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DT530/DT920

USER GUIDE

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1. INTRODUCTION

General

This guide explains how to operate DT530/DT920 under the following headings.

CHAPTER 1 INTRODUCTION

Explains the configuration of this guide and contains the following information.

- Face layout
- Keys and Parts
- Icon Display
- Menu List

CHAPTER 2 TERMINAL SETUP

Explains the operating procedures for terminal settings of the DT530/DT920.

CHAPTER 3 BASIC OPERATION

Explains the basic operation of the DT530 and DT920 multiline terminals.

CHAPTER 4 FEATURE OPERATION

Explains operating procedures for various Telephony Server features.

CHAPTER 5 DIRECTORY OPERATION

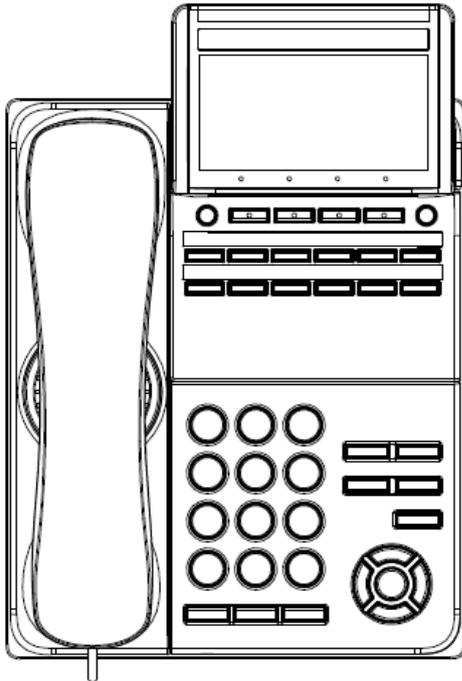
Explains operating procedures for the Directory function.

CHAPTER 6 CALL HISTORY OPERATION

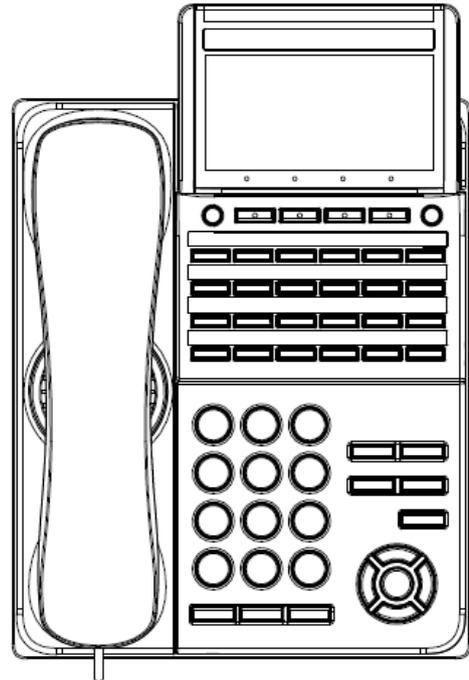
Explains operating procedures for Call History.

Face Layout for DT530

DT530 (DTK-12D-1)



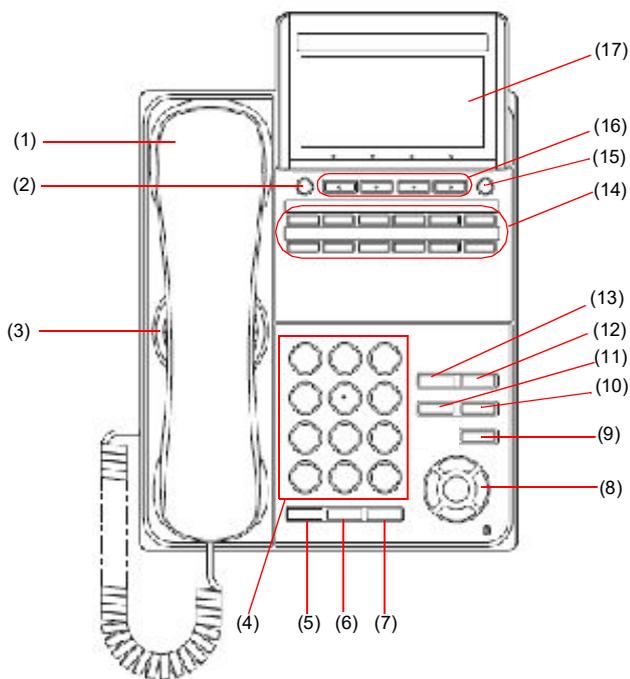
DT530 (DTK-24D-1)



Keys And Parts for DT530

DT530

(12/24-BUTTON WITH MONOCHROME DISPLAY)



(1) Handset

Used for sending/receiving voice.

(2) Exit Button

To exit the Menu or Help mode and go back to the time display.

(3) Speaker

Used when originating a handsfree call.

(4) Dial Keypad

Dial the called party number or feature access code.

(5) Hold Key

To place an internal or external call on hold.

(6) Transfer Key

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

(7) Speaker Key

To control the built-in speaker which can be used for:

Hands-Free dialing/monitoring.

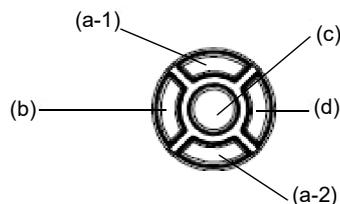
LED on key lights when the key is active.

* All standard IP versions include support for full duplex hands-free mode. All TDM and IP enabled versions are half duplex hands-free mode.

(8) Cursor Key

By using this key, you can access various features with a simple operation.

Details on Cursor Key



(a-1) Volume (UP) key (Four-way scroll **up** key)

(b) Redial key (Four-way scroll **left** key)

(c) Enter key

(d) Directory key (Four-way scroll **right** key)

(a-2) Volume (DOWN) key (Four-way scroll **down** key)

(a) Up/Down

(∇ DOWN ^ UP)

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

Speaker/Receiver Volume:

Press (∇) or (^) key during conversation.

Ringer Volume:

Press (∇) or (^) key during ringing.

(b) Redial

(Last Number Call, Speed Calling-Station/Group) Press this key to activate redial feature. Press **Redial** and scroll back through numbers that have been dialed. When the desired number is displayed, press * or # to activate dialing.

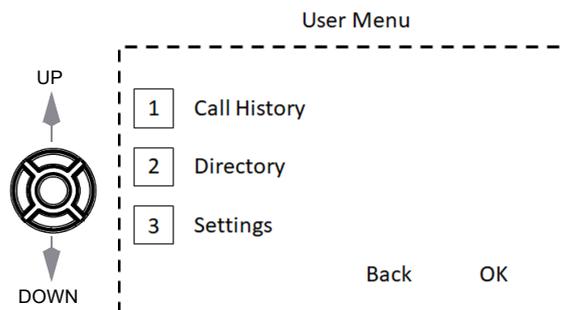
Note: *A-law Countries [Europe, Australia, Russia, Latin America, Middle near East, other Asian nations]: #*
*μ-law Countries [North America]: *.*

(c) Enter

This accesses a shortcut menu for frequently-used features. Use this key to display the shortcut menu and determine the selected item in the menu.

Also, this key is used as the cursor-movement key on the local menu of the telephone.

DT530



Shortcut Menu includes the following features.

Feature	Description
1. Missed Call	Access to history of Missed Call.
2. Voice Mail	Access to history of incoming Voice Mail.

(d) Directory

Pressing this key opens Directory menu. For details on Directory service, see [5.DIRECTORY OPERATION](#).

	Up	Move the highlighted area one line up the screen.
	Down	Move the highlighted area one line down the screen.
	Left	Go back to the previous screen.
	Right	Go to the screen which corresponds to the highlighted menu item.
	Enter	Go to the screen which corresponds to the highlighted menu item.

(9) Menu Key

To access the local menu.

(10) Mic Key

To respond handsfree. LED lights during speakerphone operation.

(11) Answer Key

When LED on this key is lit, press this key to answer a waiting call.

(12) Feature Key

To activate features such as terminal setup, and to program One-Touch Speed Dial Keys.

(13) Recall Key

To finish a call and hear the dial tone.

(14) Programmable Keys

These keys can be programmed as Flexible line key/Programmable feature key by System Administrator.

(15) Help Key

To display explanations of the Softkeys on the LCD.

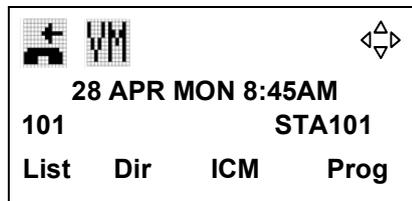
Note: *Not all Help contents are displayed. For details, contact the System Administrator.*

(16) Soft Keys

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.

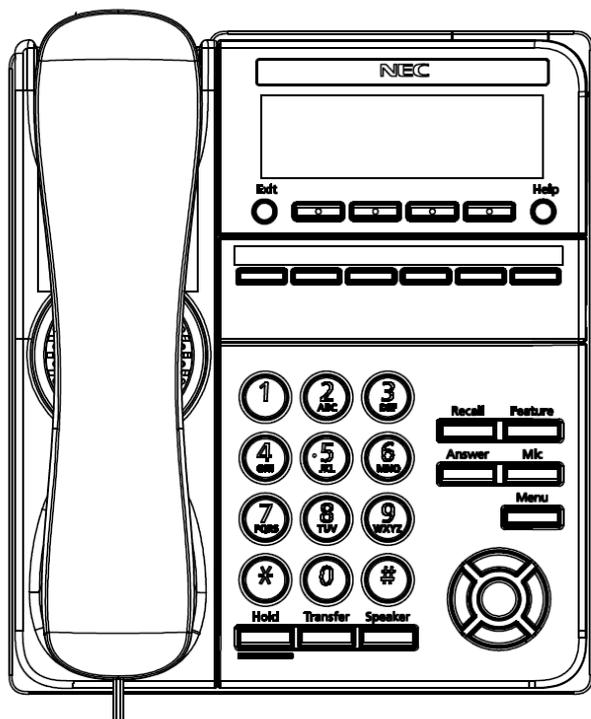
(17) LCD (Liquid Crystal Display)

The LCD (Liquid Crystal Display) provides DT530 activity information plus data, time and Softkey Operation with a 28-character, 4-line display capability. Top line is used exclusively for the status icons.

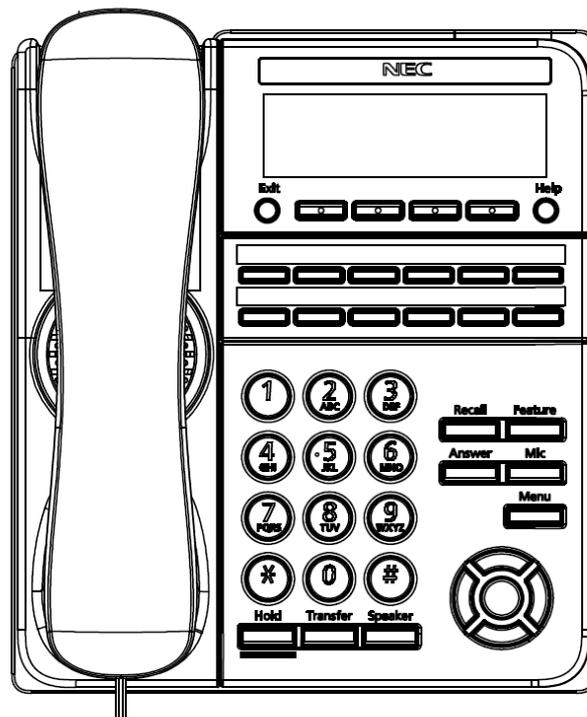


Face Layout for DT920

DT920 (ITK-6D-1)



DT920 (ITK-12D-1)



Keys And Parts for DT920

(ITK-6D-1 and ITK-12D-1)



(1) Handset
Used for sending/receiving voice.

(2) Exit Button
To exit the Menu or Help mode and go back to the time display.

(3) Speaker
Used when originating a handsfree call.

(4) Dial Keypad
Dial the called party number or feature access code.

(5) Hold Key

To place an internal or external call on hold.

(6) Transfer Key

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

(7) Speaker Key

To control the built-in speaker which can be used for:

Hands-Free dialing/monitoring.

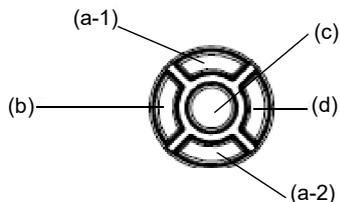
LED on key lights when the key is active.

* All standard IP versions include support for full duplex hands-free mode. All TDM and IP enabled versions are half duplex hands-free mode.

(8) Cursor Key

By using this key, you can access various features with a simple operation.

Details on Cursor Key



- (a-1) Volume (UP) key (Four-way scroll **up** key)
- (b) Redial key (Four-way scroll **left** key)
- (c) Enter key
- (d) Directory key (Four-way scroll **right** key)
- (a-2) Volume (DOWN) key (Four-way scroll **down** key)

Two lines of menu items can be displayed at a time. Use "Up" or "Down" key to scroll to the item.

ITK-6D-1 Menu



(a) Up/Down

(∨ DOWN ^ UP)

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

Speaker/Receiver Volume:

Press (∨) or (^) key during conversation.

Ringer Volume:

Press (∨) or (^) key during ringing.

(b) 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.

(c) Enter

This accesses a shortcut menu for frequently-used features. Use this key to display the shortcut menu and determine the selected item in the menu.

Also, this key is used as cursor-movement key on the local menu of the telephone.

Note: The ITK-6D-1 does not support the Shortcut Menu.

(d) Directory

Pressing this key opens Directory menu. For details on Directory service, see [5.DIRECTORY OPERATION](#).

	Up	Move the highlighted area one line up the screen.
	Down	Move the highlighted area one line down the screen.
	Left	Go back to the previous screen.
	Right	Go to the screen which corresponds to the highlighted menu item.
	Enter	Go to the screen which corresponds to the highlighted menu item.

(9) Menu Key

To access the local menu.

(10) Mic Key

To respond handsfree. LED lights during speakerphone operation.

(11) Feature Key

To activate features such as terminal setup, and to program One-Touch Speed Dial Keys.

(12) Answer Key

When LED on this key is lit, press this key to answer a waiting call.

(13) Recall Key

To finish a call and hear the dial tone.

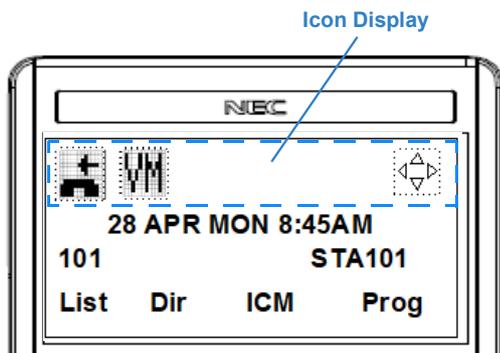
(14) Programmable Keys

These keys can be programmed as Flexible line key/Programmable feature key by System Administrator.

Icon Display

The LCD of DT530 displays Desktop Icons which provide notification when events (such as missed call and voice mail) occur.

Note: Icon display is not provided on the DT920 telephone.



Feature	Icon	Description
Missed Call		This icon appears when there is a missed call. Once the user has checked the missed call, this icon will disappear.
Voice Mail		This icon provides notification of incoming Voice Mail. Once the user has checked the mail, this icon will disappear.
Cursor		This icon indicates the currently available direction of the Cursor Key.

Menu List

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

Displaying Menu List

Press the Menu key. The menu list is displayed in LCD. Use the Cursor key to select desired menu item.

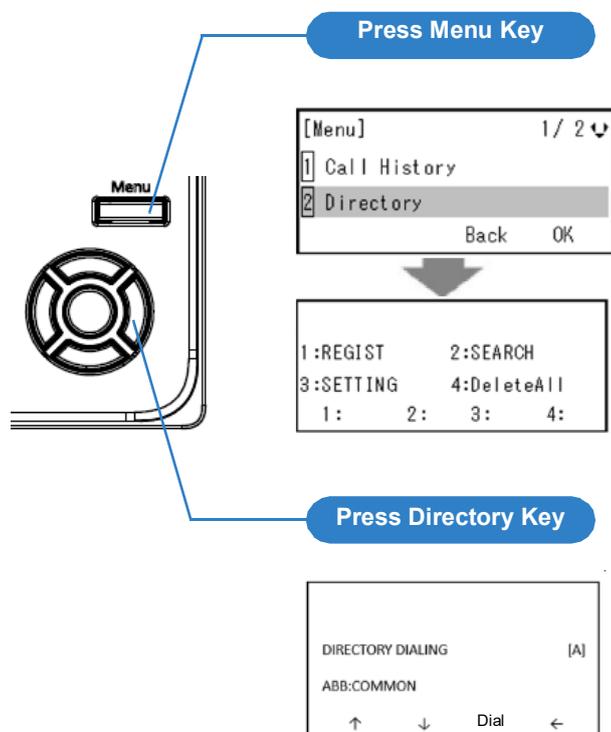


No.	Menu Item	Description
1	Call History	To view Call History.
2	Directory	To use Directory function.
3	Setting	To set up the terminal such as ringing volume control, LCD display setting and download of Music on Hold.
0	Terminal Config	This item is used for Configuration setting of DT530/DT920.

Simple Operation by Menu Key and Cursor Key

By using Menu Key and Cursor Key, DT530/DT920 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.



This page is for your notes.

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.

- (1) Press **Mic**.

To Select Ringer Tone

The DT900 has 11 kinds of ring tones if Program 15-02-78 is enabled.

- (1) Press **Speaker** and dial **820**.
- (2) Dial 1 to set Intercom ring; Dial 2 to set Trunk ring.

SET INCOM RING
1: INT 2: EXT

- (3) Dial code for the desired ring pattern (1~8).
Display below shows when INT is selected.

SET INT INCOM RING
INCOM RING 1-8:?

- (4) Press **Speaker** to hang up.

Listening to the Incoming Ring Choices

- (1) Press **Speaker** and dial **811**.
- (2) Dial 1 to listen to Intercom ring; Dial 2 to listen to Trunk ring.
- (3) For Intercom Ring:
Dial the code for the ring pattern you want to hear (1-8).

Tone No.	Tone Range
1	High
2	Mid Range
3	Low
4	Ring Tone 1
5	Ring Tone 2
6	Ring Tone 3
7	Ring Tone 4
8	Ring Tone 5

-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).

Tone No.	Tone Range
1	Ring Tone 1
2	Ring Tone 2
3	Ring Tone 3
4	Melody 4
5	Melody 5
6	Melody 6
7	Melody 7
8	Melody 8

(4) Press **Speaker** to hang up.

Changing your Extension Incoming Ring Tone

- (1) Press **Speaker** and dial **820**.
- (2) Dial 1 to set Intercom ring; Dial 2 to set Trunk ring.

SET INCOM RING
1: INT 2: EXT

- (3) Dial 1 to set the Tone; Dial 2 to set the Melody; Dial 3 to set the Download Melody.

The display below shows when INT is selected and Program 15-02-78 is enabled

DT900 display:

SET INT INCOM RING
TONE:1 MELODY:2 DL:3

DT500 display:

SET INT INCOM RING
TONE:1 MELODY:2

- (4) The following is displayed when 3: Download Melody is selected.

SET INT INCOM RING
DL: 1-3

Displayed when ring tone setting is completed and ring tone is played.

SET INT INCOM RING
SETTING COMPLETE

- (5) Press **Speaker** to hang up.

Listening to the Incoming Ring Choices

- (1) Press Speaker and dial **811**.
- (2) Dial 1 to listen to Intercom ring; Dial 2 to listen to Trunk ring.
- (3) For Intercom Ring:
Dial the code for the ring pattern you want to hear if Program 15-02-78 is enabled (Tone:1, Melody:2, Download Melody:3).

DT900:

Tone Type	Tone No.	Tone Range
Tone:1	1	High
	2	Medium
	3	Low
Melody:2	4	Melody 1
	5	Melody 2
	6	Melody 3
	7	Melody 4
Download Melody:3	8	Melody 5
	9	Download Melody 1
	10	Download Melody 2
	11	Download Melody 3

Note: The download function is only available for DT920 telephones.

DT500:

Tone Type	Tone No.	Tone Range
Tone:1	1	High
	2	Medium
	3	Low

Melody: 2	4	Melody 1
	5	Melody 2
	6	Melody 3
	7	Melody 4
	8	Melody 5

-OR-

For Trunk Ring:

Dial code for the ring pattern you want to hear (Tone:1, Melody:2, Download Melody:3). If you select Download Melody:3, a second screen prompts for the tone pattern (Download melody 1-3).

DT900:

Tone Type	Tone No.	Tone Range
Tone:1	1	High
	2	Medium
	3	Low
Melody:2	4	Melody 1
	5	Melody 2
	6	Melody 3
	7	Melody 4
	8	Melody 5
Download Melody:3	9	Download Melody 1
	10	Download Melody 2
	11	Download Melody 3

Note: The download function is only available for DT920 telephones.

DT500:

Tone Type	Tone No.	Tone Range
Tone:1	1	High
	2	Medium
	3	Low
Melody:2	4	Melody 1
	5	Melody 2
	6	Melody 3
	7	Melody 4
	8	Melody 5

- (4) Press Speaker to hang up.

Setup with Menu Key for DT920 Series

To Enable/Disable Off-Hook Ringing

The procedure below shows how to enable/disable Off-hook ringing

- (1) Press **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Settings).
- (3) Select **1** (Incoming Call).
- (4) Select **1** (Offhook Ring).
- (5) To disable/enable off-hook ringing, select **1** (Disable) or **2** (Enable).



*The default setting is 2 (Enable).
The enabled item is highlighted.*

To Set Headset Ringing

The procedure below shows how to enable/disable headset ringing.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Settings).
- (3) Select **1** (Incoming Call).
- (4) Select **2** (Handset Ring).
- (5) To disable/enable the ringing of headset, select **1** (Disable) or **2** (Enable).



*The default setting is 1 (Disable).
The enabled item is highlighted.*

To Set Ringer Tone

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Settings).
- (3) Select **1** (Incoming Call).
- (4) Select **3** (Ring Tone).
- (5) Select **1** (External Call) when setting the ringer tone for external calls.

Select **2** (Internal Call) when setting the ringer tone for internal calls.



The External Call Menu item appears, however functionality is disabled.



Ringtone, which is selected in 2 (Internal Call), is applied to both external and internal incoming calls.

- (6) Select the desired tone type. You can preview the designated ringer tone.

For example, press **1 + 5** to select ring tone 15 (Music Ring 1).



The enable item is highlighted.

No.	Menu Item	Frequency (Hz)		Remarks
		1st	2nd	
0	Automatic	520	660	16Hz modulation
1	Tone Type 1	520	660	16Hz modulation
2	Tone Type 2	520	660	8Hz modulation
3	Tone Type 3	1400	1100	Door Phone
4	Tone Type 4	1100		No modulation
5	Tone Type 5	540		No modulation
6	Tone Type 6	1100	1400	16Hz modulation
7	Tone Type 7	660	760	16Hz modulation
8	Tone Type 8	1100		Envelope
9	Tone Type 9	–		Door Phone Melody
10	Tone Type 10	–		Melody 1
11	Tone Type 11	–		Melody 2
12	Tone Type 12	–		Melody 3

No.	Menu Item	Frequency (Hz)		Remarks
		1st	2nd	
13	Tone Type 13	–		Melody 4
14	Tone Type 14	–		Melody 5
15	Download 1	–		C Major Ring Tone (See note below.)
16	Download 2	–		Canon (See note below.)
17	Download 3	–		Turkish March (See note below.)



- When selecting **Automatic** or not performing the ringer tone setting, **Tone Type 1** is automatically applied.
- When selecting **Automatic**, the preview function does on operate.
- **Tone Type 1 to Tone Type 8:**
In the preview function, each ringer tone sounds continuously. The actual ringer pattern of each tone is determined by the initial system settings.
- Terminal settings may not become effective, depending on the system settings. For details contact your System Administrator.

To Set Illumination Pattern for Call Indication Lamp

The following procedure shows how to set the illumination pattern (color of Call Indicator Lamp).

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Settings).
- (3) Select **1** (Incoming Call).
- (4) Select **4** (Illumination).

To Enable/Disable RTP Alarm

The procedure below shows how to enable/disable the RTP alarm.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Settings).
- (3) Select **2** (Talk).
- (4) Select **1** (RTP Alarm).
- (5) Select **0** (Automatic), **1** (Disable) or **2** (Enable). Refer to the following table.

No.	Menu Items	Descriptions
0	Automatic	Follow the setting on the System. If no setting is made in the System, the default setting (Alarm=ON) is applied.
1	Disable	Follow the setting on the terminal (OFF).
2	Enable	Follow the setting on the terminal (ON).



- Contact your System Administrator for the setting on your system.
- The enabled item is highlighted.

To Enable/Disable DTMF Tone

The following procedure shows how to enable/disable the DTMF tone.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **2** (Talk).
- (4) Select **2** (DTMF Tone).
- (5) Select **0** (Automatic), **1** (Disable) or **2** (Enable). Refer to the following table.

No.	Menu Items	Descriptions
0	Automatic	Follow the setting on the System. If no setting is made in the System, the default setting (Alarm=ON) is applied.
1	Disable	Follow the setting on the terminal (OFF).
2	Enable	Follow the setting on the terminal (ON).



- Contact your System Administrator for the setting on the system.
- The enabled item is highlighted.

To Set Key Touch Tone

Following explains how to set Key Touch Tone. Key Touch Tone is a tone generated when the digit keys are pressed while the terminal is off-hook.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **2** (Talk).
- (4) Select **3** (Key Touch Tone).
- (5) Select **0** (Automatic), **1** (Disable) or **2** (Tone).



- *When 0 (Automatic) is set, the default setting is applied.*
- *The enabled item is highlighted.*

To Set Music on Hold

Following procedure explains how to set Music on Hold, which is heard by terminal users.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **2** (Talk).
- (4) Select **4** (Music on Hold).
- (5) Select the desired music.

You can review the designated music.

Select **1** (Default) when the default data (Minuet) is used as the music source.

Select **2** (Download) when downloaded music data is used as the music source.



*When selecting **Download**, the Music on Hold file must be downloaded in advance. If there is no downloaded file, no tone is heard in the preview function (in actual operating conditions "Minuet" is automatically applied).*

To Set Calendar Format

The following procedure explains how to set the calendar format that is displayed on the telephone LCD.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **3** (Display).
- (4) Select **1** (Calendar Format).
- (5) Select **1** (Calendar Format).
- (6) Select desired format for the calendar.

No.	Calendar Type	Display
0	Automatic	Follows the setting on the system.
1	Type 1	7:25 AM MON 22 JUN 2020
2	Type 2	22 JUN MON 7:25AM
3	Type 3	7:25AM JUN 22 MON
4	Type 4	6-22 MON 7:25AM
5	Type 5	7:25AM MON 22 JUN



- *The default setting is Automatic.*
- *The enabled item is highlighted.*

To Set Time Format

The following procedure explains how to set the time display with a 12-hour or 24-hour format.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **3** (Display).
- (4) Select **1** (Calendar Format).
- (5) Select **2** (Time Format).
- (6) Select the desired setting. Refer to the following table for options.

No.	Menu Item	Description
0	Automatic	Follows the setting on the system.
1	12-hour Indication	12-hour Clock
2	24-hour Indication	24-hour Clock



- *If set to 0 (Automatic) or not performing the format setting, the 12-hour clock is automatically applied.*
- *The default setting is Automatic.*
- *The enabled item is highlighted.*

To Enable/Disable Volume Level Displays

The following procedure indicates how to display the following volume levels: handset receiver volume, speaker volume, ringer tone volume and LCD contrast volume.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **3** (Display).
- (4) Select **2** (Local Volume).
- (5) Select the desired setting. Refer to the following table for options.

No.	Menu Item	Description
0	Automatic	Each volume gauge is displayed on the LCD (default).
1	Disable	Each volume gauge is not displayed on the LCD.
2	Enable	Each volume gauge is displayed on the LCD.



The enabled item is highlighted.

To Set Screen Saver

This procedure explains how to set the Screen Saver. Screen Saver starts when the terminal is idle for a certain period of time.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **3** (Display).
- (4) Select **3** (Screen Saver).
- (5) Select **1** (Screen Saver Mode).
- (6) Select either **1** (Disable) or **2** (Enable).



- *The default setting is 1 (Disable).*
- *The enabled item is highlighted.*

- (7) The display returns to the Screen Saver screen.

When **2** (Enable) is selected, select **2** (Wait Time).

Enter the **Wait Time** before the screen saver launches (1~999 minutes) and press the **Enter key** or the **OK** softkey.



*The default value is 120 minutes.
If the same screen is displayed for a long time, in some cases LCD burning can occur. To prevent burning, enabling screen saver is recommended.*

To Enable/Disable Backlight

This procedure explains how to enable/disable the backlight of the LCD.

The backlight illuminates (for approximately 10 seconds) when you press any key or lift the handset.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **3** (Display).
- (4) Select **4** (Back Light).
- (5) Select a desired brightness. Refer to the following table for options.

No.	Menu Item	Description
1	Disable	Backlight of LCD disabled .
2	Enable	Backlight of LCD enabled (default).



The enabled item is highlighted.

To Set a Language

This procedure explains how to set the language that is displayed on the LCD.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **3** (Display).
- (4) Select **5** (Language).
- (5) Select the desired language. See the example below. In this example, English is selected. Press **1 + 3** to select **13** (English).



The enabled item is highlighted.

The following options display in the native language.

● 0	Automatic	0:Telephony Server side's language setting is applied.
○ 1	日本語	1:Japanese
○ 2	NEC English	2:NEC English
○ 3	NEC Português	3:NEC Portuguese
○ 4	NEC Español	4:NEC Spanish
○ 5	NEC Français	5:NEC French
○ 6	Deutsch	6:German
○ 7	ITALIANO	7:Italian
○ 8	Nederlands	8:Dutch
○ 9	Norsk	9:Norwegian
○ 10	Dansk	10:Danish
○ 11	Svensk	11:Swedish
○ 12	Ελληνικά	12:Greek
○ 13	English	13:English
○ 14	Português	14:Portuguese
○ 15	Español	15:Spanish
○ 16	Français	16:French
○ 17	Русский	17:Russian
○ 18	Türk	18:Turkish
○ 19	Azərbaycanca	19:Azerbaijani
○ 20	Român	20:Romania
○ 21	Polski	21:Polish
○ 22	Català	22:Catalan
○ 23	한국어	23:Korean
○ 24	中文 (简体字)	24:Simplified Chinese
○ 25	中文 (繁体字)	25:Traditional Chinese

- (6) After you make your selection, press the **Enter** or **OK** softkey.

To Enable/Disable Backlight Fade Control

The following procedure explains how to set backlight fade control.

The backlight fades in or fades out when this setting is enabled.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **3** (Display).
- (4) Select **6** (Advanced).
- (5) Select **1** (Backlight Fade Control).
- (6) Select the desired setting. Refer to the options listed in the following table.

No.	Menu Item	Description
1	Disable	Backlight fade control of LCD disabled .
2	Enable	Backlight fade control of LCD enabled (default).



The enabled item is highlighted.

To Change Password

This procedure explains how to change an existing password. The password is used to reset the terminal settings.

Depending on the System Configuration, the expiration date of the password can be specified.

When the expiration date has passed, the following message is displayed on the screen.



Password Expired!
Please change your password.
OK

For details, contact your System Administrator.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **4** (Change Password).
- (4) When the Change Password screen is displayed, enter the old password.

Press the **DOWN** key or select the **Set** softkey.



The initial password is "0000". When changing the password for the first time, enter "0000" as the old password.

- (5) Enter the new password.

Press the **DOWN** key or select the **Set** softkey.

(6) Enter the new password again.

Press **Enter** or the **OK** softkey.



Up to 32 digits (0~9, * and #) can be set as a password.



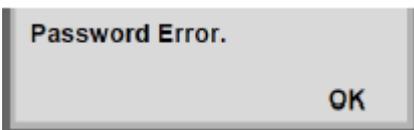
- In order to ensure the security and avoid the unauthorized use, please be sure to change the password at the time of initial use.
- The password should be difficult to guess from a third party and it should be changed regularly to keep security level.

(7) When the password entry completes successfully, the following displays.



Press the **Enter** or **OK** softkey.

If the password entry fails, an error message is displayed.



Press the **OK** softkey and try again.

If you enter the current password as the new password, the following error message is displayed.



Can't repeat the previous password.

OK

*Press **OK** and enter a new password that does not match your current password.*

To Set Usability

This procedure explains how to set the operation of the Help key while the popup window is displayed.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **5** (Usability).
- (4) Select **1** (Help Key Mode).
- (5) Select a desired mode for Help key. Refer to the following table for settings.

No.	Menu Item	Description
1	Option Menu	Set the Help Key, which displays Option Menu.
2	Popup Window	Set the Help key, which display a Popup Window.

To Reset Telephone Settings

This procedure explains how to clear the personal data on the telephone.

- (1) Press the **Menu** key while the terminal is in an idle state.
- (2) Select **1** (User Setting).
- (3) Select **0** (Setting Reset).
- (4) Enter the password.

Press the **Enter** key or the **OK** softkey.



The initial password is "0000". When changing the password for the first time, enter "0000" as the old password.

- (5) Press the **Enter** key or the **OK** softkey to clear the personal data on the telephone.

To Download a File

You can download files for Music on Hold. When downloading these files, the terminal needs to be connected to the network that has a FTP, TFTP or HTTPS server.



For details regarding the FTP/TFTP or HTTPS service, contact your System Administrator.

For details on the character entry methods, refer to [How to Input Characters](#).

Before starting the download, the IP Address/URI of the FTP/TFTP/HTTPS server must be entered from the terminal.

- (1) Set up the FTP/TFTP/HTTPS server.

<FTP server>

Put the downloading file into the designed directory of the FTP server.

<TFTP server>

Put the downloading file into a desired directory of the TFTP server and then specify it as the directory for downloading.

<HTTPS server>

Put the downloading file into a desired directory of the HTTPS server and specify it as the directory for downloading.

- (2) Press the **Menu** key while the terminal is in an idle state.
- (3) Select **2** (Download).
- (4) Select **3** (Protocol).

- (5) Select the Protocol used by the server where the download files are stored.
- (6) When the display returns to the Download Menu screen, select **4** (Account Settings).

When **1** (FTP) or **3** (HTTPS) is selected in step (5), proceed to step (7).

When **2** (TFTP) is selected in step (5), proceed to step (11).

- (7) Select **1** (User ID).
- (8) Enter a User ID using the digit keys.

Press the **Enter** key or the **OK** softkey.

- (9) When the display returns to the Account Settings screen, select **2** password.
- (10) Enter a password using the digit keys.

Press the **Enter** key or the **OK** softkey.

- (11) When the display returns to the Account Settings screen, select **3** (Folder).
- (12) Enter the directory where the download file is stored.
Press the **Enter** key or the **OK** softkey.
- (13) When the display returns to the Account Settings screen, press the **Enter** key or **Back** softkey to display the Download Menu screen.
- (14) Select **2** (Download Address).

- (15) Enter an IP address/URI of the FTP/TFTP/HTTPS server where the download files are stored.

For example, to set the IP address 10.41.208.205, enter 10*41*208*205 (separate with an asterisk).

After entering the address, press the **Enter** key or the **OK** softkey.

- (16) When the Download Menu screen displays, select **1** (Download Files).
- (17) Select **1** (Hold Music).
- (18) The default name displays.



For Music on Hold and Ringer Tone, the channel of voice output is monaural.

When downloading the file for Music on Hold, the default file name is “MOH.wav”.

Codec	File Format	Maximum Size	Ringling Time
G.711 μ -law 8kHz	WAVE	256 KB	Under 32 seconds

When changing the file name proceed to step (19).

When not changing the file name, proceed to step (20)

- (19) Press the **BK** softkey once to delete the default file name and then enter the new file name using the digit keys.



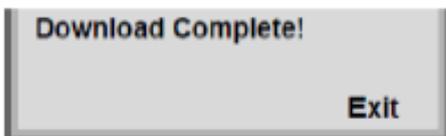
A maximum of 20 characters (“0-9”, “A-Z”, “a-z”, “”, “#”, “.”, “-” or “_”) can be entered as a file name.
To delete an entered character, press the **BK** softkey.*

- (20) Press the **Enter** key or the **Exec** softkey to start the download process. While downloading the file, the LCD displays “Downloading...” and then “Saving...”.



Do not turn OFF the terminal while “Saving...” is displayed on the LCD.

- (21) After the download process is completed, the following message displays:



The display returns to the Download Files screen when the **Exit** softkey is pressed.



When the download process ends in failure, “Downloading Failed!” is displayed on the LCD. Refer to the following table and retry using one of the actions.

Check Points	Actions
Download file is not placed in the specified directory.	Place the download file in the specified directory.
A different file name is specified between the terminal and FTP/ TFTP/ HTTPS server.	Set the same file name to both the terminal and FTP/ TFTP/HTTPS server.
Incorrect IP address of FTP/TFTP/HTTPS server has been entered from the telephone.	Set the proper IP address of FTP/TFTP/HTTPS server.
The power to FTP/TFTP/HTTPS server or network equipment is OFF.	Reconnect the cable securely.
LAN cable is disconnected.	Reconnect the cable securely.

To Backup Personal Settings

You can backup your personal terminal settings to a FTP, TFTP or HTTPS server.

To back up the setting data, the terminal needs to be connected to the network that has a FTP, TFTP or HTTPS server.



For details regarding the FTP/TFTP or HTTPS service, contact your System Administrator.

For details on the character entry methods, refer to [How to Input Characters](#).

Before starting the backup, the IP Address//URI of the FTP/TFTP/HTTPS server must be entered from the terminal.

- (1) Set up the FTP/TFTP/HTTPS server.

<FTP server>

Confirm the designated directory for the backup file.

<TFTP server>

Specify the desired designated directory for backup file.

<HTTPS server>

Confirm the designated directory for the backup file.

- (2) Press the **Menu** key while the terminal is in an idle state.
- (3) Select **3** (Data Backup/Restore).
- (4) Select **4** (Protocol).
- (5) Select the Protocol used by the destination server.
- (6) When the display returns to the Backup/Restore screen, select **5** (Account Settings).

When **1** (FTP) or **3** (HTTPS) is selected in step (5), proceed to step (7).

When **2** (TFTP) is selected in step (5), proceed to step (11).

- (7) Select **1** (User ID).
- (8) Enter a User ID using the digit keys.

Press the **Enter** key or the **OK** softkey.

- (9) When the display returns to the Account Settings screen, select **2** (Password).
- (10) Enter a password using the digit keys.

Press the **Enter** key or the **OK** softkey.

- (11) When the display returns to the Account Settings screen, select **3** (Folder).
- (12) Enter the destination directory of the FTP/TFTP/HTTPS server.

Press the **Enter** key or the **OK** softkey.

- (13) When the display returns to the Account Settings screen, press the **Left** key or **Back** softkey to display the Backup/Restore screen.
- (14) Select **3** (Server Address).
- (15) Enter an IP address/URI of the destination FTP/TFTP/HTTPS server.

For example, to set the IP address 10.41.208.205, enter 10*41*208*205 (separate with an asterisk).

After entering the address, press the **Enter** key or the **OK** softkey.

- (16) When the Backup/Restore screen displays, select **1** (Data Backup).

(17) The default name displays as shown below.



Do not change the extension of the backup file. The setting data of the telephone can only be backed up as a ".tgz" file.

*When changing the default file name, press the **BK** soft key once to delete the default file name and then enter a new file name by using the digits keys.*

A maximum of 20 characters ("0-9", "A-Z", "a-z", "", "#", ".", "-", "_") can be entered as a file name.*

*To delete an entered character, press the **BK** softkey.*



Press the **ENC** softkey to upload the encrypted backup file.

The encrypted backup file name is displayed as "PersonalData.tgz.ef".



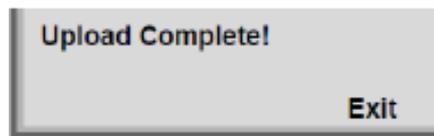
*If you make the encrypted file, press the **NoEnc** softkey.*

(18) Press the **Enter** key or the **Exec** softkey to start the data backup. While making a backup copy, the LCD displays "Uploading..." and then "Saving...".



Do not turn OFF the terminal while "Saving..." is displayed on the LCD.

(19) After the data backup process completes, the following message displays:



The display returns to the Backup/Restore screen when the **Exit** softkey is pressed.



When the data backup process ends in failure, "Upload Failed!" is displayed on the LCD. Refer to the following table and retry using one of the actions.

Check Points	Actions
A different file name is specified between the terminal and the FTP/ TFTP/HTTPS server.	Set the same file name to both the terminal and FTP/ TFTP/HTTPS server.
Incorrect IP address of FTP/ TFTP/HTTPS server has been entered from the terminal.	Set the proper IP address of the FTP/TFTP/HTTPS server.
The power to FTP/TFTP/ HTTPS server or network equipment is OFF.	Turn on the power.
LAN cable is disconnected.	Reconnect the cable securely.

To Restore Personal Settings

You can restore your personal terminal settings.

To download the backup file to the terminal, the terminal needs to be connected to the network that has a FTP, TFTP or HTTPS server.



For details regarding the FTP/TFTP or HTTPS service, contact your System Administrator.

For details on the character entry methods, refer to [How to Input Characters](#).

Before starting the download, the IP Address//URI of the FTP/TFTP/HTTPS server must be entered from the terminal.

- (1) Set up the FTP/TFTP/HTTPS server.

<FTP server>

Put the backup file you want to restore into the designated directory on the FTP server.

<TFTP server>

Put the backup file you want to restore into a desired directory of the TFTP server and then specify it as the directory for downloading.

<HTTPS server>

Put the backup file you want to restore into a desired directory of the HTTPS server and specify it as the directory for downloading.

- (2) Press the **Menu** key while the terminal is in an idle state.
- (3) Select **3** (Data Backup/Restore).
- (4) Select **4** (Protocol).

- (5) Select the Protocol used by the server where the backup file is stored.
- (6) When the display returns to the Backup/Restore screen, select **5** (Account Settings).

When **1** (FTP) or **3** (HTTPS) is selected in step (5), proceed to step (7).

When **2** (TFTP) is selected in step (5), proceed to step (11).

- (7) Select **1** (User ID).
- (8) Enter a User ID using the digit keys.

Press the **Enter** key or the **OK** softkey.

- (9) When the display returns to the Account Settings screen, select **2** (Password).
- (10) Enter a password using the digit keys.

Press the **Enter** key or the **OK** softkey.

- (11) When the display returns to the Account Settings screen, select **3** (Folder).
- (12) Enter the directory where the backup file is stored.

Press the **Enter** key or the **OK** softkey.

- (13) When the display returns to the Account Settings screen, press the **Enter** key or **Back** softkey to display the Backup/Restore screen.

- (14) Select **3** (Server Address).
 (15) Enter an IP address/URI of the destination FTP/TFTP/HTTPS server.

For example, to set the IP address 10.41.208.205, enter 10*41*208*205 (separate with an asterisk).

After entering the address, press the **Enter** key or the **OK** softkey.

- (16) When the Backup/Restore screen displays, select **2** (Data Restore).
 (17) The default name displays as shown below.



Do not change the extension of the backup file. The setting data of the telephone can only be backed up as a ".tgz" file.

*When changing the default file name, press the **BK** soft key once to delete the default file name and then enter a new file name by using the digits keys.*

A maximum of 20 characters ("0-9", "A-Z", "a-z", "", "#", ".", "-" or "_") can be entered as a file name.*

*To delete an entered character, press the **BK** softkey.*



Press the **ENC** softkey to download the encrypted restore file.

The encrypted backup file name is displayed as "PersonalData.tgz.ef".



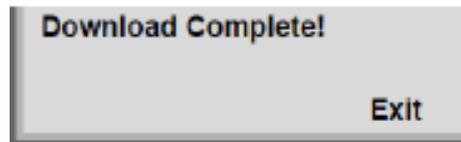
*If you make the encrypted file, press the **NoEnc** softkey.*

- (18) Press the **Enter** key or the **Exec** softkey to start restoring the data backup to the terminal. While downloading the backup data file, the LCD displays "Downloading..." and then "Saving...".



Do not turn OFF the terminal while "Saving..." is displayed on the LCD.

- (19) After the download process completes, the following message displays:



The display returns to the Backup/Restore screen when the **Exit** softkey is pressed.



When the download process ends in failure, "Download Failed!" is displayed on the LCD. Refer to the following table and retry using one of the actions.

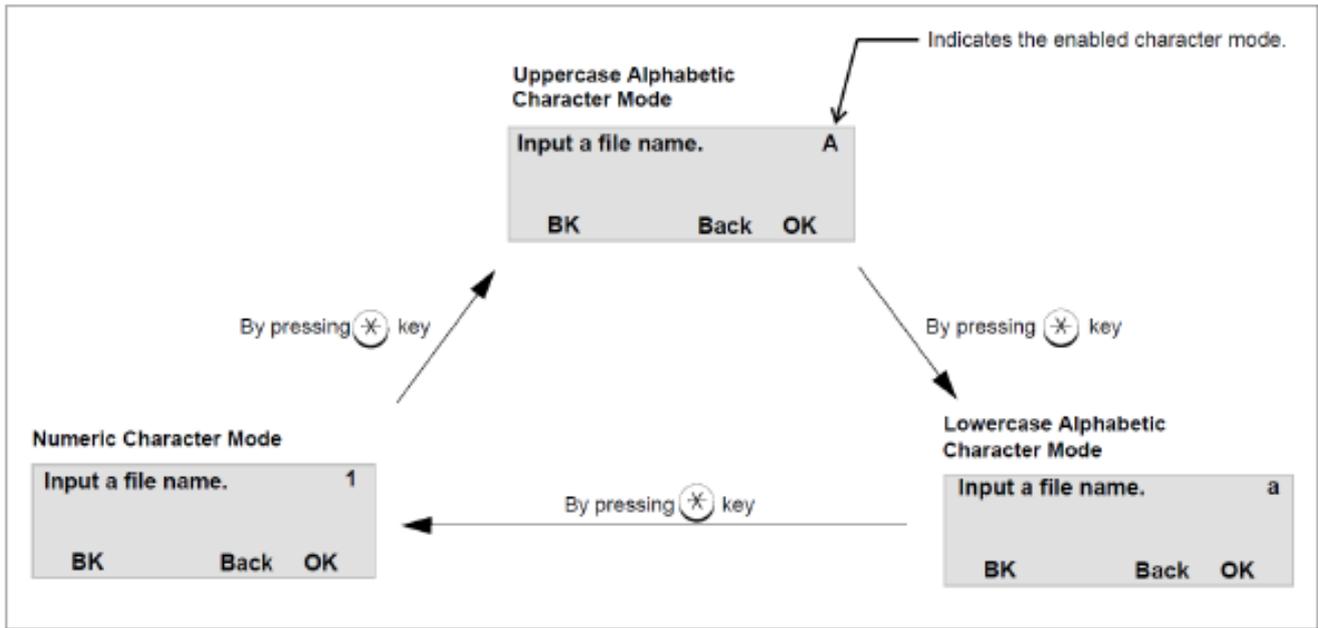
Check Points	Actions
Download file is not placed in the specified directory.	Place the download file in the specified directory.
A different file name is specified between the terminal and FTP/TFTP/HTTPS server.	Set the same file name to both the terminal and FTP/TFTP/HTTPS server.
Incorrect IP address of FTP/TFTP/HTTPS server has been entered from the telephone.	Set the proper IP address of FTP/TFTP/HTTPS server.
The power to FTP/TFTP/HTTPS server or network equipment is OFF.	Turn on the power.
LAN cable is disconnected.	Reconnect the cable securely.

How to Input Characters

This section explains how to enter characters on the text input screen such as Name or User ID, etc.

Character Entry Mode

When entering characters from the telephone set, the following three modes are available: uppercase alphabetic character, lowercase alphabetic character and numeric character. The character entry mode can be changed by pressing the [*] key (alphabetic (uppercase/lowercase)/numeric).



Character Code List

<Character Code for English (1/2)>

DIGIT KEY	CASE SHIFT	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th
①	A	.	,	\	1	?	!	@	:	;				
	a													
②	A	A	B	C	2									
	a	a	b	c	2									
③	A	D	E	F	3									
	a	d	e	f	3									
④	A	G	H	I	4									
	a	g	h	i	4									
⑤	A	J	K	L	5									
	a	j	k	l	5									
⑥	A	M	N	O	6									
	a	m	n	o	6									
⑦	A	P	Q	R	S	7								
	a	p	q	r	s	7								
⑧	A	T	U	V	8									
	a	t	u	v	8									
⑨	A	W	X	Y	Z	9								
	a	w	x	y	z	9								
⑩	A	[SP]	0											
	a													

<Character Code for English (2/2)>

		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th
#	A	*	#	.	/	:	~		@	\$	%
	a										
		11th	12th	13th	14th	15th	16th	17th	18th	19th	20th
	A	^	&	()	'	?		_	+	-
	a										
		21th	22th	23th	24th	25th	26th	27th	28th	29th	30th
A	=	[]	{	}	<	>	,	;	\	
a											
*	Used as a case shift key. Shifts the characters between alphabetic and numeric.										

<Numeric Code>

DIGIT KEY	CASE SHIFT	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
①	1	1														
②	1	2														
③	1	3														
④	1	4														
⑤	1	5														
⑥	1	6														
⑦	1	7														
⑧	1	8														
⑨	1	9														
⑩	1	0														
#	1	*	#	.	@	/	()	,	-	_	:	'	~	&	\
*	1	Used as a case shift key. Shifts the characters between alphabetic and numeric.														



When entering password, “0-9”, “*” and “#” are available:
 “#” is entered by pressing [#] key.
 “*” is entered by pressing [*] key.

Character Entry Mode

As an example of the character entry method, the following shows how to enter “**Ken Kobus**”.

- (1) Press the [5] key twice to enter “**K**”.
- (2) Press the [*] key to switch the text input mode from uppercase to lowercase.
- (3) Enter “**en**” by using digit keys.

Press the [3] key twice to enter “**e**”.

Press the [6] key twice to enter “**n**”.

- (4) Press the [0] key once to enter a space.
- (5) Press the [*] key twice to switch the text input mode from lowercase to uppercase.
- (6) Press the [5] key twice to enter “**K**”.
- (7) Press the [*] key twice to switch the text input mode from uppercase to lowercase.
- (8) Enter “**obus**” by using digit keys.

Press the [6] key three times to enter “**o**”.

Press the [2] key twice to enter “**b**”.

Press the [8] key twice to enter “**u**”.

Press the [7] key four times to enter “**s**”.

- (9) Press the **Enter** key or the **OK** soft key.

Setup with Menu Key for DT530 Series

To Change Ringer Tone Volume

The procedure below shows how to change the volume of ringer tone.

- (1) Press the **Menu** key while the terminal is in an idle state.

Select **3** (Settings).

- (2) Select **1** (Ring Tone).

- (3) Ring Volume can be set in 13 levels (0~12).

Adjust the ringer tone volume using the **UP/DOWN** key and then press the **Enter** key or the **OK** softkey.

To Enable/Disable Off-Hook Ringing

- (1) Press the **Menu** key while the terminal is in an idle state.

- (2) Select **2** (Off Hook Ring).

- (3) The disable/enable the off-hook ringing, select **1** (Disable) or **2** (Disable).



The default setting is 2 (Enable).

The enabled item is highlighted.

To Enable/Disable Backlight

The procedure below shows how to enable/disable the backlights of LCD and digit keys.

The backlights illuminate (for approximately 10 seconds) when you press any key or lift the handset.

- (1) Press the **Menu** key while the terminal is in an idle state.

Select **3** (Settings).

- (2) Select **3** (Back Light).

- (3) Select the desired setting. Refer to the options in the following table.

No.	Menu Item	Description
1	Disable	Backlight of LCD and digit keys are disabled .
2	Enable	Backlight of LCD and digit keys are enabled (default).



The enabled item is highlighted.

- (4) After you have completed your selection, press the **Enter** key or the **OK** softkey.

To Set Headset Ringing

The procedure below shows how to enable/disable the ringing of the headset.

- (1) Press the **Menu** key while the terminal is in an idle state.

Select **3** (Settings).

- (2) Select **4** (Headset).

- (3) To disable/enable headset ringing, select one of the options in the following table.

No.	Menu Item	Description
1	Disable	Headset ringing is disabled (default).
2	Enable	Headset ringing is enabled .



The enabled item is highlighted.

This page is for your notes.

3. BASIC OPERATION

Login (DT900 Series Only)

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

- (1) Enter login code and press the **Set** softkey.

Login ID:	2000		
Password :			
Cancel	BK	Set	OK

- (2) Enter the password and press **OK** softkey.

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

- (3) 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 (DT900 Series Only)

- (1) 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).

28 APR MON 8:45AM			
101		STA 101	
List	Dir	ICM	Prog

- (2) "LOGOUT?" is displayed on the LCD of the terminal.

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

- (3) Press the **Logout** Feature Key on the terminal again.

This page is for your notes.

4. FEATURE OPERATION

Answering Calls

Ringling 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.

Ringling Calls to a Second Incoming Extension/ CAR/VE Key

- (1) Lift the handset.
- (2) Start conversation.

Note: A *Second Incoming Extension* key must be assigned to appear and ring.

Note: A *Line* key must be available to answer an incoming outside call

2-11 MON 10:15AM TALKING TO STA 12345 Conf
--

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.

Line 001 Ringing List Dir ICM Prog
--

Line 001 00:10 Answered Conf Rpt Save

Voice Announce Calls

- (1) Adjust the **Speaker** volume as needed.

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

- (2) Respond hands free.

Note: 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:

- (1) Receive Off-Hook signaling.
- (2) Press the **Answer** key, then converse with the second party.

2-11 MON 10:56AM
TALKING TO STA 12345
Conf

Note: The second call may be placed on Hold.

Note: 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-

- (1) Press an idle Programmable Outside Line key.
- (2) Dial the telephone number.
- (3) Converse.

Line 001	00:15
Conf	Rpt Save Trf
	2142622000

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 **851:35**).
- (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.

LIST MENU Redial CID

Speed Dial – System/Group/Station

To dial a Station Speed Dial number:

- (1) Press the **Speaker** key.
- (2) Dial **761** (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: The stored number dials out.

Note: 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: 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 **813** (default Service Code).

-OR-

- (3) Press the **Redial** key.



-OR-

- (4) Press the **System Speed Dialing** key (Service Code **851:27**).

Note: To preselect, press a Line key in step 1 (instead of pressing Speaker).

- (5) Dial the Station Speed Dial buffer number (Default: 000~999).

The stored number dials out.

2-13 WED 5:28PM			
92142622000	NEC		
Conf	Rpt	Save	Trf

Note: Initially (at default), there are 1000 System Speed Dial buffers.

Note: 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: 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 **814** (default Service Code).

-OR-

- (3) Press the **Redial** key.

-OR-

- (4) Press the **Group Speed Dialing** key (Service Code **851:28**).

Note: To preselect, press a Line key in step 1 (instead of pressing Speaker).

- (5) Dial the Group Speed Dial buffer number (none at default).

Note: Initially, there are no Group Speed Dial buffers assigned.

Note: 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: 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 hands free 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: The Speaker LED flashes.

Note: You can talk to the caller through the handset. Your coworkers hear your caller's voice over your telephone's speaker.

Note: 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 **851:45**).

Note: To retrieve a held call, press the flashing **Line** key or **ICM** key (Internal calls).

Note: Calls on System Hold can be retrieved from any multiline terminal with the held line appearance.

Note: After a preprogrammed time, the held call will recall to the originating station.

2-13 WED 5:40PM			
HOLD	STA 12345678		
InPg	ExPg	P/U	↓

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: 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: To return to the original party, press the flashing **Line** key or **Conf** key.

Note: A Programmable Function Key may be assigned for DSS.

Note: To transfer a call directly to a personal voice mailbox, dial 8 after dialing the station number.

2-13 WED 5:40PM			
HOLD	STA 12345678		
InPg	ExPg	P/U	↓

Conference

- (1) Establish an intercom or trunk call.
- (2) Press **Conf** or **Conference** softkey (Service Code **851:07**).
- (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.

2-11 MON 10:56AM
TALKING TO STA 12345
Conf

CONF
ICM DIAL
AnHd Dir

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 **852: *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 **831** 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.

PARK HOLD
Park No. Dial

To pick up a Parked call:

- (1) Lift the handset.

Press the **Park** key (Service Code **852: *04 + orbit**).

-OR-

- (1) Press the **Speaker** key.
- (2) Dial **861** and the Park orbit (01~64).

ANS HOLD
Park No. Dial

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 **851:35**).
- (3) Hang up.
- (4) Lift the handset when the busy extension calls you back.

Note: If the unavailable extension was unanswered (not busy), the Callback goes through after your co-worker uses their telephone for the first time.

Note: 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 **870**.

-OR-

- (1) Press the **Camp-On** key (Service Code **851:35**).

2-14 THU 3:15PM CAMP-ON STA 12345678

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 **851:38**).
- (3) Hang up.

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

To answer a Message Waiting:

Note: When you have a message, your Message Waiting LED flashes.

- (1) Press the **Speaker** key and dial **841**.

-OR-

- (1) Press the **MW softkey** or **Message Waiting** key (Service Code **851:38**).

2-14 THU 3:15PM 12345678 STA 12345678 MW Menu
--

MW from STA 12345678 Call Cncl

Note: If the called extension does not answer, dial 0 or press your Message Waiting key to automatically leave a message.

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 **873**.
- (3) Hang up.

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

- (1) Press the **Speaker** key.
- (2) Dial **871**.
- (3) Dial the number of the extension you do not want to have your messages.

Hang up.

-OR-

- (1) 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 (No setting on default).

-OR-

- (1) Dial **809**.
- (2) Press the **Off Hook Signaling** key (Service Code **851:33**).

Note: You hear Ring Busy Tone.

Note: 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.

2-14 THU 3:15PM
CALLING STA 12345678
Voice MW

Department Step Call

To make a Step Call:

- (1) Place a call to a busy Department Group member.

-OR-

- (1) 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 **851:48**).

-OR-

- (1) Dial (No setting on default).

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 **851:48**).

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: 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 **851:30**).

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 **851:30**).

PREVIEW	SAVED NUMBER		
List	Dir	ICM	Prog

Note: The stored number dials out.

-OR-

- (1) Press the **Speaker** key.

- (2) Dial **815**.

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

Note: The stored number dials out.

Memo Dial

To store a number while you are on a call:

- (1) While on a call, press the **Memo Dial** key (Service Code **851:31**).

- (2) Dial the number you want to store.

- (3) Press the **Memo Dial** key again and continue with the conversation.

To call a stored Memo Dial number:

- (1) Do not lift the handset.

- (2) Press the **Memo Dial** key (Service Code **851:31**).

- (3) Press the **Speaker** key.

-OR-

- (1) Press a configured Line key.

Note: The stored number dials out.

MEMO DIAL
CONF

To check to see the stored Memo Dial number:

- (1) Do not lift the handset.
- (2) Press the **Memo Dial** key (Service Code **851:31**).
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 **851:31**).

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-

- (1) Press the **Repeat Redial** key (Service Code **851:29**).
Note: The Repeat Redial key lights while you wait for the system to redial.
- (2) Press the **Speaker** key to hang up.
Note: The system periodically redials the call.
Note: System programming determines the waiting time and the number of redial attempts.

- (3) Lift the handset when the called party answers.
Note: When using trunks with answer supervision, the Repeat Redial feature automatically cancels.

Line 001	00:27
Repeat Dial	
Conf Rpt Save	

To cancel Repeat Redial:

- (1) Press the **Feature** key.
- (2) Press the **Redial** key.

-OR-

- (1) Press the Repeat Redial key (Service Code **851:29**).

2-14 THU 3:15PM
Cancel Repeat Dial
List Dir ICM Prog

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 **851:08**) 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**".

Line 001				
NEC America 2142622000				
Conf	Dir	ICM	Prog	

- (1) Press the **Call History** key (Service Code **851:08**) 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.

2-14 THU 4:32PM				
12345678				
Conf	Dir	ICM	Prog	

LIST MENU	
Redial	CID

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 **851:24**).

-OR-

- (1) Dial **856** or **867**.

*Note: Service Code **867** can pick up any call in the group, plus any Ring Group calls. Service Code **856** cannot pick up Ring Group calls.*

2-14 THU 4:32PM		
Call P/U	STA 87654321	
Conf		

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 **851:25**).

-OR-

- (1) Dial **869**.

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 **851:26 + group**).

-OR-

- (1) Dial **868** and the group number (0~9 or 00~64).

2-14 THU 4:32PM Group No.
--

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 **715**.
- (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.

2-14 THU 4:32PM ICM DIAL 12345678

2-14 THU 4:20PM TALKING TO STA 12345678 Conf

Paging

To make an Internal Page announcement:

- (1) Press the zone's **Internal Paging** key [Service Code **851:21**, 01~64 for zones (00 for All Call)].

-OR-

- (1) Press the **Speaker** key or lift the handset.
- (2) Dial **801** and the Paging Zone number (0~9 or 00~64).

Note: Dialing 0 or 00 calls All Call Internal Paging.

- (3) Dial **751** 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.

2-14 THU 4:32PM GROUP No.
--

2-14 THU 4:32PM PAGE EXT GROUP
--

- (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 **851:19** 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 **803** and the External Paging Zone code (1~8 or 0 for All Call).

2-14 THU 4:20PM ZONE

2-14 THU 4:20PM PAGE EXT Group

-OR-

- (1) Dial **751** 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.

- (2) 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 **863** (if your extension is in the zone called).

-OR-

- (1) Dial **864** and the zone number (if your extension is not in the zone called).

-OR-

- (1) Press the **Meet Me Conference/Paging Pickup** key (Service Code **851:23**) 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 **865**.
- (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**.

Note: Default is 825.

(3) Press the **Speaker** key to hang up.

Note: The default of BACKGROUND MUSIC service code is "no setting".

2-14 THU 4:20PM
B.G.M. ON

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.

(2) Dial the **Call Forward – Immediate Service Code** (default: **848**).

-OR-

(1) Press the **Call Forwarding Programmable Function Key** (Service Code **851:10**).

CF-ALL
1:SET 0:CANCEL

(2) Dial **1** (Set).

CF-ALL

(3) Dial the destination extension or off-premise number.

CF-ALL
92142622000

(4) 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.

(2) Dial the **Call Forward – Immediate Service Code** (default: **848**).

-OR-

(1) Press the **Call Forwarding Programmable Function Key** (Service Code **851:10**).

(2) Dial **0**.

(3) 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: **844**).

-OR-

- (1) Press the **Call Forwarding Programmable Function Key** (Service Code **851:13**).

CF-BNA 1:SET 0:CANCEL
--

CF-BNA 12345678

- (2) Dial **1** (Set).
- (3) Dial the destination extension or off-premise number.
- (4) 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: **844**).

-OR-

- (1) Press the **Call Forwarding Programmable Function Key** (Service Code **851:13**).
- (2) Dial **0** (Cancel).
- (3) 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: **842**).

-OR-

- (1) Press the **Call Forwarding Programmable Function Key** (Service Code **851:14**).
- (2) Dial **1** (Set).
- (3) Dial the destination extension number.

CF-Both Ring 12345678
--

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: **842**).

-OR-

- (1) Press the **Call Forwarding Programmable Function Key** (Service Code **851:14**).
- (2) Dial **0** (Cancel).
- (3) 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 **851:18 + 01~20**).

IN MEETING UNTIL 08:48			
STA 12345678			
List	Dir	ICM	Prog

- (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.

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

- (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 **851: Code 03**)).

To cancel a message:

- (1) Press the **Speaker** key.
- (2) Press the **Text Message** key (Service Code **851:18+**).
- (3) Press Speaker to hang up.



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.

Code Restriction, Dial Block

To set Dial Block:

- (1) Press the **Speaker** key.
- (2) Dial **700** (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 **700**.
- (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.

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-

- (1) Press your **Account Code** key (Service Code **851:Code 50**).
- (2) Dial your Account Code (1~16 digits, using 0~9 and #).

LINE 001
Enter Account Code
Conf Rpt Sav Trf

Note: If Account Codes are hidden, each digit you dial shows as a “” character on the telephone’s display.*

- (3) Dial *.

-OR-

- (1) Press your **Account Code** key (Service Code **851: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-

- (1) Press your **Account Code** key (Service Code **851:Code 50**).
- (2) 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.*

- (3) Dial *.

-OR-

- (1) 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 **852: *10**).

-OR-

- (1) Press the **Speaker** key and dial the Log In Service Code (Default: **839**).

- (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

WAIT ACD LOGIN	G:01		
12345678	STA 12345678		
List	Dir	ICM	Prog

Display after Agent login

Group	G:01
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 **852: *10**).

-OR-

- (1) 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

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

Display before Agent login

2-15 FRI 11:02PM			
12345678	STA 12345678		
List	Dir	ICM	Prog

Display after Agent login

2-15 FRI 11:02PM			
12345678			Login
List	Dir	ICM	Prog

Multiple AIC Agent Log In

To log in:

- (1) Press the **ACD LOG IN/LOG OUT** key (Service Code **852: *10**).

- OR -

- (1) 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 **852: *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 **852: *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.

Group No: 01			
12345678		OFF DUTY	
List	Dir	ICM	Prog

To cancel the manual Rest Mode:

- (1) Press the **ACD Rest Mode** key (Service Code **852: *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 **852: *19**).

Group No: 01			
0-----		00:05	
List	Dir	ICM	Prog

Note: The display indicates the number of calls in queue, the trunk name, and the length of time the call has been waiting.

Note: When the Queue Status Display key is pressed, the queue status of the extension's group is displayed. When the extension is not in an ACD group, the Queue Status of group 1 is displayed instead.

Note: When an agent logs in using an AIC code, the Queue Status of the default ACD group is displayed.

- (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 851: 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 **855**.
- (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):

Use this keypad digit....	Key for Entering Names When you want to....
1	Enter characters: 1 @ ¥] ^ _ ` { } Æ ¨ Á À Â Ã Ä Å Ç È É Ê Ì Ó
2	Enter characters: A-C, a-c 2
3	Enter characters: D-F, d-f, 3

Use this keypad digit....	Key for Entering Names When you want to....
4	Enter characters: G-I, g-i, 4
5	Enter characters: J-L, j-l, 5
6	Enter characters: M-O, m-o, 6
7	Enter characters: P-S, p-s, 7
8	Enter characters: T-V, t-v,8
9	Enter characters: W-Z, w-z,9
0	Enter characters:
	0 ! “ # \$ % & ’ () ô Õ ú ü ä ö ü á â è
*	Enter characters:
	+ , - . / : ; < = > ? B E ó S ç £
#	# = Accepts an entry (only required if two letters on the same key are needed – ex: TOM). Pressing # again = Space.
Conf	Clears all the entries from the point of the flashing cursor and to the right (used when entering the Name).
Exit	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).

(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.
- (2) Dial Service Code **851**.
- (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: Service Code 00 will erase the function from the key.

Note: In some cases, the **Hold** key needs to be pressed before pressing the **Speaker** key.

Function Number	Function	Additional Data
00	Not Defined	
01	DSS / One-Touch	Extension number or any numbers (up to 24 digits). Press HOLD to write.
02	Microphone Key (ON/OFF)	
03	DND Key	
04	BGM (ON/OFF)	
05	Headset	
06	Transfer Key	
07	Conference Key	

Function Number	Function	Additional Data
08	Incoming Call Log	
09	Day/Night Mode Switch	Mode Number (1-8)
10	Call Forward – Immediate	
11	Call Forward- Busy	
12	Call Forward – No Answer	
13	Call Forward – Busy/No Answer	
14	Call Forward – Both ring	
15	Follow Me	
16	--Not Used--	
17	--Not Used--	
18	Text Message Setup	Message Numbers (01-20)
19	External Group Paging	External Paging Number (1-8)
20	External All Call Paging	
21	Internal Group Paging	Internal Paging Number (01-64)
22	Internal All Call Paging	
23	Meet-Me Answer to Internal Paging	
24	Call Pickup	
25	Call Pickup for Another Group	

Function Number	Function	Additional Data
26	Call Pickup for Specified Group	Call Pickup Group Number
27	Speed Dial – Common / Private	Speed Dial Number (Common / Private)
28	Speed Dial –Group	Speed Dial number (Group)
29	Repeat Redial	
30	Saved Number Redial	
31	Memo Dial	
32	Meet – Me Conference	
33	Override (Off-Hook Signaling)	
34	Break – In	
35	Camp On	
36	Step Call	
37	DND / FWD Override Call	
38	Message Waiting	
39	Room Monitoring	
40	Handset Transmission Cutoff	
41	Buzzer	Extension Number
42	Boss – Secretary Call	Extension Number
43	Series Call	
44	Common Hold	
45	Exclusive	

Function Number	Function	Additional Data
46	Department Group Log Out	
47	Reverse Voice over	Extension Number
48	Voice Over	Extension Number
49	Call Redirect	Extension Number or Voice Mail Number
50	Account Code	
51	General Purpose Relay	Relay No (0, 1-8)
52	Automatic Answer with Delay Message Setup	
53	Automatic Answer with Delay Message Start	
54	External Call Forward by Door Box	
55	Extension Name Change	
56	General Purpose LED Operation	
57	General Purpose LED Indication	
58	Automatic Transfer at Department Group Call	Extension Group Number (1-8 or 01-64)
59	Delayed Transfer at Department Group Call	Extension Group Number (1-8 or 01-64)
60	DND at Department Group Call	Extension Group Number (1-8 or 01-64)
61	--Not Used--	

Function Number	Function	Additional Data
62	Flash Key	
63	Outgoing Call Without Caller ID (ISDN)	
64	--Not Used--	
65	--Not Used--	
66	-Not Used--	
67	--Not Used--	
68	--Not Used--	
69	--Not Used--	
70	--Not Used--	
71	--Not Used--	
72	Keypad Facility Key	
73	Keypad Hold Key	
74	Keypad RETRIEVE Key	
75	Keypad Conference Key	
76	Application Key	
77	Voice Mail (In-Skin)	Extension Number or Pilot Number
78	Conversation Recording – Voice Mail	
79	Automated Attendant (In-Skin)	Extension Number or Pilot Number
80	Tandem Ringing	1=Set 0=Cancel Extension Number to Tandem Ring
81	Automatic Transfer to Transfer Key	Trunk Line No. (001-200)

Function Number	Function	Additional Data
82	--Not Used--	
83	Conversation Recording Function (VMSU)	0=Pause 1=Re-recording 2=Address 3=Erase 4=Urgent Page
84	Drop Key	
85	-Not Used--	
86	Private Call Refuse	
87	Caller ID Refuse	
88	Dial-In Mode Switching	
89	Do-Not-Call Setup	
90	Do-Not-Call Registration	
91	Live Recording Key	
94	Call Attendant	
97	97: Doorphone (1~8:Doorphone No.)	
#04	Change Restriction Class	One-time Toll Restriction
#06	Power Saving for Power Save Group	Power Save Group Number 00~32 (00 = All Groups)
#07	Fixed Operation Mode	Night Mode Service Group No. (01~32)
#08	Bluetooth Connect	
#09	Bluetooth Path	
#10	Conference Record	
#11	Major Alarm	
#12	Minor Alarm	

Function Number	Function	Additional Data
#13	Calling Party Number Notification	Any number up to 24 digits
#14	Multi-Device Support	

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](#)

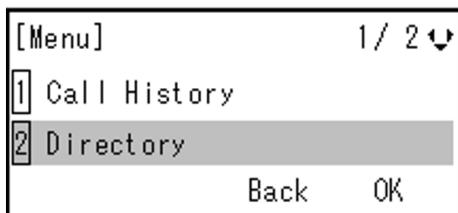
[Make a Call From Directory](#)

[Delete All Directory Data](#)

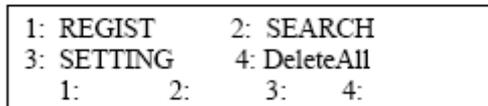
[Delete Specific Directory Data](#)

Add New Data

- (1) In the idle state, press **Directory** on the Cursor key. The menu screen is displayed in LCD.
- (2) Select **2. Directory** by using Cursor Key.



- (3) Select **1. REGIST** by using Cursor Key, Digit Key (1) or softkey.



- (4) Select Name or Telephone Number by using Alpha or Num softkey to toggle between the two.



- (5) Enter a name or telephone number to be registered in the directory using the dial pad.
- (6) After entering the name or telephone, press the **Hold** key.
- (7) The following list appears. Select a desired group by entering a number.

```
TLBK1: SELECT GROUP
1: Group 01 2: Group 02
3: Group 03 4: Group 04
```

- (8) Enter the telephone number as indicated in the display and press the **Hold** key.

```
TLBK1: INPUT NUMBER
NEC
2142622000
```

- (9) Enter a desired Memory ID.

```
TLBK1: REGIST MEMORY          >000
[0-299]
```

- (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

- (1) In the idle state, press **Directory** on the Cursor key. The menu screen is displayed in LCD.

```
[Menu] 1 / 2 ↵
1 Call History
2 Directory
Back OK
```

- (2) Select **2. Directory** by using Cursor Key.

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

```
1. REGIST 2: SEARCH
3. SETTING 4: DeleteAll
1: 2: 3: 4:
```

- (4) Select **MENU** to search.

```
TLBK1: SEARCH NAME [A]
NUM MENU <
```

Note: The display will show No TELBK Data if there are no entries to review.

- (5) Select a search method from the following list.

```
[SEARCH MENU]
NAME GRP NUM MEM
```

Search Method	Description
1. Name	Search data from the name list registered in the directory.
2. Group	Display the lists registered to each group (01~20 groups).

Search Method	Description
3. Tel Number	Search data from the telephone number list registered in the directory.
4. Memory ID	Search data from the memory number registered in the directory.

- (6) The following is an example when NAME, GRP, NUM, and MEM are selected as a search.

NAME

TLBK1: SEARCH NAME	[A]
NUM MENU	< ← →

GRP

TLBK1: SEARCH GROUP
1: Group 01 2: Group 02
3: Group 03 4: Group 04

NUM

TLBK1: SEARCH NUMBER	<
MENU	

MEM

TLBK1: SEARCH MEMORY	>
MENU	[0-299]

Make a Call From Directory

- (1) Display the detailed data for a target party (see [Find Registered Data](#)).

[SEARCH MENU]
NAME GRP NUM MEM

The following display is an example of dial by name.

```
[1 ]    NEC
2132622000
      CHG    DEL.    Dial
```

- (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

- (1) Display the main directory screen.

```
1: REGIST  2: SEARCH
3: SETTING 4: DeleteAll
  1:      2:      3:      4:
```

- (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
```

- (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**.
- (4) After the appropriate Directory data is deleted, the display changes as follows:

```
DELETED ALL TELBOOK DATA
```

Delete Specific Directory Data

- (1) Display the detailed data for a target party (see [Find Registered Data](#)).
- (2) Press **Menu** Key. The display changes as follows:

```
[SEARCH MENU]
Name    GRP    NUM    MEM
```

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
```

(3) Select 1: NEC.

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

(4) Press the DEL Softkey to delete the appropriate Directory data.

(5) After the appropriate Directory data is deleted, the following display appears:

```
TLBK1: DELETE DATA
DELETE DATA?
                Yes    No
```

(6) The following confirmation message appears.

```
DELETE COMPLETE!
```

This page is for your notes.

6. CALL HISTORY OPERATION

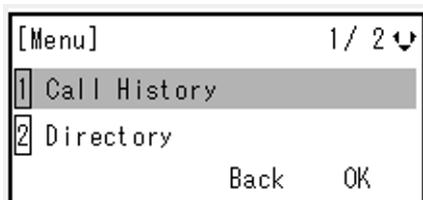
This chapter explains the Call History function of DT Series telephones. By using the Call History function, you can make a call with a simple operation.

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

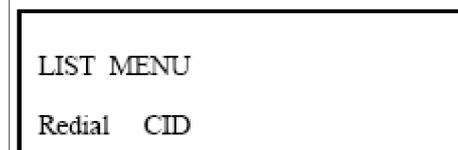
- [View Call History](#)
- [Make a Call From Call History](#)
- [Store Call History Data to Speed Dial](#)
- [Delete Call History Data](#)

View Call History

- (1) Press **Menu** Key. The menu screen is displayed in the LCD.
- (2) Select 1. **History** by using Cursor Key, Digit Key (1) or Softkey.

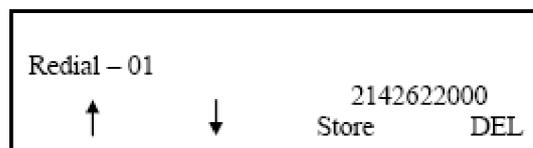


- (3) Select an item from the following histories, by using the Softkey.



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

- (4) The detailed information of the last call is displayed.



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

Note: If no history data is saved, "LISTEND" will be displayed on LCD.

Make a Call From Call History

- (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.

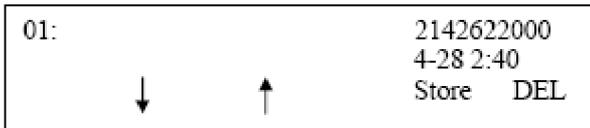


- (2) Lift the handset or press the **Speaker** key while displaying the call history information for the target telephone number on the LCD.

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

- (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.



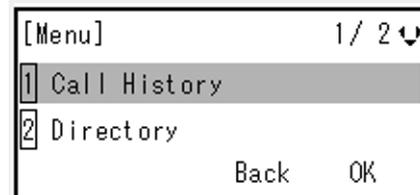
- (2) Press the **Store Softkey** while displaying the call history information for the target telephone number. The display changes as follows:



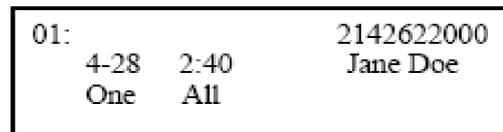
- (3) Select **STA** to store in a Station Speed Dial bin or select **SPD** to store in a System Speed Dial bin. Select **TELBK** to store in a Telephone Book.

Delete Call History Data

- (1) Press the **Menu** key. The menu screen is displayed in the LCD.
- (2) Select **1. Call History** by using the Cursor Key, Digit Key (1), or Softkey.



- (3) Select **CID** Softkey.
- (4) Select **DEL** Softkey.
- (5) Select **One** to delete a single call or **All** to delete all call history.



UNIVERGE[®] SV9100

DT530/DT920

User Guide

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