D-Term II Telephones

D-Term II Telephone User Guide
This document includes information on the NEC D-Term II telephones (pictured above) in use at some locations within Fordham University.

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For additional assistance between the hours of 8:00am and 8:00pm please call the University Help Desk at: 718-817-3999.
Placing a Call on Hold

To place a call on hold, simply press the HOLD button:

The line indicator on your phone flashes green. If this line [extension] is viewable from other phones, the indicator light flashes red to show that the line is in use.

Transferring a Call

Single-Line Phone

1. Press the switchhook down and quickly release it.
2. You should hear a stuttering dial tone.
3. Dial the extension to which you want the call transferred
4. Hang up.

NOTE: The switchhook is the button in the cradle that answers and ends a call. When you hang up, the other two lines are connected.

Multi-Line Phone

1. Press the TRF button:  
2. You should hear a stuttering dial tone.
3. Dial the extension to which you want the call transferred.
4. If you wish – you may stay on the line and speak to the person to whom you are transferring the call.
5. Hang up.

NOTE: When you hang up, the other two lines are connected.

Setting Up a Three-Party Conference Call

1. Have one of the parties on the line.
2. Press the TRF button:  
3. You should hear a stuttering dial tone.
4. Dial the extension of the third party.
5. When the third party answers, press the CNF button:  


Forwarding Your Calls

Calls can be forwarded in three different ways. You may:

- forward an incoming call if you are already on the line
- forward an incoming call if you do not answer after three rings
- forward all incoming calls

These options are not mutually exclusive. For example, you may have calls forwarded when you are on the phone and when you do not pick up after three rings. Simply follow the instructions for each option you wish to program.

**Forwarding an Incoming Call if You Are Already on the Line**

1. Press *
2. Press PRS 7
3. Enter the extension to which you want your calls forwarded.
4. Hang up.

**Cancelling this form of Call Forwarding**

1. Press *
2. Press PRS 7
3. Hang up.

**Forwarding an Incoming Call if You Don’t Answer After Three Rings**

1. Press *
2. Press TUV 8
3. Enter the extension to which you want your calls forwarded.
4. Hang up.
Cancelling this Form of Call Forwarding

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1</td>
<td>Press #</td>
</tr>
<tr>
<td>2</td>
<td>Press TUV 8</td>
</tr>
<tr>
<td>3</td>
<td>Hang up.</td>
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Forwarding All Incoming Calls

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<tbody>
<tr>
<td>1</td>
<td>Press #</td>
</tr>
<tr>
<td>2</td>
<td>Press MNO 6</td>
</tr>
<tr>
<td>3</td>
<td>Enter the extension to which you want your calls forwarded.</td>
</tr>
<tr>
<td>4</td>
<td>Hang up.</td>
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Cancelling this Form of Call Forwarding

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<tbody>
<tr>
<td>1</td>
<td>Press #</td>
</tr>
<tr>
<td>2</td>
<td>Press MNO 6</td>
</tr>
<tr>
<td>3</td>
<td>Hang up.</td>
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Answering Call Waiting

To use Call Waiting – you must have this feature installed on your phone. For information, or to request the Call Waiting feature, please call Telecommunications at:
Rose Hill: 718.817.6040
Lincoln Center: 212.636.3030
The call waiting feature has two signals to indicate another call is coming in:

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<tr>
<td>1</td>
<td>You will hear a short tone burst</td>
</tr>
<tr>
<td>2</td>
<td>You will see a flashing light over the ANS button:</td>
</tr>
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</table>

- To answer the incoming call, press the ANS button: ![ANS button]
  Your original call is placed on hold.
- You may toggle back and forth between calls by pressing the ANS button: ![ANS button]

**Answering Someone Else’s Phone**

You can answer another line using your own phone as long as the other line is part of your pick-up group.

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<tbody>
<tr>
<td>1</td>
<td>Press ![5]</td>
</tr>
<tr>
<td>2</td>
<td>Press ![*]</td>
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**Programming Speed Dial**

There are ten speed dial buttons included on your phone. A different phone number can be programmed for each.

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<tbody>
<tr>
<td>1</td>
<td>Leaving the receiver on the hook – press the button you wish to program.</td>
</tr>
<tr>
<td>2</td>
<td>Dial the phone number you want associated with that speed-dial number.</td>
</tr>
<tr>
<td>3</td>
<td>Press the same speed-dial number to lock in the programming.</td>
</tr>
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</table>

Note: When you enter the phone number, make sure you enter all the required digits, including 9, 1, and the area code as necessary.
**Hands-Free Conversation**

To enable your phone’s loudspeaker, press the SPKR button:

You must still speak through your phone’s receiver, however as these telephones are not delivered with two-way speaker phone.

To request installation of the two-way speaker phone chip, (at a cost of $75), please call Telecommunications:

   Rose Hill: 718.817.6040  
   Lincoln Center: 212.636.3030

**Adjusting the Volume**

**Ringer**

The ringer control switch is on the underside of the phone. Slide the control to the right to make the phone ring louder, or to the left to make the phone ring softer.

**Speaker**

The volume of the caller’s voice coming out of the receiver cannot be adjusted, but you can adjust the volume of the external speaker. On the narrow front edge of the phone is a slide switch. Move it to the right to increase volume, or to the left to decrease volume.

For additional assistance please call the University Help Desk at 718-817-3999 between the hours of 8:00am and 8:00pm.