

Dterm Series III User's Guide

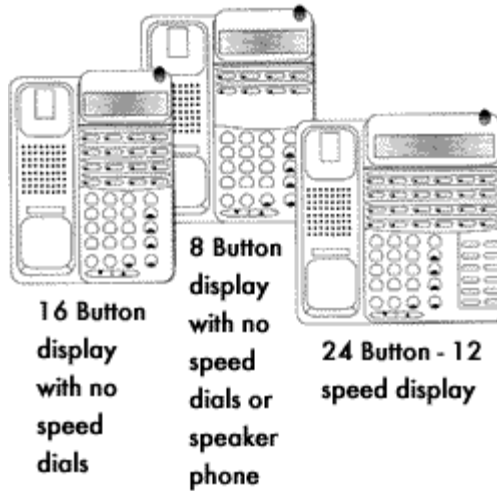
Disclaimer

Please note: These phones are no longer available for new installs. The D-Term Series E and Series I Models have replaced them.



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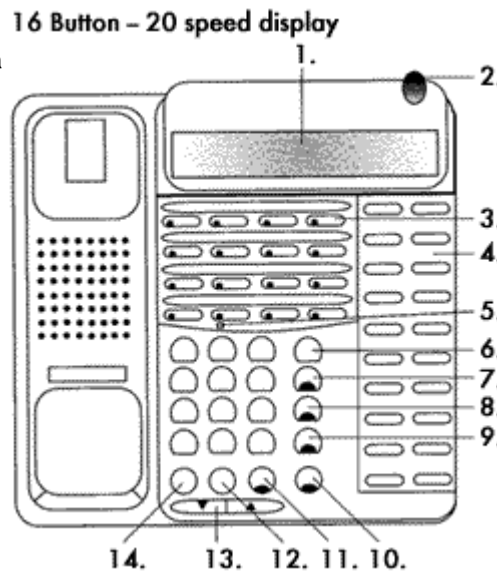
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The Series 3 telephones are fully digital modular telephones with a display, 8 dedicated function keys, and a call/message indicator lamp and speaker/receiver volume control. Additional features are listed below

The D-Term Series III 8 button model offers 8 flexible line keys. It does **not** offer speed dials, microphone or two-way speakerphone.

The D-Term Series III 16 button model offers 16 flexible line keys, the capability of a two-way speakerphone, and may or may not have 20 speed dials.



1. Led (Alpha Numeric Display)
2. Call Indicator Lamp/Message Waiting Light
3. Programmable Keys
4. Speed Dial Buttons
5. MIC (Microphone) Lamp
6. Recall
7. FNC (Function)
8. CNF (Conference Call)
9. LNR/ SPD (Last Number Call/Speed Calling)

10. SPKR (Speaker)
11. ANS (Not Used)
12. TRF (Transfer)
13. Up/Down
14. Hold

The **D-Term Series III 24 button** model offers 24 flexible line keys, the capability of a two-way speakerphone, and 12 speed dials.

An **add-on module** for D-Term Series III is a 60-button visual display field for monitoring and/or answering other lines.

Telephone Setup Functions

FNC + 1 = Turns microphone on or off.

FNC + 2 = Adjusts handset receiver volume.

FNC + 3 = Selects ringer tone.

FNC + 4 = Adjusts transmission/receiving volume.

FNC + 5 = Activates speakerphone.

FNC + 6 = Deactivates speakerphone.

FNC + 7 = Turns call indicator lamp on or off for incoming call notification. (If turned off, this lamp will still light to indicate message waiting)

Keys and Lamps

Keys

ANS (Answer not used)

CNF (Conference)

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

FNC (Function)

Used to activate telephone setup functions and to program One-Touch Speed Dial/Feature Keys.

HOLD

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

LNR/SPD (Last Number Call/Speed Calling)

Press key to activate Last Number Call redial and Speed Calling.

RECALL

Press key to terminate established call and re-seize internal dial tone.

SPKR(Speaker)

Controls the built-in speaker that can be used for Hands Free dialing/monitoring. LED on key lights when key is active. (Not available on 8-button display phone.)

TRF (Transfer)

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

UP/DOWN

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

- LED Contrast: Press up or down key while idle.
- Speaker/Receiver Volume: Press up or down key during conversation.
- Ringer Volume: Press up or down key during ringing.

Speed Dial Memory Buttons

Speed dial memory buttons allow automatic (single-button) dialing of frequently used numbers. *The capability for a button to be Speed Dial needs to be pre-programmed by the technicians.*

Lamps

Call Indicator Lamp

Lamp at top of D-Term flashes when a call terminates to the telephone. Lamp lights steadily when a voice mail message has been left.

LED

Display provides D-Term activity information plus date and time.

MIC (Microphone) Lamp

Lamp displays the status of the built-in microphone used for hands free operation.

SYSTEM FEATURES

HOLD

To place a call on hold

- Press HOLD; the green light will wink flash.

If held line appears on other D-Term telephones, the associated light flashes red slowly.

To retrieve a call

- Lift handset; press button for line being held.

Any D-Term telephone with button for line being held can retrieve call.

If unanswered

After approximately two minutes, held call will automatically ring back to phone that placed it on hold. Caller does not hear this ringing.

To retrieve call, press button for held line.

To continue holding call without hearing automatic ringing, press button for held line, then press HOLD.

To place a call on exclusive hold

- Press HOLD twice; line light winks.
- Other D-Term telephones show steady red light.

To retrieve call

- Lift handset; press button for held line. Call can be retrieved only by D-Term telephone that sets exclusive hold.

If unanswered

- After approximately two minutes, held call will automatically ring back to phone that placed it on hold. Caller does not hear this ringing.
- To retrieve call, press button for held line.
- To continue holding call without hearing automatic ringing, press button for held line, and then press HOLD twice.

To place a call on Hold and consult with a third party

- Ask original party to hold; press TRF; hear broken dial tone.
- Dial number of party you wish to consult with. If party answer, converse and, when party hangs up, original call will be reconnected.

TRANSFER

To transfer a call

- Press TRF. Broken dial tone indicates call is placed on hold.
- Dial destination station's extension.
- If party answers, announce transfer of call; replace handset.
- If party does not answer or line is busy, press TRF to return to first party.
- If using blind transfer (not staying on the line to announce transfer of call) listen for at least 1/2 ring before hanging up telephone to transfer caller.

To program transfer on one-touch speed key

- Press FNC button.

- Press SPEED DIAL button.
- Depress RECALL button.
- Dial extension.
- Save by depressing FNC button.

When you are not transferring a call but just want to speak with the extension number programmed into the speed dial, the transfer is dropped automatically and the call will go through.

CONFERENCE CALLING

To set up three-way conferencing

- Dial first party. Converse and ask to hold.
- Press TRF. Broken dial tone indicates call is placed on hold.
- Dial second party.
- If second party answers, press CNF to bring in first party.
- If second party's line is busy or party does not answer, press TRF to return to first party.

Campus, local, or long distance numbers can participate in the conference call. If one party hangs up, the other two remain connected- provided one is a University number- and the CNF light goes out.

CALL FORWARDING

To forward all calls

- Lift handset; hear dial tone.
- Press CFA button, or dial #2; hear broken dial tone.
- Dial number to which calls will be forwarded; hear high-pitched confirmation tone.
- If you have a CFA button, the LED light will lamp on.
- Replace handset.

To cancel forward all calls

- Lift handset; hear dial tone.
- Press CFA button, or dial *2; hear high-pitched confirmation tone.
- If you have a CFA button, the LED goes out.
- Replace handset.

Calls can be forwarded to a campus, local, or long distance telephone number. If a telephone has call forwarding/all calls activated, the telephone WILL NOT ring.

To set call forward/busy-no answer

- Lift handset; hear dial tone.
- Press CFB function button, or dial #3; hear broken dial tone.
- Dial number to which calls are to be forwarded; hear high-pitched confirmation tone. (Calls forward immediately if line is busy or after three rings if not answered).

- If you have a CFB button, it lights at your telephone
- Replace handset.

To cancel

- Lift handset; hear dial tone.
- Press CFB button, or dial *3. A high-pitched confirmation tone should be heard.
- Function light goes out at your telephone.
- Replace handset.

Calls can be forwarded to a campus, local, or long distance telephone number.

If telephone A sets call forward/busy-no answer to telephone B, and B is busy, telephone A will continue to ring and not forward until telephone B is idle (unless telephone B is in a hunt group, in which case call forwarding will follow).

If telephones A and B are busy, the caller will get a busy signal.

Call forwarding/busy-no answer and call forwarding/all calls may be activated at the same time. All calls will override busy-no answer; therefore, when all calls are canceled, busy-no answer will still be in effect. Any combination of call forwarding may occur; up to five times within one geographic area that shares a telephone switch. With the combination of forwarding more than one telephone, the caller may hear more than three rings before reaching destination.

To set call forward-no answer

- Lift handset; hear dial tone.
- Press CFD function button, or dial #4; hear broken dial tone.
- Dial number to which calls are to be forwarded; hear high-pitched confirmation tone. (Calls forward immediately if line is busy or after three rings if not answered).
- If you have a CFD button, it lights at your telephone.
- Replace handset.

To cancel

- Lift handset; hear dial tone.
- Press CFD button, or dial *4. A high-pitched confirmation tone should be heard.
- Function light goes out at your telephone.
- Replace handset.

CALL PICKUP - *The capability for a phone to be in a Call Pickup Group needs to be pre-programmed by the technicians.*

To pick up call from within preprogrammed group rings

- Lift handset.
- Press CPU function button, or dial *6.

If you cannot intercept a call within a call pickup group by dialing *6 or pressing the CPU function button, the call coming into the station may be a call back, which cannot be intercepted by another telephone. If you hear a reorder tone (a fast busy) when trying to intercept a call with *6 or the CPU button, another telephone in the pickup group may have intercepted the call first, or the extension trying to Pick Up the call may not have been programmed into the Pickup Group. In the latter case, you could intercept the call

with #6 plus extension number.

To pick up call from telephone within area rings

- Lift handset.
- Dial #6 plus extension number.

It is not necessary to be in a pre-programmed pickup group to use this feature.

CALL BACK

This feature is for calling Campus University telephone numbers only. *The capability for a button to be Call Back needs to be pre-programmed by the technicians.*

To set call back if line is busy

- Press CALL BACK function button; hear high-pitched confirmation tone; replace handset.
- When both telephones become idle, the telephone from which the call back was set will ring.
- Display indicates CB and the extension number call back were set against.
- Lift handset; hear ring back tone, indicating called station is ringing.
- Connection is established when called party answers.

If you try placing a call back to a busy extension and hear a fast busy signal, a call back may have already been placed against the busy station, or you may already have placed a call back against another extension. The system allows only one call back to be activated by or placed against an extension at any one time. Call back is automatically canceled if the telephone that set the call back doesn't answer after approximately three rings.

To Cancel

- Lift handset.
- Press Call Back function button or #9; hear high-pitched confirmation tone.
- Replace handset.

VOICE CALL

Your voice is heard through called party's D-Term speaker. *The capability for a button to be Voice Call needs to be pre-programmed by the technicians.*

- Lift handset.
- Dial number (called telephone must be multi-line D-Term.)
- Press VOICE function button.
- Hear tone; then begin speaking.

If called line is busy when you attempt a voice call, your LED display will indicate VCL BSY. A voice call may be programmed on a one-touch speed dial button by pressing FNC button, SPEED DIAL button, dialing the extension, and depressing the TRF button. A "V" will appear on the LED display. Save by depressing the FNC button again.

To answer a voice call

- When you hear incoming voice call on you phone speaker, press FNC + 1 (MIC light will go on).

Respond hands free. (If privacy is required, lift handset to converse.)

The MIC button may be left on at all times to allow hands-free answering of voice calls.

ANSWER/TRANSFER SUB-LINE

To receive call and announce to call party

- Lift handset.
- Depress called party's ringing sub-line button; ask calling party to hold.
- Re-depress SUB-LINE button. If called party's telephone is D-Term, voice call is automatically established. If called party's telephone is single line, it will ring.
- Announce call.

If call is accepted, replace handset. Called party will lift handset and, if D-Term, will depress ringing line.

If call is denied, depress SUB-LINE button to return to calling party.

REDIAL

To redial number you last dialed

- Lift handset.
- Press LNR/SPD button, plus *; telephone will automatically dial the number you last dialed.

SPEED DIALING

To store a number for speed dialing

- *DO NOT* lift handset.
- Press FNC button.
- Press SPEED DIAL button.
- Dial telephone number or system feature code to be stored (24 digits maximum).
- Press desired FNC button.
- Display indicates SPD SET.

To verify

- Press FNC button and desired SPEED DIAL button.
- Display indicates digits stored.

Features on the telephone system such as call transfer, call forwarding, and call park can be programmed into the speed dial buttons. Follow the instructions for storing numbers under "Speed Dialing" above.

SAVE AND REPEAT A NUMBER

For one-time only redialing. *The capability for a button to be Save & Repeat needs to be pre-programmed by the technicians.*

To save a number

- Lift handset; hear dial tone.
 - Dial telephone number you wish to program.
 - Press S & R function button to store dialed number.
 - S & R light goes on.
- OR
- Receive on campus incoming call.
 - Press S & R function button to store number in memory.
 - S & R light goes on.

To verify

- *Do not* lift handset.
- Press S & R function button.
- Display indicates digits stored.

To redial

- Lift handset; hear dial tone.
- Press S & R Function button; telephone will automatically redial programmed number.
- S & R automatically canceled; light goes out.

If Save and Repeat line is busy or not answered, you can save again by pressing S & R Function button before hanging up handset.

TROUBLESHOOTING

Problem: No dial-tone.

- Are all cords plugged in tight?
- Is gray line cord plugged into correct portion of jack?
- Unplug gray line cord from back of telephone and plug it back in; this acts as a reset.

Problem: Display shows strange characters or seems to be stuck.

Unplug gray line cord from back of telephone and plug it back in; this acts as a reset.

Problem: Telephone doesn't ring.

- Is ringer turned up?
- Is call forwarding/all calls set?

Problem: Call back doesn't work.

- Do you already have a call back set from your telephone?
- Is a call back set against the other telephone? *Only one call back can be set from or against an extension at any given time*

Problem: Speed dials not working.

- Try reprogramming buttons to see if you may have lost memory for some reason.