Mæstro

Mæstro 1500CW
**User Guide**

Ameritech

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CALL WAITING DISPLAY

Finally, a telephone that lets you see who is calling – even
when you're on another call!

- **Intelligent Viewing System**™

    - With your Mæstro phone and Call Waiting ID, you will always be able to view incoming Caller ID as well as Call Waiting information. This added flexibility lets you decide which calls are important because you'll know who is on Call Waiting before you answer their call.*

    - SuperFlash™ is an exclusive feature which permits at least two Nortel SuperFlash capable products to display, log, and switch between Caller ID and Call Waiting ID callers.*

- **Display** - Your Mæstro will always display the name/number of the person to whom you are speaking, whether it is the original or Call Waiting ID caller.

- **Call logging** - A record of the last 25 calls you received is stored in your Maestro. Easy to read icons tell you if the call was from a long distance number, how many times someone tried to reach you, and even if you returned the call.

- **Menu Driven** - Maestro's display provides messages that guide you step by step through any function.

- **Memory Keys** - Maestro's memory keys allow you to save names/numbers or features for easy one button functionality. You can program new names/numbers or save names/numbers directly from the Callers List.

- **Preferred Name Match** - Now you can decide how a name will appear on the display. When you receive a call, Maestro compares the incoming number to those you have programmed into the memory keys. If a match is made, the name and number is displayed as you entered it into memory.

- **Custom Calling Features** - Mæstro has preprogrammed keys to access Custom Calling Features. The enclosed *Quick Reference Card* describes some of these services and how to use them with your new Mæstro telephone.

* You must subscribe to Call Waiting ID from your local telephone company. If Call Waiting ID is not yet available in your area, your Mæstro 1500CW can be used as an advanced Caller ID telephone.
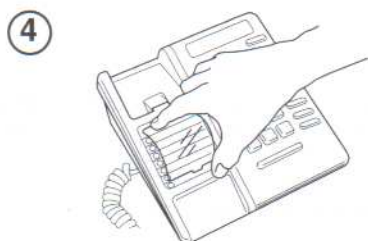
Installing your Mæstro phone

①
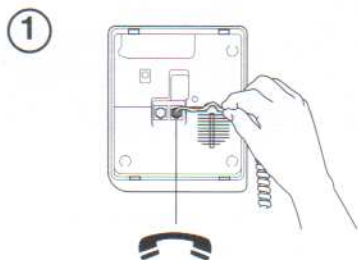
Connect the receiver and receiver cord.

②

Wall Mount
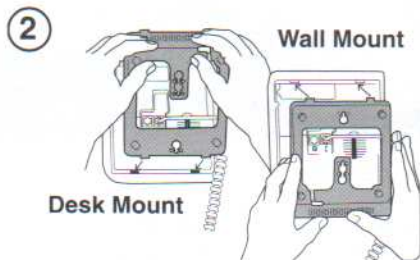
Desk Mount

Attach the wedge-shaped base in desk mount or wall mount position†.

③

Attach the faceplate.

④

Attach the receiver card and lens (shiny-side down) after recording numbers for quick reference.

⑤
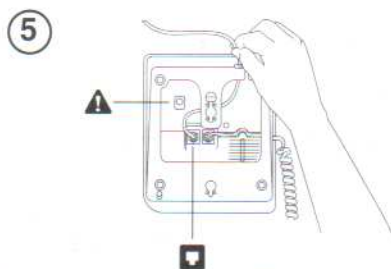
Connect the line cord. ▢

Connect the power adapter. ⚠

Checking your phone

Mæstro automatically runs a test to ensure that the phone cords are connected properly. If the test fails, the display will prompt you to check the phone cords. Make sure all connections are fastened securely.

†For wall mounting, we recommend that you use a telephone wall mounting plate (not included). The short line cord should be used for wall mounting.

Call Waiting ID and SuperFlash™ †
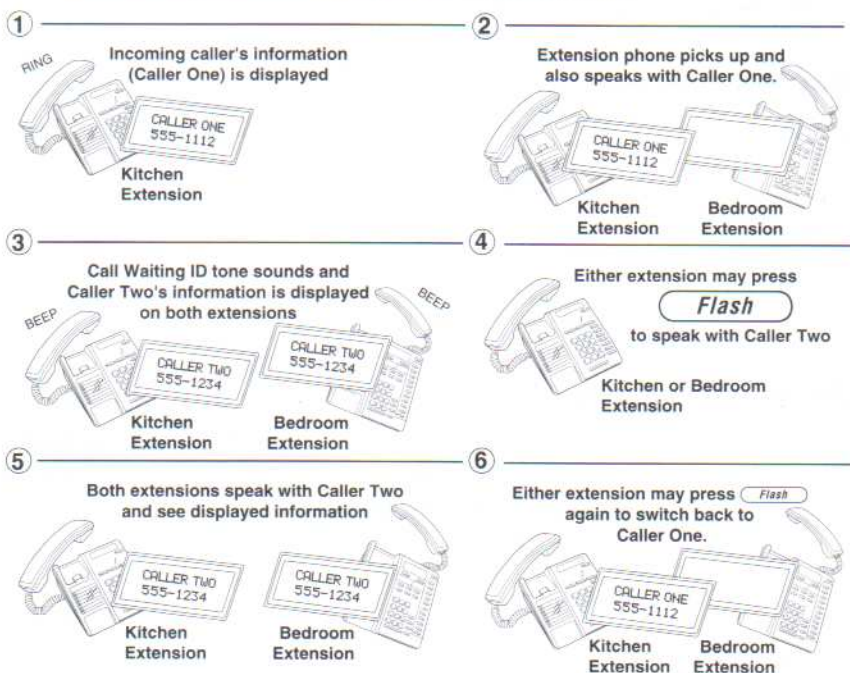
When you subscribe to Call Waiting ID and use your Mæstro 1500CW telephone, you will be able to see who is on Call Waiting before you answer the call.

SuperFlash™ is an exclusive feature which permits Nortel SuperFlash capable extension phones to display, log, and switch between Caller ID and Call Waiting ID callers.*

How it works

Answer a call as you usually would. While on the call, you hear the Call Waiting ID tone and the new Call Waiting ID caller information is displayed. Simply press the (*Flash*) button to automatically switch to and speak with the new caller.

① Incoming caller's information
(Caller One) is displayed

RING

CALLER ONE
555-1112

Kitchen
Extension

② Extension phone picks up and
also speaks with Caller One.

CALLER ONE
555-1112

Kitchen   Bedroom
Extension   Extension

③ Call Waiting ID tone sounds and
Caller Two's information is displayed
on both extensions

BEEP   BEEP

CALLER TWO
555-1234   CALLER TWO
555-1234

Kitchen   Bedroom
Extension   Extension

④ Either extension may press

(*Flash*)

to speak with Caller Two

Kitchen or Bedroom
Extension

⑤ Both extensions speak with Caller Two
and see displayed information

CALLER TWO
555-1234   CALLER TWO
555-1234

Kitchen   Bedroom
Extension   Extension

⑥ Either extension may press (*Flash*)
again to switch back to
Caller One.

CALLER ONE
555-1112

Kitchen   Bedroom
Extension   Extension

Calls will not be disconnected when you press (*Flash*). If you wish to return to your first caller press (*Flash*) again. Either extension may switch between the two callers by pressing (*Flash*), although only the extension which first answered will display the original caller's information. A pause of 3 seconds between pressing (*Flash*) is recommended. If you choose not to answer the Call Waiting ID call, the caller's name and number will be stored in the Callers List as long as Option 8 is set to "log all calls" or "log unanswered calls."

†You must subscribe to Call Waiting ID from your local telephone company. Until you subscribe, your telephone will not display or record incoming calls.
* The ability to take the waiting call, when more than two SuperFlash products are in use, will depend upon your telephone network characteristics.
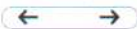
Hold - Continuing a call on another phone

If you want to continue your conversation at another extension, press ⟨ *Hold* ⟩ and hang up the receiver. The hold feature keeps the caller on the line until you pick up the extension telephone.

Note: If you receive a Call Waiting ID call while a call is on hold, Call Waiting ID information will not be displayed.

Receiver volume

While you are on the phone, you can press the left or right side of the volume bar ⟨ ← → ⟩ for soft or loud receiver volume.

Ringer volume

Press the left or right side of the volume bar ⟨ ← → ⟩ for soft or loud ringer volume. If you don't want to be disturbed you can turn the ringer OFF by pressing the left side of the volume bar ⟨ ← → ⟩ without lifting the receiver. Ringer is OFF may appear on the display unless other messages have priority. You can adjust ringer volume and tone in the OPTIONS list, as long as the ringer has not been turned OFF. When you want to turn the ringer ON, press the right side of the volume bar ⟨ ← → ⟩ without lifting the receiver.

Custom Calling Features

All the Custom Calling Features available from your local telephone company work with your Mæstro 1500CW. The enclosed *Quick Reference Card* describes some of these services and how to use them with your new Mæstro telephone.

Using the ⟨ Callers ⟩ Key†

The ⟨ **Callers** ⟩ key lets you enter the Callers List. Mæstro remembers up to 25 incoming calls which are stored in the Callers List. This valuable feature helps you organize your calls by monitoring their status. Easy to understand messages and symbols keep you informed about who called, when they called, how often they tried to reach you, and even if you returned the call.

Using the Callers List:

- Press ⟨ **Callers** ⟩ to enter the Callers List.
- Press ⟨ * ⟩ to move through the Callers List.
- Edit numbers from the dial pad by pressing ← or →.
- Press ← or → to view names and numbers.
- Return a call automatically by lifting the receiver while the caller's number is on the display or pressing ⟨ **Dial** ⟩ .
- Erase individual callers from the list by pressing ⟨ # ⟩ twice when the name/number is on the display. You may also erase all callers by pressing ⟨ # ⟩ twice when Callers List=XX is displayed.
- Press ⟨ **Callers** ⟩ at any time to exit the list.

Saving from the Callers List

While in the Callers List, you can save the number on the display directly into a memory key.

To save a caller from the Callers List:

When a name/number is displayed while in the Callers List.
1. Press ⟨ **Save** ⟩ .
2. Press ⟨ **Shift** ⟩ and then the memory key where you want to save the number.
3. Write the name in the space provided on the memory card or receiver card (in pencil).

Long distance calls

Dialing a long distance number from the Callers List:

When a name/number is displayed in the Callers List.
1. Enter ⟨ 1 ⟩ and the appropriate area code (if required).
2. Press ⟨ **Dial** ⟩ .
   The number on the display will be automatically dialed.

Note: If you make an error while entering either the 1 or area code, press → or ← to correct.

†You must subscribe to Call Waiting ID from your local telephone company. Until you subscribe, your telephone will not display or record incoming calls.

Saving frequently called numbers in memory

After you have set up your phone, save the names and phone numbers of your family and friends or important emergency numbers in any of Mæstro's memory keys.

Press (**Save**) (**Shift**) and follow the instructions shown on the display or read through the following example on how to save a name and number to memory.

Saving a number in memory:

For example, to save Len's number (555-1440)

1. Press (**Save**).

2. Press (**Shift**) and then the memory key where you want to store the number.

3. Press [5] [5] [5] [1] [4] [4] [0] on the dial pad.

4. Press (**Save**).

5. Press (**Save**) again to quit
OR enter Len's name by pressing the following keys:

[5] three times then →   [3] twice then →   [6] twice.

Note: The Letter Chart lists the keys for specific letters and numbers (see page 6).

6. Press (**Save**) to store the name.

7. Write the name on the memory card or receiver card (in pencil).

Note: Press → to move to the next letter in a name. To erase a letter, simply press ←.
Press → twice to add a space.

If you program a long distance number into a memory key, you must also include 1 and the area code.

To access a Custom Calling Feature key, press the labeled key and read the display. To view the contents of a memory key press the memory key and then (**Shift**).
Repeatedly (**Shift**) press to switch between the two items of a key. A shift symbol (↑) in the right corner of the display indicates a memory/shift key combination. Note that the memory keys will not function during a power failure.

Note: Press (**Hold**) when entering numbers to place a pause into a memory key (if required). This is useful if you wish to preprogram access to a remote system, such as Voice Mail, because a pause is often required before entering a system password. A flash may also be programmed into a memory key if required.

Letter chart:

1=&	11='	111=(	1111=)	11111=,	111111=-	1111111=.	11111111=1	
2=A	22=B	222=C	2222=2	3=D	33=E	333=F	3333=3	
4=G	44=H	444=I	4444=4	5=J	55=K	555=L	5555=5	
6=M	66=N	666=O	6666=6	7=P	77=Q	777=R	7777=S	77777=7
8=T	88=U	888=V	8888=8	9=W	99=X	999=Y	9999=Z	99999=9

To erase the contents of a memory key:	
1.	Press (*Shift*) and then the memory key to see its contents.
2.	Press [#] twice.

To protect the contents of your memory keys

For security reasons or child-proofing you can protect the contents of your memory keys by locking them. You will still be able to use your memory keys to place calls or use features, but you will not be able to erase or save a new name, number or feature while they are locked.

Locking the memory keys:		Unlocking the memory keys:	
1.	Don't pick up the receiver.	1.	Don't pick up the receiver.
2.	Press OPTIONS key under the panel.	2.	Press OPTIONS key under the panel.
3.	Press (*Hold*).	3.	Press (*Hold*).
4.	Press [*].	4.	Press [#].

Note: All memory keys will be locked.

Personalizing your phone

Below the display is a sliding panel. Move the panel to the right and press the OPTIONS key to see each of the nine choices. You can change any of the nine options by following the change procedure below.

To change any of the nine options:	
1.	Don't pick up the receiver.
2.	Slide the panel located below the display to the right and press the OPTIONS key.
3.	Press either ← or → to move through the list of options or press the desired option number on the dial pad. (For example, when 9 items in list appears on the display, press [2] to set the time and date.)
4.	Press the selected option number again ([1] through [9]) and follow the instructions on the display to make a change.

Note: To exit at any time press OPTIONS.

Options

1. **Change the Language**
   You have a choice of display messages in one of two languages.

2. **Set the Time and Date**
   When you subscribe to Caller ID or Call Waiting ID, the time and date are automatically set for you when the first call comes in. You can also set the time and date yourself if you do not want the time and date automatically updated. If there is a power failure you may have to reset the time and date or wait for an incoming call.

3. **Set the Ring Tone**
   You can choose one of three different ring tones. Use ⬭ *Save* ⬭ to end only when you are satisfied with your chosen ring tone. If an incoming call is private (i.e., caller has blocked their name and number from appearing on your display), the call will ring with a fourth distinctive tone.

4. **Timer ON/OFF**
   The Mæstro comes with an autotimer option to track the length of your calls. The display will show you, in minutes and seconds, the elapsed time of an individual call.

5. **Set Contrast**
   Choose from 8 contrast levels to suit your needs. Once you've chosen set contrast in the OPTIONS list, simply press ⑤ until you are satisfied with the display.

6. **Clear Message Waiting** (when subscribing to Voice Mail services only)
   If **Message Waiting** appears on the display when there are no more voice messages, you can turn the display message off using this option.

7. **Enter Your Area Code**
   With Caller ID or Call Waiting ID, area codes are displayed for incoming calls and in the Callers List. With this option, you may block the display of up to three local area codes. This is useful in locations where area codes are not necessary in order to dial a long distance number or where an area code can not be used when dialing local numbers.

8. **Change Callers List**
   You can log all the calls that you receive, only those calls you or your answering machine did not answer, or no calls.

9. **Call Wait ID**
   This option is turned ON at the factory. You would only turn this option OFF if persistent clicking or tones interrupt your calls. When this option is turned OFF, your Mæstro will act as a Caller ID telephone only.

Key reference

OPTIONS - *Slide panel to right. Allows you to personalize your phone by changing its options.*

Callers - *Use to enter and exit the Callers List.*

Hold - *Lets you keep a caller on the line while you move to an extension. Also allows you to program a pause into memory.*

Flash - *Press to connect your Call Waiting ID calls.*

Redial - *One key dialing of the last number you dialed.*

Save - *Saves memory key information and OPTIONS changes.*

Dial - *One key dialing of the number appearing on the display when the phone is off-hook.*

Shift - *Used with Memory keys.*

Custom Calling Features
See Quick Reference Card for details.

* - *Scrolls through Callers List.*

Memory Keys - *(use with Shift) Program frequently called numbers & names.*

- *Erases contents of memory keys and items in the Callers List.*

← → - *Scrolls through OPTIONS list. Also adjusts ringer and receiver volume. Also lets you advance to the next letter or delete letters/numbers when entering a name or number into memory.*
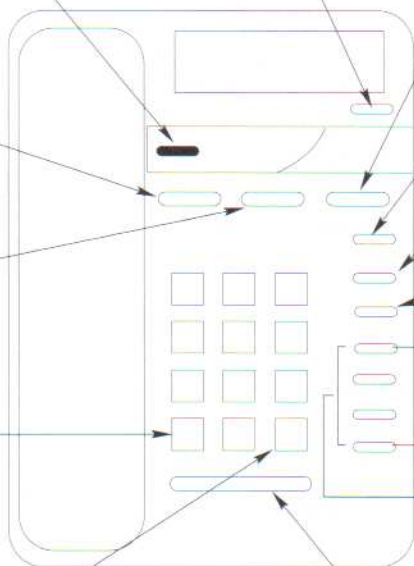
Display messages

Mæstro's display employs a variety of messages and icons to help keep you informed about your calls.

Callers list screen

If present, call was forwarded from another location.

May read: ——————→ Dependent on
Name or Number   information delivered
Private name   from your telephone
Unknown name   network.
Private number
Unknown number

```
<L. E. SMITH
01N  JAN 1      3X →
```

Number of this call in the Callers List.

Indicates next screen. Use ← or → to switch between name and number screens.

Call has not been previously viewed.

If same day, time of call will appear, otherwise date of call.

Number of times this caller has tried to reach you since last viewed. (up to 9 times)

Call has been returned OR

Call Waiting ID call OR

Call has been answered. This icon only appears if a call is NOT a Call Waiting ID call.

Messages may appear elsewhere on the display.

Message	What it means
Calls bumped=XX	Number of old calls automatically deleted when Callers was List full.
Use * for XX New	View your new calls using * in the Callers List.
XX New Callers	Number of new calls stored in Callers List.
▦	Flash has been dialed.
▥	Pause has been dialed.
↑	Indicates when (*Shift*) has been used.
())	Call is a Call Waiting ID call.
✓	Call was returned.
]	Call was answered. This icon only appears if a call is NOT a Call Waiting ID call.

Lights	What it means	Priority
Solid	Extension in use or Check phone cord appears on display	Highest
Fast Flash	Visual ring indicator for incoming calls	High
Slow Flash	Message waiting (with voice mail services only)	Low
Note: The light and display will always indicate the highest priority condition.		
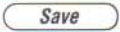
Ensuring privacy

Mæstro's red display light comes ON and Extension in use appears on the display when another person in your home picks up an extension. The light remains ON until the other person hangs up.

Example of saving ON and OFF keys

The following examples show you how to save an ON and an OFF key and activate Mæstro's light for a telephone company feature.

To save a Call Forwarding ON key:	To save a Call Forwarding OFF key:
1. Press (*Save*) .	1. Press (*Save*) .
2. Press 1 to program the light ON.	2. Press 0 to program the light OFF.
3. Press (*Shift*) and the desired memory key.	4. Press (*Shift*) and the desired memory key.
5. Press 7 2 # or your telephone company feature code for turning Call Forwarding ON.	3. Press 7 3 # or your telephone company feature code for turning Call Forwarding OFF.
Read the display to confirm the number. If the number is wrong press (← →) and begin again.	Read the display to confirm the number. If the number is wrong press (← →) and begin again.
6. Press (*Save*) again.	4. Press (*Save*) again.
7. Write Call Forwarding ON on the receiver card (in pencil). The light is now programmed but will not come ON until you use the feature.	5. Write Call Forwarding OFF on the receiver card (in pencil).

To save ON and OFF keys for a telephone company feature without the light, omit step 2 from the above examples. Your Mæstro may be programmed with only one ON and one OFF key.

Note: The feature in use light may be preprogrammed (see Quick Reference Card). Once the feature ON and OFF codes have been assigned to two keys, other features will not turn the light ON and OFF.

Answering your questions

Display is in the wrong language.
You can change the language by pressing the OPTIONS key and pressing [1] twice.

Callers are not identified on the display.
Until you subscribe to Caller ID or Call Waiting ID from your telephone company, your telephone will not receive the name/number of a caller.

Persistent clicking or tones interrupt calls.
Turn off Option 9 using the OPTIONS key. When this option is turned OFF, your Mæstro will act as a Caller ID telephone only.

You hear the Call Waiting ID tone but no caller information is on the display.
You need to subscribe to Call Waiting ID and/or confirm that the Call Wait ID option is ON (see Option 9).

While pressing (_Callers_), the display shows List is empty.
You must subscribe to Caller ID or Call Waiting ID, for the telephone to record incoming calls.

No dial tone. Check phone cord may appear on the display.
Read the display. If the line cord is not attached properly the display will prompt you. Also, make sure the receiver cord is attached securely.

Telephone doesn't ring. Ringer is OFF may appear on the display.
The ringer may be turned OFF. Without lifting the receiver, press the right side of the volume bar (←   →) to turn the ringer ON. You can adjust ringer volume and tone in the OPTIONS list.

No information on the display and ringer volume is low.
Make sure the power adaptor is plugged into a working electrical outlet.

Cannot hear a caller or be heard.
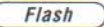Make sure the receiver cord is inserted securely into the jack.

Light stays ON and display shows Feature ON even when call forwarding is not in use.
You must program a call forwarding OFF key (see page 11).

When you have a power failure.
Mæstro will still operate as a regular telephone during a power failure, but the display, the advanced features, and shifted memory keys will not operate until the power is restored.

Cannot switch to an incoming Call Waiting ID caller.
Make sure that all off-hook extensions are SuperFlash capable. Also, a pause of 3 seconds is required before pressing (_Flash_) again.

For customer service and technical assistance please call 1-800 4NORTEL.

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Warranty returns and repairs

When you ship your Mæstro telephone to a Northern Telecom Service Center listed below, you are responsible for shipping charges.

In the USA, ship to:

Northern Telecom Inc.
Product Service Center
640 Massman Drive
Nashville, Tennessee 37210

or call: 1-800 4NORTEL