Business Development Opportunity

The right candidate must be able to:

- Enhance business efficiency
- Guide the company safely into the future
- Keep track of 100s of incoming calls
- Memorise hours of messages and who they're for
- Demonstrate a world class pedigree
- Be easy to work with and absolutely reliable
- Work 24 hours non-stop

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Norstar Plus

Telephone Feature Card

Telephone buttons

This guide shows the Business Series Terminal (BST) buttons. The following table shows how the buttons compare with the M7100, M7310N and M7324N telephones.

Button Name	T7100, T7208, T7316, T7316E	M7100N, M7310N, M7324N
Feature	$\leq$	$\mathcal{F}$ or $\mathcal{F}$
Hold	$\geq$	⌐ or ⌐
Volume Control	$\sim$	$\sim$
Release	®	®or Release

To use a feature: Press $\leq$, $\mathcal{F}$ or $\mathcal{F}$ and enter the feature code. For example:
Press $\leq$ - ◯ to access your mailbox.
Note: The BST terminal programming keys have label tabs beside the buttons.

Using Norstar features

To use a Norstar feature

1. Press $\leq$, and enter the appropriate feature code on the keypad.
   OR
   Press the programmed memory key.
2. Follow the display messages.

On the two-line display telephones, some features are available as display keys.
If you change your mind while entering a feature code, press $\leq$ to cancel. Using the ® key to end a feature will drop an active call.

Programming memory keys

You can program memory keys for one-touch access to frequently used features. To program a feature on a memory key:

1. Press $\leq$ ● <.
2. Press the memory key that you want to program. This step is not required on the T7100 or M7100N telephones, which have only one memory key.
3. Press $\leq$ and enter the feature code on the key pad.

You can also program frequently-dialled numbers in the same way, using the following codes:

$\leq$ ●— **External autodial**: Store an external number for one-touch dialling.
$\leq$ ●▭ **Internal autodial**: Store an extension number for one-touch dialling.

You cannot assign features to line, intercom, Answer or Handsfree/Mute keys.

Norstar features

Background Music $\quad \leq$°fl $\qquad\qquad\qquad$ **Cancel** $\quad \leq$£°fl
Listen to music (provided by your office) through your telephone speaker when you are not on a call.

Call Duration Timer $\quad \leq$ ‡‡
Briefly display the approximate length of your current or most recent call.

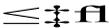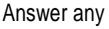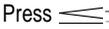**Call Forward** $\quad \leq$ > $\qquad\qquad\qquad$ **Cancel** $\quad \leq$£>
Send your calls to another telephone within or outside your Norstar system.

Calling Line ID Restriction $\quad \leq$°⁄- $\qquad\qquad\qquad$ **Cancel** $\quad \leq$£°⁄-
Block your number from displaying on the telephone you are calling (on a per call basis).

Call Offer Reject†	$\leqslant^{\circ}\!\!\!\nearrow$
	Reject a Call Offer while busy on another call (on a per call basis).

Call Park	$\leqslant \stackrel{\cdot}{\mathbf{I}}\rightarrow$
	Automatically put a call on hold so that it can be retrieved from any telephone in your Norstar system. The display shows a three-digit retrieval code. To retrieve a parked call, press the key labelled Intercom and dial the retrieval code on any telephone in your Norstar system (or lift the T7100/M7100N telephone handset and dial the retrieval code).

Call Pickup directed	$\leqslant \stackrel{\cdot}{\mathbf{I}} \mathbf{f1}$
	Answer any ringing telephone by pressing $\leqslant \stackrel{\cdot}{\mathbf{I}} \mathbf{f1}$ and dialling that telephone's extension number.

Call Pickup Group	$\leqslant \stackrel{\cdot}{\mathbf{I}} \mathbf{fi}$
	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.

Call Queuing	$\leqslant^{\circ}\_{\diagup}$
	Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.

Camp-on (Call Camping)	$\leqslant^{\circ}\boxtimes$
	Reroute an external call to another telephone even if all its lines are busy. Press $\leqslant^{\circ}\boxtimes$, then dial the extension number of the receiving telephone.
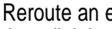
Change time by one hour	**Moving one hour forward**
	Press $\leqslant \bullet \bullet \prec - \prec$ (FWD). The display shows Forward by 1Hr?. Press YES. The display briefly shows Time Changed.
	Moving one hour back
	Press $\leqslant \bullet \bullet \boxtimes\boxtimes\boxtimes\mathbf{fi}$ (BACK). The display shows Backward by 1Hr?. Press YES. The display briefly shows Time Changed.

Class of Service password	$\leqslant \mathbf{f1}^{\circ}$
	Bypass the dialling filters on a line or telephone, or gain external access to your system. Dialling filters determine which numbers you can dial.
	Press $\leqslant \mathbf{f1}^{\circ}$, display will be blank, enter a password provided by the person in charge of your system, password does not show on the display.

Conference	$\leqslant \prec$
	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 $\leqslant \prec$.
	5. Press the line key of the first held call (not required on T7100 or M7100N telephones).
	6. Press ⑧ to end the conference call.
	To put a conference on hold:
	Press $\geqslant$. The other two callers can still speak to each other.
	To split a conference:
	Press the line or intercom key of one caller to consult privately while the other caller is on hold. To re-establish the conference, press $\leqslant \prec$.

† This feature is only available over DPNSS lines.

Conference continued	**_To disconnect one party:_** Press the line or intercom key of the caller you want to disconnect, then press ⊛. Press the line or intercom key of the remaining caller to resume your conversation. 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 may be disconnected. **_To independently hold two calls:_** Press the line or intercom key of the first caller, then press ≥. The second caller is automatically put on hold. **_To send Hookswitch or DTMF during a conference call:_** Either system telephone engaged in a three-way conference call over a Network CLID or DS trunk can issue a hookswitch or DTMF dialing request without leaving the conference. * To hear DTMF tones on both telephone during dial, activate **Long Tones** (≤ 808). * To conference in someone through the trunk, use **Recall** (≤ 71)
Contrast adjustment	≤ ● ⫤ Adjust the contrast of your display. Press ≤ ● ⫤ , then press a number from ⌐to – or press <u>UP</u> and <u>DOWN</u> to select the correct level. Press <u>OK</u> or ⊛to exit.
Dialling modes	≤ ● ° ⌫ Choose one of three methods for dialling. 1. Press ≤ ● ° ⌫. 2. Press £ or <u>NEXT</u> to select the mode. 3. Press ≥ (or <u>OK</u> on the M7310N and M7324N telephones) to store the mode. **Standard Dial:** Select a line, then dial the number. Standard dial is available even when another dialling mode is selected. **Automatic Dial:** Dial the number without choosing a line key first. Your prime line is automatically selected for the call. **Predial:** Dial the number, then press a line key to place the call. Edit the number by pressing ⌵ or <u>BKSP</u> before placing the call.To predial on a line pool, enter the line pool access code followed by a telephone number. Press the programme key labelled **Intercom** (lift handset on the T7100 or M7100N).
Do Not Disturb	≤ ° ⌂ **Cancel** ≤ £ ° ⌂ Prevent incoming calls from ringing at your telephone.
Group Listen	≤ ° ⌫ **Cancel** ≤ £ ° ⌫ Use both the handset and the speaker while you are on a call. To avoid electronic feedback, hold the handset away from the telephone's speaker during a call, and press ⊛ before hanging up. You cannot use the Group Listen feature with a headset.
Hold	≥ Temporarily suspend a call. **Exclusive Hold**: ≤ ⫤ - or ≤≥ Temporarily suspend a call and prevent other telephones from picking it up. **Automatic Hold†**: Press keys labelled **Line** or **Intercom** Put your active external call on hold by selecting another line. **Hold retrieval**: Press the line key for the held call (or ≥ on the T7100 or M7100N).
Key Inquiry	≤ ● ⌐ Check what is programmed on any key. Use when labelling memory keys.
Last Number Redial	≤ ⌂ Automatically redial the last external telephone number that you dialled.

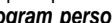|	
Line pools	$\leq$ 🕭 $>$
	With a line pool, a group of telephones can share several lines. Line pools can be created for external lines and for network lines.
	1. Press $\leq$ 🕭 $>$ or the key labelled Intercom.
	2. Enter a line pool access code.
Line Redirection[†]	$\leq$ ° $>$ **Cancel** $\leq$ £ ° $>$
	Redirect external calls to a telephone outside the office. Press $\leq$ ° $>$, select the outgoing line, enter the number to receive the redirected calls, then select the lines to be redirected.
Long tones	$\leq$ ° , °
	Generate a tone for as long as you hold down a key. Long tones are used to communicate with devices like fax or answering machines and are in effect only for your current call.
Messages	$\leq$ ╱ **Cancel** $\leq$ £ ╱
	Send a message to a colleague. Their display shows nnn (extension number) called.
	To view and reply to your messages:
	1. Press $\leq$ 🕭 🕭 , or MSG.
	2. Press ◀ and £, or NEXT to view your message list.
	3. Press ‚ , or CALL to call the person who left you the message.
	To erase a message:
	1. Press $\geq$, or ERASE while viewing a message.
Moving line keys[†]	$\leq$ ◀ ° ╱
	Change the position of your line or incoming line group keys.
	1. Press $\leq$ ◀ ° ╱.
	2. Press the line key that you want to move.
	3. Press the key to which you want the line to move.
	4. Press ® when you have finished moving line keys.
	The functions of the two keys are exchanged. Line keys cannot be exchanged with intercom, Answer, or Handsfree/Mute keys.
Page	**Internal page**: $\leq$ 🕭 ╱ and zone (Zones 0 to 6 on Modular Plus and zones 1 to 3 on Compact Plus
	Make announcements to all, or to a specific group, of Norstar telephones through the telephone speakers. Zone 0 on the Modular Plus pages all zones.
	External page: $\leq$ 🕭 ▭
	Make announcements through your building's loudspeaker system (if connected).
	Internal and external page: $\leq$ 🕭 < and zone)
	Make announcements through both your building's loudspeaker system and the Norstar telephone speakers.
Pause	$\leq$ ⌇ °
	Add $\leq$ ⌇ ° in a dialling sequence to insert a 3.5 second delay.
	For pulse dialling only: ◀ also inserts a 3.5 second delay in a dialling sequence.
Priority Call	$\leq$ 🕭 -
	Interrupt a person on a call or using Do Not Disturb. To block an incoming priority call, press $\leq$ ° 🕭 or BLOCK on the two-line display telephones.
Privacy	$\leq$ ° < **Cancel** $\leq$ £ ° <
	Permit another telephone that shares your line to join your call. Privacy is re-established once you end your call.

† These features are not available on the M7100N, T7100 telephone.

Programmed Release	$\leqslant \bullet \circ$ -
	Program at the end of an external autodial number to automatically release the call.

Recall	$\leqslant \div /$
	Generate a Recall signal to access a PBX or other host exchange.

Ring Again	$\leqslant \bowtie$ **Cancel** $\leqslant \pounds \bowtie$
	Monitor a busy, or unanswered Norstar telephone, or busy line pool. Ring Again signals you to call back when the telephone or line pool becomes available.

Ring type	$\leqslant \bullet \boxminus$
	Select a distinctive ring to help differentiate between your telephone and others nearby. Enter the feature code and press a number from —to $>$ (or <u>NEXT</u> on the two-line display telephones) to select the new ring type. Press $\leqslant$ (or <u>OK</u> on the two-line display telephones) to store the new ring.

Ring volume	$\leqslant \bullet \circ$,
	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	$\leqslant \bullet$ -
	Store a dialling sequence of up to 4 numbers or codes, to complete a single call, on one autodial key by inserting a Run/Stop between each number. The first press of the memory key dials the first feature or number; the next press dials the next number or code, etc.

Saved Number Redial	$\leqslant \boxminus \div$
	To save a number, enter the code while you are on a call. To redial the number, enter the code when you are not on a call.

Services	***Ringing service:***
	$\leqslant \circ \div /$ **Cancel** $\leqslant \pounds \circ \div /$
	Six Services (for alternate call answering arrangements) can be turned on or off at the designated Control extension for each exchange line.
	Restriction service:
	$\leqslant \circ \div \bowtie$ **Cancel** $\leqslant \pounds \circ \div \bowtie$
	Six sets of alternative restrictions (governing what calls can be made on a line or extension) can be turned on or off at a designated Control extension for each line or extension. You will be required to enter the Administration password.

Show Time	$\leqslant \circ$, $<$
	Briefly display the date and time while you are on a call.

Speed Dial	$\leqslant$,
	Dial external telephone numbers using a two-digit code. There are two types of speed dial codes: system (001 to 255) and personal (256 to 280). 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 are used exclusively at your telephone. Speed dial codes cannot be assigned while someone is programming your Norstar system.
	To make a call using a speed dial code:
	1. Press $\leqslant$, (or press your speed dial key, if programmed).
	2. Enter the three-digit code for the number that you want (001 to 255 for system speed dial, 256 to 280 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 ($\leqslant \bullet >$):
	1. Press $\leqslant \bullet >$ to enter personal speed dial codes.

Speed Dial **continued**	2. Enter a three-digit code from 256 to 280.
	3. 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.
	4. Dial the telephone number you want to program (up to 24 digits).
	5. Press ⟫ (or <u>OK</u> on the two-line display telephones).
	Keep a record of each personal speed dial code and number.

Transfer   ≤⟅⟆
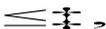
Send a call to another telephone within your Norstar system or externally.

To transfer with announcement:

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

1. Make or answer a call.
2. Press ≤⟅⟆ (or <u>TRANSFER</u> on the two-line display 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 ⟲ (or <u>OK</u> on the two-line display telephones) to complete the transfer.

To transfer without announcement:

To transfer a call without announcing the transfer:

1. Make or answer a call.
2. Press ≤⟅⟆ (or <u>TRANSFER</u> on the two-line display telephones).
3. Call the person to whom you want to transfer the call.
4. Press ⟲ (or <u>OK</u> on the two-line display telephones) before the person to whom you are transferring the call answers the telephone.

Trunk Answer   ≤° ⟫⟫

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

Voice Call   ≤ⴹⴹ

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

Voice Call **deny**	≤°°	**Cancel**	≤£°°

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

Wait for Dial **Tone**   ≤° ⟫⟩

Cause the system to wait to receive dial tone from another system before proceeding with a dialling sequence.

Call Information services

The following features are available on digital lines only.

Autobumping	≤°ⴹ	**Cancel**	≤£°ⴹ

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

Call **Information**	≤°⟋or <u>INFO</u>	**Cancel**	<u>EXIT</u> returns to call display

Display information on a call. Press ⴷ or <u>MORE</u> to toggle between displays.

Call Log   ≤°⟋⟳ or <u>CALLS</u>

To view Call Log information:

1. Press ◂ or <u>OLD</u> to view old Call Logs.
   Press ⴷ or <u>NEW</u> to view new Call Logs.
   Press ⟫ or <u>RESUME</u> to return to the last viewed Call Log.

Call Log continued	2. Press ☎ or <u>NEXT</u> to move through your Call Logs. 3. Press the right side of ⟶✓ or <u>MORE</u> to view more information on an item. ***To call from your Call Log:*** 1. Display the desired number on your telephone. 2. Edit the number, if required, using the left side of ⟶✓, <u>TRIM</u>, or <u>BKSP</u>. 3. Select a line for the call. ***To erase a Call Log item:*** 1. Press ⟹ or <u>ERASE</u> while viewing an item. ***Special characters used in Call Log displays*** <u>1</u> A new item in the Call Log is underlined. ⁻ Answered calls. ∕ The displayed information has been shortened. x The displayed information is incomplete. Press ⟸ to exit.

Call Log Options	⟸•°> Select the type of calls to automatically store in your Call Log. Press ☎ or <u>NEXT</u> to see the next setting. Press ⟹ or <u>OK</u> to select the displayed setting.

Call Log Password	⟸•°𝔥 Program a password for your Call Log. To remove the password, replace it with a blank password. If you forget your password, see the person in charge of your system.

Logit	⟸°∕< Store caller information for the current active call in your Call Log.

MCID	⟸° - ╪ Store caller information for last external call. This feature only works if the incoming calls were received over ISDN lines, and the feature is activated in programming. Check with your system administrator. The code must be invoked within 30 seconds after the caller hangs up, and before you hang up.

SWCA	⟸•𝔥▢, to ⟸•𝔥<𝔥 programmed to keys with indicators If you are part of a call group, you may have a number of line keys that are labelled as SWCA (system-wide call access). How you use these keys, depends on how the system administrator set up the system. **Assigning lines to SWCA keys:** If an incoming call appears beside a line key and an assigned SWCA key, the line is automatically being assigned to the SWCA key. All other telephones with the same SWCA key configured will also see the call. You answer the call or put the call on Hold by pressing the SWCA key. When you answer the call, or put the call on Hold, the indicator beside the line button will disappear and only the SWCA key will indicate that the call is present. If an incoming call only displays an indicator beside the line key, you need to press a SWCA key that is free to assign the line to a SWCA key. In this case, the call will not display to the other telephones until you assign it to a SWCA key. From that point on, the call will display beside the SWCA key only. When you assign the line to a SWCA key, it will display on all other telephones that have that key also assigned to that SWCA feature code. **Retrieving SWCA calls from Hold:** Your system administrator also chooses a setting that defines who can answer a SWCA call when it is on Hold. The system can allow the call to be answered from any telephone that has the same SWCA key assigned. Or, the system can be configured to keep the call only available to the telephone where it was put on Hold. If a call is answerable on other telephones, the indicator beside the SWCA key on those sets fast flashes when a call is on hold. **No free SWCA keys:** If all your SWCA keys are occupied when you answer an incoming call, the call will remain on the line button it came in on. In this case, the call can only be taken off Hold at the telephone where it was put on Hold. If a SWCA key becomes available during the call, you can assign the line to a SWCA key by pressing the available SWCA key.