



Section 4.5: Monitoring the Business Line

To allow another person to listen to a current phone call on the Norstar phone, in the event of DIT training or supervision, the JOIN button on the primary phone must be pressed. After this button is pressed, you will see “PRIVACY OFF” appear on the LCD screen. The line may then be selected on the second phone. When using two handsets, be aware that the caller on the other line can hear both operators on each phone.

When transferring a phone call that is being monitored, the monitoring line must be released before transferring the call.