**Information Services – Technical Support**

# Help Sheet: Functions of a Dterm Phone

## Introduction

This will guide you through the steps of using your Dterm model digital phone.

## Steps

### Using the Function Keys

**FNC** + **1** = Turns Microphone on and off. (For Speaker Phone Mode)
**FNC** + **2** = Adjusts handset receiver volume
**FNC** + **3** = Selects ringer tone
**FNC** + **4** = Adjusts transmission/receiving volume
**FNC** + **5** = Activates hands-free operation
**FNC** + **6** = Deactivates hands-free operation.
**FNC** + **7** = Turns call indicator lamp on or off

## Using Alternate Lines

**To Answer a Call On Another Line:**

1. Lift the handset or press SPKR.
2. Press the button for the ringing line and speak to the caller.

**To Screen Calls for another Person:**

1. Answer the call on the other person's line.
2. Press the other person's line again.

*Note: Voice call is automatically established.*

3. Announce the call to the other person.
4. Hang up the handset or press SPKR if the call is accepted.
   – OR –
   Press the other person's line once more to return to caller if the call is refused.

## Holding a Call

**To Put a Caller On Standard Hold:**

1. Press the HOLD button once.
2. Hang up the handset or not as desired.

*Note: Caller is on hold, and anyone with access to the line can pick up the call.*

**To Put a Caller on Exclusive Hold:**

1. Press the HOLD button twice.
2. Hang up the handset or not as desired.

*Note: Caller is on hold, and only your telephone can pick up the call.*

**To Take a Caller Off Hold:**

1. Pick up the handset if not already off the hook.
2. Press the held line's button.

## Transferring a Call

1. Press TRF.
2. Listen for a stuttering dial tone.
3. Dial the telephone number or extension to which you wish to transfer the call
4. Wait for the recipient to answer, announce the call, and then hang up
   -- OR –
   Hang up immediately after dialing the recipient's number.


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## Conferencing a Call

1. Press TRF.
2. Dial the telephone number or extension with whom you wish to conference.
3. Wait for recipient to answer.
4. Press CNF.

*Note: The CNF LED will light up when the three-way conference is established. If one party hangs up, the other two parties remain connected, but the CNF LED will go out*

## Forwarding a Call

To Forward Calls When Your Line is Busy:

1. Pick up the handset or press SPKR, and listen for dial tone.
2. Dial *****8.
3. Dial the telephone number or extension to which you wish to forward these calls.
4. Hang up the handset.

**To Stop Forwarding Calls When Your Line is Busy:**

1. Pick up the handset or press SPKR, and listen for dial tone.
2. Dial ******8.
3. Hang up the handset.

**To Forward Calls When There is No Answer at Your Telephone:**

1. Pick up the handset or press SPKR, and listen for dial tone.
2. Dial *****6.
3. Dial the telephone number or extension to which you wish to forward these calls
4. Hang up the handset.

**To Stop Forwarding Calls When There is No Answer at Your Telephone:**

1. Pick up the handset or press SPKR, and listen for dial tone.
2. Dial ******6.
3. Hang up the handset.

**To Forward Calls from Your Telephone All the Time:**

1. Pick up the handset or press SPKR, and listen for dial tone.
2. Dial *****3.
   – OR –
   Press FWD.
3. Dial the telephone number or extension to which you wish to forward these calls.
4. Hang up the handset.

*Note: When All-Call Forwarding is set, the FWD LED is lit (if present).*

**To Stop Forwarding Calls from Your Telephone All the Time:**

1. Pick up the handset or press SPKR, and listen for dial tone.
2. Dial ******3.
   – OR –
   Press FWD.

*Note: FWD LED should stop being lit (if present)*

*3.* Hang up the handset.

## Using Do-Not-Disturb

*Note: The Do-Not-Disturb feature automatically forwards all incoming calls on the line to voicemail.*

1. To activate, press DND.

*Note: DND LED should now be lit.*

2. To cancel, press DND.

*Note: DND LED should stop being lit.*

## Using Speed Dial

**To Program Speed Dial:**

1. Press FNC button.
2. Press desired SPEED CALL button.
3. Enter desired telephone number or feature code on the keypad.
4. FNC again to save the number.

**To Originate a Call Using Speed Dial:**

1. Lift the handset or press SPKR.
2. Press the desired speed dial key.

**To Redial the Last Number:**

1. Lift the handset or press SPKR.
2. Pres the REDIAL key.
3. Press *.

## End Help Sheet


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