

UNIVERGE BLUE® CONNECT USER GUIDE ITK-32LCGS-1



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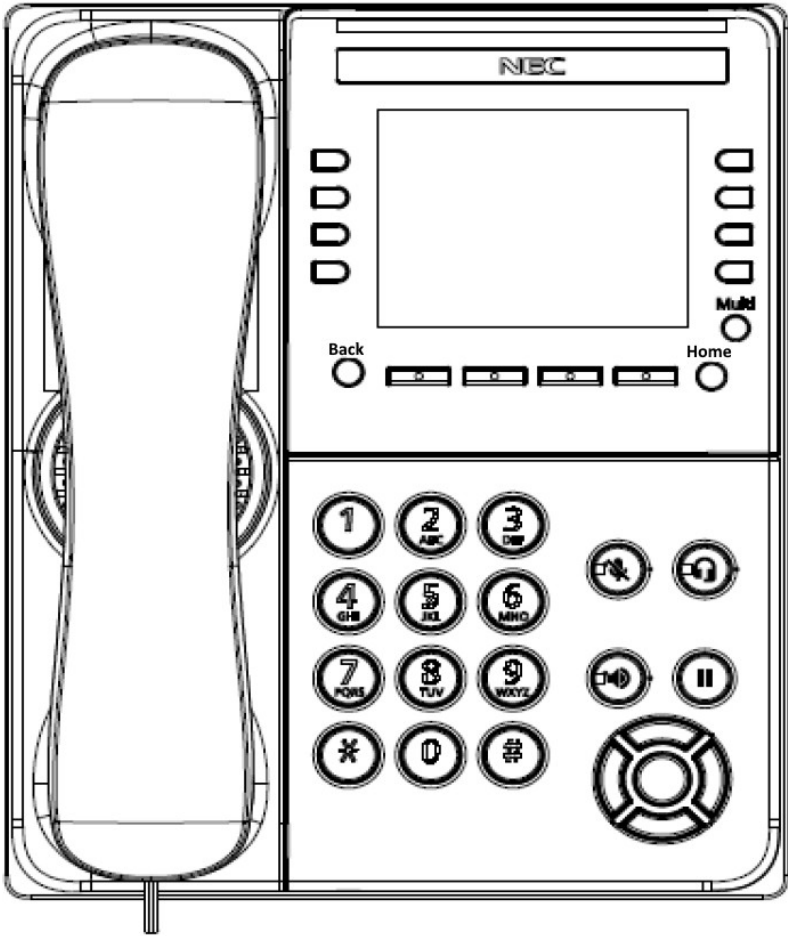
WELCOME TO UNIVERGE BLUE[®] CONNECT

All of your business communications
integrated, efficient and reliable.

What's in the box?

NEC ITK-32LCGS-1

ITK-32LCGS-1 Base & Handset

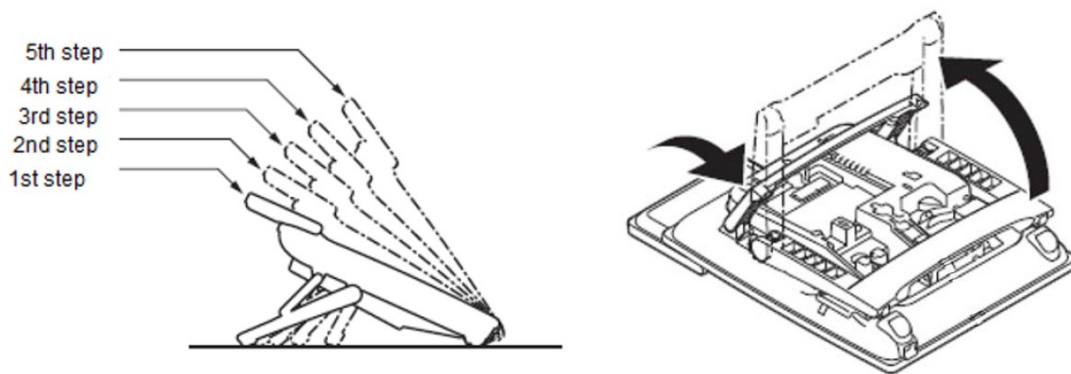


Guided Setup

Adjust the Angle of the Tilt Leg

To adjust the tilt level of the ITK-32LCGS-1:

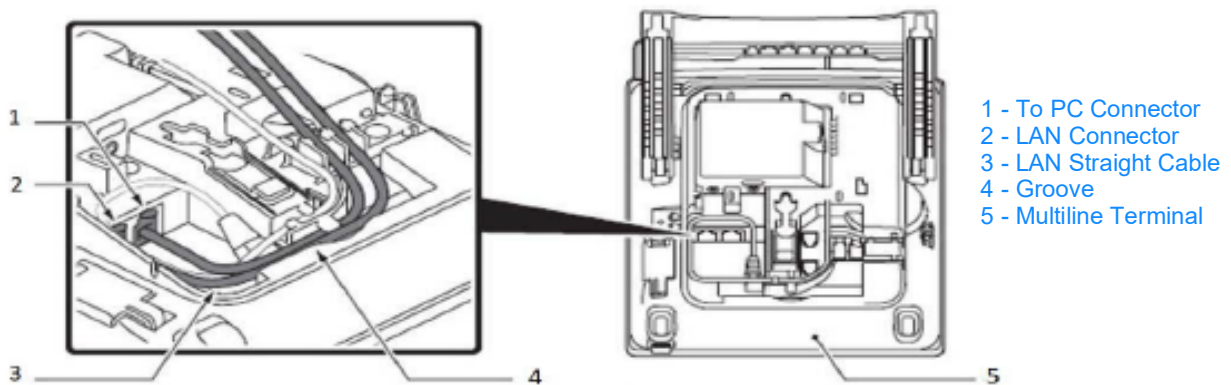
1. The height can be adjusted by moving the legs, which are attached to the bottom of the terminal.
2. Turn the phone over (key side down).
3. Adjust the legs to the desired height (upward to raise the height and downward to lower the height).



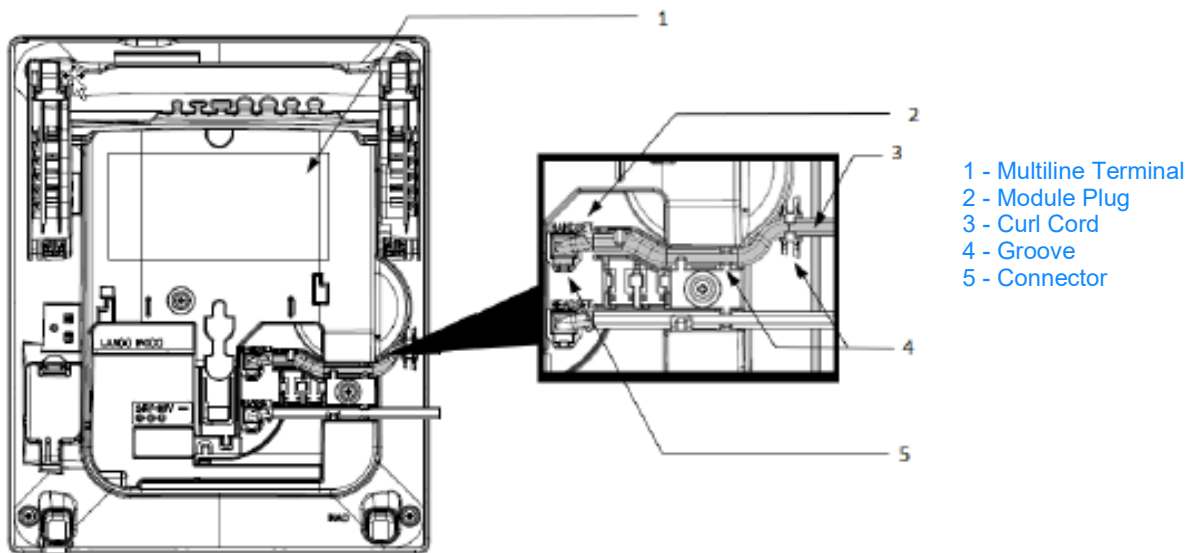
Connect Cables

Please follow the diagram to install your phone. Once plugged in, the phone will automatically download its configuration and start to work. The voicemail box will be functional with a default greeting.

1. Connect an Ethernet cable to the LAN port on the phone and connect the other end to your network.




2. Insert the RJ-9 handset connector into the “Handset” port on the back of the phone.



Configure a Headset

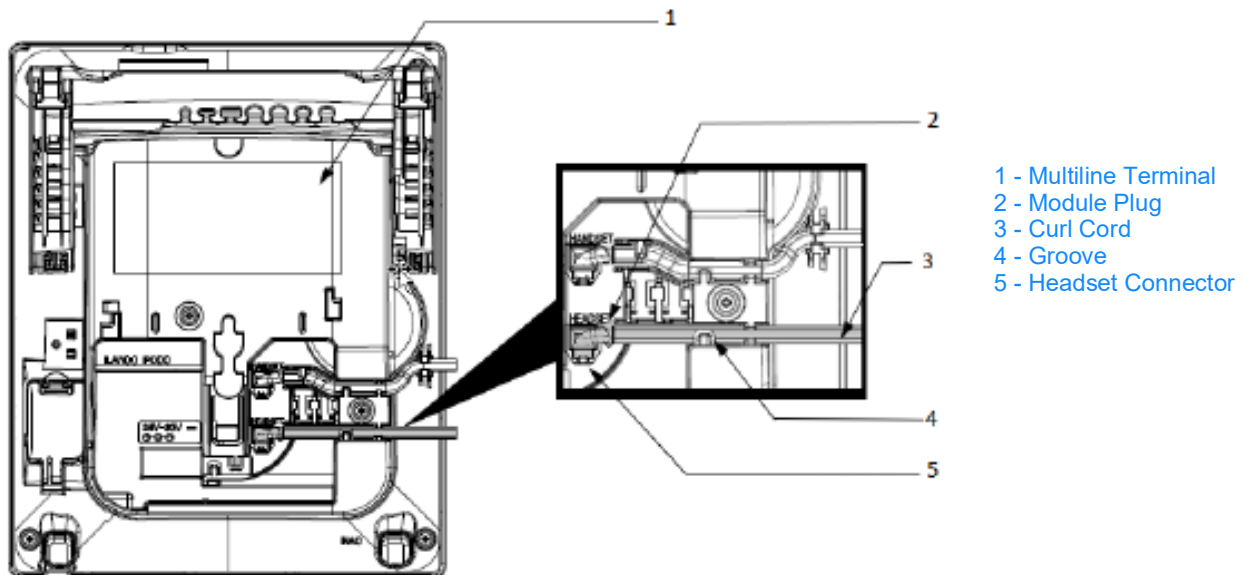
To utilize a headset, you must first enable headset mode on the ITK-32LCGS-1:

1. Press the “Multi” button.
2. Press the “Settings”  button.
3. Press **1** for User Settings.
4. Press **2** for Headset.
5. Press **1** for Enable/Disable.
6. Press **2** for Enable.
7. Press the check mark soft key.
8. Press the **Home** button to return to the main menu.

Connect a Headset

To connect a headset:

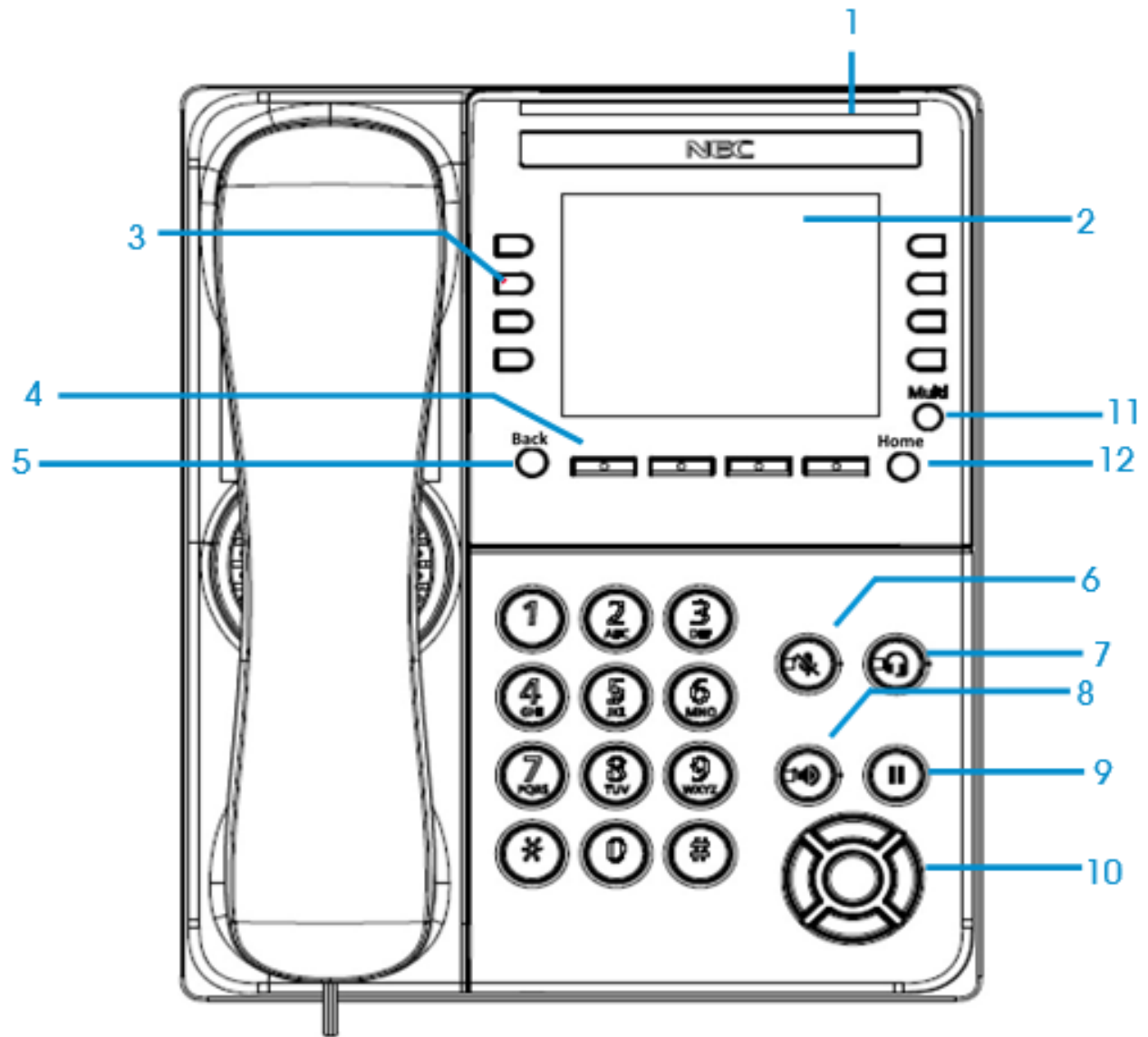
1. Insert the RJ-9 headset connector into the “HEADSET” port on the back of the phone.



The phone will now pick the headset as the default communication method when placing and answering phone calls. To return the phone to non-headset mode, follow the steps in “Configure a Headset” and set Headset to Disabled.

Features


NEC ITK-32LCGS-1






















| Reference Number | Feature | Feature Description |
|------------------|---------------------|--|
| 1 | Call Indicator Lamp | The lamp flashes for incoming calls, and displays steady red for Voicemail indication. |

| Reference Number | Feature | Feature Description |
|------------------|-------------------|--|
| 2 | LCD | The LCD (Liquid Crystal Display) provides call status activity information plus date, time and soft key operation. |
| 3 | Programmable keys | <p>The first programmable key is reserved as the Line Key. Line Keys allow the user to select which line to operate on.</p> <p>Any programmable keys not used as Line Keys can be programmed as Speed Dial Keys by the user or system administrator. Numbers up to 24 digits can be assigned to Speed Dial Keys. The numbers may be a telephone number or star/hash codes.</p> |
| 4 | Soft keys | The soft keys show the available features for your current activity. Any feature shown at the bottom of the LCD is available. The appropriate key is displayed on the screen according to the call handling process. |
| 5 | Back key | This key allows you to exit from the Menu or Help mode and go back to the telephone main screen. |
| 6 | Mute key | <p>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.</p> <ul style="list-style-type: none"> □ This button displays a red light when the phone is idle. □ The light does not display when the microphone is in use during a call. |
| 7 | Headset key | Press the Headset key to enable the use of a supported headset. |
| 8 | Speaker key | <p>Controls the built-in speaker which can be used for Hands Free dialing and conversations.</p> <ul style="list-style-type: none"> □ The LED on this key lights when the speaker is active. |
| 9 | Hold key | Press this key to place a call on hold. |
| 10 | Cursor pad | <p>Use this key to navigate to various features.</p> <ul style="list-style-type: none"> □ The up and down keys on the cursor pad can be used to adjust the volume of the phone. |
| 11 | Multi key | Use to display the application switch screen. |
| 12 | Home key | Press the Home key to return to the home screen. |

Soft Key Icons

| Feature | Display by the Text | Display by the Icon | Feature Description |
|----------------|---------------------|---|--|
| New Call | "NewCall" |  | Start the dial mode to make a new outgoing call. |
| Dial | "Dial" |  | Dial the number you have entered. |
| End Call | "EndCall" |  | End a call. |
| Redial | "Redial" |  | Initiate a previous dialing again. |
| Answer | "Answer" |  | Answer an incoming call. |
| Resume | "Resume" |  | Resume a call on hold. |
| Reject | "Reject" |  | Reject an incoming call. |
| Transfer | "Transfer" |  | Transfer a call after another party answers. |
| Voicemail | "Voicemail" |  | Connect to the voicemail service. |
| Blind Transfer | "Blind" |  | Transfer a call without another party answering. |
| Conference | "Conf" |  | Make a 3-party conference. |
| Shuttle | "Shuttle" |  | Switch to the caller you want to talk with if you have multiple calls. |
| Contacts | "Contacts" |  | Display the contact list. |
| History | "History" |  | Display the history list. |
| DND | "DND" |   | Enables/disables Do Not Disturb |
| Call Flip | "Call Flip" |  | Transfers call to your other devices |
| Call Park | "Park" |  | Set Call Park |
| Silence | "Silence" |  | Silences ringing on incoming call |
| Call Forward | "Forward" |  | Set/cancel Call Forwarding |

| Feature | Display by the Text | Display by the Icon | Feature Description |
|-------------------|---------------------|---|---|
| Pickup | "Pickup" |  | Call Pickup |
| Pickup by Ext | "Extn" |  | Press after selecting Call Pickup to pickup extension. |
| Pickup by Group | "Group" |  | Press after selecting Call Pickup to pickup Group you belong to. |
| Pickup by Group # | "Number" |  | Press after selecting Call Pickup to pickup Group by number. |
| Pickup Any Group | "Any" |  | Press after selecting Call Pickup to pickup any Group. |
| Pickup Any | "Any" |  | Press after selecting Call Pickup to pickup Any call. |
| Next Page | ">>>" |  | Switch the soft key to the next page. |
| Split | "Split" |  | Split calls into separate calls. |
| Switch Call | "SwitchCall" |  | Select to the call you want to operate, if you have multiple calls. |
| Down | "Down" |  | Move down the focus on the list. |
| Up | "Up" |  | Move up the focus on the list. |
| Cancel/Stop | "Cancel / Stop" |  | Cancel the current operation. |
| Delete | "Delete" |  | Delete a character or a dial in the input area. |
| Back/Exit | "Back" / "Exit" |  | Back to the previous screen. |
| Select/OK | "Select" / "OK" |  | Determine the current operation. |
| Save Data | "Save" |  | Save a contact's information. |
| Delete Data | "Delete" |  | Delete a contact's information. |
| Edit | "Edit" |  | Edit a contact's information. |
| Search | "Search" |  | Search for a contact. |

Voicemail Box Setup

RECORDING YOUR PERSONAL VOICEMAIL GREETING

1. Press the “Voicemail” soft key.
2. Enter the PIN provided to you by your Administrator, followed by the # key.
3. Select option **3** for personal options.
4. Select option **1** to record your voicemail greeting.
5. Follow the voice prompts to record and check your greeting.

CHANGING THE PIN FROM THE PHONE

1. Press the “Voicemail” soft key.
2. Enter the PIN provided to you by your Administrator, followed by the # key.
3. Select option **3** for personal options.
4. Select option **2** to change your PIN.
5. Enter the new PIN when prompted. Press # when done.

Home Screen and Line Keys

HOME SCREEN

To access or return to the Home screen press the **Home** button.

LINE KEYS

While on Home screen, you can access the Line Keys pages by pressing the left or right cursor key.

The terminal supports 32 Line Keys. There are 4 pages of Line Keys, therefore each page displays 8 Line Keys



Commonly Used Features

PLACING OUTGOING CALLS

When the phone is not in use:

1. Pick up the handset or press the “Speakerphone” button.
2. Dial an extension or telephone number.

When you are already on a call:

1. Press the “Hold”  button.
2. Press the “More”  soft key.
3. Press the “New Call” soft key. The original call is put on hold.
4. Dial an extension or telephone number.

ANSWERING AN INCOMING CALL

On the Handset:

- Pick up the handset to answer the call.

On a Headset:

- Press the “Headset”  button.

On Speakerphone:

- Press the “Speaker”  button (or the “Answer” soft key) to answer the call.

REJECTING AN INCOMING CALL

Press the “Reject” soft key to immediately send the caller to voicemail.

IGNORING AN INCOMING CALL

Press the “Silence” softkey to ignore an incoming call.

Note: The caller will continue to hear ringing until specified time setting for Call Forward No Answer

REDIAL LAST NUMBER DIALED

Press the “Redial” soft key to immediately dial the last number dialed.

ENDING A CALL

On a Handset:

- Hang up or press the “End Call” soft key.

On a Headset:

- Press the “Headset”  button.

On Speakerphone:

- Press the “Speaker”  button.

HOLD



Placing a Call On Hold:

- While on a call, press the “Hold”  button.

Retrieving Calls On Hold:

- Press the “Hold”  button or press the "Resume" soft key.

MUTE

1. To mute the microphone on an active call, press the “Mute”  button.
2. To un-mute the microphone, press the “Mute”  button again.

DO NOT DISTURB (DND)

When the terminal is in an idle state press the “>>>” soft key twice to display the “DND” soft key

Press the “DND” soft key to enable/disable Do Not Disturb.

Note: When set a DND Icon will be present on the Home Screen

TRANSFERRING CALLS

Blind Transfers:

1. While on a call, press the “Transfer” line key.
2. Press the “Blind” line key.
3. Dial an extension or telephone number.
4. The call is automatically transferred.


Attended (Consultative or Warm) Transfers:

1. While on a call, press the “Transfer” line key.
2. Dial an extension or telephone number.
3. Wait for the party to answer. Announce the call and indicate you are transferring.
4. Press the “Transfer” soft key to transfer the call.

CALL WAITING

While already on a call and a new call rings in, you hear a beep tone emitted by your phone.

Answering the Second Call:

1. Press the Call Indicator  soft key.
2. Press the “Answer” line key. The first call will be placed on hold.
3. Once your second call has ended, resume the original call by pressing the “Resume” button.

Rejecting the Second Call:

1. Press the first line key. The line key will begin blinking.
2. Press the “Reject” soft key to immediately send the caller to voicemail.

VOLUME ADJUSTMENT

In-Call Volume:

- While on a call, press the Up and Down cursor pad buttons to adjust in-call volume on the phone.

Ringer Volume:

- While the phone is not in use, press the Up and Down cursor pad buttons to adjust ringer volume on the phone.

VOICEMAIL

1. While the phone is not in use, press the “Voicemail” soft key.
2. Enter your voicemail PIN followed by #.
3. Press 1 to listen to new voicemail messages.

Advanced Features

CALL PARK

Placing Calls on Park:

Via Softkey

- While on a call, press the “>>>” soft key to display the “Call Park” soft key
- Press the Call Park soft key

Via Line Key or Dialing

- Press the Call Park line key (programmed previously via Control Panel) or dial *7.

You will hear an announcement telling you which extension your call is parked against.

Retrieving Calls from Park:

- From any phone, dial the extension where the call was parked or select the Monitor Park Slot Line Key (programmed previously via Control Panel).
- The Monitor Park slot line key enables you to add the Park extensions to line keys for accessing the parked call as well as a visual indication of the parked call.

CALL PICKUP

To Pickup a call from an Extension (Directed Call Pickup):

Via Softkey

1. Press the “>>>” soft key to display the “Pickup” soft key
2. Press the “Pickup” soft key
3. Press the “Extn”
4. Dial the extension to pickup
5. Press the “Pickup” soft key

Via Dialing

- From any phone, dial ***95** and the extension number of the ringing station you would like to answer or select the Call Pickup “from specific extension” (programmed previously via Control Panel).

To Pickup a Call from a Group that you are a member of (Group Call Pickup):

Via Softkey

1. Press the “>>>” soft key to display the “Pickup” soft key
2. Press the “Pickup” soft key
3. Press the “Group” soft key
4. Press the “Any” soft key

Via Dialing

- From any phone, dial ***97** or select the Call Pickup “from any Pickup Group” (programmed previously via Control Panel).

To Pickup a Call from a specific Group (Group Call Pickup):

Via Softkey

1. Press the “>>>” soft key to display the “Pickup” soft key
2. Press the “Pickup” soft key
3. Press the “Group” soft key
4. Press the “Number” soft key
5. Dial the group number
6. Press the “Pickup” soft key

Via Dialing

- From any phone, dial ***97** and the Group number that the call is ringing, or select the Call Pickup “from specific Pickup Group” (programmed previously via Control Panel).

To pickup a call from any station (Any Call Pickup):

Via Softkey

1. Press the ">>>" soft key to display the "Pickup" soft key
2. Press the "Pickup" soft key
3. Press the "Any" soft key

Via Dialing

- o From any phone, dial ***96** to answer a call of any ringing station or select the Call Pickup "Any company call" (programmed previously via Control Panel).

CONFERENCE

Conferencing a Call:

1. While on a call, press the "Conf" soft key or press the "Transfer" soft key.
2. Use the keypad to dial the telephone number of the party to be joined to 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 decide not to complete the conference, the call can be terminated by pressing the "EndCall" soft key.
5. If you want to switch between each party before the conference is established, you can use the "Shuttle" soft key.
6. You can complete the conference by pressing the "Conf" soft key.

Hang Up while conferencing:

1. If you are establishing a conference call and want to hang up on the person you are calling, press the "EndCall" soft key.
2. key while the phone for the third party is still ringing, the other two parties will be connected in a blind transfer call.
3. If you hang up the telephone handset or press "Speaker" while the phone for the third party is still ringing, the other two parties are connected in a blind transfer call.

INTERCOM

To intercom a station (Voice Announce):

- Dial ***90** and extension number of the user you want to intercom.

CALLFLIP

Transferring Calls to Your Other Devices:

- While on a call, press the ">>>" soft key to display the "Call Flip" soft key

CALL OR TRANSFER DIRECT TO AN EXTENSION'S VM BOX

To leave a VM message by calling and extension's VM Box Direct:

- Dial * and the extension number where you want to leave the VM.

To Transfer a Caller to Leave a VM message in the extension's VM Box Direct (Quick Transfer to VM):

- While on a call, select the "Transfer" soft key then dial * and the extension number where the caller wants to leave the VM and hang up.

ON-DEMAND CALL RECORDING

Enabling On-Demand Call Recording:

- While on a call dial #9 or select the Record line key (programmed previously via Control Panel) to start and stop the recording.
- The recording feature must be enabled by your admin before the feature can be used.

Note: Note: Different states have different laws about the notification that calls are being recorded. Administrators can choose whether to enable or disable a call recording announcement based on their state's requirements.

If enabled, "Your call is being recorded" plays when you start recording.

PAGING

Paging Phones in a Group:

- Dial the Page Group extension number or select the Pagingline key (programmed previously via Control Panel).

To Answer a Page:

- Dial ***80** and or select the Intercom key (previously programmed via Control Panel) you will be connected to the person that initiated the Page.

CALL FORWARDING

- When the terminal is in an idle state press the ">>>" soft key twice to display the "Forward" soft key
- Press the "Forward" soft key to enable/disable Call Forwarding
- Select Account 1 for your extension
 - Select 1 to Clear Forwarding
 - Select 2 to enable Forward immediately (Call Forward All)
 1. Enter destination
 2. Select OK
 - Select 3 to enable Forward when busy (Call Forward Busy)
 1. Enter destination
 2. Select OK
 - Select 4 to enable Forward after any time (Call Forward No Answer)
 1. Enter destination
 2. Enter call forward time in seconds
 3. Select OK

Note: When set a Call Forward Icon will be present on the Home Screen

LINE KEY ALIAS

Provides extra line capacity for making and receiving calls for the provisioned extension on this device.

- Program Line Key Alias buttons on your device via Control Panel

To answer an incoming call while you are already on a call.

1. Put original call on Hold
2. Answer ringing Line Key Alias button

To make an outgoing call while you are already on a call.

1. Put original call on Hold
2. Press available Line Key Alias button and dial out

This option is useful for:

Managing multiple inbound calls to a single extension or user device.

REMOTE LINE KEY

Allows making and receiving phone calls on behalf of another User or Resource account. Internal calls will appear to be coming from this User. External calls will display the User's caller ID. A device with a remote line key set up will receive calls simultaneously with the original device and they both will ring. You can set a display name for the Remote-line key for your device; this display name is only visible on the assigned device's screen and does not change the caller id name for internal extension dialing or external calls.

Program Remote Line Key button on your device via Control Panel

- Select the button to make an outgoing call as this user
- Select the button when ringing to answer an incoming call for this user

This option is useful for:

- Running multiple businesses from your UNIVERGE BLUE CONNECT system; Remote-line key allows you to set up a button for each business on your phone to present the correct outbound caller ID when dialing out from the corresponding line key.

- When an assistant needs to place outbound calls on behalf of another employee.

Note: If you are setting a remote line key for a user the user must have a device assigned to them for this function to work.



Note: The ITK-32LCGS allows up to 3 Remote Line Keys

PERSONAL CONTACTS


To access Personal Contacts:

- Press the  soft key. Using

Personal Contacts:




- Use the UP and Down keys on the cursor pad to scroll through the Personal Contacts.
- You can also select the  soft key and the keypad to search for an entry.
- Once the entry is highlighted you can call the contact by simply going off hook on handset, speaker, or headset (if enabled) or by selecting the  soft key.

To view a specific Personal Contacts entry:



1. Use the Up and Down keys on the cursor pad to scroll through the Personal Contacts.
2. You can select the entry via the middle button on the cursor pad 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. You can also call the entry by selecting the  soft key or you can Edit or Delete the entry by selecting the ... soft key.

5. Press the **X** soft key to exit details screen and return to the Personal Contacts.

To add a Personal Contacts entry:

1. Press the  soft key.
2. Select the ... soft key.
3. Select **1** to Add.
4. Use the keypad to enter a name for the Personal Contact then press the  soft key. Use the * key to switch between uppercase and lowercase keypad entry modes.
5. Use the telephone keypad to enter a phone number for the entry and press the soft key.
6. Use the telephone keypad to enter a Speed Dial number (if desired) for the entry and press the  soft key.

Note: Only digits 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 the  soft key.
8. Press the  soft key to save your changes.

CALL HISTORY


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 Call History:

1. Press the  soft key.
2. Select **>** soft key to choose between All, Missed, Incoming, and Outgoing calls.
3. Use the Up and Down keys of the cursor pad to scroll through the call information.


To Dial an Entry from Call History:

- Once the entry is highlighted you can call the contact by simply going off hook on the handset, speaker or headset (if enabled) or by selecting the  soft key.

To Add Entries in Call History to Personal Contacts:

1. When an entry is highlighted, press the "... " soft key.
2. Select **2** for Directory Add.
3. Select the  soft key if the info does not need any changes.
4. If changes are required, select the portion of the entry to change by using the UP and Down keys on the cursor pad, then select the  soft key.
5. Once the entry has been modified select the  soft key, then select the  soft key to save the entry.


To Delete Call History:

1. Press the  soft key.
2. Select **>** soft key to choose between All, Missed, Incoming, and Outgoing calls.
3. Use the Up and Down keys of the cursor pad to scroll through the call information.
4. Select the ... soft key.
5. Select **3** to Delete the entry you highlighted on the previous page or select **4** to Delete all entries.




LDAP CONTACTS

To access LDAP Contacts:

This feature must be enabled by our Support Team

- Press the  (Contacts) soft key.
- Press 2 for LDAP Contacts (please note this may named differently if change was requested via Support)













Using LDAP Contacts:








- Type in the first couple of letters of the Contact name or Extension number via the telephone keypad
*The keypad entries can be toggled using the * key*
- Once you have entered the information select the  (OK) softkey
- You will now see all entries associated with your search. Use the Cursor key up/down to view results
- Select the entry and select the  (Dial) soft key to dial or the  (OK) soft key to see details

Icon Display






Status Display Icons

The LCD on the phone displays icons that provide notification for events, such as missed calls and voice mail. The icons appear in the topmost display line, known as the title bar.











| Feature | Images | Description |
|--|---|---|
| Registered |  | Indicates the phone is currently registered with a SIP server. |
| Unregistered |  | Indicates the phone is currently not registered with any SIP servers. This may indicate a problem connecting to the SIP server. |
| Network Cable Unplugged |  | Indicates a problem with the phone's connection to the network. The problem may be with the network cable or the LAN port your phone is connected to. Check both ends of the network cable that you use to connect your phone to the network for loose connections. Try using another network cable to connect your phone to the network, or try connecting to another active LAN port on the network. |
| 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. |
| Headset |  | This icon indicates that the headset is active. |
| Active Call |  | Indicates you are currently on a call. |
| Dialing |  | This icon appears when you are dialing a number. |
| Hold |  | Indicates that the current call is on hold |
| 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. |
| Transfer to Hold (Primary and Consult) |  | Indicates that you are transferring the call into a held state. |

| Feature | Images | Description |
|--|---|---|
| Transfer/Conference Call |  | Transfer the primary call to a secondary 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/Conference Shuttle (Primary Call) |  | Focus is on the primary call. |
| Transfer/Conference Shuttle (Secondary Call) |  | Focus is on the secondary call. --or-- Initiate a 3-party conference call. |
| Call Conferencing |  | This icon indicates that you have two other callers in a 3-way conference call. |
| 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. |
| Conference With Hold (Primary and Consult) |  | Indicates that you are connecting to a conference that is in a held state. See icons with Transfer to Hold. |

Volume Display Icons

| Feature | Images | Description |
|------------------------|---|--|
| Handset Ringing Volume |  | Shows the ringing volume of the handset for incoming calls. |
| Soft Ring Volume |  | Shows the soft ring volume of the handset for incoming calls. |
| Headset Call Volume |  | Shows the volume level of the headset when you are on a call. |
| Handset Call Volume |  | Shows the volume level of the handset when you are on a call. |
| Speaker Call Volume |  | Shows the volume level of the speaker while you are on a call. |

Monitor Presence Icons

| Type | Status | Images |
|-----------------------------------|-------------------------|--|
| Line Key | Registered |  |
| | Unregistered |  |
| Speed Dial Key (No Monitoring) | Not Available |  |
| BLF | Idle |  |
| | Ringing |  |
| | Subscription Failed |  |
| | Online (3C system only) |  |
| | On the Phone |  |
| | Held |  |
| | Busy |  |

Menu List

USER SETTINGS

Select this option to configure the user settings.

These settings are updated automatically based on the Control Panel when connecting the network.

The default values listed in the following table are the factory default setting.

| Menu Item | Description | Default Value |
|--------------|--|-----------------------|
| Ringtone | Select this option to set up for ring tone. (Refer to Ringtone on page 27.) | - |
| Headset | Select this option to set up for headset. (Refer to Headset on page 27.) | - |
| Language | Select this option to set up for the language. | English (Internal) |
| Volumes | Select this option to set up for the volume. (Refer to Volumes on page 27) | - |
| Date/Time | Select this option to set up for date and time. (Refer to Date/Time on page 27.) | - |
| LCD | Select this option to set up for the LCD. (Refer to LCD on page 27.) | - |
| Data Clear | .Select this option to clear the terminal data, User settings or Personal Contacts or Call History. | - |
| Screen Saver | Select this option to set up for the Screen Saver. (Refer to Screen Saver on page 28). | - |
| GUI Settings | Select this option to set up for the Graphic User Interface. (Refer to GUI Settings on page 28.) | - |

Ringtone

| Menu Item | Description | Default Value |
|-------------------|--|---------------|
| Internal Ringtone | Select this option to specify the internal ringtone. | Default |
| External Ringtone | Select this option to specify the external ringtone. | Default |

Headset

| Menu Item | Description | Default Value |
|----------------|---|---------------|
| Enable/Disable | Select this option to specify whether to use the headset. | Disable |
| Ringling | Select this option to specify which device rings. | Phone |

Volumes

| Menu Item | Description | Default Value |
|----------------------|--|---------------|
| Call Waiting Volume | Select this option to specify the volume of call waiting. | 19 |
| Hold Reminder Volume | Select this option to specify the volume of hold reminder. | 19 |

Date/Time

| Menu Item | Description | Default Value |
|-------------|--|---------------|
| Date Format | Select this option to change the display order of date, day of the week, and year. | Mon, Jan 1 |
| Time Format | Choose between 12-hour or 24-hour clock format. | 12 Hour |

LCD

| Menu Item | Description | Default Value |
|--------------|--|---------------|
| LCD Contrast | Select this option to specify the contrast of LCD. | 2 |

Screen Saver

| Menu Item | Description | Default Value |
|----------------|---|---------------|
| Enable/Disable | Select this option to specify whether to use the screen saver. | Enable |
| Wait Time | Select this option to specify the wait time to launch a Screen Saver. | 30 |

GUI Settings

| Menu Item | Description | Default Value |
|-------------------|---|---------------|
| Change Theme | Select this option to set up for Display Theme. | Black |
| Animation | Select this option to set up for animation enable/disable. | Disable |
| Home Screen | Select this option to set up for the home screen when the Home key is pushed. | Call Screen |
| Soft Key Display | Select this option to set up for the display of soft key, icon or text. | Icon |
| Screen Transition | Select this option to set up for the transition screen when the call is finished. | Active |

Input Characters

The following tables show the character sets (uppercase, lowercase) and numeric that are available on your phone.

ALPHABETIC CHARACTERS

When entering the name, you can enter uppercase and lowercase standard and European characters. The keypad is in upper case entry mode upon entering the screen. You can switch between upper and lower case character sets by pressing the * key. An icon in the title bar will show which entry mode (uppercase, lowercase or numeric) set is selected. The following tables show the available characters.

Uppercase Alphabetical Character Set

| Uppercase Characters | | | | | | | | | | |
|----------------------|-----|---|---|---|----|---|----|----|---|-------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | # |
| | A | D | G | J | M | P | T | IV | 0 | Space |
| | B | E | H | K | N | a | U | X | | ▪ |
| | C | F | I | ■ | O | R | v | y | | # |
| ' | A | e | i | 5 | ii | s | U | Z | | |
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| • | A | e | I | | 6 | 7 | U | | | / |
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| % | A | 3 | 4 | | 6 | | 8 | | |) |
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Lowercase Alphabetic Character Set

| Lowercase Characters | | | | | | | | | | |
|----------------------|-----|---|---|---|----|---|---|---|---|-------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | # |
| | ● | d | g | i | m | p | t | w | 0 | Space |
| | b | ● | h | ● | n | q | u | x | | ▪ |
| | c | f | i | l | o | v | v | y | | # |
| ' | .; | ● | i | 5 | " | s | U | z | | |
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| ● | .; | ● | i | | .; | 7 | U | | | / |
| - | ;; | ● | ; | | 0 | | U | | | (|
| % | ;; | 3 | 4 | | 0 | | 8 | | |) |
| & | ;; | | | | 0 | | | | | |
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Numeric Character Set

When in numeric character entry mode, you can use the numbered keys on the phone to enter numbers, and the # key to enter special characters. You can switch between character sets by pressing the * key.

*The full numeric character set is only available when you are in a field that also allows alphabetic input. If you are not in a field that allows for alphabetic input, the only special characters you can enter are * and #.*

| Numeric Characters | | | | | | | | | | |
|--------------------|---|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | # |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 0 | * |
| | | | | | | | | | | # |
| | | | | | | | | | | . |
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Guided Option Setup

Wall Mount the Phone

You can wall mount a multiline terminal using the base cover or an optional wall mount unit.

When optional adapters are used, the multiline terminal must be installed on the wall using the WM-L UNIT.

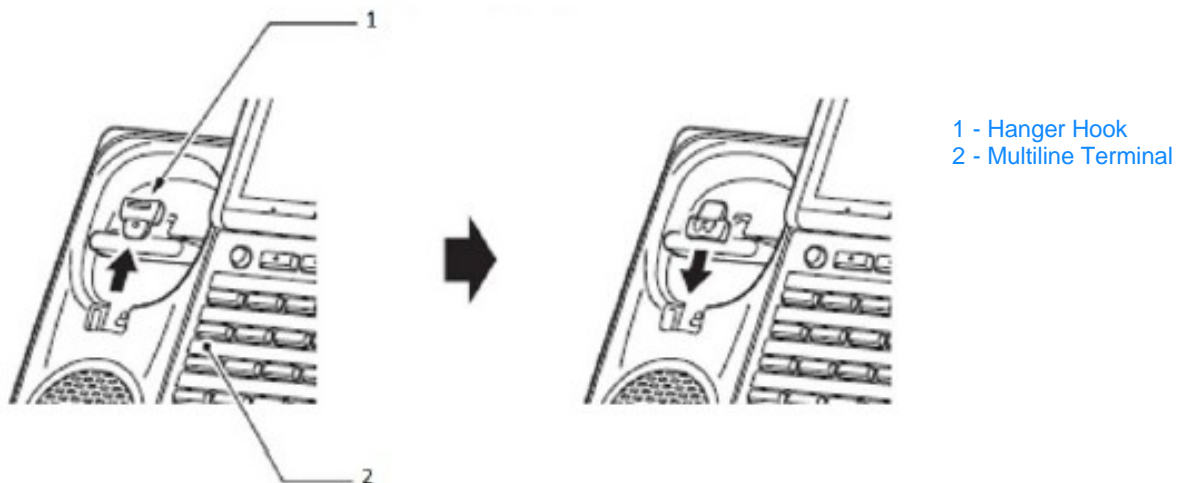
Wall Mounting a DT900 Multiline Terminal using the Base Plate

Please note, because of the variation in wall plates, this method is not recommended.

To adjust the Hanger Hook

1. Remove the hook from the unit.
2. Turn the hook with the tab toward the top.
3. Slide the hook until it glides into position forming the hanger hook for the handset.

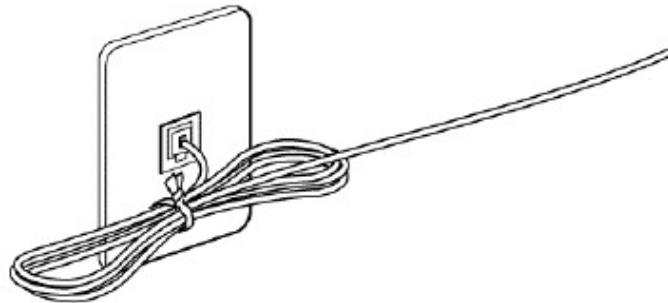
Sliding the Hanger Hook into Position



To Wall Mount the Multiline Terminal

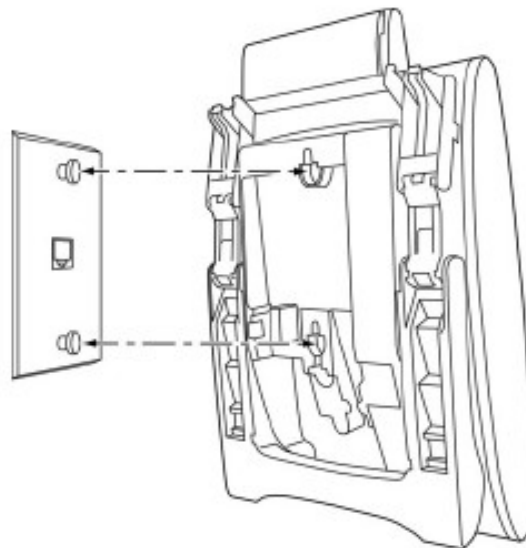
1. Plug line cord in the wall receptacle. Leave about eight inches of cord and bundle the remaining cord as shown in the following diagram.

Bundling the Line Cord



2. Ensure the Tilt Legs are in the flat (unused) position.
3. Plug the line cord or LAN cable into the multiline terminal. Refer to [Connect Cables on page 2](#) for cable connection instructions.
4. Align the two holes on the back of the multiline terminal with the two screws on the wall plate and slide downward.

Connecting to Wall Plate

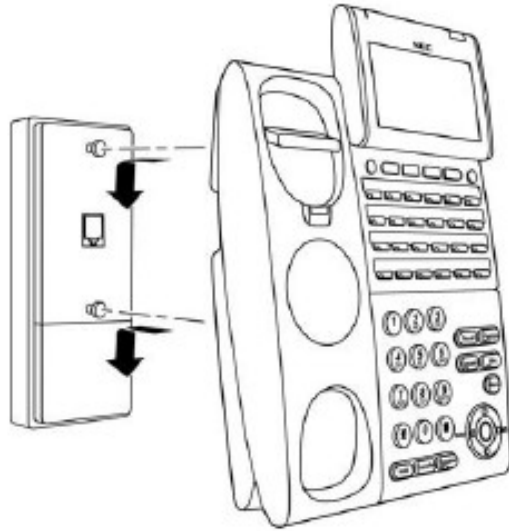


5. Push the spare line cord behind the multiline terminal.

To Wall Mount the Base on the Wall Plate

1. Locate the screw holes on the base and hang the cover over the screws on the wall plate.

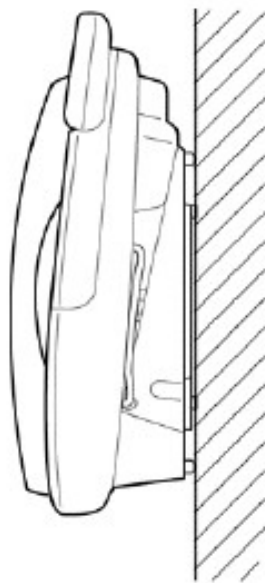
Wall Mount on Wall Plate



2. Hang the terminal on the base.

When it is correctly mounted, it will be flush with the wall.

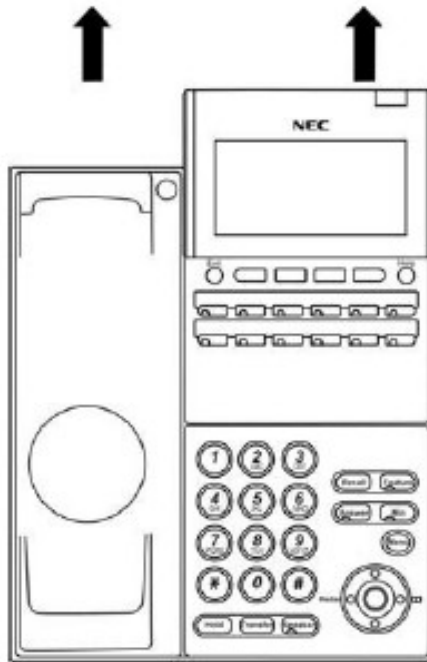
Wall Mounted Unit



To Remove the Terminal from the Wall Mounted Base Plate

1. Push up on the terminal until it comes loose.

Removing Wall Mounted Unit



WM-L Unit

The WM-L UNIT (Wall Mount Unit) is used to attach any DT Series multiline terminal to the wall. This unit connects to the bottom of the telephone.

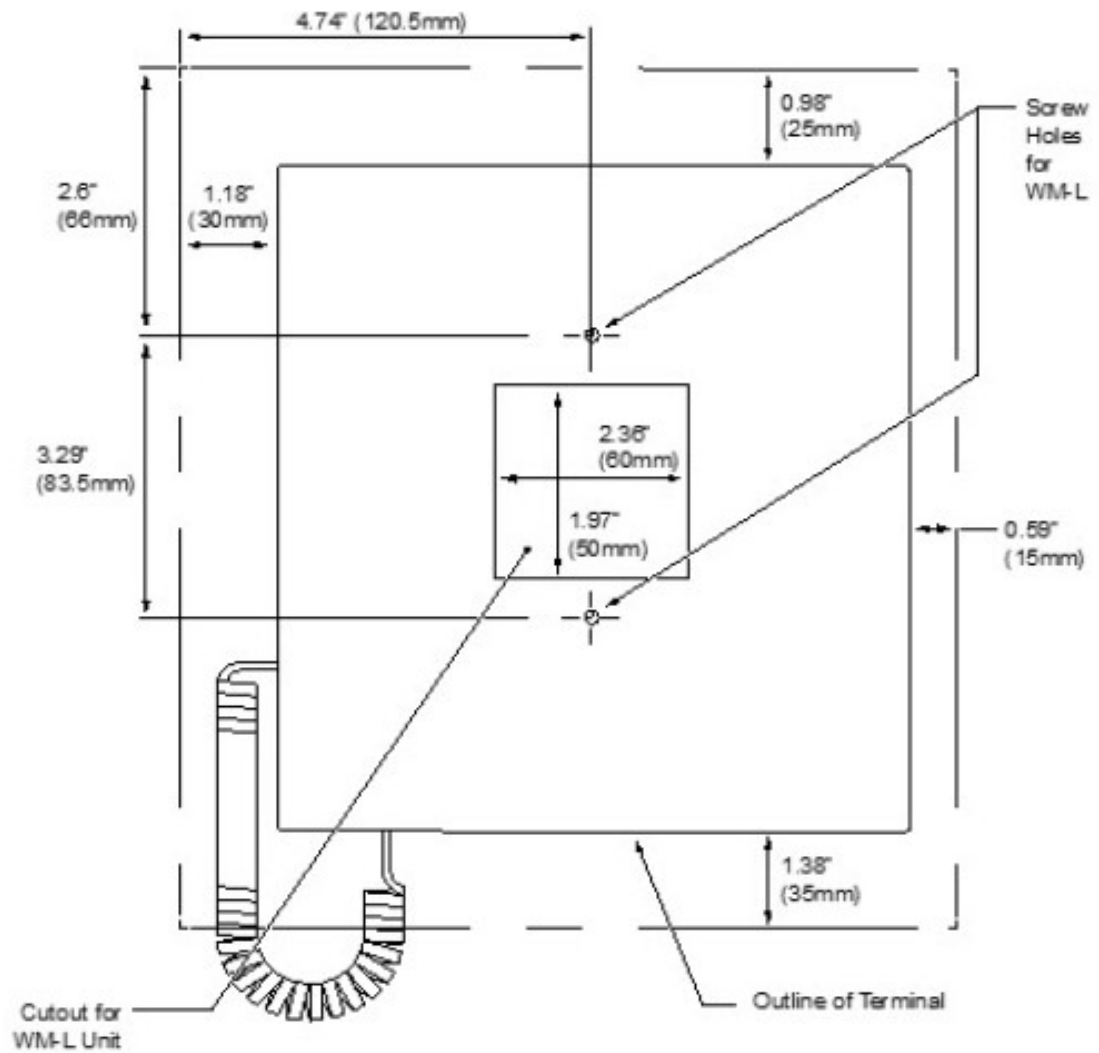
When optional adapters are used, the multiline terminal must be installed on the wall using the WM-L UNIT.

To Mount a Multiline Terminal on the Wall using WM-L UNIT

1. Use the appropriate template shown in the following figures for

required spacing for each phone model before drilling.

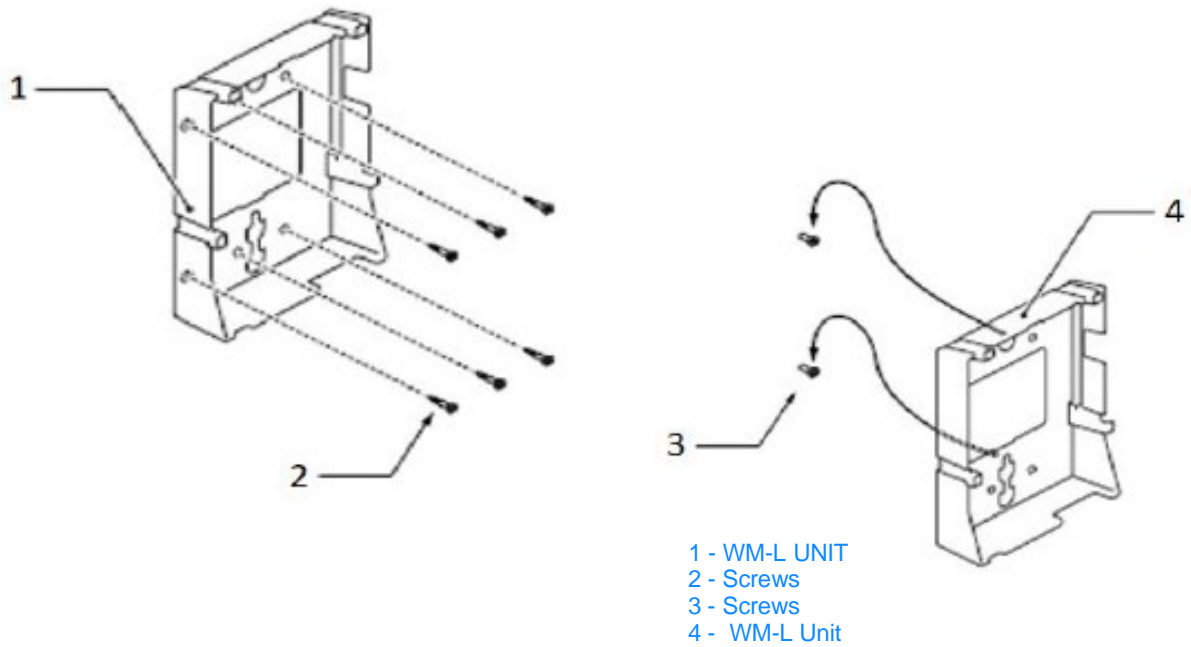
ITK-32LCGS-1 Wall Mount Spacing Guide (WM-L UNIT)



To Install the WM-L Unit

1. Attach the WM-L UNIT to the wall using six screws or using two wall mounted screws as shown in the following diagram.

Attach WM-L UNIT Using Screws

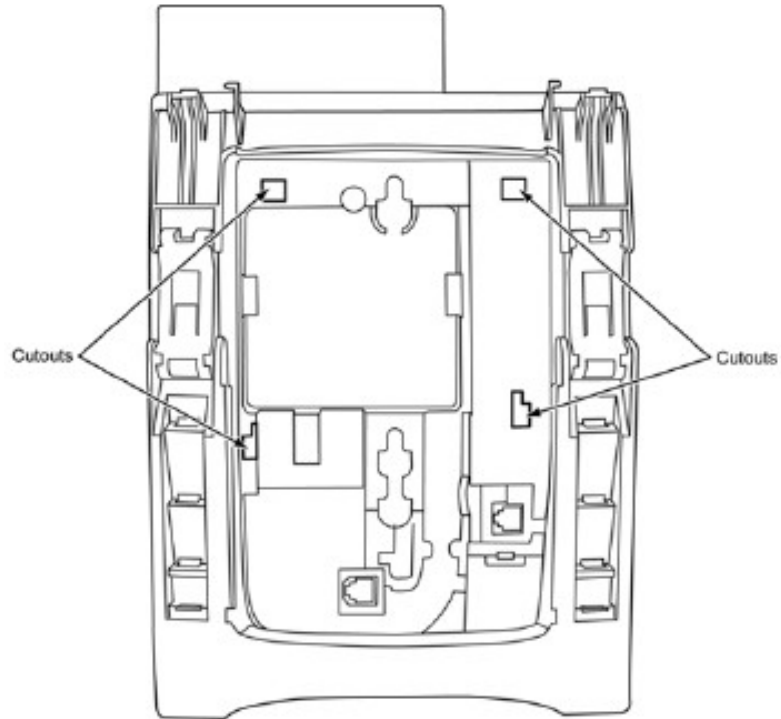


2. Plug one end of the line cord into the wall receptacle. Leave about eight inches of cord and bundle the rest.
3. Refer to [Connect Cables on page 2](#).

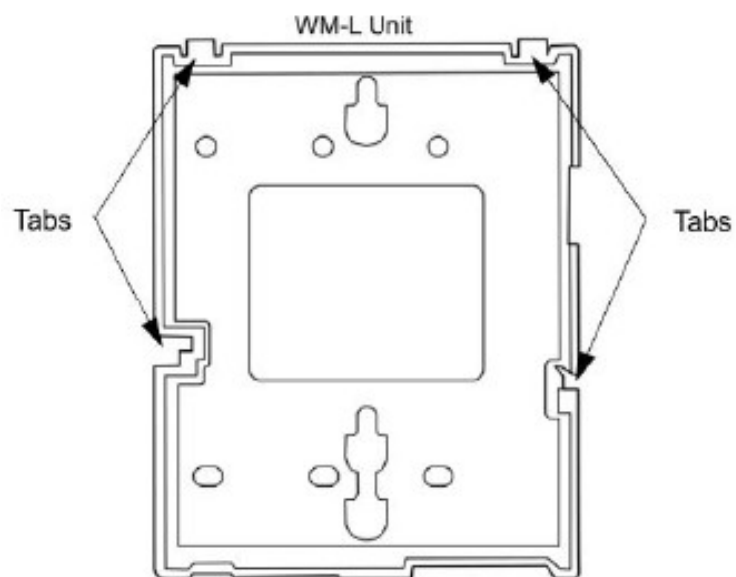
To Align Cutouts for WM-L Unit

1. Align the four cutouts on the bottom o.f the multiline terminal with the tabs on the WM-L UNIT as shown in the following diagrams.

Align Cutouts

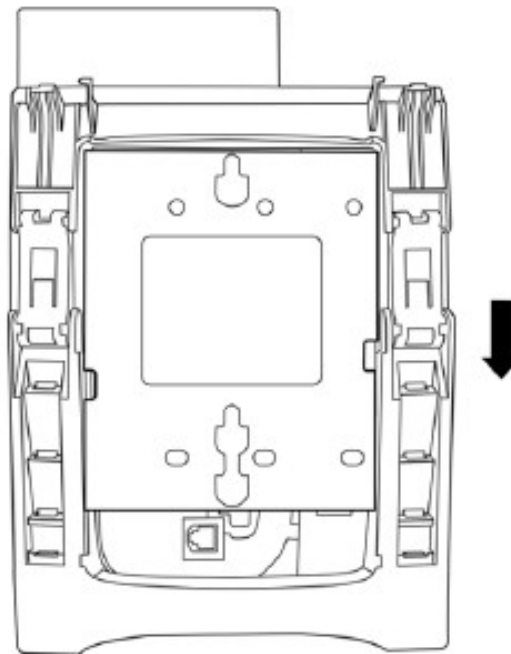


Align Tabs



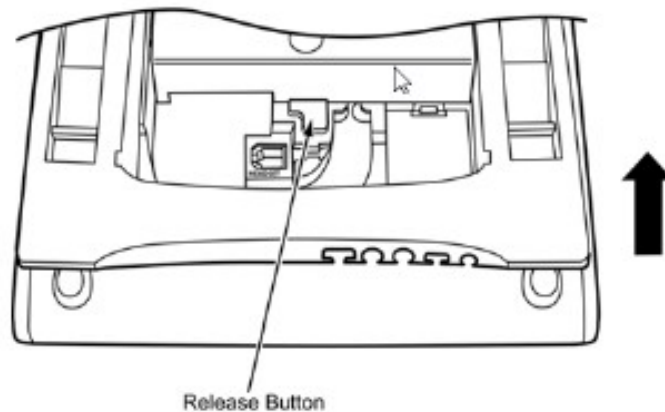
2. Push down until the multiline terminal snaps into place.

WM-L UNIT Installed



3. To release the multiline terminal from the WM-L UNIT, press the release button and push the telephone up.

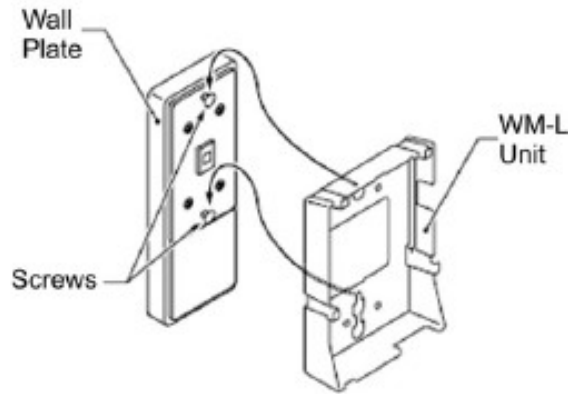
WM-L UNIT Release Button



Mount Multiline Terminal On Wall Plate Using WM-L UNIT

1. Locate the screw holes on the base and hang the cover over the screws on the wall plate.

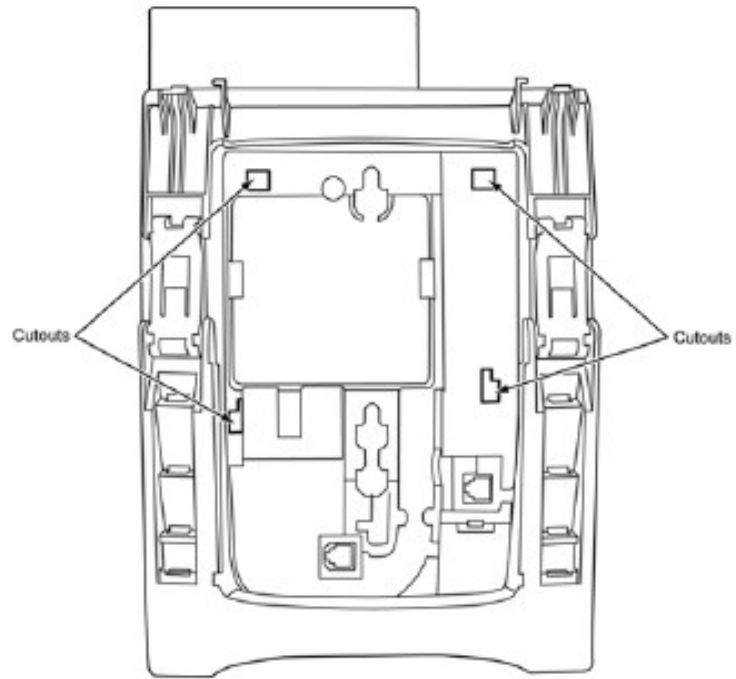
Attach WM-L UNIT to Wall Plate



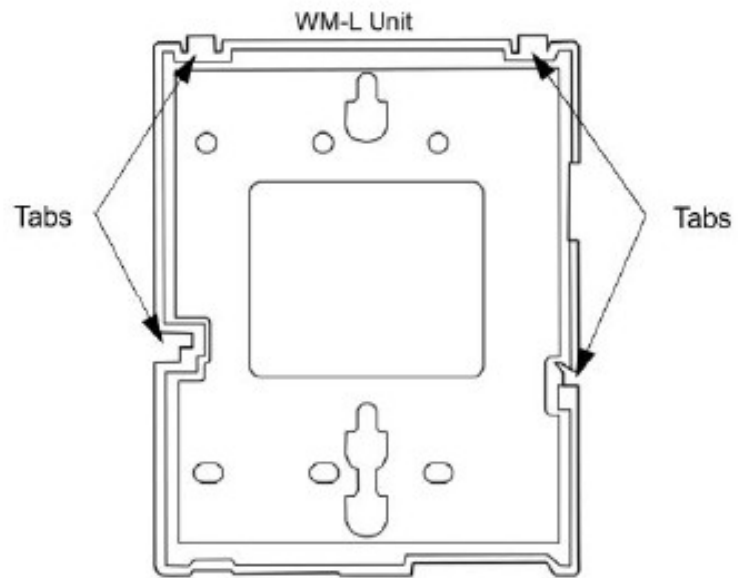
Because of variation in wall plates, this method is not recommended.

2. Plug one end of the line cord into the wall receptacle. Leave about eight inches of cord and bundle the rest.
3. Refer to [Connect Cables on page 2](#).
4. Now align the four cutouts on the bottom of the multiline terminal with the tabs on the WM-L UNIT.

Align Cutouts

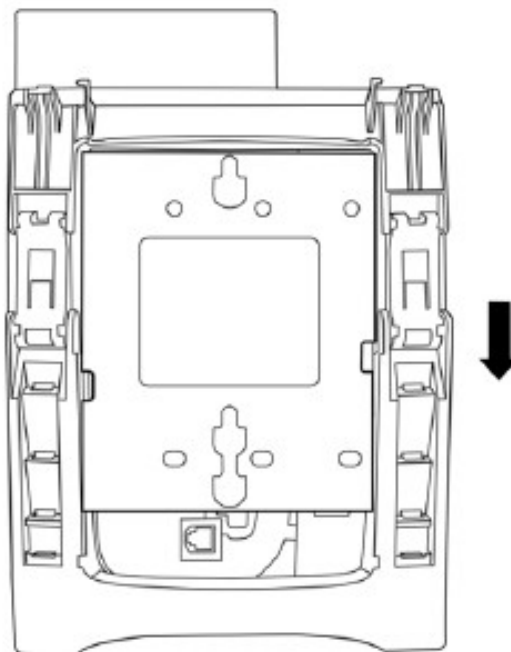


Align Tabs



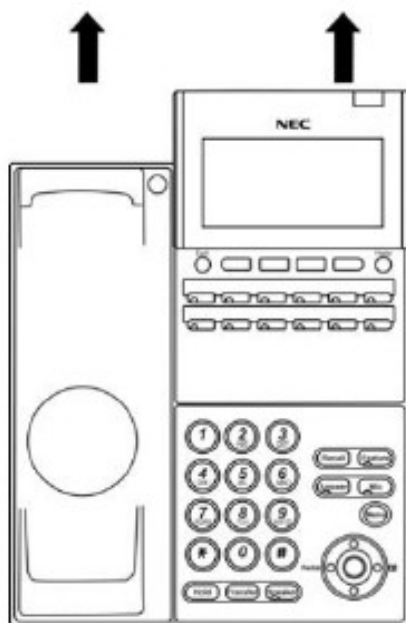
5. Push down until the multiline terminal snaps into place.

Attach WM-L UNIT Installed



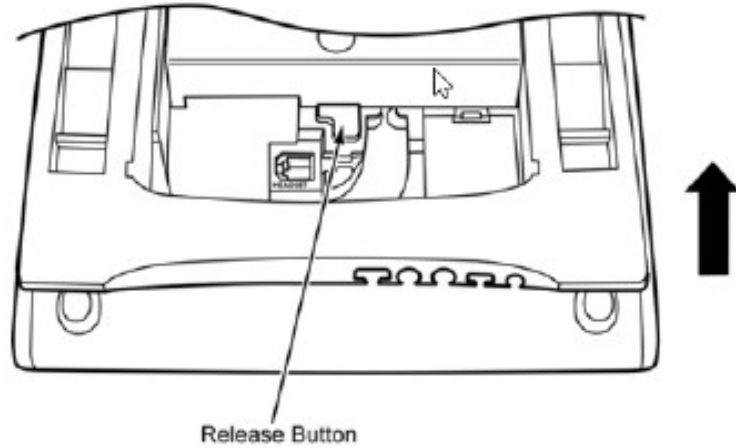
6. To remove the WM-L UNIT from the wall panel, push up on the telephone until it comes loose.

Attach WM-L UNIT Removed



7. To separate the multiline terminal from the WM-L UNIT, press the release button and slide the multiline terminal up.

Attach WM-L UNIT Release Button



We are here to help.



<http://kb.univerge.blue/main/>