Displays

Forward denied	There are several reasons why you may get this message. For instance, you cannot forward your calls to a telephone that has been forwarded to your telephone.
Forward>221 CANCL	Your calls are being forwarded to telephone 221.
Not in service	Two or more telephones are linked in a forwarding chain, and one of them is out of service or is being used for programming.

For other displays, see *Common feature displays* on page 257.

Line Redirection

Line Redirection allows you to send your external calls to a telephone outside the office. You may choose to redirect all your external lines or only some of them.

Line Redirection takes precedence over the Call Forward feature. If both features are active on a telephone, incoming external calls on redirected lines are routed to the specified Selective Line Redirection (SLR) external destination. Incoming internal calls are forwarded to the specified Call Forward destination.

You cannot use the Line Redirection feature on an M7100 or a T7100 telephone, or on a telephone connected to an ATA.

Turning on Line Redirection

Follow these steps to turn on Line Redirection:

1. Press ✆ 8 4 .

2. Select the outgoing line to be used for redirected calls.

3. Enter the number to which calls are redirected.

Refer to the list below for suggestions.

4. Select the lines to be redirected.

In step 3, you can enter the telephone number to which you want to redirect calls, using one of the following methods:

• Press an external autodial button.

• Enter an external telephone number (using no more than 24 digits) then press ⌨ or OK.

• Press ⌨ or OK if the line you have chosen as the outgoing line is a private network line that does not require you to dial digits.

If you use ALL to redirect all your lines, it is important that you wait until all the lines on your telephone light up before pressing ⌨ or OK. If you press ⌨ or OK before all the lines light up, those lines not lit are not redirected.

> **Tip -** *The line chosen for redirecting calls on other lines can be used normally when it is not busy on a redirected call. To avoid redirection failing because the chosen line is in use, choose a line pool with several lines in it.*

> **Tip -** *The system does not check that the number you give for line redirection is a valid one. If you redirect to an invalid number, redirection fails. Using an autodial button to enter the redirection number helps avoid this possibility. An autodial button used for line redirection must be programmed to use a specific line.*

Canceling Line Redirection

When you are ready to resume service, use this procedure to cancel line redirection.

1. Press ⌨ # 8 4 .

2. Select the lines you no longer want to be redirected.

Allowing a telephone to redirect calls

You can use programming to determine if a set can use the redirect calls feature and turn it on or off.

You need the programming template found at the front of this guide. See *Getting started with Norstar* on page 13 for more information.

1. Press ⌨ ✳ ✳ 2 6 6 3 4 4 .

2. Press 2 3 6 4 6 (the default System Coordinator password).

3. Press Show and enter the internal number of the telephone you want to program.

4. Press Show twice.

5. Press Back four times. The display reads Allow redirect:.

6. Press CHANGE to select Y (Yes) or N (No).

Turning the redirect ring for a telephone on or off

You can program a telephone to ring briefly (200 milliseconds) when a call is redirected to one of the lines assigned to it.
You need the programming template found at the front of this guide. See *Getting started with Norstar* on page 13 for more information.

1. Press ⌨ ✳ ✳ 2 6 6 3 4 4 .

2. Press 2 3 6 4 6 (the default System Coordinator password).

3. Press [Show] and enter the internal number of the telephone you want to program.

4. Press [Show] twice.

5. Press [Back] three times. The display reads `Redirect ring:`.

6. Press `CHANGE` to select `Y` (Yes) or `N` (No).

Tip - *If a telephone has redirect ring enabled, it rings briefly for redirected calls on one of its lines even if another telephone set up the line redirection.*

Displays while redirecting lines

`Intercom`	You selected the intercom button as the facility to place the call on. Enter a line pool code or a destination code.
`Line Redirection` `QUIT    ADD    REMOVE`	Press [*] or `ADD` to begin redirection. Press [#] or `REMOVE` to cancel a previous redirection.
`No line to use`	You have one external line on your telephone, but you need a second line to perform line redirection. Redirect your external line using a line pool as the outgoing line.
`Outgoing line`	You are attempting to redirect a line and the line you have chosen is the outgoing line you have selected as a destination. You cannot redirect a line to itself. Select another line.
`Pool code: _` `QUIT`	Enter a valid line pool access code.
`Redir by 221` `OVERRIDE`	You have attempted to redirect a line, but someone else has already redirected that line. Press [*] or `OVERRIDE` to override the previous redirection and redirect the line as you want.

`Redirect denied`	You can redirect calls only on individual lines.
`Select line out` `QUIT`	Select the line that is used to redirect calls out of the system.
`Select line(s)` `QUIT    ALL`	Press the lines to be redirected. To undo a line selection, press it again. Press ALL to redirect all your lines.
`Select line(s)` `        ALL    OK`	Continue to press the lines to be redirected. Press ☐ or OK when you are finished.
`Unequipped line`	The line you are attempting to redirect cannot be redirected because the hardware does not support redirection.

Displays while canceling redirection

`Select line(s)` `QUIT    ALL`	Press the lines that are no longer to be redirected. The lines light up as you press them. Once you cancel redirection for a line you cannot restore it by pressing the line again. Press ALL to cancel redirection for all your lines. To end, press ☐ or OK.
`Select line(s)` `        ALL    OK`	Continue to press the lines that are no longer to be redirected. Press ☐ or OK when you are finished.

For other displays, see *Common feature displays* on page 257.

How Line Redirection is different from Call Forward

Call Forward forwards all calls that arrive at a particular telephone to another telephone within the Norstar system. Line Redirection redirects only the lines you specify, no matter which telephones they appear on, to a telephone outside the Norstar system. Line Redirection takes precedence over Call Forward.

Using Line Redirection

You redirect lines at a telephone, but once redirected, the lines are redirected for the entire system.

You can redirect only lines that appear at line buttons on your telephone.

You can answer the telephone if it rings while you are in the middle of programming Line Redirection, but none of the Norstar call handling features are available until the feature times out. If you need to use a Norstar feature to process the call, quit Line Redirection programming by pressing ⬚ . Do not press ⬚ or you disconnect the call you are trying to process.

While you are programming Line Redirection you do not receive any indication of calls that do not actually ring at your telephone.

Be careful to avoid redirection loops. If for example, you redirect your lines to your branch office and your branch office redirects its lines to you, you can create a redirection loop. If these calls are long distance, you end up paying charges.

In certain situations, callers may experience lower volume levels when you redirect calls to an external location.