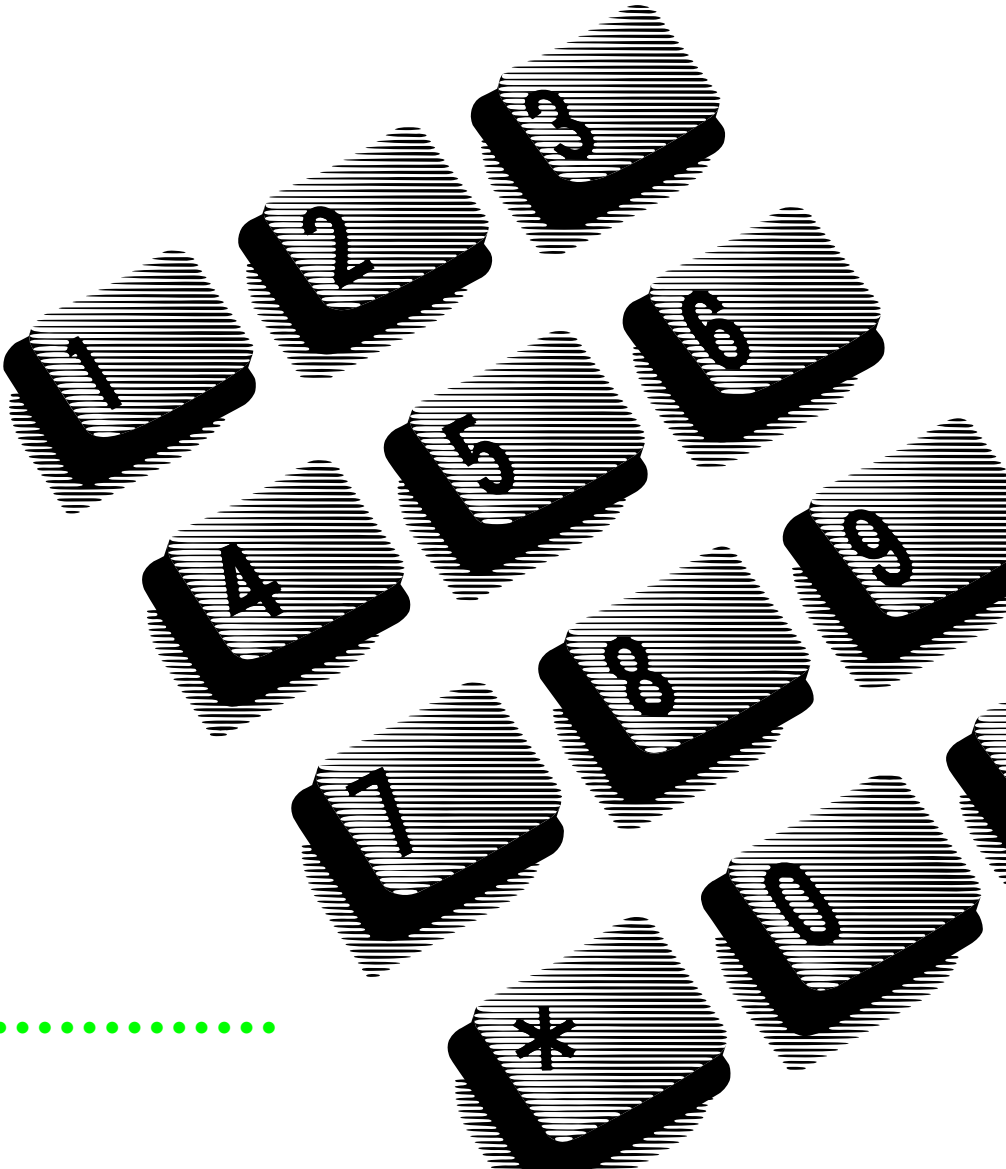


# NORTEL NORSTAR

Norstar ICS  
Telephone Feature Guide




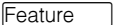



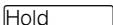








# About this guide

Use this guide as a quick reference for accessing the features of your telephone. Your system administrator will inform you if any of these features are not available for your telephone.

## Buttons




This guide uses the 7316E digital phone button icons. The table below shows which buttons to use on the different types of Nortel Networks telephones.





Button Name	Digital phones/ Digital Mobility phones	Legacy telephones
Feature		
Hold	 or  or 	 or 
Volume Control		
Release Onhook/Offhook	 	

\* 7000/7100 digital phones: Features not supported or different action required  
^ Digital Mobility phones: Features not supported or different action required

## Telephone features




### Background Music

**Cancel**    




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

### Button Inquiry

Check what is programmed on any button. Use when labeling buttons.




### Call Duration

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




### Call Forward

**Cancel**   

Send your calls to another telephone in your system.

### Call Park

Put a call on hold so that it can be picked up from any telephone in your system. The display shows a three-digit retrieval code.

To retrieve a parked call from a telephone, press an intercom button and dial the retrieval code.

\*Lift the handset/go off-hook and dial the retrieval code.

---

**Call Pickup  
- directed**

7 6

Answer any ringing telephone.

Press  7 6 and dial the DN number for the ringing telephone.

---

**Call Pickup  
group**

7 5

Answer a call that is ringing at another telephone in your pickup group. The external call that has been ringing longest is answered first.

---

**Call  
Queuing**

8 0 1

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**

8 2

Re-route a call to another telephone even if all its lines are busy.

Press  8 2, then dial the extension number of the receiving telephone.

---

**Class of  
service  
password**

6 8

Change the dialing filters on a line or telephone, or gain external access to your system. Dialing filters determine which numbers you can dial.

Press  6 8 and enter a password provided by your system administrator to change your class of service.

---

**Conference**

3

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  3.

5. Press the line or intercom button of the first held call (\*^not required, call connects automatically).

6. Press  to end the conference call.

**To remove yourself from a conference permanently  
(unsupervised conference):**

Press  7 0. The other two callers remain connected. (Some external lines may not support this feature. See your system administrator.)

**To put a conference on hold:**

Press . The other two callers can still talk to each other.

**To split a conference:**

Press the line or intercom button of one caller to consult privately while the other caller is on hold. To re-establish the conference, press

3.

---

---

**Conference continued** **To disconnect one party:**

Press the line or intercom button of the caller you want to disconnect, then press . Press the line or intercom button of the remaining caller to resume your conversation.

**To independently hold two calls:**

Press the line or intercom button of the first caller, then press . The second caller is automatically put on hold. To re-establish the conference, retrieve one call from hold, press , then retrieve the second call from hold.

---

**Dialing modes**

\*

Choose one of three methods of dialing.

^ (set-based)

1. Press \* .

2. Press to select the mode.

3. Press to store the mode.

**Standard Dial:** Select a line, then dial the number. (Standard Dial is always available, even when another dialing mode is selected.)

**Automatic Dial:** Dial the number without choosing a line button first. Your prime line is automatically selected for the call.

**Pre-Dial:** Dial the number, then press a line button to place the call. Edit the number by pressing before placing the call.

---

**Do Not Disturb**

**Cancel** #

When you are not on a call prevent all incoming calls, except priority calls, from ringing at your telephone. When you are on a call, block an incoming priority call.

---

**Group Listening**

**Cancel** #

\*^ (not avail.)

Use both the handset and speaker while you are on a call. To avoid electronic feedback, keep the handset away from the speaker during the call, and press to hang up.

---

**Hold**

Temporarily suspend a call.

To retrieve a held call, press the line button for the held call.

\*^ (Press Hold/Recall)

**Exclusive Hold** or

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

---

**Last Number Redial**

Automatically redial the last external telephone number that you dialed.

---

---

**Language Choice**

- \* 5 0 1 Select Primary Language for the telephone display.
- \* 5 0 2 Select Alternate Language for the telephone display.
- \* 5 0 3 Select Alternate Language 2 for the telephone display.
- \* 5 0 4 Select Alternate Language 3 for the telephone display.

^This feature sets the system-based prompts. Use the handset menu to set the set-based prompts.

**Line pools**

6 4

\*^ (no intercom key)

With a line pool, telephones can share several lines for making calls.

1. Press  6 4 or an intercom button.
2. Enter a line pool access code. (See your system administrator for a list.)

---

**Line Redirection**

8 4

**Cancel**  # 8 4


\*^ (not avail.)

Send calls arriving on an external line to another telephone outside your system. (Some external lines may not support this feature. See your system administrator.)

---

**Link**

7 1

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

---

**Long Tones**

8 0 8

Generate a tone for as long as you hold down a button. This is used to communicate with devices like fax or answering machines. Long tones are in effect only for your current call.

^ (static three-second tone per button press)

---

**Messages**

1

**Cancel**  # 1

Send a message to another telephone within your system.

**To view and reply to your messages:**

1. Press  6 5.
2. Press \* and # to view your message list.
3. Press 0 to call the person who left you the message.

**To erase a message:**

1. Press  while viewing a message.


---

**Moving line buttons**

\* 8 1

\*^ (not avail.)

Change the position of your line or hunt group buttons.

1. Press  \* 8 1.
2. Press the line button that you want to move.
3. Press the button that you want to move the line to.
4. Press . The two buttons are exchanged.
5. Update the button label strip on your telephone.

Line buttons cannot be exchanged with intercom, answer or handsfree buttons.

---

**Name and number blocking**

[\*] 8 1 9

**Cancel** [\*] # 8 1 9

Block the outgoing name and/or number on a per-call basis.

1. Press [\*] 8 1 9.

---

**Page**

[\*] 6 0 and the code (1 to 3) and zone

\*^ (cannot

(Zones 0 to 6 on Modular ICS and zones 1 to 3 on Compact ICS)

receive pages)

Make a page announcement through either the internal (code 1) or external (code 2) speakers, or both (code 3). Zone 0 on the Modular ICS pages all zones.

Page announcements are programmed to timeout after a pre-selected amount of time which is set by your system administrator.

**Internal page** [\*] 6 1 **and zone**

Make a page announcement to all, or to a specific group of telephones, through the telephone speakers.

**External page** [\*] 6 2

Make a page announcement through an external loudspeaker system.

**Internal and external page** [\*] 6 3 **and zone**

Make a page announcement through both your telephone speakers and an external loudspeaker system.

---

**Pause**

[\*] 7 8

Program a 1.5-second delay ⏸, into an external autodial sequence.

For pulse dialing: [\*] also inserts a 1.5-second delay.

---

**Priority Call**

[\*] 6 9

\*^(ringing call)

Interrupt a person who is on a call.

A person on another call can press [\*] 8 5 (Do Not Disturb) to block priority calls.

---

**Privacy**

[\*] 8 3

Change the privacy setting for an external line.

If a line normally has privacy, this permits another telephone that shares the line to join your call by selecting the active line.

If a line normally has privacy disabled, this prevents another telephone that shares the line from joining your call by selecting the active line.

The privacy setting is re-established once you end your call or when you enter the Privacy feature code again.

---

**Ring Again**

[\*] 2

**Cancel** [\*] # 2

Monitor a busy or unanswered telephone, or a busy line pool within your system. Ring Again signals you to call back when the telephone or line pool becomes available.

---

**Ring**

[\*] \* 8 0

**volume**

^ (set-based)

Make your telephone ring so that you can adjust the volume. You can also adjust the volume any time your telephone rings.

---

---

## Run/Stop

**[☎] [\*] 9**

Store more than one autodial number or external carrier feature code on one memory button by inserting a break point **[☎]** between numbers or codes.

The first press of the button dials the first number or code; the next press dials the next number or code. You can program up to four numbers or codes separated by break points.

---

## Saved Number Redial

**[☎] 6 7**

Save a number to redial later. Enter the code while you are on a call that you have dialed to save the number. Enter the code when you are not on a call to redial the saved number.

---

## Service Schedules

Show service schedules **[☎] 8 7 0**

Display the modes that have been turned on at a designated control set.

### Ringin service

**[☎] 8 7 1**

**Cancel [☎] # 8 7 1**

Turn on one of six schedules for alternative ringing/call answering arrangements from a designated control telephone.

### Restrictions service

**[☎] 8 7 2**

**Cancel [☎] # 8 7 2**

Turn on one of six services for restrictions on particular lines or telephones from a designated control telephone. You will be required to enter a password.

### Routing services

**[☎] 8 7 3**

**Cancel [☎] # 8 7 3**

Turn on one of six services for routing on particular lines or telephones from a designated control telephone. You will be required to enter a password.

---

## Silent monitoring

**[☎] [\*] 5 5 0**

\*^(not avail.)

**If your two-line telephone has been designated as a supervisor telephone, use this code to start monitoring members of a hunt group.**

1. Press **[☎] [\*] 5 5 0**.
2. Enter the SM password provided by your system administrator.
3. Enter the local (DN) of the Hunt group telephone you want to monitor.

**Note: If the telephone does not have a current call, or if the call is an internal call, you will not be able to monitor the call.**

---



---

## Speed Dial 0

Dial an external telephone number using a three-digit code.

There are two types of speed dial codes: system (001 to 255) and user (256 to 279).



System speed dial codes can be used from any display telephone in the system. They are assigned by your system administrator.

User speed dial codes are used exclusively at your telephone.

### To make a call using a speed dial code:


1. Press  0.
2. Enter the three-digit code for the number.

### To program user speed dial numbers:

1. Press  \* 4.
  2. Enter a three-digit code from 256 to 279.
  3. Specify an external line by pressing a line or intercom button or by entering a line pool. If you do not specify the line, the system automatically chooses a line for the call.
  4. Dial the telephone number you want to program (up to 24 digits).
  5. Press .
  6. Record the code and the number you have just programmed.
- You cannot program user speed dial numbers while someone else is programming your system. Codes you enter can be overridden by your system administrator.

---

## Static time and date 8 0 6

**Cancel**  # 8 0 6

Change the first line of the display to the current time and date.

^(Automatic change for Daylight Savings Time is not supported)

---



## Time & date 8 0 3

Briefly display the time and date while you are on a call.

---

## Transfer 7 0

Send a call to another telephone within your system, or to an external telephone. You may not be able to transfer a call on an external line to an external telephone, depending on the capabilities of the lines.

1. Make or answer a call.
2. Press  7 0.
3. Call the person you want to transfer the call to.
4. Stay on the line if you wish to speak to the person first.
5. Press  to complete the transfer.

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.

---

**Trunk Answer**

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

---

**Voice call**

\*^(ringing call)

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

---

**Voice call deny**

**Cancel**

^(not avail.)

Prevent your telephone from receiving voice calls. Do Not Disturb (  ) also prevents your telephone from receiving voice calls.

---

**Wait for dial tone**

Program in an external autodial number to cause the system to wait to receive dial tone   from another system before proceeding with the dialing sequence.

---

## Call Display Services

The following features are available only if you subscribe to Call Display services or to special line services from your local telephone company.

**Autobumping**

**Cancel**

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

---

**Call Information**

Display the name, number or line name of a ringing or held call. Press  to move through the information displays.

\*^(not allowed if there is an active call or a held call and the handset is the conference master; not allowed when there is a non-ringing incoming call.)

---

**Call Log**

**Call Log displays use the following special characters:**

- 1 (underline) identifies a new item
- 1 identifies answered calls
- 5 identifies long distance calls
- ↙ identifies that the information has been shortened


**To view your Call Log:**

1. Press  to view old items.  
Press  to view new items.  
Press  to return to the last viewed item.
  2. Press  and  to move through your items.
  3. Press   to view more information on an item.
-



---

**Call Log  
continued**

**To erase a Call Log entry:**

Press  while viewing an item.



**To return a call from your Call Log:**

1. Display the desired number on your telephone.
2. Edit the number, if required. You can add numbers for long distance dialing or line pool access or remove numbers using  .
3. Press a line button.
4. Lift the handset.

---

**Call Log  
options**

Select the type of calls that will automatically be stored in your Call Log. Press  to see the next setting. Press  to select the displayed setting.

---

**Call Log  
password**

Program a four-digit password for your Call Log. To remove a forgotten password, see your system administrator.

---

**Logit**

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

---

**Malicious  
Caller ID  
(MCID)**

Store caller information on the service provider system for last external call.

^(not supported  
for this profile)

This feature only works if your system uses ETSI ISDN lines. Check with your system administrator. The code must be invoked within 30 seconds after the caller hangs up, and before you hang up.

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