORDINATOR PLUS PROGRAMMING
(CICS AND ICS 2.0+)

**ADMIN NORSTAR ADMINISTRATIVE PROGRAMMING (SYS Coordinator)

**BASIC NORSTAR BASIC PROGRAMMING (CICS & ICS S.0+)

**SET NORSTAR SET PROFILE

**LINE NORSTAR LINE PROFILE

**USER NORSTAR USER PREFERENCES (CICS & ISC 2.0+)

**TIME NORSTAR TIME AND DATE (CICS & ICS 2.0+)

**RAD IRAD REMOTE ACCESS (CICS)

*0 BUTTON INQUIRY

*1 FEATURE KEY EXTERNAL AUTODIAL

*2 FEATURE KEY INTERNAL AUTODIAL

*3 FEATURE KEY PROGRAMMING

*4 PERSONNEL SPEED DIAL

*501 SELECT ENGLISH

*502 SELECT FRENCH

*503 SELECT SPANISH

*6 RING TYPE

*7 DISPLAY CONTRAST ADJUST

*80 RING VOLUME ADJUST

*81 MOVE LINE KEYS

*82 DIAL MODES

*831 AA ON/OFF (CICS)

*832 CCR ON/OFF (CICS)

*833 AA/CCR RECORDING MAINTENANCE (CICS)

*84 AUTO LOG OPTIONS

*85 CALL LOG PASSWORD

*89 PROGRAMMED RELEASE

*9 RUN/STOP

0 SYSTEM SPEED DIAL

1 SEND MESSAGE

#1 SEND MESSAGE CANCEL

2 RING AGAIN

#2 RING AGAIN CANCEL

3 CONFERENCE / TRANSFER

#3 CONFERENCE SPLIT

4 CALL FORWARD

#4 CALL FORWARD CANCEL

5 LAST NUMBER REDIAL

6* NORSTAR CALL (KSU CENTREX S/W)

60 PAGE GENERAL

61X PAGE INTERNAL ZONE (1-6)

62 PAGE EXTERNAL

63X PAGE INTERNAL ZONE (1-6) PLUS EXTERNAL

64 LINE POOLS

65 MESSAGE REPLY

#65 MESSAGE REPLY CANCEL
66 VOICE CALL
67 SAVED NUMBER
68 RESTRICTION /COS OVERRIDE
69 PRIORITY CALL
70 CALL TRANSFER (BLIND)
71 LINK (HOOK FLASH)
72 TIMED RELEASE
74 CALL PARK
75 GROUP CALL PICKUP
76 DIRECTED CALL PICKUP
77 CALL DURATION TIMER
78 PAUSE
79 EXCLUSIVE HOLD
800 TRUNK ANSWER
801 CALL QUEUING
802 GROUP LISTENING
803 SHOW TIME
804 WAIT FOR DIAL TONE
805 TEST SETS (2.0)
806 HIDE DISPLAY
807 RINGING CALL
808 LONG TONES
810 MAKE BUSY
811 CALL INFORMATION
812 ENTER CALL LOG
813 LOG IT
815 AUTO BUMPING
817 IRAD TRANSFER (CICS ONLY)
819 OUTGOING NAME AND NUMBER BLOCKING (4.1)
#819 CANCEL OUTGOING NAME AND NUMBER BLOCKING
82 CAMP ON
83 PRIVACY CONTROL
84 LINE REDIRECTON
#84 CANCEL LINE REDIRECTION
85 DO NOT DISTURB
#85 CANCEL DO NOT DISTURB
86 BACK GROUND MUSIC
#86 CANCEL BACKGROUND MUSIC
87 "SERVICE MODES (DR-3,4,5)"
#87 CANCEL SERVICE MODES
870 SHOW SERVICE MODES (CICS)
871 EXTENDED RINGING (ICS)
#871 CANCEL EXTENDED RINGING
872 ALTERNATIVE RESTRICTIONS
#872 CANCEL ALTERNATIVE RESTRICTIONS
873 ALTERNATIVE ROUTING
#873 CANCEL ALTERNATIVE ROUTING
88 VOICE CALL DENY
#88 CANCEL VOICE CALL DENY

**FEATURE 900 CODES ARE USED FOR OPTIONAL EQUIPMENT SUCH AS:
"VOICE MAIL, ACD, DIAL BY NAME, DOOR PHONE, ETC."**

THE FOLLOWING ARE SOME COMMON USAGES:

9** "RAD PROGRAMMING (RAD 2, FASTRAD)"
9*0 RAD TRANSFER (ALL BUT CICS IRAD'S)
9*1 CHECK FEATURE CODES FOR VOICE MAIL
9*2 SMDR ADMIN SESSION
9*3 VOICE MAIL INTERFACE (VMI) CODES
9*4 NORSTAR DOOR PHONE PROGRAMMING
9*5 FLASH LOW RANGE CHECK FEATURE CODES
9*7 ACD MINUET ADMIN MAINTENANCE SESSION
9*9 LOGGER/MTT TIME STAMP
9*9 VOICEMAIL/ACCESS LOGS (REQUIRES ACCESS 5.01.00F OR GREATER)
901 ACD LOGIN (MINUET, PRELUDE, CINPHONY)
902 ACD UNAVAILABLE (MINUET, PRELUDE, CINPHONY)
903 FLASH HIGH/LOW FEATURE CODE SELECTION (DISABLED AFTER USE)
903 ACD CANCEL WRAP (MINUET, PRELUDE ,CINPHONY)
904 ACD HELP (CINPHONY)
904 FLASH ACD LOW RANGE LOGIN/OUT
905 ACD CATEGORIZE (MINUET, PRELUDE, CINPHONY)
905 FLASH LOW RANGE DN IDENTIFIER
906 ACD RECORD CALL (CINPHONY)
906 FLASH LOW RANGE VM TRANSFER
907 FLASH LOW RANGE VM INTERRUPT
907 ACD SUPERVISOR REGISTER (CINPHONY)
908 STAR TEXT (OBSOLETE)
908 FLASH ACD LOW RANGE BUSY MODE
908 ACD SUPERVISOR RETRIVE MESSAGES (CINPHONY)
909 ACD ANN. MAINTENANCE (MINUET, PRELUDE, CINPHONY)
909 FLASH ACD LOW RANGE QUEUE STATUS
910 FLASH LOW RANGE LEAVE MESSAGE
910 ACD MONITOR CALL (CINPHONY)
911 FLASH LOW RANGE OPEN MAILBOX
911 ACD PLAY CALL (CINPHONY)
912 FLASH LOW RANGE OPERATOR CONTROL
912 ACD EMERGENCY ROUTING (CINPHONY)
913 ACD CALLS QUEUED (MINUET, PRELUDE, CINPHONY)
913 FLASH LOW RANGE SYSTEM ADMIN LOGIN
915 NAM ACCESS (PSWD=ACCESS2)
920 ACD MINUETADMIN SESSION
921 ACD MINUET ROUTING SESSION DAY/NIGHT
922 ACD MINUET ADMIN STATISTICS SESSION
923 ACD GROUP STATUS SESSION (MINUET, PRELUDE, CINPHONY)
960 DIAL BY NAME (CINTECH NSVM OPTION)
961 DIAL BY NAME ADMIN (PSWD=1234)
980 VM SEND MSG TO ANOTHER MAILBOX
981 VM LOG INTO MAILBOX
982 VM OPERATOR STATUS(PSWD=OPERATOR(67372867))
983 VM ADMIN PROGRAMMING Default (PSWD=1020000)
983 VM SOFTWARE LEVEL(LOGIN THEN OPTION 9)
984 VM TIME AND DATE(STARTALK Pswd=1020000)

984 AUTO FORWARD TO VMAIL (NSVM4.0)
984 FLASH ACD LOGIN/OUT
985 VOICE MAIL DN INQUIRY(RESET VM ADMIN PSWD 9,73738767793)
986 VOICE MAIL TRANSFER
987 VOICE MAIL INTERRUPT
988 VOICE ACTIVATED NAME DIALING (NSVM 4.0)
988 FLASH ACD BUSY MODE
989 RECORD CALL (NSVM 4.0)
989 FLASH ACD QUEUE STATUS