



Vertex Communications Inc.

Telephone Quick Reference Guide

For the Nortel Norstar



For additional assistance contact us at:

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Using Norstar Feature

To use a Norstar Feature.

1. Press the **Feature** key and enter the desired feature code on the dial pad.
or
Press a programmed memory button.
2. Follow the display messages.

Programming Memory Buttons

You can program memory buttons for one-touch access to frequently used features.

1. Press the **Feature** key then * 3 on the dial pad.
2. Press the memory button you want to program.
3. Press the **Feature** key and enter the feature code on the dial pad.

You can also program frequently dialed numbers using:

Feature * 1. External autodial: Store and external number for one touch dialing.

Feature * 2. Internal autodial: Store an internal number for one-touch dialing.

Norstar Features

Background Music

Feature 86

Listen to music through your telephone speaker when you are not on a call.

Button Inquiry

Feature * 0

Check what is programmed on any button. Useful when labeling buttons.

Call Duration Timers

Feature 77

Briefly displays the approximate length of your current or most recent call.

Call Forward	<p>Feature 4 Send your calls to another telephone in you Norstar system.</p>
Call Park	<p>Feature 74 Puts a call on hold so that it can be picked up from any telephone in your Norstar system. The display will show a 3 digit retrieval code. To retrieve a parked call, press intercom and dial the 3 digit retrieval code from any phone in the Norstar system.</p>
Call Pickup Directed	<p>Feature 76 Answer any ringing phone. Press Feature 76 and dial that telephones extension number.</p>
Call Pickup Group	<p>Feature 75 Answer a call that is ringing at another telephone in your pickup group. The external call that has been ringing longest is answered first.</p>
Conference	<p>Feature 3 Establish a conference call between yourself and 2 outside parties.</p> <ol style="list-style-type: none"> 1. Make or answer the first call 2. Put the first call on hold. 3. Make or answer the second call. 4. After the 2nd call is connected, press Feature 3. 5. Press the line or intercom button of the first held call. 6. Press RLS to end the conference call. <p>To remove yourself from a conference call permanently. Press Feature 70. The other 2 callers remain connected.</p>

To put a conference call on hold:

Press the **HOLD** button. The other 2 callers can still talk to each other.

To split a conference:

Press the line or intercom button of one caller to consult privately while the other caller is on hold. To re-establish the conference call, press **Feature 3**.

To disconnect one party:

Press the line or intercom button of the caller you want to disconnect, then press **RLS**. Press the line or intercom button of the remaining caller to resume your conversation.

Contrast Adjustment

Feature * 7

Adjust the contrast of your display.

Press Feature *7, then press a number from 1 to 9 on the key pad. Press **HOLD** to set your choice.

Do Not Disturb

Feature 85

When you are not on a call, to prevent all incoming calls, except priority calls from ringing at your telephone. When you are on a call, block and incoming priority call.

Hold

Temporarily suspends a call

To retrieve a held call, press the button to the flashing indicator

Last Number Redial

Feature 5

Automatically redials the last external telephone number that you dialed.

Page

Feature 60

Make a page announcement through either the internal (code 1) or external (code 2) speakers or both.

Ring Volume

Make your telephone ring so that you can adjust the volume. You can adjust the volume as your telephone rings only.

Speed Dial

Dial an external telephone number using a two digit code. There are 2 types of speed dial codes: system (01-70) and personal (71-94). System speed dial codes can be used from any Norstar telephone in the system. They are assigned by your system coordinator.

To make a call using a speed dial code:

1. Press **Feature 0**
2. Enter the 2 digit code for the number (01-70 for system, 71-94 for User speed dial)

To program User Speed Dial numbers:

1. Press **Feature *4**.
2. Enter a 2 digit code from 71-94
3. Specify the external line by pressing a line button, line pool or the intercom button.
4. Dial the telephone number you want to program.
5. Press **HOLD**

Transfer

Feature 70

Send a call to another extension within the Norstar system, or to an external telephone. You may not be able to transfer a call on an external line to an external telephone, depending on the capabilities of the lines.

1. Make or answer a call.
2. Press **Feature 70**.
3. Call the person to whom you want to transfer a call to.
4. Stay on the line if you wish to speak to the person first.
5. Press **RLS** to complete transfer.