PHONE WORKS Kingston Limited
Comprehensive Communication & Cabling Specialists

Using Norstar Telephone Features

1. Press **Feature** and enter the desired feature code on the dial pad **or**
   Press a pre-programmed memory button.
2. Follow the display messages. On a two-line display phone, some features are also available on display buttons.

Programming Memory Buttons

You can program memory buttons for one touch access to frequently used features.

1. Press **Feature *3**
2. Press the memory button that you want to program
3. Press feature and enter the feature code on the dial pad. You can also program frequently dialled numbers using; **Feature *1 External autodial**: store an internal number for one touch dialling.

You cannot program line, intercom, and answer or handsfree/mute button.

Background Music

To activate press **Feature 8 6**
To cancel **Feature #8 6**
Listen to music (if provided by your office) through your telephone speaker when you are not on a call.

Button Inquiry

To Activate press **Feature * 0**
Check what is programmed on any button. Useful when labelling buttons.
Press **Rls** to exit.

Call Duration Timer

To activate press **Feature 7 7**
Briefly display the appropriate length of your current or most recent call.

Call Forward

To activate **Press Feature 4,**
Enter extension #
To cancel press **Feature # 4**
Sends your calls to another telephone in your office, without ringing your telephone (internal only)

Call Park

To activate **Press Feature 7 4**
Put a call on hold so that it can be picked up from any phone in your office.
The display shows a three digit retrieval code (usually 101, 102 etc.)
To retrieve a parked call, press intercom and dial the retrieval code on any phone in your office.

Call Pickup

Feature 7 5, (if you are part of a pick up group)
Answer a call that is ringing at another phone in your pickup group. If there are multiple calls ringing, the call that has been ringing longest is answered first.

Call Queuing

To activate **Press Feature 8 0 1**, (generally used by the receptionist) automatically answers calls that have been ringing the longest.

Conference Calling

Establish a conference call between yourself and two other 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 second call is connected **press Feature 3 (or the Conference Button)**
5. Press the line button of the first held call
6. You now have a 3 way call
7. Press Rls to end the conference call.

Voice Call

Begin a conversation through the speaker of another Norstar phone without making the phone ring.
1. Press **Feature 66** or the voice call button
2. Enter extension number of the person you would like to call

Telephone Display Adjustment

On some models the display swivels for optimum viewing, you can also adjust how light or dark to display.
Press **Feature * 7**
Then press the numbers from 1 to 9
Press **hold** to set your choice.

Do Not Disturb

To prevent all incoming calls from ringing at your phone, when you are not on the phone,
To activate press **Feature 8 5**
To cancel press **Feature # 8 5**

Group Listening

While you are on a call, it activates the speaker on your telephone. You still use the receiver to speak, (great feature for training purposes or if you like others to hear your conversation, without the other person knowing.
To activate press **Feature 8 0 2**
To cancel press **Feature # 8 0 2**

Hold

Temporarily suspend a call.
To retrieve a held call, press the button next to the flashing indicator.
If you press **Feature Hold**, you have activated Exclusive Hold, which means this call is on hold for you only and cannot be answered by another phone.

Page

Press **Feature 6 0**
Select paging choice
SETS SPKR or **BOTH**
SETS will page only through the ceiling speakers (if installed)
BOTH will page both sets and speakers.

Ring Again

Monitors a busy or unanswered telephone, Ring again signals you to call back when the phone becomes available.
To activate press **Feature 2**
To cancel press **Feature # 2**

Ring Type

Select a distinctive ring (1-4) to help differentiate between your telephone and others nearby.
1. Press **Feature * 6**
2. Enter the ring type number (**1 to 4**)
3. Press Hold

Ring Volume

Press **Feature * 8 0**
Your telephone will ring so that you can adjust the volume. (Using the volume toggle bar)
You can also adjust the volume anytime your telephone rings.

Transferring a Call to another Extension

Send a call to another telephone within your office.
1. Make or answer a call.
2. Press **Feature 7 0**
3. Enter the extension number to whom you want to transfer the call.
4. Press **Rls** to complete the transfer.

Transferring a Call to an Outside Number (i.e. A Cell Phone)

1. Make or answer a call.
2. Press **Feature 7 1 (or Link)**
3. Enter the telephone number to whom you want to transfer the call.
4. Once the call is ringing
5. Press **Feature 7 1 (or Link)** to complete the transfer.

Speed Dial

Dial an external telephone number using a code. There are two types of speed dial codes:
System ____ to ____
Personal ____ to ____
System speed dial codes can be used from any Norstar telephone in the office. They are assigned by your system coordinator. User speed dial codes are used exclusively at your telephone.
To make a call using a speed dial code:
1. Press **Feature 0**
2. Enter code for the number
3. (____ to ____ for system speed dial, ____ to ____ for user speed dial).

To Program User Speed Dial Numbers:

1. Press **Feature * 4**
2. Enter a code from ____ **to**____.
3. Dial the telephone number you want to program **(up to 24 digits).**
4. Press **Hold**
5. Record the code and number you have just programmed.

Note: You cannot program User Speed Dial numbers while someone else is programming your Norstar system.