



## Standard Telecom User Guide for Nortel CICS & MICS Telephone Systems using M7310 or T7316 phones



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### IMPORTANT NOTE:

The extension and mailbox numbers referenced in this guide are the most commonly used configuration. It does not guarantee that your company will use the same extension and mailbox numbers due to each systems customized configuration. If you are unsure of what numbers were used in your configuration, please call or email our service department.

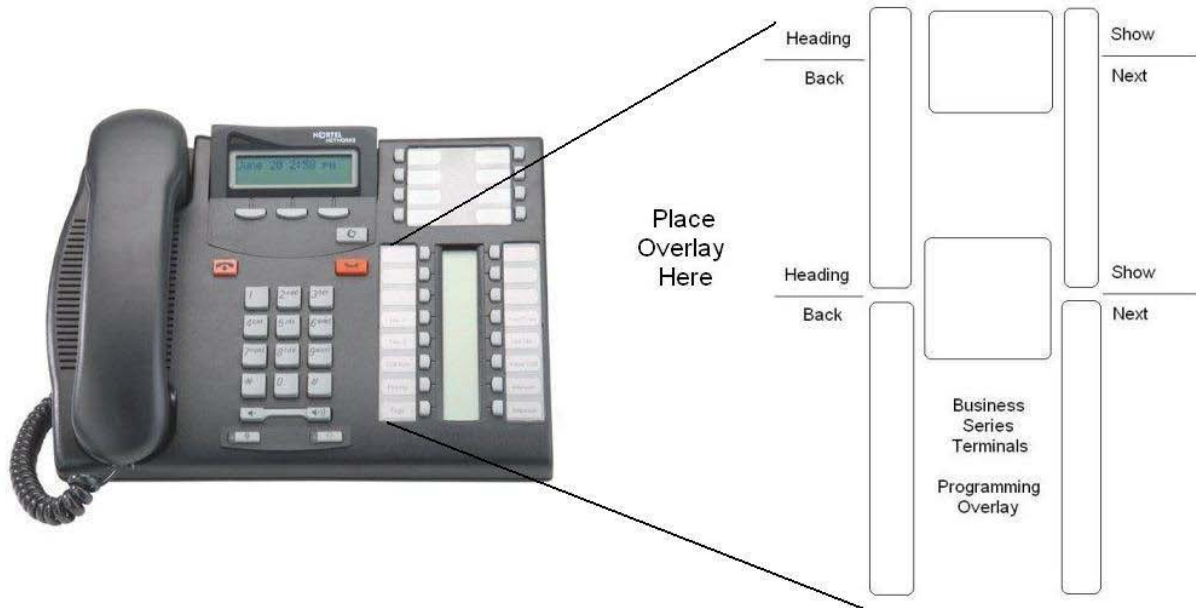


# Phone System Programming

## Programming Overlay

**Note:** When entering System Programming (\*\*266344), refer to the Programming Overlay

### T-Series



### M-Series



## Change the Name of a Set

1. Press **Feature \* \* 266344**
2. Password: **266344**
3. See **Terminals and Sets**: press **Show** (top right arrow (by where your lines are))
4. Enter **Extension Number**
5. Press **Show** (top right arrow)
6. Press **Next** (bottom right arrow) until you see the current name
7. Press **Chng** (on display), then **Spell Name** press **#** after each letter
8. Press **Next** (bottom right arrow)
9. Press **Rls** when finished to exit programming

## Change the Time and Date

1. Press **Feature \* \* 266344**
2. Password: **266344**
3. Press **Next** until you see **time and date** on display
4. Press **Show**, then Follow prompts on display
5. Press **Rls** when finished to exit programming

## Program System Speed Dials

1. Press **Feature \* \* 266344**
2. Password: **266344**
3. Press **Next** until you see **SYS Speed Dial**
4. Press **Show**
5. Enter a speed dial code: **001-255** or press **Next** to scroll through, then press **Show**
6. Press **Chng** on display and **enter** the **phone number**, then press **OK**
7. Press **Next**, then **Chng** until you see **Pool**, and then enter **9**
8. Press **Next** then press **Chng**, spell out name ( press **#** after each letter), then press **Next**
9. Then **Heading** to enter another speed dial or press **Rls** to exit programming



## Common Feature Codes

FEATURE CODE:	DESCRIPTION:	FEATURE CODE:	DESCRIPTION:
Feature *0	Button Inquiry	Feature *80	Ring Volume
Feature 4	Call Forward	Feature 0	Speed Dial
Feature 74	Call Park	<b>Voicemail Required</b>	
Feature 82	Camp On	Feature 989	Record Call
Feature 3	Conference Call	Feature 871	Ring Service
Feature 5	Last Number Redial	Feature 983	System Administration
Feature 71	Link	Feature 70	Transfer
Feature 630	Page – External & Internal	Feature 986	Transfer to Mailbox
Feature 620	Page – External	Feature 981	Voicemail
Feature 610	Page – Internal	Feature 980	Leave Message
Feature 76	Pick up	Feature 85	Do Not Disturb
Feature *6	Ring Type		

## Voicemail Programming

### Log Code:

If you are **2 Digit Extension** your log code will be one of the following: **121234 OR 121111 OR 120000**

If you are **3 Digit Extension** your log code will be one of the following: **1021234 OR 1021111 OR 1020000**

If you are **4 Digit Extension** your log code will be one of the following: **10021234 OR 10021111 OR 10020000**

### Record Introduction Greeting

**Important Note:** This is only the Initial introduction part of the Greeting.

1. Press **Feature 983**
2. Enter **LOG Code:** \_\_\_\_\_, press **OK**
3. Press **AA**
4. Press **Grtg**, press **Grtg** again
5. Enter the **Greeting Number** you'd like to change:
  1. **1** for **Day** Greeting
  2. **2** for **Night** Greeting
  3. **4** for **Holiday** Greeting
6. Press **OK**
7. Press **Rec...** record greeting, press **OK** when done
8. Press **OK** to accept recording: press **RLs** when done



### Example Greeting:

#### Greeting 1: (Day)

- Thank you for calling \_\_\_\_\_. We apologize all of our representatives are currently assisting another customer.

#### Greeting 2: (Night)

- Thank you for calling . We are currently closed.
- Our regular business hours are from \_\_\_\_\_.

### Record Instructions:

**Important Note:** This is the menu part of the Greeting if you are **NOT** using a CCR Tree (press 1 for “Sales”, press 2 for “accounting” etc.). It plays immediately after the above introduction greeting.

1. Press **Feature 983**
2. Enter **LOG Code:** \_\_\_\_\_, press **OK**
3. Press **AA**
4. Press **Table**, enter **1**, then **OK**
5. Press **Rec**, then **Rec** again
6. Make your recording, press **OK** when done
7. Press **OK** to accept recording, press **Rls** when done

### Example Greeting:

- If you know the extension of the person you are calling please enter it now.
- For \_\_\_\_\_, please press 221. For \_\_\_\_\_, press 222.
- To reach reception or to leave a general message, press 0.



## CCR Tree Setup and Changes

Making changes to a CCR Tree involves 4 steps:

1. **Disabling** the Tree
2. **Making Changes** to the Tree
3. **Saving** the Changes **Important NOTE:** You **MUST** save tree before exiting the system
4. **Re-Enabling** the Tree

### 1. Disable the Tree:

1. Press **Feature 983**
2. Enter **LOG Code:** \_\_\_\_\_, press **OK**
3. Press **AA**
4. Press **Table**, enter **1**, press **OK** twice
5. Press **Next** 5 or 6 times until you see:
6. **Morn CCR Tree:** 1... press **Chng**, then **Disable**, press **Next**
7. **Aft CCR Tree:** 1... press **Chng**, then **Disable**, press **Next**
8. **Eve CCR Tree:** 1... press **Chng**, then **Disable**, press **Next**
9. **Nbus CCR Tree:** 1 ... press **Chng**, then **Disable**, press **Next**
10. Press \* \* (will skip you to step 3 of next instructions) or Press **Rls** to exit programming

### 2. Make Changes to the Tree:

1. Press **Feature 983**
  2. Enter **LOG Code:** \_\_\_\_\_, press **OK**
  3. Press **Othr**, press **CCR**, press **Admin**
  4. Enter **Tree Number Number** (usually 1 if only using one tree), press **OK**
  5. Press **Chng**
  6. Enter the **Path Number** you want to change, then press **OK** (see below)
- Note:** **Path 0** is where you record the menu options (which plays immediately after the introduction greeting (recorded on page 5))

#### Example:

- **Path 0:** Press **Rec** and then **Rec** again
- For “store and service hours”, press 1. (*goes to Path 1*)
  - For “our company directory”, press 2 (*goes to Path 2*)
  - For “Sales”, press 3 (*goes to Path 3*)
  - For \_\_\_\_\_, press 4 (*goes to Path 4*)
  - For \_\_\_\_\_, press 5 (*goes to Path 5*)
  - For all other inquiries, press 0



➔ **Path 1:** Press **Info**, press **Rec**

- Our regular business hours are \_\_\_\_\_
- We are located at \_\_\_\_\_
- Our fax number is \_\_\_\_\_
- Please visit us online at www \_\_\_\_\_

➔ **Path 2:** Press **Menu**, press **Rec**

- For \_\_\_\_\_ , please dial "221"
- For \_\_\_\_\_ , please dial \_\_\_\_\_
- For \_\_\_\_\_ , please dial \_\_\_\_\_
- For \_\_\_\_\_ , please dial \_\_\_\_\_
- For \_\_\_\_\_ , please dial \_\_\_\_\_

➔ **Path 3:** Press **Othr**, Press **Xfer**, Press **Int**

- Enter the ext number you'd like "press 3" to transfer to (*goes to x*)

Etc.

➔ **Save Tree:**

### 3. Save Tree

1. Press **End**
2. Press **Save**
3. See save as **Tree 1**(if using tree 1).. press **YES**
4. Press \* (will skip you to step 3 of next instructions) or Press **Rls** to exit programming

### 4. Re-Enable the Tree

1. Press **Feature 983**
2. Enter **LOG Code:** \_\_\_\_\_ , press **OK**
3. Press **AA**
4. Press **Table**, enter **1**, press **OK** twice
5. Press **Next** until you see: **Morn CCR: NO...** press **Chng** then enter **1**, then press **OK**, then press **Next**
6. See **Aft CCR tree: NO** \_\_press **Chng** then enter **1**, press **OK** then **Next**
7. See **Eve CCR tree: NO**\_\_ press **Chng** then enter **1**, press **OK** then **Next**
8. See **Nbus CCR tree: NO**\_\_ press **Chng** then enter **1**, press **OK** then **Next**
9. Press **Rls**



## Path Choices:

<b>Menu</b>	A recording of options (Example: "For Admin press 1, sales press 2")
<b>Info</b>	Information Recording (Example: "We are located at.... Our fax number is...")
<b>Other</b>	Brings you to the options of pressing Xfer or Lv Msg
<b>Xfer</b>	Transfers directly to a specific extension or phone number
<b>INT</b>	Internal Transfer or <b>EXT</b> External Transfer
<b>Lv Msg</b>	Transfers a caller directly to a specific mailbox number.

## Holiday Greeting Activation/Deactivation

1. **Record greeting 4.** (see Page 6 for instructions)
2. To Activate: press **Feature 982**
3. Password: **1111**, press **OK**
4. See **ATDT Avail: Y** press **Chng: see N**, press **Next**
5. See **Bus Open: Y** press **Chng: see N** press **Next**
6. Press **RLs**

### To Deactivate:

1. Follow above steps **2 & 3**
2. See **ATDT Avail: N**, press **CHNG to Y**, press **Next**
3. See **Bus Open: N**, press **CHNG to Y**, press **Next**
4. Press **RLS**

## Delete a Mailbox

1. Press **Feature 983**
2. Enter **LOG Code:120000 or 1020000**, press **OK**
3. Press **MBOX**, then **DEL**
4. Enter **Mailbox Number**
5. Press **DEL**
6. To re-add the a new mailbox, Press **\*** (will skip you to step **3** of next instructions) or Press **RLs** to exit programming



## Add a Mailbox

1. Press **Feature 983**
2. Enter **LOG Code: 120000 or 1020000** , press **OK**
3. Press **Mbox**, then **Add**
4. Enter **Extension Number**, press **OK** to **Subscriber**
5. Enter **Extension Number** again,
6. See **Class of Service**: enter **1**, press **OK**
7. **Spell name** of Employee (last name first, press # after each letter (# # to enter first name)), Press **OK**
8. See **Directory: Y** press **Yes**
9. See **Message waiting: Y** press **Yes**
10. See **Outdial**: press **Chng** unit you see **Pool**,
11. Press **Next**, enter **1**, press **OK** then **OK** again
12. Press **Rls**

## Reset the Password of a Mailbox

1. Press **Feature 983**
2. Enter **LOG Code: 120000 or 1020000** , press **OK**
3. Press **Mbox**, press **Chng**, enter **mailbox number**
4. See **Password**: press **Reset** to reset password to the system default: **0000**
5. Press **Rls**

## Change the Name on a Mailbox

1. Press **Feature 983**
2. Enter **LOG Code: 120000 or 1020000** , press **OK**
3. Press **Mbox**, press **Chng**, enter **mailbox number**
4. Press **Next** until you see **Name**
5. Press **Chng**
6. **Spell New Name** (last name first), press # after each letter (# # to enter the first name)
7. Press **OK** when finished
8. Press **Rls**

