

Instructions for NorStar Telephones

ANSWERING AN INTERCOM: Lift receiver.

ANSWERING AN OUTSIDE CALL: Lift receiver, then select line you wish to answer. If that line rings on your telephone, it will automatically be answered when you pick up the receiver.

BACKGROUND MUSIC: To activate: Press feature button then 86. To cancel, press feature button, then the pound (#) button, and 86. Use the volume bar under the dial pad to control the volume of the music.

BUTTON INQUIRY: Press the feature button, then the star (*) button, and 0. Then press any button on your telephone. Read in your display to find what is programmed on that particular button.

CALL FORWARD TELEPHONE INTERCOM: If you would like to call forward your telephone to another telephone intercom in your office, you may do so.

Press the feature button, then 4, then dial the three digit extension number of the person you want to answer your telephone. NOTE: This will transfer any call that rings on your telephone, including your intercom calls. TO CANCEL: Press the cancel soft key on the right side of the LCD display or Feature 4.

CALL FORWARD TELEPHONE NUMBER TO ANOTHER TELEPHONE NUMBER:

If you would like to call forward to another telephone number, you may do so.

Press 20 then dial the telephone number, (e.g. 7 XXX-XXXX). You do not need to include the area code to call forward to a local number.

If you want to forward to a long distance number, press 20 then dial 1, auth code, plus area code and telephone number, (e.g. 1-XXXX-XXX-XXX-XXXX). *You will be charged toll when forwarding to a long distance number.*

CANCEL CALL FORWARD:

You must access the line you call forwarded to cancel the call forward. Press line button, listen for dial tone and press 30.

CONTRAST ADJUSTMENT: Press the feature button then press the star (*) button and 7. Press the up or down soft keys to adjust the darkness/lightness of your LCD display, or 1 through 4 on your keypad.

VOICE CALL: This feature allows you to call an intercom, opening the speaker on the extension you have called. Both parties can communicate without picking up the handset, if you preset hands free on your telephone after initiating the voice call feature. TO USE: Press feature 66

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and dial the three digit extension you wish (or press the intercom button programmed for that individual).

DENY VOICE CALL: This feature allows you to deny people to voice call you through the speaker on your telephone. Pressing the feature button then pressing 88, closes the speaker on your telephone. When someone tries to voice call you on your telephone, your intercom will ring instead of opening the speaker. **TO ACTIVATE:** Press the feature button, then press 88. **TO DEACTIVATE:** Press the feature button, the pound (#) button and 88.

DO NOT DISTURB: Prevents incoming calls from ringing at your telephone. **TO ACTIVATE:** Press the feature button, then press 85. **TO DEACTIVATE:** Press the feature button, the pound (#) button, and then 85.

EXCLUSIVE HOLD: Temporarily suspends an external call and prevents other telephones from picking it up. **TO ACTIVATE:** press the feature button, then press the hold button. **TO RETRIEVE:** press the line button of the held call. Can be retrieved only at the telephone where it was activated.

HANDS FREE: This feature allows your telephone to become a speaker telephone. Press the handsfree mute key, answer or make desired call. Press the RLS button to hang up. If in the middle of a conversation, you wish to cancel your hands free, just pick up the receiver.

HOLDING CALLS: To put a call on hold, press the HOLD button, then hang up the receiver. To retrieve, pick up the receiver, press the line the call is being held on.

INTERCOM CALL PICK-UP: This feature allows you to answer someone else's intercom. The intercom numbers must be placed in a pick-up group by the Telecommunication Services Office. **TO USE:** Press the feature button, then press 75.

Link Button Uses

TO TRANSFER A CALL: To another telephone number, (not an intercom number), with the caller on the line, press link and dial the number you wish to transfer to. When you hear a ring, you may hangup or you can stay on the line to announce the transfer of the call. If you transfer a call and get a busy signal or no answer, press the link button twice, to go back to the original caller.

TO MAKE THREE WAY CONFERENCE CALL: If you want to have a conference call with two other telephone numbers, call the first party as normal, when you have informed them that you are initiating a three way conference call, press link and dial the second party. When they answer, press link again and all three parties should be connected.

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PLACING AN INTERCOM CALL: Lift receiver, press intercom button, dial the 3-digit extension number or press the button you have that intercom number programmed on.

PLACING AN OUTSIDE CALL: Lift receiver, then select the line that you wish to place the call on. If that line rings on your telephone, you do not have to select the line.

PROGRAM FEATURE BUTTONS: To program any feature available on the NorStar system, press the feature button then press the star (*) button, then 3, then the button you want to program, then the feature button and the number of that feature (ex. Feature star (*), 3, button to program; feature 85

[for Do Not Disturb]). To use the programmed feature, press the button the feature is stored on. TO

DEACTIVATE: press the button the feature is stored on again.

PROGRAM EXTERNAL AUTODIAL: This feature allows you to store any telephone number that is not a 3-digit intercom number, for one button access. Press the feature button, star (*) button, then

press 1. Press the button you wish to program, dial the telephone number as you would if you were

calling the number. Then press OK or hold. To use, lift the receiver and press the button the number is stored on.

PROGRAM INTERNAL AUTODIAL: This feature allows you to store any intercom number for one button access. Press the feature button, star (*) button, then press 2. Press the button you wish to

program and then dial the 3-digit extension number. To use, lift the receiver and press the button the number is stored on.

RING TYPE: Selects a distinctive ring to help differentiate between your telephone and others nearby. Press the feature button, star (*) button, then press 6. Then press next or 1 through 4 to select the ring type. Press hold or OK to store the new ring.

RING VOLUME: Determines how loud you want your telephone to ring. Press the feature button, star (*) button, then press 80. Then press the volume bar (below the keypad), up or down.

MOST FEATURES ARE LISTED UNDER THE RECEIVER OF YOUR NORSTAR TELEPHONE. TO USE A FEATURE, PRESS THE FEATURE BUTTON AND THE STAR (*) BUTTON, IF APPLICABLE, THEN PRESS THE CODE NUMBER. TO CANCEL, THAT SAME FEATURE, PRESS THE FEATURE

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BUTTON, THE POUND (#) BUTTON, AND THE CODE NUMBER.