

DT920S (ITK-32LCGS) PHONE LAYOUT AND PARTS

Figure 2.3 DT920S (ITK-32LCGS)

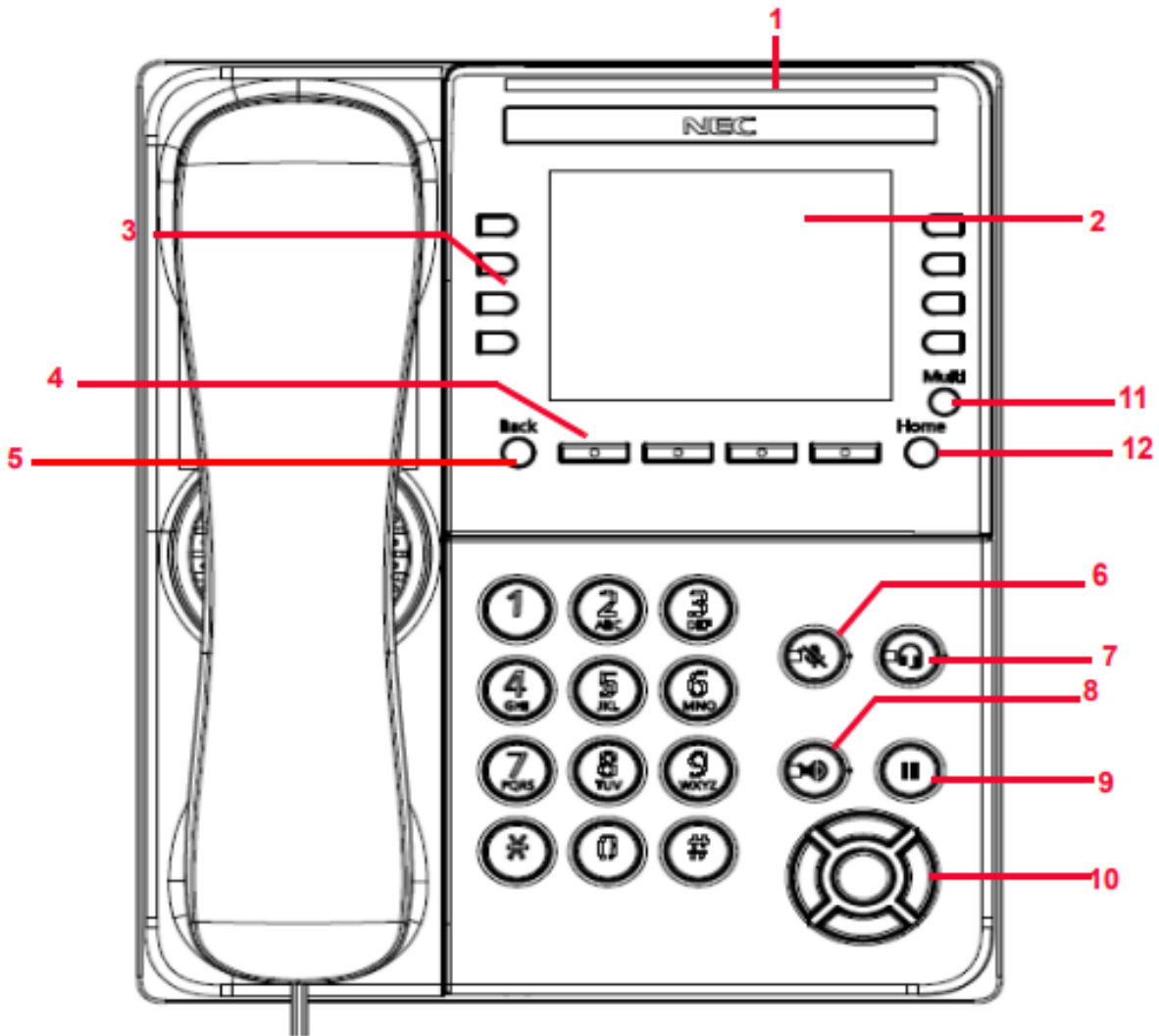


Table 2.6 DT920S (ITK-32LCGS) Keys and Parts

- 1. Call Indicator Lamp** • If missed call notification for the call indicator lamp is disabled (default), the lamp flashes for incoming and missed calls, and displays steady red for message waiting.
If missed call notification for the call indicator lamp is enabled, the lamp flashes for incoming calls and missed calls, including missed calls where someone has left a voice mail. The lamp only display steady red if you still have messages waiting after you have cleared your missed calls.
- 2. LCD and DESI-Less Programmable Key LCD**
The LCD (Liquid Crystal Display) provides call status activity information plus date, time and softkey operation. The LCD supports 3 lines of text.
The first programmable key is reserved as the Line Key. Line Keys allow the user to select which line to operate on.
Any programmable keys not used as Line Keys can be programmed as Speed Dial Keys by the user or system administrator, or Microbrowser keys. Numbers up to 24 digits can be assigned to Speed Dial Keys. The numbers may be a telephone number or star/hash codes.
- 3. Softkeys** The softkeys show the available features for your current activity. Any feature shown at the bottom of the LCD is available. The appropriate key is displayed on the screen according to the call handling process.
- 4. Programmable Keys** The first programmable key is reserved as the Line Key. Line Keys allow the user to select which line to operate on. Any programmable keys not used as Line Keys can be programmed as Speed Dial Keys by the user or system administrator. Numbers up to 24 digits can be assigned to Speed Dial Keys. The numbers may be a telephone number or star/hash codes.
- 5. Back key** To return the previous window.
- 6. Mic/Mute key** Press key to mute the microphone. The LED on this key flashes when the microphone is muted. Press the key again to un-mute the microphone. This button displays a red light when the phone is idle. The light does not display when the microphone is in use during a call.
- 7. Headset key** Press the Headset key to enable the use of a supported headset.
- 8. Speaker key** Controls the built-in speaker which can be used for Hands Free dialing and conversations. The LED on this key lights when the speaker is active.
- 9. Hold key** Press this key to place a call on hold.
- 10. Cursor pad** Use this key to navigate to various features. The up and down keys on the cursor pad can be used to adjust the volume of the phone.
- 11. Multi key** To display the application switch screen.
- 12. Home key** To go back to the Home window.

OPERATION BY MENU AND CURSOR PAD

You can use the menu on the phone in combination with the cursor pad to access Call History, Personal Directory and terminal settings quickly and easily. For example, the following operations show how to access the Personal Directory:



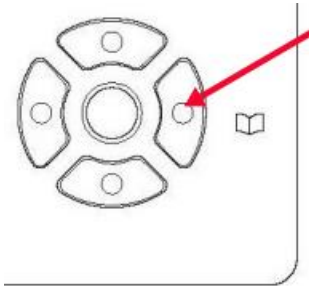
Mic – Press this key to mute the microphone: the LED is OFF. Press the key again to un-mute the microphone.

Headset -

Hold/Resume – Places current call on hold. To resume the held call, press the Hold key, or press the Resume Soft Key. During a held call, you can dial another party by pressing the NewCall Soft Key, which provides dial tone

Speaker – Controls the built-in speaker which can be used for Hands Free dialing/monitoring.

Cursor Keys – Use these keys to access features



- Use the Right Cursor Pad Key to access Personal Directory
- Up/Down – Adjusts speaker/receiver volume and ringer volume.
- Soft Ring Volume: Press (UP) or (DOWN) key while soft ring tone plays.
- Ringer Volume: Press (UP) or (DOWN) key while not in a conversation and soft ring tone does not play.

Soft Keys

Soft Keys are buttons that change function depending on the situation. Their current function is highlighted immediately above the button on the LCD screen.

- **NewCall** – Generates dial tone for a call.
- **Voicemail** – Automatically dials the voice mail extension on your system.
- **Pickup** –
- **Redial** - Pressing this key redials the last number dialed
- **Conference/Conf** – Initiates completes a conference.
- **Resume** – Takes the call off Hold status. (Pressing the Hold button again)



Placing Calls

External Calls

To place an external call

Calls made to numbers that are outside of your system usually require an outside line access code.

- 1 Lift the handset, press the Speaker key, or press the NewCall softkey to receive dial tone.
- 2 Enter the outside line access code using the keypad (8), then enter the telephone number of the outside party.

You can use the Delete softkey to delete the last digit (backspace).

- 3 Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.

The call proceeds to the dialed party.

Note: You can also dial the number, then lift the telephone handset or press the Headset softkey to initiate a call.

Internal Calls

To place an internal call

- 1 Lift the handset, press the Speaker key, or press the NewCall softkey to receive dial tone.
- 2 Enter the internal extension number.

You can use the Delete softkey to delete the last digit (backspace).

- 3 Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.

The call proceeds to the dialed party.

Note: You can also dial the number, then lift the telephone handset or press the Headset softkey to initiate a call

Call Duration

Call duration is displayed in HH:MM:SS format for the first hour of a call, of the call.

Ending A Call

To end a phone call, hang up the phone handset or press the End Call softkey.

Redialing A Number

To redial the last number that was dialed from the phone, press the Redial key.

Note: This works for both internal and external calls

Hold / Resume A Call

To hold/resume a call

1 While on a call, press the Hold key to place the call on hold.

If the SIP server supports music-on-hold, the other party hears music-on-hold.

2 To resume the held call, press the Hold key, or press the Resume softkey.

• On hold duration is displayed in MM:SS format for the first hour, and then HH:MM for the remainder of the call. The maximum duration is 99:59:59.

Note: During a held call, you can dial another party by pressing the NewCall softkey, which provides dial tone.

If you have problems reconnecting to a call after it is put on hold, press the EndCall softkey to terminate the call.

Call Waiting / Concurrent Calls

Note: The call waiting feature and maximum number of concurrent calls you can receive is determined by your system administrator.

If you have call waiting on your phone line, you will hear a tone in your handset and the call indicator lamp flashes when another call on the line is waiting for consultation.

To answer the other incoming call (Call Waiting)

1 You will hear a tone that indicates you have another call. Also, the Call Indicator Lamp on the phone will flash.

2 Press the Line Key or Answer key.

The current call is put on hold, and the new call is answered.

3 When you have completed the call, press the EndCall softkey to end the call and return to your original call.

4 Press the Hold key or the Resume softkey to resume the original call.

To place a second call (Concurrent call)

If it is enabled by your system administrator, you can place a new call while you are on another call. They are treated as two separate phone calls, and you cannot conference the calls or transfer one call to the other call.

1 Press the Hold key to place the current call on hold, then press the NewCall softkey to get dial tone.

2 Enter the phone number you want to call.

3 Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.

The call proceeds to the dialed party.

4 When you have completed the call, press the EndCall softkey or press the switch hook to end the call and return to your original call.

5 Press the Hold key or the Resume softkey to resume the original call.

Call Transfer Ring And Conferencing

Conferencing Calls

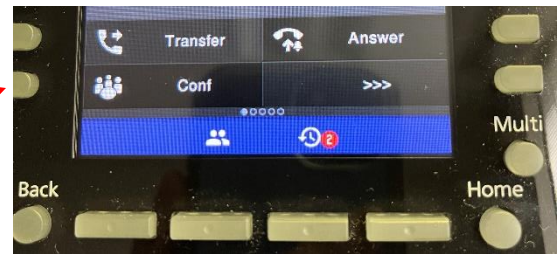
The phones support 3 party conferencing.

Conference Reminder Tone

A Conference Reminder tone may be enabled on your phone. If enabled, a reminder tone is played periodically when you have established a 3-party conference call from your telephone. You may also hear the phone if you a called party on another 3-party conference that was established from another phone enabled for the conference reminder tone.

To conference two calls

- 1 While on a call, press the Conf key, or press the Conf or Conference softkey.
- 2 Use the key pad to dial the telephone number of the party to be joined in the conference.
- 3 Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.
 - a. If you decide not to complete the conference, the new call can be terminated by pressing the EndCall softkey.
- 4 Press the Conf key, or press the Conference softkey after the other party has answered their phone to complete the conference.



Hold / Resume Conference Call

To hold/resume a conference call

Note: Phones that only support three lines of information display “Conference Active” on the screen when a conference is connected, and “Conference” when the conference is on hold.

1 While on a conference call, press the Hold key, or press the Hold softkey to put the call on hold. The other parties in

the conference call will hear music on hold.

2 To resume the conference call, press the Hold key, or press the Resume softkey.

To call another party while on a conference call

Note: This feature may not be available on all systems. For more information, contact your system administrator.

Note: Phones that only support three lines of information display “Conference Active” on the screen when a conference is connected, and “Conference” when the conference is on hold.

1 While on a conference call, press the Hold key, or press the Hold softkey to put the call on hold. The other parties in

the conference call will hear music on hold.

2 Press the NewCall softkey to start a new phone call.

3 Use the key pad to dial the telephone number of the party to be joined in the conference.

4 Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.

Note: This call is treated as a separate phone call and cannot be added to any 3-party conference call that is in progress.

Conference Split

To split a conference call

Note: Phones that only support three lines of information display “Conference Active” on the screen when a conference is connected, and “Conference” when the conference is on hold.

1 Start a 3-way conference call with two other parties.

Note: You can only split a conference call that you have initiated.

2 Press the Split softkey to split the conference into two separate calls.

Each party is now treated as a separate phone call.

Note: After you have split a conference, you cannot rejoin the calls in a conference without having one party hang up so you can start a new 3-way conference call.

Conference Shuttle

The Conference Shuttle feature allows you to switch between two separate phone calls, putting one on hold while you are on the other call, before you join the calls in a conference.

Note: You cannot shuttle between calls after you have joined two calls in a conference call.

To switch between two calls

1 While on a call, press the Conf softkey.

2 Use the key pad to dial the telephone number of the party to be joined in the conference.

3 Press the Dial softkey to initiate the call, or wait a few seconds for the call to be automatically dialed.

4 After you have connected to the second call, press the Shuttle softkey to switch between calls without joining them in a conference.

The LCD will display the information for call you are currently on.

5 To join the two calls into a conference, press the Conf softkey.

Note: After you have joined two calls in a conference call, you can no longer use conference shuttle since the calls are now in one single conference call.

Ending Conference Calls

Hang Up while conferencing

- **If you are establishing a conference call and want to hang up on the person you are calling, press the EndCall**

softkey.

If you hang up the telephone handset or press the Speaker key while the phone for the new call is still ringing, the other two parties are connected in a blind transfer call.

Transferring Calls

Note: Transfer operations cannot be completed if the person you are trying to transfer the call to places you on hold, or if the call from you is placed in a held state before the transfer operation completes. The operation fails and you remain connected to the caller the same as before you started the transfer operation.

Attended transfer

An Attended Transfer is when you consult with the other party before transferring the call. You connect the two callers, and you are then disconnected from the call.

1 While on a call, press the Transfer key.

This puts the current call on hold so you can start to transfer the call.

2 Use the keypad to dial the telephone number to which the call is to be transferred.

3 After the other party answers the call, you can speak to that person before you transfer the call.

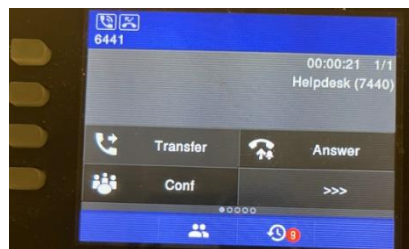
4 Press the Transfer button to transfer the original call to the new party. You will be disconnected from both calls.

Blind transfer

A blind transfer is when the call transfers immediately to the dialed extension without waiting to see if the extension rings or is picked up.

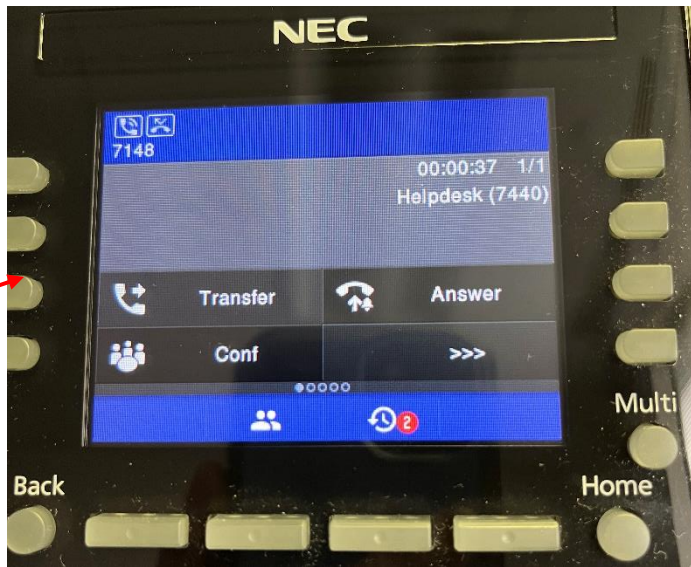
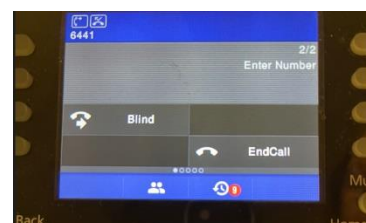
If the other caller does not answer or rejects the call, the call is routed to voice mail or according to forwarding conditions. If there is no voice mail or forwarding conditions set for the line you transfer to, the call will continue to ring.

1 While on a call, press the Transfer key.



This puts the current call on hold so you can start to transfer the call.

2 Press the Blind softkey, then use the keypad to dial the telephone number to which the call is to be transferred.



3 The call is immediately transferred when the number is dialed. You will be disconnected from both callers.

If your system administrator has enabled forwarding to external numbers, you may be able to transfer calls to external numbers. You will be disconnected from both calls when your phone dials the external number.

Unattended transfer

An Unattended Transfer can be done, when you want to verify that the dialed extension rings, or if you want to do a blind transfer where you do not wait to see if the other caller answers the call but you did not use the Blind softkey.

If the other caller does not answer or rejects the call, the call is routed to voice mail or according to forwarding conditions. If there is no voice mail or forwarding conditions set for the line you transfer to, the call will continue to ring.

1 While on a call, press the Transfer key.

This puts the current call on hold so you can start to transfer the call.

2 Use the keypad to dial the telephone number to which the call is to be transferred.

3 Press the Transfer key or hang up the telephone handset. You will be disconnected from both calls.

Transfer Shuttle

If you are doing an attended transfer and you are connected to both parties, you can shuttle between the two calls before you transfer the calling party to the other party.

To shuttle between calls during an Attended Transfer

1 While connected to both parties, press the Shuttle softkey.

You will be connected to the original caller. To continue to switch between the two callers, press the Shuttle softkey.

You can also press the Conf or Conference softkey to connect both callers to you in a three-party conference call.

Transfer Split

To split calls into two calls when transferring (Transfer split)

A Transfer Split can be done when you have started a transfer and then want to keep each call as a separate call. After you split the calls, you will not be able to continue a transfer between the two callers.

1 While on a call, press the Transfer key.

2 Use the keypad to dial the telephone number of the party to be transferred, the call will be automatically dialed.

3 Press the Split softkey to split the transferred call into two separate calls.

You will stay connected to each party, but each will be treated as a separate phone call.

You can use the Shuttle softkey to switch between calls.

Advanced Messaging Features

Message Waiting Indication

If configured on your phone by your system administrator, the phones have a call indicator lamp at the right top corner of the unit that lights steadily when a voice message has been left. An icon also displays on call status screens. Depending on your system configuration, you may also see an indication of how many messages you have.

Accessing Voicemail

To access the voice mail box for your system from the phone:

Press the Voicemail softkey

