Toshiba Strata CT User Manual

Standard telephone

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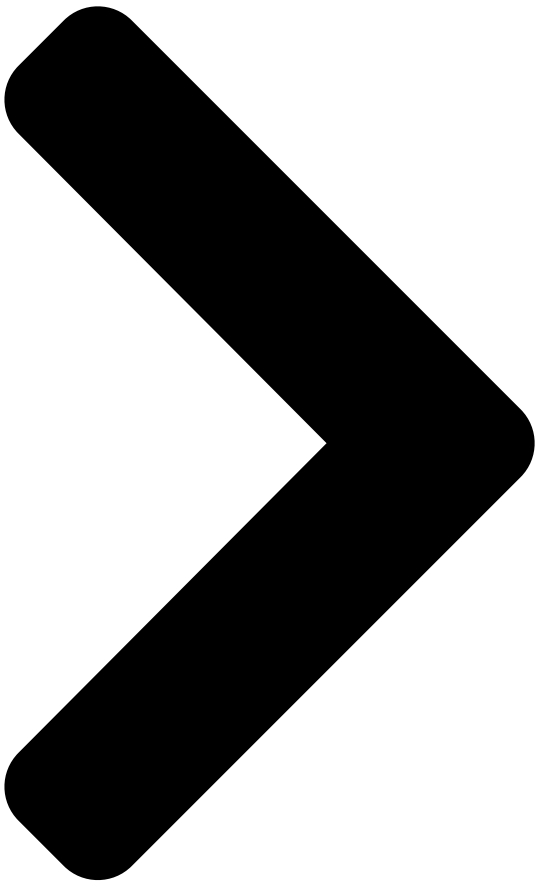

TOSHIBA

Telecommunications Division

Digital Business Telephone Solutions

Standard Telephone User Guide

Issue 2

November 2001

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Related Manuals for Toshiba Strata CT

Telephone Toshiba strata CT Installation & Maintenance Manual

Digital business telephone system (385 pages)

Telephone Toshiba StrataCT User Manual

Electronic telephone includes lcd and direct station selection console (130 pages)

Telephone System Toshiba Strata CT System Administrator Manual

Digital business telephone solutions (57 pages)

Telephone System Toshiba Strata CT Digital Business Telephone Solutions Supervisor Manual

Acd supervisor guide (41 pages)

Telephone Accessories Toshiba Strata CT Manual

Acd agent guide (37 pages)

Telephone System Toshiba StrataCT Quick Reference Manual

Digital key telephone (2 pages)

Telephone Toshiba STRATA CIX DKT User Manual

Strata cix and ctx ipt/dkt telephone (151 pages)

Telephone Toshiba Strata CIX IPT Administrator's Manual

(72 pages)

Telephone Toshiba CTX IPT/DKT User Manual

Strata cix and ctx ipt/dkt telephone (171 pages)

Telephone Toshiba DKT3220-SD - Digital Phone - Charcoal User Manual

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Telephone Toshiba STRATA CIX User Manual

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Telephone Toshiba Strata CIX Installation Manual

Strata cix pc digital attendant console (38 pages)

Telephone Toshiba DKT User Manual

Strata ctx dkt/ipt telephone (116 pages)

Telephone Toshiba CTX100-S Programming Manual

Strata ctx digital business telephone systems (580 pages)

Summary of Contents for Toshiba Strata CT

Page 1 TOSHIBA Telecommunications Division Digital Business Telephone Solutions Standard Telephone User Guide Issue 2 November 2001...

Page 2 Publication Information Toshiba Information Systems (UK) Ltd. reserves the right to change any of this information including, but not limited to, product characteristics and operating specifications, without prior notice. It is intended that the information contained within this manual is correct at the time of going to print, however all liability for errors or

omissions is excluded.

Page 3: Table Of Contents

Voluntary Account Codes ... 5 Automatic Callback (ACB) ... 6 Attendant Console Calling ... 7 Call Forward ... 8 Call Forward—External ... 9 Call Hold ... 13 Call Park Orbits ... 14 Strata CT Standard Telephone User Guide November 2001...

Page 4 Voice Mail Message Retrieval ... 33 Appendix A Access Codes Exchange Line Access Codes ... 35 Paging Access Codes ... 36 Speed Dial Access Codes ... 37 Notes to Users Index Strata CT Standard Telephone User Guide November 2001 Contents...

Page 5: Introduction

Introduction This guide provides instructions for operating a standard tone or rotary dial telephone for Strata CT Systems. Organisation This guide is divided as follows: Chapter 1 – Features available with standard telephones. Chapter 2 – Using the Toshiba Stratagy Voice Mail Systems telephone to forward calls to a Toshiba Voice Processing System and to retrieve recorded messages left by callers.

Page 6 Denotes the step in a one-step procedure. Denotes a procedure. Grey words within the printed text denote cross-references. In the electronic version of this document (Strata Technical Library CD- ROM), cross-references appear in blue hypertext. Strata CT Standard Telephone User Guide November 2001 Introduction...

Page 7: Action/Response

Contains instructions for Station Relocation, System Speed Dial, and other features only activated by the System Administrator. Strata CT Digital Telephone User Guide provides all the procedures necessary to operate Toshiba-proprietary digital telephones, including Single Line Digital Telephone Liquid Crystal Display (LCD) features.

Page 8 Strata Technical Library CD-ROM enables you to view, print, navigate and search publications for Strata DK40 and Strata CT digital business telephone systems. It also includes Strata CT ACD Documentation, including the ACD Agent Guide and ACD Supervisor’s Guide. ACD Installation and Programming instructions are included in the Strata CT Installation and Maintenance Manual and the Strata CT Programming Manual.

Page 9: Chapter 1 Features

Features This chapter explains how to use the features on your standard tone or rotary dial telephone. There is a Quick Reference section for basic telephone use, followed by the features in alphabetical order. Before You Begin Your telephone may not have all of the features mentioned in this guide. See your System Administrator to find out which features and codes apply to your telephone.

Page 10: Incoming Call Ringing Patterns

The hookswitch is located in the handset cradle of your telephone. After you press the hookswitch or recall, you hear dial tone. This hookflashes the Toshiba system only. You hear PBX dial tone. Strata CT Standard Telephone User Guide November 2001 Features...

Page 11: Quick Reference

3. Dial the desired telephone number. Making an Outside Call Using ISDN If your Strata CT telephone system has Integrated Services Digital Networking (ISDN) features, you can make calls using this advanced service. See your System Administrator regarding your system’s capabilities.

Page 12: Answering Calls

Forced Account Codes Some applications may require that you enter an Account Code, called a Forced Account Code, before dialling a telephone number. Forced Account Codes can be recorded for outgoing calls only. To record a forced account code 1. Lift the handset.

Page 13: Emergency Override Of Forced Account Code Dialling

Requirements

Forced Account Code requirements can be bypassed by three emergency numbers, including 999. See your system administrator for these numbers: Verified Account Codes Some Strata CT systems verify the numbers entered when you enter Forced or Voluntary Account Codes. These are called Verified Account Codes. Voluntary Account Codes Voluntary Account Codes are optional and can be entered anytime after accessing an Exchange line or during a call.

Page 14: Automatic Callback (Acb)

Your request is not cancelled. You will be called again when the station becomes idle. If the original call was made using LCR, the telephone number is automatically dialed. Strata CT Standard Telephone User Guide November 2001 Features...

Page 15: Attendant Console Calling

To make an emergency call to a console Lift the receiver and #400 enter Strata CT Standard Telephone User Guide November 2001 The call rings the attendant console's between the consoles if more than one console is installed. The call rings the console's [PDN] button. Your System Administrator can provide the Attendant Console(s) internal number(s).

Page 16: Call Forward

You hear a confirmation tone after pressing pressing Strata CT Standard Telephone User Guide November 2001 Features then to make and again after...

Page 17: Call Forward-External

This feature enables you to forward new, incoming calls to a number outside of the system. Call Forward-External does not forward internal calls or calls transferred to your telephone. The only calls that it forwards are incoming Direct-Dial-Inward (DDI) calls and calls over Exchange lines dedicated to ring your station.

Page 18

Line Group access codes. The LCR access code "9" cannot be used. Incoming calls will forward to the destination stored at Station Speed Dial Location 49. #670 Strata CT Standard Telephone User Guide November 2001 Features Page 28 to store Page...

Page 19

If Call Forward-External mode is set at your station, you can change the forwarding destination from a telephone outside of the system. The destination is normally an external Public Telephone Network Number, but it can also be an internal Directory Number.

Page 20

5. Press To cancel Call Forward-External remotely #670 Enter + [PDN] + Remote Call Forward Security Code + Table 1 on , since that when You hear a confirmation tone. Strata CT Standard Telephone User Guide November 2001 Features...

Page 21: Call Hold

Flash the hookswitch or press your recall button, then press To return to the second call Terminate that original call. Then press Strata CT Standard Telephone User Guide November 2001 You hear dial tone. You hear a one-second burst of dial tone to confirm the call is on hold.

Page 22: Call Park Orbits

You can place the new call on hold and answer the parked recall or end the second call and answer the parked recall by hanging up. The parked call remains camped onto your phone until you respond. Strata CT Standard Telephone User Guide November 2001 Features...

Page 23

Orbit Number. 5. Hang up to free the paging device. Strata CT Standard Telephone User Guide November 2001 You hear dial tone. You are reconnected to the parked call. #331 The original call is now parked on the lowest vacant Orbit) or Number or [PDN].

Page 24: Call Pickup

Pick up a telephone group page, internal call, or door phone call ringing a station. Pick up an external page. Pick up a ringing Exchange line. Pick up an Exchange line on hold (Lines 1~200). #5#34 Strata CT Standard Telephone User Guide November 2001 Features...

Page 25: Call Transfer With Camp-On

...or if the call rings back to your phone, inform the caller and repeat the procedure. Strata CT Standard Telephone User Guide November 2001 You hear dial tone. You are connected to the call after dialling the group #339 access code.

Page 26: Exchange Line Queuing

Exchange Line Queuing If all outgoing Exchange lines are busy, the Exchange Line Queuing feature will ring your telephone when one is available. To set Exchange Line Queuing 1. If you hear busy tone after...

Page 27: Conference And Tandem Calls

Conference and Tandem Calls Standard Telephones and/or Voice Mail Auto Attendant Devices Strata CT enables you to participate in a variety of conference calls: Up to four stations (including your own) may be conferenced on internal lines. Up to three stations (including your own) may be conferenced with one Exchange line.

Page 28

If your telephone has established more than one tandem call, the call with the lowest line number is picked up. Strata CT Standard Telephone User Guide November 2001 Features 20.) The external lines remain...

Page 29: Direct Inward System Access (Disa)

4. If you hear busy tone, press 5. When you hear dial tone, call again. Strata CT Standard Telephone User Guide November 2001 Direct Inward System Access (DISA) If a number is not dialled, the system automatically causes the DISA Exchange line to ring at telephones as a normal incoming call.

Page 30

15 seconds after the ringing starts, it disconnects. If the correct code is not entered, the call is disconnected. A timer tone plays (approximately four mins.) that both parties hear after the call was made. Strata CT Standard Telephone User Guide November 2001 Features...

Page 31: Door Phones

You can call a door phone and monitor the immediate area surrounding the door phone. Only digital and electronic telephone stations can be called by door phone users, but you can pick up these calls when they are incoming by lifting your handset and dialling a pick up access code.

Page 32: Emergency Ringdown/Hotline Service

If your station is idle or busy on a call while another station tries to contact you, the calling station can turn on the message waiting LED on your telephone. Your Message Waiting lamp flashes when there is a message.

Page 33: Set Message Waiting On Other Telephones

After reaching a busy or unanswered telephone equipped with a Message Waiting indicator, you can set a Message Waiting indication on the called telephone. A flashing lamp or LED at the called telephone indicates a call is waiting. The station user can press the button associated with the flashing...

Page 34: Override Calls

The DND station receives a tone signal, indicating that a call is coming in. Your station must be programmed for this feature. Note Strata CT Standard Telephone User Guide November 2001 Features...

Page 35: Executive Override

This feature enables you to easily redial the last number called. 1. Lift the handset. 2. Press Strata CT Standard Telephone User Guide November 2001 You can now enter the conversation. An optional tone signal can be heard by the called parties prior to your entrance.

Page 36: Speed Dial

Speed Dial Speed Dial Speed Dial enables you to call a telephone number by dialling a brief access code, instead of having to dial the entire telephone number. There are two types of Speed Dial numbers: Station Speed Dial numbers, which you can assign to buttons on your own

station and System Speed Dial numbers, which are assigned from the System Administrator's station or an attendant console, but they can be...

Page 37: Tone/Voice First Signalling

Tone/Voice First Signalling Your Strata CT system may be set for Tone Signalling or Voice First Signalling as the standard internal call signalling method for calls to digital and electronic telephones. The Tone Signal consists of repetitive ring tones, while the Voice First Signal consists of a tone burst followed by the caller's voice.

Page 38 Tone/Voice First Signalling Features Strata CT Standard Telephone User Guide November 2001...

Page 39: Chapter 2 Using The Toshiba Stratagy Voice Mail Systems

Refer to the appropriate Toshiba Voice processing user guide for more information. Setting Call Forward You can program your telephone to forward to the Toshiba Stratagy Voice Mail System to answer your calls when you are busy or not available.

Page 40: Call Forward To Toshiba Voice Systems

Call Forward To Toshiba Voice Systems By setting Call Forward to the Toshiba Stratagy Voice Mail System on your telephone, information about the call will automatically be sent to the Voice Mail system, so that the callers who call your telephone and call forward to voice mail will be automatically connected to your voice mail box.

Page 41: Voice Mail Message Retrieval

#657 You hear confirmation tone. setting the Voice Mail message retrieval digit sequence. This code does not forward calls to the Toshiba Stratagy Voice Mail system. By storing your security code, you avoid having to enter your code every time you access your mailbox; however, this will also allow anyone to retrieve your messages from your phone.

Page 42 Voice Mail Message Retrieval Using the Toshiba Stratagy Voice Mail Systems Strata CT Standard Telephone User Guide November 2001...

Page 43: Appendix A Access Codes

This appendix contains access codes for outside Speed Dial numbers, Exchange lines, Paging Group and Paging Zone Codes. Exchange Line Access Codes Exchange lines are used when you dial an outside number. If your telephone does not have a Line button, you can enter the appropriate code listed in System Administrator for the code which applies to your telephone.

Page 44: Paging Access Codes

#7001~#7200 accesses individual lines 1~200, respectively. Paging Access Codes Your telephone can be assigned to page group(s). Telephones can be a member of more than one group and each group can have as many as 120 stations. Station users can access each group...

Page 45: Speed Dial Access Codes

Check with your System Administrator to find out which codes apply to your system. Once you store a telephone number on any of the codes listed below, you can dial the number by entering the code, such as...

Page 46 Speed Dial Access Codes Using the Toshiba Stratagy Voice Mail Systems Strata CT Standard Telephone User Guide November 2001...

Page 47: Notes To Users

Notes to Users Step 1: Safety Approval Toshiba Information System (U.K.) Ltd declare that the Strata CT complies with the EEC's LVD directive, (Directive No. 73/23/EEC). The product has been assessed and found to comply with EN60950:2000. The notes listed below form part of the products compliance with the aforementioned European Norm.

Page 48 16th edition of the IEE wiring regulations, aka BS7671:1992. 1-4. Environmental Installation details. The Strata CT is designed to work within the following environmental conditions: Port Description 2 Cct ISDN2, (CTR3), Basic Rate I/F. For connection to euro-ISDN

services.

Page 49 Under no circumstances must the cells be removed or replaced. Step 2: EMC Compliance Toshiba Information Systems (U.K.) Ltd declare that the Strata CT complies with the EEC's EMC directive, Directive No. 89/366/EEC as amended by directive 92/31/EEC. The product has been...

Page 50 Public Network Services and the right to place the Product on the market. The Strata CT is classified as "Call Routing Apparatus" it is intended to be connected to the various Public Telecommunications Network Services for the purpose of generating and terminating "calls".

Page 51 Notes to Users Step 4: Network Planning Information 4-1. Strata CT Tone Plan. Table A3 below lists the characteristics of the tones and signals used in Strata CT. Table A3 Tones/Signal to: Frequency Exchange Line Music On Hold 500/640Hz modul.10Hz 1300/1780Hz modul.10Hz...

Page 52 PEMU2F PACU2F RSTU3F -Values indicate a transmission loss. 4-3. Loudness Rating. The table below lists the measured loudness rating of the Toshiba proprietary terminals. SLR and RLR @ 0km PSTN. (All values are +/-dB) Table A5 System Port Type PCOU2F/RCOU3F/RSOS3F...

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9 to voice mail 31 calling internally 3 outside 3 Strata CT Standard Telephone User Guide November 2001 conference calls 19 direct inward system access (DISA) 21 do not disturb (DND) 6 do not disturb (DND) override 26...

Page 54 28 access codes 37 tandem exchange line call 19 tone/voice first signalling 29 transfer 17 verified account codes 5 voice mail 31 message retrieval 33 voluntary account codes 5 Strata CT Standard Telephone User Guide November 2001 Index...