



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

Ipt/dkt telephone



1

2

3

4

Table Of Contents

5

6

7

8

9

10

11

12

13

14

15

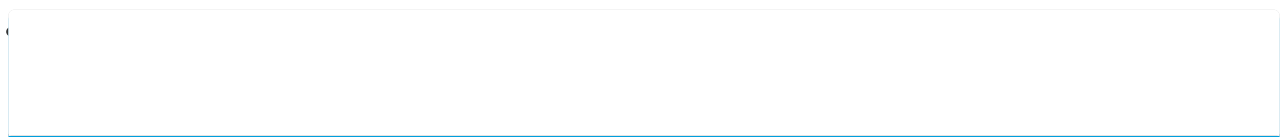
16

17

18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
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48  
49  
50  
51  
52  
53  
54  
55  
56  
57  
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59  
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61  
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116  
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121  
122  
123  
124  
125  
126  
127  
128  
129  
130  
131  
132  
133  
134  
135  
136  
137  
138  
139  
140  
141  
142  
143  
144  
145  
146  
147  
148  
149  
150  
151



•

[Table of Contents](#)



•

## Bookmarks

## Quick Links

[1 Dkt3000-Series Telephones](#)

[2 Voice Mail: Direct Transfer/Return Call](#)

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Digital Solutions Division

# Strata CIX and CTX

## IPT/DKT Telephone

# **TOSHIBA** User Guide

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## Table of Contents

[Next Page](#)

1  
2  
3  
4  
5

## Related Manuals for Toshiba DKT3220-SD - Digital Phone - Charcoal

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

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

### [IP Phone Toshiba DKT3000/2000 User Manual](#)

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

### [Telephone System Toshiba Strata CTX Programming Manual](#)

Digital business telephone systems (533 pages)

### [Software Toshiba Strata CIX Programming Manual](#)

Application release 5 (248 pages)

### [Telephone Toshiba STRATA CIX User Manual](#)

Ipt/dkt telephone (179 pages)

### [Telephone Toshiba CTX IPT/DKT User Manual](#)

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

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Ip attendant console (8 pages)

### [Server Toshiba Strata CIX Product Bulletin](#)

Media application server hardware (mas) for strata cix (6 pages)

## Summary of Contents for Toshiba DKT3220-SD - Digital Phone - Charcoal

[Page 1](#) Digital Solutions Division Strata CIX and CTX IPT/DKT Telephone User Guide August 2005 Downloaded from [www.Manualslib.com](http://www.Manualslib.com) manuals search engine...

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### [Page 4: Limited Warranty](#)

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### [Page 5: Table Of Contents](#)

Contents Introduction Organization.....	vii	How to Use This Guide.....	ix
Conventions .....	ix	Related Documents/Media.....	x
Chapter 1 - The Grand Tour IPT2000-series Telephones.....	1	Fixed Buttons.....	3
Buttons.....	3	Liquid Crystal Display.....	4
SoftIPT.....	5	SoftIPT Icons .....	6
PDA .....	6	DKT3000-series Telephones .....	7
DKT2000-series Telephones .....	10	Fixed Buttons.....	11
Flexible Buttons.....	12	Liquid Crystal Display.....	12...

<a href="#">Page 6</a> Contents Chapter 3 - Advanced Operation Hot Dialing .....	15	Spkr Button.....	15
Handset .....	15	Answering a Call.....	16
Handset .....	16	Speaker .....	16
Handsfree Answerback.....	16	Switching Between Handset and Speakerphone.....	16
Message Waiting.....	17	Responding to a Lit Msg LED.....	17
Turning On/Off MW LED on Another Extension.....	18	Microphone .....	18
Call Transfer .....	19	Conference Calls .....	21...

<a href="#">Page 7</a> Contents Chapter 3 - Advanced Operation Advisory Messages .....	34	Account Code Calls .....	35
Verified/Non-Verified Account Codes.....	35	Forced Account Codes.....	35
Voluntary Account Codes (Verified/Non-Verified).....	36	Alarm Clock.....	37
Automatic Busy Redial .....	38	Automatic Callback .....	39
Background Music .....	40	Call Forward .....	41
System.....	41	Station .....	41
Station Call Forward Categories.....	42	Call Forward Settings .....	42
Station Call Forward Procedures .....	43...		

<a href="#">Page 8</a> Contents Chapter 4 - IPT2008-SDL LCD Features Microphone Cut-Off .....	60	Off-hook Call Announce.....	61
Override Calls .....	62	Busy Override.....	62
Do Not Disturb Override .....	62	Executive Override .....	63
Destination Restriction/Traveling Class Override.....	63	Class of Service Override .....	64
Privacy Override.....	64	Paging .....	64
Answering a Page .....	65	All Call Page.....	65
Emergency Page .....	65	Privacy .....	66...

<a href="#">Page 9</a> Contents Chapter 5 - DKT3014 LCD Features Direct Station Selection .....	85	System Speed Dial and Personal Speed Dial.....	86
Internal Directory and External Directory.....	86	Storing Personal Speed Dial Names .....	87
Web Access.....	89	Info Manager.....	91
Stocks.....	92	Weather.....	93
News .....	94	Calendar.....	95
Cycle .....	97	Configure .....	97
Chapter 5 -...			

<a href="#">Page 10</a> Contents Chapter 7 - ADM/DSS Console Chapter 7 - ADM/DSS Console ADM .....	120	Buttons and LEDs.....	120
DSS Console .....	121	DSS Buttons.....	121
Calling a Station .....	122	Transferring to an Idle Station.....	122
Call Transfer with Camp-on .....	123	Call Answering (Outside Line).....	123
Speed Dial.....	123	Paging .....	124
Call Forward Override (DSS Override).....	124	Night Transfer Button.....	124...

[Page 11](#) Introduction The Strata CIX Release 3.1 software brings previous versions of the Strata CTX100 and CTX670 up to CIX functions. This user guide describes how to use the



Toshiba Strata series telephone products with Strata CIX670, CIX200, CIX100, CIX100-S, and CTX28 telephone systems: •...

## [Page 12: Introduction Organization](#)

Introduction Organization • Chapter 6 – User Programming explains how to program Flexible Button features, set One Touch buttons, change Personal Speed Dial numbers, as well as other user programmable functions. • Chapter 7 – ADM/DSS Console explains how to use these consoles with the available with your Strata CIX system.

## [Page 13: 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 14: Related Documents/Media](#)

Introduction Related Documents/Media Related Documents/Media Note Some documents listed here may appear in different versions on the CD-ROM or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page. Refer to the following for more information: •...

## [Page 15: Chapter 1 - The Grand Tour Ipt2000-Series Telephones](#)

The 2000-series IP telephones offer all the same features as the 3000-series digital telephones, except the IPT2010-SD does not support Speaker Off-hook Call Announce (OCA). All the Toshiba IPT2000-series telephones have speakerphones that enable you to place and receive calls without lifting the handset.

[Page 16](#) The Grand Tour IPT2000-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 IPT2000-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. Voice Mail Speed Dial (envelope) (lightning buttons) Volume Control Microphone Speaker...

## [Page 18: Liquid Crystal Display](#)

The Grand Tour IPT2000-series Telephones Liquid Crystal Display Your Liquid Crystal Display (LCD) (shown below) shows: • Desk Clock and Calendar in idle mode • Call Duration during an outside call • Operational, Advisory, and Notification messages CF-ALL 202-203+ CF-ALL 202-203+ AUG 08 MON 03:56 AUG 08 MON...

## [Page 19: Softipt](#)

(OS). The Windows XP version of the SoftIPT GUI is shown below. The Toshiba SoftIPT integrates the power of a PC with all of the features available on a IPT2010-SD and DKT3000-series telephone, except background music. The main difference is that you use a mouse or stylus to select buttons.

## [Page 20: Softipt Icons](#)

You can also install the SoftIPT on a laptop, tablet or desktop PC and a Pocket PC at the same time, but each should have a unique station ID and license. The SoftIPT works with Toshiba Pocket PC with Windows Pocket PC 2003 OS...

## [Page 21: Dkt3000-Series Telephones](#)

103) 14-button with eight-line by 24-character tilting LCD and 16 Soft Key buttons. All of the DKT3000-series Toshiba speakerphones enable you to place and receive calls without lifting the handset. Toshiba LCD telephones provide easy access to frequently-used features. Prompts guide you through specific tasks.

[Page 22](#) The Grand Tour DKT3000-series Telephones LCD Display LCD Control Buttons/ Soft Keys Handset Dial Pad Flexible Buttons 7156 Fixed Buttons DKT3007-SD Telephone Strata CIX and CTX IPT/DKT Telephone 08/05 Downloaded from www.Manualslib.com manuals search engine...

[Page 23](#) The Grand Tour DKT3000-series Telephones LCD Display LCD Control Mode Page Scroll Feature Buttons/ Handset Soft Keys Dial Pad Flexible Buttons Spdial Redial Spkr Cnf/Trn Hold 6746 Fixed Buttons Microphone Location DKT3020-SD Telephone Strata CIX and CTX IPT/DKT Telephone 08/05 Downloaded from www.Manualslib.com manuals search engine...

## [Page 24: Dkt2000-Series Telephones](#)

The Grand Tour DKT2000-series Telephones DKT2000-series Telephones The following speakerphone models belong to the 2000-series: • DKT2010-S 10-button speakerphone • DKT2010-SD 10-button with LCD • DKT2020-S 20-button • DKT2020-SD 20-button with LCD (shown below) • DKT2020-FDSP 20-button with LCD and External Microphone jack •...

## [Page 25: 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 26: 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 keystack label, see your System Administrator for button assignments. Line Buttons Line Pooled Line Grp...

## [Page 27: Chapter 2 - The Basics](#)

The Basics This chapter shows you the basic operation of your IPT1020-SD, IPT2000-series, DKT3000- and DKT2000-series telephones, unless otherwise noted. Important! The IP Telephones do not work with the Strata CTX28. Important - Read First Be sure to check with your System Administrator and make sure you know which features are enabled on your system.

## [Page 28: 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 Spkr when you lift the handset or press you hear dial tone and the Line Light Emitting Diode (LED) lights steady green.

## [Page 29: Making A Call](#)

The Basics Making a Call Making a Call There are three ways to originate a call from your IP/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 30: 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). Speaker Spkr If your telephone is programmed for Ringing Line Preference, press...

## [Page 31: 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 32: 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 33: Call Transfer](#)

The Basics Call Transfer Call Transfer Cnf/Trn 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 34](#) The Basics Call Transfer To perform Call Transfer Immediate 1. While on a call, press the Soft Key. The IPT2008-SDL and DKT3014 LCD TRNS shows "TRANSFER." 2. Dial the extension where you wish to transfer the call. The call rings the destination station and your telephone returns to the idle state.

## [Page 35: 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 36: 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. To add Voice Mail to a conference call (performed by Conference Master) Cnf/Trn 1.

## [Page 37: Conference Add/Split/Join/Drop](#)

The Basics Conference Calls Conference Add/Split/Join/Drop If you initiate a conference with two or more parties, you can add outside caller to the conference; or you and another member of the conference can leave (Split) the conference for a private conversation. During this time, other conference members remain connected.

[Page 38](#) The Basics Conference Calls To Split from a conference 1. While in a conference call on a DKT3000 phone, press the (Split) soft key or Split SPLT button. 200+202 EXIT CONF SPLT 7032 The telephone LCD shows first conference party member. Notice the number 1 preceding extension 200 (1:200) shown right 1:200 RTRN...

## [Page 39: Hold](#)

The Basics Hold 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. Line

- To return to the held call, press the held button.

## [Page 40: Volume Control](#)

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

## [Page 41: Basic SoftIPT Functions](#)

The Basics Basic SoftIPT Functions Basic SoftIPT Functions Chapter 1 - The Grand Tour, page 5 for an overview of the SoftIPT. Start the SoftIPT On a PC, double click on the SoftIPT icon on your PC desktop. On a Pocket PC, click Start > SoftIPT. Making a Call To make a call Speaker...

## [Page 42: Switching A Call To Your Headset](#)

The Basics Basic SoftIPT Functions Switching a Call to Your Headset You can switch a call from your IPT2010-SD, IPT2020-SD, DKT3000- or 2000-series digital telephone to the SoftIPT by placing the call on Hold and using the Call Pickup feature. Hold 1.

## [Page 43: Labeling Feature Buttons](#)

The Basics Basic SoftIPT Functions Labeling Feature Buttons From the Softphone Setting window, you can change six telephone button labels on a PDA and 10 on a PC. Changing the label does not change the function. To change the function, see “Programming Feature Buttons”...

[Page 44](#) The Basics Basic SoftIPT Functions To change Feature Button Labels on the SoftIPT Setup 1. Click the icon (wrench). 2. From the Softphone Setting window (shown right), type in button labels (eight characters max.), click OK. Can enter labels to rename Lines 1~9 Feature Buttons.

## [Page 45: Chapter 3 - Advanced Operation](#)

Advanced Operation This chapter gives you more details about your IPT2000-series, DKT3000- and 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 46: Soft Keys](#)

Advanced Operation Soft Keys Soft Keys When Soft Keys are on, they replace the functions on the buttons below the LCD. The following table defines Soft Key Prompts. Table 1 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.

## [Page 47: 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 48: 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 system provides a number of stored messages, shown in the table below. Message numbers 5~9 can be defined by your System Administrator.

## [Page 49: 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 50: 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 51: Alarm Clock](#)

Advanced Operation Alarm Clock Alarm Clock This is a FeatureFlex feature that is available when connected to a Strata CIX telephone system. This feature enables you to set reminders/notifications on your telephone. At the time set your telephone LCD displays Alarm, the LED will blink Red and the telephone will ring.

## [Page 52: 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 53: 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 54: 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 CIX/CTX system: the first source is Quiet Tone, all others can be music or recorded information. To enable background music on your telephone speaker Press .

### [Page 55: 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 System Administrator to determine or change your System Call Forward destination.

### [Page 56: 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 57: 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 58: Call Forward Examples](#)

Advanced Operation Call Forward Call Forward Examples To set your telephone to CF Busy-No Answer to an internal extension number #6041 3000# Press your extension button + #6041 = Call Forward Access Code sequence 3000# = Internal Extension Number = Ring time in seconds before Call Forwards To set another telephone to CF Busy-No Answer to an outside destination number after a set time #6042...

[Page 59](#) Advanced Operation Call Forward Table 2 Call Forward Procedure (continued)  
Feature Button Sequence #6041 Busy No Answer to an Press ext. button + + dial the dest. ext. no. # (tone) + timer ( ext. (tone) #6041 Busy No Answer to Press ext.

[Page 60](#) Advanced Operation Call Forward Table 2 Call Forward Procedure (continued)  
Feature Button Sequence #6022 Press ext. button + (tone) + dial the other telephone's ext. no. + Busy to outside enter other telephone's CF pass code + + outside line access code + telephone no.

[Page 61](#) 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 #6014 Press ext.

### [Page 62: 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 63](#) Advanced Operation Call Park Orbits To park a call Park in Orbit 1. While on a call, press Cnf/Trn ...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 64: Call Pickup](#)

Advanced Operation Call Pickup Call Pickup You can pick up a call that is ringing another station's extension, a call placed on hold at another station and other types of calls. When you pick up an internal call, the calling station and the called station displays on your LCD. Group Pickup Stations can be assigned in system programming to Pickup Groups.

[Page 65](#) Advanced Operation Call Pickup Table 3 Call Pickup Feature Codes (continued)  
#5#36 + Page Zone No. All Call, Group, (01~08) An All Call Page, Group Page and/or External and/or Page by Page Zone or by a specific Ext. No. #5#5 + Ext.

### [Page 66: Screen Call](#)

Advanced Operation Screen Call Screen Call This is a FeatureFlex feature and is available only with the Strata CIX. Screen Call enables you to create a list using the My Phone Manager software under FeatureFlex > Screen Call > Edit. This list will either send a call directly to Voice Mail or will make your telephone ring.

### [Page 67: Call Waiting](#)

Advanced Operation Call Waiting To review, press To re-record, press To append, press To cancel recording, press To save, press Pressing 9 saves your announcement, then voicemail transfers the call to the extension you entered. Voice mail plays your announcement to the caller and the transferred destination starts ringing.

### [Page 68: 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 System Administrator for details. 1.

### [Page 69: Distinctive Ringing](#)

Advanced Operation Distinctive Ringing Distinctive Ringing To set distinctive ringing #9876 1. Press to enter User Programming Mode. Line 2. Press a or extension button. The LED is steady green. Hold 3. You can press to switch between internal and external pitch. (Internal = station calls within your system;...

### [Page 70: 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 71: Setting Dnd For Another Extension](#)

Advanced Operation Door Lock(s) Setting DND for Another Extension To activate DND for another extension #6191 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 72: 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 73: 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 74: 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 75: 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 76: Override Calls](#)

Advanced Operation Override Calls Override Calls The available override features are: Busy Override Ring Over Busy Override enables you to send a muted ring tone to a busy station to indicate a call is waiting. The Busy Override (BOV) muted ring can be programmed for each station to be two muted rings only or continued muted rings until the call is answered.

### [Page 77: 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 78: 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 79: Answering A Page](#)

Advanced Operation Paging Answering a Page #5#36 To answer a Group Page, lift the handset off-hook, dial and enter the Page Zone number (01~08, depending on your telephone system). #5#36 To answer an External Page Zone, lift the handset off-hook, dial and enter the Page Zone number (01~08, depending on your telephone system).

### [Page 80: 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 81: Speed Dial](#)

Advanced Operation Speed Dial Speed Dial Speed Dial (SD) 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 82: Accessing System Sd And Personal Sd Directories](#)

Advanced Operation Storing a System/Station Speed Dial Number Accessing System SD and Personal SD Directories Names can be assigned to System and Station (personal) Speed Dial numbers. These directories appear on large screen IPT2008-SDL and DKT3014 telephones only. To access the SD directories 1.

### [Page 83: Advanced Speed Dial Operation](#)

Advanced Operation Storing a System/Station Speed Dial Number IPT2008-SDL Name Storage If you have a IPT2008-SDL phone, you can store names for Personal SD numbers (see "Storing Personal Speed Dial Names" on page 106). Advanced Speed Dial Operation Special Characters



SD numbers may include and Pause.

### [Page 84: Tone/Pulse Dialing](#)

Advanced Operation Tone/Pulse Dialing Tone/Pulse Dialing With some older Central Offices, you may have to make calls on outside lines programmed for rotary dial pulses. This feature enables you, while on these lines, to switch to tone dial to access remote equipment (such as an answering machine) requiring touchtones.

### [Page 85: Voice Mail Call Monitor](#)

Advanced Operation Voice Mail Call Monitor Voice Mail Call Monitor Important! To see how this feature interacts with other FeatureFlex features, refer Appendix C – FeatureFlex Interactions. Call Monitor Using the flexible button on your telephone, you can listen to a caller while the caller records a message in your voice mailbox.

### [Page 86: Voice Mail - Direct Transfer](#)

Advanced Operation Voice Mail - Direct Transfer Voice Mail - Direct Transfer The system 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) Cnf/Trn 1.

### [Page 87: Voice Mail Soft Keys](#)

Advanced Operation Voice Mail Soft Keys Voice Mail Soft Keys This section provides simple definitions of the Strategy ES (including the Strategy iES32) Voice Mail Soft Keys. Once your telephone is connected to your Strategy ES voice mailbox, the LCD displays the Strategy ES Main Menu options shown in Table below.

[Page 88](#) Advanced Operation Voice Mail Soft Keys Table 9 Soft Keys for Strata CIX Telephones (continued) DKT3007 SD IPT2008-SDL/ DKT3010 SD DKT 2010 SD Voice Mail Functions DKT 3014 SDL DKT 3020 SD DKT 2020 SD IP Telephones ALL MSGS Copy All Messages APPEND APND Append recording...

[Page 89](#) Advanced Operation Voice Mail Soft Keys Table 9 Soft Keys for Strata CIX Telephones (continued) DKT3007 SD IPT2008-SDL/ DKT3010 SD DKT 2010 SD Voice Mail Functions DKT 3014 SDL DKT 3020 SD DKT 2020 SD IP Telephones Enable/Disable: ENABLE/ • Notification template (toggle) DISABLE •...

[Page 90](#) Advanced Operation Voice Mail Soft Keys Table 9 Soft Keys for Strata CIX Telephones (continued) DKT3007 SD IPT2008-SDL/ DKT3010 SD DKT 2010 SD Voice Mail Functions DKT 3014 SDL DKT 3020 SD DKT 2020 SD IP Telephones PER DST LST LIST LIST Manage Personal Distribution Lists...

[Page 91](#) Advanced Operation Voice Mail Soft Keys Table 9 Soft Keys for Strata CIX Telephones (continued) DKT3007 SD IPT2008-SDL/ DKT3010 SD DKT 2010 SD Voice Mail Functions DKT 3014 SDL DKT 3020 SD DKT 2020 SD IP Telephones SET DAY Set the Day (1~31) SET HOUR Set the Hour (1~12) SET MINUTES...

### [Page 92: 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 Strategy voice mailbox. Recordings can also be paused or restarted. Depending upon the options selected by 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 93: Other Voice Mail Features](#)

Advanced Operation Call Recording Record 3. To stop recording, press . The LED turns off and the recording stops. To resume recording at this point, you need to begin a new recording, see Step 1. 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 94: Advanced Operation](#)

Advanced Operation Call Recording Strata CIX and CTX IPT/DKT Telephone 08/05 Downloaded from [www.Manualslib.com](http://www.Manualslib.com) manuals search engine...

[Page 95](#) IPT2008-SDL LCD Features This chapter shows how to use the IPT2008-SDL (shown below) large screen display. LCD Display Soft Keys Soft Keys (SK) LCD Control Handset Buttons/Soft Keys Navigation Buttons Dial Pad Flexible Buttons Fixed Buttons 7535 IPT2008-SDL Telephone Strata CIX and CTX IPT/DKT Telephone 08/05 Downloaded from [www.Manualslib.com](http://www.Manualslib.com)...

## [Page 96: Chapter 4 - Ipt2008-Sdl Lcd Features Buttons](#)

IPT2008-SDL LCD Features Buttons The IPT2008-SDL telephone is unique in functionality and design. This chapter describes its design elements and shows you how this telephone functions. Buttons This telephone has Fixed buttons, Navigation buttons, eight flexible buttons and 16 soft key buttons. Fixed Buttons The fixed buttons on your dial pad enable you to perform standard functions quickly and easily.

## [Page 97: Idle Display](#)

IPT2008-SDL LCD Features Idle Display Idle Display This screen displays the following (for a picture, see "Directory and Speed Dial Listings" on page 85): • User Name • PDN (maximum length is five digits) • Date and Time (Month, Date, Day) •...

## [Page 98: Left And Right Tab Soft Keys](#)

IPT2008-SDL LCD Features Idle Display Left and Right Tab Soft Keys Press the Left and Right tab soft keys to navigate to different operations. Using these soft keys, you can tab left to right from Phone, Config and Web and vice versa. The following screens display when you switch from one tab to the other or perform different functions.

## [Page 99: Directory And Speed Dial Listings](#)

IPT2008-SDL LCD Features Directory and Speed Dial Listings Directory and Speed Dial Listings The directory menu (idle state) is shown below. External Directory Direct Station Selection Scrolling Internal Directory System Speed Dial Directories Personal Speed Dial Left Tab Soft Key Right Tab Soft Key Direct Station Selection This option displays all named stations in alphabetical order.

## [Page 100: System Speed Dial And Personal Speed Dial](#)

IPT2008-SDL 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 101: Storing Personal Speed Dial Names](#)

IPT2008-SDL LCD Features Directory and Speed Dial Listings If you entered "B," all names beginning with "B" are listed. You can press the CUSTOMER A CUSTOMER B MORE Soft Keys to view adjacent pages. CUSTOMER C CUSTOMER D 3. To select someone from the list, press the CUSTOMER E CUSTOMER F Soft Key next to the name.

[Page 102](#) IPT2008-SDL LCD Features Directory and Speed Dial Listings 4. Enter the telephone number to be stored. If you normally a dial line access code (such as Example: and/or and area code, enter the codes before the Press the for "A." telephone number.

## [Page 103: Web Access](#)

IPT2008-SDL LCD Features Web Access Web Access To access the web 1. Tab to the Web display (shown right) 2. Press plus 3. To navigate use the "IPT2008-SDL Web Application Icons" on page Enter 4. Press (center button among the Navigation buttons).

[Page 104](#) IPT2008-SDL LCD Features Web Access 7582 Enter Address Reload Back Stop Forward IPT2008-SDL Web Application Icons Table 10 Dial Pad Alphanumeric Characters Dial Number of times to press the dial pad button Buttons space goto a goto d goto g goto j goto m goto p...

## [Page 105: Info Manager](#)

IPT2008-SDL LCD Features Info Manager Info Manager These applications can be used with the IPT2008-SDL telephone or a PC with a web browser. Info Manager Administration details can be found in the Strata CIX Programming Manual, Volume 3 - Application and Implementation. To Login 1.

## [Page 106: Stocks](#)

IPT2008-SDL LCD Features Info Manager Stocks From the Options screen, press the Stocks soft key to view a list of stock quotes. Note To add or remove stock quotes, see "Adding and Removing Stock Quotes, Company News and Weather" on page Strata CIX and CTX IPT/DKT Telephone 08/05 Downloaded from...

## [Page 107: Weather](#)

IPT2008-SDL LCD Features Info Manager Weather 1. From the Options screen, press the Weather soft key to check the weather of a location. The Weather screen showing the cities displays (shown right). 2. Select a city by using the corresponding softkeys.

## [Page 108: News](#)

IPT2008-SDL LCD Features Info Manager News 1. From the Options screen, press the News soft key to view company news headlines. 2. To view details pertaining to an item, press the soft key next to the news item. For example, you can either press the soft key next to "01-20: See's Candy Sale"...

## [Page 109: Calendar](#)

IPT2008-SDL LCD Features Info Manager Calendar You can select Calendar to view your calendar on a Microsoft Exchange Server. 1. From the Options screen, select Calendar. The calendar screen displays (shown right). 2. Select the Login to Outlook softkey. The Calendar Login screen displays (shown right).

[Page 110](#) IPT2008-SDL LCD Features Info Manager For details on an item, select the corresponding softkey next to the date on the meeting screen. The Meeting details display (shown below right). Meetings Screen For the Telephone to notify you of a Meeting 1.

## [Page 111: Cycle](#)

IPT2008-SDL LCD Features Info Manager Cycle Select Cycle to cycle through the web applications..or 1. From the Options screen, press the Configure soft key. 2. Press Properties soft key. 3. Press the Auto soft key. The cycle screen displays (shown right). 4.

[Page 112](#) IPT2008-SDL LCD Features Info Manager Adding and Removing Stock Quotes, Company News and Weather 1. From Configure, select Content. The Add/Remove Stock Quote screen displays (shown right). Press the next soft key to Add/Remove Weather. 2. Select the appropriate softkey to add or remove a stock quote.

[Page 113](#) IPT2008-SDL LCD Features Info Manager Company News You must have administrative privileges to add or remove news stories. From the Options screen, select Configure > Content > Next. Select Add/Remove. Depending on your selection, one of the screens below displays. Add Company News Remove Company News To Change or enter a new date on the Add Company News screen...

[Page 114](#) IPT2008-SDL LCD Features Info Manager To enter the Headline/Story 1. Press the right softkey corresponding to Headline. 2. Press to enter the Alpha mode. 3. Use the letters on the dial pad to enter the headline. Weather You must have administrative privileges to add or remove Weather.

[Page 115](#) IPT2008-SDL LCD Features Info Manager To add a Weather destination 1. Complete steps 1~3 above. 2. Press the Add soft key. 3. Select a State (shown right). Use the arrows to scroll to the appropriate location. 4. Press the soft key next to the location. 5.

[Page 116](#) IPT2008-SDL LCD Features Info Manager To remove a Weather destination 1. From the Options screen, press the Configure soft key. 2. Press the Content soft key. The first screen is Stock Quote. 3. Press the next soft key. 4. Press the remove soft key. 5.

[Page 117](#) DKT3014 LCD Features This chapter shows how to use the DKT3014 (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 118: Chapter 5 - Dkt3014 Lcd Features](#)

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 119: 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 120: 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 MORE Soft Keys to view adjacent pages. BAKER G BALL F 3. To select someone from the list, press the BAWLER S BRETON I Soft Key next to the name.

[Page 121](#) DKT3014 LCD Features Directory and Speed Dial Listings 4. Enter the telephone number to be stored. If you normally a dial line access code (such as Example: and/or and area code, enter the codes before the Press the for "A." telephone number.

[Page 122](#) DKT3014 LCD Features Directory and Speed Dial Listings Strata CIX and CTX IPT/DKT Telephone 08/05 Downloaded from www.Manualslib.com manuals search engine...

### [Page 123: Chapter 6 - 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 124: 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 125: Setting/Changing A Flexible Button's Function](#)

User Programming Flexible Button Codes Setting/Changing a Flexible Button's Function #9876 1. Press to enter User Programming Mode. Hold 2. Press 3. Press the Flexible Button to set or change. 4. Enter the Flexible Button Code (see Table 12), plus any optional parameters. 5.

### [Page 126: 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 127: To Use A One Touch Button](#)

User Programming One Touch Buttons Table 13 Special Characters Entry Meaning Indicates "stop." The One Touch button blinks rapidly and stops the delivery of Hold the remaining digits in the string until it is pressed again. Multiple "stops" can be programmed into one string.

### [Page 128: 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 14 Feature Access Codes Feature Feature Access Code

Sequences Cnf/Trn Account Code (while on a call)

[Page 129](#) User Programming Feature Codes Table 14 Feature Access Codes (continued)  
Feature Feature Access Code Sequences #5#36 Ext. button + + Page Zone No. (01~08) All Call Page, Group Page and/or External Page Pickup of page #5#5 + Ext. No. of another phone being paged. Call Pickup for calls on Hold #5#71 Local Pickup (call held on this phone)

[Page 130](#) User Programming Feature Codes Table 14 Feature Access Codes (continued)  
Feature Feature Access Code Sequences #408 Retrieve a received MW Ext. button + Activate MW at another Station + Ext. no. (where you want to light the MW LED) without Ringing Cancel MW at another Station + Ext.

[Page 131](#) User Programming Feature Codes Table 14 Feature Access Codes (continued)  
Feature Feature Access Code Sequences Speed Dial (Storing an SD number) #66 + nnn + Phone No. Station nnn = 100~199 SD bin numbers #66 + nnn + Phone No. System SD bin numbers = 200~999...

### [Page 132: 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 15).

[Page 133](#) ADM/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 134: Chapter 7 - Adm/Dss Console Adm](#)

ADM/DSS Console 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 DKT2000-series telephone requires a 2000-series DADM.

### [Page 135: Dss Console](#)

ADM/DSS Console DSS Console DSS Console The Direct Station Selection (DSS) console operates alongside an IP or digital telephone to provide 60 additional buttons. The DKT3000-series telephones requires a 3000- series DSS; the 2000-series telephone requires a 2000-series DSS. A DDSS3060 example is shown right.

### [Page 136: Calling A Station](#)

ADM/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 137: Call Transfer With Camp-On](#)

ADM/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 138: Paging](#)

ADM/DSS Console DSS Console Paging You can make an announcement page to a group of telephone speakers selected in All Call Page 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 139: 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 140: 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 CIX and CTX IPT/DKT Telephone 08/05 Downloaded from www.Manualslib.com...

## [Page 141: 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 keypad label, see your System Administrator for button assignments. The button labels in Table 16 are for the Programmable Buttons on your telephone.

[Page 142](#) Button Labels Delayed Ringing Table 16 Feature Button Definitions (continued) Button Definitions Call Frwd Call Forward-No Answer - Press to forward calls to another station or voice mail device No Answer when your station is not answered after 8~60 seconds (set at your station). Call Frwd Call Forward-External -...

[Page 143](#) Button Labels Delayed Ringing Table 16 Feature Button Definitions (continued) Button Definitions Privacy Release - Press to release privacy on common outside line buttons, enabling Privacy other station users to enter your conversations on those buttons. Privacy release does Release not apply to common extension buttons which are always private.

## [Page 144: Button Labels](#)

Button Labels Delayed Ringing Strata CIX and CTX IPT/DKT Telephone 08/05 Downloaded from www.Manualslib.com manuals search engine...

## [Page 145: Appendix C - Featureflex Interactions](#)

FeatureFlex Interactions The following table shows how the FeatureFlex Applications interact with other FeatureFlex Applications and some CIX features. Alarm Call Screen Call Call Return Number Clock Monitor Access Alarm Clock Screen Call See Note 1 Call Return Call Monitor One Number Access See Note 1 Phantom DN...

[Page 146](#) FeatureFlex Interactions Delayed Ringing Notes: 1. Call Screen and One Number Access (ONA) should not be assigned to the same phone. If a phone has ONA registered, and one of its destinations has Screen Call registered, then when a call is routed by ONA to that destination, the call simply rings the phone instead of screening it.

## [Page 147: Index](#)

Index automatic hold, abandoned call numbers (see Call History), background music (BGM), 40, 111, about this book busy override, conventions, button how to use this guide, labels, organization, programming, related documents, buttons access codes, 67, 68, 111, 3000-series LCD, 4, account codes, 35, 111, DSS on ADMs and DSS consoles, calls,...

[Page 148](#) Index D ~ F call park, control, orbits, door phone, call pickup, 50, 111, calling, held calls, drop, call recording, DSS, call transfer, buttons on ADMs and DSS call waiting, 53, consoles, centrex call answering, application, call forward override, feature buttons, calling, class of service console, 119,...

[Page 149](#) Index G ~ O dialing out, LED indicators, group line button, line group pickup, access, automatic selection, buttons, handset calling, ringing preference, handsfree answerback, line button, 13, hold, line hold, 19, hot dialing, 14, making a call, message waiting, 17, message waiting light IADM, on another telephone,...

[Page 150](#) Index P ~ T call forward (DSS), tone, class of service, voice first, do not disturb, SoftDKT executive, buttons privacy, more features, travelling class, setting, override calls, calling, directory, label feature buttons (Line1~Line6), soft keys, 4, 32, paging, 50, 2000-phone location, access codes, 111, 3000-phone location, park,...

[Page 151](#) Index U ~ W user programming, 109, 111, voice first signaling, voice mail access codes, call record, conference, direct transfer, volume control, 117, voluntary account codes (verified/non-verified), accessing the web, alphanumeric dial pad, application Icons, Strata CIX

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