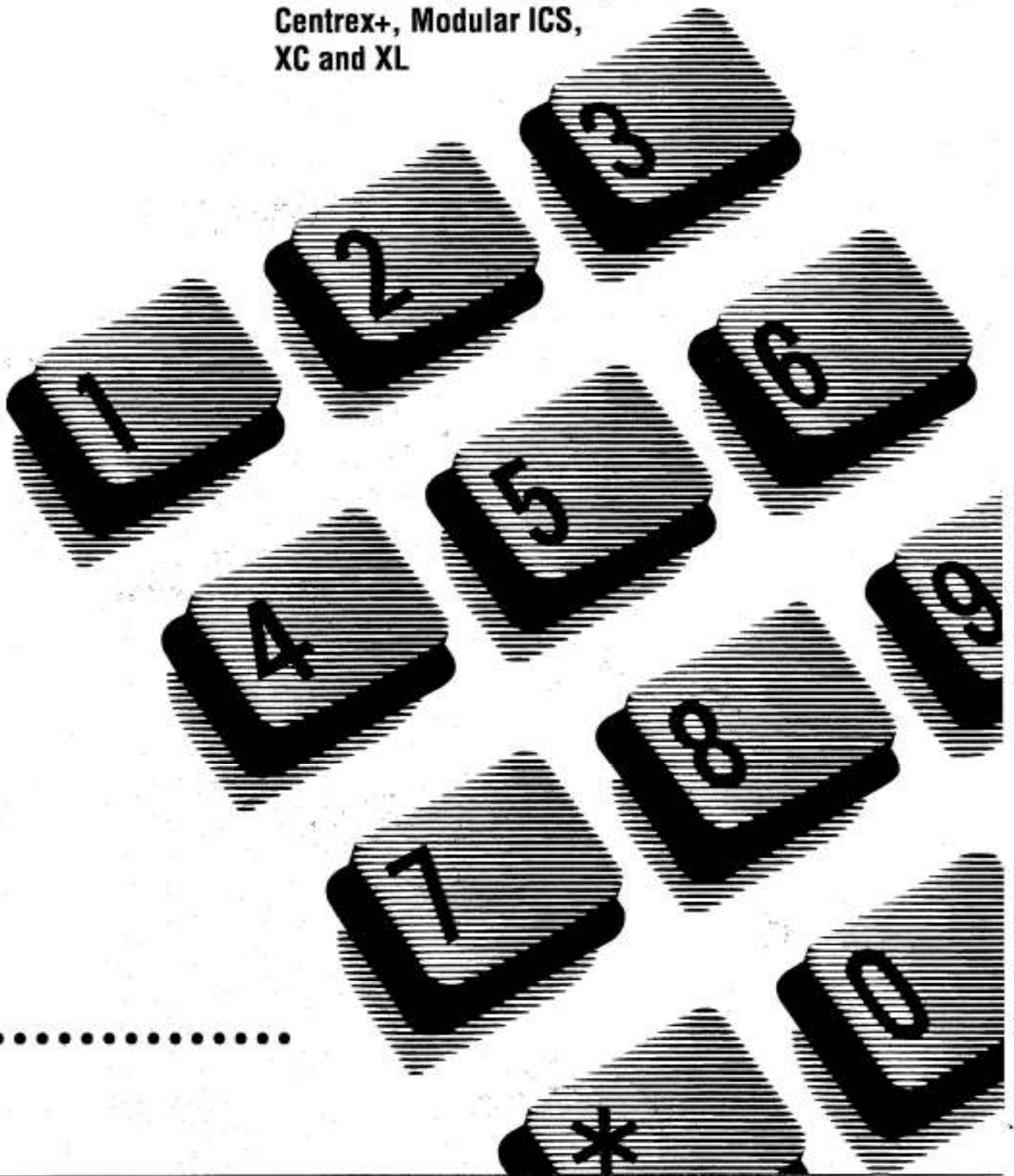


NORTEL NORSTAR

ATA 2 User Card

For use with: 3X8 DR5, Compact DR5,
Modular DR3, DR4, DR5, Centrex and
Centrex+, Modular ICS,
XC and XL



The Analog Terminal Adapter 2 (ATA 2) connects a digital Meridian Norstar™ telephone port to a standard analog voice device, such as a single line telephone, or a data communication device, such as a modem or facsimile machine. The ATA 2 provides an on or off premise service.

This side of the Card describes ATA 2 features used with the Norstar 3X8 DR5, Compact DR5, Modular DR3, DR4, DR5, Centrex, Centrex+, Modular ICS, XC and XL. To use ATA 2 features with 3X8 DR1, Compact DR1, DR2, and Modular DR2 software, or for Troubleshooting, turn this card over and read the other side. To determine which release of Norstar software your system is using, see your System Coordinator. For more information about software releases, contact your sales representative.

All of the features available from an ATA 2 are accessed by pressing on your telephone and entering a feature or access code. The feature list on this Card shows and the feature code. Where applicable, steps have been included to guide you through each feature. If your telephone does not have a button, you must use the Hook Switch (located under the handset). The Hook Switch must be pressed for approximately one half of one second.

For Modular DR3, DR4, DR5 and Compact DR5, to make an external call, you must access an external line. To access an external line, lift the handset and enter the external access code. For information about External Access Codes, see your System Coordinator. For Modular, Centrex, and Centrex +, to make an external call, you simply lift the handset. The system will select the appropriate line. For information on how this is accomplished, see your System Coordinator.

For Modular DR3, Centrex and subsequent software releases, if your telephone does not have a or button, you must use dialpad numbers.

To indicate a enter the number

To indicate a enter the number

For more information about feature operations, accessing feature operations or feature codes, see your System Coordinator.

3X6 DR3, Compact DR3, Modular DR3, DR4, DR5, Centrex, Centrex+, Modular ICS, XC and XL Feature List

Alternate Line

Link 2

Allows you to switch between your two intercom lines. When a line is in use, you will hear an error tone informing you that the line is already in use.

Call Forward

Link * 4 Cancel Link # 4

Directs your calls to another telephone connected to your Norstar System. Enter the feature code followed by the extension number of the telephone to receive the forwarded calls. For Modular DR3, DR4 and DR5 Call Forward cannot be used with a telephone that is not connected to Norstar. For Centrex and Centrex+, Call Forward can be used with internal and external telephone numbers.

Call Park

Link * 7 4

Parks the call on hold and allows it to be retrieved from any other telephone within the system. When the call park is successful, you will hear a confirmation tone and the call is parked on the highest numbered park code in the system. If call park is unsuccessful, you will hear an error tone and remain connected with the call.

Note: Tones must be ON. For a list of park codes, see your System Coordinator.

Call Park Retrieve

A parked call can be retrieved from any Norstar telephone by lifting the handset and entering the Call Park code.

Callback for Call Park

The Callback Feature alerts you to the external call you parked and that has remained unanswered for a set period of time. When your telephone is not in use, Callback causes your telephone to ring. If your telephone is in use, you hear the callback tone over the handset.

Call Pick-up (Directed)

Link * 7 6 <plus the ringing number>

Allows you to answer a ringing telephone within your Norstar or Centrex system.

Call Pick-up (Group)

Link * 7 5

Allows you to answer any ringing telephone within your Norstar or Centrex pick-up group.

Call Queuing

Link * 8 0 1

Allows you to answer the first incoming external call to your telephone, while you are on a call. All other incoming callers will hear a busy signal unless there is another telephone programmed to ring on the same line.

Call Waiting (Centrex and

Link * 8 0 1

Allows you to answer the next highest priority waiting call.

**Centrex)
Camp-on**

* <plus the extension number>
Allows you to reroute an external call or a call from a Centrex system telephone, to another Norstar system telephone.

Conference Call

*

Allows you to establish a three-way conference between yourself, one external call and one intercom call, or two intercom calls. Line pool access allows you to establish a conference between yourself and two external calls. To establish a conference call:

1. Make or answer the first call.
2. Enter This automatically places the first call on hold.
3. Make or answer the second call.
4. Enter * to complete the conference.

Note: If the second call is busy, replace the handset and enter to return to the first call.

Conference Hold

Allows you to put the two conferenced parties on hold. The held callers are still conferenced. To put the conference on hold:

1. Enter to put the two conferenced parties on hold.
 2. Enter to restore the three-way call.
-

Conference Consultation (Split Conference)

Allows you to put one party on hold and consult with the other party. To consult:

1. Enter # to split the conference.
 2. Enter to alternate between calls.
 3. Enter * to restore the three-way call.
-

Disconnecting One Party

Allows you to disconnect one party in a three-way conference call. To disconnect one call:

1. Enter # to put one caller on hold. You are connected with the other call.
 2. Replace the handset.
 3. Lift the handset and enter You are connected with the caller on hold.
-

**Hold Call
(Exclusive)**

*

Allows you to place an active call on hold and prevents it from being picked up from other telephones. When Tones are On, a held call reminder tone is heard.

**Hold Call
(Public)**

Allows you to place an active call on hold and allows it to be picked up from other telephones. When Tones are On, a held call reminder tone is heard.

Retrieve a Call on Hold

1. Enter
-

Hotline

Allows you to automatically call a programmed internal or external telephone number. To use the Hotline feature, lift the handset of the designated hotline telephone.

Last Number Redial * Automatically dials the last external telephone number you dialed.

Line Pool Selection A line pool allows several telephones to access a group of exchange lines. To access line pool selection, enter the line pool code or enter into the intercom dial tone:

* <plus the line pool code>

Page (General) * <plus code 1-3> <plus zone code 0-6>
Allows you to make an announcement to all Norstar telephones programmed to receive a page, as well as any other connected paging equipment. You must enter a paging zone. For a list of page zones, see your System Coordinator.

Page (Intercom)

* <plus zone code>

Page (External)

*

Page (Intercom/External)

* <plus zone code>

Priority Call *
Allows you to interrupt an internal call in progress on a Norstar telephone, or make a voice call to a Norstar telephone on Voice Call Deny or Do Not Disturb. The session in progress is automatically put on hold.

Note: Priority Call must be enabled in Norstar Administration.

Privacy Control *
Prevents another telephone that shares your line from joining your current call or permits another telephone that shares your line to join in.

Reach Through (Centrex/PBX) **Link**
 *
Generates a Link signal to access non-Norstar features available from other systems or carriers. Refer to the appropriate manual for a list of features and the codes to access them.

Pause

*

Generates a 1.5 second delay in a number being entered (for Tone or Pulse dialing).

Timed Release

*

Generates a longer Link signal. Use this feature when you want to release a call from your line but retain the use of the line for another call.

Restriction Override * <plus an override password> <plus the restricted number>
Allows you to override restrictions imposed on your telephone.

Ring AgainLink * 2Cancel Link # 2

Allows you to queue a call to another Norstar or Centrex telephone that is busy or is not answered or to a busy line in the Line Pool. You can only use ring again on calls placed on an intercom line. When the telephone is available, you are alerted with one short ring from your telephone.

Reply To a Ring Again Signal

To connect with a ring again request when you are on a call (or your telephone is off-hook):

1. Enter Link 2

This automatically places your call on hold.

2. To return to the caller on hold, enter Link 2

To connect with a ring again request when your telephone is on-hook:

1. Lift the handset. The ring again number is automatically redialed.

Note: If you do not respond to a Ring Again signal within 30 seconds, Ring Again is canceled.

Saved Number RedialLink * 6 7

Allows you to save an external number while you are on a call or while the called telephone is ringing. To automatically redial the saved number:

1. Enter Link * 6 7

Send MessageLink * 1Cancel Link # 1

Allows you to leave a message on a co-worker's telephone.

Service Mode

In Service Mode the ATA 2 telephone can be assigned as the control telephone for one or more lines, or as the Night Zero telephone. Service Mode is assigned during Norstar System Administration.

StarTalk or Norstar Voice Mail

Enter the StarTalk or Norstar Voice Mail DN, or

Link * 9 8 1 <and follow the voice prompts>

Allows you to access your mailbox.

Link * 9 8 0 <and follow the voice prompts>

Allows you to leave a message.

Note: You cannot use a single line telephone attached to an ATA 2 for StarTalk or Norstar Voice Mail configuration tasks. For more information about accessing StarTalk or Norstar Voice Mail features, see your StarTalk or Norstar Voice Mail User Guide.

System Speed Dial

Link * 0 <plus the speed dial code>

Allows you to use a Speed Dial code to quickly dial preprogrammed telephone numbers. System Speed Dial codes are established by the System Coordinator.

Note: You cannot program personal speed dial numbers from your telephone.

Tones

Link * 8 0 9

Cancel Link # 8 0 9

Call progress tones are audio signals heard through the handset or telephone ringer. Tones signal you about the progress of certain features.

Note: Tones must be OFF when an ATA 2 is used with a data communication device such as a FAX or modem.

Transfer

Allows you to transfer a call. To transfer a call you must have an available intercom line. To transfer a call:

1. Enter Link * 7 0
2. Enter the transfer destination number.
3. Replace the handset.

To Transfer using Conference

1. Enter Link 2
2. Make the second call.
3. Link * 3
4. Replace the handset.

To Transfer an external call to a co-worker with a line appearance using Hold

1. Put the caller on Hold and select your alternate line.
2. Call your co-worker. Tell your co-worker the flashing line appearance is a call for them.
3. Replace the handset.

Note: Your co-worker must have a Norstar telephone with line appearance.

Transfer with Compact and Modular DR5

If your software is a DR5 release, you have the opportunity to announce the transfer to the receiving party in advance of the transfer. To announce the transfer:

1. Enter Link * 7 0 (intercom dial tone will be heard)
2. Enter the transfer destination number.
3. Announce the call to the receiving party. (optional)
4. Replace the handset.

Trunk Answer from any Telephone

Link * 8 0 0

Allows you to pick up a ringing external call on a line that has been placed into any Service Mode.

Voice Call

Link * 6 6 <plus the intercom number>

Allows you to make a voice announcement or begin a conversation through the speaker of a Norstar telephone without making the other telephone ring.