

Norstar Modular and Compact ICS 4.1 System Coordinator Guide Addendum

This addendum provides information about new and enhanced features for Modular and Compact ICS 4.1 (MICS and CICS). For a complete description of all the capabilities refer to the *Norstar Modular or Compact ICS 4.0 System Coordinator Guide*.

Add the following information to the Forwarding your calls section of the *Norstar Modular or Compact ICS 4.0 System Coordinator Guide*.

Forwarding your calls (external)

Feature 4

Press Feature 4 and enter the number of the telephone to which you want your calls forwarded. You can forward your calls to an internal or external telephone. To forward your calls to an external destination you must enter the route plus the dialing digits of the external telephone. For example, if your system requires you to dial 9 for external calls then you must enter 9 plus the dialing digits to forward your calls to an external number.

You can also use Line Redirection to forward calls outside the system. Line redirection takes precedence over Call Forward.

Canceling Call Forward

Press Feature # 4 .

Using Call Forward at your telephone

When you use Feature 4 , all calls go to the destination you select, regardless of how Forward on Busy and Forward no Answer are programmed.

Note: To allow external destination programming, you must program **Allow redirect** to Yes for each set, in **Terminals&Sets/Capabilities**.

Hospitality Services

Hospitality Services (HS) is a group of features that increases the value of the Norstar ICS in small to medium sized facilities such as hotels, motels or hospitals.

Note: Hospitality Services feature is primarily for International users.

In a hotel setting, guests gain improved services through immediate access to basic functions like:

- wake-up service or reminders
- accurate tracking of the room's service requirements.

Norstar telephones are classified as one of three types of sets: a common set, a room set or a Hospitality Services (HS) admin set.

Common set

A common set can be a telephone found in a lobby, office, or common area, it is not associated with a room. A common set does not have access to the all of HS features.

Common sets are Norstar telephones or analog telephones connected to an analog terminal adapter (ATA), or an analog station module (ASM).

Room set

A Room set is a set assigned to a room in System programming. Up to five sets can be assigned to the same room (they all share same room number).

Room sets can be any Norstar telephone or an analog telephone connected to an ATA or an ASM.

Hospitality Services (HS) admin set

A Hospitality Services (HS) admin set is any two-line display Norstar telephone. A HS admin set can be programmed to require a user to enter the Desk admin password before access to HS admin features is granted.

Alarm time (AL) feature

The Alarm time feature provides an alarm clock capability on Norstar and analog telephones connected to an ATA or an ASM. Both room sets and common sets can be programmed to sound an audible alert at a requested time.

One Alarm time within a 24 hour period is programmable on a room or common set and must be reset daily. When the alarm sounds, all sets in a given room alert. Canceling the alarm on any set cancels the alarm on all the sets in the room. A new Alarm time entered on a room or common set overwrites any alarm set previously.

If the Norstar system experiences a power failure, the failure can result in missed Alarm times. When the Norstar system is running and the system's time resets, the missed Alarm times alert in respective room or common sets. At all times, the Norstar system allows up to a maximum of 25 sets that can alert at the same time.

Programming the Alarm time feature

To program the Alarm time feature on a Norstar telephone:

1. Press Feature 8 7 5. The display shows **Alrm: 07:00am OFF**.
2. If the alarm time is correct press **ON/OFF**. The display shows **Alrm:07:00am ON**. Press **DONE** to exit.
or
To enter a new alarm time press **CHG**. The display shows **Enter time:**.
3. Enter a new 4 digit alarm time.
 - If the 24 hour clock format is used (hour: 00 to 23 and minutes: 00 to 59), no confirmation is required. The display shows **Alarm ON hh:mm**.
 - If the 12 hour format is used, the display shows **hh:mm AM or PM?**. Press the **AM** or **PM** display key. The display shows **Alarm ON hh:mm**.

To program the Alarm time feature on an analog telephone:

1. Press [*] 8 7 5 . A tone sounds.
2. Enter a 4 digit alarm time.
 - If the 24 hour clock format is used (hour: 00 to 23 and minutes: 00 to 59), a tone sounds.
 - If the 12 hour format is used, press [*] to select am or [#] to select pm. A tone sounds.

At the selected times, sets in the room ring to wake-up or remind the occupant of the next event or meeting.

Changing or canceling an earlier selected Alarm time

To set a new time for an Alarm time, re-enter a new Alarm time. The new time overwrites any earlier set time. Canceling the Alarm time for any set cancels the Alarm time for all the sets in the same room.

Canceling the alarm

- To cancel the Alarm time on a Norstar telephone, press [#] 8 7 5 .
The display shows **Alarm OFF**.
- To cancel the Alarm time on an analog telephone press [#] 8 7 5 .

Turning off the Alarm

When a set rings at the selected time, the occupant can release the Alarm ring as follows:

- On a Norstar telephone, press any button except the button.
- On an analog telephone lift and replace the handset back into position.

Note: If the user presses the button when the set rings, it temporarily deactivates the Alarm. After a number of minutes, the set will alert again.
If the user is on a call when the alarm sounds they can press any key except to cancel the alarm and maintain their active call.

Hospitality Services admin alarm feature

Only a Hospitality Services (HS) admin set can use the Hospitality Services admin alarm feature. The Hospitality Services admin alarm feature is room oriented only, it does not control the alarms on common sets.

The Hospitality Services admin feature can:

- query the current or last alarm time set for a room
- overwrite previous Alarm time programming for a room on the system
 - assign an Alarm time for any room on the system
 - change an Alarm time for any room on the system
 - cancel an Alarm pending for any room on the system

To program the Alarm time for a room with the Hospitality Services admin alarm feature:

1. Press 8 7 7 on a two-line display Norstar telephone (M7310 or M7324).

2. If configured, the display shows **Password :**. Enter the Desk admin password.
3. The display shows **Al of rm#:**. Enter the room number.
4. Press **VIEW**. The display shows **Alarm: 07:00am OFF:**. If the alarm time is correct press the **ON/OFF** display key to activate the alarm.
5. Enter a four digit alarm time.
 - If the 24 hour format is used (hour: 00 to 23 and minutes: 00 to 59), no confirmation is required. The display shows **Alarm hh:mm ON**.
 - If the 12 hour format is used, the display shows the four digit time plus **AM or PM?**. Press the **AM** or **PM** display key. The display shows **Alarm hh:mm am or pm ON**.
6. Press the **[Rls]** button to exit programming.

Room occupancy (RO)

The Room occupancy (RO) feature allows front desk operators to assign dialing restrictions to room sets, and also works with the Room condition (RC) feature.

Dialing restrictions for room sets, defined in **Restrictions** under **Terminals&Sets** and **Call restrns** under **Hospitality** in **System prgrming**, replace dialing filters set under **Services**. The RO feature does not apply to common sets.

The RO feature uses the following room states: Vacant, Basic, Mid, and Full. A variety of dialing filters can be configured for each room state. The default setting is **Vacant**.

- **Vacant** — Room is empty.
- **Basic** — Room is occupied.
- **Mid** — Room is occupied.
- **Full** — Room is occupied.

Programming the state of a room set

To access the Room Occupancy feature and assign the state of a room set:

1. Press **[Feature]** **[8]** **[7]** **[9]** on a two-line display Norstar telephone (M7310 or M7324).
2. If configured, the display shows **Password :**. Enter the Desk admin password.
3. The display shows **Oc of rm#:**. Enter the room number and press **OK**.
4. The display shows **rrrrr:Vacant**. Press the **CHANGE** display key and select the required status for the room set: Vacant, Basic, Mid or Full. The default setting is **Vacant**.
5. To program other rooms, press the **FIND** or **NEXT** display key and return to step 3. If no more rooms require programming, press the **[Rls]** button to exit programming.

Note: Programming a room to Vacant state cancels any outstanding alarms.

Room condition (RC)

The Room condition (RC) feature allows users to exchange information about the serviced state of a room. Users are front desk attendants, cleaning or maintenance personnel of an establishment. The RC feature is not available from a common set.

The Norstar system maintains a database of the state of each room. This database is accessed from either the room set or a Hospitality Services admin set.

Room sets can:

- set the associated room's state to Service done (**Srvc done**)
- set the associated room's state to Needs service (**Needs srvc**)
- query the state of the associated room on a set with a display.

Front desk sets can:

- set any room's state to Service done (**Srvc done**)
- set any room's state to Needs service (**Needs srvc**)
- query the state of any room.

The system changes the state of occupied rooms to Needs service on a daily basis at a set time as configured in the system.

Maintenance personnel program the condition of the room to Service done when service in the room is complete.

The front desk attendant can query or program the condition of a room with a Hospitality Services admin set. The Norstar system automatically sets the status of a room to **Needs srvc**, when a Room occupancy status changes from occupied to **Vacant**.

Room condition from a room set

To update the Room condition using a room set:

1. Press **Feature** **8** **7** **6** on a Norstar telephone or press **Link** ***** **8** **7** **6** on an analog telephone.
2. At the prompt, enter the status of the room.
3. Press **1** on the dialpad to indicate **Set to srv done**. If required, enter the Room condition password.
or,
Press **2** on the dialpad to indicate **Set to needs srv**. If required, enter the Room condition password.
4. The display shows **Set to srv done** or **Set to needs srv**.

Room condition with a Hospitality service admin set

To update or query the Room condition using a HS admin set:

1. Press on a two-line display Norstar telephone (M7310 or M7324).
2. If configured, the display shows **Password :**. Enter the Desk admin password.
3. The display shows **Cond of rm#:**. Enter the room number and press **OK**.
4. The display shows **rrrrr:Vacant**. Press the **CHANGE** display key and select the required status for the room set: if the room is occupied, select **Srvc done** or **Needs srvc**; if the room is vacant, select **Vacant** or **Needs srvc**. The default setting is **Vacant**.
5. To update or query other room sets, press the **FIND** or **NEXT** display key and return to step 3. If there are no more room sets updates or queries, press the button to exit programming.

Hospitality programming

Hospitality passwords

The Hospitality Services feature allows for two types of passwords to access different areas of Hospitality programming.

Desk admin password

The Desk admin password is used to access all Hospitality Services admin features. The default Desk admin password is: (**4677**). To change the default Desk admin password:

1. Begin with **Passwords**.
2. Press . The display shows **COS Pswds**.
3. Press until the display shows **Hospitality**.
4. Press . The display shows **Desk Pswd:4677**.
5. Press the **CHANGE** display key. Enter a one to six digit number. Press **OK**.

Room condition password

The Room condition password controls the ability to change the room condition with . The default room condition password is: **None**. Different from the Desk admin password, the room condition password can remain as **None**. To change the default Room condition password:

1. Begin with **Passwords**.
2. Press . The display shows **COS Pswds**.
3. Press until the display shows **Hospitality**.
4. Press . The display shows **Desk Pswd:4677**.
5. Press . The display shows **Cond Pswd:None**.
6. Press the **CHANGE** display key. Enter a one to six digit number. Press **OK**.

Fax switch feature (for CICS 4.1)

The Fax switch feature (available on Compact systems only) monitors incoming Auto Attendant lines and automatically transfers calls to a fax machine when it hears fax tones. The Fax switch contains all of the required Fax tone detection and transfer abilities within the Norstar system.

Programming the Fax switch

To enable the Fax switch feature, define a Fax DN and turn the Fax switch On for either Auto-attendant feature (System Answer (SA) or Custom Call Routing (CCR)).

Programming the Fax DN

The Fax switch feature allows one Fax DN, on the system, accessed with the Fax tone detector. The user defines the Fax DN in the System Programming section.

1. Begin with **System Programming**.
2. Press . The display reads **Hunt Groups**.
3. Press until the display reads **Fax DN:None**.
4. Press the **CHANGE** display key. Enter the DN you need the Fax switch feature to identify. The default is **None**.

The Fax switch identifies one DN and does not support the unique definition of a number of Fax devices. Through the use of the defined DN, a programmable option exist to create a collection of Fax devices. To support a collection of Fax devices

- use the Forward on Busy setting on a set.
- use the Hunt group functionality to collect all Fax devices under one DN.

Programming the Fax switch in Auto-attendant

The Fax switch default for both the CCR and SA features is Off.

System Answer

1. Begin with **System Programming**.
2. Press . The display reads **Hunt Groups**.
3. Press until the display reads **Auto Attendant**.
4. Press . The display reads **Auto Attendant:Off**.
5. Press until the display reads **System Answer**.
6. Press . The display reads **After: 3 rings**.
7. Press . The display reads **Fax Switch:Off**.
8. Press the **CHANGE** display key. Select On or Off. The default is **Off**.

CCR

1. Begin with **System Programming**.
2. Press . The display reads **Hunt Groups**.
3. Press until the display reads **Auto Attendant**.
4. Press . The display reads **Auto Attendant:Off**.
5. Press until the display reads **CCR**.
6. Press . The display reads **After: 3 rings**.
7. Press until the display reads **Fax Switch:Off**.
8. Press the **CHANGE** display key. Select On or Off. The default is **Off**.

Because Custom Call Routing allows for more flexibility in automatically answering and transferring calls, CCR is best for the Fax detection setting. Custom Call Routing, different from System Answer, helps businesses that have no dedicated attendant answering calls.

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