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Toshiba Strata DP5000-UG-VC User Manual

Toshiba telephone user guide

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1 Dp5000-Series Telephone Overview

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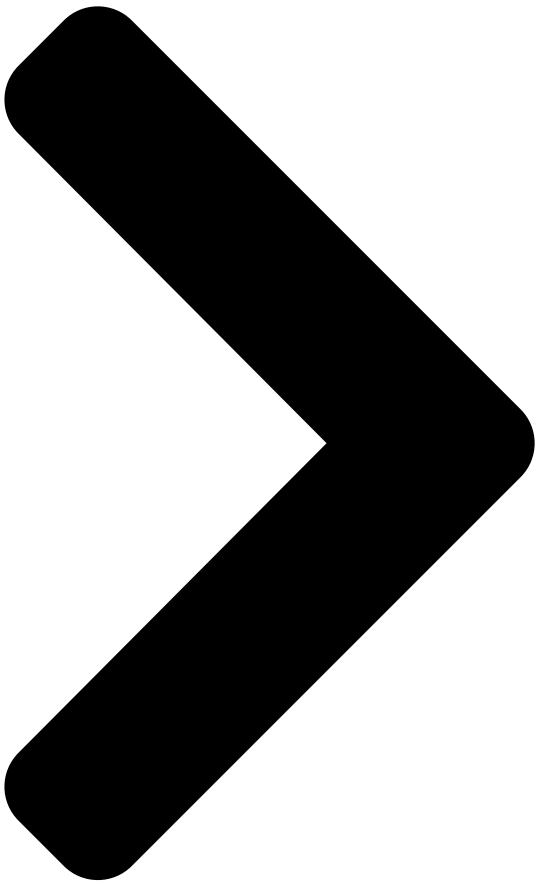

Telecommunication Systems Division

TOSHIBA

DP5000-Series Telephone User Guide

October 2010

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Related Manuals for Toshiba Strata DP5000-UG-VC

Telephone System Toshiba Strata CIX40 General Description Manual

(206 pages)

Telephone Toshiba CTX IPT/DKT User Manual

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

Telephone Toshiba STRATA CIX DKT User Manual

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

Telephone Toshiba DP5000-Series User Manual

Strata cix telephone (142 pages)

Telephone Toshiba Strata CIX DP-5000 series User Manual

(138 pages)

Computer Hardware Toshiba Strata CIX40 User Manual

Voice processing system (96 pages)

Server Toshiba Strata CIX40 R5.2 Software - R1 ~ R3 Hardware Installation And Maintenance Manual

R5.2 software - r1 ~ r3 hardware (82 pages)

Telephone Toshiba STRATA DP5000 Quick Reference Manual

Business telephones (13 pages)

Voicemail Toshiba CIX40 User Manual

Phone & voicemail (13 pages)

IP Phone Toshiba iES16 Brochure

Ip communication solutions (12 pages)

Telephone Toshiba DP 5000 Series Quick Reference Manual

(10 pages)

Telephone Toshiba DP5000 Series Quick Reference Manual

Featurephone (9 pages)

Telephone Toshiba DP5000 Series Quick Reference Manual

(7 pages)

IP Phone Toshiba DP5000 Series Brochure

Toshiba telephone user manual (4 pages)

Voicemail Toshiba CIX40 Quick Start Manual

Toshiba answering machine user manual (2 pages)

IP Phone Toshiba Strata CIX100 Specifications

Toshiba ip business telephone specifications (2 pages)

Summary of Contents for Toshiba Strata DP5000-UG-VC

Page 1 Telecommunication Systems Division ® DP5000-Series Telephone User Guide October 2010...

Page 2 Toshiba Telecommunication Systems Division sells its products through Important! Authorized Dealers. Our Dealers are certified in Sales and Technical Training for Toshiba products, and focus on providing the best possible customer experience. Dealer services include: network assessments, product recommendations, installations, and ongoing technical and sales support.

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Page 7: Table Of Contents

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Page 12 Appendix A – References Initialize or Adjust LCD Contrast...103 DKT2000 Mode On/Off ...104 Step 1: Turn DKT2000 Mode On/Off ...104 Step 2: Connect Cordless Telephone to DP5000-series Telephone ...104 Single Line Telephone ...105 Buttons...105 Redial / Feature Button Activation / Deactivation ...106 Msg / Feature Button Activation / Deactivation...106...

Page 13: Introduction

Introduction This user guide describes how to use the Toshiba DP5000-series telephones with the Strata CIX1200, CIX670, CIX200, CIX100, CIX100-S, and CIX40 telephone systems. These include: • Strata DP5000-series digital telephones shown in • Strata Digital Add-on Modules. • Strata Direct Station Selection (DSS) console.

Page 14: How To Use This Guide

Strata CIX system. How to Use This Guide This guide provides in-depth instructions for the DP5000-series telephones and their features. Most telephone users can use the “Strata CIX DP5000-series Quick Reference Guide” instead of this guide. Conventions Elaborates specific items or references other information.

Page 15 Represents any Primary Directory Number button (the extension number for the

telephone). Represents any Secondary appearance of a PDN. A PDN which appears on another telephone is considered an SDN. Represents any Phantom Directory Number button (an additional DN). Represent telephone buttons.

Page 16: Related Documents/Media

Publication Information on the back of the document's title page. Refer to the following for more information: • Strata CIX General Description • Strata CIX DP5000-series Telephone Quick Reference Guide • Strata CIX Installation and Maintenance Manual • Strata CIX Programming Manual - Volume 1 •...

Page 17: Chapter 1 - The Grand Tour Overview

Overview The DP5000-series digital telephones connected to a Strata CIX telephone system include a wide selection of digital telephone models and matching digital add-on modules and a 60-button DSS Console. See Through dynamic soft key assignments, the LCD telephones provide easy access to...

Page 18 • Half duplex Speakerphone • Headset I/F • Ringing LED • Non-display 10 Button Digital Telephone: • 4 line LCD with back light option • Half duplex Speakerphone • Headset I/F • Ringing LED Image Strata CIX DP5000-series Telephone UG 10/10...

Page 19 • Ringing LED 20 Button with Electronic LCD Labels: • 9 line LCD with back light • Half duplex and Full duplex Speakerphone options • Dedicated call history button • Headset I/F • Ringing LED Strata CIX DP5000-series Telephone UG 10/10...

Page 20 The Grand Tour Overview The DP5000-series telephone upgrade options include: Table 2 DP5000 Series Add-on Modules Description 10 Button ADM for DP5000-series • LCD programmable key strip with back light 20 Button ADM for DP5000-series • Paper Key Strip 60 Button DSS for DP5000-series •...

Page 21: Dp5000-Series Telephone Overview

DP5000-series Telephone Overview The illustration of the DP5000-series telephone shown below gives a general idea of the basic attributes found on most of these telephones. The positioning of the buttons varies per telephone model. 20 Programmable Feature Buttons 4-Line LCD Telephone Legend A.

Page 22: Fixed Buttons

Fixed buttons are laid out differently on the DP5000-series telephones. Single Line Telephone Fixed buttons are located below the dial pad. 10 and 20 Button 4-line LCD Telephones Fixed buttons are located on either side of the dial pad. 9-line LCD Telephone Strata CIX DP5000-series Telephone UG 10/10...

Page 23 It is adjusted on a per press basis. Spdial and enter 3-digit Speed dial access code. Speed dial Redial to dial the last telephone number called (internal or 10/10 The Grand Tour DP5000-series Telephone Overview "Speed...

Page 24: Programmable Feature Buttons

Press the CIX system). Press Press Hold If your telephone is programmed for Automatic Hold, existing calls are automatically placed on hold when you answer a call or make another call. Programmable Feature Buttons Programmable Feature Buttons are programmed by the System Administrator and can be customized on a per user basis.

Page 25: Lcd

If your telephone has an LCD, use this section to learn more about its functions. 9-Line LCD Display The LCD on the 9-Line LCD telephone (shown below) in idle state shows: Top to Bottom Line 1 or the top line of the LCD will display your user name (if programmed) and your extension number.

Page 26: 4-Line Lcd Display

LCD screen (shown right). Soft Keys dynamically change their functions and label depending on the state of the telephone. The dynamic feature associated with the Soft Key is displayed on the bottom line of the LCD display directly above each Soft Key button.

Page 27: Chapter 2 - The Basics

This chapter reviews the basic operations of the DP5000-series telephones. The instructions apply to all telephone models, except when noted otherwise. Customizing Your Telephone Volume Control The Volume Control instructions for the Single Line Telephone are on the next Note page. To adjust the handset volume ...

Page 28: Volume Control For The Single Line Telephone

 To adjust Ring Tone Make sure the telephone is idle and the handset is on-hook. Press the Vol s to increase volume and Vol t to decrease volume. to reach the desired level.

Page 29: Lcd Contrast

3. Press softkey to decrease brightness. 4. Lift the handset off-hook / on-hook to save the settings. Bright Use the Note Module. Strata CIX DP5000-series Telephone UG button. or repeatedly. (simultaneously). button to increase contrast. button to decrease contrast.

Page 30: Backlight On/Off

Note above FB3. (simultaneously). button. to save settings Meaning Always On Synchronized Synchronized Synchronized Synchronized Synchronized Synchronized Synchronized Synchronized Synchronized Synchronized Synchronized Synchronized Synchronized Synchronized Synchronized Always Off Delay (in Seconds) None 30 (Default) None Strata CIX DP5000-series Telephone UG 10/10...

Page 31: Keystrip Labels

Keystrip Labels Available on 9 Line LCD telephone and 10 Button LCD Add-on Module To program LCD Keystrip Labels #9876 1. Dial (or press the flexible Speaker 2. Press the 3. Press the button you wish to label. 4. Use the dialpad to enter the label.

Page 32: Dial Pad And Button Beeps

Msg LED Off: buttons do not beep. Hold 4. Press 5. You must also go off-hook, then on-hook to exit the program mode. Hold (simultaneously). to set the option. Hold (simultaneously). to set the option. Strata CIX DP5000-series Telephone UG 10/10...

Page 33: Speakerphone/Microphone Sensitivity Adjustment

The microphone is located on the front right side of the telephone, so all objects need to be kept well clear of that area to ensure there are no reflections that might generate an echo or other feedback.

Page 34 For this room environment, please consider the DP5130-SDL model (half duplex speakerphone). • When using a SIP Trunk backbone Toshiba recommends the IP5131-SDL model, which is optimized for a full IP environment.

Page 35: Telephone Terminology

. There is no need to press the ringing line button to answer the call when ringing line preference is enabled. • Tone First Signaling – Internal incoming calls only: telephone rings in standard ring tone, lift handset or press •...

Page 36: Making A Call

The Basics Making a Call Making a Call There are three ways to originate a call from the telephone: Handset 1. To make a call, lift the handset, then dial the number. A line may be automatically selected or choose a line manually. Dial tone is heard through the handset.

Page 37: Dial By Name Directory

On the 9-line LCD Display, press the button next to the displayed name. See figure on following page. Cncl 7. Press to quit the directory search. Strata CIX DP5000-series Telephone UG TOM EDISON APR 05 WEDNESDAY 4 Line LCD Display 10/10...

Page 38 The Basics Making a Call Stick the Toshiba provided “Shift” label under the lower-left button and the Note “Hist” label under the lower-right button as shown in the figure above. The stickers are provided in the telephone box. Press the key next to the displayed name to call that

person.

Page 39: Answering A Call

There are several ways to answer a call: Handset When the telephone is programmed for Ringing Line Preference, pick up the handset and the telephone automatically answers the ringing line..or press the button associated with the ringing line (flashing green LED).

Page 40: On A Call

• To return to the held call, press the flashing held • If you do not return to the held call within a specified time, it rings back to your telephone. The call remains camped-on to your station. • If the held party hangs up, the call is released.

Page 41

Consultation Hold 1. While on a call, press 2. Dial another line. 3. Transfer the call or return to the held call by pressing its Strata CIX DP5000-series Telephone UG Cnf/Trn . The call goes on hold. 10/10 The Basics...

Page 42: Led Indicator Details

(outside call transferred to your busy station from a designated station or AA) After disconnecting first call... Conference LEDs on the telephone flash at different speeds depending on the function Note performed. Flash rates can be found under Your Station (Green)

Page 43: Chapter 3 - Feature Operations

Feature Operations This chapter gives you more details about your DP5000-series telephone's advanced functions. An alphabetical list of supported features has been compiled in this chapter for fast and easy reference. Account Code Calls Account Codes (Forced or Voluntary) can be used for a variety of reasons including billing, tracking, and line restriction applications.

Page 44: Forced Account Codes

1. Place a call in the normal method. If the call requires an Account Code, a burst of tone (Success Tone) is heard after dialing the telephone number alerting you to enter the Account Code. 2. Enter the account number.

Page 45: Voluntary Account Codes (Verified/Non-Verified)

This will require a Programmable Feature Button to be programmed on your Note telephone set with the Account Code feature (#46). 1. After accessing a Central Office (CO) line, press the LCD telephones prompt you to "ENTER ACCOUNT CODE NOW."...

Page 46: Advisory Messages

Advisory messaging enables you to store an informative message for LCD telephones that call your telephone. The messages can be up to 16 characters long. The Strata system provides a number of predefined messages, shown in the table below. Message numbers 5~9 can be defined by your System Administrator.

Page 47: Alarm Notification Button

The system repeats the redial until the destination is no longer busy. Check with your System Administrator to see if this feature is setup for your telephone. Automatic Busy Redial is not attempted while your station is busy, but continues to time-out.

Page 48: Automatic Callback

2. Hang up. You can make other calls while waiting. 3. When the called station or outside line becomes idle, your telephone rings and you will see a fast flashing LED. • If you called a busy station, the extension LED flashes green (incoming call) and the called number displays.

Page 49: Background Music

Background Music You can set background music over your telephone speaker or over external speakers. At least one music source must be connected to your system. Up to 16 different music sources can be applied to the Strata CIX/CTX system: the first source is Quiet Tone, all others can be music or recorded information.

Page 50: Call Forward

Station Station Call Forward enables you to assign Call Forward destinations for each extension on your telephone that will override the telephone's System Call Forward settings. Each extension can be independently setup to Station Call Forward to a unique destination. You can set a Programmable Feature Button to perform any Call Forward function - see Call Forward must be set prior to receiving the call.

Page 51: Station Call Forward Categories

Notes • Call Forward Any Call and Call Forward-Incoming line can be set simultaneously on a telephone. This allows incoming lines calls to be forwarded to a different destination than all of the other types of calls. • Call Forward destinations can be set to internal destinations or an outside telephone number.

Page 52: Station Call Forward Procedures

Follow the instructions in Sequence" heading. Some features require additional input, such as: • Dest. Ext. or Telephone No. – Call Forward destination numbers can be internal extension numbers or outside telephone numbers. If the destination is an outside number, enter the access code used for dialing out (such as telephone number + •...

Page 53: Call Forward Examples

Incoming calls to your extension with Caller ID can be recorded into a rolling list that is saved on your telephone. The call information is placed in the list along with the number, name (if provided), time and date of the call, and status of the call (answered, abandoned, or redirected).

Page 54: Call Park Orbits

1. While on a call, press green (consultation-hold). If you were on an extension during the call, and you have line button on your telephone, the line LED will flash until the call is picked up (depending on programming). 2. Specify the Park Orbit using one of the following: •...

Page 55: Call Pickup

Page calls in the order of occurrence. In some systems, this feature can be applied to pick up All Call Page exclusively. Strata CIX DP5000-series Telephone UG or press your extension button + to retrieve a parked call. The extension LED...

Page 56 (on the bottom left-hand side) of a • 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 57: Call Transfer

Call Transfer Call transfer allows a call to be directed from one telephone to another on the CIX. External transfers to telephone numbers or network extensions off the CIX are also supported, please check with your System Administrator to see if this is enabled.

Page 58: Call Waiting

You must disconnect or transfer the existing call to answer the waiting call. □ To answer a waiting call by placing the current call on hold Hold □...

Page 59: Conference Calls

The actual number of conference parties with acceptable volume levels depends on the local and far end telephone line conditions. The person who initiates the conference call is the Master. If, after the conference is established, the Master exits the conference, the first station to have been added to the conference becomes the Master.

Page 60: Adding Voice Mail To A Conference

Only the Master can control the VM with touchtones or Soft Keys. to place the current call on Consultation Hold. to reconnect to the original party. (You can continue to add Cnf/Trn and dialing another extension.) Strata CIX DP5000-series Telephone UG 10/10...

Page 61: Supervising A Tandem Call

LEDs turn Off and the connection is released. If your telephone company provides automatic disconnect supervision, the connection will release automatically when the parties hang up. If not, the lines must be supervised to be disconnected.

Page 62 Soft Key. The party that you are talking to privately (the party Strata CIX DP5000-series Telephone UG Cnf/Trn button. (Split) soft...

Page 63: Direct Inward System Access (Disa)

Check with your System Administrator to see if this features is available for your telephone. 1. From outside the system, dial the public telephone number assigned to DISA. The call will be answered and you will hear system dial tone.

Page 64: Do Not Disturb

You can start dialing at any time during either tone. If you put your Primary extension into DND mode, all calls to that telephone are rejected. If your extension is set for Call Forward-Busy or Call Forward-Busy/No Answer, the call is redirected to the forwarding destination immediately.

Page 65: Setting Dnd For Another Extension

Door Lock(s) If you have locked doors in your facility that can be controlled through the Strata CIX system, you may be able to unlock these doors by using your telephone's Unlock Door Unlock Door button(s). The Check with your System Administrator to find out the locations of your system's door...

Page 66: Door Phone(S)

When you hear a door phone call ringing, lift the handset or press the ringing button. A door phone call sounds like chimes (high/low). The extension LED flashes green (in-use) and you are connected to the door phone..or to pick up door phone calls ringing someone else's telephone, press your extension + Name/Location...

Page 67: Emergency Call

Emergency Monitoring Station Your system may have one digital telephone assigned as an emergency monitoring station. If your telephone has this assignment, your line LED will flash green when someone makes a participate in the conversation. See your System Administrator for more information on this feature.

Page 68: Emergency Ringdown

Language Codes This feature enables you to change the language sent from the Attendant Console or from a PC. See your System Administrator to find out if your telephone is programmed with the ability to change languages. To change the Language Display ...

Page 69: Message Waiting

• To see who has sent you messages, or to retrieve the messages, press the flashing button. Strata CIX DP5000-series Telephone UG button which will flash red when there are button. The telephone will dial the message source (the Next Soft Key to scroll through the messages 10/10...

Page 70: Turning On/Off Mw Led On Another Extension

If you decide to cancel the Message Waiting light at this point, press again while ring-over tone is playing and the light will be cancelled, or if you want to cancel the message later, call the telephone you set the message on and press twice.

Page 71: Microphone Cut-Off

Handsfree Call or cuts-off the telephone microphone while on a speakerphone call. When the feature is ON, the 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 works.

Page 72: Off-Hook Call Announce

Your telephone must be programmed to either announce automatically or to announce after

you press a button on your dial pad. The destination telephone must be programmed to accept an OCA. The announcement may be delivered over the handset or the speaker.

Page 73: Override Calls

Do Not Disturb (DND) Override lets you send a call waiting tone or ringing to a station in DND mode to indicate that a call is coming in. Your telephone may be programmed to block DND Override from other telephones. Your station’s LCD shows the station you have called is in the DND mode.

Page 74: Executive Override

When the call is terminated and another is attempted from the same station, the original COS is applied. This allows selected users to override restrictions that are placed on any telephone in the system. To perform Class of Service Override 1.

Page 75: Privacy Override

This feature enables you to enter an established call on a line you share with another telephone. Up to two station users can enter an existing Central Office (CO) line-to- station call (i.e., up to three stations can be connected to a CO line). You can also use this feature if the station that is already connected to the CO line is in the Privacy Release mode.

Page 76: All Call Page

1. Lift the handset off-hook, dial 2. Enter the Page Zone Number (01~08, depending on your telephone system). Emergency Page An Emergency Page overrides Group Pages or All Call Pages to telephone and external paging devices. To make an Emergency Page, lift the handset off-hook, dial ...

Page 77: Privacy

Lines and outside Line Group buttons. The application of Privacy to individual telephones is controlled in system programming. By default, the system is private. If you are in a conversation, another telephone with an appearance of the line on which you are talking cannot intrude unless that telephone has been programmed for Privacy Override.

Page 78: Speed Dial

• Station SD – Your System Administrator allocates a block of up to 100 personal SD numbers (10 per telephone). You have exclusive use of them and you can create and change them from your own telephone.If you have a 9-Line LCD...

Page 79: Storing A System/Station Speed Dial Number

1. Stations must be assigned/enabled Speed Dial capabilities in system programming by an Administrator in Program 200-30 (System SD) and Program 200-35 (Station SD). 2. If your telephone does not have a Spdial button, press the Speed Dial bin number (nnn).

Page 80: Advanced Speed Dial Operation

” functions as an escape key indicating that the number immediately following to insert a seven-second pause would use two of 32 Strata CIX DP5000-series Telephone UG is used as an escape character, it consumes one . A “P” displays denoting a...

Page 81: Storing Personal Speed Dial Names

Storing Personal Speed Dial Names You can store names with Personal Speed Dial numbers. These names will display as Soft Keys, that can be used for dialing from the telephone LCD directories. Notes • Speed Dial locations must be assigned to your telephone by your System Administrator before you can store names.

Page 82

6. Press Dial name is now programmed. 7. Go off hook. The telephone exits User Programming Mode. 8. Test the Personal SD entry by pressing the name in the entry and press the Soft Key associated with that name. Table 11...

Page 83: Tone First / Voice First Signalling

Tone First / Voice First Signalling To determine the signalling on the telephone circuit. Tone First Signalling When the telephone rings and the called party must press Spkr or lift the handset in

order to receive the call. Voice First Signalling The telephone does not ring when it is being called, rather a long tone is heard, followed by the caller's voice coming through the speaker.

Page 84: Tone/Pulse Dialing

2. Dial a telephone number. 3. While on the call, press programmed for rotary dial pulses, access the outside 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 touchtones with your dial pad.

Page 85: Uniform Call Distribution

The caller may hear the Music on Hold (MOH) or Ring Back Tone (RBT) depending on the configuration. If the call cannot be answered within the preconfigured time, the call is routed to an overflow destination. Strata CIX DP5000-series Telephone UG 10/10 Feature Operations...

Page 86: Login/Logout

DN = the Directory number of the agent station. Login - from Agent Station Logout - from Agent Station Login - Agent Station (DN) from another station Logout – Agent Station (DN) from another station Strata CIX DP5000-series Telephone UG Feature 10/10...

Page 87: Chapter 4 - Adm/Dss Console

The following Add-on modules provide additional buttons: • 10 Button LCD Module, up to two supported per telephone. • 20 Button Add on Module with paper keystrip, up to two supported per telephone. • Digital Direct Station Selection (DSS) Module with 60 buttons and Paper Keystrip, up to three supported per telephone.

Page 88: Adm

• A DSS LED will flash red while making a call and turn intermittently green once connected. • An outside Line LED is green when the outside line is in use by your extension. It is red if it is in use by another telephone user. Strata CIX DP5000-series Telephone UG 10/10...

Page 89: Adding An Adm

Adding an ADM For installation instructions, please refer to the Strata CIX Installation & Maintenance. Please read the caution, if you are connecting the ADM with the telephone or moving the telephone with the ADM. CAUTION! Unplug the line cord from the DP5000-series telephone before attaching the ADM.

Page 90: Dss Console

DSS buttons can appear on both the ADM and DSS Console. Each DSS button is associated with a particular station in your telephone system. DSS buttons can transfer an outside call to the associated station or make a direct call to the associated station.

Page 91: Transferring To An Idle Station

When the called station answers the call, the DSS LED stays steady red, and the Line LED becomes steady red. 4. If the station does not answer before a period set in system programming, the call recalls your station. Strata CIX DP5000-series Telephone UG 10/10 ADM/DSS Console DSS Console...

Page 92: Call Transfer With Camp-On

Call Answering (Outside Line) If your ADM or DSS console is equipped with a line calls from the ADM or DSS console as you would from a digital telephone. To answer an incoming outside line call to a ADM or DSS Console, press the...

Page 93: Paging

Call Page” on page 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 94

This page is intentionally left blank.

Page 95: Recommended Headsets

Headset and Handset Operation The DP5000-series telephone come standard with a built-in headset interface. Recommended Headsets For an extensive list of recommended and supported headsets please visit Toshiba's website at www.telecom.toshiba.com If you experience any electrical interference when using a wireless...

Page 96: Auto Or Carbon Setting

There exist two types of headsets: ECM and Carbon. The default setting on the telephones is AUTO. When the headset is connected to the Headset Modular Connector of the telephone, the AUTO setting enables the headset I/F current detector to determine which headset type is connected (EMC or Carbon). If the current is marginal using a carbon headset (only) and performance is not good, change the setting to CARBON.

Page 97

 To change the headset transmit level to Low or Normal Telephones: All except Single Line Telephone 3+6+9+Hold 1. Press Spdial 2. Press 3. Press to toggle On/Off. FB2, LED On: Low FB2, LED Off: Normal (default) Hold 4. Press to set the option.

Page 98: Headset Transmit Level Adjustments

To set the level of the Headset Transmitter for DP5000-series telephones 1. Press 2. Press 3. Set the headset transmit level using FB1, FB2 and FB3. For Single Line Telephone (SLT), use 1,2,3 and Msg. See table below. Transmit Level Press 1 and Msg Max.

Page 99: Handset Level Adjustments

Handset Level Adjustments Change the Carbon setting if a Carbon type handset or headset is connected to the handset jack. This feature is not available on the Single Line Telephone (SLT). To change the Carbon Setting 3+6+9+Hold 1. Press Spdial 2.

Page 100

Hold 4. Press 5. Go Off-hook, then on-hook to exit the program mode. To adjust the Handset Side Tone Level for DP5000-series telephones This feature is not supported on the Single Line Telephone. Note 1. Press Redial 2. Press 3.

Page 101: Chapter 6 - User Programming

User Programming User programming allows you to customize your LCD telephone. You will be able to: • Enter numbers in your personal Speed Dial list • Program One Touch and Programmable Feature Buttons • Register Call Forward assignments • Assign Message Waiting Keys •...

Page 102: Programming Feature Buttons

Programmable Feature Buttons are the unassigned buttons on your keystrip that can be used to store features. The number of available Programmable Feature Buttons depends on your telephone model and how the buttons are preassigned by the System Administrator. The following steps enable you to program features onto Programmable Feature Buttons.

Page 103: Setting/Changing A Programmable Feature Button's Function

On hold - Local Retrieve On hold - Remote Retrieve On hold - Outside Line Retrieve On hold - Directed Extension Retrieve On hold and Incoming Incoming - Any External Call Strata CIX DP5000-series Telephone UG Table Code Feature Caller ID Cancel...

Page 104: One Touch Buttons

One Touch buttons can be used for storing frequently used features or dialed numbers, such as Speed Dial numbers (use Speed Dial Codes to store additional numbers). One- touch buttons can be preassigned to your telephone – your System Administrator can help you identify them.

Page 105: To Use A One Touch Button

To Use a One Touch Button Press the One Touch button. Setting/Changing a Personal Speed Dial Code “Storing a System/Station Speed Dial Number” on page Strata CIX DP5000-series Telephone UG 10/10 User Programming One Touch Buttons *9*8 . The...

Page 106: Feature Codes

User Programming Feature Codes Feature Codes Feature Access Codes are entered as a sequence on your telephone to use a particular feature. For an example of Call Forward, see Table 14 Feature Access Codes Feature Account Code (while on a call)

Page 107 Flash - Long LCD Language (Change) LCR (Outgoing Call) Message Waiting (MW) Manually turn off MW LED Retrieve a received MW Strata CIX DP5000-series Telephone UG Feature Access Code Sequences #5#71 Ext. button + #5#72 Ext. button + + Primary Ext. No.

Page 108 #38 + Group Number Ext. button + Ext. button + #5#36 + Page Zone No. (01~08) Ext. button + Ext. butt Strata CIX DP5000-series Telephone UG + Message No. (see table . Hang up. , or , depending on 10/10...

Page 109 Program 200-30 (System SD) and Program 200-35 (Station SD). 3. Refer to Table 10 on page 64 4. If your telephone does not have a Spdial button, press the * button, then dial the three digit Speed dial number (nnn). Strata CIX DP5000-series Telephone UG...

Page 110 This page is intentionally left blank.

Page 111: Chapter 7 - Administrator Programming

• LM Key Label – button names on the Add-on module key strip The Admin telephone mode allows speed dial names to be programmed, but the actual speed dial numbers are programmed using the speed dial programming procedures described in the User Guide.

Page 112: Administrator Mode

Administrator Mode Administrator Mode To access Administrator Mode, your station must be enabled for administrative access. If Mode soft key is not available when telephone is idle, the telephone set does not have Administrative access. To enter Administrator Mode Mode 1.

Page 113: Door Name

5. Enter the Speed Dial name/label. Hold 6. Press to save your changes 7. Repeat steps 4~6 to label additional Speed Dials. Phone Key Label and LM Key Label Chapter 4 – ADM/DSS Strata CIX DP5000-series Telephone UG Console. 10/10 Administrator Programming Administrator Mode...

Page 114: Station Sd/ Name

CO Line Name. to save your changes. five times, display will show DNIS Name. to save your changes. Rtrn , display will show DN ID Strata CIX DP5000-series Telephone UG 10/10...

Page 115: System Features

System Features The following are system features that require Administrator setup using the DP5000- series telephone. For eManager programming refer to the Strata CIX Programming Manual, Volume 1. Direct Inward System Access (DISA) Security Code The Direct Inward System Access feature is used when calling into your system from the outside.

Page 116 System Features To cancel the DISA security code Canceling the DISA security is very dangerous and allows your telephone CAUTION! system to be open to hackers and could result in unauthorized long distance telephone calls. Perform the following steps with caution.

Page 117: Date And Time Setting

A confirmation tone is heard. Spkr 4. Press The telephone returns to the idle mode. To set the time 1. Press DN + the access code assigned in eManager, with the handset on-hook. A confirmation tone is heard.

Page 118: Telephone Programming Mode

Administrator Programming Telephone Programming Mode Telephone Programming Mode To place your telephone in Programming Mode A Press and “SELECT=”. Your phone will not ring if it receives a call while in Programming Mode. To exit from Programming Mode A ...

Page 119: Call Waiting And Camp-On Ring Tone Over Handset/Headset Option

Call Waiting and Camp-on Ring Tone Over Handset/ Headset Option Call Waiting and Camp-on tones are sent to a busy telephone's speaker to indicate that a call is waiting. Call Waiting and Camp-on Tones can be sent, as an option, to the telephone handset or headset, in addition to the speaker.

Page 120: Dkt2000 Mode On/Off

. LED On = 2000 telephone. LED Off = 5000-series telephone. Hold 4. Press 5. Lift the handset to exit programming mode. Wait a few seconds for the telephone to reset itself. Step 2: Connect Cordless Telephone to DP5000-series Telephone The cordless telephone (base station) will connect to the digital station port and then in turn the DP5000 phone will connect to the cordless base station.

Page 121: Single Line Telephone

Single Line Telephone The Single Line Telephone is the smallest telephone set in the DP5000-series family. This telephone has some variations on button functionality compared to the other DP5000-series telephones. These differences are detailed here. Buttons Some of the fixed buttons are a little different from the other DP5000-series telephones.

Page 122: Redial / Feature Button Activation / Deactivation

Hold (simultaneously). operates as Programmable Feature Button (FB2) button. to set the option. button by default. However, you can Redial button. button; however, you can Strata CIX DP5000-series Telephone UG 10/10...

Page 123: Appendix A - References Call Forward

Press ext. button + Strata CIX DP5000-series Telephone UG #6011 (tone) + dial the dest. ext. no. (tone) #6011 (tone) + outside line access code + dest. telephone no. (tone) #6021 (tone) + dial the dest. ext. no. (tone) #6021 (tone) + outside line access code + dest.

Page 124 Call Forward Any Call - Set for Another Station: Enables you to set call forwarding for another telephone within your telephone system. You will need the other telephone's Call Forward pass code in order to do this. Call Forward Pass Codes are created in system programming.

Page 125 Call Forward pass code + Call Forward - Incoming Line Call - Set for Another Station: Enables you to set forwarding of incoming line calls for another telephone within your telephone system Press ext. button + All Calls to an ext.

Page 126 Table 15 Call Forward Procedure (continued) Feature Cancel Change Call Forward Pass Code: Your telephone must be enabled in programming to have the ability to change pass codes. Change Pass Code Button Sequence #6054 Press ext. button + (tone) + dial the other telephone's ext. no. + enter other telephone's Call Forward pass code +...

Page 127: Soft Keys

Soft Key Prompts Soft Key Definition 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 128: Button Labels

References Button Labels Button Labels The button labels in Programmable buttons are the unmarked buttons on the telephone keystrip. Table 17 Programmable Feature Button Definitions Button Definitions Account Account Code – Press to enter a Voluntary Account Code anytime during a Central Code Office (outside) line call without interrupting the conversation.

Page 129 Park – Press to park internal or outside calls in an orbit. Call retrieval can be made locally from Orbit the same parking telephone or remotely from a different telephone. Pooled Line Pooled Line – Press to access an available outside line from a group of lines appearing under one button.

Page 130 Release Call and to place your station in the idle condition. SD or Speed Dial –

Press to Speed Dial a telephone number or feature access codes. SD buttons can be Customized Button used as either System Speed Dial numbers or Station Speed Dial numbers.

Page 131 Start - A C D Application Application Start - U n A V Application Application Start - A C D Application Strata CIX DP5000-series Telephone UG 9 10 11 12 10/10 Button Labels Default Label Rename Line XXX(Caller Line Grp XXX(Caller...

Page 132 A C D Application Application Start - A C D Application Application Start - A C D Application 9 10 11 12 Strata CIX DP5000-series Telephone UG User Default Label Rename ACD Help PickUp WrapUp ACD Join Monitor ACD Shift...

Page 133: Appendix B - Hardware Connections

There is also a tilt stand extension that adds an additional 20 degrees of tilt. When the telephone is sitting on a desk or table there are a total of six different angles of tilt available. When wall mounted there are two angles available.

Page 134 Hardware Connections DP5000-Series Telephone Tilt Angles DP5000-Series Desk-top Tilt Angle With Tilt-Stand Extension 0° (no) Tilt DP5000-Series Wall Mount Angles -10° Tilt Strata CIX DP5000-series Telephone UG 10/10...

Page 135: Wiring

The connectors on the DP5000-series telephones are identified with icons. The connector icons and their meaning are shown below. Cable Clips AMD Cord DP5000-series Telephone Wiring Strata CIX DP5000-series Telephone UG Connectors Ext. Speaker Line Cord Headset (To CIX System)

Page 136 Wiring When the tilt stand extension is used, simply remove the line cord from under the rear cable clip. This will allow the tilt stand extension to deploy without strain on the line cord. Strata CIX DP5000-series Telephone UG 10/10...

Page 137: Appendix C - Centrex Application

Centrex Feature Buttons You can access some Centrex features by pressing a pre-programmed Feature 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 138: Delayed Ringing

Delayed Ringing Delayed Ringing Outside line 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 CIX DP5000-series Telephone UG 10/10...

Page 139: Index

87, callback, callback cancel, 87, hold, line selection, automatic hold, background music (BGM), 33, 87, Strata CIX DP5000-series Telephone UG busy override, button feature, flexible, viii labels, off-hook, programming, buttons Cnf/Trn,...

Page 140 Index D ~ F call pickup, 39, 87, held calls, call waiting, 42, 58, Camp-on ring tone, centrex application, feature buttons, class of service override, Cnf/Trn, CO line call transfer, CO line name, CO line queuing, conference calls, 43, hold, split/join/drop, voice mail, date and time setting,...

Page 141 53, message waiting light on another telephone, Strata CIX DP5000-series Telephone UG on phantom ext/MW, messaging advisory, Mic button, 7, 24, microphone, 7, 20, 24, 55, microphone cut-off, 55, 56, 87,...

Page 142 (tandem) CO line connection, uniform call distribution (UCD), user programming, 85, 87, voice first signaling, voice mail volume control, 26, voluntary account codes (verified/non- verified), features, speed dial/name, buttons, single line telephone, access codes, conference, Strata CIX DP5000-series...

This manual is also suitable for:

Strata dp5000 seriesStrata cix1200Strata cix670Strata cix200Strata cix100Strata cix100-s ... Show all