

Frequently used programming operations

The following sections highlight the most frequently used programming operations. To consult these or other programming operations, see either the Table of Contents or the Index.

Changing the time and date on the display

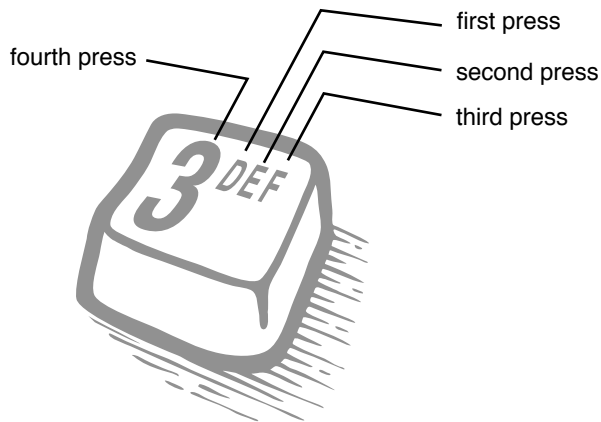
Jan 1 12:00pm Press Feature .

Feature: Press 8 4 6 3 (which is the same as T I M E).

Password: Press 2 2 7 4 2 (B A S I C) or
RETRY 2 3 6 4 6 (A D M I N)

The passwords can be changed. See “Using passwords” on page 187 for more information.

Entering letters and numbers using the dial pad



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In this example, you are changing the time to 1:30 p.m.

Hour:01
NEXT CHANGE Press CHANGE.

Hour:_
CANCL Press the dial pad buttons to enter the hour. Use two digits for all hours. The clock on the display shows either one or two digits.

AM
OK CHANGE The display prompts you to choose a.m. or p.m. Press CHANGE and OK to select p.m.

Hour:01
NEXT CHANGE Press NEXT.

Minutes:00
NEXT CHANGE Press CHANGE.

Minutes:_
CANCL Press the dial pad buttons to enter the minutes.

If you are only changing the time and not the date, press to end your session.

In this example, you are changing the date to July 15, 1998.

Minutes:30
NEXT CHANGE Press NEXT.

Year:97
NEXT CHANGE Press CHANGE.

Year:_
CANCL Press the dial pad buttons to enter the year.

Year:98
NEXT CHANGE Press NEXT.

Month:01 Press CHANGE.
NEXT CHANGE

Month:___ Press the dial pad buttons to enter the month.
CANCL

Use numbers for the months: 01 is January; 12 is December.

Month:07 Press NEXT.
NEXT CHANGE

Day:01 Press CHANGE.
NEXT CHANGE

Day:___ Press the dial pad buttons to enter the day.
CANCL

Day:15 Press [Ris] to end your session.
CANCL

End of session

The clock controls the schedules used for services such as ringing and routing services.

After a power failure, the clock is behind by the length of time power was lost. For example, if the power is out for two minutes, the clock is two minutes behind.

Adding or changing a system speed dial

You program a speed dial on your Norstar so that anyone in your office can dial a frequently used number using a two-digit code.

To change a speed dial that already exists, follow the same steps. The new programming overwrites the previous number and settings.

Begin the programming session

Jan 1 12:00PM Press .

Feature: Press * * 2 6 6 3 4 4.

Password: Press 2 3 6 4 6.
RETRY

Choose a speed dial code

Terminals&Sets▶ Press three times.

Sys Speed Dial▶ Press .

Speed dial #: LIST Press 0 1.

You can pick any system speed dial code between 01 and 70.

Speed dial #:01▶ Press .

Add or change the telephone number

01:No number CHANGE Press CHANGE.

01: CANCL OK Use the dial pad to program the telephone number that you want to add. The telephone number can be up to 24 digits long.

01:nnnnnnnn
CANCL BKSP OK Your display shows the telephone number, and not n's as shown here. Press OK.

Select a line for the speed dial code

01:nnnnnnnn
CLR CHANGE Press .

Use prime line
CHANGE Press CHANGE to see your options: Use prime line, a specific line (for example Use line: 01), a line pool (for example Pool code:71), or Use routing tbl.

Stop pressing CHANGE when the display shows the prime line again.

Use prime line
CHANGE In this example, the system selects the prime line automatically (the most common choice), to dial speed dial code 01.

If you assign a specific line to a system speed dial number, only telephones with an appearance of that line can use the speed dial number.

Choose what shows up on the display

Use prime line
CHANGE Press .

Display digits:Y
CHANGE Your choices are Yes and No. Yes means the display shows the telephone number. Press CHANGE.

Display digits:N
CHANGE No means the display shows a name for the code.

Program a name for a speed dial

The system has a standard name to display, so it is not necessary for you to program one. However, if you have chosen not to display the telephone number, you may want a specific name.

Display digits:N
CHANGE Press .

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Name: Sys Spd Di... Press .
CHANGE

...al 01 ... This is the name the display shows if you don't
CHANGE change it. Press CHANGE.

Name: _ → Decide the name you want to give to the speed dial
code.

Press the telephone's numeric dial pad button that has the first letter of the name until the display shows the letter you want.

Name: S → Press .
BKSP →

Name: S_ Use the dial pad and until you have the entire
← BKSP → name.

The name can be up to 16 characters long, including spaces.
Press # on the numeric dial pad to add spaces.

Name: SAVINGS BANK Press .
← BKSP →

Name: SAVINGS BA... Press to end your session.
CLR CHANGE

Or you can press , then to program another speed dial number.

End of session

Changing the name of a telephone

Begin the programming session

Jan 1 12:00pm Press .

Feature: Press **266344.

Password: RETRY Press 23646.

Change the name of a telephone

Terminals&Sets▶ Press Show.

Show set: LIST Enter the internal number (DN) of the telephone or voice mail extension. In this example, it's 21.

If the set has already been given a name, it appears after DN: on the display.

21:21▶ FIND Press Show then Next.

Name:21 CHANGE This is the name the display shows if you don't change it. Press CHANGE.

Decide what name you want to give to the telephone number.

Name: → Press the telephone's numeric dial pad button that has the first letter of the name until the display shows the letter you want.

Name:J BKSP → Press →.

Name:J_ ← BKSP → Use the dial pad and → until you have the entire name.

Name:JEAN B ← BKSP → Press Next to use the name you have entered.

The name can be up to 7 characters long, including spaces.

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Name: JEAN B Press to end your session.
CLR CHANGE

You can press once to continue programming this telephone, or
press twice to return to the Terminals and Sets heading.

End of session

Changing the name of a line

Begin the programming session

Jan 1 12:00pm Press .

Feature: Press .

Password: Press .

RETRY

Change the name of a line

Terminals&Sets▶ Press .

Lines▶ Press .

Show line: _____ Enter the three-digit number of the line you want to
LIST name. In this example, it's line 002.

This is the name the display shows if you don't change it.

Line002:Line002▶ Press .

FIND

Name:Line002 Press **CHANGE**.
CHANGE

Decide what name you want to give to the line.

Name: _ Press the telephone's numeric dial pad button that has the first letter of the name, until the display shows the letter you want.

Name: L Press **→**.

Name: L Use the dial pad and **→** until you have the entire name.
← BKSP →

The name can be up to 7 characters long, including spaces.

Name: LOCAL Press **Next** to use the name you have entered.
← BKSP →

Name: LOCAL Press **RLS** to end your session.
CLR CHANGE

You can press **Heading** once to continue programming this line, or press **Heading** twice to return to the Lines heading.

End of session

Making changes to Call Forward No Answer

Begin the programming session

Jan 1 12:00am Press **Feature**.

Feature: Press *** * 2 6 6 3 4 4**.

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Password: Press 23646.
RETRY

Change where a call goes when there is no answer

Terminals&Sets▶ Press Show.

Show set: Enter the internal number (DN) of the telephone or
LIST voice mail extension. In this example, it's 25.

If the set has been given a name, it appears on the display.

25:25 Press Show.

Capabilities▶ Press Show.

Fwd no answer▶ Press Show.

Fwd to:None Press CHANGE and enter the internal number where
CHANGE you want the calls to be sent. In this example, it's 21.

Fwd to:21
CLR CHANGE

You can press CLR to change the destination back to None.

Change the number of times the telephone rings before it is forwarded

Fwd to:21 Press Next.

Forward delay:4 Use the CHANGE button to choose the number of times
CHANGE the telephone rings before it is forwarded.

Your choices are 2, 3, 4, 6 and 10 rings.

Forward delay:3 Press [Ris] to end your session.
CHANGE

You can press [Heading] to continue programming capabilities for this telephone, or press [Heading] four times to return to the Terminals and Sets heading.

End of session



Tip - If the Norstar set is a member of a Hunt Group, the Call Forward no answer feature is overridden and the Hunt Group call continues to ring until the hunt time has expired. For more information on Hunt Groups see "Programming Hunt Groups" on page 147.

Making changes to Call Forward on Busy

Begin the programming session

Jan 1 12:00pm Press [Feature].

Feature: Press [*][*][2][6][6][3][4][4].

Password: Press [2][3][6][4][6].
RETRY

Change where a call goes when a telephone is busy

Terminals&Sets Press [Show].

Show set: LIST Enter the internal number (intercom number) of the telephone extension. In this example, it's 25.

If the set has been given a name, it appears on the display.

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25:25 Press .
 FIND

Capabilities▶ Press .

Fwd no answer▶ Press .

Fwd on busy... Press .

Fwd to:None Press **CHANGE** and enter the internal number where
 CHANGE you want the calls to be sent. In this example, it's 21.

You can press **CLR** to change the destination back to None.

Fwd to:21 Press to end your session.
CLR **CHANGE**

You can press to continue programming capabilities for this telephone, or press three times to return to the Terminals and Sets heading.

End of session



Tip - If the Norstar set is a member of a Hunt Group, the Call Forward on busy feature is overridden and the Hunt Group call continues to ring until the hunt time has expired. For more information on Hunt Groups see "Programming Hunt Groups" on page 147.



Making Changes to Do Not Disturb on Busy

When you are on a call and a second call comes in, your telephone rings softly to alert you to the second call. You can turn this feature on or off for each telephone.

Begin the programming session

Jan 1 12:00PM Press .

Feature: Press .

Password: Press .
RETRY

Change Do Not Disturb on Busy

Terminals&Sets Press .

Show set: LIST Enter the internal number (intercom number) of the telephone extension. In this example, it's 25.

If the set has been given a name, it appears on the display.

25:25 Press .

Capabilities Press .

Fwd no answer Press twice.

DND on Busy Press to turn the feature on.

DND on Busy Press . A second press turns it off again. Press to end your session.

You can press to continue programming capabilities for this telephone, or press three times to return to the Terminals and Sets heading.

End of session



Tip - *If the Norstar set is a member of a Hunt Group and the set activates this feature, the set does not receive notification of incoming Hunt Group calls while on a call. The DND on busy feature overrides the Hunt Group. For more information on Hunt Groups see “Programming Hunt Groups” on page 147.*

For more information on Call Forward and similar settings, see “Forwarding your calls to another Norstar telephone” on page 97.

What would you like to do next?

Some of the most common programming tasks are listed below. For a comprehensive list of settings and instructions, see either the Table of Contents or the Index.

Redirect calls coming in on a line.	See “Turning on Line Redirection” on page 102.
Allow individuals to answer calls that are ringing at another telephone.	See “Picking up a call ringing at another telephone” on page 35.
Assign telephones to different zones for paging.	See “Paging” on page 109.
Turn the night service on and off.	See “Making additional telephones ring” on page 181.
Use a basic password so others can take care of programming such as changing user speed dials, changing names, changing the time and date, and activating Auto Attendant features.	See “Using passwords” on page 187.