



Norstar

Compact Plus

Telephone Feature Card

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Using Norstar features

To use a Norstar feature

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

On the M7310N and M7324N telephones, some features are available as display keys. If you change your mind while entering a feature code, press to cancel. Using the key to end a feature will drop an active call.

Programming memory keys

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

1. Press * .
2. Press the memory key that you want to programme. (This step is not required on the M7100N telephone which has only one memory key).
3. Press and enter the feature code on the keypad.

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

- * **External autodial:** Store an external number for one-touch dialling.
 * **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

Cancel

#

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

Call Duration Timer

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

Call Forward

Cancel

#

Send your calls to another telephone within or outside your Norstar system.

Calling Line ID Restriction

Cancel

#

Block your number from displaying on the telephone you are calling (on a per call basis).

Call Park

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 and dial the retrieval code on any telephone in your Norstar system (or lift the M7100N telephone handset and dial the retrieval code).

Call Pickup directed

Answer any ringing telephone by pressing and dialling that telephone's extension number.

Call Pickup GroupFeature

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 QueuingFeature

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)**Feature

Reroute an external call to another telephone even if all its lines are busy. Press , then dial the extension number of the receiving telephone.

**Change time
by one hour****Moving one hour forward**

Press * * 3 9 3 (FWD). The display shows *Forward by 1Hr?*. Press YES. The display briefly shows *Time Changed*.

Moving one hour back

Press * * 2 2 2 5 (BACK). The display shows *Backward by 1Hr?*.

Press YES. The display briefly shows *Time Changed*.

**Class of
Service
password**Feature

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 , display will be blank, enter a password provided by the person in charge of your system, password does not show on the display.

ConferenceFeature

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 .
5. Press the line key of the first held call (not required on the M7100N telephone).
6. Press to end the conference call.

To put a conference on hold:

Press . 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 .

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.

Contrast adjustment

Feature

Adjust the contrast of your display. Press , then press a number from to or press **UP** and **DOWN** to select the correct level. Press **OK** or to exit.

Dialling modes

Feature

Choose one of three methods for dialling.

1. Press .
2. Press or **NEXT** to select the mode.
3. Press (or **OK** 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 **BACKSP** before placing the call. To predial on a line pool, enter the line pool access code followed by a telephone number, then press (or lift the handset on the M7100N).

Do Not Disturb

Feature

Cancel

Prevent incoming calls from ringing at your telephone.

Group Listen

Feature

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[†]: or

Put your active external call on hold by selecting another line.

Hold retrieval: Press for the held call (or on the M7100N).

Key Inquiry

Feature

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

Last Number Redial

Feature

Automatically redial the last external telephone number that you dialled.

Line pools

Feature

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 or .
2. Enter a line pool access code.

Line Redirection† Feature **Cancel** Feature #

Redirect external calls to a telephone outside the office. Press Feature , select the outgoing line, enter the number to receive the redirected calls, then select the lines to be redirected.

Long tones Feature

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 Feature **Cancel** Feature #

Send a message to a colleague. Their display shows **rrr** (extension number) **called**.

To view and reply to your messages:

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

Moving line keys† Feature *

Change the position of your line or incoming line group keys.

1. Press Feature * .
2. Press the line key that you want to move.
3. Press the key to which you want the line to move.
4. Press **Ris** 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:** Feature **and zone (0 to 6) (0 activates all zones)**
Make announcements to all, or to a specific group, of Norstar telephones through the telephone speakers.

External page: Feature

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

Internal and external page: Feature **and zone (0 to 6) (0 activates all zones)**
Make announcements through both your building's loudspeaker system and the Norstar telephone speakers.

Pause Feature

Add Feature 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.

† These features are not available on the M7100N and M7000 telephone.

Priority CallFeature

Interrupt a person on a call or using Do Not Disturb. To block an incoming priority call, press or **BLOCK** on the M7310N or M7324N telephones.

PrivacyFeature **Cancel**Feature #

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

Programmed ReleaseFeature *

Programme at the end of an external autodial number to automatically release the call.

RecallFeature

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

Ring AgainFeature **Cancel**Feature #

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 typeFeature *

Select a distinctive ring to help differentiate between your telephone and others nearby. Enter the feature code and press a number from to (or **NEXT** on the M7310N and M7324N telephones) to select the new ring type. Press (or **OK** on the M7310N and M7324N telephones) to store the new ring.

Ring volumeFeature *

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/StopFeature *

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 RedialFeature

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***Ringin* service:**Feature **Cancel**Feature #

Six Services (for alternate call answering arrangements) can be turned on or off at the designated Control extension for each exchange line.

***Restriction* service:**Feature **Cancel**Feature #

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 TimeFeature

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 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 Feature 0 (or press Speed Dial if programmed).
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 programme personal speed dial numbers:

Feature * 4

1. Press Feature * 4 to enter personal speed dial codes.
2. Enter a two-digit code from 71 to 94.
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 programme (up to 24 digits).
5. Press Hold (or **OK** on the M7310N and M7324N telephones).
6. Keep a record of each personal speed dial code and number.

Transfer

Feature 0

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 Feature 0 (or **TRANSFER** on the M7310N and M7324N 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 **Ris** (or **OK** on the M7310N and M7324N 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 Feature 0 (or **TRANSFER** on the M7310N and M7324N telephones).
3. Call the person to whom you want to transfer the call.
4. Press **Ris** (or **OK** on the M7310N and M7324N telephones) before the person to whom you are transferring the call answers the telephone.

Trunk Answer

Feature 0 0

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

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

Cancel

Feature

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

Wait for Dial Tone

Feature

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

Feature

Cancel

Feature

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

Feature or INFO

Cancel

EXIT returns to call display

Display information on a call. Press or MORE to toggle between displays.

Call Log

Feature or CALLS

To view Call Log information:

1. Press or OLD to view old Call Logs. Press or NEW to view new Call Logs. Press or RESUME to return to the last viewed Call Log.
2. Press or NEXT to move through your Call Logs.
3. Press the right side of or MORE 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 , TRIM, or BACKSP.
3. Select a line for the call.

To erase a Call Log item:

1. Press or ERASE while viewing an item.

Special characters used in Call Log displays

- 1 A new item in the Call Log is underlined.
- 1** Answered calls.
- ✓ The displayed information has been shortened.
- ✗ The displayed information is incomplete. Press to exit.

Call Log Options

Feature

Select the type of calls to automatically store in your Call Log. Press or NEXT to see the next setting. Press or OK to select the displayed setting.

Call Log Password

Feature

Programme 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

Feature

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