norstar
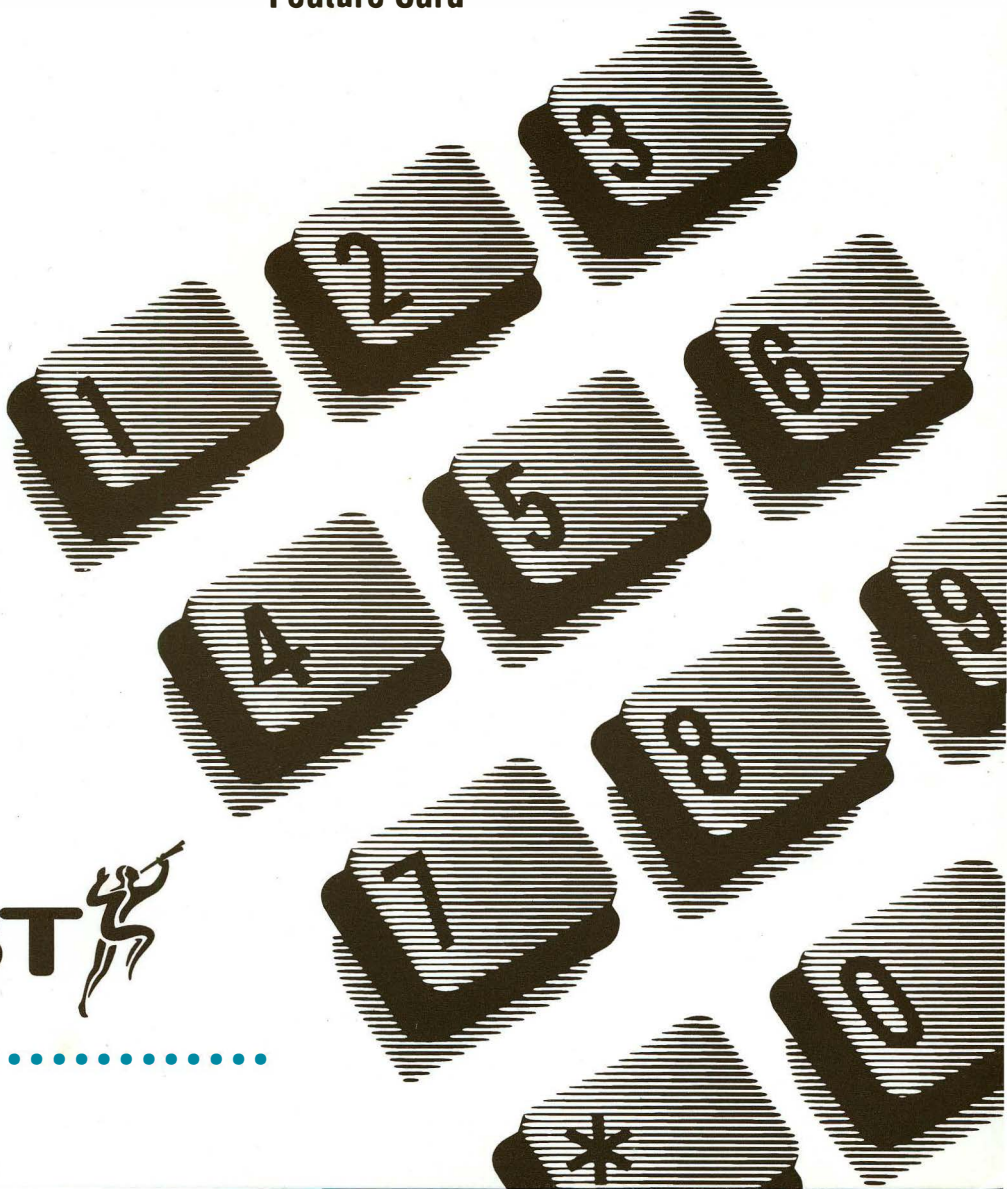
**Compact System
Secretary's
Feature Card**

BT

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. In some circumstances you may need to interrupt a manager who is already on a call. When you are away from your desk, you need to make sure your manager's calls are still handled properly. Norstar provides features to help you with all these tasks, this card tells you how to use them.

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 secretary easier:

Setting up an autodial key for your manager

You will probably make more calls to your 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 simply by pressing a single key.

1. Choose the key you want to program as an autodialler. This can be a blank key or one programmed with a feature you don't expect to use very much. For instance, 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 telephone display reads Press a key.
3. Press the key you wish to program (Pick-Up in our example). The display reads Extn#:_.
4. Dial your manager's number and press Hold or OK. The display reads Programmed, and then returns to normal.

From now on pressing that button will call your manager directly. You may have other numbers you wish to program 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. Among the documents you received with your telephone there is a sheet of key labels. This sheet contains instructions for labelling your keys.

Using Speed Dial for other numbers

Autodiallers are the fastest way to make a call, but you may run out of available buttons to program autodiallers. The next fastest way to dial a number is with a speed dial code. Speed dial codes are two-digit numbers between 01 and 94 that represent telephone numbers. You dial a speed dial number by pressing [Feature] [0] and dialling the speed dial code.

Speed dial codes 01 to 70 are system wide. If several people in your company call the same numbers regularly, the person in charge of your Norstar system will probably have programmed these numbers onto system-wide speed diallers. Make sure you have a current list of system-wide speed dial numbers.

Codes 71 to 94 are available for you to program personal speed dial numbers onto your telephone. These codes work only on the individual telephones on which they are programmed. To program a speed dial code for a number you call frequently:

1. Press [Feature] [*] [4]. The display reads **Enter code:**.
2. Enter the code you want to program a number onto. The display reads **Enter digits.**
3. Choose the line for the call as you normally would.
4. Dial the number as you normally would.
5. Press [Hold] or OK.

You can now dial that number by pressing [Feature] [0], and entering the code you just programmed.

Programming feature keys

The keys labelled with the names of features ([Last No.] or [Transfer] 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 [Feature] 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 will use with [Feature] and 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 ⌜Feature⌟ ⌜*⌟ ⌜3⌟. Your telephone display reads `Press a key`.
3. Press the key you wish to program. The display reads `Feature code`.
4. Press ⌜Feature⌟, 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 memory 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 ⌜Feature⌟ ⌜*⌟ ⌜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 ⌜Rls⌟.

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 intercom, or Handsfree/Mute key.

Keys and lines

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 your 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 the Transfer feature code ([Feature] [7] [0]). You will need to use transfer often, so make sure you have a programmed key for it.

When you receive a call and you want to transfer it to your manager:

1. While still connected to the caller, press **TRANSFER** or [Transfer]. The display reads **Transfer to:**.
2. Press the autodial key for your manager.
3. If you want to speak to your manager about the call, stay on the line until the manager answers. The caller is not yet connected.

   When you are finished talking to your manager, press [Rls] or hang up. The caller will be transferred.

   If you don't want to speak to the manager, just hang up. The call will ring at the manager's telephone. If your manager does not answer it, it will be transferred back to you after a few rings.

Making a call for your manager

If your manager asks you to place a call:

1. Make the call. When you get through, ask the other party to hold for your manager.
2. Press **TRANSFER** or [Transfer].
3. Press the autodial key for your manager.
4. Tell your manager you have the call.
5. Hang up.

Handling calls

Transferring a call when the manager is out of the office

If your manager is in another part of the building, 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, enter the Call Park feature code (Feature ⬚ 7 4). (If you use this feature often, program it on 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 Page ⬚ or enter the Page feature code (Feature ⬚ 6 0).
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 manager to pick up the call using the retrieval code.

The manager will be able to pick up the call by entering the retrieval code on any telephone in your Norstar system.

Checking if your manager is busy

You can quickly check to see if your manager is busy on the telephone. Check the indicator next to the autodial key for your manager's telephone. If the indicator is lit, your manager is on the telephone or does not wish to be disturbed.

Leaving a message for the manager

Norstar has a Message feature that you can use to leave a message for your manager to call you.

1. Enter the Message feature code (Feature ⬚ 1). (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 manager.

The manager'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 ([Feature] [4]).
2. Dial the number of the person who will be answering your calls.

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 ([Feature] [#] [4]).

Your calls will ring at your telephone.

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

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

1. Call your manager. If your manager 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, enter the Ring Again feature code ([Feature] [2]).
3. When your manager hangs up, your telephone will ring and the display will ask you if you want to ring your manager. 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 manager any more, just press [Rls] or **NO**.

Interrupt the manager's current call

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

1. Call your manager. 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 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 touch the telephone at all.

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

Suggestions for your manager

Hotline to you

Your manager will need to call you very frequently. One way to make this easy is to program an autodialler for you 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 will have to select a line or intercom key before picking up the handset.

Dialling the receptionist with one key

Your manager may have to call the receptionist often. Anyone in the office can call the receptionist by dialling [0]. (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 are supposed to handle your manager's calls only when your manager is out of the office, have the person in charge of your telephone system program Call Forward No Answer on your manager's telephone to send calls to you when your manager does not answer them. You may also want to suggest the use of Call Forward on Busy so that your manager's calls will come to you when your manager is on the telephone.