



Toshiba CT User Manual

Includes lcd, add-on module, and direct station selection console

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Telecommunication Systems Division
TOSHIBA
Digital Business Telephone Systems

Digital Telephone User Guide

(includes LCD, Add-on Module, and Direct Station Selection Console)

May 1999

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[Telephone Accessories Toshiba Strata DK 280 Installation Manual](#)

Digital business telephone system (878 pages)

[Telephone Toshiba STRATA DK14 Installation And Maintenance Manual](#)

(724 pages)

[Telephone Toshiba strata DK8 Installation Instructions Manual](#)

(584 pages)

[Telephone Toshiba Strata DK40 Installation & Maintenance Manual](#)

(360 pages)

[Telephone System Toshiba Strata DK 16 Installation And Maintenance Manual](#)

Toshiba digital key telephone systems installation and maintenance manual (321 pages)

[IP Phone Toshiba DK User Manual](#)

Includes lcd, add-on module, and direct station selection console (163 pages)

[Telephone Toshiba Strata DK User Manual](#)

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[Handsets Toshiba Strata AirLink Integrated Wireless Handset User Manual](#)

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Digital business telephone system (8 pages)

[Software Toshiba Strata DK424 Quick Reference Manual](#)

For strata dk424 digital business telephone systems (8 pages)

Summary of Contents for Toshiba CT

[Page 1](#) Telecommunication Systems Division Digital Business Telephone Systems Digital Telephone User Guide (includes LCD, Add-on Module, and Direct Station Selection Console) May 1999...

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[Page 8](#) Strata DK Digital Telephone 5/99...

[Page 9](#) Introduction This guide describes how to use the 2000-series digital telephones for Strata DK systems. Models covered in this user guide include digital telephones equipped with a Liquid Crystal Display (LCD) and/or speakerphone. Also discussed are Digital Add-on Modules (DADMs) and the Direct Station Selection (DSS) Console.

[Page 10: Introduction Organization](#)

Introduction Organization Organization Chapter 1—The Grand Tour provides an overview of the equipment, buttons, Light Emitting Diodes (LEDs), and LCDs. Chapter 2—Features describes the available digital telephone features in alphabetical order. Detailed instructions on using each feature are covered. Chapter 3—LCD Operation includes an explanation of the Control button and Soft Key operations.

[Page 11: Conventions](#)

Conventions The left column gives you single or numbered steps that you need to perform a procedure. Note Elaborates specific items or references other information. Within some tables, General Notes apply to the entire table and numbered Notes apply to specific items. Calls attention to important instructions or information.

[Page 12: Related Documents](#)

Introduction Related Documents Related Documents Refer to the following documents for more information: Digital Telephone Quick Reference Guide PC/Data Interface User Guide System Administrator Guide Strata DK Digital Telephone 5/99...

[Page 13](#) Toshiba digital telephones incorporate state-of-the-art telecommunications technology and provide a vast array of calling features. They are easy to operate, and all features are accessed with a feature button or a brief access code.

[Page 14](#) The Grand Tour DKT2020-SD (20-button speakerphone model equipped with an LCD, and a speakerphone which enables users to make and receive outside and internal calls without lifting the handset). Buttons Handset Red/Green LED Indicators Dial Pad 0539 0539 Figure 1 20-

button Digital Speakerphone with LCD Fixed Buttons Microphone Location...

[Page 15: Fixed Buttons](#)

Buttons There are two sets of buttons, fixed and flexible. The fixed buttons (e.g., (see Figure 1). The flexible buttons consist of Directory Number (Primary, Secondary, Phantom) and feature buttons. The number of preprogrammed flexible buttons varies by telephone. Fixed Buttons The fixed buttons are located on your dial pad and enable you to perform standard functions quickly and easily.

[Page 16: Chapter 1 - The Grand Tour Buttons](#)

The Grand Tour Buttons Table 1 Fixed Button Definitions (Continued) Button (continued) (Microphone) (Message) Definitions If the held party hangs up, the call is released and the CO provides a hold- release signal. Note If your telephone is programmed for Automatic Hold, existing calls are automatically placed on hold when you answer a call or make another call.

[Page 17: Flexible Buttons](#)

Table 1 Fixed Button Definitions (Continued) Button (Speaker) Flexible Buttons All flexible buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your display or telephone keystrip label, see your System Administrator for button assignments. Line Buttons You may have buttons designated as directly access outside Central Office (CO) lines.

[Page 18](#) The Grand Tour Buttons If you have an LCD telephone, you can find out the actual Directory Number of a [DN] button by pressing the [DN] you want to display and dialing . The number (Table 2 Directory Button Definitions Button [PDN] Primary Directory...

[Page 19: Feature Buttons](#)

Phantom Directory Numbers [PhDNs] Secondary Directory Numbers [SDNs] of Station 11 Calls to Station 11 can be originated or answered by Station 10 by pressing the 11-1 or 11-2 button. Station 10's Primary Directory Numbers [PDNs] Figure 2 Multiple Directory Numbers Example Feature Buttons Preprogrammed feature buttons can be assigned to your telephone and vary for individual telephones.

[Page 20: Lcd](#)

The Grand Tour In its idle state, the 32-character LCD feature on your digital telephone gives you an accurate desk clock and calendar combination. When you have an outside call in progress, an elapsed time display gives a constant reminder of the call duration. Alphanumeric messaging capability is also provided (see display functions occur automatically as call processing proceeds.

[Page 21: Led Indicators](#)

LED Indicators Each line and feature button has a LED next to it which indicates the status of the line or feature associated with the button. Line LEDs light red or green and flash at varying rates to indicate call status (see Table 3 LED Indicators Line or [DN] In-Use...

[Page 22: On-Hook/Off-Hook](#)

The Grand Tour On-hook/Off-hook On-hook/Off-hook Some procedures in this user guide instruct you to perform a step while "on-hook" or "off- hook." These terms refer to the position of the handset. "Off-hook" indicates that the handset should be lifted off of the telephone cradle. "On-hook" indicates that the handset should remain in the cradle and should not be lifted.

[Page 23](#) Table 5 Using Vol /Vol with Other Buttons Feature Microphone Sensitivity Handset/Headset Call Waiting Tone Muted Tone Burst Note Tone sent for Busy or DND Override, Call Transfer with Camp-on, etc. Ringing, Handsfree Answerback, and Speaker OCA. Speaker Strata DK Digital Telephone 5/99 Phone Press Status...

[Page 24](#) The Grand Tour Volume Controls Strata DK Digital Telephone 5/99...

[Page 25: Chapter 2 - Features](#)

Features This chapter lists all the digital telephone features in alphabetical order beginning on See 17. These features can be performed on 2000-series digital telephones equipped with or

without LCDs. Features which require a telephone equipped with a speakerphone are noted. Before You Begin If you are a new user of the Strata DK digital telephone, you need to find out if your telephone has been set up for Automatic Line Selection and Ringing Line Preference.

[Page 26: Ringing Line Preference](#)

Features Quick Reference Ringing Line Preference You have Ringing Line Preference, if you can answer a line ringing your station by lifting the handset or pressing button associated with the ringing call (flashing LED) to answer the call. If your telephone does not have Automatic Line Selection, press the flashing [DN] or first, before using the handset or Signaling If you hear a long tone, followed by a caller's voice, you have Voice First Signaling.

[Page 27: Making An Outside Call](#)

Making an Outside Call 1. Lift the handset or press ...or if you do not have Automatic Line Selection, you must also: press ...or ...or [DN], then enter a CO line or line group access code (see "CO Line Access Codes"...

[Page 28: On-Hook Dialing](#)

Features Quick Reference On-Hook Dialing 1. Press (if you have Automatic line selection). 2. Access an outside line and dial a telephone number. 3. Lift the handset when the called party answers. 4. When finished with the call, hang up or press Answering Calls When you receive an incoming call, the LCD displays either the CO...

[Page 29: Incoming Call Notification](#)

Incoming Call Notification Muted ringing while you are on a call indicates an incoming call. If another call comes in during the first call, release, transfer, or place the call on hold, then answer the second call. Press ...or hold down the hookswitch for about one second. Account Code Calls Entered before or after a call, Account Codes (i.e., Forced, Voluntary) can be used for a variety of reasons including billing, tracking, and line restriction applications.

[Page 30: Alarm Reset](#)

Features Alarm Reset To dial using a Voluntary Account Code 1. After accessing a CO line, press ...or ...or if your telephone does not have a speed dial button. 2. Enter the Account Code. 3. Dial another account code by repeating Steps 1 and 2.

[Page 31: Alert Signaling](#)

Alert Signaling Alert Signaling enables you to send an alert sound to a predesignated (partner) station by pressing a single button. This feature is based on the "buzz" key, where, for example, a manager might alert his/her administrative assistant to enter the office. You can have as many as four other telephones.

[Page 32: Automatic Busy Redial \(Abr\)](#)

Features Automatic Busy Redial (ABR) Automatic Busy Redial (ABR) After reaching a busy outside number, you can activate ABR so that the Strata DK system automatically redials the number at regular intervals. If the system redials an outside number that is still busy, ABR resets and tries again. This feature may not be allowed on some (or all) lines in your system—depending on the telephone line type connected.

[Page 33: Automatic Callback \(Acb\)](#)

To cancel ABR Press ...or [DN] + Automatic Callback (ACB) After reaching a busy/DND station, you can set ACB to have the system call you back when the called station becomes available. You can also set ACB to place you in a queue for an available CO line, if you reach a line group in which all lines are busy.

[Page 34: Automatic Hold](#)

Features Automatic Hold 4. Answer within three rings to prevent the callback from being cancelled. 5. If you were attempting to make an outside call and did not use LCR, you must now redial the telephone number. To cancel ACB (to busy or DND station) Press Automatic Hold Automatic Hold enables you to automatically place a call on hold by pressing another outside...

[Page 35: Bgm Over Telephone Speakers](#)

BGM Over Telephone Speakers BGM over external speakers is controlled by the System Administrator. If BGM is enabled, you can turn it ON/OFF for your individual station speaker. To enable/cancel BGM on your telephone speaker Press ...or press a [DN] + turn it OFF (ignore busy tone after dialing Call Forward If your telephone has more than one [DN], you can assign Call Forward destinations for each...

[Page 36: Call Forward Modes](#)

Features Call Forward Call Forward Modes You can set your telephone [PDNs] or [PhDNs] for a variety of Call Forward modes: Call Forward—All Calls forwards all calls immediately; your telephone does not ring when called. Call Forward—Busy forwards calls immediately when your station, [PDN], or [PhDN] is busy or in the DND mode.

[Page 37: Using Call Forward Buttons](#)

Call Forward—External forwards new incoming calls directed to your [PDN] to a destination outside of the system. [PhDNs] assigned to your telephone do not call forward to external destinations. Internal calls and transferred calls to your [PDN] also do not forward to external destinations.

[Page 38: Call Forward-All Calls](#)

Features Call Forward Call Forward-All Calls 1. Press ...or [PDN]/[PhDN] + 2. Enter the destination [DN]. 3. Press ...or (if access code used). To cancel a Call Forward—All Calls Press ...or [PDN] + Call Forward-Busy 1. Press ...or [PDN]/[PhDN] + 2.

[Page 39: Call Forward-No Answer](#)

To cancel a Call Forward—Busy Press ...or [PDN] + Call Forward-No Answer 1. Press ...or [PDN]/[PhDN] + 2. Enter the destination [DN]. 3. Press Note Skip this step, if you pressed Step 1. 4. Enter the time delay) seconds. Skip this step if Note you do not want...

[Page 40: Call Forward-Busy/No Answer](#)

Features Call Forward Call Forward-Busy/No Answer 1. Press ...or [PDN]/[PhDN] + 2. Enter the destination [DN]. 3. Press Note Skip this step, if you pressed in Step 1. 4. Enter the time delay) seconds. Note Skip this step, if you do not want to change the time.

[Page 41: Call Forward-Fixed](#)

Call Forward-Fixed Press or voice mail device set in system programming..or press Call Forward—External 1. Store the destination number at Station Speed Dial location Code 49 (RCTUA, B, C/D processors) or location 139 (RCTUE/F processors). Only perform Step 1 the first time Call Forward-External is set or when you...

[Page 42](#) Features Call Forward Remote Destination Change If Call Forward-External mode is set at your station, you can change the forwarding destination from a telephone outside of the system. To change the destination number 1. Call into the DK system over a CO line programmed for the DISA feature.

[Page 43: Call Park Orbits](#)

Call Park Orbits The Call Park feature enables you to hold a call temporarily in an orbit (the area where the call is held). Anyone can retrieve the call from the orbit using the same or a different station. There are 20 General Park Orbits for the system and 1 Personal Park Orbit for each station.

[Page 44: Call Park And Page](#)

Features Call Park and Page To retrieve a parked call 1. Press ...or [DN] + 2. Enter the Orbit Number where the call is parked. Call Park and Page You can use the Park feature in conjunction with the Page feature. This operation can be programmed on a on Page 63.)

[Page 45: Call Pickup](#)

3. Enter a [DN] or a Page Group or Zone access code (see Tables 13 Pages 110 and 111, respectively). 4. Make your announcement (include the Orbit Number). 5. Hang up to free the paging device. Call Pickup You can pick up a call that is ringing another station's [PDN] or

[PhDN], a call placed on hold at another station and other types of calls.

[Page 46: Directed Call Pickup](#)

Features Call Pickup Directed Call Pickup This feature enables you to pick up calls ringing in, or calls held at other stations. To use directed call pickup 1. Press ...or [DN] + 2. Dial directed [PDN]. To pick up a ringing CO line in a tenant system Press ...or [DN] + Group Pickup...

[Page 47: Page/Internal Call Pickup](#)

2. Enter , then the access code group to which the station belongs. Page/Internal Call Pickup This feature picks up Internal (station to station), Group Page, and All Call Page calls. If these types of calls occur at the same time, the pickup priority is station-to-station and then Page calls in the order of occurrence.

[Page 48: Call Waiting](#)

Features Call Waiting ...or if the station is busy or does not answer, hang up ...or to reconnect to the transferred line before it is answered, press the flashing or [DN] + Call Waiting You can answer a call that is transferred to your station, even when your station is busy. When another call is camped onto your station, you hear two camp-on tone beeps and the [DN] or Line LED flashes red (on-hold).

[Page 49: Conference Calls](#)

...or if your telephone has the Auto Hold feature, just press the flashing [DN] or To answer a waiting call by disconnecting or transferring the current call Hang up or transfer the existing call; the camped-on call rings your station ...or press the flashing [DN] or Conference Calls...

[Page 50: Date/Time/Day Adjustment](#)

Features Date/Time/Day Adjustment 4. Repeat the procedure to add other CO lines or [DNs], remembering not to try and exceed the allowed number. Notes If you receive a busy tone or no answer, press connection. The new station is not conferenced unless its user lifts the handset or presses a [DN] to answer.

[Page 51: Disa Calls - External](#)

2. When you hear dial tone, dial a [DN]. 3. If you receive busy tone or want to dial another number while the station is still ringing, press . Repeat Step 2. DISA Calls - External 1. From outside the system, call the DISA CO line telephone number.

[Page 52: Direct Station Selection \(Dss\) Buttons \(Hotline\)](#)

Features Direct Station Selection (DSS) Buttons (Hotline) Direct Station Selection (DSS) Buttons (Hotline) This optional feature enables you to use a [PDN]. The DSS LED shows the status (idle/busy) of the station and/or the station's [PDN]. For example, a station's DSS button LED shows busy (light steady red) when the station is: busy on a call on any button or is in the DND mode.

[Page 53: Door Lock\(S\)](#)

If you press continues to flash. Door Lock(s) Your telephone may have up to five door. Door Lock Button Unlock Door 0 Unlock Door 1 Unlock Door 2 Unlock Door 3 Unlock Door 4 To unlock a door Press programming). The Unlock Door LED is lit while the door is unlocked. Strata DK Digital Telephone 5/99 while a call is ringing, the ringing stops.

[Page 54: Door Phone\(S\)](#)

Features Door Phone(s) Door Phone(s) Door phones can be used to call digital/electronic telephones selected in system programming. When a door phone calls, you hear a distinctive ringing tone, one or five times (set in system programming). You can also call a door phone and monitor the surrounding area. The number of possible door phones vary by Strata DK system, with up to 12 as the maximum for larger systems.

[Page 55](#) ...or to pick up door phone calls ringing someone else's phone, press [DN] + To call/monitor a door phone 1. With the handset off- hook, press a [DN]. 2. Dial the [DN] for the desired door location. To call from a door phone 1.

[Page 56: Dtmf Tone Dialing With * And](#)

Features DTMF Tone Dialing with * and # DTMF Tone Dialing with * and # You may have to send device or computer output service. DTMF tones are automatically enabled on stations with . If you do not have This feature disables the Speed Dial feature during the call. Speed Dial is restored when you complete the call or place it on hold.

[Page 57: Emergency Ringdown/Hotline Service](#)

Emergency Ringdown/Hotline Service The Emergency Ringdown or Hotline Service feature enables standard telephones to automatically ring a designated extension by going off-hook. Digital telephones cannot perform this feature, but they can receive Emergency Ringdown or Hotline Service from standard telephones. Emergency Ringdown is used in healthcare facilities, where it is used to assist callers who may not be able to complete a call by dialing.

[Page 58: Handsfree Monitoring](#)

Features Handsfree Monitoring 2. Do not lift the handset; speak toward the telephone in a normal voice level. Notes A [DN] must be pressed (or the handset must be taken off-hook) to actually answer the call. This is necessary before transferring or placing an internal call on hold. You can press caller's voice and ring tone.

[Page 59: Isdn Outgoing Calling](#)

ISDN Outgoing Calling This feature enables you to make outgoing call using an Integrated Services Digital Network (ISDN) trunk, provided that you are connected to a Strata DK424, DK40i, or DK40 system with Release 4.0, or higher, and that you subscribe to ISDN lines. ISDN trunks offer faster call connection setup, and they also provide more connection circuits.

[Page 60: Message Waiting](#)

Features Message Waiting Message Waiting If you call a busy station [DN] or its user does not answer, you can leave a message waiting indication at the station. The Msg LED at the called station flashes and the user can call you back by pressing the people, can leave message waiting indications.) All telephones have a standard (fixed)

[Page 61: Message Waiting Light On \[Phdn/Mw\]](#)

3. After receiving the message(s), place the handset on hook. To cancel the Msg light Press and lift the handset..or [DN] + cancel the light. This must be done for each message recorded. Message Waiting Light on [PhDN/MW] To respond to [PhDN/MW] 1.

[Page 62: Message Waiting Light On Another Telephone](#)

Features Microphone Cut-Off Message Waiting Light on Another Telephone To set a message waiting light on another telephone 1. Press [DN] and dial an internal number. 2. Press or . 3. Press To cancel a message light set on another station Press [DN] and dial Microphone Cut-Off This feature prevents callers from monitoring the sounds near your telephone when you...

[Page 63: Off-Hook Call Announce \(Oca\)](#)

Off-hook Call Announce (OCA) This feature enables you to call and speak through either the handset or the speaker of an off- hook, busy digital telephone. The called station must be set in system programming for this feature to work. The calling station can be set in system programming for OCA to occur automatically when calling a busy-off-hook station or by dialing an access code after receiving busy tone.

[Page 64: Hs-Oca](#)

Features Off-hook Call Announce (OCA) 2. If you hear busy tone, press and speak to the called station ...or if you hear a ring tone, press speak to the called station. HS-OCA To answer an HS-OCA talkback call Press and hold ...or Press the same Note...

[Page 65: Override Calls](#)

Override Calls The available override features are: Busy Override (BOV) – enables you to send a muted ring tone to a busy station to indicate that a call is waiting. The BOV muted ring can be programmed for each station to be two muted rings only or continued muted rings until the call is answered.

[Page 66: Busy Override](#)

Features Override Calls Busy Override After reaching a busy station, press . Do Not Disturb Override After reaching a station in DND mode, press . Executive Override After reaching a busy station, press ..or if you have an LCD phone, use the OVRD Soft Key.

[Page 67: Privacy Override](#)

Privacy Override After reaching a busy station, press Toll Restriction Override 1. Access a CO line. 2. Press 3. Enter the Toll Restriction Override Code (four digits). 4. Dial a telephone number. Strata DK Digital Telephone 5/99 Connected parties may hear an optional tone signal before you are connected.

[Page 68: Page Announcements](#)

Features Page Announcements Page Announcements Station users can make page announcements to telephones and external speakers. To make a page announcement 1. Press [DN], lift the handset, and enter a paging access code. 2. Use a normal voice level to make your announcement, then repeat it.

[Page 69: Privacy On-Line](#)

Privacy On-Line With this feature, you can block those with Privacy Override from entering your CO line. The button does not block Busy or Executive Override. To set/cancel privacy Press from entering your CO line calls when they press a common CO line button..or press Privacy Release This feature enables others to enter your call on a common CO line just by pressing...

[Page 70: Release And Answer](#)

Features Release and Answer Release and Answer This feature enables you to automatically disconnect or transfer an active call and answer a new call using a button, instead of a hookswitch. When you receive the new call, the LED flashes red and you hear a muted, Busy Override or Camp-on busy tone. To release an active call and answer an incoming call While on a call, you receive an incoming...

[Page 71: Speakerphone](#)

Speakerphone All digital telephone users can answer internal calls handsfree (on-hook), but only users with a speakerphone can make and receive calls without lifting the handset. Any digital telephone model with an "S" in the model name is equipped with a speakerphone. To change from speakerphone to handset Lift the handset.

[Page 72: Speed Dial](#)

Features Speed Dial 2. Speak at a normal voice level toward the telephone. 3. Press disconnect the call. Speed Dial Speed Dial enables you to call a telephone number with a brief access code. There are two types of Speed Dial numbers: Station -...

[Page 73](#) To store longer dialing strings, see "Speed Dial Number Linking" on Page To insert a pause or flash signal in the number, see "Speed Dial Pause and Flash Storage" on Page 4. Press To clear a telephone number on a Station Speed Dial button Repeat the previous procedure on See To program one-touch telephone number dialing Repeat the previous procedure on See...

[Page 74: Speed Dial-Advanced Features](#)

Features Speed Dial—Advanced Features Speed Dial—Advanced Features Feature Access Codes You can program sequence of features as long as the keyed dial pad characters do not exceed 20 digits. To determine how many digits you have, count 2 digits for buttons and 1 digit for all other dial pad characters.

[Page 75](#) Table 7 Feature Access Codes Account Code (Frequently used codes) Automatic Callback Background Music Background Music Call Forward—All Calls (To Station or VM) Call Forward—Busy (To Station or VM) Call Forward Cancel Call Forward—No Answer Call Forward External Call Forward External Cancel Door Phone Calling Hookflash Signal ISDN Sub...

[Page 76: Speed Dial Pause And Flash Storage](#)

Features Speed Dial—Advanced Features Table 7 Feature Access Codes (Continued) Pickup any ringing CO line (new call only) Pickup Station Page or Ringing Door Phone Pickup External Page Pickup Line on Hold (lines 1~99) Pickup Line on Hold (lines 100~200) These codes can be used

during a CO line call.

[Page 77: Speed Dial Number Linking](#)

Speed Dial Number Linking You can link any of the Station Speed Dial numbers to System Speed Dial codes or to any of the optional buttons associated with these codes. This enables up to 36 digits to be stored under one Station Speed Dial button or code. The number directly stored in the System Speed Dial number dials out first, then the number linked to it.

[Page 78](#) **Features Speed Dial—Advanced Features Linked Speed Dial Example** The System Administrator can store a CO line access code plus international long distance dialing codes in System Speed Dial locations (See Speed Dial code to a telephone number stored in any Station Speed Dial location on your station.

[Page 79: Chain Dialing Speed Dial Numbers](#)

Chain Dialing Speed Dial Numbers You can call two or more Speed Dial numbers during one call. This enables you to add additional parties (conference calls) to your conversation with Speed Dialing. It also allows dialing of a stored code, such as a credit card number, to send to a far-end computer. To chain dial Speed Dial numbers 1.

[Page 80](#) **Features Timed Reminders** 4. Enter desired LCD message station number (system number ...or enter telephone does not have an LCD or if you do not want a message to display when the time reminder tone sounds. 5. Press 6. To cancel the beeping/message prior to 30 seconds, press...

[Page 81: Tone/Pulse Dialing](#)

Tone/Pulse Dialing With some older Central Offices, you may have to make calls on CO lines that are programmed for rotary dial pulses. This feature enables you, while on these lines, to switch to tone dial in order to access remote equipment (such as an answering machine) requiring DTMF tones.

[Page 82: Co Buttons](#)

Features Two (Tandem) CO Line Connection Table 12 on page 109—CO Line Access Codes or ask your System Administrator. 3. After the party answers, press 4. Press hang-up. CO Buttons This feature allows a station user to connect two CO lines, then drop out of the conversation. On some systems, both CO telephone to allow Tandem connections to be established from your telephone.

[Page 83](#) 3. Press another CO ...or and dial a telephone number..or on some systems, you can press and dial a CO line access code followed by a telephone number. 4. After the party answers, press If you receive a busy tone or no answer, return to the original connection by...

[Page 84: Supervision](#)

Voice Mail Integration This section explains how to program your telephone for Call Forward and retrieve messages when using a Toshiba Voice Mail System with your Strata DK system. Refer to the appropriate Toshiba Voice Mail User Guide for more information:...

[Page 85: Message Retrieval](#)

To assign a voice mail message mailbox number Note This procedure is required for the initial storage of VM ID code to the Toshiba Voice Mail system. Once programmed, these digits remain in memory until changed. To change the code, repeat this procedure.

[Page 86](#) **To cancel automatic retrieval** Press [DN] + Multiple Message Retrieval (LCD Telephones) 1. With the flashing LED, press [PhDN/MW]. Example: for Toshiba voice mail systems, enter + the mailbox number. mailbox number. [203] = By storing your security code, you avoid having to enter your code every time you access your mailbox;...

[Page 87: Call Forward To Voice Systems](#)

Call Forward to Voice Systems By setting Call Forward to the Toshiba Voice Mail System on your telephone, callers are automatically connected to your voice mailbox. Note be used to Call Forward [PDNs] or [PhDNs]. To forward calls to voice mail 1.

[Page 88](#) Features Voice Mail Integration Strata DK Digital Telephone 5/99...

[Page 89: Chapter 3 - Lcd Operation](#)

LCD Operation This chapter covers the LCD, its buttons and displays. Special features available only with the LCD are described in detail and step-by-step instructions on using them are given. (For digital telephone standard features, see Control Buttons telephone is idle. Table 8 Control Button Definitions Button...

[Page 90](#) LCD Operation Control Buttons Table 8 Control Button Definitions (Continued) Button (continued) Definitions Displays LCD message number NN, where NN can be personal messages or system messages. message. It cannot be used to edit or create a new message. Speed dial number check and memo dialing Dial Lost Calls”...

[Page 91: Soft Keys](#)

Exit from any Mode 1. Press 2. Press . Soft Keys The Soft Key feature provides a quick-and-easy way to access frequently-used features during a call. When Soft Keys are on, they replace the Mode, Page, and Scroll functions. When your telephone is idle, Soft Keys do not display and the LCD control buttons.

[Page 92: Soft Key Display](#)

LCD Operation Soft Keys Soft Key Display Abbreviated Soft Key feature prompts display on the LCD above the Control buttons (example, you would press CONF If the Soft Key feature is activated at your station, incoming call information does not display on your LCD while your station is busy.

[Page 93](#) If you press RTRN you will have to repeat the previous step if you wish to return to transfer, conference, or page. 2. To transfer to a station, press 3. Dial a station number. 4. (Optional) If you have voice first signaling, announce the call to station 5.

[Page 94: Soft Key Prompts](#)

LCD Operation Soft Keys Soft Key Prompts Table 9 provides definitions of all of the Soft Key prompts that could appear on your LCD. Table 9 Soft Key Prompts Soft Key Activates Automatic Busy Redial after dialing a busy outside telephone number. Activates Automatic Callback after reaching a busy station, CO line, or CO Line group.

[Page 95: Busy Lamp Field \(Blf\) Display](#)

Busy Lamp Field (BLF) Display This feature displays when a station is busy or ringing on any type of [DN] or CO line. If all or a telephone's [PDNs] are in use on another telephone(s), the telephone shows busy on the BLF, even though it may be idle.

[Page 96: Caller Id/Ani/Dnis Information Mode](#)

LCD Operation Caller ID/ANI/DNIS Information Mode Caller ID/ANI/DNIS Information Mode Automatic Number Identification (ANI) information cannot co-exist on the same telephone LCD with Dialed Number Identification Service (DNIS) information. If your system is programmed to receive both ANI and DNIS information on incoming calls, press the call is ringing to alternate between DNIS and ANI/Caller ID LCD displays.

[Page 97: Call Park Orbit List Display](#)

LCD shows the CO Line number (and the orbit number where the call is parked (. To LCD Operation Call Park Orbit List Display DNIS/Caller ID Name TOSHIBA TSD LINE 3 CALLING TOSHIBA TSD LINE 3 RINGING TOSHIBA TSD ANSWERED LINE 3 TOSHIBA TSD...

[Page 98: Retrieve And Auto Dial Lost Calls](#)

LCD Operation Retrieve and Auto Dial Lost Calls Retrieve and Auto Dial Lost Calls The system automatically saves the numbers for all calls that ring at your telephone, but are unanswered (lost calls). This feature enables you to view the stored information, view the time and date, delete the information without returning the call, and/or Auto Dial the saved numbers.

[Page 99: Messages, Memos, And Name Display](#)

...or press ...or press . To Auto Dial the lost call 1. Press 2. Press ...or 3. Press CO ...or a [DN] +

CO access code. 4. Press Messages, Memos, and Name Display The LCD on your telephone can be used to send or receive messages to/from other LCD telephone users (sample shown at right).

[Page 100](#) LCD Operation Messages, Memos, and Name Display To enter LCD characters 1. Access message/ memo/name display. 2. Enter the message/ name/memo (up to 32 alphanumeric characters), using the following dial pad keys (dial pad shown at right): - moves right -...

[Page 101: Messages](#)

Table 11 Dial Pad Key Equivalents Letter Equiv. Messages There are three basic LCD message functions: Advisory messaging enables you to store an informative message for LCD telephones that call your phone. Silent messaging enables you to write a message that you can send to busy LCD telephones.

[Page 102: System Messages 60~64](#)

LCD Operation Messages System Messages 60~64 System messages 60~64 are standard messages. You can "fill in the blanks" of messages 62~64 (see below). Example: Message 64 can be edited to read with LCD phones will see that message when they call your number. System Message Number System Messages 65~99...

[Page 103](#) 4. Repeat Steps 1~3 for any additional messages you want to store. 5. Press ...or To set an advisory message for incoming calls 1. Press ...or a [PDN] + 2. Enter the desired message number: (station) ...or (system) 3. Press ...or 4.

[Page 104](#) LCD Operation Messages To cancel an advisory message that has been set at your station Press ...or [PDN] + The LED goes out. If a station message was sent, this procedure does not erase it. To set a advisory station message for a remote station 1.

[Page 105: Message Notifications](#)

Message Notifications With an LCD telephone, you can set short messages (up to 32 characters) that display to callers with LCD telephones. Any station can record a message; however, only stations with an LCD are able to see the stored messages. Stations that do not use Soft Keys (Soft Keys Off: messages "live"...

[Page 106](#) LCD Operation Messages To receive a notification station message Press when your telephone Msg LED is flashing. To cancel the message from the telephone that set the message Press [PDN] and dial Group Notification Station Messaging This feature enables a station to set a Called Station Message for a group of stations. To set a notification station message for another station or group of stations 1.

[Page 107: Silent Messaging \(Busy Station\)](#)

7. Press 8. Press 9. Press . To receive a notification message Press To cancel the message from the telephone that set the message Press [PDN] and dial message. Silent Messaging (Busy Station) An audible tone and an LCD message can be sent to an LCD station that is busy. The busy station can return a message to the calling station's LCD.

[Page 108: Memos](#)

LCD Operation Memos To return to a busy station message after receiving a busy station message 1. Press 2. Enter the message number. 3. Press Memos Speed Dial Memos You can store names (12 characters max.) for each of 40 station speed dial numbers. The memo pad of names can be scrolled to select the appropriate party.

[Page 109](#) 4. Enter the name or memo (12 characters maximum). 5. Press 6. Enter a phone number (16 characters maximum). 7. Press record data in memory. To display the Speed Dial number and memo Press To dial a Speed Dial number 1.

[Page 110: Timed Reminders](#)

(up to 16 714 583 3700 digits). If the number is longer than 16 digits, a "+" appears in the far right corner of the display. *11 TOSHIBA 7145553700 USER NAME ? Strata DK Digital Telephone 5/99...

[Page 111](#) This procedure does not erase Note the name/number. To restore the display, press [DN] + LCD Operation Name/Number Display TOSHIBA EXT. 200 DATE DAY TIME NO. 213 TOSHIBA EXT. 200 NO. 213 USER NAME RESET NO. 213...

[Page 112](#) LCD Operation Name/Number Display To erase name/number display 1. Press [DN] + 2. Press in the alpha mode to enter blanks. 3. Press Current information displays on the lower line of the LCD. Blank characters replace the information. The information is erased and the [PDN] of the telephone is displayed.

[Page 113: Dadm](#)

Add-on Module/DSS Console This chapter provides an equipment overview of the following two optional units and describes the features buttons and their associated LEDs. Digital Add-on Module (DADM) – add 20 feature buttons to 2000-series digital telephones. Up to two DADMs can be connected to a telephone. Direct Station Selection (DSS) Consoles –...

[Page 114](#) Add-on Module/DSS Console DADM First DADM Second DADM Figure 4 Example Button Assignments for the Strata DK DADMs Notes The button numbers shown in this figure are examples only and may not reflect the numbers on your particular station equipment. Not available on DK14 systems.

[Page 115: Dss Console](#)

DSS Console The DSS console operates alongside of a digital telephone to provide the telephone with 60 additional feature buttons. The buttons can be programmed for [DSS], CO line access, All Call Page, Night Transfer, and Station or System Speed Dial. This guide applies to the DSS Console models DDSS2060 (see LEDs on the DDSS2060 and DDSS1060 models light or flash red or green, and LEDs on the HDSS6560 model light or flash red).

[Page 116: \[Dss\] Button](#)

Add-on Module/DSS Console [DSS] Button [DSS] Button The Direct Station Select [DSS] button can appear on both the DADM and DSS Console. Each DSS button is associated with a particular station in your telephone system. It can be used to transfer an outside call to the associated station or to make a direct call to the associated station.

[Page 117: Call Transfer With Camp-On](#)

2. Announce the call. 3. Hang up. 4. If the station does not answer before a period set in system programming, the call recalls your station. Call Transfer with Camp-on You can transfer a call to a busy station from either a DSS console or an DADM. Use the [DSS] to transfer the call, even though the [DSS] LED associated with the station you are “transferring to”...

[Page 118: Call Answering \(Co Line\)](#)

Add-on Module/DSS Console Features Call Answering (CO Line) If your DADM or DSS console is equipped with a from the DADM or DSS console as you would from a digital telephone. See Features for detailed information. To answer an incoming CO Line call to a DADM or DSS Console Press the flashing Speed Dial Your DADM or DSS console may be equipped with...

[Page 119: Night Transfer](#)

To override call forward with your DSS Console Press the station [DSS] set for call forward. Night Transfer You can use the DSS console to make the system ring different telephones for incoming calls during different times of the day. For further details, refer to the Strata DK System Administrator's User Guide.

[Page 120](#) Add-on Module/DSS Console Features Strata DK Digital Telephone 5/99...

[Page 121: Co Line Access Codes](#)

Access Codes This appendix contains access codes for outside Speed Dial numbers, CO lines, Paging Group and Paging Zone Codes. CO Line Access Codes CO lines are used when you dial an outside number. If your telephone does not have a button, you can enter the appropriate code listed in You can also store the code on a Speed Dial (storing a CO line access code onto a Speed Dial code, enter...

[Page 122: Feature Access Codes](#)

Add-on Module/DSS Console Feature Access Codes Table 12 CO Line Access Codes (Continued) System DK424 (RCTUA) DK424 (RCTUBA/BB) DK424 (RCTUC/D) DK424 (RCTUE/F) Notes accesses LCR or a general line group. accesses line groups 1~16, respectively. Feature Access Codes Table 7 on page Paging Access Codes Your telephone can be assigned to page group(s).

[Page 123: Speed Dial Access Codes](#)

Table 14 External Paging Zones External Paging Zone DK14/DK40i/DK40/DK424 (all processors) Paging All Call Page Zone DK40i/DK40/DK424 ((RCTUA, RCTUBA/BB, RCTUC/D) Zone A Zone B DK424 (RCTUE/F) Zone A Zone B Zone C Zone D Speed Dial Access Codes The number of station and system speed dial numbers available to you depends on the size of your company's telephone system.

[Page 124](#) Add-on Module/DSS Console Speed Dial Access Codes Table 16 Speed Dial Number Linking System DK14, DK16e, DK40, RCTUA RCTUBA/BB, RCTUC/D RCTUE/F System Speed Dial Codes that can be Linked to other Speed Dial Codes Strata DK Digital Telephone 5/99...

[Page 125: Flexible Directory Numbering](#)

Centrex Application Your system may be equipped with the Centrex Application, which enhances its feature capability when installed behind a Centrex or PBX system. Your telephone may have access to one or more of the enhanced Centrex features listed below: Flexible Directory Numbering A station's [PDN] can be three or four digits.

[Page 126: Delayed Ringing](#)

Add-on Module/DSS Console Delayed Ringing Delayed Ringing CO or Centrex line(s) can be programmed for a 12-second and/or 24-second ring delay at stations to permit alternate answering conditions. Answer the line when your telephone is ringing. Strata DK Digital Telephone 5/99...

[Page 127](#) Button Labels All flexible buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your display or telephone keypad label, see your System Administrator for button assignments. The button labels in this guide are for the 2000-series telephone mode. Table 17 Feature Button Definitions 2000-series...

[Page 128](#) Add-on Module/DSS Console Delayed Ringing Table 17 Feature Button Definitions (Continued) 2000-series Telephone Call Forward-Busy Button Press to forward calls immediately to another station or voice mail device when your station is busy or in the DND mode. Call Forward-Busy/No Answer Button Press to forward calls immediately to another station or voice mail device when your station is busy or in DND mode.

[Page 129](#) Table 17 Feature Button Definitions (Continued) 2000-series Telephone Handset Off-hook Call Announce Button Press this key while off-hook busy with a call and while being called by an internal caller who initiates off-hook call announce to switch the talk path from the current call to the off-hook call announce internal caller.

[Page 130](#) Add-on Module/DSS Console Delayed Ringing Table 17 Feature Button Definitions (Continued) 2000-series Telephone Park/Page Button Press to park internal or outside call in orbit and announce to other telephones or paging speakers to retrieve the parked calls. Park Button Press to park internal or outside calls in an orbit. Call retrieval can be made locally from the same parking telephone or remotely from a different telephone.

[Page 131](#) Table 17 Feature Button Definitions (Continued) 2000-series Telephone Start Button Press to make an outgoing call using an ISDN trunk. Subaddress Button Press to enter a subaddress on an ISDN trunk outgoing call. Background Music Button Press to turn Background Music on or off over your station speaker. Tone Button Press to change the outgoing dialing of the CO line in use from dial pulse to tone signaling.

[Page 132](#) Add-on Module/DSS Console Delayed Ringing Strata DK Digital Telephone 5/99...

[Page 133](#) Index about this book conventions how to use this guide viii organization viii related documents access code using access codes CO Line feature speed dial account code calls emergency override of forced account codes forced account codes (verified/non- verified)

add-on module DSS console advisory messaging alert signaling all call page...

[Page 134](#) Index C ~ F Scroll Spkr volume control call forward all calls busy no answer external fixed modes no answer to voice systems using the buttons call park orbit list display orbits call pickup directed call transfer with camp-on call waiting called station messaging Caller ID/ANI/DNIS information mode centrex application...

[Page 135](#) group called station messaging group listening – group pickup calls to other groups calls within your group handsfree answerback handsfree monitoring Hold hotline service emergency ringdown incoming DISA calls indicators ISDN buttons feature codes buttons how to enter characters messages operation telephones incoming calls...

[Page 136](#) Index P ~ V privacy toll restriction override calls page announcements page button paging group codes phantom directory number primary directory number privacy on-line override quick reference redial release and answer remote calling station messaging remote destination change retrieve and auto dial lost calls ringing repeat saved number redial scroll button...

This manual is also suitable for:

Strata dk14Strata dk16eStrata dk16Strata dk40iStrata dk40Strata dk424 ... [Show all](#)