





**Tip** - *More than one attendant may have an Answer DN button for the same telephone. This allows two or more attendants to handle calls for a busy person.*

*Each telephone can handle calls for up to eight other people using a separate Answer DN button for each person.*



## Creating a Conference Call

You can talk to two people at once.

1. Make sure you have two calls, one active and one on hold.
2. Press  .
3. Press the appropriate button to retrieve the held call.

This is automatic on the M7100 and T7100 telephones.

You can create a conference when you are on a call.

1. Make a second call.
2. Press  .
3. Press the button where the first call is on hold to create a conference.

Only the person who established the conference can process the conference by using the procedures described in this section.




**Tip** - *You can create a conference by releasing privacy on a call. See Turning Privacy on or off for a call on page 74.*






## Disconnecting one party

You can disconnect one party from a conference and continue talking to the other.

You can activate this feature on all Norstar and Business Series terminals except for M7100 or T7100 models.


1. Press the line button of the call that you want to disconnect. The call that you want to keep is automatically put on hold.
2. Press . The call is disconnected.
3. Press the line button of the held call to speak to the remaining person.

On a T7100 or on an M7100 set:



1. Press  # , to place one caller on hold. Press  again, to put the caller you want to keep on hold.
2. Press . The call is disconnected.
3. Press  to speak to the remaining party.

## Independently holding two calls


For all telephones except the M7100 and T7100 sets, you can put the two people in a conference call on hold independently so that they cannot talk to each other.


1. Press the line button of one person. The other person is automatically put on hold.
2. Press . The second person is put on hold.

You can re-establish the conference.

1. Take one call off hold.
2. Press  .
3. Take the other call off hold.

## Putting a conference on hold

You can put a conference on hold, allowing the other two people to continue speaking to each other by pressing .

You can reconnect to the conference by pressing either of the held line buttons. For the M7100 telephone, press .




## Splitting a conference

You can talk with one person while the other person is on hold.

You can activate this feature on all Norstar and Business Series terminals except for M7100 or T7100 models.

1. Press the line button of the person you want to speak to. The other person is automatically put on hold.

On an M7100 or a T7100 set:


1. Press   3. The first party is on hold.
2. Press , if necessary, to switch parties.

You can re-establish the conference.

1. Press  3.
2. Take the held call off hold. This is not necessary.

## Removing yourself from a conference

You can remove yourself from a conference, and connect the other two callers through your Norstar system.

1. Enter the Transfer feature code  7 0.

When you remove yourself from a conference using the Transfer feature, and both callers are from outside your system, one of the callers must have called you on a disconnect supervised line, or the call is be disconnected.

### Displays

3 parties only

You are trying to add a fourth party to your conference call, or to join two conferences together. Release one call from the conference before adding another, or keep the two conferences separate.

Conf. on hold

You have put a conference call on hold.

Conference busy

You have tried to make a conference call, but your system is already handling its maximum number of conference calls.

Line001 221  
TRANSFER

You are on a conference with the two lines or telephones shown. You can drop out of the conference and leave the other two parties connected (Unsupervised Conference) by pressing **TRANSFER** or by entering the Transfer feature code.

Press held line

You have activated the Conference feature with one call active and another on hold. Press the line button for the call on hold to bring that person into the conference.

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