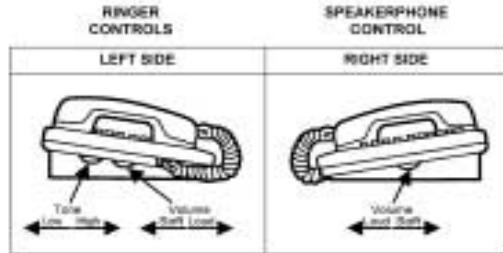## ITE-12SD Quick Reference
2301-004

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.

RINGER CONTROLS — LEFT SIDE

SPEAKERPHONE CONTROL — RIGHT SIDE

Phone Features

Ringer Volume

You can adjust the ringer volume when receiving a call, or you can 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
	Press [SPKR]	Phone rings
	Use the ringer control knob on the left side of the phone to adjust the volume	
Cancel Ringing	Press [SPKR] Or Lift handset	
	Press [SPKR] Or Hang up	Ringing cancelled

Speaker Volume

Adjusts the speaker volume while in conversation with another party.

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

Display Screen

Condition	Display
The phone is idle	11/21/02 2:03pm
You dialed an inside number	8278 11/04/02 1:22pm
You dialed and 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

Display

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 call is ringing in: 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 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]	CALLBACK 11/21/02 2:03pm
	Repeat Until the number is displayed	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]	8138 SMITH JOHN 11/21/02 2:09pm
	Pause Until the date and time is displayed	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

Special Feature Buttons

Speaker

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

Mute

You can hear the other party, but the other party cannot hear you.

Mute the speaker	Press [MUTE]	Mute lamp on
Talk with the other party again	Press [MUTE]	Mute lamp off
	Hang up handset	

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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.

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 Storage Number Digit (0-9)	Hear 1 Beep
	Dial Abbreviated Dial Number + access number for outside line	Hear 2 Beeps + Number is stored
Display stored numbers	Press [DSPL] + [ABREV DIAL]	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 [ABREV DIAL] + Abrv 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
Display an Auto Dial Number	Press [DSPL] + [AUTO DIAL]	ADL 914105558888 11/04/02 1:22pm
Call an Auto Dial Number	Press [SPKR] + [AUTO DIAL]	The number is automatically dialed

Callback

Leave a callback on busy/no answer

Press	CALL BACK	Hear 2 Beeps

Display a callback that was left for you

Press	DSPL + 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	CALL BACK Until all numbers are displayed	AT:9:35am 11/21/02 11/21/02 1:25pm

Return a callback

Press	CALL BACK	The callback is returned

Return a callback when there is more than one

Press	DSPL + CALL BACK	CALLBACK 11/21/02 2:03pm
Repeat	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	SPKR + CALL BACK	The callback is placed

Display and Cancel a selected callback

Press	DSPL + CALL BACK	
Repeat	CALL BACK Until you see the number	8138 SMITH JOHN 11/21/02 2:09pm
Pause	See time and date (if activated on your system)	AT:9:35am 11/21/02 11/21/02 1:25pm
Press	CANCEL	8138 **CANCELLED** 11/21/02 2:03pm

Call Forward

Forward calls

	(Forward each extension separately)	Hear 2 Beeps
Press	CALL FWRD	Hear 2 Beeps +
Dial	Call Forward Number	Call Forward lamp on

Cancel forwarding

Press	CALL FWRD	Call Forward lamp off

Cancel

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

Cancel any call

Press	CANCEL

Do Not Disturb

Incoming calls are blocked. You can still place calls.

Block incoming calls

Press	DO NOT DISTURB	DND lamp On

Deactivate Do Not Disturb

Press	DO NOT DISTURB	DND lamp Off

Call Park

Parks 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	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

Call Pickup

Answers 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

Pick up a call

By *dialing the extension number:* Press	CALL PICKUP	
Dial	Extension number	The call is picked up

Call Waiting

A short ring heard during an active conversation indicates that there is a call waiting.

The following shows you how to 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
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

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

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)*

Press	SPKR Or Lift handset	You are reconnected to held party
Press	HOLD	

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

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

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 number is redialed

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:		Transfer lamp off + Conference lamp on
Press	XFER	

Voice Mail

Your voice mail lamp flutters when you have a message in your voice mailbox

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		

ConNeCT