

NORSTAR FEATURES

FEATURE	CODE	DESCRIPTION
Background Music	F 86 F # 86	Allows the user to listen to the on hold music source when phone is not in use (if equipped)
Button Inquiry	F * 0	This turns on the button inquiry. Pressing any button while the phone is in this mode will display what is programmed onto the button. Pressing an intercom button while in this mode will display the extension number of the phone. To exit button inquiry press RLS.
Call Duration Timer	F77	When on a call this will tell you the length of the current call. When not on a call this will display the duration of the last call made from the set.
Call Forward	F4 + ext.	When activated this feature will send all calls that ring on your set to the extension you have entered. When a forwarded call rings at the destination the display will show <i>FORWARDED FROM: XXXXXX</i> so you will know it is a call for you.
Call Park	F 74	Puts a call on hold to be retrieved from any other phone on the system. While on the call press the feature code. The caller will be put on hold and the display will show <i>CALL PARKED: XXX</i> . This 3 digit number is the retrieval code, which the you can dial from any phone's intercom button to be connected to the caller.
Call Pickup - Directed	F 76 + ext.	Allows the user to pick up a call ringing at any other set in the system.
Call Pickup - Group	F 75	Allows the user to pick up the longest ringing call in their group. <i>Groups are defined in system configuration and should be discussed with your system designer.</i>
Call Queuing	F 801	This feature will prioritize calls when multiple calls are ringing at a single set. It is best to program this feature onto a button to be used as an ANSWER key. Pressing the button (or entering the feature code) will connect the user with the longest ringing external call first, then call backs, camped or transferred calls, then internal calls.
Camp On	F 82 + ext.	Puts a caller on hold at the requested extension. This alerts the recipient that they have another call waiting, and frees the receptionist from having to monitor the

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		extension when a caller insists on holding. If the recipient does not answer the call it will ring back to the originating phone and the display will say CAMPED: xxxxxx to alert the receiver that this was a camped call.
Class of Service Password	F 68 + code	Class of service password will override the restrictions and filters on the set, with the restrictions and filters programmed for that class of service. This feature is useful for an employee who is frequently using phones other than his own. For example a store manager could make a long distance call from a set on the store floor that is normally restricted to internal calls only.
Conference	F 3	<p>You can set up a conference call with 2 other parties. To use this feature, put your first caller on hold and connect to your second caller. Without putting your second caller on hold press F3 then the line where your first caller is on hold - all 3 parties are connected.</p> <p>To temporarily leave the conference, press the hold key. The connection between the other 2 parties remains intact.</p> <p>To speak with one party privately, press the button of the party you want to speak with. The other party is automatically put on hold.</p> <p>Pressing release when on a conference will disconnect all parties. To disconnect only one party, place the party you want to maintain connection with on hold, then release the other party.</p>
Contrast Adjustment	F * 7	<p>Adjusts the contrast on the display of your phone. Enter the feature code, then press the softkeys under the display to adjust up or down, then press OK to accept.</p> <p>If your phone is not equipped with softkeys, enter a number from 1 to 9 to set the contrast, 1 being lightest, 9 darkest, and press HOLD to set the choice.</p>
Dialing Modes	F* 82	The system is equipped for 3 dialing modes. All phones are set to Standard Dial by default. Standard dial allows you to select a line or intercom button then dial the number. You can also select Automatic Dial which will select a line or intercom button for you as soon as you press the first number. The last mode is Pre-Dial, which will allow you to dial the number, backspace to make changes, then select the line to dial the call.

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		After entering the feature code press # to scroll through the choices, and HOLD to store the change.
Do Not Disturb	F 85 - on F#85 - off	When DND is activated all internal callers will see DND on their display when trying to dial your extension. No calls will ring at your extension.
Group Listen	F 802	Activates the speaker on your phone so others in the room can hear both sides of the conversation. It does not activate the handsfree microphone - you continue to speak with your caller through the handset. The caller will not be aware that he can be heard. This feature is useful for training purposes, or to alert others when you have a problem (i.e. threats, irate caller, etc.)
HOLD	HOLD or F-HOLD	Pressing the hold key will put the caller on hold. Pressing Feature before pressing the hold button will block any other phone from picking up that held call.
Language Choice	F*50	Press 1 for English, 2 for French and 3 for Spanish. All prompts, date, etc. shown on your display will show in the chosen language.
Last Number Redial	F 5	This will redial the last external number called from the specific set.
Name & Number Blocking	F819	This will block the caller ID information sent to the recipient when you place a call (same as call blocking from Bell Canada, but without the fee per use). This must be activated before placing a call, and is only active for the current call.
Page	F 6 + code + zone	To page through out the office enter F6 plus the appropriate zone and code. You have up to 6 zones (which were configured based on your system design). To page all zones enter 0. The codes define whether the page is sent through the speakers on the phone sets (internal) or through external speakers or both. Press 1 to page through the set speakers, 2 to page through the external speakers and 3 to page through both.
Pause	F78	This feature is used when programming numbers for the system to dial, like personal speed dials, when you need to enter a pause before sending additional digits. To enter a 1.5 second delay in the dialing sequence press F78. Your display will show a watch icon to

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		indicate a pause.
Programmed Release	F *89	This feature is used when programming numbers for the system to dial, like personal speed dials. You may want to program an automatic release when you are dialing a pager and have included the call back number in the auto dial sequence.
Ring Again	F2	Instructs the system to monitor a busy extension. When the extension becomes available the system will dial the originator (you) and if you answer will ring the monitored extension to complete the call
Ring Type	F * 6	The system has 4 distinctive rings. To select the ring you want for your phone enter the feature code, followed by a number 1 to 4 and press hold to store the new ring. Selecting distinctive rings in a small office, where you have multiple phones in close proximity is helpful in determining which phone is ringing.
Saved Number Redial	F 67	Allows you to temporarily store a number to dial at a later time. Enter the code while you are on the call to store the number. Enter the code when you are not on a call to redial the stored number. This is a temporary storage area for 1 number. If you are going to use the number frequently you may want to store it as a personal speed dial, or program it onto a button as an external autodial.
Speed Dials - using	F 0	The system has the ability to store up to 70 system wide speed dials, accessed through codes 01-70, and up to 24 personal speed dials per set, accessed through codes 71-94. To access a programmed speed dial press F 0 plus the code.
Speed Dials - Programming	F * 4 + code (71-94)	To program a personal speed dial (can only be accessed from your telephone set) press F*4 followed by the code you want to program, then enter the phone number exactly the way you would dial it. Don't forget to include the area code and an outside access code (i.e. 9) if you need it. System speed dials are programmed by your system administrator. If you have a number that you feel should be programmed please let your administrator know.
Static Time & Date	F806	When active this feature will ensure that the top line of your telephone's display always shows the current time

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		and date.
Time	F803	While you are on a call the display will show details about the call, i.e. the number dialed or the line used. To briefly display the time and date while on a call press F803.
Transfer	F70	To transfer a call to another extension press F70 followed by the extension you want to transfer to. This feature is usually programmed onto a button for ease of use. If your phone is equipped with softkeys under the display, whenever you are on a call the 3 rd softkey also works as a transfer key.
Voice Call	F66 + ext.	When you dial a voice call the speaker and microphone on the receiving set is activated immediately and you can have a conversation with any person in close proximity to that set. If the set is in use, the voice call will be converted to a regular intercom call and ring the second intercom or go to voicemail if setup.
Voice Call Deny	F88 - ON F#88 - Off	Blocks your phone from receiving voice calls. All attempts to voice call your extension will ring as a regular internal call instead.

Programming Buttons

You can program any buttons on your phone with the exception of Intercom, Handsfree, and Line Buttons.

Buttons can be programmed to activate or use features, as internal autodials, or external auto dials.

To program an external number on a button press FEATURE * 1, press the button you want to program, then dial the number you want to store. The display on your phone will prompt you through all the steps.

To program an internal extension press FEATURE * 2, then press the button you want to program and dial the extension you want to store.

To program a feature on a button, press FEATURE * 3, then press the button you want to program. Press the FEATURE key again, followed by the feature code you want to store.

Remember you can always use the Button Inquiry (F*0) to see what is stored on a button.