

ITE-4 Quick Reference

2124-008

<i>The system provides words that prompt you for input or indicate that a feature is activated.</i>	
Prompt	Description
"Callback" or "Message"	Either word indicates that you have received a callback
"Conference"	You have a conference on hold
"Enter"	You pressed the switchhook or TAP button and are prompted for a feature code. (Does not apply to Transfer).
"Forward"	Your phone is forwarded to another location
"Held"	You have a call on hold
"Invalid"	You have dialed an invalid number
"Private"	You have activated the "Do Not Disturb" feature
"Voice Message"	You have a voice mail message

Tone	Description
Busy	The dialed number is busy
Fast Busy	The dialed number is not valid, or the feature is not available
1 Beep	The system is waiting for your input
2 Beeps	Confirmation that your input is accepted
1 short ring	An inside caller is waiting
2 short rings	An outside caller is waiting
Ring-beep	You are the waiting caller on a busy extension

Rings	Description
One Ring	Inside call
Two Rings	Outside call
Three Rings	Feature call (such as a Callback)

Placing a Call	Outside Call	Lift handset	Hear dial tone
		Dial The outside access number, usually a 9	Hear outside dial tone
		Dial The phone number	
Inside Call	Lift handset		
	Dial	Extension number	

Features

<i>Store up to 10 frequently called inside or outside numbers for quick dialing: up to 28 digits each.</i>			
Abbreviated Dial	Store Abbrev Dial numbers	Lift handset	Hear dial tone
		Press # 4 + *	Hear silence
		Dial Abbreviated Dial Code Number (0-9)	Hear 1 beep
		Dial Access number for outside line + Abbreviated Dial Number	Hear 2 beeps + Number is stored
		Write down the Abbreviated Dial code and the number	
Place a call using Abbrev Dial	Lift handset		Hear dial tone
	Press # 4 +	Abv Dial code number (0-9)	The system automatically dials the number

<i>Answer a call that is ringing at another extension.</i>		
<i>The two types of Call Pickup are: Group Call Pickup and Extension Call Pickup</i>		
Group Call Pickup	From dial tone:	
	Press # 7	The call is picked up
Extension Call Pickup	From dial tone:	
	Press # 7	
	Dial Extension number	The call is picked up

<i>A short ring tone heard during an active conversation indicates that there is a call waiting.</i>			
Call Waiting	Accept a waiting call	Press HOLD	Hear dial tone
		Hang up	Phone rings
		Lift handset	The waiting party is on the line
Switch between calls	Press HOLD	The first party is on the line	
	Return to other party after one party hangs up	Press HOLD	Remaining party is on the line

Features

<i>Park a call at a system-provided extension number. The call can be picked up at that extension from any phone in the system.</i>			
Call Park	Park an active call	Press ACCESS	Hear "Enter"
		Press * 9	Hear the Call Park number
		Write down the Call Park number	
		Hang Up	
Pick up a parked	On any phone in the system from dial tone:	Dial Call Park number	The waiting party is on the line

Call Forward	Forward all calls	Lift handset	Hear dial tone
		Press * 3	Hear 2 beeps
	Dial Call Forward Number	Hear 2 beeps + All calls forwarded	
Cancel Call Forward	Lift handset	Hear dial tone	
	Press # 3	Hear 2 beeps	
	Hang up		

Voice Mail	Access the voice mail system	Lift handset	Hear dial tone
		Press * 5	The voice mail system answers
		Follow the voice mail system prompts	
Voice Mail	Access voice mail from another phone or outside location	Lift handset	Hear dial tone
		Dial The voice mail access number (provided by the system administrator)	The voice mail system answers
			Follow the voice mail system prompts

<i>Incoming calls are blocked. You can still place calls.</i>			
Do Not Disturb	Activate	Lift handset	Hear dial tone
		Press * 6	Lamp on
Deactivate	Press # 6	Lamp off	

Features

Hold	Place a call on hold	Press HOLD	Hear dial tone
	Retrieve a call on hold	Press HOLD	
	Alternate between parties on hold	Dial Second party	
		Press HOLD + Hang up	Second party on hold
		Press HOLD	First party back on the line

<i>Transfer an existing call to another destination</i>			
Transfer	Transfer an existing call	Press XFER	Hear dial tone
		Dial Phone number	
		Hang up Or Announce the transfer → Hang up	Unannounced transfer complete Announced transfer complete
	3-Way Conference (From Existing Call)	Press XFER	Hear dial tone
		Dial Phone number	
		Announce the conference	
		Press XFER	You are connected to the two parties in a 3-way conference
	Cancel a Transfer (Dialed number is Busy/ Unansw.)	Press XFER	You are reconnected to the caller that was transferred



8th Edition (May 9, 2006)
© Copyright 2006 Aastra Intecom Inc.
All rights reserved

Address comments to:

Aastra Intecom
Customer Information Group Manager, M/S 1N
2811 Internet Boulevard
Frisco, TX 75034-1851
Telephone: 469.365.3237

Email: techpubs@aastraintecom.com

Features

<i>Leave a callback on a busy or unanswered extension</i>			
Callback	Leave a callback on busy/no answer	Dial the internal number	Hear ringing or busy
		Press CALL BK	Hear 2 beeps + Callback is placed
		Hang up	
	Busy extension is free	Hear 3 rings	
		Lift handset	Call is connected
	Return a callback/message	Lift handset	Hear "Callback" or Hear "Message"
		Press CALL BK	Callback is returned

<i>Conference up to 7 parties (Can include up to 4 outside calls)</i>				
Conference	Set up a Conference	From an active call:	Hear "Enter"	
		Press ACCESS		
		Press # 1	Hear dial tone	
		Dial Next party's number	Party answers	
		Announce conference		
		Press ACCESS	Hear "Enter"	
		Press # 1	The party is joined into conference	
		Repeat	Until all parties are joined in conference	
		When the number called is busy or unanswered	Hang up	
			Lift handset	Hear "Conference"
		Press # 1	Reconnected with conference	
	Put the conference on hold, or return to the conference	Press ACCESS	Hear "Enter"	
		Press # 1		
	Return to a conference on hold	Lift handset	Hear "Conference"	
		Press # 1	Reconnected with conference	



Feature Codes

<i>Feature codes allow you to use phone features without using a feature button. Access the following features with the Access button. Enter the feature code any time after you hear "Enter" or dial tone.</i>	
Feature	Action
Leave a Callback	Press ACCESS + * 7 + Number
Call Park	Press ACCESS + * 9
Conference	Press ACCESS + # 1 + Number
Data	Press ACCESS + # #
Hold	Press ACCESS + * 4
Transfer 3-Way	Press ACCESS + * 1 + Number

<i>Access the following features from dial tone without using the Access button.</i>	
Feature	Action
Abbreviated Dial	Press # 4 + Number
Return a Callback	Press * 7
Call Pickup	Press # 7
Do Not Disturb On	Press * 6
Do Not Disturb Off	Press # 6
Call Forward On	Press * 3 + Number
Call Forward Off	Press # 3
Last Number Redial	Press # 9
Voice Mail	Press * 5

<i>Redial the last outside call that you made</i>		
Redial the last outside number	Lift handset	Hear dial tone
	Press # 9	The number is redialed

