

# NORTEL NORSTAR

Compact ICS  
Telephone Feature Card







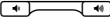
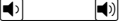




## About this card

Use this card as a quick reference for accessing the features of your telephone. Your system administrator will inform you if any of these features are not available for your telephone.




## Buttons





This card uses the Business Series Terminals button icons. The table below shows which buttons to use on the different types of Nortel Networks telephones.

Button Name	T7000, T7100, T7208, T7316	M7100, M7208, M7310, M7324
Feature		
Hold		
Volume Control		
Release		

## Norstar features




### Background Music

**Cancel**    

Listen to music (provided by your office) through your telephone speaker when you are not on a call.

### Button Inquiry

Check what is programmed on any button. Useful when labeling buttons.

### Call Duration

Briefly display the approximate length of your current or most recent call.

### Call Forward

**Cancel**   

Send your calls to another telephone in your Norstar system.

### Call Park

Put a call on hold so that it can be picked up from any telephone in your Norstar system. The display shows a three-digit retrieval code.




To retrieve a parked call, press the Intercom button and dial a retrieval code on any telephone in your Norstar system.

On the M7100 telephone, just lift the handset and dial the retrieval code.

### Call Pickup - directed

Answer any ringing telephone.

Press    and dial the extension number for the ringing telephone.

### Call Pickup - group

Answer a call that is ringing at another telephone in your pickup group. The external call that has been ringing longest is answered first.

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**Call Queuing**  8 0 1

Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.

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**Camp-on**  8 2

Re-route a call to another telephone, even if all its lines are busy.  
Press  8 2, then dial the extension number of the receiving telephone.

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**Custom Call**  \* 8 3 2

**Routing (CCR)** Turn CCR on or off. You must enter the System Coordinator or Basic password.

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**Class of**  6 8**Service  
password**

Change the dialing filters on a line or telephone for your next call, or gain external access to your system. Dialing filters determine which numbers you can dial.  
Press  6 8 and enter a password provided by your system coordinator to change your class of service.

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**Conference**  3

Establish a conference call between yourself and two other parties.

1. Make or answer the first call.
2. Put the first call on hold.
3. Make or answer the second call.
4. After the second call is connected, press  3.
5. Press the line or intercom button of the first held call (not required on the M7100 telephone).
6. Press  to end the conference call.

**To remove yourself from a conference permanently (unsupervised conference):**

Press  7 0. The other two callers remain connected. (Some external lines may not support this feature. See your system coordinator.)

**To put a conference on hold:**

Press . The other two callers can still talk to each other.

**To split a conference:**

Press the line or intercom button of one caller to consult privately while the other caller is on hold. To re-establish the conference, press  3.

**To disconnect one party:**

Press the line or intercom button of the caller you want to disconnect, then press . Press the line or intercom button of the remaining caller to resume your conversation.

**To independently hold two calls:**

Press the line or intercom button of the first caller, then press . The second caller is automatically put on hold.

To re-establish the conference, retrieve one call from hold, press  3, then retrieve the second call from hold.

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## Contrast adjustment

\* 7

Adjust the contrast of your display.

Press \* 7, then press a number from 1 to 9 (depending on your telephone). Press to set your choice.

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## Dialing modes

\* 8 2

Choose one of three methods of dialing.

1. Press \* 8 2.
2. Press to select the mode.
3. Press to store the mode.

**Standard Dial:** Select a line, then dial the number. (Standard Dial is always available, even when another dialing mode is selected.)

**Automatic Dial:** Dial the number without choosing a line button first. Your prime line is automatically selected for the call.

**Pre-Dial:** Dial the number, then press a line button to place the call. Edit the number by pressing before placing the call.

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## Do Not Disturb

8 5

**Cancel** # 8 5

When you are not on a call, to prevent all incoming calls, except priority calls, from ringing at your telephone. When you are on a call, block an incoming priority call.

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## Group Listening

8 0 2

**Cancel** # 8 0 2

Use both the handset and speaker while you are on a call. To avoid electronic feedback, keep the handset away from the speaker during the call, and press to hang up.

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## Hold

Temporarily suspend a call.

To retrieve a held call, press the button next to the flashing indicator. (Press on the M7100 telephone.)

### Exclusive Hold

7 9 or

Temporarily suspend a call and prevent other telephones from picking it up.

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## Language Choice

\* 5 0 1 Select Primary Language for the telephone display.

\* 5 0 2 Select Alternate Language for the telephone display.

\* 5 0 3 Select Alternate Language 2.

\* 5 0 4 Select Alternate Language 3.

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## Last Number Redial

5

Automatically redial the last external telephone number that you dialed.

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## Line pools

6 4

With a line pool, telephones can share several lines for making calls.

1. Press 6 4 or an intercom button.
  2. Enter a line pool access code. (See your system coordinator for a list.)
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**Line****[\*] 8 4****Cancel [\*] # 8 4****Redirection**

Send calls arriving on an external line to another telephone outside your Norstar system. (Some external lines may not support this feature. See your system coordinator.) This feature is not available on the M7100 telephone.

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**Link****[\*] 7 1**

Generate a Link signal **[\*] 7 1** to access a PBX or other host exchange.

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**Long Tones****[\*] 8 0 8**

Generate a tone for as long as you hold down a button. This is used to communicate with devices like fax or answering machines. Long tones are in effect only for your current call.

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**Messages****[\*] 1****Cancel [\*] # 1**

Send a message to a telephone display.

**To view and reply to your messages**

1. Press **[\*] 6 5**.
2. Press **[\*]** and **#** to view your message list.
3. Press **0** to call the person who left you the message.

**To erase a message**

1. Press **[\*]** while viewing a message.
- 

**Moving line buttons****[\*] \* 8 1**

Change the position of your line or hunt group buttons.

1. Press **[\*] \* 8 1**.
2. Press the line button that you want to move.
3. Press the button to which you want to move the line.
4. Press **[\*]**. The two buttons are exchanged.
5. Switch the button caps.

Line buttons cannot be exchanged with intercom, Answer or Handsfree/Mute buttons.

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**Name and number blocking****[\*] 8 1 9****Cancel [\*] # 8 1 9**

Block the outgoing name and/or number on a per-call basis.

1. Press **[\*] 8 1 9**.
- 

**Page****[\*] 6 0** and code (1 to 3) and zone (1,2,3, or None)

Make a page announcement through either the internal (code 1) or external (code 2) speakers, or both (code 3).

Page announcements are programmed to time-out after a pre-selected amount of time which is set by your installer.

**Internal page****[\*] 6 1** and zone (1,2,3, or None)

Make a page announcement to all, or to a specific group of Norstar telephones, through the telephone speakers.

**External page****[\*] 6 2** Make a page announcement through an external loudspeaker.

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### Internal and external page

**[☎] [6] [3]** and zone (1,2,3, or None)

Make a page announcement through both your Norstar telephone speakers and an external loudspeaker system.

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### Pause

**[☎] [7] [8]**

Program a 1.5 second delay **[☎]**, into an external autodial sequence.

For pulse dialing, **[\*]** also inserts a 1.5-second delay.

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### Priority Call

**[☎] [6] [9]**

Interrupt a person who is on a call or using Do Not Disturb.

A person on another call can press **[☎] [8] [5]** to block your priority call.

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### Programmed Release

**[☎] [\*] [8] [9]**

Program at the end of an external autodial number to automatically release **[☎]** the call.

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### Ring Again

**[☎] [2]**

**Cancel [☎] [#] [2]**

Monitor a busy or unanswered telephone, or a busy line pool within your system. Ring Again signals you to call back when the telephone or line pool becomes available.

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### Ring type

**[☎] [\*] [6]**

Select a distinctive ring to help differentiate between your telephone and others nearby.

1. Press **[☎] [\*] [6]**.
  2. Enter the ring type number (**[1]** to **[4]**).
  3. Press **[☎]**.
- 

### Ring

**[☎] [\*] [8] [0]**

Make your telephone ring so that you can adjust the volume. You can also adjust the volume any time your telephone rings.

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### Run/Stop

**[☎] [\*] [9]**

Store more than one autodial number or external carrier feature code on one memory button by inserting a break point **[☎]** between numbers or codes. The first press of the button dials the first number or code. The next press dials the next number or code, and so on. You can program up to four numbers or codes separated by break points.

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### Saved Number Redial

**[☎] [6] [7]**

Save a number to redial later. Enter the code while you are on a call that you have dialed to save the number. Enter the code when you are not on a call to redial the saved number.

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### Service Schedules

Show services **[☎] [8] [7] [0]**

Display the services that have been turned on at a designated control set.

#### Ringling service

**[☎] [8] [7] [1]**

**Cancel [☎] [#] [8] [7] [1]**

Turn on one of six schedules for alternative ringing/call answering arrangements from a designated control telephone.

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### Restriction services

8 7 2

Cancel # 8 7 2

Turn on one of six schedules for alternative restrictions on particular lines or telephones from a designated control telephone. You are required to enter the System Coordinator password.

### Routing services

8 7 3

Cancel # 8 7 3

Turn on one of six schedules for alternative routing on particular lines or telephones from a designated control telephone. You are required to enter the System Coordinator password.

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### Speed Dial

0

Note: You cannot program user speed dial codes if the system administrator is performing programming on your system.

Dial an external telephone number using a three-digit code. There are two types of speed dial codes: system (001 to 255) and user (256 to 279). System speed dial codes can be used from any Norstar telephone in the system. They are assigned by your system coordinator.

User speed dial codes are used exclusively at your telephone.

#### To make a call using a speed dial code:

1. Press 0.
2. Enter the three-digit code for the number.

#### To program User Speed Dial numbers:

1. Press \* 4.
2. Enter a three-digit code from 256 to 279.
3. Specify the external line by pressing a line button, a line pool button, or the intercom button. If you do not specify the line, the system automatically chooses a line for the call.
4. Dial the telephone number you want to program (up to 24 digits).
5. Press .
6. Record the code and number you have just programmed.

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### Static time and date

8 0 6

Cancel # 8 0 6

Change the first line of the display to the current time and date.

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### System Answer

\* 8 3 1

Turn System Answer on or off. You must enter the System Coordinator or Basic password.

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### Test a telephone

8 0 5

Test the telephone display, buttons, speaker, handset or headset (if available) and power supply. See the *System Coordinator Guide* for further instructions.

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### Time

8 0 3

Briefly display the time and date while you are on a call.

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### Time & date

\* \* T I M E

Enter a password provided by your system coordinator to change the time and date on all sets with a display in your Norstar system.

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**Transfer****[\*] 7 0**

Send a call to another telephone within your Norstar system, or to an external telephone. You may not be able to transfer a call on an external line to an external telephone, depending on the capabilities of the lines.

1. Make or answer a call.
2. Press **[\*] 7 0**.
3. Call the person to whom you want to transfer the call.
4. Stay on the line if you wish to speak to the person first.
5. Press **[\*]** to complete the transfer.

If an external call is transferred to a busy internal or network extension, or is not answered after a few rings, the call automatically rings again at your telephone.

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**Trunk Answer****[\*] 8 0 0**

Answer an external call on a line that has been placed into a Ringing Service schedule from any telephone in your Norstar system. This feature does not work for a private line.

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**User Preference****[\*] \* \* U S E R**

Make changes to your button programming, User Speed Dial numbers, call log, dialing options, display language, contrast, and ring type. See your system coordinator for the password to access this programming.

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**Voice call****[\*] 6 6**

Make a voice announcement or begin a conversation through the speaker of another Norstar telephone without first making the other telephone ring.

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**Voice call deny****[\*] 8 8****Cancel [\*] # 8 8**

Prevent your telephone from receiving voice calls. As well, (Do Not Disturb) **[\*] 8 5** prevents your telephone from receiving voice calls.

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**Wait for dial tone****[\*] 8 0 4**

Program an external autodial number to prompt the system to wait to receive dial tone **[\*]** from another system before proceeding with the dialing sequence.

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# Call Display Services

The following features are only available if you subscribe to Call Display services from your local telephone company.

**Autobumping**     **Cancel**

Have the system automatically delete the oldest log item from a full Call Log, so that a new log item can be stored.

**Call Information**

Display the name, number, or line name of a ringing or held call. Press  to move through the information displays.

**Call Log**

Call Log displays use the following special characters:

- 1 (underline) identifies a new item
- 1 identifies answered calls
- 5 identifies long distance calls
- ↙ identifies that the information has been shortened

### To view your Call Log

1. Press  to view old items.  
Press  to view new items.  
Press  to return to the last viewed item.
2. Press  and  to move through your items.
3. Press   to view more information on an item.

### To erase a Call Log entry

1. Press  while viewing an item.

### To return a call from your Call Log

1. Display the desired number on your telephone.
2. Edit the number, if required. You can add numbers for long distance dialing or line pool access, or remove numbers using  .
3. Press a line button then lift the handset.

**Call Log options**

Select the type of calls that will automatically be stored in your Call Log. Press  to see the next setting. Press  to select the displayed setting.

**Call Log password**

Program a four-digit password for your Call Log. To remove a forgotten password, see your system coordinator.

**Log a call**

Store caller information for your current call in your Call Log.

**Malicious Caller ID (MCID)**

Store caller information on the service provider system for last external call. This feature only works if your system uses ETSI ISDN lines. Check with your system administrator. The code must be invoked within 30 seconds after the caller hangs up, and before you hang up.



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