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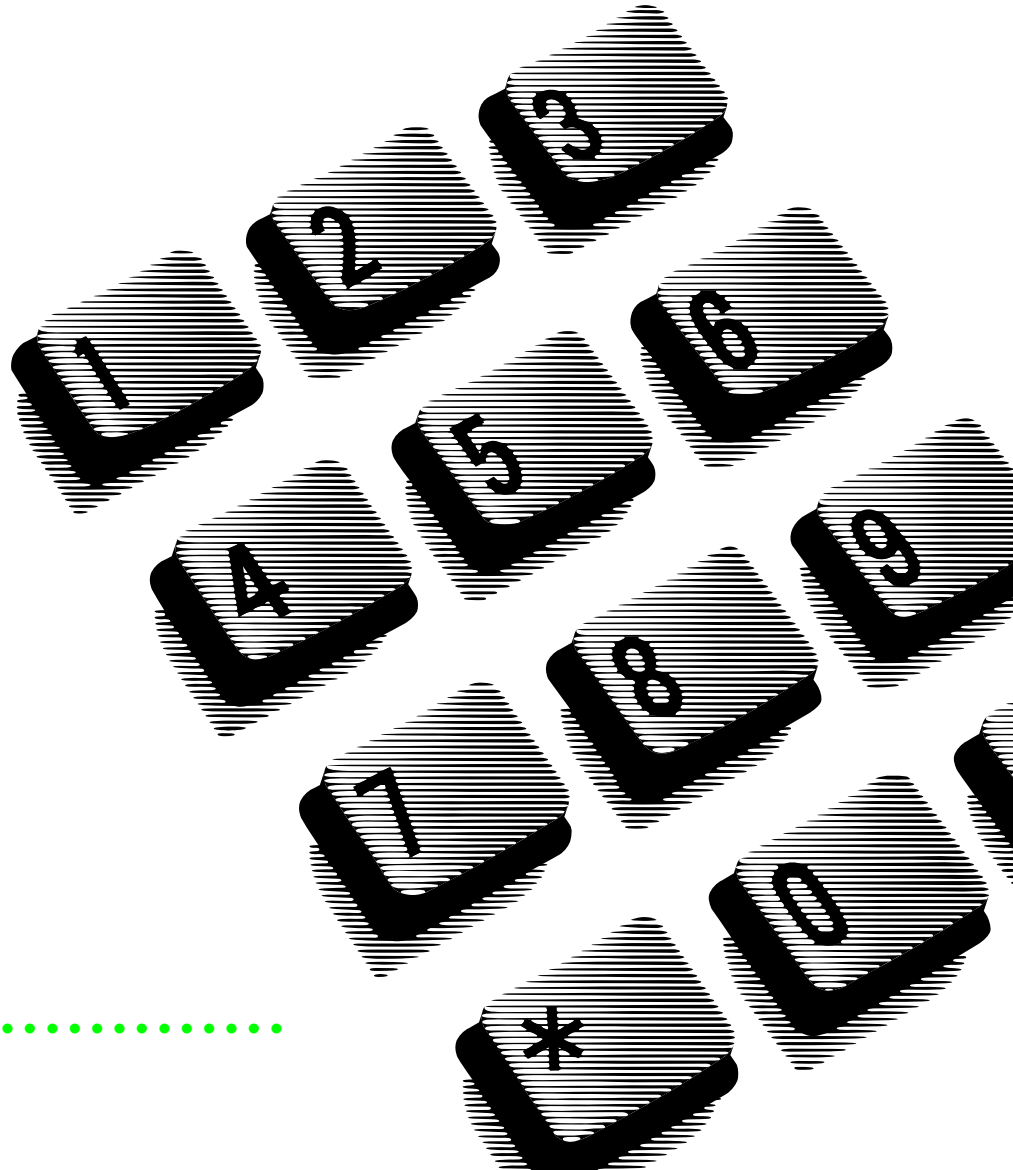
NORTEL NORSTAR

Modular ICS
Prime Telephone User Card



Your prime telephone

Your telephone is programmed as a prime telephone for particular external lines on your system. This means that any external call on those lines that is not answered, or gets transferred, parked, or put on hold and is not picked up, or any call that is not handled, rings at your telephone. Your system can have several prime telephones.

Rings and indicators

Your telephone rings differently for different types of calls. External calls ring normally, internal calls give two short rings. Redirected external calls ring as internal calls.

The indicator beside a button tells you the status of a call on a line, line pool, answer, or intercom button.

lit	The line is active on a call.
fast flash	You have put a call on hold on that line.
medium flash	There is an incoming call.
slow flash	Somebody else put a call on hold on that line.
unlit	The line is available.

Display messages

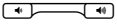
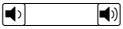
When an unanswered call rings at your telephone, you may see one of the following displays:

`DND from 223`	The person at telephone 223 forwarded a call to you using Do Not Disturb.
`DND transfer`	The system transferred a call to you from a telephone in Do Not Disturb mode.
`DRT Line001`	Nobody answered this call, so the system transferred it to you.
`Held by Carol`	Carol held a call too long, so the system transferred the call to you.
`Line001 callback` `CALLBACK`	A call on line 001 was camped, parked, or transferred, but no one has answered it. Press CALLBACK or the line button to connect to the call.
`Line001 to prime`	There is no telephone that can receive a call on line 001, so the system transferred it to you.
`Line007>Dawn`	A call on line 007 was forwarded or routed to Dawn, but was not answered.
`Line007 Line121`	The call coming in on line 007 was routed to target line 121. Line 121 is busy so the system transferred the call to you.

Handling calls

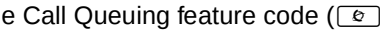
Telephone buttons

This card shows the Business Series Terminals buttons. The table below shows which buttons to use on the different types of Nortel Networks telephones.

Button Name	T7000, T7100, T7208, T7316	M7100, M7208, M7310, M7324
Feature		Feature
Hold		Hold
Volume Control		
Release		Rls

Answering many calls

Sometimes calls come in faster than you can answer them. When you have several calls ringing, use Call Queuing to answer the next call.

1. Enter the Call Queuing feature code ().

If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.

Leave a message for a co-worker

You can send a message to another telephone within your system.

1. Enter the Message feature code ( ).
2. Press ADD. (This step is not necessary on a telephone with a one-line display.)
3. Dial the internal number of the person you want to send a message to.

That person's telephone display shows `Message for you`.

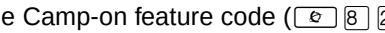
Transfer a call

When you want to transfer a call to someone:

1. Press TRANSFER.
2. Dial the number of the person you want to transfer the call to.
3. If you want to speak to the person first, wait for them to answer.
4. Press JOIN.

Transfer a call when a telephone is busy

When a telephone is busy, or when transfer is denied, you can use Camp-on to transfer a call.

1. Enter the Camp-on feature code ().
2. Dial the internal number of the person you want to transfer the call to.

The person is notified that they have a camped call waiting.

Transfer a call to a co-worker who is away

If a person is not at their desk, but it's important that you get a call to them, you can park the call and announce it using Page.

1. Enter the Call Park feature code (↻ 7 4). The display shows the retrieval code.
2. Press PAGE.
3. Select the appropriate type of page.
4. Page the person and ask them to answer the call using the retrieval code.

The person can retrieve the call from any system telephone.

Interrupt a co-worker's current call

If your co-worker is on a call and a second important call comes in, you can interrupt their current call.

1. Dial the number of your co-worker. The display shows `On another call`.
2. Enter the Priority Call feature code (↻ 6 9).

After a pause, your call goes through. Your co-worker can stop your priority call from going through by using the Do Not Disturb feature code. (Some prime telephones may not support this feature).

Monitor the status of someone's telephone

If you have an autodial button or an answer button with an indicator programmed for someone's telephone, you can monitor the status of their telephone by watching the indicator next to their button. You can also use Ring Again to tell you when a busy or unanswered telephone becomes available.

1. Dial the number of the person you want to speak to. You will hear either ringing, or a busy signal.
2. Press LATER. The display shows `Ring Again ?`.
3. Press YES.

When the person hangs up or next uses their telephone, your telephone rings and the display prompts you to press YES.

Make sure calls are answered when you are away from your desk

Make sure calls are answered by forwarding your calls to someone else.

1. Enter the Call Forward feature code (↻ 4).
2. Dial the number of the person who will be answering your calls.

Your calls now ring at that person's telephone.

To cancel Call Forward:

1. Enter the Cancel Call Forward feature code (↻ # 4).

Ask your system coordinator for more information on Service Modes.

Personalize your telephone

Backup answering for internal calls

In addition to providing backup answering for external calls, you can provide backup answering for people's internal calls using Call Forward. Individuals can forward all their calls to you. Your system can also be programmed so that you answer all calls to telephones that are busy or are not answered. See your system coordinator for information on Call Forward Busy and Call Forward No Answer.

Program memory buttons for frequently used features

You can program memory buttons for one-touch access to frequently used features that you use often like Transfer, Message, and Ring Again.

1. Press [✆] [*] [3].
2. Press the button you want to program.
3. Press [✆] and enter the feature code you want to program.
4. Label the button.

You cannot program line, intercom, answer, or Handsfree/Mute buttons.

Program memory buttons for frequently called numbers

You can program memory buttons for one-touch access to numbers that you call often.

1. Press [✆] [*] [1] to program an external number or [✆] [*] [2] to program an internal number.
2. Press the button you want to program.
3. For external numbers, if you want this autodial button to use a particular line or line pool, select that line or line pool.
4. Dial the number you want to program.
5. For external numbers, press [⌣] or OK when finished.
6. Label the button.

You cannot program line, intercom, answer, or Handsfree/Mute buttons.

Move line buttons

You can arrange the buttons on your telephone to suit your needs.

1. Press [✆] [*] [8] [1].
2. Press the line button you want to move.
3. Press the button you want to move that line to.
4. Press [☎]. The buttons are exchanged.
5. Update the button label strips on your telephone.

You cannot choose a button other than a line button as the button to move in step 2. You cannot exchange a line button with an answer, intercom or Handsfree/Mute button.

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