

16-Line Display



NEC Dterm Series E - 16 Line Display

The smart, sensible model for those who need information displayed at the desktop – perfect for administrative use, general tasks or Automatic Call Distribution (ACD) functions.
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 - displays more information for more informed decisions.
- 16 programmable line keys for immediate line or feature access or speed dials
- 2-color LED per key immediately indicates call status
- 8 dedicated function keys for ease of operation
- 4 Soft Keys

Standard Features

- Call/Message indicator lamp for more immediate call response
- Standard modular connectors for interoperability
- Hands-free speakerphone operation for increased productivity
- Convenient built-in headset jack

USER GUIDE FOR DTERM SERIES E

FUNCTION KEYS

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

Recall - Used to terminate established call and reseed 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.

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 subline ringing is activated. If prime (first) line is in use, sublines will have a muted ring.

OHR/OFF (Off Hook Ringing On) - In this state, pre-programmed subline 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 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 an 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. NOTE: If third party's voice mail answers and you want to return to first party, press 99 and wait for voice mail to say, "Nothing recorded. Thank you for calling. Goodbye". The caller will then automatically come back to the line.

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, 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. If voice mail picks up and you wish to return to the caller, press 99 and wait to hear, "Nothing recorded. Thank you for calling. Goodbye". The caller will then automatically come back on the line.

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 "0" for more information. Dial 9+0+0 and ask for conference operator.

CALL FORWARDING

To forward ALL calls (CFA- Call Forward All): (Forwards calls immediately-your phone will NOT ring) Lift handset, hear dial tone. (Note: This will set from primary extension; if setting for a subline on your phone, press subline button.) Press CFA button (or dial *7); 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 subline you are setting call forwarding for).

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

To cancel "Call Forward ALL Calls": Lift handset (or press subline button if programming another line); hear dial tone. Press CFA button, or dial #7; hear confirmation tone; hang up. CFA light goes out (or if canceling on a subline, it goes out on that phone).

To set Call Forward Busy/No Answer (CFBNA): (calls are forwarded immediately if line is busy or after approximately three rings if not answered) Lift handset; hear dial tone (press subline if setting for another line). Press CFBNA button (or dial *8); hear broken dial tone. Dial number to which calls are to be forwarded; hear confirmation tone; hang up. CFBNA button lights at your telephone (or at the Dterm of the subline).

To verify: While telephone is idle, press CFBNA button. Display indicates number to which calls are forwarded. (If verifying for a subline, press subline button first, then CFBNA button).

To cancel: Lift handset (or press subline); hear dial tone. Press CFBNA button (Or dial #8); hear confirmation tone; hang up. CFBNA light goes out at your phone (or at telephone of subline).

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. Any combination of call forwarding may occur, up to five times to phones served by a single telephone switch (call ITS for more information about switch service areas). CFA and CFBNA may be activated at the same time. When both are set, CFA overrides until cancelled, then CFBNA takes effect.

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

CALL PARK

This feature allows a call to be placed on hold to be retrieved from any University extension.

To park a call: Ask caller to hold; press Transfer, then dial *0. Caller is placed on hold.

To retrieve a parked call from a remote telephone: Lift handset; Dial #0, plus the extension number where the call was parked. You are connected with the caller.

To retrieve a parked call from original telephone: Lift handset; Dial Call Park code *0. You are connected with the caller.

BROKER CALL

To consult with a third party while you are engaged on a call: Press Transfer to place first party on hold. Dial second party; converse when they answer. To return to first party, press Transfer; second party is automatically placed on hold. To continue to alternate between calls, press Transfer again.

REDIAL

To redial number you last dialed: Press Redial. Last number dialed is displayed (you may press Redial continuously until desired number is displayed). Press * to dial.

SAVE AND REPEAT

Requires a preprogrammed function button. Stores a number for future one-time redial.

To save a number: After dialing desired number, press S&R function button. Number is stored. May also be used to store the number of an incoming on-campus extension call.

To verify: Do not lift handset; press S&R button. Display indicates digits stored. **To redial:** Press S&R function button.

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 program "Transfer" on one-t0uch speed key: Do not lift handset. Press Feature button. Press desired Speed Dial button to be programmed. Press "Recall" button. (Do not press "Transfer" button.) Dial extension number to be programmed. Press Feature button again. Display indicated SPD SET. Note: This speed button can also be used to call the party directly.

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.