



# Toshiba DK User Manual

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



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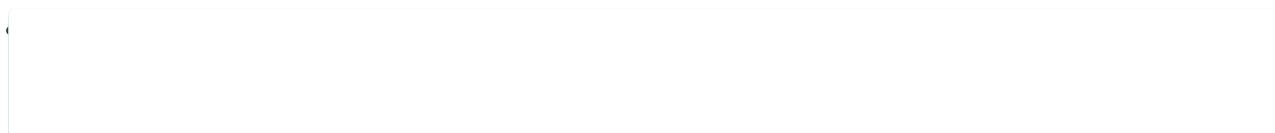
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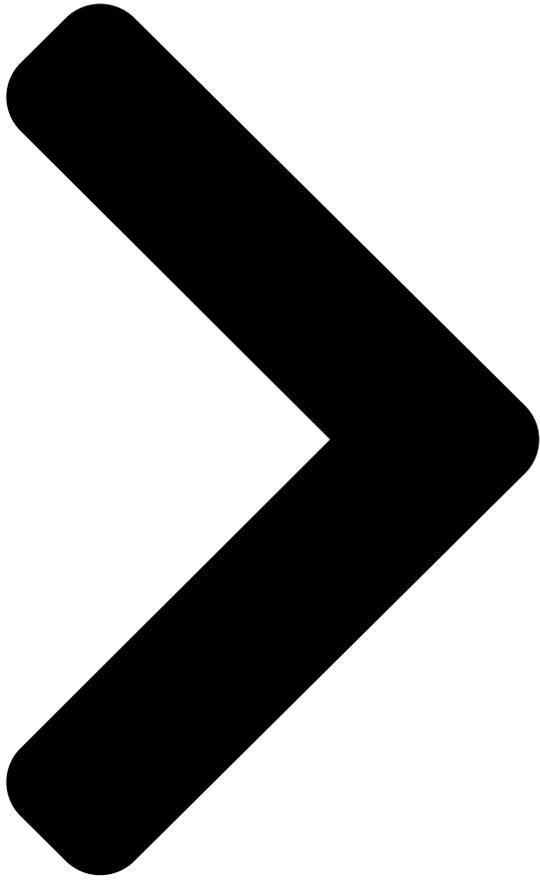
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**TOSHIBA** Telecommunication Systems Division  
**Digital Business Telephone Systems**

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# **Digital Telephone User Guide**

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

October 2001

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## Summary of Contents for Toshiba DK

[Page 1](#) Telecommunication Systems Division Digital Business Telephone Systems Digital Telephone User Guide (includes LCD, Add-on Module, and Direct Station Selection Console) October 2001...

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[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, as well as the full-duplex digital speakerphone. Also discussed are Digital Add-on Modules (DADMs) and the Direct Station Selection (DSS) Console.

### [Page 10: Introduction Organization](#)

How to Use This Guide We suggest that you read this entire guide and get acquainted with the Strata DK digital telephones and its features. Once you become acquainted with the basic features, you can use this guide in conjunction with the Digital Telephone Quick Reference Guide.

[Page 11](#) Denotes a procedure. Grey words within the printed text denote cross-references. In the See Figure 10 electronic version of this document (Strata DK Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext. Strata DK Digital Telephone 10/01 Description...

### [Page 12: Action/Response](#)

Dial, and other features only activated by the System Administrator. For authorized users, Internet site FYI (<http://fyi.tsd.toshiba.com>) contains all current Strata DK documentation and enables you to view, print, and download current publications. The right column gives the immediate response to your action.

### [Page 13: Chapter 1 - The Grand Tour](#)

LEDs will improve your efficiency in using the telephone and will help you take advantage of all of the benefits your telephone offers. 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: Digital Telephone Models](#)

DKT2020-FDSP (20-button speakerphone model equipped with an LCD, a speakerphone, and a jack for an External Microphone) DKT2001 (digital single line telephone). Refer to the User Guide for operating instructions. Figure 1 on Page Strata Digital Line Telephone Strata DK Digital Telephone 10/01...

[Page 15](#) Buttons Handset Red/Green LED Indicators Dial Pad 0539 Figure 1 20-button Digital Speakerphone with LCD Strata DK Digital Telephone 10/01 Fixed Buttons Microphone Location The Grand Tour Buttons LCD Display LCD Control/Soft Key Buttons Flexible Buttons...

## [Page 16: Buttons](#)

You hear repeated recall tone (or if you are on the phone, you hear recall tone twice). L , and M ) are standard to every Strata DK 2000- Table 1). The flexible buttons consist of Directory Number Definitions or [DN] which is on hold plus the CO line number (001~200) that the call is held on.

[Page 17](#) LED (see (Message) telephone's [PDN] message waiting button. Press the same [DN] or If you have Automatic Line Selection, you must first lift the handset. Strata DK Digital Telephone 10/01 Definitions 26.) , a different [DN] or "HS-OCA" on Page 62).

## [Page 18: Flexible Buttons](#)

CO lines, you can use access codes. For a listing of these codes, see "Access Codes" on Page Definitions must be pressed and held down when switching from Handset to "Volume Controls" on Page and/or 133. 12). which enable enables button and you want to Strata DK Digital Telephone 10/01...

[Page 19](#) Voice Mail ID code for [PhDNs] that are owned by your telephone. You can have a separate message waiting button and mailbox for up to four [PhDNs] on your telephone. Strata DK Digital Telephone 10/01 Figure 2), including [DNs] .

## [Page 20: Feature Buttons](#)

Table 18 on Page 139 key in any of the procedures that appear in this guide. MW/50 10-1 10-2 10-3 11-1 11-2 Station 11 for a list of all the possible feature button, you can Strata DK Digital Telephone 10/01...

## [Page 21: Lcd](#)

Control buttons. Soft Key Prompts Soft Key and Control Buttons Figure 3 LCD Buttons (with sample Soft Keys) Strata DK Digital Telephone 10/01 101). All display functions occur automatically as call TRNS Mode The Grand Tour "Messages, Memos, and...

## [Page 22: Led Indicators](#)

4 pulses/second for 1/8 second , the hold ON/OFF 10 pulses/second 10 pulses/second 1 second at 2 pulses/second, 1 second at 10 pulses/second Other Station (Red) Interval Rates steady one second ON/OFF 1/2 second ON/OFF steady steady flashes Strata DK Digital Telephone 10/01...

## [Page 23: On-Hook/Off-Hook](#)

"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. Strata DK Digital Telephone 10/01 Your Station (Green) Interval Rates...

## [Page 24: Volume Controls](#)

After a call is terminated and the handset is on-hook, the volume level returns to the "original" level for the next call. Off-hook This "original" level can be adjusted to higher/lower in system programming. Table 5 Comments Strata DK Digital Telephone 10/01...

[Page 25](#) Muted Tone Burst Tone sent for Busy or DND Override, Call Transfer with Camp-on, etc. Ringing, Handsfree Answerback, and Speaker OCA. On-hook, Speaker Strata DK Digital Telephone 10/01 Phone Press Status While pressing, hold M for three Off-hook seconds. While pressing,...

[Page 26](#) The Grand Tour Volume Controls Strata DK Digital Telephone 10/01...

## [Page 27: Chapter 2 - Features](#)

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. You will also need to know if your telephone has tone or voice first signaling when you receive an internal call: Tone Signaling rings.

## [Page 28: Automatic Line Selection](#)

You can change to the alternate signaling method when making a call on a call-by-call basis by pressing ) and the seized CO before dialing. . You do not have Ringing Line Preference, if you after dialing an internal telephone number. Strata DK Digital Telephone 10/01 NO. 201 USING LINE 11...

## [Page 29: Quick Reference](#)

Making an Outside Call 1. Lift the handset or press ...or if you do not have Automatic Line Selection, you must also: Strata DK Digital Telephone 10/01 Features Quick Reference NO. 203 NO. 203 USING LINE 6...

## [Page 30: Making An Outside Call To An Isdn Trunk](#)

The dialed digits will not be sent until you press this button or until the timer expires. See "Calling" on Page 56 calls. NO. 203 5551374 NO. 203 00: 13: 23 "ISDN Outgoing for more information on ISDN Strata DK Digital Telephone 10/01...

## [Page 31: On-Hook Dialing](#)

Ringing Line Preference, press the flashing [DN], and lift the handset. Strata DK Digital Telephone 10/01 If you have a full speakerphone, you do not Note have to lift the handset. The green LED changes from incoming call rate to the in-use rate.

## [Page 32: Incoming Call Notification](#)

To dial using a Forced Account Code Emergency Override of Forced Account Codes You can bypass Forced Account Code requirements with three emergency numbers, including 911. See your System Administrator for these numbers: \_\_\_\_\_ Strata DK Digital Telephone 10/01...

## [Page 33: Voluntary Account Codes \(Verified/Non-Verified\)](#)

...or if your telephone does not have a speed dial button. 2. Enter the Account Code. Strata DK Digital Telephone 10/01 Your conversation is not interrupted. If the Voluntary Note Account Code is not required to dial out, the account code can be entered during a call.

## [Page 34: Alarm Reset](#)

Steps 1 and 2. 4. Dial a telephone number. Alarm Reset Your Strata DK system can be connected to a facility alarm system. All telephones produce a startling tone whenever this alarm is activated. ► To reset the alarm ►...

## [Page 35: Attendant Console Calling](#)

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...

[Page 36](#) If you do not pick up the handset or press and wait 30 seconds after a connection is made, you hear a muted ring for another 30 seconds, then the call disconnects. NO. 202 ABR SET within Strata DK Digital Telephone 10/01...

## [Page 37: Automatic Callback \(Acb\)](#)

3. Your telephone rings at a fast rate when the called station or CO line becomes idle. Strata DK Digital Telephone 10/01 You hear busy tone, followed by dial tone (two secs.), then busy tone. When you set ACB at a busy station, its number ( displays.

## [Page 38: Automatic Hold](#)

[DN] to receive/originate a new call. The or [DN] of the held call. The LED of the line just accessed flashes (in- . You can also switch . Your telephone must be programmed for before answering Strata DK Digital Telephone 10/01...

## [Page 39: Bgm Over Telephone Speakers](#)

CO lines calls that ring only your station Transferred CO line or station calls CO lines that ring more than one station do not forward. Strata DK Digital Telephone 10/01 to toggle BGM ON/OFF. to turn BGM ON and press a [DN] +...

## [Page 40: Call Forward Modes](#)

[PDN], it flashes or rings when called. On "voice-first" systems, Call Forward Busy forwards all calls any time your telephone is in use and/or any time all of your [PDNs] are in use by other telephones. Strata DK Digital Telephone 10/01 during...

## [Page 41: Using Call Forward Buttons](#)

When you call a [DN] that is forwarded [203], the [DN] you called is shown first. The display changes to the [DN] where your call forwarded Strata DK Digital Telephone 10/01 button in system programming to activate this feature. button, and/or DID line, call forward externally. Any of the other...

## [Page 42: Call Forward-All Calls](#)

[203]. (if access - All Calls NO. 201 205 CALL 203 NO. 201 CALL FORWARD TO NO. 201 ALL FORWARD TO 203 CF-A 201-203 JAN 01 TUE 12: 19 Strata DK Digital Telephone 10/01...

## [Page 43: Call Forward-Busy](#)

...or [PDN] + Call Forward-No Answer 1. Press ...or [PDN]/[PhDN] + 2. Enter the destination [DN]. Strata DK Digital Telephone 10/01 The LED flashes red. You hear confirmation tone after is dialed. The LED lights steady red and calls forward to the stored directory number [203].

## [Page 44: Call Forward-Busy/No Answer](#)

You hear confirmation tone after is dialed. LL FORWARD TO 203\* FORWARD TO 203\*16 CF-NA 201-203 JAN 01 TUE 12: 19 CALL FORWARD TO LL FORWARD TO 203 Strata DK Digital Telephone 10/01 NO. 201 NO. 201 NO. 201 NO. 201...

## [Page 45: Call Forward-Fixed](#)

Call Forward-Fixed ► Press [PDN] or voice mail device set in system programming..or press Strata DK Digital Telephone 10/01 The pre-set time delay for calls to ring before forwarding is 12 seconds. The LCD displays the amount of time entered (...)

## [Page 46: Call Forward-External](#)

5833700 = Telephone number Table 13 on Page 134 access codes. The LCR access code "9" cannot be used. Incoming calls forward to the destination stored at Station Speed Dial Location 49. for CO Line/Line Group Strata DK Digital Telephone 10/01...

## [Page 47: 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 48: Call Park Orbits](#)

If you park a call and it is not retrieved the following occurs: If your station is idle when the system Call Park recall timer expires, the parked call automatically recalls to your station. (Table 13 You hear a confirmation tone. Strata DK Digital Telephone 10/01...

[Page 49](#) Number ( or a valid [PDN] ...or if you have an LCD, press 3. Hang up. Strata DK Digital Telephone 10/01 The LED flashes green (consultation-hold). The call is parked and the CO line flashes (Hold), or the [DN] LED turns OFF.

## [Page 50: Call Park And Page](#)

(consultation-hold). The call is parked and the CO line flashes (Hold), or the [DN] LED turns OFF. The system parks the call on the lowest vacant Orbit Number. "Feature HOLD LINE 2 ENTER ORBIT NO. Strata DK Digital Telephone 10/01...

[Page 51](#) (include the Orbit Number). 5. Hang up to free the paging device. Strata DK Digital Telephone 10/01 After you enter an Orbit Number, a short burst of dial tone prompts you to enter the Page access code. The LCD shows the Auto Park entry.

## [Page 52: Call Pickup](#)

If more than one call is on hold, the call on the telephone's lowest button number is picked up. Ringing calls are picked up over held calls as a priority. NO. 204 200 CALL 201 NO. 204 200 PICKUP 201 Strata DK Digital Telephone 10/01...

## [Page 53: Group Pickup](#)

2. Enter , then the access code group to which the station belongs. Strata DK Digital Telephone 10/01 You are connected to a incoming CO line call for a Tenant Group (1~4). Notes In non-tenant systems, up any ringing CO line.

## [Page 54: Page/Internal Call Pickup](#)

The CO line rings the called station. If you hear a single tone, you can then announce the call over the called telephone's speaker. (If you hear ringing tone, the call was made with Tone Signaling.) Strata DK Digital Telephone 10/01...

[Page 55](#) [DN] + Strata DK Digital Telephone 10/01 The Line LED flashes green (on-hold). If you transferred the call from a [DN], the [DN]'s LED turns off. The CO line or [DN] camps on to the called station and the called station receives a warning tone.

## [Page 56: Call Waiting](#)

The existing call disconnects or transfers. The camped- on line rings your telephone and the Line LED flashes green (incoming call). This disconnects the current call and connects you to the transferred call. The [DN] or Line LED flashes green (in-use). Strata DK Digital Telephone 10/01...

## [Page 57: Conference Calls](#)

The new station is not conferenced unless its user lifts the handset or presses a [DN] to answer. Strata DK Digital Telephone 10/01 You hear dial tone and the [DN] or Line LED flashes green (conference-rate). All parties are conferenced. If the second call was...

## [Page 58: Date/Time/Day Adjustment](#)

If the call is not answered after 6 rings or 24 seconds, (whichever comes first) you hear busy tone. To call another station after completing a DISA station call, the internal party must transfer you. Station and System Page cannot be accessed on DISA calls. Strata DK Digital Telephone 10/01...

## [Page 59: Disa Calls - External](#)

3. When you hear dial tone, dial a telephone number. Strata DK Digital Telephone 10/01 Direct Inward System Access (DISA) You hear a ringback tone signal, then an internal dial tone for 10 seconds. If you do not dial within 10 seconds, the system automatically rings the DISA CO line as a normal incoming call.

## [Page 60: Direct Station Selection \(Dss\) Buttons \(Hotline\)](#)

DSS LED shows busy (steady red). You can transfer the call to an idle or busy Note station. . Telephones with DND Override can also call and mute ring button to connect directly to another Strata DK Digital Telephone 10/01...

## [Page 61: Door Lock\(S\)](#)

► Press programming). The Unlock Door LED is lit while the door is unlocked. Strata DK Digital Telephone 10/01 . The LED lights steady red and DND mode is activated. while a call is ringing,

the ringing stops. The LED...

### [Page 62: Door Phone\(S\)](#)

(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. LCD telephones display the door phone ID when calls are made to/from door phones (e.g., door phone 1A).

[Page 63](#) [DN]. 2. Dial the [DN] for the desired door location. Strata DK Digital Telephone 10/01 If you lift the handset while the door phone is still ringing, the [DN] LED flashes green (in-use) and you are connected to the door phone.

### [Page 64: Dtmf Tone Dialing With \\* And](#)

(set in system programming). DTMF tones to some devices or services, such as a . If you do not have DTMF tones on a telephone without a , you must first dial , button and , DTMF Strata DK Digital Telephone 10/01...

### [Page 65: Emergency Ringdown/Hotline Service](#)

► To deactivate group listening ► Release . The Spkr LED turns OFF. You can talk to the party through the handset. Strata DK Digital Telephone 10/01 Emergency Ringdown/Hotline Service 205 CALLING RINGDOWN . The Spkr LED lights red. Features...

### [Page 66: Handsfree Answerback](#)

The Spkr LED flashes red. If you have a speakerphone, you will have better performance if you press the called [DN] button first. L or M to control the volume of the Handsfree Strata DK Digital Telephone 10/01...

### [Page 67: Handsfree Monitoring](#)

3. Release 4. Lift the handset when the party returns. Strata DK Digital Telephone 10/01 The Spkr LED lights red. The Spkr LED stays on and you can hear the distant party through your telephone speaker. For privacy, press to turn your telephone's...

### [Page 68: Isdn Outgoing Calling](#)

The dialed digits will not be sent until you press this button or until the timer expires. button informs the system that the following digits are the subaddress. The dialed digits will not be sent until you press this button or until the timer expires. Strata DK Digital Telephone 10/01...

### [Page 69: Message Waiting](#)

The system rotates to the next message sender. Strata DK Digital Telephone 10/01 button with the flashing LED. (Voice mail button/LED for receiving/retrieving Your phone rings the station or voice mail device that set the indication. The LED continues to flash red.

[Page 70](#) The called party must answer-by either going off-hook or by pressing indication to be cancelled automatically. Your Msg LED turns OFF without calling the telephone or VM device. CALL 203-201+ ] received -for the Strata DK Digital Telephone 10/01 NO. 204...

### [Page 71: Message Waiting Light On \[Phdn/Mw\]](#)

1. Press [DN] and dial an internal number. 2. Press or . Strata DK Digital Telephone 10/01 Your phone rings the station or voice mail device that left the message. If the called party or VM device answers, the message waiting indication is cancelled automatically.

### [Page 72: Microphone Cut-Off](#)

MW]. plus the [PDN] or [PhDN] that has the message light set. functions on Handsfree Answerback and speaker to toggle between ON/OFF. SENT 203 JAN 01 SUN 12: 19 or [PhDN/ Strata DK Digital Telephone 10/01...

[Page 73](#) ...or if you hear a ring tone, press speak to the called station. Strata DK Digital Telephone 10/01 ] sending the HS-OCA is displayed on your LCD. 60). to OCA the station You may hear busy or ring tone.

## [Page 74: Hs-Oca](#)

OCA call. The original party is on hold. HS-OCA Talkback acts as an ON/OFF switch between the two parties. . The HS-OCA call disconnects. . The SP-OCA call made to your station disconnects. , the HS-OCA party can not Strata DK Digital Telephone 10/01...

## [Page 75: Override Calls](#)

You can completely override Toll Restriction at selected stations or you can change the station's Toll Restriction class. The station resumes its normal class at the conclusion of the call. Strata DK Digital Telephone 10/01 does not block this feature. can allow stations to enter their...

## [Page 76: Busy Override](#)

NO. 203 210 BUSY OVR NO. 204 210 DND OVR DND OVR NO. 204 DND OVR DENY NO. 204 210 EXEC OVRD Your Station NO. 210 204 EXEC OVRD Called Station Strata DK Digital Telephone 10/01...

## [Page 77: Privacy Override](#)

2. Press 3. Enter the Toll Restriction Override Code (four digits). 4. Dial a telephone number. Strata DK Digital Telephone 10/01 Connected parties may hear an optional tone signal before you are connected. Your station's LCD displays the CO line identification, The overridden station's LCD...

## [Page 78: Page Announcements](#)

"Speed Dial-Advanced Features" on Page telephones but does not access external page speakers. may also Page external speakers as well Note as "All Call Page" telephones, depending on system programming. button. button pages "All Call Page" Strata DK Digital Telephone 10/01...

## [Page 79: Privacy On-Line](#)

► While on a CO line call, press Strata DK Digital Telephone 10/01 to set privacy. The LED lights steady red. Others are again to cancel the feature. The LED turns OFF. The LED lights red. The CO line flashes at all appearances.

## [Page 80: Release And Answer](#)

You can press Note call. and dial Transfers the original call and answers the new call. of a Transfers the original call and answers the new call. before if you do not wish to release the original Strata DK Digital Telephone 10/01...

## [Page 81: Speakerphone](#)

CO line or press a [DN]. 2. Dial a telephone number. Strata DK Digital Telephone 10/01 You hear dial tone and the Line or [DN] LED flashes green (in-use). You hear ringback tone (or busy tone, if busy).

## [Page 82: Speed Dial](#)

If not, you must press the The Line or [DN] LED flashes green (in-use) and you are connected to the call. button must be set to be ON at the button before talking. Strata DK Digital Telephone 10/01...

[Page 83](#) To program one-touch telephone number dialing ► Repeat the previous procedure on [PDN] + CO line access code before the telephone number. See Codes" on Page 133. Strata DK Digital Telephone 10/01 buttons are assigned in system programming. The number is stored. Page 71, skipping...

## [Page 84: Speed Dial-Advanced Features](#)

(Speed Dial) buttons with feature access codes for a single feature buttons and 1 digit for all other dial pad characters. button + Feature Access Code + for Feature Access code sequences. button is "one-touch," as Strata DK Digital Telephone 10/01...

[Page 85](#) ISDN Start ISDN Tone Off-hook Call Announce (Manual Mode) One-touch Voice Mail Access Strata DK Digital Telephone 10/01 + Speed Dial Access Code + Feature Access Code + ,

press " " instead of Speed Dial, in all feature sequences...

[Page 86](#) + [PDN] + + [PDN] + + [PDN] + [PDN] + [PDN] + 134.) and 135. + [X X X] + [Y Y Y] Tables 14 135.) + station number [PDN] + [X X X X] Strata DK Digital Telephone 10/01...

### [Page 87: Speed Dial Pause And Flash Storage](#)

Before linking Speed Dial Numbers, make sure the System Important! Administrator has stored the desired number in the System Speed Dial you plan on using. Strata DK Digital Telephone 10/01 Regular Pause The pause is either 1.5 or 3 seconds (set in system programming).

### [Page 88: Linked Speed Dial Example](#)

Table 17 The number is stored and is automatically dialed when the optional linked station linked Station Speed Dial access code is dialed. + [PDN] + button is pressed or the Table 17 on Page 136). Strata DK Digital Telephone 10/01...

### [Page 89: Chain Dialing Speed Dial Numbers](#)

(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. Strata DK Digital Telephone 10/01 - local Tokyo telephone number. ) button or...

### [Page 90: Timed Reminders](#)

Table 16 on Page 136 for Speed Dial Codes.) Use a 24-hour clock format (HHMM). for CO Line Access Codes.) and repeat Steps 1 and 2. #605 TIMER SET #605 TIMER SET 0800 #605 TIMER SET 08001 Strata DK Digital Telephone 10/01...

[Page 91](#) 1. Press [DN], then the number of the timed reminder want to cancel. 2. Press Strata DK Digital Telephone 10/01 ) or The time is recorded in memory and you should hear a beeping tone (along with the displayed message) for 30 seconds at the set time.

### [Page 92: Tone/Pulse Dialing](#)

The Tone LED lights steady red and you are able to send DTMF tones with your dial pad. The feature is cancelled when the call is completed. You hear dial tone. The [DN] LED flashes (conference rate). Strata DK Digital Telephone 10/01...

### [Page 93: Co Buttons](#)

On some systems, both CO buttons) must appear on your telephone to allow Tandem connections to be established from your telephone. Strata DK Digital Telephone 10/01 The [DN] LED flashes (in-use rate) and all parties are conferenced. If you receive a busy tone/no answer, press [DN] to return to the original connection.

[Page 94](#) You hear dial tone. The CO Line LED flashes (conference rate). The new Line LED flashes (in-use rate). It is not necessary to have both CO your telephone. The Line LEDs both flash (in-use rate) and all parties are conferenced. Strata DK Digital Telephone 10/01 buttons on...

### [Page 95: Supervision](#)

...or if the parties are still talking, press and hang- Strata DK Digital Telephone 10/01 You hear dial tone. Both Line LEDs continue to flash (exclusive-hold rate) and the two lines are connected. identify the connected CO lines.

### [Page 96: Voice Mail Integration](#)

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 97: Message Retrieval](#)

(up to 16 characters). 3. Enter your security code. 4. Press Strata DK Digital Telephone 10/01 You hear a confirmation tone. The LCD confirms the data storage. or [PhDN/MW] to automatically retrieve your You hear a confirmation tone.

[Page 98](#) If a + sign is displayed, you have message waiting indications from more than one source (voice mail or stations). Press rotate through more message waiting sources. NO. 203 CALL 200 216V+ Strata DK Digital Telephone 10/01...

### [Page 99: 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 codes can be used to Call Forward [PDNs] or [PhDNs]. ► To forward calls to voice mail 1.

[Page 100](#) ...or press a [PDN] or [PhDN] + hang up. The Call Forward LED turns off. Call Forward buttons apply only to [PDNs] Note and not to [PhDNs]. You hear a confirmation tone, and Call Forward is , then cancelled. Strata DK Digital Telephone 10/01...

### [Page 101: 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 Strata DK Digital Telephone 10/01 Chapter 2 - Features.)

### [Page 102: Chapter 3 - Lcd Operation Control Buttons](#)

“Group Notification Station Messaging” on Page Remote calling station messaging (see message for a remote station” on Page 91). 96). 110). 107). only displays the selected 99). 97). 97). 99). 99). 91). 91). 108). “To set a advisory station 106). Strata DK Digital Telephone 10/01...

### [Page 103: Soft Keys](#)

If the Soft Key feature is activated at your station, you can still access features with feature buttons (fixed or flexible) or with access codes. Your telephone may already come with the Soft Keys activated. Strata DK Digital Telephone 10/01 Definitions The LCD displays date/day/ time.

### [Page 104: Soft Key Display](#)

, and CONF “Soft Key Prompts” on Page 95 LINE OR STATION? LINE STA. SOFT KEY OFF TALK ON LINE 2 ). In the TRNS for the TRNS Strata DK Digital Telephone 10/01 RTRN NO. 204 CONF for a list of...

[Page 105](#) 2. To transfer to a station, press 3. Dial a station number. Strata DK Digital Telephone 10/01 LINE 3 ) you initiated, your LCD , and during the first 30 CONF...

[Page 106](#) 203 [ The other parties remain connected in the conference call. ) to ANNOUNCE TO 203 TRNS CONF RINGING 203 TRNS TALK TALK WITH 203 TRNS JOIN LN3+203 EXIT CONF LN3+203 Strata DK Digital Telephone 10/01 RTRN RTRN...

### [Page 107: Soft Key Prompts](#)

Makes a voice announcement to a called station that is ringing. Initiates or completes a Transfer while on an outside call. Press once for an immediate or TRNS announced transfer, depending on system programming. Pressing TRNS again completes the transfer. Strata DK Digital Telephone 10/01 Definition LCD Operation Soft Keys...

### [Page 108: Busy Lamp Field \(Blf\) Display](#)

210 ..7 . . . , and 210 ..7 . . . 220 . . 2 . 4 ..9 Strata DK Digital Telephone 10/01...

### [Page 109: Caller Id/Ani/Dnis Information Mode](#)

Press ► To deactivate the Caller ID/ANI or DNIS display mode ► Press Strata DK Digital Telephone 10/01 Table 10 shows DNIS samples. Table 10 shows ANI samples. If Caller ID was activated, then . (The system default is ON.)

[Page 110](#) 201 CALLING CN: 7145556782 LN 3 TRANS 201 CN: 7145556782 L 3 RECALL 201 before the number, whereas ANI does. Strata DK Digital Telephone 10/01 DNIS/Caller ID Name TOSHIBA TSD LINE 3 CALLING TOSHIBA TSD LINE 3 RINGING TOSHIBA TSD...

### [Page 111: Call Park Orbit List Display](#)

Auto Dial the saved numbers. ► To view lost calls 1. Press 2. Press ...or Strata DK Digital Telephone 10/01 LCD shows the CO Line number ( ) and the orbit number where the call is parked ( . To...

[Page 112](#) LCD. ANI/Caller ID numbers always include area codes. The next lost call displays. The previous lost call displays. 06/02 17: 46 CN: 7145553700 MR. JONES 7145553700 MR. SMITH 7145568725 MS. DOE 7143723546 MR. SMITH 7145568725 MS. DOE 7143723546 Strata DK Digital Telephone 10/01...

### [Page 113: Messages, Memos, And Name Display](#)

Administrator and cannot be edited by the user. Strata DK Digital Telephone 10/01 You hear dial tone. The DK System auto dials the digit "1" before dialing the saved, outgoing telephone number. 113), or enter a Speed Dial (see 111) or Timed Reminder memo (see...

[Page 114](#) A cursor (—) appears at the first character in the display. Table 11 for dial pad key equivalents. Move Right (Alpha mode only) Move Left Scrolls alpha/ special characters Each character the cursor transverses is deleted. Strata DK Digital Telephone 10/01 2358 Toggles between alphanumeric characters...

### [Page 115: Messages](#)

Silent messaging lets you communicate visually to someone who is occupied on the telephone. Notifications enable you to send your station number and message indication to another LCD station. Responding to the message, the called station receives your message. Strata DK Digital Telephone 10/01 Letter Equiv. Equiv. LCD Operation...

### [Page 116: System Messages 60~64](#)

...or [PDN] + 2. Enter the two-digit message number (10~19) to be stored. Preprogrammed message (Max. 32 digits per message) The LCD Msg Select/[PDN] LED flashes. The current message, if any, is displayed. RETURN MSG NO. ? Strata DK Digital Telephone 10/01...

[Page 117](#) Forward set, press to display the message instead of the CF display. Strata DK Digital Telephone 10/01 The LCD Msg Select/[PDN] LED lights steadily, and the LCD displays the message. The message is now stored in system memory. The message displays on your LCD an Advisory Message (see below).

[Page 118](#) = the message number. = message is set. MODE 95 DEST EKT NO.? MODE 95 DEST EKT EKT NO. 207 MW TO ST123 MSG NO? MW TO STXXX MSG NO?10 CALL 207-010M Called station Strata DK Digital Telephone 10/01...

### [Page 119: Message Notifications](#)

2. Press 3. Enter the message number. 4. Press Strata DK Digital Telephone 10/01 Your LCD shows the time and date. The message is displayed at station . LCD telephones calling station receives the message.

[Page 120](#) =destination [DN] or group number. for Page Group 1~8 respectively. CALL 204-207M Called station SENT 204 Your station MODE 94 DEST EKT NO.? MODE 94 DEST EKT NO. 207 Strata DK Digital Telephone 10/01...

[Page 121](#) 8. Press 9. Press . ► To receive a notification message ► Press Strata DK Digital Telephone 10/01 This can be your number or another station number. The LCD displays the message. In this example, system message 60 was entered. (This assumes the message is already stored in memory.)

### [Page 122: Silent Messaging \(Busy Station\)](#)

The destination station beeps four times and the message displays for 30 seconds, or until you hang up. Your LCD confirms the message was sent. OVER TO ST210 MSG NO? MSG SEND Strata DK Digital Telephone 10/01...

## [Page 123: Memos](#)

, then 2. Dial a station speed dial code. 3. Press Strata DK Digital Telephone 10/01 Station message (10~19) and system message (60~99). The LCD displays the message. (This assumes the message is already stored in memory.) Your LCD confirms the message was sent.

[Page 124](#) “To enter LCD characters” on Page The number displays on the top line as you enter it. , where X~X is the speed dial number to be displayed. to see The number is dialed. 102.) SPEED DIAL NO. 10 Strata DK Digital Telephone 10/01...

## [Page 125: Timed Reminders](#)

System Administrator for display on other stations’ LCDs when called. When this feature is set, your Name/Number displays during direct, forwarded, and hunted calls. On override or OCA calls, it does not display. Strata DK Digital Telephone 10/01 TOSHIBA is the memo (up to 12 characters).

[Page 126](#) LCD. You hear confirmation tone, then busy tone. During clear: USER NAME ? TOSHIBA EXT. 200 DATE DAY TIME NO. 213 TOSHIBA EXT. 200 NO. 213 USER NAME RESET Strata DK Digital Telephone 10/01...

[Page 127](#) To erase name/number display 1. Press [DN] + 2. Press in the alpha mode to enter blanks. 3. Press Strata DK Digital Telephone 10/01 After clear: A name is displaced by message and call forward settings if they are set. Note This procedure does not erase the name/ number.

[Page 128](#) LCD Operation Name/Number Display Strata DK Digital Telephone 10/01...

[Page 129](#) The External Microphone is powered by the phone (no batteries are required) and does not need to be turned off when not in use. Choosing either the Internal or External Microphone is performed on the DIP switch 5, located under the keystrip (see Strata DK Digital Telephone 10/01 Figure...

## [Page 130: Chapter 4 - Full-Duplex Speakerphone Dip Switches](#)

This is ideal for a small office with high echo. Normal – provides full-duplex operation with the Internal or External Microphone. This works well with an open office area, such as an office cubicle. Figure Strata DK Digital Telephone 10/01...

[Page 131](#) Figure 4 Location of DIP Switches Table 12 shows the switch positions for the three different settings. Table 12 DKT2020-FDSP DIP Switch Settings Strata DK Digital Telephone 10/01 Full-duplex Speakerphone LCD Display DIP Switches (some models) Line 6 Line 16...

[Page 132](#) Parties may have to speak up to be heard. Avoid pulling the microphone cord excessively. CAUTION! Table 19 on Page 146. Figure Figures Figure Strata DK Digital Telephone 10/01...

[Page 133](#) Full-duplex Speakerphone DIP Switches EXT MIC EXT MIC 5217 HIGH 5218 Figure 5 RFDM Plug on DKT2020-FDSP Figure 6 RFDM Unit RFDM Unit (OFF Position) RFDM Unit (ON Position) 5352 Figure 7 External Microphone On/Off Strata DK Digital Telephone 10/01...

## [Page 134: Speech Training Mode](#)

The LED will go on. ► If conversation is still unstable, press button 10 to activate half-duplex mode. You can turn off button 10 at any time to reactivate full-duplex mode. RFDM Super Directional Microphone 5353 Strata DK Digital Telephone 10/01...

## [Page 135: Special Button Operation \(Button 10\)](#)

Special Button Operation (Button 10) When using the external or Internal Microphone, button 10 works as a toggle from full- to half-duplex on the DKT2020-FDSP. Figure 9 Strata DK Digital Telephone 10/01 Button 10 on the Full-duplex Speakerphone Full-duplex Speakerphone Button 10...

[Page 136](#) If this happens, it may be necessary to switch to half-duplex mode by pressing key Full-duplex mode: Button 10 LED Off. Half-duplex mode: Button 10 LED On. Strata DK Digital

Telephone 10/01...

### [Page 137: Chapter 5 - Add-On Module/Dss Console](#)

LED turns steady red when you hang up to complete the transfer.) The DSS LED is steady red whenever the station associated with the DSS is ringing, busy, or in the DND mode. Strata DK Digital Telephone 10/01 "DSS Console" on Page Figure 10 on Page button has an LED that provides a status of the CO line or 127.)

[Page 138](#) It is red if it is in use by another telephone user. First DADM Figure 10 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.

### [Page 139: Dss Console](#)

Line (CO) and [DSS] LEDs act in the same manner as on the DADM; other feature button LEDs on both of these models will be red when activated. Figure 11 Example Button Assignments (DDSS2060 shown) Strata DK Digital Telephone 10/01 Notes 2039 Add-on Module/DSS Console...

### [Page 140: \[Dss\] Button](#)

If the station is in the DND mode, its DSS LED lights steady red. Transfer to an Idle Station You can transfer internal or outside calls to an idle station from either a DSS console or a DADM. Strata DK Digital Telephone 10/01...

### [Page 141: Call Transfer With Camp-On](#)

1. Press [DSS] corresponding to the busy station to be called. Strata DK Digital Telephone 10/01 Add-on Module/DSS Console The call is placed automatically on hold. The Line or [DN] LED flashes green at double the on-hold rate, and the [DSS] LED flashes green.

### [Page 142: Call Answering \(Co Line\)](#)

See for information. button, you can answer CO (Speed Dial) buttons that can buttons on either Strata DK Digital Telephone 10/01...

### [Page 143: Paging](#)

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. ► To enable/disable night transfer ►...

[Page 144](#) Add-on Module/DSS Console Features Strata DK Digital Telephone 10/01...

### [Page 145: Appendix A - Access Codes](#)

To access a line ► Press [PDN] + CO Line Access Code Strata DK Digital Telephone 10/01 , enter is used as a general group code or to access Least Cost Routing in order to access an outside line. If you...

### [Page 146: Feature Access Codes](#)

► To enter a paging group access code ► Press [PDN] + CO Line Access Codes accesses individual lines 1~200, respectively. Access Code (Tables 14~15). Strata DK Digital Telephone 10/01...

[Page 147](#) Zone A Zone B DK424 (RCTUE/F) and DK424i (B5CAU/B5CUBU) Zone A Zone B Zone C Zone D Strata DK Digital Telephone 10/01 Access Code Paging Group Station Group E Station Group F Station Group G Station Group H Access Code...

### [Page 148: Speed Dial Access Codes](#)

System DK14, DK16e, DK40i, RCTUA RCTUBA/BB, RCTUC/D, B1CAU, B2CAU/B2CUBU and B3CAU/B3CUBU RCTUE/F and B5CAU/B5CUBU Station Speed Dial Codes System Speed Dial Codes that can be Linked to other Speed Dial Codes Strata DK Digital Telephone 10/01 System Speed Dial Codes...

## [Page 149: Flexible Directory Numbering](#)

Centrex access code. The Centrex access code, including the necessary flash and/or pause sequence, is activated when the button is pressed. See your Centrex or PBX operations manual for specific details. Strata DK Digital Telephone 10/01...

## [Page 150: Ringing Repeat](#)

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 10/01...

## [Page 151: Appendix C - Button Labels](#)

Press to set up Automatic Busy Redial after receiving a busy tone on a dialed CO line call (not available when calling on tie or DID CO lines). Strata DK Digital Telephone 10/01 Table 18 are for the 2000-series telephone mode.

[Page 152](#) Press to forward all calls to a station or voice mail device assigned in system programming. Data Release Button Press to release data calls. See the Strata DK PC/Data Interface User Guide. Call Pickup Button Press to initiate a ringing Directed Call Pickup of CO line, [DN], and page calls.

[Page 153](#) Mic button controls the microphone when you originate calls. Modem Button Press to reserve a modem from a pool. The LED of the button indicates the status of the modem pool. See the Strata DK PC/Data Interface User Guide. Additional Message Waiting Buttons...

[Page 154](#) [DN] buttons which are always private. Release and Answer Button Press to disconnect or complete the transfer the current CO or [DN] call and automatically answer the new incoming CO or [DN] call. Definitions Strata DK Digital Telephone 10/01...

[Page 155](#) Tone Button Press to change the outgoing dialing of the CO line in use from dial pulse to tone signaling. Door Lock Buttons Press to unlock a door lock mechanism. Strata DK Digital Telephone 10/01 Button Labels Delayed Ringing Definitions...

[Page 156](#) Button Labels Delayed Ringing Strata DK Digital Telephone 10/01...

## [Page 157: Appendix D - International Settings](#)

DKT2010-SD, DKT2020-SD, DKT2020-FDSP, DKT2001 V.4 telephones. The default DIP switch settings are preset for the USA and Canada. Note Therefore, you do not need to adjust any of these from the default factory settings for North America. Strata DK Digital Telephone 10/01 Figure...

[Page 158](#) V.4A or later versions in these two countries. DIP Switch OFF ON ON OFF ON OFF OFF ON DIP Switch Position 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 1 2 3 4 3925 Strata DK Digital Telephone 10/01...

## [Page 159: Index](#)

/DSS console, advisory messaging, alert signaling, all call page, ANI/Caller ID, attendant console calling, auto dial lost calls, Strata DK Digital Telephone 10/01 automatic busy redial, automatic callback, automatic hold, viii before you begin, BGM over telephone speakers,...

[Page 160](#) (CO Line), call forward override ([DSS] Override), call transfer with camp-on, calling a station, night transfer, Strata DK Digital Telephone 10/01...

[Page 161](#) DISA calls, indicators LED, ISDN buttons, feature codes, LCD, buttons, how to enter characters, messages, Strata DK Digital Telephone 10/01 operation, telephones, LED indicators, liquid crystal display (LCD), lost calls retrieve and auto dial, memo, speed dial, timed reminders,...

[Page 162](#) (example), prompts, access codes, advanced features, chain dialing, linked speed dial example, number linking, pause and flash storage, long pause, memos, pause, [DN], CO buttons, supervision, Strata DK Digital Telephone 10/01...

This manual is also suitable for:

[Strata dk](#)[Strata dkt2010-s](#)[Strata dkt2020-sd](#)[Strata dkt2020-fdsp](#)[Strata dkt2001](#)[Strata dkt2010-sd](#) ... [Show all](#)