



# Telephone Features User Guide

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## **BCM50 2.0**

### **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 <b>Handsfree</b> 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 be shown in the telephone display. The Softkey labels and functions change depending on the telephone model and, the operation being performed.</p>	

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## 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

<b>Background Music</b>	<b>FEATURE 86</b> 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.	<b>Cancel: FEATURE #86</b>
<b>Button Inquiry</b>	<b>FEATURE *0</b> Check what feature is programmed on any button. Use when labeling buttons. <b>Variations</b> * (shows DN)	
<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> Send your calls to another telephone in your system.	<b>Cancel: FEATURE #4</b>
<b>Call park</b>	<b>FEATURE 74</b> 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. <b>Variations</b> * (Lift the handset or go on- or off-hook, and dial the retrieval code.)	
<b>Call Pickup, directed</b>	<b>FEATURE 76</b> and the telephone number Answer any ringing telephone.	
<b>Call Pickup, group</b>	<b>FEATURE 75</b> Answer a call ringing at another telephone in your pickup group. The external call ringing longest is answered first.	
<b>Call Queuing</b>	<b>FEATURE 801</b> Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.	
<b>Camp-on</b>	<b>FEATURE 82</b> 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.

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**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.

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# 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**

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

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# Telephone features

<b>Dialing modes</b>	<b>FEATURE *82</b> Use the following steps to choose one of three modes of dialing listed: <ol style="list-style-type: none"><li>1. Press <b>FEATURE *82</b>.</li><li>2. Press # to select the mode.</li><li>3. Press <b>HOLD</b> to store the mode.</li></ol> <p><b>Standard Dial:</b> Select a line, then dial the number. (Standard Dial is always available, even when another dialing mode is selected.)</p> <p><b>Automatic Dial:</b> Dial the number without choosing a line button first. Your prime line is selected automatically for the call.</p> <p><b>Pre-Dial:</b> Dial the number, then press a line button to place the call. Edit the number by pressing the volume bar before placing the call.</p> <hr/>
<b>Do Not Disturb</b>	<b>FEATURE 85</b> <b>Cancel: FEATURE #85</b> 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. <hr/>
<b>Group Listening</b>	<b>FEATURE 802</b> <b>Cancel: FEATURE #802</b> 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 <b>RLS</b> to hang up. <p><b>Note:</b> This feature is not available for phase 2 IP Phones or on models 1120E and 1140E.</p> <p><b>Variations</b> * (not available)</p> <hr/>
<b>Handsfree</b>	<b>Handsfree/mute</b> or <b>Handsfree</b> 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. <p><b>Note:</b> Handsfree speaker volume returns to the default volume set at the telephone at the end of each call.</p> <p><b>Variations</b> * (not available)</p> <hr/>
<b>Hold</b>	Press <b>HOLD</b> Temporarily suspend a call. To retrieve a held call, press the line button for the held call. <p><b>Variations</b> * (Press <b>HOLD</b> to toggle between two calls.)</p> <hr/>



# Telephone features

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<b>Hold - Exclusive</b>	<b>FEATURE 79 or FEATURE/HOLD</b> Temporarily suspend a call and prevent other telephones from picking it up.
<b>Hold - Auto</b>	<b>FEATURE 73</b> <b>Cancel: FEATURE #73</b> 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). <b>Note:</b> Telephones that have SWCA buttons must have this feature active (set to Yes).
<b>Language choice</b>	<b>FEATURE *501:</b> Select Primary Language for the telephone display. <b>FEATURE *502:</b> Select Alternate Language for the telephone display. <b>FEATURE *503:</b> Select Alternate Language 2 for the telephone display. <b>FEATURE *504:</b> Select Alternate Language 3 for the telephone display.
<b>Last Number Redial</b>	<b>FEATURE 5</b> Automatically redial the last external telephone number that you dialed.
<b>Line pools</b>	<b>FEATURE 64</b> With a line pool, telephones can share several lines for making calls. 1. Press <b>FEATURE 64</b> or an intercom button. 2. Enter a line pool access code. (See your System Administrator for a list.) <b>Variations</b> * (no intercom buttons)
<b>Line redirection</b>	<b>FEATURE 84</b> <b>Cancel: FEATURE #84</b> 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.) <b>Variations</b> * (not available)
<b>Link</b>	<b>FEATURE 71</b> Generate a Link signal to access a PBX or other host exchange.
<b>Long Tones</b>	<b>FEATURE 808</b> 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.

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# Telephone features

<b>Messages</b>	<b>FEATURE 1</b> Send a message to another telephone within your system. <b>To view and reply to your messages:</b> <ol style="list-style-type: none"><li>1. Press <b>FEATURE 65</b>.</li><li>2. Press * and # to view your message list.</li><li>3. Press 0 to call the person who left you the message.</li></ol> <b>To erase a message:</b> Press <b>HOLD</b> while viewing a message.	<b>Cancel: FEATURE #1</b>
<b>Moving line buttons</b>	<b>FEATURE *81</b> Change the position of your line or hunt group buttons. <ol style="list-style-type: none"><li>1. Press <b>FEATURE *81</b>.</li><li>2. Press the line button that you want to move.</li><li>3. Press the button to which you want to move the line.</li><li>4. Press <b>RLS</b>. The two buttons are exchanged.</li><li>5. Update the button label strip on your telephone.</li></ol> Line buttons cannot be exchanged with intercom, answer DN, or handsfree buttons. <b>Variations</b> * (not available)	
<b>Mute</b>	<b>Handsfree/mute or Mute button</b> 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. <b>Page announcement note:</b> A call retrieved from hold after a page announcement does not necessarily remain muted. <b>Variations</b> * (not available or set-based)	
<b>Name and number block</b>	<b>FEATURE 819</b> Block either outgoing name or number, or both, for a specific call.	<b>Cancel: FEATURE #819</b>

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# 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.

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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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# Telephone features

## Service schedules

### FEATURE 870

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

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## 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.

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## 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.

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## 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.

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## 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:

1. Press **FEATURE 0**.
2. Enter the two- or three-digit code for the number.

## Speed dial - programming

#### 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 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.

**Note:** You cannot program personal speed dial numbers while another user 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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# Telephone features

<b>Time</b>	<b>FEATURE 803</b> Briefly display the time and date while you are on a call.
<b>Transfer</b>	<b>FEATURE 70</b> <b>Cancel: FEATURE #70</b> 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.  <b>Make or answer a call.</b> <ol style="list-style-type: none"><li>1. Press <b>FEATURE 70</b>.</li><li>2. Call the person to whom you want to transfer the call.</li><li>3. Stay on the line if you wish to speak privately to the person before completing the transfer.</li><li>4. Press <b>RLS</b> to complete the transfer.</li></ol> 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.
<b>Trunk answer</b>	<b>FEATURE 800</b> 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.
<b>Voice call</b>	<b>FEATURE 66</b> Make a voice announcement, or begin a conversation through the speaker of another telephone, without first making the other telephone ring. <b>Variances</b> * (ringing call)
<b>Voice call deny</b>	<b>FEATURE 88</b> <b>Cancel: FEATURE #88</b> Prevent your telephone from receiving voice calls. Do Not Disturb ( <b>FEATURE 85</b> ) also prevents your telephone from receiving voice calls.
<b>Wait for dial tone</b>	<b>FEATURE 804</b> 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.

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<b>Autobumping</b>	<b>FEATURE 815</b> Have the system automatically delete the oldest log item from a full Call Log, so that a new log item can be stored.	<b>Cancel: FEATURE #815</b>
<b>Call information</b>	<b>FEATURE 811</b> Display the name, number, or line name of a ringing or held call. Press # to move through the information displays.	
<b>Call log - view</b>	<b>FEATURE 812</b> Call Log displays use the following special characters: <ul style="list-style-type: none"><li>• underline: identifies a new item</li><li>• handset icon: identifies answered calls</li><li>• globe icon: identifies long-distance calls</li><li>• forward slash: identifies that the information has been shortened</li></ul>	
	<b>To view your Call Log:</b> <ol style="list-style-type: none"><li>1. Press <b>FEATURE 812</b></li><li>2. Press * to view old items. Press # to view new items. Press 0 to return to the last viewed item.</li><li>3. Press # and * to move through your items.</li><li>4. Press the volume bar to view more information on an item.</li></ol>	
<b>Call log - erase entry</b>	<b>To erase a Call Log entry:</b> <ol style="list-style-type: none"><li>1. Press <b>HOLD</b> while viewing an item.</li></ol>	
<b>Call log - return call</b>	<b>To return a call from your Call Log:</b> <ol style="list-style-type: none"><li>1. Display the desired number on your telephone.</li><li>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.</li><li>3. Press a line button.</li><li>4. Lift the handset.</li></ol>	
<b>Call log - options</b>	<b>FEATURE *84</b> Select the type of calls that are stored automatically in your Call Log. Press # to see the next setting. Press <b>HOLD</b> to select the displayed setting.	

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# 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.

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

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# 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.

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# 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.

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# 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.**