



Toshiba Strata DK 2000-series User Manual

Toshiba digital telephone user guide

1
2
Table Of Contents
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17

18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67

68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93
94
95
96
97
98
99
100
101
102
103
104
105
106
107
108
109
110
111
112
113
114
115
116
117

118
119
120
121
122
123
124
125
126
127
128
129
130
131
132
133
134
135
136
137
138
139
140
141
142
143
144
145
146
147
148
149
150
151
152
153
154
155
156
157
158
159
160
161
162
163
164

-

[Table of Contents](#)

•

Bookmarks

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Quick Links

[1 Digital Telephone Models](#)

[2 Voice Mail Integration](#)

[Download this manual](#)

See also: [Operating Manual](#) , [Quick Reference Manual](#)



Telecommunication Systems Division
TOSHIBA Digital Business Telephone Systems

Digital Telephone User Guide

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

June 2000

[Table of Contents](#)

[Next Page](#)

1
2
3
4
5

Related Manuals for Toshiba Strata DK 2000-series

[IP Phone Toshiba Strata DK User Manual](#)

Digital business telephone systems includes lcd, add-on module, and direct station selection console (136 pages)

[IP Phone Toshiba 2000 series User Manual](#)

2000-series digital telephones for strata dk systems (134 pages)

[Control Unit Toshiba V Series Operation Manual](#)

Integrated controller, ethernet module (122 pages)

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[Toshiba 3000 Series, 2000 Series - DKT / IPT Business Telephone Quick Reference Guide with Button Codes](#)

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(79 pages)

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(43 pages)

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For strata dk424 digital business telephone systems (8 pages)

[IP Phone Toshiba DK280 Quick Reference Manual](#)

Digital telephone (4 pages)

Summary of Contents for Toshiba Strata DK 2000-series

[Page 1](#) Telecommunication Systems Division Digital Business Telephone Systems Digital Telephone User Guide (includes LCD, Add-on Module, and Direct Station Selection Console) June 2000...

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[Page 3: Table Of Contents](#)

Digital Telephone Models...2 Buttons ...4 Fixed Buttons...4 Flexible Buttons...6 LCD...9 LCD Buttons...9 LED Indicators...10 On-hook/Off-hook ...11 Volume Controls ...12 Chapter 2 – Features Before You Begin ...15 Automatic Line Selection ...16 Ringing Line Preference ...16 Signaling ...16 Strata DK Digital Telephone 6/00...

[Page 4](#) Alert Signaling ...22 Attendant Console Calling ...23 Automatic Busy Redial (ABR) ...23 Automatic Callback (ACB)...25 Automatic Hold...26 BGM Over Telephone Speakers ...27 Call Forward ...27 Call Forward Modes ...28 Using Call Forward Buttons ...29 Using Access Codes ...29 LCD Telephones...29 Call Forward-All Calls...30...

[Page 5](#) ISDN Outgoing Calling ...56 Subaddress ...56 Message Waiting...57 Message Waiting Light on [PDN] ...57 Message Waiting Light on [PhDN/MW]...59 Message Waiting Light on Another Telephone...59 Microphone Cut-Off ...60 Off-hook Call Announce (OCA) ...60 HS-OCA ...62 SP-OCA ...62 Override Calls ...63 Busy Override...64...

[Page 6](#) ANI/Caller ID ...97 Call Park Orbit List Display ...99 Retrieve and Auto Dial Lost Calls ...99 Messages, Memos, and Name Display ...101 Messages ...103 System Messages 60~64...104 System Messages 65~99...104 Station Messages ...104 Message Notifications ...107 Strata DK Digital Telephone 6/00...

[Page 7](#) Call Forward Override ([DSS] Override) ...131 Night Transfer...131 Appendix A – Access Codes CO Line Access Codes ...133 Feature Access Codes ...134 Paging Access Codes ...134 Speed Dial Access Codes...136 Strata DK Digital Telephone 6/00 Contents Chapter 4 – Full Duplex Speakerphone...

[Page 8](#) Chapter 5 – Add-on Module/DSS Console Appendix B – Centrex Application Flexible Directory Numbering ...137 Centrex Feature Buttons ...137 Ringing Repeat...138 Delayed Ringing ...138 Appendix C – Button Labels Appendix D – International Settings Index ...147 ...139 ...145 Strata DK Digital Telephone 6/00...

[Page 9](#) DK424i/DK424/DK280 (Release 3.0 or higher) This user guide incorporates the information in the Strata DK's Liquid Crystal Note Display Digital Telephone User Guide and the Add-on Module and Direct Station Selection Console User Guide. Those guides are discontinued. Strata DK Digital Telephone 6/00...

[Page 10: Introduction Organization](#)

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](#) Represents any Primary Directory Number button (the extension [PDN] number for the telephone). Represents any Secondary appearance of a PDN. A PDN which [SDN] appears on another telephone is considered an SDN. Represents any Phantom Directory Number button (an additional [PhDN] DN). Represents telephone buttons.

[Page 12: Action/Response](#)

Contains instructions for Station Relocation, System Speed 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.

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

This chapter familiarizes you with the controls and indicators located on your digital telephone. Understanding the function of the feature buttons and their associated LEDs will improve your efficiency in using the telephone and will help you take advantage of all of the benefits your telephone offers.

[Page 14: Digital Telephone Models](#)

Digital Telephone Models Feature operations in this guide use the button designations for the 2000-series models. The following telephone models belong to the 2000-series (see DKT2010-H (10-button model that enables users to answer internal calls without lifting the handset)

DKT2010-SD (10-button model equipped with a LCD and a speakerphone which...

[Page 15](#) Buttons Handset Red/Green LED Indicators Dial Pad 0539 Figure 1 20-button Digital Speakerphone with LCD Strata DK Digital Telephone 6/00 Fixed Buttons Microphone Location The Grand Tour Buttons LCD Display LCD Control/Soft Key Buttons Flexible Buttons...

[Page 16: Buttons](#)

There are two sets of buttons, fixed and flexible. The fixed buttons (e.g., series telephone (see (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 17](#) OFF only while pressed and held, or to be either ON/OFF at the start of handsfree dialing. To talkback to an HS-OCA call, press and hold Mic and talk over your telephone handset/headset. The LED and microphone remain OFF during OCA talkback operation (see Mic functions on Handsfree Answerback and OCA calls for privacy.

[Page 18: Flexible Buttons](#)

Press to adjust volume levels (see 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.

[Page 19](#) Station 10's [PDNs] first ring the "10-1" button, then "10-2," and finally "10-3." Your [PDN] is considered busy only when all of the [PDNs] are being used by your telephone or other telephones, and/or when your telephone is on any type of CO Line or [DN] call.

[Page 20](#) Preprogrammed feature buttons can be assigned to your telephone and vary for individual telephones. See buttons. If a button does not appear on your display or telephone keystrip label, see your System Administrator for button assignments. If your telephone has not been programmed for a...

[Page 21: Lcd](#)

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.

[Page 22: Led Indicators](#)

LED Indicators Both sets of buttons cannot be active at the same time. Soft Keys are active when the Soft Keys are turned on and the telephone is active (on a call). Control buttons are active when the Soft Keys are turned off and/or the telephone is idle.

[Page 23: 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 24: Volume Controls](#)

Volume button when your telephone is idle. The method for changing feature volume varies. Some features can be adjusted using...

[Page 25](#) The Mic LED flashes about six times while setting the sensitivity. When the microphone is set for the lowest or normal sensitivity, the Mic LED lights steady when the telephone is busy on a speakerphone call. The tones are received over the handset/headset and speaker.

[Page 26](#) The Grand Tour Volume Controls Strata DK Digital Telephone 6/00...

[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](#)

(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 29: Quick Reference](#)

Quick Reference The following is a quick reference chart for using your telephone's standard features. Making an Internal Call 1. Lift the handset or press ...or if you do not have Automatic Line Selection, press a [DN]. 2. Dial a directory number (3.

[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 6/00...

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

Ringing Line Preference, press the flashing [DN], and lift the handset. Strata DK Digital Telephone 6/00 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](#)

Forced Account Codes (Verified/Non-Verified) Some applications require you enter an Account Code, called a Forced Account Code, before dialing a telephone number. If the system is set for Verified Account Codes, station users must enter specific codes when entering the Forced Account Code(s) or the call does not execute. Verified Account Codes are established in system programming or by designated stations.

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

As an example, if your station is restricted to local area calls, you can make out-of-state calls by using a Voluntary Account Code set in system programming.

[Page 34: Alarm Reset](#)

You can have as many as four from other telephones. An Alert Signal is sent even if the alerted telephone is busy (on/off-hook) or in the DND or Call Forward mode.

[Page 35: Attendant Console Calling](#)

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 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 6/00...

[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 6/00 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](#)

Your request is not cancelled. You will be called again the next time a line becomes idle. If the original call was made using LCR, the telephone number is automatically dialed. or [DN] + or

[DN] to receive/originate a new call.

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

If your telephone has more than one [DN], you can assign Call Forward destinations for each [DN] on your telephone (up to one [PDN] and eight [PhDNs]). Each [DN] can be independently set for a different Call Forward feature. Call Forward must be set before the call is received and has priority over the Station Hunt feature.

[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.

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

Call Forward modes can be set for your [PDNs] or [PhDNs] simultaneously with Call Forward-External. Using Call Forward Buttons If your telephone has been system programmed for a Call Forward button, you can use one of the following Call Forward buttons to set the feature for a [PDN]: Using Access Codes If your telephone has not been programmed for Call Forward buttons or you are forwarding a [PhDN], you must use access codes to set the Call Forward feature.

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

The LCD examples shown in the following sections are identical to those on Note your telephone’s LCD. At times, the entries on the display will scroll off the LCD and only portions of the entries will remain. Call Forward-All Calls 1.

[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 6/00 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. ALL FORWARD TO 203* L FORWARD TO 203*16 CF-NA 201-203 JAN 01 TUE 12: 19 CALL FORWARD TO ALL FORWARD TO 203 Strata DK Digital Telephone 6/00 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 6/00 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](#)

This feature enables you to forward new incoming calls directed to your [PDN] to a destination outside of the system. [PhDNs] assigned to your telephone do not Call Forward to an external destination. Internal calls and transferred calls to your [PDN] do not forward to external destinations.

[Page 47: Remote Destination Change](#)

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 6/00...

[Page 49](#) If your station is busy, the parked call camps-on. If you have an LCD telephone, you can let the system automatically select an available orbit number which displays on your LCD. To monitor the calls parked at your station, see “Call Park Orbit List Display”...

[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 6/00...

[Page 51](#) (include the Orbit Number). 5. Hang up to free the paging device. Strata DK Digital Telephone 6/00 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.

[Page 53: Group Pickup](#)

2. Enter , then the access code group to which the station belongs. Strata DK Digital Telephone 6/00 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 6/00...

[Page 55](#) [DN] + Strata DK Digital Telephone 6/00 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](#)

If a call is sent to your station when busy, and your station does not have a [DN] or button available to receive the call, two camp-on tone beeps are sent to your telephone. You must disconnect or transfer the existing call to answer the waiting call. ➤...

[Page 57: Conference Calls](#)

Conference Calls This feature enables you to add other parties to an existing call. (If you have an LCD telephone, you can use Soft Keys to make a conference call.) The following conferencing configurations are possible: up to two stations and two CO lines...

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

If you do not dial within 10 seconds, the system automatically causes the DISA CO line to ring a telephone or group of telephones designated in system programming. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.

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

3. When you hear dial tone, dial a telephone number. Strata DK Digital Telephone 6/00 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 \(Hotline\)](#)

This enables your calls to be answered at the other stations (or yours), even while your station is in the DND mode. Your "alert partner" telephone can override DND and signal your telephone by pressing your telephone.

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

Calls forward from your station immediately while in the DND mode, if it is set for Call Forward-Busy or Call Forward-Busy/No Answer. If you press continues to flash. Door Lock(s) Your telephone may have up to five unlock a door. Door Lock Button Unlock Door 0 Unlock Door 1...

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

Door Phone [DNs] #151 #152 #153 #154 #155 #156 , 1B to Table Door Phone Location [DNs] #157 #158 #159 #161 #162 #163 NO. 204 DOOR PHONE 1A , etc. Door phone IDs Door Phone Location Strata DK Digital Telephone 6/00...

[Page 63](#) 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. If you have an LCD telephone, see [DN]. access is a system option that may not Note be turned on for your system.

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

You hear a distinctive ringing tone-one or five times (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...

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

This feature enables you to set your telephone so that you and people near your telephone can hear the called party over the speaker, but the called party can not hear you. You can alternate between parties as long as the handset is off-hook.

[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 6/00...

[Page 67: Handsfree Monitoring](#)

3. Release 4. Lift the handset when the party returns. Strata DK Digital Telephone 6/00 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](#)

2. Dial the number. 3. Press 4. Enter the subaddress. 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. Strata DK Digital Telephone 6/00...

[Page 69: Message Waiting](#)

(flexible) message waiting [PhDN/MW] buttons/ LEDs for receiving/retrieving messages left by callers that called the respective [PhDNs]. To use the [PhDN] message waiting feature, your telephone needs to have [PhDN/MWs]. Up to four message waiting indications and LCD messages can be left at each [DN] or [PhDN] at one time.

[Page 70](#) The called party must answer-by either going Note 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 6/00 NO. 204...

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

1. Press [PhDN]. 2. Enter 3. Press 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 . Strata DK Digital Telephone 6/00 Your phone rings the station or voice mail device that left the message.

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

When the feature is ON, the Microphn Cut-off LED lights steady red and the Mic and Spkr LEDs do not light when your telephone is called. When the feature is OFF, the Microphn Cut-off LED is not lit and your microphone works.

[Page 73](#) OCA the called telephone. If you still hear a busy tone after dialing 21 or 12, the called telephone is either busy on a speakerphone call or does not have the OCA option set in system programming. Either condition blocks OCA.

[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 6/00...

[Page 75: Override Calls](#)

This option applies to the station receiving the muted ring. The muted ring can be sent to the telephone speaker or to the telephone handset/headset and speaker.

[Page 76: Busy Override](#)

The overridden station [displays until the call is ended. 92.) NO. 203 210 BUSY OVR NO. 204 210 DND OVR DND OVR NO. 204 DND OVR DENY NO. 204 210 EXEC OVRD Your Station Strata DK Digital Telephone 6/00...

[Page 77: Privacy Override](#)

2. Press 3. Enter the Toll Restriction Override Code (four digits). 4. Dial a telephone number. Strata DK Digital Telephone 6/00 The station initiating executive override [displays until the override is disconnected. Connected parties may hear an optional tone signal before you are connected.

[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 6/00...

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

This feature enables others to enter your call on a common CO line just by pressing on their telephone. It only works on common CO lines (i.e., CO lines which appear on more than one telephone). Privacy Release cannot be used on single appearing CO lines or multiple [DN] buttons.

[Page 80: Release And Answer](#)

...or "transfer to" destination, then press Saved Number Redial This feature enables you to store a dialed telephone or station number, then redial that number with the touch of a button. ► To save a telephone number ► While on a call that you dialed (busy, talking, or ringing), press Releases the original call and answers the new incoming call.

[Page 81: 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.

[Page 82: Speed Dial](#)

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 – assigned by individual station users to their own station and can only be dialed from the station that assigns it.

[Page 83](#) ► To store/replace a telephone number on a Station Speed Dial button 1. With the handset on- hook, press 2. Press the wish to store the telephone number on..or enter the code that you want to store the telephone number in.

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

Table 7 = the speed dial button the feature is stored on. button has The system dials the telephone number assigned to the button/code. If your explained above, skip Step 1. (Speed Dial) buttons with feature access codes for a single feature buttons and 1 digit for all other dial pad characters.

[Page 85](#) If you do not enter the entire sequence within a specified time (set in system programming for either one or three minutes), the operation times out and your telephone

returns to idle mode. If your telephone does not have a and enter instead of [PDNs] can be stored in speed dial sequences but [PhDNs] and [SDNs] cannot.

[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 6/00...

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

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. Typically, a company's special carrier access telephone numbers are stored as part of the digit string.

[Page 88: 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 You link the System Speed Dial code to a telephone number stored in any Station Speed Dial location on your station.

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

► From your station, press the telephone automatically dials sequence code plus the local telephone number. 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.

[Page 90: Timed Reminders](#)

You can set five separate reminders at your station. At the time (hour and minute) set by you, your telephone beeps. If your phone has an LCD, the message is also displayed. You can set the reminder to occur once or on a daily basis.

[Page 91](#) 1. Press [DN], then the number of the timed reminder want to cancel. 2. Press Strata DK Digital Telephone 6/00) 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](#)

Although the CO line is programmed for rotary dial pulses, access the CO line and dial the telephone number like any other call described in this user guide. The Tone LED lights steady red and you are able to send DTMF tones with your dial pad.

[Page 93: Co Buttons](#)

This feature allows a station user to connect two CO lines, then drop out of the conversation. 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 6/00 The [DN] LED flashes (in-use rate) and all parties are conferenced.

[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 6/00 buttons on...

[Page 95: Supervision](#)

CO lines. The LED turns OFF when the parties hang-up. If the public telephone company provides auto disconnect, the connection may release automatically when the parties hang up. If not, the lines must be supervised to be disconnected (see Page 83).

[Page 96: Voice Mail Integration](#)

[PhDN] to be able to call forward the [PhDN] to a voice mailbox number. ► To assign a voice mail message mailbox number This procedure is required for the initial storage of VM ID code to the Toshiba Note 1. Press [DN] + 2. Enter the voice mail...

[Page 97: Message Retrieval](#)

You hear a confirmation tone. The LCD confirms the data storage. or [PhDN/MW] to

automatically retrieve your You hear a confirmation tone. Example: for Toshiba voice mail systems, enter mailbox number. mailbox number. [203] = By storing your security code, you avoid having to enter your code every time you access your mailbox;...

[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 6/00...

[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 6/00...

[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 6/00 Chapter 2 -...

[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). 91). 91). 108). “To set a advisory station 106). Strata DK Digital Telephone 6/00...

[Page 103: 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 , and 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.

[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 6/00 RTRN NO. 204 CONF for a list of...

[Page 105](#) (if does not appear, then this feature was not assigned in system programming). Thirty seconds after the first digit of the telephone number is dialed, the display changes to call is an incoming call, the immediately when you answer the call.

[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 6/00 RTRN RTRN...

[Page 107: Soft Key Prompts](#)

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. BUSY (Busy Override) Sends a call-waiting tone to a busy station.

[Page 108: 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. If a telephone is in the DND mode, the telephone BLF appearance displays busy.

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

LCD, enabling incoming calls to be instantly identified and appropriately answered. ANI/Caller ID If your telephone is programmed to receive Caller ID names and numbers, the calling party's

name displays. the caller's name and/or number would appear on the first line.

[Page 110](#) LN 3 TRANS 201 CN: 7145556782 L 3 RECALL 201 before the number, whereas ANI does. Strata DK Digital Telephone 6/00 DNIS/Caller ID Name TOSHIBA TSD LINE 3 CALLING TOSHIBA TSD LINE 3 RINGING TOSHIBA TSD ANSWERED LINE 3 TOSHIBA TSD...

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

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 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 6/00...

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

LCD telephone users (sample shown at right). It can also display the names/numbers of the person calling your telephone or the name of the person you are calling. Names and memos can also be set to display with speed dial numbers and timed reminders.

[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 6/00 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 6/00 Letter Equiv. Equiv. LCD Operation...

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

System Messages 65~99 System messages 65~99 can only be programmed or permanently changed at the Administrator's telephone. Any messages programmed at Administrator's telephone remain in memory until canceled from Administrator's telephone or until the system is reinitialized. Station Messages You can create up to 10 station messages (10~19). Once entered, a message can never be deleted;...

[Page 117](#) The message displays on your telephone's LCD. The LCD Msg Select/[PDN] LED lights continuously. The selected message is sent to LCD phones when they call your [PDN] or any [PhDN] owned by the telephone. LCD Operation Messages or press MSG NO.

[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 6/00...

[Page 119: Message Notifications](#)

7. Press . 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.

[Page 120](#) To receive a notification station message ► Press ► 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.

[Page 121](#) 8. Press 9. Press . ► To receive a notification message ► Press Strata DK Digital Telephone 6/00 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 \(Busy Station\)](#)

LCD Operation Messages ► To cancel the message from the telephone that set the message ► Press [PDN] and dial set the 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 123: Memos](#)

, then 2. Dial a station speed dial code. 3. Press Strata DK Digital Telephone 6/00 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 6/00...

[Page 125: Timed Reminders](#)

"Timed Reminders" on Page Name/Number Display This feature enables you to enter a name/title, telephone number, location, etc. in system memory. This name/title (e.g., LOBBY) displays on your station's LCD while it is idle, and on other stations' LCDs when you call them or they call you.

[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 6/00...

[Page 127](#) 1. Press [DN] + 2. Press in the alpha mode to enter blanks. 3. Press Strata DK Digital Telephone 6/00 After clear: A name is displaced by message and call forward settings if they are set. This procedure does not erase the name/ Note number.

[Page 128](#) LCD Operation Name/Number Display Strata DK Digital Telephone 6/00...

[Page 129: Chapter 4 - Full Duplex Speakerphone](#)

Choosing either the Internal or External Microphone (RFDM) and proper operational mode should be pre-selected by the system installer. When the External Microphone option is installed, the telephone's Internal Microphone is disabled on all but Voice First Handsfree Answerback calls and OCA calls.

[Page 130: 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 6/00...

[Page 131](#) Table 12 DKT2020-FDSP DIP Switch Settings Full Duplex Setting Best Good Normal (Default) Dip Switch 5 ON for Internal Microphone; OFF for External. Strata DK Digital Telephone 6/00 Line 6 Line 5 Line 4 Line 3 Line 2 Line 1 Intercom...

[Page 132](#) The microphone has a narrow voice pick-up range so the front of the microphone should always point toward the person speaking (see Be sure to place the microphone at least one foot from the telephone speaker and do not point the microphone toward the telephone speaker grille.

[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 6/00...

[Page 134: Speech Training Mode](#)

FDSP user and the far-end user's voice, background noise and line quality. ► To train the speakerphone ► The parties at both the local telephone and on the far end should take turns speaking for approximately 10 seconds. ► To improve speaker quality ►...

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

Avoid placing the speakerphone where it can detect excessive background noise, especially during Speech Training mode. Avoid moving the telephone during a call—this changes the room's acoustic properties. If the telephone or microphone is moved, you may have to force the Speech Training mode. 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.

[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 6/00...

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

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 – available for system operators who do not have an attendant console.

[Page 138](#) Add-on Module/DSS Console DADM A Line (CO) LED is green when the CO line is in use by the DADM console user. It is red if it is in use by another telephone user. First DADM Figure 10 Example Button Assignments for the Strata DK DADMs...

[Page 139: 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 HDSS6560).

[Page 140: \[Dss\] 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 141: Call Transfer With Camp-On](#)

1. Press [DSS] corresponding to the busy station to be called. Strata DK Digital Telephone 6/00 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 \(Co Line\)](#)

2. Hang up. Call Answering (CO Line) If your DADM or DSS console is equipped with a line calls from the DADM or DSS console as you would from a digital telephone. See Chapter 2 – Features
► To answer an incoming CO Line call to a DADM or DSS Console ►...

[Page 143: Paging](#)

See Call Forward Override ([DSS] Override) Either the DSS buttons on your DSS console or the associated telephone can be set in system programming to ring stations that are in the Call Forward mode, instead of being forwarded. Usually the console's telephone is the unit activated to perform this function.

[Page 144](#) Add-on Module/DSS Console Features Strata DK Digital Telephone 6/00...

[Page 145: Appendix A - 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 outside line.

[Page 146: Feature Access Codes](#)

Table 7 on Page 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 separately by dialing an access code ►...

[Page 147](#) Zone A Zone B DK424 (RCTUE/F) and DK424i (B5CAU/B5CBU) Zone A Zone B Zone C Zone D Strata DK Digital Telephone 6/00 Access Code Paging Group Station Group E Station Group F Station Group G Station Group H Access Code...

[Page 148: 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 149: Appendix B - Centrex Application](#)

Centrex Feature Buttons You can access some Centrex features by pressing a preprogrammed flexible button on your telephone, instead of dialing a Centrex access code. The Centrex access code, including the necessary flash and/or pause sequence, is activated when the button is pressed.

[Page 150: Ringing Repeat](#)

Ringing Repeat Ringing Repeat The distinctive ring patterns available in your Centrex system are automatically repeated with your digital telephone, enabling you to answer appropriately for either outside, inside or callback calls. 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.

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

Press to alert a predesignated station with a distinctive sound and to indicate a pre-arranged meaning and visual indication to a predesignated station. Up to four Alert Signal buttons can be assigned to a telephone. All Call Voice Page Button Press to page all of the digital and electronic telephones in the All Call Page group.

[Page 152](#) If the system is shared by tenants, the Directed Pickup 1~4 buttons pick up ringing CO line calls for Tenants 1~4 respectively. Do Not Disturb Button Press to lock your station in or out of the DND mode. Definitions Strata DK Digital Telephone 6/00...

[Page 153](#) Phantom Directory Numbers allow multiple Message Waiting buttons with LEDs for up to four different Directory Numbers [DNs] other than your Primary Directory Number [PDN]. It performs the same Message Waiting functions as the MW/FL button. Strata DK Digital Telephone 6/00 Add-on Module/DSS Console Delayed Ringing Definitions...

[Page 154](#) 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. Pooled Line Button Press to access an available CO line from a group of lines appearing under one button.

[Page 155](#) Speed Dial Button Press to Speed Dial a telephone number or feature access codes. SD buttons can be used as either System Speed Dial numbers or Station Speed Dial numbers.

[Page 156](#) Add-on Module/DSS Console Delayed Ringing Strata DK Digital Telephone 6/00...

[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 6/00 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 3925 Strata DK Digital Telephone 6/00...

[Page 159: Index](#)

ANI/Caller ID, attendant console calling, auto dial lost calls, Strata DK Digital Telephone 6/00 automatic busy redial, automatic callback, automatic hold, viii before you begin, BGM over telephone speakers, BLF display,...

[Page 160](#) (CO Line), call forward override ([DSS] Override), call transfer with camp-on, calling a station, night transfer, Strata DK Digital Telephone 6/00...

[Page 161](#) DISA calls, indicators LED, ISDN buttons, feature codes, LCD, buttons, how to enter characters, messages, Strata DK Digital Telephone 6/00 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 6/00...

[Page 163](#) (verified/non-verified), Strata DK Digital Telephone 6/00 Index V ~ V...

[Page 164](#) Index V ~ V Strata DK Digital Telephone 6/00...

This manual is also suitable for:

Strata dk14Strata dk16eStrata dk16Strata dk40iStrata dk40Strata dk424i ... [Show all](#)