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Business Communications Manager

Telephony Features Handbook

NORTEL
NETWORKS

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Using telephone features

This *Telephony Features Handbook* describes the call features for telephones connected to a Business Communications Manager system, if the feature has been allowed during programming and if the telephone model supports the feature.

This book is intended primarily for users who are required to administer the telephones in the system, once they are set up and configured. The information in this book will help you understand how to control feature access and assignment and how to use each feature. Interoperability issues between features is also highlighted in the book.

This guide also includes information about the telephone models you can use on the system, and notes special cases, such as the 7000 and 7100 digital phones, which do not have line, intercom, handsfree, or mute buttons.

Display prompts that you may receive during telephone operation are included in this book under [“Display prompts and messages” on page 46](#).

Instructions are also included that explain how to move digital or IP telephones and retain the programming and call features under [“Relocating telephones” on page 65](#).

Refer also to the *Telephone Feature User Guide* which provides concise information about how to use system features. It can be printed from the file on the Business Communications Manager documentation CD and distributed to your system users.

Detailed feature programming for telephone records is contained in the *Business Communications Manager Programming Operations Guide*. IP telephones and portable handsets each have a separate installation document that describes how to install the telephone and ensure that the Unified Manager recognizes it.

Programming feature access through the Unified Manager

There are several areas in the Unified Manager where you can define the features and access parameters for the users.

There are two levels of feature enable/disable parameters:

- System feature programming determines how a feature acts for all telephones in the system, if the telephone allows the feature.
- Set programming determines which features are enabled at each telephone, or how a feature will work at an individual telephone.

Some features can be activated or changed at the telephone by the user. You may want to restrict certain types of programming at some telephones (Set Lock). [“Telephone programming access constraints” on page 15](#) describes the three levels of restriction and what features are locked out or allowed at each level.

Programming note: Your password is configured and assigned by the system administrator. If you have not been assigned an Administration-level password, some of this programming may not be visible to you.

System feature control

The following table describes the Unified Manager headings that allow/disallow system-wide features.

Feature description	Programming/related feature(s)
Access programming:	
<ul style="list-style-type: none"> what numbers will be recognized by the system as legitimate dialing sequences 	General settings Dialing plan and Access codes
<ul style="list-style-type: none"> what services are available on the lines used to make or receive calls 	Lines, Loops
<ul style="list-style-type: none"> which restriction filters will be available 	Restriction filters
<ul style="list-style-type: none"> what time of the day or week services are available or blocked 	Scheduled Services Service Schedules on page 40
<ul style="list-style-type: none"> what name will display to someone receiving a call from you 	General settings
Answering calls	
<ul style="list-style-type: none"> whether the receiver volume is determined by the system default setting or by the telephone default setting. Note: Handsfree volume always returns to the default setting on the telephone. 	General settings, Feature settings (Receiver volume) Receiver volume on page 23
<ul style="list-style-type: none"> what type of calls rings for assigned Answer DN's 	General settings, Feature settings (Answer keys) Answer DN answer restrictions on page 14
<ul style="list-style-type: none"> how many numbers an incoming call must match with a system speed dial number to allow name display at the receiving telephone 	General settings, Feature settings (CLID match) Alpha tagging (passive CLID) on page 41
<ul style="list-style-type: none"> whether users can pick up calls directed at other telephones in specified ring group 	General settings, Feature settings (Directed pickup) Call Pickup - directed on page 27
<ul style="list-style-type: none"> how much space you have in your call log to record incoming calls 	General settings, Feature settings (Call log space) Call Log on page 42
Managing calls:	
<ul style="list-style-type: none"> call park codes and assignment order 	General settings, Access codes and Feature settings (Park mode) Call Park on page 28
<ul style="list-style-type: none"> how system-wide call appearance (SWCA) keys are assigned. Use Button programming to assign them. 	General settings, Feature settings (SWCA controls) System-wide call appearances (SWCA) on page 29
<ul style="list-style-type: none"> what a caller hears, if anything, if you put them on hold 	General settings, Feature settings (On hold) Hold on page 28
<ul style="list-style-type: none"> whether background music is available for held calls 	General settings, Feature settings (Background music) "Background Music" on page 22
<ul style="list-style-type: none"> hunt groups: where users are assigned, what order they receive calls, on which lines the calls occur 	Hunt groups "Monitoring Hunt Group calls" on page 39
<ul style="list-style-type: none"> how many times the telephone rings before a call is transferred to voice mail or to the prime telephone 	General settings, Features (Delayed ring transfer) Transfer on page 30
<ul style="list-style-type: none"> whether the telephone alerts that there is a forgotten call on hold 	General settings, Features (Held Line Reminder) Hold on page 28

Feature description	Programming/related feature(s)
<ul style="list-style-type: none"> • how long a call remains camped before alerting the originating telephone 	General settings, Timers Camp-on on page 28
<ul style="list-style-type: none"> • how long a call remains parked before alerting at the originating telephone 	General settings, Timers Call Park on page 28
<ul style="list-style-type: none"> • how long a page holds on a telephone before dropping 	General settings, Timers Page on page 38
<ul style="list-style-type: none"> • whether users receive a tone before a Page occurs 	General settings, Features (Page tone) Page on page 38
Making calls:	
<ul style="list-style-type: none"> • how many system speed dials are available 	General settings, Feature settings (Maximum System Speed Dials)
<ul style="list-style-type: none"> • what numbers can be dialed with a two- or three-digit code after the speed dial feature code 	System speed dials Speed Dial (making a call) on page 32
<ul style="list-style-type: none"> • what number gets dialed to reach a remote voice mail system 	Telco features, Voice Message center number
<ul style="list-style-type: none"> • whether you can dial feature codes while you are on an active call or a conference call 	General settings, Feature settings (Force auto/spd dial over ic/conf) Conference on page 36
<ul style="list-style-type: none"> • how many times a number called with the callback feature rings before transferring 	General settings, Timers “Ring Again” on page 34
Special telephones and telephone services:	
<ul style="list-style-type: none"> • which telephone is designated as the alarm set 	General settings, Feature settings (Alarm set)
<ul style="list-style-type: none"> • what system or external telephones are designated as direct dial sets, and what number reaches these telephones 	General settings, Direct dial/Access codes
<ul style="list-style-type: none"> • which telephones with attached CAP or KIM modules are designated as enhanced CAPs 	CAP/KIM assignment
<ul style="list-style-type: none"> • how silent monitor will be used on the system, by how many users, and what password will allow supervision to occur 	General settings, Silent monitor Monitoring Hunt Group calls on page 39
<ul style="list-style-type: none"> • if you have a service business, hospitality services allows you to set up three types of telephones and various levels of access. 	Hospitality
<ul style="list-style-type: none"> • whether the programming for a telephone follows a telephone when it is moved somewhere else within the system (digital telephones) 	General settings, Feature settings (Set relocation) Moving digital telephones on page 65
<ul style="list-style-type: none"> • IP terminals: what labels appear for features on the display 	General settings, Nortel IP terminals (Feature labels)
Remote access:	
<ul style="list-style-type: none"> • what sequence of digits the system is recognized as a legitimate call from a remote system user 	General settings, Access codes
<ul style="list-style-type: none"> • which line pools allow remote access 	General settings, Remote access packages
<ul style="list-style-type: none"> • which passwords the system recognizes as legitimate remote access calls 	General settings, COS passwords

Individual telephone feature programming

This table describes programming for each telephone (DN) record. Not all models of telephones have all features. For the most part, if the feature is not applicable, it does not appear within the DN record for that telephone. If the setting does appear, but it has no effect on the telephone, any changes will be ignored.

Do you want the telephone . . .	Programming (DN XXX) and related feature(s)
Access programming:	
<ul style="list-style-type: none"> • to have a call log password • to have access to lines and line pools, including how individual lines appear on the display line buttons. • to choose a specific line or function over which to send outgoing calls that are not dialed with a line pool or destination code • to have more or less than two assigned intercom keys • to display a specific number display at the receiving call telephone 	General, Call Log on page 42 Line access
<ul style="list-style-type: none"> • to display the name, phone #, or line # for an incoming call • to automatically display the incoming caller ID 	Telco features Call Display Information on page 41
<ul style="list-style-type: none"> • to be able to receive short tones • use an auxiliary ringer (optional, customer-supplied equipment) • to be able Standard, automatic or pre-dial dialing • to use which language on the display • adjust the display contrast (digital/IP telephones only) • to use a specific type of ring when a call comes in 	Capabilities User preferences Dialing modes on page 22 Contrast adjustment on page 22 Ring type on page 23
<ul style="list-style-type: none"> • to be restricted as to what type of calls/features are allowed at the telephone • to use restrictions on specific schedules • have different restrictions on different lines • to allow call forward to be active on an IP telephone while the telephone is unplugged to be moved 	Restrictions Telephone programming access constraints on page 15 Service Schedules on page 40 Capabilities Moving Nortel 200X IP telephones on page 66
Answering calls	
<ul style="list-style-type: none"> • be able to answer calls and monitor activity of up to eight other telephones 	Line access, Answer DNs Answer DN answer restrictions on page 14
<ul style="list-style-type: none"> • allow handsfree so users can use a headset or the telephone speaker instead of picking up the handset • allow users to automatically answer a voice call without lifting the receiver or pressing a line button • to belong to a pickup group 	Capabilities Using handsfree and mute on page 25 Call Pickup - group on page 27

Do you want the telephone . . .	Programming (DN XXX) and related feature(s)
Managing calls:	
<ul style="list-style-type: none"> • to allow the user to make priority calls • to automatically send a Do Not Disturb (DND) message to callers • to automatically put an active call on hold if the user chooses to answer another incoming call or make a call • to be able to redirect lines (necessary for call forward and call redirection) • to ring briefly if a redirected line receives a call • to automatically put an active call on hold if a page comes through • to forward incoming calls if the telephone is busy/and or not answered to voice mail or a prime telephone • to provide system-wide call appearance assignments to telephones that do not have available buttons with indicators • to log all incoming calls, or only specific types of calls 	<p style="text-align: center;">Capabilities</p> <p style="text-align: center;">Priority Call on page 34</p> <p style="text-align: center;">Do Not Disturb on page 35</p> <p style="text-align: center;">Hold on page 28</p> <p style="text-align: center;">Line Redirection on page 29</p> <p style="text-align: center;">Call Forward on page 28</p> <p style="text-align: center;">Page on page 38</p> <p style="text-align: center;">System-wide call appearances (SWCA) on page 29</p> <p style="text-align: center;">User preferences</p> <p style="text-align: center;">Call Log on page 42</p>
Making calls:	
<ul style="list-style-type: none"> • to allow the user to redial the last number answered • to allow the user to dial the last number saved • to use the Link key for feature access on remote systems • to have a page zone • to allow the user to send pages • to be able to break into calls on other telephones • to be able to quickly access features or external or internal autodial numbers • to access a personal list of speed dials 	<p style="text-align: center;">Restrictions</p> <p style="text-align: center;">Last Number Redial on page 32</p> <p style="text-align: center;">Saved Number Redial on page 32</p> <p style="text-align: center;">Link on page 21</p> <p style="text-align: center;">Capabilities</p> <p style="text-align: center;">Page on page 38</p> <p style="text-align: center;">User preferences</p> <p style="text-align: center;">Button programming</p> <p style="text-align: center;">Programming memory buttons on page 21</p> <p style="text-align: center;">User preferences</p> <p style="text-align: center;">User speed dials</p> <p style="text-align: center;">Speed Dial (making a call) on page 32</p>
Special telephones and telephone services:	
<ul style="list-style-type: none"> • to be a telephone that determines what schedules are used • to be a direct dial set • to be used to monitor Hunt group calls • to act as a hotline • to provide specific analog functions 	<p style="text-align: center;">General</p> <p style="text-align: center;">Service Schedules on page 40</p> <p style="text-align: center;">Capabilities</p> <p style="text-align: center;">Capabilities, Hotline</p> <p style="text-align: center;">Capabilities, ATA settings</p>

Answer DN answer restrictions

You can determine what type of calls alert at an assigned Answer DN key. This is a system setting, so all Answer DNs will behave the same.

There are three levels, **Basic**, **Enhanced** and **Extended**. If your system supports overflow routing of calls (Hunt groups, for instance.), the setting will be at Enhanced or Extended. On the other hand, if Call Center telephones have assigned Answer DNs, this setting must be set to Basic. Do not change this setting unless you understand the impact on the other telephone groups in your system.

In the table below, the X indicates the type of calls that are handled at Answer DNs for each Answer key level.

Answer DN call response for:	Basic	Enhanced	Extended
Prime set call capture			X
Overflow call routing calls		X	X
Call forwarded calls			X
Ringing service calls			X
Callbacks			X
Blind transferred calls	X		X
Other answer key calls			
Priority calls			
Voice calls			
All other calls	X	X	X

Telephone programming access constraints

The **Set lock** variable, under **Set restrictions** in each telephone record assigns programming restrictions to specific telephones.

There are three options:

- You can allow access to all enabled feature programming.

Allow access to program these features:	Access restriction		
	No restriction	Partial	Complete
autodial buttons		X	X
user speed dial numbers		X	X
feature buttons		X	X
moving line buttons		X	X
changing dialing modes		X	X
access to Voice Call Deny		X	X
changing background music		X	X
using Saved Number Redial		X	X
Privacy			X
Do Not Disturb			X
use Ring Again			X
use Call Forward all calls			X
Send a message			X
use Trunk answer			X
activate Services			X
All other features		X	X

Telephone model feature access constraints

The different styles of telephones also can determine which features can be programmed or used.

- The 7000 and 7100 digital phones and the 2001 IP telephones do not have line or intercom buttons, therefore, any features or lines that require appearance without ringing cannot be assigned to these telephones. You can assign any number of lines to these telephones, but only two lines can be answered at a time. The **HOLD** button is used to switch between the two active lines.
- The 7000 digital phone does not have a display, which means that none of the display prompts occur to indicate problems with making or receiving a call.
- The 7100 digital phone has a display, but it is only a one-line display. Therefore, when a display prompt requires further actions, which normally requires the use of the display keys on a two-line display telephone, the user must use the dial pad buttons to simulate the display key actions.

- Analog telephones connected to an analog station module or to an ATA2 module also have their own way to activate the system features that are available to them. Refer to “[Analog telephone feature access](#)” on page 43. Note that messaging waiting indication for these telephones varies, depending on how the telephone is connected to the system.
- The Nortel IP telephones have a limited number of positions for features on the display. However, they have an additional features list menu that is accessed through the **Services** button. All the system features are also available by pressing the **Feature** display button and entering the required feature code. The WLAN IP telephone has access to the features, but can only access the initial page for any menu that requires scrolling. For instance, this means that the handset can only display the first four listings on the Services menu or the call logs.
- Enhanced CAP: T7316E+eKIM supports line appearances, including multiple appearances of the same target line, and hunt group indicators. However, you cannot program Hunt Group DNs as auto dial buttons on a KIM.
- When you use remote access into a system, whether from an external location through, or over a private network line, you also need to use the asterisk (*) key instead of the **FEATURE** key, to access the features within that system.
- The 7000 and 7100 digital phones, the 2001 IP telephones, and the WLAN IP telephone do not support the handsfree feature. Model 7208 and 7316 telephones have only handsfree assigned to the bottom display key. Mute is assigned to a separate button. The 7316E telephone has both a separate handsfree and a separate mute button located under the dial pad. The IP telephones, except for model 2001, also have separate handsfree and mute buttons. The 7000 and 7100 digital phones and the 2001 IP telephone do not have a mute feature.



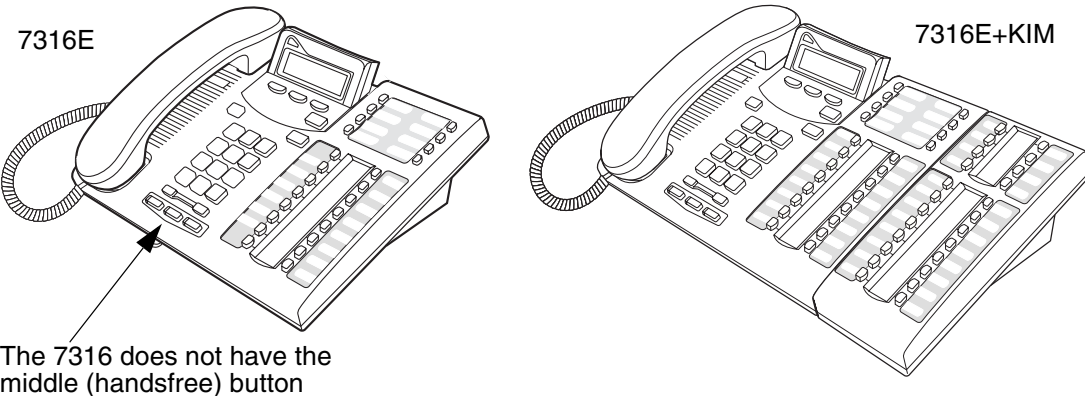
Note: Features in this guide are sorted according to function so that you can easily locate the function you want to program or to use.

System telephones

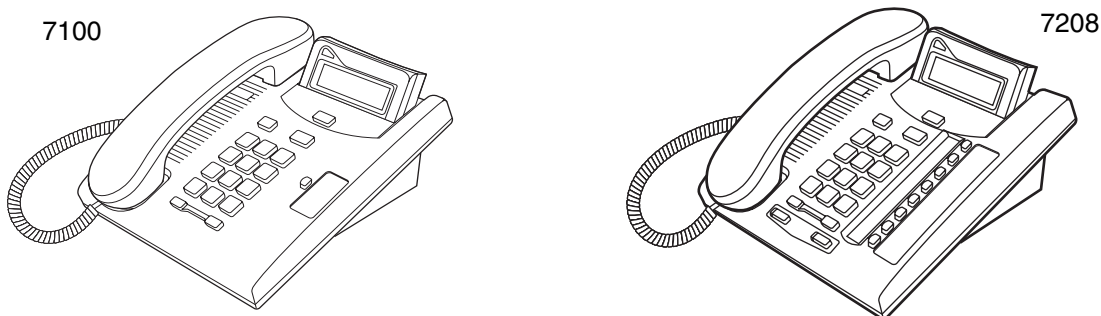
The following figures show examples of the digital telephones that support the features described in this guide. Each of these telephones comes with a user card that describes the telephone and any unique features.

Refer to [User card list](#) on page 67 for a list of user cards available for the various telephones and peripherals.

Two-line display telephone and CAP



One-line display telephones



Nortel IP telephone users can use this handbook for feature references, keeping in mind that the buttons may be in different locations than those shown on other telephones.

The wireless handsets that can be used with the Business Communications Manager may have more limited feature access.

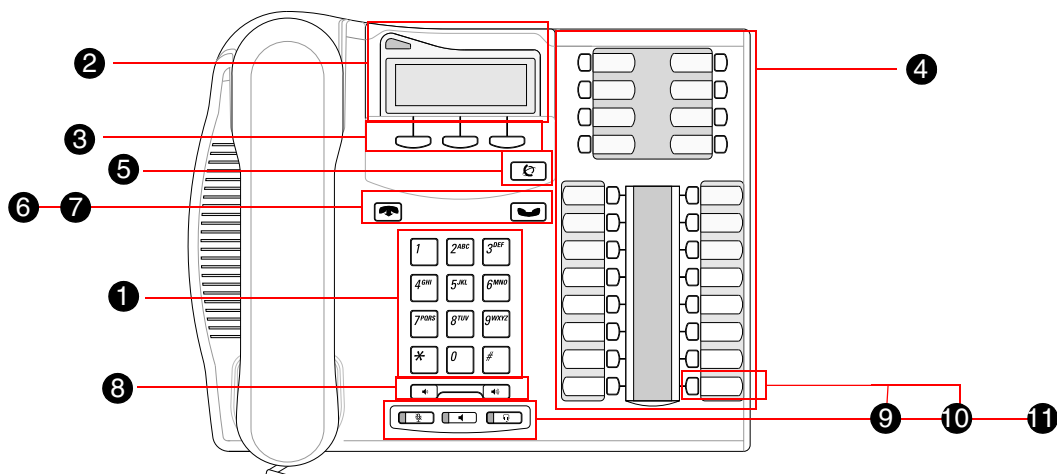
- The legacy wireless handsets supported on your Business Communications Manager include: Companion, Symbol® NetVision, and DECT.
- The WLAN IP telephone emulates the 2004 IP telephone, with some variations, such as using a menu system for lines and function buttons such as mute and release.

The 7406 digital phone is a cordless handset that uses a desk-based station. This telephone has a limited radius, but it can access all of the system features.

Each of these handsets has separate configuration documentation which describes which profiles they can be used with and the system settings that apply to each.

Telephone features

The table below defines the function of the various parts of a 7316E telephone. Not all telephones have all the buttons in the same place, the same number of memory keys, or the same size of display. Each user guide provides a button map for individual styles of telephones.



1 Dial pad	Dial numbers. Enter numbers and letters for programming	6 Release button	End call or programming
2 Display screen	Displays call and error prompts	7 Hold button	Put active call on hold
3 Display buttons	Activates display action prompts	8 Volume button	Increases or decreases volume on handset
4 Memory buttons	Programmable buttons	10 Handsfree*	Use speaker instead of handset
5 Feature button	Press, then enter feature code	11 Headset	Switch headset on and off

* one or both of these features may be assigned to the bottom right button on telephones which do not have separate feature buttons or the software to support separate feature buttons.

The table below shows the buttons used for call and feature processing on the different types of Nortel Networks telephones. Refer to each telephone user card for details about specific features of each type of telephone.

Button Function	Digital phones/	Legacy telephones	IP telephones
Feature		Feature , F_x	Display key
Hold	,	Hold , , 	 (WLAN FCN menu)
Release On/Offhook		Rls ,	 (WLAN FCN menu)
Answer call	Telephones with line buttons: Press the active line button or Intercom key and lift handset. Telephones with no buttons: Lift handset.		

In this guide:

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 (or equivalent)
- **RLS** indicates pressing the Release key (or equivalent)

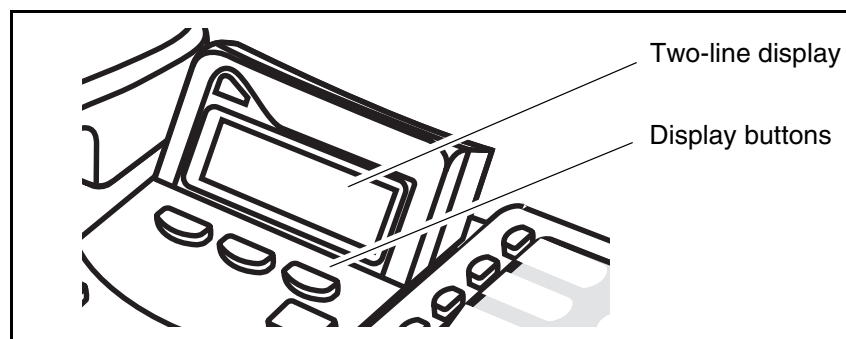
The following symbols are used to indicate different types of phones. Within the text they indicate features that are not supported or which require different actions than the standard digital phones:

* = 7000 and 7100 Digital phones and the 2001 IP telephone

+ = WLAN IP phones

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 first line provides the



The following table shows the dialpad equivalent for the display button functions for one-line display telephones, such as the 7208.

Display	Dialpad
OK	Hold
QUIT	Release
ADD	*

Display	Dialpad
SHOW	#
CANCEL	#
VIEW	#

Display	Dialpad
OVERRIDE	#
BKSP	Volume bar






Buttons with indicators

Line buttons, which have displays next to them, light up with call indicators when the line has a call. All telephones except the 7316E display the following prompts:

△ 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.

The **7316E digital phone** displays a set of icons in place of flashing prompts when it is connected to a system with BCM 3.5 or newer software. If you connect a 7316E to a system that is running previous versions, the standard line indicators display.

The KIM also displays these icons. Note that the 7316E+KIM is only supported by BCM 3.5 and newer software.

	Active call	The line is active and/or you are connected to this telephone.		Call forward	The call on this line has been forwarded.
	Ringing	A call is coming into this line.		Active button	The feature assigned to this button is active. Also used by Do Not Disturb.
	Hold	The call on this line is on Hold at this telephone.			

System ring indicators

If a line is set to appear and ring or just to ring, the telephone provides the following 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.

Digital phone 7000 ring tones

The 7000 digital phone does not have a display, so there are additional ring tones that alert the user to the following functions:

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 are given a default set of button assignments when the system is set up. The system administrator can change these defaults in system programming. The user can also program memory buttons for autodial and feature codes, as well as move button assignments around to best suit their working style. The user can be restricted from this feature by the system administrator. Refer to [“Telephone programming access constraints” on page 15](#).

If you want to remove a feature from a key, either replace it with another feature, or program it with Blank.

The feature codes in this section allow you to program a memory key and to view what is currently on a key.

Button Inquiry

*+ (shows DN)

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.
To check for your local number, press an intercom key.

Configure memory button

*+ (not avail.)

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

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

Note: Using this feature overrides programming entered by the system administrator. You cannot change buttons which have lines, intercom lines or Answer DNs assigned to them.

Blocking programming: You can block the user from using programming memory buttons by setting the restrictions for the telephone to partial or complete restriction.

Erase memory button

*+ (not avail.)

Use this feature to clear a memory button.

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

Note: You cannot erase buttons assigned with lines, Answer DNs, or intercom keys.

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.

External call features that can be programmed into memory button codes:

Adding external call features to a dial sequence

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.

Note: This feature must be enabled under the restrictions for the telephone.

- Long Tones** **FEATURE 808:** Generate a tone for as long as you hold down a button.
This is used to communicate with devices like fax or answering machines.
Long tones are in effect only for your current call.
- Pause** **FEATURE 78:** Program within an external auto dial sequence to insert a 1.5-second delay.
- Wait for dial tone** **FEATURE 804:** Program with 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 and are not restricted at the telephone or line. Refer to [“Answer DN answer restrictions” on page 14](#) and [“Telephone model feature access constraints” on page 15](#).

- Background Music**
+ (not avail.) Listen to music (provided by your office) through your telephone speaker when you are not on a call.
- Press **FEATURE 86** to activate.
 - Press **FEATURE #86** to cancel
- Programming note: This feature must be enabled under Feature settings. A source must also be available. Either as a hardware connection to the Business Communications Manager or as an IP music file (.wav or .au), configured through the IP Music feature.
- Blocking programming: You can block the user from changing the background music assignment by setting the restrictions for the telephone to complete restriction.
- Contrast adjustment**
+ (set based) Adjust the contrast of your display.
1. Press **FEATURE *7**.
 2. Press a number from 1 to 9 (depending on your telephone).
 3. Press **HOLD** to set your choice.
- Programming note: A default contrast setting is set through system programming, under User Preferences for each telephone.
- Dialing modes**
+ (set based) Choose a method of dialing.
1. Press **FEATURE *82**.
 2. Press # to select the mode (described below).
 3. Press **HOLD** to store the mode.
- Standard Dial: Select a line, then dial the number. (Standard Dial is always available, even if another dialing mode is selected.)
- Automatic Dial: Dial the number without choosing a line button first. Your prime line is automatically selected for the call.
- Pre-Dial: Dial the number, then press a line button. Edit the number by pressing the volume key before placing the call.
- Programming note: Dialing modes can also be set through system programming under User Preferences for each telephone (dialing options).
- Blocking programming: You can block the user from changing the system dialing modes setting with this feature code by setting the restrictions for the telephone to partial or complete restriction.

Language Choice

Press **FEATURE** *501 to select Primary Language for the telephone display.

Press **FEATURE** *502 to select Alternate Language for the telephone display.

Press **FEATURE** *503 to select Alternate Language 2 for the telephone display.

Press **FEATURE** *504 to select Alternate Language 3 for the telephone display.

Programming note: The preferred language can also be set through system programming under User Preferences for each telephone.

+ This feature sets only the system-based prompts for these telephones. Use the handset menu to set the set-based prompts.

Blocking programming: You can block the user from changing the system setting with this Feature code by setting the restrictions for the telephone to partial or complete restriction.

Moving line buttons

*+ (not avail.)

Change the position of your line or hunt group line buttons.

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.

Line buttons cannot be exchanged with intercom, answer DN or Handsfree buttons.

Blocking programming: You can block the user from moving line button assignments with this Feature code by setting the restrictions for the telephone to partial or complete restriction.

KIM note: If you have a 7316E+eKIM, you can move lines, target line appearances, and hunt group identifiers onto the KIM.

Moving line buttons (WLAN handsets only)

Change the position of Lines assigned to the handset Line menu.

1. Press **FEATURE** *82.
2. Press the Line key.
3. Press the key corresponding to the Line menu item that you want to move.
4. Press the Line key.
5. Press the key corresponding to the Line menu position where you want the line to move.

Line buttons cannot be exchanged with intercom, answer DN or Handsfree buttons.

Receiver volume

+ (set based)

Use the rocker switch under the dial pad to change the sound levels through your handset. This also changes the volume levels during handsfree calls.

Programming note: A system feature setting determines if the handset/headset volume returns to a volume level set by the system or to the volume set by the user.

Handsfree speaker volume returns to the default value set at the telephone after each call ends.

Ring type

+ (set based)

Select a distinctive ring to differentiate your telephone ringing from others nearby.

1. Press **FEATURE** *6.
2. Enter the ring type number (1 to 4).
3. Press **HOLD**.

Programming note: This feature may be overridden by line or Hunt group distinctive ring settings with higher priority ring patterns. This feature can also be set for the telephone in system programming under User preferences.

Ring volume Adjust the volume of your telephone any time it rings.
+ (set based) Press **FEATURE *80** to make your telephone ring so that you can adjust the volume.

Static time and date Change the first line of the display to the current time and date.
1. Press **FEATURE 806** to activate the feature.
Cancel feature: FEATURE #806

Testing your telephone

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

1. To start all tests, press **FEATURE 805**, then press **NEXT** until the display shows:

Handset speaker 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.
Note: The handset test is not available when a headset is plugged into the telephone.

Power supply 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 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** twice to end this test.

Display 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 CAPs/KIMs 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.

1. To start all tests, press FEATURE 805, then press **NEXT** until the display shows:

Headset

Headset test

2. Press **TEST**. You hear dial tone through the headset. The volume resets to the default level during this test.
3. Press any button to end the test.

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

Speaker

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.

Answering calls

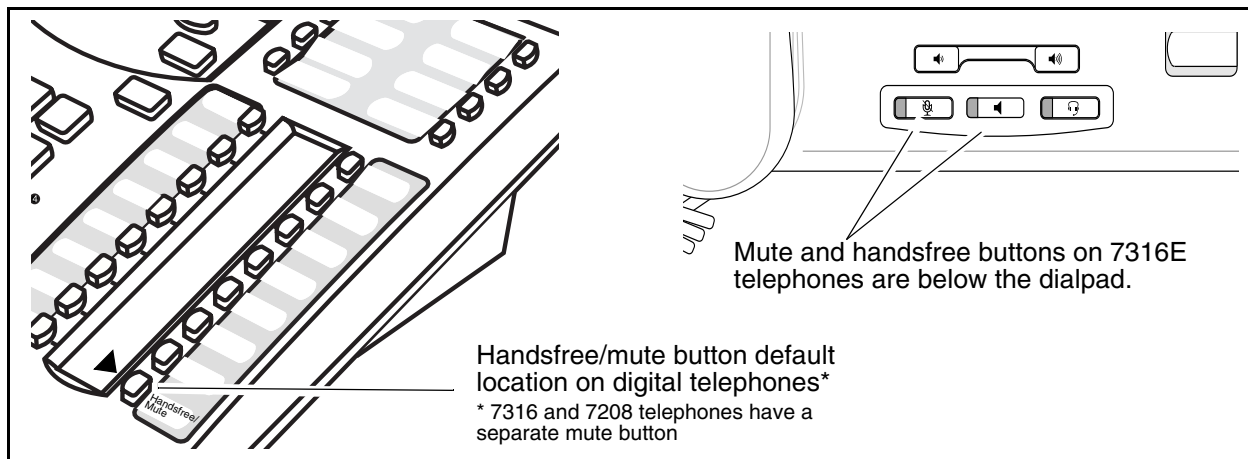
If a call comes in on a line that has an appearance at your telephone, you can simply press the line button if you have handsfree answerback enabled. If handsfree answer back is disabled, but handsfree is enabled, press the Handsfree button, then press the Line button. Otherwise, just pick up the handset and then press the line button. If you are using a headset with T7316 and T7316E telephones, you may need to press the headset button before you press the line button if the telephone is not defaulted to the headset.

There are three possible indications of an incoming call:

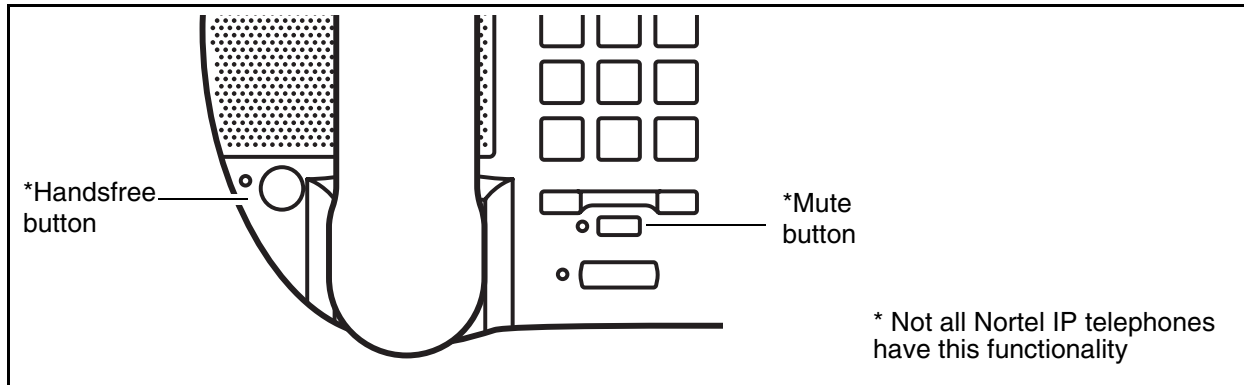
- ringing (can be turned off)
- a line button icon flashing (without or without ringing)
- a message on the display (telephones without displays must have ring only active for the line)

Using handsfree and mute

On the legacy digital telephones, handsfree and mute are assigned automatically to the bottom right display memory button, when handsfree is allowed at that telephone. The 7208 and 7316 digital phones only have handsfree assigned to this button, since they have separate mute buttons. The Nortel 20XX IP telephones and the 7316E digital phones have both a separate mute button and a separate handsfree button.



Nortel 20XX IP telephone mute and handsfree button locations



Handsfree/mute tips

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.

- 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. Note: The volume level of the handsfree speakers returns to the default volume defined by the telephone after each call.
- 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 or mute button. The indicator starts blinking. Press the button again to open the microphone. The indicator becomes solid.
- If your telephone is set to put active calls on hold when a page comes through, and the active call was on mute when the page occurs, the original call may not necessarily remain on mute after it is released from hold (Business Series Terminals).

Programming note: You can enable/disable handsfree in system programming for each telephone under Capabilities. The 7316 and 7316E digital phones need to have handsfree set to Auto to allow the handsfree and headset buttons to function correctly. This setting allows the telephone to switch to the same path that was used for the previous call, which is important if users are using headsets, such as in a call center environment.

You can also enable the handsfree answerback feature (HF answerback) under Capabilities, which allows the call to automatically go to handsfree when you press the line button for the call.

Other call answer features

- 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.
- Answer DNs**
*+(ringing call) Answer calls ringing on telephones that have an Answer DN assigned to your telephone.
1. Press the memory key on your telephone with the flashing indicator beside the assigned key (you may or may not hear a ring).
- Programming note: Answer DNs are assigned to individual telephones under Capabilities in system programming. You can enter a maximum of eight Answer DNs for each telephone. Determining which calls alert at the Answer DNs assigned to telephones is set in the answer key field under Feature settings.
- Call Pickup - directed** Answer any ringing telephone.
1. Enter **FEATURE 76**.
 2. Dial the telephone extension number you want to answer.
- Call Pickup - group** Answer a call that is ringing at another telephone in your pickup group.
1. Enter **FEATURE 75**.
 2. The external call that has been ringing longest is answered first.
- Programming note: This feature is enabled under Capabilities.
- Group Listening**
*+ (not avail.) Use both the handset and speaker while you are on a call.
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.
- Notes: To avoid electronic feedback, keep the handset away from the speaker during the call. Press RLS to hang up.
- Most portable telephones do not have speakers.
- Cancel feature: press **FEATURE #802**
- Trunk Answer** From any telephone in the system, answer an external call that is ringing on a line that has been placed into a Ringing Service schedule.
1. Enter **FEATURE 800**.
- Note: This feature does not work for a private line.
- Programming note: Ringing groups and service schedules are configured under the Scheduled Services heading in system programming.
- Blocking programming: You can block the user from using this feature keys by setting the restrictions for the telephone to complete restriction.

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**

Programming note: Automatic call forward settings, such as call forwarding unanswered calls to voice mail, are configured under Capabilities in system programming.

Blocking programming: You can block the user from using call forward for all calls by setting the restrictions for the telephone to complete restriction.

- 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).
 3. Note the code.

To retrieve a parked call from a telephone:

1. Press an intercom button.
2. Dial the retrieval code.
On the 7000, 7100, and 2001 telephones, lift the handset and dial the retrieval code 025.

Programming note: System programming determines what the first digit of the Call Park code, how long a call remains parked, and in what order the codes will be assigned. Set the Call Park code lead digit under Access Codes. Set the park timer under Timers. Set the distribution order (Park mode) under Feature settings.

- 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.
- You can set the duration a call will remain camped under Timers.

- Hold** Temporarily suspend a call:
- To retrieve a held call, press the line button for the held call.
- Press HOLD on model 7000, 7100 or 2001 telephones to toggle between the two calls.

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.

Important: If you transfer a call to a UK analog telephone (BCM 3.7), the CLID of the originating call will not be displayed on the analog telephone if the call is transferred after the second ring. If the call is transferred before the second ring, the originating CLID displays.

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**

Voice Mail DN

If your telephone is connected to voice mail, it is most likely that your forwarded calls have been set up to go to your mailbox. To access voice mail, refer to the user card that refers to the type of access your system has to the voice mail system (local voice mail system: **FEATURE 981**; remote voice mail system: *981).

If you need to determine what the DN is for the voice mail system, press **FEATURE 985**.

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.
- 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

Answer DNs *+(ringing call)	<p>Use answer DNs as auto dial buttons.</p> <p>When there is no indicator beside the key, press the answer DN button to place a call to that person.</p>
Auto Dial *+ (not avail.)	<p>You can program memory buttons for one-touch dialing to internal or external telephone numbers. However, you cannot program buttons that are assigned to lines, answer DNs or handsfree.</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 (external), or enter the extension number (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> <p>Blocking programming: You can block the user from being able to program memory keys by setting the restrictions for that telephone to partial or complete restriction.</p> <p>Programming note: If you enter external numbers, ensure that you use the correct routing code. This includes calls to another node on a private network. The telephone also must have access to the line or line pool that allows the dialout.</p> <p>Prime line note: If you program external autodials to buttons in the telephone record, and choose Prime line as the facility, if Prime line is also assigned to the intercom key, the call may not complete since the Prime Line as intercom will grab the first-available line which may not have the correct routing for the call.</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. <p>Programming note: COS passwords are assigned under COS passwords in system programming and can be assigned with restrictions that are configured under the Restriction filters. Restriction filters also can be assigned to lines and telephones.</p>
Destination code	<p>You use these codes to identify the route where you want your call to be directed.</p> <p>Your system administrator provides the dialing codes that you need to know to dial to the various destinations.</p> <p>For instance: If you are dialing out to the public exchange, you may need to dial 9 and then the local 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 4456 is your colleague's local number.</p>

**Speed Dial
(making a call
... continued)**

Programming note: The number of system speed dial codes available to the system is assigned under Feature settings. This setting determines if the codes are two or three digits. Assigning a number to a speed dial code is performed under System Speed dial. To use the speed dial codes, the user's telephone must have the correct line/line pool assignments to route the call.

Users can program both system speed dial codes and user speed dial codes onto memory keys. Refer to "[Configure memory button](#)" on page 21. However, users can only configure the contents of a user speed dial.

**Speed dial
(programming
user speed
dials)****To program user 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.

User speed dial programming note: User speed dial codes can also be programmed under User Preferences, User Speed Dials. The user programming overwrites these settings, but, if the telephone is reprogrammed from the DN record, the User Preferences settings reapply.

A user cannot program personal speed dial numbers while an administrator is programming the telephone.

The speed dial codes can be assigned to specific telephone buttons under Button programming or CAP/KIM button programming, if the codes are being assigned to a CAP station.

Blocking programming: You can block the user from being able to program memory keys or user speed dial numbers by setting the restrictions for that telephone to partial or complete restriction.

**Voice call
*+ (ringing 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.

Programming note: To enable the user to answer a voice call without picking up the receiver, HF answerback must be enabled under Capabilities for each telephone.

Since model 7000, 7100, and 2001 telephones do not have speakers, ensure that voice calls are set to Ring Only for these telephones. Some wireless handsets also lack speakers and must have incoming calls set to ring only.

**Voice call deny
+ (not avail.)**

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.

Blocking programming: You can block the user from using voice call deny by setting the restrictions for that telephone to partial or complete restriction.

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.

This feature is enabled under Feature settings.

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.

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.

You can set the duration a call will remain camped under Timers.

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**

Cancel feature: **FEATURE #2**

Ring Again signals you to call back when the telephone or line pool becomes available.

Blocking programming: You can block the user from using ring again by setting the restrictions for that telephone to complete restriction.

Priority Call

* (ringing 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.

Programming note: To allow a user to make priority calls, turn the feature on in the telephone record Capabilities.

Private or public messaging

Refer to [“Private and public messaging” on page 37](#)

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**

Programming note: The telephone can be programmed to provide a short ring if DND is set and the caller is on another call. This feature is set under Capabilities in system programming.

Blocking programming: You can block the user from changing the Do Not Disturb setting by setting the restrictions for that telephone to complete restriction.

Name and number blocking

Block the outgoing name and/or number on a per-call basis.

Activate feature: **FEATURE 819**

Cancel feature: **FEATURE #819**

Programming note: This feature has two settings for BRI ISDN loops: Suppression bit and Service code, which are set under the Loops heading. The type of service that the central office provides will determine if you need to perform additional programming to define unique service codes. Other lines, including PRI lines, and BRI lines set to Suppression bit, do not require additional coding to use this feature. Refer to the Telco features, ONN blocking heading under Telephony services in system programming to configure service codes, if they are required.

Note: Outgoing name display can be blocked at a module level or, in the case of VoIP trunks, at a system level (General settings, IP trunking) if the trunks do not support name display. This setting is determined on BRI QSIG loops under the System Programming, Loops heading.

Privacy

Change the privacy setting for an external line.

Activate feature: **FEATURE 83**

- 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.

Programming note: Privacy is defined under the Lines heading for individual lines that allow this feature. Target lines have this setting, however, since they are not external lines, the feature does not work in the same way.

Blocking programming: You can block the user from resetting the system privacy setting keys by setting the restrictions for that telephone to complete restriction.

Conference calling

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

Conference Make three-way calls.

*+(Step 5 not required)

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.
6. Press **RLS** to end the conference call.

Programming note: Some system profiles also allow the system administrator to determine if a tone is heard by all parties when someone joins a conference. This is set under Feature settings. Each telephone that wants to use conference must have at least two intercom buttons assigned.

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.

Create a conference call by releasing privacy

With a line programmed with privacy, you can turn privacy off to allow another person with the same line to join in your conversation and form a conference. All the rules for a conference apply but there is one line in use, instead of the normal two. This means that you cannot split a conference set up using Privacy.

1. Press **FEATURE 83**.
2. Tell the other person to press the line button and join your conversation.

Only two Business Communications Manager telephones and the external caller can take part in this kind of conference.

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 hookswitch or DTMF dialing request without leaving the conference. This feature must be allowed in programming under Feature settings 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 [“Link” on page 21](#) and [“Long Tones” on page 22](#) 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**

Blocking programming: You can block the user from sending messages by setting the restrictions for that telephone to complete restriction.

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.

Auto hold on incoming page

If this feature is enabled, telephones with active calls that receive internal pages will have the active call put on hold for the duration of the page. When the page message is finished, the active call will be removed from hold.

Programming note: This feature is enabled under Capabilities on the telephone record.

Business Series Terminals note: If the active call is on mute when the page comes in, it will not be returned to mute when the call comes off hold after the page.

Page

*+ (cannot receive pages)

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.

Programming note: Page is enabled on the telephone record under Capabilities. You also can determine a page zone for the telephone under Capabilities. Telephones can only belong to one zone. If Page zone is set to none, only pages sent to Zone 0 are received.

You can have a maximum of 50 digital telephones or a maximum of 60 IP telephones in a page zone.

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

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.

Programming note: The telephone you use must be designated as a supervisor terminal on the telephone record under **Capabilities** (SM supervisor). You can use system programming to determine whether all parties hear a tone when the supervisor joins the call, how many supervisor telephones will be allowed on the system, and the password to access silent monitoring. This programming is determined under the **Silent monitor** (General settings) heading.

- 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. Refer to [“Common display prompts” on page 46](#) for an explanation of the prompts that occur.

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

Note: Some countries require that all monitoring use a tone before monitoring begins.

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.

Each telephone that you want to control with schedules must be assigned to a Control set. Lines that you want to control with schedules also need to be assigned to a Control set. It is recommended that telephones and lines use different control sets. The Control set DN is assigned under the **General** heading on the telephone record and on the line record.

Programming note: You require a service control password to set Routing or Restriction services schedules. This password can be changed under **Common settings** (Scheduled Services).

Blocking programming: You can block the user from activating services by setting the restrictions for that telephone to partial or complete restriction.

Service Schedules

Show active 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 activate. 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 display an asterisk (*) 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.

Programming note: Ringing groups and schedules are defined under Service Schedules (Ringing service). You can also determine if the active service will allow the Trunk answer feature and if a second telephone can be assigned as a direct-dial telephone. For the latter feature to work, the control set must be the same telephone as the assigned direct dial set for the system.

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 activate. 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.

Programming note: Restriction services can be disabled or set to start manually or automatically under Services Schedules (Restriction service). Lines and telephone programming determine which restrictions are active during a given schedule.

Call Duration Timer Briefly display the approximate length of your current or most recent call.
Activate feature: **FEATURE 77**

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
- **Programming note:** The size of the call log for each telephone is defined in system programming for each telephone record under **Telco features**.
To reset the logs for the system, use the **Configuration** menu under **Feature settings**. This also erases all existing logs

Call Log (viewing)
+ (cannot scroll through logs)

To view your Call Log:

1. Press **FEATURE 812**
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 volume button to view more information about an item.

Call Log (erase log)

To erase a Call Log entry:
Press **HOLD** while viewing an item or press the **Erase** display key.
WLAN handset: Use the TRIM softkey to delete each digit.

Call Log (return call)

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.
Programming note: You can also program which calls get logged under User Preferences in system programming.

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. Passwords are configured or reset under the General heading for the telephone record.

Logit Store caller information for your current call in your Call Log.
Activate feature: **FEATURE 813**

Time and date (static display)	Change the first line of the display to the current time and date. Activate feature: FEATURE 806 Cancel feature: FEATURE #806
Time and date (active call)	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 Programming note: This feature only works if the incoming calls were received over ETSI ISDN lines if the feature is activated from the service provider, and the feature is activated in system programming (Network Services).

Analog telephone feature access

Analog devices, such as single-line telephones, data communications devices, modems or Fax machines, connect directly to analog station modules or indirectly, through an Analog Terminal Adapter (ATA) to a digital station module. Instead of using the Feature key, use the Link key (LINK or *) to invoke features on the system. Refer to the list below for the specific key sequence. Refer to the *Analog Terminal User Guide* for detailed information about using features on an analog telephone.

Feature	Activate	Cancel
Alternate line	LINK 2	
Call Forward (local system)	LINK *4	LINK #4
Call Forward (external system)	LINK *4 <diald #> LINK 2	LINK #4
Call parking	LINK *74	
Call pick-up (Directed)	LINK *76	
Call pick-up (Group)	LINK *75	
Call Queuing	LINK *801	
Camp-on	LINK *82	
Conference call	LINK *3	
Hold Call (Exclusive)	LINK *79	
Hold Call (Public)	LINK 2	
Last Number Redial	LINK *5	
Page - Intercom	LINK *61 and zone (0 to 6)	
Page - External	LINK *62	
Page - All	LINK *63 and zone (0 to 6)	

Feature	Activate	Cancel
Privacy control	LINK *83	
Link	LINK *71	
Pause	LINK *78	
Timed release	LINK *72	
Ring Again	LINK *2	LINK #2
Saved Number Redial	LINK *67	
Tones	LINK *809	LINK #809
Transfer	LINK *70	
Trunk Answer	LINK *800	
Voice Call	LINK *66	

Voice messaging - Internal

Access mailbox	LINK *981
Leave a message	LINK *980

Programming notes: The telephone records for telephones connected to the system through an ATA or analog station module include an answer timer, a location indicator, how the telephone will indicate a message waiting, and a way to indicate the type of device attached to the line. Analog telephones connected through an ASM8+ can be set to provide disconnect supervision. These settings appear on the **ATA settings** screen under **Capabilities**. You also need to ensure that you enable the Link feature under **Set restrictions**. Analog telephones connected to an ASM8+ module can also be programmed to allow calling line identification (CLID), if it is available from the trunk. CLID is programmed on the Line Assignments screen under Line Access for each telephone.

You cannot set the number of intercom keys for analog telephones. The system automatically assigns two intercom positions. This allows the user to toggle between two active calls and to retrieve SWCA-assigned calls.

IP telephone-specific features

The Nortel IP telephones (series 20XX) can access most of the features described above. Feature access is dependant on the model.

In addition, these telephones have these IP-specific features:

Features display menu + (cannot scroll through list) 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. You can also use the up and down navigation buttons on the telephone.
3. Press **Select**.
4. Enter any information required to activate the feature, as normal.

Programming note: The features that appear on this list are configured under General settings, Nortel IP Terminals.

Time zone adjust Use this feature to reset a remote IP telephone in a different time zone from the Business Communications Manager to the local time zone, rather than to the Business Communications Manager system setting.

1. Enter **FEATURE *510**.
2. Press **CHANGE**.
3. Press * to toggle between + and - (minus).
4. Enter the number of hours difference.
5. Press **OK**.

Offset time zones: For areas, such as Newfoundland, Canada, where the time zone is offset from a full hour, press the # key to add .5 to the number of hours, then press **OK**.

Note, Daylight Savings Time changes: The telephone is still configured to change when Daylight Savings Time occurs if the host Business Communications Manager is programmed to change. Therefore, if the telephone is in an area that does not change time, for example, Saskatchewan, Canada, you will need to readjust the time on your IP telephone at each time change. You will also need to readjust the time if the IP telephone is in a time zone that changes and the Business Communications Manager is not, for example, if the telephone is in Alberta, Canada and the Business Communications Manager is located in the business headquarters in Saskatchewan.

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- Hot desking** Temporarily transfer your IP telephone configuration to another IP telephone.
Ensure both telephones are on-hook before attempting to activate or cancel this feature.
Feature constraint: The headset mode does not get transferred.
- Hot desking (Setting up originating telephone)** **Set up password and activate feature on the originating IP telephone:**
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.
- Hot desking (Diverting to the target telephone)** **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.
- Hot desking (Cancelling the feature)** **Cancel hot desking**
- You can cancel hot desking from either telephone.
- Note: Ensure that both telephones are on-hook before cancelling hot desking. There may be up to a 10-second delay after the call ends before the system will allow you to cancel hot desking. This period can vary, depending on the call type.
- The diverted telephone displays a **CANCEL** prompt.
- OR, on the live telephone:
1. Access **FEATURE *999**.
 2. Enter the password.
 3. Press **CANCEL**.
- Hot desking (Forgotten password)** **Reset password**
- If you forget your hot desking password, or if the IP telephone is given to a new user, ask your system administrator to reset the hot desking password.

IP telephone configuration is described in the *IP Telephony Configuration Guide*.

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. Prompts are listed alphabetically and in the following categories:

- “Common display prompts” on page 46
- “Viewing active services” on page 62
- “Call log prompts” on page 63

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	
	Double SS symbols indicate 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: Busy NEXT VIEW	Hunt group: The hunt group member the hunt group member is in a conference, and the supervisor cannot break in. The display briefly shows Conference busy and then reverts to this prompt.
NNN: Idle NEXT VIEW	Hunt group: The hunt group member currently is not handling a 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	
NNN <SETNAME> NEXT VIEW	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.
NNN>SSS CANCL 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 7000 and 7100 digital phones and 2001 IP 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 7000 and 7100 digital phones and 2001 IP 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.
NNN busy PRIORITY LATER	<p>The telephone you have called has no internal lines available.</p> <ul style="list-style-type: none"> – Press LATER to use the Ring Again or Message features. – Press PRIORITY to make a priority call. <p>Priority call: The telephone you want to transfer to is busy.</p>
NNN calling	You are receiving a call from extension 221.

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__	Continue entering digits. Press BKSP to delete incorrect digits.
QUIT BKSP OK	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.
OTHER JOIN EXIT	Silent monitor: While a call is being monitored, you can choose to: <ul style="list-style-type: none"> – move to another Hunt group member (OTHER) – join the current conversation (JOIN) – exit the silent monitoring (EXIT)
OTHER LEAVE EXIT	Silent monitor: When you join a monitored call, you can choose to: <ul style="list-style-type: none"> – move to another Hunt group member (OTHER) – mute your telephone out of the current conversation (this does not disconnect silent monitoring) (JOIN) – exit the silent monitoring (EXIT)
Access denied	Programming is busy, or the feature you are trying to use is not compatible with the configuration of the telephone or line. Silent monitor: You tried to start a monitoring session on a telephone that does not support the feature.
Already joined	Your telephone is connected to the telephone you are trying to call. Check your active line buttons, and return to that call. 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.
Already parked	Call park: The person you were talking to has parked your call. You cannot park the same call.
Autodial full	Auto dial: The memory allocated to auto dial numbers in your system is full.
Button erased	Auto dial: While programming external auto dial, you erased the button by pressing HOLD or OK before entering any digits.
Call NNN?	You have received a Ring Again offer from a call to an internal telephone. Press the flashing internal line button or YES to call the number again. On 7000 and 7100 digital phones and 2001 IP telephones, just lift the handset. Otherwise, press NO or wait 30 seconds for Ring Again to expire.
YES NO	

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
Calling NNN PRIORITY LATER	Wait for the telephone to be answered. If no one answers, press LATER to use the Ring Again feature or Message feature, or press PRIORITY to make a priority call. Priority Call: You initiated the Priority call transfer to this local.
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 7000 and 7100 digital phones and 2001 IP 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.
CLI COPY INCOMP	You attempted to allow CLI for an assigned line for more than 30 telephones.
Conference busy	Conference: You tried to make a conference call, but your system is handling the maximum number of conference calls (6).
Conf Resrce Full	Silent Monitor: The six conference resources on the system are already occupied. This is a transient display that reverts to HG Member DN: busy.
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.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
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.
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 7000 and 7100 digital phones and 2001 IP 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.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
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.
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.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
In observe: Monitor	Silent monitor: The hunt group member is already being monitored.
Intercom #: ____ QUIT	Auto dial: Enter the internal telephone number you want to program.
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	You tried to program redirection while the feature is in use. Only one person can program line redirection at a time. SWCA: The requested SWCA code is being used by telephone XXX. Choose another key position. 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.
Invalid code	You entered an invalid feature code. Speed dial: You have entered a code outside the code range (01-70 for system, 71-94 for user-based speed dials).
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	You entered an invalid line pool code or an invalid destination code. 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. Call park: You have entered an invalid retrieval code.
Invalid number CANCL RETRY	Transfer: You entered an invalid internal number. Press RETRY and enter the number again. On 7000 and 7100 digital phones and 2001 IP telephones, 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.

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 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.
LineXXX>YYY CANCL RETRY JOIN	Transfer: Press JOIN to transfer the call on line XXX to telephone YYY. Press RETRY 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 TRANSFR or entering the Transfer feature code.
LineXXX TRANSFR	You are connected to an external call. Press TRANSFR 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 CALLBCK 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. On 7000 and 7100 digital phones and 2001 IP telephones, press HOLD .

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 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.
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.
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.
Need 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>
No line selected	<p>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.</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 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 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 7000 and 7100 digital phones and 2001 IP telephones, pick up the handset to reconnect with the call.
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.

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 Supported Observe	Silent monitor: The DN you entered belongs to a portable telephone or an ISDN terminal. Press observe to enter another hunt group telephone.
Observe: RETRY OK	Silent monitor: The supervisor, hunt group member and the caller are all connected. 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 .
On another call LATER	The telephone you have called is on another call. Press LATER 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	Call park: All available retrieval codes are in use. Transfer the call or take a message instead. 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.
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:	Pickup group: Enter the internal number of the telephone that is ringing. You can use an internal auto dial button to do this. If you decide not to answer a ringing call after you have activated Directed Pickup, press FEATURE .
Pickup denied	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. Trunk Answer: The call that is ringing is on a line that is not in a Ringing Service.
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	Auto dial: Press the memory button you want to program. Button inquiry: Press the button you want to check. Press FEATURE or EXIT when finished.
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	<p>Enter the number you want to program on the button, then press HOLD or OK. 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 OK.</p>
OK	
Programmed	The number is correctly stored on the button.
Priority> NNN BLOCK	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 BLOCK to reject a priority call.
Priority denied	Priority call: The telephone you are calling is receiving a priority call at the same time or cannot receive priority calls.
Redir by NNN OVERRIDE	Line redirection: You have tried to redirect a line, but another person has redirected that line. Press * or OVERRIDE to override the previous redirection and redirect the line.
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	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. 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.
Restricted call	The destination you selected for line redirection is restricted. System programming has a restriction configured for the call you are trying to make, such as time-of-day restrictions for some calls.
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	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. 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.
Select line out QUIT	Line redirection: Select the line used to redirect calls out of the system.
Select line(s) QUIT ALL	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. 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 <u>HOLD</u> or <u>OK</u> .
Select line(s) ALL OK	Line redirection: Continue to press the lines to redirect. Press <u>HOLD</u> or <u>OK</u> when finished. Cancel redirection: Continue to press the lines that no longer need redirection. Press <u>HOLD</u> or <u>OK</u> when finished.
Send message? YES NO	Press <u>YES</u> to send a message. See Messages.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
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 NEXT to move through your messages.
Still in transfer 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 observe 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 RETRY if you entered the wrong internal number or if the person to whom you are transferring the call is not available. On 7000 and 7100 digital phones and 2001 IP 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 YES to use the line pool. On 7000 and 7100 digital phones and 2001 IP telephones, lift the handset. Otherwise, press NO or wait 30 seconds for the Ring Again offer to expire.
Voice call	Voice call: The line is open for you to speak.

Common display prompts: (Continued)

Display prompt	Description of error or action
Key: NNN = DN#; SSS = second DN#; XXX = line number; YYY = second line number	
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 Observe 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 NEXT to view the other active services. Press RLS or EXIT to quit.
<Sched> Restr'n QUIT OK NEXT	The name of the current Restriction service schedule appears on the display. Press # or NEXT to view the other Ringing service schedules. Press HOLD or OK to select the required schedule.
<Sched> Ringing EXIT NEXT	You are viewing the active services. Press # or NEXT to view the other active services. Press RLS or EXIT to quit.
<Sched> Ringing QUIT OK NEXT	The name of the current ringing service schedule appears on the display. Press # or NEXT to view the other Ringing service schedules. Press HOLD or OK to select the required schedule.
<Sched> Routing EXIT NEXT	You are viewing the active services. Press # or NEXT to view the other active services. Press RLS or EXIT to quit.
<Sched> Routing QUIT OK NEXT	The name of the current Routing service schedule appears on the display. Press # or NEXT to view the other Routing service schedules. Press HOLD or OK to select the required schedule.
<Sched> until * QUIT OK NEXT	Press HOLD or OK to select this schedule, # or NEXT to view the next available schedule, or RLS or QUIT to exit. If you select this schedule, it remains active until the next automatic schedule begins.

Active services: (Continued)

Display prompt	Description of error or action
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 LIST 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 MORE 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.
In use: SETNAME	The external line is in use.

Call log prompts: (Continued)

Display prompt	Description of error or action
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 a two-line display telephone such as the 7316E.

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.

Relocating telephones

This section explains what happens when you physically move telephones within the system, depending on whether you want the programming to follow the telephone to the new location.

- [“Moving digital telephones” on page 65](#)
- [“Moving Nortel 200X IP telephones” on page 66](#)
- [“User card list” on page 67](#) provides a list of the user cards that provide information about using individual types of telephones and the features they can access.

Moving digital telephones

You can move a 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 analog telephones, only. IP telephones always retain their programming. Refer to [“Moving Nortel 200X IP telephones” on page 66](#).



Tips (if set relocation is enabled)

Relocate existing telephones before new telephones are installed on the jacks. 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.

To enable set relocation, and relocate digital telephones:

- 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**.
- 4** **Move the telephone:** 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.
- 5** Disable set relocation (set to **N**) when you have completed all the moves you want to make.

Moving Nortel 200X 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 200X IP telephones.

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, under **Capabilities**. Check with your system administrator if you do not have access to DN records on the Unified Manager.



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.

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*.

User card list

Following is a list of feature and device user guides that can be found on your Business Communications Manager CD:

- *Nortel Networks Digital Phone 7000 User Card*
- *Nortel Networks Digital Phone 7100 User Card*
- *Nortel Networks Digital Phone 7208 User Card*
- *Nortel Networks Digital Phone 7316E User Card*
- *Central Answering Position (CAP) User Guide*
- *Nortel Networks IP Telephone 2001 User Card*
- *Nortel Networks IP Telephone 2002 User Card*
- *Nortel Networks IP Telephone 2004 User Card*
- *Nortel Networks WLAN Handset 2210/2211 User Guide*
- Nortel Networks 2050 Software Phone has on-line user help
- *Analog Telephone User Guide*
- *Telephone Feature User Guide*
- *Hospitality Features Card*
- *System-wide Call Appearance (SWCA) Features Card*

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