

STE Quick Reference

2388-004

This reference guide is intended for use on standard telephone equipment.

Tap and Switchhook	<i>Some STE phones have a TAP button and others have only the switchhook. The following describes use of the TAP button and the switchhook.</i>	
	Tap Button	If you have a TAP button, use it to activate a feature that begins from a phone conversation, such as Hold. If your phone does not have a TAP button, use the switchhook.
Switchhook	<p>If you press the switchhook for longer than a second, the call will disconnect.</p> <p>Use the switchhook by pressing it for a moment (long enough to say "down-up").</p> <p>If you use the switchhook when you have a TAP button on your phone, the call is always disconnected.</p>	

STE Words	<i>The system provides words for the STE phone that prompt you for input or indicate that a feature is activated.</i>	
	Word	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	

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

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

Standard Feature Codes from Dial Tone	<i>Access the following features from dial tone without using the Switchhook or Tap 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

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



Features			
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	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 + Abbrev Dial code number (0-9)	The system automatically dials the number

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

Call Waiting	<i>A short ring tone heard during an active conversation indicates that there is a call waiting. Use Hold to accept the second party calling your busy line.</i>		
	Accept a waiting call	Press	<input type="button" value="SWHOOK/TAP"/> Hear "Enter"
		Press	* 4
		Hang up	Phone Rings
		Lift Handset	The waiting party is on the line
	Switch between calls	Press	<input type="button" value="SWHOOK/TAP"/> Hear "Enter"
		Press	* 4 The first party is on the line
	Return to other party after one party hangs up	Press	<input type="button" value="SWHOOK/TAP"/> Hear "Held"
		Press	* 4 Remaining party is on the line

Features

Call Park			
<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>			
Park an active call	Press	SWHOOK/TAP	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: Dial Call Park number	The waiting party is on the line	

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

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 forwarding	Lift Handset	Hear "Forward"	
	Press	# 3	Hear 2 Beeps + Forwarding cancelled
	Hang up		



4th 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

Callback / Message			
<i>Leave a callback on a busy or unanswered extension</i>			
Leave a callback on busy/no answer	Press	SWHOOK/TAP	Hear "Enter"
	Press	* 7	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	* 7	Callback is returned

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



Features

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

Hold			
Place a call on hold	Press	SWHOOK/TAP	Hear "Enter"
	Press	* 4	Party is on hold + Hold lamp fluttering
	Hang up Or Dial another number		
Return to the call on hold	Lift handset	Hear "Held"	
	Press	* 4	Held party is now on the line
Switch between parties on hold	Press	SWHOOK/TAP	Hear "Enter"
	Press	* 4	
When one party hangs up, connect to the other party	Press	SWHOOK/TAP	Hear "Held"
	Press	* 4	You are reconnected to held party

Transfer			
<i>Transfer an existing call to another destination</i>			
Transfer an existing call	Press	SWHOOK/TAP	Hear "Enter"
	Press	* 1	
	Dial	Phone number	
	Hang up Or Announce transfer		Unannounced or Announced Transfer
Cancel a Transfer	Press	SWHOOK/TAP	Transferred party is reconnected

Voice Mail		
Access the voice mail system	Lift handset	Hear dial tone
	Press	* 5
Follow the voice mail system prompts		
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)
Follow the voice mail system prompts		