

北京汇致程达通讯设备有限责任公司
TEL:010-65819535



NEC

***UNIVERGE SV8100
DT310/DT330/DT710/DT730***

USER GUIDE

**NEC Philips Unified Solutions
Version 1.0 June, 2008**

北京汇致程达通讯设备有限责任公司
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EUROPEAN UNION INFORMATION

Notice to the user

The terminals described in this manual are intended to be connected to the Univerge SV8100.

Declaration of conformity

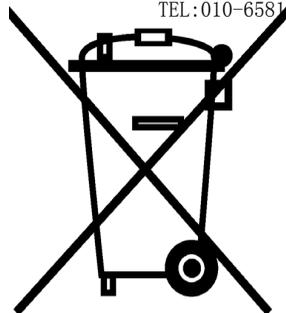
Hereby, "NEC Philips Unified Solutions", declares that the SV8100 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

<http://www.nec-philips.com/doc>



For Countries in the European Union

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The symbol depicted here has been affixed to your product in order to inform you that electrical and electronic products should not be disposed of as municipal waste.

Electrical and electronic products including the cables, plugs and accessories should be disposed of separately in order to allow proper treatment, recovery and recycling. These products should be taken to a designated facility where the best available treatment, recovery and recycling techniques are available. Separate disposal has significant advantages: valuable materials can be re-used and it prevents the dispersion of unwanted substances into the municipal waste stream. This contributes to the protection of human health and the environment.

Please be informed that a fine may be imposed for illegal disposal of electrical and electronic products via the general municipal waste stream.

In order to facilitate separate disposal and environmentally sound recycling arrangements have been made for local collection and recycling. In case your electrical and electronic products need to be disposed of please refer to your supplier or the contractual agreements that your company has made upon acquisition of these products.

At www.nec-philips.com/weee you can find information about separate disposal and environmentally sound recycling.

Battery information

Defective or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer or a designated collection facility. Do not incinerate batteries. This product uses Lithium batteries. Do not use any other type.

For an overview of the location of batteries used in these systems, the battery replacement or removal instructions, please refer to the UNIVERGE SV8100 System Hardware Manual.

-- NOTES --

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1. INTRODUCTION

General

This guide explains how to operate DT Series (DT310/DT710/DT330/DT730) under the following headings.

CHAPTER 1 INTRODUCTION

Explains the configuration of this guide and contains the following information.

- Face layout of DT Series
- Keys and Parts of DT Series
- Icon Display
- Menu List

CHAPTER 2 TERMINAL SETUP

Explains the operating procedures for terminal settings of the DT Series.

CHAPTER 3 BASIC OPERATION

Explains the basic operation of DT Series.

CHAPTER 4 FEATURE OPERATION

Explains operating procedures for various Telephony Server features.

CHAPTER 5 DIRECTORY OPERATION

Explains operating procedures for Directory function.

CHAPTER 6 CALL HISTORY OPERATION

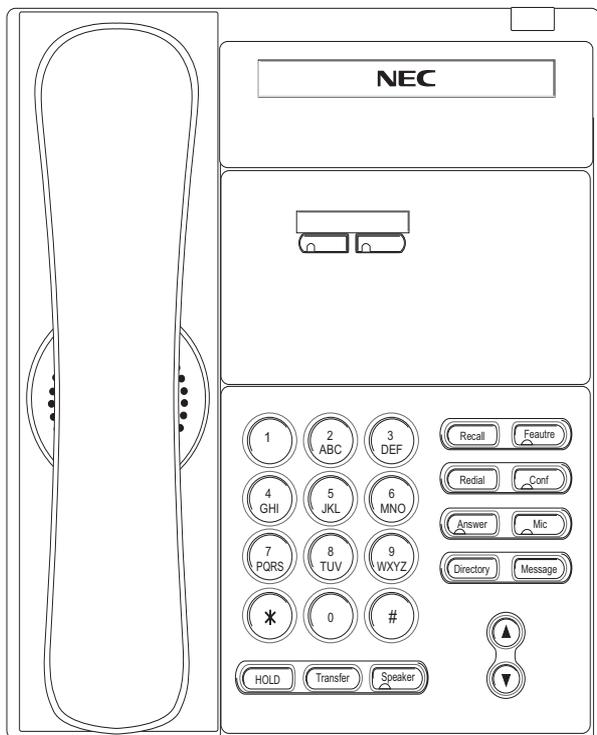
Explains operating procedures for Call History.



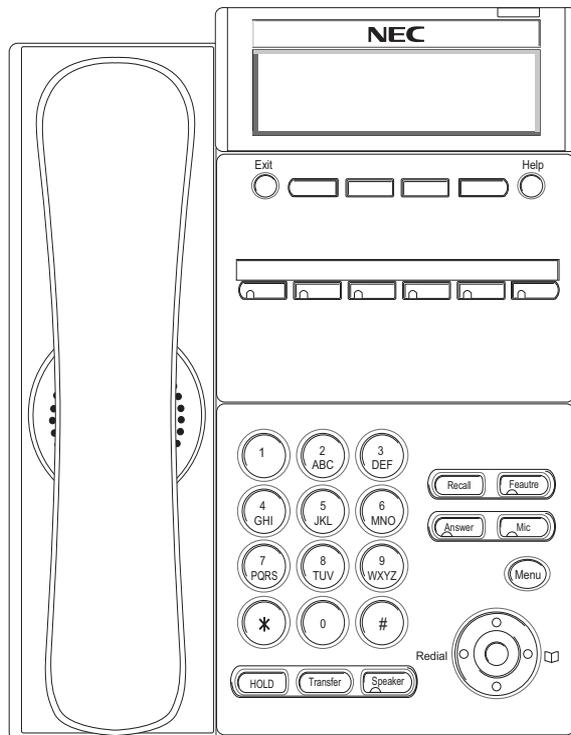
DT330/DT730

Face Layout

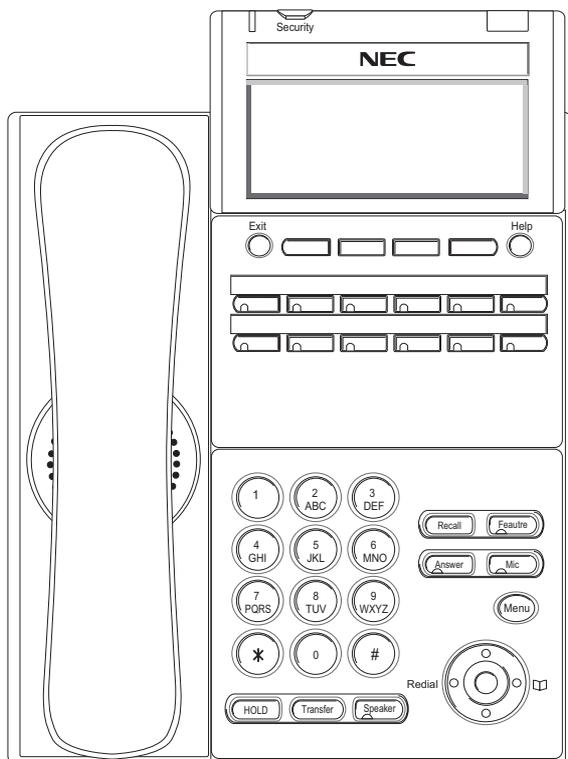
DT310/DT710 (2-button without LCD)



DT310/DT710 (6-Button with LCD)

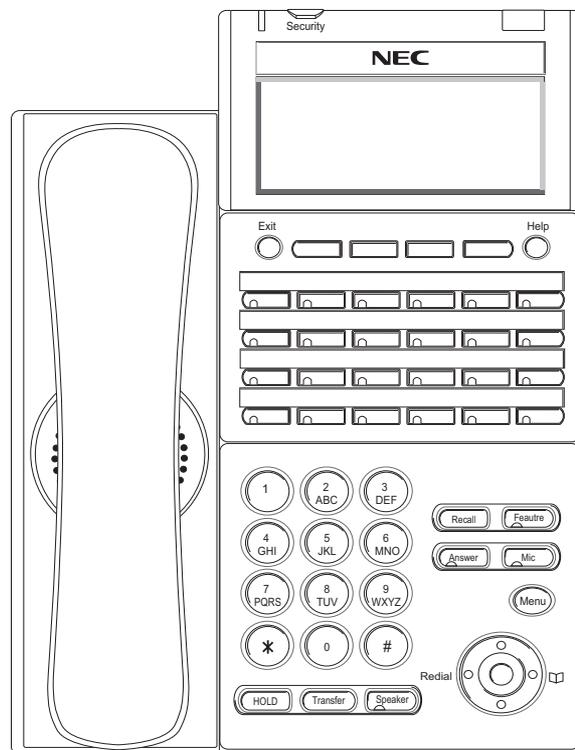


DT330/DT730 (12-Button with LCD)



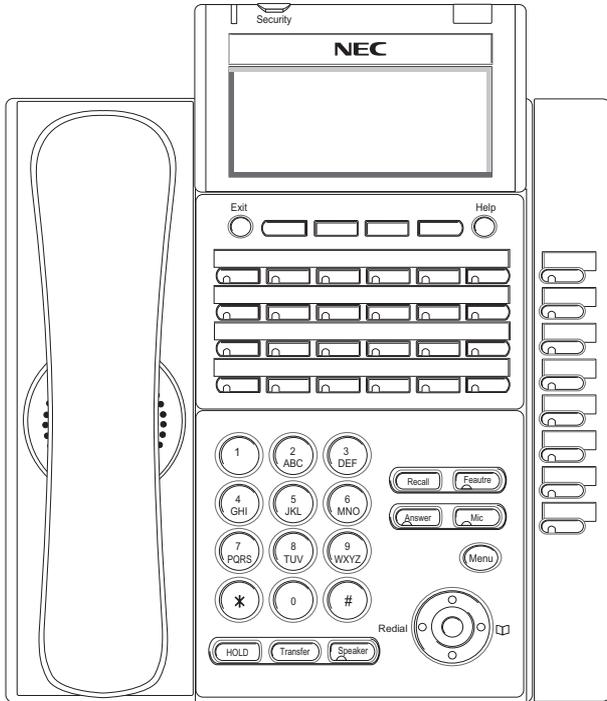
Note: Security button is equipped on DT730 only.

DT330/DT730 (24-Button with LCD)



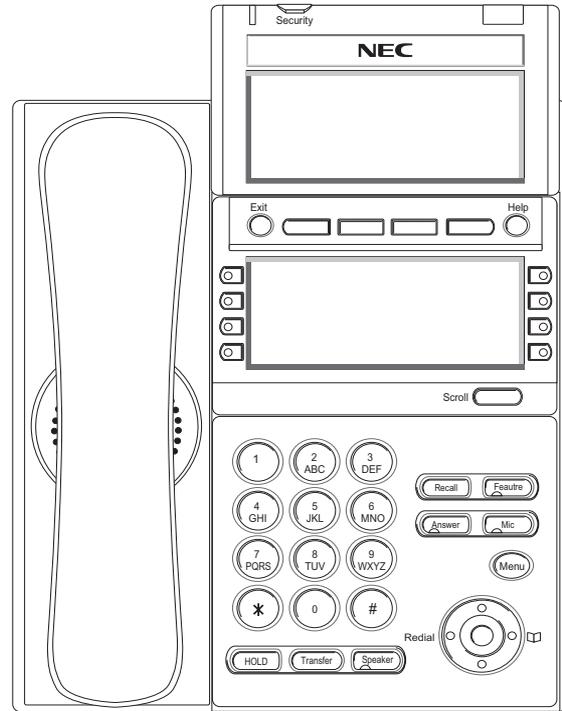
Note: Security button is equipped on DT730 only.

DT330/DT730 (32-Button with LCD)



Note: Security button is equipped on DT730 only.

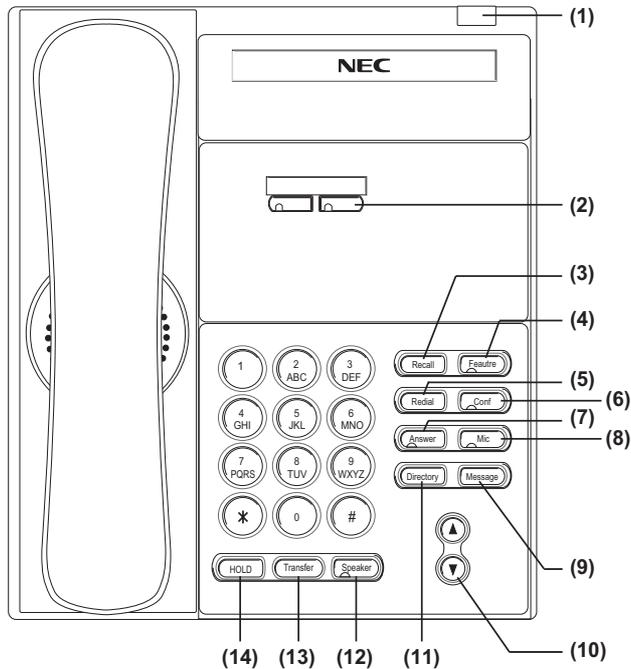
DT330/DT730 (DESI Less 8-Button)



Note: Security button is equipped on DT730 only.

Keys And Parts

DT310/DT710 (2-Button without LCD)



(1) Call Indicator Lamp

Lamp at top corner of DT Series Display flashes when a call terminates to the terminal. Lamp lights steadily when a message has been left.

(2) Programmable Keys

These keys can be programmed as Flexible Line key/Programmable Feature Key by Telephony

Server Administrator.

When Telephony Server Administrator sets “One-Touch Speed Dial key” on the programmable keys, users can assign any numbers (ex. Telephone number, etc.) to the key (up to 24 digits).

* For the assignment of the keys, confirm to the Telephony Server Administrator.

(3) Recall

Press key to finish the call and hear the dial tone.

(4) Feature

Used to activate any features as terminal setup functions, etc. and to program One-Touch Speed Dial Keys.

(5) Redial

Last Number Call, Speed Calling-Station/ Group) Press key to activate redial feature. Press redial and scroll back through numbers that have been dialed.

(6) Conf

Press key to establish a three-way conversation. LED on key lights when key is active.

(7) Answer

When LED on this key is lit, press key to answer a waiting call.

(8) Mic

Press key to respond hands free. LED on this key lights during speakerphone operation.

(9) Message

Press key to access the voice mail system.

(10) Up/Down

(∨ DOWN ^ UP)

Used to adjust LCD contrast, speaker/receiver volume, and ringer volume.

- LCD Contrast:

Press (∨) or (^) key while idle.

- Speaker/Receiver Volume:

Press (∨) or (^) key during conversation.

- Ringer Volume:

Press (∨) or (^) key during ringing.

(11) Directory

Press key to activate speed calling - system feature.

(12) Speaker

Controls the built-in speaker which can be used for Hands Free dialing/monitoring.
LED on key lights when key is active.

* All standard IP versions include support for full duplex handsfree mode. All TDM and IP enabled versions are half duplex handsfree mode.

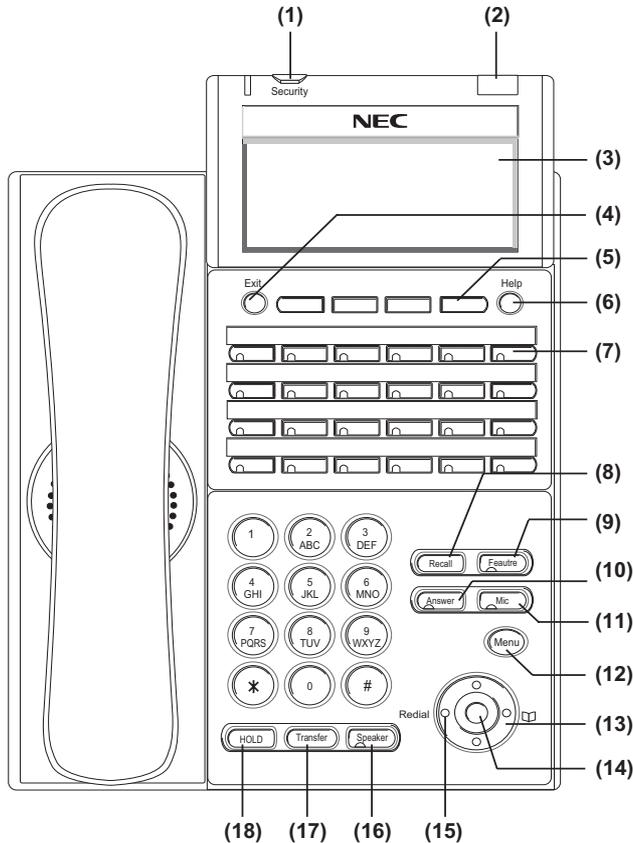
(13) Transfer

Allows the station user to transfer established calls to another station, without attendant assistance.

(14) Hold

Press this key to place an internal or external call on hold.

DT330/DT730 (24-button with LCD)



(1) Security Button (DT730 only)

The user can prevent information leakage from terminal by simple operation.

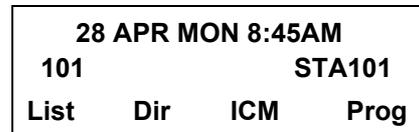
(2) Call Indicator Lamp

Lamp at top corner of DT Series Display flashes when a call terminates to the terminal. Lamp lights steadily when a message has been left.

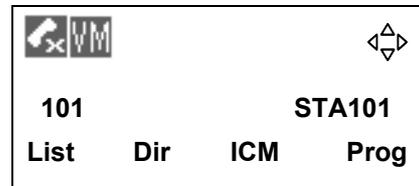
(3) LCD (Note 1)

LCD (Liquid Crystal Display) provides DT Series activity information plus data, time and Soft Key Operation.

The LCD on DT310/DT710 has 24-character, 3-line capability.



The LCD on DT330/DT730 has 24-character, 4-line capability. Top line is used exclusively for the status icons.



a

(4) Exit

The user can exit from the Help key mode by pressing this key.

(5) Soft Keys

Any feature shown at the bottom of the LCD is available. The appropriate feature key is displayed on the screen according to the call handling process.

(6) Help

Explanations of the Soft Keys can be called up on the LCD by pressing this key.

(7) Programmable Keys

These keys can be programmed as Flexible Line key/Programmable Feature Key by the Telephony Server Administrator.

When Telephony Server Administrator sets "One-Touch Speed Dial key" on the programmable keys, users can assign any numbers (ex. Telephone number, etc.) to the key (up to 24 digits).

* For the assignment of the keys, confirm to the Telephony Server Administrator.

** When two telephone numbers are assigned on A side and B side of "One-Touch Speed Dial key", user can switch the side by **PAGE** key (Soft key).

(8) Recall

Press key to finish the call and hear the dial tone.

(9) Feature

Used to activate any features as terminal setup functions, etc. and to program One-Touch Speed Dial Keys.

(10) Answer

When LED on this key is lit, press key to answer a waiting call.

(11) Mic

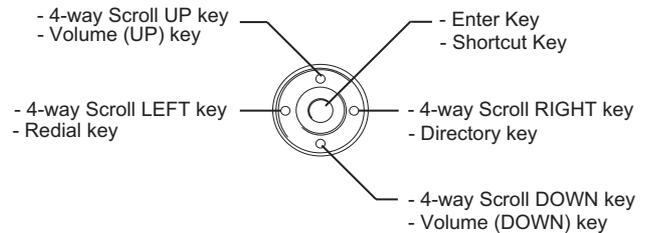
Press key to respond hands free. LED on this key lights during speakerphone operation.

(12) Menu

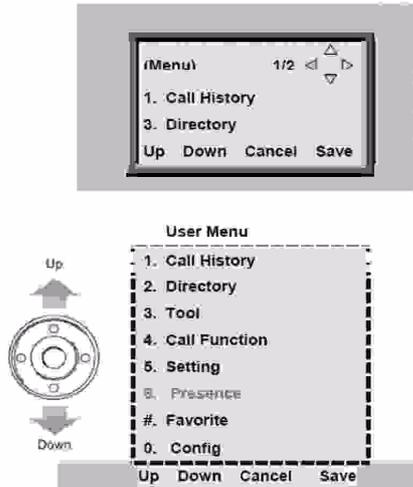
From this key, the user can access to the functions not normally used (such as terminal settings, downloads and access to XML applications) easily.

(13) Cursor

By using this Key, DT Series user can access to various features with simple operation.



Two lines of menu items can be displayed at a time. Use "Up" or "Down" key to scroll to the item.



Note: *DT310/DT710 (2-Button without LCD) does not have the Cursor Key.*

(14)Enter

DT330/DT730 Series has Shortcut Menu for frequently-used features. The user can access to Shortcut Menu by pressing **Enter** Key.

Note: *DT310/DT710 Series does not support the Shortcut Menu.*

Shortcut Menu includes the following features.

Feature	Description
1. Missed Call	Access to history of Missed Call.
2. Voice Mail	Access to history of incoming Voice Mail.

(15)Redial

(Last Number Call, Speed Calling-Station/Group)
Press key to activate redial feature. Press redial and scroll back through numbers that have been dialed.
When the desired number is displayed, press the # key to activate dialing.

(16)Speaker

Controls the built-in speaker which can be used for Hands Free dialing/monitoring.
LED on key lights when key is active.

* All standard IP versions include support for full duplex handsfree mode. All TDM and IP-enabled versions are half duplex handsfree mode.

(17)Transfer

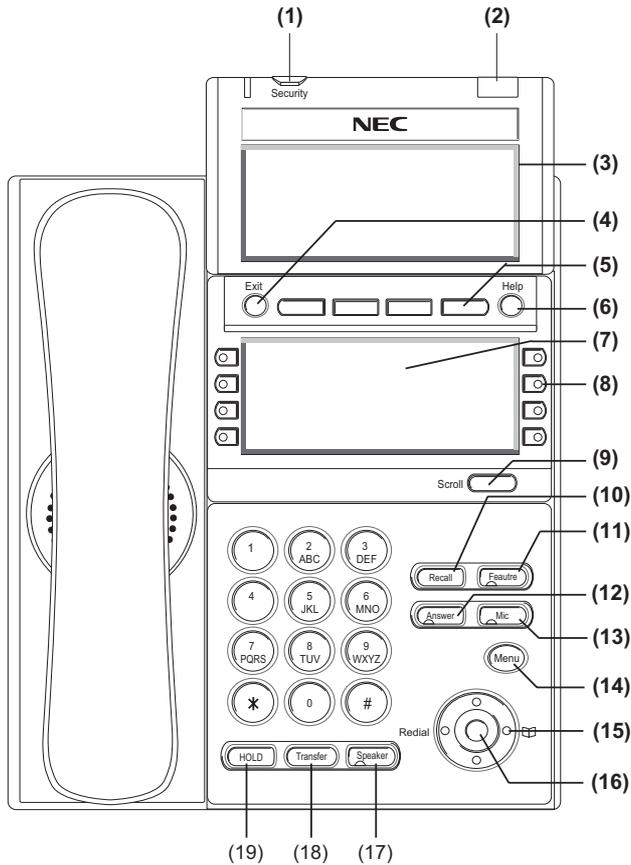
Allows the station user to transfer established calls to another station, without attendant assistance.

(18)Hold

Press this key to place an internal or external call on hold.

Note 1: *Not equipped on DTL-2E-1/ITL-2E-1.*

DT330/DT730 (DESI Less 8-Button with LCD)



(1) Security Button (DT730 only)

The user can prevent information leakage from terminal by simple operation.

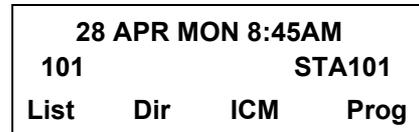
(2) Call Indicator Lamp

Lamp at top corner of DT Series Display flashes when a call terminates to the terminal. Lamp lights steadily when a message has been left.

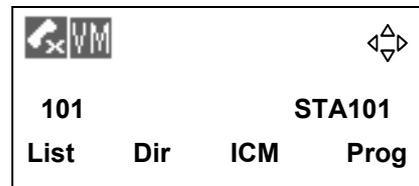
(3) LCD (Note 1)

LCD (Liquid Crystal Display) provides DT Series activity information plus data, time and Soft Key Operation.

The LCD on DT310/DT710 has 24-character, 3-line capability.



The LCD on DT330 has 24-character, 4-line capability. Top line is used exclusively for the status icons.



(4) Exit

The user can exit from the Help key mode by pressing this key.

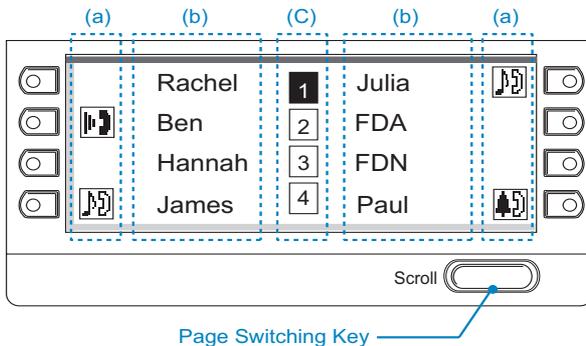
(5) Soft Keys

Any feature shown at the bottom of the LCD is available. The appropriate feature key is displayed on the screen according to the call handling process.

(6) Help

Explanations of the Soft Keys can be called up on the LCD by pressing this key.

(7) 8LD Display



32 (8 keys x 4 pages) additional programmable keys are provided. They can be programmed as Flexible Line/Programmable feature key by Telephony Server Administrator, similar to existing programmable keys. When Telephony Server Administrator sets "One-Touch Speed Dial key" on the programmable keys, users can assign any numbers (ex. Telephone number, etc.) to the key (up to 8 digits).

* Maximum 8 characters can be displayed.

** The users can change the name displayed on the LCD. For the operating procedure, refer to **To Register Name On One-Touch Speed Dial key.**

*** For the assignment of the keys, confirm to the Telephony Server Administrator.

(a) Icon

Status of the Line key such as Call termination, Call Hold or Busy, and setting on the Feature key are shown as Icons.

User's Status	Icon	Flashing Pattern
• Idle		
• Call Hold (Individual Hold on Call Park Group)		Blink Note
• Exclusive Call Hold		
• Call Hold (Individual Hold/Individual Hold on Call Park Group)		Blink Note
• Recall (Individual Hold/Exclusive Call Hold/Call Transfer/Individual Hold on Call Park Group)		
• Recall (Other Party Hold/Other Party Hold on Call Park Group)		Blink Note
• Incoming Call		
• During Conversation (Individual Use)		
• Call Transfer		
• Conference		

User's Status	Icon	Flashing Pattern
<ul style="list-style-type: none"> During Conversation (Other Party Use) Active Feature (Under a setting of feature key like a "Call Forwarding") 		
<ul style="list-style-type: none"> Others 		Steady Lit

(b) Feature Key Information

Feature Key Information displays the followings.

Key	Description	Maximum digits to be displayed
Line Key	- Name and Number information	Up to 8 digits.
Feature Key	- Feature Name	Up to 8 digits.
One-Touch Speed Dial Key	- Speed Dial Name Information - Number Information	Up to 6 digits.

(c) Page Icon

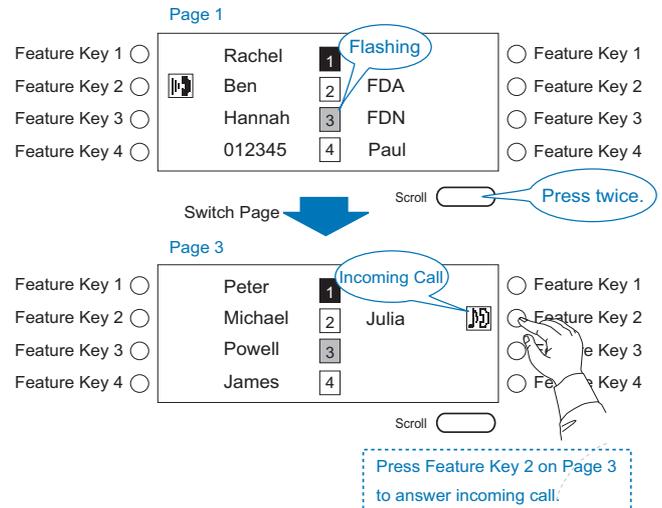
8LD display has four pages (8 Programmable Feature keys per page). Page Icon Key indicates currently displayed page. The user can switch the Feature Key display from page 1 to 4 by using the Page Switching Key.

1	Feature Key 1-8	Black background indicates currently displayed page.
----------	-----------------	--

2	Feature Key 9-16	
3	Feature Key 17-24	Flashing indicates page with event happening.
4	Feature Key 17-24	

Note 2: The icon flashes during events such as call termination to a line key or call back.

Example:



(8) Programmable Keys

These keys can be programmed as Flexible Line key/Programmable Feature Key by Telephony Server Administrator.

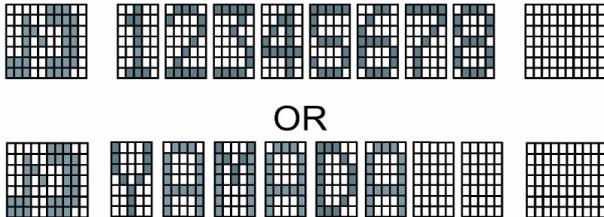
When Telephony Server Administrator sets "One-Touch Speed Dial key" on the programmable keys, users can assign any numbers (ex. Telephone number, etc.) to the key (up to 24

digits).

* For the assignment of the keys, confirm to the Telephony Server Administrator.

** When two telephone numbers are assigned on A side and B side of "One-Touch Speed Dial key", user can switch the side by **PAGE** key (Soft key).

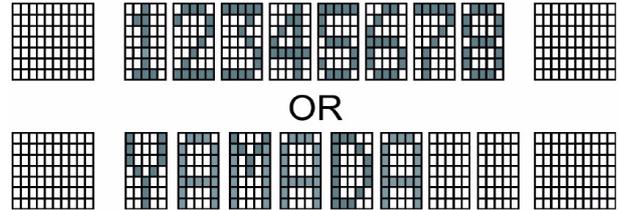
Following picture shows LCD indication of Programmable keys.



Appropriate icons are displayed according to the using feature. These displays cannot be changed by user.

Following pictures shows each LCD indication when One-Touch Speed Dial key is set to Programmable key. Following picture shows the indication of each status.

When Station line/Trunk line are assigned.



No icons are displayed.

* Users can register name on each One-Touch Speed Dial key. For the procedures, refer to **To Register Name On One-Touch Speed Dial key. When any features using feature access code are assigned.**



Icons turn black.

* Users can register name on each One-Touch Speed Dial key. For the procedures, refer to **To Register Name On One-Touch Speed Dial key.**

(9) Scroll Key

This key is used to turn over the page of 8LD display.

(10) Recall

Press key to finish the call and hear the dial tone.

(11) Feature

Used to activate any features as terminal setup functions, etc. and to program One-Touch Speed Dial Keys.

(12) Answer

When LED on this key is lit, press key to answer a waiting call.

(13) Mic

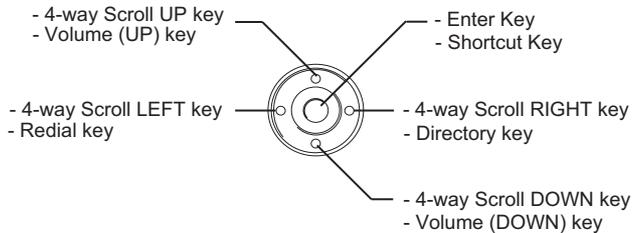
Press key to respond hands free. LED on this key lights during speakerphone operation.

(14) Menu

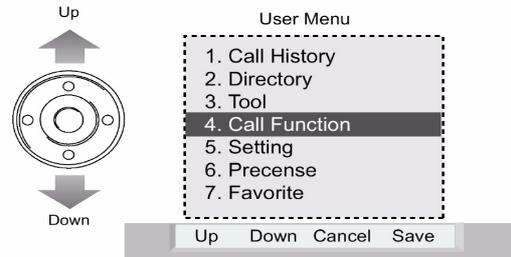
From this key, the user can access to the functions not normally used (such as terminal settings, downloads and access to XML applications) easily.

(15) Cursor

By using this Key, DT Series user can access to various features with simple operation.



For DT330 Series, two lines of menu items can be displayed at a time. For DT730 Series, three lines of menu items can be displayed at a time. The following figure show the menu screen for DT730 Series. Use "Up" or "Down" key to scroll the item.



Note: DT310/DT710 (2-Button without LCD) does not have the Cursor Key.

(16) Enter

DT330/DT730 Series has Shortcut Menu for frequently-used features. The user can access to Shortcut Menu by pressing **Enter** Key.

Note: DT310/DT710 Series does not support the Shortcut Menu.

Shortcut Menu includes the following features.

Feature	Description
1. Missed Call	Access to history of Missed Call.
2. Voice Mail	Access to history of incoming Voice Mail.

Feature	Description
3. IM	Not Supported.
4. Presence	Not Supported.
5. Backlight	Access to screen for LCD backlight settings.
6. Bluetooth	Not Supported.

(17)Speaker

Controls the built-in speaker which can be used for Hands Free dialing/monitoring.

LED on key lights when key is active.

* All standard IP versions include support for full duplex handsfree mode. All TDM and IP enabled versions are half duplex handsfree mode.

(18)Transfer

Allows the station user to transfer established calls to another station, without attendant assistance.

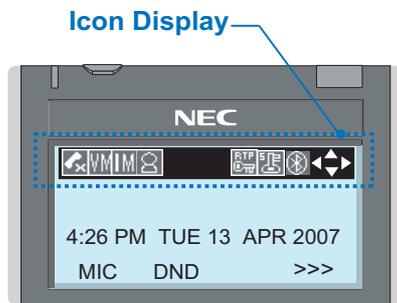
(19)Hold

Press this key to place an internal or external call on hold.

Icon Display

The LCD of DT730 Series displays Desktop Icons which provide notification when events (such as missed call and voice mail) occur.

Note: *DT310/DT330/DT710 Series does not support the icon display.*



Feature	Icon	Description
Encryption		This icon appears when using RTP Encryption feature.
Security		This icon appears when the Security Key is pressed and the terminal in Security mode
Bluetooth (Note1)		This icon appears when any peripheral equipment is connected via Bluetooth.
Cursor		This icon indicates the currently available direction of the Cursor Key.

Note 1: *Currently unavailable.*

Feature	Icon	Description
Missed Call		This icon appears when there is a missed call. Once the user has checked the missed call, this icon will disappear.
Voice Mail		This icon provides notification of incoming Voice Mail. Once the user has checked the mail, this icon will disappear.
Instant Message (Note1)		This icon appears when the terminal receives a new instant message. Once the user has checked the message, this icon will disappear.
Presence (Note1)		This icon indicates the terminal's presence status.

Menu List

From the Menu List, the user can use various application features such as Directory and Call History.

To Display Menu List

- Press  Key. The Menu List is displayed in LCD. Use Cursor Key to select desired Menu Item.

No.	Menu Item	Description
1	Call History	To view Call History. For details, see Chapter 7 CALL HISTORY OPERATION.
2	Directory	To use Directory function. For details, see Chapter 6. DIRECTORY OPERATION.
3	Tool	- Uses when accessing external XML server. For details, please contact the system administrator. - Uses when sending/receiving Instant Message. (Note1)
4	Call Function	Currently Not Used (grayed out).
5	Setting	To set up the terminal such as ringing volume control, LCD display setting and download of Music on Hold.
6	Presence	Currently Not Used (grayed out).
#	Favorite	By registering frequently-used features as favorite, the user can access these features with simple operation.
0	Terminal Config	This item is used for Configuration setting of DT Series.

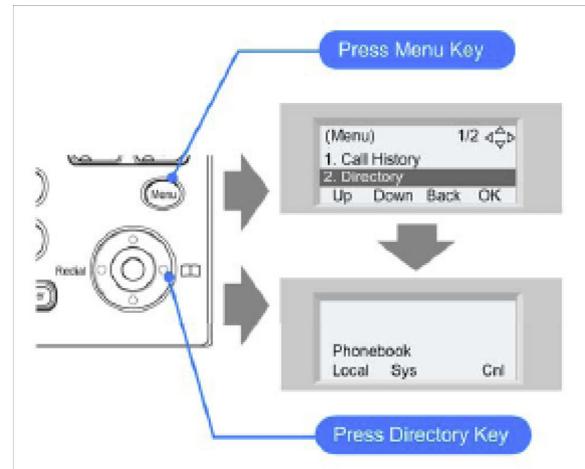
Note 1: *Operation for Instant Message (IM) is currently unavailable.*

Note: *Unavailable Menu items are grayed out.*

Simple Operation by Menu Key and Cursor Key

By using Menu Key and Cursor Key, DT Series user can have access to Call History, Directory and terminal settings with simple operation.

As an example, the following shows the operations how to access to Directory menu.



2. TERMINAL SETUP

This chapter describes operating procedures for terminal settings by the **UP/DOWN** Key and **Feature** Keys.

Various terminal settings such as display, sounds, password, and language are also available from **Menu** Key. For detailed information on terminal settings from Menu Key, see IP Peripheral Equipment Guide.

Terminal Setup With the Up/Down Key

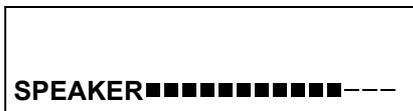
To Adjust Handset Receiver Volume

Press the Up/Down key in the off-hook status or during the call.



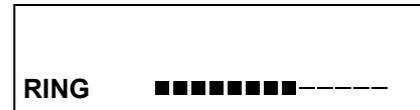
To Adjust Speaker Volume

Press the Up/Down key during speakerphone operation or during the call.



To Adjust Ringer Tone

Press the Up/Down key during ringing.



To Adjust LCD Contrast

Press the Up/Down key in the on-hook status.



Note: *When the terminal is connected with 16LD ADM, 16 degrees of LCD contrast are available (8 degrees in terminal side and 2 degrees in ADM itself). (In Expansion mode only, Link motion.)*

Terminal Setup With the Feature Key

Microphone On/Off

LED on Mic key shows the status of the built-in microphone.

STEP 1: Press Soft Key associated with the MIC Display or press **Feature** and **1**.

To Select Ringer Tone

DT Series has 8 kinds of ringer tones that you can select.

To Change your Extension Incoming Ring Tone

STEP 1: Press Speaker and Dial 820.

STEP 2: Dial 1 to set Intercom ring; Dial 2 to set Trunk ring.

SET INCOM RING

1: INT 2: EXT

STEP 3: Dial code for the desired ring pattern (1~8).

Display below shows when INT is selected.

SET INT INCOM RING

INCOM RING 1-8:?

STEP 4: Press Speaker to hang up.

To listen to the Incoming ring choices:

STEP 1: Press Speaker and Dial 811.

STEP 2: Dial 1 to listen to Intercom ring; Dial 2 to listen to Trunk ring.

STEP 3: For Intercom Ring:

Dial the code for the ring pattern you want to hear (1-8).

TONE No.	Tone Range
1	High
2	Mid Range
3	Low
4	Ring Tone 1
5	Ring Tone 2
6	Ring Tone 3
7	Ring Tone 4
8	Ring Tone 5

-OR-

For Trunk Ring:

Dial code for the ring pattern you want to hear (Ring1-3, Melody 4-8). If you select Ring 1-3, a second screen prompts for the tone pattern (1-4).

TONE No.	Tone Range
1	Ring Tone 1
2	Ring Tone 2
3	Ring Tone 3
4	Melody 4
5	Melody 5
6	Melody 6
7	Melody 7
8	Melody 8

STEP 4: Press Speaker to hang up.

北京汇致程达通讯设备有限责任公司
TEL:010-65819535

This page is for your notes.

3. BASIC OPERATION

Login (DT700 Series Only)

When login mode is activated, the following procedure is required.

- Enter login code and press **Set** Soft key.
(The station number is used as the Login code.)

Login ID :	2000
Password :	
Cancel	BK
Set	OK

- Enter the password and press **OK** Soft key.

Login ID :	2000
Password :	*****
Cancel	BK
Set	OK

- If the login code is accepted, display changes to normal idle status.

28 APR MON 8:45AM			
101		STA 101	
List	Dir	ICM	Prog

Logout (DT700 Series Only)

- Press the preassigned **Logout** Feature Key on the terminal.

Note: *This location is an example.*

Note: *Logout button is assigned by data setting at the ECP (Enterprise Communication Platform).*

28 APR MON 8:45AM			
101		STA 101	
List	Dir	ICM	Prog

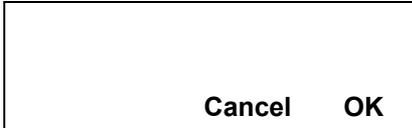
- "LOGOUT?" is displayed on the LCD of the terminal.

LOGOUT ?			
28 APR MON 8:45AM			
101		STA 101	
L-OUT			

- Press the **Logout** Feature Key on the terminal again.

To Start Security Mode (DT730 Only)

- Press the **Security** Key on the DT730. The following message is displayed on the LCD.



- Press the **OK** Soft Key to start Security Mode.
- When the DT730 is placed in Security Mode, the Security Mode LED lights red. If "Low" or "Middle" is set as the security level, the Security icon is displayed on the LCD. If the security level is set to "High", the screen saver is activated.

To Cancel Security Mode

- Display the Password Entry screen by either of the following operations.
 - Press any key while the screen server is activated.
 - Press the Security Key while the Security icon is displayed on the LCD.



- The Security Key LED is extinguished and Security Mode is canceled.

4. FEATURE OPERATION

ANSWERING CALLS

Ringing Calls

1. Lift the handset.
2. Start conversation.

Note: *When assigning the Delayed Ringing feature, incoming calls will first ring at a primary station. If the call is unanswered after a preprogrammed time interval, calls will also ring at the assigned secondary station.*

Ringing Calls to a Second Incoming Extension/ CAR/VE Key

1. Lift the handset.
2. Start conversation.

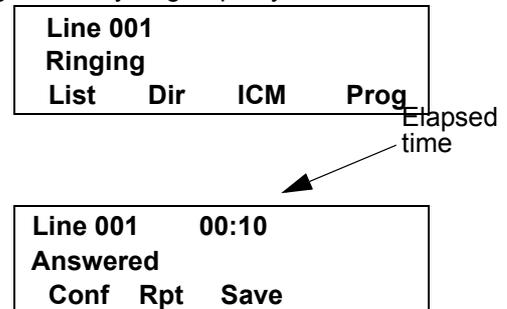
Note 1: *A Second Incoming Extension key must be assigned to appear and ring.*

Note 2: *A Line key must be available to answer an incoming outside call*

2-11 MON 10:15AM TALKING TO STA 12345 CONF
--

Answering Outside Calls Using the Answer Key

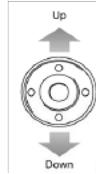
1. Receive outside call.
2. Press the **Answer** key.
3. Talk with the incoming calling party.
4. When additional outside calls are received, press the **Answer** key to place the current call on hold and connect the multiline terminal user to the next call, providing a line key or group key is available.



Voice Announce Calls

1. Ensure the **MIC** LED is lit.
2. Adjust the Speaker volume as needed.
3. Respond hands free.

Note: *The handset may be used any time during the conversation.*



Camp-on (Call Waiting)

Receive the camp-on tone while on another call:

1. Replace the handset to disconnect the present call.

-OR-

Press the **Hold** key and press the hook switch to converse with the second party.

Off Hook Signaling

With a call in progress:

1. Receive Off Hook signaling.
2. Press the **Answer** key, then converse with the second party.

2-11 MON 10:56AM TALKING TO STA 12345 CONF

Note 1: *The second call may be placed on Hold.*

Note 2: *Press the flashing Line key or Conf key to return to the first call.*

PLACING CALLS

Internal Calls

1. Lift the handset.
2. Dial a station number or 0 (for attendant).

-OR-

Press the **Hold** key and press the hook switch to converse with the second party.

3. Voice announce after the tone burst, or wait for the ringing call to be answered.

Outside Calls

1. Lift the handset.
2. Dial the trunk access code (e.g. 9).

-OR-

Press an idle Programmable Outside Line key.

3. Dial the telephone number.
4. Converse.

Line 001	00:15
Conf	Rpt
Save	Trf
2142622000	

Trunk Queuing

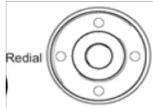
After pressing a busy Line key and receiving the trunk busy indication:

1. Press **Trunk Queuing/Camp On** key (Service Code 851:35).
2. Replace the handset.

Note: *When a line is available, your telephone will ring; lift the handset and place the call.*

Last CO/PBX Number Redial

1. Without lifting the handset, press the Redial key.



2. To redial the last number, press #.

-OR-

Search for the desired number from the Redial List by pressing the **List Softkey** and then the **Redial Softkey**.

3. Press the **Up Arrow/Down Arrow** or **VOLUME UP/VOLUME DOWN** keys to search for the desired number.
4. Lift the handset or press **Speaker** to place the call.

LIST MENU

Redial CID

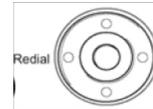
Speed Dial – System/Group

To dial a System Speed Dialing number:

1. Press the **Speaker** key.
2. Dial **813** (default Service Code).

-OR-

Press the **Redial** key.



-OR-

Press the **System Speed Dialing** key (Service Code 851:27).

Note: *To preselect, press a Line key in step 1 (instead of pressing Speaker).*

3. Dial the Station Speed Dial buffer number (Default: 000~999).

The stored number dials out.

2-13 WED 5:28PM

92142622000

NEC

MW

Camp

Barg

Note 1: *Initially (at default), there are 1000 System Speed Dial buffers.*

Note 2: *Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.*

Note 3: *If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.*

To dial a Group Speed Dialing number:

1. Press the **Speaker** key.
2. Dial **814** (default Service Code).

-OR-

Press the **Group Speed Dialing** key (Service Code 851:28).

Note: *To preselect, press a Line key in step 1 (instead of pressing Speaker).*

3. Dial the Group Speed Dial buffer number (none at default).

Note 1: *Initially, there are no Group Speed Dial buffers assigned.*

Note 2: *Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.*

Note 3: *If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.*

MICROPHONE CONTROL

1. Press the **MIC** key.
2. A lit **MIC** LED indicates that the **MIC** is on.

SPEAKERPHONE CALLS

1. Press the **Speaker** key and the Speaker LED lights.
2. Ensure that the **MIC** LED is lit.
3. Place an internal or outside call.
4. Converse.
5. Press the Speaker key to disconnect the call.

Note: *The handset may be used at any time during the conversation. To resume handsfree operation or to monitor a call, press the **Speaker** key (the Speaker LED lights) and replace the handset.*

GROUP LISTEN

To initiate Group Listen:

1. Place or answer a call using the handset.
2. Press the **Speaker** key twice (do not hang up).

Note 1: *The Speaker LED flashes.*

Note 2: *You can talk to the caller through the handset. Your coworkers hear your caller's voice over your telephone's speaker.*

Note 3: *When you press the **Speaker** key once, you turn your Speakerphone on. The second press turns on Group Listen. Pressing the **Speaker** key a third time cancels the Group Listen feature.*

2-13 WED 5:40PM GROUP LISTEN CONF
--

HOLDING CALLS

System Hold –

With a call in progress:

1. Press **Hold**.

Exclusive Hold –

With a call in progress:

1. Press the **Exclusive Hold** key (Service Code 851:45).

Note 1: *To retrieve a held call, press the flashing Line key or ICM key (Internal calls).*

Note 2: *Calls on System Hold can be retrieved from any multiline terminal with the held line appearance.*

Note 3: *After a preprogrammed time, the held call will recall to the originating station.*

2-13 WED 5:40PM
HOLD STA 12345678
InPg ExPg P/U ↓

TRANSFERRING CALLS

Using Manual Dial –

With a call in progress:

1. Press the **Transfer** key.
2. Dial the station number.

3. Announce the call (optional).
4. Replace the handset.

Using Direct Station Selection (DSS) –

With a call in progress:

1. Press the **Transfer** key.
2. Press the programmed DSS.
3. Announce the call (optional).
4. Replace the handset.

Note 1: *If the called station is busy, replace the handset to initiate a camp-on. Unanswered camp-on calls and unscreened transfers will recall to the transferring station.*

Note 2: *To return to the original party, press the flashing **Line** key or **Conf** key.*

Note 3: *A Programmable Function Key may be assigned for DSS.*

Note 4: *To transfer a call directly to a personal voice mailbox, dial 717 after dialing the station number.*

2-13 WED 5:40PM			
HOLD	STA 12345678		
InPg	ExPg	P/U	↓

CONFERENCE

1. Establish an intercom or trunk call.
2. Press the **Conf Softkey** or the **Conference** key (Service Code 851:07).
3. Dial the extension you want to add.

-OR-

Access an outside call.

Note: *To get the outside call, you can either press a **Line** key or dial a trunk/trunk group access code.*

4. When the called party answers, press the **Conference** key twice.

Note: *If you cannot add additional parties to your conference, you have exceeded the system's **Conference** limit.*

5. Repeat steps 2~4 above to add more parties.

2-11 MON 10:56AM	
TALKING TO	STA 12345
CONF	

CONF	
ICM	
AnHd	Dir

CALL PARK – SYSTEM

To Park a call in a system orbit:

Note: *You can Park intercom or trunk calls.*

1. Press the **Park** key (Service Code 852: *04 + orbit).

Note: *The Park key LED lights.*

2. Use Paging to announce the call.
3. Press the Speaker key to hang up.

Note: *If not picked up, the call will recall you.*

-OR-

1. Press the Transfer key.
2. Dial **831** and the Park orbit (01~64).

Note: *If you hear a busy tone, the orbit is busy. Try another orbit.*

3. Use Paging to announce the call.
4. Press the Speaker key to hang up.

Note: *If not picked up, the call will recall you.*



To pick up a Parked call:

1. Lift the handset.
2. Press the **Park** key (Service Code 852: *04 + orbit).

-OR-

1. Press the Speaker key.
2. Dial 861 and the Park orbit (01~64).



STATION BUSY/NO ANSWER OPTIONS

Callback

To place a callback:

1. Call an unavailable (busy or unanswered) extension.
2. Dial **850** or press the **Callback** key (Service Code 851:35).
3. Hang up.
4. Lift the handset when the busy extension calls you back.

Note 1: *If the unavailable extension was unanswered (not busy), the Callback goes through after your co-worker uses their telephone for the first time.*

Note 2: *If you have Callback Automatic Answer, you automatically place a call to the formerly busy extension when you lift the handset. If you do not have Callback Automatic Answer, you must press the ringing line appearance to place the call.*

To cancel a Callback:

1. Press the idle Speaker key and dial 870.

-OR-

Press the **Camp-On** key (Service Code 851:35).

2-14 THU 3:15PM CAMP-ON STA 12345678

Message Waiting

To leave a Message Waiting:

1. Call busy or unanswered extension.
2. Press the **Message Waiting** key (Service Code 851:38). or **MW** soft key.
3. Hang up.

2-14 THU 3:15PM MSG >>> STA 12345678
--

To answer a Message Waiting:

Note: *When you have a message, your Message Waiting LED flashes.*

1. Press the **Speaker** key and dial *0.

-OR-

Press the **MW softkey** or **Message Waiting** key (Service Code 851:38).

2-14 THU 3:15PM 12345678 STA 12345678 MW Menu
--

MW from STA 12345678 Call Cncl

Note: *If the called extension does not answer, press your Message Waiting key or MW softkey to automatically leave a message.*

To cancel all your Messages Waiting:

Note: *This includes messages you have left for other extensions and messages other extensions have left for you.*

1. Press the **Speaker** key.
2. Dial **873**.
3. Hang up.

To cancel the Messages Waiting you have left at a specific extension:

1. Press the **Speaker** key.
2. Dial **871**.
3. Dial the number of the extension you do not want to have your messages.
4. Hang up.

-OR-

Press the **Cncl Softkey**.

Tone Override

To send off hook signals to an extension busy on a call:

Note: *Your extension may send off hook signals automatically.*

Dial **809**.

5. Press the **Off Hook Signaling** key (Service Code 851:33).

Note 1: *You hear Ring Busy Tone.*

Note 2: *The called extension hears Call Alert Notification.*

To answer Tone Override:

1. Receive Tone Override.
2. Press the **Hold** key and talk with the party.

2-14 THU 3:15PM
CALLING STA 12345678
Voice MW

Department Step Call

To make a Step Call:

1. Place a call to a busy Department Group member.

-OR-

Place a call to a Department Group pilot number.

2. Dial Department Step Code (808) to call the next available Department Group member.
3. Repeat step 2 to call other Department Group members.

Voice Over

To initiate a Voice Over to a busy extension:

1. Press the Voice Over key (Service Code 851:48).

-OR-

Dial **809**.

Note: *You hear an alert tone and the Voice Over key flashes. You can talk to the called party after the alert tone ends.*

To respond to a Voice Over alert tone to your extension:

Note: *You can only respond if you have a **Voice Over** key.*

1. Press the **Voice Over** key (Service Code 851:48).

Note: *The Voice Over key lights steadily (green) and you can talk to the interrupting party.*

To return to your original call:

1. Press the Voice Over key.

Note 1: *Your Voice Over key flashes red when you are talking to your original call.*

Note 2: *To switch between your original call and the interrupting party, just keep pressing the Voice Over key.*

CO/PBX DIALING OPTIONS

Save Number Dialed

To save the outside number you just dialed (up to 24 digits).

Note: *Use this feature before hanging up.*

1. Press the Save Number Dialed key (Service Code 851:30).

To redial a saved number:

1. Press an idle trunk line key.

Note: *This selects a specific trunk for the call.*

2. Press the Save Number Dialed key (Service Code 751:30).

PREVIEW	SAVED NUMBER		
List	Dir	ICM	Prog

Note: *The stored number dials out.*

-OR-

1. Press the Speaker key.
2. Dial 815.

Note 1: *Save Number Dialed automatically selects a trunk from the same group as your original call.*

Note 2: *The stored number dials out.*

Memo Dial

To store a number while you are on a call:

1. While on a call, press the **Memo Dial** key (Service Code 851:31).
2. Dial the number you want to store.
3. Press the **Memo Dial** key again and continue with the conversation.

To call a stored Memo Dial number:

1. Do not lift the handset.
2. Press the **Memo Dial** key (Service Code 851:31).
3. Press the **Speaker** key.

-OR-

Press a configured Line key.

Note: *The stored number dials out.*

MEMO DIAL
CONF

To check to see the stored Memo Dial number:

1. Do not lift the handset.
 2. Press the Memo Dial key (Service Code 851:31).
- Note:** *The stored number displays.*
3. Press **Exit** to return to the main LCD screen.

To cancel (erase) a stored Memo Dial number:

1. Press the **Speaker** key.
2. Press the **Memo Dial** key (Service Code 851:31).

Repeat Redial

To use Repeat Redial (if the outside party you call is unavailable or busy):

1. Place a trunk call.

Note: *Listen for busy tone or Ring-No Answer.*

2. Press the **Feature + Redial** keys.

-OR-

Press the **Repeat Redial** key (Service Code 851:29).

Note: *The Repeat Redial key flashes while you wait for the system to redial.*

3. Press the Speaker key to hang up.

Note 1: *The system periodically redials the call.*

Note 2: *System programming determines the waiting time and the number of redial attempts.*

4. Lift the handset when the called party answers.

Note: *When using trunks with answer supervision, the Repeat Redial feature automatically cancels.*

Line 001	00:27
Repeat Dial	
Conf Rpt Save	

To cancel Repeat Redial:

1. Press the **Feature** key.
2. Press the **Redial** key.

-OR-

Press the Repeat Redial key (Service Code 851:29).

2-14 THU 3:15PM
Cancel Repeat Dial
List Dir ICM Prog

Caller ID

Answer

Receive incoming ringing or a transferred outside call:

1. Review the telephone display for the calling party's name or number.
2. Answer the call accordingly.

Temporary Memory

An unanswered call will cause the **Call History** key (Service Code 851:08) to flash, indicating a new call has been placed in the temporary memory. If enabled in programming, the telephone's display will show: "CHECK LIST".

Line 001
NEC America 2142622000
Conf Dir ICM Prog

1. Press the **Call History** key (Service Code 851:08) or press the **LIST** Softkey and CID.

Note: *The last addition to the list is displayed.*

2. Press the **Arrow Down** Softkey to scroll through the list of numbers in memory.

3. Press the **DEL** Softkey to delete the entry and scroll to the next entry.

4. The **Call History** key will remain on as long as entries remain in memory.

5. To place a call back to a number in the temporary memory list, with the number to be dialed displayed, press a Line or the **Speaker** key.

Note: *The outgoing call is placed.*

2-14 THU 4:32PM			
12345678			
Conf	Dir	ICM	Prog

LIST MENU	
Redial	CID

CALL PICKUP

Group Call Pickup

To answer a call ringing another telephone in your Pickup Group:

1. Pick up the handset or press the **Speaker** key.

2. Press the **Group Call Pickup** key (Service Code 851:24).

-OR-

Dial **856**.

Note: *Service Code 756 cannot pick up Ring Group calls.*

2-14 THU 4:32PM
Call / PU STA 87654321
Conf

To answer a call ringing a telephone in another Pickup Group when you do not know the group number:

1. Pick up the handset or press the **Speaker** key.
2. Press the **Group Call Pickup** key (Service Code 851:25).

-OR-

Dial **869**.

To answer a call ringing a telephone in another Pickup Group when you know the Group Number:

1. Pick up the handset or press the Speaker key.
2. Press the **Group Call Pickup** key (Service Code 851:26 + group).

-OR-

Dial **868** and the group number (01~64).

2-14 THU 4:32PM Group No.
--

Directed Call Pickup

To use Directed Call Pickup to intercept a call to a coworker's extension:

1. Pick up the handset or press the Speaker key.
2. Dial 715.
3. Dial the number of extension whose call you want to intercept.

Note: *If more than one call is coming in, the system sets the priority for which call it answers first.*

2-14 THU 4:32PM ICM DIAL 12345678

2-14 THU 4:32PM ICM DIAL 12345678 Inpg Expg P/U

P/U P/U Page Grp

2-14 THU 4:20PM TALKING TO STA 12345678 Conf

PAGING

To make an Internal Page announcement:

1. Press the zone's **Internal Paging** key [Service Code 851:21, 01~64 for zones (00 for All Call)].

-OR-

1. Press the **Speaker** key or lift the handset.
2. Dial **801** and the Paging Zone number (0~9 or 00~64).

Note: *Dialing 0 or 00 calls All Call Internal Paging.*

3. Dial ***1** and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).

Note: *The display indicates the Combined Paging as an External Page.*

Note: *If the Internal Page Zone is busy or if there are no extensions in a page group, the page will be announced as an External Page only.*

2-14 THU 4:32PM
GROUP No.

2-14 THU 4:32PM
GROUP CALL Group 1

4. Make an announcement.

5. Press the **Speaker** key to hang up.

To Page an External Zone:

1. Press the **External Paging** key (Service Code 851:19 for External Paging zones or 20 for External All Call Paging).

2. Make the announcement.

-OR-

1. Press the **Speaker** key or pick up the handset.

-OR-

2. Dial **803** and the External Paging Zone code (1~8 or 0 for All Call).

2-14 THU 4:20PM
ZONE

2-14 THU 4:20PM
PAGE EXT Group

-OR-

Dial 751 and the Combined Paging Group code (1~8 or 0 for Internal/External All Call).

Note: *The display indicates the Combined Paging as an External Page.*

Note: *If the Internal Page Zone is busy or if there are no extensions in a page group, the page will be announced as an External Page only.*

3. Make the announcement.

Meet Me Answer

To join a Meet Me Internal Page:

1. Press the **Speaker** key or pick up the handset.
2. Dial **863** (if your extension is in the zone called).

-OR-

Dial **864** and the zone number (if your extension is not in the zone called).

-OR-

Press the **Meet Me Conference/Paging Pickup** key (Service Code 851:23) if your extension is in the zone called.

Note: *You connect to the other party.*

To join a Meet Me External Page:

1. Press the **Speaker** key or pick up the handset.
2. Dial **865**.
3. Dial the announced External Paging Zone (0~8).

Note: *You connect to the other party.*

BACKGROUND MUSIC

To turn Background Music on or off:

1. Press the **Speaker** key.
2. Dial **825**.
3. Press the **Speaker** key to hang up.

2-14 THU 4:20PM B.G.M. ON

CALL FORWARDING

All Calls (CF/A)

To set Call Forward – Immediate at a forwarding station:

1. Pick up the handset or press the **Speaker** key.
2. Dial the **Call Forward – Immediate Service Code** (default: 848).

-OR-

Press the **Call Forwarding Programmable Function Key** (Service Code 851:10).

CF-ALL
1:SET 0:CANCEL

3. Dial **1** (Set)

CF-ALL

4. Dial the destination extension or off-premise number.

CF-ALL
92142622000

5. Press the **Speaker** key or hang up.

Note: *Your Call Forwarding Programmable Function Key flashes.*

To cancel Call Forward – Immediate at a forwarding station:

1. Pick up the handset or press the **Speaker** key.

2. Dial the **Call Forward – Immediate Service Code** (default: 848).

-OR-

Press the **Call Forwarding Programmable Function Key** (Service Code 851:10).

3. Dial **0**.

4. Press the **Speaker** key or hang up.

Note: *Your Call Forwarding Programmable Function Key goes off.*

Call Forwarding Busy/No Answer (B/NA)

To set Call Forward – Busy/No Answer at a forwarding station:

1. Pick up the handset or press the **Speaker** key.

2. Dial the **Call Forward – Busy/No Answer Service Code** (default: 844).

-OR-

Press the **Call Forwarding Programmable Function Key** (Service Code 851:13).

CF-BNA
1:SET 0:CANCEL

CF-BNA
12345678

3. Dial **1** (Set).

4. Dial the destination extension or off-premise number.

5. Press the **Speaker** key or hang up.

To cancel Call Forward – Busy/No Answer at a forwarding station:

1. Pick up the handset or press the **Speaker** key.

2. Dial the **Call Forward – Busy/No Answer Service Code** (default: 844).

-OR-

Press the **Call Forwarding Programmable Function Key** (Service Code 851:13).

3. Dial **0** (Cancel).

4. Press the **Speaker** key or hang up.

To set Call Forward – Both Ring at a forwarding station:

1. Pick up the handset or press the **Speaker** key.

2. Dial the **Call Forward – Both Ring Service Code** (default: 842).

-OR-

Press the **Call Forwarding Programmable Function Key** (Service Code 851:14).

3. Dial **1** (Set).

4. Dial the destination extension number.

CF-Both Ring
12345678

To cancel Call Forward – Both Ring at a forwarding station:

1. Pick up the handset or press the **Speaker** key.

2. Dial the **Call Forward – Both Ring Service Code** (default: 842).

-OR-

Press the **Call Forwarding Programmable Function Key** (Service Code 851:14).

3. Dial **0** (Cancel).

4. Press the Speaker key or hang up.

SELECTABLE DISPLAY MESSAGING

To select a message:

1. Press the **Speaker** key.

2. Press the **Text Message** key (Service Code 851:18 + 01~20).

IN MEETING UNTIL 08:48
STA 12345678
List Dir ICM Prog

3. Use VOL UP or VOL DOWN keys to scroll through the messages.

4. For messages 1~8 and 10, enter digits to append the message, if needed.

Note: *You can append messages 1~8 and 10 with digits (e.g. the time when you get back). You enter the time in 24-hour format.*

No.	Message	Change “#” to:
1	IN MEETING UNTIL ##:##	Time (when meeting is done)
2	MEETING ROOM - #####	Room name or extension
3	COME BACK ##:##	Time (when returning)
4	PLEASE CALL #####	11 digits (Tel. No.)
5	BUSY CALL AFTER ##:##	Time (when returning)
6	OUT FOR LUNCH BACK ##:##	Time (when returning)
7	BUSINESS TRIP BACK ##:##	Date (when returning)
8	BUSINESS TRIP #####	10 digits (where reached)
9	GONE FOR THE DAY	
10	ON VACATION UNTIL ##:##	Date (when returning)
11~20	MESSAGE 11~20	

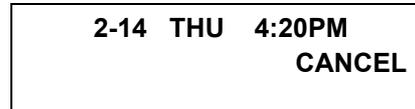
5. Press **Speaker** to hang up.

Note: *Intercom calls to extensions with Selectable Display Messaging set will receive a DND signal and receive the display message on their telephone’s display instead of ringing the display.*

Note: *To allow calls to ring through and have the message displayed on the calling extension’s display, cancel DND by pressing DND + 0.*

To cancel a message:

1. Press the **Speaker** key.
2. Press the Text Message key (Service Code 851:18+).
3. Press Speaker to hang up.



STATION RELOCATION

To exchange two terminals:

1. Pick up the handset or press the **Speaker** key.
2. Dial the **Extension Data Swap Service Code** – not assigned at default.
3. Dial the **Extension Data Swap Password** – not assigned at default.
4. Dial the extension to be swapped with or relocated to.
5. When successfully completed, a confirmation tone will be heard and the display will show “completed”.
6. Press the **Speaker** key twice.

CODE RESTRICTION, DIAL BLOCK

To set Dial Block:

1. Press the **Speaker** key.
2. Dial **700** (default).
3. Dial the **4-digit Dial Block Code** (user defined).
4. Dial **1**.

Note: *The confirmation tone is heard.*

5. Press the Speaker key to hang up.

To release Dial Block:

1. Press the **Speaker** key.
2. Dial **700**.
3. Dial the **4-Digit Block Code**.
4. Dial **0**.

Note: *The confirmation tone is heard.*

5. Press the Speaker key to hang up.

Note: *At default, Dial Block restriction Class per Extension is denied.*

ACCOUNT CODE ENTRY

To enter an Account Code any time while on a trunk call:

The outside caller cannot hear the Account Code digits you enter. You can use this procedure if your system has Optional Account Codes enabled. You may also be able to use this procedure for incoming calls.

1. Dial *****.

-OR-

Press your **Account Code** key
(Service Code 851:Code 50).

2. Dial your Account Code (1~16 digits, using 0~9 and *****).

LINE 001
Enter Account Code
Conf Rpt Sav

Note: *If Account Codes are hidden, each digit you dial shows as a “*” character on the telephone’s display.*

3. Dial *****.

-OR-

Press your **Account Code** key
(Service Code 851:Code 50).

To enter an Account Code before dialing the outside number:

If your system has Forced Account Codes, you must use this procedure. If it has Verified Account Codes, you can use this procedure instead of letting the system prompt you for your Account Code. You may also use this procedure if your system has Optional Account Codes. If your system has Verified Account Codes enabled, be sure to choose a code programmed into your Verified Account Code list.

1. Access trunk for outside call.

Note: *You can access a trunk by pressing a Line key or dialing a code (except 9).*

2. Dial *.

-OR-

Press your **Account Code** key (Service Code 851:Code 50).

3. Dial your Account Code (1~16 digits, using 0~9 and #).

Note: *If you make an incorrect entry, your system may automatically alert the operator. If Account Codes are hidden, each digit you dial will show as a "*" character on the telephone's display.*

4. Dial *.

-OR-

5. Dial the number you want to call.

Note: *If you hear "stutter" dial tone after dial the number, ARS is requesting that you enter an Automatic Route Selection Authorization Code.*

AUTOMATIC CALL DISTRIBUTION (ACD)

Agent Log In

To log in:

1. Press the **ACD LOG IN/LOG OUT** key (Service Code 852: *10).

-OR-

Press the Speaker key and dial the Log In Service Code (Default 839).

2. Dial the log in code (up to 20 digits).

Note: *This step is not required if the ID code is disabled.*

Display before Agent login

WAIT ACD LOGIN	G:01
12345678	STA 12345678
LIST Dir ICM	Prog

Display after Agent login

Group	G:01
12345678	STA 12345678

Agent Log Out display

ACD LOGOUT?
(1:Yes; 0:No)

AIC Agent Log In

To log in:

1. Press the **ACD LOG IN/LOG OUT** key (Service Code 852: *10).

-OR-

Press the **Speaker** key and dial the **AIC Log In** service code – not assigned at default.

2. Dial the log in code (up to 20 digits).

Note: *This step is not required if the ID code is disabled.*

3. Dial the Agent Identity Code (AIC – up to four digits).

Input AIC
LIST Dir ICM Prog

Note: *The ACD LOG IN/LOG OUT key lights.*

Display before Agent login

2-15 FRI 11:02PM			
12345678		STA 12345678	
LIST	Dir	ICM	Prog

Display after Agent login

2-15 FRI 11:02PM			
12345678		Login	
LIST	Dir	ICM	Prog

Multiple AIC Agent Log In

To log in:

1. Press the **ACD LOG IN/LOG OUT** key (Service Code 852: *10).

- OR -

Press the **Speaker** key and dial the **AIC Log In** service code -not assigned at default.

2. Dial **0** to cancel the log out option.
3. Dial the Agent Identity Code (AIC) (up to four digits).

Note: *The ACD LOG IN/LOG OUT key lights.*

4. Repeat steps 3 and 4, if more log ins are required.

To log out (for single or multiple agent AIC log In):

Note: *All AIC log in become logged out.*

1. Press the **ACD LOG IN/LOG OUT** key (Service Code 852: *10) + 1 to accept.

2. Press the **Speaker** key and dial the **AIC Log In** service code – not assigned at default.

Note: *The ACD LOG IN/LOG OUT key goes out.*

Rest Mode

To set the manual Rest Mode:

1. From an idle state, press the **ACD Rest Mode** key (Service Code 852: *13).

Note: *The ACD Rest Mode key lights. If the Rest Mode key is pressed while the agent is on an active call, the key will flash until the agent hangs up.*

Note: *This operation is not available for the System Supervisor.*

Group No: 01
12345678 OFF DUTY
LIST Dir ICM Prog

To cancel the manual Rest Mode:

1. Press the **ACD Rest Mode** key (Service Code 852: *13).

Note: *The ACD Rest Mode key light goes off.*

Queue Status Display

When Logged Into ACD Group:

1. From an idle state, press the **Queue Status Display** key (Service Code 852: *19).

Group No: 01
0 ——— 00:05
LIST Dir ICM Prog

Note: *The display indicates the number of calls in queue, the trunk name, and the length of time the call has been waiting.*

Note: *When the Queue Status Display key is pressed, the queue status of the extension's group is displayed. When the extension is not in an ACD group, the Queue Status of group 1 is displayed instead.*

Note: *When an agent logs in using an AIC code, the Queue Status of the default ACD group is displayed.*

2. Press and to scroll through the Queue Status Displays of all the ACD Groups.
3. Press the **CLEAR** key to return the telephone to an idle state.

When Logged Out of ACD Group:

When ACD agents are logged out and a call is placed into the ACD queue, the telephones of the logged out agents will display the Queue Status and hear the alarm according to the settings defined in system programming.

Pressing the Queue Status Display key will return the telephone to idle until the timer expires again.

Answering a Call Using a Headset

1. Press the **Headset** key to answer.
2. Converse.
3. Press the **Headset** key to hang up.

Using the Headset with Automatic Answer for ACD Agents:

1. With the multiline terminal in an idle state, press the **Feature** key.
2. Press the **HEADSET** key (Service Code 751: 05).

Note: *The Headset key blinks when Automatic Headset is activated.*

Note: *To cancel Automatic Headset, repeat these steps.*

Line Keys/Programmable Function Keys

The following functions can be assigned to Line Keys if allowed by Class of Service.

To Program a Line key as a Programmable Function Key:

1. Press the **Speaker** key.
2. Dial Service Code **851**.
3. Press the **Line Key** to be programmed.
4. Dial the code for the desired feature plus additional data if required.
5. Press **Speaker** to hang up.

Note 1: *Service Code 00 will erase the function from the key.*

Note 2: *In some cases, the **Hold** key needs to be pressed before pressing the **Speaker** key.*

Function Number	Function	Additional Data
00	Not Defined	
01	DSS / One-Touch	Extension number or any numbers (up to 24 digits). Press HOLD to write.
02	Microphone Key (ON/OFF)	
03	DND Key	
04	BGM (ON/OFF)	
05	Headset	
06	Transfer Key	
07	Conference Key	
08	Incoming Call Log	
09	Day/Night Mode Switch	Mode Number (1-8)
10	Call Forward – Immediate	
11	Call Forward-Busy	
12	Call Forward – No Answer	
13	Call Forward – Busy/No Answer	
14	Call Forward – Both ring	
15	Follow Me	
16	--Not Used--	
17	--Not Used--	

Function Number	Function	Additional Data
18	Text Message Setup	Message Numbers (01-20)
19	External Group Paging	External Paging Number (1-8)
20	External All Call Paging	
21	Internal Group Paging	Internal Paging Number (01-64)
22	Internal All Call Paging	
23	Meet-Me Answer to Internal Paging	
24	Call Pickup	
25	Call Pickup for Another Group	
26	Call Pickup for Specified Group	Call Pickup Group Number
27	Speed Dial – Common / Private	Speed Dial Number (Common / Private)
28	Speed Dial – Group	Speed Dial number (Group)
29	Repeat Redial	
30	Saved Number Redial	
31	Memo Dial	
32	Meet – Me Conference	
33	Override (Off-Hook Signaling)	

Function Number	Function	Additional Data
34	Break – In	
35	Camp On	
36	Step Call	
37	DND / FWD Override Call	
38	Message Waiting	
39	Room Monitoring	
40	Handset Transmission Cutoff	
41	Buzzer	Extension Number
42	Boss – Secretary Call	Extension Number
43	Series Call	
44	Common Hold	
45	Exclusive	
46	Department Group Log Out	
47	Reverse Voice over	Extension Number
48	Voice Over	Extension Number
49	Call Redirect	Extension Number or Voice Mail Number
50	Account Code	
51	General Purpose Relay	Relay No (0, 1-8)
52	Automatic Answer with Delay Message Setup	

Function Number	Function	Additional Data
53	Automatic Answer with Delay Message Start	
54	External Call Forward by Door Box	
55	Extension Name Change	
56	General Purpose LED Operation	
57	General Purpose LED Indication	
58	Automatic Transfer at Department Group Call	Extension Group Number (1-8 or 01-64)
59	Delayed Transfer at Department Group Call	Extension Group Number (1-8 or 01-64)
60	DND at Department Group Call	Extension Group Number (1-8 or 01-64)
61	--Not Used--	
62	--Not Used--	
63	Outgoing Call Without Caller ID (ISDN)	
64	--Not Used--	
65	--Not Used--	
66	CTI	

Function Number	Function	Additional Data
67	--Not Used--	
68	--Not Used--	
69	--Not Used--	
70	--Not Used--	
71	Message Change for Voice Attendant	Extension Number or Department Group Number
72	Keypad Facility Key	
73	Keypad Hold Key	
74	Keypad RETRIEVE Key	
75	Keypad Conference Key	
76	Toll Restriction in Credit-Extension Number	
77	Voice Mail (In-Skin)	Extension Number or Pilot Number
78	Conversation Recording – Voice Mail	
79	Automated Attendant (In-Skin)	Extension Number or Pilot Number
80	Tandem Ringing	1=Set 0=Cancel Extension Number to Tandem Ring
81	Automatic Transfer to Transfer Key	Trunk Line No. (001-200)

Function Number	Function	Additional Data
82	Dterm IP Call Log	
83	Conversation Recording Function (VMSU)	0=Pause 1=Re-rcording 2=Address 3=Erase 4=Urgent Page
84	Drop Key	
85	Directory Dialing	
86	Private Call Refuse	
87	Caller ID Refuse	
88	Dial-In Mode Switching	
89	Do-No-Call Setup	
90	Do-No-Call Data Registration	
91	Live Recording Key	
92..99	--Not Used--	

5. DIRECTORY OPERATION

This chapter explains about the Directory function of DT Series. By using Directory function, the user can make a call with simple operation.

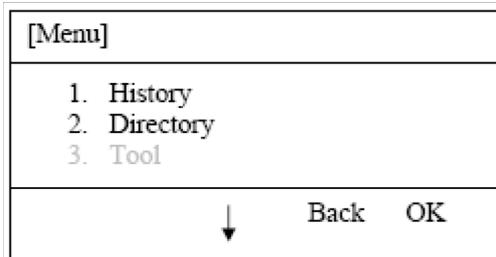
Directory function can register up to 500 records. The user can add/view/edit/delete these records.

- [To Add New Data](#)
- [To Find Registered Data](#)
- [To Make a Call From Directory](#)
- [To Delete All Directory Data](#)
- [To Delete All Directory Data](#)
- [To Delete Specific Directory Data](#)

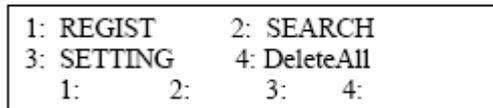
To Add New Data

STEP 1: Press **Menu** key. The menu screen is displayed in LCD.

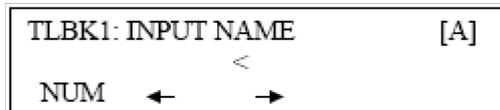
STEP 2: Select **2. Directory** by using Cursor Key, Digit Key (2) or Soft Key.



STEP 3: Select **1. REGIST** by using Cursor Key, Digit Key (1) or Soft Key.



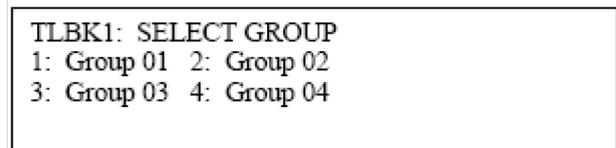
STEP 4: Select Name or Telephone Number by using Alpha or Num Soft Key to toggle between the two.



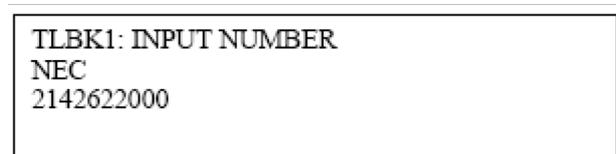
STEP 5: Enter a name or telephone number to be registered in the directory using the dial pad.

STEP 6: After entering the name or telephone, press the **Hold** key.

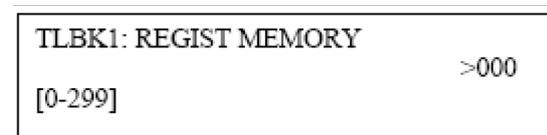
STEP 7: The following list appears. Select a desired group by entering a number.



STEP 8: Enter the telephone number as indicated in the display and press the Hold key.



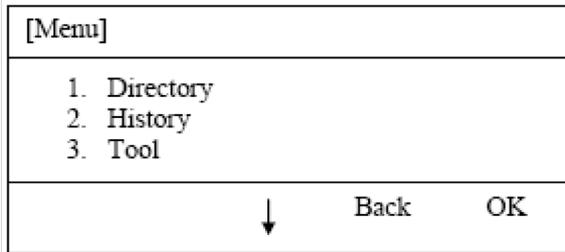
STEP 9: Enter a desired Memory ID.



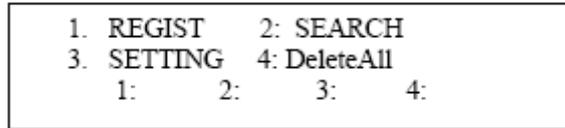
STEP 10: After entering the Memory ID, the display goes back to the main directory screen. Press exit to go back to the main screen.

To Find Registered Data

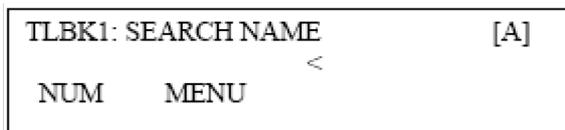
STEP 1: Press **Menu** Key. The menu screen is displayed in the LCD.



STEP 2: Select **2. Search** by using Cursor Key, Digit Key (1) or Soft Key.

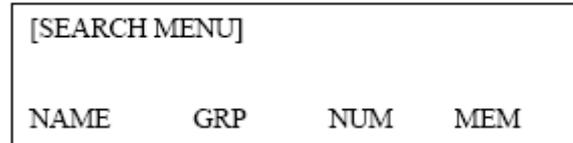


STEP 3: Select MENU to search.



Note: *The display will show No TELBK Data if there are no entries to review.*

STEP 4: Select a search method from the following list.



Search Method	Description
1. Name	Search data from the name list registered in the directory.
2. Group	Display the lists registered to each group (01~20 groups).
3. Tel Number	Search data from the telephone number list registered in the directory.
4. Memory ID	Search data from the memory number registered in the directory.

STEP 5: The following is an example when NAME, GRP, NUM, and MEM are selected as a search.

NAME

TLBK1: SEARCH NAME	[A]
NUM MENU	< ← →

GRP

TLBK1: SEARCH GROUP
1: Group 01 2: Group 02
3: Group 03 4: Group 04

NUM

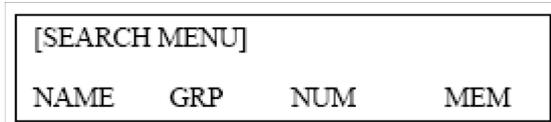
TLBK1: SEARCH NUMBER	<
MENU	

MEM

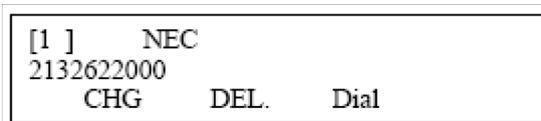
TLBK1: SEARCH MEMORY	>
MENU	[0-299]

To Make a Call From Directory

STEP 1: Display the detailed data for a target party
(see [To Find Registered Data](#)).



The following display is an example of dial by name.

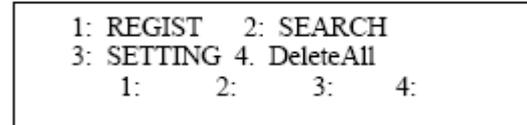


STEP 2: Lift handset, press the **Speaker** key or press the **Call** Soft key while displaying the detailed data for target party on LCD.

Note: *If multiple telephone numbers are assigned into a target party, a call is made to the first telephone number.*

To Delete All Directory Data

STEP 1: Display the main directory screen.

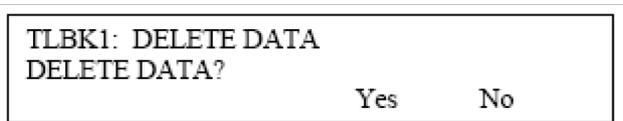


STEP 2: To delete all the registered data, press the **Enter** Key or **OK** Soft key to delete all the data.

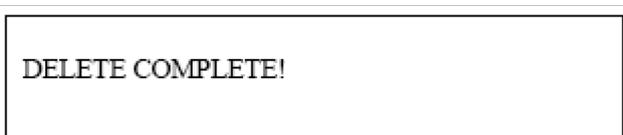
STEP 3: Enter password.



STEP 4: Press 'Yes' Soft Key to delete all entries and 'No' soft key to exit.



STEP 5: All entries will be deleted.



To Delete Specific Directory Data

STEP 1: Display the detailed data for a target party (see [To Find Registered Data](#)).

STEP 2: Press **Menu** Key. The display changes as follows:

```
[SEARCH MENU]
Name   GRP   NUM   MEM
```

Select a search method to be deleted. Select one by using the Cursor key or Soft key.
The example below displays a specific group deleted.
Select Group 01.

```
1: NEC
2142622000
```

STEP 3: Select Group 01.

```
[1 ] NEC
2142622000
CHG DEL Dial
```

STEP 4: Press the DEL Soft key to delete the appropriate Directory data.

STEP 5: After the appropriate Directory data is deleted, the following display appears:

```
TLBK1: DELETE DATA
DELETE DATA?
                        Yes   No
```

STEP 6: The following confirmation message appears.

```
DELETE COMPLETE!
```

6. CALL HISTORY OPERATION

This chapter explains about the Call History function of DT Series Dterm. By using the Call History function, the user can make a call with a simple operation.

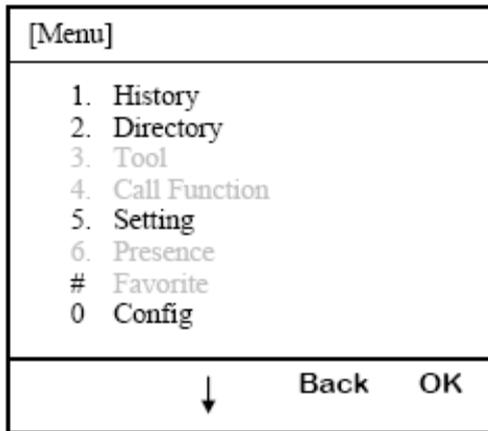
The Call History function can register up to 20 records. If exceeding 20 records, a record will be deleted in order of occurrence.

- [To View Call History](#)
- [To Make a Call From Call History](#)
- [To Store Call History Data to Speed Dial](#)
- [To Delete Call History Data](#)

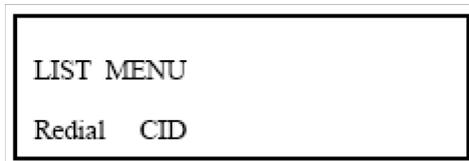
To View Call History

STEP 1: Press **Menu** Key. The menu screen is displayed in the LCD.

STEP 2: Select **1. History** by using Cursor Key, Digit Key (1) or Soft Key.

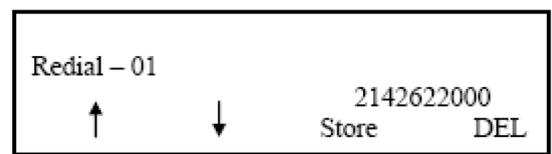


STEP 3: Select an item from the following histories, by using the Soft Key.



In this example, **1. Redial** is selected.

STEP 4: The detailed information of the last call is displayed.

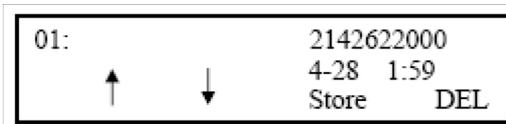


Note: Use the Cursor key to display the next/former records.

Note: If no history data is saved, "No data" will be displayed on LCD.

To Make a Call From Call History

STEP 1: Display the Call History data of the target telephone number referring to Make a Call from Call History. The following is an example when the history of Caller ID is displayed.

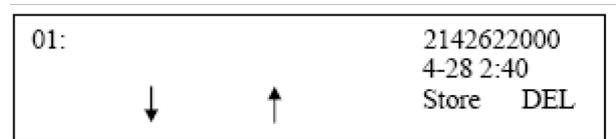


STEP 2: Lift the handset, press the **Speaker** key while displaying the call history information for the target telephone number on the LCD.

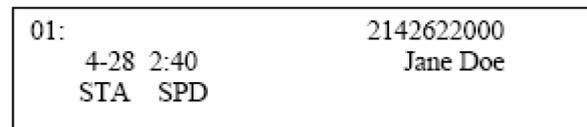
Note: *While the call history data is displayed, the user cannot make a call by dialing a telephone number.*

To Store Call History Data to Speed Dial

STEP 1: Display the Call History data of the target telephone number (see [To Make a Call From Call History](#)). The following is an example when the history of a call is displayed.



STEP 2: Press the **Store Soft Key** while displaying the call history information for the target telephone number. The display changes as follows:

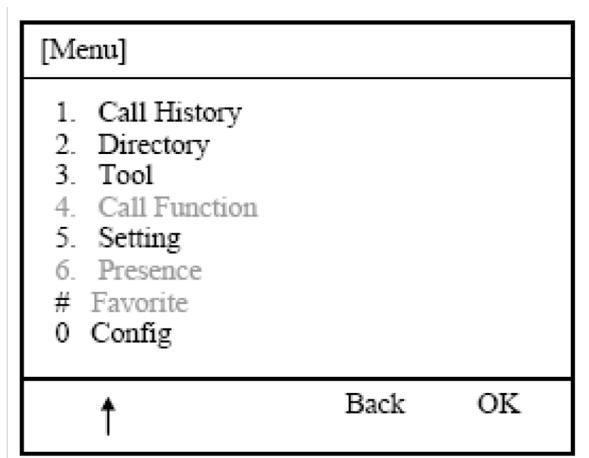


STEP 3: Select **STA** to store in a Speed Dial bin or select **SPD** to store in a System Speed Dial bin.

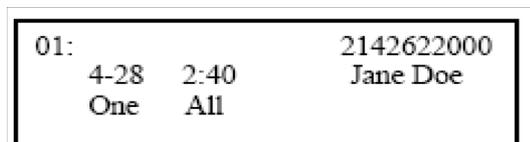
To Delete Call History Data

STEP 1: Press the **Menu** key. The menu screen is displayed in the LCD.

STEP 2: Select **1. Call History** by using the Cursor Key, Digit Key (1), or Soft Key.



STEP 3: Select One to delete a single call or All to delete all call history.



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