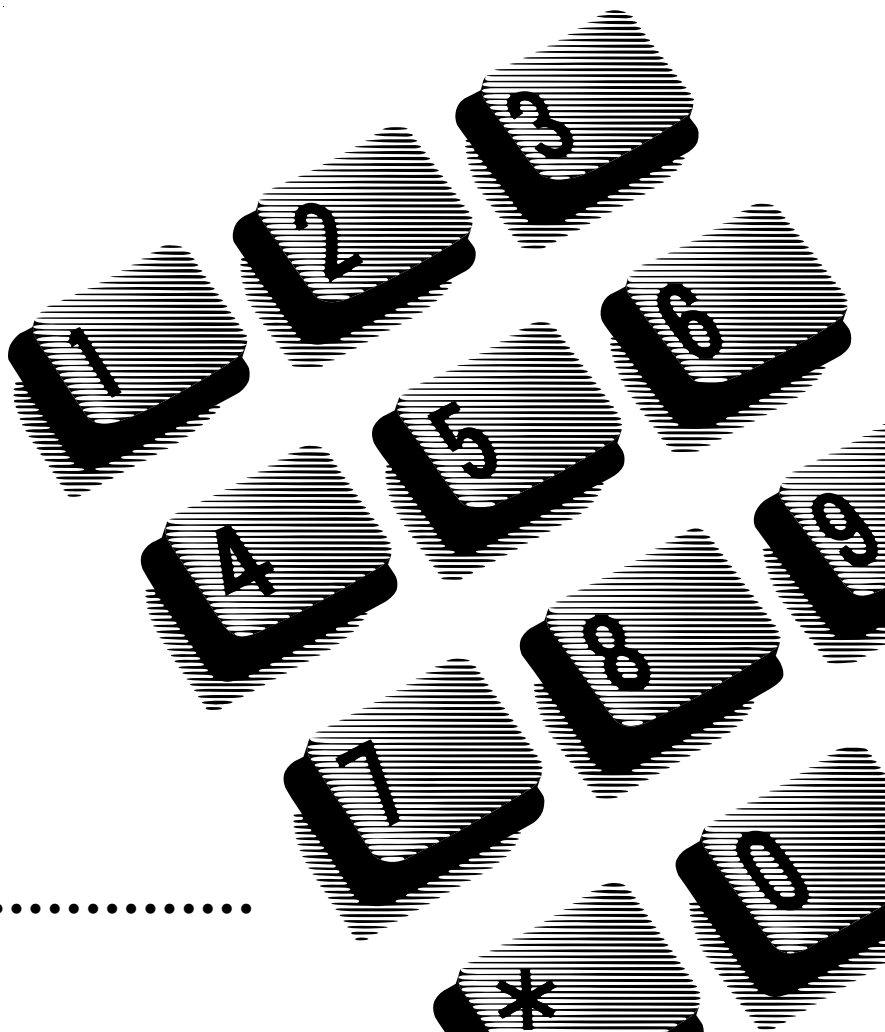




# NORTEL NORSTAR



## Audio Conferencing Unit User Guide



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## Canadian & US Safety Installation Instructions

### Please Read Carefully



**WARNING:** To avoid electrical shock hazard to personnel or equipment damage observe the following precautions when installing telephone equipment:

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

This symbol (if applicable) on the product is used to identify the following important information:

### For equipment with internal mains supplies:

- Mains nominal AC voltage 110-120 V~ ; 50/60 Hz
- Mains nominal AC voltage 220-240 V~ ; 50/60 Hz










This equipment may only be connected to the Host equipment (Norstar or Companion equipment) and may not be connected directly to the Public Switched Telephone Network (PSTN).

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## For equipment with external mains adapters:

**CAUTION:** Intended for use in a protected environment. Use only a Nortel supplied or recommended mains power adapter marked as indicated below:

Mains Supply (Input Voltage)	Output Voltage	Rated Current	Approval Markings	Polarity Marking
240 V ac	9 V dc	0.6 A maximum	CLASS II POWER SUPPLY  CE	-VE  +VE
230 V ac	9 V dc	0.6 A maximum	CLASS II POWER SUPPLY  CE	-VE  +VE
110 V ac	9 V dc	0.6 A maximum	CLASS 2 POWER SUPPLY  or 	-VE  +VE

The CE marking on the product indicates compliance with the EU Low Voltage Directive (LVD) and the Electromagnetic Compatibility Directive (EMCD).

## Important Safety Instructions

### Please Read Carefully

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury of persons, including the following:

1. **Read and understand all instructions.**
2. Follow the warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
5. Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.
6. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
8. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
9. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock, do not disassemble this product, but have it sent to a qualified service person when service or repair work is required.
11. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - a. When the power supply cord or plug is damaged or frayed.
  - b. If the product has been exposed to rain, water or liquid has been spilled on the product, disconnect and allow the product to dry out to see if still operates; but do not open up the product.
  - c. If the product housing has been damaged.
  - d. If the product exhibits a distinct change in performance.
12. Avoid using telephone equipment during an electrical storm. There may be a remote risk of electric shock from lightning.
13. Do not use the telephone equipment to report a gas leak in the vicinity of the leak.
14. **CAUTION:** To eliminate the possibility of accidental damage to cords, plugs, jacks, and the telephone equipment, do not use sharp instruments during the assembly procedures.
15. **Save these instructions.**

## CANADIAN AND US REGULATIONS

### **NETWORK CONNECTION (Canada, United States)**

This device complies with the requirements of Part 68 of the FCC Rules and Industry Canada CS03, Issue 8, for connection to the Host equipment (Norstar or Companion equipment) only, and may not be connected directly to the Public Switched Telephone Network (PSTN).

FCC registration number: This equipment complies with Part 68, Rules and Regulations, of the FCC for connection to Host equipment (Norstar or Companion equipment) and may not be connected directly to the Public Switched Telephone Network (PSTN). The FCC registration number appears on a sticker affixed to the equipment.

For more regulatory information, refer to Norstar Installation Guide that came with your system.

### **EMI/EMC**

**Note:** This device complies with Class A EMI requirements when connected to host equipment that meets Class A and Class B when connected to host equipment that meets Class B. For more information about compliance, refer to Norstar Installation Guide that came with your system.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### **For Class A Host equipment**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules, and ICES-003 Class A Canadian EMI requirements. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

These limits are designed to provide reasonable protection against harmful interference in a commercial environment.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### **For Class B Host equipment**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules, and ICES-003 Class B Canadian EMI requirements. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation.

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If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## **Warranty Information**

Do not attempt to repair this equipment. If you experience trouble, call or write for warranty and repair information.

### **Address for warranty and repairs in the United States:**

Nortel (Northern Telecom)  
640 Massman Drive,  
Nashville, TN, 37210  
USA

For more information call 1-800-4NORTEL

### **Address for warranty and repairs in Canada:**

Nortel (Northern Telecom)  
30 Norelco Drive  
Weston, Ontario, M9L 2X6  
Canada

For more information call 1-800-4NORTEL.





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## About the Norstar Audio Conferencing Unit

The Audio Conferencing Unit connects to a Norstar™ Integrated Communication System (ICS) to provide high-quality audioconferencing capability. This system enables full-duplex, two-way voice communication across the telephone network.

This guide describes the Audio Conferencing features available to users as well as troubleshooting procedures. Most features available from an Audio Conferencing Unit are accessed by pressing  followed by  and then entering a feature or access code on the dialpad. The feature list in this guide shows   plus the code for each feature. Where applicable, steps are included to assist you with using the features.

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

To ensure best performance:

- Locate the unit in a quiet environment, with soft furnishings — such as carpets, curtains, and sound-absorbing walls and ceilings.
- Place the unit at the center of a table or desk.
- Keep papers and other objects away from the unit.
- Seat all participants the same distance from the unit.
- Speak at normal conversation levels.
- Direct your voice toward the unit.
- Do not move the unit during a call.

™ Norstar is a trademark of Northern Telecom.

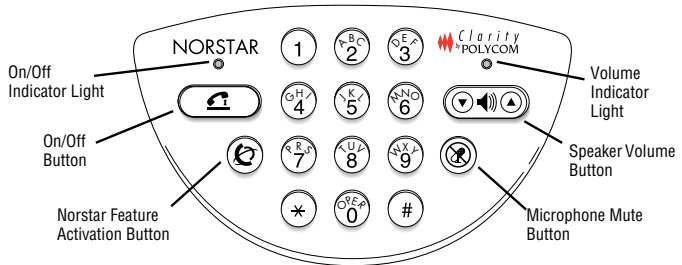
™ Clarity by Polycom is a trademark of Polycom.

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## Using your Audio Conferencing Unit

### The Audio Conferencing Unit components




### Operating the Audio Conferencing Unit


To place a call:

1. Press  to turn the Audio Conferencing Unit on and dial the number.


To answer a call:

1. Press  when you hear the Audio Conferencing Unit ringing.


To adjust the speaker volume:

1. Press  to decrease or increase the sound level.

To control the microphone:

1. Press  to prevent the other party from hearing your conversation. The microphone status lights will change to blinking red. Press again to resume two-way communications.


### Accessing Norstar features

Your Norstar system provides many features, such as Conference, Transfer, Hold and answering or making a second call, that are accessed by pressing . Refer to the **Audio Conferencing Unit Feature List** later in this guide.

## Audio Conferencing Unit Feature List

### Call Park

#### **Call Park Retrieve**

A parked call can be retrieved from any Norstar telephone by pressing  and entering the Call Park code. The person who parked the call may page you and advise you of the Call Park code.





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### Conference Call

 \* 

Cancel  # 

Allows you to establish a three-way conference between yourself, one external call and one internal call, or two internal 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, press  twice and enter   to return to the first call.

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#### **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. Press .
3. Press  again and enter  . You are connected with the caller on hold.

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## Hold Call and Alternate Line



Hold allows you to place an active call on hold and allows it to be picked up from other telephones. Alternate Line allows you to switch between your two lines. When a line is in use, you will hear an error tone informing you that the line is already in use.

### **Retrieve a Call on Hold**

1. Enter .

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## Last Number Redial



Automatically dials the last external telephone number you dialed.

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## Long Tones



Allows you to generate a tone for as long as you hold down a dialpad button. This is used to communicate with devices such as a fax or answering machine. Long tones are in effect only for your current call.

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## Reach Through (Centrex/PBX)

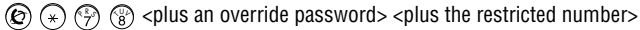
### **Link**



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.

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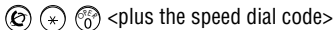
## Restriction Override



Allows you to override restrictions imposed on your telephone. For the override password, see your System Coordinator.

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## Speed Dial



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

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## Transfer

### *To Transfer using Conference*

1. Enter  .
2. Make the second call.
3.  \* .
4. Press .

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



















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

1. Enter   to 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. Press .
- Note:** Your co-worker must have a Norstar telephone with line appearance.

## In Case of Difficulty

- |   |   |
|---|---|
| <b>No dial tone</b>   | <ul style="list-style-type: none"><li>• Ensure all connections are correct and tight.</li><li>• Ensure the short telephone line cord is connected to a Norstar proprietary digital line.</li><li>• Try a different line.</li></ul>  |
| <b>Telephone does not ring</b>                                      | <ul style="list-style-type: none"><li>• Adjust the ringer volume on the bottom of Audio Conferencing Unit.</li></ul>  |
| <b>Short silences, echoes or clipped speech</b>                     | <ul style="list-style-type: none"><li>• Don't move Audio Conferencing Unit while it's in use.</li><li>• Keep your hands away from the unit during calls.</li><li>• Keep papers, cups, coffee pots, etc., away from the unit.</li><li>• At the beginning of a call, let someone at each location speak in turn for a few moments, to enable Audio Conferencing Unit to adapt to its environment.</li><li>• The other party may be using lower-quality equipment or a half-duplex conference bridge, in which case there may be little you can do.</li><li>• Try calling again to see if another line provides a better connection.</li></ul> |
| <b>Muffled or "in a well" reception</b>                             | <ul style="list-style-type: none"><li>• Speak closer to the unit so the microphones can pick up your speech.</li><li>• Add more sound absorbency to the room.</li></ul>   |
| <b>Excessive noise</b>  | <ul style="list-style-type: none"><li>• Noisy equipment, such as a computer or fan, may make it difficult for you to hear the other party. Both parties should turn off any noisy equipment.</li><li>• Try calling again to see if another line provides a better connection.</li></ul>   |
| <b>Telephone dialing or Special Features Button not operational</b> | <ul style="list-style-type: none"><li>• Contact your dealer to verify that the switches on the bottom of Audio Conferencing Unit are set correctly.</li></ul>   |
| <b>Physical damage</b>  | <ul style="list-style-type: none"><li>• If physical damage causes internal parts to become accessible, disconnect the Audio Conferencing Unit immediately. Do not reconnect it to the network until it has been repaired by a Nortel authorized repair center.</li></ul>  |
| <b>Cautions</b>   | <ul style="list-style-type: none"><li>• Never install telephone wiring during a lightning storm.</li><li>• Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.</li><li>• Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected from the network interface.</li><li>• Always use caution when installing or modifying telephone lines.</li></ul>   |
| <b>Maintenance</b>  | <ul style="list-style-type: none"><li>• Clean the equipment with a soft, dry cloth. Do not use alcohol or petroleum-based cleaners.</li></ul>   |

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<b>Feature Summary</b>	Call Park	retrieve	 + call park code
	Conference Call	set-up cancel	 *   # 
	Hold Call/Alternate Line	retrieve make 2nd call answer 2nd call	 
	Last Number Redial	redial	 * 
	Long Tones	remote access	  *    
	Reach Through (Centrex/PBX) link		 *   1
	Restriction Override	enable	 *    + override password + restricted number
	Speed Dial	enable	 *  0 + code
	Transfer	using conference	  + make second call +  *  

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<http://www.nortel.com/norstar>

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