**Telephone User Guide**

**ITE 12/24D/30SD**

**Place Internal Call**
- Lift handset
- Dial 5-digit extension number

**Place External Call**
- **Local:** Lift Handset
- Dial 9 + area code + XXX-XXXX
- Call is placed
- **Long Distance:** Lift Handset
- Dial 9 + 1 + area code + XXX-XXXX
- Hear tone and enter authorization code
- Call is placed

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**Standard Features**

**Hold**
- To activate: Press **HOLD**
- To retrieve: Lift handset
  - Press winking line button

**Transfer**
- **UNANNOUNCED**
  - To activate: Press **TRNSF**
  - Dial 5-digit extension number
  - Hang up. Call is transferred
  - To retrieve: Call will return to your phone with a priority ring if unanswered
- **ANNOUNCED**
  - To activate: Press **TRNSF**
  - Dial 5-digit extension number
  - Announce call
  - Hang up. Call is transferred
  
- To retrieve: (Before hanging up):
  - Press **TRNSF**
  - **CONFERENCE (3 PARTY)** To add a party to an existing call
  - To activate: Press **TRNSF**
  - Hear dial tone
  - Dial next number – announce conference
  - Press **TRNSF**
  - Three parties are connected

**Note:** If number is busy or unanswered:
- Press **TRNSF**
- Return to original party

**Last Number**
- **To active:** Lift handset

**Redial**
- **To active:** Press **LAST # RDIAL**
- Last outside call is placed
Callback: To activate:
- Press **CALLBK**
- Hear confirmation tone

Busy/No answer
No Answer
Callback Busy

**Note:** When the called extension is no longer busy:
- Calling extension hears a priority ring (3 rings)
- Lift handset – call is placed

Callback No Answer
Message waiting light flutters

**Note:** When the called extension is available:
- Called extension should lift handset
- Press **CALLBK** – Call is placed

Abbreviated Dial
(Stores 10 numbers)

To store:
- Lift handset
- Press **ABBRV DIAL** and ✗
- Dial single digit storage number (0-9)
- Hear progress tone
- Dial number to be stored
- Hear confirmation tone
- Hang up

**Note:** When programming local/long distance number the single digit storage number must be followed by the access code 9 and then the local/long distance number.

To activate:
- Lift handset
- Press **ABBRV DIAL**
- Dial single digit storage number (0-9)
- Call is placed

OPTIONAL FEATURES

Call Pickup
(To pickup a ringing extension)

To activate:
- Lift handset
- Dial **CALL PKUP** or Dial # 7
- Call is answered

Call Forward

To activate:
- Lift handset
- Press **CALL FRWD** or Dial ✗ 3 – confirmation tone
- Dial number where calls are to be forwarded
- Hear confirmation tone
- Hang up

To cancel:
- Lift handset
- Press **CALL FRWD** or Dial # 3
- Hear confirmation tone
- Hang up – call forward is cancelled

**Note:** A short ring is provided to alert station Call Forward is activated.
Call Park
(To place call on hold and retrieve from any phone)

To activate:
- Press CALL PARK
- Hear and record 4 digit number
- Hang up
- Lift handset from any campus phone
- Dial call park number – call is retrieved

Note: If a parked call is not retrieved, it returns to originating station with a priority ring

CONFERENCE
(7 party)
To add parties to an existing call

To activate:
- Press CONF
- Hear dial tone
- Dial next number – announce conference
- Press CONF
- Parties are connected

Note: Repeat these steps to add additional parties, only 4 may be External. When conferencing an external party dial 9 before the outside number

Note: If number is busy or unanswered when adding a party:
- Hang up
- Lift handset
- Press CONF
  You are connected with the original conference call

To place a conference on hold:
- Press CONF
- Hang up

To return to the conference:
- Lift handset
- Press CONF

On Hook Dial
(for 12+ instruments)

To place a call without lifting handset:
- Press one-way speaker button
- Dial number
- Lift handset – speak to called party

To disconnect:
- Press one way speaker button or Hang up handset
30SD Setting Ringer Volume and Tone

To set this control: Press both: Start ring: Press: Stop ring:

<table>
<thead>
<tr>
<th>Control</th>
<th>Start ring</th>
<th>Press</th>
<th>Stop ring</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ringer Volume</td>
<td>1</td>
<td>▼ or ▲</td>
<td>2</td>
</tr>
<tr>
<td>(lamp on)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The ringer can be turned all the way off, to check the setting if you are not getting calls.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Control</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Ringer Tone</td>
<td>2</td>
<td>▼ or ▲</td>
<td>2</td>
</tr>
<tr>
<td>(lamp on)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

30SD Setting Other Controls

To set this control:

<table>
<thead>
<tr>
<th>Control</th>
<th>Press:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handset/Headset Volume</td>
<td>▼ or ▲</td>
</tr>
<tr>
<td>(during conversation)</td>
<td></td>
</tr>
<tr>
<td>Speakerphone Volume</td>
<td>▼ or ▲</td>
</tr>
<tr>
<td>(when using the SPKR)</td>
<td></td>
</tr>
<tr>
<td>Display Contrast</td>
<td>▼ or ▲</td>
</tr>
<tr>
<td>(when phone is idle)</td>
<td></td>
</tr>
</tbody>
</table>