Nortel Telephone Quick Reference Guide

⬜◀ Speaker   ☎ Release   ✎ FEATURE   ⌣ Hold   🎧 Head set   🎙 Mute   ▲ Ringing

▲ DND   ⌣ On Hold   (▲ In Use   ☎ Forwarded   🔊 Volume Control
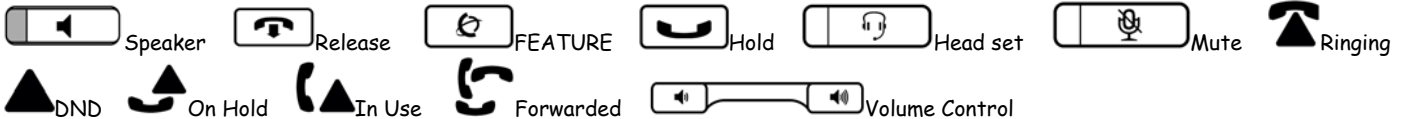
External Call:
1. Lift the handset or press the ⬜◀ Hands free key.
2. Press 8(Or Line Access Code Provided) You may or may not hear dial tone depending on system
3. Dial the desired number.

Internal Call:
1. Lift the handset or press the ICM Button for User
2. Dial the desired extension number.

System Hold:
1. Press the Hold 1(or any one not flashing) key.
2. Call is placed on hold.

To retrieve a
held call:
1. Press the appropriate flashing Hold X key.

Personal Hold:
Only you will be able to retrieve call.

1. Press the ⌣ Hold key.
2. Call is placed on hold.

To retrieve a

held call:
1. Press the flashing ⌣ Line Key.

Page:
To page over all idle phones and speakers:

1. Lift handset and press the Page key or ✎ FEATURE 630.

Speak into handset and press ☎ Rls when finished.

Hands free:
Allows the user to make and receive calls without using the handset.

To answer:
1. Press the ⬜◀ Hands free key.
2. Call is active over the speaker.

To return to the handset:

1. Lift handset, speaker turns off and call is active in handset.

Mute:
1. While using the phone hands free, press the 🎙 Mute key, you can still hear the caller however the caller cannot hear you (the Mute key will flash).

To cancel:
2. Press the 🎙 Mute key again.

**Call Transfer:**   1.   While on a call, press the Transfer soft key or [⟲] FEATURE 70.
                               2.   Dial the desired extension.
                               3.   Wait on the line to announce the call OR simply hang up.

To retrieve a
transferred call: Press the Cancel soft key before hanging up.

Conference
**A) Establish a three-party conference call.**
          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.
          6. Press RLS to end the conference call.

B) Establish a multi-party conference call (4 or more people; maximum 18).

          1. Follow the steps to establish a three-party conference call.

          2. Press the Newcall softkey, or press [⟲] FEATURE 807. You can also use the Intercom key if your set has one.

          3. After the fourth call is answered, press [⟲] FEATURE 3, and press the held line.
          4. Put the fourth call on hold and repeat steps 2 and 3 to add more calls to the conference.
   5. Press [☎] RLS to end the conference call.

C) To remove yourself from a conference permanently (unsupervised conference):

          1.   Press [⟲] FEATURE 70.
   The other two callers remain connected. (Some external lines may not support this FEATURE.)

Group Listening: Use both the handset and speaker while you are on a call. To avoid electronic feedback, keep the handset away from the speaker during the call,

          1.   Press Group Listen key or [⟲] FEATURE 802

          2.   To Cancel: Press Group Listen key or [⟲] FEATURE# 802

Redial: Automatically redials the last external call.

          1.   Press Redial key or [⟲] FEATURE 5.

Call Forward: To forward your phone to another extension.

          1.   Press Call Fwd key or [⟲] FEATURE 4.
          2.   Dial the extension you wish to forward to.

Ring Volume: Volume can also be adjusted any time the phone rings.

          1.   Press [⟲] FEATURE * 8 0.
          2.   Adjust using the [◄——◄] volume bar.

NOTE: The [◄——◄] volume bar also controls the volume of the receiver and the [◄] hands free speaker.

Ring Type:

1. Press [FEATURE] FEATURE * 6.
2. Enter the ring type number (1 to 4).
3. Each number represents a different type of ring.
4. When you choose a tone you like, press [Hold] Hold to save the tone.

Contrast   Adjustment: To adjust the contrast of your display.

1. Press [FEATURE] FEATURE * 7.
2. Press a number from 1 to 9.
3. Press [Hold] Hold to set your choice.

Voice Call: To make an announcement or begin a conversation through the speaker of another telephone in the system.

1. Press the Voice Call key or [FEATURE] FEATURE 66.
2. Dial the extension and begin speaking into the handset.

Button Inquiry: To verify the extension of your telephone:

1. Press [FEATURE] FEATURE * 0.
2. Press either Intercom key, the extension will appear on the display.

**Pick Up**   To answer a call ringing at another extension

1. Lift handset or press [speaker] Hands free
2. Press [FEATURE] FEATURE 76
3. Dial ringing extension

Memory Buttons:

Internal Autodial:
1. Press [FEATURE] FEATURE * 2.
2. Press a memory button.
3. Dial the internal number.

External Autodial:
1. Press [FEATURE] FEATURE * 1.
2. Press a memory button.
3. Dial the external number.
4. Press **OK** or # soft key to store the number.

To program a FEATURE on a key on a phone:
1. Leave handset down
2. Press [FEATURE] FEATURE *3
3. Press button to be programmed
4. Enter FEATURE code to be placed on phone

Personal Speed Dial:

To Program:
1. Press [FEATURE] FEATURE * 4.
2. Enter Speed Dial number to be programmed (256 - 279).
3. Enter number and press OK soft key.

To Use:
1. Press [FEATURE] FEATURE 0.
2. Enter desired Speed Dial number (256 - 279).

Voicemail Keys

Open VM   Allows a user to gain access to his mailbox.

1. Press Open VM Key or [FEATURE] FEATURE 981.

2.   Enter password and press # or OK soft key.

Trans VM   Allows a user to transfer a call directly to another users mailbox.

1.   While connected to a call, press Trans Vmail Key or [🕿] FEATURE 986.
2.   Dial desired voicemail box number.
3.   Hang up, call will be transferred immediately into users mailbox.

Leave VM   Allows a user to leave a message in another users mailbox.

1.   Press Leave VM Key or [🕿] FEATURE 980.
2.   Follow prompts on display.

Call Display Services-   Must subscribe to Caller ID services from Local Carrier

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

1.   Press [🕿]FEATURE 815 Cancel: [🕿]FEATURE #815

Call information   Display the name, number, or line name of a ringing or held call. Press # to
                             move through the information displays.

1.   Press [🕿]FEATURE 811

2.   Press Ringing Line ☎

Call log –   View Recent Calls

1. Press [🕿]FEATURE 812 or CALLS Softkey
2. Press * to view old items.
Press # to view new items.
Press 0 to return to the last viewed item.
3. Press # and * to move through your items.
4. Press the volume bar to view more information on an item.

Call log –erase entry   To erase a Call Log entry:
                             1. Press HOLD while viewing an item.

Call log -options   Select the type of calls that are stored automatically in your Call Log. Press
                             # to see the next setting. Press HOLD to select the displayed setting.