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Toshiba DKT3010-SD - Digital Phone User Manual

Strata ctx digital business telephone systems dkt/ipt telephone

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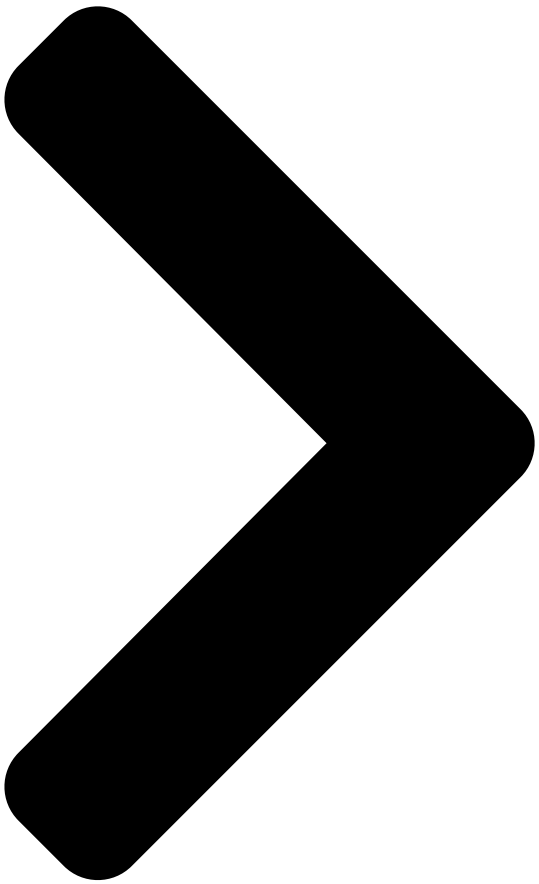

Telecommunication Systems Division

Digital Business Telephone Systems

DKT/IPT Telephone User Guide

June 2003

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Related Manuals for Toshiba DKT3010-SD - Digital Phone

Telephone Toshiba STRATA CIX DKT User Manual

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

Telephone Toshiba DKT User Manual

Strata ctx dkt/ipt telephone (116 pages)

Telephone Toshiba DKT3000 Series User Manual

Strata ctx digital business telephone systems (106 pages)

IP Phone Toshiba STRATA CTX DKT3000 User Manual

Dkt3000/2000-series digital business telephone systems (104 pages)

IP Phone Toshiba DKT3000/2000 User Manual

Dkt3000/2000-series digital business telephone systems (104 pages)

IP Phone Toshiba DK User Manual

Includes lcd, add-on module, and direct station selection console (163 pages)

Telephone Toshiba CIX User Manual

Strata cix and ctx ipt/dkt telephone (141 pages)

IP Phone Toshiba 2000 series User Manual

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

Telephone Toshiba Strata IPT User Manual

Lcd featurephones (124 pages)

IP Phone Toshiba Strata DKT3010F-S User Manual

(115 pages)

Telephone Toshiba DKT3001/2001 User Manual

Strata ctx digital single line telephone (67 pages)

IP Phone Toshiba Strata DK User Manual

Digital single line telephone (60 pages)

Telephone Toshiba STRATA CIX-CTX-QRG-VB VERSION B1 Quick Reference Manual

Dkt / ipt telephone (13 pages)

Telephone Toshiba DKT2001 Technical Bulletin

(6 pages)

Telephone Accessories Toshiba DKT3014-SDL Quick Reference Manual

Dkt / ipt telephone (2 pages)

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

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Contents Appendix C – IPT1020-SD Settings Strata CTX DKT/IPT Telephone 06/03...

Page 11: Introduction

Introduction This user guide describes how to use the 3000-series and 2000-series digital telephones, as well as the Internet Provider Telephone (IPT1020-SD) for Strata CTX systems. Also discussed are Digital Add-on Modules (DADMs) and the Direct Station Selection (DSS) Console. Organization •...

Page 12: How To Use This Guide

10-2, 10-3, and 10-4. A station is considered busy when all Extension extensions are being used. Number The naming convention for DKT assignments within Toshiba is Note Directory Numbers. For clarity and ease of understanding, the terms Extension Number and Phantom Extension Number will be used in this document in lieu of PDN and PhDN.

Page 13: Related Documents/Media

Introduction Related Documents/Media Conventions Description Grey words within the printed text denote cross-references. In the See Figure 10 electronic version of this document (Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext. Related Documents/Media Some documents listed here may appear in different versions on the Note CD-ROM or in print.

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Introduction Related Documents/Media Strata CTX DKT/IPT Telephone 06/03...

Page 15: Chapter 1 - The Grand Tour Dkt3000-Series Telephones

• DKT3020-SD 20-button with two-line by 24-character LCD • DKT3014-SDL 14-button with eight-line by 24-character tilting LCD and 16 Soft Key buttons (shown on page All of the DKT3000-series Toshiba speakerphones enable you to place and receive calls without lifting the handset. Strata CTX DKT/IPT Telephone 06/03...

Page 16

The Grand Tour DKT3000-series Telephones Toshiba LCD telephones provide easy access to frequently-used features. Prompts guide you through specific tasks. They also provide Outside Line Identification, User Name/Number, Call Duration, Date/Time of Day displays, and the ability to display names and telephone numbers of outside, incoming callers.

Page 17: Fixed Buttons

The Grand Tour DKT3000-series Telephones Fixed Buttons The fixed buttons on your dial pad enable you to perform standard functions quickly and easily. These buttons are described in Chapter 2 – The Basics. Flexible Buttons Your telephone can have 10, 14, or 20 Flexible Buttons (shown in the illustration on the previous page) that can be programmed to do many button functions, including: •...

Page 18: Ipt1020-Sd Telephones

The Grand Tour IPT1020-SD Telephones When the Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature. See “Using Your LCD” on page 19 for more information. • is generally used as a Soft Key. •...

Page 19: Fixed Buttons

The Grand Tour DKT2000-series Telephones LCD Display Handset LCD Control Buttons/ Soft Keys Red/Green LED Indicators Dial Pad Flexible Buttons 5972 Fixed Buttons Microphone Location DKT2020-SD Telephone Fixed Buttons The fixed buttons on your telephone enable you to perform standard functions quickly and easily.

Page 20: Flexible Buttons

The Grand Tour DKT2000-series Telephones 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 CTX System Administrator for button assignments. Line Buttons You may have buttons designated as and/or...

Page 21: Chapter 2 - The Basics

The Basics This chapter shows you the basic operation of your DKT3000-series telephone, IPT1020-SD, or DKT2000-series telephone. The text in this chapter applies to the DKT3000-series telephones, Important! IPT1020-SD, and DKT2000-series telephones, unless otherwise noted. Important - Read First Be sure to check with your CTX System Administrator and make sure you know ❒...

Page 22: Which Outgoing/Incoming Call Features Do I Have

The Basics Important - Read First Which Outgoing/Incoming Call Features Do I Have? Check mark here which outgoing/incoming features you have on your system. ❒ Automatic Line

Selection (ALS): When making outgoing calls, you have ALS if when you lift the handset or press you hear dial tone and the Line Light Emitting Diode (LED) lights steady green.

Page 23: Making A Call

The Basics Making a Call Making a Call There are three ways to originate a call from your digital telephone: Hot Dialing 1. To make a call using Hot Dialing, dial the number. When you start to dial, the extension button, Spkr and Mic LEDs light. Digits display as they are dialed.

Page 24: Answering A Call

The Basics Answering a Call Answering a Call There are several ways to answer a call: Handset ➤ If your telephone is programmed for Ringing Line Preference, pick up the handset and the telephone automatically answers the ringing line. ➤ If not, press the button associated with the ringing line (flashing green LED).

Page 25: Message Waiting

The Basics Message Waiting Message Waiting Use your LED/button and LCD to see/retrieve message(s). An extension can receive up to four simultaneous Message Waiting indications and LCD messages. One message is reserved for the Message Center. Your telephone can be programmed to have up to four additional (flexible) Message Waiting buttons/LEDs.

Page 26: Turning On/Off Mw Led On Another Extension

The Basics Microphone Turning On/Off MW LED on Another Extension If you call an extension and it's busy or there is no answer, you may be able to light that extension's Message Waiting LED and enable that extension to call you back. The ability to perform this feature is set in system programming.

Page 27: Call Transfer

The Basics Call Transfer Call Transfer 1. While on a call, press . Your Line LED flashes green and you hear internal dial tone. 2. Dial the extension where the call will be transferred. You can remain on the line and announce the call or immediately "blind transfer"...

Page 28: Conference Calls

The Basics Conference Calls Conference Calls You can conference together up to eight parties (including your own) - with up to six parties being external network lines. 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.

Page 29: Adding Voice Mail To A Conference

The Basics Conference Calls Adding Voice Mail to a Conference The Conference Master can add voice mail to a conference. This feature enables participants in a conference to listen to or leave a voice mail message during one telephone call. ➤...

Page 30: Hold

The Basics Hold Hold 1. To place a call on hold, press . Your LCD shows the line on hold. The held Line's LED flashes green while appearances of the line at other stations flash red. • To return to the held call, press the held button.

Page 31: Volume Control

The Basics Volume Control Volume Control ➤ To adjust the handset volume ➤ L to increase volume and M to decrease volume during the call. Press the When you hang up, the volume returns to the default setting. ➤ To adjust the speaker volume for internal/external calls and background music 1.

Page 32

The Basics LCD Contrast Adjustments Strata CTX DKT/IPT Telephone 06/03...

Page 33: Chapter 3 - Advanced Operation

Advanced Operation This chapter gives you more details about your DKT3000-series telephone, IPT1020-SD, or DKT2000-series telephone's advanced functions. Using Your LCD If your telephone has an LCD, use this section to learn more about its functions. In its idle state, the

LCD is a desk clock and calendar. When you are on an outside call, the call duration displays.

Page 34: Soft Keys

Advanced Operation Soft Keys Soft Keys When Soft Keys are on, they replace the functions on the buttons below the LCD. (is a future feature for DKT3000-series phones and the IPT1020-SD.) The following table defines Soft Key Prompts. Table 1 Soft Key Prompts Soft Key Definition...

Page 35: Soft Key Example

Advanced Operation Soft Keys Soft Key Example When the Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature. Here's an example of how Soft Keys work. 1. When an outside call is in progress, the LCD appears as shown on the right.

Page 36: Advisory Messages

Advanced Operation Advisory Messages 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 CTX provides a number of stored messages, shown in the table below. Message numbers 5~9 can be defined by your CTX System Administrator.

Page 37: Account Code Calls

Advanced Operation Account Code Calls Account Code Calls Account Codes (Forced or Voluntary) can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are assigned in the system as a fixed length (default is six digits) and are recorded by the system, along with the details of the calls, which can be printed on a Station Message Detail Recording (SMDR) report.

Page 38: Voluntary Account Codes (Verified/Non-Verified)

Advanced Operation Account Code Calls Voluntary Account Codes (Verified/Non-Verified) Voluntary Account Codes are optional. They can be entered during a call and are used for tracking selected calls using Station Message Detail Report (SMDR) call detail recording option. If the system is set for Verified Account Codes, station users must enter a specific code when entering the Voluntary Account Code(s) or the code is not validated for the SMDR call report.

Page 39: Automatic Busy Redial

Advanced Operation Automatic Busy Redial Automatic Busy Redial After reaching a busy outside number, you can activate Automatic Busy Redial so that the system automatically redials the number at regular intervals. The system repeats the redial until the destination is no longer busy. This feature may not be on some telephones on your system.

Page 40: Automatic Callback

Advanced Operation Automatic Callback Automatic Callback When you reach a busy station, you can set Automatic Callback to have the system monitor the busy extension and notify you when it becomes idle. Automatic Callback can also place you in queue for an available outside line, if you reach a line group in which all lines are busy.

Page 41: Background Music

Advanced Operation Background Music Background Music You can set background music over your telephone speaker or over external speakers. Up to 16 different music sources can be applied to the Strata CTX system: the first source is Quiet Tone, all others can be music or recorded information. ➤...

Page 42: Call Forward

Advanced Operation Call Forward Call Forward There are two types of Call Forwarding that you can set. One is System Call Forward (set in system Programming) which automatically directs calls to a predefined location, such as Voice Mail. See your CTX System Administrator to determine or change your System Call Forward destination.

Page 43: Station Call Forward Categories

Advanced Operation Call Forward Station Call Forward Categories You can set Call Forward for the following categories of calls. Within these categories, you can use five different types of Call

Forward Settings. • Call Forward Any Call – Forwards any call, whether an internal call or incoming line call.

Page 44: Station Call Forward Procedures

Advanced Operation Call Forward • Call Forward Busy/Do Not Disturb/No Answer – Forwards all calls to your station whenever you are busy, in the DND mode, or after ringing and you do not answer the call within a designated time (set by you when you enable the feature). •...

Page 45: Call Forward Examples

Advanced Operation Call Forward Call Forward Examples ➤ To set your telephone to CF Busy-No Answer to an internal extension number ➤ Press your extension button + = Call Forward Access Code sequence Ã = Internal Extension Number Ã = Ring time in seconds before Call Forwards Ã...

Page 46

Advanced Operation Call Forward Table 2 Call Forward Procedure Feature Button Sequence Call Forward Any Call - Internal and Incoming Line Calls: Forwards any call, whether an internal call or incoming line call. All Calls to an ext. Press ext. button + (tone) + dial the dest.

Page 47

Advanced Operation Call Forward Table 2 Call Forward Procedure (continued) Feature Button Sequence Busy No Answer to Press ext. button + + dial the dest. ext. no. (tone) + timer ( ) (tone) Æ%□#"Ã an ext. Busy No Answer to Press ext.

Page 48

Advanced Operation Call Forward Table 2 Call Forward Procedure (continued) Feature Button Sequence 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.

Page 49: Call History

Advanced Operation Call History Call History Incoming calls with Caller ID or ANI information can be optionally recorded into a rolling list for the station where the call is ringing. The call 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 50: Call Pickup

Advanced Operation Call Pickup ➤ To park a call 1. While on a call, press ...or . The LED flashes 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).

Page 51: Page/Internal Call Pickup

Advanced Operation Call Pickup Page/Internal Call Pickup This feature picks up Internal (station to station), Group Page, and All Call Page calls. If these types of calls occur at the same time, the pickup priority is station-to-station and then Page calls in the order of occurrence. In some systems, this feature can be applied to pick up All Call Page exclusively.

Page 52: Call Waiting

Advanced Operation Call Waiting Notes • The Primary extension number is the directory number by which the telephone set is defined. Other, non-primary extension numbers may also appear on the telephone. By convention, the Primary extension number is assigned to the first button on a multi-button telephone.

Page 53: Direct Inward System Access (Disa)

Advanced Operation Direct Inward System Access (DISA) Direct Inward System Access (DISA) Outside callers with touch tone telephones can call in to lines programmed for Direct Inward System Access (DISA) and dial an extension or outgoing line without going through an attendant or operator. See your CTX System Administrator for details. 1.

Page 54: Distinctive Ringing

Advanced Operation Distinctive Ringing Distinctive Ringing ➤ To set distinctive ringing (CTX software R1.2 or lower) 1. Press to enter User Programming Mode. 2. Press a button. The Line

LED is steady green. 3. Enter the ringing pitch number: = Low, = Middle, = High, = Combination...

Page 55: Do Not Disturb

Advanced Operation Do Not Disturb Do Not Disturb If your station is in Do Not Disturb (DND) mode, internal, external and transferred calls do not ring your station and Off-hook Call Announce calls are denied. You can continue to make calls while in the DND mode. When originating a call in DND mode, you will hear a short burst of interrupted dial tone followed by continuous dial tone.

Page 56: Setting Dnd For Another Extension

Advanced Operation Door Lock(s) Setting DND for Another Extension ➤ To activate DND for another extension ➤ Enter (hear Entry Tone) + the Primary extension of the remote extension + the pass code + (hear Success Tone). This sets DND as if activated by the Primary extension on the target telephone.

Page 57: Door Phone(S)

Advanced Operation Door Phone(s) Door Phone(s) Door phones can be used to call phones selected in system programming. When a door phone calls, you hear a distinctive ringing tone, one or five times (set in system programming). You can also call a door phone and monitor the surrounding area. LCD telephones display the door phone name ID when calls are made to or from door phones.

Page 58: Echo Cancellation

Advanced Operation Echo Cancellation ➤ To call/monitor a door phone 1. With the handset off-hook, press an extension button. You hear dial tone and the LED flashes green (in-use). 2. Press (hear three tone bursts), then enter the door phone number (01~24, depending on system size).

Page 59: Emergency Ringdown

Advanced Operation Emergency Ringdown Emergency Ringdown If a station remains off-hook for a programmable period, it can be automatically treated as an Emergency Call and directed to an emergency destination. The station may have partially dialed a number or have dialed no digits at all. Each station is programmed with its specific emergency ringdown destination.

Page 60: Off-Hook Call Announce

Advanced Operation Off-hook Call Announce Off-hook Call Announce Off-hook Call Announce (OCA) enables you to complete a call to a busy digital telephone. 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.

Page 61: Override Calls

Advanced Operation Override Calls 3. Press again to reconnect to the second caller. You can toggle as often as you choose. If you do not want the first caller to hear your conversation with the second caller, cover the mouthpiece of your handset. Override Calls The available override features are: Busy Override...

Page 62: Executive Override

Advanced Operation Override Calls Executive Override Executive Override enables you to enter an established conversation. Your telephone can also be programmed to block Executive Override from other telephones. ➤ To perform Executive Override ➤ After reaching a busy station, press ...or, if you have an LCD telephone, use the Soft Key.

Page 63: Class Of Service Override

Advanced Operation Paging Class of Service Override By dialing a Class of Service (COS) Override code, a user can change a station’s set of privileges to one associated with the override code. 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.

Page 64: Answering A Page

Advanced Operation Paging ➤ To make a Group Page ➤ Press and enter the Group number (01~16) ...or press extension + and enter the zone number. Answering a Page ➤ To answer a Group Page, lift the handset off-hook, press extension + enter the Group number.

Page 65: Privacy

Advanced Operation Privacy Privacy Privacy controls the ability of more than one person to use the same extension or CO line at the same time. Privacy applies to multiple appearances of extensions, Phantom extensions, outside Lines and outside Line Group buttons. The application of Privacy to individual telephones is controlled in system programming.

Page 66: Speed Dial

Advanced Operation Speed Dial Speed Dial Speed Dial enables you to dial a sequence of up to 32 digits with a shorter code. Dial sequences can include telephone numbers, authorization codes, passwords feature activation codes and pauses. Speed Dial may be used to originate a call or invoked after a call is established.

Page 67: Storing A Station Speed Dial Number

Advanced Operation Speed Dial Storing a Station Speed Dial Number There are three ways to store a Station Speed Dial number, including Programming Mode, Access Codes and through system programming by your CTX System Administrator. ➤ To store a Station Speed Dial Number using User Programming Mode 1.

Page 68: Advanced Speed Dial Operation

Advanced Operation Speed Dial Selected telephones may have the ability to change System Speed Dial Note numbers. Follow this procedure but specify a System Speed Dial number (200~999) instead. 3. Enter the destination digits, then press . The LCD shows “SPEED DIAL” + the Speed Dial Number + destination + #.

Page 69: Tone/Pulse Dialing

Advanced Operation Tone/Pulse Dialing The numbers are defined in Table Table 5 Dial String Characters Entry Meaning End of Speed Dial Number when entering via access code (Escape. “ ” functions as an escape key indicating that the number immediately following represents something exceptional.

Page 70: Voice Mail - Direct Transfer

Advanced Operation Voice Mail - Direct Transfer Voice Mail - Direct Transfer The Strata CTX enables you to transfer a call directly to a voice mailbox without first ringing that person’s telephone. ➤ To transfer a call directly to Voice Mail (VM) 1.

Page 71

Advanced Operation Voice Mail Soft Keys Table 7 Soft Keys for CTX Digital Telephones DKT 3010 SD DKT 2010 SD DKT 3014 SDL DKT 3020 SD Voice Mail Functions DKT 2020 SD IPT1020 SD ACCEPT Confirm automatic copy destination Create a Guest Mailbox ADD DESTS Additional Destinations ADD MBX...

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Advanced Operation Voice Mail Soft Keys Table 7 Soft Keys for CTX Digital Telephones (continued) DKT 3010 SD DKT 2010 SD DKT 3014 SDL DKT 3020 SD Voice Mail Functions DKT 2020 SD IPT1020 SD DELETE MSG Delete message (Future Delivery Review) DESTINATION Enter automatic copy destination DIRECTORY...

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Advanced Operation Voice Mail Soft Keys Table 7 Soft Keys for CTX Digital Telephones (continued) DKT 3010 SD DKT 2010 SD DKT 3014 SDL DKT 3020 SD Voice Mail Functions DKT 2020 SD IPT1020 SD Play next message (Future Delivery NEXT MSG Review) NEXT NAME...

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Advanced Operation Voice Mail Soft Keys Table 7 Soft Keys for CTX Digital Telephones (continued) DKT 3010 SD DKT 2010 SD DKT 3014 SDL DKT 3020 SD Voice Mail Functions DKT 2020 SD IPT1020 SD SAVE MSG Save message (Future Delivery Review) SECURITY CODE CODE...

Page 75: Call Recording

Advanced Operation Call Recording Call Recording While on an active call, a station user can record the conversation and store it in a Stratagy voice mailbox. Recordings can also be paused or restarted. Depending upon your System Administrator, you are given either a manual method of recording that allows you to designate the mailbox where the recording will be sent or an auto method that automatically sends the recording to a predefined mailbox that is assigned to the phone you are using.

Page 76: Other Voice Mail Features

Advanced Operation Call Recording Notes The following notes apply to telephone systems that are networked. For instance, if your company is so large that some departments are connected to one system (node) and others are on another (either in the same building or in another city), the telephones on the other node are considered “remote”...

Page 77: Chapter 4 - Dkt3014 Lcd Features

DKT3014 LCD Features This chapter shows how to use the DKT3014-SDL (shown below) large screen directory display and individual name searches. Mode Feature FRED S NO. 3371 Page Scroll FEB 19 MONDAY 12:00 DIRECT SS SYSTEM SD PERSONAL SD EXTERNAL DIR INTERNAL DIR Spdial Redial...

Page 78: Directory And Speed Dial Listings

DKT3014 LCD Features Directory and Speed Dial Listings Directory and Speed Dial Listings The directory menu (idle state) is shown below. Mode Feature FRED S NO. 3371 Page Scroll FEB 19 MONDAY 12:00 Direct Station Selection DIRECT SS Scrolling System Speed Dial SYSTEM SD Directories Personal Speed Dial...

Page 79: System Speed Dial And Personal Speed Dial

DKT3014 LCD Features Directory and Speed Dial Listings System Speed Dial and Personal Speed Dial Using System Speed Dial and Personal Speed Dial is very similar to using Direct Station Selection, described above. 1. Press the Soft Key next to to view the first screen.

Page 80: Storing Personal Speed Dial Names

DKT3014 LCD Features Directory and Speed Dial Listings If you entered “B,” all names beginning FRED J NO. 3371 with “B” are listed. You can press the Soft Keys to view adjacent pages. MORE BAKER G BALL F 3. To select someone from the list, press the BAWLER S BRETON I Soft Key next to the name.

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DKT3014 LCD Features Directory and Speed Dial Listings 4. Enter the telephone number to be stored. If Example: you normally a dial line Press the for “A.” access code (such as) and/or and area code, enter the codes before the Press the again for “B,”...

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DKT3014 LCD Features Directory and Speed Dial Listings Strata CTX DKT/IPT Telephone 06/03...

Page 83: Chapter 5 - User Programming

User Programming enables users to customize these features: • Flexible Buttons – Toshiba telephones have 10, 14, or 20 Flexible Buttons to which the user can assign any one of approximately 50 different features (DND, ACB, Release, etc.).

Page 84: User Programming Mode

User Programming Flexible Button Codes • Call Forward – Users can set the Call Forward (CF) destination and CF-No Answer timer for the CF buttons. • One Touch – Users can set speed dial and custom feature access code sequences for One Touch buttons. •...

Page 85: Setting/Changing A Flexible Button's Function

User Programming Flexible Button Codes Setting/Changing a Flexible Button’s Function 1. Press to enter User Programming Mode. 2. Press 3. Press the Flexible Button to set or change. 4. Enter the Flexible Button Code (see Table 9), plus any optional parameters. 5.

Page 86: One Touch Buttons

User Programming One Touch Buttons 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 87: To Use A One Touch Button

User Programming One Touch Buttons Table 10 Special Characters Entry Meaning Indicates “stop.” The One Touch button blinks rapidly and stops the delivery of the remaining digits in the string until it is pressed again. Multiple “stops” can be programmed into one string.

Page 88: 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 “Call Forward Examples” on page Table 11 Feature Access Codes Feature Feature Access Code Sequences Account Code + Account code digits...

Page 89 User Programming Feature Codes Table 11 Feature Access Codes (continued) Feature Feature Access Code Sequences On hold - Outside line Retrieve Ext. butt + Line on hold Æ$Æ&" On hold - Directed Extension Retrieve Ext. butt + Ext. No. on hold Æ$Æ&# Conferencing - Three Way Æ#(#...

Page 90 User Programming Feature Codes Table 11 Feature Access Codes (continued) Feature Feature Access Code Sequences Advisory Message - Activation + Message No. Æ# Ã Advisory Message - Cancellation Æ# ! Network Access Code (Private + Private Network No. 'Ã Network) Night Ring Answer Æ$Æ"(Off-hook Call Announce (Manual...

Page 91 User Programming Feature Codes Table 11 Feature Access Codes (continued) Feature Feature Access Code Sequences Speed Dial Register Æ%% Station (00~99) + Index Number (00~99) (000~099) + Index Number (100~199) + Index Number " (200~299) + Index Number + Index Number (300~399) System + Index Number...

Page 92: Led Indicator Details

User Programming LED Indicator Details LED Indicator Details Each line and feature button has a LED next to it which indicates the status of the line or feature associated with the button. Line LEDs light red or green and flash at varying rates to indicate call status (see Table 12).

Page 93 DADM/DSS Console This chapter provides an overview of the following two optional units and describes the features, buttons and associated LEDs. It describes the various models for the following two types of units. • Digital Add-on Module (DADM) – adds 20 line/feature buttons to digital telephones.

Page 94: Chapter 6 - Dadm/Dss Console Dadm

DADM/DSS Console DADM DADM Digital add-on Modules (DADM) can be connected to 3000-, IPT, and 2000-series telephones to provide additional buttons. Certain models are not interchangeable. The DADM3120 works with the DKT3000-series telephones and the IPT1020-SD. The DADM3020 works with 3000-series telephones only and the 2000-series telephone requires a 2000-series DADM.

Page 95: Dss Console

DADM/DSS Console DSS Console DSS Console The Direct Station Selection (DSS) console operates alongside of a digital telephone to provide 60 additional buttons. The 3000- series telephone requires a 3000-series DSS; the 2000-series telephone requires a 2000- series DSS. A DDSS3060 example is shown right.

Page 96: Calling A Station

DADM/DSS Console DSS Console Calling a Station ➤ To call a station’s extension from either a DSS console or a DADM, press the DSS associated with the station. A station call with a DSS button can be made on-hook or off-hook, and with Voice First or Tone signaling.

Page 97: Call Transfer With Camp-On

DADM/DSS Console DSS Console Call Transfer with Camp-on You can transfer a call to a busy station from either a DSS console or an DADM. Use the DSS to transfer the call, even though the DSS LED associated with the station you are “transferring to”...

Page 98: Paging

DADM/DSS Console DSS Console Paging You can make an announcement page to a group of telephone speakers selected in system programming with on the DSS console. (if programmed) on either the DSS console or the DADM can be used for page announcements. See “All Call Page”...

Page 99: Appendix A - Centrex Application

Centrex Application Your system may be equipped with the Centrex Application, which enhances its feature capability when installed behind a Centrex or PBX system. Your telephone may have access to one or more of the enhanced Centrex features listed below: Flexible Directory Numbering A station’s extension can be three or four digits.

Page 100: Delayed Ringing

Centrex Application 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 CTX DKT/IPT Telephone 06/03...

Page 101: Appendix B - Button Labels

Button Labels 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 CTX System Administrator for button assignments. The button labels in Table 13 are for the Programmable Buttons on your telephone.

Page 102

Button Labels Delayed Ringing Table 13 Feature Button Definitions (continued) Button Definitions Call Forward-No Answer – Press to forward calls to another station or voice mail device when your station is not answered after 8~60 seconds (set at your station). Call Forward-External –...

Page 103

Button Labels Delayed Ringing Table 13 Feature Button Definitions (continued) Button Definitions Program – Press to enter User Programming mode, which enables you to re-define Flexible Buttons to perform other functions, including programming One Touch and Flexible Buttons, register Call Forward assignments, assign Message Waiting Keys and assign BGM sources played over the telephone speaker.

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Button Labels Delayed Ringing Strata CTX DKT/IPT Telephone 06/03...

Page 105: Appendix C - Ipt1020-Sd Settings

IPT1020-SD Settings This chapter explains how to enter data for your IPT1020-SD telephone if it was not previously entered by the telephone installer or if you need to change this information. You may also need to ask your Telephone System Administrator for the information required for the following steps (IP address, subnet mask number, router address, Station ID, CTX Strata Net node number, IP address for the BIPU-M1A, etc.).

Page 106: Initializing The Ipt1020-Sd

IPT1020-SD Settings Initializing the IPT1020-SD Initializing the IPT1020-SD CAUTION! If you initialize the IP telephone, all settings return to default. 1. Press + + + (simultaneously). 2. Press 3. Press to initialize the telephone’s function settings (LED On = initialize, LED Off = don’t initialize).

Page 107: Ip Telephone Start Up Sequence

IPT1020-SD Settings IPT-to-IP Network Connection Instructions 6. If the IPT is connected to a router or other gateway device, press . Enter the router address, then press . Only used if Step 3, above, is set for manual setting. 7. Press .

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IPT1020-SD Settings IPT-to-IP Network Connection Instructions Action LCD

Indication Remarks Possible errors: IPaddress setting... searches • IP address is for IP IPaddress setting... not set. address. Can’t set IPaddress • No DHCP server, etc. If error occurs, IP address setting is carried out continuously.

Page 109: Ipt1020-Sd Function Settings

IPT1020-SD Settings IPT1020-SD Function Settings Action LCD Indication Remarks Registering LCD data is indicated from completion CTX. Example: - normal action. NO. 205 FEB 28 THURSDAY 01:09 IPT1020-SD Function Settings These steps enable you to turn On/Off button beeps, room noise cancellation, handset Busy Override, and headset volume control.

Page 110: Setting The Ipt1020-Sd Headset Transmit Volume

IPT1020-SD Settings Setting the IPT1020-SD Headset Transmit Volume Setting the IPT1020-SD Headset Transmit Volume 1. Press + + + (simultaneously). 2. Press . 3. Press the Feature Buttons to turn the LEDs On/Off for the desired volume transmission level (see Table 15).

Page 111: Index

Index abandoned call numbers (see Call background music (BGM), 27, 71, History), busy override, about this book button conventions, viii labels, how to use this guide, viii programming, organization, buttons related documents, 3000-series LCD, 3, access codes, 71, DSS on ADMs and DSS consoles, account codes, 23, 71, extension, viii...

Page 112 Index D ~ H call transfer, calling, call waiting, 38, console, 79, centrex night transfer, application, paging, feature buttons, speed dial, CO line transferring, call transfer, CO line buttons, CO line queuing, echo cancellation, conference emergency calls, 14, call, hold, page, voice mail, emergency call,...

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Page 114 Index R ~ V redial, user programming, 69, 71, repeat last number dialed, ringing distinctive settings, voice first signaling, line preference, voice mail ringing repeat, access codes, call record, conference, signaling direct transfer, tone, volume control, 77, voice first, voluntary account codes (verified/non- soft keys, 20, verified), 2000-phone location,...

This manual is also suitable for:

Dkt3010-sDkt3020-sDkt3020-sdDkt3014-sdIpt1020-sdDkt2010-s ... Show all

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