

D-Term IP-32 User Guide

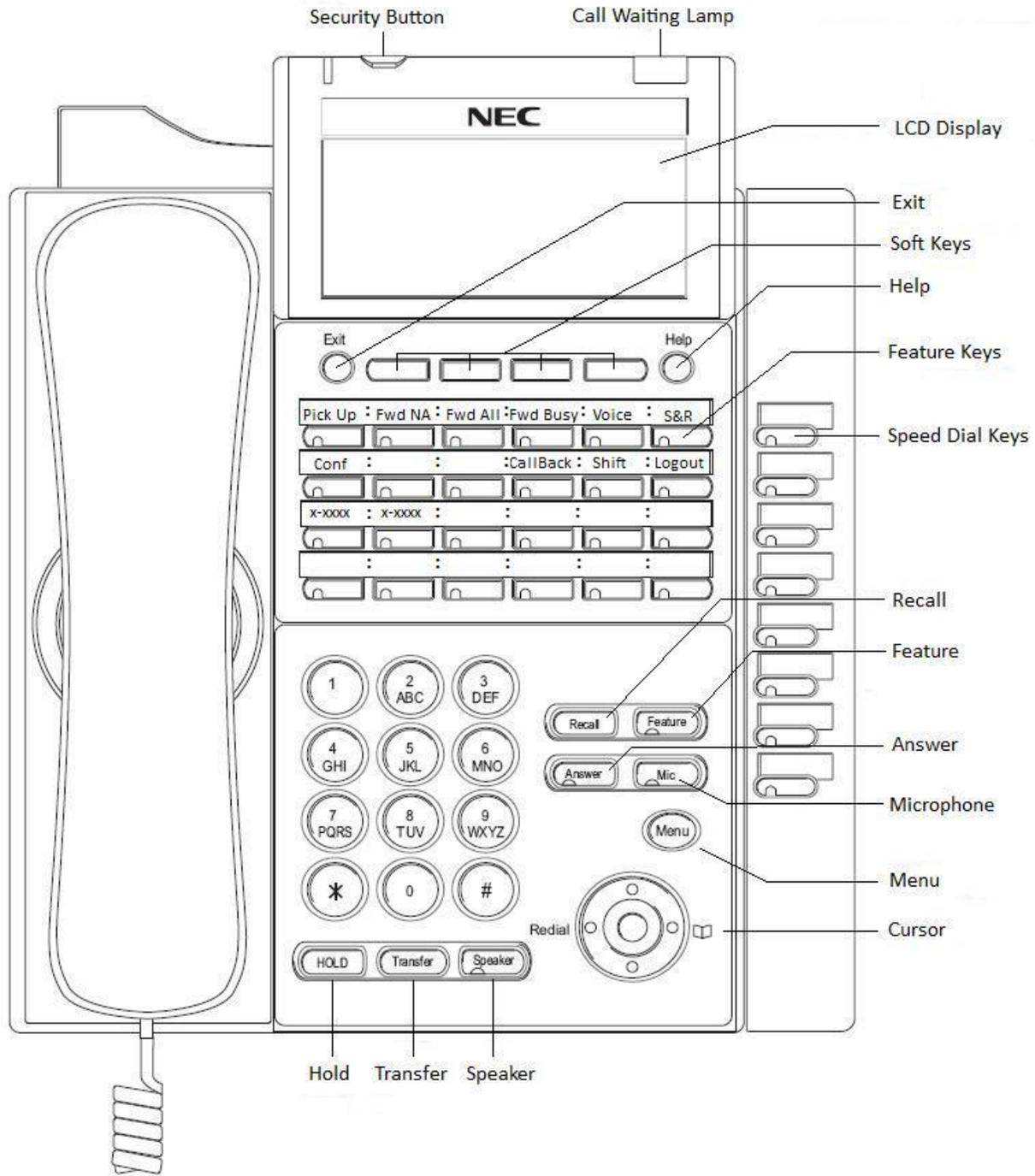


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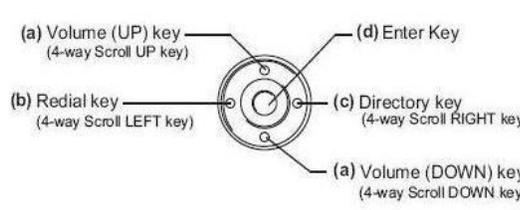
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Keys and Lamps

LED	Some of the keys listed below have a built-in Light Emitting Diode (LED) that lights or flashes according to the activity of that function key.
Security Button	Locks your phone so you cannot make or receive calls. The Security Lock LED will remain illuminated when this feature has been activated.
Call Waiting Lamp	This light will flash when you have an incoming call. The lamp remains steadily lit when you have a voicemail message waiting.
LCD Display	Liquid Crystal Diode (LCD) display provides D-Term activity information plus date, time, and Soft Key operation.
Exit	To exit from the Menu or Help mode and go back to the time display.
Soft Keys	Any feature shown at the bottom of the LCD display is available. Press >>> for more features.
Help	Explanations of the Soft Keys can be pulled up on the LCD by pressing this key.
Feature Keys	Your phones lines, as well as various other phone features, are located on these keys.
Speed Dial Keys	These keys allow you to program frequently-used phone numbers and functions into the D-Term's memory. You can then dial the numbers or engage the features by pressing a single key.
Recall	Allows you to hang up a call and immediately get a dial tone.
Feature	Used to program Speed Dial Keys. Also used to activate/deactivate Answer mode (below).
Answer	Allows you to automatically answer calls on your secondary lines. The LED light on this key remains illuminated when this feature has been activated.
Mic	Turns the microphone on and off. The LED light on this key remains illuminated when the Mic is on.

Menu Allows you to access local phone settings, such as the call history, ring tones, and color of the Call Waiting Lamp. For a complete list of options, see page 12.

Cursor Acts as the Up/Down/Left/Right/Enter buttons on the menu, as well as the Redial button, the volume buttons, and a shortcut key.



	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.

Redial Allows you to quickly dial a number from a list of previously dialed numbers. This key is found on the Cursor key:



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

Transfer Allows you to transfer established calls to another number.

Speaker Controls the built in speakerphone feature. The LED light on this key remains illuminated when the Speaker is on.

Tones

Dial Tone Steady tone you hear before you make a call.

Busy Signal Pulsing tone that indicates you dialed a number that is being used.

Reorder Tone Fast busy signal. This means that an invalid number was dialed, a service feature was denied, or your handset has been off hook and inactive for too long.

Special Dial Tone An interrupted dial tone. This means you may proceed to use a feature.

Service Set Tone A steady, high-pitched tone that indicates a feature was set or canceled.

Making and Receiving Calls

TO PLACE AN INTERNAL CALL

Lift your handset or press the Speaker key to receive a dial tone. Dial the desired 5-digit extension. Use your handset or Microphone to converse.

TO PLACE A LOCAL CALL

Lift your handset or press the Speaker key to receive a dial tone. Dial 9 and wait for the second dial tone. Dial the desired telephone number. Use your handset or Microphone to converse.

TO PLACE A LONG DISTANCE CALL

You will need to use your assigned V-Net code to place long distance calls. Lift your handset or press the Speaker key to receive a dial tone. Dial #9 and listen for the interrupted dial tone. Enter your V-Net code and listen for the service tone (solid, high-pitched tone). Dial 9-1 and the desired telephone number, area code first. Use your handset or Microphone to converse.

Note: Users at the remote Williamson County clinics do not need to use a V-Net code. If you wish to make a long distance call, you may follow the same instructions as placing a local call.

TO DIAL A TOLL-FREE NUMBER

Lift your handset or press the Speaker key to receive a dial tone. Dial 9 and wait for the second dial tone. Dial the entire toll-free number, including the '1' at the beginning. Use your handset or Microphone to converse.

TO ANSWER A CALL

Your phone will ring, the Call Waiting Lamp will flash, and the LED light on the ringing line will flash when you have an incoming call. Press the flashing line appearance key and lift the handset or press Speaker to answer the call. Use your handset or Microphone to converse.

TO ADJUST THE CALL VOLUME

While you are on a call, press the Up/Down Cursor buttons to increase/decrease the speaker volume.

Hold

You may place callers on Hold at any time during the call. A held call will flash green on your phone, and will flash red on any other D-Term phones with the same line appearance.

You may place a call on Exclusive Hold so that it may only be retrieved from your phone. When a call is on Exclusive Hold, your phone will flash a rapid green and will remain steadily lit red on any other D-Term phones with the same line appearance.

TO PLACE A CALL ON HOLD

While on a call, press the Hold key. The LED light on the held line will flash green on your phone and your display will indicate "HOLD."

TO RETRIEVE FROM HOLD

Lift your handset or press the Speaker key. Press the held line. Use your handset or Microphone to converse.

Note: Any D-Term with this line appearance can retrieve the call.

TO PLACE A CALL ON EXCLUSIVE HOLD

While on a call, press the Hold key twice. The LED light on the held line will rapidly flash green.

TO RETRIEVE A CALL FROM EXCLUSIVE HOLD

Lift your handset or press the Speaker key. Press the held line. Use your handset or Microphone to converse.

Note: Only the D-Term that sets the Exclusive Hold may retrieve the call.

IF UNANSWERED

After the pre-programmed time (approximately 5-6 minutes), Automatic Recall is initiated.

Automatic Recall shows as a ring burst and rapidly flashing green LED on your phone, and solid red LED on other phones with the same line.

Transfer

You may transfer calls, set up 3-way conference calls, or consult a third party by using the Transfer key. Your caller will hear the normal music on hold while transferring, establishing a conference call, or consulting a third party.

TO TRANSFER A CALL

While on a call, press the Transfer key and listen for the interrupted dial tone. Dial the desired number and either hang up or wait for an answer to announce the transfer.

TO ESTABLISH A CONSULTATION CALL

You may consult a third party while on a call. While the call is in progress, ask the party to hold. Press the Transfer key and listen for the interrupted dial tone (your caller is automatically placed on hold). Dial the number for the person you wish to consult. Press the Transfer key at any time during the consult to return to original caller (the third party is automatically placed on hold). You may alternate between the calls by pressing the Transfer key.

Note: Your display indicates the connected extension or number at any given time.

TO END A CONSULTATION CALL

The third party with whom you are consulting must terminate the call; otherwise, you will end up transferring your original call to the third party. You may either wait for the third party to hang up while you are connected to them, or press the Transfer key to return to your original caller.

Conference

TO INITIATE A THREE-WAY CALL

While on a call, ask the party to hold. Press the Transfer key and listen for the interrupted dial tone. Dial the desired number. After the call is answered, press the CONF key. The LED light will come on and a three-way call is established. If one party hangs up, the other two will remain connected and the LED light goes out.

4-16 PARTICIPANTS

Conference calls for more than three and up to sixteen participants can be accomplished through the Vanderbilt Operators. You may reach the Vanderbilt Operators 24/7 by dialing "0" from your phone. Prior notice is preferred when setting up large conference calls.

Soft Keys

OHR (Off Hook Ringer)

This feature mutes the ringer while you are on the phone. To activate or deactivate this feature, press the gray Soft Key directly beneath the letters “OHR” on your display.

RMUTE (Ring Mute)

This feature mutes the ringer so that the phone will not ring for any calls. To activate or deactivate this feature, press the gray Soft Key directly beneath the letters “RMUTE” on your display.

MIC

This feature turns the microphone on and off. To activate or deactivate this feature, press the gray Soft Key directly beneath the letters “MIC” on your display, or just use the MIC button next to the dial pad. The MIC LED light will illuminate when the microphone is on.

HSET

This feature will allow you to use a hands-free headset with your D-Term. In the bottom-right corner of your display, you should see three right-pointing arrows that look like this: >>>. You will need to press the gray Soft Key beneath >>> to scroll over to the page with the headset feature. The letters “MUTE” and “HSET” should appear on your display. To activate or deactivate your headset, press the gray Soft Key directly beneath the letters “HSET” on your display. For information on using your headset, see page 15.

MUTE

This feature allows you to mute your handset. In the bottom-right corner of your display, you should see three right-pointing arrows that look like this: >>>. You will need to press the gray Soft Key beneath >>> to scroll over to the page with the mute feature. The letters “MUTE” and “HSET” should appear on your display. To activate or deactivate this feature, press the gray Soft Key directly beneath the letters “MUTE” on your display.

HELP

Press the round Help key, located just beneath the right side of your display, for helpful information regarding the Soft Keys on your phone.

EXIT

Press the round Exit key, located just beneath the left side of your display, to exit the Help program.

Feature Keys

Security Lock

The Security Lock will lock all buttons and features on your phone and prevent anyone (including you!) from using it until it is successfully unlocked.

TO LOCK YOUR PHONE

Press the Security Lock button above your display. The display will indicate "Security Lock?" Press OK or press the Enter key. The Security Lock LED will illuminate and the display will indicate "Security Lock." Your phone is now locked.

TO UNLOCK YOUR PHONE

Press the Security Lock button above your display. The display will prompt you for a password. Enter the unlock code **6633222** and press OK. For security purposes, the phone will block the display of the password with an asterisk (*) for each digit you enter. You will have three attempts to enter the password. If successful, the Security Lock LED will go off and you will be able to resume normal phone operation. After a third attempt, the display will indicate "Incorrect security code password entered" and the phone will remain locked for 10 minutes. You must wait 10 minutes to attempt the password again.

Speed Dial Keys

The keys in the vertical row on the right side of your phone allow you to program frequently-used phone numbers into the D-Term's memory. You can then dial the number by pressing a single key. The Shift key allows you to establish 8 additional speed dials for a total of 16. You may also save certain functions (such as Transfer or Voice) to your speed dial keys.

Note: Once a speed dial has been saved, it cannot be erased. You can, however, save over it with a new number or feature.

TO SAVE A NUMBER TO A SPEED DIAL KEY

Press the Feature key. Press the speed dial key you wish to program. Enter the number you wish to save. The display will indicate the digits dialed. Press the Feature key again to save the number. Your display will indicate "Speed Set."

TO SAVE A FUNCTION TO A SPEED DIAL KEY

Press the Feature key. Press the speed dial key you wish to program. To program a Transfer, press the Recall key as the first digit, followed by the number to which you wish to transfer. Your display will indicate "!" as the first digit. To program a pause, press the Recall key as any digit other than the first digit. Your display will not indicate the pause. To program a Voice call, enter the extension followed by the Transfer key. Your display will indicate "V" after the extension. Press the Feature key again to save the function. Your display will indicate "Speed Set."

TO SAVE A SPEED DIAL USING THE SHIFT KEY

Press the Feature key. Press the Shift key, then press the speed dial key you wish to program. Enter the number or function you wish to save. The display will indicate the digits dialed. Press the Feature key again to save the number or function.

TO VERIFY YOUR SAVED SPEED DIALS

Press the Feature key. Press the desired speed dial key. Your display will indicate the number and/or function programmed.

TO PLACE A CALL USING A SPEED DIAL KEY

Lift your handset or press the Speaker key to receive a dial tone. Press the desired speed dial key to automatically begin dialing.

Pickup

The Pickup key on your phone allows you to answer calls in your Call Pickup Group. A Call Pickup Group may include up to twenty numbers, but you may only be in one Call Pickup Group at a time. This is not a standard feature and must be requested separately.

TO ANSWER A CALL FROM A CALL PICKUP GROUP

Lift your handset and press the Pickup key. The call will automatically be answered from your phone.

Note: You may also answer a call from a Call Pickup Group by dialing #8.

Forwarding

You may send your calls to another extension, phone number, pager, or voicemail by using the forwarding function. Fwd NA will forward your calls to another destination after three rings. Fwd All will forward your calls immediately to another destination without ringing your phone. Fwd Busy will forward your calls to another destination if your line is in a busy state.

Note: Different forwarding functions may be active at the same time, but each forwarding function must be set separately. In other words, while the Fwd NA and Fwd Busy lights may be lit up at the same time, you cannot set the Fwd NA and Fwd Busy in the same call. You must hang up after each attempt.

TO SET FORWARDING

Lift your handset or press the Speaker key. Press the forward key you wish to set (Fwd NA, Fwd All, or Fwd Busy), dial the desired number, and hang up. The LED will light up and your display will indicate "Forward Set."

Note: If you have more than one line on your phone, the LED will only light up to indicate the forwarding settings on your prime line.

TO CANCEL FORWARDING

Lift your handset or press the Speaker key. Press the forward key you wish to remove (Fwd NA, Fwd All, or Fwd Busy) and hang up. The LED light will go off and your display will indicate "Forward Cancel."

Voice

This feature allows you to speak directly through the handset into another person's speaker. It is a one-way intercom.

TO MAKE A VOICE CALL

Lift your handset, dial the desired extension, and press the Voice button. Four "pings" will be heard on the telephone being called. The person you are calling must have the MIC button on to speak to you without lifting the handset; otherwise, they may use their handset at any time.

S&R (Save and Redial)

This key acts as a one-time-only speed dial. While on a call, you may press the S&R button to save the number. The LED will light up and your display will indicate "S&R." The number will remain saved indefinitely. To redial the number, lift your handset or press the Speaker key. Listen for dial tone, then press the S&R key. The LED light will go off and your phone will begin dialing automatically.

Note: Once you redial, the number is no longer saved. You may save the number again by repeating the above steps.

Conference

This will allow you to place a 3-way conference call. For more information on conference calls, see page 6.

Call Back

When a busy signal is received after dialing a campus number, this feature allows your D-Term phone to notify you and automatically complete the call when the line is free.

TO ACTIVATE CALL BACK

After receiving a busy signal from an extension, press the Call Back key, and hang up. You will be able to make and receive other calls in the meantime. When the busy extension becomes free, your phone will ring and the display will indicate "CALL BACK."

TO CANCEL CALL BACK

To cancel this feature after it has been activated, get a dial tone and press the Call Back key.

Shift

The Shift key allows you to save an additional 8 speed dial keys. For more information on speed dial keys, see page 8.

Logout

The Logout key allows you to log out of your IP phone and disconnect it from the network. You will not be able to make or receive calls while you are logged out. This feature is not widely used at Vanderbilt.

IF PROMPTED TO LOGIN TO YOUR D-TERM IP PHONE

Enter your 5-digit extension as the login code and press Set. Enter your 5-digit extension as the password and press OK. If the login code is accepted, the display will indicate "Connecting... (VLAN)" and eventually change to normal idle status.

TO LOG OUT OF YOUR D-TERM IP PHONE

Press the Logout key. Your display will indicate "LOGOUT?" and the LED will slowly flash red. Press the Logout key again to log out. Your display will indicate "Connecting... (VLAN)" as it disconnects from the network.

Recall

Pressing the Recall key will immediately disconnect your current call and get a new dial tone.

Answer

This feature will allow you to automatically answer your secondary lines without selecting them first.

TO ACTIVATE ANSWER MODE

Press the Feature key, then press the Answer key. The LED light on this key will illuminate.

TO DEACTIVATE ANSWER MODE

Press the Feature key, then press the Answer key. The LED light will go off.

Redial

This feature saves a history of previously dialed numbers, allowing you to scroll through the list and instantly redial. To do so, press the Redial key repeatedly to scroll through the list. Once the desired number is displayed, press the * key to dial the desired number.

Menu

The Menu key provides access to many customizable features. The only options used at Vanderbilt are History (Option 1) and Settings (Option 5). Below is a full list of options available from the Menu. For information on commonly used settings, see page 16.

Menu Item	Description
Menu	Press  key while indicating the current time on LCD.
1 History	To view call history data.
2 Directory	To access directory feature. Not used.
3 Tool	For system administrator use only.
4 Call Func.	Not used.
5 Setting	To access and change individual phone settings.
6 Presence	Not used.
# Favorite	Not used.
0 Config	For system administrator use only.

Menu History

The History menu can be accessed by pressing the Menu key and choosing Option 1. This will open a brief call history for your phone. You may review each entry by using the Cursor button. You may also delete numbers from the history by using the “DEL” Soft Key. Below is a full list of options available from the Menu History.

Menu Item	Description
1 History	
1 Missed	Displays the history of missed calls. The user can also make a call from this menu.
2 Outgoing	Displays the history of outgoing calls. The user can also make a call from this menu.
3 Incoming	Displays the history of incoming calls. The user can also make a call from this menu.
4 Delete All	Deletes all the history data.

Menu Settings

The Settings menu can be accessed by pressing the Menu key and choosing Option 5. Here, you can customize certain aspects of your phone, including the ring tone, the color of the Call Waiting Lamp, the font size on your display, and many more. Below is a full list of options available from the Menu Settings.

Menu Item	Description
5 Setting	
1 User Setting	Change the user settings for your phone.
1 Incoming Call	Settings for incoming call.
1 Ring Volume	Not used.
2 Offhook Ring	Enable/Disable Off-hook ringing.
3 Headset Ring	Allows your phone to ring in your headset vs. your handset.
4 Ring Tone	Select a ringer tone for External Call and Internal Call. Automatic / Tone Type 1-14 / Download 1-3
5 Illumination	Change the incoming call light for Internal and External Calls. Automatic / Disable / Red / Green / Blue / Yellow / Purple Light Blue / White / Rotation
6 Headset Ring	Not used.
2 Talk	Settings for telephone conversation.
1 RTP Alarm	Enable/disable RTP alarm.
2 DTMF Tone	Enable/disable DTMF tone.
3 Key Touch Tone	Changes whether or not you hear a key touch tone while you are dialing.
4 Hold Music	For system administrator only.
5 Prefix	For system administrator only.
3 Display	Settings for LCD display.
1 Time Format	Determines whether time is displayed with a 12-hour or 24-hour clock format.
2 Local Volume	Determines whether or not to display the following volume levels: handset receiver volume, speaker volume, ringer tone volume and LCD contrast.
3 Screen Saver	Sets Screen Saver related data.
1 Screen Saver Mode	Enable/Disable Screen Saver.
2 Wait Time	Set the Wait Time to launch Screen Saver
4 Back Light	Enable/disable the backlights of LCD and digit keys.
5 Font Size	Change the displayed character size on the LCD.
6 Language	Select a language to be displayed on LCD.
4 Change Password	For system administrator only.
5 Security	Not used.
6 Peripherals	Not used
0 Setting Reset	Reset the telephone settings. For system administrator only.
2 Download	For system administrator only.
3 Data Backup/Restore	For system administrator only.

Other Features

Call Park

This feature allows you to “park” a call until you retrieve it from your own or another telephone. For example: You receive a call and must go to the file room to look up some information. You would park the call, get the information needed, and retrieve the parked call on the telephone in the file room.

Note: A parked call must be retrieved. If the call is not retrieved, it will ring back to the original extension.

TO PARK A CALL

Press the Transfer key and dial #6. Listen for the service set tone. Your display will indicate “CALLPARK SET.” Hang up.

TO RETRIEVE THE CALL FROM THE ORIGINAL TELEPHONE

Lift the handset and dial #6. You are automatically reconnected with your caller. Your display will indicate “CALLPARK” and the number.

TO RETRIEVE THE CALL FROM ANOTHER TELEPHONE

Lift the handset and dial *65, followed by the extension number of the telephone where you parked the call. You are automatically reconnected with the caller. Your display will indicate “CALLPARK” and the number.

Directed Call Pickup

You may pick up any ringing line from your phone. You do not need to be in a Call Pickup Group with that line, nor do you need a separate line appearance on your phone.

TO ANSWER A RINGING CALL FROM YOUR PHONE

Lift your handset or press the Speaker key. Dial *8 plus the extension that you wish to pick up. The call will automatically be answered from your phone.

Headsets

Hands-free headsets are available for purchase through Vanderbilt ITS. In order to use your headset, ITS must add a “Release” key to your phone, which will allow you to hang up calls.

Note: When using a headset, the ring volume on your phone is automatically lowered. To adjust the ring volume, you must come out of Headset mode. For further instructions on how to adjust the ring volume, see page 16.

TO TURN ON YOUR HEADSET

Press the >>> Soft Key for more options. Press the “HSET” Soft Key. “HSET” will flash on your display. You may now use your headset.

TO TURN OFF YOUR HEADSET

Press the >>> Soft Key for more options. Press the “HSET” Soft Key. “HSET” will disappear from your display. Your headset is now off.

Customizing Your Phone

Ring Volume

You may adjust the volume of your ringer as needed. However, you can only adjust the ring volume if the ringer is turned on and your phone is ringing.

TO ADJUST RING VOLUME

Have a coworker call your phone (or call yourself from a cell phone). While your phone is ringing, press Up on the Cursor to increase the ring volume. Press Down on the Cursor to decrease the ring volume. You may hang up after you are done adjusting the volume.

Note: If you use a headset, you must be out of Headset mode to adjust the ring volume.

Ring Tone

You can adjust the ring tone on your phone for both internal and external calls. You may access a list of possible ring tones through the Menu.

TO CHANGE THE RINGER FOR INTERNAL CALLS

Press the Menu key. Dial 5 – 1 – 1 – 4 – 2 to access a list of 14 possible ring tones. Use the Arrow keys to scroll through the list, and press OK when finished.

TO CHANGE THE RINGER FOR EXTERNAL CALLS

Press the Menu key to open the menu. Dial 5 – 1 – 1 – 4 – 1 to access a list of 14 possible ring tones. Use the Arrow keys to scroll through the list, and press OK when finished.

Lamp Color

You can change the color of your Call Waiting Lamp for both internal and external calls, or disable the lamp entirely. You may access a list of possible colors through the Menu. The default color for the lamp is red.

Note: Even if you disable the lamp, it will still illuminate in the default color when you have a voicemail message.

TO CHANGE THE LAMP COLOR FOR INTERNAL CALLS

Press the Menu key. Dial 5 – 1 – 1 – 5 – 2 to access a list of 8 possible colors, including a rotation of all colors. Use the Arrow keys to scroll through the list, and press OK when finished.

TO CHANGE THE LAMP COLOR FOR EXTERNAL CALLS

Press the Menu key to open the menu. Dial 5 – 1 – 1 – 5 – 1 to access a list of 8 possible colors, including a rotation of all colors. Use the Arrow keys to scroll through the list, and press OK when finished.

LCD Display

You may adjust the brightness of your LCD display as needed. While the phone is on hook (i.e. inactive), press Up on the Cursor to darken the display. Press Down on the Cursor to lighten the display.