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Norstar

**Modular Plus
Secretary's Feature Card**

Features for the secretary

Norstar provides many useful features to help you handle your calls and the calls that come in for your manager. As a secretary you probably receive and make calls for your manager. You need to transfer these calls to your manager once they are connected. You probably have a list of numbers you call frequently, and you often have to leave messages for your manager. Sometimes you have to transfer a call when your manager is in another part of the building. When you are away from your desk, you need to make sure your manager's calls are still handled properly. In some circumstances you may need to interrupt a manager who is already on a call. Norstar provides features to help you with all these tasks.

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 tasks easier.

Setting up an autodial key for a manager

You will probably make more calls to a manager than to anyone else, so unless the installer or the person in charge of your system has already done so, the first thing you should do is set up an autodial key for your manager. This will allow you to call your manager by pressing a single key.

1. Choose the key you want to programme as an autodialler. This can be a blank key or one programmed with a feature you don't expect to use very much. For example, if you don't expect to use the Call Pickup feature, you can reprogram [Pick-Up] as an autodial key for your manager.
2. Press [Feature] [*] [2]. The display shows Press a key.
3. Press the key you wish to programme ([Pick-Up] in our example). The display shows Extn#:_
4. Dial your manager's number, the display briefly shows Programmed, and then returns to normal.

From now on, pressing [Pick-Up] calls your manager directly. You may have other numbers you wish to programme as autodiallers, depending on the number of keys available on your telephone. If so, follow the instructions from 1 to 4.

Setting up your telephone

Labelling your keys

You now have an autodial key for your manager. Most likely, it still has a blank label, or the name of the feature that used to be on the key. To label your telephone keys, use the instructions on the sheet of key labels.

Using Call Information and Call Logging

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). Press ⌗ or MORE and the display shows the originating number and the line the call is on.

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

The Call Logging feature records your incoming calls so that you can keep a record of callers or return calls that were not answered.

If the person in charge of your system has assigned log space to your extension and lines to be logged at your extension, the calls you receive can be logged. You can programme your extension to log all calls (even those your extension is not assigned to log), to log unanswered calls, or not to log any calls. You can also send your active call to the log. See your Telephone Feature Card for instructions.

Programming feature keys

Keys labelled with the names of features (for example, [Last No.] or [Transfer]) are programmed feature keys. You can use the feature simply by pressing the key. You can also use features by pressing [Feature] 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 [Feature] and 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 `Feature` `*` `3`. Your telephone display shows Press a key.
3. Press the key you wish to programme. The display shows Feature code.
4. Press `Feature`, 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. The functions of 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 can be useful, because it lets you arrange your keys to suit your needs. Here's how it's done:

1. Press `Feature` `*` `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 `Rls` or QUIT to exit programming.

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.

Keys and lines

Understanding rings and line indicators

Your telephone rings differently for different types of calls. External calls have two short rings followed by a pause, 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

Monitoring your manager's lines

There are two ways you can handle your manager's calls. All of the manager's calls can ring at your telephone instead of the manager's or you can programme an Answer key for your manager's calls. With an Answer key, your manager's telephone receives calls normally, but you can choose whether to answer your manager's calls or have them ring at the manager's desk. Answer keys are particularly useful if you work for more than one manager. You can have an Answer key for each manager so that you see which manager a particular call is for by the Answer key it appears on. The person in charge of your system can set up an Answer key for you.

Transferring a call to a manager

If you have a telephone with a two-line display, the right-hand display key beneath the display is a transfer key whenever you are on a call. If your telephone has only a single-line display you will need to use a programmed ⌐Transfer⌐ key or ⌐Feature⌐ ⌐7⌐ ⌐0⌐ (the Transfer feature code). You will use Transfer often, so make sure you have a key programmed for that function.

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

Handling calls

Making a call for a manager

If a manager asks you to place a call:
1. Make the call. When connected, ask the other party to hold for your manager.
2. Press `TRANSFER` or [Transfer].
3. Press the autodial key for your manager.
4. Inform your manager that you have the call.
5. Hang up.

Transferring calls to managers who are not at their desks

If a manager is in another part of the office, you can park the call so that the manager 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). If you use this feature often, programme it on a key. The display shows `Parked on:` followed by a number. This number is the retrieval code for the call. Remember it.
2. If you have a two-line display on your telephone, press `PAGE`, otherwise, press [Page] or press [Feature] [6] [0] (the Page feature code).
3. Choose the appropriate type of page. The person in charge of your system can explain the options.
4. Make the page announcement asking the manager to pick up the call using the retrieval code.

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

It the manager has a Companion cordless handset, you can transfer the call to the cordless handset.

Checking if a manager's line is busy

You can quickly check to see if a manager is using the telephone. Check the indicator next to the autodial key for that manager's telephone. If the indicator is lit, the manager is using the telephone or does not want to be disturbed.

Leaving a message for a manager

Norstar has a Message feature that allows you to leave `MSG` and your extension number on a manager's display.

1. Press [Feature] [1] (the Message feature code).
2. If you have a two-line display on your telephone, press `ADD`.
3. Press the autodial key for your manager, or enter the extension number. Your display briefly shows `Message > nnn` and the manager's telephone will display `MSG`.

Handling calls

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 `Feature` `4` (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 the Call Forward feature.
1. Press `Feature` `#` `4` (the Cancel Call Forward feature code) or press CANCEL.

Your calls will now ring at your telephone.

When you return to your desk, check your call log for any calls that have been missed.

Have the system tell you when the manager is off the telephone

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

1. Call your manager. If your manager is using the telephone you will either hear ringing, or a busy signal. Your 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 manager hangs up or next uses their telephone, your telephone will ring and the display asks if you want to ring that extension. 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 manager any more, press `Rls` or NO.

Interrupt the manager's current call

If your manager is using the telephone and an important call comes in, you can interrupt your manager's current call.
1. Call your manager. The display shows On another call.
2. Press `Feature` `6` `9` (the Priority Call feature code).

Wait for connection then speak to your manager.

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.

Handling calls

Using Voice Call for quick communication

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

1. Press $\boxed{\text{Feature}}$ $\boxed{6}$ $\boxed{6}$ (the Voice Call feature code).
2. Press the autodial key for your manager.Your manager will hear your voice over the telephone's speaker and can answer you without lifting the handset.

Setting up your telephone

Hotline to you

Your manager may call you frequently. One way to facilitate these calls is to programme an autodialler for your extension on your manager's telephone. An even quicker way is to have the person in charge of your system set up the manager's telephone as a hotline telephone to you. This means that all your manager has to do to call you is pick up the handset. To call anybody other than you, your manager must select a line or intercom key before picking up the handset.

Dialling the receptionist with one key

Your manager may also call the receptionist often. Anyone in the office can call the receptionist by dialling $\boxed{0}$ after selecting an intercom key. It is possible that this feature has been programmed differently for your system. If it doesn't work, check with the person in charge of your system.

Having you handle internal calls

While all your manager's external calls may ring first at your telephone, internal calls go directly to the manager's telephone. If your manager wants you to handle internal as well as external calls, your manager should forward all calls to you.

Receiving your manager's calls automatically when your manager is away

If you handle your manager's calls only when your manager is unable to answer them, set up Call Forward No Answer on your manager's telephone to route such calls to your telephone. You may also want to use Call Forward on Busy so that your manager's calls will come to you when your manager is on the telephone. Ask the person in charge of your telephone system to programme these options.