

I'm not a bot



Here are some tips for common programming tasks on most Norstar/Nortel office phones. Use Ctrl+F in your web browser to quickly find what you're looking for on this page. Bookmark this page for future reference. Download this guide by clicking here (free PDF version) 1) Call Forward main line to an outside telephone. This feature is provided free from your lines provider like Bell, Rogers, Verizon, etc. Call your carrier to add this feature if not working Note: Once a line is forwarded, it is then completely off your system. To Forward: Press Line 1, enter *72 (fast busy means no feature exists), enter the external phone number – do this twice in some cases. Call your number to verify. To cancel – Press Line 1, enter *73 2) Check your voicemail messages remotely Instructions: - Call your business number and as soon as Auto Attendant to answers. - Enter: ** your Extension number and password. The voicemail directs you from there. Note: the reception voicemail extension number is usually 100 or 221 for 3 digit extensions and 10 or 21 if you have 2 digit extensions. 3) To change a greeting in Auto Attendant: Start here - Record Introduction Greeting Important Note: This is only (or can be) the Initial introduction part of the main greeting which is then followed by any other greetings. Instructions below allow you to change the company greeting Instructions below allow you to have different greetings for day, night, weekends, vacations, etc. -To enter administration programming: Feature 983 & then enter the log code (System Manager mailbox # followed by its password) & OK The System Manager mailbox can be 12, 102 or 1002 depending how many digits your ext # is. The default password for System Manager is 0000, it may have been changed to 1234, 1111, or other. Example: if you are X221 then you are a 3-digit system, so use: 1020000 (where 0000 is the password) Log Code Defaults: 2 Digit system = 120000 3 Digit system = 1020000 4 Digit system = 1020000 1. Press Feature 983 2. Enter LOG Code: _____, press OK 3. Press AA 4. Press Grtg, press Grtg again 5. Enter the Greeting Number 1 6. Press OK 7. Press Rec., record greeting, press OK when done 8. Press OK to accept recording; press Rls when done 9. Press Feature 983 10. Enter LOG Code: _____, press OK 11. Press AA 12. Press Table, press 1, press OK 13. Press Change to 1 (Greeting 1) 14. Do this for Morning, Afternoon, Evening and Non-Business(if using) 15. Press Rls when done (or pickup and hang up the handset) 4) Call Forward an office phone extension to an outside line. Note: Requires a high level of Nortel voicemail software and it ties up 2 lines for duration of call. Instructions: Press Call Forward (or Feature 4), dial external code such as 9, dial external number To Cancel Call Forward, see CANCEL on the phone's display, or press Feature # 4 In most cases, a telephone technician needs to program this feature 4a) Voicemail Message Notification Allows a voice mailbox to call an external phone number, to alert a user that they have a voicemail message. To program: Log into your mailbox, press Admin (or 8), Press 6 -Admin (or 1) to setup your phone number -Select (or 2) to turn on or off Message Notification When you receive the call press 1 to check the messages In most cases, a telephone technician needs to program this feature Note: both options above leave you open to Toll Fraud You MUST use a 6 to 8-digit password that is complex Do not use passwords such as 1111, 1234 or 0000 Additionally, you may want to record a temporary greeting in your General Delivery Mailbox or on your Voicemail Auto Attendant greeting. 5) Unlock a mailbox/change password Instructions to reset the Password of a Mailbox 1. Press Feature 983 2. Enter LOG Code: _____, press OK 3. Press Mbox, press Chng, enter mailbox number 4. See Password: press Reset to reset password to the system default: 0000 5. Press Rls 6. Use 0000 password to check your messages and immediately change the password to a complex password. DO NOT leave it at 0000 Log Code: If you are 2 Digit Extension your log code will be one of the following: 121234 OR 121111 OR 120000 If you are 3 Digit Extension your log code will be one of the following: 1021234 OR 1021111 OR 1020000 If you are 4 Digit Extension your log code will be one of the following: 10021234 OR 10021111 OR 10020000 Download this guide by clicking here (free PDF version) Call Forward All Calls is NOT the same as Call Forward by Call Type: xx= key number (digital sets only)yy= maximum number of digits in the CFWD DNzzzz= CFWD DN, number where calls are forwarded Analog sets: FTR CFWD yy zzzz...z Digital sets: KEY xx CFWD yy zzzz...z Analog sets, zzzz...z cannot be entered from the terminal, only yy.When the TN is printed, zzzz...z displays the user entered CFWD number. Digital sets, to let the user control their CFWD number, only enter the max. number of digits, eg KEY xx CFWD yy Limiting the number of digits allowed for the CFWD DN is a simple way of restricting access, eg: 4 = internal calls only. WARNING: Allowing unrestricted call forward to external numbers may expose trunks to toll fraud. If you want to do something like this: KEY 3 CFWD 12 9... where 9 is an access code, make sure you have the following in CLS: CFDA - call forward through access-code allowed in LD 15, RDR DATA, and CFDA - call forward by call type allowed in LD 11 (also requires HTA and FNA) Check the RDR DATA settings in LD 21, and if necessary, change in LD 15: LD 21 REQ: prt TYPE: rdr_data – print Call Redirection Data / change in LD 15 Look at OPT (Options), you will see either CFF or CFO: CFF means "Use the CLS/NCOS of the Forwarding TN to determine restriction in a CFWD condition" CFO means "Use the CLS/NCOS of the Originating TN to determine restriction in a CFWD condition" Change CFO to CFF, and at each FNA prompt (FNAD, FNAT & FNAL), set FDN to allow call forwarding to a "Flexible DN". Second Level: To 'forward a forward', the set needs a CLS of SFA (Second Level CFNA), and this requires options: FNA, and CNIA (Call Number Information Allowed). SFA won't work without CNIA, and both are disabled by default. MARP: The MARP TN for a DN controls the call redirection conditions. Therefore, if hunting/forwarding doesn't appear to work for a particular telephone, check KEY 00 to see if MARP is set. If not, re-enter the key and at the MARP prompt, enter yes. Trunk to Trunk must also be enabled for the customer. Enabling 'Trunk to Trunk': For Trunk to Trunk connections to work, set the following to YES in NET_DATA (LD 15): DITI YES - Allow DID to TIE connections TRNX YES - Allow transfer over a private analogue TIE EXTT YES - Allow connection of supervised external trunks Print NET_DATA in LD 21, change it in LD 15. Note: Trunk to trunk will ONLY work over supervised trunks (LD 14: SUPN=YES, STYP=BTS or other supervision type). To allow Trunk to trunk connections only on a per set basis, in NET_DATA at FTOP prompt enter FTLY instead of the default FRFS. Now individual extensions must have CLS set to FTU in order to perform trunk-to-trunk connections. (Flexible Trunk to Trunk). Invoking Call Forward All Calls: To forward all calls from an analog or digital station: Analog Sets: 1. Lift the handset and dial SPRE 74 (or #1) 2. Dial the number where calls are to be forwarded 3. Hang up. To cancel: Lift the handset and dial SPRE 74 (or #1) Digital Sets: 1. Press the Forward key 2. Dial the number where calls are to be forwarded 3. Press Forward again To cancel: Press the Forward key Note, the SPRE code is usually 1, but it might not be! To check, print FTR DATA in LD 21. Call Forward Activate (CFWA), and Call Forward Deactivate (CFWD) Flexible Feature Codes (FFC) can also be used. If you deactivate Call Forward, then reactivate without changing the number, the previously established CFWD DN is used. Call Forward auditing: The call forwarding number is shown next to CFWD (FTR or KEY) when printed in LD 10/11. For example: 3 CFWD 16 91716844444 As far as I know, there isn't a command that will dump the call forward status of all stations at once, each station must be checked individually in LD 80. For example: LD 80 .trac 16 0 7 8 – trace TN TN 016 0 07 08 KEY 0 SCR IDLE KEY 1 SCR IDLE KEY 2 SCR IDLE KEY 3 CFWD ACTIVATED – call forward is active KEY 4 TRN IDLE KEY 5 AO6 IDLE KEY 6 MWK IDLE KEY 7 NUL IDLE The Nortel Meridian M3904 phone supports up to 12 lines with 6 self-labeled, programmable line/feature keys and a 5-line, 24-character display. Equipped with excellent features and functions, such as Call Forward, the Nortel M3904 phone is a great option for your business office. The Call Forward feature allows you to direct your calls to ring another line (Directory Number). You cannot forward calls while your telephone is ringing. To forward your calls: Press the Forward key. The previously stored forward number appears, if one exists, and the screen displays "Enter forward number." If desired, enter a new number. The existing number is automatically deleted. If you make a mistake, use the Delete key to delete the previous digit(s). Press Cancel to leave this screen without forwarding your telephone or changing the number. Press the Done key to activate Call Forward. To view the number that your calls are being forwarded to: Press the Check Forward (CheckFw) key. Press the Exit key to return to the previous screen. This action will leave Call Forward active. To cancel Call Forward: Press the Check Forward (CheckFw) key. Press the Cancel Forward (CancelFw) key. Internal Call Forward allows only calls originating at internal DNs to ring at another DN. Calls originating outside your Meridian 1 system will still ring at your telephone. You cannot forward calls while your telephone is ringing. To forward your internal calls: Press the Internal Call Forward (IntForward) key, or lift the handset and enter the Internal Call Forward Activate FFC (Flexible Feature Code). Dial the DN where you want to forward your calls. Press the Internal Call Forward (IntForward) key, or lift the handset and enter the Internal Call Forward (IntForward) key. To reinstate Internal Call Forward to the same number: Press the Internal Call Forward (IntForward) key twice. Remote Call Forward feature allows you (from any telephone other than your own) to forward your calls to any telephone. To activate Remote Call Forward: Lift the handset. If you call from a telephone outside the system, first dial your Direct Inward System Access number and wait for dial tone. Dial the Remote Call Forward Activate FFC to activate the feature. Dial your Station Control Password. Dial your DN. You get a dial tone before you dial your number. Dial the number where you want to forward your calls. If you forward calls to an invalid number, you receive a fast busy tone. Press the # key. Note: To forward calls to a previous call forward telephone number, skip step six above. To cancel Remote Call Forward: Lift the handset. If you call from a telephone outside the system, first dial your Direct Inward System Access number and wait for dial tone. Dial the Remote call forward Deactivate FFC. Dial your Station Control Password. Dial your DN. You get a dial tone before you dial your number. Press the # key. Note: When you use the Remote Call Forward feature to change the number to which your calls are being forwarded, this information is not updated on the display of your M3900 Series telephone. The telephone's display will continue to show the last call forward number that was entered from the telephone using the Call Forward feature. And that is how you use Call Forward on the Nortel M3904 phone. For further questions, please see your System Administrator. If you're looking for replacement Nortel phones or other new and refurbished telephone equipment for your business office, please visit Startechtel.com or call 800-564-8045. We are always happy to help you find the right business phones and systems for you. Find, follow, & like us on Facebook, Twitter, LinkedIn, and Pinterest. Summary Related Posts Tags: Call Forward, Follow along, Forwarding Calls, Guide, Nortel M3904 Phone, Steps for call forward feature This is done by using a destination code to access the trunk. You will need to determine a free Route, and a Destination Code. Also, you must have at least 4.1 software to execute this feature, and it will only work over SUPERVISED trunks. 1. Build a Route: Services - Show Ringing Service - Next to Routing Service - Show Routes - Show Show Route: 001 - Show Dialout: No Number - Leave alone - Next Use: () - Change to Pool you want it to use. (Pool A) DN Type: Public 2. Build a Destination Code: Routing Service - Show Routes - Next Dest Codes - Show Show destcode: - Add DstCode: (enter code) - OK Normal: 000 - Change to route built - Show AbsorbLength: ALL Don't have to worry about Night schedule etc. Make sure the phone has Allow Redirect set to Yes and that you've allowed it access to the line pool you're using. Then go to the phone and press: Call Forward Button or Feature 4 Dial the destination code + phone number. All calls that ring on the phone will be forwarded! All calls, including IC calls. So if you want one particular line to be forwarded but not others, program ONLY that line to appear & ring on the set. OR You can go under Terminals&Sets, Capabilities and set the Forward No Answer. Just hit Change and when it says Forward To: enter the dest code and the phone number. Then set the Forward delay to the desired rings. The Nortel M3904 phone is an ideal addition to any office phone system. Boasting a smart design including six Programmable Line (DN)/Feature Keys (self-labeled) with two features/lines configured on each key, this quality business phone offers convenience and simplicity for your employees. Call Forward One of its helpful features is Call Forward. This allows you to direct your calls to ring at another line/ directory number (DN). Please note that you cannot forward calls while your telephone is ringing. To forward your calls, begin by pressing the Forward Key. The previously stored forward number appears (if applicable) and the screen displays "Enter forward number". If desired, enter a new number (the existing number will be deleted automatically). If you make a mistake, use the Delete key to delete the previous digit(s). Press Cancel to leave this screen without forwarding your telephone or changing the number. Press the Done Key to activate Call Forward. To view the number that your calls are being forwarded to, press the Check Forward (CheckFw) Key. The number will be displayed on the screen. Press the Exit Key to return to the previous screen (Note: This will leave Call Forward active). To cancel Call Forward, press the Check Forward (CheckFw) Key, the press the Cancel Forward (CancelFw) Key. Internal Call Forward This feature allows only calls originating at internal DNs to ring at another DN. Calls originating outside of your Meridian 1 System will still ring at your telephone. Again, please note that you cannot forward calls while your telephone is ringing. Begin by pressing the Internal Call Forward (IntForward) Key. Next, dial the DN where you want to forward your calls. Lastly, press the Internal Call Forward Key. To cancel Internal Call Forward, press the Internal Call Forward (IntForward) Key. To reinstate the Internal Call Forward to the same number, press the Internal Call Forward (IntForward) Key twice. Please note: The Meridian SL-100 uses the Call Forward Busy/Don't Answer - Internal/External FAC. This allows Meridian SL-100 user to: Forward an incoming call which originated internally from a DN in the same customer group as you. Forward an incoming call which originated externally from a DN out of your customer group to a DN outside your customer group. Remote Call Forward This feature allows you (from any telephone other than your own) to forward your calls to any telephone. To use this feature you must have a Call Forward Key configured on your telephone. Please note: On the Meridian SL-100, dial the Remote Access Directory Number. You are prompted to enter the directory number of your telephone, your PIN, and the Call Forwarding authorization code. Follow the prompts to activate, deactivate, or change call forwarding to a new destination. To activate Remote Call Forward, start by lifting the handset. If you call from a telephone outside the system, first dial your Direct Inward System Access number and wait for dial tone. Next, dial the number where you want to forward your calls (if you would like to forward calls to a previous call forward number, skip this step). If you forward calls to an invalid number, you will hear a fast busy tone. Lastly, press the # Key. To cancel Remote Call Forward, lift the handset. If you call from a telephone outside the system, first dial your Direct Inward System Access number and wait for the dial tone. Next, dial the Remote Call Forward Deactivate FFC. Then, dial your Station Control Password, wait for a dial tone, and then dial your DN. Lastly, press the # Key. And that is how you use the Call Forward features on the Nortel M3904 phone. For the best prices on the Nortel M3904 phone and other new and refurbished business phones, please visit Startechtel.com or call 800-564-8045. For the latest news and updates, connect with us on Facebook, Google+, Twitter, LinkedIn, and Pinterest. Summary Related Posts Tags: Call Forward, Call Forwarding, How to, Nortel M3904 Phone, Nortel Networks, Phone Manual 2Jul, 2024 Here is the Nortel instructions on hold to forward calls to another number from your Nortel Phone. Use these steps to forward calls when you are out. Forward Nortel Phone to another number Forwarding calls on your Nortel T7316e phone is a convenient feature that allows you to redirect your incoming calls to another extension within your phone system. This guide will walk you through the steps to set up and cancel call forwarding using the feature codes on your Nortel T7316e phone. We'll also cover how to identify if your phone has the necessary Feature Button programmed. For Onsite Nortel Support 1-888-383-6286 USA Nortel Networks Phone System Support FORWARD NORTEL This is to forward a Nortel Phone to Another Number If you need to forward to an extension click here Forward Nortel T73316e Phone If you're trying to forward your Nortel Phone to an outside telephone number the steps you should follow are available for most carriers. On your Nortel T7316e Phone *72 to activate call forwarding, when you hear two short tones. At the tone, dial first Star followed by 72 followed by the outside telephone number where you want your calls forwarded to: when the call is answered, the feature has been activated.... *73 to deactivate call forwarding. The Nortel T7316e Phone is most often a Line Telephone System Therefore you have to forward the Phone Lines unless you wish to forward your T7316e Phone to another extension then you follow these instructions. Here These dial codes have been used for decades by the carrier to control the path of Traditional Line Phone Systems! Did you know Line Phone Systems are Still Available Learn about the official upgrades and Onsite Hybrids that use the same telephone wire as each phone Of Nortel Phone Systems 1-888-430-4041 About Nortel T7316e Phone and System Nortel was an amazing phone system made from the 80s, through the early 2000s, and sold mostly in the United States to small to medium size businesses like yours. These phone systems were designed to be user-friendly but highly rich in features. These systems had features that only large enterprise systems had at the time until these phone systems rolled out. These office phone systems were first marketed as Meridian Phone, then Norstar Phone, and Finally the Nortel Phone. Nortel Support Get Nortel Support from Nortel Help Desk Click here Phone System Technicians Nortel Support | Nortel Repair 1-888-383-6286 Norstar - Meridian - Nortel - Nortel Networks T7316e Phone how to forward 1Jan, 2024 When you have had your Norstar Phone for a very long time it is not that uncommon to change personnel in your office or to forget a password all together in this step-by-step guide we are going to help you resolve this issue. USER: How do I reset my Norstar Phone Password on my Meridian Phone? Instructions to reset the Password of a Mailbox Press Feature 983 Enter LOG Code: _____, press OK [see login code below] Press Mbox, press Chng, enter the mailbox number See Password: press Reset to reset password to the system default: 0000 Press Rls Use 0000 password to check your messages and immediately change the password to a complex password. DO NOT leave it at 0000 What is the LOGIN Code for Nortel Phone Log Code: This is based on Extension numbers for your Desk phone for example if your extension is 221 then you will use the three digit login code. These Login Codes are Based on your Extension Lengths If you are 2 Digit Extension your log code will be one of the following: 121234 OR 121111 OR 120000 If you are 3 Digit Extension your log code will be one of the following: 1021234 OR 1021111 OR 1020000 If you are 4 Digit Extension your log code will be one of the following: 10021234 OR 10021111 OR 10020000 Support Norstar Get Meridian Phone System Support Onsite Meridian Support Nortel Network phones help Meridian Phone Norstar Meridian Phone System also known as Nortel Network Phone System and service by Nortel Works. The Meridian M7310 and the Meridian M7324 were some of the most produced small business phones. The Meridian Phone System and Nortel Phones were some of the most feature-packed phone systems for small to medium-sized organizations like yours. This well-constructed business phone system was constructed to last but it is a complex piece of office equipment therefore there will be issues where you need Meridian Support. The Nortel Networks Phone Help is provided by Nortel Works and Atlantic Business Systems the Nortel Phone System Repair Service provider. April 2025 September 2024 August 2024 July 2024 March 2024 January 2024 CDN 0105 is for Contact Center/Symposium, do you still have it? If not, you can bypass the CDN. Here is an ACD that forward to external #. TYPE ACD CUST 0 ACDN 8000 MWC YES MAXP 7 SDNB NO BSCW NO ISAP NO AACQ NO RGA1 NO ACAA NO FRRT 30 FR1 16 SRR1 12 SRT 40 NRR1 FROA NO CALP POS ICDD NO NCFW 5988 FNCF NO FORC NO RTQT 5 RTQD NRD SPCP YES OBTN NO RAO NO CWTH 1