

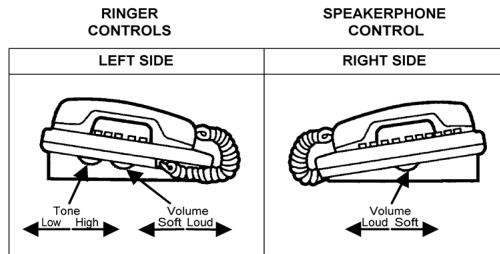
# ITE-12SD Quick Reference

2301-006

The ITE-12SD Quick Reference represents only the more commonly used features and functions of the phone. It is not intended to be a full user guide.

These procedures are written for Speaker use. You can use the handset for any step that requires using the Speaker button. On a multi-line phone, when using a line other than your main extension, first press the button of the extension that you want to use. Then press the Speaker button or lift the handset.

Note: You may not have all of these features on your phone because the features were chosen for you by your system administrator.



## Phone Features

Adjust the ringer volume when receiving a call, or you can activate the ringer and adjust the volume.

Ringer Volume	Activate ringer and adjust volume	Press <b>SPKR</b> Or Lift handset	Speaker lamp on + Hear dial tone
		Press <b># * 1 1 2</b>	Ringer activated
		Press <b>SPKR</b>	Phone rings
		Use the ringer control knob on the left side of the phone to adjust the volume	
Cancel Ringing	Press <b>SPKR</b> Or Lift handset		
	Press <b>SPKR</b> Or Hang up		Ringling cancelled

Adjust the speaker volume while in conversation with another party.

Speaker Volume	Adjust the speaker volume	Place or receive a call using the speaker button	
		Use the speaker volume control lever on the right side of the phone to adjust the volume	

## Phone Features

Condition	Display
The phone is idle	11/21/02 2:03pm
You dialed an inside number	8278 11/04/02 1:22pm
You are connected to an outside number (shows the estimated cost of the call)	410-555-8888 2:49 \$ 1.50 4:25pm
You received an inside call	SMITH JOHN FOR JONES MARY 1:30pm
You received an outside call	(Name or Number) for JONES MARY 10:44am

**The Display Button**

- You can view stored numbers and names for Abbreviated Dial, Auto Dial, Callback, Forward, and Redial with the DSPL button
- The DSPL lamp must be on to use the feature
- The Display feature stays active as long as you press feature buttons. It automatically turns off 5 seconds after you press the last feature button.

Feature	Action	Display
Call Waiting	When phone is ringing: Press <b>DSPL</b>	SMITH JOHN FOR JONES MARY 1:30pm
Abbrev Dial numbers	Press <b>DSPL + ABRV DIAL</b>	0. 914107245555 11/21/02 2:03pm
	Repeat Until all Abbrev Dial numbers display	1. 99727278888 11/21/02 2:05pm
Auto Dial Numbers	Press <b>DSPL + AUTO DIAL</b>	ADL 914105555555 11/04/02 1:22pm
Name or number of a Callback sender	Press <b>DSPL + CALL BACK</b>	CALLBACK 11/21/02 2:03pm
	Repeat Until the number displays	8138 SMITH JOHN 11/21/02 1:25pm 8555 JONES MARY 11/21/02 10:10am
A Callback with time stamp activated on the system	Press <b>DSPL + CALL BACK</b>	8138 SMITH JOHN 11/21/02 2:09pm
	Pause Until the date and time displays	AT:9:35am 11/21/02 11/21/02 1:25pm
A Call Forward number	Press <b>DSPL + CALL FWRD</b>	FORWARD 11/22/02 10:22am
		FWD 8138 11/22/02 10:22am
The last outside number dialed	Press <b>DSPL + REDL</b>	RDL 912104445555 11/22/02 1:22pm

## Special Feature Buttons

Speaker	Place or answer calls/use features	Press <b>SPKR</b>	Speaker and Line Select lamps on + Speaker activated
	Switch from handset to speaker	Press <b>SPKR</b> Hang up handset	Speaker and Line Select lamps on + Speaker activated
	Switch from speaker to handset	Lift handset	Speaker lamp off Line Select lamp on + Speaker deactivated

Mute	<i>Hear the other party, but the other party cannot hear you.</i>		
	Mute the speaker	Press <b>MUTE</b>	Mute lamp on
	Talk with the other party again	Press <b>MUTE</b> Hang up handset	Mute lamp off

## Other Feature Buttons

**Other Features**

Before using these features, read the following:

- These instructions are written for speaker use. You can use the handset for any step that requires pressing the speaker button.
- When using a line other than your main extension, press that line button before pressing the speaker button, or before lifting the handset.
- A fast busy tone heard when trying to use a feature generally means that the feature is not set up on your phone. See your system administrator.

Auto Dial	<i>Store one frequently called number on a feature button for quick dialing</i>		
	Store an Auto Dial Number (up to 28 digits)	Press <b>AUTO DIAL + Complete phone number including access codes</b>	(The phone is on hook) The number is stored
	Display an Auto Dial Number	Press <b>DSPL + AUTO DIAL</b>	ADL 914105558888 11/04/02 1:22pm
Call an Auto Dial Number	Press <b>SPKR + AUTO DIAL</b>	The number is automatically dialed	



## Other Feature Buttons

Abbreviated Dial	<i>Store up to 10 frequently called inside or outside numbers for quick dialing; up to 28 digits each</i>		
	Store Abbrev Dial numbers	Press <b>ABREV DIAL</b>	Hear dial tone + lamp off
		Press <b>*</b>	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
	Display stored numbers	Press <b>DSPL + ABREV DIAL</b>	0. 914107245555 11/21/02 2:03pm
	Repeat Until all numbers display	1. 99727278888 11/21/02 2:05pm	
Place a call using Abbrev Dial	Press <b>ABREV DIAL + Abbrev Dial code number (0-9)</b>	The number is automatically dialed	

Call Forward	<i>(Forward each extension separately)</i>		
	Forward calls	Lift handset	Hear dial tone
		Press <b>CALL FWRD</b>	Hear 2 Beeps + your extension is forwarded
		Dial Call Forward Number	Hear two beeps + Call Forward lamp on
Cancel forwarding	Press <b>CALL FWRD</b>	Hear two beeps + Call Forward lamp off	

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## Other Feature Buttons

Callback	Callback on busy/ no answer	Press	<input type="button" value="CALL BACK"/>	Hear 2 Beeps
	Display a callback that was left for you	Press	<input type="button" value="DSP L"/> + <input type="button" value="CALL BACK"/>	CALLBACK 11/21/02 2:03pm
		Pause	See time and date (if option is activated on your system)	8138 SMITH JOHN 11/21/02 1:25pm
		Repeat	<input type="button" value="CALL BACK"/> Until all numbers are displayed	AT:9:35am 11/21/02 11/21/02 1:25pm
	Return a callback	Press	<input type="button" value="CALL BACK"/>	The callback is returned
	Return a callback when there is more than one	Press	<input type="button" value="DSP L"/> + <input type="button" value="CALL BACK"/>	CALLBACK 11/21/02 2:03pm
		Repeat	<input type="button" value="CALL BACK"/> Until you see the number that you want to call	8138 SMITH JOHN 11/21/02 1:25pm  8555 JONES MARY 11/21/02 10:10am
		Then Immediately	Press	<input type="button" value="SPKR"/> + <input type="button" value="CALL BACK"/>
	Display and Cancel a selected callback	Press	<input type="button" value="DSP L"/> + <input type="button" value="CALL BACK"/>	
		Repeat	<input type="button" value="CALL BACK"/> Until you see the number	8138 SMITH JOHN 11/21/02 2:03pm
Pause		See time and date (if activated on your system)	AT:9:35am 11/21/02 11/21/02 1:25pm	
Press		<input type="button" value="CANCEL"/>	8138 **CANCELLED** 11/21/02 2:03pm	

Cancel	<i>Cancel a call (Used with transfer, conference, and callback)</i>		
	Cancel any call	Press	<input type="button" value="CANCEL"/>

Do Not Disturb	<i>Block Incoming calls. You can still place calls.</i>		
	Activate	Press	<input type="button" value="DO NOT DISTURB"/>
Deactivate	Press	<input type="button" value="DO NOT DISTURB"/>	DND lamp Off



## Other Feature Buttons

Call Park	<i>Park a call at a system-provided extension number. The call can be picked up from any phone in the system.</i>			
	Park an active call	Press	<input type="button" value="CALL PARK"/>	Hear the Call Park number
	Write	Write down the Call Park number		
	Hang Up			
	Pick up a parked call from any phone in the system	Press	<input type="button" value="SPKR"/>	
	Dial	Call Park number	The parked party is on the line	

Call Pickup	<i>Answer a call that is ringing on another phone. There are two types of Call Pickup: Group Call Pickup and Extension Call Pickup</i>			
	Pick up a call	As a member of a Call Pickup Group:	The call is picked up	
		Press	<input type="button" value="CALL PICKUP"/>	
	Pick up a call	By dialing the extension number:		
		Press	<input type="button" value="CALL PICKUP"/>	
	Dial	Extension number	The call is picked up	

Call Waiting	<i>Hear a short ring during an active conversation indicating a call is waiting. The following shows you how to use the call waiting feature with both Normal Hold and Call Hold.</i>			
	Accept a Call Waiting (Call Hold)	Press	<input type="button" value="HOLD"/>	Line lamp blinks + Phone rings
		Press	<input type="button" value="SPKR"/>	You are connected to the waiting party
	Return to the call on hold (Call Hold)	Press	<input type="button" value="HOLD"/>	You are reconnected to held party
	Accept a call waiting (Normal Hold)	Press	<input type="button" value="HOLD"/>	Line lamp blinks + Phone Rings
		Press	<input type="button" value="SPKR"/>	The waiting party is on the line
	Return to holding party	Press	<input type="button" value="SPKR"/>	The first party is on the line

Buzz/Status	Place a direct call on a Buzz or Status line	Press	<input type="button" value="BUZZ"/> Or <input type="button" value="STAT"/>	
		Press	<input type="button" value="SPKR"/>	The call is placed
	Answer a direct call	Press	<input type="button" value="BUZZ"/> Or <input type="button" value="STAT"/>	
		Press	<input type="button" value="SPKR"/>	The call is answered

## Other Feature Buttons

Conference	<i>Conference up to 7 parties (Can include up to 4 outside calls)</i>			
	Set up a Conference (Start from an existing call)	Press	<input type="button" value="CONF"/>	Hear Dial Tone
		Dial	Next Party → Announce Conf	
		Press	<input type="button" value="CONF"/>	The party is joined into conference
		Dial	Next Party → Announce Conf	
		Repeat	Until all parties are joined in conference	
Cancel a call to rejoin the conference	Press	<input type="button" value="CANCEL"/>		
Or		<input type="button" value="CONF"/>		
Put the conference on hold, or return to the conference	Press	<input type="button" value="CONF"/>	(Note: The hold button does not put the conference on hold)	

Hold	<i>There are two types of hold: Call Hold - Hear dial tone when you put a call on hold Normal - Hear silence when you put a call on hold</i>			
	Place a call on hold (Call Hold)	Press	<input type="button" value="HOLD"/>	Hear dial tone + Line lamp blinks
		Hang up	Or Dial another number	
	Return to the call on hold (Call Hold)	Press	<input type="button" value="SPKR"/> Or Lift handset	Hear dial tone
		Press	<input type="button" value="HOLD"/>	You are reconnected to held party
	Place a call on hold (Normal Hold)	Press	<input type="button" value="HOLD"/>	Hear silence + Line lamp blinks
		Hang up		
	Return to the call on hold (Normal Hold)	Press	<input type="button" value="SPKR"/> Or Lift handset	
	If you did not hang up the handset, choose the line where the lamp is blinking		You are reconnected to held party	
	Press	<input type="button" value="LINE SELECT"/>		

Intercom	Place an Intercom call	Press	<input type="button" value="INCM"/>	
		Press	<input type="button" value="SPKR"/>	
		Dial	Intercom Group Number	The call is placed
	Answer an Intercom call	Press	<input type="button" value="INCM"/>	
	Press	<input type="button" value="SPKR"/>	The call is answered	

## Other Feature Buttons

Hotline	<i>Call a specific number when the button is pressed.</i>		
	Calling the hotline number	Press	<input type="button" value="HOT LINE"/>

Redial	Display the last outside number dialed	Press	<input type="button" value="DSP L"/> + <input type="button" value="REDL"/>	RDL 912104445555 11/22/02 1:22pm
	Redial the last outside number	Press	<input type="button" value="REDL"/>	The system redials the number

Transfer/3-way Conference	<i>Transfer an existing call to another destination</i>			
	Transfer an existing call	Press	<input type="button" value="XFER"/>	Hear dial tone
		Dial	Phone Number	
		Hang up		Unannounced Transfer
		Or	Announce the transfer	Announced Transfer
	Cancel a Transfer	Press	<input type="button" value="CANCEL"/>	Transferred party is on your line
		Or, after called party hangs up:		Transferred party is on your line
		Press	<input type="button" value="XFER"/>	
3-way Conference	Press	<input type="button" value="XFER"/>	Transfer lamp on	
	Dial	Phone Number		
	When party answers, announce the conference, then:		Transfer lamp off + Conference lamp on	
	Press	<input type="button" value="XFER"/>		

Voice Mail	<i>Retrieve voice mail messages</i>			
	Access the voice mail system	Press	<input type="button" value="VOICE MAIL"/>	The voice mail system answers
		Follow the voice mail system prompts		
	Access voice mail from another phone or outside location	Dial	The voice mail access number (provided by the system administrator)	The voice mail system answers
	Follow the voice mail system prompts			

