

ITE-12S

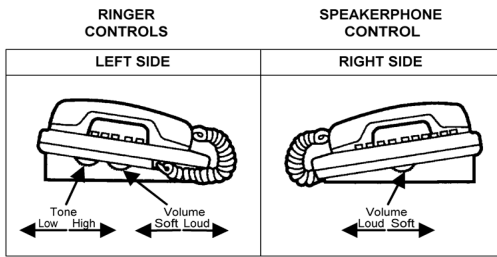
Quick Reference

2559-004

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

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.



Phone Features

Ringer Volume	<i>Adjust the ringer volume when receiving a call, or you can activate the ringer and adjust the volume.</i>		
	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		Ringling cancelled

Speaker Volume	<i>Adjust the speaker volume while in conversation with another party.</i>		
	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

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

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

<i>(Forward each extension separately)</i>			
Call Forward	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

Features

<i>Store one frequently called number on a feature button for quick dialing</i>			
Auto Dial	Store an Auto Dial Number (up to 28 digits)	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

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



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Features

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

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

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

Answer a call that is ringing on another phone.

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

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

Call a specific number when the button is pressed.

Hotline	Calling the hotline number	Press HOT LINE	
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Intercom	Place an Intercom call	Press INCM	
		Press SPKR	
		Dial Intercom Group Number	The call is placed
Answer an Intercom call	Press INCM		
	Press SPKR	The call is answered	

Features

Block Incoming calls. You can still place calls.

Do Not Disturb	Activate	Press DO NOT DISTURB	DND lamp On
	Deactivate	Press DO NOT DISTURB	DND lamp Off

There are 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

Hold	Place a call on hold (Call Hold)	Press HOLD	Hear dial tone + Line lamp blinks
		Hang up <i>Or</i> Dial another number	
	Return to the call on hold (Call Hold)	Press SPKR <i>Or</i> 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 <i>Or</i> 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 LINE SELECT	

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.

Call Waiting	Accept a Call Waiting (Call Hold)	Press HOLD	Line lamp blinks + Phone rings
		Press SPKR	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
		Press SPKR	The waiting party is on the line
	Return to holding party	Press SPKR	The first party is on the line



Features

Redial	Redial the last outside number	Press REDL	The system redials the number
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Cancel a call (Used with transfer, conference, and callback)

Cancel	Cancel any call	Press CANCEL	
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Transfer an existing call to another destination

Transfer/3-way Conference	Transfer an existing call	Press XFER	Hear dial tone
		Dial Phone Number	
		Hang up <i>Or</i> Announce the transfer	Unannounced Transfer Announced Transfer
	Cancel a Transfer	Press CANCEL	Transferred party is on your line
		<i>Or, after called party hangs up:</i> 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

Retrieve voice mail messages

Voice Mail	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 (<i>provided by the system administrator</i>)	The voice mail system answers
		Follow the voice mail system prompts	

