

WELCOME TO YOUR NEW NORSTAR PHONE SYSTEM

Transferring a call:

While the call is active on your telephone press TRANSFER, then dial the extension that you want to transfer the caller to.

If you do not need to announce the call you can hang up at this point. If you need to speak with the recipient before connecting them to the call stay on the line till they answer, give them the information you want, and then hang up. Once you hang up the caller is connected to the other party.

Making calls:

Select your intercom button, or lift your handset. To make an internal call dial the extension you want to reach. To make an external call, press 9 to get an outside line, then dial the 10 or 11 digit telephone number.

Telephone Features / Buttons

Park (F74) – Allows you to place a caller on hold to be retrieved from another telephone set. While you have the caller on the line, press the CALL PARK button. The caller will be placed on hold and the display on your telephone will show CALL PARKED: **XXX**. To retrieve the call from any telephone set, simply pick up the handset and dial the 3 digit access code shown on the display.

VM Transfer (F986) – allows you to transfer a caller directly into a mailbox without ringing the associated extension. Press Transfer to Voicemail, followed by the 4 digit extension of the mailbox you want to transfer the caller into.

Last # (F5) - Will redial the last number called from your extension.

Conference (F3) – Allows you to initiate a 3 way call. To set up a 3 way call place the first party on hold and call your second party. Press CONFERENCE then press the intercom where your first party is on hold (it will be the one with the flashing arrow). All 3 parties are joined. Pressing HOLD while you are on a conference will allow you to walk away from the conference while leaving the connection between the other 2 parties intact. Pressing Release (orange button with the handset and arrow) will disconnect all 3 parties.

Open Mailbox (F981) – Takes you into your own personal mailbox to check messages and record your personal greetings. Press open mailbox followed by your 4 digit password.

Leave Msg (F980) – Allows you to leave a message in another staff member's mailbox without ringing their extension. Press Leave Msg followed by the person's 4 digit extension. The name of the person will display on your screen. Press OK or # to accept your choice. Press # again to bypass the personal greeting and go directly to the tone.

Forward to Voicemail (F984) – Directs anyone who dials your extension or direct line into your mailbox immediately without ringing your extension. Press it once to activate – your display will show FORWARD>XXXX. Press the Forward to Voicemail button a second time to deactivate.

Interrupt (F987) – The arrow beside this button will flash whenever someone is in your mailbox listening to your personal greeting or recording a message for you. If you want to speak with them press interrupt to immediately connect with the caller.

Setting up your Voicemail Box and Primary Greeting

You can begin to use your Voice Mail as soon as you have completed the following steps:

Step 1 Select a personal password. The password should be between 4-8 digits that are easy for you to remember, but difficult for others to guess. It is recommended that you chose a password that is the maximum length (8 digits) for security reasons. Do not begin the password with 0 and do not use number sequences such as 1111 2222.

Step 2 Initializing your new Mailbox:

1. Press **OPEN MAILBOX** key to open your mailbox and lift the handset.
2. Enter **1 2 3 4** (the default password) and press **OK** or **#** key.
3. Press **ADMIN** or 8, then **PSWD** or 4
4. Enter your new mailbox password and press **OK** or **#** key.
5. Enter your new mailbox password again and press **OK** or **#** key (for security reasons).
6. After you have changed your password, pick up the handset and press 1. You will hear your name and extension followed by a tone.
7. At the tone, record your name and extension number in the Company Directory and press **OK** or the **#** key.
8. Press **OK** or the **#** key to accept the recording.
9. Press **GRTG (2)**, then **REC (1)**, then **PRIME (1)**
10. The display will briefly display NOT RECORDED and ask RECORD NEW.
11. Press **YES or (1)**, then record your personal greeting through the handset.
12. Press **Rls** key to end this session.

Programming Memory Buttons / Speed Dials

For T7316 telephone users you have 8 memory buttons at the top of your telephone set that can be programmed with internal or external telephone numbers, or commonly used features. All users have the ability to program up to 24 personal speed dials at their telephone, regardless of which model.

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

To program an external phone number, press FEATURE *1, press the button you want to program, then dial the external telephone number.

To program a feature, press FEATURE *3, press the button you want to program, the press FEATURE and the appropriate feature code.