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Telephone Features User Guide

BCM 4.0 Business Communications Manager

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Telephone button icons

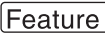








Use this guide as a quick reference for accessing the features of your telephone. More application-specific feature information is available in the following documents:

- CallPilot Telephone Administration Guide for Voicemail features
- Contact Center Telephone Administration Guide for Call Center features
- BCM 4.0 System-wide Call Appearance (SWCA) Feature Card for SWCA features
- BCM 4.0 Hospitality Feature Card for Hospitality features

Your system administrator can inform you if any of these features are not available on your telephone.

The digital phone's Feature button is the Services key or a small globe icon. Other telephones have different icons, or they display Feature above a display key, when feature selection is available.

This book uses **FEATURE** to indicate pressing the Feature key is required before entering a feature code. The table below shows which buttons to use on the different types of Nortel telephones. Refer to each user card for specific details about each type of telephone.

Button Function	Legacy telephones	IP telephones
Feature	 , 	Display key
Hold	 ,  , 	
Release On- or Off-hook	 , 	
Answer call	<p>Telephones with line buttons: Press the active line button or Intercom key, and lift handset.</p> <p>Telephones with no buttons: Lift handset.</p> <p>When using a headset on a T7316E phone or on an IP phone, press the Headset button to answer a call. On models that do not have a Headset button, connect the headset and answer a call by taking the phone off-hook.</p> <p>To answer a call using the handsfree feature, press the Handsfree key to transfer a call from the handset/headset to the telephone speaker.</p>	
Soft Keys	<p>Telephones with displays have softkeys located directly under the display. The softkey labels are shown in the telephone display. The Softkey labels and functions change depending on the telephone model and, the operation being performed.</p>	

Symbols used 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, the symbols indicate features that are not supported, or that require different actions than the standard digital phones:

* indicates 7000 and 7100 Digital phones and the IP Phone 2001

Note: If your telephone does not have access to all the features listed in this guide, then either your telephone does not support the feature, or the feature has not been enabled on your telephone. Your system administrator can provide details.

Telephone features

Background Music	FEATURE 86 Listen to music (provided by an external source or an IP source connected to the system) through your telephone speaker when you are not on a call.	Cancel: FEATURE #86
Button Inquiry	FEATURE *0 Check what feature is programmed on any button. Use when labeling buttons. Variations * (shows DN)	
Call Duration Timer	FEATURE 77 Briefly display the approximate length of your current or most recent call.	
Call Forward	FEATURE 4 Send your calls to another telephone in your system.	Cancel: FEATURE #4
Call park	FEATURE 74 Put a call on hold to enable you to answer the call from any telephone in your system. The display shows a three-digit retrieval code. To retrieve a parked call: press an intercom button and dial the retrieval code. Variations * (Lift the handset or go on- or off-hook, and dial the retrieval code.)	
Call Pickup, directed	FEATURE 76 and the telephone number Answer any ringing telephone.	
Call Pickup, group	FEATURE 75 Answer a call ringing at another telephone in your pickup group. The external call ringing longest is answered first.	
Call Queuing	FEATURE 801 Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.	
Camp-on	FEATURE 82 and the extension number of the receiving telephone Re-route a call to another telephone even if all the telephones lines are busy.	

Telephone features

Class of Service password **FEATURE 68** plus COS password
Change the dialing filters on a line or telephone, or gain external access to your system. Dialing filters determine which numbers you can dial. The COS password is provided by your System Administrator to change your Class of Service.

Conference **FEATURE 3**
Establish a three-party conference call.

1. Make or answer the first call.
2. Put the first call on hold.
3. Make or answer the second call.
4. After the second call is connected, press **FEATURE 3**.
5. Press the line or intercom button of the first held call.
6. Press **RLS** to end the conference call.

Variations

*(Step 5 not required)

Establish a multi-party conference call (4 or more people).

1. Follow the steps to establish a three-party conference call.
2. Press the **Newcall** softkey, or press **FEATURE 807**. You can also use the Intercom key if your set has one.
3. After the fourth call is answered, press **FEATURE 3**, and press the held line.
4. Put the fourth call on hold and repeat steps 2 and 3 to add more calls to the conference.
5. Press **RLS** to end the conference call.

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

Press **FEATURE 70**.

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

To put a conference on hold:

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

Telephone features

To split a conference:

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

Note: This feature is not available for multi-party conference calls.

To re-establish the conference: Press **FEATURE 3**.

To disconnect one party:

1. Press the line or intercom button for the caller you want to disconnect.
2. Press **RLS**.
3. Press the line or intercom button to resume your conversation with the other caller.

To independently hold two calls:

1. Press the line or intercom button of the first caller.
2. Press **HOLD**. The second caller is automatically put on hold.

Note: This feature is not available for multi-party conference calls.

To re-establish the conference:

1. Retrieve one call from hold.
2. Press **FEATURE 3**.
3. Retrieve the second call from hold.

To send Hookswitch or DTMF during a conference call:

Either system 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, if the feature is enabled.

Note: This feature is not available for IP Phones 20xx.

- To hear DTMF tones on these telephones during dial, activate Long Tones (**FEATURE 808**).
- To conference in another party through the trunk, use **Link (FEATURE 71)**

Contrast adjustment

FEATURE *7 plus a number from 1 to 9 to adjust the display contrast. Press **HOLD** to set your choice.

Telephone features

Dialing modes	FEATURE *82 Use the following steps to choose one of three modes of dialing listed: 1. Press FEATURE *82 . 2. Press # to select the mode. 3. Press HOLD to store the mode. Standard Dial: Select a line, then dial the number. (Standard Dial is always available, even when another dialing mode is selected.) Automatic Dial: Dial the number without choosing a line button first. Your prime line is selected automatically for the call. Pre-Dial: Dial the number, then press a line button to place the call. Edit the number by pressing the volume bar before placing the call.
Do Not Disturb	FEATURE 85 Cancel: FEATURE #85 When you are not on a call, prevent all incoming calls, except priority calls, from ringing at your telephone. When you are on a call, block an incoming priority call.
Group Listening	FEATURE 802 Cancel: FEATURE #802 Use both the handset and speaker while you are on a call. To avoid electronic feedback, keep the handset away from the speaker during the call, and press RLS to hang up. Note: This feature is not available for phase 2 IP Phones or on models 1120E and 1140E. Variations * (not available)
Handsfree	Handsfree/mute or Handsfree button Press the key to transfer a call from the handset/headset to the telephone speaker. If you lifted the handset, return it to the cradle. Note: Handsfree speaker volume returns to the default volume set at the telephone at the end of each call. Variations * (not available)
Hold	Press HOLD Temporarily suspend a call. To retrieve a held call, press the line button for the held call. Variations * (Press HOLD to toggle between two calls.)

Telephone features

Hold - Exclusive	FEATURE 79 or FEATURE/HOLD Temporarily suspend a call and prevent other telephones from picking it up.
Hold - Auto	FEATURE 73 Cancel: FEATURE #73 Set your telephone to automatically put a call on Hold when you pick up a second call, or prevent your telephone from doing so. Default is Yes (feature is on). Note: Telephones that have SWCA buttons must have this feature active (set to Yes).
Language choice	FEATURE *501: Select Primary Language for the telephone display. FEATURE *502: Select Alternate Language for the telephone display. FEATURE *503: Select Alternate Language 2 for the telephone display. FEATURE *504: Select Alternate Language 3 for the telephone display.
Last Number Redial	FEATURE 5 Automatically redial the last external telephone number that you dialed.
Line pools	FEATURE 64 With a line pool, telephones can share several lines for making calls. 1. Press FEATURE 64 or an intercom button. 2. Enter a line pool access code. (See your System Administrator for a list.) Variations * (no intercom buttons)
Line redirection	FEATURE 84 Cancel: FEATURE #84 Send calls arriving on an external line to another telephone outside your system. (Some external lines do not support this feature. See your System Administrator.) Variations * (not available)
Link	FEATURE 71 Generate a Link signal to access a PBX or other host exchange.
Long Tones	FEATURE 808 Generate a tone for as long as you hold down a button. This is used to communicate with devices such as fax or answering machines. Long tones are only in effect for your current call.

Telephone features

Messages

FEATURE 1

Cancel: FEATURE #1

Send a message to another telephone within your system.

To view and reply to your messages:

1. Press **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:

Press **HOLD** while viewing a message.

Moving line buttons

FEATURE *81

Change the position of your line or hunt group buttons.

1. Press **FEATURE *81**.
2. Press the line button that you want to move.
3. Press the button to which you want to move the line.
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.

Variations

* (not available)

Mute

Handsfree/mute or Mute button

Press this button when you do not want the caller to hear anything from your side of a handsfree call. The display light beside the button blinks when the call is muted. The mute button on the T-series and i-series telephones mutes all types of calls.

Page announcement note: A call retrieved from hold after a page announcement does not necessarily remain muted.

Variations

* (not available or set-based)

Name and number block

FEATURE 819

Cancel: FEATURE #819

Block either outgoing name or number, or both, for a specific call.

Telephone features

Page

FEATURE 60 and code (1 to 3) and zone (0 to 6)

Make a page announcement through either the internal (code 1) or external (code 2) speakers, or both (code 3). Zone 0 pages all zones. Page announcements are programmed to timeout after a pre-selected amount of time, which is set by your System Administrator.

Variances

* (cannot receive pages)

Internal page

FEATURE 61 and zone (0 to 6)

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

External page

FEATURE 62

Make a page announcement through an external loudspeaker system.

Internal and external page

FEATURE 63 and zone (0 to 6)

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

Incoming page during active call:

The system can be set to either:

- Put an active call on hold, and broadcast the incoming page.
- Broadcast of an incoming page is muted for the duration of an active call; broadcasting any remaining portion of the page after the call is terminated.

This feature is set by your system administrator.

Note: Business Series Terminals: a call on mute when a page is broadcast does not remain muted when it is released from hold after the page.

Pause

FEATURE 78

Program in an external autodial sequence to insert a 1.5-second delay. For pulse dialing: * also inserts a 1.5-second delay.

Telephone features

Priority call	FEATURE 69 Interrupt a person on a call. A person on another call can press FEATURE 85 (Do Not Disturb) to block priority calls. Variations *(ringing call)
Privacy	FEATURE 83 Change the privacy setting for an external line. If a line normally has privacy, this enables another telephone that shares the line to join your call by selecting the line in use. If a line normally has privacy disabled, this prevents another telephone that shares the line from joining your call by selecting the line in use. The privacy setting is re-established once you end your call, or when you enter the Privacy feature code again.
Ring again	FEATURE 2 Cancel: FEATURE #2 Monitor a busy or unanswered telephone, or a busy line pool within your system. Ring Again signals you to call back when the telephone or line pool becomes available.
Ring type	FEATURE *6 Select a distinctive ring to help differentiate between your telephone from others nearby. 1. Press FEATURE *6 . 2. Enter the ring type number (1 to 4). 3. Press HOLD .
Ring volume	FEATURE *80 Make your telephone ring so that you can adjust the volume. You also can adjust the volume any time your telephone rings.
Run/stop	FEATURE *9 Store more than one autodial number or external carrier feature code on one memory button by inserting a break point between numbers or codes. The first press of the button dials the first number or code; the next press dials the next number or code. You can program up to four numbers or codes separated by break points.
Saved number redial	FEATURE 67 Save a number to redial later. Enter the code while you are on a call that you have dialed to save the number. Enter the code when you are not on a call to redial the saved number.

Telephone features

Service schedules	FEATURE 870 Display the modes that have been turned on at a designated control set.
Ringing services	FEATURE 871 Cancel: FEATURE #871 Turn on one of six schedules for alternative ringing and call answering arrangements from a designated control telephone.
Restriction services	FEATURE 872 Cancel: FEATURE #872 Turn on one of six services for restrictions on particular lines or telephones from a designated control telephone. You must enter a password.
Routing services	FEATURE 873 Cancel: FEATURE #873 Turn on one of six services for routing on particular lines or telephones from a designated control telephone. You must enter a password.
Speed dial - using	FEATURE 0 Dial an external telephone number using a two- or three-digit code. There are two types of speed dial codes: system (01-70 or 001 to 255) and personal (71 to 94). System speed dial codes can be used from any display telephone in the system. System speed dial codes are assigned by your System Administrator. Personal speed dial codes are used exclusively at your telephone. To make a call using a speed dial code: <ol style="list-style-type: none">1. Press FEATURE 0.2. Enter the two- or three-digit code for the number.
Speed dial - programming	To program personal speed dial numbers: <ol style="list-style-type: none">1. Press 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 have just programmed. <p>Note: You cannot program personal speed dial numbers while another user is programming your system.</p>
Static time and date	FEATURE 806 Cancel: FEATURE #806 Change the first line of the display to the current time and date.

Telephone features

Time	FEATURE 803 Briefly display the time and date while you are on a call.
Transfer	FEATURE 70 Cancel: FEATURE #70 Send a call to another telephone within your system, or to an external telephone. You cannot transfer a call on an external line to an external telephone, depending on the capabilities of the lines. Make or answer a call. <ol style="list-style-type: none">1. Press FEATURE 70.2. Call the person to whom you want to transfer the call.3. Stay on the line if you wish to speak privately to the person before completing the transfer.4. 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.
Trunk answer	FEATURE 800 Answer an external call, ringing on a line that has been placed into a Ringing Service schedule, from any telephone in your system. This feature does not work for a private line.
Voice call	FEATURE 66 Make a voice announcement, or begin a conversation through the speaker of another telephone, without first making the other telephone ring. Variances * (ringing call)
Voice call deny	FEATURE 88 Cancel: FEATURE #88 Prevent your telephone from receiving voice calls. Do Not Disturb (FEATURE 85) also prevents your telephone from receiving voice calls.
Wait for dial tone	FEATURE 804 Program an external autodial number, to cause the system to wait to receive dial tone from another system, before proceeding with the dialing sequence.

Call Display Services

The following features are available only if you subscribe to Call Display services from your local telephone company.

Autobumping	FEATURE 815 Have the system automatically delete the oldest log item from a full Call Log, so that a new log item can be stored.	Cancel: FEATURE #815
Call information	FEATURE 811 Display the name, number, or line name of a ringing or held call. Press # to move through the information displays.	
Call log - view	FEATURE 812 Call Log displays use the following special characters: <ul style="list-style-type: none">• underline: identifies a new item• handset icon: identifies answered calls• globe icon: identifies long-distance calls• forward slash: identifies that the information has been shortened	
	To view your Call Log: <ol style="list-style-type: none">1. Press FEATURE 8122. Press * to view old items. Press # to view new items. Press 0 to return to the last viewed item.3. Press # and * to move through your items.4. Press the volume bar to view more information on an item.	
Call log - erase entry	To erase a Call Log entry: <ol style="list-style-type: none">1. Press HOLD while viewing an item.	
Call log - return call	To return a call from your Call Log: <ol style="list-style-type: none">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 you can remove numbers using the volume bar.3. Press a line button.4. Lift the handset.	
Call log - options	FEATURE *84 Select the type of calls that are stored automatically in your Call Log. Press # to see the next setting. Press HOLD to select the displayed setting.	

Call Display Services

Call log - password **FEATURE *85**
Program a four-digit password for your Call Log. To reset a forgotten password, see your System Administrator.

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

ETSI feature

Malicious Caller Identification (MCID) **FEATURE 897** must be entered 30 seconds after the caller hangs up, and before you hang up.
Record caller information for the last external call at the central office that assigned the line. This feature only works if the incoming calls are received over ETSI ISDN lines, and the feature is activated in programming. Check with your system administrator.

IP telephone features for IP Phone 20XXs

Using feature menus FEATURE *900,  or  (services keys to access Feature menu)

Activate a display menu of feature options.

1. Press **Page+** (move forward) and **Page-** (move back) to scroll through the list. You also can use the up and down navigation keys on the telephone.
2. When the feature you want is highlighted, press **Select**.

From this point, the feature works in the same manner as it does when invoked from the keypad, or through the memory buttons.

Note: The available features on this menu are configured by your system administrator.

IP telephone features for IP Phone 20XXs

Hot Desking - setting up FEATURE *999,  or  (services keys to access Feature menu)

You can divert your Nortel IP Phone configuration to another Nortel IP Phone registered on the same system, using the Hot Desking feature. For instance, this feature can be used if you are working temporarily at another site, but you want to retain your telephone setup.

Note: The headset mode is not transferred during Hot Desking.

Note: When Hot Desking between different versions of IP phone sets, the functions available are those of the less capable set. For example, if an IP Phone 2001 is hot desked to an IP Phone 2002, the speaker button LED does not function because the button does not exist on the IP Phone 2001.

Setting up Hot Desking

1. Ensure both telephones are on-hook.
2. On your telephone (xxx), enter Hot Desking.
3. Press **Admin**.
The first time you do this, the display reads **Creating password**.
The next time you enter Hot Desking, the display reads **Enter Hot Desking PW**.
4. Use the dialpad to enter a password. Note: Use the **Back** key to erase entries.
5. Press **OK**.
The first time you do this, the display reads **Confirm password**. Continue with step 5. The next time you enter Hot Desking, the display reads either **Disallow Hot Desking** or **Allow Hot Desking**; skip to step 7.
6. Use the dial pad to enter the same password you entered in step 3.
7. Press **OK** to save the password. The display reads **Disallow Hot Desking**.
8. If you want to allow or disallow Hot Desking, press **CHANGE** to select the function you require.
9. Press **Quit** to exit.

IP telephone features for IP Phone 20XXs

Hot Desking - activating

To activate Hot Desking:

1. Enter Hot Desking.
2. Press **Divert**.
3. At the DN prompt, enter the DN of your telephone (xxx).
4. Press **OK**. The display reads **Enter < > PW**.
5. Enter the password for your telephone (xxx).
6. Press **OK**.

Hot Desking - cancelling

Hot Desking can be cancelled from either IP telephone.

Ensure that the telephone is on-hook before cancelling Hot Desking. There can be up to a 10-second delay after the call ends before the system allows you to cancel Hot Desking. This period can vary, depending on the call type.

On the active telephone (yyy):

1. Enter the Hot Desking feature. The display reads: **Cancel Hot Desking?**
2. Press **Yes** to cancel Hot Desking. The telephone displays of both sets return to normal.

To cancel Hot Desking on the diverted telephone (xxx), press **CANCEL**.

Automatic cancellation occurs if the telephone re-boots, is unplugged, or is hot-desked by a third telephone.

Hot Desking - reset password

If you forget your Hot Desking password, ask your system administrator to reset the password for your telephone. This allows you to access Hot Desking on your telephone and enter a new password.

Time zone - adjust

Use this feature to reset the time on an IP telephone that is located in a different time zone from the system on which it is registered.

FEATURE *510.