

## NORSTAR CHEAT SHEET

- **To Answer a Call:** Lift handset or press the line flashing.
- **To Place an External Call:** Press line key, and dial number or lift handset and dial number.
- **To place an Internal Call:** Press intercom key or lift handset and dial the extension number.
- **To Transfer a Call:** Press Transfer and dial desired extension number.
- **To Place a Call on Hold/Exclusive Hold:** While on the phone press Hold, to retrieve press hold again or press the line flashing. Exclusive hold press Feature the hold.
- **Call Forward:** Press key and enter the extension number of where you want to forward.
- **Conference:** Make or answer the first call, put the first call in hold, make second call after you are connected press the conference key and then press the line that is flashing. Then your conference call is established.
- **Contrast:** Feature \*7 Adjust the contrast of the display by pressing the numbers on the dial pad or by using your display.
- **Do Not Disturb:** Feature 85, prevents any incoming calls from ringing at your desk. To cancel press Do not Disturb again or press Feature #85
- **Last number Redial:** Feature 5, automatically redials the last number you called.
- **Saved Number Redial:** Feature 67, enter the code while you're on the call. To use enter the feature code and the system will automatically dial the number.
- **Page:** Press the page key and then speak into your handset.
- **Park:** Press the park key and then page the zone the call is parked in. (The system will automatically place the call in a zone for you.
- **To Retrieve a Parked Call:** Press the intercom key and the zone the call is parked in.
- **Voice Call:** Feature 66, Press the Voice call key or the feature code and dial the extension number.
- **Pick up:** Feature 75, Press the Pick up key or dial the feature code and any call that is ringing will be answered on your phone.
- **Personal Speed Dials:** Press Feature \*4, Enter the Two digit code (71-94) enter the phone number you want to program/and press o.k.
- **To Make a Call using Speed Dials:** Press the speed dial key or the feature code and enter the two digit code. The system will automatically dial the number for you.