

Analog Phone Feature Codes

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Many customers still use analog telephones because they are reliable, simple, and easy to use. Depending on the model of analog phone you have, your telephone may include built-in features such as speakerphone, caller ID display, call waiting, and speed dial.

However, basic analog telephones often only provide the ability to make and receive calls. To give all users access to advanced calling features, our phone system supports Feature Codes (also known as Star Codes) that can be entered directly from your telephone keypad.

What Are Feature Codes?

Feature Codes are special combinations of keys, usually beginning with the * (star) key, that allow you to activate, deactivate, or access specific phone system features.

These codes provide access to features that may not be available as buttons on your analog telephone.

How to Use Feature Codes

1. Lift the handset or press the speaker button.
2. Listen for dial tone.
3. Enter the desired feature code.
4. Follow any voice prompts or confirmation tones.

Common Features Available Through Feature Codes

Depending on your service plan, you may have access to features such as:

VoiceMail Features

Access Your VoiceMail – *123

Dial ***123** to access the voicemail box assigned to the extension you are calling from.

Note: This feature only provides access to the voicemail box associated with that specific telephone.

Access Any VoiceMail Box – *124

Dial ***124** to access any voicemail box on the system.

The system will prompt you to:

1. Enter the voicemail box number.
 2. Enter the voicemail PIN.
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Enhanced Calling Services

3-Way Conference Call

Three-Way Conference Calling allows you to speak with two other parties on the same call using a standard analog telephone equipped with a Flash button.

- [How it Works](#)

Last Caller ID – *149

Dial ***149** to hear the Caller ID information from the last incoming call.

After the announcement:

- Press **1** to return the call.
- Hang up to exit.

Speed Dial – *130

Dial ***130** followed by your Speed Dial code.

Example:

*13001

The system will place the call using the number assigned to that Speed Dial code. Speed dial codes can be setup using the [Self Care Portal](#).

Speakerphone Paging

Page All Extensions – *399

Dial ***399** to page all extensions configured to receive speakerphone pages.

More Info:

- This feature requires a Paging port an External Paging Speaker.

Group Paging Zones – *600

Administrators can create custom paging groups called Page Zones.

To page a specific group:

Dial ***600** followed by the Page Zone code.

More Info:

- This feature requires a Paging port an External Paging Speaker

Call Forwarding

Enable Call Forwarding – *71

Call Forwarding Unconditional forwards all incoming calls to another extension or telephone number.

Forward to an External Number

*7113235551212

The system will confirm when call forwarding has been enabled.

Tip: If you dial only *71, the system will reuse the last forwarding destination previously entered.

Disable Call Forwarding – *72

Dial *72 to disable call forwarding.

Toggle Call Forwarding On/Off – *73

Dial *73 to quickly switch call forwarding between enabled and

disabled.

This feature is commonly assigned to a programmable BLF or feature key.

Caller ID Features

Block Caller ID Permanently – *67

Dial ***67** to block your Caller ID from being sent on outbound calls.

Block Caller ID for One Call – *81

Dial ***81** before placing a call to block Caller ID for that call only.

Unblock Caller ID – *68

Dial ***68** to resume sending Caller ID information.

Call Using Listed Caller ID Number – *65

Dial ***65** to place calls using the telephone number assigned to your Caller ID listing.

System Tests and Utilities

Music On Hold Test – *388

Dial ***388** to listen to the Music On Hold currently configured for your account.

This allows you to verify what callers hear while waiting.

Echo Test – *398

Dial ***398** to perform an audio echo test.

The system will repeat your voice back to you, allowing you to:

- Test audio quality

- Verify microphone operation
 - Check speaker volume
 - Troubleshoot call quality issues
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Need Assistance?

If you have questions about any feature code or need help configuring your service, please contact our support team at 1877-347-3147 or via email at support@firelinecommunications.com. Our technicians can help you determine which features are available on your account and how to use them effectively.