NEC DTERM SERIES E USER GUIDE
For the Muskingum College Implementation
Liquid Crystal Diode (LCD) display – provides terminal activity information plus date, time, and Soft Key operation information.

Call Indicator Lamp – Flashes when a call is incoming. Additionally, this lamp will light when there is a new voice mail message waiting.

Soft Keys – see page 7 for further discussion.

Programmable Keys – Using a Light Emitting Diode (LED), these keys will light or flash either RED or GREEN, depending on activity and programmed function. See page 2 for further discussion.

Numeric Key Pad – used primarily for dialing.

MIC Lamp – Displays the status of the built-in microphone used for hands free operation.
**BASIC OPERATION**

**TO ORIGINATE AN INTERNAL (ON CAMPUS) CALL:**
- Lift the handset or press Speaker key to receive dial tone
- Dial the desired 4 digit extension

**TO ORIGINATE AN OFF CAMPUS CALL (LOCAL OR LONG DISTANCE):**
- Lift the handset or press Speaker key to receive dial tone
- Dial 9 to get an outside line
- Dial the desired local (10 digit) or long distance (1 + 10 digit) number

**TO ANSWER A CALL ON YOUR PRIME LINE:**
- Lift the handset or press Speaker key
- Speak to the incoming party

**TO ANSWER A CALL ON ANOTHER LINE APPEARANCE:**
- Press the button for the ringing line appearance
- Lift the handset or press Speaker key
- Speak to the incoming party

**TO TERMINATE A CALL:**
- If using the handset, hang up
- If using speaker, press Speaker key
  OR
- Press Recall

**NOTE:** DO NOT PRESS THE HOOK SWITCH BUTTON (the button under the handset) TO TERMINATE A CALL. Calls should only be terminated by the above 3 methods. Pressing the hook switch could cause undesirable results.

**ADJUSTING THE RINGER TONE & VOLUME** – The Dterm ringer has four user selectable tones and variable volume control. You can adjust the volume of the ringer only when it is ringing by using the UP/DOWN rocker function key. More information is available in the FEATURE KEYS section.

**PROGRAMMABLE KEYS**

This is the block of 16 buttons on your phone that can be programmed (at the system level) for different functions. These are examples of the functions used at Muskingum College. Not all phones will have all functions.

**Line Appearance Keys** – Line appearances are the extensions that appear on your phone. Your extension is known as the Primary extension or PRIME line. Others are known as Secondary Appearances or SUBLINES.
IC # or IC ## - This is the intercom (Dial Intercom) key and is used to activate this feature. Depending on the programming, there will be 1 or 2 digits.

To initiate an intercom call:
- Lift the handset or press Speaker key
- Press the IC key
- Dial the 1 or 2 digit intercom station number you are trying to reach. A short tone or ringing is heard at the destination.

To answer an intercom call:
- The IC button will light a solid green and a short tone or ringing will be heard when an intercom call is incoming
- Press the IC button
- Lift the handset or press Speaker key.

VOICE – Voice calls allow you to begin speaking directly to the (internal only) called party immediately without waiting for them to answer. Voice calls can only be placed between Dterm phones.

To initiate a Voice Call
- Lift handset or press Speaker to receive dial tone
- Dial the desired extension
- Press the VOICE key
- Speak to the called party

To answer a Voice Call
- If MIC is active, begin speaking.
- If not active, press MIC and begin speaking.
- You may also pick up the handset and converse with the calling party.

CALL FORWARDING (CF) KEYS – There can be up to three call forwarding keys programmed. These are used to, under certain circumstances, send (forward) an incoming call to a different location. Below are the descriptions for these three CF keys.

CF/BUSY – Button is used to activate, verify, or cancel the Call Forwarding – Busy feature. This feature forwards your phone if the line is busy. In most cases at Muskingum College, this function is used to activate your voice mail if you are on the phone. The button will light RED when active.

To activate:
- Press Speaker. Receive dial tone
- Press the CF/BUSY button. Receive special (pulsing) dial tone
- Dial the destination extension (4444 for voice mail) or external telephone number. A solid tone will sound if successful.
- Press Speaker. Call Forwarding - Busy is now set.

To verify:
- Press the CF/BUSY button.
- Display will indicate FWD and the destination number.

To cancel:
- Press Speaker. Receive dial tone.
- Press the CF/BUSY button. A solid tone will sound if successful.
- Press Speaker. Call Forwarding - Busy is now cancelled.
**CF/NO ANS** – Used to activate, verify, or cancel the Call Forwarding – No Answer feature. This feature forwards your phone if the line is not answered after a pre-programmed, system level, period of time. In most cases at Muskingum College, this function is used to activate your voice mail if you are out of the office. The button will light RED when active.

To activate:
- Press Speaker. Receive dial tone
- Press the CF/NO ANS button. Receive special (pulsing) dial tone
- Dial the destination extension (4444 for voice mail) or external telephone number. A solid tone will sound if successful.
- Press Speaker. Call Forwarding – No Answer is now set.

To verify:
- Press the CF/NO ANS button.
- Display will indicate FWD and the destination number.

To cancel:
- Press Speaker. Receive dial tone.
- Press the CF/NO ANS button. A solid tone will sound if successful.
- Press Speaker. Call Forwarding – No Answer is now cancelled.

**PLEASE NOTE:** As stated above, **CF/NO ANS** will forward calls after a period of time, NOT after so many rings. This timer is a system level timer and is not adjustable on a phone-by-phone basis.

**CF/ALL** – Used to activate, verify, or cancel the Call Forwarding – All Calls feature. The button will light RED when active.

To activate:
- Press Speaker. Receive dial tone
- Press the CF/ALL button. Receive special (pulsing) dial tone
- Dial the destination extension (4444 for voice mail) or external telephone number. A solid tone will sound if successful.
- Press Speaker. Call Forwarding – All Calls is now set.

To verify:
- Press the CF/ALL button.
- Display will indicate FWD and the destination number.

To cancel:
- Press Speaker. Receive dial tone.
- Press the CF/ALL button. A solid tone will sound if successful.
- Press Speaker. Call Forwarding – All Calls is now cancelled.
**FUNCTION KEYS**

### Hold

This key is used to place an internal or external call on Hold or Exclusive Hold.

- **To place a call on HOLD**
  - Press the Hold button once. The held line will slowly flash green. If the held line appears on any other Dterm phones, the associated LED will flash red.

- **To retrieve the held call**
  - Lift the handset or press Speaker
  - Press the button for the held line.
  
  **NOTE**: Any station with the line appearance can retrieve the call.

- **To place a call on Exclusive Hold**
  - Press the hold button twice. The held line will slowly flash green. If the held line appears on any other Dterm phones, the associated LED will remain a solid red.

- **To retrieve the Exclusive Hold call**
  - Lift the handset or press Speaker
  - Press the button for the held line.
  
  **NOTE**: Only the station that set the Exclusive Hold can retrieve the call.

- **Any call on hold for approximately 2 minutes will initiate the Automatic Recall feature.**
  - The station that set the hold or Exclusive Hold will begin to ring
  - The green LED will flash more rapidly
  - For Hold, the red LED will flash more rapidly. For Exclusive Hold, the red LED will remain solid.

### Transfer

This key allows a user to transfer established calls to another phone location, without attendant assistance.

- **To transfer a call:**
  - After conversing, ask the party to hold.
  - Press the Transfer button. You will receive interrupted dial tone
  - Dial the extension of the station you are transferring to
  - You can either remain on the line until the party answers (supervised transfer) or hang up before they answer (unsupervised transfer).

- **You can also use the Transfer function to broker a call (consultation).**
  - While engaged in a call and wishing to consult a third party, press the Transfer button. Caller is automatically placed on hold.
  - Dial the party to consult (on or off campus)
  - Press Transfer to return to the original caller. Third party is automatically placed on hold if they remain on the line.
  - Repeatedly pressing the Transfer button will alternate between the two parties.

### Answer

This key is not used at Muskingum College
This key controls the built-in speaker. The LED on the key lights when key is active.

**Redial**
Press this key to activate Last Number Call redial. Repeatedly pressing the Redial will cycle through the last 5 numbers dialed. When the desired number is displayed, pressing the ‘*’ key will dial the number.

**Conf**
Press this key to establish a three-way conversation. The LED on the key lights when key is active.
- To establish a conference:
  - With a call in progress, ask the party to hold
  - Press the Transfer button to receive interrupted dial tone
  - Dial the desired number (internal or external)
  - After the call is answered, press the Conf button. LED will light and three-way conference is established
  - If one party hangs up, other two remain connected. Conf light will go out.

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

**Feature**
Feature – Used to activate terminal setup functions. The only Feature supported at Muskingum College is FEATURE + 3, Select Ringer Tone.

- To change the ringer tone:
  - Press Feature + 3. This will change from your current ring to the next ring in the cycle. You can continue to press the 3 key to cycle through all four selections until you find one you like.
  - While the phone is ringing, you can adjust the volume (up or down) by using the UP/DOWN rocker switch.
  - Press the Feature key to exit this operation.

This (UP/DOWN) rocker switch is used to adjust LCD contrast, speaker/receiver volume, and ringer volume.
- LCD Contrast – press ▲ or ▼ key while idle (on-hook).
- Speaker/Receiver Volume - press ▲ or ▼ key during conversation.
- Ringer Volume - press ▲ or ▼ key during ringing.
SOFT KEYS
These are the four ▲ shaped keys and 2 ● near the top of the phone, below the LCD display.

▲ HEADSET – Press the Soft Key below HEADSET to activate or deactivate headset operation. “HEADSET” will blink when active.

▲ MIC – Press the Soft Key below MIC to activate or deactivate the built in microphone. The MIC LED will illuminate when MIC is on. MIC can remain on at all times as the microphone is only active when phone is off-hook (active).

▲ MUTE – Press the Soft Key under MUTE to block outgoing conversation from being transmitted. This key works in both normal and Hands-Free. Note that, while the person on the other end will not be able to hear you, you can still hear their conversation. MUTE will blink when active.

▲ OHROFF – The Off Hook Ringing Off Key, when pressed, disables ringing of the telephone while it is in use.

▲ OHR-ON – Off Hook Ringing On Key, when pressed, enables ringing of the telephone while it is in use.

NOTE the above two keys are the same Soft Key. Only the display changes when the key is pressed. Ringing of Line Appearances depends upon system programming.

● Help – Press the Help Key, then the desired Soft Key for helpful information about that key.

● Exit – Press the Exit Key to exit the Help function.