

NORSTAR PHONE MANUAL



May 15, 2000

PLACING CALLS

- **INTERNAL CALLS**

- To place an Internal Call:
 - Lift handset and dial desired extension number
 - OR**
 - Press Handsfree button instead of picking up the receiver and dial desired extension number

- **EXTERNAL CALLS**

- To place an external call:
 - Lift the handset and press the POOL button then:

For state Government Agencies, dial 4 or 3 and the last four (4) digits of the 564, 573 number (4 - ##### or 3 - #####)

For numbers outside of State Government but within the local calling area, dial 9 and the desired number (9 - #####)

For long distance calls, dial 9 plus the area code plus the desired number (9 (###) ### - #####)

NOTE: Press the HANDSFREE button instead of picking up the receiver to have the caller on speaker phone.

CALL HOLD

- **TO PLACE CALL ON HOLD**

- Press the HOLD button (Red button) once
- To return to the held party, press the HOLD button again.

CALL PICKUP

- **GROUP PICKUP** - Allows you to pick up any telephone that rings within your pre-programmed pickup group.

- Press the PICKUP button
- Answer the incoming call

NOTE: If more than one incoming call is coming into the pick up group, the calls will be answered in the order they came into the pick up group.

- **DIRECT PICKUP** - Allows you to pick up any ringing telephone in the system.

- Press Feature 7 6
- Press the ext# of the ringing phone you want to pickup
- Answer the incoming call

AUTO DIALING

You may program buttons for auto dialing. PLEASE USE CAUTION when setting your auto dialing buttons, because these instructions will overwrite existing features. You may program the twelve (12) Dual memory buttons at the top of your phone for internal or external phone numbers. Each button has the ability to save two (2) numbers in memory.

- **TO PROGRAM A INTERNAL AUTODIAL**

- Press FEATURE * 2
- Press any unassigned memory button
- Dial the internal number
- Press RLS
- Label your new button

- **TO PROGRAM A EXTERNAL AUTODIAL**

- Press FEATURE * 1
- Press any unassigned memory button
- Press a 4 or 3 for another state agency or a 9 for an outside number
- Dial the telephone number
- Press OK to store the number
- Label your new button

- **TO CANCEL A PROGRAMMED MEMORY AUTODIAL**

- Press Feature * 1
- Press memory button you want to cancel
- Press OK
- Press RLS

SPEED DIALING

- **TO PROGRAM PERSONAL TWO DIGIT SPEED DIAL**

Personal speed dial codes are 2 (two) digit codes numbered from 71 to 94 . Users can program their own personal speed dial numbers. When programming these numbers make sure you keep a list of the codes and numbers close to your phone.

- **To program Two Digit Speed Dialing:**

- Press FEATURE * 4
- Enter Code (this number can only be numbers between 71-94)
- Do not hit OK or Quit
- Enter the telephone number you want to store
- Press OK

- **To cancel Two Digit Speed Dialing:**

- Press FEATURE * 4
- Enter Code (the one you want to cancel)
- Press OK

- **To dial Two Digit Speed Dialing:**

- Press FEATURE 0 (zero)
- Press speed dial code

LAST NUMBER REDIAL

The last external telephone number you dialed is automatically saved in memory. To redial this number Press LAST NO button on your telephone.

TRANSFERRING CALLS

- **TO AN INTERNAL EXTENSION WITHIN THE BUILDING**

- Once you have answered a call or have made a call then:
 - Press the button below the "transfer" on display screen
 - Dial the desired internal ext#
 - Hang up handset

- **TO AN EXTERNAL NUMBER**

- Once you have answered a call or made a call then:
 - Press the LINK button (the caller is automatically placed on hold until the transfer is complete)
 - Wait to hear a dial tone
 - Dial 4 or 3 (for state agencies) or 9 for an outside line
 - Dial the phone number (remember to use area code if out of town)
 - Press LINK button
 - Hang up the handset or remain on the line to announce the transfer then hang up.

CONFERENCE CALLS

Conference calls are adding an additional party to an existing conversation (thus establishing a 3-way conference call):

- Once you have answered a call or made the 1st call:
 - Press the HOLD button

- Press the POOL button if 2nd call is an external number
 - Dial 4, 3 or 9 and then dial the external number (3 or 4 are for state government numbers and the 9 for all other external numbers)
 - Press the CONF/TRANS button
 - Press flashing intercom button (this is the 1st call you put on hold)
 - All three parties should be connected
 - RLS ends conference call or hang up handset

CALL PARK

This feature allows you to put a call on hold at one extension, then pick it up at any other extension.

- **TO PARK A CALL**

- Press Feature 7 4, then watch display screen for retrieval code (system will assign a retrieval code)

- **TO PICK UP THE CALL AT ANOTHER EXTENSION**

- Dial retrieval code

VOLUME AND RING ADJUSTMENT

- **TO ADJUST RING TYPE AND VOLUME**

- To adjust the ring type for your telephone
- Press FEATURE * 6
- Press 1, 2, 3, or 4 to hear the different types of rings
- Go to the ring type you want
- While the telephone is ringing, Press the volume control softer or louder to adjust the volume.
- Press OK to store the ring and volume

- **ADJUSTING DISPLAY CONTRAST**

- To adjust the contrast on the display for your telephone:
 - Press FEATURE * 7
 - Press UP or DOWN for the level you want
 - Press OK when finished

INTERNAL MESSAGES

- **SENDING INTERNAL MESSAGES-** This feature can be used to message a particular ext number.

- **Leaving a Message:**

- Press FEATURE 1
- Press button under "ADD" on your display screen
- Press ext# you want to message
- Press RLS

OR

If you try to call a internal ext# and the line is busy or no answer at that time you can leave a message by:

- Pressing the button under "LATER" on your display screen
- Press the button under "NO" to ring again
 - NOTE: If you push yes to ring again the system will wait a few seconds and will prompt you to call again.
- Press the button under "YES" to message
- Press RLS

Once you have left a message for someone their phone display will read "Message for you".

- **TO REPLY TO AN INTERNAL MESSAGE**

- Press button under "CALL" on the display screen
- Your phone will ring back the person who left you the message

- **TO CANCEL AN INTERNAL MESSAGE** - If you have left a message for someone and want to cancel the message:

- Press FEATURE # 1
- Press the ext# you want to cancel

FORWARDING YOUR TELEPHONE

- **FORWARDING YOUR PHONE-** When you do not want to receive calls at your phone and want to forward your phone to another ext#:

- Press CALL FWD button
- Press the ext# you want to forward your phone to
 - NOTE: At this time your phone display screen will read 'FORWARD > (the ext# you set). This will stay on your display until you cancel the forwarding feature.

- **TO CANCEL CALL FORWARDING**

- Your display screen will read "FORWARD > (ext# you set)
- Press button under "cancel" on display screen

- Press RLS

CAMP ON

- **WHEN TO USE CAMP ON-** To transfer an external call to another telephone, even if the ext is busy. Once the line is free the call will go directly to that ext#.
 - Answer an external call
 - Press FEATURE 8 2
 - Dial internal ext# you want to send caller to
 - At this time call will go to ext# when it is not busy

TELECOMMUNICATIONS ASSISTANCE

Telecommunications assistance for the Revenue Cabinet:

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