



DT820 - Desi Less Quick User Guide

for DT820 phones controlled by


SIP@Net


For detailed information please consult the comprehensive User Guide available at : www.nec-enterprise.com.

Orchestrating a brighter world **NEC**

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PLACING CALLS

The  icon in the display indicates that the terminal is currently not registered with any SIP Servers. You can not make any calls.

The  icon indicates that the terminal is successfully registered with the SIP@Net Server.




You can make calls as follows :

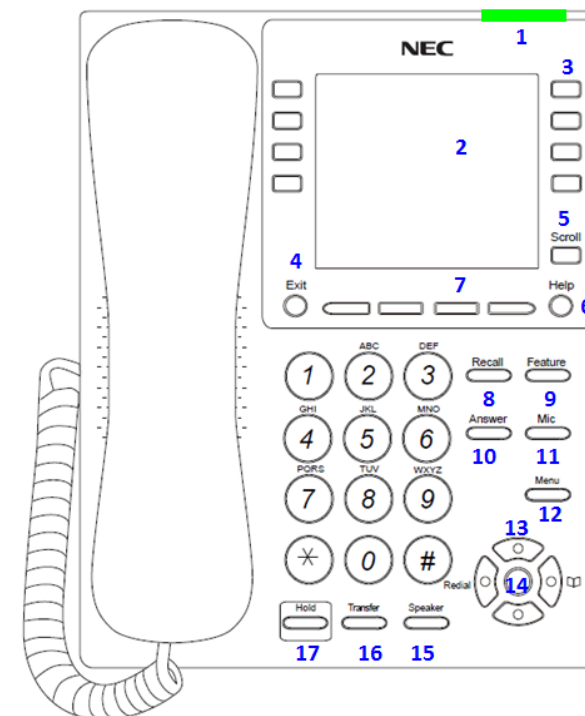
1. Lift the handset, press the Speaker key, or select the NewCall Soft Key to receive dial tone.
2. Enter the phone number of the required party.
3. Press the Dial Soft Key to initiate the call, or wait a few seconds for the call to be automatically dialed.
4. When the dialed party answers, use the handset, headset or Speaker to start the conversation.

ANSWERING CALLS

- Using the handset : Lift the telephone handset.
- Using the speaker : Press the Speaker key.
- Using a headset : Press the Answer key
- If you are in the Personal Directory, Call History or Menu screens : Press the Line Key to view the caller information and then use the handset, speaker or headset to answer the call.

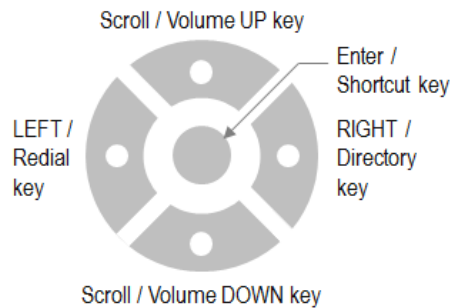
USING PHONE FEATURE KEYS

1. **Call Indicator Lamp** – at top corner of the display.
 - Flashing  : indicates an incoming call.
 - Steady ON  : indicates that you have a new voice mail and the voice mail icon  is shown on the display.
2. **LCD** – Displays call information and options, Menu information and soft keys. Display for the 32 (8 keys x 4 pages) additional programmable keys.



3. **Programmable Keys** – These can be additional Line Keys or Feature Keys. Press a key to get dial tone for that line, or to execute the programmed feature code.
4. **Exit** – This key allows you to exit from the Menu or Help mode and goes back to the main screen.
5. **Scroll** – Press to scroll to the next page of another 8 programmable keys in the display : maximum 4 pages, depending on the licenses granted.
6. **Help** – Press this key to display information about the Soft Keys that are in the current display.
7. **Soft Keys** – The Soft Keys show the available features for your current activity. Any feature shown at the bottom of the LCD is available.
8. **Recall** – Refer to "Hold" and gives dial tone.
9. **Feature** – This key displays a set of menu options that provide additional capabilities.

10. **Answer** – When the LED is ON, press this key to answer an incoming call.
11. **Mic** – Press this key to mute the microphone. The LED flashes when the microphone is muted. Press the key again to un-mute the microphone.
12. **Menu** – Press this key to access the user settings and information local to the phone.
13. **Cursor Key** – Use this key to access various features with simple operation.



- Redial (☎) – Pressing this key re-dials the last number dialed.
 - Directory (📖) – Pressing this key opens Personal Directory menu.
 - Up / Down – Used to adjust speaker/receiver volume and ringer volume.
 - Enter / OK key – Go to the screen which corresponds to the highlighted menu item.
 - Soft Ring Volume : Press (UP) or (DOWN) key while soft ring tone is playing.
 - Ringer Volume : Press (UP) or (DOWN) key while not in a conversation and soft ring tone is not playing.
 - Handset, Headset and Speaker call volume: Press (UP) or (DOWN) key during conversation.
14. **Enter Key** – Shortcut Menu for frequently-used features or confirmation of a selected menu item.

15. **Speaker** – Controls the built-in speaker which can be used for Hands Free dialing/monitoring.
16. **Transfer** – Allows the station user to transfer established calls to another station.
17. **Hold** – 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.

LCD SETTINGS

To adjust LCD contrast

1. Press the Menu key.
2. Select **3** User Settings.
3. Select **6** LCD Settings.
4. Select **1** LCD Contrast.
5. Use the Soft Keys (-/+) to adjust the LCD contrast.

To adjust LCD Backlight Timeout

1. Press the Menu key.
2. Select **3** User Settings.
3. Select **6** LCD Settings.
4. Select **2** LCD Backlight Timeout.
5. Use the telephone keypad to enter a new backlight timeout (in seconds).
6. Press the OK Soft Key.

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** – Generate dial tone for a call.
- **Voicemail** – Automatically dials the voice mail extension on your system.
- **EndCall** – Terminates the current call.
- **Conference/Conf** – Initiates/completes a conference.
- **Resume** – Take the call off Hold status.
- **Dial** – Dials the number.
- **Delete** – Delete the last digit entered (backspace).
- **Reject** – Transfers to your Voice Mail or forwarding conditions.

CALL HISTORY

You can view information about Missed Calls, Placed Calls and Answered Calls on your telephone. The phone stores call information of the most recent 50 calls, displaying the newest entries first. For multiple phone calls from the same telephone number, the most recent time and date information for that number is shown. If you have a Personal Directory entry for a number in your Call History, the name from the Personal Directory is shown. The 📞 icon appears in the display when there is a missed call. Once you have checked the missed call log in the Call History information, this icon disappears.

To view Missed Calls

1. Press the Menu key.
2. Select **2** Call History.
3. Select **1** Missed.
4. Use the Up and Down Soft Keys to scroll through the missed call information.

To view Received Calls

1. Press the Menu key.
2. Select **2** Call History.
3. Select **2** Received Calls.
4. Use the Up and Down Soft Keys to scroll through the received call information.

To view Placed Calls

1. Press the Menu key.
2. Select **2** Call History.
3. Select **3** Placed Calls.
4. Use the Up and Down Soft Keys to scroll through the placed call information.

CALL WAITING / CONCURRENT CALLS

Note that 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 blink and the Caller ID is shown in the display.
2. Press the Answer key to answer the second call. Note that after a few seconds the Caller ID of the original party is shown in the display.
3. Do one of the following :
 - Press the EndCall Soft Key to end the call.
 - Press the Hold key to put the second call on hold.
4. Press the Answer key to return to the original call.
5. Press the Hold and Answer key to return to the second call that was put on Hold.

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 will be treated like two separate phone calls and you can switch between phone calls.

1. Do one of the following:
 - Press the Hold key to place the current call on hold, then press the NewCall Soft Key to get dial tone.
 - Press the Recall key to get dial tone.
2. Enter the phone number you want to call.
3. Press the Dial Soft Key to initiate the call, or wait a few seconds for the call to be automatically dialed.
4. When you have completed the call, press the EndCall Soft Key to end the call and return to your original call.
5. Press the Resume Soft Key to resume the original call.

To switch between calls:

Press the Shuttle Soft Key to switch between the calls.

3-PARTY CONFERENCE CALLS

To conference a call

1. While on a call, press the Conference or Conf Soft Key.
2. Use the key pad to dial the telephone number of the party to be joined in the conference.
3. Press the Dial Soft Key to initiate the call, or wait a few seconds for the call to be automatically dialed.
4. If you want to transfer the held party instead, press the Transfer key.
5. If you decide not to complete the conference, then the call can be terminated by pressing the EndCall Soft Key.
6. You can complete the conference by pressing the Conference or Conf Soft Key.

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 Soft Key.

TRANSFERRING CALLS

To transfer a call with consulting the other party

1. While on a call press the Transfer key.
2. Use the key pad to dial the telephone number to which the held call is to be transferred.
3. If you want all three parties to speak together, then a 3-way call can be established by pressing the Conference Soft Key.
4. If you decide not to complete the transfer, then the call can be terminated by pressing the EndCall Soft Key.
5. You can complete the transfer by pressing the Transfer key.

Blind Transfer

1. While on a call press the Transfer key.
2. Press the Blind Soft Key and then use the use the key pad to dial the telephone number to which the held call is to be transferred.
3. You can complete the transfer by pressing the Transfer key.

THE PERSONAL DIRECTORY



To access the Personal Directory using the Menu Key:

Do one of the following, depending on your system:

- **If there is not a Corporate Directory on your system:**
 1. Press the Menu key.
 2. Select **1** Personal Directory.
- **If there is a Corporate Directory on your system:**
 1. Press the Menu key.
 2. Select **1** Directory.
 3. Select **1** Personal Directory.

To access the Personal Directory using the cursor pad:

Do one of the following, depending on your system:

- **If there is not a Corporate Directory on your system:**
 1. Press the Directory key (.
 2. Select **1** Personal Directory.
- **If there is a Corporate Directory on your system:**
 1. Press the Directory key (.
 2. Select **1** Directory.
 3. Select **1** Personal Directory.

Using the Personal Directory:

Use the Up and Down Soft Keys or the Up and Down keys on the cursor pad to scroll through the Personal Directory, and use the Soft Keys to Add, Edit and Delete entries.

To view a specific Personal Directory entry:

1. Use the Up and Down Soft Keys or the Up and Down keys on the cursor pad to scroll through the Personal Directory.

2. Press the More Soft Key twice and then the Detail Soft Key to view the details for that entry.
3. This displays the name and number for the entry, along with the Speed Dial and Monitor settings.
4. Press the Exit Soft Key to exit details screen and return to the Personal Directory.

To add a Personal Directory entry:

1. Press the Menu key.
2. Select **1** Personal Directory.
3. Press the More Soft Key and then the Add Soft Key.
4. Use the keypad to enter the a name for the Speed Dial key, then press Enter ● on the cursor pad or the OK Soft Key. Use the * key to switch between uppercase and lowercase keypad entry mode.
5. Use the telephone keypad to enter a phone number for the entry and press Enter ● on the cursor pad or the OK Soft Key.
6. Use the telephone keypad to enter a Speed Dial number (if desired) for the entry and press Enter ● on the cursor pad or the OK Soft Key.
*Note that only digits, the * and # are accepted as numerical input in a Speed Dial.*
7. If you have set a Speed Dial Key number for this entry, set the monitor settings for this entry and press Enter ● or the OK Soft Key.
8. Press the Save Soft Key to save your changes.

THE CORPORATE DIRECTORY




If it is enabled on your system, you can access a Corporate Directory.

To access the Corporate Directory using the Menu Key:

1. Press the Menu key.
2. Select **1** Directory.
3. Select **2** Corporate Directory.

Using the Corporate Directory:

Use the Up and Down Soft Keys or the Up and Down keys on the cursor pad to scroll through the Corporate Directory. Use the Soft Keys to Search entries and Dial from the Corporate Directory. The name in the directory can be preceded with one of the following icons :

-  : person is busy
-  : person has an active call diversion
-  : shows more details e.g. "absent until ..."

HEADSET CONFIGURATION

Two types of Plantronics headsets are supported : the CS510 and Savi 700, using the APD-80 EHS cable.

To configure the Headset

1. Press the Menu key.
2. Select **3** User Settings.
3. Select **2** Headset.
4. Select **1** Enable/Disable.
5. Select **2** Enable.

To select the Headset Ringing

1. Press the Menu key.
2. Select **3** User Settings.
3. Select **2** Headset.
4. Select **2** Ringing.
5. Select **2** Headset, or **3** Phone and Headset.

Put Plantronics configuration switch on position **A**. Ask your system administrator for more details.

Note that the Ring Tone is an internally generated Plantronics Ring Tone : it is not received from the system. So the user can not distinguish between an internal and external incoming call based on the Ring Tone in the headset.

SPEED DIAL KEYS

To configure a Programmable Key as a Speed Dial key

1. When the phone is in idle state, press the Feature key.
2. If required, press the Program Soft Key to enter the Programming Mode.
3. Press the desired Speed Dial key. The Speed Dial key LED starts flashing.
For Speed dial keys that have already been configured, the Speed Dial information is shown.
4. Enter a name for the Speed Dial key. Then press Enter ● on the cursor pad or the OK Soft Key.
Use the * key to switch between uppercase keypad entry mode.
5. Enter a phone number for the entry and press Enter ● on the cursor pad or the OK Soft Key.
6. Enter ● on the cursor pad or the OK Soft Key to use this Speed Dial Key number, or use the keypad to edit the number.
Note that only digits, * and # are accepted as numerical input in a Speed Dial.
7. Select the monitor settings for the Speed Dial and then press Enter ● on the cursor pad or the OK Soft Key.
8. Select Show in Directory if you want to also add this entry to your Personal Directory, and press Enter ● on the cursor pad or the OK Soft Key.
9. Press the Save Soft Key to save the information.
10. Press the Exit Soft Key to exit the Speed Dial Programming mode.

To originate a call from a Speed Dial Key

1. Press the desired Speed Dial Key, or
2. Lift the handset and press the desired Speed Dial Key, or
3. Press the Speaker key and press the desired Speed Dial Key.

FUNCTION KEYS

One or more speed dial keys can be pre-programmed with a dedicated function or a (colleague's) internal telephone number of which the status can be monitored by means of the LEDs.

Ask your system administrator for more details.

Function

Pressing this key activates the function:

- the corresponding LED is switched ON.

Pressing the key once more de-activates the function:

- the LED is switched OFF.

Telephone Number

When the LED is :

- OFF : the telephone is idle
- Flashing : the telephone is ringing
you can answer this call
- ON : the telephone is busy

USING THE HELP KEY















You can use the Help key to view information about the Soft Keys that are displayed on your phone.

1. Press the Help key.
2. Press the Soft Key you want to see. Help information for. You can use the UP / DOWN cursor keys on the cursor pad to scroll through the help information, if needed.
3. Press the Exit Soft Key to return to the previous screen.

Help screens may not be available for all the Soft Keys on your phone.

PRESENCE MONITORING

Presence Monitoring Icons and LED colors.

TYPE	STATUS	ICON	DESI-LESS LED
Line Key	Registered		LED is not lit 
	Unregistered		LED is not lit 
Speed Dial Key (no monitoring)	Not Available		LED is not lit 
BLF	Idle		LED is not lit 
	Ringing		Blinking RED 
	Subscription failed		LED is not lit 
	On the phone		RED 















ADJUSTING ANGLE OF TILT LEG
















The angle of the tilt leg can be adjusted in two levels.

- to raise tilt leg : pull out the leg stoppers.
- to lower tilt leg : push in the leg stoppers.



Leg stoppers

FEATURE	ICON	MEANING
Registered		Indicates the phone is currently registered with a SIP@Net Server.
Unregistered		Indicates the phone is currently not registered with any SIP@Net Servers. This may indicate a problem connecting to the SIP@Net Server.
Dialing		This icon appears when you are dialing a number.
Ringing (Incoming)		Indicates an incoming telephone call.
Ringing (Outgoing)		Indicates that the number you have dialed is ringing. This icon only displays for numbers that are monitored by the system, such as internal numbers.
Active Call		Indicates you are currently on a call.
Missed Call		Appears when there is a missed call. Once you check the missed call log in the Call History information, this icon disappears.
Voice mail		Provides notification of incoming voice mail. Once the user has checked the voice mail, this icon disappears.
Hold		Indicates that the current call is on hold.
Call Count		The first number shows which call has the focus, and the second number shows the total number of calls.
Transfer/ Conference Call		Transfer the primary call to a secondary call, or initiate a 3-party conference call.
Transfer/ Conference Ringing		Indicates that the number you have dialed for the Transfer or Conference is ringing. This icon only displays for calls that are monitored by the system, such as internal calls.
Transfer/Conf Shuttle (Primary Call)		Focus is on the primary call.
Transfer/Conf Shuttle (Secondary Call)		Focus is on the secondary call.

FEATURE	ICON	MEANING
Transfer To Hold (primary and consult)		Indicates that you are transferring the call into a held state.
Conference With Hold (primary and consult)		Indicates that you are connecting to a conference that is in a held state.
Call Conferencing Hold		This icon is displayed when you have two other callers in a 3-way conference and have the conference (both callers) on hold.
Call Conferencing		Indicates that you have two other callers in a 3-way conference call.
DND		Indicates the phone is currently set for Do Not Disturb (this feature may not be available on all systems).
Headset		Indicates that the headset is active.
Call Forwarding Busy		Indicates Call Forwarding on Busy is active.
Call Forwarding Immediate		Indicates Immediate Call Forwarding is active.
Call Forwarding No Answer		Indicates Call Forwarding on No Answer is active.
Keypad entry mode		Indicates that the keypad generates the first letter in uppercase and the rest in lowercase characters. To switch between the keypad entry modes, press the * key on the keypad.
		Indicates that the keypad generates all uppercase characters.
		Indicates that the keypad generates all lowercase characters.
		Indicates that the keypad generates numeric characters.
Media Security		Indicates that the media connection is secured (SRTP).
Secured Signalling		Indicates that both the signalling and media is secured (SRTP and TLS).