NØRTEL NORSTAR

Norstar ICS
System-wide Call Access (SWCA)
User Card

System-wide Call Appearance (SWCA)

The SWCA feature allows you to park and share calls on your Norstar system.

SWCA codes can be assigned to memory buttons with indicators, or they can be assigned to telephones which have no available memory buttons, as non-visible SWCA assignments. When a call is parked on a SWCA assignment, the line the call came in on is released and becomes available for other calls.

Adding SWCA buttons to your telephone

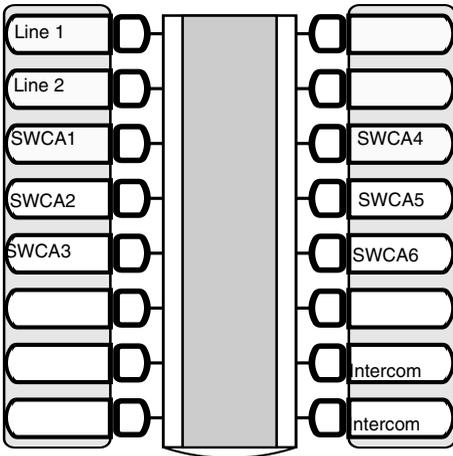SWCA codes can be assigned by your system administrator to a group of telephones.

Users also can assign SWCA buttons on their own telephone buttons:

1. Enter [Feature] [✻] [3]
2. Select a memory button with an indicator
3. Enter a SWCA code, [Feature] [✻] [5] [2] [1] to [Feature] [✻] [5] [3] [6].

If the telephones have no available buttons with indicators, SWCA codes must be assigned by the administrator through the telephone record for your telephone.

SWCA buttons

Line 1		
Line 2		
SWCA1		SWCA4
SWCA2		SWCA5
SWCA3		SWCA6
		Intercom
		Intercom

If possible, assign the same set of buttons to the same SWCA user codes for all telephones in the call group.

You can name the buttons anything, but it helps to have some reference to the SWCA code that is saved on the button.

If you need to find out which code has been assigned to a button, use Button Inquiry ([Feature] [✻] [0]).

Indicate the label for your SWCA buttons

Telephone btn #	*SWCA code
	[Feature] [✻] [5] [2] [1]
	[Feature] [✻] [5] [2] [2]
	[Feature] [✻] [5] [2] [3]
	[Feature] [✻] [5] [2] [4]
	[Feature] [✻] [5] [2] [5]
	[Feature] [✻] [5] [2] [6]
	[Feature] [✻] [5] [2] [7]
	[Feature] [✻] [5] [2] [8]
	[Feature] [✻] [5] [2] [9]
	[Feature] [✻] [5] [3] [0]
	[Feature] [✻] [5] [3] [1]
	[Feature] [✻] [5] [3] [2]
	[Feature] [✻] [5] [3] [3]
	[Feature] [✻] [5] [3] [4]
	[Feature] [✻] [5] [3] [5]
	[Feature] [✻] [5] [3] [6]

*Systems running ICS software prior to release 7.0 have a SWCA range from [Feature] [✻] [5] [2] [0] to [Feature] [✻] [5] [3] [5]

If you have been assigned non-appearance SWCA assignments, your system administrator will advise you about which codes are assigned to your telephone.

Managing calls using SWCA buttons

Receiving a call

Your system programming will determine how a call acts when it comes into your system. Your system administrator will explain what features have been activated on your system.

When a call comes in, it may be automatically given a SWCA assignment, as shown in the example below, or it may unassigned. To park the call and make it available to other members of the call group, press an available SWCA button or enter an available SWCA code

Incoming external call assigns to a SWCA button
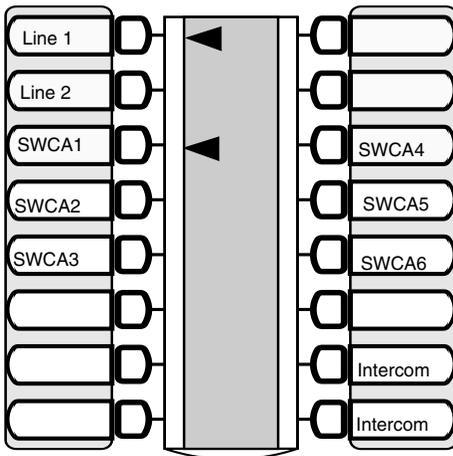
In this example, the call comes in on line 1 and automatically assigns to SWCA1 (the first available SWCA button).
The solid indicator beside SWCA1 and beside the line button indicates that the call is active on this telephone and it has not yet been parked.

If you press SWCA1 again to park the call, the line indicator disappears and the indicator beside SWCA1 starts blinking on all telephones in the group, indicating that the call is available to be picked up.

Internal calls that arrive on your intercom key may also be automatically associated with a SWCA assignment. If this feature is available on your system, when you want to park the call, press the SWCA button beside the indicator, or, if you do not have display keys, use ☎ ✱ 5 2 0 , the system will park the call on the assigned SWCA location.

Finding an available SWCA assignment

You can search for the next available code (assigned to your telephone). This is especially useful if you do not have SWCA assigned to buttons on your telephone.

While the call is active, enter ☎ ✱ 5 2 0 .

– If the system finds an available code, the call parks on that code.
– If no code is available, the call remains active on your line only. Put the call on Hold until a SWCA assignment becomes available.

– If the call was already associated with a SWCA code (for the life of the call), the call is reparked on that code.

If you want to assign a call to a SWCA code that is not assigned to your telephone, you must enter the SWCA code where you want the call to park.

WARNING: Ensure that the code has been assigned to a telephone somewhere in the system, or the call will be unretrievable.

Note: If you have both SWCA buttons and non-visible SWCA assignments, this code looks first at the button set. If there is no available button, the system, then parks the call on a non-visible SWCA code. Your display indicates the SWCA code.

No available SWCA assignments

If all the assigned SWCA buttons or non-visible assignments on your telephone have calls assigned to them, and you receive another call, you can:

– put the call on Hold until a SWCA button or SWCA assignment becomes available, at which point you can take the call off Hold and press the available SWCA button or enter a SWCA code to park the call.

– dial a SWCA code that is not assigned to a button on your telephone. If you assign a call to a code that does not have an appearance on your telephone, use the Page or Message feature to tell the group that there is a call waiting, and on which code it was parked.

Retrieving a call from a SWCA button

If the indicator beside a SWCA button is blinking, you can retrieve the call by picking up the handset and pressing the SWCA button associated with the indicator.

You can also pick up your handset and enter the appropriate feature code to pick up the call.
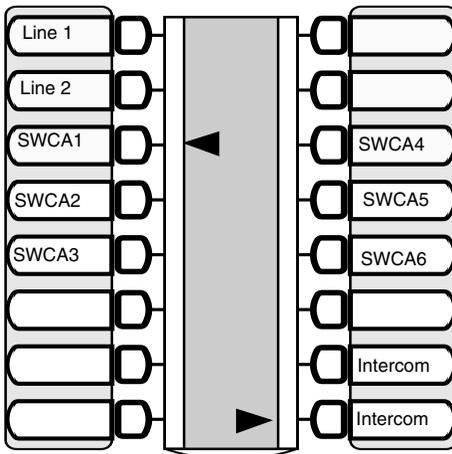
In this example, the call parked on SWCA1 was retrieved by this user by pressing the SWCA1 button.
The flashing indicator beside SWCA1 becomes solid.
As well, a solid indicator appears beside one of the user's intercom buttons.

On all other telephones in the group, the indicator displays solid beside SWCA1, indicating that the call has been retrieved and is active.

Finding a parked call

If your telephone has non-visible SWCA assignments, there is no way to tell which parked calls are available to you, unless the person who parked the call tells you or you randomly enter a SWCA code.

If you enter a code for a call that has been answered by another person, your handset display will indicate that the call is not available.The call then becomes unavailable to the other users in the group.

You can also use one of the following codes to find the longest-parked call or the most-recently-parked call on SWCA assignments on your telephone:

– ⌨ ✴ 5 3 7 retrieves the oldest SWCA call. On telephones with a SWCA button, the indicator becomes solid, indicating an active call.

– ⌨ ✴ 5 3 8 retrieves the most recent SWCA call. On telephones with a SWCA button, the indicator becomes solid, indicating an active call.

Note: These codes only work for telephones that have SWCA assignments, and the system only searches across the range of codes that are assigned for that telephone.

The codes first search any SWCA button assignments, if there are any, and then they search for non-visible SWCA assignments.

Using Hold with SWCA assignments

Your system administrator will tell you how Hold acts in terms of the assigned SWCA buttons and assignments.

If you put a call on Hold, it will either:

– automatically assign to an available SWCA assignment. To park this call, press the assigned SWCA button or enter the SWCA code.

  OR

– not assign to a SWCA assignment. To park this call on a SWCA assignment:
  1. Take the call off hold.
  2. Press a free SWCA, enter a SWCA code, or enter ⌨ ✴ 5 2 0 .

Note: The behavior of an incoming call when put on Hold may be different for external and internal calls. Your system administrator will tell you how your system works.
The 7000 and 7100 digital phones and the Digital Mobility phones do not support auto-associate on hold, so any incoming calls put on Hold will remain on hold at that telephone.