

# **NORTEL**

## **TELEPHONE QUICK REFERENCE**

### **INTERCOM CALLS**

- Lift handset, dial extension (extension will ring) **OR**
- Press **VOICE CALL** key (or **FEATURE 66**) then dial extension to voice announce over set speaker

### **OUTSIDE CALLS**

- Lift handset and Dial **9** (**OR** press a line key *if* applicable)

### **TRANSFER**

- With caller on the line, press **TRANSFER** key (**OR** press **FEATURE 70**)
- Dial ext, announce call (Optional)
- Press **RLS** key to complete transfer

### **CALL PARK**

- Press **PARK** key (**OR** press **FEATURE 74**)
  - Display will show where call is parked: (Example: parked on 101)
- To Retrieve a Parked Call:** Lift handset, enter 101 (or Intercom then 101)

### **LAST NUMBER REDIAL**

- Press your **LAST NUMBER REDIAL** key (**OR** press **FEATURE 5**)

### **CONFERENCE CALLS**

- Make or receive 1<sup>st</sup> call, press **HOLD** key
- Make 2<sup>nd</sup> call, then press **CONF** key (**OR** press **FEATURE 3**)
- Press line key of 1<sup>st</sup> call to take it off hold

### **DO NOT DISTURB**

- Press your **DND** key to turn ON and same to turn OFF  
(**OR** Press **FEATURE 85** to turn ON and **FEATURE #85** to turn OFF)

### **CALL FORWARD**

- Press **CALL FWD** key (**OR** press **FEATURE 4**) dial ext of where calls are to be forwarded
- To Cancel:** press **CALL FWD** key again (**OR** press **FEATURE # 4**)

### **BACKGROUND MUSIC**

- Press **FEATURE 86** to turn ON or **FEATURE #86** to turn OFF



**RING VOLUME**

- Press **FEATURE \*80** and use the volume bar to set ring volume

**PROGRAMMABLE RING TYPE**

- Press **FEATURE \*6**, enter **1, 2, 3** or **4** to hear ring tones: Press **HOLD** to save

**TO DETERMINE THE EXTENSION NUMBER OF A TELEPHONE SET**

- Press **FEATURE \*0 + INTERCOM** Key

**BUTTON INQUIRY (TO SEE HOW A KEY HAS BEEN PROGRAMMED)**

- Press **FEATURE \*0** then press the key you would like to see how it is programmed

**MEMORY KEYS/SPEED DIAL**Program an Outside Number

- Press **FEATURE \*1**
- Press a memory key, enter a telephone number, press **HOLD**

Program an Extension

- Press **FEATURE \*2**
- Press a memory key, enter the desired extension number

Program a Feature

- Press **FEATURE \*3**
- Press a memory key, press **FEATURE** key, then the feature code

**COMMON FEATURE CODES**

- Call forward to Voicemail..... Feature 984
- Call Forward ..... Feature 4
- Conference ..... Feature 3
- Do Not Disturb..... Feature 85
- Hold (Exclusive)..... Feature 79
- Last Number Redial ..... Feature 5
- Leave Message..... Feature 980
- Link..... Feature 71
- Message Waiting..... Feature 65
- Page-all sets ..... Feature 610
- Page speakers ..... Feature 630
- Pickup select ..... Feature 76
- Pick up group ..... Feature 75
- Ring Tone ..... Feature \* 6
- Park ..... Feature 74
- Transfer ..... Feature 70
- Transfer to Voicemail..... Feature 986
- Voice Call ..... Feature 66
- Voicemail ..... Feature 981

