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SMALL BUSINESS EXPERTS!
NORTEL NORSTAR CERTIFIED

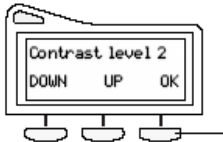
NORSTAR 'FEATURE' INSTRUCTIONS

DISPLAY

Shows time and date call information and guides you through using the telephone features.

DISPLAY BUTTON

Used for easy access to Norstar features. Used in conjunction with Information on the 2nd line of the telephone display.



RLS



RELEASE. Cancels active calls and features.

FEATURE



Starts or cancels a feature. Used in conjunction with 1-3 digit 'Feature Codes'. Some common features that you should do, are:

Feature *7 Adjust contrast level on your display

Feature *80 Change ring volume. (You have approx. 5 seconds To move volume bar under keypad to set appropriate level)

Feature *6 Change ring type (press I-4 on keypad)

HOLD



To put a call on hold: Press the HOLD key.

To retrieve held call: Press the flashing line appearance key.

If you toggle between calls, the system will put your call on hold automatically.

VOLUME BAR



Controls receiver volume, speaker volume, and ring volume.

HANDSFREE



Use handsfree mute to make or receive a call without having to lift handset

MUTE



While on the handset or handsfree, you can mute the microphone by pressing this button. While muted, the mute button flashes. To turn the mute off, press this button again.

USING THE INTERCOM Use the intercom to call another Norstar phone.
First press your INTERCOM key (Labeled as I/C ##), then dial the 3 or 4 digit extension number.

PLACING EXTERNAL CALLS Lift handset or press handsfree button. Dial number. Press release key or hang up phone to end call.

*Please note **some locations must dial 8 or 9 to make out bound calls***

RECEIVING CALLS When your phone rings, lift receiver or press handsfree.

RECEIVING CALLS WHILE ON A CALL If you are on a call and another call is put to your phone, press the line key next to the flashing indicator and your first call will automatically be put on hold while you answer the new call.

CONF/TRANS FEATURE 3 UP to 18 parties (dependent on how many lines you have)
1. Place or receive your first call
2. Put your caller on hold
3. Place or receive your second call
4. Press your conf/trans key (or press Feature 3)
5. Take first call off of hold by pressing key next to flashing button.
6. Both parties will be on call with you. (continue from step to #2 for more parties to be added)

Feature 807 or New Call button / brings dial tone for add'l parties

CALL FORWARD FEATURE 4 1. Press Call Forward button or press Feature 4.
2. Enter extension you wish to send all your calls to.(F#4to cancel)

DND FEATURE 85 1. **Do Not Disturb**, stops your phone from ringing.
2. Press DND button or Feature 85
To Cancel: Press DND button again or press Feature #85

VOICECALL FEATURE 66 Used to page an internal extension, one at a time. The voice call will give an alerting tone followed by an automatic answering of chosen extension. This turns 'voice called' extension into a two-way page.
To respond to a voicecall: If your phone has a handsfree button you will just speak. If you wish privacy, please pick up handset.

**SPEED DIAL
FEATURE 0**

Each phone has the ability to program speed dial buttons of their Own. #71-94

To program a speed dial:

1. Without lifting handset, press Feature * 4
2. Enter the 2 digit speed dial to be programmed (i.e. 71-94)
3. Enter the telephone number
4. Press hold key or ok in the display (if you have a two line display)

To Place a speed dial call:

1. Lift handset
2. Press SPEED DIAL button or press Feature 0
3. Enter the 2 digit speed dial # you programmed.

**CALL PICK UP
FEATURE 75**

Allows you to answer another ringing telephone from your telephone. (Please note: this will answer any incoming call to your system. Whichever line was ringing into your system the longest will be answered

**DIRECTED
CALL PICK UP
FEATURE 76**

This allows you to answer the phone of your choice, When you hear a phone ringing that you wish to answer:

1. Press Feature 76
2. Enter in the intercom # (extension #) you wish to answer
3. The phone is now answered, say hello.

**TRANSFER
FEATURE 70**

1. Press TRANSFER button in display or Feature 70 do not put caller on hold.
2. Dial the extension you wish to send call to
3. Wait one ring then hang up, call is connected. (if the party you sent the call to does not answer, the call will:
 - a. Go to that persons voice mail after so many rings or;
 - b. The call will return to your phone if not answered (only if person call was sent to, has **no** voice mail).
4. You may also stay on line and announce to your co-worker who is on the phone. (Caller can not hear interoffice conversation)
 - a. If they want the call, you press rls, or join, or hang up handset.
 - b. If they don't want call, tell them, your co-worker, to hang up and call is back on your phone.

NOTE: Only on 7324 or 7316 models:

Transfer appears over the 3rd display button while you are on any active call. After you press transfer please note the words cancel, retry and join in display window.

Press cancel any time you wish to return to caller and stop transfer.

Press retry if you want to send the call to a different extension.

Press join to take yourself off of call (same as hanging up)

PAGING FEATURE 60 Sends a page over the speakers of all Norstar phones and/or an external paging source.

1. Lift handset (do not page over speaker phone)
2. Press page button or Feature 60, or Feature 611
3. After you hear tone please speak immediately as you are now Live, press rls to hang up.

Please note: Page will not broadcast over any phone that is in use.

CALL PARK FEATURE 74 Use Call Park to hold a call so that it can be retrieved from any Norstar phone in your system.

1. While on call, press PARK key or Feature 74.
2. Look at your display and note number assigned to call
example: call parked on 101
3. In display press page announce "John call parked on 101"

To retrieve parked call:

1. Go to any phone in your system, press intercom key (I/c key)
2. Dial number you heard announced.

LNR FEATURE 5 Last Number Redial. This will call whatever number you last dialed.

CALL DURATION FEATURE 77 Briefly display the approximate length of your current or most recent call.

CALL INFORMATION FEATURE 811 Display the name or number caller i.d. of a ringing phone. Press 'more' key to toggle between call information.

CAMP ON FEATURE 82 Route a call to a telephone that is currently in use Press F82 then dial ext.

AUTODIAL (7316 & 7324 phones only) Programs commonly called numbers, or features you use a lot, or any co-workers extension you call a lot.

Programming an External Autodial

1. Press Feature *1
2. Press the button to be programmed.
3. Dial the number you wish to store. (Exactly as you would dial, Example, 1 plus number, or 9 1 plus number.....)
4. Press hold or ok in display to store.

Programming an Intercom Autodial

1. Press Feature *2
2. Press the button to be programmed.
3. Dial the 3 or 4 digit extension you wish to store.

Programming a Feature

1. Press Feature *3
2. Press the button to be programmed.
3. Press Feature plus the code for the desired feature.

**BUTTON
INQUIRY
FEATURE *0**

This is used to check the programming of any key including your autodial dial buttons. Use this to label your keys for ease of use.

1. Press Feature *0
2. Press any button to see what it is programmed to do.
3. If needed, 'pop' off button to correctly label.

This feature turns off all programming so you will not activate whatever that key is programmed to do. Press rls to end.