norstar

**Compact DR5
Telephone
Feature Card**
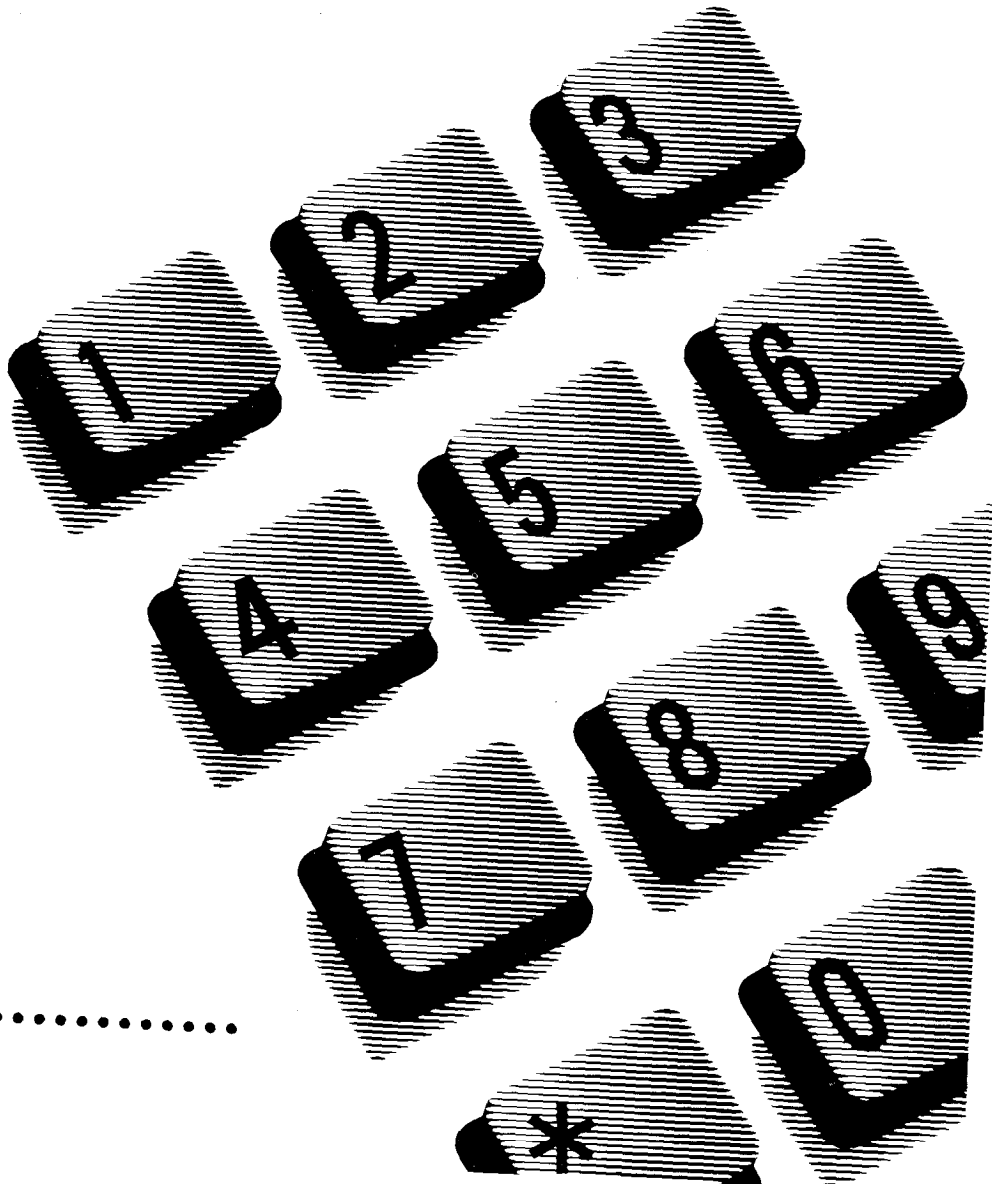
Using Norstar features

Using a Norstar feature	1. Press ⌈Feature⌉ , and enter the desired feature code on the dial pad. **OR** Press the programmed memory button. 2. Follow the display messages.
	Note: On M7310 and M7324 Telephones, some features are also available on the display buttons.
Programming a Norstar feature on a memory button	1. From an idle telephone, or with your calls on hold, press ⌈Feature⌉ ✳ ③ . 2. Press the memory button that you want to program. (This step is not required on the M7100 Telephone.) See your telephone user card for the location of the memory buttons. 3. Enter the feature code you want to program.

Personalizing your telephone

Autobumping	⌈Feature⌉ ⑧ ① ⑤	Allows the oldest log entry to be deleted from a full Call Log when a new item is logged, so that the new log entry can be stored. For more information, see Call Log. **Cancel** ⌈Feature⌉ # ⑧ ① ⑤
Background Music	⌈Feature⌉ ⑧ ⑥	Allows you to listen to music (provided by your office) through your telephone speaker when you are not on a call. **Cancel** ⌈Feature⌉ # ⑧ ⑥
Button Inquiry	⌈Feature⌉ ✳ ⓪	Checks what is programmed on any button. Use this feature when labeling memory buttons.
Call Log Password	⌈Feature⌉ ✳ ⑧ ⑤	Programs a password for your Call Log. To remove the password, see your System Coordinator.
Class of Service	⌈Feature⌉ ⑥ ⑧	Overrides the Class of Service on a telephone to allow you to make a call from that telephone. The Class of Service determines which numbers you can dial. Switch from one Class of Service to another using this feature code and a password provided by your System Coordinator.
Contrast Adjustment	⌈Feature⌉ ✳ ⑦	Adjusts the contrast of your telephone display. Press ① through ⑨ (depending on your telephone).
Dialing Modes	⌈Feature⌉ ✳ ⑧ ②	Changes the on-hook Dialing Modes. The three Dialing Modes are: **Automatic Dial:** If you have a Prime line, dial a telephone number without pressing a line button. A line is selected automatically. **Pre-Dial:** Dial a telephone number. Edit it by pressing BKSP, or the left side of ◀) ◀)). Press a line button to place the call. **Standard Dial:** Press a line button, then dial a telephone number.
Do Not Disturb	⌈Feature⌉ ⑧ ⑤	Prevents incoming calls from ringing at your telephone. **Cancel** ⌈Feature⌉ # ⑧ ⑤

Language Choice	[Feature] [*] [5] [0] [1]	Selects the English language for the telephone display.
	[Feature] [*] [5] [0] [2]	Selects the alternate language for the telephone display.
Moving Line Buttons	[Feature] [*] [8] [1]	Changes the position of a line button. Remember to switch the button caps after the line button is moved. Lines cannot be moved to positions occupied by [Intercom], [Handsfree], or [Answer] buttons. This feature is not available on the M7100 Telephone.
Programming Call Log	[Feature] [*] [8] [4]	Select the type of calls that will be automatically stored in your Call Log.
Programming memory buttons	[Feature] [*] [1]	**External Autodial:** Stores a line (optional) and an external telephone number onto a memory button for one button access to that number.
	[Feature] [*] [2]	**Internal Autodial:** Stores an internal telephone number onto a memory button for one-button access to that telephone number.
	[Feature] [*] [3]	**Program Features:** Stores a feature onto a memory button for one-button access to that feature.

Note: [Line], [Intercom], [Answer], or [Handsfree] cannot be programmed.

Programming a feature button:
1. Press [Feature] [*] [3]. (For M7100 Telephones, go to step 3.)
2. Press the memory button you want to program.
3. Enter the feature code of the feature you want to program.
4. If you entered the Line Pool feature code in step 3, enter the access code for a line pool.

Ring Type	[Feature] [*] [6]	Selects a distinctive ring to help differentiate between your telephone and others nearby. Enter the feature code and press NEXT or [1] through [4] to select the new Ring Type. Press [Hold] or OK to store the new ring.
Ring Volume	[Feature] [*] [8] [0]	Makes your telephone ring so you can adjust the volume, even while you are on a call.
Run/Stop	[Feature] [*] [9]	When using the External Autodial programming feature, inserts a break point between two or more numbers stored on a memory button. Press the memory button once to dial the first number; a second time to dial the second number, and so on.

Speed Dial	[Feature] [*] [4]	**Personal:** Programs a telephone number into a Personal Speed Dial code (from 71 to 94).

Programming a Personal Speed Dial code:
1. Press [Feature] [*] [4] to enter Personal Speed Dial codes.
2. Enter a two-digit code (from 71 to 94).
3. To program a line as part of the Speed Dial code, press a line button or a line pool button.
4. Enter the telephone number to be assigned to that code. Telephone numbers cannot exceed 24 digits.
5. Press [Hold] or OK to finish programming.

Voice Call Deny	[Feature] [8] [8]	Prevents your telephone from receiving Voice Calls, permits only ordinary ringing calls. **Cancel** [Feature] [#] [8] [8]

Remote system signaling

Link	[Feature] [7] [1]	Generates a Link signal (also called flash or recall) on an active line to access other systems or carriers.
Pause		When programmed in an External Autodial sequence, inserts a 1.5-second delay in a number being dialed.
	[Feature] [7] [8]	**For Pulse and Tone Dialing**
	[*]	**For Pulse Dialing only**
Programmed Release	[Feature] [*] [8] [9]	When programmed at the end of an External Autodial sequence, performs the same function as [Rls].

System features

Call Duration Timer	[Feature] [7] [7]	Briefly displays the length of your current call. If your telephone is idle, the length of your most recent call is displayed.
Call Log	[Feature] [8] [1] [2]	Opens your Call Log to view stored caller information. The Call Log displays use special characters.

    1   A new item in the Call Log is underlined.

)   Answered calls are identified.

    S   Long distance calls are identified.

    ⁄   The displayed information has been truncated.

Note: Call Log is only available if you have subscribed to Call Display services from your local telephone company.

Calling from your Call Log:
1. Navigate to the appropriate log item, and display the number.
2. Edit the number, if required. The leading digits may need to be trimmed, or digits may need to be added for Long Distance or line pool access. See your System Coordinator.
3. Press a line button.
4. Lift the receiver.

Message	[Feature] [6] [5]	**Reply to Message:** Review your list of external and internal display messages, and return calls. **Cancel** [Feature] [#] [6] [5]
	[Feature] [1]	**Send Message:** Leave a message on a co-worker's telephone display to call you back. **Cancel** [Feature] [#] [1]
Page	[Feature] [6] [0]	Allows you to make announcements through either the internal or external speakers, or both. Enter the feature code, the page code (1 for internal, 2 for external, or 3 for both), and the zone (0 to 3).
	[Feature] [6] [2]	**External:** Allows you to make announcements through your office's loudspeaker system (if connected).
	[Feature] [6] [3]	**External/Internal:** Allows you to make announcements through both your Norstar telephone speakers and your office's loudspeaker system. Enter the feature code, and the zone (0 to 3).
	[Feature] [6] [1]	**Internal (Zone):** Allows you to make announcements, through the Norstar telephone speakers, to a group of Norstar telephones. Enter the feature code, and the zone (0 to 3). 0 pages all zones.
Service Modes	[Feature] [8] [7]	Activates one of up to three different telephone answering options, eliminating the need to forward all your calls. Only an assigned Control Telephone can turn ON Service Modes. See your System Coordinator. **Cancel** [Feature] [#] [8] [7]
Show Time	[Feature] [8] [0] [3]	Briefly displays the date and the time.

Handling calls

Call Forward

| Feature | 4 | Sends your calls to another telephone in your Norstar system. |

Cancel   Feature | # | 4

| Feature | 8 | 2 | **Camp-On:** Re routes a call to another telephone even if all its lines are busy.

Call Information

| Feature | 8 | 1 | 1 | Briefly displays the name, number and line name of a ringing or held call. Press # or VIEW repeatedly to cycle through the three displays of information.

Note: Names and numbers for external callers are displayed only if you have subscribed to Call Display services from your local telephone company.

Call Park

| Feature | 7 | 4 | Automatically puts 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.

| Intercom | X | 0 | 1 | or | X | 0 | 2 | **Call Park Retrieval:** Answers a parked call from any telephone in your Norstar system by pressing Intercom and dialing the retrieval code. On the M7100 Telephone, dial just the retrieval code. The retrieval code is made up of a programmable Call Park prefix (0 to 9), followed by a call number (01 or 02).

Conference

| Feature | 3 |

Setting up a three person call:
1. Make or answer the first call.
2. Put the first call on hold.
3. Make or answer the second call.
4. Press Feature 3 (or press Conf/Trans if programmed).
5. Press the line button of the first held call. (This step is not required on the M7100 Telephone.)
6. Press Rls to end the conference.

Splitting a conference: To speak privately to one of the callers, or to drop one call and stay connected to another, or to hold both parties as separate calls, you must first split the conference.

1. Press the line button for one of the calls. The other call is put on hold. To re-establish the conference, press Feature 3 .

Removing yourself from the conference temporarily:
1. Press Hold ; the other two callers can still speak to each other.

Removing yourself from the conference permanently:
1. Press Feature 7 0 (or Transfer if programmed). The other two parties remain connected.

Note: This type of transfer is supported only if one of the two remaining parties is internal.

Do Not Disturb	`Feature` `8` `5`	Blocks an alerting Priority Call on your telephone.
Exclusive Hold	`Feature` `7` `9` or `Feature` `Hold`	Temporarily suspends an external call and prevents other telephones from picking it up.
		Exclusive Hold Retrieval: Press `Line` of the held call. (Press `Hold` on the M7100 Telephone.)
Group Listening	`Feature` `8` `0` `2`	Allows you to use both the receiver and your speaker at the same time while you are on a call. Use the Mute feature on the `Handsfree` button to disable the telephone microphone. If you experience feedback, turn the volume down, and before hanging up, press `Rls`. **Cancel** `Feature` `#` `8` `0` `2`
Logit	`Feature` `8` `1` `3`	Store caller information for the current active call in your Call Log.
		Note: Names and numbers for external callers are displayed only if you have subscribed to Call Display services from your local telephone company.
Privacy	`Feature` `8` `3`	When Privacy is ON, other Norstar users with the same line are prevented from joining your current external call. If Privacy is OFF, other Norstar users with the same line can join in on your external call by pressing that line button. Enter the feature code a second time to restore the original setting.
Transfer	`Feature` `7` `0`	Sends a call to another telephone in your Norstar system.

Transfer

Using Transfer
1. Make or answer a call.
2. Press `Feature` `7` `0` (or `Transfer` if programmed).
3. Dial an internal telephone number.
4. If you wish, you can announce the call after the called party answers.
5. Press `Rls` or JOIN.
   The call is immediately transferred.

Note: If an external call is transferred to a busy internal line, or not answered after a few rings, the call automatically rings you back and the display indicates that the line was busy or that no one answered.

Answering and making calls

Call Pickup	Feature 7 6	**Directed Pickup:** Answers a selected telephone in your system.
	Feature 7 5	**Group Pickup:** Answers a call that is ringing at another telephone in the same pickup group. The external call that has been ringing longest is answered first.
	Feature 8 0 0	**Trunk Answer:** Answers an external call that is ringing on a line that has been placed into Service Modes from any telephone in the Norstar system. This feature does not work on private lines.
Call Queuing	Feature 8 0 1	Answers a call when several calls arrive at the same time. The external call that has been ringing longest is answered first.
Last Number Redial	Feature 5	Automatically redials the last external telephone number that you dialed. This feature is available on the Last No. memory button on most telephones.
Line Pools	Feature 6 4	Telephones can share several external lines for making outgoing calls without requiring each telephone to have a button for every line.

Using a Line Pool:

1. Press Intercom and dial the Line Pool access code for one of the Line Pools assigned to your telephone, or press Line pool (if programmed).
2. If you are using a line pool which connects you to the public network, dial the telephone number of the person you want to call.

   If you are using a line pool which automatically connects you to a system other than Norstar, follow the procedure for using that system. Ask your System Coordinator if you need help.

Note: See your System Coordinator for your Line Pool access code.

Priority Call	Feature 6 9	Interrupts a call at another telephone, or overrides Do Not Disturb at a telephone. See your System Coordinator.
Ring Again	Feature 2	When another telephone or Line Pool within the Norstar system is busy, Ring Again signals you to call back when the telephone or Line Pool becomes available. **Cancel** Feature # 2
Saved Number Redial	Feature 6 7	When you are active on a call, this feature stores the external telephone number of a call you have dialed. When you are not active on a call, this feature redials the number previously stored.
Speed Dial	Feature 0	Dials the number stored for a Speed Dial code. After entering the feature code, enter the two digit Speed Dial code (01 to 94) for the number you want.
Voice Call	Feature 6 6	Begin a conversation through the speaker of another telephone without first making the other telephone ring. To answer a Voice Call, pick up the receiver, or press Handsfree .

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