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</tbody>
</table>
1. **INTRODUCTION**

**General**

This guide explains how to operate DT Series (DT410/DT430/DT830) 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.
Face Layout

DT410 (2-button without LCD)

DT410 (6-Button with LCD)
Keys And Parts

DT410
(2-Button without LCD)

(1) Call Indicator Lamp
Lamp at top corner of DT Series Display flashes when a call terminates to the terminal or when a message has been left. On the SV9100, this lamp flashes fast when a call terminates to the terminal and flashes slower when a message has been left.

(2) Programmable Keys
These keys can be programmed as Flexible Line key/Programmable Feature Key by WebPro/PCPro/PhonePro.

(3) Recall
Press key to finish an outside call and hear the dial tone. With Centrex trunks press the recall key to hook flash the line.

(4) Feature
Used to activate any features as terminal setup functions.

(5) Redial
(Last Number Call, Speed Calling-Station/Group)
Press key to activate redial feature.

(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 flashing, press key to answer a waiting call.

(8) Mic
Press the key to Mute/Un-Mute the speaker and/or handset. LED on this key lights to show the key is activated.

(9) Message
This key shows a message is waiting. Press this key to access the Voice Mail system (if programmed).
(10) **Up/Down**
   Press (\downarrow) Down or (\uparrow) UP key while idle.
   - **Speaker/Receiver Volume:**
     Press (\downarrow) or (\uparrow) key during conversation.
   - **Ringer Volume:**
     Press (\downarrow) or (\uparrow) 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.

(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.
1. **Security Button**  
The user can press this key to lock the telephone so no other user may access the telephone.

2. **Call Indicator Lamp**  
On the SV9100, this lamp flashes fast when a call terminates to the terminal and flashes slower when a message has been left.

3. **LCD (Note 1)**  
LCD (Liquid Crystal Display) provides DT Series activity information plus data, time and Softkey Operation.

- The LCD on DT430/D830 has 28-character, 4-line capability. Top line is used exclusively for the status icons.

4. **Exit**
The user can exit from a screen mode by pressing this key.

(5) **Softkeys**
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**
The user can press this key followed by a programmable key to check what Line or Programmable Feature is programmed on the key.

(7) **Programmable Keys**
These keys can be programmed as Flexible Line key/Programmable Feature Key by the Telephony Server Administrator. For the SV9100, the programmable keys can be set by WebPro/PCPro/Handset Pro and the user can also set them.

(8) **Recall**
Press key to finish an outside call and hear the dial tone. With Centrex trunks press the recall key to hook flash the line.

(9) **Feature**
Used to activate any features as terminal setup functions.

(10) **Answer**
When LED on this key is flashing, press key to answer a waiting call.

(11) **Mic**
Press the key to Mute/Un-Mute the speaker and/or handset.

(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 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: DT410 (2-Button without LCD) does not have the Cursor Key.

(14) Enter
DT430/DT830 Series has Shortcut Menu for frequently-used features. The user can access to Shortcut Menu by pressing Enter Key.

Shortcut Menu includes the following features.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Missed Call</td>
<td>Access to history of Missed Call.</td>
</tr>
</tbody>
</table>

(15) Redial/CID Scroll
(Last Number Call, Speed Calling-Station/Group)
Press key once to activate redial feature. Press redial and scroll through numbers that have been dialed.
When the desired number is displayed, press the # key to activate dialing.
Press key twice to activate the CID scroll feature. Press key twice and scroll through numbers that have been received.
When the desired number is displayed go off hook 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.
DT430 supports half/full duplex handsfree.

(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.
DT430/DT830
(DESI Less 8-Button with LCD)

(1) Security Button
The user can press this key to lock the telephone so no other user may access the telephone.

(2) Call Indicator Lamp
On the SV9100, this lamp flashes fast when a call terminates to the terminal and flashes slower when a message has been left.

(3) LCD (Note 1)
LCD (Liquid Crystal Display) provides DT Series activity information plus data, time and Softkey Operation.

The LCD on DT410 has 24-character/28-character, 3-line capability.

The LCD on DT430 has 28-character, 4-line capability. Top line is used exclusively for the status icons.

(4) Exit
The user can exit from a screen mode by pressing this key.
(5) **Softkeys**  
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**  
The user can press this key followed by a programmable key to check what Line or Programmable Feature is programmed on the 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. For the SV9100, the programmable keys can be set by WebPro/PCPro/Handset Pro and the user can also set them.

**Note:**  
Maximum 11 characters (including icon)  
Maximum 13 characters (excluding icon)

---

(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.

<table>
<thead>
<tr>
<th>User’s Status</th>
<th>Icon</th>
<th>Flashing Pattern</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Idle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• I-HOLD</td>
<td><img src="image" alt="Blink Note" /></td>
<td>Blink Note</td>
</tr>
<tr>
<td>• Others Hold</td>
<td><img src="image" alt="Blink Note" /></td>
<td>Blink Note</td>
</tr>
<tr>
<td>• Recall</td>
<td><img src="image" alt="Blink Note" /></td>
<td>Blink Note</td>
</tr>
<tr>
<td>• Incoming Ringing</td>
<td><img src="image" alt="Blink Note" /></td>
<td>Blink Note</td>
</tr>
<tr>
<td>• During Conversation (Individual Use)</td>
<td><img src="image" alt="Blink Note" /></td>
<td>Blink Note</td>
</tr>
<tr>
<td>• Call Transfer</td>
<td><img src="image" alt="Blink Note" /></td>
<td>Blink Note</td>
</tr>
<tr>
<td>• Conference</td>
<td><img src="image" alt="Blink Note" /></td>
<td>Blink Note</td>
</tr>
<tr>
<td>• During Conversation (Other Party Use)</td>
<td><img src="image" alt="Blink Note" /></td>
<td>Blink Note</td>
</tr>
<tr>
<td>• Active Feature (Under a setting of feature key like a “Call Forwarding”)</td>
<td><img src="image" alt="Blink Note" /></td>
<td>Blink Note</td>
</tr>
<tr>
<td>• Others</td>
<td><img src="image" alt="Blink Note" /></td>
<td>Blink Note</td>
</tr>
<tr>
<td>• Key is busy (example, if programmed as a virtual extension and the virtual extension is busy).</td>
<td><img src="image" alt="Blink Note" /></td>
<td>Steady Lit</td>
</tr>
</tbody>
</table>
(b) Feature Key Information
Feature Key Information displays the followings.

<table>
<thead>
<tr>
<th>Key</th>
<th>Description</th>
<th>Maximum digits to be displayed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Key</td>
<td>- Name and Number information</td>
<td>Refer to note*</td>
</tr>
<tr>
<td>Feature Key</td>
<td>- Feature Name</td>
<td>Refer to note*</td>
</tr>
<tr>
<td>One-Touch Speed Dial Key</td>
<td>- Speed Dial Name Information</td>
<td>Refer to note*</td>
</tr>
<tr>
<td></td>
<td>- Number Information</td>
<td></td>
</tr>
</tbody>
</table>

Note:  
Maximum 11 characters (including icon)  
Maximum 13 characters (excluding icon)

(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.

<table>
<thead>
<tr>
<th></th>
<th>Feature Key 1-8</th>
<th>Black background indicates currently displayed page.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Feature Key 9-16</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Feature Key 17-24</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Feature Key 25-32</td>
<td></td>
</tr>
</tbody>
</table>

(8) Programmable Keys
These keys can be programmed as Flexible Line key/Programmable Feature Key by Web/PCPro.

(9) Scroll Key
This key is used to turn over the page of 8LD display.

(10) Recall
Press key to finish an outside call and hear the dial tone. With Centrex trunks press the recall key to hook flash the line.

(11) Feature
Used to activate any features as terminal setup functions.

(12) Answer
When LED on this key is flashing, press key to answer a waiting call.

(13) Mic
Press the key to Mute/Un-Mute the speaker and/or handset.

(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 DT430 Series, two lines of menu items can be displayed at a time. For DT830 Series, three lines of menu items can be displayed at a time. The following figure shows the menu screen for DT430 Series. Use "Up" or "Down" key to scroll to the item.

Note: DT410 (2-Button without LCD and DT410 [6-Button with LCD]) does not have the Cursor Key.

(16)Enter
DT430/DT830 Series has Shortcut Menu for frequently-used features. The user can access to Shortcut Menu by pressing Enter Key.
Shortcut Menu includes the following features. (Ex. of DT830)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Missed Call</td>
<td>Access to history of Missed Call.</td>
</tr>
<tr>
<td>3. IM</td>
<td>Not Supported.</td>
</tr>
<tr>
<td>4. Presence</td>
<td>Not Supported.</td>
</tr>
</tbody>
</table>

(17) **Redial/CID Scroll**  
(Last Number Call, Speed Calling-Station/Group)  
Press key once to activate redial feature. Press redial and scroll through numbers that have been dialed. 
When the desired number is displayed, press the # key to activate dialing.  
Press key twice to activate the CID scroll feature. 
Press key twice and scroll through numbers that have been received.  
When the desired number is displayed go off hook to activate dialing.

(19) **Transfer**  
Allows the station user to transfer established calls to another station, without attendant assistance.

(20) **Hold**  
Press this key to place an internal or external call on hold.

(18) **Speaker**  
Controls the built-in speaker which can be used for Hands Free dialing/monitoring. 
LED on key lights when key is active. 
DT430/DT830 supports half/full duplex handsfree.
Shortcut Menu includes the following features. (Ex. of DT830)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Missed Call</td>
<td>Access to history of Missed Call.</td>
</tr>
<tr>
<td>3. IM</td>
<td>Not Supported.</td>
</tr>
<tr>
<td>4. Presence</td>
<td>Not Supported.</td>
</tr>
</tbody>
</table>
**Icon Display**

The LCD of DT830 Series displays Desktop Icons which provide notification when events (such as missed call and voice mail) occur.

![Icon Display](image)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missed Call</td>
<td><img src="image" alt="Missed Call" /></td>
<td>This icon appears when there is a missed call. Once the user has checked the missed call, this icon will disappear.</td>
</tr>
<tr>
<td>Voice Mail</td>
<td><img src="image" alt="Voice Mail" /></td>
<td>This icon provides notification of incoming Voice Mail. Once the user has checked the mail, this icon will disappear.</td>
</tr>
<tr>
<td>Instant Message (Note)</td>
<td><img src="image" alt="Instant Message" /></td>
<td>This icon appears when the terminal receives a new instant message. Once the user has checked the message, this icon will disappear.</td>
</tr>
<tr>
<td>Presence (Note)</td>
<td><img src="image" alt="Presence" /></td>
<td>This icon indicates the terminal's presence status.</td>
</tr>
<tr>
<td>Encryption (Note)</td>
<td><img src="image" alt="Encryption" /></td>
<td>This icon appears when using RTP Encryption feature.</td>
</tr>
<tr>
<td>Security</td>
<td><img src="image" alt="Security" /></td>
<td>This icon appears when the Security Key is pressed and the terminal in Security mode.</td>
</tr>
<tr>
<td>Bluetooth</td>
<td><img src="image" alt="Bluetooth" /></td>
<td>This icon appears when any peripheral equipment is connected via Bluetooth. DT330 is supported.</td>
</tr>
<tr>
<td>Cursor</td>
<td><img src="image" alt="Cursor" /></td>
<td>This icon indicates the currently available direction of the Cursor Key.</td>
</tr>
</tbody>
</table>

**Note:** Currently unavailable.
**Menu List**

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

**To Display Menu List**

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

<table>
<thead>
<tr>
<th>No.</th>
<th>Menu Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Call History</td>
<td>To view Call History.</td>
</tr>
<tr>
<td>2</td>
<td>Directory</td>
<td>To use Directory function.</td>
</tr>
<tr>
<td>3</td>
<td>Setting</td>
<td>To set up the terminal such as ringing volume control, LCD display setting and download of Music on Hold.</td>
</tr>
<tr>
<td>0</td>
<td>Terminal Config</td>
<td>This item is used for Configuration setting of DT800 Series.</td>
</tr>
</tbody>
</table>

**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.
Terminal Setup With the Feature Key

Microphone On/Off
LED on Mic key shows the status of the built-in microphone.

STEP 1: Press Mic.

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 720.
STEP 2: Dial 1 to set Intercom ring; Dial 2 to set Trunk ring.
STEP 3: Dial code for the desired ring pattern (1~8).

Display below shows when INT is selected.

<table>
<thead>
<tr>
<th>TONE No.</th>
<th>Tone Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>High</td>
</tr>
<tr>
<td>2</td>
<td>Mid Range</td>
</tr>
<tr>
<td>3</td>
<td>Low</td>
</tr>
<tr>
<td>4</td>
<td>Ring Tone 1</td>
</tr>
<tr>
<td>5</td>
<td>Ring Tone 2</td>
</tr>
<tr>
<td>6</td>
<td>Ring Tone 3</td>
</tr>
<tr>
<td>7</td>
<td>Ring Tone 4</td>
</tr>
<tr>
<td>8</td>
<td>Ring Tone 5</td>
</tr>
</tbody>
</table>

STEP 4: Press Speaker to hang up.

To listen to the Incoming ring choices:
STEP 1: Press Speaker and Dial 711.
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).
-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).

<table>
<thead>
<tr>
<th>TONE No.</th>
<th>Tone Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ring Tone 1</td>
</tr>
<tr>
<td>2</td>
<td>Ring Tone 2</td>
</tr>
<tr>
<td>3</td>
<td>Ring Tone 3</td>
</tr>
<tr>
<td>4</td>
<td>Melody 4</td>
</tr>
<tr>
<td>5</td>
<td>Melody 5</td>
</tr>
<tr>
<td>6</td>
<td>Melody 6</td>
</tr>
<tr>
<td>7</td>
<td>Melody 7</td>
</tr>
<tr>
<td>8</td>
<td>Melody 8</td>
</tr>
</tbody>
</table>

STEP 4: Press Speaker to hang up.
This page is for your notes.
3. **Basic Operation**

**Login (DT800 Series Only)**

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

- Enter login code and press the **Set** softkey.

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

- Enter the password and press **OK** softkey.

```
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 (DT800 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).

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

- “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 (DT830 Only)**

- Press the **Lock** Key on the DT830. The following message is displayed on the LCD.

  ![Password Entry Screen]

- Press the **OK** softkey to start Security Mode.

**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 **Lock** Key while the Lock icon is displayed on the LCD.

  ![Password Entry Screen]

  - Input security password.

- The Lock 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

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.
**Voice Announce Calls**

1. Adjust the **Speaker** volume as needed.

**Note 1:** On SV9100 if MIC key is not lit the user cannot answer voice announce calls without lifting the handset.

2. Respond hands free.

**Note 2:** The handset may be used any time during the conversation.

**Camp-on (Call Waiting)**

Receive the camp-on tone while on another call:

1. When a Camp On is set from another station, complete the present call and a Call Back will ring the station that set the Camp On.

2. When the Camp On station answers and rings the phone, lift the handset or press the **Speaker** key.

**Off Hook Signaling**

With a call in progress:


2. Press the **Answer** key, then converse with the second party.

**Note 3:** The second call may be placed on Hold.

**Note 4:** 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).

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 (i.e. 9).

   **-OR-**

   Press an idle Programmable Outside Line key.

3. Dial the telephone number.

4. Converse.
Trunk Queuing

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

1. Dial # or press Trunk Queuing/Camp On key (Service Code 751:35).
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.

Speed Dial – System/Group/Station

To dial a Station Speed Dial number:

1. Press the Speaker key.
2. Dial #7 (default Service Code).

Note: To preselect, press a Line key in step 1 (instead of Speaker).
3. Dial the Station Speed Dial buffer number (0~9):
   1 = Station Speed Dial buffer 1
   2 = Station Speed Dial buffer 2
   ...
   0 = Station Speed Dial buffer 10

Note 1: The stored number dials out.

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 Station Speed Dialing number:

1. Press the **Speaker** key.

2. Dial **#2** (default Service Code).
   - **-OR-**
   Press the **Redial** key.
   - **-OR-**
   Press the **System Speed Dialing** key (Service Code 751:27).

**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.

**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 **#4** (default Service Code).
   - **-OR-**
   Press the **Redial** key.
   - **-OR-**
   Press the **Group Speed Dialing** key (Service Code 751:28).

**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.
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 751:45).

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.

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 8 after dialing the station number.
CONFERENCE

1. Establish an intercom or trunk call.

2. Press Conf or Conference softkey (Service Code 751:07).

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 Add softkey or Conf 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.

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 752: *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 #6 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 752: *04 + orbit).
   -OR-
1. Press the Speaker key.
2. Dial *6 and the Park orbit (01~64).

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 770.
   -OR-
Press the Camp-On key (Service Code 751:35).

STATION BUSY/NO ANSWER OPTIONS

Callback
To place a callback:
1. Call an unavailable (busy or unanswered) extension.
2. Dial # or press the Callback key (Service Code 751:35).
3. Hang up.
4. Lift the handset when the busy extension calls you back.
Message Waiting

To leave a Message Waiting:

1. Call a busy or unanswered extension.

2. Dial 0 or press the Message Waiting key (Service Code 751:38).

3. Hang up.

```
Message Waiting

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 751:38).

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

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 773.

3. Hang up.

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

1. Press the Speaker key.

2. Dial 771.

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.

1. Dial *. 
   -OR-

Dial 709.

2. Press the Off Hook Signaling key (Service Code 751:33).

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.

Department Step Call
To make a Step Call:

-OR-

Place a call to a Department Group pilot number.

2. Dial Department Step Code (2) 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 751:48).
   
   -OR-

Dial 6.

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 751:48).

**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.

### 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 751:30).

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).

### Memo Dial

To store a number while you are on a call:

1. While on a call, press the Memo Dial key (Service Code 751:31).

2. Dial the number you want to store.

3. Press the Memo Dial key again and continue with the conversation.

**Note:** The stored number dials out.

-OR-

1. Press the Speaker key.

2. Dial 715.

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

**Note 2:** The stored number dials out.
To call a stored Memo Dial number:

1. Do not lift the handset.
2. Press the **Memo Dial** key (Service Code 751:31).
3. Press the **Speaker** key.

   **-OR-**

Press a configured Line key.

**Note:** The stored number dials out.

To check to see the stored Memo Dial number:

1. Do not lift the handset.
2. Press the **Memo Dial** key (Service Code 751:31).

**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 751:31).

**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 751:29).

**Note:** The Repeat Redial key lights 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.
To cancel Repeat Redial:

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

-OR-

Press the Repeat Redial key (Service Code 751:29).

1. **Press the Call History key** (Service Code 751:08) 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.

---

### 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 751:08) 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”.

1. **Press the Call History key** (Service Code 751:08) 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.
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 751:24).

-OR-

Dial 756 or *#.

Note: Service Code *# can pick up any call in the group, plus any Ring Group calls. Service Code 756 cannot pick up Ring Group calls.

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 751:25).

-OR-

Dial 769.

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 751:26 + group).

-OR-

Dial 768 and the group number (0~9 or 00~64).
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 **.
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.

PAGING
To make an Internal Page announcement:
1. Press the zone’s Internal Paging key [Service Code 751:21, 01~64 for zones (00 for All Call)].
   -OR-
2. Press the Speaker key or lift the handset.
3. Dial 701 and the Paging Zone number (0~9 or 00~64).

**Note:** Dialing 0 or 00 calls All Call Internal Paging.
4. 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.
5. **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.
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 751:19 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 **703** and the External Paging Zone code (1~8 or 0 for All Call).

- **OR-**

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.

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 **763** (if your extension is in the zone called).

- **OR-**

Dial **764** and the zone number (if your extension is not in the zone called).

- **OR-**

Press the **Meet Me Conference/Paging Pickup** key (Service Code 751:23) 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 765.
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 725.
3. Press the Speaker key to hang up.

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.
-OR-
Press the Call Forwarding Programmable Function Key (Service Code 751:10).

   CF-ALL
   1:SET   0:CANCEL

3. Dial 1 (Set).
4. Dial the destination extension or off-premise number.
5. Press the Speaker key or hang up.

Note: Your Call Forwarding Programmable Function Key lights.

To cancel Call Forward – Immediate at a forwarding station:
1. Pick up the handset or press the Speaker key.
Press the **Call Forwarding Programmable Function Key** (Service Code 751:10).

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: 744).

   **-OR-**

   Press the **Call Forwarding Programmable Function Key** (Service Code 751:13).

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: 744).

   **-OR-**

   Press the **Call Forwarding Programmable Function Key** (Service Code 751:13).

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: 745).

   **-OR-**

   Press the **Call Forwarding Programmable Function Key** (Service Code 751:14).

3. Dial 1 (Set).

4. Dial the destination extension number.
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: 745).

   -OR-

   Press the Call Forwarding Programmable Function Key (Service Code 751:14).

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 751:18 + 01~20).

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.

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

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 the DND key + 0 (DND key (Service Code 751: Code 03).

To cancel a message:

1. Press the **Speaker** key.
2. Press the **Text Message** key (Service Code 751: 18+).
3. Press Speaker to hang up.

**CODE RESTRICTION, DIAL BLOCK**

To set Dial Block:

1. Press the **Speaker** key.
2. Dial **600** (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 **600**.
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.

---

**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.
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 751:Code 50).

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

   **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 751: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 751: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 752: *10).

-OR-

Press the Speaker key and dial the Log In Service Code (Default *5).

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

<table>
<thead>
<tr>
<th>WAIT ACD LOGIN</th>
<th>G:01</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345678</td>
<td>STA 12345678</td>
</tr>
</tbody>
</table>

Display after Agent login

| Group | 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 752: *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 |

46
Note:  The ACD LOG IN/LOG OUT key lights.

Display before Agent login

<table>
<thead>
<tr>
<th>2-15 Fri 11:02PM</th>
<th>12345678</th>
<th>STA 12345678</th>
</tr>
</thead>
<tbody>
<tr>
<td>List</td>
<td>Dir</td>
<td>ICM</td>
</tr>
<tr>
<td>Prog</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Display after Agent login

<table>
<thead>
<tr>
<th>2-15 Fri 11:02PM</th>
<th>Login</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345678</td>
<td></td>
</tr>
<tr>
<td>List</td>
<td>Dir</td>
</tr>
<tr>
<td>ICM</td>
<td>Prog</td>
</tr>
</tbody>
</table>

Multiple AIC Agent Log In

To log in:

1. Press the ACD LOG IN/LOG OUT key (Service Code 752: *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 752: *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 752: *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.
To cancel the manual Rest Mode:

1. Press the ACD Rest Mode key (Service Code 752: *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 752: *19).

2. Press Volume Up and Volume Down 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.

Station Speed Dial – Dial Access

To store a Station Speed Dialing number (display telephones only):

1. Press the Speaker key.

2. Dial 755.

3. Dial the Station Speed Dial buffer number to be programmed (0~9).

   1 = Station Speed Dial buffer 1
   2 = Station Speed Dial buffer 2
   : :
   0 = Station Speed Dial buffer 10

4. Dial the Access Code (e.g., 9) – if required.

5. Dial telephone number you want to store (up to 24 digits).

   **Note:** Valid entries are 0~9, # and *. To enter a pause, press MIC. To store a Flash, press Recall.

6. Press Hold.

7. Enter the name associated with the Speed Dialing number (display telephones only):
8. Press **Hold**.

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

### 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.
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.

<table>
<thead>
<tr>
<th>Use this keypad digit...</th>
<th>Key for Entering Names When you want to....</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enter characters: 1 @ [ ¥ ^ \ _ ‘ ]</td>
</tr>
<tr>
<td>2</td>
<td>Enter characters: A-C, a-c 2</td>
</tr>
<tr>
<td>3</td>
<td>Enter characters: D-F, d-f, 3</td>
</tr>
<tr>
<td>4</td>
<td>Enter characters: G-I, g-I, 4</td>
</tr>
<tr>
<td>5</td>
<td>Enter characters: J-L, j-l, 5</td>
</tr>
<tr>
<td>6</td>
<td>Enter characters: M-O, m-o, 6</td>
</tr>
<tr>
<td>7</td>
<td>Enter characters: P-S, p-s, 7</td>
</tr>
<tr>
<td>8</td>
<td>Enter characters: T-V, t-v,8</td>
</tr>
<tr>
<td>9</td>
<td>Enter characters: W-Z, w-z,9</td>
</tr>
<tr>
<td>0</td>
<td>Enter characters: 0 ! &quot; $ % &amp; ' ( ) ô Œ ŕ ř ű ū å å è</td>
</tr>
<tr>
<td>*</td>
<td>Enter characters: + , . / ; &lt; = &gt; ? B E ó S £</td>
</tr>
<tr>
<td>#</td>
<td># = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space.</td>
</tr>
<tr>
<td>Conf</td>
<td>Clears all the entries from the point of the flashing cursor and to the right (used when entering the Name).</td>
</tr>
<tr>
<td>Exit</td>
<td>Clears all the entries from the point of the flashing cursor and to the right (used when entering the Number, this clears both the number and name).</td>
</tr>
<tr>
<td>Function Number</td>
<td>Function</td>
</tr>
<tr>
<td>-----------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>00</td>
<td>Not Defined</td>
</tr>
<tr>
<td>01</td>
<td>DSS / One-Touch</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Microphone Key (ON/OFF)</td>
</tr>
<tr>
<td>03</td>
<td>DND Key</td>
</tr>
<tr>
<td>04</td>
<td>BGM (ON/OFF)</td>
</tr>
<tr>
<td>05</td>
<td>Headset</td>
</tr>
<tr>
<td>06</td>
<td>Transfer Key</td>
</tr>
<tr>
<td>07</td>
<td>Conference Key</td>
</tr>
<tr>
<td>08</td>
<td>Incoming Call Log</td>
</tr>
<tr>
<td>09</td>
<td>Day/Night Mode Switch</td>
</tr>
<tr>
<td>10</td>
<td>Call Forward – Immediate</td>
</tr>
<tr>
<td>11</td>
<td>Call Forward – Busy</td>
</tr>
<tr>
<td>12</td>
<td>Call Forward – No Answer</td>
</tr>
<tr>
<td>13</td>
<td>Call Forward – Busy/No Answer</td>
</tr>
<tr>
<td>14</td>
<td>Call Forward – Both ring</td>
</tr>
<tr>
<td>15</td>
<td>Follow Me</td>
</tr>
<tr>
<td>16</td>
<td>--Not Used--</td>
</tr>
<tr>
<td>17</td>
<td>--Not Used--</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Function Number</th>
<th>Function</th>
<th>Additional Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>Text Message Setup</td>
<td>Message Numbers (01-20)</td>
</tr>
<tr>
<td>19</td>
<td>External Group Paging</td>
<td>External Paging Number (1-8)</td>
</tr>
<tr>
<td>20</td>
<td>External All Call Paging</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Internal Group Paging</td>
<td>Internal Paging Number (01-64)</td>
</tr>
<tr>
<td>22</td>
<td>Internal All Call Paging</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Meet-Me Answer to Internal Paging</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Call Pickup</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Call Pickup for Another Group</td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Call Pickup for Specified Group</td>
<td>Call Pickup Group Number</td>
</tr>
<tr>
<td>27</td>
<td>Speed Dial – Common / Private</td>
<td>Speed Dial Number (Common / Private)</td>
</tr>
<tr>
<td>28</td>
<td>Speed Dial – Group</td>
<td>Speed Dial number (Group)</td>
</tr>
<tr>
<td>29</td>
<td>Repeat Redial</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Saved Number Redial</td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Memo Dial</td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>Meet – Me Conference</td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>Override (Off-Hook Signaling)</td>
<td></td>
</tr>
<tr>
<td>Function Number</td>
<td>Function</td>
<td>Additional Data</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td>34</td>
<td>Break – In</td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>Camp On</td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>Step Call</td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>DND / FWD Override Call</td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>Message Waiting</td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>Room Monitoring</td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>Handset Transmission Cutoff</td>
<td></td>
</tr>
<tr>
<td>41</td>
<td>Buzzer</td>
<td>Extension Number</td>
</tr>
<tr>
<td>42</td>
<td>Boss – Secretary Call</td>
<td>Extension Number</td>
</tr>
<tr>
<td>43</td>
<td>Series Call</td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>Common Hold</td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>Exclusive</td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>Department Group Log Out</td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>Reverse Voice over</td>
<td>Extension Number</td>
</tr>
<tr>
<td>48</td>
<td>Voice Over</td>
<td>Extension Number</td>
</tr>
<tr>
<td>49</td>
<td>Call Redirect</td>
<td>Extension Number or Voice Mail Number</td>
</tr>
<tr>
<td>50</td>
<td>Account Code</td>
<td></td>
</tr>
<tr>
<td>51</td>
<td>General Purpose Relay</td>
<td>Relay No (0, 1-8)</td>
</tr>
<tr>
<td>52</td>
<td>Automatic Answer with Delay Message Setup</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Function Number</th>
<th>Function</th>
<th>Additional Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>53</td>
<td>Automatic Answer with Delay Message Start</td>
<td></td>
</tr>
<tr>
<td>54</td>
<td>External Call Forward by Door Box</td>
<td></td>
</tr>
<tr>
<td>55</td>
<td>Extension Name Change</td>
<td></td>
</tr>
<tr>
<td>56</td>
<td>General Purpose LED Operation</td>
<td></td>
</tr>
<tr>
<td>57</td>
<td>General Purpose LED Indication</td>
<td></td>
</tr>
<tr>
<td>58</td>
<td>Automatic Transfer at Department Group Call</td>
<td>Extension Group Number (1-8 or 01-64)</td>
</tr>
<tr>
<td>59</td>
<td>Delayed Transfer at Department Group Call</td>
<td>Extension Group Number (1-8 or 01-64)</td>
</tr>
<tr>
<td>60</td>
<td>DND at Department Group Call</td>
<td>Extension Group Number (1-8 or 01-64)</td>
</tr>
<tr>
<td>61</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>62</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>63</td>
<td>Outgoing Call Without Caller ID (ISDN)</td>
<td></td>
</tr>
<tr>
<td>64</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>65</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>66</td>
<td>CTI</td>
<td></td>
</tr>
<tr>
<td>Function Number</td>
<td>Function</td>
<td>Additional Data</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>67</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>68</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>69</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>70</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>71</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>72</td>
<td>Keypad Facility Key</td>
<td></td>
</tr>
<tr>
<td>73</td>
<td>Keypad Hold Key</td>
<td></td>
</tr>
<tr>
<td>74</td>
<td>Keypad RETRIEVE Key</td>
<td></td>
</tr>
<tr>
<td>75</td>
<td>Keypad Conference Key</td>
<td></td>
</tr>
<tr>
<td>76</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>77</td>
<td>Voice Mail (In-Skin)</td>
<td>Extension Number or Pilot Number</td>
</tr>
<tr>
<td>78</td>
<td>Conversation Recording – Voice Mail</td>
<td></td>
</tr>
<tr>
<td>79</td>
<td>Automated Attendant (In-Skin)</td>
<td>Extension Number or Pilot Number</td>
</tr>
<tr>
<td>80</td>
<td>Tandem Ringing</td>
<td>1=Set</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0=Cancel Extension Number to Tandem Ring</td>
</tr>
<tr>
<td>81</td>
<td>Automatic Transfer to Transfer Key</td>
<td>Trunk Line No. (001-200)</td>
</tr>
<tr>
<td>82</td>
<td>Dterm IP Call Log</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Function Number</th>
<th>Function</th>
<th>Additional Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>83</td>
<td>Conversation Recording Function (VMSU)</td>
<td>0=Pause</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1=Re-recording</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2=Address</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3=Erase</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4=Urgent Page</td>
</tr>
<tr>
<td>84</td>
<td>Drop Key</td>
<td></td>
</tr>
<tr>
<td>85</td>
<td>Directory Dialing</td>
<td></td>
</tr>
<tr>
<td>86</td>
<td>Private Call Refuse</td>
<td></td>
</tr>
<tr>
<td>87</td>
<td>Caller ID Refuse</td>
<td></td>
</tr>
<tr>
<td>88</td>
<td>Dial-In Mode Switching</td>
<td></td>
</tr>
<tr>
<td>89</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>90</td>
<td>--Not Used--</td>
<td></td>
</tr>
<tr>
<td>91</td>
<td>Live Recording Key</td>
<td></td>
</tr>
<tr>
<td>94</td>
<td>Call Attendant</td>
<td></td>
</tr>
<tr>
<td>97</td>
<td>97: Doorphone</td>
<td>1-8: Doorphone No.</td>
</tr>
</tbody>
</table>
This page is for your notes.
5. Directory Operation

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

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

- Add New Data
- Find Registered Data
- Make a Call From Directory
- Delete All Directory Data
- Delete Specific Directory Data
Add New Data

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

Note: The Feature key can be used to backspace and delete a character.

STEP 2: Select 2. Directory by using Cursor Key, Digit Key (2) or softkey. (DT7XX menu shown)

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

STEP 4: Select Name or Telephone Number by using Alpha or Num softkey 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.

<table>
<thead>
<tr>
<th>TLBK1: SELECT GROUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: Group 01</td>
</tr>
<tr>
<td>2: Group 02</td>
</tr>
<tr>
<td>3: Group 03</td>
</tr>
<tr>
<td>4: Group 04</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>TLBK1: INPUT NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEC</td>
</tr>
<tr>
<td>2142622000</td>
</tr>
</tbody>
</table>

STEP 9: Enter a desired Memory ID.

<table>
<thead>
<tr>
<th>TLBK1: REGIST MEMORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>[0-299]</td>
</tr>
</tbody>
</table>

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.
Find Registered Data

STEP 1: Press **Menu** Key. The menu screen is displayed in the LCD. (DT7XX menu shown)

![Menu Screen](image)

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

![Search Menu](image)

STEP 3: Select **MENU** to search.

![Search Method Table](image)

**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.

<table>
<thead>
<tr>
<th>Search Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Name</td>
<td>Search data from the name list registered in the directory.</td>
</tr>
<tr>
<td>2. Group</td>
<td>Display the lists registered to each group (01~20 groups).</td>
</tr>
<tr>
<td>3. Tel Number</td>
<td>Search data from the telephone number list registered in the directory.</td>
</tr>
<tr>
<td>4. Memory ID</td>
<td>Search data from the memory number registered in the directory.</td>
</tr>
</tbody>
</table>
STEP 5: The following is an example when NAME, GRP, NUM, and MEM are selected as a search.

**NAME**

<table>
<thead>
<tr>
<th>TLBK1: SEARCH NAME</th>
<th>[A]</th>
</tr>
</thead>
<tbody>
<tr>
<td>NUM</td>
<td>MENU</td>
</tr>
</tbody>
</table>

**GRP**

<table>
<thead>
<tr>
<th>TLBK1: SEARCH GROUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: Group 01</td>
</tr>
<tr>
<td>2: Group 02</td>
</tr>
<tr>
<td>3: Group 03</td>
</tr>
<tr>
<td>4: Group 04</td>
</tr>
</tbody>
</table>

**NUM**

<table>
<thead>
<tr>
<th>TLBK1: SEARCH NUMBER</th>
<th>←</th>
</tr>
</thead>
<tbody>
<tr>
<td>MENU</td>
<td></td>
</tr>
</tbody>
</table>

**MEM**

<table>
<thead>
<tr>
<th>TLBK1: SEARCH MEMORY</th>
<th>[0-299]</th>
</tr>
</thead>
<tbody>
<tr>
<td>MENU</td>
<td></td>
</tr>
</tbody>
</table>
**Make a Call From Directory**

STEP 1: Display the detailed data for a target party (see **Find Registered Data**).

The following display is an example of dial by name.

<table>
<thead>
<tr>
<th>[SEARCH MENU]</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME</td>
</tr>
</tbody>
</table>

STEP 2: Lift the **Handset**, press **Speaker** or press the **Dial** softkey 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.

---

**Delete All Directory Data**

STEP 1: Display the main directory screen.

<table>
<thead>
<tr>
<th>1: REGIST</th>
<th>2: SEARCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>3: SETTING</td>
<td>4: DeleteAll</td>
</tr>
<tr>
<td>1:</td>
<td>2:</td>
</tr>
<tr>
<td>3:</td>
<td>4:</td>
</tr>
</tbody>
</table>

STEP 2: To delete all the registered data, press the **Enter** Key or **4** Softkey to delete all the data. Below is a sample display of a deleted number.

**TLBK1: DELETE ALL DATA**

INPUT PWD: 4DIGIT

STEP 3: After 4-digit password is entered (Default = 0000), the display asks if you want to delete all the Directory data. To delete, press **Yes**.

STEP 4: After the appropriate Directory data is deleted, the display changes as follows:

DELETED ALL TELBOOK DATA
Delete Specific Directory Data

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

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

<table>
<thead>
<tr>
<th>[SEARCH MENU]</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>GRP</td>
<td>NUM</td>
<td>MEM</td>
</tr>
</tbody>
</table>

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

```
1: NEC
2142622000
```

STEP 3: Select 1: NEC.

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

STEP 4: Press the DEL Softkey 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 the Call History function of DT Series telephones. By using the Call History function, you can make a call with a simple operation.

The Incoming Call History can register up to 50 records. The Outgoing Call History can register up to 10 records.

- View Call History
- Make a Call From Call History
- Store Call History Data to Speed Dial
- Delete Call History Data
**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 Softkey. (DT7XX menu shown)

```
[Menu]

1. History  
2. Directory  
3. Tool  
4. Call Function  
5. Setting  
6. Presence  
# Favorite  
0 Config
```

[Back] [OK]

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

```
LIST MENU
Redial CID
```

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

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

```
Redial – 01
2142622000
↑ ↓ Store DEL
```

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

**Note:** If no history data is saved, “LIST END” will be displayed on LCD.
**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.

<table>
<thead>
<tr>
<th>01:</th>
<th>2142622000</th>
<th>4-28 1:59</th>
<th>Store DEL</th>
</tr>
</thead>
</table>

**STEP 2:** Lift the handset or 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.

---

**Store Call History Data to Speed Dial**

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

<table>
<thead>
<tr>
<th>01:</th>
<th>2142622000</th>
<th>4-28 2:40</th>
<th>Store DEL</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>01:</th>
<th>2142622000</th>
<th>4-28 2:40</th>
<th>STA SPD</th>
</tr>
</thead>
</table>

**STEP 3:** Select **STA** to store in a Speed Dial bin or select **SPD** to store in a System Speed Dial bin. Select **TELBK** to store in a Telephone Book.
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 Softkey. (DT7XX menu shown)

STEP 3: Select CID Softkey.

STEP 4: Select DEL Softkey.

STEP 5: Select One to delete a single call or All to delete all call history.
UNIVERGE® SV9100

DT830/DT430/DT410

User Guide

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