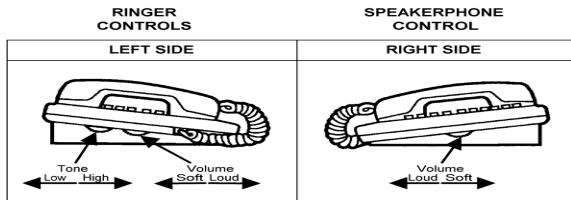


ITE-12+ Quick Reference

2395-004

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

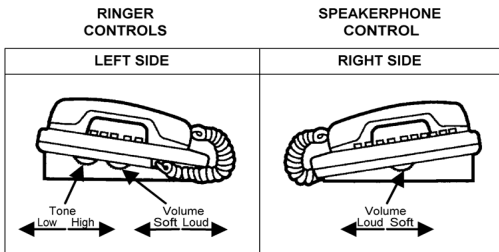
This telephone has a one-way speaker that allows you to hear the other party, but requires that you use the handset to speak to the other party.



Features

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 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.



Ringer Volume

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

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

One-Way Speaker Volume

Adjust the speaker volume while listening to the other party through the speaker.

Adjust the speaker volume	Use the speaker volume control lever on the right side of the phone to adjust the volume while listening through the speaker	
Place a call using the speaker	Press SPKR	Speaker lamp on + Line select lamp on + Hear dial tone
	Dial Phone Number	Called party answers
	Lift the handset + Talk to the called party	
Monitor hold with the speaker	The other party has placed you on hold:	
	Press SPKR	
	Hang up + Listen for the party to return to the line	

Abbreviated Dial

Store up to 10 frequently called inside or outside numbers for quick dialing; up to 28 digits each

Store Abbrev Dial numbers	Press ABREV DIAL	Hear dial tone + lamp off
	Press *	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
Place a call using Abbrev Dial	Press ABREV DIAL + Abbrev Dial code number (0-9)	The number is automatically dialed

Auto Dial

Store one frequently called number on a feature button for quick dialing

Store an Auto Dial Number (up to 28 digits)	(The phone is on hook) Press AUTO DIAL + Complete phone number including access codes	The number is stored
Call an Auto Dial Number	Press SPKR + AUTO DIAL	The number is automatically dialed

Buzz/Status

Place a direct call on a Buzz or Status line	Press BUZZ Or STAT	
	Lift handset	The call is placed
Answer a direct call	Press BUZZ Or STAT	
	Lift handset	The call is answered

Features

Callback	Leave a Callback on busy/no answer	Press CALL BACK Hang up	Hear 2 beeps + The callback is placed
	When the busy extension is free	Hear 3 rings Lift handset	Your extension has been automatically dialed by the system The call is connected
	Return a Callback	Lift handset	The callback is returned automatically

Call Forward

(Forward each extension separately)

Forward calls	Lift handset	Hear dial tone
	Press CALL FWRD	Hear 2 Beeps + your extension is forwarded
	Dial Call Forward Number	Hear two beeps + Call Forward lamp on
Cancel forwarding	Press CALL FWRD	Hear two beeps + Call Forward lamp off

Call Park

Park a call at a system-provided extension number. The call can be picked up from any phone in the system.

Park an active call	Press CALL PARK	Hear the Call Park number
	Write Hang up	Write down the Call Park number
Pick up a parked call from any phone in the system	Lift handset	
	Dial Call Park number	The parked party is on the line

Call Pickup

Answer a call that is ringing on another phone.

There are two types of Call Pickup:
Group Call Pickup and Extension Call Pickup

Pick up a call	As a member of a Call Pickup Group: Press CALL PICKUP	The call is picked up
	By dialing the extension number: Press CALL PICKUP	
Pick up a call	Dial Extension number	The call is picked up

Features

Cancel

Cancel a call
(Used with transfer, conference, and callback)

Cancel any call	Press	CANCEL	The call ends
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Call Waiting

Hear a short ring during an active conversation indicating a call is waiting.
You can use the Call Waiting feature with both Normal Hold and Call Hold.

Accept a Call Waiting (Call Hold)	Press	HOLD	Line lamp blinks + Phone rings
	Lift handset		You are connected to the waiting party
Return to the call on hold (Call Hold)	Press	HOLD	You are reconnected to held party
Accept a call waiting (Normal Hold)	Press	HOLD	Line lamp blinks + Phone Rings
	Lift handset		The waiting party is on the line
Return to holding party	Lift handset		The first party is on the line

Do Not Disturb

Block Incoming calls. You can still place calls.

Activate	Press	DO NOT DISTURB	DND lamp On
Deactivate	Press	DO NOT DISTURB	DND lamp Off



4th Edition (May 9, 2006)
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Features

Conference

Conference up to 7 parties (Can include up to 4 outside calls)

Set up a Conference (Start from an existing call)	Press	CONF	Hear Dial Tone
	Dial	Next Party → Announce Conf	
	Press	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	CANCEL Or CONF	
Put the conference on hold, or return to the conference	Press	CONF	(Note: The hold button does not put the conference on hold)

Hold

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

Place a call on hold (Call Hold)	Press	HOLD	Hear dial tone + Line lamp blinks
	Hang up Or Dial another number		
Return to the call on hold (Call Hold)	Lift handset		Hear dial tone
	Press	HOLD	You are reconnected to held party
Place a call on hold (Normal Hold)	Press	HOLD	Hear silence + Line lamp blinks
	Hang up		
Return to the call on hold (Normal Hold)	Lift handset		You are reconnected to held party

Hotline

Call a specific number when the button is pressed.

Calling the hotline number	Press	HOT LINE	
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Redial

Redial the last outside number	Press	REDL	The system redials the number
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Features

Intercom

Place an Intercom call	Press	INCM	
	Lift handset		
	Dial	Intercom Group Number	The call is placed
Answer an Intercom call	Press	INCM	
	Lift handset		The call is answered

Transfer/3-way Conference

Transfer an existing call to another destination

Transfer an existing call	Press	XFER	Hear dial tone
	Dial	Phone Number	
	Hang up Or Announce the transfer		Unannounced Transfer Announced Transfer
Cancel a Transfer	Press	CANCEL	Transferred party is on your line
	Or, after called party hangs up: Press	XFER	Transferred party is on your line
3-way Conference	Press	XFER	Transfer lamp on
	Dial	Phone Number	
	When party answers, announce the conference, then: Press	XFER	Transfer lamp off + Conference lamp on

Voice Mail

Retrieve voice mail messages

Access the voice mail system	Press	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		

