




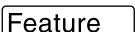

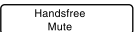
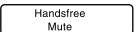




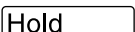





## **Business Communications Manager Telephone Feature Card**



# Buttons

The Business Series Terminal (T-series) Feature button is a small globe icon. The M-series Feature button reads **Feature** or **Fx**. The IP telephones display **Feature** above the far left display key, when feature selection is available.

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

| Button Name | T7000, T7100,<br>T7208, T7316  | M7100, M7208,<br>M7310, M7324   | M7000, M7100N,<br>M7208N, M7310N,<br>M7324N   |
|-------------|--|---|---|
| Feature     |   |  |    |
| Handsfree   | Bottom right-hand button   |  |    |
| Mute        | Microphone button  |  |    |
| Hold        | <br> (T7000) |  | <br> (M7000) |
| Release     |   |  |    |
| Answer call | Telephones with line buttons: Press line button and lift handset.<br>Telephones with no buttons: Lift handset.   |   |   |

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.
- **RLS** indicates pressing the Release key.

## Telephone features

|                            |  |                           |
|----------------------------|--|---------------------------|
| <b>Background Music</b>    | <b>FEATURE 86</b>  | <b>Cancel FEATURE #86</b> |
|                            | Listen to music (provided by your office) through your telephone speaker when you are not on a call. |                           |
| <b>Button Inquiry</b>      | <b>FEATURE *0</b>  |                           |
|                            | Check what is programmed on any button. Use when labeling buttons.                                   |                           |
| <b>Call Duration Timer</b> | <b>FEATURE 77</b>  |                           |
|                            | Briefly display the approximate length of your current or most recent call.                          |                           |
| <b>Call Forward</b>        | <b>FEATURE 4</b>   | <b>Cancel FEATURE #4</b>  |
|                            | Send your calls to another telephone in your system.   |                           |

|                                  |  |
|----------------------------------|--|
| <b>Call Park</b>                 | <p><b>FEATURE 74</b></p> <p>Put a call on hold so that it can be picked up from any telephone in your system. The display shows a three-digit retrieval code.</p> <p>To retrieve a parked call: press an intercom button and dial the retrieval code. On the T7100/M7100 telephone, just lift the handset and dial the retrieval code.</p>   |
| <b>Call Pickup - directed</b>    | <p><b>FEATURE 76</b> and the telephone number</p> <p>Answer any ringing telephone.</p>   |
| <b>Call Pickup - group</b>       | <p><b>FEATURE 75</b></p> <p>Answer a call that is ringing at another telephone in your pickup group. The external call that has been ringing longest is answered first.</p>  |
| <b>Call Queuing</b>              | <p><b>FEATURE 801</b></p> <p>Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.</p>   |
| <b>Camp-on</b>                   | <p><b>FEATURE 82</b> and the extension number of the receiving telephone</p> <p>Re-route a call to another telephone even if all its lines are busy.</p>   |
| <b>Class of service password</b> | <p><b>FEATURE 68</b> plus COS password</p> <p>Change the dialing filters on a line or telephone, or gain external access to your system. Dialing filters determine which numbers you can dial.</p> <p>The COS password is provided by your System Administrator to change your class of service.</p>   |
| <b>Conference</b>                | <p><b>FEATURE 3</b></p> <p>Establish a conference call between yourself and two other parties.</p> <ol style="list-style-type: none"> <li>1. Make or answer the first call.</li> <li>2. Put the first call on hold.</li> <li>3. Make or answer the second call.</li> <li>4. After the second call is connected, press <b>FEATURE 3</b>.</li> <li>5. Press the line or intercom button of the first held call (not required on the T7100/M7100 telephone).</li> <li>6. Press <b>RLS</b> to end the conference call.</li> </ol> <p>To remove yourself from a conference permanently (unsupervised conference): Press <b>FEATURE 70</b>. The other two callers remain connected. (Some external lines may not support this feature. See your System Administrator.)</p> <p>To put a conference on hold:<br/>Press <b>HOLD</b>. The other two callers can still talk to each other.</p> <p>To split a conference:<br/>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 <b>FEATURE 3</b>.</p> <p>To disconnect one party:<br/>Press the line or intercom button of the caller you want to disconnect, then press <b>RLS</b>. Press the line or intercom button of the remaining caller to resume your conversation.</p> <p>To independently hold two calls:<br/>Press the line or intercom button of the first caller, then press <b>HOLD</b>. The second caller is automatically put on hold. To re-establish the conference, retrieve one call from hold, press <b>FEATURE 3</b>, then retrieve the second call from hold.</p> |





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**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.

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**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.

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**Priority****FEATURE 69**

Interrupt a person who is on a call.

A person on another call can press **FEATURE 85** (Do Not Disturb) to block priority calls.

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**Privacy****FEATURE 83**

Change the privacy setting for an external line. 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.

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**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.

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**Ring type****FEATURE \*6**

Select a distinctive ring to help differentiate between your telephone and others nearby.

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

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**Ring volume****FEATURE \*80**

Make your telephone ring so that you can adjust the volume. You can also adjust the volume any time your telephone rings.

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**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.

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**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.

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**Service Schedules**

Show service schedules

**FEATURE 870**

Display the modes that have been turned on at a designated control set.

**Ringing service****FEATURE 871****Cancel FEATURE #871**

Turn on one of six schedules for alternative ringing/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 will be required to 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 will be required to enter a password.

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**Speed Dial****FEATURE 0**

Dial an external telephone number using a two-digit code. There are two types of speed dial codes: system (01 to 70) and personal (71 to 94). System speed dial codes can be used from any display telephone in the system. They 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:

1. Press **FEATURE 0**.
2. Enter the two-digit code for the number (01 to 70 for system speed dial, 71 to 94 for personal speed dial).  
To program personal speed dial numbers:
  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 don't 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.  
You cannot program personal speed dial numbers while someone else is programming your system.

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**Static time and date****FEATURE 806****Cancel FEATURE #806**

Change the first line of the display to the current time and date.

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**SWCA keys**

**FEATURE \*521** to **FEATURE \*536** programmed to buttons with indicators

If you are part of a call group, you may have a number of line buttons that are labelled as SWCA (system-wide call access). How you use these buttons, depends on how the System Administrator set up the system. (Refer to the SWCA user card for detailed instructions.)

**FEATURE \*520** Find first available SWCA key assigned to this telephone.

**FEATURE \*537** Find the oldest parked SWCA call on this telephone.

**FEATURE \*538** Find the newest parked SWCA call on this telephone.

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To view your Call Log:

1. Press \* to view old items.  
Press # to view new items.  
Press 0 to return to the last viewed item.
2. Press # and \* to move through your items.
3. Press the volume bar to view more information on an item.

To erase a Call Log entry:

1. Press **HOLD** while viewing an item.

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 using the volume bar.
3. Press a line button.
4. Lift the handset.

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### Call Log options

#### **FEATURE \*84**

Select the type of calls that will automatically be stored in your Call Log. Press # to see the next setting. Press **HOLD** to select the displayed setting.

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### Call Log password

#### **FEATURE \*85**

Program a four-digit password for your Call Log. To remove a forgotten password, see your System Administrator.

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### Logit

#### **FEATURE 813**

Store caller information for your current call in your Call Log.

## ETSI feature

### MCID (ETSI feature)

**FEATURE 897** within 30 seconds after the caller hangs up, and before you hang up

Record caller information for last external call at the central office that assigned the line. This feature only works if the incoming calls were received over ETSI ISDN lines, and the feature is activated in programming. Check with your system administrator.

## IP telephone features

### Feature menus

**FEATURE \*900** or  (services key access Feature menu)

Activate a display menu of feature options.

1. Press **Page+** (move forward) and **Page-** (move back) to scroll through the list.
2. When you find the feature you want, 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.

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## Hot desking

**FEATURE \*999** or  (services key access Feature menu)

You can divert your IP telephone traffic to another IP telephone (i2004, i2002, i2050) registered on the same system, using the Hot Desking feature. For instance, this feature can be used if you are temporarily working at another site, but you want to retain your telephone number and receive all your calls.

### Setting up hot desking

1. On your telephone (xxx) and on the telephone you will be diverting to (yyy), enter **Hot desking**.
2. Press **Admin**.  
The first time you do this, the display reads **Creating password**.  
The next time you enter hot desking, the display reads **Enter password**.
3. Use the dial pad to enter a password. Note: Use the **Back** key to erase entries.
4. 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.
5. Use the dial pad to enter the same password you entered in step 3.
6. Press **OK** to save the password. The display reads **Disallow hot desking**.
7. If you want to allow/disallow hot desking, press **CHANGE** to select the function you require. Note: Hot desking must be allowed on both telephones.
8. Press **Quit** to exit.

### Activating hot desking:

On the telephone to which you are diverting your calls (yyy), enter Hot desking:

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

### De-activating hot desking

Hot desking can be cancelled from either IP telephone:

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 UTPS service from the system is terminated or if either telephone re-boots or is hot-desked by a third telephone.

### Resetting the hot desking password

If you forget your hot desking password, ask your system administrator to reset the password for your telephone. This will allow you to access hot desking on your telephone and enter a new password.