



Section 4.3: Overview of Phone System Features

Texas A&M EMS has been equipped with a Norstar phone system. Because this phone system has many features that have been programmed for us, please do not tamper with the settings. The following is a brief list of some of the most important phone features:

Ringing/Incoming Calls:

The phone number of the person who is calling will be displayed on the LCD screen on the phone. To answer a line: pick up the handset, if the handset is already up press the button next to the line and answer it normally. To end a call, press the "Rls" button to hang up.

Placing a Call on Hold:

To place a caller on hold, simply press the "HOLD" button and either hang up the receiver or switch to another line by selecting the appropriate button to answer another call. When you want to talk to the caller again, press the button next to the line on hold. The hold button should never be used when taking a call for service.

Outside vs. Inside PBX Dialing:

If you wish to dial an off-campus number, dial 9 before the full phone number. However, if the off-campus number has a local area code, do not include the area code when dialing the number. Instead, dial 9 followed by the last seven digits of the phone number. When dialing any on-campus phone number, such as a 458-, 845-, or 862- exchange, simply dial the last 5 digits of the phone number.

Transferring a Call to Another Line:

To transfer a call to another phone line using Memory Dialing, press the "LINK" button. You will hear a continuous dial tone, then select the appropriate speed dial button. Once the line begins ringing, release the call by hanging up the handset or pressing "Rls".

To transfer a call to another phone line that is not a Memory Dial option. You must select "Transfer" on the LCD screen and manually enter the phone number. Once the option is available, select "Join" on the LCD screen (this is NOT the green "Join" Memory Tile) and release the call by hanging up the handset or pressing "Rls".

Remember, when transferring any call, the caller will not be able to hear you or the person you are transferring to until you release the line. This feature is used to transfer non-emergency calls from 845-1525 to other lines.



Use of the Speaker Phone:

To answer an incoming call using the speakerphone, press the button next to the line that is ringing and talk into the speaker, when the handset is on the cradle. To make an outgoing call using the speaker phone, again, press the button next to the line that you wish to use and dial the number without picking up the handset. To hang up the phone when using the speakerphone, press the "Rls" button once. This feature should never be used when answering 845-1525.

Use of the Intercom Feature:

It is possible to talk to another phone in our system using the intercom. To use the intercom, press the "Intercom" button followed by the three number designation of the extension that you wish to call.

Broadcast Feature:

To broadcast to all phones in the Health Center, press the "Feature" button and dial 61, then either dial another 1 or press the LCD screen button with "ALL" above it. This feature should rarely be used, but it is available when circumstances dictate.

Call Forwarding:

To program call forwarding, select the line(s) and dial 123, then dial the desired number; use only the last 5 digits for campus, or dial 9 for off-campus. Listen for a confirmation tone. To activate call forwarding, dial 121 on each line and listen for a confirmation tone. To clear the forwarding, dial 122 on each line as needed.