

MONTGOMERY COUNTY PUBLIC SCHOOLS
Telecommunications Services

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Edited by Ken Katoski



How to Operate Your New Inter-Tel LCD Telephone

**Telecommunications Services
Office of Strategic Technologies and
Accountability**

Introduction

Telecommunications Services is pleased to provide you with the new Inter-Tel Associate or Professional model digital telephone. These new models not only provide additional phone features within their switching (computer) systems, but also have several features located on the phones which may be new to you. And, if you have voice messaging on your system, the first noticeable feature will probably be the blinking light indicating that you have voice messages.

The Telecommunications Services Team hopes that you will take time to review this brochure. It highlights many of the new features and identifies some new procedures to utilize the more familiar features.

As always, do not hesitate to contact us about any concerns or any additional training you would like. I am certain that you will enjoy the many new functions available on this new telephone.

Ron Baraloto, Supervisor
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Office Phone Numbers

Main Number	301.279.3080
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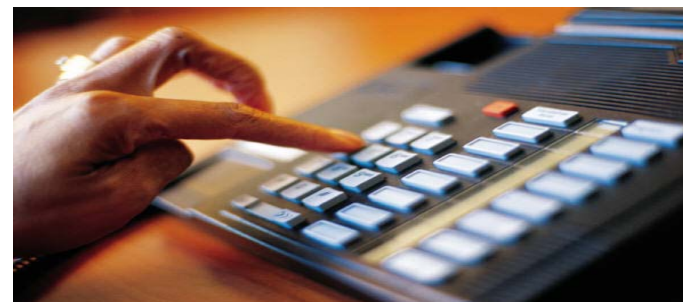
Office Location

MONTGOMERY COUNTY PUBLIC SCHOOLS
Carver Educational Services Center
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Storing Intercom Numbers

To store an intercom number on one of the buttons

- Press the **SPCL** button
- Dial **397**
- Press a programmable button where you wish to store the number
- Dial intercom number



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Glossary:

DND: Do not disturb, will disengage ringer

ITCM: Shortened form for Intercom

Key: Any of the buttons on the phone

Keyset: Another term for the telephone

LCD: Liquid Crystal Display

MSG: Message

MUTE: Button that disables the microphone on phone or the mouthpiece in the handset

SPCL: Special, allows programming of certain features

SPKR: Speaker, allows caller to be heard without lifting the handset

STATION: The location ID number for the telephone or keyset

Operating Your New Telephone



Voice Messaging Instructions*

To set up a voice message mailbox:

- Press the VM key
- Press the * key
- Enter a mailbox number (the same number as the station number)
- Enter a password (same as the station number)
- If this is the initial time entering the system, the VM will begin a tutorial on how to set up a mailbox

OR

- Press “4” key for personal options
- Follow the tutorial

To check for messages

- From Inter-tel phones press VM
- Press * key
- Dial the mailbox number , enter the password
- Follow the instructions

To transfer a call to another mailbox number

- Press the VM button, and enter the mailbox number
- Hang up

***Voice mail is an option, not at all schools**

Basic Instructions

Before you do anything else, please look over your phone and identify that it is plugged into the proper outlet (jack) so that you can check that you have dial tone and which features are available. The phone does not need its own electrical connection, just a phone jack connection. When you pick up the handset or press the SPKR button, you should hear a dial tone. Most MCPS phone lines are Centrex lines and require that you dial a “9” before dialing in the local or long distance area code.

Understanding the telephone light indicators

- **Flashing “Green”** - line is in use at your station
- **Steady “Red”** - line is in use at another station
- **Rapidly Flashing “Green”**- line is on HOLD from your station

Note: Often Telecommunications staff refers to telephone equipment located at a specific site as a station. For almost every purpose the terms “phone” and “Station” are interchangeable.

Your Inter-Tel Phone



Associate Display Model

Conference Calls

Connecting several callers located at several sites

- Make the first call
- Press **CNF** to put the call on hold
- Place another intercom or outside call
- Press the flashing **CNF** button to place the call on hold
- If necessary, repeat this step to place one more call on hold
- Press the flashing **CNF** button to initiate conference
- You may have three conferees in a conference, or four if you include yourself

At any time during the conference you may use any feature key such as **HOLD**, **MUTE** or **TRANSFER**



Receiving an Outside Call

*Your phone rings and a light is lit on a line button;
To answer the call:*

- Lift the handset, and
- Begin with a pleasant response, or
- Press the flashing line button then lift the handset, or
- Press the **SPKR** button and

Ring Tone:

You are able to change the ring tone

- Do not remove the handset from the cradle
- Dial 398
- Press “0” for no ringing
- Press the UP or DOWN arrow key to scroll through the tones
- Dial 1 through 9 to select the corresponding tone you desire
- Select that tone by pressing the # button or
- Lift and replace the handset



Setting Volume

To set the Ringer volume

- Leave the handset on the phone
- Press the UP or DOWN arrow key.
- Volume level will be shown in the display.

To set the Handset volume

- While the handset is in use,
- Press the up or down arrow key.
- The volume level will be shown in the display.

To set the Speaker volume:

- While using the speakerphone feature,
- Press the up or down arrow key.

**Volume settings can be saved by pressing the center of the up or down arrow key*

- Listen for dial tone and press the access code number (usually 9) and dial the local number
- If you have long distance access, wait for the dial tone and press the access code button, then area code and then dial the number

Storing Speed Dial Numbers

To store an outside number as a speed dial entry

- With the handset hung up dial 383
- Dial the location code (2 - 9)
- Enter the desired entry name or hit # key to skip
- Enter the telephone number to be stored
- Press # key to save

To store the outside number location code on one of the buttons

- Dial 397
- Press programmable button
- Dial 383 and then location code (2 – 9)

To place a speed dial call

- Select an open line
- Press the desired speed dial button
- Number dialed will be displayed on LCD





Muting your Telephone

Allows you to hear the caller, but the caller cannot hear you.

To mute your phone

- Press the **MUTE** button (the mute button will light)
- Press the **MUTE** button again to deactivate (the mute light will go out)



Redial

Redial allows you to redial the last number you dialed by simply pressing one button

- Press **REDIAL** button with the handset up or down.
- Verify the number is correct by viewing the digits as they appear on the LCD



Call Pick-up

To pick - up a call from another station

- Lift the handset and press **ITCM**
- Dial 4
- Dial the extension number where the call is ringing or holding
- Greet the caller
- Conduct Business

Transferring Calls

To other Intercom Stations

- Answer the outside call
- Press **TRANSFER** button
- Dial Intercom number and
- Hang up – The call is transferred to the station, or
- Announce call - Instruct party to pick-up blinking line

To other 4 digit numbers

- Press the **TAP** button and wait for a second dial tone
- Dial the appropriate 4 - digit number
- Announce the call and hang up

Making a Call

You can make several types of calls

Intercom:

- Lift the handset
 - Dial the station number or
 - Press the pre-programmed speed dial button
- Outside Call: