

NORSTAR PHONE SYSTEM
M7324, M7310, M7208
T7316, T7208, T7100 SETS

Commonly Used Features

To Call An Extension:

1. Lift handset or press an INTERCOM key
2. Dial extension

To Use Voice Call:

1. Lift handset or press an INTERCOM key
 2. Press *Voice Call* key or F66
 3. Dial extension
- If the person is on the phone, VC will not work*

To Call An Outside Line:

1. Lift handset or press INTERCOM key
2. Dial 9 followed by the telephone number

To Place A Call On Hold:

1. Press the HOLD key

To Retrieve Caller On Hold:

1. Lift handset
2. Press the INTERCOM key that has the flashing arrow

To Transfer A Call:

While caller in on the line

1. Press *TRANSFER* softkey or F70
2. Dial the extension of the person you are transferring to.
3. You may announce the call at this time by waiting for the called party to answer
 - Press *JOIN* softkey to complete the transfer
 - Press *RETRY* softkey to enter a different Extensions
 - Press *CANCEL* softkey to return to the caller

To Park A Call:

While caller is on the line:

1. Press *Park* key or F 74
2. Look at display to see where call is parked
3. Press release or hang up receiver

To Retrieve A Parked Call:

1. Lift handset or press INTERCOM key
2. Dial park code where call is parked

To Page:

1. Lift handset
2. Press the *Page* key or F611
3. Make your announcement
4. Press RLS key

To Turn On/Off DND:

1. Press the **DND** or **F85** to turn on
2. Press the **DND** or **F#85** to turn off.

To Conference:

Have the 1^s caller on the line

1. Press *HOLD* for first call
2. Get the 2nd party on the line
3. Press *CONF* or F 3 button
4. Select the 1st caller (the held line)

Remember when you hang up, the conference call is terminated

To Pickup A Specific Ringing Phone:

1. Dial Feature 76
2. Dial extension you want to pick up

To Use System Speed Dial:

1. Press Speed Dial button or F 0
2. Enter the speed dial address

NORSTAR PHONE SYSTEM T7316, M7310 and M7324

Customizing Your Telephone

To Program Buttons On Your Phone:

For External Numbers

1. Press Feature *1
2. Push the button you want to program
3. Display will read -Program OK
4. Dial the telephone number
5. Press OK softkey or RLS

For Internal Number (Extensions)

With the handset down

1. Press Feature*2
2. Push the button you want to program
3. Enter the Intercom # or ext you want to program
4. Press OK softkey or RLS

For Special Features:

With your handset down

1. Press Feature *3
2. Push the button you want to program
3. Enter the Feature button and feature code
You want to program (see attached list)
4. Press OK softkey or RLS

To Program Personal Speed Dial:

1. Dial Feature *4
2. Enter a two digit code from 71-94
3. Enter the telephone number to be programmed
(enter 9 access code)
4. Press the HOLD key to save

To Change The Contrast In your Display:

With your handset down

1. Dial Feature *7
2. Press 1-9 as desire
3. Press the OK softkey or RLS

To Change The Ring Sound:

With your handset down

1. Dial Feature *6
2. Dial 1,2,3 or 4 to hear the different ring sound
3. Press OK softkey when you determine the sound you want or RLS

To Change The Ring Volume:

With the handset down

1. Dial Feature *80
2. Press your volume key up or down as desired
3. Press RLS key to exit and save volume

TO PROGRAM FEATURE KEYS

FEATURE *3, SELECT A BUTTON, PRESS FEATURE KEY AGAIN AND THEN THE FEATURE CODE.

COMMONLY USED FEATURE CODES:

PHONES:

Call Duration Timer	Feature 77
Call Forward	Feature 4
Call Park	Feature 74
Call Pickup Directed	Feature 76
Call Pickup Group	Feature 75
Conference	Feature 3
Contrast Adjustment	Feature *7
Do Not Disturb	Feature 85
Group Listening	Feature 802
Last Number Redial	Feature 5
Night	Feature 871
Page	Feature 611
Ring Type	Feature *6
Saved Number	Feature 67
Speed Dial	Feature 0
Transfer	Feature 70
Voice Call	Feature 66
Voice Call Deny	Feature 88

VOICE MAIL:

Open Voice Mail	Feature 981
Leave Message	Feature 980
Transfer Voice Mail	Feature 986
Voice Mail Interrupt	Feature 987

ACD:

Minuet ACD Admin	Feature 921
Login	Feature 901
Unavailable	Feature 902
Cancel Wrap	Feature 903
General Page	Feature 60
ACD recordings	Feature 909
ACD feature codes	Feature 920

NORSTAR ADMINISTRATIVE TRAINING

Phone System

To Log Into Programming:

To enter the administration programming session of the Norstar, you will press **Feature**266344** (this spells **CONFIG**) and the password you will enter is **23646**(this spells **ADMIN**), or **266344** (**CONFIG**). Once you are in programming, you will see three arrows appear in the LCD. The top left represents "Heading". The top right represents "Show". The bottom left represents "Back" and the bottom right represents "Next". Use template if available.

To Change Names On The Phone System

1. Log into system programming as above
2. Terminal & Sets: press SHOW key
3. Enter set # that needs to be changed
4. Hit SHOW key
5. Hit NEXT key until you see 'Name:'
6. Hit CHANGE softkey and use dial pad
7. Hit NEXT key to save the change

To Program System Speed Dials:

1. Log into the system programming as above
2. Select NEXT key until you see system speed
3. Select SHOW key
4. Enter a speed dial number 01 thru 70 you are programming
5. Select CHANGE key and enter the 10 or 11 digit number. Do not program "9" before the number, the system automatically gets a line
6. Select NEXT key and the display will read use prime line
7. Select CHANGE key until you see Pool Code
8. Enter 9 and display will read Pool A
9. Select NEXT key to save changes

To Program/Change Time And Date:

1. Log into system programming as above
2. Select NEXT key until you see Time & Date
3. Press SHOW key. You will see the current time and date in the display
4. Select CHANGE soft key
5. Enter the correct hour.
6. Press the bottom right NEXT key to display minutes.
7. Select CHANGE softkey and enter the correct minutes
8. Select CHANGE softkey and AM or PM
9. Press the NEXT key to display the date
10. Select CHANGE softkey if you need to change the date.
11. Enter the correct year
12. Enter the correct month
13. Enter the correct day.
14. Press the NEXT to save the changes
15. Press release

To Check What is Programmed on any Button:

Feature *0, select a button

NORSTAR PHONE SYSTEM T7316, M7310 and M7324

Voice Mail

To Open Voice Mail From Your Phone:

1. Press Open VM key or F981
2. Enter your password
3. From here you can listen to messages, change your greeting, and change your password

To Access Your Voice Mail From Another Phone:

1. Press Open VM key or F981
2. Press OTHER softkey
3. Enter your log which is your mailbox number
4. Press OK softkey

To Access Mailboxes When Out Of The Office

1. Call the main office number
2. If the call is answered by a receptionist, have them transfer you to your voice mail or
3. If the call is answered by the company greeting do the following-
4. When you hear the company greeting or your own personal greeting,
5. Press **, your mailbox extension, your password, and then #

You will be able to access your mailbox as if you Were in the office.

To Transfer Someone To Voice Mail:

1. Press Trans Vm key or F986
2. Enter the extensions of the person you are transferring to
3. Press RLS or hang up
4. When transferring someone to voice mail, the caller will not hear the phone ring instead they will be automatically connected to voice mail

To Leave A Message:

1. Press the LV Msg key
2. Enter the extension of the person who you are trying to reach
3. Press OK
4. The display will show the name of the mailbox owner

To Change Your Personal Greeting:

1. Press Open VM key
2. Enter password
3. Press admin
4. Press greeting
5. Press record
6. Press Prime
7. Press yes
8. Pickup handset and record your greeting

To Change Your Password:

1. Press Open VM key
2. Enter password
3. Press Admin button on the soft keys
4. Press password
5. Enter new password

NORSTAR VOICE MAIL
MENUS

LISTEN TO NEW MESSAGES	2
Replay messages	11
Rewind 9 seconds	1
Pause/Continue	2
Forward 9 seconds	3
Skip to end	33
Play previous message	4
Forward a copy	5
Skip to next message	6
Play envelope	7
Save message	77
Erase message	8
Reply to message	9
Return to Main Menu	**
RECORD A MESSAGE	3
End recording	#
Replay recording	1
Erase and re-record	2
Accept recording	#
LISTEN TO SAVED MESSAGES	6
CHANGE MAILBOX OPTIONS	8
Record name in directory	1
Change/Select greetings	2
Change password	4
Target attendant	5
Message Notification options	6
Outbound transfer options	8
Return to Auto Attendant	*

NORSTAR ADMINISTRATIVE TRAINING

VOICE MAIL

To Log Into The Administration:

Mailbox:

1. Dial Feature 983
2. Enter your log 1020000 (3DN), 120000 (2DN)
3. Press the OK softkey

To Create A Mailbox:

1. Log into the administrator mailbox as stated above
2. Select MBOX
3. Select ADD
4. Mailbox: Enter mailbox number (usually same as extension)
5. Type: Subscriber and OK
6. Ext: Generally the same number as the mailbox (enter "*" if this is a guest mailbox)
7. Service Class: 1 and OK
8. Name: Enter the name using the dial pad, last name first. Press ## to enter a comma
Press # to move to the next character
9. Directory: Yes
10. Message Waiting: Yes
11. Outdial: Pool, Enter 1 and OK
12. Accept: 1, OK
13. Alt1 ext; None
14. Xfers: Blind

To Delete A Mailbox:

1. Log into the administrator mailbox as stated above
2. Choose Mbox
3. Chose Delete
4. Enter the mailbox number that you would like to delete
5. Select Delete

To Change A Mailbox:

1. Log into the administrator mailbox as stated above
2. Choose Mbox
3. Choose Change
4. Enter the MB number you need to change
5. Hit next until you see the item you need to change
6. Select change
7. Enter the new value
8. Select ok and then next to save the changes
9. Hit release

To Change Mailbox Passwords:

1. Log into the Administrator mailbox as stated above (Feature 983)
 2. Select Mbox (For BCM - 737662, ok, 266344)
 3. Select Change
 4. Mailbox: Enter the mailbox number you need to change
 5. Password: Select Reset
 6. Press Release
- The new password will be 0000*

To Create Group Lists:

1. Log into the administrator mailbox as stated above
2. Select Other softkey
3. Select Glist softkey
4. Select Add softkey
5. Document the group number assigned
6. Enter OK softkey
7. Record Group Name then press OK softkey
8. Enter the name of the group using the dial pad
9. Select OK softkey
10. Add the members mailboxes as needed

To Change or Delete Group Lists:

1. Log into the administrator mailbox as stated
2. Select Other softkey
3. Select Glist softkey
4. Select Change or Delete softkey

5. Follow the prompts.

VOICE MAIL ADMIN (CONT)

To Record Day, Night and Alternate Greetings:

1. Log into the administrator mailbox stated as above
2. Select: AA softkey
3. Select: Greeting softkey
4. Select Greeting softkey again
5. Enter greeting number you would like to record
 - Day Greeting is 1
 - Non Business Hour Greeting is 4
 - Alternate Greeting is 2thru3 and 5 thru 8
6. Follow prompts
7. Enter OK when complete
8. Press Release to Exit

Additional greetings can be prerecorded for special greetings such as holiday

To Reset The System Manager Password:

1. Feature 985
2. Press 9
3. Type: RESETSMPSWD (73738767793)
4. Press: OK
5. Select: Yes
6. Press Release to Exit
7. (New password will be 0000)