

# Conference Calls

The conference feature allows you to establish a three-person call at your Norstar telephone. This feature is also referred to as a "Conference/Transfer", because it also can be used to transfer a call following a conference.

Once a conference is connected, several operations can be used:

- Put a conference on hold
- Split a conference
- Disconnect one party
- Independently hold two calls

## **To establish a conference call**

- Make or answer the first call
- Press HOLD or select another line to put the first call on hold
- Make or answer the second call
- Press the FEATURE button, then the 3 button. Your screen should say *Press held line*
- Press the line button with the flashing indicator to retrieve the first held call

## **Put a conference on hold**

- Press HOLD

The conference is put on hold, leaving you to consult with someone in your office. The two parties are still able to talk to one another.

- To reconnect press either of the held line buttons

## **Splitting a conference**

This allows the originator of the conference to talk with one of the parties while the other party is on hold.

- Press the line button of the party with whom you wish to speak, the other party is automatically put on hold.

## **Re-join the conference call**

- Press the FEATURE button, then the 3 button

## **Disconnect one party**

When you disconnect one of the parties joined in a conference, you can continue speaking with the other person.

- Press the line button of the call you want to disconnect. The call that you want to keep is automatically put on hold.
- Press the RLS button to disconnect the party
- Press the line button of the call that is on hold to return to the remaining party

## **Independently hold two calls**

With this feature, the two parties are put on hold independently and are unable to talk to one another.

- Press the line button of one party, the other party is automatically put on hold.
- Press the HOLD button

## *Contrast Adjust*

The contrast of your Norstar telephone display can be modified for easy viewing under different lighting conditions.

### **To adjust contrast**

- Press the FEATURE button, the \* button, and the 7 button.
- Press a number on the dial pad for the contrast level you want, the higher the number the higher the contrast level.
- Press the HOLD button

## *Ring Type*

One of four different tone combinations can be selected to give your Norstar telephone a distinctive ring. This makes it easier to identify your telephone in an open office.

### **To use Ring Type**

- Press the FEATURE button, the \* button and then the 6 button

You will hear one of the Ring Types for two seconds

- Press either the 1, 2, 3, or 4 button from the dial pad

You will hear the selected Ring Type for two seconds

- Repeat the previous step until you hear the Ring Type you prefer
- Press the HOLD button

Wait a few seconds. The telephone stores the last Ring Type selected