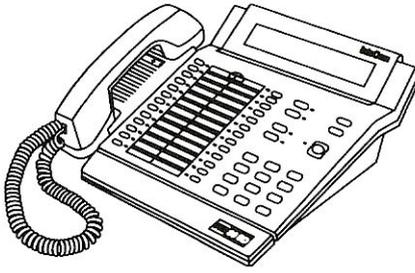


# ITE-30SD REFERENCE GUIDE



**These instructions are written for speakerphone use.** When not using the ITE-30SD as a speakerphone, use the handset or (headset with ANSWER/RELEASE button) to first get dial tone and then follow the steps as written.

**On a multiline phone,** when using a line other than your main extension, first press the line you want to use. Then press SPKR or lift the handset to prevent the possibility of cutting off a call.



## Setting Ringer volume and tone

The ringer can be turned all the way off, so check the setting if you are not getting calls

To set this control:	Press both:	Start ring:	Press:	Stop ring:
<b>Ringer Volume</b> (lamp on)		1	or	1
<b>Ringer Tone</b> (lamp on)		2	or	2



## Setting other controls

To set this control:	Press:
<b>Handset/Headset Volume</b> (during conversation)	or
<b>Speakerphone Volume</b> (when using the SPKR)	or
<b>Display Contrast</b> (when phone is idle)	or

## Reading the display screen

## Reading the lamp signals

When this happens:	The screen displays:		
The phone is idle	03/11/96 8:21am	Off	● Line or feature not in use
You dial an inside number	8089 03/11/96 10:37am	On	○ Line or feature in use
You dial and are talking on an outside call (shows the estimated cost of the call)	817-234-5678 1:13 \$ .30 9:35am	Slow Flash	◐ Incoming call
You receive an inside call	SAVIDGE JIM FOR APRILE MIKE 8:48am	Blink	◑ Holding call
You receive an outside call	CORPORATE 800 FOR ROBISON R 10:37am	Flutter	◒ Callback; InteMail; Auto Answer

## Using Fixed Feature Buttons



**MUTE**

### Using SPEAKERPHONE and MUTE

**SPKR**

*To perform this action:*

*Press:*

Make or answer calls, or use a feature, with handset on phone

**SPKR** (lamp on)

*Speak toward the microphone in right front corner of the phone*

Switch from handset to speakerphone

1. **SPKR** (lamp on)
2. Hang up handset

Switch from speakerphone to handset

Lift handset (SPKR lamp off)

*Mute also works with a headset*

Mute the speakerphone or handset (you can hear the other party but they cannot hear you)

**MUTE** (lamp on)

Talk with the other party again

**MUTE** (lamp off)

or

Lift handset when using SPKR

**XFER**

### Using TRANSFER

*To perform this action:*

*Press:*

**Transfer an existing call**

1. **XFER** (lamp on)
2. Dial a phone number
3. Hang up \*

*You can use an Auto Dial button or an Abbreviated Dial number in place of dialing a phone number*

*Unannounced transfer  
or  
Announced transfer*

or  
When party answers, announce the transfer and hang up

**Cancel a transfer**  
if a call is busy or unanswered

**CANCEL** (original call is on line)  
or without a CANCEL button  
**XFER** (original call is on line)

**3-Way Conference**  
from an existing call

1. **XFER** (lamp on)
2. Dial a phone number
3. When party answers, announce the conference and press  
**XFER** (3 parties connected;  
XFER lamp is off,  
Conference lamp is on)

\* When making an unannounced transfer, to be sure the connection is made, wait until you hear a ring before hanging up. If not answered, the transferring call can go to InteMail, or return to either the operator or your phone, as a three-ring call. This depends on the option selected for your system.

# Using Fixed Feature Buttons

## HOLD

### Using HOLD

To perform this action:	Press:	If you hear...	then:
<b>Hold</b> an existing call <i>You have one of two types of HOLD</i>	<b>HOLD</b>	<b>silence</b> (type 1) <b>or</b> <b>dial tone</b> (type 2)	Hang up <b>or</b> Hang up <b>or</b> dial a call
<b>Return</b> to a holding call on your line* <i>If you heard:</i>			
<b>silence</b> (type 1) <b>or</b>	<b>SPKR</b>	<b>or</b> Lift handset <i>(holding party is on line)</i>	
<b>dial tone</b> (type 2)	1. <b>SPKR</b> 2. <b>HOLD</b>	<b>or</b> Lift handset <i>(hear dial tone)</i> <i>(holding party is on line)</i>	

A blinking line lamp indicates a call is on hold

\* When returning to a holding call on a line other than your main line, *first* press the line button with a blinking lamp. Then continue with the steps for type 1 or type 2 Hold. When the lamp stops blinking, the call is on the line.

## HOLD

### Using HOLD to answer a Call Waiting

During a call when you hear a ring tone, follow directions for using the SPKR, or the Handset or Headset to accept the call waiting.

To perform this action:	Press:	If you hear...	then press:
<i>Using the SPKR:</i> <b>accept</b> a call waiting	<b>HOLD</b>	<b>ringing</b> (type 1) <b>or</b> <b>dial tone</b> (type 2)	<b>SPKR</b> on <i>(call on line)</i> <b>or</b> <b>SPKR</b> off <i>(phone rings)</i> <b>SPKR</b> on <i>(call on line)</i>
<i>Using the Handset or Headset:</i> <b>accept</b> a call waiting	<b>HOLD</b>	<b>ringing</b> (type 1) <b>or</b> <b>dial tone</b> (type 2)	<b>LINE BUTTON</b> <i>(call on line)</i> <b>or</b> <b>LINE BUTTON</b> <i>(phone rings)</i> <b>LINE BUTTON</b> <i>(call on line)</i>

After accepting a call waiting, press **HOLD** to switch between calls. When you finish one call, hang up, and follow the steps above to return to the holding call

## REDL

### Using REDIAL

To perform this action:	*Press:
<b>Display</b> the redial number	<b>DSPL</b> <b>REDL</b> <i>(lamp on)</i>
<b>Redial</b> the last outside number you dialed	<b>REDL</b>

\* Before using REDIAL on a line other than your main extension, *first* press the line button you want to use.

# Using Fixed Feature Buttons

**DSPL**

## Using DISPLAY

- The Display Feature lets you view stored phone numbers before making a call using Abbreviated Dial, Auto Dial, and Redial. Also use DSPL to check a Forward number and the numbers and/or names of Callbacks to return.
- The DSPL lamp must be on while using this feature.
- The Display Feature becomes inactive 5 seconds after you press the last feature button.
- **Important:** Use the DSPL button with the SPKR off and handset on the phone.

<i>To display:</i>	<i>Press: (making sure the DSPL lamp stays on)</i>	<i>The screen displays:</i>
<b>Abbreviated Dial numbers</b>	1. <input type="button" value="DSPL"/> <input type="button" value="ABREV DIAL"/> <i>(lamp on)</i>	0. 918172447856 03/15/96 2:03pm
	2. Repeat <input type="button" value="ABREV DIAL"/> until all numbers display	1. 912143908698 03/15/96 2:03pm
		2. 8682 03/15/96 2:03pm
<b>An Auto Dial number</b>	<input type="button" value="DSPL"/> <input type="button" value="AUTO DIAL"/> <i>(lamp on)</i> While the DSPL lamp is on, press other Auto Dials	ADL 912069363188 03/15/96 4:18pm
<b>A Redial number</b>	<input type="button" value="DSPL"/> <input type="button" value="REDL"/> <i>(lamp on)</i>	RDL 918172447856 03/11/96 1:14pm
<i>(When screen is showing . . .)</i>		FORWARD 03/11/96 9:12am
<b>A Forwarding number</b>	<input type="button" value="DSPL"/> <input type="button" value="FORWARD"/> <i>(lamp on)</i>	FWD 8194 03/11/96 9:13am
<i>(When screen is showing . . .)</i>		CALLBACK 03/15/96 3:30pm
<b>A Callback number and/or name left by a caller</b>	1. <input type="button" value="DSPL"/> <input type="button" value="CALLBACK"/> <i>(lamp on)</i>	8689 ADAMS RUTH 03/15/96 4:00pm
	2. Pause to see the time and date of the callback <i>(if the time stamp option is activated)</i>	AT:1:20pm 03/15/96 03/15/96 4:22pm
	3. Repeat <input type="button" value="CALLBACK"/> until all numbers display	8682 DYER BOB 03/15/96 4:00pm

*A callback displays as either "CALLBACK" or "MESSAGE"*

## Using Other Feature Buttons

### A word about the other features:

- All features on this reference card may not be applicable to your phone. You may have additional options or a different phone configuration. See your system administrator for more information.
- Several features can be activated by dialing feature codes when your phone does not have a specific feature button. See Using Feature Codes on the last page.

### Using other feature buttons:

To perform this action:

Press:

#### ABREV DIAL

Use ABREV DIAL to store ten inside or outside phone numbers; each can be up to 28 digits long

**Store** or change Abbreviated Dial phone numbers (10) \*

1. **ABREV DIAL** \* (hear one beep)
2. Abrev Dial Number (any digit 0-9)
3. Enter a phone number - include access number for outside line (hear two beeps; number is stored)

**Display** stored numbers before calling

1. **DSPL** **ABREV DIAL** (lamp on)
2. Repeat pressing **ABREV DIAL** until all numbers display

**Make a call**

**ABREV DIAL** + Abrev Dial Number (any digit 0-9)

#### AUTO ANSWER

##### For Headset Users:

Activate AUTO ANSWER and use the ANSWER/RELEASE button in place of the switchhook. Press: ANSWER/RELEASE to get dial tone, answer a call, or hang up.

**Activate** Auto Answer to automatically answer a call and disconnect when the caller hangs up \*\* (do each line separately)

**AUTO ANSWER** (hear two beeps; lamp stays on)

**Receive** a call when Auto Answer is activated

1. Hear a ring and/or warning tone (long beep)
2. Speak to the caller on the line (the Auto Answer lamp flutters as long as a caller is on the line)

**End** a call when Auto Answer is activated

When the caller hangs up, the SPKR is automatically off or the line is silent  
**or**  
**SPKR** off (Auto Answer lamp stays on)

Making a call does not deactivate Auto Answer

**Deactivate** Auto Answer (do each line separately)

**AUTO ANSWER** (hear two beeps; lamp off)

\* Selected users can store 100 numbers, using any double digit, 00-99, as the Abrev Dial Number.

\*\* When activating or deactivating Auto Answer on a line other than your main extension, *first* press the line button, then follow the instructions. Otherwise, this will affect your main extension.

## Using Other Feature Buttons

### AUTO DIAL

Use Auto Dial for your most frequently dialed calls; one phone number per button

To perform this action:

**Store** or change an Auto Dial number - DO NOT GET DIAL TONE

**Display** an Auto Dial number

**Make a call**

Press:

1.   
(lamp must stay on while storing)
2. Enter a phone number - include access number for outside line

(lamp on)

### BUZZ

### STATUS

**Make** a direct call on a Buzz or Status line

**Answer** a direct call

or

or

### CALLBACK

The lamp flutters on a line that has a callback

**Leave** a callback on an internal busy or unanswered call; these cannot be displayed

**Display** a callback that was left for you, and the time you received it

**Return** a callback

**Return** a selected callback when you have **more than one**

**Display and Cancel** a selected callback

\*

1.    
(lamp on)
2. Pause to see the time and date of the callback (if the time stamp option is activated)
3. Repeat pressing  until all numbers display

1.    
(lamp on)
2. Repeat pressing  until the number you want appears
3. **Immediately** press

1.    
(lamp on)
2. Repeat pressing  until the number to cancel appears.
3. Pause to see the time and date of the callback (if the time stamp option is activated)
4.

### CANCEL

**Cancel** any call; used with a transfer, conference, or a callback

\* After leaving a callback on a **busy line**, your phone rings with a 3-ring call when that line is free. When you answer, the call is automatically placed, and the display shows the name or number of the callback.

## Using Other Feature Buttons

	<i>To perform this action:</i>	<i>Press:</i>
<b>CONFERENCE</b>	<b>Conference</b> a total of 7 parties (can include up to 4 outside calls)	<b>From an existing call</b> 1. <b>CONFERENCE</b> 2. Dial the next party 3. After the call is answered, press <b>CONFERENCE</b> (all parties are joined in conference) 4. Repeat steps 1 - 3 to add parties
	<b>Cancel</b> a call to <b>rejoin</b> conference	<b>CANCEL</b> or without a <b>CANCEL</b> button <b>SPKR</b> off, <b>SPKR</b> on <b>CONFERENCE</b>
	Put conference on <b>hold</b> ; <b>return</b> to conference	<b>CONFERENCE</b> or <b>HOLD</b> *
<b>DATA</b>	<b>Make</b> a data call**	1. <b>SPKR</b> 2. Dial a data number; listen for a tone; data lamp flutters if the call is internal 3. <b>DATA</b> (lamp on)
	<b>Answer</b> a data call when data lamp flashes	<b>DATA</b> (lamp on)
	<b>End</b> a data call	<b>DATA</b> (lamp off) or if lamp flutters and stays on <b>DATA</b> <b>DATA</b> (lamp off)
	<b>Block</b> incoming calls ***	<b>DO NOT DISTURB</b> (lamp on)
<b>DO NOT DISTURB</b>	<b>Cancel</b>	<b>DO NOT DISTURB</b> (lamp off)
<b>FORWARD</b>	<b>Forward</b> calls (forward each line separately)	1. <b>FORWARD</b> (hear two beeps) 2. Dial a phone number (up to 24 digits) (hear two beeps; lamp stays on)
	<b>Display</b> the forwarding number	<b>DSPL</b> <b>FORWARD</b> (lamp on)
	<b>Cancel</b> forwarding	<b>FORWARD</b> (hear two beeps; lamp off)
<b>HOTLINE</b>	<b>Call</b> hotline number	<b>HOTLINE</b>

\* Use HOLD for a conference as you would for a single call.

\*\* When using MKO (Machine Keyboard Origination) to make a data call, data is automatically connected without pressing the DATA button.

\*\*\* Incoming calls to a phone on Do Not Disturb are handled in several ways. See the system administrator for your options.

# Using Other Feature Buttons

	To perform this action:	Press:
<b>INTEMAIL</b>	<b>Enter</b> InteMail (Voice Mail system) <small>(For your InteMail Access Number, see your system administrator)</small>	1. <input type="text" value="INTEMAIL"/> or (when calling from another phone) Dial the InteMail Access Number
	<b>Exit</b> InteMail	2. Follow the voice prompts  <input type="text" value="*"/> repeating until you hear "good-bye"
<b>INTERCOM</b>	<b>Make</b> an intercom call to a member of your assigned group	1. <input type="text" value="INTERCOM"/> <input type="text" value="SPKR"/> 2. Dial an Intercom Number <small>(0-9 for a 10-member group; 00-99 for a 100-member group)</small>
	<b>Answer</b> an intercom call	<input type="text" value="INTERCOM"/> <input type="text" value="SPKR"/>
<b>PARK</b>	<b>Park</b> an existing call - holds the call temporarily on the "park number" line	1. <input type="text" value="PARK"/> 2. Listen and write down Park Number 3. Hang up
	<b>Return</b> to parked call from any phone	1. <input type="text" value="SPKR"/> or Lift handset 2. Dial Park Number
<b>PICKUP</b>	<b>Answer</b> a call that is ringing on another phone	<b>Group Pickup</b> <input type="text" value="PICKUP"/> or <b>Extension Pickup</b>
	You may have <b>Group</b> or <b>Extension</b> , or <b>Both</b> types of Pickup	1. <input type="text" value="PICKUP"/> 2. Dial extension number of ringing phone
		<b>If You Have Both Types of Pickup:</b> <b>Group Pickup</b> <input type="text" value="PICKUP"/>  <b>Extension Pickup</b>
	<small>(For your number code, see your system administrator)</small>	1. <input type="text" value="SPKR"/> 2. Dial number code 3. Dial extension number of ringing phone

# Using Feature Codes

About Feature Codes		Feature Codes																															
<ul style="list-style-type: none"> <li>Use a feature code if your phone does not have one of the following buttons, and the feature is available to use.</li> <li>In the instructions for the specific feature, replace the feature button with the code.</li> <li>Because dial tone is needed to enter a feature code, press the SPKR button first, or lift the handset. Features that are accessed from an existing call, such as conference, require an ACCESS button to hold the call and return dial tone.</li> </ul>		<table border="1"> <thead> <tr> <th>In place of this button:</th> <th>Press: (for dial tone)</th> <th>Enter Code:</th> </tr> </thead> <tbody> <tr> <td>CONFERENCE</td> <td><input type="text" value="ACCESS"/></td> <td># 1</td> </tr> <tr> <td>DATA</td> <td><input type="text" value="ACCESS"/></td> <td># #</td> </tr> <tr> <td>DO NOT DISTURB On:</td> <td><input type="text" value="SPKR"/></td> <td>* 6</td> </tr> <tr> <td>Off:</td> <td><input type="text" value="SPKR"/></td> <td># 6</td> </tr> <tr> <td>FORWARD On:</td> <td><input type="text" value="SPKR"/></td> <td>* 3</td> </tr> <tr> <td>Off:</td> <td><input type="text" value="SPKR"/></td> <td># 3</td> </tr> <tr> <td>INTEMAIL</td> <td><input type="text" value="SPKR"/></td> <td>* 5</td> </tr> <tr> <td>PARK</td> <td><input type="text" value="ACCESS"/></td> <td>* 9</td> </tr> <tr> <td>PICKUP</td> <td><input type="text" value="SPKR"/></td> <td># 7</td> </tr> </tbody> </table>		In place of this button:	Press: (for dial tone)	Enter Code:	CONFERENCE	<input type="text" value="ACCESS"/>	# 1	DATA	<input type="text" value="ACCESS"/>	# #	DO NOT DISTURB On:	<input type="text" value="SPKR"/>	* 6	Off:	<input type="text" value="SPKR"/>	# 6	FORWARD On:	<input type="text" value="SPKR"/>	* 3	Off:	<input type="text" value="SPKR"/>	# 3	INTEMAIL	<input type="text" value="SPKR"/>	* 5	PARK	<input type="text" value="ACCESS"/>	* 9	PICKUP	<input type="text" value="SPKR"/>	# 7
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