

ITE Agent Phone Quick Reference

2543-003

The ITE Agent Phone is designed to be used in a Call Center/Contact Center environments by ACD agents. The ITE Agent phone functions with a headset and a Hook button in place of the standard handset and switchhook. The display screen is identical to the ITE-30SD. 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 Hook button.

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

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

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

- ### Volume and Screen Contrast Settings
- Use the Up and Down arrows to set Ringer volume when the phone is ringing.
 - When setting Ringer volume, the ringing stops after 4 seconds, or when you press any button.
 - The Ringer can be turned off completely.
 - If you do not save volume settings before ending the call, the volume returns to the last setting.

Ringer Volume	Press ▲ Together	Lamp on
	Press 1	Phone rings
	Press ▲ Or ▼	Ringer volume set
	Press 1	Ringer volume saved + Lamp off
Ringer Tone	Press ▲ Together	Lamp on
	Press 2	Phone rings
	Press ▲ Or ▼	Ringer tone set
	Press 2	Ringer tone saved + Lamp off
Display Contrast	When phone is idle: Press ▲ Or ▼	Contrast saved automatically
	When using the handset: Press ▲ Or ▼	
Handset Volume	Press ▼ Together	Lamp blinks twice + Handset volume saved
	Press ▲ Or ▼	
Speaker Volume	When using the Speaker: Press ▲ Or ▼	Lamp blinks twice + Speaker volume saved



Features

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)	Press SPKR Or 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)	Press SPKR Or Lift handset	
	If you did not hang up the handset, choose the line where the lamp is blinking Press LINE SELECT	You are reconnected to held party

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


Hook	Place a call or use features	Press HOOK	Hook lamp on + Hear dial tone
	Answer a call	Press HOOK	The calling party is on the line
	End a call	Press HOOK	The call disconnects

Features

You can hear the other party, but the other party cannot hear you			
Mute	Activate Mute	Press MUTE	Mute lamp on
	Talk with the other party again	Press MUTE	Mute lamp off
		Press HOOK	

Redial	Display the last outside number dialed	Press DSPL + REDL	RDL 912104445555 11/22/02 1:22pm
	Redial the last outside number	Press REDL	The system redials the number

(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



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Features

<i>Auto Answer is often used with a headset and the Answer/Release button to get dial tone or hang up</i>		
Activate Auto Answer	(Must be set up on each extension separately) Press AUTO ANSW	Hear 2 Beeps + Auto Answ lamp stays on (while Auto Answ is active)
Receive a call with Auto Answer	Hear Ring and/or warning tone (long beep)	Auto Answer lamp flutters (while call is active)
	Speak to caller	
End a call with Auto Answer	When the caller hangs up, the line is silent and the call is ended. Or When you want to end the call: Press HOOK	Auto Answ, Answ/Rlse, and Line Select lamp on + Line is ready for the next call
Deactivate Auto Answer	Press AUTO ANSW	Hear 2 Beeps + All 3 lamps off

<i>Answer/Release is used to place and answer calls manually, without using the Hook button.</i>		
Note: When you are finished using the line, make sure that the Answ/Rlse lamp is off; otherwise, to answer the next call, you must press the Answ/Rlse button twice.		
Answer a call	Press ANSW/RLSE	Answ/Rlse lamp on + Line lamp on + Call connected
End a call	Press ANSW/RLSE	Answ/Rlse lamp off + Line lamp off + Call disconnected
Place a call	Dial The destination number	

<i>Conference up to 7 parties (Can include up to 4 outside calls)</i>		
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)	

ACD Features

<i>Use the sign off button to go off line and stop receiving ACD calls.</i>		
Note: Agents can be taken off line automatically by the Night Service feature, indicated by a <i>fluttering</i> OFF LINE lamp. An agent can only sign on again when Night Service is cancelled by a Supervisor or by the system.		
Sign off	(You can go off line during a conversation) Press OFF LINE	Hear 2 Beeps + Lamp is ON

<i>Displays your performance statistics while you are signed on. Automatic/manual scrolling of the stats is a system setting.</i>																
Lamp status: Lamp comes on when button is pushed, but goes out immediately																
Display the stats	Press AGENT STATS	Scrolling stats: <table border="1"> <tr> <td>Mary 11/13/02</td> <td>6009 09:25AM</td> </tr> <tr> <td>Online Dur</td> <td>04:13:22</td> </tr> <tr> <td>Idle 12% 75%</td> <td>ACD</td> </tr> <tr> <td>Wrap 05%</td> <td>Hold 1%</td> </tr> <tr> <td>DNDB 0% 2%</td> <td>INCM</td> </tr> <tr> <td>OUTG 3%</td> <td>INTR 2%</td> </tr> <tr> <td>Ave ACD Dur</td> <td>00:35:43</td> </tr> </table>	Mary 11/13/02	6009 09:25AM	Online Dur	04:13:22	Idle 12% 75%	ACD	Wrap 05%	Hold 1%	DNDB 0% 2%	INCM	OUTG 3%	INTR 2%	Ave ACD Dur	00:35:43
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<i>Received messages from your supervisor on your phone.</i>		
Receive the message	The supervisor has sent a message	Supervisor Alert lamp on Go to Lunch 11/24/02 11:30AM
Turn off the Supv Alert lamp	Press #	
	Press SUPV ALERT	Supervisor Alert lamp off
Review messages	Press MSG RECALL	

<i>Stops incoming ACD calls for a system-set length of time to allow you to complete information about the last call</i>		
Automatic Wrap up	Begins automatically at the end of a call	Work/Wrap lamp slow flashing
Cancel Wrap up	Press WRAP/WORK Or Wrap up ends automatically	Work/Wrap lamp off

<i>Stops incoming ACD calls. Can be manually activated during a call.</i>		
Begin Work	Press WRAP/WORK	Lamp flutters
Cancel Work	Press WRAP/WORK	Lamp Off

ACD Features

<i>Use one of three methods of signing on to go on line to receive ACD calls.</i>		
Note: The OFF LINE lamp is ON when you are off line, and it is OFF when you are on line.		
Method 1: Automatic sign on	Press OFF LINE	Hear 2 Beeps + Lamp is OFF
Method 2: Manual Sign On with Agent ID Number	Press OFF LINE	Hear 1 Beep + Lamp stays ON
	Dial Agent ID Number + #	Hear 2 Beeps + Lamp is OFF
Method 3: Manual Sign on with Agent ID and Password	Press OFF LINE	Hear 1 Beep + Lamp stays ON
	Dial Agent ID Number + #	Hear 1 Beep + Lamp stays ON
	Dial Password + #	Hear 2 Beeps + Lamp stays OFF

Centergy® Features

<i>Save information about a call using the keypad to enter numeric codes.</i>		
Codes are provided by your system administrator. Enter the codes during a call while talking to a customer. The data is used for analysis.		
The system allows transaction codes to have 1-6 fields of in information Example: Customer wants to renew monthly gardening magazine.		
Code sequence:	Phone display:	
1 * 456 * 20 #	Ord 45 Garden 11/22/02 4:50pm	
1 = An order 45 = Customer No. 20 = Magazine ID		
Activate Transact	Press TRANS ACT	Transact lamp On
Enter codes	Dial Transaction code + * (Use the star between each code)	
	To end the code sequence: Press #	Transact lamp Off
Example entry error	Inv length field 2 11/22/02 3:30pm	
Delete a code when partially entered	Press #	
	Re-enter the codes	
Delete the current complete code	When the code is still displayed: Press TRANS ACT * #	Last valid code is deleted

Centergy® Features

<i>Displays messages from the supervisor, beginning with the most recent.</i>		
The number of messages stored on the phone is a determined by a system setting. If the last message is stored, the next new message overwrites the oldest message.		
Send the Message	Press MSG RECALL	First Screen: 10:05 11/24 1st Msg 11:03AM
		Second Screen: Please Sign On 11:03AM
		No messages: No Messages Received 11:03AM
	Repeat To see each message	
Clear the Display	Press ANSW/RLSE Or HOOK Two Times	

<i>Records a phone conversation and sends an urgent alert message to your supervisor.</i>		
Start Recording	Press CALL REC	Alert lamp on + Message sent to supervisor
End Recording	Press ANSW/RLSE Or HOOK	Alert lamp off

<i>Sends a pre-programmed message that will display on the supervisor's screen</i>		
Send the Message	Press SUPV ALERT	Hear one beep + Lamp on
	Dial The correct message code + #	Hear two beeps + Lamp off + Message sent Alert 05 11/24/02 Sent 11:03AM Or Invalid Alert Code 11/24/02 11:03AM
Invalid Message	Redial The entire code sequence	

<i>Displays the number of agents on line and the queue status.</i>		
Lamp status: Slow Flash - Queued calls <i>below</i> system-set limit Flutter - Queued calls <i>above</i> system-set limit		
Display the current status	Press QUEUE	CIQ: 2 AOL: 5 11/24/02 11:03AM CIQ = Calls in Queue AOL = Agents on line