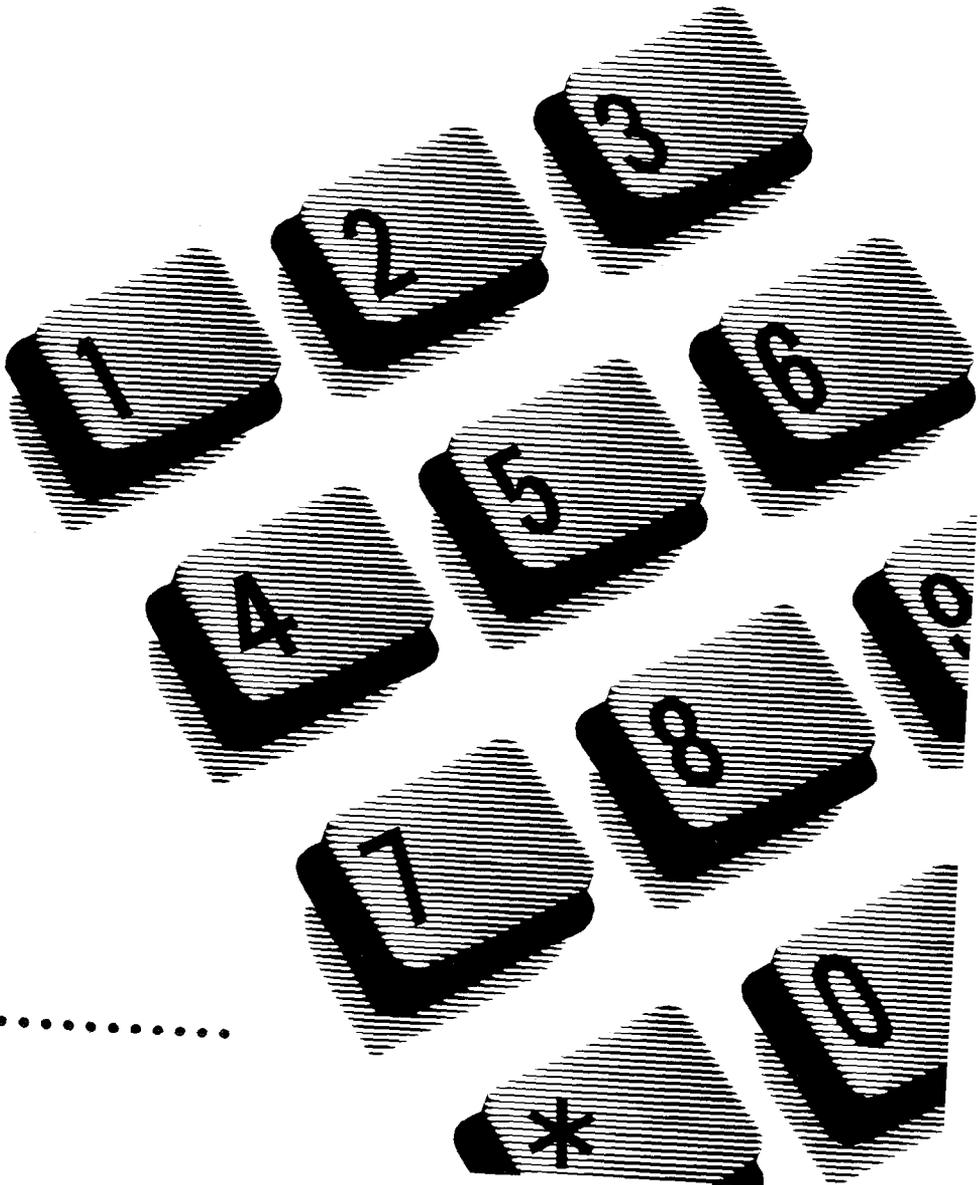


NORTEL NORSTAR

.....
Compact DR5
Prime Telephone
User Card



The Norstar Prime Telephone

What is a Prime Telephone?

A Prime Telephone can be any Meridian Norstar* telephone that has been assigned to provide a backup answering service for incoming external calls. An external call rings at a Prime Telephone when the call is not answered at any other Norstar telephones with that call's line appearance.

A Prime Telephone can be any one of the following:

- any Norstar telephone
- an M7310 telephone with a Busy Lamp Field (BLF)
- an M7324 telephone with Central Answering Position (CAP) modules.

Your role in operating a Prime Telephone

As the assigned Prime Telephone operator, you are responsible for answering unanswered external calls. You are alerted to these calls when your telephone display shows you a descriptive message, the line indicator ► flashes, and the call rings.

After answering a call, you may take a message or redirect the call to another telephone.

Who assigns the external lines for my Prime Telephone?

Check with your System Coordinator to determine which external lines have been assigned for backup answering and which of those lines ring at your Prime Telephone. To help you do your job well, your Coordinator should provide a list of names and numbers associated with each internal telephone and external line, and a list of System Speed Dial names and numbers. Your Coordinator can also tell you which features have been assigned to your telephone.

* Meridian and Norstar are trademarks of Northern Telecom.

Answering calls

When do I answer a call?

You answer a call if:

- someone within the system calls you. You hear the Norstar internal ring (two quick rings followed by a longer pause), and an indicator ► flashes beside one of your telephone's Intercom buttons.
- an external call comes directly to your Prime Telephone. You hear the external ring, and an indicator ► flashes beside one of your telephone's external line buttons.
- a call is redirected to your Prime Telephone from somewhere else within the system. You hear an internal ring, an external ring, or the Camp-On tone (two quick beeps), and you see a message on the display of your telephone.

Note: You do not answer the call if your Prime Telephone does not ring.

How do I answer a call?

If you want a line to be automatically selected:

1. Pick up the receiver or press (if assigned).

OR

If you want to manually answer a line:

1. Press the line button with a slow flashing indicator ►.
2. Pick up the receiver if you want the Handsfree microphone OFF.

Note: A fast flashing indicator ► shows that a line is on hold.

Handling more than one call at once

When you have more than one call arriving at your telephone, the Call Queuing feature allows you to answer each of the waiting calls by automatically selecting the next call for you.

Use Call Queuing when you are on a call and a new call alerts you by ringing at your telephone, or by sending Call Queuing tones.

1. Pick up the receiver to answer the first call.
 2. Press or the Call Queuing button if programmed.
The call you were on is automatically put on hold and the new call is answered.
 3. To return to a previous call:
Press the external line button of the call on hold.
 4. Continue to answer incoming calls.
 5. Press when you are finished with the call you are on.
-

Redirected calls

Redirecting calls using display messages

The display messages which appear on your Prime Telephone for redirected internal calls should help you to understand why those calls were passed to your Prime Telephone. This information is useful when you need to decide what to do with the call once it has been answered.

The following table lists some example display messages that could appear on a Prime Telephone when you receive redirected calls:

Example Prime Telephone display message	What is happening to the call at the other telephone
Held by KAREN	Karen holds a call for too long.
JOHN DND	The call you transferred is returned to you because the telephone is in Do Not Disturb mode.
DRT Line02	Delayed Ring Transfer redirects an unanswered call on line 02.
Line01 to prime	A call on line 01 cannot ring elsewhere.
Line03>>JANET	A call on line 03 was forwarded or routed to Janet, but was not answered.
Line04 callback	A transferred, camped, or parked call on line 04 was returned to the originator using the Callback feature, but was not answered.

The Held Line Reminder message **On hold: LINENAM** is repeated periodically after the first message **Held by KAREN** appears. This message is accompanied by the same tone used with the Camp-On feature (two quick beeps).

The Held Line Reminder message only shows the line name of one held call. If there is more than one call on hold, the line name of the oldest held call is shown. When you retrieve the oldest held call and then end that call by hanging up or putting it on hold, the display will change to show the next oldest held call, if any.

Note: If your KSU has an earlier system version, the Held Line Reminder message will be **Held call**.

Completing a call

Your options

You have just answered a call for someone else. What do you do next?

You can:

Transfer the call to another telephone within or outside of the Norstar system.

OR

Camp the call on another Norstar telephone.

OR

Park the call and page someone to pick it up.

OR

Take a message.

Transferring the active call

To another Norstar telephone:

1. Check whether the telephone to which you want to transfer is already busy:
 - Is there an indicator ► beside the Internal Autodial button for the other telephone?
 - If you have a BLF, is the indicator ON for the other telephone?
2. Transfer the call using one of these four methods:
 - **Transfer with Announcement** - you first talk on the telephone to the person to whom you want to transfer the call.
 - **Transfer without Announcement** - you immediately transfer the call after talking to the caller.
 - Establish a **conference** call.
 - **Transfer** using hold.

Do not forget that you can use programmed Autodial buttons on your Norstar telephone and CAP module (if installed) to select a Norstar telephone.

To a telephone outside the Norstar system:

1. Call the person to whom you wish to transfer the call.
2. Establish a conference with the two parties.
3. Drop out of the conference using .

Note: At least one of the remaining parties must be internal.

Completing a call

Camping the call

If the Norstar telephone you want to transfer the call to is busy on another call, you may want to camp the call on that telephone. The person receiving the camped call will hear Camp-On tones (two quick beeps).

1. Press or the Camp-On button (if programmed).
2. Dial the Extension number of the other telephone or press its Internal Autodial button if programmed.

Announcing the active call

You are trying to pass calls you have answered to co-workers who are not at their telephones. Using the Page feature, you can announce the calls over the Norstar telephones, an external loudspeaker, or both. A co-worker hearing an announcement can answer the call from the nearest Norstar telephone.

If you want your co-worker to take the call from a specific Norstar telephone:

1. Place the call on hold.
2. Using the Page feature, announce the call and the location of the telephone to which you will transfer the call.
3. Transfer the call to the appropriate Norstar telephone.

OR

1. Camp the call on the appropriate Norstar telephone.
4. Replace your receiver.

If you want your co-worker to take the call on a specific line:

1. Place the call on hold.
2. Use the Page feature to announce the call and its line number.
3. Replace the receiver.

Your co-worker can now go to the nearest Norstar telephone that has that line, select the line, and lift the receiver.

If you want your co-worker to take the call from any Norstar telephone:

1. Use the Call Park feature to place the call on hold. Your telephone shows a three-digit Call Park Retrieval code on the display.
2. Use the Page feature to announce the call and the Call Park Retrieval code.
3. Replace your receiver.

Your co-worker can now retrieve the call from any other Norstar telephone by lifting the receiver and dialing the three-digit code.

Note: Remember that callback (the call is redirected back to your Prime Telephone) occurs if your transferred, parked, or camped call goes unanswered.

Useful Norstar features

Informing your co-workers about their calls

Use the Send Message feature to notify co-workers that they should call you for information.

If the person you are trying to call is on another line, or their telephone has Do Not Disturb ON, a display message shows you that their telephone is busy. If the person you are trying to call does not answer, a display message informs you that there is no reply. In each case, you can use the Ring Again feature.

The Ring Again feature is a method of ensuring that you immediately know when there is a change in the use of the other telephone. You can then try again to place a call.

Working with other features

Some of the many special features which Norstar provides may be particularly useful to you. Some of these features, however, are only available if assigned during Configuration or Administration programming. Speak to your System Coordinator to determine which features you can use, and to obtain details on how to use them.

Answer Group: You can immediately answer and monitor a specific group of Norstar telephones, for example, your managers', using Answer buttons.

Automatic Handsfree: If programmed, you can use the Handsfree microphone and speaker for all your calls.

Call Pickup Directed: Anyone in the office can answer a call ringing at any other Norstar telephone by dialing that telephone's Extension number.

Call Pickup Group: Any member of a specified group can answer an external or internal call ringing at another telephone within that specified group.

Direct-Dial Telephone: If your Prime Telephone is administered as a Direct-Dial telephone, anyone assigned to your Direct Dial telephone can quickly contact you by dialing an assigned single-digit number.

Hotline: A Norstar telephone may be programmed to automatically dial your Prime Telephone as soon as its receiver has been lifted.

Page Zone: If you do not want to disturb the entire office with an announcement, you can direct the page to a choice of smaller areas.

Priority Call: If you have answered an urgent call for someone who is busy on another line, you can interrupt the person with this feature.

Other information

Some unique situations

If an external call comes to you, and you do not have a button representing the line the call is on, the indicator ► for that call will appear next to any available Intercom button on your telephone.

If your Prime Telephone receives a callback call, you will hear the Norstar ring instead of the External ring.

The Held Line Reminder or the Delayed Ring Transfer feature is not available unless assigned during Configuration programming.

If you are using all of your external line buttons and Intercom buttons, you can still receive a camped call (you will hear two quick beeps).

If your Prime Telephone is an M7324 telephone, you can monitor the busy/not busy status of other Norstar telephones. Check for the presence or absence of indicators ► beside the Internal Autodial buttons for the other telephones.

Where to get help

To learn more about Norstar and its features, the System Coordinator can provide you with the following Norstar documents:

The Norstar Telephone User Cards show you how to:

- make a external call
- make an internal call
- put a call on hold
- use
- program memory buttons.

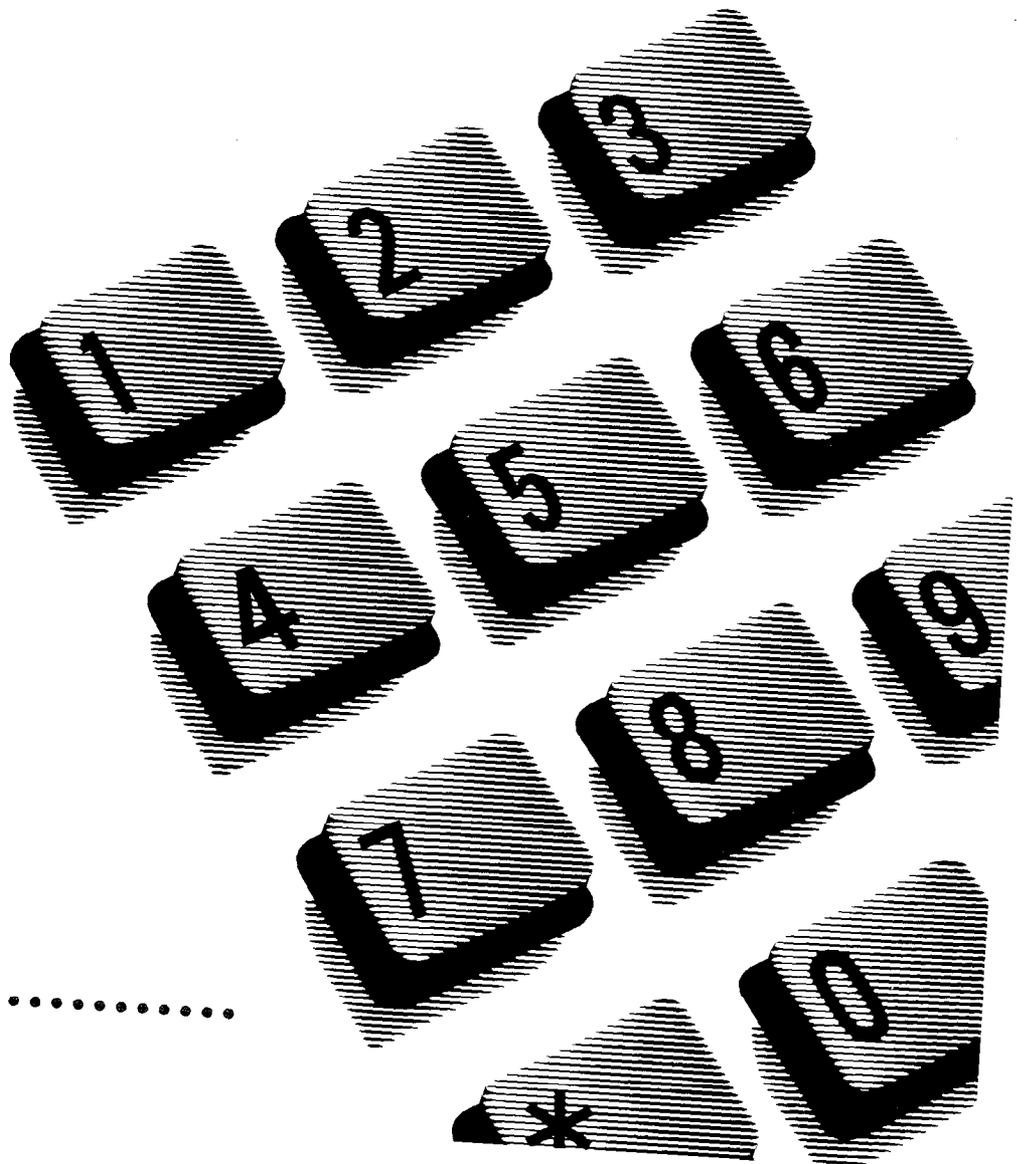
The Norstar Feature Card lists the feature codes and describes the features.

The Norstar Busy Lamp Field (BLF) User Card describes how to use the Busy Lamp Field.

The Norstar Central Answering Position (CAP) User Card describes how to use Central Answering Position modules.

NORTEL NORSTAR

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Feature Card



Using Norstar features

Using a Norstar feature

1. Press , and enter the desired feature code on the dial pad.
OR
Press the programmed memory button.
2. Follow the display messages.

Note: On M7310 and M7324 Telephones, some features are also available on the display buttons.

Programming a Norstar feature on a memory button

1. From an idle telephone, or with your calls on hold, press * .
2. Press the memory button that you want to program. (This step is not required on the M7100 Telephone.) See your telephone user card for the location of the memory buttons.
3. Enter the feature code you want to program.

Personalizing your telephone

Autobumping

Allows the oldest log entry to be deleted from a full Call Log when a new item is logged, so that the new log entry can be stored. For more information, see Call Log.

Cancel

#

Background Music

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

Cancel

#

Button Inquiry

*

Checks what is programmed on any button. Use this feature when labeling memory buttons.

Call Log Password

*

Programs a password for your Call Log. To remove the password, see your System Coordinator.

Class of Service

Overrides the Class of Service on a telephone to allow you to make a call from that telephone. The Class of Service determines which numbers you can dial. Switch from one Class of Service to another using this feature code and a password provided by your System Coordinator.

Contrast Adjustment

*

Adjusts the contrast of your telephone display. Press through (depending on your telephone).

Dialing Modes

*

Changes the on-hook Dialing Modes. The three Dialing Modes are:

Automatic Dial: If you have a Prime line, dial a telephone number without pressing a line button. A line is selected automatically.

Pre-Dial: Dial a telephone number. Edit it by pressing **BKSP**, or the left side of . Press a line button to place the call.

Standard Dial: Press a line button, then dial a telephone number.

Do Not Disturb

Prevents incoming calls from ringing at your telephone.

Cancel

#

Language ChoiceFeature * 5 0 1

Selects the English language for the telephone display.

Feature * 5 0 2

Selects the alternate language for the telephone display.

Moving Line ButtonsFeature * 8 1

Changes the position of a line button. Remember to switch the button caps after the line button is moved. Lines cannot be moved to positions occupied by Intercom , Handsfree , or Answer buttons. This feature is not available on the M7100 Telephone.

Programming Call LogFeature * 8 4

Select the type of calls that will be automatically stored in your Call Log.

Programming memory buttonsFeature * 1**External Autodial:** Stores a line (optional) and an external telephone number onto a memory button for one button access to that number.Feature * 2**Internal Autodial:** Stores an internal telephone number onto a memory button for one-button access to that telephone number.Feature * 3**Program Features:** Stores a feature onto a memory button for one-button access to that feature.

Note: Line , Intercom , Answer , or Handsfree cannot be programmed.

Programming a feature button:

1. Press Feature * 3 . (For M7100 Telephones, go to step 3.)
2. Press the memory button you want to program.
3. Enter the feature code of the feature you want to program.
4. If you entered the Line Pool feature code in step 3, enter the access code for a line pool.

Ring TypeFeature * 6

Selects a distinctive ring to help differentiate between your telephone and others nearby. Enter the feature code and press **NEXT** or 1 through 4 to select the new Ring Type. Press Hold or **OK** to store the new ring.

Ring VolumeFeature * 8 0

Makes your telephone ring so you can adjust the volume, even while you are on a call.

Run/StopFeature * 9

When using the External Autodial programming feature, inserts a break point between two or more numbers stored on a memory button. Press the memory button once to dial the first number; a second time to dial the second number, and so on.

Speed Dial

Feature * 4

Personal: Programs a telephone number into a Personal Speed Dial code (from 71 to 94).

Programming a Personal Speed Dial code:

1. Press Feature * 4 to enter Personal Speed Dial codes.
2. Enter a two-digit code (from 71 to 94).
3. To program a line as part of the Speed Dial code, press a line button or a line pool button.
4. Enter the telephone number to be assigned to that code. Telephone numbers cannot exceed 24 digits.
5. Press Hold or **OK** to finish programming.

Voice Call Deny

Feature 8 8

Prevents your telephone from receiving Voice Calls, permits only ordinary ringing calls.

Cancel

Feature # 8 8

Remote system signaling

Link

Feature 7 1

Generates a Link signal (also called flash or recall) on an active line to access other systems or carriers.

Pause

Feature 7 8

When programmed in an External Autodial sequence, inserts a 1.5-second delay in a number being dialed.

*

For Pulse and Tone Dialing

For Pulse Dialing only

Programmed Release

Feature * 8 9

When programmed at the end of an External Autodial sequence, performs the same function as Rls.

System features

Call Duration Timer

Feature

Briefly displays the length of your current call. If your telephone is idle, the length of your most recent call is displayed.

Call Log

Feature

Opens your Call Log to view stored caller information. The Call Log displays use special characters.

- 1 A new item in the Call Log is underlined.
- ⤵ Answered calls are identified.
- ⊞ Long distance calls are identified.
- ✓ The displayed information has been truncated.

Note: Call Log is only available if you have subscribed to Call Display services from your local telephone company.

Calling from your Call Log:

1. Navigate to the appropriate log item, and display the number.
2. Edit the number, if required. The leading digits may need to be trimmed, or digits may need to be added for Long Distance or line pool access. See your System Coordinator.
3. Press a line button.
4. Lift the receiver.

Message

Feature

Reply to Message: Review your list of external and internal display messages, and return calls.

Cancel

Feature

Feature

Send Message: Leave a message on a co-worker's telephone display to call you back.

Cancel

Feature

Page

Feature

Allows you to make announcements through either the internal or external speakers, or both. Enter the feature code, the page code (1 for internal, 2 for external, or 3 for both), and the zone (0 to 3).

Feature

External: Allows you to make announcements through your office's loudspeaker system (if connected).

Feature

External/Internal: Allows you to make announcements through both your Norstar telephone speakers and your office's loudspeaker system. Enter the feature code, and the zone (0 to 3).

Feature

Internal (Zone): Allows you to make announcements, through the Norstar telephone speakers, to a group of Norstar telephones. Enter the feature code, and the zone (0 to 3). 0 pages all zones.

Service Modes

Feature

Activates one of up to three different telephone answering options, eliminating the need to forward all your calls. Only an assigned Control Telephone can turn ON Service Modes. See your System Coordinator.

Cancel

Feature

Show Time

Feature

Briefly displays the date and the time.

Handling calls

Call Forward

Feature

Sends your calls to another telephone in your Norstar system.

Cancel

Feature

Feature

Camp-On: Re routes a call to another telephone even if all its lines are busy.

Call Information

Feature

Briefly displays the name, number and line name of a ringing or held call. Press or **VIEW** repeatedly to cycle through the three displays of information.

Note: Names and numbers for external callers are displayed only if you have subscribed to Call Display services from your local telephone company.

Call Park

Feature

Automatically puts a call on hold so that it can be retrieved from any telephone in your Norstar system. The display shows a retrieval code, 101 or 102.

Intercom or

Call Park Retrieval: Answers a parked call from any telephone in your Norstar system by pressing and dialing the retrieval code. On the M7100 Telephone, dial just the retrieval code. The retrieval code is made up of a programmable Call Park prefix (0 to 9), followed by a call number (01 or 02).

Conference

Feature

Setting up a three person call:

1. Make or answer the first call.
2. Put the first call on hold.
3. Make or answer the second call.
4. Press (or press if programmed).
5. Press the line button of the first held call. (This step is not required on the M7100 Telephone.)
6. Press to end the conference.

Splitting a conference: To speak privately to one of the callers, or to drop one call and stay connected to another, or to hold both parties as separate calls, you must first split the conference.

1. Press the line button for one of the calls. The other call is put on hold. To re-establish the conference, press .

Removing yourself from the conference temporarily:

1. Press ; the other two callers can still speak to each other.

Removing yourself from the conference permanently:

1. Press (or if programmed). The other two parties remain connected.

Note: This type of transfer is supported only if one of the two remaining parties is internal.

Do Not Disturb Blocks an alerting Priority Call on your telephone.

Exclusive Hold or
 Temporarily suspends an external call and prevents other telephones from picking it up.

Exclusive Hold Retrieval: Press of the held call. (Press on the M7100 Telephone.)

Group Listening Allows you to use both the receiver and your speaker at the same time while you are on a call. Use the Mute feature on the button to disable the telephone microphone. If you experience feedback, turn the volume down, and before hanging up, press .

Cancel #

Logit Store caller information for the current active call in your Call Log.

Note: Names and numbers for external callers are displayed only if you have subscribed to Call Display services from your local telephone company.

Privacy When Privacy is ON, other Norstar users with the same line are prevented from joining your current external call. If Privacy is OFF, other Norstar users with the same line can join in on your external call by pressing that line button. Enter the feature code a second time to restore the original setting.

Transfer Sends a call to another telephone in your Norstar system.

Using Transfer

1. Make or answer a call.
 2. Press (or if programmed).
 3. Dial an internal telephone number.
 4. If you wish, you can announce the call after the called party answers.
 5. Press or **JOIN**.
The call is immediately transferred.
-

Note: If an external call is transferred to a busy internal line, or not answered after a few rings, the call automatically rings you back and the display indicates that the line was busy or that no one answered.

Answering and making calls

Call Pickup

Feature

Feature

Feature

Directed Pickup: Answers a selected telephone in your system.

Group Pickup: Answers a call that is ringing at another telephone in the same pickup group. The external call that has been ringing longest is answered first.

Trunk Answer: Answers an external call that is ringing on a line that has been placed into Service Modes from any telephone in the Norstar system. This feature does not work on private lines.

Call Queuing

Feature

Answers a call when several calls arrive at the same time. The external call that has been ringing longest is answered first.

Last Number Redial

Feature

Automatically redials the last external telephone number that you dialed. This feature is available on the memory button on most telephones.

Line Pools

Feature

Telephones can share several external lines for making outgoing calls without requiring each telephone to have a button for every line.

Using a Line Pool:

1. Press and dial the Line Pool access code for one of the Line Pools assigned to your telephone, or press (if programmed).
2. If you are using a line pool which connects you to the public network, dial the telephone number of the person you want to call.

If you are using a line pool which automatically connects you to a system other than Norstar, follow the procedure for using that system. Ask your System Coordinator if you need help.

Note: See your System Coordinator for your Line Pool access code.

Priority Call

Feature

Interrupts a call at another telephone, or overrides Do Not Disturb at a telephone. See your System Coordinator.

Ring Again

Feature

When another telephone or Line Pool within the Norstar system is busy, Ring Again signals you to call back when the telephone or Line Pool becomes available.

Cancel

Feature

Saved Number Redial

Feature

When you are active on a call, this feature stores the external telephone number of a call you have dialed. When you are not active on a call, this feature redials the number previously stored.

Speed Dial

Feature

Dials the number stored for a Speed Dial code. After entering the feature code, enter the two digit Speed Dial code (01 to 94) for the number you want.

Voice Call

Feature

Begin a conversation through the speaker of another telephone without first making the other telephone ring. To answer a Voice Call, pick up the receiver, or press .