

**Transfer
(continued)**

Transfer without announcement

To transfer a call without announcing the transfer:

1. Make or answer a call.
2. Press **Feature** (or **TRANSFER** on the M7310 or M7324 telephones).
3. Call the person you want to transfer the call to.
4. Press **File** (or **OK** on the M7310 and M7324 telephones) before the person you are transferring the call to answers the telephone.

Note: 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 you back and the display indicates that the extension was busy or that no one answered.

Trunk Answer

Feature

Pick up an external call that is ringing on a line that has been placed into a Service Mode. You can use Trunk Answer from any telephone within the Norstar system. This feature does not work on lines which have been configured as private.

Voice Call

Feature

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

Voice Call deny

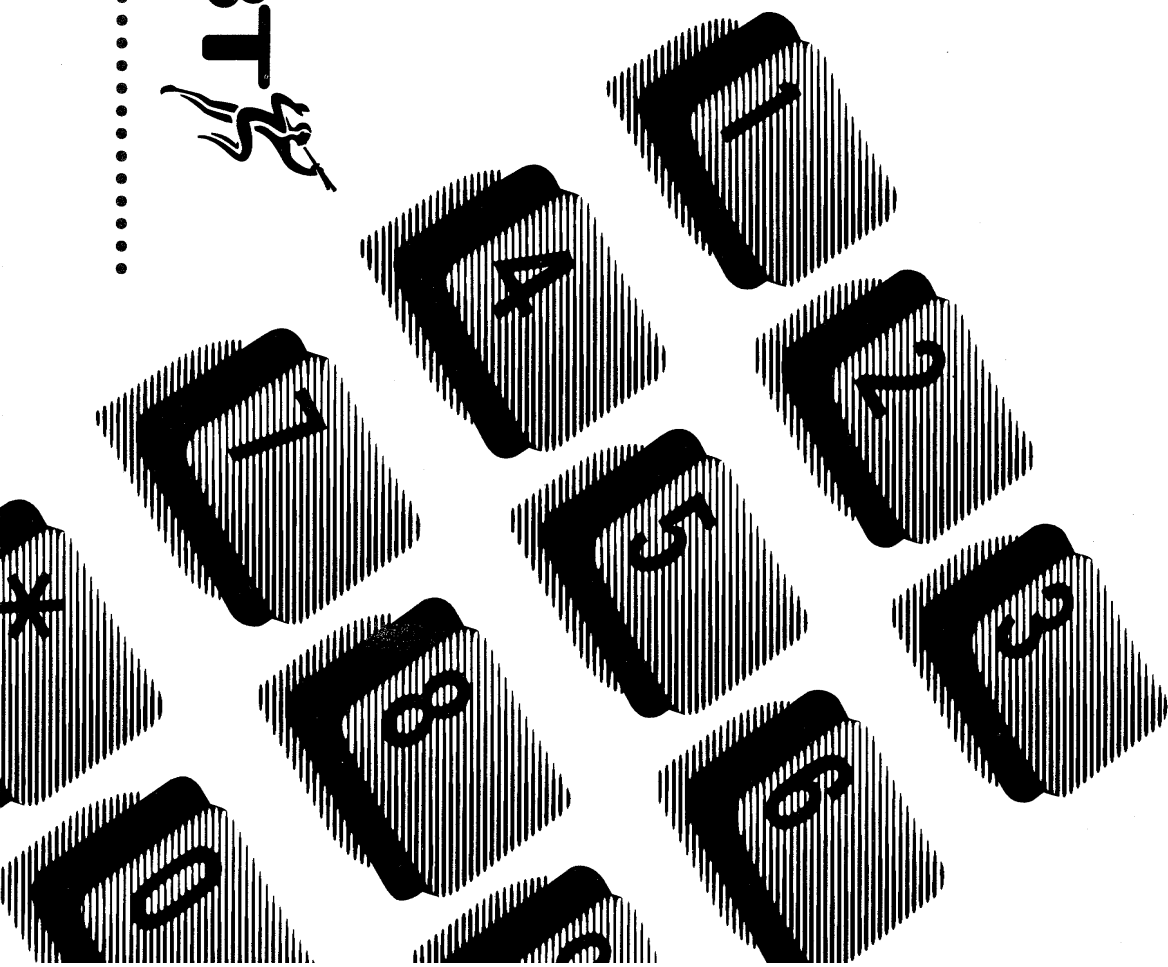
Feature

Prevent your telephone from receiving Voice Calls; permit only ordinary ringing calls.

Cancel **Feature**

norstar

**Compact
Telephone
Feature Card**



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Using Norstar features

To use a Norstar feature

1. Press **[Feature]**, and enter the desired feature code on the key pad.

OR
Press the programmed memory key.
2. Follow the display messages.

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

If you change your mind while entering a feature code, press **[Feature]** to return to your previous state. Most features can be accessed when you have an active call. If you use the **[Fis]** key to end a feature, you may drop that active call.

To program a Norstar feature on a memory key

1. If you are on a call or have an open line, press **[Hold]** or **[Fis]**.
2. Press **[Feature]** **[*]** **[3]**.
3. Press the memory key that you want to program. (This step is not required on the M7100 telephone.)
4. Press **[Feature]** and enter the feature code on the key pad.

Note: For more detailed information, see the person in charge of your system.

Norstar features

Background

Feature **[8]** **[6]** **Cancel** **[Feature]** **[#]** **[8]** **[6]**
Listen to music (provided by your office) through your telephone speaker when you are not on a call.

Call Duration

Feature **[7]** **[7]**
Briefly display the approximate length of your current or most recent call.

Timer

Feature **[4]** **[4]** **Cancel** **[Feature]** **[#]** **[4]**
Send your calls to another telephone within your Norstar system.

Call Park

Feature **[7]** **[4]**
Automatically put 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).

Call Park retrieval

Intercom **[1]** **[0]** **[1]** or **[1]** **[0]** **[2]**
Answer a parked call from any telephone by pressing **[Intercom]** and dialling the retrieval code (101 or 102). On the M7100 telephone, dial the retrieval code only.

Call Pickup Group

Feature **[7]** **[5]**
Answer a call that is ringing at another telephone within the same pickup group. The external call that has been ringing longest is answered first.

Conference

Feature **[3]**
Establish a conference call between yourself and two other parties.

To form a three-way conference call:

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 **[Feature]** **[3]** (or press **[Conf/Trans]** if programmed).
5. Press the line key of the first held call. (This step is not required on the M7100 telephone.)
6. To end the conference call, press **[Fis]**.

Note: Normally, when one person drops out of a conference, the other two remain connected. However, if the other two people are on exchange lines, they will be disconnected.

Managing three-way conference calls

See the person in charge of your system for complete instructions on how to:

Put a conference on hold - Put your end of the call on hold; the other two callers can still speak to each other.

Split a conference - Speak privately to one of the callers.

Disconnect one party - Disconnect one call and stay connected to the other.
Independently hold two calls - Put both parties on hold as separate calls.

Contrast adjustment

Feature **[*]** **[7]**
Adjust the contrast of your telephone display. Press **[Feature]** **[*]** **[7]**, then press a number from **[1]** to **[9]** (**UP** or **DOWN** on the M7310 or M7324 telephones) to select the correct level.

Dialling modes

Feature **[*]** **[8]** **[2]**
Choose one of three methods for dialling: Standard Dial, Automatic Dial, or Pre-Dial.

Standard Dial: Select a line, then dial the telephone number. Standard dial is available even when another dialling mode is selected.

Automatic Dial: Dial a telephone number on the key pad without picking up the handset or pressing a line key.

Pre-Dial: Dial a telephone number, then press a line key to place the call. Before pressing the line key, you can revise the dialled telephone number by pressing **BSF** (M7310 and M7324 telephones) or **[V]** on the volume bar (M7208 and M7100 telephones).

Note: To pre-dial on a line pool, enter the line pool access code followed by a telephone number, then press **[Intercom]** (or lift the handset on the M7100 telephone).

To change your method of dialling:

1. Press **[Feature]** **[*]** **[8]** **[2]**.
2. To select the mode, press **[#]** or **NEXT**.
3. To store the mode, press **[Hold]** (or **[OK]** on the M7310 and M7324 telephones).

Do Not Disturb

Feature **[8]** **[5]** **Cancel** **[Feature]** **[#]** **[8]** **[5]**
Prevent incoming calls from ringing at your telephone.

Group Listen

Feature 8 0 2 **Cancel** Feature # 8 0 2

Use both the handset and speaker while you are on a call. To avoid electronic feedback, hold the handset away from the telephone speaker during a call, and press **[FIS]** before hanging up.

Note: You cannot use the Group Listen feature with a headset.

Hold

Hold

Hold: Temporarily suspend a call while you perform another task.

Feature 7 9 or Feature Hold

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

Line or Intercom

Automatic Hold†: Put your active external call on hold by selecting another line.

Hold retrieval: Press Line for the held call. (Press Hold on the M7100.)

Key Inquiry

Feature * 0

Check what is programmed on any key. Use when labelling memory keys.

Last Number

Feature 5

Automatically redial the last external telephone number that you dialed.

Line pools

Feature 6 4

With a line pool, a group of telephones can share several lines. This eliminates the need for each telephone to have a separate key for every line.

To use a line pool:

1. Press Feature 6 4 or press Intercom .
2. Enter a line pool access code.

For faster access, you can program a memory key (Feature * 3) with the line pool feature code and a line pool access code. Your system can have up to three line pools.

Line

Feature 8 4 **Cancel** Feature # 8 4

Redirection† Redirect one or more lines on your telephone so that calls coming in on the line(s) are directed to one or more locations outside your Norstar system.

Note: You cannot redirect an exchange line to another exchange line.

Long tones

Feature 8 0 8

Long tones are sometimes necessary to communicate with devices such as fax or answering machines that use longer tone signals. A long tone lasts for as long as you press a key on the telephone key pad.

Messages

Feature 1 **Cancel** Feature # 1

Send a message to a colleague's display requesting that they call you.

To view and reply to your messages:

1. Press Feature 6 5, or MSG.
2. Press * and # or NEXT to view your message list.
3. Press 0 or CALL to call the person who left you the message.

To erase a message:

1. Press Hold , or ERASE while viewing a message.

† These features are not available on the M7100 telephone.

Moving line keys†

Feature * 8 1

Change the position of your line keys.

1. Press Feature * 8 1.
2. Press the line key that you want to move.
3. Press the key that you want the line to move to.
4. Press **[FIS]**.

The functions of the two keys are exchanged. Line keys cannot be exchanged with Intercom or Handfree/Mute keys.

Page

Feature 6 1 and zone (0 to 3) (0 activates all zones)

Internal: Make announcements to all, or to a specific group, of Norstar telephones through the telephone speakers.

Feature 6 2

External: Make announcements through your building's loudspeaker system (if connected).

Feature 6 3 **and zone (0 to 3) (0 activates all zones)**

External/Internal: Make announcements through both your building's loudspeaker system and the Norstar telephone speakers.

Feature 6 0 and code (1 to 3) then zone (0 to 3) (0 activates all zones)

General: You have a choice of making any of the type of page announcements listed above.

Press 1 or EXTNS for internal, 2 or SPKR for external, or 3 or BOTH for both.

Pause

Feature 7 8

Insert a 3.5 second delay in a number being dialed.

For pulse dialling only: * also inserts a 3.5 second delay in a number being dialed.

Priority Call

Feature 6 9

Interrupt a person on a call or using Do Not Disturb. You can block an incoming Priority Call while you are busy on your telephone by entering the Do Not Disturb feature code (Feature 8 5) or by pressing **BLCK** on the M7310 or M7324 telephones.

Privacy

Feature 8 3

Permit another telephone that shares your line to join your call. Privacy is re-established once you end your call.

Programmed Release

Feature * 8 9

When programmed at the end of an external autodial sequence, this feature code performs the same function as **[FIS]**.

† These features are not available on the M7100 telephone.

Programming your memory keys

Feature * 1 **External Autodial:** Store an external telephone number onto a memory key for one-touch access to that telephone number.

Feature * 2 **Internal Autodial:** Store an internal telephone number onto a memory key for one-touch access to that telephone number.

Feature * 3 **Features:** Store features onto memory keys for one-touch access to features.

Note: You cannot assign features to line, intercom, or Handstfree/Mute keys.

Recall

Feature 7 1 Generate a Recall signal to access a PBX or other host exchange.

Restriction passwords

Feature 6 8 Bypass call restrictions applied to your telephone. Press Feature 6 8 and enter a password provided by the person in charge of your system.

Ring Again

Feature 2 **Cancel** Feature # 2 When another telephone or line pool within your system is busy, or a telephone is not answered, Ring Again signals you to call back when the telephone or line pool becomes available.

Ring type

Feature * 6 Select a distinctive ring to help differentiate between your telephone and others nearby. Enter the feature code and press a number from 1 to 4 (or **NEXT** on the M7310 and M7324 telephones) to select the new ring type. To store the new ring, press Feature .

Ring volume

Feature * 8 0 Make your telephone ring so that you can adjust the volume, even while you are on a call. You can also adjust the volume any time a call is ringing at your telephone.

Run/Stop

Feature * 9 Store more than one autodial number or external carrier feature on one memory key by inserting a break point between two numbers or codes. The first press of the memory key dials the first feature or number; the next press dials the next feature or number. You can program up to four dialing sequences separated by break points.

Saved Number Redial Feature 6 7 **To save a number:** Enter this code while you are on a call that you have placed. The number appearing on the display is saved.

To dial the saved number: Enter this code when you are not on a call.

Service Modes

Feature 8 7 **Cancel** Feature # 8 7 Three Service Modes (for alternate call answering arrangements) can be turned on or off at the designated Control extension for each exchange line. Control extensions and Service Mode settings are assigned in Administration. See the person in charge of your system for details.

Show Time

Feature 8 0 3 Briefly display the date and time while you are on a call.

Speed Dial

Feature 0 Dial external telephone numbers using a two-digit code. There are two types of speed dial codes: system (01 to 70) and personal (71 to 94). System speed dial codes can be used from any Norstar telephone in the system and are assigned by the person in charge of your system. Personal speed dial codes can be used exclusively at your telephone.

To use system and personal speed dial:

1. Press Feature 0 .
2. Enter the two-digit code for the number that you want (01 to 70 for system speed dial, 71 to 94 for personal speed dial).

If Speed Dial is programmed to select a specific line, and that line is busy or not available at your telephone, the system will use the prime line. If the prime line is not available or not assigned, you will be prompted to select a line.

To program personal speed dial numbers:

1. If you are on a call or have an open line, press **Hold** or **Fls** .
2. Press Feature * 4 to enter personal speed dial codes.
3. Enter a two-digit code (from 71 to 94).
4. If you wish to specify an outgoing line, select either a line key, line pool or intercom. If none is selected, the outgoing call will be routed automatically.
5. Dial the telephone number to be assigned to that code. Telephone numbers cannot exceed 24 digits.
6. Press **Hold** to finish programming.
7. Keep a record of each personal speed dial code. (See the person in charge of your system for system speed dial codes.)

Note: Speed dial codes cannot be assigned while someone is programming your Meridian Norstar* Business Communication System.

Transfer

Feature 7 0 Send a call to another telephone within your Norstar system or externally.

Note: You cannot transfer a call on an exchange line to another exchange line call.

Transfer with announcement

To announce the call you are transferring before you complete the transfer:

1. Make or answer a call.
2. Press Feature 7 0 (or **TRANSFER** on the M7310 and M7324 telephones).
3. Call the person to whom you want to transfer the call.
4. Stay on the line until the person answers the telephone.
5. Press **Fls** (or **OK** on the M7310 or M7324 telephones) to complete the transfer.