

STE Quick Reference

2388-002

This reference is intended for use on standard telephone equipment.

Tap and Switchhook

Some STE phones have a TAP button and others have only the switchhook. The following describes use of the TAP button and the switchhook.

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	If you press the switchhook for longer than a second, the call will disconnect. Use the switchhook by pressing it for a moment (long enough to say "down-up"). If you use the switchhook when you have a TAP button on your phone, the call is always disconnected.

STE Words

The system provides words for the STE phone that prompt you for input or indicate that a feature is activated.

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 TAP or Switchhook

Feature codes allow you to use phone features on an STE phone without using a feature button. Access the following features with the TAP button (if applicable) or the switchhook.

When using TAP, enter the feature code any time after you hear "Enter" or dial tone.

Feature	Action
Leave a Callback	Press SWHOOK /TAP + * 7 + Number
Call Park	Press SWHOOK /TAP + * 9
Conference	Press SWHOOK /TAP + # 1 + Number
Data	Press SWHOOK /TAP + # #
Hold	Press SWHOOK /TAP + * 4
Transfer 3-Way	Press SWHOOK /TAP + * 1 + Number

Standard Feature Codes from Dial Tone

Access the following features from dial tone, without using the TAP button or switchhook.

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
	Dial	The phone number
Inside Call	Lift handset	
	Dial	Extension number

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Features

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

Abbreviated Dial	Store Abbrev Dial numbers	Lift handset	Hear dial tone
		Press # 4 + *	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
		Write down the code and the number	
	Place a call using Abbrev Dial	Lift handset	Hear dial tone
	Press # 4 +	Abrv Dial code number (0-9)	The system automatically dials the number



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Features

<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>			
Call Park	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	

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

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

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

Features

<i>Leave a callback on a busy or unanswered extension</i>			
Callback / Message	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

<i>Conference up to 7 parties (Can include up to 4 outside calls)</i>			
Conference	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"
		Press # 1	The party is joined into conference
		Repeat	Until all parties are joined in conference
	When the number called is busy or unanswered	Hang up	
Lift Handset			Hear "Conference"
Put the conference on hold, or return to the conference	Press # 1		Reconnected with conference
	Press SWHOOK/TAP		Hear "Enter"
Return to a conference on hold	Press # 1		
	Lift Handset		Hear "Conference"
	Press # 1		Reconnected with conference

Call Forward	Forward all calls	Lift Handset Press * 3	Hear 2 Beeps
		Dial Call Forward Number	Hear 2 Beeps + Lamp On + All Calls Forwarded
	Cancel forwarding	Lift Handset Press # 3	Hear "Forward"
	Hang up		Hear 2 Beeps + Lamp Off

Features

Incoming calls are blocked. You can still place calls.			
Do Not Disturb	Activate	Lift handset Press * 6	Hear dial tone 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 Press * 4	Hear "Held" 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 an existing call to another destination			
Transfer	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	

Your voice mail lamp flutters when you have a message in your voice mailbox			
Access the voice mail system	Lift Handset		
	Press * 5	The voice mail system answers	
	Follow the voice mail system prompts		
Access voice mail from another phone or outside location	Lift Handset		
	Dial	The voice mail access number (<i>provided by the system administrator</i>)	The voice mail system answers
	Follow the voice mail system prompts		