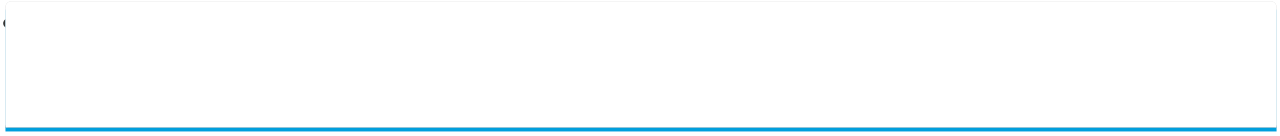
Toshiba StrataCT User Manual

Electronic telephone includes lcd and direct station selection console

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

118
119
120
121
122
123
124
125
126
127
128
129
130

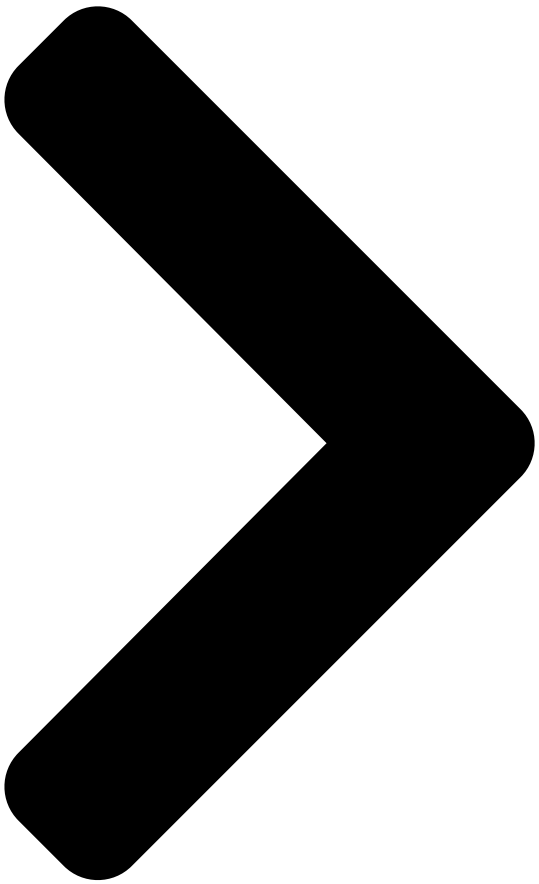


-

Table of Contents

Bookmarks

Quick Links
Download this manual See also: Quick Reference Manual



TOSHIBA

Telecommunications Division

Digital Business Telephone Solutions

Electronic Telephone User Guide

(includes LCD and Direct Station Selection Console)

Issue 2

November 2001

Table of Contents

Next Page

1
2
3
4
5

Related Manuals for Toshiba StrataCT

Telephone System Toshiba StrataCT Quick Reference Manual

Digital key telephone (2 pages)

Telephone Toshiba strata CT Installation & Maintenance Manual

Digital business telephone system (385 pages)

Telephone System Toshiba Strata CT System Administrator Manual

Digital business telephone solutions (57 pages)

Telephone Toshiba Strata CT User Manual

Standard telephone (54 pages)

Telephone System Toshiba Strata CT Digital Business Telephone Solutions Supervisor Manual

Acd supervisor guide (41 pages)

Telephone Accessories Toshiba Strata CT Manual

Acd agent guide (37 pages)

Telephone Toshiba STRATA CIX DKT User Manual

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

Telephone Toshiba Strata CIX IPT Administrator's Manual

(72 pages)

Telephone Toshiba Strata DP5000-UG-VC User Manual

Toshiba telephone user guide (142 pages)

Telephone Toshiba CTX IPT/DKT User Manual

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

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

Ipt/dkt telephone (151 pages)

Telephone Toshiba STRATA CIX User Manual

Ipt/dkt telephone (179 pages)

Telephone Toshiba CIX User Manual

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

Telephone Toshiba Strata CIX User Manual

Standard telephone (44 pages)

Telephone Toshiba Strata CIX Installation Manual

Strata cix pc digital attendant console (38 pages)

Telephone Toshiba CTX100-S Programming Manual

Strata ctx digital business telephone systems (580 pages)

Summary of Contents for Toshiba StrataCT

Page 1 TOSHIBA Telecommunications Division Digital Business Telephone Solutions Electronic Telephone User Guide (includes LCD and Direct Station Selection Console) Issue 2 November 2001...

Page 2 Publication Information © Copyright 2001 Toshiba Information Systems (UK) Ltd. Toshiba Information Systems (UK) Ltd. reserves the right to change any Telecommunications Division of this information including, but not limited to, product characteristics and operating specifications, without prior notice. All rights reserved. No part of this manual, covered by the

copyrights hereon, may be reproduced in any form or by any means—graphic,...

Page 3: Table Of Contents

Contents Introduction Organisation .....viii Conventions .....viii Action/Response .....ix Related Documents and Media ..... x Chapter 1 The Grand Tour Electronic Telephone Diagram ..... 2 LCD .....7 LED Indicators ..... 10 On-hook/Off-hook .....11 Volume Controls .....11 Chapter 2 Features Before You Begin .....

Page 4 Contents Answering Calls .....17 Incoming Call Notification ..... 17 Calling a Forwarded [DN] .....17 Receiving a Forwarded Call ..... 17 Account Code Calls .....18 Forced Account Codes (Verified/Non-Verified) .....18 Voluntary Account Codes (Verified/Non-Verified) .....18 Alarm Reset ..... 20 Alert Signalling .....

Page 5 Contents Direct Inward System Access (DISA) .....40 Direct Station Selection (DSS) ..... 41 Do Not Disturb (DND) ..... 42 Door Lock ..... 42 Door Phones .....43 DTMF Tone Dialling with and # .....44 Emergency Ringdown/Hotline Service .....45 Group Listening .....

Page 6 Contents Speed Dial Pause .....63 Speed Dial Number Linking ..... 64 Chain Dialling Speed Dial Numbers .....65 Timed Reminders ..... 66 Tone/Pulse Dialling .....67 Two (Tandem) Exchange Line Connection ..... 67 Voice Mail Integration .....70 Chapter 3 LCD Operation Control Buttons .....

Page 7 Contents Appendix A Access Codes Exchange Line Access Codes ..... 99 Feature Access Codes ..... 100 Paging Access Codes .....100 Speed Dial Access Codes .....102 Appendix B Button Labels Flexible Buttons ..... 103 Notes to Users Index Strata CT Electronic Telephone User Guide November 2001...

Page 8 Contents Strata CT Electronic Telephone User Guide November 2001...

Page 9 Introduction This guide describes how to use electronic telephones for Strata CT systems. Models covered in this user guide include electronic telephones equipped with a Liquid Crystal Display (LCD) and/or speakerphone. Instructions for the Electronic Direct Station Selection (DSS) Console are included. Strata CT Electronic Telephone User Guide November 2001...

Page 10: Introduction

Organisation Introduction Organisation Chapter 1 – The Grand Tour provides an overview of the equipment, buttons, Light Emitting Diodes (LEDs), and Liquid Crystal Displays (LCD's).. Chapter 2 – Features describes the available electronic telephone features in alphabetical order. Detailed instructions on using each feature are covered. Chapter 3 –...

Page 11: Action/Response

Introduction Conventions Conventions Description Represents any Primary Directory Number button (the extension number [PDN] for the telephone). An extra appearance of the PDN on the same phone is not considered as a SDN. Represents any Secondary appearance of a PDN. A PDN which appears [SDN] on another telephone is considered an SDN.

Page 12: Related Documents And Media

System Administrator. Strata CT Digital Telephone User Guide provides all the procedures necessary to operate Toshiba-proprietary digital telephones, including Single Line Digital Telephone Liquid Crystal Display (LCD) features. It also includes instructions for using the add-on module/DSS console.

Page 13: Chapter 1 The Grand Tour

(EKT) (see “20-Button Electronic Key Telephone with LCD” on Page Toshiba electronic telephones incorporate state-of-the-art telecommunications technology and provide a vast array of calling features. They are easy to operate, and all features are accessed with a feature button or a brief access code.

Page 14: Electronic Telephone Diagram

Electronic Telephone Diagram The Grand Tour Electronic Telephone Diagram LCD Display Scroll Button SCRL Page Button PAGE Handset MODE Mode Button Dial Pad Speaker Flexible Buttons CONF/TRNS Modular SPKR HOLD Handset Cord Feature and Function LEDs Microphone 2548 [DN] or Intercom Button Speaker Volume Control Sliding Memo Tray...

Page 15 The Grand Tour Electronic Telephone Diagram Buttons HOLD HOLD CONF/ CONF/ HOLD HOLD CONF/ CONF/ There are two sets of buttons, fixed and flexible. The fixed buttons, such as TRNS TRNS TRNS TRNS , and are shown in Figure 1 on the prior page. The flexible buttons consist of directory numbers (Primary, Secondary, Phantom) and feature buttons.

Page 16 Electronic Telephone Diagram The Grand Tour Table 1 Fixed Button Instructions (continued) Button Instructions If the held party hangs up, the call is released and the Line provides a hold-release signal. HOLD (continued) HOLD HOLD HOLD Note If your telephone is programmed for Automatic Hold, existing calls are automatically placed on hold when you answer a call or make another call.

Page 17 The Grand Tour Electronic Telephone Diagram Flexible Buttons All flexible buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your display or telephone keystrip label, see your System Administrator for button assignments. Line Buttons Line Line...

Page 18 Electronic Telephone Diagram The Grand Tour Table 2 Directory Button Definitions Button Definitions Press to answer a call to the Primary Directory Number or to initiate a phone call. [PDN] The [PDN] is specifically your Extension Number or Intercom Number. Your telephone Primary Directory Number can have up to four [PDN] buttons with your number.

Page 19: Lcd

The Grand Tour Electronic Telephone Diagram Phantom Directory Numbers [PhDNs] MW/50 211-1 210-1 Secondary Directory Numbers [SDNs] of Station 211 211-2 210-2 Calls to Station 211 can be 210-1 210-3 originated or answered by Station 210 by pressing the 211-1 or 211-2 210-2 211-1 210-3...

Page 20 Electronic Telephone Diagram The Grand Tour A “+” next to the LCD readout (sample shown at right) on your telephone CF-A 201-203+ SCRL SCRL SCRL SCRL indicates there is more data in memory. Press to advance through the JAN 01 TUE 12: 19 information.

Page 21 The Grand Tour Electronic Telephone Diagram Table 3 Mode Definitions MODE Definition Exit mode and return to clock/calendar display. Display Busy Field. Send a message to a Busy station. Send a message to a Called station. Displays LCD message number NN, where NN is a personal or message. Only displays the selected message and cannot be used to edit or create a new message.

Page 22: Led Indicators

Electronic Telephone Diagram The Grand Tour LED Indicators 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 and/or flash at varying rates to indicate call status (see Table Table 4 LED Indicators...

Page 23: On-Hook/Off-Hook

The Grand Tour Electronic Telephone Diagram On-hook/Off-hook Some procedures in this user guide instruct you to perform a step while “on-hook” or “off-hook.” These terms refer to the position of the handset. “Off-hook” indicates that the handset should be lifted off of the telephone cradle.

Page 24 Electronic Telephone Diagram The Grand Tour Strata CT Electronic Telephone User Guide November 2001...

Page 25: Chapter 2 Features

Features This chapter lists all the electronic telephone features in alphabetical order beginning on Page These features apply to all EKTs connected to Strata CT Telephone Systems, but they do not apply to digital telephones (DKTs). Features requiring a telephone equipped with a

speakerphone are noted. Before You Begin If you are a new user of the electronic telephone, you need to find out if your telephone has been set up for Automatic Line Selection and Ringing Line Preference.

Page 26: Automatic Line Selection

Before You Begin Features Automatic Line Selection You have Automatic Line Selection, if you go off-hook and hear dial tone and NO. 201 the [DN], Exchange, or Pooled Line (PL) LED lights steady. The LCD USING LINE 11 displays the station number ( ) and the seized Exchange Line (11).

Page 27: Quick Reference

Features Quick Reference Quick Reference The following is a quick reference chart for using your telephone's standard features. Making an Internal Call 1. Lift the handset You hear dial tone. SPKR SPKR SPKR SPKR ...or press ...or a [DN] if you do not have Automatic Line Selection.

Page 28: Making An Outside Call To An Isdn Trunk

Quick Reference Features The display automatically NO. 203 changes from dialled number 00: 13: 23 to elapsed time after a programmed period. After you hang up, elapsed time is displayed for 15 seconds and then changes to date/time display. 3. Hang up SPKR SPKR SPKR...

Page 29: Answering Calls

Features Quick Reference Answering Calls When you receive an incoming call, the LCD displays either the Exchange NO. 203 Line (LINE 10 RINGING ... or the station [PDN] (NO. 203 210 CALLING To answer the incoming call Lift the handset The LED changes from incoming call rate to the in-use rate.

Page 30: Account Code Calls

Account Code Calls Features Account Code Calls Entered before or after a call, Account Codes can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are recorded by the system and can, along with the details of the calls, be printed on a Station Message Detail Recording (SMDR) report.

Page 31 Features Account Code Calls If the system is set for Verified Account Codes, you must enter specific verified codes when entering the Voluntary Account Code or the code is not validated for the SMDR report. 1. After accessing an Your conversation is not NO.

Page 32: Alarm Reset

Alarm Reset Features Alarm Reset Your Strata CT system can be connected to a facility alarm system. All telephones produce a startling tone whenever this alarm is activated. To reset the alarm ALRM ALRM ALRM ALRM Press Alert Signalling Alert Signalling enables you to send an alert sound to a designated station or partner by pressing a single button.

Page 33: Automatic Busy Redial (Abr)

Features Automatic Busy Redial (ABR) To call a specific console In-DN In-DN In-DN In-DN Press a [DN] + the The call rings the console (incoming [DN] button). console [DN]. Your System Administrator can provide the Note In-DN In-DN In-DN In-DN Attendant Console To call all consoles for an emergency #400...

Page 34: All Call Voice Page

All Call Voice Page Features To cancel ABR Press ...or [DN] + All Call Voice Page You can make an All Call Page to electronic telephones assigned to the "All Call Page Group." Stations are assigned to the "All Call Page Group" in system programming. 1.

Page 35: Automatic Callback (Acb)

Features Automatic Callback (ACB) Automatic Callback (ACB) After reaching a busy/DND station, you can set ACB to have the system call you when the called station becomes available. You can also set ACB to place you in a queue for an available Exchange Line, if you reach a line group in which all lines are busy.

Page 36: Automatic Hold

Automatic Hold Features To cancel ACB to a busy or DND station Press or [DN] + Automatic Hold Line Line Line Line Automatic Hold enables you to automatically place a call on hold by pressing another outside HOLD HOLD HOLD HOLD [DN] button—there is no need to press .

Page 37: Call Forwarding

Features Call Forwarding Call Forwarding Call Forward Call Forward Call Forward Call Forward Call Call Call Call If your telephone has been system programmed for a button, you can use a Forward Forward Forward Forward button to set the feature for a [PDN]. If your telephone has more than one [DN], you can assign Call Forward destinations for each [DN] on your telephone (one [PDN] and up to eight [PhDNs]).

Page 38: Call Forward-All Calls

Call Forwarding Features Call Forward–All Calls This feature enables you to forward all calls automatically to another station. Your station does not ring. CFAC CFAC CFAC CFAC 1. Press The LED flashes red. You hear NO. 201 #601 #601 #601 #601 confirmation tone after #601...

Page 39: Call Forward-No Answer

Features Call Forwarding 3. Press The LED is steady red and calls CF-B 201-203 forward to the stored directory SPKR SPKR SPKR SPKR JAN 01 TUE 12: 19 ...or (if access code number (used). To cancel a Call Forward–Busy SPKR SPKR SPKR...

Page 40: Call Forward-Busy/No Answer

Call Forwarding Features CFNA CFNA CFNA CFNA 5. Press The LED lights steady red and CF-NA 201-203 calls forward to the stored SPKR SPKR SPKR SPKR JAN 01 TUE 12: 19 ...or , then directory number (access code was used in Step # # # # ...or if your telephone does...

Page 41 Features Call Forwarding 3. Press The pre-set time delay for calls NO. 201 to ring before forwarding is 12 ALL FORWARD TO 203* ...press if your telephone seconds. does not have the button. Note Skip this step, if you CFB/NA CFB/NA CFB/NA CFB/NA...

Page 42: Call Forward-Fixed

Call Forwarding Features Call Forward–Fixed Call Forward–Fixed forwards calls immediately to a station or voice mail device set in system programming all internal, private or DDI CO Line calls to your station. Your station does not ring when called. Your station must be assigned with a button in system programming to activate this feature.

Page 43: Call Forward Remote Destination Change

Features Call Forwarding To cancel a Call Forward–External CF–EXT CF–EXT CF–EXT CF–EXT Press #670 #670 SPKR SPKR #670 #670 SPKR SPKR ...or [PDN] + Call Forward Remote Destination Change If Call Forward-External mode is set at your station, you can change the forwarding destination from a telephone outside of the system.

Page 44: Call Park Orbits

Call Park Orbits Features 4. Enter the new destination Notes number. LCR access code “9” cannot be used as the You can enter an internal Exchange Line access code. number, Voice Mail number, or When entering Exchange line access codes an Exchange Line access code #7XXX #7XXX...

Page 45 Features Call Park Orbits If you have an LCD telephone, you can let the system automatically select an available orbit number which displays on your LCD. To monitor the calls parked at your station, see “Call Park Orbit List Display” on Page 78 Chapter 3 –...

Page 46: Call Park And Page

Call Park and Page Features To retrieve a parked call PARK PARK PARK PARK 1. Press #332 #332 #332 #332 ...or [DN] + [DN] can be [PDN], [SDN] or [PhDN]. 2. Enter the Orbit Number The [DN] LED flashes at the in-use rate when the call is where the call is parked.

Page 47: Call Pickup

Features Call Pickup 5. Hang up to free the paging If the parked call is not retrieved within PARK ORBIT 900 device. a specified time, the call rings back to HOLD your phone. When a parked call recalls your phone, the LCD shows the line or [DN] that is L 2 PK ORBIT 900 recalling and the orbit number.

Page 48: Group Pickup

Group Pickup Features To pick up a ringing Exchange Line in a tenant system PKUP (1~4) PKUP (1~4) PKUP (1~4) PKUP (1~4) Press You are connected to a incoming Exchange Line call for a Tenant Group (1~4)..or [DN] + Notes PKUP1 PKUP1...

Page 49: Call Transfer With Camp-On

Features Call Transfer with Camp-on Call Transfer with Camp-on You can transfer calls to idle or busy [DNs], Hunt Group Numbers, ACD Group [DNs], etc. You cannot transfer (or camp-on) to a station [PDN] or [PhDN] if the station is in the DND mode, unless the station [PDN] or [PhDN] appears on other stations.

Page 50: Call Waiting

Call Waiting Features Call Waiting You can answer a call that is transferred to your station, even when your station is busy. When another call is camped onto your station, you hear two camp-on tone beeps and the [DN] or Line LED flashes red (on-hold).

Page 51: Conference Calls

Features Conference Calls Conference Calls This feature enables you to add other parties to an existing call. The following conferencing configurations are possible: Up to two stations and two Exchange lines. Up to three stations and one Exchange Line. Up to four stations. CONF/TRNS CONF/TRNS CONF/TRNS...

Page 52: Direct Inward System Access (Disa)

Direct Inward System Access (DISA) Features Direct Inward System Access (DISA) Outside callers with telephones that send Dual-tone Multi-frequency (DTMF) tones can call on Exchange lines programmed for DISA and dial a [DN] or outgoing Exchange Line without going through an attendant or operator. See the System Administrator for this number. To make an internal DISA Call 1.

Page 53: Direct Station Selection (Dss)

Features Direct Station Selection (DSS) 2. Dial an Exchange Line or If you do not hear dial tone, you must also dial a DISA Exchange Line access security code. See Table 7 on Page 62. code when you hear dial tone ...or dial an Exchange You hear dial tone.

Page 54: Do Not Disturb (Dnd)

Do Not Disturb (DND) Features Do Not Disturb (DND) If your station is in the DND mode, internal, external and transferred calls do not ring your station and OCA calls are denied. You can continue to make calls while in the DND mode. If your [PDN] or [PhDN] appears on other stations, the calls flash on your station and flash or ring the other stations.

Page 55: Door Phones

Features Door Phones Door Phones Door phones are used to call digital/electronic telephones 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. The number of possible door phones vary by Strata CT system, with up to 12 as the maximum for larger systems.

Page 56: Dtmf Tone Dialling With * And

DTMF Tone Dialling with and # Features To call/monitor a door phone 1. With the handset You hear dial tone and the LED flashes (in-use). off-hook, press a [DN]. 2. Dial the [DN] for the A two-way talk-path exists between your telephone desired door location.

Page 57: Emergency Ringdown/Hotline Service

Features Emergency Ringdown/Hotline Service Emergency Ringdown/Hotline Service The Emergency Ringdown or Hotline Service feature enables standard telephones to automatically ring a designated extension by going off-hook. Electronic telephones cannot perform this feature, but they can receive Emergency Ringdown or Hotline Service from standard telephones. Emergency Ringdown is used in healthcare facilities, where it is used to assist 205 CALLING callers who may not be able to complete a call by dialling.

Page 58: Handsfree Answerback

Handsfree Answerback Features Handsfree Answerback You can talk back to internal or incoming Tie-line calls without lifting the handset. Press When the call comes into your station, do not lift the handset; speak toward the telephone in a normal voice level. You hear a single long tone, followed by the caller’s voice.

Page 59: Isdn Outgoing Calling

Features ISDN Outgoing Calling 4. Lift the handset when Your telephone’s can be set in system programming Note the party returns. to switch ON/OFF with one touch, to switch OFF only while pressed and held, or to be either ON/OFF at the start of handsfree dialling.

Page 60: Message Waiting

Message Waiting Features START START START START 5. Press The dialled digits will not be sent until you press this button or until the timer expires. Message Waiting All telephones have a standard MW/FL LED for receiving/retrieving messages left by callers that called a [PDN] that was busy or did not answer.

Page 61

Features Message Waiting 3. After receiving the If the MW/FL LED continues to flash, you have more message(s), place the messages—repeat the Steps to retrieve them. Voice mail handset on hook. devices may cancel the indication after a short delay. To cancel the Message Waiting on your [PDN] MW/FL MW/FL...

Page 62: Microphone Cut-Off

Microphone Cut-Off Features To set the Message Waiting LED on another telephone 1. Press [DN] and dial an You hear ringback or busy tone. internal number. MW/FL MW/FL 7 7 7 7 MW/FL MW/FL 2. Press The MW/FL flashes red at the called NO.

Page 63: Off-Hook Call Announce (Oca)

Features Off-hook Call Announce (OCA) Off-hook Call Announce (OCA) This feature enables you to call and speak through the handset or speaker of an busy, off-hook telephone. The called station must be set in system programming for this feature to work. The calling station can be set in system programming for OCA to occur automatically when calling a busy station or by dialling an access code after receiving busy tone.

Page 64: Tone Signalling

Off-hook Call Announce (OCA) Features Tone Signalling To make an OCA call 1. Lift the handset and dial the You may hear busy or ring tone. [DN]. 2. Press if you hear busy tone If you hear busy or ring tone after dialling the first digit and speak to the called station (2 or 1), disregard the tone and dial the second digit to OCA the called telephone.

Page 65: Override Calls

Features Override Calls Override Calls The available override features are: Busy Override – enables you to send a muted ring tone to a busy station to indicate that a call is waiting. The muted ring is programmed for each station as two muted rings only or continued muted rings until the call is answered.

Page 66: Busy Station Override

Override Calls Features Busy Station Override 2 2 2 2 Press A muted tone is heard at the busy NO. 203 station, indicating that a call is waiting. 210 BUSY OVR The station number ( ) displays. Do Not Disturb Override 2 2 2 2 Press A tone signal is heard at the DND...

Page 67: Privacy Override

Features Page Announcements Privacy Override Line Line Line Line Press Connected parties may hear an optional tone NO. 204 signal before you are connected. Your LCD LINE 03 PRV OVRD displays the Exchange Line identification CO 03 The overridden station LCD displays your station number (NO.

Page 68: All Call Page

Privacy On-Line Features All Call Page You can make an All Call Page to electronic telephones assigned to the “All Call Page Group.” Stations are assigned to the “All Call Page Group” in system programming. 1. Press button pages “All Call Page” telephones, but does not access external page speakers.

Page 69: Release And Answer

Features Release and Answer Similar to conference calls, up to three stations can be connected to an Exchange Line. PRV RLS PRV RLS PRV RLS PRV RLS Press The LED lights red. The Exchange Line flashes at all appearances. When another station user enters the Exchange call by pressing a common Exchange Line, the Privacy Release LED turns OFF.

Page 70: Saved Number Redial

Saved Number Redial Features Saved Number Redial This feature enables you to store a dialled telephone or station number, then redial that number with the touch of a button. SAVE SAVE SAVE SAVE Press The last number you dialled is saved for automatic redial the next time you press this button.

Page 71: Speed Dial

Features Speed Dial To answer an incoming call using speakerphone Line Line Line Line 1. Press the or [DN] with The Line or [DN] LED flashes (in-use) and you are the flashing LED with the connected to the call. handset on-hook. 2.

Page 72: Speed Dial-Advanced Features

Speed Dial Features To insert a pause or flash signal in the number, see “Speed Dial Pause” on Page # # # # 4. Press The number is stored. To clear a telephone number on a Station SD button Repeat the previous procedure, skipping Step 3. To program one-touch telephone number dialling Repeat the previous procedure, except for Step 3.

Page 73

Features Speed Dial To store a feature with a specific button # # # # # # # # Press + Feature Access Code + Table 7 on Page for Feature Access code sequences. Your System Administrator can tell you which features can be programmed on your telephone.

Page 74

Speed Dial Features Table 7 Feature Access Codes Features Feature Access Code Sequence CONF/TRNS CONF/TRNS + 4446 CONF/TRNS CONF/TRNS 4446 4446 + Account code digits 4446 Account Code (Frequently used codes) 4 4 4 4 Automatic Callback [PDN] + 44481 44481 44481 44481...

Page 75: Speed Dial Pause

Features Speed Dial Table 7 Feature Access Codes (continued) Features Feature Access Code Sequence HOLD HOLD + [PDN] + 4459 4459 HOLD HOLD 4459 4459 Pickup any ringing Exchange Line (new call only) HOLD HOLD + [PDN] + 4454430 HOLD HOLD 4454430 4454430...

Page 76: Speed Dial Number Linking

Speed Dial Features Speed Dial Number Linking You can link any of the Station Speed Dial numbers to System Speed Dial codes or to any of the optional buttons associated with these codes. This enables up to 36 digits to be stored under one Speed Dial Speed Dial Speed Dial...

Page 77: Chain Dialling Speed Dial Numbers

Features Speed Dial When you press [PDN], the letter “I” (Intercom) is displayed on your LCD. It is the [PDN] Note that is used to automatically access internal dial tone before dialling the remaining numbers in the Speed Dial sequence (in our example that number is 9011813). is the System Speed Dial Code that is to be linked.

Page 78: Timed Reminders

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

Page 79: Tone/Pulse Dialling

Features Tone/Pulse Dialling To cancel a Timed Reminder 1. Press [DN], then the number of the You can only cancel one reminder at a time. timed reminder #605 #605 #605 #605 #609 #609 #609 #609) you want to cancel. 2.

Page 80 Two (Tandem) Exchange Line Connection Features 2. Enter an Exchange Line access code and then the outside telephone number. Table 10 on Page Exchange Line access codes or ask your System Administrator. CONF/TRNS CONF/TRNS CONF/TRNS CONF/TRNS 3. Press after the The [DN] LED flashes (in-use rate), and all parties are party answers.

Page 81 Features Two (Tandem) Exchange Line Connection Line Line Line Line 3. Press another ...or and dial a telephone number. Line Line Line Line ...or on some systems, you It is not necessary to have both buttons on your CONF/TRNS CONF/TRNS CONF/TRNS CONF/TRNS telephone.

Page 82: Voice Mail Integration

Voice Mail Integration Features To supervise a tandem call and release it 1. Press [DN] You are connected to both Exchange TRK-TRK N1 N2 lines. Both Line LEDs flash (in-use Line Line Line Line JAN 10 THU 11: 57 ...or rate).

Page 83 Features Voice Mail Integration To assign a voice mail message mailbox number This procedure is required for the initial storage of VM ID code to the Stratagy Voice Mail system. Once programmed, these digits remain in memory until changed. To change the code, repeat this procedure.

Page 84 Voice Mail Integration Features 2. Enter the voice mail system Example: for Stratagy voice mail systems, code and the voice mailbox enter + the mailbox number. 92203 [DN], plus any required mailbox number. 203= pauses (16 chars. max.). 3. Enter your security code. By storing your security code, you avoid having to enter your code every time you access your mailbox;...

Page 85 Features Voice Mail Integration To forward calls to voice mail CFAC CFAC CFAC CFAC CFB/ CFB/ CFB/ CFB/ 1. Press The LED flashes. CFNA CFNA CFNA CFNA , or Select the button that reflects the type of call you Note want to forward to voice mail (e.g., forward all calls, forward busy/no answer calls, etc).

Page 86 Voice Mail Integration Features Strata CT Electronic Telephone User Guide November 2001...

Page 87: Lcd Operation

LCD Operation This chapter covers the LCD, its buttons and displays. Special features available only with the LCD are described in detail and step-by-step instructions on using them are given. (For electronic telephone standard features, see Chapter 1 – The Grand Tour.) Control Buttons MODE...

Page 88 Control Buttons LCD Operation Table 8 Button Definitions (continued) Button Definitions Displays LCD message number NN, where NN can be personal messages or system MODE MODE MODE MODE 5 5 5 5 messages. Mode only displays the selected message. It cannot be used to edit or (continued) create a new message.

Page 89: Busy Lamp Field (Blf) Display

LCD Operation Busy Lamp Field (BLF) Display Busy Lamp Field (BLF) Display This feature displays when a station is busy or ringing on any type of [DN] or Exchange Line. If one or all telephone [PDNs] are in use on another telephone, the telephone shows busy on the BLF, even though it may be idle.

Page 90: Call Park Orbit List Display

Call Park Orbit List Display LCD Operation Call Park Orbit List Display This feature enables you to monitor (view) the calls that are parked at your station. MODE MODE MODE MODE Press while your LCD shows the Exchange Line number phone is idle.

Page 91 LCD Operation Retrieve and Auto Dial Missed Calls To delete lost call MODE MODE MODE MODE 1. Press The first lost call phone number is 06/02 10:30 displayed on your LCD. 01932 841800 SCRL SCRL SCRL SCRL 2. Press The next lost call is displayed..or The lost call prior to the call displayed after 06/02...

Page 92: Messages

Messages LCD Operation Messages The LCD on your telephone can be used to send or receive messages to/from BACK AT 2-PM-CALL other LCD telephone users (sample shown at right). It can also display the MEETING FOR 3PM names/numbers of the person calling your telephone or the name of the person you are calling.

Page 93 LCD Operation Messages Table 9 Dial Pad Key Equivalents Letter Key Equiv. Letter Key Equiv. Letter Key Equiv. Symbol Key Equiv. 2 2 2 2 5 5 5 5 1000 1000 1000 1000 8 8 8 8 10000 10000 10000 10000 –...

Page 94 Messages LCD Operation System Messages 60~64 System messages 60~64 are standard messages. You can “fill in the blanks” of messages 62~64 (see below). Example: Message 64 can be edited to read . This message is displayed to RETURN ON JAN. 4 callers with LCD phones.

Page 95 LCD Operation Messages 4. Repeat Steps 1~3 for any additional messages you want to store. LCD M LCD M LCD M LCD M 5. Press The message displays on your LCD as an Advisory Message (see below). To cancel the message display, press [PDN] and dial SPKR SPKR SPKR...

Page 96 Messages LCD Operation To set an advisory station message for a remote station MODE MODE MODE MODE 1. Press while MODE 95 your telephone is idle. DEST EKT NO.? 2. Dial the destination [PDN]. = the destination [PDN] MODE 95 DEST EKT EKT NO.

Page 97: Message Notification

LCD Operation Messages Message Notification With an LCD telephone, you can set short messages (up to 32 characters) that display to callers with LCD telephones. Any station can record a message; however, only stations with an LCD are able to see the stored messages.

Page 98: Group Notification Station Messaging

Messages LCD Operation To receive a notification station message MSG W MSG W MSG W MSG W Press when the LED flashes. To cancel the message from the telephone that has the message set Press [PDN] and dial XXX is the [PDN] of the telephone that has the message set. #64XXX #64XXX #64XXX...

Page 99: Silent Messaging (Busy Station)

LCD Operation Messages 6. Enter the message number The LCD displays the message. In this OUT TO LUNCH (station ; system, example, system message 60 was entered. This assumes the message is already stored in memory. PAGE PAGE PAGE PAGE 7.

Page 100 Messages LCD Operation 2. Enter the message number. Station message (10~19) and system message (60~99). The LCD displays the message. This assumes the message is already stored in memory. PAGE PAGE PAGE PAGE 3. Press The destination station beeps four times and the message displays for 30 seconds or until you hang up.

Page 101: Memos

LCD Operation Memos Memos Speed Dial Memos You can store names (12 characters maximum) for each of 40 station speed dial numbers. The memo pad of names can be scrolled to select the appropriate party. The station must be enabled via system programming for LCD message memory.

Page 102: Timed Reminders

MODE MODE 1. Press when phone is idle. MODE NO.? 8 2. Dial a speed dial number. is the memo (up to 12 TOSHIBA *110 TOSHIBA characters). 7145553700 is the number (up to 16 01932 841600 digits). PAGE PAGE PAGE PAGE 3.

Page 103: Name/Number Display

SPKR SPKR SPKR 3. Press The information is stored and appears on the TOSHIBA EXT. 200 top line of your station LCD. DATE DAY TIME When you call a station, the name/title NO. 213 displays on the bottom of the called station TOSHIBA EXT.

Page 104 Name/Number Display LCD Operation To clear name/number display #620 #620 #620 #620 1. Press [DN] + You hear confirmation tone, then busy tone. SPKR SPKR SPKR SPKR 2. Press During the clear, the message on the right is NO. 213 displayed.

Page 105: Chapter 4 Dss Console

DSS Console This chapter provides an overview of the Direct Station Selection (DSS) Console that is available for system operators who do not have an attendant console. It describes the features buttons and their associated LEDs. It applies to the DSS Console model HDSS6560 (see image on next page). The DSS Console operates alongside of a electronic telephone to provide the telephone with 60 additional feature buttons.

Page 106: [Dss] Buttons

[DSS] Buttons DSS Console 2039 The button numbers shown in this figure are examples only and may not reflect the numbers Note on your particular station equipment. [DSS] Buttons Each [DSS] button is associated with a particular station in your telephone system. It can be used to transfer an outside call to the associated station or to make a direct call to the associated station.

Page 107: Features

DSS Console Features Features The LED color indications described here apply to DSS Console models HDSS2060 and HDSS1060. Flash conditions described here apply to all DSS Console models. Calling a Station To call a station [PDN] from a DSS Console, 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 signalling.

Page 108: Answering An (Exchange Line)

Features DSS Console When the called station answers the call, the [DSS] LED stays steady red, and the Line LED becomes steady red. If the station does not answer before a period set in system programming, the call recalls your station. To transfer call with camp-on to a busy station 1.

Page 109: Paging

DSS Console Features Paging You can make an announcement page to a group of station telephone speakers selected in system programming with on the DSS Console. (if programmed) can be used for page announcements. See “All Call Voice Page” on Page Call Forward Override Either the [DSS] buttons on your DSS Console or the dial pad on the associated telephone can be set in system programming to ring stations that are in the Call Forward mode instead of being forwarded.

Page 110 Features DSS Console Strata CT Electronic Telephone User Guide November 2001...

Page 111: Appendix A Access Codes

Access Codes This appendix contains access codes for outside Speed Dial (SD) numbers, Exchange lines, Paging Group and Paging Zone Codes. Exchange Line Access Codes Line Line Line Line Exchange lines are used when you dial an outside number. If your telephone does not have a button, you can enter the appropriate code listed in Table 10 on Page...

Page 112: Feature Access Codes

Feature Access Codes Access Codes Table 10 Exchange Line Access Codes System Exchange Line Access Codes 9 or 801~808 or #7001~#7048 (B1CU) 9 or 801~816 or #7001~#7144

(B2CAU/B2CBU) and (B3CAU/B3CBU) 9 or 801~816 or #7001~#7200 (B5CAU/B5CBU) Notes accesses LCR or general line group. 801~816 accesses line groups 1~16, respectively.

Page 113 Access Codes Paging Access Codes To enter a paging group access code Press [PDN] Access Code. Table 11 Paging Groups Paging Group Access Code Paging Group Access Code #311 #311 #315 #315 #311 #311 #315 #315 Station Group A Station Group E #312 #312 #316...

Page 114: Speed Dial Access Codes

Speed Dial Access Codes Access Codes Speed Dial Access Codes The number of station and system speed dial numbers available to you depends on the size of your company's telephone system. Check with your System Administrator to find out which codes apply to your system.

Page 115: Appendix B Button Labels

Button Labels Flexible Buttons All flexible buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your display or telephone keystrip label, see your System Administrator for button assignments. Table 15 Flexible Button Labels Button Label...

Page 116 Flexible Buttons Button Labels Table 15 Flexible Button Labels (continued) Button Label Definitions Alarm Reset Button ALRM Press to turn off a telephone alarm connected to a facility alarm mechanism. Background Music Button Press to turn Background Music ON or OFF over your station speaker. Call Forward-All Calls Button CFAC Press to forward all calls to another station or voice mail device.

Page 117 Button Labels Flexible Buttons Table 15 Flexible Button Labels (continued) Button Label Definitions Do Not Disturb Button Press to lock your station in or out of the DND mode. Door Lock Buttons DRLK (0~4) Press to unlock a door lock mechanism. Direct Station Selection Button(s) Press to ring a preselected station.

Page 118 Flexible Buttons Button Labels Table 15 Flexible Button Labels (continued) Button Label Definitions Additional Message Waiting Buttons Phantom Directory Numbers allow multiple Message Waiting buttons with LED indications MSG W for up to four different Directory Numbers [DNs] other than your Primary Directory Number [PDN].

Page 119 Table 15 Flexible Button Labels (continued) Button Label Definitions Tenant Call Pickup Buttons PKUP (1~4) If the system is shared by tenants, the Directed Pickup 1~4 buttons pick up ringing Exchange line calls for Tenants 1~4 respectively. Pooled Line Button Press to access an available Exchange line from a group of lines appearing under one button.

Page 120 Flexible Buttons Button Labels Table 15 Flexible Button Labels (continued) Button Label Definitions Speaker Button (Fixed) Press to turn the speaker on and off. This button also selects a line or an internal [PDN] if SPKR programmed for auto preference in system programming. Also used to disconnect on-hook speakerphone calls.

Page 121: Notes To Users

Notes to Users Step 1: Safety Approval Toshiba Information System (U.K.) Ltd declare that the Strata CT complies with the EEC's LVD directive, (Directive No. 73/23/EEC). The product has been assessed and found to comply with EN60950:2000. The notes listed below form part of the products compliance with the aforementioned European Norm.

Page 122 Safety Approval Notes to Users Table A1 (continued) Type of Circuit (EN60950 Port Location Port Description Classification) TNV1 RBSU2A 2 Cct ISDN2, (CTR3), Basic Rate I/F. For connection to euro-ISDN services. TNV1 RBSU1A 2 Cct ISDN2, (CTR3), Basic Rate I/F. For connection to euro-ISDN services.

Page 123 Under no circumstances must the cells be removed or replaced. Step 2: EMC Compliance Toshiba Information Systems (U.K.) Ltd declare that the Strata CT complies with the EEC's EMC directive, Directive No. 89/366/EEC as amended by directive 92/31/EEC. The product has been...

Page 124 Notes to Users Step 3: Type Approval Toshiba Information Systems (UK), Ltd, (TIU), hereby declares that the Strata CT product complies with the requirements of the EC Directive

1999/5/EC, (aka Radio & Telecommunications Terminal Equipment directive). A manufacture's Declaration under this Directive allows connection to the relevant Public Network Services and the right to place the Product on the market.

Page 125 Notes to Users Network Planning Information Step 4: Network Planning Information 4-1. Strata CT Tone Plan. Table A3 below lists the characteristics of the tones and signals used in Strata CT. Table A3 Tones/Signal to: Frequency Cadence Meaning Exchange Line Music On Hold Call on Hold 500/640Hz...

Page 126 -5.2 -5.2 -Values indicate a transmission loss. 4-3. Loudness Rating. The table below lists the measured loudness rating of the Toshiba proprietary terminals. SLR and RLR @ 0km PSTN. (All values are +/-dB) Table A5 System Port Type PDKU2F ITS-A...

Page 127: Index

Index BLF display 77 busy override 54 about this book button labels 103 conventions viii buttons 3 organisation viii [DSS] 94 related documents x [PDN] 6 ABR 21 [PhDN] 6 ACB 23 [SDN] 6 access codes CONF/TRNS 3 Exchange line 99 directory number 5 feature 60 feature 7...

Page 128 Index external 30 external paging zones 101 fixed 30 no answer 27 call park feature access codes 60 orbit list display 78 feature buttons 7 orbits 32 features 95 call pickup 35 call answering (Exchange line) 96 call transfer 37 call forward override ([DSS] override) 97 with camp-on 37 calling a station 95...

Page 129 Index ISDN buttons 16 name number display 91 calling with a subaddress 47 feature codes 62 outgoing calling 47 OCA 51 off-hook 11 off-hook call announce 51 LCD 7 on-hook 11 buttons 8 outgoing DISA calls 40 operation 75 override telephones 25 busy 54 incoming calls 17...

Page 130 Index voluntary account codes (verified/non-verified) 18 saved number redial 58 scroll button 76 secondary directory number 6 silent messaging (busy station) 87 speakerphone 58 speed dial 59 access codes 102 advanced features 60 chain dialling 65 number linking 64 pause and flash storage 63 long pause 63 memos 89 pause 63...

This manual is also suitable for:

Strata ct