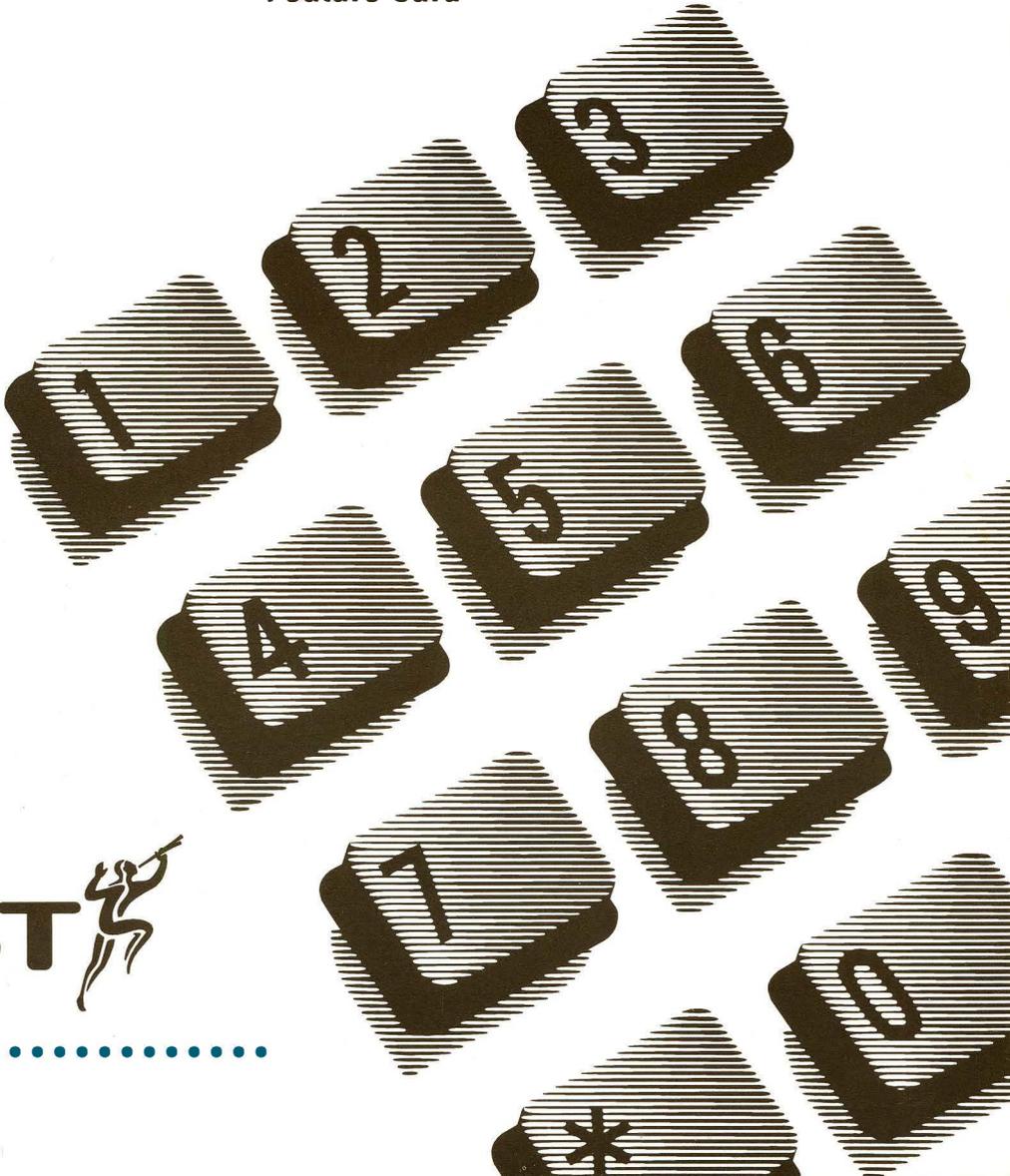


norstar

Compact System
Receptionist's
Feature Card



Features for the receptionist

Norstar provides many useful features to help you handle your calls and the calls that come in for your colleagues. 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 out, and leave messages for your colleagues. Sometimes you have to transfer a call to a colleague when that colleague 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. This card will show you how.

Special features of your telephone

As a receptionist your telephone has probably been set up somewhat differently from other telephones in your system. This set up is programmable, however, so if your telephone 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, or gets 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 three Service Modes that are used to change how your system works at various times of the day. These Service Modes are switched on and off at the Control extension.

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 M7310 telephone with a Busy Lamp Field or an M7324 telephone. If it is an M7310 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 them so that you know which key calls which person.

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 keys are programmed as autodial keys for which people, use Key Inquiry:

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

Programming feature keys

The keys labelled with the names of features (or for example) are programmed feature keys. You can use the feature simply by pressing the key. You can also use each of these features by pressing and entering a 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 as to those you will find most useful) and make sure those features are programmed onto keys for easy access. The rest you can use by pressing and entering feature codes.

Setting up your telephone

Programming feature keys

To program a feature onto a key:

1. Choose the key you want to program. This can be a blank key or one programmed with a feature you don't expect to use very much.
2. Press * 3 . Your telephone display reads **Press a key.**
3. Press the key you wish to program. The display reads **Feature code.**
4. Press , followed by the feature code you want to program. The display reads **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 three other kinds of programmable keys on your telephone: line keys, intercom keys, and the Handsfree/Mute key. Though these keys are programmable keys just like the feature and autodial keys, you cannot program them. 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 * 8 1 . The display reads **Move line from:.**
2. Press the line key you want to move. The display reads **Move line to:.**
3. Press the key you want to move the line to. The display reads **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 key, or if you try to move a line to an intercom or Handsfree/Mute key.

Keys and lines

You can also move your autodiallers to arrange them in the order that suits you best. To switch the position of autodiallers A and B, program autodialler A onto the key of autodialler B. Autodialler B automatically moves to the key occupied by autodialler A.

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, 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

Transferring a call to a colleague

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 a single line display you will need to use a programmed Transfer key or the Transfer feature code (Feature). You will need to use Transfer often, so make sure you have a programmed key for it.

When you receive a call for one of your colleagues:

1. While still connected to the caller, press **TRANSFER** or . The display reads **Transfer to:**.
2. Press the autodial key for your colleague (or dial 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 will be transferred. If you don't want to speak to the colleague, just hang up. The call will ring at the colleague's telephone. If your colleague does not answer it, it will be transferred back to you after a few rings.

Handling calls

Transferring a call using Hold

You can transfer a call by putting it on hold, and then calling your colleague to announce the call. You may want to use the Voice Call feature for this. Your colleague can pick up the call on any telephone which has an appearance of the line the call is on. In some systems, not all lines appear at all telephones, so transferring a call using hold may not be appropriate. If you don't know where a colleague is in the office or if the call could be handled by any one of a number of colleagues, you can use the Call Park feature, described below, which works in all systems.

Transferring a call when a colleague is not at their desk

If the person a call is for is not at their desk, or if the call could be handled by any one of 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, enter the Call Park feature code (). (If you use this feature often, program it onto a key.) The display reads **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 or enter the Page feature code ().
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 telephone in your Norstar system.

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. If your telephone is the prime extension, it will also receive calls that have gone unanswered from other people in the system.

Handling calls

Your telephone's display will tell you what type of call you are receiving. These are some examples of displays you might see on callback calls:

LESLIE no reply	Leslie 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 PAT	Pat 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. Check the indicator next to the autodial key for your colleague's telephone. If the indicator is lit, your colleague is on the telephone or does not want to be disturbed.

Leaving a message for a colleague

Norstar has a Message feature which you can use to leave a message asking a colleague to call you.

1. Enter the Message feature code (). (Don't forget that you can program this code onto a key if you use it often.)
2. If you have a two-line display on your telephone, press **ADD**.
3. Press the autodial key for your colleague (or dial the extension number).

The colleague's telephone will display **Message for you**.

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. Enter the Call Forward feature code ().
2. Dial the number of the person who will be answering your calls for you.

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

When you get back to your desk you will want to cancel Call Forward.

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

Your calls will ring at your telephone.

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

Handling calls

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

If your colleague is busy on the telephone, you can have the Norstar system tell you as soon as your colleague puts the handset down to end a call.

1. Call your colleague. If your colleague is on another call you will either hear ringing, or a busy signal. Your display will read **On another call**.
2. If you have a two-line display on your telephone, press **LATER**. The display will read **Ring Again**. Press **YES**. If you have a single line display on your telephone, enter the Ring Again feature code (**Feature** **2**).
3. When your colleague hangs up, your telephone will ring and the display will ask you if you want to ring your colleague. On a two-line display telephone, press **YES**. On a single line display telephone, just lift the handset. If you don't want to call your colleague any more, just press **Ris** or **NO**.

Interrupting a colleague's current call

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

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

After a pause, your call will go through 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 touch the telephone at all.

1. Enter the Voice Call feature code (**Feature** **6** **6**).
2. Press the autodial key for your colleague.
3. Speak. Your colleague will hear your voice over the telephone's speaker and will be able to answer you without picking up the handset.

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