DT920 Interactive User Guide

Colored LCD

This colored LCD (Liquid Crystal Display) is your window into the operation of the new DT series handsets, providing visibly pleasing screen information that isn't just black and white!

It keeps you informed on:
- Phone status
- Caller's details
- Time and date

Backlit Display
The bright backlit LCD makes it easy to view and enter data in any light setting

Dial Pad

Essential for dialing phone numbers or interacting with automatic phone systems (IVR) that require you to push buttons while on the phone, like your voicemail or phone banking.
Special Keys
- 9 - Press this key first before dialing any outside numbers.
- 0 - Used to call the Information Desk.
- # and * - Useful for accessing 'Access Codes' or executing actions from your phone.

Dial Modes
Choose the dialing style that best suits you.
- Normal - Lift the handset, then start dialing to make a call.
- Preset - Start dialing, when you're ready, lift the handset or press the Speaker key to make the call.

Cursor

The Cursor key has multiple functions based on the current state of your phone.

Navigation
When displaying a menu, the Cursor key can be used to navigate through menu items.

Adjustments
Pressing the Up/Down keys allows you to adjust the following settings:
- LCD contrast - when you are not on a call.
- Ring volume - when your phone is ringing.
- Speaker volume - when the speaker is on.
- Handset volume - when the handset is off-hook.
- Left key (Redial)
  - Press this key to activate the Redial feature. Press Redial and scroll back through numbers that have been dialed. When the desired number is displayer, press the * or # to activate dialing.

Programmable Keys

(Programed by Telephone Admin only)

These keys may be pre-assigned for you to access your phone line, forward your phone, use any number of phone features or they may be set up as speed dials allowing you to store a group of numbers for you to click and call.
Setting your speed dials (request from Telephone Admin if needed)
If a key is pre-assigned by your administrator as a speed dial you can set a number to it:
- Press the Feature key (without picking up the handset), then the speed dial key (programmable key) that you want to edit.
- Type the number you want to set - if it is an external number, remember to put 9 in front of it.
- Press the Feature key again when you are done - the screen will display 'SPD SET' to indicate that the speed dial has been saved.

Call Indicator

The lamp at the top of your DT Series handset flashes when the phone is ringing.
This indicator also light if you are using a voicemail service or when a message has been left unless you are setup for Voicemail to Email.
If you are interested in using Voicemail to Email contact telephone@sfasu.edu

Or dial extension x4357 helpdesk for help on entering a Team Dymanix help ticket.

Back

This button allows you to go back from the current window.

Soft Keys (Programed by Telephone Admin only on a system wide basis)

The buttons beneath the display on your telephone are called 'soft keys' because their function changes depending on the mode that your telephone is in at any given time. The current feature will be indicated in the display above each key.

Some example may include:

- >>> – Go to the next set of soft keys if available.
- MIC – Turn on/off your microphone.
- PICK – Pick up a ringing phone in your area.
- CF-All – Call forward all calls to your phone.
- CF-NoAns – Call forward busy no answer calls to your phone.
- VOICE – Voice call.
- Mute - Mutes microphone.
- Conf. - You can press the CONF soft key at any point to enter a three-way conference.

Home

This button allows you to go back to the home window, allowing you to navigate to contacts, history, shortcuts and many more sub menus.

Multi

Not Used

Hold

The Hold key allows you to place the current caller on hold. While on hold, the caller will hear music played.
The line key associated to your phone number will flash.

- Retrieve a call

To retrieve the call:
Lift the handset or press the Speaker key.
Press the held line.

- Recall

After approximately two minutes on hold, the call will automatically ring back on your phone. The caller does not hear this ringing.
To retrieve the call, press the held line key.
To continue holding the call without hearing automatic ringing, press the key for the held line then press Hold key again.

Transfer

The Transfer key allows you to transfer your current caller to another phone, be that another person within your company, your mobile phone or any number you can dial from your desk phone.

While on a call:

Press the Transfer key - You will hear broken dial tone indicating that the caller is placed on hold.

Dial the number you want to transfer to.

If you stay on the line you can talk to the third party, or you can optionally hang up the phone after one ring to transfer the call unannounced.

Swap callers

At this point you can press the Transfer key to alternate between the new person and the person you originally had on hold.

Speaker

Speaker enables you to hold crystal clear hands free conversations all from the comfort of your desk.

Recall

Hang up the current call and get dial tone. Instead of having to wait for the caller to hang up, or to return the handset to the cradle, you can simply press the Recall key. This will hang up on the current call and give you a dial tone so you can make the next call immediately.

Feature

The Feature key allows you to set various features and functions on your phone.
Feature + 1 - Turns microphone on or off.
The Mic key lights when microphone is on.
Feature + 8 - Toggle between Normal, Direct or Preset Dial Modes.
Speed Dials
The Feature key can also be used to assign speed dials (if they are configured on your phone).
Press the Feature key (without picking up the handset), then the speed dial key (programmable key) that you want to assign.
Type the number you want to set - if it is an external number, remember to put 0 in front of it.
Press the Feature key again when you are done - the screen will display 'SPD SET' to indicate that the speed dial has been saved.

Answer

Allows you to answer a secondary call.

This option is given to you when you are on a call and you have a secondary call waiting for you. Your Answer key will flash to indicate a call is waiting. When this occurs, press the Answer key to toggle between the available calls.

Microphone

If lit, your microphone is active when using hands free. If not lit, your microphone is muted when using hands free.
When holding a hands free conversation, ensure the Mic key is lit before you talk, or use it to ensure people do not hear your conversations and background noise.

Menu

This key allows you to go to the local menu of your phone providing access to various features.
Call History
View missed, incoming and outgoing calls from your phone.
Telephone Settings
Modify telephone specific settings such your password, ring tones, screen saver, display and much more.
System Settings (not for end-user use)
This feature is intended for administration purposes comprising of system configuration settings.

For additional questions or help contact your telephone administrator at:
telephone@sfasu.edu
or dial extension 4357 for help desk personnel.