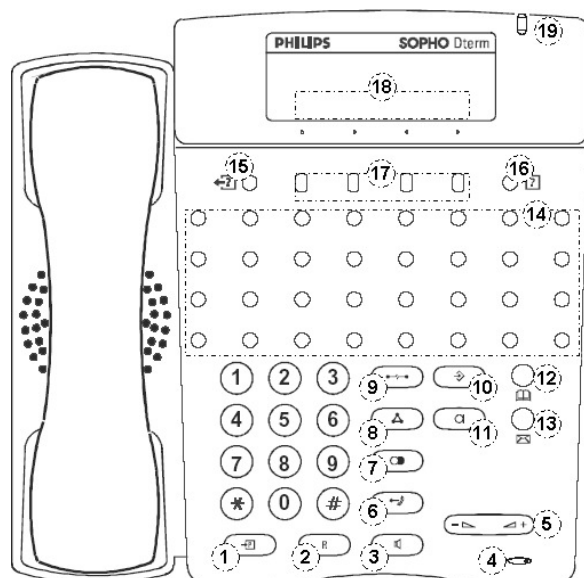


ITI Telephone Services - Philips Dterm User Guide



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|----|---|
| 1 | Hold Key |
| 2 | Transfer Key |
| 3 | Speaker Key |
| 4 | Microphone |
| 5 | Volume Control |
| 6 | Answer Key |
| 7 | Redial Key |
| 8 | Conference Key |
| 9 | Recall Key |
| 10 | Feature Key |
| 11 | Microphone Key |
| 12 | Directory Key |
| 13 | Message Key |
| 14 | Feature Keys (vary in number) |
| 15 | Exit Help |
| 16 | Help Key |
| 17 | Context-sensitive Soft Keys |
| 18 | Menu options (selected using soft keys) |
| 19 | Call waiting (flashing light) or message waiting (steady light) |

Please note that the above picture illustrates a Philips SOPHO 32-key Dterm. The instructions in this Quick guide will also work for 16, 8 and 4 key Dterm telephones; the only difference is the number and position of the Features Keys (14 in the above illustration and key).

How do I answer a call?

- When you hear the phone ringing or see the indicator light (19) flashing, lift the handset or press the speaker key (3)

How do I make a call?

- Lift the handset or press the speaker key (3)
- Dial the desired number (*dial 9 for an outside line if required*)

How do I switch to handsfree?

- While engaged in a call, press and hold the speaker key (3)
- Replace the handset
- Press the microphone key (11)
If you release the speaker key before you replace the handset, you will break the call

How do I switch to loudspeaking mode?

- While engaged in a call, press the speaker key (3) to hear the conversation both over the speaker and the handset
Press the speaker key again to end loudspeaking

How do I make a consultation call?

- While engaged in a call, press the transfer key (2)
- Dial the number of the party you wish to consult and talk to this party
- Press the transfer key (2) again to return to the original caller

How do I transfer a call?

- Ask the connected party to hold
- Press the transfer key (2)
- Dial the destination number
- Hang up or wait for an answer
If the destination party does not answer, press the transfer key to return to the connected party

How do I use Call Back?

- You hear busy tone after dialling the extension number
- Press the Call Back softkey (CB)
- Replace the handset
- When the busy extension becomes idle, a ring and a flashing LED will alert you

How do I retrieve a missed call?

- iCall will flash on your display if you missed a call
- Press the iCall softkey to display a list of calls and use the arrow keys to scroll through the list of calls
- Missed calls are indicated by 2 exclamation marks to the left of the number
- To return a missed internal call, lift the handset while the number is displayed in the iCall list
- To return a missed external call, press the right arrow soft key, then the Prfx soft key, press 9, then OK and then lift the handset

How do I repeat a number?

- Press the redial key (7)
- Press the SCROLL softkey to select the desired number
- Press * or # to redial the displayed number

How do I make a conference call?

- Establish the first call and ask the connected party to hold
- Press the transfer key (2)
- Dial the destination number
- After the call is answered, press the CONF softkey
- Three-way conference call is established
Please note that the university telephone system will support up to three callers on a single call – two internal and one external. Larger conference calls can be facilitated through the university switchboard – please call 50 3300 or e-mail telsuper@ed.ac.uk to arrange.

How do I save a number in my phonebook?

- Press the directory key (12)
- Press the UP or DOWN soft key to select the entry to be programmed
- Press the ENTRY soft key
- Press the NAME soft key
- Enter the name, using the keypad
- Press the SET soft key
- Press the NUMBER soft key
- Enter the number, using the keypad
- Press the SET soft key
When entering a number outwith the main university system you must include the tie-line or area code prefixed by 9.

How do I use the phonebook?

- Press the directory key (12)
- Enter the first 4 characters of a name
- If more than one name matches, scroll through the matches with the UP or DOWN soft key
- Lift the handset to dial the selected name

How do I divert incoming calls?

To set:

- Lift handset
- Press FD-A (forward all), FD-B (forward on busy) or FD-N (forward on no answer) feature key
- Dial the extension number (517000 for university voicemail service)
- Replace handset

To verify:

- Lift handset
- Press FD-A, FD-B or FD-N feature key
- Display shows the number to which calls are forwarded
- Replace handset

To cancel:

- Lift handset
- Press FD-A, FD-B or FD-N feature key
- Press *
- Replace handset

If you divert your calls to voicemail then the red light will be lit and 'MW' will show on the display when you have messages waiting.

How do I change the ringer tone and volume?

To select another ringer tone:

- Press the feature key (10) and 3
- You will hear the ringer and the display shows the selected tone number
- Each time you press 3, the next ringer tone is selected
- Select the ringer tone you want and press the feature key (10) to save it

To adjust the ringer volume:

- Press the feature key (10) and 0
- Ringer activates
- Press the +/- keys to adjust the ringer volume
- Press the feature key (10) to stop ringing