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## NORSTAR TELEPHONE FEATURES

Many Norstar features are activated by using the feature codes. All features with codes work in the same basic way:

1. Press *Feature button*
2. Enter the appropriate code numbers
3. Follow the display messages for specific instructions
4. Press *RI*s

### **Background Music**

Listen to music (provided by your office) through telephone speaker when not on a call. Press *Feature 86*. To cancel, press *Feature #86*.

### **Call Forward**

#### **Feature 4**

Send your calls to another telephone in your system. Press *Call Forward* or *Feature 4*. Dial extension number where calls should ring. To cancel, press *Feature #4*.

### **Call Forward to Cell Phone**

#### **Feature 4**

Send your calls to another telephone number outside your system. Press *Call Forward* or *Feature 4*. Press 9 plus the number where calls will forward to. To cancel, press *Feature #4*.

### **Call Park**

#### **Feature 74**

Put a call on *Hold* so that it can be picked up from any telephone in your system. Press *Feature 74*, display will show a three-digit retrieval code. Page that a call is parked. To retrieve a parked call, press *Intercom* and dial the retrieval code on any telephone in system.

### **Call Pickup**

#### **Feature 75**

Answer a call ringing at another telephone. Press *Feature 75*.

### **Call Pickup Directed**

#### **Feature 76**

Answer any ringing telephone. Press *Feature 76* and the extension # for the ringing telephone.

### **Camp-on**

#### **Feature 82**

Re-route a call to another telephone. Press *Feature 82*, then dial extension number of receiving telephone.



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- Conference Call    Feature 3**  
Establish a conference call between yourself and two other parties. The procedure is as follows:
- Dial or answer the first call.
  - Put the first call on *Hold*.
  - Dial or answer the second call.
  - After the second call is connected, press *Conf/Trans* or *Feature 3*.
  - Press the line button of the first held call. You should have all three parties on the line.
  - Press *RLs* to end the conference call.
- Multi-Party Conference Call    Feature 807 (4+ people, max 18: BCM50 3.0)**
1. Follow the steps to establish a three-party conference call.
  2. Press the Newcall softkey, or press Feature 807 or use the intercom key.
  3. After the 4<sup>th</sup> call is answered, press Feature 3, and press the held line.
  4. Put the fourth call on hold and repeat steps 2 and 3 to add more calls to the conference.
  5. Press RLS to end the conference call.
- Do Not Disturb    Feature 85**  
To prevent incoming calls from ringing on your telephone set (also eliminates Paging to your set)  
Press *Feature 85*. To cancel, press *Feature #85*.
- Forward to Voicemail    Feature 984**  
To transfer all callers immediately to your voice mailbox. Use this feature when away from your office/desk.
- Last Number Redial    Feature 5**  
Automatically redial the last external telephone number that you dialed. Press *Last No.* button or *Feature 5*.
- Leave Message    Feature 980**  
To leave a message in a mailbox without the phone ringing. For internal messaging only. Press **LV MSG** button and enter the user's extension number (mailbox number)
- Page    Feature 611**  
Page to telephone or External Speakers. Press *Page* button or *Feature 611*, make announcement when you hear tone, press *RLs* when finished.



### **Speed Dial Feature \* 4 to program Feature 0 + code to dial**

Dial an external number using a two-digit code. There are two types of speed dial codes – system wide (01 to 70) and personal (71 to 94). System speed dial codes can be used from any telephone in the system and are assigned by the system coordinator. Personal speed dial codes are used exclusively at your telephone. Press *Speed Dial* Button or *Feature 0*, enter speed dial code. Speed Dial buttons can be programmed by using *Feature \*4*. See previous explanation.

### **Transfer**

#### **Feature 70**

Anytime you are on a call, you will notice “**TRANSFR**” in the Display Window. Press **TRANSFR** + the Extension Number of the person you are sending the caller to. *Note: if you have one-touch buttons programmed you may use these buttons instead of entering the extension number.*

You can then either hang up and the caller will be automatically transferred, or you can wait until the user answers, announce the call and when ready press **JOIN** to connect the call. Other options are **CANCL** to bring the caller back to you or **RETRY** to enter a different Extension Number.

### **Voice Call**

#### **Feature 66**

Make a voice announcement or begin a conversation through the speaker of another telephone without first making the telephone ring. Press *Voice Call* button or *Feature 66*, dial intercom number, begin talking at the tone.

### **Voice Mail Transfer**

#### **Feature 986**

To transfer a caller directly to a voice mailbox without further ringing. You can also use this feature to transfer an individual to their own voice mailbox. Press **VM Tran** button and enter the user’s Extension Number (mailbox number). *Note: you cannot use one-touch buttons with this feature.*



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- FEATURE \*0**      **Button Inquiry** – Press *Feature \*0* and then press any button. Confirms the programming on a button – telephone line, speed dial, features, etc. Press *Rls* when finished.
- FEATURE \*1**      **External Autodial** – Press *Feature \*1*, press a memory button. Dial the external number, press *Hold* to store number.
- FEATURE \*2**      **Internal Autodial** – Press *Feature \*2*, press a memory button. Dial the internal number, press *Hold* to store number.
- FEATURE \*3**      **Program a feature on a memory button** – Press *Feature \*3*, press the memory button you want to program. Press *Feature* and the desired feature code. To erase a memory button, press *Feature \*1*, press the memory button you want to erase and press *Hold* to erase.
- FEATURE \*4**      **Program Personal Speed Dial** – Press *Feature \*4*, enter a two digit code from 71 to 94. Dial the telephone number you want to program. Press *Hold*. Remember to record the two-digit code and number you programmed.
- FEATURE \*6**      **Select Ring Type** – Press *Feature \*6*, press 1, 2, 3, or 4 to hear ring types. Press *Feature* to store the ring. While the telephone is ringing, you can press the *Volume Control Bar* to adjust the volume of the ring.
- FEATURE \*7**      **Adjust Display Contrast** – Press *Feature \*7*, press a number on the dial pad for the contrast you want. The higher the number the higher the contrast level.
- FEATURE \*80**      **Adjust Ring Volume.** Press *Feature \*80*, adjust volume on *Volume Control Bar*. You can also adjust the volume of the ring or speaker while the telephone is in use.

If you have any questions, call Communications Resources at 770-886-6700.