



DT820 (ITY-8LD) PHONE





FOR 3C SYSTEM PLATFORMS

PHONE FEATURES

PLACING CALLS

The  or  icon in the display indicates that the terminal is currently not registered with any server and you cannot make any calls.

The  icon indicates that the network cable is disconnected. You cannot make any calls.

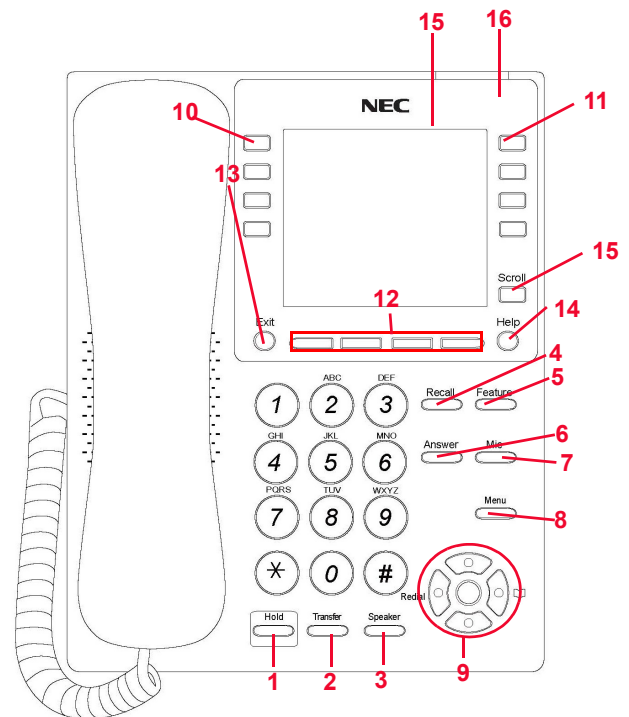
The  icon indicates that the terminal is successfully registered with a server.

To place calls:

1. Lift the handset, press the Speaker key, or press the NewCall softkey to receive dial tone.
2. Enter the telephone number of the person you want to call, including an outside access code (for external calls).
3. Press the Dial softkey 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 MIC 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, then use the handset, speaker or headset to answer the call.



1. **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 New Call Soft Key, which provides dial tone.
 - On hold duration is displayed in MM:SS format for the first hour of the call, and then HH:MM format for the remainder of the call. The maximum duration is 99:59:59.
2. **Transfer** - Initiates/completes a transfer.
3. **Speaker** - Full-duplex speaker phone capability. The LED on this key lights when the speaker is active.
4. **Recall** - Press to receive dial tone.
5. **Feature** - This key displays a set of menu options that provide additional capabilities such as Speed Dial key programming and Microbrowser applications.

- 6. **Answer** - Press this key to answer an incoming call.
- 7. **Mic** - 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.
- 8. **Menu** - Accesses user settings and information local to the phone.
- 9. **Cursor Pad** - 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 ringer volume and call volume.



- **Handset, Headset and Speaker call volume**: Press (UP) or (DOWN) key during conversation.
- **Ringer Volume**: Press (UP) or (DOWN) key while ring tone is playing.
- **Soft Ring Volume**: Press (UP) or (DOWN) key while Soft Ring is playing.
- **Enter**:



- Press to select the highlighted menu item.
- **Cursor Pad Within Menu Screens**:
 - **Up** - Move the highlighted area one line up the screen.
 - **Down** - Move the highlighted area one line down the screen.
 - **Left** - Go back to the previous screen.
 - **Right** - Go to the screen which corresponds to the highlighted menu item.
 - **Enter** - Go to the screen which corresponds to the highlighted menu item.

- 10. **Line Key** - This LED is lit when you have a dial tone or are on a telephone call. For concurrent calls, press this LED to switch the focus between calls.

- 11. **DESI-Less (Label-free) Page Display/Programmable Keys/Speed Dial Keys** - LCD that displays programmable key information. Programmable keys can be Speed Dial Keys. Press a key to automatically dial the speed dial number or star code.

- 12. **Softkeys** - The softkeys show the available features for your current activity. Any feature shown at the bottom of the LCD is available.

- 13. **Exit** - This key allows you to exit from the Menu or Help mode and go back to the telephone main screen.

- 14. **Help** - Press this key to display information about the softkeys that are in the current LCD display.

- 15. **LCD** - Displays call information and options, Menu information and softkeys.

- 16. **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.

- 17. **Scroll** - Press to scroll to the next page of Speed Dial Keys (maximum 4 pages).

SOFTKEYS

Softkeys 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. *This feature may not be available on all systems.*

Pickup - Answers calls to other users in your Pickup group from your phone. *This feature may not be available on all systems.*

EndCall - Terminates the current call.

Conference/Conf - Initiates/completes a conference.

Resume - Takes the call off Hold status.

Dial - Dials the number.

Delete - Deletes the last digit entered (backspace).



Reject - Transfers call to your Voice Mail or forwarding conditions.

BASIC SETTINGS



- **To adjust ringer volume (handset or headset)**

Press the up/down   cursor key while on-hook.

- **To adjust call volume (handset or headset):**

Press the up/down   cursor key in the off-hook status or during a call.

- **To adjust speaker volume**

Press the up/down   cursor key during speaker phone operation, or during a call that is being played on the speaker.

- **To adjust LCD contrast**

Press the Menu key and select **[3]** User Settings, **[5]** LCD Settings, **[1]** LCD Contrast, then use the softkeys to adjust the LCD contrast.

- **To adjust LCD Backlight Timeout**


Press the Menu key and select **[3]** User Settings, **[5]** LCD Settings, **[2]** LCD Backlight Timeout, then use the telephone key-

pad to enter a new backlight timeout (in seconds) and press the OK softkey.







CALL HISTORY

You can view information about Missed Calls, Received Calls and Placed Calls on your telephone.







The phone stores call information for 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 that matches a number in your Call History, the name from the Personal Directory is shown.

The  icon indicates a missed call, and depending on the administrator's configuration of your phone, the Call Indicator Lamp may light. This icon and the Call Indicator Lamp are cleared after you check the Call History.







To view Missed Calls:

1. Press the Menu key.
2. Select  Call History.
3. Select  Missed Calls.
4. Use the  Up and  Down softkeys or the  Up/ Down keys on the cursor pad to scroll through the missed call information.

To view Received Calls:

1. Press the Menu key.
2. Select  Call History.
3. Select  Received Calls.
4. Use the  Up and  Down softkeys or the  Up/ Down keys on the cursor pad to scroll through the received call information.

To view Placed Calls:

1. Press the Menu key.
2. Select  Call History.
3. Select  Placed Calls.
4. Use the  Up and  Down softkeys or the  Up/ Down keys on the cursor pad to scroll through the placed call information.

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 blink.
2. Do one of the following:

- **To review the caller information before answering the call:** Press the Line Key, and then press the Answer key to take the call, or press the Reject softkey to reject the call.
 - **To answer the call without reviewing the caller information:** Press the Answer key.
3. When you have completed the call, press the EndCall softkey to end the call and return to your original call.
 4. Press 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 will be treated like two separate phone calls and you cannot 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 softkey 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 softkey 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 softkey to end the call and return to your original call.
5. Press the Resume softkey to resume the original call.

To switch between calls:

- Press the Shuttle softkey to switch between the calls.

TRANSFERRING CALLS

To transfer a call:

• Consult with the other party (Attended Transfer)

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 Conf or Conference softkey.
4. If you decide not to complete the transfer, then the call can be terminated by pressing the EndCall softkey.
5. You can complete the transfer by pressing the Transfer key.

• Transfer without consulting with the other party (Blind Transfer)

1. While on a call press the Transfer key.
2. Press the Blind softkey, then 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.

CONFERENCE CALLS

To conference a call:

1. While on a call, press the Conference or 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. 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 softkey.
6. You can complete the conference by pressing the Conf or Conference softkey.

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 third party is still ringing, the other two parties will be connected in a blind transfer call.



Note: Do not hang up the telephone handset or press the Speaker key unless you want the two calls to be connected in a blind transfer call. You can hang up the telephone handset or press the Speaker key after you connect with all the callers.

CALL PICKUP

To pick up a call:

1. When a new call arrives, press the Pickup softkey.
2. Depending on the type of call you want to pick up, do one of the following:
 - **To answer a call ringing on a specific extension:**
 - Press the Extn softkey.
 - Enter the number of the extension you want to pick up.
 - Press the Pickup softkey.
 - **To answer a call from a Pickup Zone:**
 - Press the Zone softkey.
 - Enter the zone number from which you want to pick up the call.
 - Press the Pickup softkey.
 - **To answer a call from your Pickup Group:**
 - Press the Group softkey.

DND (DO NOT DISTURB)

Note: This feature may not be available on all phones.
To start Do Not Disturb (DND), press the DND key on your phone. The  or  icon is shown.


To end Do Not Disturb (DND), press the DND key on your phone a second time.

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:**

3. Press the Menu key.
4. Select  Personal Directory.

- **If there is a Corporate Directory on your system:**

1. Press the Menu key.
2. Select  Directory.
3. Select  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 (right cursor pad key).





2. Select  Personal Directory.





- **If there is a Corporate Directory on your system:**

1. Press the Directory key (right cursor pad key).







2. Select  Directory.
3. Select  Personal Directory.


Using the Personal Directory:

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

To view a specific Personal Directory entry:

1. Use the  Up and  Down softkeys or the  Up/ Down keys on the cursor pad to scroll through the Personal Directory.
2. Press the More softkey twice and then the Detail softkey to view the details for that entry.
This displays the name and number for the entry, along with the Speed Dial and Monitor settings.
3. Press the Exit softkey to exit details screen and return to the Personal Directory.

To add a Personal Directory entry:

1. Press the Menu key.
2. Select  Personal Directory.
3. Press the More softkey, and then the Add softkey.

- Use the keypad to enter the a name for the Speed Dial key, then press Enter ● on the cursor pad or the OK softkey. Use the "*" key to switch between uppercase and lowercase keypad entry mode.
- Use the telephone keypad to enter a phone number for the entry and press Enter ● on the cursor pad or the OK softkey.
- 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 softkey.

Note: Only digits, "*" and "#" are accepted as numerical input in a Speed Dial.

- If you have set a Speed Dial Key number for this entry, set the monitor settings for this entry and press Enter ● on the cursor pad or the OK softkey.
- Press the Save softkey 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:

- Press the Menu key.
- Select [1] Directory.
- Select [2] Corporate Directory.

To access the Corporate Directory using the cursor pad:

- Press the Directory key (right cursor pad key).



- Select [1] Directory.
- Select [2] Corporate Directory.

Using the Corporate Directory:

Use the ↑ Up and ↓ Down softkeys or the ▲ Up/▼ Down keys on the cursor pad to scroll through the Corporate Directory. Use the softkeys to Search entries and Dial from the Corporate Directory.

SPEED DIAL KEYS

To configure a Programmable Key as a Speed Dial key:

- When the phone is in idle state, press the Scroll Key to navigate to the page of the key that you want to configure.
- Press the Feature key.
- If required, press the Program softkey to enter Programming Mode.
- Press the desired Speed Dial key. The Speed Dial key LED flashes.

Note: For Speed Dial Keys that have already been configured, the Speed Dial information is shown.

- Use the keypad to enter the a name for the Speed Dial key, then press Enter ● on the cursor pad or the OK softkey. Use the "*" key to switch between uppercase and lowercase keypad entry mode.
- Use the telephone keypad to enter a phone number for the entry and press Enter ● on the cursor pad or the OK softkey.
- Enter ● on the cursor pad or the OK softkey to use this Speed Dial Key number, or use the keypad to edit the number.

Note: Only digits, "*" and "#" are accepted as numerical input in a Speed Dial.

- Select the monitor settings for the Speed Dial, the press Enter ● on the cursor pad or the OK softkey.

Note: Option [3] Visual and Soft Ring is not applicable to Spherical systems.

- 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 softkey.
- Press the Save softkey to save the Speed Dial information.
- Press the Exit softkey to exit the Speed Dial Programming mode.
- If required, press the Exit softkey to return to the phone's main screen.

To originate a call from a Speed Dial Key:

- Press the Scroll key to navigate to the desired page, then press the desired Speed Dial Key.

Or

Lift the handset, then press the Scroll key to reach the desired page, and then press the desired Speed Dial Key.








Or









Press the Speaker key, then press the Scroll key to reach the desired page, and then press the desired Speed Dial Key.

PRESENCE MONITORING




Monitor Presence Icons in the Directories

Type	Status	Icon
Line Key	Registered	
	Unregistered	
Speed Dial Key (No Monitoring)	Not Available	

Type	Status	Icon
BLF	Idle	
	Ringling (SIP@Net)	
	Ringling (3C system)	
	Subscription Failed	
	Online	
	On the Phone	
	Held	
	Busy	





Type	Status	DESI-Less LED
BLF	Idle	LED is not lit 
	Ringling (SIP@Net)	Blinking Red 
	Ringling (3C system)	Blinking Green 
	Subscription Failed	LED is not lit 
	Online	Green 
	On the Phone	Red 
	Held	Blinking Red 
	Busy	Red 

Monitor Presence LED Colors for Speed Dial Keys

Type	Status	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 

USING THE HELP KEY

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

1. Press the Help key.
2. Press the softkey you want to see Help information for. You can use the  Up and  Down softkeys or the  Up/ Down keys on the cursor pad to scroll through the help information, if needed.
3. Press the Exit softkey to return to the previous screen.

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