

Common Telephone Features

To Call an Extension:

1. Lift handset or press an INTERCOM key
2. Dial the extension number

To Use Voice Call:

1. Lift handset, press Voice Call key or press the Feature button, then press 66
2. Dial the extension number

*If person is on the phone, Voice Call will not work

To Call an Outside Line:

1. Lift handset or press INTERCOM key
 2. Dial "9" followed by the telephone number
- (Depends on system configuration, may not be applicable.)

To Place a Call on Hold:

1. Press the hold key

To Retrieve a Caller Held on Your Phone:

1. Lift handset
2. Press the INTERCOM key or line button that has the flashing triangle next to it

To Transfer a Call:

1. While a caller is on the line, press the softkey under the word TRANSFER in the LCD display or Feature 70
 2. Dial the extension number of the person you are transferring to
 3. You may announce the call at this time by waiting for the called party to answer
- *Press the JOIN softkey to complete the transfer
*Press the RETRY softkey to enter a different extension
*Press the CANCEL softkey to return to the caller

To Park A Call (Puts a call on hold so that it can be picked up from any telephone on the system:

1. While a caller is on the line, press the CALL PARK key or press the Feature button, then 74
2. Look at the display to see where the call is parked, the display will show a 3 digit park code
3. Hang up the receiver

To Retrieve a Parked Call:

1. Lift handset or press the INTERCOM key
2. Dial the park code (Example 101, 102.)

To Page:

1. Lift handset
2. Press the PAGE key or press the Feature button, then 611
3. Make your announcement
4. Press the release key

To Turn On or Off Do Not Disturb:

1. Press the DND key or press the Feature button, then 85
2. To turn it off: Press the DND key or the Feature button, then #85

To Make a Conference Call:

1. Make or receive the 1st call

2. Press the Hold key
3. Place 2nd call
4. Press the Conference key or press the Feature button, then 3
5. Press the INTERCOM key next to the held first call

To Pickup a Specific Ringing Extension:

1. Press the Call Pickup key or press the Feature button, then 76
2. Dial the extension you want to pick up

To see the Call Duration Timer:

1. During your call or just after your call
 2. Press the Feature button, then 77
- *This will show you a "static" duration of your call

To Use Last Number Redial:

1. Press the Last No. Redial key or press the Feature button, then 5
- *This will redial the last number you called

To Check to See What is Programmed On a Particular Button:

1. Do a "Button Inquiry" by pressing the Feature button, then * 0
2. Hit the button you want to check and it will show in the display what is programmed there

Customize Your Telephone:

To Program Buttons On Your Phone:

For External Numbers:

1. Press the Feature button, then * 1
 2. Push the button you want to program
 3. Display will read "Program and OK"
 4. Enter the telephone number, then press the OK softkey
- For Internal Numbers (Extensions.):
1. Press the Feature button, then * 2
 2. Push the button you want to program
 3. Display will read "Intercom #: ___"
 4. Enter the extension number

For Feature Codes:

1. Press the Feature button, then * 3
2. Push the button you want to program
3. Press the Feature button then enter the Feature Code

To Change the Contrast of the Display:

1. Dial the Feature button, then * 7
2. Press the number keys 1 – 9 to your desired brightness level
3. Press the OK softkey

To Change your Ring Type:

1. Press the Feature button, then * 6
2. Press the number keys 1 – 4 to hear the different ring types
3. Press the OK softkey when you hear your desired ring

To Change the Ring Volume:

1. Press the Feature button, then * 80
2. Press the volume key up or down
3. Press the release key1 to exit and save the volume level

To Program Personal Speed Dial Numbers: (Numbers 71 – 94 only.

1. Press the Feature button, then * 4
 2. Enter the 2 digit code (71 – 94. that you want to assign to that phone number
 3. Enter the telephone number, then press the OK softkey
 4. Display will show: "Entry xx stored"
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Norstar Common Voicemail Features**To Check Your Voicemail:**

1. Press the Check Voicemail key or press the Feature button, then 981
2. Enter your password
3. From here you can listen to messages, change your greeting, change your password, etc.

To Leave a Message for Someone in Your Office:

1. Press the Leave Message key or Feature 980
2. Enter the mailbox number (extension number. of the person you want to leave a message for
3. The display will show the name of the mailbox owner, press OK
4. Leave message

To Access Your Voicemail box from Another Phone:

1. Press the Check Voicemail key or press the Feature button, then 981
2. Press the OTHER softkey
3. At the LOG: prompt, enter your mailbox#(extension #. and your password all together followed by the "#" sign
4. Press the OK softkey

To Access Your Mailbox from Outside of the Office:

1. Call the main office number or your DID (if applicable.
2. If the call is answered by a receptionist, have them transfer you to your voicemail box
3. If the call is answered by the company greeting, or your personal greeting, Enter: * *
4. At the prompt, enter your mailbox #(extension #. and password all together

To Transfer Someone to a Voicemail Box:

1. Press the Transfer to Voicemail key or press the Feature button, then 986
2. Enter the mailbox # (extension#.
3. The display will show: Call Transferred

To Change Your Personal Greeting:

1. Press the Check Voicemail key or press the Feature button, then 981
2. Enter your password
3. Press the ADMIN softkey
4. Press the GREET softkey
5. Press the REC softkey
6. Press the PRIME softkey
7. Press the YES softkey
8. At the tone, record your new greeting, press the OK softkey to end your recording and then the OK softkey again to accept the new recording

To Record Your Alternate Greeting (Used when on vacation or out of the office.):

1. Press the Check Voicemail key or press the Feature button, then 981
 2. Enter your password
 3. Press the ADMIN softkey
 4. Press the GREET softkey
 5. Press the REC softkey
 6. Press the ALT softkey
 7. Press the YES softkey
 8. At the tone, record your new greeting, press the OK softkey to end your recording, then the OK softkey again to accept the new recording.
 9. You then need to have your voicemail box now play the Alternate Greeting, Press the GREET softkey
 10. Press the ChOOSE softkey
 11. Press ALT softkey
 12. Display will show: "Accept msgs: Y", Press the OK softkey to have your voicemail box accept messages while your Alternate Greeting is turned on, or press the CHNG softkey to change the "Y" to an "N" if you do not want your voicemail box to accept messages.
 13. When you return to the office, make sure you go back into your voicemail box and have it play the PRIME greeting
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Administrative Programming for Norstar Voicemail

Programming must be done from any M7310, T7316, or M7324 model phone set.

To Log Into System Administration:

1. Enter Feature 983
2. The display will show "LOG", enter your login password
 - a. If your company extensions are 2 digits long enter "120000"
 - b. If your company extensions are 3 digits long enter "1020000"
 - c. If your company extensions are 4 digits long enter "10020000"
3. Press the softkey under "OK"

To Create a New Mailbox:

1. Log into system administration
2. Select the softkey under "MBOX"
3. Select the softkey under "ADD"
4. Enter the mailbox number (extension. you want to add)
5. Mailbox type: Subscriber and then select "OK"
6. Extension: Usually the same as the mailbox number
7. Service Class: Enter 1
8. Name: Enter the name using the dial pad. Enter last name first, press "# #" to enter a comma, and then enter the first name. When spelling the name, press # to move to the next character
9. Directory: Y (Yes.
10. Message Waiting: Y (Yes.
11. Out dial: Pool, enter 1 and then OK
12. Accept: 1, select OK

To Delete a Mailbox:

1. Log into the system administration
2. Select the softkey under "MBOX"

3. Select the softkey under "DEL"
4. Enter the mailbox number (extension. you want to delete)
5. Select the softkey under "Delete"

To Reset a Mailbox Password:

1. Log into system administration
 2. Select the softkey under "MBOX"
 3. Select the softkey under "Chng"
 4. Enter the mailbox number you want to reset the password for
 5. The display shows "Reset Password"
 6. Select the softkey under "RESET"
 7. Press the release key
- *The new password will be "0000", the system will ask the user to change this the first time they log into their mailbox using this password.

To Change the Name on a Mailbox:

1. Log into system administration
2. Select the softkey under "MBOX"
3. Select the softkey under "Chng"
4. Enter the mailbox number (extension. you want to change the name on)
5. The display shows "Reset Password"
6. Select the softkey under "Next", keep hitting "Next" until the display shows the name
7. Select the softkey under "Chng" to enter a new name
8. Enter the name using the dial pad. Enter last name first, press "# #" to enter a comma and then enter the first name. When spelling the name, press "#" to move to the next character
9. Select the softkey under "Next" to save the change
10. Hit the release button

To Change the "Recorded" Name for the Company Directory:

1. Have the Voicemail User log into their mailbox, after putting in their password, press the button under "Admin" (or press the number 8 key., and then press the number 1 key.
2. You will hear the old recorded name and then the system will "beep", prompting you to record a new name (name only here, not greeting..
3. Press "Ok" in the window when you are done recording and then "Ok" again to accept the recording

Administrative Programming for Norstar 3x8, 6x16 and 8x24

If the main system unit (KSU) looks like one of the following, you'll use this set of instructions:

(Show below, left to right: 8x24, 6x16, 3x8)



Once you're in administration mode, the function of some of the buttons on your phone will change, as labeled below. Once you exit programming mode, the function of the buttons will return to normal.

(Shown below, left to right: M7324, M7310). You can also use the T7316 to program.



Programming must be done from any M7310, T7316, or M7324 model phone set.

To Log Into System Programming:

1. Press FEATURE * * 2 6 6 3 4 4
2. Enter Password: 2 6 6 3 4 4 Display will read: " A. Configuration"
Using the navigation keys, as displayed below, follow the next simple steps:
3. Press: NEXT Display will read: "B. General Admin"
4. Press: SHOW Display will read: "1. Sys speed dial"
5. Press: NEXT Display will read: "2. Names"
6. Press: NEXT Display will read: "3. Time and date"
7. Press: SHOW Display will read: "Time # # : # #" (Your current setting.

To Change the Time:

1. Press the CHANGE softkey Display will read: "Hour:"
2. Press the CHANGE softkey Display will read: "Hour: _ "
3. Enter the new HOUR. (in 24-hour format - Ex.: 5:00pm = 17:00. Display will then read the new Hour programmed.
4. Press NEXT Display will read: "Minutes: # # "
5. Press the CHANGE softkey Display will read: "Minutes": _ "
6. Enter the new MINUTES.

To Change the Date:

1. Press NEXT Display will read: "Date DD MM YY"
2. Press the CHANGE softkey Display will read: "Year: # # "
3. Press the CHANGE softkey, (If the year is incorrect) Display will read: "Year: _ "
4. Enter the new YEAR Display will then read the new Year programmed.
5. Press NEXT Display will read: "Month: # # "
6. Press the CHANGE softkey, (If the month is incorrect) Display will read: "Month: _ "
7. Enter the new MONTH Display will then read the new Month programmed
8. Press NEXT Display will read: "Month: # # "
9. Press the CHANGE softkey, (If the day is incorrect) Display will read: "Day: _ "
10. Enter the new DAY Display will then read the new Day programmed

Programming System Speed Dials

Follow steps 1-3 under "Log Into System Features"

4. Press: SHOW Display will read: "1. Sys speed dial"
5. Press: SHOW Display will read: "Speed Dial #: ___" HINT: Begin your system Speed Dials with "01"
6. Enter: 01 or 02 or 03 etc... Display will read: "Speed dial #:01"
7. Press: SHOW Display will read: "No number stored"
8. Press the "CHANGE" softkey. Display will read: "#01:"
9. Enter the Speed Dial number
10. Press the "OK" softkey.
11. Press: NEXT Display will read: "Use prime line"
12. Press: NEXT Display will read: "Display digits:Y"
13. Press: NEXT Display will read: "Bypass restr'n:N"
14. Press: NEXT Speed dial 01 has now been programmed:

To program another Speed Dial Number, repeat steps 6 thru 14.

Changing a name on a phone

Follow steps 1-3 under "Log Into System Features"

4. Press: SHOW Display will read: "1. Sys speed dial"
5. Press: NEXT Display will read: "2. Names"
6. Press the SHOW Display will read: "Set names"
7. Press: SHOW Display will read: "Show set:___"
8. Enter the extension number of which you wish to change the name Display will read:
"<##:name>"
9. Press the CHANGE softkey
10. Using the dial pad spell out the name Ex: If you need the letter K press the 5 key twice and then press # to confirm the letter. Continue until the entire first name is spelled. (note: you are limited to 7 characters)
11. Press: NEXT (if you fail to do this step, the name will not be saved!!!)
12. Press the RLS key