



## **Vertex Communications Inc.**

### **Telephone Quick Reference Guide**

**For the Nortel Norstar**




For additional assistance contact us at:

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## Using Norstar Features

To use a Norstar Feature.


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

You can also program frequently dialed numbers using:

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

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

## Norstar Features

Background Music










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

Button Inquiry




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

- Call Duration Timers  **77**  
Briefly displays the approximate length of your current or most recent call.
- Call Forward  **4**  
Send your calls to another telephone in you Norstar system.
- Call Park  **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.
- Call Pickup Directed  **76**  
Answer any ringing phone. Press Feature 76 and dial that telephones extension number.
- Call Pickup Group  **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.
- Class of Service Password  **68**  
Changes the dialing filters on a line or telephone For your next call. Dialing filters determine which Numbers you can dial.  
Press  **68** and enter a password provided by Your system installer. (Password is 837839, this Spells Vertex on your dialpad)


## Conference



### **Establish a conference call between yourself and 2 outside parties.**

1. Make or answer the first call
2. Put the first call on hold.
3. Make or answer the second call.
4. After the 2<sup>nd</sup> call is connected, press Feature 3.
5. Press the line or intercom button of the first held call.
6. Press  to end the conference call.

### **To remove yourself from a conference call permanently.**

Press  70. The other 2 callers remain connected.

### **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 . Press the line or intercom button of the remaining caller to resume your conversation.

- Contrast Adjustment  \* 7  
Adjust the contrast of you 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  85                      **Cancel**  #85  
When you are not on a call, to prevent all incoming calls, except priority calls from ringing at you telephone. When you are on a call, block and incoming priority call.
- Group Listen  802                      **Cancel**  #802  
Use both the receiver and speaker while you are on a call. To avoid electronic feedback, keep the receiver away from the speaker during the call, and press  to hang up.
- Hold  
Temporarily suspends a call  
To retrieve a held call, press the button to the flashing indicator
- Last Number Redial  5  
Automatically redials the last external telephone number that you dialed.
- Link  71  
Generate a Link (or Hook Flash) signal to access a PBX or other host exchange.
- Page  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 also adjust the volume anytime your telephone rings.


## Speed Dial

Dial an external telephone number using a three digit code. There are 2 types of speed dial codes: system (001-255) and personal (256-279). 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  0
2. Enter the 3 digit code for the number (001-255 for system, 256-279 for User speed dial)

### To program User Speed Dial numbers:

1. Press  \*4.
2. Enter a 3 digit code from 256-279
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**.

## Time





Briefly display the time and date while you are on A call.

## Transfer



**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  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  to complete transfer.