



Working together

Norstar

Compact Plus Release 5 Quick Programming Guide

Published by Nortel Networks on behalf of British Telecommunications PLC. All possible care has been taken in the preparation of this publication, but British Telecommunications PLC assumes no liability for any inaccuracies that may occur. British Telecommunication PLC reserves the right to make changes without notice both to this publication and to the product that it describes.

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any human or computer language in any form or by any means without prior written permission of British Telecommunications PLC.

If you find any errors in this publication, or would like to make suggestions for its improvement, please write to:
British Telecommunications
Norstar Product Manager
6th Floor, Parker Tower
43-49 Parker Street
London, WC2B 5PS

British Telecom is a registered trademark of:
British Telecommunications PLC
Registered Office 81, Newgate Street
London, EC1A 7AJ
Registered in England, Number 1800000

Meridian, Companion, and Norstar are trademarks of Nortel.
Meridian Norstar Business Communication System is manufactured by Nortel.

This document is for use with Compact Plus Release 5 Norstar UK.

P0607115 Issue 01
Printed in Canada
© 2003 Nortel Networks

Copyright Notice
This Nortel documentation is protected by copyright. It cannot be copied in any form or medium except pursuant to the Nortel Licence to Copy Documentation ("Licence"). If a licence has been purchased, it is enclosed with this copy of Nortel documentation.

Table of Contents

SECTION I: GENERAL INFORMATION

Getting Started	1
TELEPHONE PROGRAMMING BUTTONS	
PROGRAMMING OVERLAYS	
EXTENSION KEYS	
DISPLAY AND DISPLAY KEYS	
USING THE KEYPAD TO ENTER LETTERS	
CONVENTIONS	
To begin a programming session.....	5
BASIC PASSWORD	
SYSTEM ADMINISTRATOR PASSWORD	
SYSTEM ADMINISTRATOR PLUS PASSWORD	
ENDING A PROGRAMMING SESSION	
PROGRAMMING MAP FOR PASSWORDS	

SECTION II: PROGRAMMING USING THE BASIC PASSWORD

Time and Date.....	7
CHANGING THE TIME AND DATE SETTINGS	
PROGRAMMING MAP FOR TIME AND DATE	

SECTION III: PROGRAMMING USING THE SYSTEM ADMINISTRATOR PASSWORD

Pickup Groups.....	9
ASSIGNING AN EXTENSION	
ANSWERING AN EXTENSION	
PROGRAMMING MAP TERMINALS AND EXTENSIONS	

SECTION IV: PROGRAMMING USING THE SYSTEM ADMINISTRATOR PLUS PASSWORD

Line Access	11
LINE ASSIGNMENT	
LINE APPEARANCES	
PROGRAMMING MAP FOR LINES	
Restrictions.....	14
SELECTING A FILTER OR ADDING RESTRICTIONS AND EXCEPTIONS TO AN EXTENSION	
ASSIGNING A DIALING FILTER TO A LINE	
ASSIGNING A RESTRICTION FILTER TO AN EXTENSION	
PROGRAMMING MAP FOR LINE RESTRICTIONS	

**PROGRAMMING USING THE SYSTEM ADMINISTRATOR PLUS PASSWORD
(continued)**

Speed Dial	18
SHORTCUTS	
PROGRAMMING A SYSTEM-WIDE SPEED DIAL CODE	
SHORTCUTS (continued)	
SELECTING A LINE FOR THE NEW SPEED DIAL CODE	
CHOOSING THE SPEED DIAL DISPLAY FORMAT	
PROGRAMMING A NAME FOR THE SPEED DIAL CODE	
CONFIRMING THE DIALLING RESTRICTIONS	
PROGRAMMING MAP FOR SYSTEM SPEED DIAL	
Call Forward No Answer	22
PROGRAMMING MAP FOR TERMINAL CAPABILITIES	
Call Forward on Busy.....	24
PROGRAMMING MAP FOR TERMINAL CAPABILITIES	
Naming Extensions	26
PROGRAMMING MAP FOR NAMING EXTENSIONS	
Moving Extensions	28
PROGRAMMING MAP FOR SETTING SYSTEM PROGRAMMING	
Ringing Service.....	30
TURNING RINGING SERVICE ON OR OFF	
PROGRAMMING MAP FOR SERVICES	



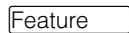







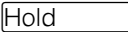




SECTION V: Reference

Programming map (System Administrator Plus password).....	32
--	-----------

Getting Started

TELEPHONE PROGRAMMING BUTTONS

You will note that your Business Series Terminal (BST) has different icons on the keycaps than the Norstar telephones. This table shows how the icons compare between the telephones.

Button Name	Business Series Terminals T7000, T7100, T7208, T7316, T7316E	M7000, M7100N, M7208N, M7310N, M7324N
Feature		 or 
Handsfree Mute	Bottom right button. (T7208) Mute:  (T7316/T7316E) Handsfree:  (T7316E)	
Hold	   (T7000)	 or   (M7000)
Release		 or 

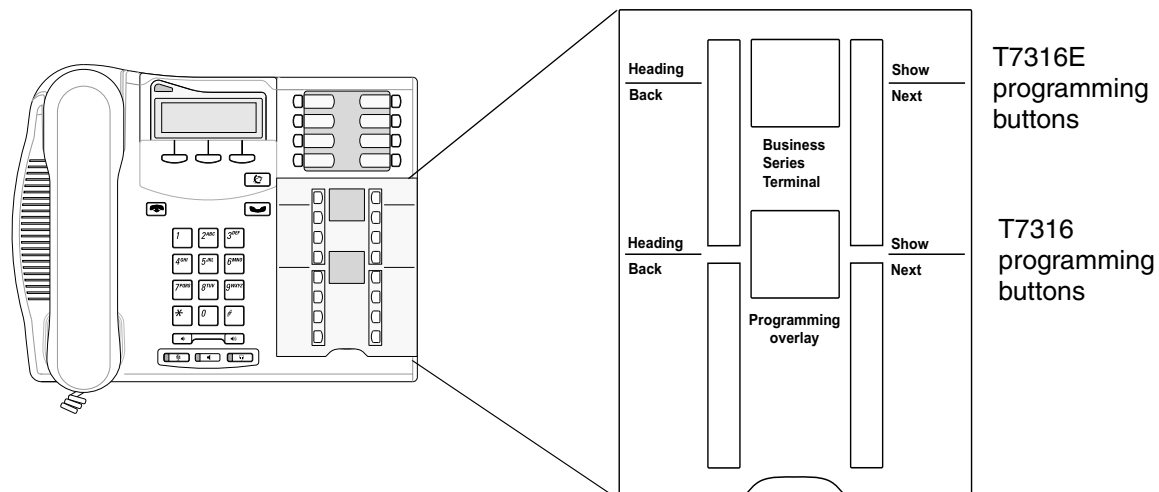
The *Norstar Compact Plus Quick Programming Guide* is a quick reference when you need information about some of the more commonly-used features on this system.

For more detailed information, refer to the *System Administration Guide*. It contains everything needed to gain access to and to programme the many features of the system.

PROGRAMMING OVERLAYS

Before you begin programming, you need to prepare the system. Start by placing the programming overlay over the appropriate keys on your programming set, as shown in the diagrams below.

The T7316E, shown below, and the T7316 are the Business Series Terminals that can be used for programming.



M7310



Heading	<input type="button" value=""/>
Back	<input type="button" value=""/>
Norstar Programming Overlay M7310N	<input type="button" value=""/>
	<input type="button" value=""/>
Show	<input type="button" value=""/>
Next	<input type="button" value=""/>

M7324



Norstar Programming Overlay M7324N	
Heading <input type="button" value=""/>	<input type="button" value=""/> Show
Back <input type="button" value=""/>	<input type="button" value=""/> Next

The four keys covered by the overlay have special functions for programming features on your system. When one of the keys is active, the indicator next to it is lit with a ◀ or a ▶. Once you end the programming session, the keys return to their usual call functions.

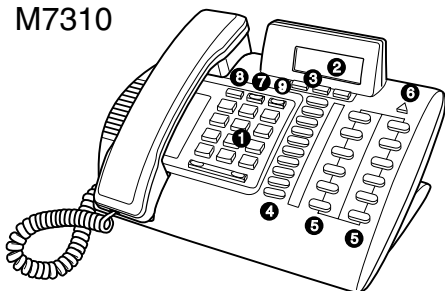
The four keys are:

- shows you the heading for the current level
- moves you back one item at the current level
- shows you the first setting within the level
- moves you one item forward at the current level

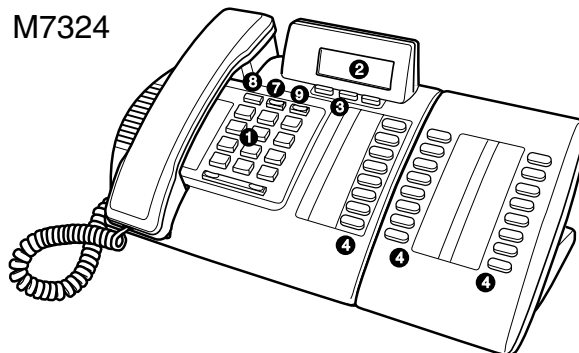
EXTENSION KEYS

Take a few moments to look over your extension and become familiar with its layout. Unlike the M7310N, the M7324N and T7316 do not have a shift key (5) or dual memory keys (6). An explanation of each key follows the diagrams below.

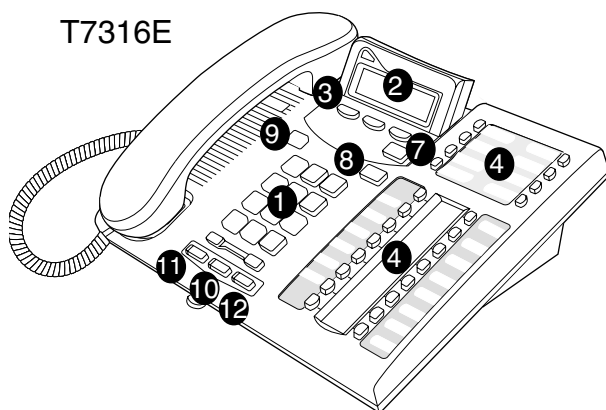
M7310



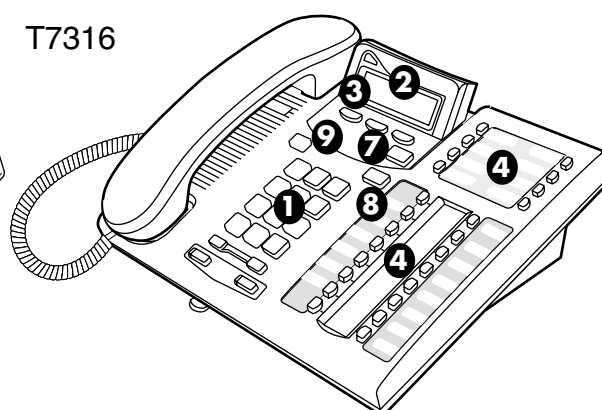
M7324







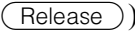



T7316E



T7316

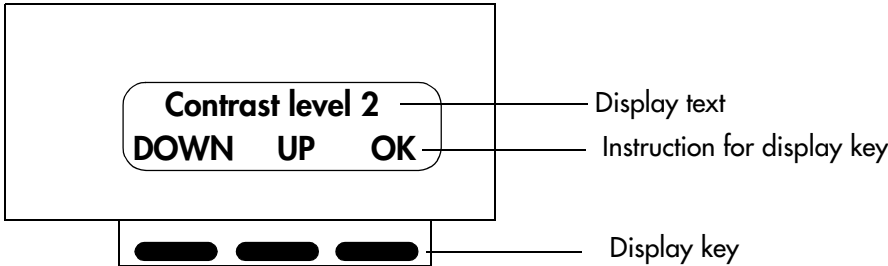


DESCRIPTION	
1 Keypad	Used to dial numbers when you make a call and to enter numbers and letters when you programme your extension.
2 Display	Shows instructions and numbers when you use or programme the extension.
3 Display keys	Activates the instruction that appears on the display above it.
4 Memory keys	Activates a number or feature code stored in the key.
5 Dual memory keys	Allows you to store two numbers or feature codes (M7310N only).
6 Shift key	Allows you to use the number or feature code stored in the secondary memory of the dual memory key (M7310N only)
7 Feature key ( , <input type="text" value="Feature"/> or <input type="text" value="F_x"/>)	Allows you to enter a feature code while using or programming the telephone.
8 Hold key ( , <input type="text" value="Hold"/> , )	Puts an active call on hold.

DESCRIPTION	
9 Release key ( , )	Hangs up an active call or ends programming.
10 Mute key 	Mutes handset and microphone. Only available on T7316 and T7316E keystations.
11 Handsfree key 	Turns on speaker so user does not have to pick up handset or use headset. Only available on T7316E keystations.
12 Headset key 	Allows user to use switch between headset and handset answer mode without removing headset. Only available on T7316 and T7316E keystations.

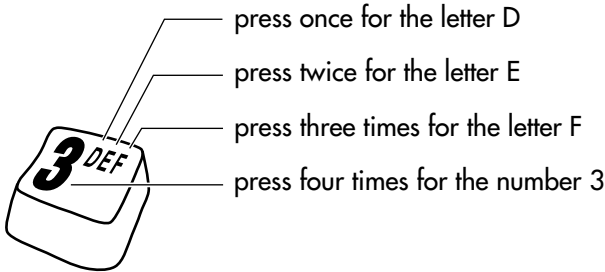
DISPLAY AND DISPLAY KEYS

Use the keys below the display to set and select options. Their functions change depending on the features you programme. Some display options include **ADD**, **CHANGE**, **OK** and **DOWN**.






USING THE KEYPAD TO ENTER LETTERS

Use the keypad to enter both letters and numbers. For example, to name a Speed Dial code “Terry,” repeatedly press the number on the keypad that represents the first letter of the name until that letter appears on the display. In this example, press the keypad number 3 two times for “E.”



CONVENTIONS

Boxed numbers indicate keypad numbers. Examples are   .

Boxed words indicate actual buttons. Examples are  or .

Underlined words indicate display key choices. When you see **ADD** or **CHANGE**, for example, push the button underneath the word that is shown on the display.

To begin a programming session

BASIC PASSWORD

This allows routine programming of individual extensions.

ACTION	VISUAL DISPLAY
1. Place the programming overlay on the extension. Refer to "PROGRAMMING OVERLAYS" on page 1.	1 Jan 1:00 am
2. Press <input type="button" value="⏏"/> .	Feature:
3. To programme the TIME code (time and date), enter <input type="button" value="*"/> <input type="button" value="*"/> <input type="button" value="8"/> <input type="button" value="4"/> <input type="button" value="6"/> <input type="button" value="3"/> (the TIME code), followed by <input type="button" value="2"/> <input type="button" value="2"/> <input type="button" value="7"/> <input type="button" value="4"/> <input type="button" value="2"/> . Using this example, the display shows:	Hour: 12:00 NEXT CHANGE

SYSTEM ADMINISTRATOR PASSWORD

This allows access to most of the settings for administration programming.
















ACTION	VISUAL DISPLAY
1. Place the programming overlay on the extension. Refer to "PROGRAMMING OVERLAYS" on page 1.	1 Jan 1:00 am
2. Press <input type="button" value="⏏"/> .	Feature:
3. Using the keypad, enter the System Access code: <input type="button" value="*"/> <input type="button" value="*"/> <input type="button" value="2"/> <input type="button" value="6"/> <input type="button" value="6"/> <input type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="4"/> .	Password: RETRY
4. Enter your password: <input type="button" value="2"/> <input type="button" value="3"/> <input type="button" value="6"/> <input type="button" value="4"/> <input type="button" value="6"/> .	Terminals&Extns
Press RETRY if you enter the password incorrectly.	

Using either of the passwords described above, you can programme the system beginning with "Terminals and Extensions" (Terminals&Extns). Press repeatedly to scroll through programme options including:

- Terminals&Extns
- Lines
- Services
- Sys Speed Dial
- Passwords
- Time & Date
- System prgrming

SYSTEM ADMINISTRATOR PLUS PASSWORD


This allows access to all administration settings as well as several installer settings.

ACTION	VISUAL DISPLAY
1. Place the programming overlay on the extension. Refer to "PROGRAMMING OVERLAYS" on page 1.	1 Jan 1:00 am
2. Press  .	Feature:
3. Using the keypad, enter the System Access code:         .	Password: RETRY
4. Enter your password:       .	Terminals&Extns
Press RETRY if you enter the password incorrectly	

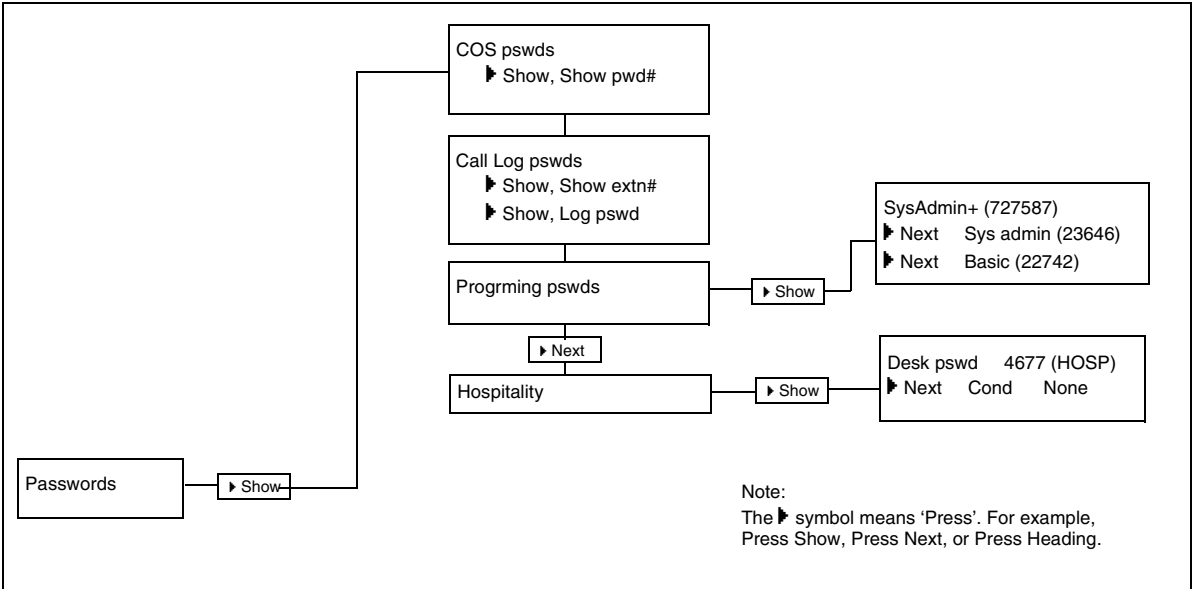
When you use the System Administrator Plus password, you can access all the programme options shown on the previous page, as well as the following:

- Software Keys
- Maintenance
- Using Metrics

ENDING A PROGRAMMING SESSION

ACTION	VISUAL DISPLAY
1. Press  .	End of session
2. After a few seconds, the date and time reappear on the display.	1 Jan 1:00 am

PROGRAMMING MAP FOR PASSWORDS










Time and Date

To adjust the time and date on the entire system, you need only adjust the clock at one extension using the Basic password. The clock, which also controls the schedules for your routing and ringing features, must be reset after a power failure.

CHANGING THE TIME AND DATE SETTINGS

Use this feature to change the clocks to GMT (winter) and BFT (summer) times. Clocks in spring is **forward and in fall is **back. In this example, the time is changed to 1:30 p.m. and the date is changed from January 1, 2001, to July 15, 2001.








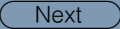
ACTION	VISUAL DISPLAY
1. Place the programming overlay on the extension. Refer to "PROGRAMMING OVERLAYS" on page 1.	1 Jan 1:00 am
2. Press  followed by   8 4 6 3 (the Time and Date code) followed by   7 4 2 (the Basic password).	Hour: 01 NEXT CHANGE
3. Press CHANGE .	Hour: __ CANCL
4. Use the keypad to enter the two-digit hour. The display shows one or two digits. The display prompts you to choose AM or PM.	AM OK CHANGE
5. Press CHANGE .	AM OK CHANGE
6. Press OK .	Hour:01 NEXT CHANGE
7. Press NEXT .	Minutes:01 NEXT CHANGE
8. Press CHANGE .	Minutes: __ CANCL
9. Using the keypad, enter the minutes.	Minutes:30 NEXT CHANGE
Press to  to end the session if you do not want to go on to change the date. To change the date, continue with Step 10.	
10. Press NEXT .	Year:01 NEXT CHANGE
11. Press CHANGE .	Year: __ CANCL
12. Use the keypad to enter the year.	Year:01 NEXT CHANGE

ACTION		VISUAL DISPLAY	
13. Press NEXT .		Month:01 NEXT	CHANGE
14. Press CHANGE .		Month:___ CANCL	
15. Use the keypad to enter 07 for July (01 is January; 12 is December).		Month:07 NEXT	CHANGE
16. Press NEXT .		Day:01 NEXT	CHANGE
17. Press CHANGE .		DAY:___ CANCL	
18. Use the keypad to enter the day (15).		Day:15 NEXT	CHANGE
19. Press  .		End of session	
After a few seconds, the date and time reappear on the display.		15 July 1:30 pm	

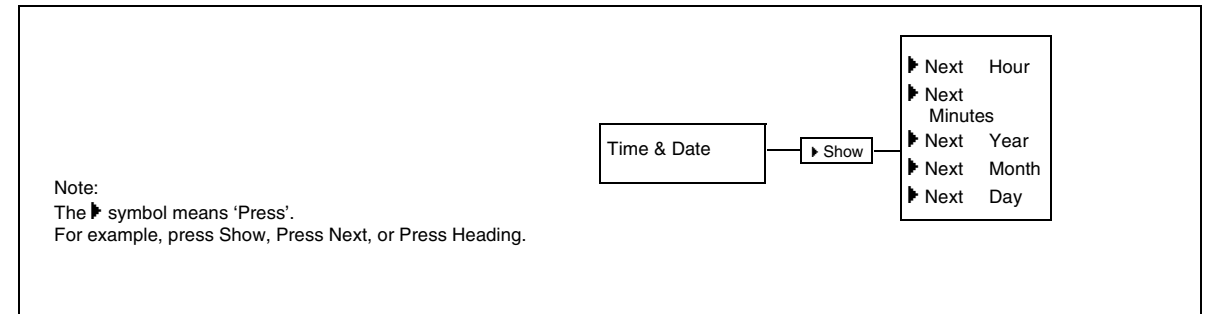
SHORTCUT – DATE CHANGE ONLY

To change the date only, jump to that section after beginning the programming session.

To **change only the date**, begin by placing the overlay on your extension (see page 2).

1. Press  followed by   8 4 6 3 (the Time and Date code);
2. Press    4  (the Basic password).
3. Press  twice. Then continue with the instructions above, starting at Step 12.

PROGRAMMING MAP FOR TIME AND DATE



Pickup Groups

This feature allows you to answer calls for and from any extension in a Pickup Group.

This section shows you how to assign an extension to a Pickup Group and how to answer a call from any extension within a Pickup Group. You can assign extensions to one of four Pickup Groups. The options are 1 to 4 and None.

ASSIGNING AN EXTENSION

ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under "To begin a programming session" on page 5 using the <i>System Administrator</i> password.	Terminals&Extns
2. Press <input type="button" value="Show"/> .	Show Extn#: LIST
3. Enter the number of the extension that you want to programme.	Show Extn#:23_ BKSP LIST
We used extension 234 for this example.	234:234 COPY FIND
4. Press <input type="button" value="Show"/> .	Capabilities: COPY
5. Press <input type="button" value="Show"/> once.	Fwd no answer
6. Press <input type="button" value="Next"/> until the display shows:	Pickup grp:None CHANGE
7. Press CHANGE until you find the Pickup Group (1–9 or None) that you want to assign to the extension. (We have used 1 as an example.)	Pickup grp:1 CHANGE
8. Press <input type="button" value="End"/> .	End of session
After a few seconds, the date and time reappear on the display.	1 Jan 1 am

ANSWERING AN EXTENSION

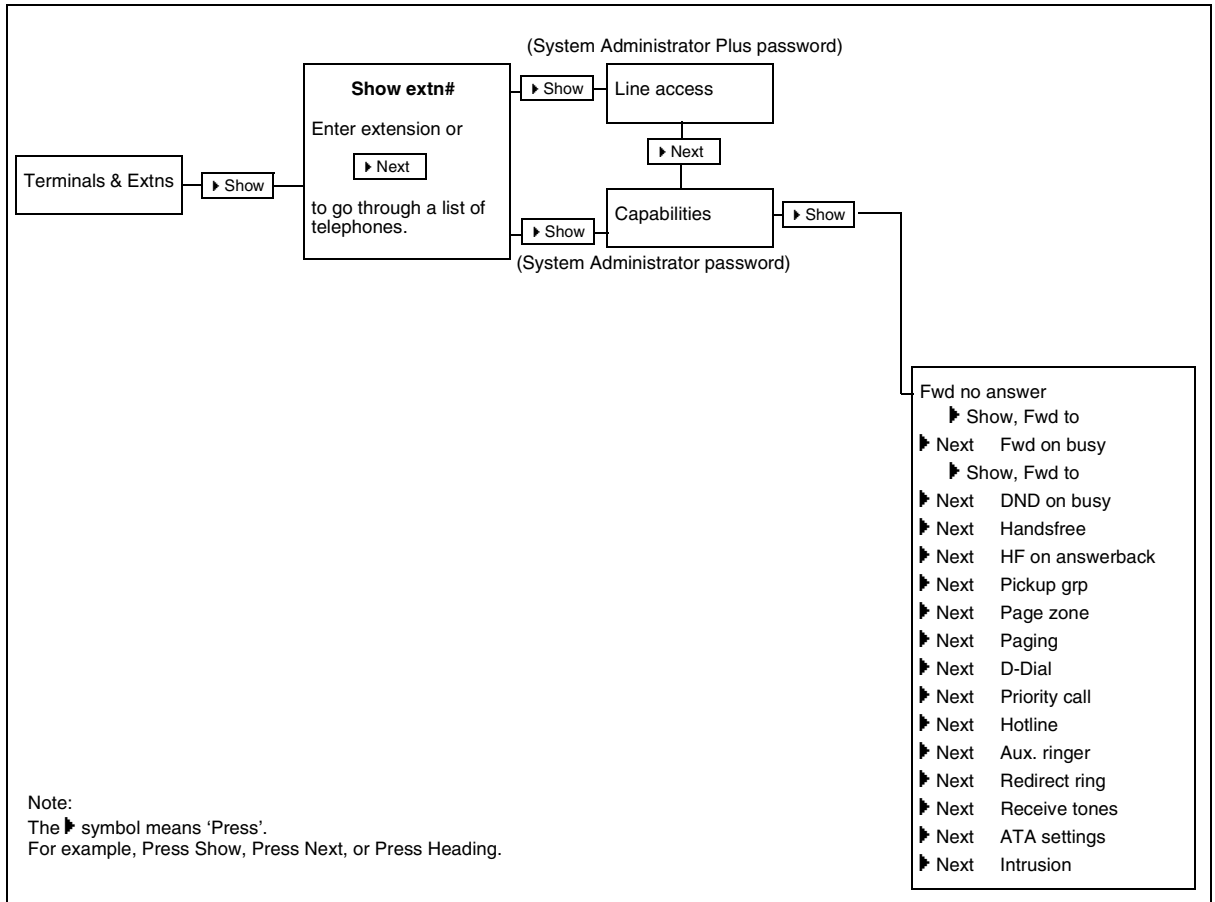
If there is more than one incoming call at an extension in a Pickup Group, calls are answered in this sequence:

- 1. on an extension line,
- 2. on the prime line, and
- 3. on internal lines.

This feature cannot be used to retrieve a camped call.

ACTION	VISUAL DISPLAY
1. Pick up any extension in your pickup group and press ☎ 7 5 .	

PROGRAMMING MAP TERMINALS AND EXTENSIONS



Line Access

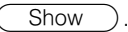
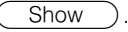
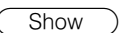

This section shows you both how to assign lines to individual extensions, and how to programme the number of appearances of DIA lines at each extension.

LINE ASSIGNMENT

With this setting, you assign physical lines and Direct Inward Access (DIA) lines to each extension.

- DIA lines are assigned and removed in the same manner as other lines.
- In general, exchange lines are not assigned to extensions unless the extension is used for monitoring incoming calls or making outgoing calls.
- You cannot assign a private line to another extension.
- Each assigned line must appear at an extension at a key with an indicator. If you set a line to Ring only, incoming calls appear on the intercom key

EXCEPTION: Central Answering Position module is only available on the M7324N. The M7100N has no line keys and is assigned any number of lines, but you must be sure that all lines assigned to the M7100N are set to ring. Otherwise, incoming calls are not heard.

ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under " To begin a programming session " on page 5 using the <i>System Administrator Plus</i> password.	Terminals&Extns
2. Press  .	Show Extn#: LIST
3. Enter the number of the extension that you want to programme. We used extension 221 for this example.	Show Extn#:22_ BKSP LIST
4. Press  .	221:221 COPY FIND
5. Press  twice.	Line access: COPY
6. Enter the line number. Line number 001 is used as an example.	Show line ... SCAN LIST
7. Press SCAN to see the setting.	Show line:001 SCAN BKSP LIST
8. Press CHANGE to change the setting for each line to: <i>Ring only</i> , <i>Appr&Ring</i> , <i>Appr. Only</i> or <i>Unassigned</i> .	L001:Ring Only SCAN FIND CHANGE
9. Press  to exit the session.	Appr&Ring SCAN FIND CHANGE
After a few seconds, the date and time reappear on the display.	End of session 15 Jul 1:30 pm

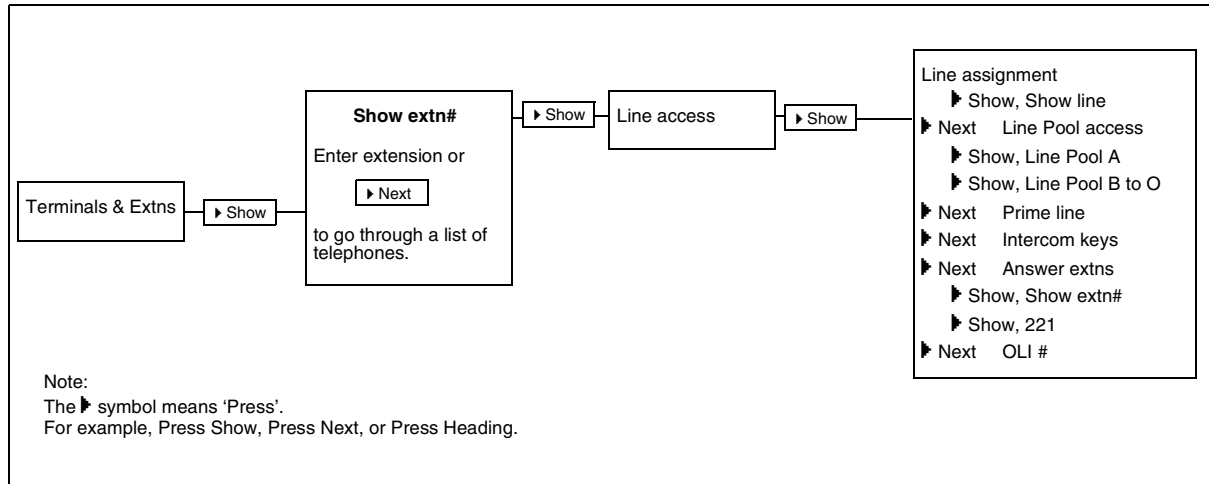
LINE APPEARANCES

With this setting, you can programme the number of appearances a DIA line is permitted at each extension.

- Line appearances rely on the previously described line-assignment setting, *Ring Only*, *Appr&Ring* or *Appr. only*. If you choose *Appr&Ring* or *Appr. only*, there can be as many simultaneous DDI calls as there are DIA key appearances. If *Ring only* is chosen, there can be as many simultaneous DDI calls as there are intercom keys. At least one intercom key needs to remain open for outgoing calls.
- It is best to limit the number of line keys to four per extension. More line keys can be programmed on any given extension by programming fewer on another extension. For example, choose this option to programme 20 keys on an extension equipped with a Central Answering Position module.

ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under " To begin a programming session " on page 5 using the <i>System Administrator Plus</i> password.	Terminals&Extns
2. Press <input type="button" value="Show"/> .	Show Extn#: LIST
3. Enter the number of the extension that you want to programme.	Show Extn#:22_ BKSP LIST
We used extension 221 for this example.	221:221 COPY FIND
4. Press <input type="button" value="Show"/> .	Line access COPY
5. Press <input type="button" value="Show"/> twice.	Show line SCAN LIST
6. Enter the line number. Line number 282 is used as an example.	Show line:282 SCAN BKSP LIST
7. Press SCAN to see the setting.	L282:Appr&Ring SCAN FIND CHANGE
8. Press <input type="button" value="Show"/> .	Appearances:1 CHANGE
9. Press CHANGE and enter 4. For our example, we have chosen to have DIA line 282 appear on extension 221 four times.	Appearances:4 CANCL BKSP OK
10. Press OK .	Appearances:4 CHANGE
11. Press <input type="button" value="Exit"/> to exit the session.	End of session
After a few seconds, the date and time reappear on the display.	1 Jan 1:00 am

PROGRAMMING MAP FOR LINES



Restrictions

This feature prevents users from dialling certain numbers by assigning filters (packages of pre-set restrictions) to a line or extension. Filters can be added to an extension even if that extension shares a line. You can also programme extensions to override the filters.

Some of the more popular filters that restrict long-distance calls are already in place by default. Please refer to your *System Administration Guide* for a complete list of default filters.

In the following example, we assign restriction filter 11 to extension 221. Then we add a restriction and an exception to restriction filter 11.

SELECTING A FILTER OR ADDING RESTRICTIONS AND EXCEPTIONS TO AN EXTENSION

ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under "To begin a programming session" on page 5 using the <i>System Administrator Plus</i> password.	Terminals&Extns
2. Press <input type="button" value="Show"/> .	Show Extn#: LIST
3. Enter the number of the extension that you want to programme.	Show Extn#:22_ BKSP LIST
We used extension 221 for this example.	221:221 COPY FIND
4. Press <input type="button" value="Show"/> .	Line access: COPY
5. Press <input type="button" value="Next"/> four times.	Restrictions COPY
You can now add a filter	
6. Press <input type="button" value="Show"/> .	Restrtn filters
7. Press <input type="button" value="Show"/> .	Show filters:___ COPY LIST
8. Press <input type="text" value="1"/> <input type="text" value="1"/> .	Show filter:1_ COPY BKSP LIST
The display shows:	Restrtn filter11 COPY FIND

ACTION	VISUAL DISPLAY
You have selected a filter. You can now add restrictions.	
9. Press <input type="button" value="Show"/> .	No restrictions ADD
10. Press ADD .	Restrnr 01: ANY
11. Press ANY .	Restrnr 01:• ANY BKSP OK
12. Press <input type="button" value="8"/> .	Restrnr 01:•8 ANY BKSP OK
13. Press OK . Now, extension 221 cannot dial out a number with 8 as the second digit.	Restrnr 01:•8 ADD REMOVE
You can now add an exception.	
14. Press <input type="button" value="Show"/> .	Deny:•8
15. Press <input type="button" value="Next"/> .	No overrides ADD
16. Press ADD . Remember, you are still programming dialling filter 11, restriction 01 for extension 221.	Override 001: ANY
17. Press <input type="button" value="0"/> <input type="button" value="8"/> <input type="button" value="0"/> <input type="button" value="0"/> .	Override 001:0800 ANY BKSP OK
18. Press OK . Numbers that begin with 0800 can now be dialled.	Override 001:08.. ADD REMOVE
19. Press <input type="button" value="End"/> to exit the session.	End of session
20. After a few seconds, the date and time reappear on the display.	1 Jan 1:00 am

ASSIGNING A DIALLING FILTER TO A LINE

ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under "To begin a programming session" on page 5 using the <i>System Administrator Plus</i> password.	Terminals&Extns
2. Press <input type="button" value="Next"/> .	Lines LIST
3. Press <input type="button" value="Show"/> .	Show lines ____

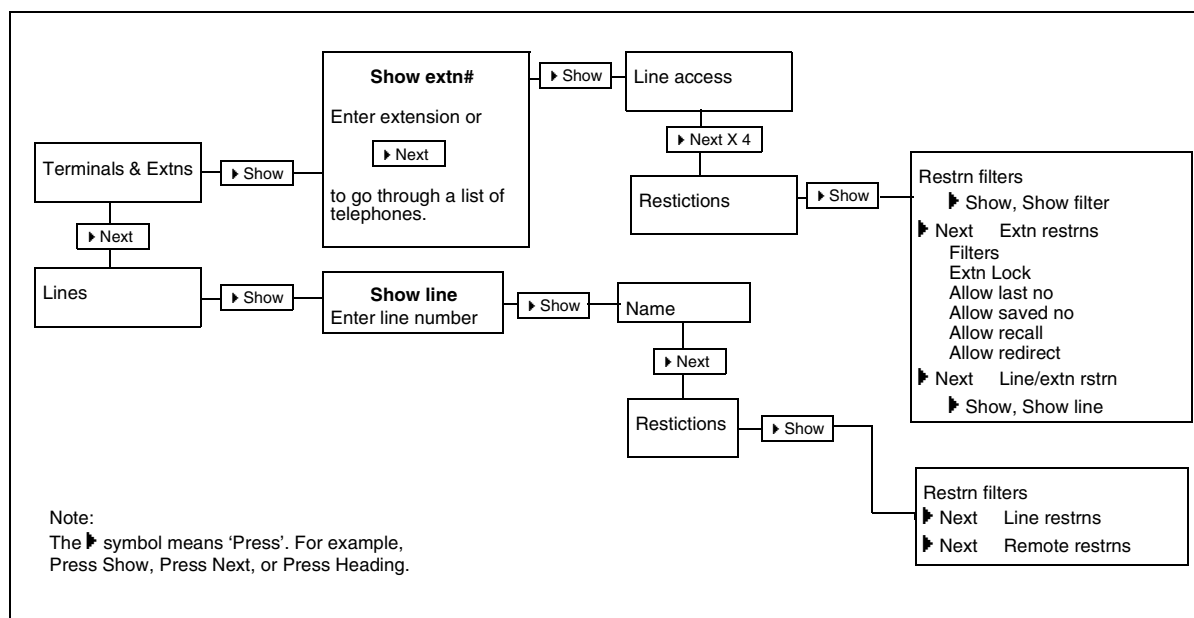
ACTION	VISUAL DISPLAY
4. Enter the three-digit line number to which you want to assign restrictions.	Show lines: 00- BKSP LIST
For this example, we chose line 001.	Line 001:Line 001 FIND
5. Press <input type="button" value="Show"/> .	Name:Line 001 CHANGE
6. Press <input type="button" value="Next"/> .	Restrictions COPY
7. Press <input type="button" value="Show"/> .	Restrtn filters
8. Press <input type="button" value="Next"/> .	Line restrtns
9. Press <input type="button" value="Show"/> .	Normal:03 CLR CHANGE
10. Press CHANGE .	Use flt:___ CANCL
11. Press <input type="text" value="0"/> <input type="text" value="0"/> to define restriction 00.	Use flt: 0_ COPY BKSP LIST
Restriction 00 has no restrictions. Now, any number can be called, but from this line only.	Normal:00 CHANGE
12. Press <input type="button" value="Exit"/> to exit the session.	End of session
After a few seconds, the date and time reappear on the display.	1 Jan 1:00 am

ASSIGNING A RESTRICTION FILTER TO AN EXTENSION

ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under "To begin a programming session" on page 5 using the <i>System Administrator Plus</i> password.	Terminals&Extns
2. Press <input type="button" value="Show"/> .	Show extn#:___
3. Enter the extension to which you want to add a restriction filter.	Show extn#:22_ BKSP LIST
For this example, we used extension 227.	227:227 COPY FIND

ACTION	VISUAL DISPLAY
4. Press <input type="button" value="Show"/> .	Line access COPY
5. Press <input type="button" value="Next"/> four times.	Restrictions COPY
6. Press <input type="button" value="Show"/> .	Restrn filters
7. Press <input type="button" value="Next"/> .	Extn restrns
8. Press <input type="button" value="Show"/> .	Filters
9. Press <input type="button" value="Show"/> .	Normal:02 CLR CHANGE
10. Press CHANGE .	Use flt:___ CANCL
11. Press <input type="button" value="0"/> <input type="button" value="1"/> to assign dialling filter 01.	Use flt:0_ CANCL BKSP
Dialling filter 01 restricts calls to local numbers only. You cannot dial long-distance numbers, even using line 001.	Normal:01 CLR CHANGE
12. Press <input type="button" value="⏏"/> to exit the session.	End of session
After a few seconds, the date and time reappear on the display.	1 Jan 1:00 am

PROGRAMMING MAP FOR LINE RESTRICTIONS



Speed Dial

This Speed Dial section shows you how to programme a new Speed Dial code from start to finish, including:

- Programming a system-wide Speed Dial code
- Selecting a line for the Speed Dial code
- Choosing the Speed Dial display format
- Programming a name for the Speed Dial code
- Confirming the dialling restrictions

ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under " To begin a programming session " on page 5 using the <i>System Administrator Plus</i> password.	Terminals&Extns
2. Press <input type="button" value="Next"/> three times.	Sys Speed Dial
3. Continue programming using the instructions under each feature in the pages that follow.	

SHORTCUTS

If you want to re-programme just one part of the Speed Dial feature – for example, Choosing a Speed Dial format display – you can jump to that section after beginning a programming session. To do that, complete steps 1 and 2 as above. Then follow the steps below to accomplish the task.

Selecting a line for the Speed Dial code

1. Press .
2. Enter the Speed Dial code for which you wish to select a line.
3. Press .
4. Press .
5. Press **CHANGE** until the line assignment you want is on the display.

Changing the Speed Dial display format

1. Press .
2. Enter the Speed Dial code for which you wish to change the format.
3. Press .
4. Press twice.
5. Press **CHANGE** to change between Y (do not display digits) and N (display digits).

SHORTCUTS (continued)

Programming a name for the Speed Dial code (NOTE: To do this, Display digits must be set to “No.”)

1. Press **Show**.
2. Enter the Speed Dial code for which you wish to change the name.
3. Press **Show**.
4. Press **Next** three times.
5. Press **CHANGE**.
6. Use the keypad and **->** until the entire name is entered.

Confirming dialling restrictions

1. Press **Show**.
2. Enter the Speed Dial code for which you wish to select a line.
3. Press **Show**.
4. Press **Next** four times.
5. Use **CHANGE** to change between **Y** (bypass restrictions) and **N** (do not bypass restrictions).

Ending the session

Press **End**. “End of session” appears on the display. After a few seconds, the display shows the date and time.

PROGRAMMING A SYSTEM-WIDE SPEED DIAL CODE

ACTION	VISUAL DISPLAY
1. Press Show .	Speed Dial#:_
2. Enter the Speed Dial code (from 001 to 255) you wish to programme (for example, 001).	Speed Dial#:001 FIND
3. Press Show .	001:No number CLR CHANGE
4. Press CHANGE .	001:_ CANCL
5. Use the keypad to enter the exchange (for example: 0191 256 7843). The number can contain up to 24 digits.	001:01912567843 CANCL BKSP OK
6. Press OK .	001:01912567843 CLR CHANGE

SELECTING A LINE FOR THE NEW SPEED DIAL CODE

ACTION	VISUAL DISPLAY
1. After programming the new exchange, as explained in the previous section:	001:01912567843 CLR CHANGE
2. Press <input type="button" value="Next"/> .	Use prime line CHANGE
3. Press CHANGE repeatedly to scroll through the options (<i>Use prime line</i> , <i>Use line: __</i> , <i>Pool code _</i> , and <i>Use routing table</i>). In this example, choose the prime line. Stop scrolling when this comes back up on the display:	Use Lines ____ CHANGE

Only extensions where this line appears have access to this Speed Dial code.

CHOOSING THE SPEED DIAL DISPLAY FORMAT

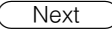

ACTION	VISUAL DISPLAY
1. After choosing the line with the previous procedure, you can choose to see either the extension number being dialled or a name that you have chosen. The display shows:	Use prime line CHANGE
2. Press <input type="button" value="Next"/> .	Display digits:Y CHANGE
3. Press CHANGE to change between Y (see the extension number) and N (to choose a name for the Speed Dial code).	Display digits:N CHANGE

PROGRAMMING A NAME FOR THE SPEED DIAL CODE

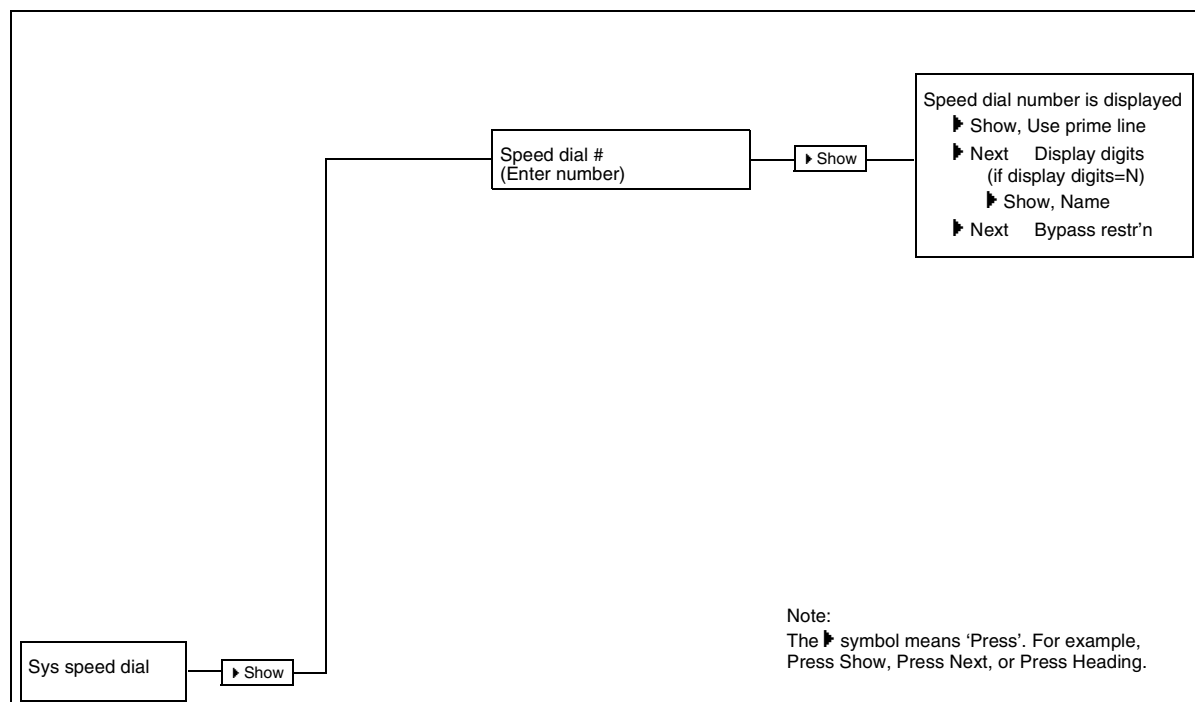
ACTION	VISUAL DISPLAY
1. Press <input type="button" value="Next"/> . This default name is displayed:	Name:Sys Spd Di.. CHANGE
2. Press CHANGE .	Name:___ ---
3. Press the number on the keypad that represents the first letter of the name. Press the key repeatedly until the letter appears. Example: for the name "Sutton," press the keypad number 7 three times to display the letter "S". Press --- to move to the next letter in the name. Press # to enter a space.	Name:S___ <--- BKSP --->
4. Use the keypad and --> until the entire name is entered. The name can be up to 16 characters long.	Name:Sutton <--- BKSP --->
5. Press <input type="button" value="Next"/> to continue programming.	Name:Sutton CLR CHANGE

CONFIRMING THE DIALLING RESTRICTIONS

The system cannot bypass dialling restrictions already on the extension or line. This feature can either confirm existing restrictions or lift them. To change the dialling restrictions, refer to “Adjusting the Dialling restrictions.”

ACTION	VISUAL DISPLAY
1. After programming the Speed Dial name, the display shows:	Name:Sutton CLR CHANGE
2. Press  . This display shows that the dialling restrictions on that line remain in effect.	Bypass rest'n:N CHANGE
3. Press  to exit the session.	End of session
4. After a few seconds, the date and time reappear on the display.	1 Jan 1:00 am

PROGRAMMING MAP FOR SYSTEM SPEED DIAL



Call Forward No Answer

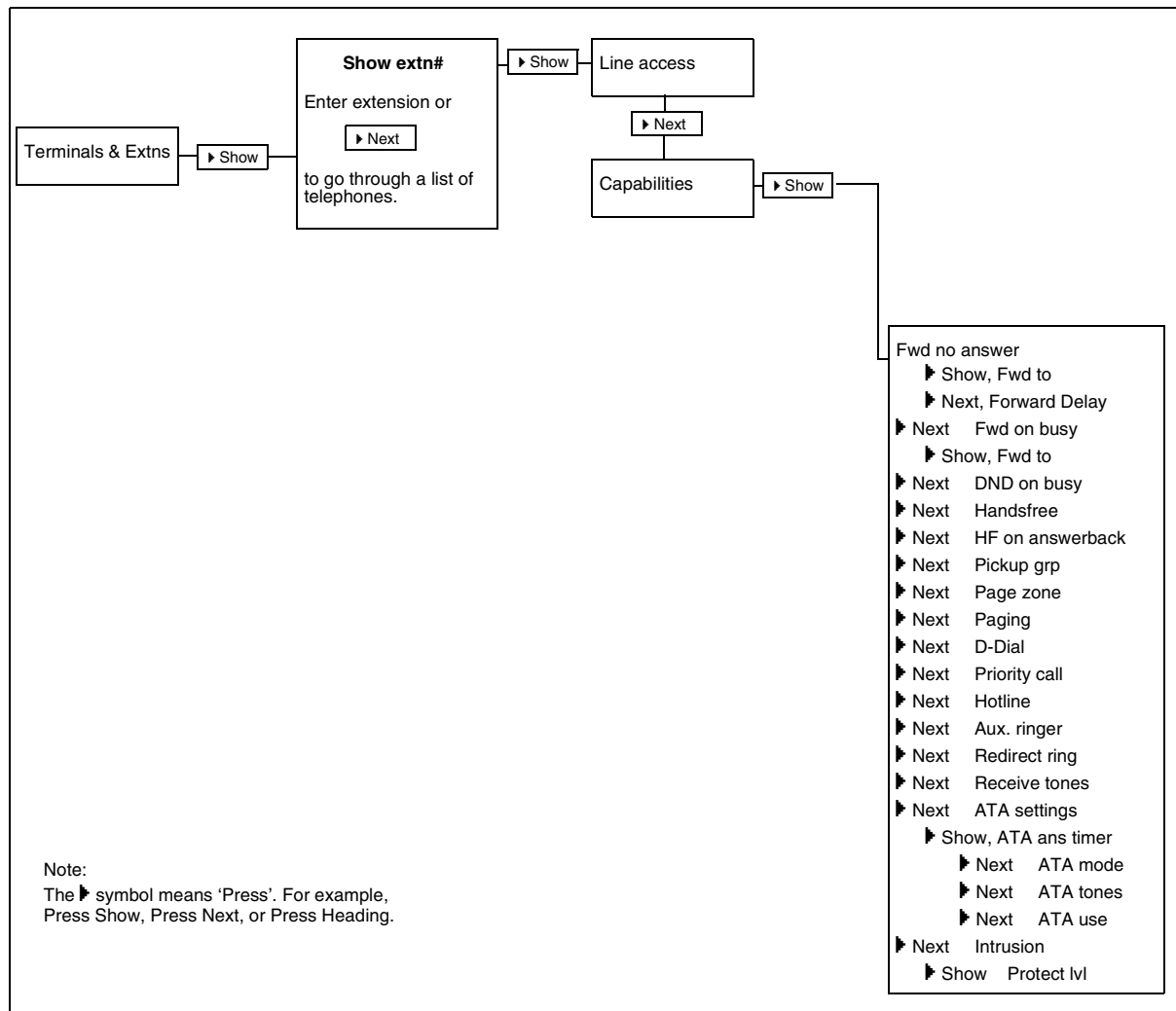
You can programme an extension to forward a call to a pre-determined extension if the call is not answered within a set number of rings. The default setting is 4, but options 2, 3, 4, 6 and 10 rings are available.

If a designated extension is set on Do Not Disturb or Do Not Disturb On Busy, the incoming call continues to ring at the original extension and the caller continues to hear ringback. To lessen the chance of this happening, you can designate a second back-up extension.

Calls coming in on an outside line are automatically transferred to the Prime extension for that line.

ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under "To begin a programming session" on page 5 using the <i>System Administrator Plus</i> password.	Terminals&Extns
2. Press <input type="button" value="Show"/> .	Show extn#:__
3. Enter the number of the extension you wish to programme (234 represents the number of the extension you have chosen to programme.)	234:234 COPY FIND
4. Press <input type="button" value="Show"/> .	Line access COPY
5. Press <input type="button" value="Next"/> .	Capabilities COPY
6. Press <input type="button" value="Show"/> .	Fwd no answer
7. Press <input type="button" value="Show"/> .	Fwd to:None CHANGE
8. Press CHANGE .	Fwd to:____ CANCL
9. Use the keypad to enter the extension to which you want the calls sent. (Extension 221 is used in this example.)	Fwd to:2____ CANCL BKSP
When you have entered all the numbers, the display shows:	Fwd to:221 CLR CHANGE
10. Press <input type="button" value="Exit"/> to exit the session.	End of session
After a few seconds, the date and time reappear on the display.	1 Jan 1:00 am

PROGRAMMING MAP FOR TERMINAL CAPABILITIES

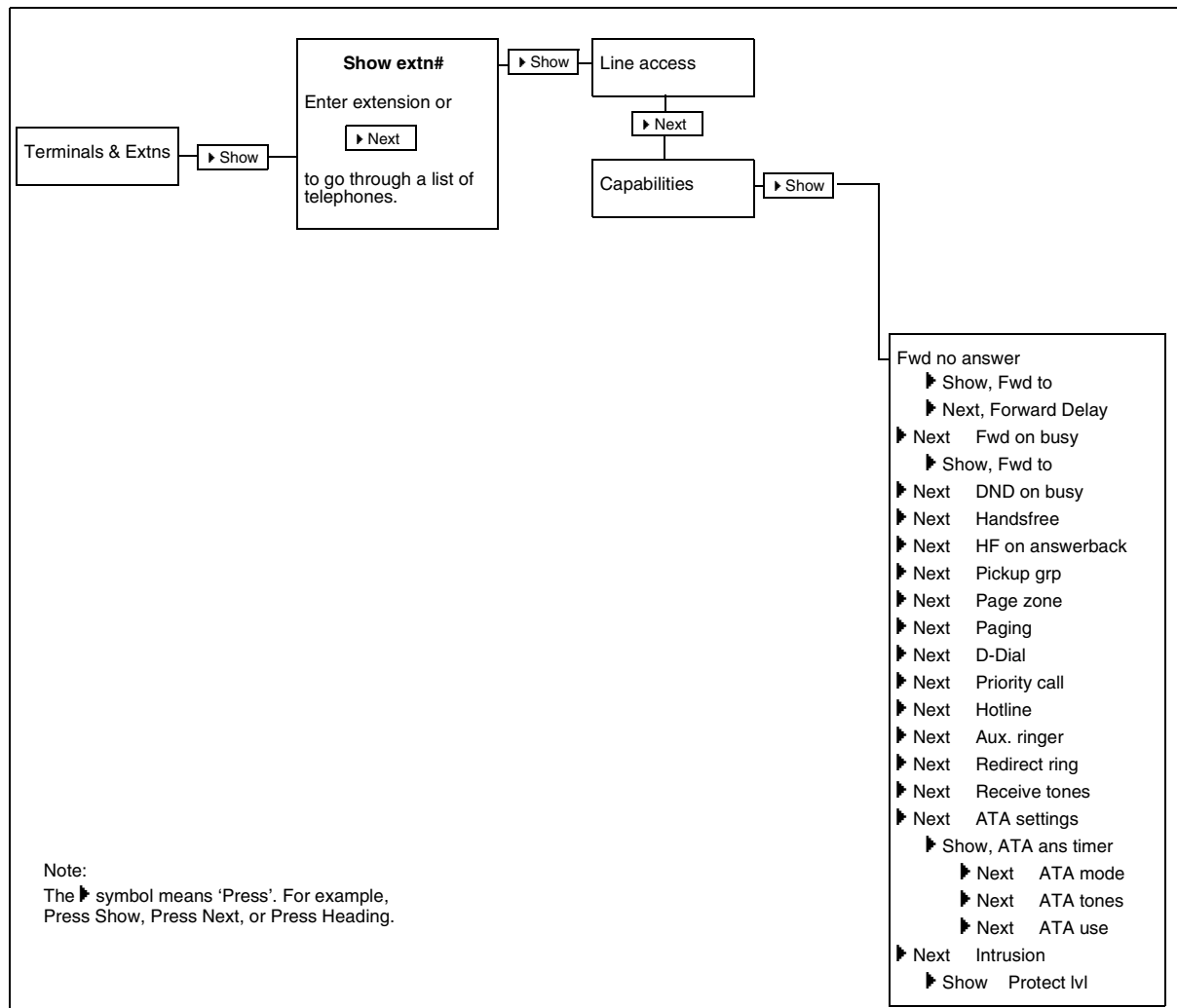


Call Forward on Busy

You can programme your extension to forward a call to a different extension if you are engaged at your station or if you have Do Not Disturb activated.

ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under " To begin a programming session " on page 5, and by using the <i>System Administrator Plus</i> password.	Terminals&Extns
2. Press <input type="button" value="Show"/> .	Show extn#: __
3. Enter the number of the extension you wish to programme (234 represents the number of the extension you have chosen to programme)	234:234 COPY FIND
4. Press <input type="button" value="Show"/> .	Line access COPY
5. Press <input type="button" value="Next"/> .	Capabilities COPY
6. Press <input type="button" value="Show"/> .	Fwd no answer
7. Press <input type="button" value="Next"/> .	Fwd on busy
8. Press <input type="button" value="Show"/> .	Fwd to:None CHANGE
9. Press CHANGE	Fwd to:___ CANCL
10. Use the keypad to enter the extension to which you want the calls sent. (Extension 221 in this example.)	Fwd to:2___ CANCL BKSP
11. When you have entered all the digits, the display shows:	Fwd to:221 CLR CHANGE
12. Press <input type="button" value="Exit"/> to exit the session.	End of session
13. After a few seconds, the date and time reappear on the display.	1 Jan 1:00 am

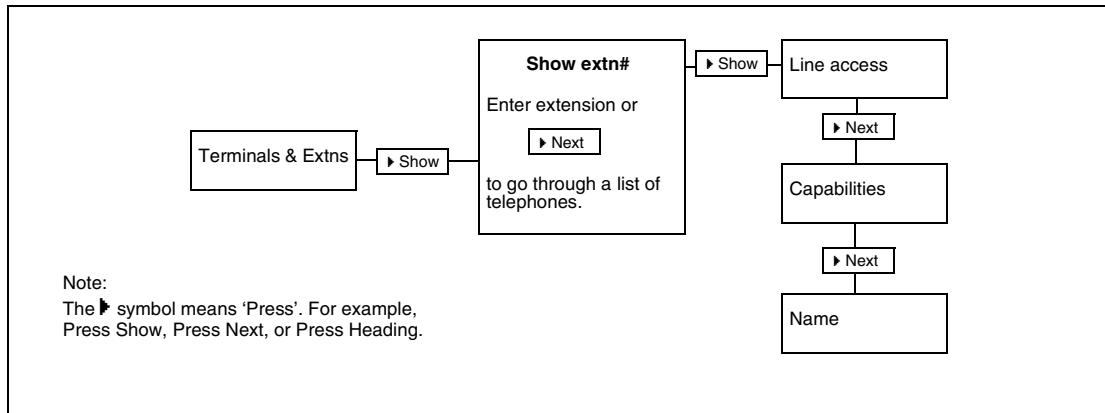
PROGRAMMING MAP FOR TERMINAL CAPABILITIES



Naming Extensions

This section allows you to assign a name to each extension in your office.

ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under " To begin a programming session " on page 5, and by using the <i>System Administrator Plus</i> password.	Terminals&Extns
2. Press <input type="button" value="Show"/> .	Show extn#: __
3. Enter the number of the extension you wish to programme. (234 represents the number of the extension you have chosen to programme.)	234:234 COPY FIND
4. Press <input type="button" value="Show"/> .	Line access COPY
5. Press <input type="button" value="Next"/> .	Capabilities Copy
6. Press <input type="button" value="Next"/> . (The default "name" is the extension number.)	Name:234 CLR CHANGE
7. Press CHANGE .	Name: __ --->
8. Press the number on the keypad that represents the first letter of the name. Press the key repeatedly until the letter appears. Example: For the name "B JONES," press 7 on the keypad, three times. For more information about this, please see " USING THE KEYPAD TO ENTER LETTERS " on page 4.) Press ---> to move to the next letter. Press <input type="button" value="#"/> to enter a space.	Name:B.. <--- BKSP --->
Use the keypad and the arrows until the entire name is entered. The name can be up to seven characters long.	Name:B JONES BKSP
9. Press <input type="button" value="Next"/> to save.	Name:B JONES CLR CHANGE
10. Press <input type="button" value="Exit"/> to exit the session.	End of session
11. After a few seconds, the date and time reappear on the display.	1 Jan 1:00 am

PROGRAMMING MAP FOR NAMING EXTENSIONS

Moving Extensions

This feature allows you to move an extension to another socket without losing all of its custom programming or its assigned extension number.

There are some things to know about this feature to ensure success:

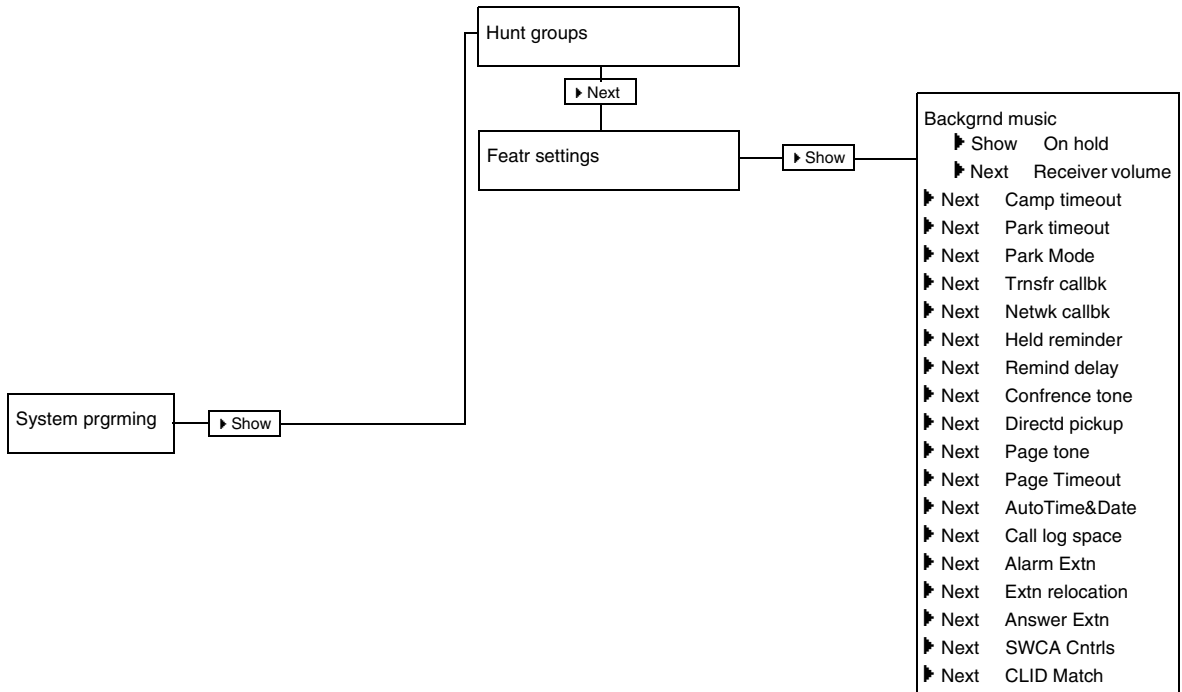
- It may take up to 60 seconds for the Central Control Unit to recognise the extension at the new location.
- Direct Inward Access (DIA) lines are virtual lines, not physical ones. Therefore, when you move an extension, the DIA lines programmed for that extension are not moved with the telephone.
- Make one complete move at a time. In other words, take one extension, plug it in to the new socket and wait for the CCU to accept it before using the abandoned socket.
- If you do not wait, the new extension going into the old socket receives all the programming from the old extension.
- It is important to ensure that all sockets used support a Norstar unit.
- If a fax machine, ATA, analogue telephone or modem was plugged into the socket, do not use a Norstar unit in that socket.

ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under " To begin a programming session " on page 5, and by using the <i>System Administrator Plus</i> password.	Terminals&Extns
2. Press <input type="button" value="Next"/> six times.	System prgrming
3. Press <input type="button" value="Show"/> .	Hunt Groups
4. Press <input type="button" value="Next"/> .	Featr settings
5. Press <input type="button" value="Show"/> .	Backgrnd music:N CHANGE
6. Press <input type="button" value="Next"/> until this appears on the display:	Extn relocatn:N CHANGE
7. Press CHANGE to choose Y (Yes).	Extn relocatn:Y CHANGE
8. Press <input type="button" value="Exit"/> to exit the session.	End of session
9. After a few seconds, the date and time reappear on the display.	1 Jan 1:00 am

PROGRAMMING MAP FOR SETTING SYSTEM PROGRAMMING

Note:

The ► symbol means 'Press'. For example, Press Show, Press Next, or Press Heading.



Ringing Service

This service is used if you want to treat incoming calls differently during the lunch hour, in the evening or during holidays.

You can set up the Ringing Service to handle calls according to any one of six different pre-programmed schedules:

- Night
- Evening
- Lunch
- Schedule 4
- Schedule 5
- Schedule 6

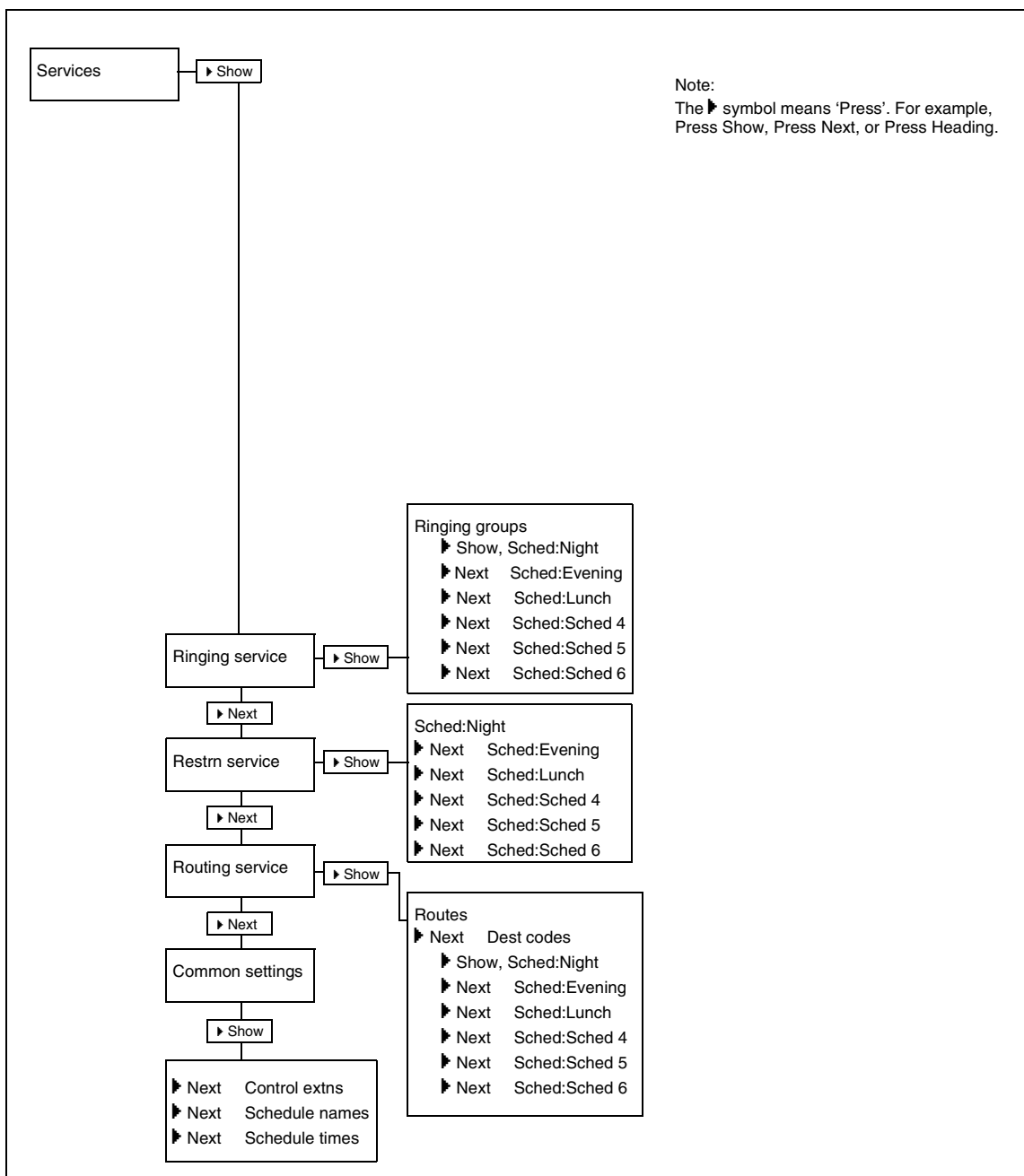
If the Ringing Service feature is set to manual, it remains in effect until you switch it off, regardless of any pre-existing automatic schedules. Manual also overrides any automatic service that is currently active.

The default control extension for all lines is 221.

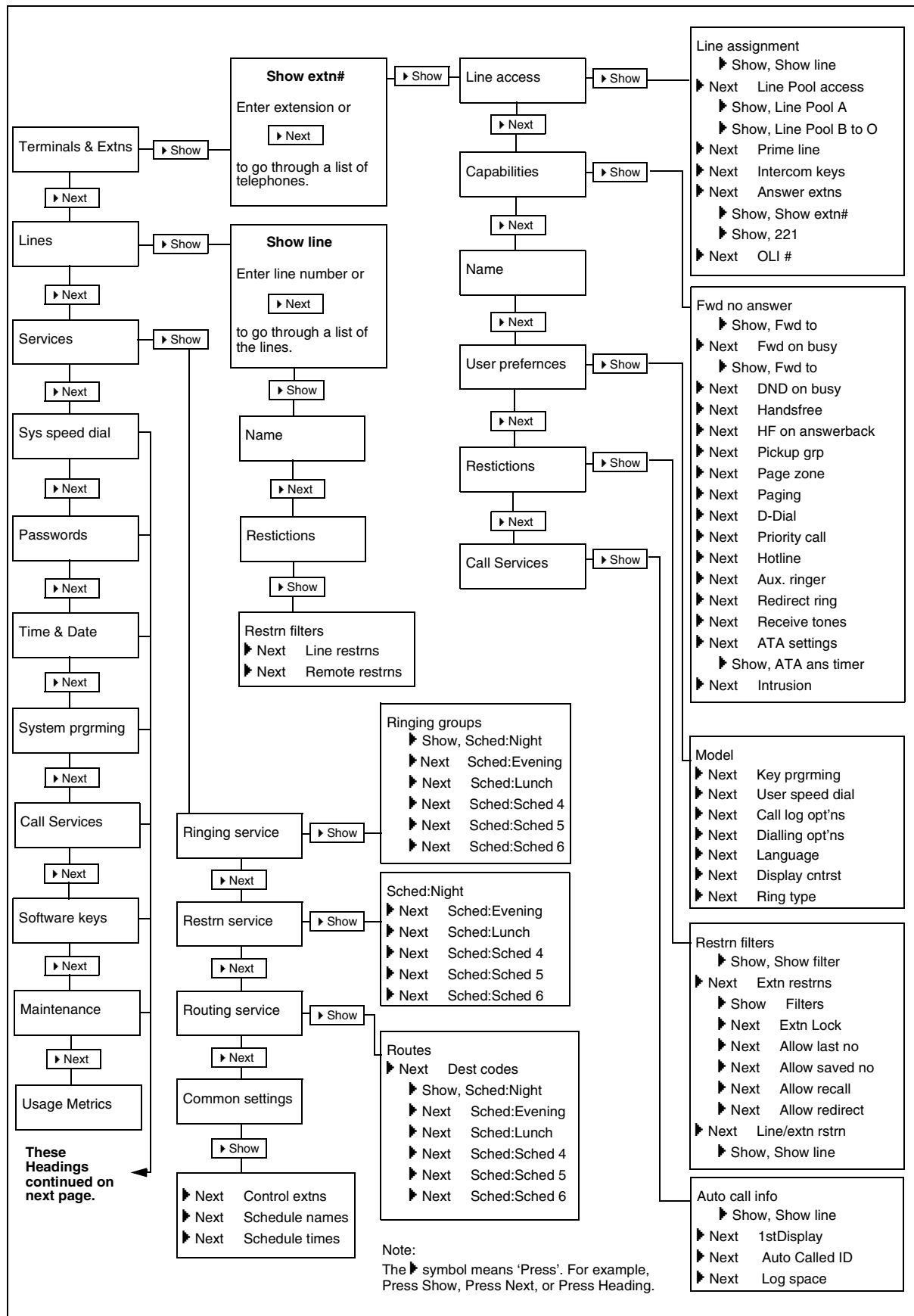
TURNING RINGING SERVICE ON OR OFF

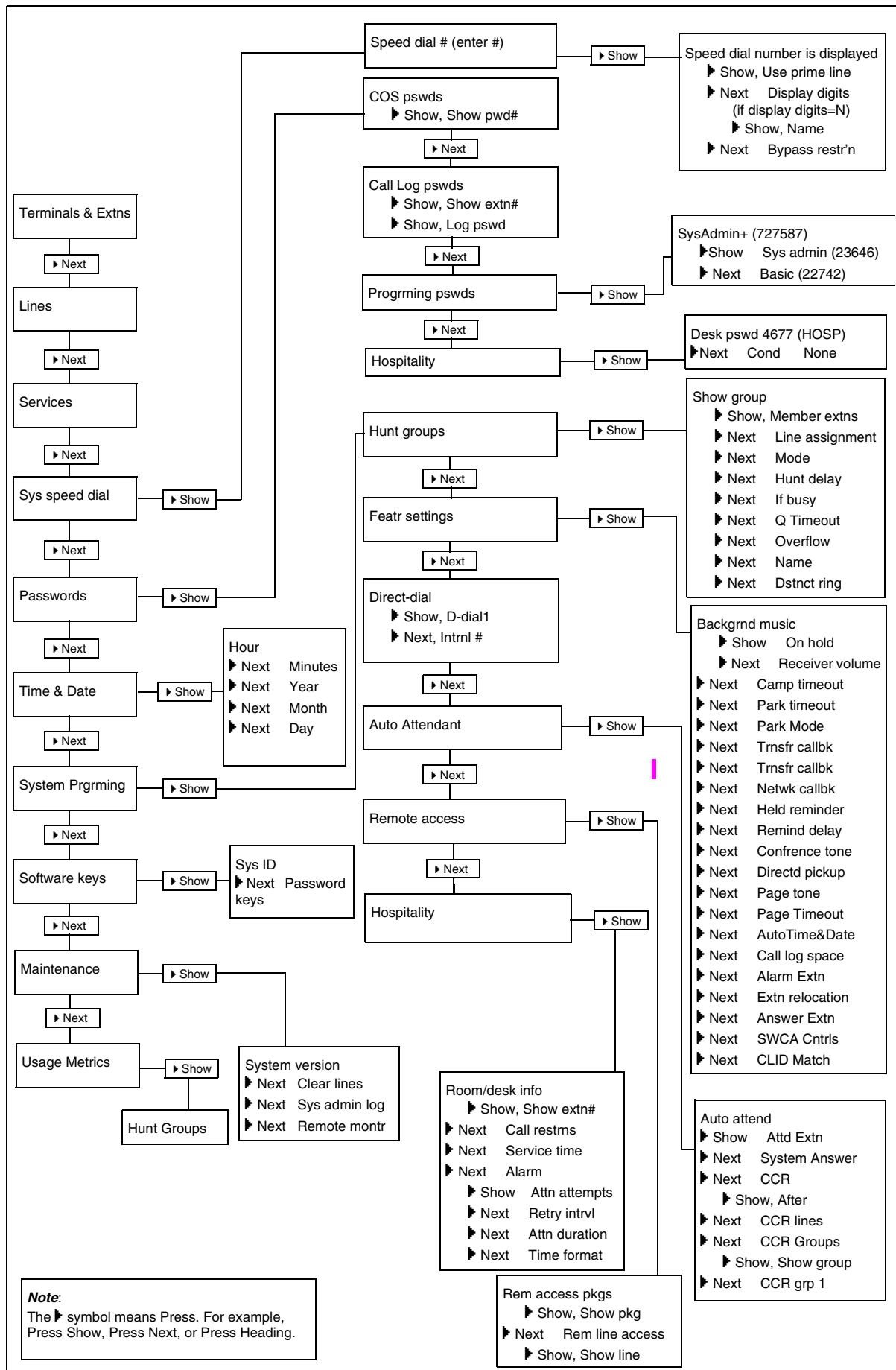
ACTION	VISUAL DISPLAY
1. Begin the session by following the instructions under " To begin a programming session " on page 5, and by using the <i>System Administrator Plus</i> password.	Terminals&Extns
2. Press <input type="button" value="Next"/> twice.	Services
3. Press <input type="button" value="Show"/> .	Ringing Service
4. Press <input type="button" value="Show"/> .	Ringing groups
5. Press <input type="button" value="Next"/> .	Sched:Night
6. Press <input type="button" value="Show"/> .	Service:Manual CHANGE
7. Press CHANGE to choose <i>Manual</i> , <i>Auto</i> or <i>Off</i> .	Service:Auto CHANGE
8. Press <input type="button" value="Exit"/> to exit the session.	End of session
9. After a few seconds, the date and time reappear on the display.	1 Jan 1:00 am

PROGRAMMING MAP FOR SERVICES



Programming map (System Administrator Plus password)





Published by Nortel Networks on behalf of British Telecommunications PLC. All possible care has been taken in the preparation of this publication, but British Telecommunications PLC assumes no liability for any inaccuracies that may occur. British Telecommunication PLC reserves the right to make changes without notice both to this publication and to the product that it describes.

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any human or computer language in any form or by any means without prior written permission of British Telecommunications PLC.

If you find any errors in this publication, or would like to make suggestions for its improvement, please write to:
British Telecommunications
Norstar Product Manager
6th Floor, Parker Tower
43-49 Parker Street
London, WC2B 5PS

British Telecom is a registered trademark of:
British Telecommunications PLC
Registered Office 81, Newgate Street
London, EC1A 7AJ
Registered in England, Number 1800000

Meridian, Companion, and Norstar are trademarks of Nortel.
Meridian Norstar Business Communication System is manufactured by Nortel.

This document is for use with Compact Plus Release 5 Norstar UK.

P0607115 Issue 01
Printed in Canada
© 2003 Nortel Networks

Copyright Notice
This Nortel documentation is protected by copyright. It cannot be copied in any form or medium except pursuant to the Nortel Licence to Copy Documentation ("Licence"). If a licence has been purchased, it is enclosed with this copy of Nortel documentation.