



Business Communications Manager Telephony Features Handbook

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Using telephone features

This Telephone Feature Handbook describes all the features that you can access from your digital and IP telephones connected to a Business Communications Manager 3.0 system, providing that the feature has been allowed during programming. Your system administrator will indicate which features are not available to you.



Note: Features in this guide are sorted according to function so that you can easily locate the function you want to program or use.

This guide also includes information about the telephone models you can use on the system, and notes special cases, such as the M7100/T7100 telephones, which do not have line, intercom, or Handsfree/mute buttons. Display prompts that you may receive during telephone operation are described after the feature section. Instructions are also included that explain how to move your digital or IP telephones and retain the programming and call features.

All system programming for your telephones is described in the *Business Communications Manager 3.0 Programming Operations Guide*, which also includes detailed descriptions of how the features are configured and how they work.

The table below shows which buttons to use on the different types of Nortel Networks telephones to use the features. Refer to each user card for specific details about each type of telephone.

Button Function	T7000, T7100, T7208, T7316	M7100, M7208, M7310, M7324	M7000, M7100N, M7208N, M7310N, M7324N	IP telephones
Feature				Display key
Handsfree	(T7208/T7316)			
Mute	(T7208/T7316)			
Hold	 (T7000)		 (M7000)	
Release				
Answer call	Telephones with line buttons: Press active line button or Intercom key and lift handset. Telephones with no buttons: Lift handset.			

This guide uses the following labels to indicate each type of configuration button:

- **FEATURE** indicates pressing the Feature key
- **HOLD** indicates pressing the Hold key.
- **RLS** indicates pressing the Release key.

Telephones and telephone buttons

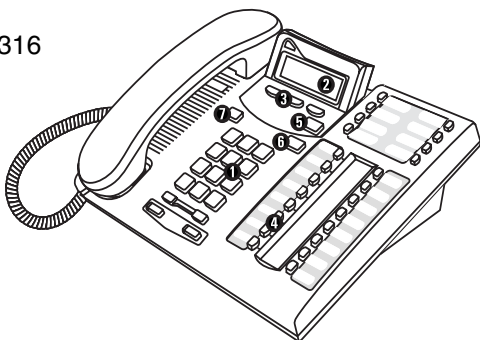
The following figures show the digital telephones that this feature card supports. Each of these telephones comes with a user card that describes the telephone and any unique features.

The i2004, i2002, and i2050 Software Phone users can use this feature card for feature references, keeping in mind that the buttons may be in different locations than those shown on other telephones.

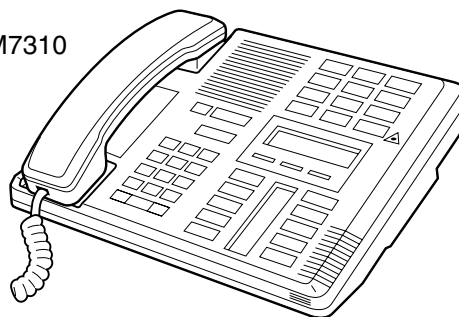
The NetVision handsets have a special feature card that supports the specific feature access information for that handset. DECT and Companion telephone feature access is described in the documentation that is specific to each handset.

Two-line display telephones

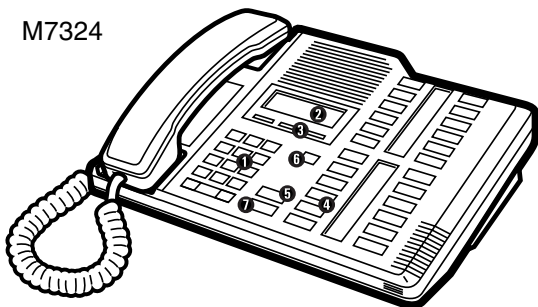
T7316



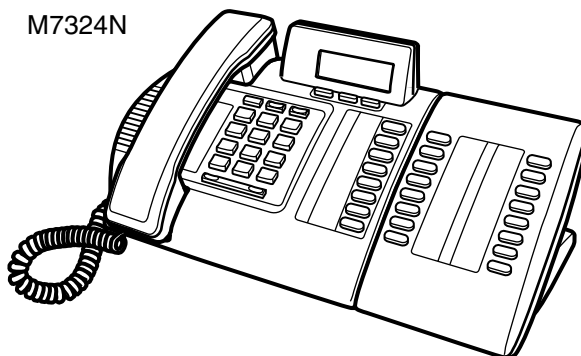
M7310



M7324

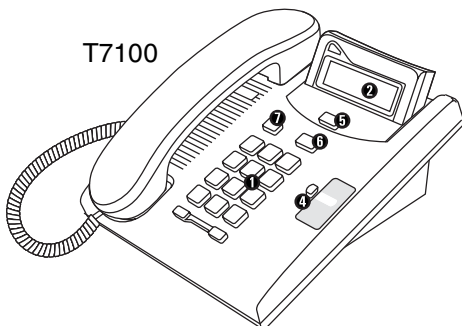


M7324N

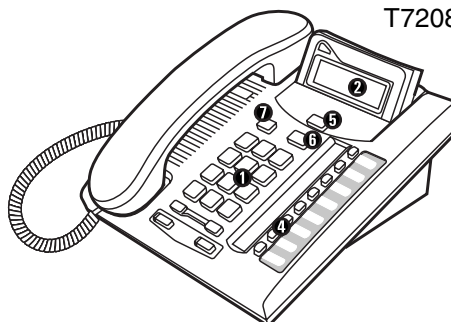


One-line display telephones

T7100



T7208



Not shown: M7000/T7000, M7100, M7100N, M7208N, M7324 with CAP, i2004, i2002, i2050 Software Phone (telephone models may not be available in all regions).

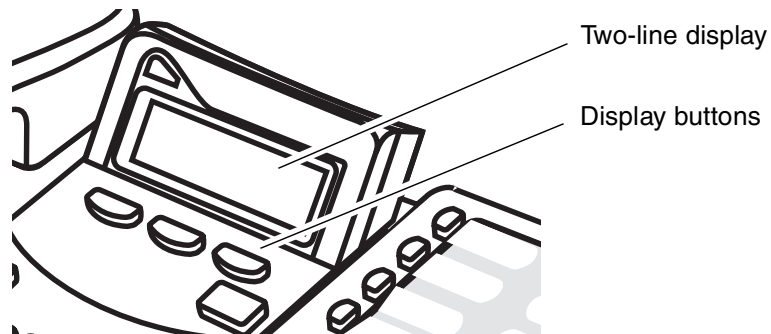
Telephone keys

Refer to above figures for numbering.

1 Dial pad	Dial numbers. Enter numbers and letters for programming	5 Feature button	Press, then enter feature code
2 Display screen	Displays prompts.	6 Hold button	Put active call on hold.
3 Display button	Displays button actions.	7 Release button	End call or programming.
4 Memory button	Dials code or number stored on the button		

Telephone display and display keys

Telephones with displays, show prompts on one or two lines. Telephones with two-line displays, have display buttons under the display, which activate the action indicated by the second line of the display.



The following table shows the dialpad equivalent for the display button functions for one-line display telephones.

Display buttons	Dialpad equivalent
OK	Hold ()
QUIT	Release ()
ADD	*

Display buttons	Dialpad equivalent
SHOW	#
CANCEL	#
VIEW	#

Display buttons	Dialpad equivalent
OVERRIDE	#
BKSP	Volume bar
ANY	A (wild card)

What line indicators mean

Flashing on and off for equal lengths of time	There is an incoming call on the line.
Flashing on and off more quickly	You have placed a call on hold.
Flashing on for longer than off	A person has put a call on hold on that line.
On, but not flashing	You are connected on that line or the line is in use.
Off	The line is free.

System ring indicators

double beep every 10 seconds	Indicates a camped call for you.
long single ring	Indicates an external call.
shorter double ring	Indicates an internal or a call being transferred.
brief single ring	Indicates a redirected external call. You cannot answer the call.
3 beeps, descending in tone	Indicates a priority call.

M7000/T7000 ring tones

stuttered dialtone	Do Not Disturb and Divert
single, low-frequency	command input tone
single, high frequency	confirmation tone

Programming memory buttons

The telephones with programmable memory buttons can be programmed automatically when they are set up by the system administrator, or you can change the settings to suit your personal requirements. The feature codes in this section allow you to activate a memory key and view what is currently on a key. If you want to remove a feature from a key, either replace it with another feature, or program it with Blank.

Button Inquiry Use this feature when you are labeling buttons or checking features.

1. Press **FEATURE** *0.
2. Press the memory key for which you want to view programming.

Memory button Use this code to add feature codes to your memory buttons.

1. Press **FEATURE** *3
2. Enter the feature code, auto dial or speed dial feature code and number, or SWCA code that you want to program on your telephone.

Run/Stop Store more than one auto dial number or external carrier feature code on one memory button.

Press **FEATURE** *9 to insert a break point ¨ between numbers or codes.

To use: The first press of the button dials the first number or code. Pressing the button a second time dials the next number or code. You can program up to four numbers or codes separated by break points per memory key.

Erase memory button Use this feature to clear a memory button.

1. Press **FEATURE** *1.
2. Press the memory key you want to erase.

External call features that can be programmed into memory codes:

1. Enter **FEATURE** *3
2. Enter auto dial or speed dial feature code.
3. Enter call feature in appropriate place in dialing string.

Link	FEATURE 71: Generate a Link signal to access a PBX or other host exchange.
Long Tones	<p>FEATURE 808: Generate a tone for as long as you hold down a button.</p> <p>This is used to communicate with devices like fax or answering machines. Long tones are in effect only for your current call.</p>
Pause	FEATURE 78: Program within an external auto dial sequence to insert a 1.5-second delay.
Wait for dial tone	FEATURE 804: Program in an external auto dial number to cause the system to wait to receive dial tone from another system before proceeding with the dialing sequence.

Setting up your telephone

These codes allow you to adjust features on your telephone, if they are available in your system.

Background Music	<p>Listen to music (provided by your office) through your telephone speaker when you are not on a call.</p> <ul style="list-style-type: none"> • Press FEATURE 86 to activate. • Press FEATURE #86 to cancel
Contrast adjustment	<p>Adjust the contrast of your display.</p> <ol style="list-style-type: none"> 1. Press FEATURE *7. 2. Press a number from 1 to 9 (depending on your telephone). 3. Press HOLD to set your choice.
Dialing modes	<p>Choose a method of dialing.</p> <ol style="list-style-type: none"> 1. Press FEATURE *82. 2. Press # to select the mode (described below). 3. Press HOLD to store the mode. <p>Standard Dial: Select a line, then dial the number. (Standard Dial is always available, even if another dialing mode is selected.)</p> <p>Automatic Dial: Dial the number without choosing a line button first. Your prime line is automatically selected for the call.</p> <p>Pre-Dial: Dial the number, then press a line button. Edit the number by pressing the volume key before placing the call.</p>

Language Choice	<p>Press FEATURE *501 to select Primary Language for the telephone display.</p> <p>Press FEATURE *502 to select Alternate Language for the telephone display.</p> <p>Press FEATURE *503 to select Alternate Language 2 for the telephone display.</p> <p>Press FEATURE *504 to select Alternate Language 3 for the telephone display.</p>
Moving line buttons	<p>Change the position of your line or hunt group line buttons.</p> <ol style="list-style-type: none"> 1. Press FEATURE *81. 2. Press the line button that you want to move. 3. Press the button that you want to move the line to. 4. Press RLS. The two buttons are exchanged. 5. Update the button label strip on your telephone. <p>Line buttons cannot be exchanged with intercom, answer or Handsfree buttons.</p>
Ring volume	<p>Adjust the volume of your telephone any time it rings.</p> <p>Press FEATURE *81 to make your telephone ring so that you can adjust the volume.</p>
Ring type	<p>Select a distinctive ring to help differentiate between your telephone and others nearby.</p> <ol style="list-style-type: none"> 1. Press FEATURE *6. 2. Enter the ring type number (1 to 4). 3. Press HOLD. <p>Note: This feature may be overridden by line or Hunt group distinctive ring settings with higher priority ring patterns.</p>
Static time and date	<p>Change the first line of the display to the current time and date.</p> <ol style="list-style-type: none"> 1. Press FEATURE 806 to activate the feature. <p>Cancel feature: FEATURE #806</p>

Testing your telephone

Use the following feature codes to test the hardware functionality of your telephone.

To start all tests, press **FEATURE** 805.

Handset speaker	<p>Note: The handset test is not available when a headset is plugged into the telephone.</p> <ol style="list-style-type: none"> 1. Press NEXT until the display shows Handset test. 2. Press TEST. 3. Pick up the handset and listen. You can hear dial tone through the handset at a maximum volume. The volume is reset to maximum only while the test is in progress. 4. Press any button to end the test.
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To start all tests, press **FEATURE 805**.

Power supply

1. Press **NEXT** until the display shows `Power test`.
2. Press **TEST**.

All the indicators on the telephone light and the telephone rings at maximum volume. When the test ends, the display shows `Power OK`. The test continues for five seconds or until you press a button.

Buttons and dial pad

1. Press **NEXT** until the display shows `Button test`.
2. Press **TEST**.
3. Press each button to determine its function. If the button you pressed uses an indicator, it lights when you test the button.
4. When you press the **RLS** button, `Rls button` appears on the display.
5. Press **RLS** again to end this test.

Display

1. Press **NEXT** until the display shows `Display test`.
2. Press **TEST**.
3. Adjust the contrast level for the telephone display so you can clearly see the test results. Enter a number to change the contrast or press **DOWN** and **UP**.
4. Press **OK** or **FEATURE** to go ahead with the test.
During the test, the display shows solid, dark blocks and all the indicators next to the buttons on the telephone. Any Busy Lamp Field (BLF) or CAP modules connected to the telephone must be completely lit. Any information displayed on the BLF before the test started is lost.
5. Press any button to end the test.

Headset

Note: The headset test is only available to telephones with a headset.

1. Press **FEATURE 805**
2. Press **NEXT** until the display shows `Headset test`.
3. Press **TEST**. You hear dial tone through the headset. The volume resets to the default level during this test.
4. Press any button to end the test.

Speaker

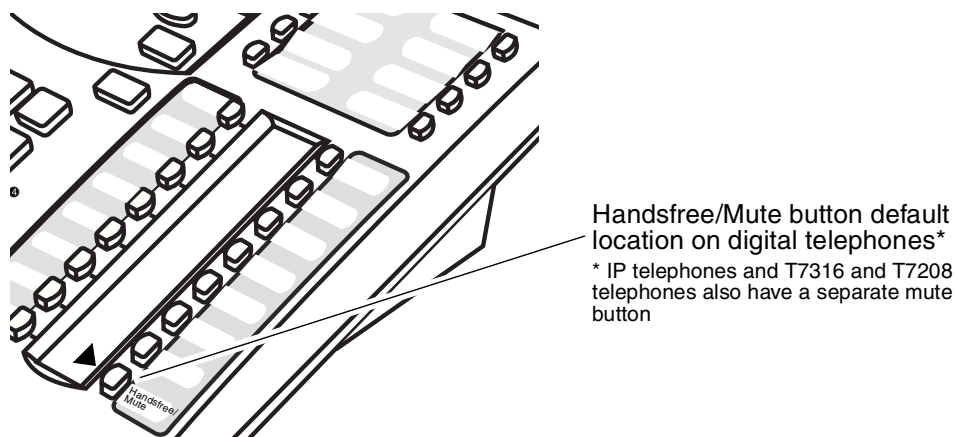
1. Press **NEXT** until the display shows `Speaker test`.
2. Press **TEST**. You hear a page tone through the telephone speaker at the maximum volume. (The volume returns to its previously assigned level at the end of the test.)
3. Press any button to end the test.

Using Handsfree/Mute

Handsfree allows you to talk on your telephone without lifting the handset. Mute allows you to block your side of the conversation from the person on the other end. On digital sets, this key is assigned automatically to the bottom right memory key of a telephone when Handsfree/mute is allowed at that telephone.

Note: The T7208 and T7316 have separate mute and handsfree keys. IP telephones have separate mute key.

The indicator next to the Handsfree/Mute button is solid when you have Handsfree turned on. It flashes when you mute the microphone.



Handsfree/Mute Tips:

- Wait for your caller to finish speaking before you speak. The microphone and speaker cannot both be on at the same time. Your caller's voice can be cut off if you both speak at the same time.
- To prevent an echo, keep the area around your telephone free of paper and other objects that can screen your microphone. Turn down the microphone volume on your telephone to prevent feedback. When you change the volume level, both the microphone and speaker volume adjust.
- Interruptions such as a tapping pencil can be loud enough to turn on your microphone and cut off your caller's speech. Position the telephone so that any unavoidable local noise, such as an air conditioner, is behind it. This position limits the amount of background noise.
- To mute your end of the call, press the active Handsfree/Mute button (on IP telephones, press the mute key). The indicator will start blinking. Press the button again to reconnect your microphone.

Answering calls

If a call comes in on a line that has an appearance at your telephone, you can simply press the line button, if you have HandsFree/Mute turned on, or you can pick up the handset, then press the line button.

There are three indications of an incoming call:

- ringing
- a line button flashing (without or without ringing)
- a message on the display (Telephones without displays will ring.)

Accidental disconnect

If you accidentally drop the handset back into the telephone cradle while answering a call, you can retrieve the call. Pick up the handset again or press the handsfree button within one second to reconnect to your call.

Here are some other ways you can answer calls:

Call Pickup - directed	<p>Answer any ringing telephone.</p> <ol style="list-style-type: none"> 1. Enter FEATURE 76. 2. Dial the telephone extension number you want to answer.
Call Pickup - group	<p>Answer a call that is ringing at another telephone in your pickup group.</p> <ol style="list-style-type: none"> 1. Enter FEATURE 75. 2. The external call that has been ringing longest is answered first.
Group Listening	<p>Use both the handset and speaker while you are on a call.</p> <ol style="list-style-type: none"> 1. Enter FEATURE 802. 2. You remain listening through your handset, and at the same time, the caller can be heard through the speakers on your telephone. The caller can only hear what is transmitted through the handset. <p>To avoid electronic feedback, keep the handset away from the speaker during the call, and press RLS to hang up. Note: IP-based telephones and portable telephones cannot use this feature.</p> <p>Cancel feature: press FEATURE #802</p>
Trunk Answer	<p>Answer an external call that is ringing on a line that has been placed into a Ringing Service schedule from any telephone in your system.</p> <ol style="list-style-type: none"> 1. Enter FEATURE 800. <p>Note: This feature does not work for a private line.</p>
Answer keys	<p>Answer calls ringing on telephones that have an Answer DN assigned to your telephone.</p> <ol style="list-style-type: none"> 1. Press the memory key on your telephone with the flashing indicator beside the assigned key (you may or may not hear a ring).

Managing calls

When you answer a call, you may have a number of choices about what you can do with the call. You may need to park it, or pass it on, or put it on hold until you find out where it needs to go.

- Call Forward** Send your calls to another telephone in your system.
1. Enter **FEATURE 4**.
 2. Enter the extension number of the telephone where you want your calls transferred.
- Cancel feature: FEATURE #4**
- Call Park** Put a call on hold so that it can be picked up from any telephone in your system.
1. Enter **FEATURE 74**.
 2. The display shows a three-digit retrieval code. (*001-024). Make a note of this code.
- To retrieve a parked call from a telephone:**
1. Press an intercom button.
 2. Dial the retrieval code. On T7100/M7100 telephones, lift the handset and dial the retrieval code (025).
- *Your system administrator determines what the first digit of the retrieval code will be.
- Call Queuing** Answer the next call.
1. Enter **FEATURE 801**.
 2. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.
- Camp-on** Re-route a call to another telephone, and park the call.
1. Enter **FEATURE 82**.
 2. Dial the extension of the receiving telephone.
- Hold** Temporarily suspend a call:
- To retrieve a held call, press the line button for the held call.
- (Press **HOLD** on the T7100/M7100 telephone to toggle between the two calls.)
- Exclusive Hold:**
- Temporarily suspend a call and prevent other telephones from picking it up.
- FEATURE 79 or FEATURE HOLD**
- Auto Hold** Set your telephone to automatically put a call on Hold when you pick up a second call, or stop your telephone from doing so. Default is Yes (feature is on).
- Enter **FEATURE 73** (to turn on or off)
- Note: Telephones which have system-wide call appearance keys (SWCA) must have this feature active.

**Line
Redirection**

Send calls arriving on an external line to another telephone outside your system.

1. Enter **FEATURE 84**.
2. Enter the external telephone number where you want the call to transfer.

Cancel feature: FEATURE #84

Some external lines may not support this feature. Ask your System Administrator which lines or line pools support this feature. This feature is not available on the T7100/M7100 telephone.

**System-wide
call access
(SWCA)**

These codes may be assigned to memory keys with indicators. This feature allows you to park or pick up calls among a group of telephones assigned with one or more of the same SWCA codes.

You can also enter the code directly, if you know on which code a call is parked.

Note: These codes are explained in detail on the SWCA user card.

FEATURE *521 to *536

These codes help you find calls that are parked and SWCA keys that are open.

FEATURE *520 Find first available open SWCA key.

FEATURE *537 Find the oldest parked SWCA call available to this telephone.

FEATURE *538 Find the newest parked SWCA call available to this telephone.

Incoming call:

These are the ways you can assign an incoming call to a SWCA key and allow other members in your call group to access the call:

- The system may assign the call to a free SWCA key automatically. In which case, to park the call and make it available to other users, press the SWCA key with the solid indicator or press Hold (your system administrator will tell you if you can use Hold to do this). Note: If a held call cannot be picked up by other members of the call group, the indicator remains solid on their telephone.
- If the call does not automatically assign to a SWCA key, to park the call, press a SWCA key that currently does not have an indicator showing. The call is parked on that key. The indicator flashes, signaling other users that the call can be picked up. Anyone with a flashing indicator can press the corresponding SWCA key and take the call.
- Enter a SWCA feature code that is not in use. If the code is assigned to your group telephones, the indicator will show solid (call is parked) beside that key. Calls can also be retrieved by entering the SWCA feature code for which there is a parked call.

No free SWCA keys:

The call remains on the line button on which it arrived when you put it on **HOLD**. In this case, the call is on exclusive hold and can only be retrieved at this telephone.

Transfer Send a call to another telephone within your system, or to an external telephone.

Note: You may not be able to transfer a call on an external line to an external telephone, depending on the capabilities of the lines.

1. Make or answer a call.
2. Press **FEATURE** 70. The call is put on temporary HOLD.
3. Enter the number of the person to whom you want to transfer the call.
4. Stay on the line if you wish to speak to the person first.
5. Press **RLS** to complete the transfer.

If an external call is transferred to a busy internal or network extension, or is not answered after a few rings, the call automatically rings you back.

Cancel feature: FEATURE #70

Making calls

To make a call within your system, simply select an Intercom key, and dial the local digits for your colleague's telephone.

To make a call outside the system, you need to select a line pool or a destination code before you dial any digits. How you dial will also depend on whether you are dialing out to the public network or to the private network within your extended company.

The following are different ways to make a call:

- Pick up the handset and dial (local call).
- Pick up the handset, press a line button, and dial (if the call is not on your prime line) (external call).
- Press the button labeled Handsfree/Mute and dial to talk without using the handset. (For external call, enter the line pool or destination code before dialing)
- Press a line or intercom button, then press the handsfree button and dial to talk without the handset. The speaker is active and the microphone is muted until you select the handsfree button or pick up the handset.
- Press a line or intercom button and dial to talk without the handset and if Automatic Handsfree is programmed on your telephone. (For external call, enter the line pool or destination code before dialing)
- Use one of the features that make dialing easier, such as speed dial keys or redial

Auto Dial	<p>You can program memory buttons for one-touch dialing to internal or external telephone numbers.</p> <p>Note: You cannot use buttons that are already assigned to lines, answer or Handsfree/Mute as auto dial buttons.</p> <ol style="list-style-type: none"> 1. Press FEATURE *1 to program an external number. Press FEATURE *2 to program an internal number. 2. Select a memory button. <ul style="list-style-type: none"> • If you selected an external number, press a line button or the intercom button. • If you selected the intercom button, enter a line pool access code or a destination code. 3. Enter the dialed number if the number is external, or enter the extension if the number is internal. 4. Press OK or HOLD to complete the programming. <p>You can now make a call to that number simply by pressing the button.</p>
Class of service password (COS)	<p>Change the dialing filters on a line or telephone, or gain access to your system from an external telephone. (Dialing filters determine which numbers you can dial.)</p> <ol style="list-style-type: none"> 1. Enter FEATURE 68. 2. Enter the password provided by your System Administrator to change your class of service.
Destination code	<p>The system administrator determines destination codes. You use these codes to identify the sites where you want your call to be directed.</p> <p>For instance: If you are dialing out to the public exchange, you may need to dial 9 and then the entire telephone number.</p> <p>If you are dialing to a colleague at another location, however, you may only need to dial the destination code (i.e. 553) plus your colleague's local number. For example: 5534456, where 4465 is your colleague's local number.</p> <p>However, if you are dialing a number that is local to that location, but not to yours, you may need to dial the destination code, plus all the digits, as you would for your own local exchange. For example: 55395552308, where 553 is the destination code, 9 is the public access code on the other system, 5552308 is the public telephone number for the destination on the public exchange which you are calling.</p>
Last Number Redial	<p>Automatically redial the last external telephone number that you dialed.</p> <p>Enter FEATURE 5.</p>
Line pools	<p>Use a shared pool of lines to dial out.</p> <ol style="list-style-type: none"> 1. Enter FEATURE 64 or press an intercom button. 2. Enter a line pool access code. (Ask your System Administrator for a list.)

Speed Dial

Dial an external telephone number using an assigned two-digit code.

There are two types of speed dial codes, but you use them in the same manner:

- System speed dial codes (01 to 70) can be used from any display telephone in the system. These codes are assigned by your System Administrator.
- User speed dial codes (71 to 94) are used exclusively at your telephone. You can program these codes by assigning a dial-out number on a memory key.

To make a call using a speed dial code:

1. Enter **FEATURE 0**.
2. Enter the two-digit code for the number.

To program personal speed dial numbers:

1. Enter **FEATURE *4**.
2. Enter a two-digit code from 71 to 94.
3. Specify the external line by pressing a line button, a line pool button, or the intercom button. (If you do not specify the external line, the system automatically chooses a line for the call.)
4. Dial the telephone number you want to program (up to 24 digits).
5. Press **HOLD**.
6. Record the code and number you programmed.

You cannot program personal speed dial numbers while someone else is programming your system.

Saved Number Redial

Save a number to redial later.

- To save the number of a current call: While on the call, enter **FEATURE 67**.
- To redial the last saved number: When your telephone is idle, enter **FEATURE 67**.

Voice call

Make a voice announcement or begin a conversation through the speaker of another telephone without first making the other telephone ring.

1. Enter **FEATURE 66**.
2. Speak through your handset or through handsfree.

Voice call deny

Prevent your telephone from receiving voice calls.

Activate feature: FEATURE 88.

Cancel feature: FEATURE #88

Do Not Disturb (**FEATURE 85**) also prevents your telephone from receiving voice calls.

Dial during active call

Your system administrator can configure your system so that you can use auto dial or speed dial keys during an active call or during a conference call without the first call being put on hold.

If this service is turned off, when you use auto dial or speed dial keys during an active call, the active call will be put on hold while the system creates a new call.

Handling busy tones

If you receive a busy signal when you try to transfer a call, you can use one of the following methods to ensure the call or a message about the call is passed on.

Ring Again	Request a busy or unanswered telephone, or a busy line pool within your system to ring when it becomes available. Activate feature: FEATURE 2 Ring Again signals you to call back when the telephone or line pool becomes available. Cancel feature: FEATURE #2
Priority Call	Interrupt a person who is on another call. Activate feature: FEATURE 69 A person on another call can press FEATURE 85 (Do Not Disturb) to block priority calls.
Private or public messaging	Refer to “Private and public messaging” on page 21

Protecting your call privacy

If you choose not to receive calls, or want to block the identification information for your telephone, use these codes.

Do Not Disturb	Idle telephone: Prevent all incoming calls, except priority calls, from ringing at your telephone. While on a call: Block an incoming priority call Activate feature: FEATURE 85 Cancel feature: FEATURE #85
Name and number blocking	Block the outgoing name and/or number on a per-call basis. Activate feature: FEATURE 819 Cancel feature: FEATURE #819
Privacy	Change the privacy setting for an external line. Activate feature: FEATURE 83 <ul style="list-style-type: none"> • If a line normally has privacy, this permits another telephone that shares the line to join your call by selecting the line while you are using it. • If a line normally has privacy disabled, this prevents another telephone that shares the line from joining your call by selecting the line while you are using it. • The privacy setting is re-established once you end your call or when you enter the Privacy feature code again.

Conference calling

You can establish calls between three people. These codes allow you to control how the conference occurs, and is handled.

Conference Make three-way calls.

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**
5. Press the line or intercom button of the first held call (not required on the T7100/M7100 telephone).
6. Press **RLS** to end the conference call.

To remove yourself from a conference permanently:

Press **FEATURE 70**.

The other two callers remain connected. (Some external lines may not support this feature. Ask your System Administrator.)

To put a conference on hold:

Press **HOLD**. The other two callers can still talk to each other.

To split a conference:

Press the line or intercom button of one caller to consult privately while the other caller is on hold.

To re-establish the conference, press **FEATURE 3**.

To disconnect one party:

1. Press the line or intercom button of the caller you want to disconnect, then press **RLS**.
2. Press the line or intercom button of the remaining caller to resume your conversation.

To independently hold two calls:

Press the line or intercom button of the first caller, then press **HOLD**. The second caller is automatically put on hold.

To re-establish the conference, press **HOLD** to retrieve one call from hold, press **FEATURE 3**, then retrieve the second call from hold.

To send Hookswitch or DTMF during a conference call

Either Business Communications Manager telephone engaged in a three-way conference call over a Network CLID or DS trunk can issue a hook switch or DTMF dialing request without leaving the conference. This feature must be allowed in programming by the system administrator.

Note: This feature is not available for i20xx telephones or Symbol NetVision handsets, since they cannot receive long or short tones.

- If you want the other set to hear DTMF tones during dial, ensure that the Long Tones feature is active (**FEATURE 808**).
- If you want to conference in someone through the trunk, use the button marked **Link (FEATURE 71)**

Refer to [“Programming memory buttons” on page 8](#) for information about these two features.

Private and public messaging

You can send and receive messages and pages over your telephone system.

Note: For information about using any of the CallPilot or IVR messaging for your system, refer to the documentation for the specific application.

Note: Some types of telephones cannot receive Pages.

Messages

Send messages to other telephones, and review and reply to messages received at your telephone.

Send a message to another telephone within your system.

Activate feature: FEATURE 1

Cancel feature: FEATURE #1

View and reply to your messages:

1. Enter **FEATURE 65**.
2. Press * and # to view your message list.
3. Press 0 to call the person who left you the message.

To erase a message:

1. Press **HOLD** while viewing a message.

Page

Make a page announcement through internal and/or external speakers (optional equipment).

1. Enter **FEATURE 60**.
2. Press 1 for an internal page. Press 2 for an external page. Press 3 to page on both systems.
3. Press 0 to page all zones. Press 1 to 6 to page a specific zone.

Page announcements are programmed to timeout after a pre-selected amount of time which is set by your System Administrator.

Internal page

Make a page announcement to all, or to a specific group of telephones, through the telephone speakers. Zone 0 pages all zones.

1. Enter **FEATURE 61**.
2. Press 0 to 6 to page a specific zone.

External page

1. Enter **FEATURE 62**.

Internal and external page

Make a page announcement through both your telephone speakers and an external loudspeaker system. Zone 0 pages all zones.

1. Enter **FEATURE 63**.
2. Press 0 to 6 to page a specific zone.

Monitoring Hunt Group calls

Monitor external Hunt group calls from a Silent Monitor Supervisor terminal.

- 1 Enter **FEATURE *550**.
- 2 Enter the Silent Monitor password. (Default: SILENT (745368))
- 3 Enter the DN for the Hunt group member you want to monitor.

If there is an active external Hunt group call occurring at that telephone, you will be conferenced into the call.

The display commands under the display prompts allow you to use the display keys to break into the call or exit and move to another DN.

Hospitality services

If you are using your system to support the Hospitality services, you can set both administration and alarm information from your telephones. Refer to the *Hospitality Features Card* for a detailed description about how to use this feature.

Scheduling services

If your system has different call privileges for different times of day or of the week, you can manually set the schedules.

Note: You require a password to set Routing or Restriction services schedules.

Service Schedules Show service schedules.
Enter **FEATURE** 870 on a control set to display the services that are currently active.

Ringing service From a control set, turn on one of six schedules for alternative ringing/call answering arrangements from a designated control telephone.

1. Enter **FEATURE** 871.
2. Use **NEXT** to scroll to the schedule you want to active. On one-line display telephones, press #.
3. Press **OK** to select the schedule.
4. Press **QUIT** to exit. (On one-line display telephones, press **RLS**).

Cancel feature: FEATURE #871

Services that turn on automatically have an asterisk (*) appearing before the name on the display. You cannot manually activate or cancel scheduled services. However, you can override a schedule service by manually activating another schedule.

Restriction services From a control telephone, turn on one of six services for restrictions on particular lines or telephones from a designated control telephone. You will be required to enter a password.

1. Enter **FEATURE** 872.
2. Enter the Service Control password.
3. Use **NEXT** to scroll to the schedule you want to active. On one-line display telephones, press #.
4. Press **OK** to select the schedule.
5. Press **QUIT** to exit. (On one-line display telephones, press **RLS**).

Cancel feature: FEATURE #872.

Routing services From a control telephone, turn on one of six services for routing on particular lines or telephones from a designated control telephone. You will be required to enter a password.

1. Enter **FEATURE** 873.
2. Enter the Service Control password.
3. Use **NEXT** to scroll to the schedule you want to active. On one-line display telephones, press #.
4. Press **OK** to select the schedule.
5. Press **QUIT** to exit. (On one-line display telephones, press **RLS**).

Cancel feature: FEATURE #873

Call display services

The following features are available only if you subscribe to Call Display services from your local telephone company. Your telephone must have a one or two-line display to view these features.

Autobumping Have the system automatically delete the oldest log item from a full Call Log, so that a new log item can be stored.

Activate feature: FEATURE 815

Cancel feature: FEATURE #815

Call Duration Timer Briefly display the approximate length of your current or most recent call.

Activate feature: FEATURE 77

Call Display Information Display the name, number or line name of a ringing or held call.

Activate feature: FEATURE 811

Press # to move through the information displays.

Call Log Display items in your call log

Activate feature: FEATURE *84

Icons refer to specific information:

(underline) identifies a new item

(handset icon) identifies answered calls

(globe icon) identifies long distance calls

(forward slash) identifies that the information has been shortened

To view your Call Log:

1. Press * to view old items.
Press # to view new items.
Press 0 to return to the last viewed item.
2. Press # and * to move through your items.
3. Press volume button to view more information on an item.

To erase a Call Log entry:

1. Press **HOLD** while viewing an item.

To return a call from your Call Log:

1. Display the desired number on your telephone.
2. Edit the number, if required. You can add numbers for long distance dialing or line pool access or remove numbers by toggling with the volume button.
3. Press a line button.
4. Lift the handset.

- Call Log options** Select the type of calls that will automatically be stored in your Call Log.
Activate feature: FEATURE *84
Press # to see the next setting. Press **HOLD** to select the displayed setting.
- Call Log password** Program a four-digit password for your Call Log.
Activate feature: FEATURE *85
To remove a forgotten password, talk to your System Administrator.
- Logit** Store caller information for your current call in your Call Log.
Activate feature: FEATURE 813
- Static time and date** Change the first line of the display to the current time and date.
Activate feature: FEATURE 806 **Cancel feature: FEATURE #806**
- Time** Briefly display the time and date while you are on a call.
Activate feature: FEATURE 803
- MCID** (ETSI ISDN feature) Record caller information at the central office from which the line was assigned.
Press **FEATURE 897** during call or within 30 seconds after the caller hangs up (times may vary on different networks), but before you hang up
This feature only works if the incoming calls were received over ETSI ISDN lines with the feature active from the service provider, and the feature is activated in system programming. Check with your system administrator.

ATA extension features

The Analog Terminal Adapter (ATA) connects a digital telephone port to a standard analog voice device. It is most commonly used to attach to a single-line telephone or a data communication device such as a modem or facsimile machine. Instead of using the feature key, use the link key (LINK) to invoke features on the system. Refer to the list below for the specific key sequence. Refer to the ATA Terminal Feature Card for detailed information.

Feature	To activate	To cancel	Feature	To activate	To cancel
Alternate line	LINK 2		Priority Call	LINK *69	
Call Forward (local system)	LINK *4	LINK #4	Privacy control	LINK *83	
Call Forward (external system)	LINK *4 <diald #> LINK 2	LINK #4	Reach through		
Call parking	LINK *74		Recall	LINK *71	
Call pick-up (Directed)	LINK *76		Pause	LINK *78	
Call pick-up (Group)	LINK *75		Timed release	LINK *72	
Call Queuing	LINK *801		Restriction override	LINK *68	
Call Waiting	LINK *801		Ring Again	LINK *2	LINK #2
Camp-on	LINK *82		Saved Number Redial	LINK *67	
Conference call	LINK *3		Send Message	LINK *1	LINK #1
Hold Call (Exclusive)	LINK *79		StarTalk or Norstar Voice Mail		
Hold Call (Public)	LINK 2		Access mailbox	LINK *981	
Last Number Redial	LINK *5		Leave a message	LINK *980	
Line Pool selection	LINK *64		System Speed Dial	LINK *0	
Page			Tones	LINK *809	LINK #809
General	LINK *60		Transfer	LINK *70	
Intercom	LINK *61		Trunk Answer from any telephone	LINK *800	
External	LINK *62		Voice Call	LINK *66	
Intercom/External	LINK *83				

IP telephone-specific features

The Nortel IP telephony sets (i2004, i2002) and the i2050 Software Phone can access the features described above, with the exception of voice call.

In addition, the IP telephones have two additional IP-specific features:

Features display menu

Access a display list of features, including hot desking.

1. Enter **FEATURE** *900 or press the **Services** button.
2. Use the **Page+** and **Page-** display keys to scroll to the feature you want.
3. Press **Select**.
4. Enter any information required to activate the feature, as normal.

The features that appear on this list are configured by your system manager.

Hot desking

Temporarily transfer your IP telephone configuration to another IP telephone.

Set up password and activate feature on the originating:

1. Enter **FEATURE** *999.
2. Press **ADMIN**.
3. Enter a new password, or change an existing password, and press **OK**.
4. Confirm the password, and press **OK**.
5. Allow/disallow hot desking, as required by pressing **CHANGE**.
6. Press **QUIT** to exit.

Using hot desking:

1. At the telephone you will be using to answer diverted calls, enter **FEATURE** *999.
2. Press **DIVERT**.
3. Enter the DN of the telephone you want to divert to this telephone.
4. Enter the password of the diverted telephone.
The buttons on your telephone will mimic the buttons on the diverted set. The diverted telephone indicates that it has been diverted, and it cannot be used until hot desking is cancelled.

Cancel hot desking

You can cancel hot desking from either telephone.

(Note: Ensure that the telephone is on-hook before cancelling hot desking).

The diverted telephone displays a **CANCEL** prompt.

OR, on the live telephone:

1. Access **FEATURE** *999.
2. Enter the password.
3. Press **CANCEL**.

Reset password

If you forget your password, or if the IP telephone is given to a new user, ask your system administrator to reset the hot desking password.

Display prompts and messages

Use this section to find the explanation for the prompts you see on your telephone. The following tables show what the display reads, and then provides a description of the message, and/or the required action.

- “Common display prompts” on page 28
- “Viewing active services” on page 44
- “Call log prompts” on page 45

Common display prompts

These prompts can appear during general call features:

Common display prompts:

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
§	This indicates a long distance call. (May be available with Call Display services.)
01:9____ CANCL BKSP OK	Speed dial: Continue entering the number you want to program. You can change the number by pressing BKSP or the volume bar. When you are finished, press HOLD or OK .
3 parties only	Conference call: You are trying to add a fourth party to your conference call, or to join two conferences together. Release one call from the conference before adding another, or keep the two conferences separate.
NNN 02:47	Call duration timer: The display shows the last call you made, or the total elapsed time in minutes and seconds on a current call.
XXX <LINENAME> SHOW OK	Button inquiry: The display shows the number and name of the line. Press SHOW to view the redirection status of the line.
NNN <SETNAME> NEXT <u>VIEW</u> ,	Button inquiry: The display shows the directory number of the telephone, and the assigned name. Press NEXT to see the first line assigned to ring at the intercom button.
NNNNNNNNNNNNNN... VIEW_ OK	Press # or press VIEW , or •VIEW to view a number that is too long to fit on the display. Press OK when you have finished.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
NNN>SSS CANCEL RETRYJOIN	Transfer: You are talking to the person you want to transfer the call to. Press RETRY if you decide to transfer the call to another person. Press RLS or JOIN to transfer the call.
NNN DND CALLBCK	Camp-on: The person to whom you redirected a call has Do Not Disturb active. The call has come back to you. Press the CALLBCK button or the line button to reconnect to the call. On T7100/M7000 telephones, just pick up the handset.
NNN no reply CALLBCK	Transfer: The person to whom you tried to transfer a call did not answer. Press CALLBCK or the flashing line button to reconnect to the call. On T7100/M7100 telephones, lift the handset to reconnect.
NNN>SSS	<ul style="list-style-type: none"> – You are receiving an internal call from extension NNN forwarded by extension SSS – You have an Answer button for extension SSS and an internal call from NNN is ringing on SSS.
NNNNNNNN TRANSFR	This prompt remains on your display while you are on a call you have dialed. To transfer the call, press TRANSFR .
NNN TRANSFR	You are connected to an internal call. Press TRANSFR to transfer the call.
NNNiiii PRIORITYLATER	The telephone you have called has no internal lines available. <ul style="list-style-type: none"> – Press LATER to use the Ring Again or Message features. – Press PRIORITY to make a priority call. Priority call: The telephone you want to transfer to is busy.
NNN calling	You are receiving a call from extension 221.
NNN____ QUIT BKSP OK	Continue entering digits. Press BKSP to delete incorrect digits. Press # or OK when you have finished. auto dial: Continue to enter digits until the number is complete. Press the volume bar or BKSP to erase an incorrect digit. Press HOLD or OK when you finish.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
OTHER JOIN EXIT	<p>Silent monitor: While a call is being monitored, you can choose to:</p> <ul style="list-style-type: none"> – move to another Hunt group member (<u>OTHER</u>) – join the current conversation (<u>JOIN</u>) – exit the silent monitoring (<u>EXIT</u>)
OTHER LEAVE EXIT	<p>Silent monitor: When you join a monitored call, you can choose to:</p> <ul style="list-style-type: none"> – move to another Hunt group member (<u>OTHER</u>) – mute your telephone out of the current conversation (this does not disconnect silent monitoring) (<u>JOIN</u>) – exit the silent monitoring (<u>EXIT</u>)
Access denied	<p>Programming is busy, or the feature you are trying to use is not compatible with the configuration of the telephone or line.</p> <p>Silent monitor: You tried to start a monitoring session on a telephone that does not support the feature.</p>
Already joined	<p>Your telephone is connected to the telephone you are trying to call. Check your active line buttons, and return to that call.</p> <p>Pickup group: You are connected to the telephone that made the call you are trying to pick up. This display appears if you are on a call to a colleague, your colleague dials the number of a telephone in your pickup group, and you try to pick up that call.</p>
Already parked	<p>Call park: The person you were talking to has parked your call. You cannot park the same call.</p>
Autodial full	<p>Auto dial: The memory allocated to auto dial numbers in your system is full.</p>
Button erased	<p>Auto dial: While programming external auto dial, you erased the button by pressing HOLD or <u>OK</u> before entering any digits.</p>
Call NNN? YES NO	<p>You have received a Ring Again offer from a call to an internal telephone. Press the flashing internal line button or <u>YES</u> to call the number again. On T7100/M7100 telephones, just lift the handset. Otherwise, press <u>NO</u> or wait 30 seconds for Ring Again to expire.</p>
Calling NNN PRIORITY LATER	<p>Wait for the telephone to be answered. If no one answers, press <u>LATER</u> to use the Ring Again feature or Message feature, or press <u>PRIORITY</u> to make a priority call.</p> <p>Priority Call: You initiated the Priority call transfer to this local.</p>

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
Call blocked	Priority call: You tried to place a priority call to another telephone in your system. The person you called has blocked your call.
Camped: NNN CALLBCK	The person at extension NNN has not answered the camped call. The call has come back to you. Press the line button or CALLBCK to reconnect to the call. On T7100/M7100 telephones, just pick up the handset to reconnect to the call.
Camp denied	Camp-on: You have tried to camp an internal call. You can camp external calls only.
Camp to: CANCL	Camp-on: Dial the number of the internal telephone to which you want to camp the call.
Cancel denied	Message: You entered an invalid number when trying to cancel a message.
Can't ring again	You cannot use Ring Again on your current call. You can use Ring Again while you have a busy signal on an internal call or line pool request or while an internal call is ringing.
Cleared>LINENAM NEXT	Message: You cleared an external message from your message waiting list. The message exists in your message center until you erase it there.
Conference busy	You have tried to make a conference call, but your system is handling the maximum number of conference calls.
Denied in admin	You are trying to use a feature, but do not have access to it under administration. Last Number redial: The Last Number is not allowed.
Dial voice call	Voice call: Dial the internal number or press the internal auto dial button of the person you want to speak to.
DND from NNN	Prime telephone: The person at telephone NNN has forwarded a call to you using Do Not Disturb.
DND transfer	Prime telephone: The system has transferred a call to you from a telephone with Do Not Disturb turned on.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
DN: Idle	Silent monitor: The current call on the telephone you are monitoring is either not a Hunt Group call, or the call came in on a line key on that telephone. Note: You should not assign lines which are assigned to the hunt group to individual hunt group members
DRT Line001	Prime telephone: No person answered this call so the system transferred it to you.
Do not disturb PRIORITY LATER	The telephone you are calling has Do Not Disturb turned on. Press LATER to use the Ring Again or Messages features, or press PRIORITY to make a priority call. Priority Call: The telephone you want to transfer to has Do Not Disturb active.
Do not disturb CANCL RETRY JOIN	Transfer: The person to whom you tried to transfer a call has Do Not Disturb active on their telephone. – Press JOIN to transfer the call. – Press RETRY to transfer the call to another person. – Press CANCL or the flashing line button to reconnect to the call. – On T7100/M7100 or NetVision telephones, use feature code FEATURE #70 to cancel the call.
Enter code:	Feature button: If you are checking a speed dial button, enter the two-digit speed dial code that you want to check.
Enter digits QUIT OK	Auto dial: Enter the number you want to program, selecting the line first, if necessary, exactly as if you were making a call. Speed dial: Enter the telephone number you want to program exactly as if you were dialing it normally. When you are finished, press HOLD or OK .
Enter zone:____ ALL	Page: Enter the required page zone number (0- 6) or press ALL .
Exchanged	Move button: The two buttons you selected have exchanged position.
Expensive route	You have dialed a number, but the least expensive route programmed for the system is busy. Unless you release the call, the number goes through on a more expensive route.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
F__ QUIT CLEAR	Feature button: Enter the feature code, or press RLS or QUIT to end programming or CLEAR to clear the numbers entered. The system accepts the entry when you enter a valid feature code.
Feature code: QUIT	Feature button: Press FEATURE and enter the feature code you want to assign to the button. Check that the code is valid.
Feature moved	Feature button: You have programmed a button with a feature programmed on another button. The feature has moved to the button you just programmed. The original button is now blank.
<Feature name> SHOW OK	Button inquiry: The name of the feature assigned to a button appears on the display when you press the button. Press # or SHOW for additional information.
Feature timeout	You took more than 15 seconds to press a button in response to a display.
Forward>NNN CANCL	Call forward: Your calls are being forwarded to telephone NNN.
Forward denied	Call forward: There are several reasons why you can get this message. For example, you cannot forward your calls to a telephone that has Call Forward programmed to your telephone.
Hidden number	The last number you dialed or the number you saved for Saved Number Redial was a speed dial number that displayed a name instead of the number. You dialed the number correctly, but it is not visible.
Hold or release	While on a call, you must either release the call or put the call on hold before you can program a feature button. SWCA: The requested SWCA code already has a call parked on it. Choose another key position.
Inactive feature	You entered the feature code for an application that is disabled.
Incoming only	The line you are trying to use to redirect calls is for incoming calls only. Select an outgoing line.
Intercom #: ____ QUIT	Auto dial: Enter the internal telephone number you want to program.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
Intercom	Line redirection: You selected the intercom button as the facility on which to place the call. Enter a line pool code or a destination code.
In use:XXX	<p>You tried to program redirection while the feature is in use. Only one person can program line redirection at a time.</p> <p>SWCA: The requested SWCA code is being used by telephone XXX. Choose another key position.</p> <p>Message: You are trying to call from your message waiting list. The line that you are trying to use is in use by the identified user in your system.</p>
Invalid code	<p>You entered an invalid feature code.</p> <p>Speed dial: You have entered a code outside the code range (01-70 for system, 71-94 for user-based speed dials).</p>
Invalid location	Move button: You tried to move a line to a button that cannot be a line button, such as an intercom button, Handsfree/Mute button, or an answer button.
Invalid number	<p>You entered an invalid line pool code or an invalid destination code.</p> <p>Auto dial: You are programming an internal auto dial button and have entered a number that is not an internal number on your system. Enter a valid internal number. If the number you are entering is a destination code, use external auto dial.</p> <p>Call park: You have entered an invalid retrieval code.</p>
Invalid number CANCL RETRY	Transfer: You entered an invalid internal number. Press RETRY and enter the number again. On T7100/M7100 or NetVision telephone, use the FEATURE #70 feature code to cancel the call, and then retry.
Invalid number Observe	Silent monitor: The DN you entered is invalid for your system. Press Observe to enter another hunt group telephone.
Invalid zone	Page: You have entered a page zone code that is not between 0 and 6.
LineXXX 01:45	Call duration timer: You parked your last call. You cannot see the length of time a call was parked.
LineXXX>YYY	You are receiving an external call forwarded from extension YYY, or you have an answer button for extension YYY and an external call is ringing on that telephone.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
LineXXX>YYY CANCL RETRY JOIN	Transfer: Press <u>JOIN</u> to transfer the call on line XXX to telephone YYY. Press <u>RETRY</u> if, after talking to the person at extension YYY, you decide to transfer the call to another person.
LineXXX NNN TRANSFR	Conference call: You are on a conference with the two lines or telephones shown. You can drop out of the conference and leave the other two parties connected (Unsupervised Conference) by pressing <u>TRANSFR</u> or entering the Transfer feature code.
LineXXX TRANSFR	You are connected to an external call. Press <u>TRANSFR</u> to transfer the call. Enter the digits of the number you want to dial.
LineXXX callback CALLBCK	Prime telephone: A person camped, parked or transferred a call on line XXX, but no one has answered the call. Press <u>CALLBCK</u> or the line button to connect to the call.
Line XXX hung up	Transfer: The external caller you were transferring hung up before the transfer was complete. Camp-on: A call you camped has come back to you, but the caller hung up before you can reconnect.
LXXX:LINENAMVMsg NEXT CALL CLEAR	Message: You are viewing your message list. The display shows the number and name of the line used for your message.
LineXXX>LineYYY	Prime telephone: The call coming in on line XXX for target line YYY has come to you because Line YYY is busy.
LineXXX to prime	Prime telephone: There is no telephone that can receive a call on line XXX so the system has transferred it to you.
LineXXX transfer	Another user in the system is transferring a call to you on line XXX.
LineXXX waiting	A camped call is waiting. Press the line button or use Call Queuing to answer the call. Press HOLD if you have T7100/M7100 telephones.
Line denied	You selected a line that is private to another telephone. Trunk Answer: You have tried to pick up a call on a private line.
Line in use	The line is in use. Make the call using normal methods or wait until a line is free.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
Line Redirection QUIT ADD REMOVE	Line redirection: Press * or ADD to begin redirection. Press # or REMOVE to cancel a previous redirection.
Messages & Calls MSG CALLS	Message: You have one or more messages and one or more new Call Logs. Press FEATURE 806 to change the first line of the display to the current time and date.
Make calls first	The feature you tried to use requires you to be on an active call at your telephone. This prompt also appears when information about a call is cleared by a system reset.
Message denied	Message: You tried to send a message to an invalid internal number or to a telephone that is out of service.
Message list SHOW ADD EXIT	Message: SHOW appears when you have remaining messages. Press SHOW to review messages you have sent. Press ADD to send a new message.
Message to:	Message: Enter the internal number of the telephone to which you want to send a message.
Microphone muted	Voice call: Your handsfree microphone is on the mute setting. Press the button labeled Handsfree/Mute or pick up your handset to respond to the voice call.
MONITOR RETRY OK	Silent monitor: If you make a mistake entering a DN number, press RETRY and re-enter the number. If the number you entered is correct, press OK .
Move line from: QUIT	Move button: Press the button of the line you want to move. Press FEATURE or QUIT when you have finished moving lines.
Move line to: QUIT	Move button: Press the button you want to move the line to. Neither of the buttons is erased. The lines, or the line and feature, switch places.
Needs Handsfree	Silent monitor: You entered the silent monitor feature code without picking up the handset, and the telephone does not support Handsfree operation.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
No avail SWCA	<p>SWCA: The FEATURE *520 request was unsuccessful, either because the telephone has no associated SWCA keys, or all the SWCA keys for that telephone are associated with other calls.</p> <p>Note: If the call is an internal call and the destination set has a SWCA associated with the call, and if the originating set requests that the call gets associated with a different SWCA, then the destination telephone transfers the call to the new SWCA position. If the destination telephone does not have a button programmed for the new SWCA position, the call disappears from all SWCA button appearances and can only be retrieved by entering the corresponding SWCA code.</p>
No button free	<p>You tried to make, receive or pick up a call when no line button was available. Some features require you to have a button free. Releasing calls can free up line buttons.</p> <p>Message: You have no line button free with which to reply to a message.</p>
No call to park	<p>Call park: You have tried to use Call Park with no active call on your telephone. If the call you want to park is on hold, reconnect to the call before you park it.</p>
No call on: 101	<p>Call park: There was no call on the retrieval code (101-125) that you entered.</p>
No calls waiting	<p>You tried to use Call Queuing but no call was ringing at your telephone.</p> <p>SWCA: The FEATURE *537 or FEATURE *538 request was used, but there are no calls parked on any of the assigned buttons on your telephone.</p>
No free lines	<p>All the lines or line pools available to the telephone are in use. This prompt also appears when you try to dial an external number or use a feature that conflicts with the lines, line pools or prime line used by the telephone. Your installer must correct this situation.</p>
No last number	<p>You have not dialed an external telephone number since the last power interruption or system reset.</p>
No line to use	<p>Line redirection: You have one external line on your telephone, but you need a second line to perform line redirection. Redirect your external line using a line pool as the outgoing line.</p>
No line selected	<p>Auto dial or Speed dial: The telephone is set up to dial an external number on a prime line but the telephone does not have a prime line. Your installer must correct this situation.</p>

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
No line selected	There is no call ringing at your telephone. If you have a flashing line button but your telephone is not ringing, press the line button to answer the call on that line.
No number saved	Saved number redial: You have tried to save the number of an incoming call. You can only save numbers that you have dialed.
No number stored	Speed dial: There is no number stored on the speed dial code you have dialed. Message: There has been no number programmed for the message center. Contact your voice messaging service provider.
No voice call	Voice call: The telephone receiving the call cannot accept voice calls for one of the following reasons: <ul style="list-style-type: none"> – the telephone is active or ringing with another call – Call Forward is on – Do Not Disturb is on – Voice Call Deny is on – it is not a Business Communications Manager telephone – Your call continues as a normal ringing call.
Not available	You tried to use a feature that is currently not available from your system. Transfer: The telephone where you directed a call is not in service or is or unavailable. The call returns to your telephone.
Not HG member Observe	Silent monitor: The DN you entered is not a Hunt Group member. Press <u>Observe</u> to enter another hunt group telephone.
Not in service	Call forward: Two or more telephones are linked in a forwarding chain, and one is out of service or used for programming.
Not in service CANCL RETRY	Transfer: The telephone to which you are trying to transfer a call is out of service.
Not in service CALLBCK	Camp-on: The telephone to which you have camped a call is out of service or is used for programming. The call has come back to you. Press <u>CALLBCK</u> or the line button to reconnect to the call. On T7100/M7100 telephones, just pick up the handset to reconnect with the call.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
Not in Service Observe	Silent monitor: The DN you entered did not respond to the system. Press <u>Observe</u> to enter another hunt group telephone.
Not Supported Observe	Silent monitor: The DN you entered belongs to a portable telephone or an ISDN terminal. Press <u>Observe</u> to enter another hunt group telephone.
On another call LATER	The telephone you have called is on another call. Press <u>LATER</u> to use the Ring Again or Message features.
On another call PRIORITY LATER	Priority call: The telephone you want to transfer to is on another call.
On hold: LINENAM	You have placed one or more calls on hold. The name of the line held the longest appears on the display.
Outgoing line	Line redirection: You are trying to redirect a line and the line you have selected is the outgoing line you have selected as a destination. You cannot redirect a line to itself. Select another line.
Paging ALL	Page: You are making a page. The display shows the page zone you have selected. Press FEATURE or RLS when finished.
Paging busy	Page: A page is being made in the page zone you have requested.
Page choice: SETS SPKR BOTH	Page: Select the type of page you want.
Page timeout	Page: The time allocated for paging has expired.
Parked call CALLBACK	No one answered the call you parked. The call returns to you.
Park denied	Call park: You have tried to park a conference call. Split the conference and park the calls separately. The person who retrieves the calls can reconnect the conference.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
Parking full	<p>Call park: All available retrieval codes are in use. Transfer the call or take a message instead.</p> <p>SWCA: No park resources, out of the 27 that are available on the Business Communications Manager, are free. Wait for one to become free, and then try again.</p>
Parked on: n02 PAGE EXIT	Call park: Record the code shown (n01-n25). Use Page (FEATURE 60) or press PAGE to announce the call and its retrieval code.
Pickup:	<p>Pickup group: Enter the internal number of the telephone that is ringing. You can use an internal auto dial button to do this.</p> <p>If you decide not to answer a ringing call after you have activated Directed Pickup, press FEATURE.</p>
Pickup denied	<p>Pickup groupers is no call to pick up, or the call has been answered or you have tried to pick up a call on a person's private line.</p> <p>Trunk Answer: The call that is ringing is on a line that is not in a Ringing Service.</p>
Pick up receiver	You have used the Call Queuing feature without picking up the handset. Auto Handsfree is not assigned to your telephone. You must use the handset or press the handsfree button to answer a call.
Please wait	Priority call: The party you are calling has eight seconds to decide to accept or reject your priority call.
Pool code: ____ QUIT	Line redirection: Enter a valid line pool access code.
Press a button QUIT	<p>Auto dial: Press the memory button you want to program.</p> <p>Button inquiry: Press the button you want to check. Press FEATURE or EXIT when finished.</p>
Press a line	Move button: The button you are trying to move is not a line button. If you are trying to switch a line and a feature, move the line to the feature button and not the feature button to the line.
Press held line	Conference call: You have activated the Conference feature with one call active and another on hold. Press the held line to bring that person into the conference.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
Program and HOLD	<p>Auto dial: Enter the number you want to program on the button, then press HOLD.</p> <p>Speed dial: If you want to program a line or line pool selection for this speed dial number, select the line or line pool. If not, enter the telephone number exactly as if you were dialing it normally. When you are finished, press HOLD.</p>
Program and OK QUIT OK	<p>Enter the number you want to program on the button, then press HOLD or <u>OK</u>. You can include a line or line pool selection in an auto dial sequence by selecting the line before entering any digits.</p> <p>Speed dial: If you want to program a line or line pool selection for this speed dial number, select the line or line pool. If not, enter the telephone number you want to program exactly as if you were dialing it normally. When you are finished, press <u>OK</u>.</p>
Programmed	The number is correctly stored on the button.
Priority> NNN BLOCK	<p>You are receiving a priority call. If you are on another call, tell the person you are speaking to that you are about to put the call on hold. Press the flashing line indicator of the priority call or wait until the call connects automatically (in eight seconds). The priority call goes through after you hear the next beep. Your active call is on Exclusive Hold. It reconnects automatically when the priority call ends (unless you transfer the priority call, in which case you must press the line button of your original call to reconnect). Use DND (FEATURE 85) or press <u>BLOCK</u> to reject a priority call.</p>
Priority denied	<p>Priority call: The telephone you are calling is receiving a priority call at the same time or cannot receive priority calls.</p>
Redir by NNN OVERRIDE	<p>Line redirection: You have tried to redirect a line, but another person has redirected that line. Press * or <u>OVERRIDE</u> to override the previous redirection and redirect the line.</p>
Redirect denied	Line redirection: You can redirect calls only on individual lines.
Release a call	<p>You have no free line available to receive a call. Release one of your current calls and try again to answer the incoming call.</p> <p>Camp-on: The line that the camped call is on is in use or that line does not appear at your telephone. Release the line or release an internal line.</p>

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
Release calls	<p>You tried to use a feature while you were on a call or had calls on hold. Release the call or calls, before using the feature.</p> <p>Silent monitor: You entered the silent monitor feature code on a telephone that already has an active call. To continue, you will have to put that call on hold, or release it.</p>
Restricted call	<p>The destination you selected for line redirection is restricted.</p> <p>System programming has a restriction configured for the call you are trying to make, such as time-of-day restrictions for some calls.</p>
Restricted call CANCL RETRY	Transfer: You cannot transfer the call because of telephone or line restrictions.
Ring Again? YES NO EXIT	Press <u>YES</u> to use Ring Again. Press <u>NO</u> to send a message.
Select a line	<p>Either you have no prime line, or the prime line is in use, or the line programmed for an auto dial number, speed dial number, or Hotline is in use. Select a line and dial again.</p> <p>Speed dial: There is no line related with the speed dial number you are trying to use. Select a free external line or line pool and enter the speed dial feature code again.</p>
Select line out QUIT	Line redirection: Select the line used to redirect calls out of the system.
Select line(s) QUIT ALL	<p>Line redirection: Press the lines to redirect. To release a line selection, press the line to redirect again. Press <u>ALL</u> to redirect all your lines.</p> <p>Cancel redirection: Press the lines that no longer need redirection. The lines light up when pressed. After you cancel redirection for a line you cannot restore it by pressing the line again. Press <u>ALL</u> to cancel redirection for all your lines. When finished, press HOLD or <u>OK</u>.</p>
Select line(s) ALL OK	<p>Line redirection: Continue to press the lines to redirect. Press HOLD or <u>OK</u> when finished.</p> <p>Cancel redirection: Continue to press the lines that no longer need redirection. Press HOLD or <u>OK</u> when finished.</p>

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
Send message? YES NO	Press <u>YES</u> to send a message. See Messages.
Set locked	You cannot use the feature you selected because your telephone is locked.
Start of list NEXT	Message: You are at the beginning of your list of messages. Press <u>NEXT</u> to move through your messages.
Still in trnsfer CANCL RETRY	Transfer: Complete the transfer in progress before you access a new feature, answer another call or select an outgoing line.
Supervisor Observe	Silent monitor: The DN you entered belongs to another Supervisor. You cannot monitor SM supervisor telephones. Press <u>Observe</u> to enter another hunt group telephone.
Their list full	Message: You are trying to send a message to a user whose message waiting list is full.
Transfer denied CANCL RETRY	Transfer: Your transfer does not function for one of these reasons: <ul style="list-style-type: none"> – All the resources needed to perform a transfer are in use. Try again later. – You have tried to transfer an external call to another external party. Some restrictions apply. – You cannot transfer your conference call.
Transfer to:2____ CANCL RETRY	Transfer: Press <u>RETRY</u> if you entered the wrong internal number or if the person to whom you are transferring the call is not available. On T7100/M7100 or NetVision telephones, use the FEATURE #70 feature code to cancel the call, and then retry.
Unequipped line	Line redirection: The line you are trying to redirect cannot be redirected because the hardware does not support redirection.
Unknown number	Speed dial: The system cannot dial the number stored. Reprogram the number.
Use line pool? YES NO	You received a Ring Again offer for a line pool. Press the flashing internal line button or <u>YES</u> to use the line pool. On T7100/M7100 telephones, lift the handset. Otherwise, press <u>NO</u> or wait 30 seconds for the Ring Again offer to expire.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
Voice call	Voice call: The line is open for you to speak.
Your list full	Message: You tried to send a message but your list of sent messages is full. Cancel one of the messages you sent, if possible, or wait until you have received a reply to one of those messages.
Your number Observe	Silent monitor: You entered your own DN. Press <u>Observe</u> to enter another hunt group telephone.

Viewing active services

These are the prompts you may get if you are viewing or changing your service scheduling.

Active services:

Display prompt	Description of error or action
<Sched> Restr'n EXIT NEXT	You are viewing the active services. Press # or <u>NEXT</u> to view the other active services. Press RLS or <u>EXIT</u> to quit.
<Sched> Restr'n QUIT OK NEXT	The name of the current Restriction service schedule appears on the display. Press # or <u>NEXT</u> to view the other Ringing service schedules. Press HOLD or <u>OK</u> to select the required schedule.
<Sched> Ringing EXIT NEXT	You are viewing the active services. Press # or <u>NEXT</u> to view the other active services. Press RLS or <u>EXIT</u> to quit.
<Sched> Ringing QUIT OK NEXT	The name of the current ringing service schedule appears on the display. Press # or <u>NEXT</u> to view the other Ringing service schedules. Press HOLD or <u>OK</u> to select the required schedule.
<Sched> Routing EXIT NEXT	You are viewing the active services. Press # or <u>NEXT</u> to view the other active services. Press RLS or <u>EXIT</u> to quit.
<Sched> Routing QUIT OK NEXT	The name of the current Routing service schedule appears on the display. Press # or <u>NEXT</u> to view the other Routing service schedules. Press HOLD or <u>OK</u> to select the required schedule.

Active services: (Continued)

Display prompt	Description of error or action
<Sched> until * QUIT OK NEXT	Press HOLD or <u>OK</u> to select this schedule, # or <u>NEXT</u> to view the next available schedule, or RLS or <u>QUIT</u> to exit. If you select this schedule, it remains active until the next automatic schedule begins.
No services ON	You have entered the Show services feature code and there is no active service.
Services ON LIST	There is a service active in your system. Press * or <u>LIST</u> to view the active services.

Call log prompts

These are the prompts you may receive when you are viewing your call logs:

Call log prompts:

Display prompt	Description of error or action
1:Unknown name	The caller's name is not available.
1:Unknown number	The caller's number is not available.
12:KATE SMITH NEXT ERASE MORE	the colon indicates a new item.
12 KATE SMITH NEXT ERASE MORE	the symbol indicates that the call was answered.
12 KATE SMITH NEXT ERASE MORE	the symbol indicates a long distance call.
49/1234567890123 NEXT ERASE MORE	/ indicates the stored number was trimmed to its final 11 digits. Press the volume bar or <u>MORE</u> to show additional information about the call.
Call(s) bumped	One or more log entries are deleted by the Autobumping feature while you are viewing at the Call Log.
Hold or release	Hold or release your active call before entering Call Log.

Call log prompts: (Continued)

Display prompt	Description of error or action
In use: SETNAME	The external line is in use.
Jan 4 9:00a 3X NEXT ERASE MORE	The repeat call counter, shown with time and date, indicates the number of calls you have received from the same caller.
Line061 - 227 NEXT ERASE MORE	This call was answered at another telephone (227).
Line061 -Logit NEXT ERASE MORE	This call was logged manually.
Line061 NEXT ERASE MORE	This call was not answered.
Messages & Calls MSG CALLS	There are one or more items in your message waiting list, and there are one or more new items in your Call Log. Press FEATURE 806 to change the first line of the display to the current time and date.
New calls begin	You have viewed your last old log item and now you can view your new log items.
No info to log	No information is available for the call.
No log assigned	No log space has been assigned to the telephone.
No resume item	The resume item has been removed because of Autobumping, repeat call update, or log reallocation while you are looking at the Call Log.

Report and record alarm codes

An alarm telephone display shows Business Communications Manager system alarm codes when they occur. The installer assigns alarms to T7316 or M7324(N) two-line display telephones.

If an alarm message appears on the alarm telephone display it shows an Alarm number and a Time:

- 1 Record the alarm number and time.
- 2 Call your customer service representative and report the alarm code.

Moving digital telephones

You can move a Business Communications Manager telephone to a new location within the system without losing its programmed settings. Set relocation (automatic telephone relocation) must be enabled in system programming. This makes the internal numbers, autodial settings, and personal speed dial codes remain with the telephone when it is unplugged.



Note: The set relocation feature applies to the digital telephones and ATAs only. IP telephones, such as the i2004, i2002 and i2050, always retain their programming regardless of where you move them on the LAN or WAN.

Automatic telephone relocation is disabled by default. Use the following procedure to enable set relocation.

- 1 In the Unified Manager, click the keys beside **Services, Telephony Services, General settings**.
- 2 Click the **Feature settings** heading.
- 3 In the **Set relocation** box, click **Y**.

After set relocation is enabled, unplug the telephone and plug it in again at another location. It may take up to 45 seconds for the system to recognize the telephone.



Tips

Relocate existing telephones before new telephones are installed on the jacks that connected the existing telephones. This allows the moved telephones to retain their programming.

Plugging a new telephone into a jack from which another telephone was removed, before the original telephone is reconnected to another jack, will result in the programming transferring to the new telephone. In this case, when the original telephone is plugged into another jack, it will receive default programming or the programming specifically entered for the DN record that corresponds to the new jack.

When changing a telephone internal number (DN record), wait one minute automatic telephone relocation.

When you relocate a telephone, the telephone must remain installed and connected in the new location for at least three minutes for the programming relocation to be complete. Moving the telephone again before the three-minute period may result in losing the programming.

Moving IP telephones

IP telephones retain their DN when they are moved to a new location on the same subnet. The following instructions apply to Nortel IP telephones.

To move an IP telephone without changing the DN:

- 1 Disconnect the power from the IP telephone or 3-port switch.
- 2 Disconnect the network connection.
- 3 At the new location, reconnect the network location and the power connection.
- 4 If the new location is on a different subnet, you will need to make the appropriate changes to the telephone IP addressing. However, do not change the S1 IP address or the S2 IP address.

To move a Nortel IP telephone and change the DN:

- 1 Ask the system administrator to deregister the DN for your IP telephone.
This process is described in the *IP Telephony Configuration Guide*.
- 2 Disconnect the network connection and the power connection from the telephone.
- 3 Connect the telephone at the new location.
- 4 You may need to perform the installation procedure, or the system administrator may have set the system to automatically assign a new DN. The detailed configuration procedure is described in the *IP Telephony Configuration Guide*.

Keep DN alive

If you want to retain DN-specific features such as Call Forward No answer and Call Forward on Busy if an IP telephone becomes disconnected, you must ensure that Keep DN alive is set to Yes in the DN record for telephone. Check with your system administrator if you do not have access to DN records on the Unified Manager. This process is detailed in the *IP Telephony Configuration Guide*.



Warning: If the system is reset while an IP telephone is disconnected, the Keep DN alive feature becomes inactive until the telephone is reconnected.



Note: When an IP telephone is disconnected, there is about a 40-second delay before the system activates Keep DN alive during which incoming calls will either get a busy signal or be rerouted to the Prime set, depending on how your system is programmed. The same type of delay occurs when the IP telephone is reconnected to the system.
