

Using your Morningside College Phone

ITE-12SD & ITE-12ST Display and Speaker Phones Quick Reference Guide



Specialized Resources TELECOMMUNICATIONS

ITE 12ST & ITE-12SD QUICK REFERENCE CARD

Using the Features

- This card covers commonly used phone features.
- When using features on a line other than your main extension, press the line button before lifting the handset or pressing the SPKR button.

Holds a call - using **one** of two types of hold

PLACE a call on hold

Press **HOLD** (hear silence = Normal hold;
hear dial tone = Call Hold)

The hold type on your phone determines how to **retrieve** a call from hold

RETRIEVE a call from hold

Normal Hold*

Lift handset or Press **SPKR**

*NOTE: If handset is off the phone, press **line button**

Call Hold

(from dial tone)

Press **HOLD**

ALTERNATE between calls (only with Call Hold)

Press **HOLD** (hear dial tone)

Dial Second Call (first party on hold;
second party on line)

Press **HOLD** (second party on hold;
return to first party)

Use HOLD to accept a second party calling your busy line (see Hold feature to determine your hold type)

Normal Hold

ACCEPT waiting call (after short ring)

Press **HOLD** (phone rings)

Press Line Button or Press **SPKR** (waiting party on line)
(Alternate between calls by pressing HOLD)

RETURN to holding party when one party hangs up

Press Line Button or Press **SPKR** (holding party on line)

Call Hold

ACCEPT waiting call (after short ring)

Press **HOLD** (hear dial tone)

Hang up or Press **SPKR** (phone rings)

Lift handset or Press **SPKR** (waiting party on line)
(Alternate between calls by pressing HOLD)

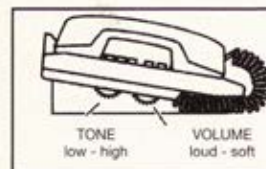
RETURN to holding party when one party hangs up
(from dial tone)

Press **HOLD**

Hold

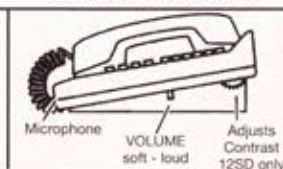
Call Waiting

Ringer Controls



Left Side

Display and Speakerphone Controls



Right Side

Using the Speakerphone

* Adjust the ringer (left side) when receiving a call, or activate the ringer as follows:

Lift handset or Press **SPKR**

Press #*112

Hang up or Press **SPKR** (the phone rings; adjust the volume and tone)

Cancel ringing:

Lift handset or Press **SPKR**

Hang up or Press **SPKR**

* Adjust the speakerphone volume (right side) as you listen to the other party speaking. A lower volume makes it easier to be heard above the other party.

* To make or answer calls:

Press **SPKR**

Speak toward the microphone (lower right corner)

* Change from handset to speakerphone during a call:

Press **SPKR**

Hang up handset

* Change from speakerphone to handset during a call, or if the sound quality is weak during a conference or outside call:

Lift handset

* Press the MUTE button (used **only** with the speakerphone) to hear the other party without them hearing you.

To talk with that party again:

Press **MUTE** (off) or Lift handset

NOTE: Speakerphone quality and performance is affected by objects in front of the microphone, background noise, and the quality of outside lines.

Speakerphone

Reading the Display

12SD ONLY

* Adjust the display contrast (upper right side).

12ST ONLY

* Adjust the display viewing angle (tilt display)

* The date and time show continuously, unless replaced by other information.

* When you **make a call** the display shows the following:

Inside/Outside call - number dialed, date, and time.

664-6629	DATE	TIME
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Outside call - number dialed, elapsed time, and estimated cost

664-6629	1:34	TIME
\$0.78		

* When you **receive a call** the display shows the following:

Inside call - number or name of the person calling, and your number or name.

JOHNSON FOR SMITH	TIME
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Outside call - "OUTSIDE" or a company title, and your number or name.

OUTSIDE FOR SMITH	TIME
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Display

Using the Display Button

- * The DISPLAY button, used with a feature button such as ABBREV DIAL, shows stored numbers and names associated with various features.
- * When pressed, the DISPLAY button (and lamp), has a 5-second active time limit. Then the display automatically clears and the lamp is OFF. While the DISPLAY lamp is ON, timing restarts each time a feature button is pressed.
- * If the DISPLAY button times out (after 5 seconds), press it again and continue with the instructions.
- * The DISPLAY button is used with the following features:

(Leave handset on the phone, and SPKR off.)

Abbreviated Dialing

Scrolls through phone numbers you have stored and assigned to digits 0-9

Press **DISPLAY**

Press **ABBREV DIAL** repeating to show all stored numbers

0.92146648114	TIME
DATE	

1.918172447856	TIME
DATE	

Automatic Dialing

Displays the stored Auto Dial number

Press **DISPLAY**

Press **AUTO DIAL**

ADL 96648114	TIME
DATE	

Callback - No Answer

Scrolls callback "MESSAGES"

Press **DISPLAY**

Press **CALLBACK** repeating until all numbers are displayed

To select and return a callback

Press **DISPLAY**

Press **CALLBACK** repeating until the number appears that you want to call back

(Immediately)

Lift handset or Press **SPKR**

Press **CALLBACK**

(To cancel a callback, display the callbacks until the number appears; press CANCEL.)

MESSAGE	TIME
DATE	

3001	TIME
DATE	

2001 WILSON DICK C	TIME
DATE	

2001 WILSON DICK C	TIME
DATE	

3001	**CANCELED**
------	--------------

Call Forward

Displays the forwarded number

Press **DISPLAY**

Press **CALL FORWARD**

FORWARD	TIME
DATE	

FWD 2001	TIME
DATE	

Call Waiting/Transfer Camp On

Displays the Call Waiting or Camp On party when you are talking and hear a short ring on the line

Press **DISPLAY**

Last Number Redial

Displays the last outside number that you dialed

Press **DISPLAY**

Press **LAST # REDIAL**

JOHNSON FOR SMITH	TIME
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RDL 96649337	TIME
DATE	

Abbreviated Dialing

Stores 10 phone numbers for quick dialing

STORE a number (from dial tone)

Press **ABBREV DIAL** * → STORAGE NUMBER (any digit 0-9)

Dial (Access Code for outside line) + PHONE NUMBER → Hang up or Press **SPKR**

USE a stored number (from dial tone)

Press **ABBREV DIAL** → STORAGE NUMBER

Call Forward

Redirects incoming calls to another number

FORWARD your line (from dial tone)

Press **CALL FWD** → PHONE NUMBER

CANCEL (from dial tone)

Press **CALL FWD**

Conference

Allows total of 7 parties in a conference; 4 can be outside calls

BEGIN from an existing call

- 1 Press **CONF**
- 2 Dial Next Party → **Announce** the conference
- 3 Press **CONF** (all parties in conference)

Repeat steps 1 - 3 to add other parties

REJOIN conference if called number is busy/unanswered (Inside call)

Press **CANCEL** or **CONF**

(Outside call)

Press **CANCEL** or

Hang up or Press **SPKR** → Lift handset or Press **SPKR**

Press **CONF**

PLACE conference on hold; **RETRIEVE** (must have dial tone)

Press **CONF**

Transfer (3-Way Conference)

Sends existing call to another number, or conferences 3 parties

TRANSFER and **ANNOUNCE** the call

- 1 Press **TRANSFER/3-WAY**
- 2 Dial PHONE NUMBER → **Announce** the transfer
- 3 Hang up or Press **SPKR** (transfer complete)

TRANSFER and **DO NOT ANNOUNCE** the call

Press **TRANSFER/3-WAY**

Dial PHONE NUMBER → Hang up or Press **SPKR** (transfer complete)

CANCEL call if number is busy/unanswered/misdialed

Press **CANCEL** or **TRANSFER/3-WAY**

3-WAY CONFERENCE (from an existing call)

- 1 Press **TRANSFER/3-WAY**
- 2 Dial PHONE NUMBER → **Announce** the 3-way conference
- 3 Press **TRANSFER/3-WAY** (3 parties connected)