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You can read the recommendations in the user guide, the technical guide or the installation guide for NEC DTERMSP30. You'll find the answers to all your questions on the NEC DTERMSP30 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual NEC DTERMSP30
User guide NEC DTERMSP30
Operating instructions NEC DTERMSP30
Instructions for use NEC DTERMSP30
Instruction manual NEC DTERMSP30



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Manual abstract:

Goes back to the previous screen. Goes forward in the history of page-moving. Goes back to Top Page. Prints the displayed page. Displays frequently asked questions and their answers. Displays a list of terms used in this Help. Open from Task Tray 1 Right-click click [Help]. in Task Tray and then (2) (3) Click (4) (5) (6) (7) Right-Click Now, Help Screen is opened. 1 How to Use Online Help No. (8) Item Contents Explanation When , , , or is clicked, the page on 'Text' column is displayed.

Also, when is clicked, sub-items are displayed. Displays a list of all the items in the contents in alphabetical order. You can look up an item by using an entry box. You can look up a section you want to know by using this button. When you enter a word on the entry box on the upper side and click [Start lookup], the lookup result is displayed in a list.

When you click lookup result, the equivalent page is displayed. (9) Key word (10) Lookup How to See Text No. (1) Explanation When an underlined part in the text is clicked, the screen jumps to the referred section. When [Back] is clicked, it goes back to the previous screen. What you should be careful about Operation order How to operate Screens or additional explanations displayed after an operation Advice and clues (2) (3) (4) (5) (6) 2 What You Can Do By Softphone What You Can Do By Softphone Softphone 'DtermSP30' is a telephone operated by using a PC.

You make a call by using headset or handset. Also, you can do the following by using functions specific to Softphone. Sharing your applications Video Conference You can see or operate the same data on each other's PC while calling other person. Checking other person's condition Jane John

.. Calling You can call seeing the other person's face by connecting a camera to your PC. Under Presence Cooperation with PHS You can check whether other person is present, calling and so on before you make an extension call (optional). You can use your PHS connected to the PBX as your handset (optional). 3 How to Use Softphone How to Use Softphone This section describes how to start and end Softphone. 2 Enter the extension number and the password assigned to a person to Login: 'column and Password: 'column respectively. Extension numbers are assigned to Login: ' and Password: ' as a default. When starting Softphone for the first time, enter your extension number. If you have changed your password, enter the new password.

When you use cooperation with PHS, enter the extension number for Softphone (My Line) instead of your PHS extension number on login: 'column and Password: 'column. For details, contact your system administrator. How to Start There are two ways to start Softphone. 1 Perform either of the following operations · Click in the following order: [Start] [Program] [DtermSP30] [DtermSP30 Online Help] · Double-click on the desktop. 3 Click . Macro running...' screen is displayed. You want to make a shortcut: Select [Make a shortcut on the desktop] on the shortcut selection screen when installing Softphone.

Then, shortcut is made automatically on the desktop. You want to start your PC and Softphone at the same time: Select [Register to Startup] on the shortcut selection screen when installing Softphone. Then, it is registered automatically to Startup. Until the PBX recognizes the start of Softphone, the following message is displayed. 4 Softphone is started. Now, you can use your Softphone. 4 How to Use Softphone End There are two ways to end Softphone. · Be sure to end your Softphone before turning the power off. · You cannot end your Softphone while you are making a call or a dial tone is heard. When someone is giving you a call when your Softphone is not started or your PC is not powered on: If you use an optional presence server function, is displayed on other person's Member 01/02 displays.

This sign shows that the Softphone is not started or the PC is not powered on. Also, if logout transfer is set, the call is transferred to the number to be transferred. 1 End in either of the following ways: · Right-click in Task Tray. The following menu is displayed. Restart Restart your Softphone when required such as when you change the design of the Softphone. You cannot restart your Softphone while you are making a call or a dial tone is heard. Perform your operation when the call is ended. · While using Main Panel, rightclick on Task Bar. The following menu is displayed. 1 Right-click in Task Tray. The following menu is displayed. 2 Click [Exit]. When you right-click the task bar icon, click [Close]. The following screen is displayed. 2 Click [Restart]. The following screen is displayed. 3 Click . Now, your Softphone is ended. 5 How to Use Softphone 3 Click . 5 Click .

The following screen is displayed. Macro running...' screen is displayed and your Softphone will be restarted. Until the PBX recognizes the start of Softphone, the following message is displayed. Now, your Softphone is restarted. 4 Enter the extension number and the password assigned to a person to Login: 'column and Password: 'column respectively. Extension numbers are assigned to Login: ' and Password: ' as a default. Unless you have changed your password, enter your extension number.

If you have changed your password, enter the new password. When you use cooperation with PHS, enter the extension number for Softphone (My Line) instead of your PHS extension number on login: 'column and Password: 'column. For details, contact your system administrator. 6 Panel Panel Softphone is displayed on 2 kinds of panels. Designations of Each Part on Main Panel and How to Use them There are various buttons such as settings, status display, response and sending a call on the main panel. This section describes designations of each button and how to use them. When Main Panel is displayed, its icon is displayed on Task Bar. Main Panel Compact Panel Main Panel Button List Button Designation Message Waiting Lamp Explanation Lights up when a call from extension or outside is received. Also, it blinks when message is being recorded if call recording function (optional) is used. When clicked, URL homepage specified in the Configuration is displayed.

For details, refer to "Displaying Homepage by Using Logo Button on Main Panel". When clicked, Softphone is displayed in the Task Tray. When icon on Task Tray is clicked, Softphone is displayed. Also, this button can be set so that it will go back automatically at receiving a call. You want to store Softphone Panel to Task Tray: For details, refer to "How to Store Panel".

Logo Button To Task Tray Button 7 Panel Button Designation Switching to Compact Panel Button LCD Explanation When clicked, the panel switches to Compact Panel.



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Information reflecting status such as date and time is displayed in 2 lines. Clicked when forwarding a call. Clicked when 3-parties make the same call. Also, when right-clicked on the button, the following menu is displayed and 6 or 8-parties can make a conference call (optional).

Button Designation Information Window Explanation When Line Button or Member 01/02 Button is clicked, the display is switched to Line Key Display or Member 01/02 Displays respectively. Line Key Display Informs you of a call received from another extension by blinking. When this is clicked while blinking, you can answer the call. Also, you can copy the button on Function Key Panel to the button not used and then use it. Member 01/02 Displays For details, refer to "<Member 01/02 Displays>". Forwarding Button 3-party Conference Button Record Button Clicked when starting/ending call recording or listening to the recorded message. Also, when a call recording function (optional) is used, there is a button with the same function on Function Key Panel. Clicked when a call is held. Line Button Clicked when the display is switched to Line Key display. Clicked when the display is switched to Member 01/02 displays.

Clicked when making or receiving a call. Also, when right-clicked on the button, the following menu is displayed. Member 01 Button Member 02 Button Call Button Hold Button · Make a call/transfer by `xxxx'. Used when making or forwarding a call by using the telephone number copied by using other applications. · Last number call Used when you want to make a call again to the person you called. 8 Panel Button Designation Volume Adjusting Button Explanation Clicked when adjusting the volume of the call sound or received call. Indicates the volume of call sound or received call. Clicked when setting 'leaving seat'. Clicked when making the caller's voice mute to other person. Clicked to display 'Call forward settings' screen to refer to / register/edit Call forward settings such as Call forward-All Calls, Call forward-Busy, Call forward-Don't answer, and Call forward-Logout.

Also, when Call forwardAll Calls is set, a blue lamp lights up. For details, refer to "Making the Call Addressed to You Forwarded". Clicked when displaying 'Configuration' screen to make basic settings such as making or receiving a call. For details, refer to "How to Make a Basic Setting". When clicked, 10key keypad panel is displayed.

Used when entering telephone numbers and others. Button Designation Function Key Button Explanation Clicked when displaying extension numbers registered in Softphone in advance and Function Key Panel where Function Buttons are placed. For details, refer to "Function Key Button". Clicked when sending a short message or displaying 'Short message log' to see received messages. For details, refer to "Short Message Button".

Clicked when opening an application or a file often used when making a call. For details, refer to "Address Book Button". Clicked when displaying 'Call Log' to confirm the call date, other person's phone number, and call duration. For details, refer to "Call Log Button". Clicked when displaying Application Sharing Panel to use application sharing while making a call. For details, refer to "Application Sharing Button". Clicked when displaying Video Conference Panel to use video conference while making a call. For details, refer to "Video Conference Button". Volume Indicating Button Away Button Short Message Button Mute Button Forwarding Settings Button Address Book Button Call Log Button Config Setting Button Application Sharing Button Number Pad Button Video Conference Button 9 Panel < Member 01/02 Displays > Member 01/02 Displays are used when using one-touch operation by registering the number and name of other person to whom you often make or forward calls and send short messages. This display has two panels of Member 01 and Member 02 and you can register 11 numbers on each panel, in total 22 numbers.

Designations of Each Part on Compact Panel and How to Use them Compact Panel is an L-shaped panel on which each button on Main Panel is made compact and only the functions assumed to be used frequently are displayed. This panel allows you to use the screen effectively while running Softphone and to make smooth operations using other applications. When Compact Panel is displayed, no icons are displayed on Task Bar. Also, when optional presence server setting. For details, refer to "Displaying the Panel stored to Task Tray Using [Ctrl] Key". When receiving a call: Compact panel is changed into a shape that can be automatically fit in the corner of the screen when a cursor is put on the part other than buttons and it is moved within the screen. Receiving tone is sounded and the displayed icon is changed. Task Tray Icon List Even when Softphone is displayed as an icon and stored in Task Tray, you can be informed of status such as idle, busy, receiving a call and so on. Also, when right-clicking the icon, you can display the version information, restart, end operations, and run Help. Icons are displayed as follows according to the status of your Softphone.

Icon Meaning Waiting (Idle state) A call is being received by your own telephone (the prime line) (The panel automatically switches to the one displayed before stored in Task Tray due to the setting.) When a call is received by other telephone(s) (except for the prime line) 12 Panel Icon Busy When a call is received by other telephone while you are making a call Meaning Clicking a certain button will facilitate call receiving and use of the allocated functions. For details, refer to "How to Use Line Key Display and Function Key Panel". Menu Names and How to Use them When right-clicking the icon, the following menu is displayed. Short Message Button Click Menu Name Version Help Restart Exit Explanation Used to display Softphone Version Used to display Online Help Used to end Softphone once and then start it again Used to exit Softphone < Short message log screen> You can send or receive a message in characters instead of voice.

Also, you can confirm the history of the received and sent messages. Meanings of each sign are as follows: Sign Meaning Message you sent Subscreen Names and How to Use them There are 6 kinds of subscreens displayed when a button is clicked on the panel. Received message that hasn't been read Received message that has been read Message failed to be sent For details, refer to "How to Use Short Message". Function Key Button Address Book Button This button will allow you to set any application or file where the telephone number is registered as you like. For details, refer to "Making it Possible to Use Address Book Button".



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Ex. When Microsoft Outlook Express is registered... Click <Function Key Panel> This button will allow you to set extension numbers and service functions set in the PBX side are allocated. When an extension number is allocated, the number is displayed. You can change the displayed button name or the popup displayed when the cursor is placed. < Outlook Express screen> 13 Panel Call Log Button This button displays call information on 'Call Log' screen when you make a call (including when the other person doesn't answer) or receive a call. The kind, date and time, number, call duration, recording and call memo are displayed on the call log. You can Make a call/transfer or enter a call memo to the number by right-clicking the call log.

Also, you can delete an unnecessary call log. Call Log Button blinks in blue to notify you when you don't answer the call addressed to you (Prime Line Call). You can stop this blinking by clicking Call Log Button or making a call using 'Call Log'. When you end and then restart Softphone, the button doesn't blink. Application Sharing Button Click <Apprication Sharing Panel> You can use 'Application Sharing', 'White Board', 'File Transfer' and 'Chat' on each other's PC. < How to Use this Button > Button Designation Application Sharing Button Explanation Clicked to open the same data on each other's PC and sharing operations on PC. For details, refer to "Application Sharing". Clicked to use white board. For details, refer to "Using White Board". Clicked to transfer a file to other person.

For details, refer to "Using File Transfer". Clicked to use chat. For details, refer to "Using Chat". Clicked to end application sharing and video conference. Click < Call Log screen> < Meanings of Each Item on 'Call Log' Screen > Item Kind White Board Button Meaning Log kinds are displayed in signs Remarks Meaning of each sign : 3-party call : Sending a call : Sending (Don't answer) : Receiving a call : Receiving a call (Don't answer) Chat Button File Transfer Button Exit Button Date & Time Displays the telephone call beginning time Number Displays other person's number Displays the call duration Displays @ when there is recording information Displays when there is a memo Displays the telephone number of 'Voice Mail/ UMS' Duration Record Memo For details, refer to "Making a Call by Using Call Log".

14 Panel Video Conference Button Click <Video Conference Panel> You can speak to other person while seeing each other's face during the call. Other person's image is displayed in the upper side and your image is displayed in the lower side. For details, refer to "Using Video Conference". 15 Configuration Screen Configuration Screen Displayed when (Configuration Button) is clicked and you can make settings of basic operations and functions. On 'Configuration' screen, setting screens can be switched by clicking the tab on the upper side.

Receive' Setting Screen When a call is received with Main Panel or Compact Panel stored in Task Tray, you can make a setting so that Softphone will be automatically displayed at the forefront on the desktop. Also, you can make a setting so that you can answer a call addressed to other person just by lifting the handset from the pedestal. For details, refer to "Displaying a Panel on the Forefront at Receiving". Refer to "Receiving a Call Addressed to Other Person Just by Lifting the Handset from the Pedestal". Click < Configuration screen> 'Call' Setting Screen When Sending a Call by copying/drops & drops a phone number, you can make a setting so that an additional number such as '0' will be added automatically to the front of other person's phone number. For details, refer to "Setting Used to Make a Call by Copying or Drags & Drops a Phone Number". 'Sound' Setting Screen You can change the call sound or hold sound. For details, refer to "Changing Call Sound and Hold Sound". 16 Configuration Screen 'Video' Setting Screen This sets the operation when video conference is received. For details, refer to "Start Video Conference At Once".

'Recording' Setting Screen You can set how to and where to preserve recorded files created when PC recording is used. Also, you can make a setting concerning sharing in use of voice mail. For details, refer to "Saving All the Files Recorded by PC" or "Specifying the Preservation Destination of a File Recorded by PC". Refer to "Sending a File Recorded on PC through Email". Refer to "Using Voice Mail Sharing Function". 'Short Message' Setting Screen You can make a setting to pop up dialogs when receiving a short message and a setting of preservation days of a short message. For details, refer to "Using Popup when a Short Message is Received" or "Specifying Preservation Days of Short Message". 'Presence' Setting Screen You can set the reason you are absent to pop up on Member 01/02 of other person when your Softphone is not started or your PC is turned off. For details, refer to "Selecting Absent Reason". This setting is available only when using the optional presence server function.

17 Configuration Screen 'Display' Setting Screen You can make settings concerning panels and LCD displays. For details, refer to the following pages: Refer to "Displaying 10-key Keypad Panel When Button is Pressed after Call Recording". Refer to "Displaying Panel When Operating on Handset and so on".

Refer to "Switching to Two-Step Display when Compact Panel is Displayed". Refer to "Displaying the Panel Stored to Task Tray Using [Ctrl] Key". 'Detail' Setting Screen You can make settings concerning entry and applications and files that are opened when Address Book Button is clicked. For details, refer to the following pages: Refer to "Making it Possible to Enter '#' Easily from Keyboard". Refer to "Automatically Ending the Call at the End of the Call (Automatic Idle Return)". Refer to "Making a Setting So That Response, Call and Cutting is Done by Using Space Key". Refer to "Making it Possible to Use Address Book Button".

Refer to "Displaying Homepage by Using Logo Button on Main Panel". 'User' Setting Screen You can make a setting in advance so that you don't have to enter your login ID or password at every startup. For details, refer to "Omitting Entering Login ID and Password". Also, you can make a setting to display your name to other person when receiving a short message. For details, refer to "Registering Your Name".



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18 Volume Adjusting Volume Adjusting You can adjust the volume of call sound and sound from the speaker to 9 stages respectively. Adjusting Adjust the volume of call sound while receiving or waiting for a call. Adjust the volume of received call while making a call or sending a message. Click Increase Decrease Click When all the volume blinks in red or yellow: Call quality is degraded due to network congestion and so on. The blinking means as follows: ·
Blinking in red: Quality of call sound is degraded.

·Blinking in yellow: Quality of received sound is degraded When the call quality is recovered, the button stops blinking. Making Your Voice Mute Temporarily You can make only your voice mute so that the other person cannot hear. 1 Click (Mute Button). [Mute] Button blinks in blue and other person cannot hear your voice. When clicking [Mute] Button again, other person can hear your voice again. 19 How to Make a Call How to Make a Call This section describes various ways to make a call. There are seven ways to make a call. 4 When other person answers the call, speak with him or her. (Call But- When the call is ended, click ton). When you have a wrong number: Enter a correct number after pressing [BackSpace] key or [Delete] key to delete the wrong number. Entering Other Person's Phone Number to Make a Call If using a system where you should enter other person's phone number after entering an additional number such as '0' to make an outside call, be sure to enter other person's phone number after entering the additional number. Ex. When making an outside call to '031234-5678', enter '00312345678'. Making a Call after Pressing Call Button 1 2 Click (Call Button). Enter other person's phone number by using the keyboard.

The entered number is displayed on LCD and ringback tone is heard. Making a Call after Confirming the Number You can send a message after confirming if there is no error in the entered other person's phone number. 3 1 Click the upper side of LCD. Then, the cursor blinks. Click When the other person answers the call, speak with him or her.

(Call But- When the call is ended, click ton). When you have a wrong number: 2 Enter other person's number by using the keyboard. The entered number is displayed on LCD. Press Call Button and then retry the procedure from Step 1 and onward. Using 10-key keypad Panel 1 3 Press [Enter] key. Then, ringback tone is heard. Click (Call Button). If you use USB handset (recommended): Instead of clicking Call Button, you can follow the procedure from Step 2 onward after lifting the handset from the pedestal. If you use USB handset (recommended): Lift the handset from the pedestal now. 20 How to Make a Call 2 Click (10-key keypad Button).

2 Click [Last number call]. The phone number of the person you called last is displayed on LCD and ringback tone is heard. Then, 10-key keypad Panel is displayed. If you use USB handset (recommended): Lift the handset from the pedestal now. 3 Enter other person's phone number by using 10-key keypad Panel. The clicked number is displayed on LCD and ringback tone is heard. 3 When the other person answers the call, speak with him or her. (Call But- When the call is ended, click ton). 4 When other person answers the call, speak with him or her. (Call But- If you make a call with a pause, the pause will be ineffective when you call again by following the above-mentioned procedure.

When the call is ended, click ton). Make a Call Again to Persons You Recently Called Up to 32 numbers of calls you made and received recently are stored in LCD. You can easily call again by using these numbers. Make a Call Again to the Person You Called You can call again easily when you want to call the person again you called. 1 Click the upper side of LCD.

The cursor blinks. Click Make a Call to the Last Person You Called 1 Right-click (Call Button). 2 The following menu is displayed. Make the numbers you want to call displayed by pressing [] or [] key. [] key: displays numbers stored from the latest to the oldest [] key: displays numbers stored from the oldest to the latest 3 Press [Enter] key.

Ringback tone is heard. 21 How to Make a Call If you use USB handset (recommended): Lift the handset from the pedestal now. 1 Click (Call Log Button). DtermSP30 Call Log' screen is displayed. 4 When other person answers the call, speak with him or her. (Call But- When the call is ended, click ton). Making a Call by Using Call Log You can make a call by using the call log. You can confirm the call log on 'DtermSP30 Call Log' screen. Up to 200 numbers are stored regardless of the kinds of calls. Also, when more than 200 numbers are stored, numbers are deleted in the order of oldness.

The meanings of each sign on the screen are as follows: Sign Call Receiving Log 2 Double-click the Call log of the person you want to call. Or, click [Make a call/Transfer] on the displayed menu after right-clicking the call log of the number you want to call. The number of the person is displayed on LCD and ringback tone is heard. Meaning In the case of 'receiving a call-don't answer' In the case of 'receiving a call- answered' If you use USB handset (recommended): Lift the handset from the pedestal now. Call Sending Log In the case of 'sending a call - don't answer' In the case of 'sending a call - answered' 3 When other person answers the call, speak with him or her. (Call But- Conference Call Log In the case of '3-party conference call' When the call is ended, click ton). When cooperation with PHS is used, the call log may not be correctly recorded. 22 How to Make a Call Entering Memo You can enter your memo you want to memorize such as 'Call again by the end of today' to the call log. Deleting 1 Click (Call Log Button). 1 Click (Call Log Button). DtermSP30 Call Log' screen is displayed. 'DtermSP30 Call Log' screen is displayed. 2 2 Right-click the call log to which you want to enter your memo. The following menu is displayed. Right-click the call log you want to delete.

The following menu is displayed. 3 Click [Edit]. 'Memo' screen is displayed. Or, the screen shown in Step 3 is displayed when pressing [Delete] key after clicking the call log you want to delete. 3 Click [Delete].

Message dialog for confirmation is displayed. 4 5 4 Enter your memo. Click . The entered memo is displayed in 'Memo' column. Click . Now, the call log is deleted. You want to delete more than one call log at once: Select more than one call log you want to delete while pressing [Ctrl] key and then follow Step 2. Now, memo is entered. 23 How to Make a Call Making a Call from Member 01/02 displays You can make a call after confirming whether the other person can answer the call or not.



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Confirm the other person's status using signs Member 01/02 displays.

Meanings of each sign are as follows: Sign Meaning When other person is 'present' When other person is 'busy' When the other person is 'away' When the PC is turned off or Softphone is not started (logged out) When you put a cursor on the button of this sign, the reason of the person's absence is popped up. The reason of absence can be changed by making a setting. Refer to "Selecting Absent Reason". No Sign When the reason is 'unknown' When the other person is using a telephone other than Softphone, or network trouble occurs, no sign is displayed. 2 Put a cursor to the button for more than 2 seconds. Or, click Member 01/02 Button again. Presence display of all the registered persons are updated to the latest status. When Member 01/02 displays remains, unless the procedure of Step 2 is not followed, the displayed contents will not be changed even though other person's status is changed. 3 Click the person you want to call. Or, you can make a call by clicking [Make a call] on the displayed menu after right-clicking the person you want to call.

The phone number of the person is displayed on LCD and ringback tone is heard. If you use USB handset (recommended): Lift the handset from the pedestal now. For how to use Member 01/02 displays, refer to "Confirming Other Person's Status". 4 When other person answers the call, speak with him or her. (Call But- 1 Click (Member 01 Button) or (Member 02 Button).

When the call is ended, click ton). The line display is switched to Member 01/02 displays. Other person's status displayed by Member 01/02 displays is displayed only when the optional presence server function is used. For details, contact your system administrator. 24 How to Make a Call Making a Call by Using One-touch Ringback Button When you click One-touch Ringback Button on Compact Panel, you can make or transfer a call to the top phone number (in the example below, '2543') registered on Member 01/02 Display.

Also, when you right-click One-touch Ringback Button, all the phone numbers registered on Member 01/02 Display (in the example below, 2543, 2522, 2601, 2525) are displayed and you can select a person to whom a call is made or transferred. If you use USB handset (recommended): Lift the handset from the pedestal now. 4 When other person answers the call, speak with him or her. (Call But- When the call is ended, click ton). When selecting a person you want to call 1 2 Compact Panel is being displayed. Right-click Button). (One-touch Ringback All the phone numbers registered on Member 01/02 are displayed in a list. < Member 01 Display> < Member 02 Display> When Making a Call to the Person Registered on the Top of Member 01 Display 3 Click the person you want to call. The phone number of the person is displayed on LCD and ringback tone is heard. 1 2 3 Compact Panel is being displayed.

Put the cursor on One-touch Ringback Button. If the phone number is registered as in the above example, '2543' is displayed. If you use USB handset (recommended): Lift the handset from the pedestal now. 4 When other person answers the call, speak with him or her. (Call But- If you want to make a call to this phone number, click back Button). (One-touch Ring When the call is ended, click ton). The phone number of the person is displayed on LCD and ringback tone is heard. 25 How to Make a Call Making a Call by Using the Address Book and Signature of E-mail You can make a call by using the address book in Microsoft Outlook and the telephone numbers included in the signatures of received E-mail. This function is unavailable when a phone number cannot be dragged or dropped like the address book of Outlook Express. In this case, refer to "Making a Call by Copying Phone Number".

Applications and files you often use when making a call: You can be registered in advance in Address Book Button. For details, refer to "Making it Possible to Use Address Book Button". If you want to add a number to the front of the dragged phone number: You can set an additional number in advance in [Call] on 'Configuration' screen. For details, refer to "Setting Used to Make a Call by Copying or Drags & Drops a Phone Number". 1 2 Display an application or a file screen where the telephone number you want to use is entered.

Drag & drop the phone number to (Call Button). Making a Call by Copying Phone Number You can make a call easily by copying the phone number. The person's phone number is displayed on LCD and ringback tone is heard. 1 2 3 4 Display the screen where the phone number of the person you want to call is entered. Drag and select the phone number.

Click [Copying] on the displayed menu after right-clicking on the selected phone number. Right-click on (Call Button). If you use USB handset (recommended): Lift the handset from the pedestal now. 3 When other person answers the call, speak with him or her. (Call But- When the call is ended, click ton). The following menu is displayed. 26 How to Make a Call 5 Click [Make a call/Transfer by 'xxxxx']. The copied phone number is displayed in 'xxxxx'. The person's phone number is displayed on LCD and ringback tone is heard. Making a Call by Using Phone Number on Homepage You can make a call from Softphone just by clicking the phone number for which link setting is made (call to) on Homepage by Internet Explorer.

If you use USB handset (recommended): Lift the handset from the pedestal now. Making a Setting You need to register your Softphone to the program for Internet Call. 6 1 When other person answers the call, speak with him or her. (Call But- Click in the following order: [Start] [Setting] [Control Panel]. Then, 'Control Panel' screen is displayed. When the call is ended, click ton). If you want to add a number at the front of the copied phone number: You can set an additional number in advance in [Call] on 'Configuration' screen. For details, refer to "Setting Used to Make a Call by Copying or Drags & Drops a Phone Number". 2 Double-click [Internet Option] icon. 'Internet Property' screen is displayed.

3 Click [Programs]. 27 How to Make a Call 4 Click on 'Internet Call' column and select [DtermSP30]. 5 Click . Now, the registration is made. How to Make a Call 1 2 Display Homepage.

Click the phone number for which link setting is made. The person's phone number is displayed on LCD and ringback tone is heard. If you use USB handset (recommended): Lift the handset from the pedestal now. 3 When other person answers the call, speak with him or her. (Call But- When the call is ended, click ton).

28 How to Receive a Call How to Receive a Call This section describes various ways to receive a call.



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There are four ways to receive a call. Answering a Call Instead of Other Person (Sub Line) You can answer a call received within your group instead of other person. There are three ways to answer a call instead of other person. Receiving a Call Addressed to You (Prime Line) You can tell whether the call you are receiving is an extension or an outside line by the call sound. · When receiving a call from an extension: 'ring, ring' · When receiving a call from an outside: 'rrring, rrrring' Using Line Key Display 1 A call addressed to other person is being received. The button of the extension number blinks in red in line key display. You want to change the call sound: You can change the call sound from an extension and an outside as you like. For details, refer to "Changing Call Sound and Hold Sound". 1 2 (Call Button) blinks in red and call sound rings.

Click (Call Button). If you use USB handset (recommended): When lifting the handset from the pedestal, you can answer the call. If you use USB handset (recommended): Lift the handset from the pedestal now. 2 3 Click blinking in red (Line Button). The color of the clicked button changes to blue. Speak with him or her. (Call But- 3 Speak with him or her. (Call But- When the call is ended, click ton). When the call is ended, click ton). 29 How to Receive a Call Using Function Key Panel Using Handset 1 2 A call addressed to other person is being received.

1 . A call addressed to other person is being received. You want to confirm whom the call is addressed to before answering the phone: Click Function Key Button now. Then, the extension number receiving the call blinks in red. Click (Function Key Button).

Function Key Panel is displayed and the button of the extension receiving the call blinks in red. 2 If you use USB handset (recommended): Lift the handset from the pedestal now. Lift the handset from the pedestal. Caller Information Panel is popped up and the section name, name of the person and the caller phone number obtained through automatic search from a telephone directory are displayed. For details, refer to Step 1 of "Receiving a Call Addressed to You (Prime Line)".

3 4 Click the button blinking in red. The color of the clicked button changes to blue. 3 Speak with him or her. (Call But- Speak with him or her. (Call But- When the call is ended, click ton). When the call is ended, click ton). You want to display the other person's name on Function Key Panel: You can display the name by putting a cursor on the button to tell easily each button corresponds to whose extension number on Function Key Panel. For details, refer to "Having a Other Person's Name Displayed or Popped up". · In order to use this function, you need to make a configuration setting. For details, refer to "Receiving a Call Addressed to Other Person Just by Lifting the Handset from the Pedestal".

· The order of answering calls in the case of more than one calls received by another extension depends on the setting on PBX. For details, contact your system administrator. You want to make a call while another extension is receiving a call: Click Call Button, or lift the handset after clicking Line Button. 30 How to Use Hold/Forward How to Use Hold/Forward This section describes how to hold an extension or an outside line and forward the call to other person.

2 3 Click (Call Button). Speak with him or her. (Call But- When the call is ended, click ton). Place Call on Hold There are two ways to place call on hold. · Hold The held call can be answered by any phone within the group. · Exclusive hold The held call can be received only by the phone holding the call.

< Answering the Call Held by Other than Prime Line > 1 The call is being held. If you use USB handset (recommended): Lift the handset from the pedestal now. You want to change the hold sound: You can change the hold sound heard on your phone while other person is holding the call to a melody you like. For details, refer to "Changing Call Sound and Hold Sound". 2 3 Click the Line Button of the call on hold.

Speak with him or her. (Call But- Holding a Call so that Anyone can Answer The held call can be answered by any phone within the group. When the call is ended, click ton). Holding a Call so that Only You can Answer -Exclusive hold- < Place Call on Hold > 1 2 Speaking with someone. Click (Hold Button). In this case, the call cannot be answered by any other phone. It can be answered only by the phone holding a call. < Place Call on Hold > Other person hears hold melody. 1 2 Speaking with someone. Click (Hold Button) twice. Now, your call is held. < Answering Again the Call Held by Prime Line > 1 The call is being held. If you use USB handset (recommended): Lift the handset from the pedestal now. (The second click should be done within 2 seconds of the first click.) Other person hears hold melody.

Now, your call is held. 31 How to Use Hold/Forward < Answering the Call Again > Person having a call forwarded If you use USB handset (recommended): Lift the handset from the pedestal now. 1 The call is being held. If you use USB handset (recommended): Lift the handset from the pedestal now. 4 Click the button blinking in red. 2 3 Click (Call Button). Speak with him or her. (Call But- Or, you can answer the forwarded call by click the red-blinking button after click (Function Key Button) to display Function Key Panel. When the call is ended, click ton). Call Transfer This function forwards a call to other person. There are the following two ways to forward a call: · When the person is around you: After giving a message directly to the person orally, have him or her answer the call. · When the person is away from you: After making an extension call to give him or her a message, have him or her answer the call. 5 Speak with other person. (Call But- When the call is ended, click ton). When the Person is Away from You After making an extension call to give him or her a message and then forward the call.

When the Person is Around You Give him or her an oral message and forward the call. Person forwarding the call Person who forwards the call 1 2 3 Speaking with someone. Click (Trans Conf Button). 1 2 3 Speaking with someone. Click (Hold Button).

Other person hears hold melody. Other person hears hold melody. Give a message orally to him or her to whom you want to forward the call. Enter the extension number of the person to whom you want to forward the call. You hear extension ringback tone, which is calling the person. 4 When the person answers the call, give him or her a message. 32 How to Use Hold/Forward 5 Click (Call Button).



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You can forward a call by using Member 01/02: In Step 1 or Step 2, click (Member 01 Button) or (Member 02 Button) to display Member 01/02 and then click the person to whom you want to forward a call. Then, go to Step 4. Making the Call Addressed to You Forwarded You can forward to the registered forward destination a call made while you are absent or the line is busy.

There are following four ways to forward a call: · Call forward-All Calls Forwards a call addressed to you while you are absent. · Call forward-Busy Forwards a call while your line is busy. · Call forward-Don't answer If the call has not been answered after a certain period of time has passed since call sound began to ring, the call is forwarded. · Call forward-Logout When your Softphone is not started or your PC is turned off, a call you is forwarded. In order to use this function, you need to set the service function on PBX in advance. For details, contact your system administrator. The numbers you can register as forwarding destinations are as follows: · Extension number You can register extension numbers of conference rooms, other departments and so on. · Outside-line number You can register your cell phone number and outside places you often visit. · Voice Mail If you set the optional voice mail to be your forwarding destination, you can use it as an answering machine. Refer to "Using as Answering Machine".

Person having a call forwarded 6 7 After speaking on the extension line, wait for a while. When the person forwarding the call clicks (Call Button), his or her call will be directly connected to the forwarded call. 8 Speak with him or her. (Call But- When the call is ended, click ton). You want to forward a call without using an extension call: When you enter the extension number of the person to whom the call should be forwarded in Step 3 and the call is ringing, click (Call Button) before the person answers the call.

The instant the person click (Call Button), the call is connected to the forwarded call. In this case, when the person you called from the extension doesn't answer the call, or his or her line is busy, you can get the call back to you by clicking (Trans Conf Button) again. 33 How to Use Hold/Forward If using a system where you should enter other person's phone number after entering an additional number such as '0' to make a call to an outside line, be sure to enter forward to other person's phone number after entering the additional number. Ex. When forward to an outside line of '031234-5678', enter '00312345678'.

When you start Softphone or open Forward Setting Panel, the information of the forwarding destination that is set at that time is automatically read out. Therefore, characters 'forwarding' and the phone number of forwarding destination may be displayed on LCD. The information of the forwarding destination automatically read out is verified against what is set in Call forward setting tabs of Softphone. When there is any matched number, that information is checked. Moreover, that information is displayed on the current setting tab. However, only the first 8 digits of the number of forwarding destination can be read automatically. If more than one number of the forwarding destination having the same first 8 digits is located in the same forwarding tab, a forwarding destination of higher priority is selected. Therefore, the number may be different from the number of forwarding destination actually set. 2 Click the kind of forwarding you want to set. Ex.

In the case of Call forward-All Calls: The following screen is displayed. 3 Enter the name of the forwarding destination and the number to 'Memo' column and 'Number' column. You can register up to 5 forwarding destinations for each forwarding and you should set one of them as the forwarding destination. Number of settable characters · Forwarding destination name: Not more than 50 one-byte characters (not more than 25 double-byte characters) · Forwarding destination number: Not more than 24 one-byte characters You can set up to 5 forwarding destinations. However, if you set forwarding from other than 'Call forward settings' screen and a forwarding destination you choose is not among the numbers of the 5 destinations set in advance, the number is overwritten on the fifth number. Making a Setting 1 Click ton). (Forwarding Settings But- 'Call forward settings' screen is displayed. 34 How to Use Hold/Forward 2 Click the kind of forwarding you want to clear. Ex. In the case of Call forward-All Calls: The following screen is displayed.

4 5 6 Check the forwarding destination always used. Click Click . . Forwarding Settings Button blinks in blue (only when Call forward-All Calls is set). 3 4 Click Click .

. Now, forwarding is set. Forwarding Settings Button blinks in blue only when Call forward-All Calls is set. The button does not blink when Call forward-Busy, Call forward-Don't Answer, or Call forward-Logout is set. Forwarding Settings Button goes out (only when Call forward-All Calls is cleared). Now, forwarding is cleared. Clearing Forwarding Switching Forwarding Destination Be sure to switch the forwarding destination after clearing the forward setting. 1 Click ton). (Forwarding Settings But- 'Call forward settings' screen is displayed. 1 Click ton). (Forwarding Settings But- 'Call forward settings' screen is displayed. 35 How to Use Hold/Forward 2 Click the kind of forwarding on the forwarding destination to the kind you want to switch. You can set up to 5 forwarding destinations. However, if you set forwarding from other than 'Call forward settings' screen and a forwarding destination you choose is not among the numbers in the 5 destinations set in advance, the number is overwritten on the fifth number. Ex.

In the case of Call forward-All Calls: The following screen is displayed. Confirming the Setting Status You can confirm the setting status of each forwarding and numbers of the forwarding destinations. 1 Click ton). (Forwarding Settings But- 'Call forward settings' screen is displayed. 3 4 Click . Check the forwarding destination you want to use. 2 Click . Setting status of each forwarding is displayed. When forwarding is set, the forwarding destination number and the phone number in the forwarding destination are displayed. 5 6 Click Click .

. Forwarding Settings Button blinks in blue (only when Call forward-All Calls is set). Now, the forwarding destination is switched. Click to close the screen. 36 Using PHS as a Receiver Using PHS as a Receiver (optional) Making a Call through PHS (Cooperation with PHS) You can enter other person's number either through PHS or Softphone.

You can use an optional PHS as a receiver of Softphone.



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In order to use this function, you need to set the service function on the PBX in advance. For details, contact your system administrator. Be careful that the current version is under the following constraints: · There are following three types in the cooperation with PHS: a: no cooperation with PHS b: cooperation with PHS (Using PHS terminal) c: cooperation with PHS (Not using PHS terminal) - In the case of the above 'b', application sharing/video conference is cut when PHS is cut. - If you or other person use(s) the above 'b', it is impossible to share application or have a video conference with a person forwarded by the third party.

- If other person uses the above 'b', specify the PHS number to send a short message. - Application sharing/video conference can be executed only in the combinations of above 'a' and 'c' or 'b' and 'c'. In the case of the combination of 'a' and 'b', an error message is displayed and neither of them can be executed. Entering Phone Number on PHS 1 2 Press the other person's number on PHS. Press [Call] Button on PHS. Other person's number is displayed on LCD of Softphone and ringback tone is heard from PHS. 3 Speak with other person when he or she answers. When the call is ended, press [End] key on the PHS. Entering a Phone Number by Using Softphone 1 Click the upper side of LCD. Then, the cursor blinks.

Click 2 Enter other person's number on Keyboard. The entered number is displayed on LCD. 3 4 Press [Enter] key. Ringback tone is heard from PHS. Press [Call] Button on PHS. Ringback is heard from PHS. 37 Using PHS as a Receiver 5 Speak with other person when he or she answers. Answering a Call Addressed to Other Person When the call is ended, press [End] key on the PHS. You want to enter the phone number first: You can start from above Step 2. After pressing [Enter] key in Step 4, press [Call] Button on PHS.

For other ways to make a call, refer to "How to Make a Call". 1 Line Button on Softphone blinks in red. Line Button of the extension number receiving a call blinks in red. 2 3 4 Click blinking in red. (Line Button) Receiving a Call on PHS Receiving a Call Addressed to You Press [Call] Button on PHS. Speak with other person. 1 2 3 Call sound rings on PHS. Line Button of PHS extension number blinks in red on Softphone. When the call is ended, press [End] key on the PHS. Press [Call] Button on PHS.

Speak with other person. Holding a Call on PHS Place Call on Hold When the call is ended, press [End] key on the PHS. 1 2 3 Speaking with someone. Click (Hold Button) [Group Hold] Button on Function Key Panel of Softphone blinks in blue and the other person hears hold melody. Press [End] key on PHS. Now, the call is held. 38 Using PHS as a Receiver Answering the Call Again 1 2 3 4 Now, the handset connected to the PC can be used as a receiver. You want to return the receiver to PHS: Click Handset Switching Button. Every time you click the button, the receiver/ handset is changed. A call is being held.

Press [Call] Button on PHS. Click the Line Button which blinks because Softphone is being held. Speak with other person. When the call is ended, press [End] key on the PHS. Switching a Receiver to the Handset Connected to PC You can switch a receiver of PHS to the handset connected to a PC. · You cannot switch when Softphone or PHS is under one of the following conditions: - When receiving a call - When sending a call - When the line is busy · Even if you switch to the handset connected to PC, a call is sent or received through the extension number of PHS. A call cannot be sent or received through the extension number of Softphone. · When this service is set in the PBX, the available receiver is PHS at starting Softphone. 1 Click (Function Key Button). Function Key Panel is displayed.

2 Click ing Button). The button blinks in red. (Handset Switch- 39 How to Use Conference How to Use Conference This section describes how to make a simultaneous call by 3, 6, or 8 persons. Making a Conference Call with 6 persons (6party Conference) (optional) Making a Conference Call with 3 parties (3party Conference) How to have a 3-party Conference by adding a person to a call with an outside or an extension line is as follows: You can make a conference call among up to 6 persons simultaneously. In addition to a person using Softphone, a person using an ordinary telephone with extensions and a person using an outside line can join the video conference.

Also, persons using Softphone can have a data conference simultaneously by using application sharing. In order to use this function, you need to set the service function on PBX side in advance. For details, contact your system administrator. 1 2 3 Make a call to an outside or extension line. Click (Trans Conf Button).

Registering Attendee Before starting a conference, an organizer should register the members that will attend the conference call: There are following three ways to register the members. You can register them by combining these ways. · Register by entering extension numbers and outside numbers · Register from Member 01/02 displays · Use the Member list saved before (You can save up to 32 persons in the Member list. When the number exceeds 32, the data is overwritten in the order of oldness. In this case, the Member list you made by yourself is given priority to remain and the Member list other person is made is overwritten.) The call that has been made is held and other person hears hold melody. Enter the number of the person you want to add in the conference call. A ringback tone is heard. You can have another person either on an outside or extension lines join the call. 4 5 6 When the person answers the call, tell him or her you will start 3-party Conference.

Click ton). (3-party Conference But- < In the Case of Registering by Entering Numbers > 1 Right-click Button). (3-party Conference The following menu is displayed. The call is connected to the person whose call is held. Speak with 2 persons. (Call But- When the call is ended, click ton). 40 How to Use Conference 2 Click [6-party Conference]. 6-party Conference Panel is displayed. Your extension number is displayed on the upper left corner of the Member list. Sign Meaning Person who can join the data conference Person who cannot join the data conference 6 Repeat Step 4 to 5.

You want to save the created Member list: After entering the conference name in 'Conference name' column, click in the following order: [List] [Save List]. Then, the Member list is saved in the entered conference name. 3 Enter the conference name in 'Conference name' column. < In the Case of Registering Member 01/02 displays > 1 2 Right-click Button).



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(3-party Conference Click [6-party Conference]).

Enter a conference name in 'Conference name' column. Click (Member 01 Button) or (Member 02 Button). Information Window switches to Member 01 or Member 02 displays. 4 Enter other person's name. 3 4 5 Click .

Other person's number is added to the button on the 'Member list' column. The following signs are displayed next to the persons who can/cannot join the data conference (Application Sharing, White Board, File Transfer and Chat): 41 How to Use Conference Other person's status on by Member 01 or Member 02 displays is displayed only when the optional presence server function is used. For details, contact your system administrator. 2 Click the conference name. Then, the names of persons who attended the clicked conference and other information are displayed. 5 Drag the other person's name to 'Member list' column on 6-party Conference Sub Panel while keeping clicking the other person's name. The other person's number is added to the button on the 'Member list' column. Starting Voice Conference 1 Click . . A dial tone is heard.

Your PC icon changes to The following signs are displayed next to the persons who can/cannot join the data conference (Application Sharing, White Board, File Transfer and Chat): Sign Meaning Person who can join the data conference Person who cannot join the data conference Sign Meaning Person called to the data conference Person not called to the data conference Person who attends the data conference through the telephone other than Softphone 6 1 Repeat Step 4 to 5. < In the Case of Using Saved Member list > Click in 'Conference name' column. All the saved conference names are displayed in a list. No dial tone is heard though [Holding] is clicked: Click [Call]. Then, you will hear a dial tone. 2 Click Member Button to call the person. A ringback tone is heard and the clicked person will be called. 42 How to Use Conference 3 When the person answers the call, tell him or her that you will start conference call. The person you are calling doesn't answer or he or she is busy: Click Call Button to end the call. In this case, go back to Step 2 and click Member Button of the next person.

You want to have the person who ended the call in the middle of the conference back to the conference: After ending the call by clicking Call Button, click Member Button of the person who ended the call. Starting Data Conference If you want to continue calling members 1 2 Voice conference is being held. Click the PC icon of the person you want to join the data conference. Click all the PC icons of the persons you want to join the data conference. changes to . If not, click the button several times. 4 Click A dial tone is heard. . Voice conference call can be held among the called members (except for the organizer). 5 6 7 Go back to Step 2 and click Member Button of the next person.

Call all the persons registered in the Member list by repeating Step 2 to 4 and click . 3 Click the button in 'NetMeeting operation' column you want to use. All the members of can use the following functions: For details of how to operate each function, refer to the following pages: · Application sharing Refer to "Using Application Sharing" · White board Refer to "Using White Board" · File transfer Refer to "Using File Transfer" · Chat Refer to "Using Chat" You can use these functions at the same time. When a dial tone is heard, click again. Then, the conference call starts. When having a conference by 6 party: After calling the last (the 5th) person, click [Call] once. Then, the conference call starts automatically. 4 Holding data conference. When the organizer clicks Exit Button on 6party Conference Panel and click (Call Button), the conference call is ended. You want to end only the data conference while continuing the conference call: End the data conference by clicks of application sharing and white board.

Then, only the conference call continues. When the conference call is ended, click (Call Button). After the organizer leaves the conference, the conference call is continued until only 2 persons attend the conference call. When there is only 1 person in the conference, the conference call is stopped. 43 How to Use Conference When the organizer ends 6-party Conference, be sure to click Exit Button on 6-party Conference Panel. If the conference call is ended by pressing Call Button and using the handset, when you try to start application sharing/video conference in 6-party Conference and call between 2 persons, an error message is displayed and you fail to execute them. In this case, click Exit Button on 6-party Conference Panel. Making a Conference Call with 8 parties (8party Conference) (optional) Receiving 6-party Conference You can make a conference call among up to 8 persons simultaneously. In addition to a person using Softphone, a person using an ordinary telephone with extensions and a person using an outside line can join the video conference. Also, persons using Softphone can have a data conference simultaneously by using application sharing.

In order to use this function, you need to set the service function on PBX side in advance. For details, contact your system administrator. 1 2 Receive a call from the organizer. Click (Call Button) If you use USB handset (recommended): You can answer the call by lifting the handset from the pedestal. Registering Attendee Before starting a conference, an organizer should register the members that will attend the conference call.

There are following three ways to register the members. You can register them by combining these ways. · Register by entering extension numbers and outside numbers · Register from Member 01/02 displays · Use the Member list saved before (You can save up to 32 persons in the Member list. When the number exceeds 32, the data is overwritten in the order of oldness. In this case, the Member list you made by yourself is given priority to remain and the Member list other person is made is overwritten.

) 3 4 Speak with the organizer. Wait until the conference call starts. 6-party Conference starts when all the members are ready. When the organizer clicks here, the button of the member changes to and data conference becomes available among the members of . 6-party Conference sub panel is displayed to the members of . < In the Case of Registering by Entering the Number > 1 Right-click Button). (3-party Conference The following menu is displayed. If the organizer makes an operation of data conference, application sharing, white board and so on are displayed. When the conference is ended, click (Call Button). 44 How to Use Conference 2 Click [8-party Conference].



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