USER GUIDE FOR NEC Dterm Series i

The smart, sensible model for those who need information displayed at the desktop – The NEC Dterm Series i is perfect for administrative use, general tasks or Automatic Call Distribution (ACD) functions. This phone type is an intelligent option for users who require multiple lines and multiple functions.

- Display model features 3 lines of LCD information (adjustable) with 24 characters per line
- 16 programmable line keys for immediate line or feature access or speed dials
- 2-color LED per key immediately indicates call status
- 9 dedicated function keys for ease of operation
- 4 Soft Keys

Standard Features for Both Models

- Call/Message indicator lamp
- Standard modular connectors
- Hands-free speakerphone operation
- Convenient built-in headset jack

16 Line Display

32 Line Display

FUNCTION KEYS

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

Recall - Used to terminate established call and re-seize dial tone for next call (or feature activation).

Conference - Used to establish a three-way conversation.

Redial - Press key to activate redial feature.

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

Transfer - Used to transfer established calls to another station.

Answer – This feature is not used, since we have automatic answer programmed.

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

Directory - Activates speed calling (Not available at this time)

Message - Enables access to voice mail system (This Feature is not available at this time).

Up/Down Arrows - Used to adjust LCD contrast, speaker receiver volume, and ringer volume.

SOFT KEYS - The buttons beneath the display on your telephone are called "soft keys" because their function changes depending on the mode that your telephone is in at any given time. The current feature will be indicated in the display above each button.

Help - Press the Help Key, then press desired Soft Key for helpful information about that key.

Exit - Press the Exit key to exit the Help program.

OHR/OFF (Off Hook Ringing off) - In this state, pre-programmed sub-line ringing is activated. If prime (first) line is in use, sub-lines will have a muted ring.

OHR/OFF (Off Hook Ringing On) - In this state, pre-programmed sub-line ringing is deactivated.

Mute - Go off-hook or press speaker key, then press Soft Key. MUTE will flash. In this state, your voice will not be transmitted into the handset, headset, or speaker (whichever is in use).

MIC - Press the Soft Key below "MIC" to activate or deactivate the microphone. The LED will illuminate when MIC is on.

HEADSET - Press the Soft Key below "Headset" to activate (or deactivate) Headset operation. The primary extension LED will illuminate when headset is on.

LAMPS

Call Indicator Lamp - Lamp at top corner of display flashes when a call is received. Lamp lights steadily when a voice mail message has been left (if voice mail is programmed for your extension - contact ITS CNS for voice mail assistance).

LCD Display - Provides Dterm activity information, data, time and Soft Key operation.

LED - Some function keys have a built-in Light Emitting Diode (LED) that lights or flashes according to the activity of that function key.

MIC (Microphone) Lamp - Lamp displays the status of the built-in microphone used for hands free operation.

Telephone Setup Functions

Up/Down Arrows - Used to adjust LCD contrast, speaker/receiver volume, and ringer volume.

Feature Key

This key is used to set various features and functions on your telephone. To activate or cancel, press the Feature button first, then the appropriate number.

> Feature +1 = Turns microphone on or off. The MIC button lights when microphone is on.
>
> Feature +2 = Adjusts handset receiver volume on current call. The LCD displays the current volume (LARGE OR SMALL). Press Feature and 2 to alternate.
>
> Feature +3 = Selects ringer tone. Your telephone has 4 different ring tones. After pressing Feature and 3, continue to press 3 until desired tone is heard.

Feature +4 = Adjusts default handset volume. Options are SMALL (low) or LARGE (high). Press Feature and 4 to change.

Feature +5 = Activates speakerphone capability.

Feature +6 = Deactivates speakerphone capability.

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

System Features

HOLD

To place a call on hold: Press HOLD button; held line wink flashes. Note: If held line appears on other Dterm stations, the associated LED flashes red slowly.

To retrieve: Lift handset or press Speaker. Press held line. Note: Any station with this line appearance can retrieve the call.

If unanswered: After approximately two minutes, held call will automatically ring back to the phone that places 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 (cannot be retrieved from other phones): Press Hold twice; line light winks. (Other Dterm telephones show steady red light).

To retrieve call: Lift handset; press button for held line. Call can be retrieved only from telephone that put it on Exclusive Hold.

To place call on hold and consult with third party: Ask party to hold (but do not press HOLD); press Transfer, hear broken dial tone. Dial number of party you wish to consult. Converse with third party; when they hang up, you will automatically be connected with holding party. If third party does not answer, reconnect to holding party by pressing Transfer again.

TRANSFER

To transfer a call: Press Transfer. Broken dial tone indicates caller is placed on hold. Dial destination number, wait one second for call to connect, and then hang up. (Optional): You may stay on the line to announce transfer of call. If party does not answer or line is busy, press Transfer to return to holding party.

CONFERENCE CALLING

To set up three-way conferencing: Establish first call (incoming or outgoing); ask party to hold. Press Transfer; receive interrupted dial tone (caller is on hold). Dial third party. (If no answer or busy, press Transfer to reconnect to held party.) When answered, press Conf. Button (Conf LED lights). Three-way conference is established. If one party hangs up, other two remain connected. (Conf LED goes out).

To set up conferencing with more than three parties: These must be arranged in advance, and additional charges apply. Call 71111 if on campus or 277-71111 if calling from non-UNM line.

CALL FORWARDING

To forward ALL calls (CFA- Call Forward All): (Forwards calls immediately-your phone will NOT ring)
Lift the handset and a hear dial tone. (Note: This will set from primary extension; if setting for a sub-line on your phone, press sub-line button.) Press CFA button (or dial #2); hear broken dial tone. Dial number

to which calls are to be forwarded; hear confirmation tone; hang up. CFA button lights at your telephone (or at Dterm of sub-line you are setting call forwarding for) & stays lit until CFA is cancelled.

To verify: While phone is idle, press CFA button. Display indicates number to which calls are forwarded. (If verifying for a sub-line, press sub-line button first, then CFA button).

To cancel "Call Forward ALL Calls": Lift handset (or press sub-line button if programming another line); hear dial tone. Press CFA button, or dial *2; hear confirmation tone; hang up. CFA light goes out (or if canceling on a sub-line, it goes out on that phone).

To set Call Forward Busy (CFB): (calls are forwarded immediately if line is busy) Lift handset; hear dial tone (press sub-line if setting for another line). Press CFB button (or dial #3); hear broken dial tone. Dial number to which calls are to be forwarded; hear confirmation tone; hang up.

To cancel: Lift handset (or press sub-line); hear dial tone. Press CFB button (0r dial *3); hear confirmation tone; hang up.

To set Call Forward No Answer (CFNA): (calls are forwarded after approximately three rings if not answered) Lift handset; hear dial tone (press sub-line if setting for another line). Press CFNA button (or dial #4); hear broken dial tone. Dial number to which calls are to be forwarded; hear confirmation tone; hang up.

To cancel: Lift handset (or press sub-line); hear dial tone. Press CFNA button (0r dial *4); hear confirmation tone; hang up.

Notes: Calls may be forwarded to a campus, local, or long distance telephone number. If forwarded to a long distance number, long distance charges will be billed to your phone. With CFA activated, a telephone can receive calls only from the extension to which it is forwarded. CFA and CFBNA may be activated at the same time. When both forwarding features are set, CFA overrides until cancelled, and then CFBNA takes effect.

CALL PICKUP

(Group) To Pick Up Call from within preprogrammed group: Lift the handset and press CPU button (this button must be preprogrammed), or dial *6.

(Directed) To Pick Up Calls from specific phones within area: Lift handset, dial #6, plus extension number that is ringing. (It is not necessary to be in a preprogrammed pickup group to use this feature.)

CALL BACK

This feature allows you to request a "call back" if you encounter a busy University extension. *It requires a preprogrammed function button.*

To set Call Back feature (if line is busy): Press CALL BACK function button; hear high pitched confirmation tone; hang up. When BOTH telephones become idle, your telephone will ring. (Display indicates CB and the extension number being called.) Lift handset (or press Speaker); call will ring until called party answers.

Note: Only one Call Back request can be set to or from any extension at a time. Additional attempts will be indicated by a fast busy signal. Call Back is automatically cancelled if the telephone that set the Call Back doesn't answer within approximately three rings.

To cancel Call Back request before ringing: Lift handset; press Call Back button; hang up.

REDIAL

To redial number you last dialed: Press Redial. The last number dialed is displayed (you may press Redial continuously until desired number is displayed). When you see the desired number, press * key and it will be dialed for you.

SPEED DIAL

To store numbers for speed dialing: Do not lift handset. Press Feature button. Press Speed Dial button to be programmed.   Dial telephone number or system feature code to be stored (24 digits maximum). Press Feature button again. Display indicates SPD SET.

To verify: Press Feature button and desired speed dial button. Display indicated digits stored.

To place a call: Press the desired SPD button or press SPEAKER and SPD button.

Note: Features such as Call Transfer, Call Forwarding, and Call Park can be programmed into the speed dial button. Use the "Recall" button if storing the Transfer feature, or as a Pause function when saving a string of numbers.

RECALL   To place another call, or activate a feature, without hanging up: When finished with first call, allow other party to hang up. Press RECALL button to hear new dial tone.

Operation Panel

Exit
Extracts you from
Help mode

Soft Keys
(selected models)
Any feature shown at the bottom
of the LCD is available

Help
Displays soft key explanations on
LCD

24 CHARACTERS, 3 LINES,
ADJUSTABLE ANGLE

**Line/Programmable
Feature Keys**
8, 16 or 32 depending on the
model; 2-color LEDs indicate
status; enable immediate line,
trunk and feature access; all keys
are programmable both by
attendants and by systems
administrators

Feature
Activates terminal setup functions;
programs one-touch Speed
Dial/Feature Keys

Directory N/A at this
Activates speed calling time
Message
Enables access to voice mail system

Mic
Enables hands-free conversation;
LED lights during speakerphone
operation

Volume Control
Controls speaker/receiver
volume, ringer volume, LCD
contrast (selected models)

Hold
Places internal
or external call
on hold

Transfer
Transfers established
calls to another
station without
attendant assistance

Recall
Terminates established call, returns to internal dial tone

Conf
Enables three-way conversation

Redial
Activates redial; allows user to scroll through previously
dialed numbers and dial desired number

Answer
LED lights to indicate waiting call; press to answer

Speaker
Controls built-in speaker for handsfree
dialing/monitoring, voice mail