



Norstar

Modular Plus

Receptionist's Feature Card

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Features for the receptionist

Norstar provides many useful features to help you handle the many telephone calls you receive. Norstar provides call information on certain lines, which helps you prioritize calls and handle them appropriately. As a receptionist, you handle calls for everyone in the office. You need to transfer these calls to your colleagues, handle callers efficiently when the person they are trying to reach is unavailable, and leave messages for your colleagues. Sometimes you have to transfer a call to a colleague who is in another part of the building. In some circumstances you may need to interrupt a colleague who is already on a call. When you are away from your desk, you need to make sure that calls are still handled properly. Norstar provides features to help you with all these tasks.

Special features of your telephone

As a receptionist your telephone has probably been set up differently from other telephones in your system. Your telephone is programmable however, so if it is not set up as described below, you may wish to discuss this with the person in charge of your system.

Yours is the prime extension

Your telephone has probably been programmed as the prime extension for your system. This means that any call in the system that is not answered, that is transferred, parked, or put on hold and is not picked up, or any call that for one reason or another is not being handled, will ring at your telephone.

Yours is the Direct-dial extension

Your telephone has probably been programmed as the Direct-dial extension for your system. In effect this makes you the operator for your system. Anyone in the system can ring you by dialling a single digit, usually .

Yours is the Control extension

Your telephone has probably been programmed as the Control extension for your system. Norstar supports six Services that are used to change how your system works at various times of the day. These Services are switched on and off at the Control extension. Ask the person in charge of your system for more information on Services.

Setting up your telephone

Your Norstar telephone is highly flexible. You can set it up the way that suits you best. Your Telephone User Card tells you how to do basic tasks like setting the contrast of the telephone display or selecting a distinctive ring. Here are some suggestions for setting up your telephone to make your job as receptionist easier.

Labelling your keys

As a receptionist, you will be calling your colleagues constantly to transfer calls to them. Your telephone is probably either an M7310N telephone with a Busy Lamp Field (BLF) or an M7324N telephone with one or two Central Answering Position (CAPN) modules attached. If it is an M7310N telephone, it has been automatically programmed with autodial keys for some or all of your colleagues. This means you can call any colleague just by pressing the appropriate autodial key. Although these keys are programmed automatically, you will need to label each extension with a name or location.

Among the documents you received with your telephone, there is a sheet of key labels. This sheet contains instructions for labelling your keys.

To find out which feature the autodial keys were programmed for, use Key Inquiry:

1. Press * . The display shows **Press a key.**
2. Press any programmable key. If it is an autodial key the display reads **Autodial** followed by the name or the extension number of the person the key is for.

Programming feature keys

Keys labelled with the names of features (for example, or) are programmed feature keys. You can use the feature simply by pressing the key. You can also use features by pressing and entering the appropriate feature code. Since Norstar has far more features than there are keys on a telephone, you need to decide which features you will use most often (this card contains some suggestions you will find helpful) and make sure those features are programmed onto keys for easy access. Once all your keys are labelled, access the remaining features using and entering the appropriate feature codes.

Setting up your telephone

Programming feature keys

To programme a feature onto a key:

1. Choose the key you want to programme. This can be a blank key or one programmed with a feature you don't expect to use very often.
2. Press * 3 . Your telephone display shows **Press a key.**
3. Press the key you wish to programme. The display shows **Feature code.**
4. Press , followed by the feature code you want to programme. The display briefly shows **Programmed** and then returns to normal.
5. Label the new feature key. Rather than writing your own label, check in the bag of key caps that came with your telephone. There are key caps for most Norstar features.

You can now use that feature simply by pressing the programmed key.

Keys and lines

Apart from the autodial and feature keys, there are four other kinds of keys that may appear on your telephone: Answer keys, line keys, intercom keys, and the Handsfree/Mute key. These keys are assigned to your telephone by the system when it is programmed and you cannot override this programming. You can, however, move the line keys (not the others).

Moving line keys

Moving your line keys around lets you arrange your keys to suit your needs. Here's how it's done:

1. Press * 8 1 . The display shows **Move line from:**
2. Press the line key you want to move. The display shows **Move line to:**
3. Press the key you want to move the line to. The display shows **Exchanged**, and then asks you for another line to move.
4. Move another line or press .

When you move a line, the feature or line programmed on the key you move it to is not lost, it moves to the key the line was on before. You will receive an error message if you try to move a key that is not a line, or if you try to move a line to an Answer, intercom or Handsfree/Mute key.

Understanding rings and line indicators

Your telephone rings differently for different types of calls. External calls ring normally, internal calls have a single ring followed by a longer pause.

Indicators beside the keys tell you the status of a call on your line, line pool, Answer, and intercom keys.

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 has put a call on hold on that line.
unlit	The line is available.

Handling calls

Answering many calls

Sometimes calls will come in faster than you can answer them. When this happens it is important to answer the calls in the order they arrive so that no caller is kept waiting too long. When you have several calls ringing, use the Call Queuing feature to answer the call that has been ringing longest.

1. Press 8 0 1 (the Call Queuing feature code). It would be a good idea to programme this feature onto a key to speed up your handling of calls.

You are connected to the call that has been ringing longest.

Getting information on a call

Call Information is an optional supplementary service provided by the public telephone company. If your business subscribes to this service, the display shows the number of external callers (unless the information is blocked). The information consists of: the originating number and the line the call is on. Press or **MORE** to see the second part of the information.

You can get information on any held or ringing call on your telephone by pressing 8 1 1 (the Call Information feature code) and selecting the key of the call you want to know about.

Handling calls

Transferring a call to a colleague

The right-hand display key beneath your telephone display is a transfer key whenever you are on a call.

When you receive a call for one of your colleagues:

1. While still connected to the caller, press **TRANSFER**. The display shows **Transfer to:**.
2. Press the autodial key for your colleague (or enter the extension number).
3. If you want to speak to your colleague about the call, stay on the line until your colleague answers. The caller is not yet connected. When you are finished talking to your colleague, hang up. The caller is transferred. If you don't need to speak to your colleague, just hang up. The call will ring at the colleague's telephone. If your colleague does not answer, the call will be transferred back to you after a few rings.

Transferring a call when a colleague is not at their desk

If you have a call for someone who is not at their desk, or if the call could be handled by a number of people, you can park the call so that someone can pick it up at any telephone in your Norstar system.

1. While still connected to the caller, press **Feature** **7** **4** (the Call Park feature code). The display shows **Parked on:** followed by a number. This number is the retrieval code for the call. Remember it.
2. Press **PAGE**.
3. Choose the appropriate type of page. (The person in charge of your system should be able to explain the options.)
4. Make the page announcement asking your colleague to pick up the call using the retrieval code.

Your colleague can pick up the call by entering the retrieval code on any Norstar telephone in your system.

If your system uses Companion cordless handsets, transfer the call to your colleague's cordless handset.

Camping a call when transfer is denied

When you transfer a call to a colleague, your call appears on one of your colleague's line or intercom keys. If there are no free keys on your colleague's telephone, the display shows **Transfer denied**. You can still send the call to that colleague using the Camp-on feature.

1. Press **Feature** **8** **2** (the Camp-on feature code). The display shows **Camp to:**.
2. Press the autodial key for your colleague.

Handling calls

Handling callback Your Norstar system is designed to prevent calls from going unanswered. If someone puts a call on hold and forgets to pick it up again, or if you transfer a call and nobody answers it, the system will send the call back to you.

Your telephone's display shows the type of call you are receiving. Here are some examples of displays you might see on callback calls:

MELINDA no reply	Melinda did not answer the call you transferred.
Parked call	Nobody retrieved the call you parked.
Line 01 callback	No one answered the call transferred or parked on line 01.
Held by PAM	Pam put the call on hold but did not retrieve it.
DRT Line 01	No one answered the call on line 01.

Checking if your colleague is busy You can quickly check to see if a colleague is busy on the telephone if you have a Busy Lamp Field. Check the indicator next to the autodial key for your colleague's telephone. If the indicator is lit, your colleague is on the telephone.

Leaving a message for a colleague Norstar has a Message feature that allows you to send a message to a colleague's display requesting that they call you.

1. Press (the Message feature code). Remember that you can programme this code onto a key if you use it often.
2. Press **ADD**.
3. Press the autodial key for your colleague.

The colleague's telephone displays **MSG**.

Making sure calls are answered when you are away from your desk If you are away from your desk you can have someone else answer your calls.

1. Press (the Call Forward feature code).
2. Dial the number of the person who will answer your calls.

Your calls will now ring at that person's telephone.

When you get back to your desk, cancel Call Forward.

1. Press (the Cancel Call Forward feature code).

Your calls will now ring at your telephone.

A more sophisticated way to provide good call answering while you are away is to invoke a Service. Ask the person in charge of your system for more information on Services.

Handling calls

Having the system tell you when a colleague is off the telephone

You can use Ring Again to tell you when a busy or unanswered telephone becomes available.

1. Call your colleague. You will either hear ringing (the display shows **Calling nnn**), or a busy signal (the display shows **On another call**).
2. If you have a two-line display on your telephone, press **LATER**. The display shows **Ring Again**. Press **YES**.
If you have a single line display, press **Feature** **2** (the Ring Again feature code).
3. When your colleague hangs up or next uses their telephone, your telephone rings and the display asks if you want to call the person. On a two-line display telephone, press **YES**. On a single line display telephone, just lift the handset. If you don't need to call your colleague any more, press **RI** or **NO**.

Interrupting a colleague's current call

If your colleague is using their telephone and an important call comes in, you can interrupt your colleague's current call.

1. Call your colleague. The display shows **On another call**.
2. Press **Feature** **6** **9** (the Priority Call feature code).

Wait for connection then speak to your colleague.

Note that the priority call feature is disabled when your Norstar system is first installed. The person in charge of your system must specifically assign your telephone the ability to make Priority Calls before this feature will work.

Using Voice Call for quick communication

It is possible to use your telephone like an intercom system so that you can converse with a colleague without that colleague having to lift the handset.

1. Press **Feature** **6** **6** (the Voice Call feature code).
2. Press the autodial key for your colleague. Your colleague hears your voice over the telephone's speaker and can answer you without lifting the handset.