



TOSHIBA

Mode  
Page

Feature  
Scroll

FRM: 9495833700  
MESSAGE LENGTH 2:31  
NEXT  
REPLAY  
PREVIOUS  
SAVE  
DELETE  
PAUSE PLAY  
FORWARD  
REPLAY  
SPCL FUNCT  
BACK UP  
GO FORWARD  
PREV MENU

1 2 ABC DEF 3  
4 CHI 5 JKL 6 MNO  
7 PQRS 8 TUV 9 WXYZ  
\* OPER 0 #

Msg Spdial Vol  
Mic Redial  
Spkr Call/Trn Hold

Cust Svc 504	Do Not Disturb
Tech Svc 503	Call Fwd No Answer
Alert Pat	Call Pickup
Pat 200-1	Record to VM
Pat 200-2	Pause Resume
208-1	Transfer to VM
208-2	Cancel

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

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## Introduction

This quick reference guide applies to Toshiba 3000- and 2000-series digital telephones and Internet Protocol (IPT1020-SD) telephones connected to a Strata CTX system.

See your Telephone System Administrator to find out which features you have. Use the check boxes or blank lines to enter the variable selections for your telephone.

## What's My Line

Throughout this guide, the word line is mentioned. Check mark which Line type you have. For example, you will be instructed to select a line. Line can be:

- Line button
- Pooled Line Group
- Group Line button
- Line out requiring an access code where you enter an outside line or line group access code.

## Which Outgoing/Incoming Call Features Do I Have

Check mark here which outgoing/incoming feature you have on your system. Then go through the rest of this guide and check mark that feature where it is noted.

- Automatic Line Selection (ALS): For *outgoing* calls: You have ALS if you hear dial tone and the Line LED lights steady green when you lift the handset or press Spkr.
- Ringing Line Preference: You answer an *incoming* Line ringing your station by lifting the handset or pressing Spkr.
- Tone Signaling: Internal *incoming* call: you hear successive ring tones, then lift the handset or press Spkr.
- Voice First Signaling: Internal *incoming* call: your phone does

not ring; instead you hear a long tone, then the caller's voice. Talk in the direction of your phone, or answer the call as you normally would by lifting the handset or pressing Spkr.

Note You can change between Tone and Voice Signaling on a call-by-call basis by pressing 1 after dialing an internal telephone number.

- Hot Dialing: If your telephone is programmed for hot dialing, you do not have to press Spkr or lift the handset before dialing internal or external speakerphone calls. When you dial a number, the speakerphone automatically turns on and the Spkr and Mic LEDs light up.

## Which Codes Do I Use

Default feature codes are listed in this guide. Check with your System Administrator to see if these codes have been changed. If so, write the new codes in the blank lines and cross out the default codes. For example:

Cnf/Trn + ~~#46~~ or .

## Making a Call

### Hot Dialing

1. To make a call using Hot Dialing, dial the number.
2. When connected, you can continue speakerphone operation or lift the handset and continue the conversation.

## Spkr Button

1. To make a call, press Spkr.
2. Dial the number.
3. When connected, you can continue to use the speakerphone or lift the handset and continue the conversation.

## Handset

1. To make a call, lift the handset, then dial the number.
2. When connected, you can continue to use the handset or switch to speakerphone by holding down Spkr and replacing the handset.

## Answering a Call

- Lift the handset or press Spkr.
  - If you don't have Ringing Line Preference: press the flashing line or extension button and lift the handset.

## Handsfree Answerback

- To receive a handsfree internal call over the speakerphone

1. You hear a single long tone, then the callers voice. Do not lift the handset; speak toward the telephone in a normal voice.
  2. Press Spkr or take the handset off-hook if you wish to transfer the call or place it on hold.
- To switch between Handset and Speakerphone
  - Press Spkr and place the handset on-hook to switch from Handset to Speakerphone mode.

## Account Code Calls

### To dial with a Forced Account Code (FAC)

1. Place a call in the normal method.
2. After the tone burst, enter the Account Code.

If the code is invalid, you hear re-order tone and the call is rejected.

- To use an Emergency Override of an FAC  
You can bypass Forced Account Code requirements with three emergency numbers, including 911. See your System Administrator for these numbers.
- To dial with Voluntary Account Codes



1. After accessing a CO line, press Account Code ...or Cnf/Trn + #46 \_\_\_\_\_.  
You can enter it at any time during a call.
2. Enter the Account Code.  
You should hear confirmation tone if the code is valid or two short tones if it is invalid.
3. Dial a telephone number if you entered the code after accessing an outside line or resume talking or hang up if you entered the code after the call.

## Call Transfer

1. While on a call, press Cnf/Trn.
2. Dial the extension and announce the call or blind transfer (hang up).  
During call transfer, you can reconnect to the original caller by pressing your flashing extension button.
3. Camp on to a busy station: If the station is busy, hang up. The called station receives a tone. Once the busy line is free, the transferred line is called back.

## Conference Calls

1. While on a call, press Cnf/Trn.
2. Call another station or outside line.

3. When the called party answers, press Cnf/Trn. If it's busy or there's no answer, press Cnf/Trn again to return to the original connection. All parties are conferenced.
4. Repeat the above steps to add more lines. You can conference up to eight parties.

#### Note

When the person who initiates the conference (master) hangs up, control transfers to the first internal station added to the conference. If no internal stations are in the conference, the call disconnects.

#### To transfer conference control

1. Do steps 1 and 2 above to add the line to which you wish to transfer conference control.
2. Announce the call and hang up to transfer the call. This station is now the conference master with the ability to add or delete parties.

- To hold a conference call
  - If you are the master conference controller, press Hold once (or twice for Executive Hold) to place the conference call on hold.  
The conference continues and you can join at any time without giving up master abilities. Music-on-hold is suppressed in this mode.

- To delete the last member added to a conference
  - While a call is in progress, press the Cancel button.
- To conference two outside Lines
  1. While talking on an outside call, press Cnf/Trn.
  2. Access an outside line.
  3. After the party answers, press Cnf/Trn.
  4. If you receive a busy tone or if the station does not answer, press the flashing button to return to the original call.
  5. Press Cnf/Trn and hang-up.

Note Most phone companies provide auto disconnect, but if it is not provided, the lines must be supervised to disconnect.
  6. To supervise a tandem call, press the extension button. If the parties have finished, hang up or if the parties are still talking, press Cnf/Trn and hang-up.

## Hold

1. To place a call on Hold, press the Hold button.
2. To return to the held call, press the held lines button.

If you do not return to the held call, it rings back to your phone. If you are busy on another call, you hear two tone bursts. If the held party hangs up, the call is released.

3. If you have additional lines at your station to hold, repeat Step 1 above.

- To place a call on Exclusive Hold
  - While on a call, press Hold twice. (No one can accidentally pick up your call.)
- To place a call on Automatic Hold
  - While on a call, press another extension button to receive/originate a new call. You can switch between calls without having to press Hold.  
Make sure this feature is programmed on your system; if not, existing calls will drop.
- To place a call on Consultation Hold

If you have multiple extensions on your phone, you can hold a different call on each extension.

  - Press Cnf/Trn.

## Call Forward - Any Calls (Internal & External)

There are two ways to perform each Call Forward:

- Enter the button sequence below  
All Calls: Press Ext. + #6011 or \_\_\_\_\_ + Destination No.  
Busy: Press Ext. + #6021 or \_\_\_\_\_ + Dest. No.

No Answer: Press Ext. + #6031 or \_\_\_\_\_ + Dest. No. + Timer (seconds, 2-digits) + #

Busy No Answer: Press Ext. + #6041 or \_\_\_\_\_ + Dest. No. + Timer (seconds, 2-digits) + #

Cancel: Press Ext. + #6051 or \_\_\_\_\_

- ...or program a flexible button to perform the sequence. See Flexible Buttons for instructions.

## Call Park Orbits

- To park a call
  1. While on a call, press Park in Orbit ...or Cnf/Trn + #33 or \_\_\_\_\_ .
  2. Specify the Park Orbit using one of the following:
    - Press \* and the system automatically selects a General Park Orbit between 7000~7019. The chosen orbit appears on the LCD.
    - Enter a valid extension.
    - Press # and the system automatically selects your extension as the orbit.
  3. Hang up. If the parked call is not retrieved, the call rings back to your phone.
- To retrieve a parked call
  1. Press Park in Orbit

...or your extension button + #32 or \_\_\_\_\_ .

2. Enter the Orbit Number where the call is parked.

## Call Pickup

1. Press an extension button.
2. Enter a code from the following list: Group Pickup: #5#34 or \_\_\_\_\_  
Directed Terminal Pickup: #5#5 or \_\_\_\_\_  
Other (see System Administrator): \_\_\_\_\_
3. Dial the extension that is holding the ringing or held call to be picked up.

## Echo Cancel

- If you experience echo while conversing on your IP telephone, tap Vol or once to cancel the echo sound.

## Paging

- To make a page announcement to a phone or external speakers
  1. Press extension, lift the handset, and enter:

#30 or \_\_\_\_\_ (all groups)

..or #31 or \_\_\_\_\_ + \_\_\_\_\_ the Group page access code.

See Flexible Buttons for more paging codes.

2. Make your announcement, then hang up.

- To make an All Call Page

1. With the handset off-hook, press All Call Page ...or extension + #30. This pages all phones in the All Call Page Group, and may page external speakers (depends on programming).

2. Make your announcement then hang up.

## Redial

Use this button to redial the last number dialed from your phone.

- To redial the last number, press Redial or \*0.

## Speed Dial

- To store a Station Speed Dial Number

We suggest storing Speed Dial numbers on a One Touch button; use Speed Dial Codes to store more numbers.

1. Press Program or dial #9876.

2. Press Spdial.

3. Press 1, then enter a Speed Dial Code (00~99).
4. Enter the number to be stored in the Speed Dial bin (32 digits max.).
5. Press Spdial to store the entry. See DATA PROGRAMMED.
6. Lift and replace the handset.

- To clear a number from a Station Speed Dial code

1. Repeat the previous procedure skipping Step 4.

- To make a call using Speed Dial

1. Lift the handset.
2. Access a outside line (if necessary).
3. Press Spdial. Then dial the Station or System Speed Dial Number.

## One Touch Buttons

This feature is useful for storing frequently dialed numbers.

- To change a One Touch Button

1. Press #9876 to enter User Programming Mode.
2. Press the One Touch button to set.
3. Enter the digits or special buttons to be stored.



4. Press the One Touch button to save the entry.

If these steps do not work, you may have to create a One Touch button (see Flexible Buttons).

- To Use a One Touch Button, just press it. Voice Mail - Direct Transfer

## Voice Mail - Direct Transfer

1. While on a call, press Cnf/Trn.
2. Press #407 \_\_\_\_.
3. Enter the voice mailbox number (may be the same as the extension number), then press #.
4. Hang up (the caller is connected to the voice mailbox) or press Cnf/Trn to return to the calling party.

## Volume Control

- To adjust handset volume
  - During a call, press down Vol or . When you hang up, volume returns to default.
- To adjust the speaker volume for internal/external calls and background music
  - Press Spkr. Select a line and press Vol or .

- To adjust Ring Tone, Handsfree Answerback and Speaker Off-hook Call Announce
  - With an idle phone and handset on-hook, press Vol or . When you hang up, volume returns to default.

## LCD Features

- To use Speed Dial or Directory Menus
  1. Press the Soft Key next to the Speed Dial (SD) or Directory (DIR) to view the first screen.
  2. To view the other pages, press the soft keys MORE or PREVIOUS ...or LEFT or RIGHT.
  3. Select someone from the list by pressing the Soft Key next to the name.
- To Use Direct Station Selection
  1. Press the DIRECT SS Soft Key to view the first screen.
  2. To view other pages, press the MORE or PREVIOUS Soft Keys.
  3. To select someone from the list, press the Soft Key next to the name.

## Flexible Buttons

There are 10, 14 or 20 Flexible Buttons on your telephone. You can program features onto Flexible Buttons for easy access.

1. Press #9876 to enter User Programming Mode.
2. Press Hold.
3. Press the Flexible Button to set or change.
4. Enter the Flexible Button Code (see following list).
5. Press the same Flexible Button (flashing). DATA PROGRAMMED appears on your LCD.

## Flexible Button Codes

Account Code	660
Auto Busy Redial	150
Auto Callback	160
Call Forward - Any Calls (Internal and External)	
All Call	340
Busy	350
No Answer	360
Busy No Answer	370
Call Park Orbit	170
Call Pickup	
Incoming - Group Pickup	430
Incoming - Directed Terminal Pickup	440
Incoming - Directed Group Pickup	450
Incoming - Directed DN Pickup	460
On hold - Local Retrieve	490

On hold - Remote Retrieve	500
On hold - Outside Line Retrieve	480
On hold - Directed DN Retrieve	510
Incoming - Any External Call	470
On hold and Incoming	520
Caller ID	590
Cancel	290
Do Not Disturb	180
Door Lock Cancel	540
Direct Station Selection (DSS) Button	610
One Touch Button	570
Paging	
Page All Groups	220
Page Individual Groups	230
Emergency Page - Individual Group	250
Emergency Page - All Groups	240
Answer - Group Page	590
Record to VM	630
Pause/Resume	640
Release Button	270
Release/Answer	280
Speed Dial	260
User Programming Mode	650

## Note

Not all features have a Flexible Button Code. For additional codes, see your System Administrator.

Do not use cleansers that contain benzene, paint thinner, alcohol or other solvents on the telephone's rubber feet. The color of the rubber may transfer to the desk or mounting surface.

## Documents / Resources

### Download manual

Here you can download full pdf version of manual, it may contain additional safety instructions, warranty information, FCC rules, etc.

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

### Need Assistance?

Do you have a question about the STRATA CTX DKT3014-SDL that isn't answered in the manual? Leave your question here.

■ ■

Stay updated with the latest solutions  
Submit your question

## Related Manuals for Toshiba STRATA CTX DKT3014-SDL

### [Telephone Toshiba DKT User Manual](#)

Strata ctx dkt/ipt telephone (116 pages)

### [IP Phone Toshiba Strata DKT3010F-S User Manual](#)

(115 pages)

### [Telephone Toshiba DKT3010-SD - Digital Phone User Manual](#)

Strata ctx digital business telephone systems dkt/ipt telephone (114 pages)

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