

TOSHIBA

Toshiba Strata DK User Manual

Digital single line telephone

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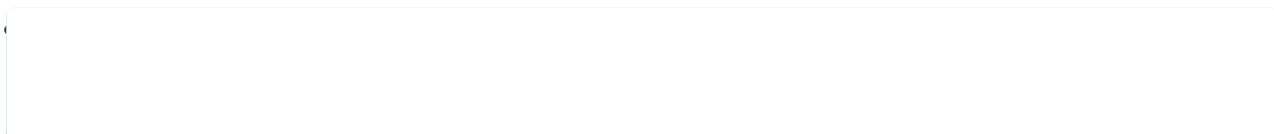
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See also: [User Manual](#) , [Quick Reference Manual](#)



Telecommunication Systems Division
Digital Business Telephone Systems

TOSHIBA

Digital Single Line Telephone User Guide

May 1999

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Related Manuals for Toshiba Strata DK

[Telephone System Toshiba Strata DK Admin User Manual](#)

Digital business telephone systems release 4 (178 pages)

[IP Phone Toshiba DK User Manual](#)

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

[Telephone Toshiba Strata DK User Manual](#)

Electronic telephone (134 pages)

[Telephone Toshiba Strata DK User Manual](#)

Electronic telephone includes lcd and direct station selection console (134 pages)

[Cordless Telephone Toshiba Strata DK User Manual](#)

Cordless digital telephone (107 pages)

[Telephone Toshiba Strata DK System Administration Manual](#)

(60 pages)

[Telephone Toshiba Strata DK User Manual](#)

Standard telephone (50 pages)

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[Telephone Toshiba Strata DK Interface Manual](#)

Toshiba strata dk/ctx telephone systems linkplus interface guide spectralink 6000 system spectralink 8000 system (18 pages)

[Software Toshiba Strata DK Technical Bulletin](#)

Upgrade procedure using dki admin (7 pages)

[Telephone Toshiba Strata DK Quick Reference Manual](#)

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[Telephone Toshiba Strata DK Quick Reference Manual](#)

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Summary of Contents for Toshiba Strata DK

[Page 1: Digital Single Line Telephone](#)

Telecommunication Systems Division Digital Business Telephone Systems Digital Single Line Telephone User Guide May 1999...

[Page 2](#) Telecommunication Systems Division, also reserves the right, without prior notice, to make such changes in equipment design or components Strata is a registered trademark of Toshiba Corporation. as engineering or manufacturing methods may warrant. Stratagy is a registered trademark of Toshiba America Information DKA-UG-DKSLT-VB Systems, Inc.

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[Page 6](#) Contents Chapter 3 - Toshiba Voice Mail Systems Strata DK Digital Single Line Telephone 5/99...

[Page 7: Introduction](#)

DKT2001 telephones. A quick reference is also included. Chapter 3 - Toshiba Voice Mail Integration explains how to set up your telephone to forward calls to a Toshiba Voice Processing System and to retrieve recorded messages left by callers.

[Page 8: Conventions](#)

. see Figure 9 Grey words within the text denote cross-references. In the electronic version of this manual (Strata Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext. Strata DK Digital Single Line Telephone 5/99...

[Page 9](#) Toshiba digital 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. Strata DK Digital Single Line Telephone 5/99...

[Page 10: Chapter 1 - The Grand Tour Buttons](#)

“Hold” on Page The message button is used to call back the station or voice mail device that activated the LED (see “Message Waiting” on Page 32). Adjusts volume levels (“Volume Controls” on Page Strata DK Digital Single Line Telephone 5/99...

[Page 11: Led Indicators](#)

1 second at 2 pulses/second, 1 steady second at 10 pulses/second The Line LED flashes 10 pulses/ Red flashing or Internal Call (while station ringing) second—1 second OFF ringing Conference 10 pulses/second steady Strata DK Digital Single Line Telephone 5/99...

[Page 12: Volume Controls](#)

“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. “On-hook” indicates that the handset should remain in the cradle and should not be lifted. Strata DK Digital Single Line Telephone 5/99...

[Page 13: Chapter 2 - Features](#)

Ringling Line Preference You have Ringling Line Preference, if you can answer a line ringing your station by lifting the handset. You do not have Ringling Line Preference, if you have to press Strata DK Digital Single Line Telephone 5/99...

[Page 14: Incoming Call Ringing Patterns](#)

To flash a CO line 1. Access a CO line. 2. Press You hear Centrex or PBX dial tone. 3. You can now dial a Centrex or PBX feature access code or extension number. Strata DK Digital Single Line Telephone 5/99...

[Page 15: Quick Reference](#)

...or lift the handset and press 2. Enter a CO line Table 4 on Page number access code. You hear dial tone after entering the access code. 3. Dial the desired telephone number. Strata DK Digital Single Line Telephone 5/99...

[Page 16: Making An Outside Call Using Isdn](#)

Features Quick Reference Making an Outside Call Using ISDN If your Strata DK telephone system has Integrated Services Digital Networking (ISDN) features, you can make calls using this advanced service. See your System Administrator regarding your system's capabilities. 1. Lift the handset You hear internal dial tone.

[Page 17: Account Code Calls](#)

4. Dial the telephone number. Emergency Override of Forced Account Code Dialing Requirements Forced Account Code requirements can be bypassed by up to three emergency numbers, including 911. See your system administrator for these numbers: Strata DK Digital Single Line Telephone 5/99...

[Page 18: Verified Account Codes](#)

Features Account Code Calls Verified Account Codes Some Strata DK systems verify the numbers entered when you enter Forced or Voluntary Account Codes. These are called Verified Account Codes. Voluntary Account Codes Voluntary Account Codes are optional and can be entered anytime after accessing a CO line or during a call.

[Page 19: Automatic Busy Redial \(Abr\)](#)

Automatic Busy Redial (ABR) Automatic Busy Redial (ABR) After reaching a busy outside number, you can activate ABR so that the Strata DK system automatically redials the number at regular intervals. If the system redials an outside number that is still busy, ABR resets and tries again. This feature may not be enabled on some (or all) lines in your system—depending on the telephone line type...

[Page 20: Automatic Call Distribution \(Acd\)](#)

Automatic Call Distribution (ACD) Your DKT2001 telephone must be programmed for ACD in order for ACD features to work. If you are an ACD agent or supervisor, please refer to the Strata DK ACD Agent and ACD Supervisor's Guide(s) for detailed feature instruction.

[Page 21: Automatic Callback \(Acb\)](#)

LCR, redial the telephone number. To cancel ACB (to busy or DND station) 1. Lift the handset You hear internal dial tone..or lift the handset and press 2. Press 3. Hang up. Strata DK Digital Single Line Telephone 5/99...

[Page 22: Attendant Console Calling](#)

[DN] _____. To make an emergency call to a console 1. Lift the handset You hear internal dial tone..or lift the handset and press 2. Press The In-EMGR LED flashes on all consoles. Strata DK Digital Single Line Telephone 5/99...

[Page 23: Background Music \(Bgm\) Over Telephone Speakers](#)

Forwards calls immediately when your telephone is busy or in DND mode. -No Answer Forwards calls to another station if you do not answer within a certain time (that you designate). Not available from a rotary telephone. Strata DK Digital Single Line Telephone 5/99...

[Page 24](#) CO line calls transferred to your station will forward. Internal calls will forward. Call Forward has priority over the hunt feature set in system programming. Strata DK Digital Single Line Telephone 5/99...

[Page 25: Call Forward-External](#)

B, C/D processors), or The Call Forward destination can be a telephone number over a CO location 139 line, a station over a Tie line, or a station within your Strata DK (RCTUE/F system. processor).

[Page 26](#) If Call Forward-External mode is set at your station, you can change the forwarding destination from a telephone outside of the system. The destination is normally an external Public Telephone Network Number, but it can also be an internal Directory Number. Strata DK Digital Single Line Telephone 5/99...

[Page 27](#) With some systems, you can dial a line group code instead of a CO line number access code (see Table 4 on Page 46). You cannot enter the LCR access code Strata DK Digital Single Line Telephone 5/99...

[Page 28: Call Park Orbits](#)

You hear a one second confirmation tone. The call is parked at the orbit or to an assigned [PDN]. If an orbit number is busy, repeat Number (Steps 1~3 with another orbit number. or [PDN]. Strata DK Digital Single Line Telephone 5/99...

[Page 29](#) The original call is now parked in the specified Orbit Number or [PDN]. After you enter an Orbit Number, a short burst of dial tone Orbit Number prompts you to enter the Page access code.) or [PDN]. Strata DK Digital Single Line Telephone 5/99...

[Page 30: Call Pickup](#)

Pick up a telephone group page, internal call, or door phone call ringing a station. Pick up an external page. Pick up a ringing CO line. Pick up a CO line on hold (Lines 1~200). Strata DK Digital Single Line Telephone 5/99...

[Page 31: Pick Up Calls To A Group](#)

Group pickup access code Pickup codes associated with those groups will pick up the call. Note These group pickup access codes can be entered into a speed dial location for easier access. Strata DK Digital Single Line Telephone 5/99...

[Page 32: Conference Calls](#)

Conference Calls Conference Calls Strata DK enables you to participate in a variety of conference calls: Up to four stations (including your own) may be conferenced on internal lines. Up to three stations (including your own) may be conferenced with one CO line.

[Page 33](#) If one of the stations hangs up on a two-station/two CO repeat Substeps 1~3 line conference call, the remaining station maintains of Step 1: "Make a the conference. Conference Call or Tandem Two CO Lines" to add another party to the conference. Strata DK Digital Single Line Telephone 5/99...

[Page 34: Co Line Queuing](#)

You will be called again the next time a line callback from being becomes idle.) cancelled. 5. Dial the desired If the original call was made using LCR (dial), the system automatically dials the number. telephone number. Strata DK Digital Single Line Telephone 5/99...

[Page 35: Direct Inward System Access \(Disa\)](#)

Then, if the call is not answered within 15 seconds after the ringing call. starts it disconnects. To call another station after completing a DISA station call, the internal party must transfer you. Station Paging and System Paging cannot be made on DISA calls. Strata DK Digital Single Line Telephone 5/99...

[Page 36](#) CO dial tone..or if a DISA A timer tone plays (approximately four mins.) that both parties hear after the call was made. security code is not required, you hear CO dial tone. Strata DK Digital Single Line Telephone 5/99...

[Page 37](#) Features Direct Inward System Access (DISA) 5. Press to reset the timer four more minutes; otherwise, the call disconnects approximately one min. after the tone. 6. Dial a

telephone number. Strata DK Digital Single Line Telephone 5/99...

[Page 38: Door Phones](#)

To pick up a door phone call that is ringing another station 1. When you hear a door Door phone calls ring from one to five times, depending on system programming. phone call, lift the handset ...or lift the handset and press 2. Press Strata DK Digital Single Line Telephone 5/99...

[Page 39: Dtmf Tone Dialing With * And](#)

Exclusive Hold enables you to place a call on Note hold so that only you or somebody using a Call enable Exclusive Pickup code at another station can retrieve it. Hold. The Line LED flashes at the exclusive hold rate. Strata DK Digital Single Line Telephone 5/99...

[Page 40: Retrieve A Call On Hold](#)

You hear dial tone after lifting the handset. press Your phone rings the device that set the indication. If there is no answer, hang up and try later. (The LED continues to flash.) ...or lift the handset and press Strata DK Digital Single Line Telephone 5/99...

[Page 41](#) Repeat Steps 1~3 to retrieve them. To cancel the Message Waiting light 1. Lift the handset You hear dial tone..or lift the handset and press 2. Press The Message Waiting indication is cancelled. Strata DK Digital Single Line Telephone 5/99...

[Page 42: Set Message Waiting On Other Telephones](#)

A Message Waiting light is set at the station. If you are calling a standard telephone, the telephone must have a message waiting station is busy or does light. All Toshiba digital or electronic telephones, as well as the not answer, press DKT2001 telephones, have Message Waiting lights.

[Page 43: Override Calls](#)

You can now enter the conversation. An optional tone signal can be heard by the called parties prior to your entrance. station, press . Your station must be programmed for this Note feature. Strata DK Digital Single Line Telephone 5/99...

[Page 44: Toll Restriction Override](#)

A page can be sent to external speakers (all zones), if enabled in system programming. 1. Lift the handset You hear dial tone..or lift the handset and press 2. Enter a page access Table 5 on Page code. Strata DK Digital Single Line Telephone 5/99...

[Page 45: Repeat Last Number Dialed](#)

DTMF tones, rather than Speed Dial. 1. Lift the handset You hear dial tone..or lift the handset and press 2. Press The system automatically dials the last telephone number that you entered. Strata DK Digital Single Line Telephone 5/99...

[Page 46: Speed Dial](#)

You hear confirmation tone once the CO line access code and the telephone number are stored. They will be automatically dialed when you enter the Speed Dial access code. Repeat this procedure to replace the stored telephone number with a new one. Strata DK Digital Single Line Telephone 5/99...

[Page 47: Timed Reminders](#)

5. Enter The time is recorded in memory and you should hear a beeping tone (along with the displayed message) for 30 seconds at the set time. 6. Press . Strata DK Digital Single Line Telephone 5/99...

[Page 48](#) To cancel a Timed Reminder 1. Press [DN], then the You can only cancel one reminder at a time. number of the timed reminder) you want to cancel. 2. Press . The reminder is cancelled. Strata DK Digital Single Line Telephone 5/99...

[Page 49: Setting Call Forward](#)

Toshiba Voice Mail Systems This chapter explains how to program your telephone for Call Forward and message retrieval when using a Toshiba Voice Mail System with your Strata DK

system. Refer to the appropriate Toshiba Voice Mail user guide for more information:...

[Page 50](#) Voice Mail system whenever calls to your telephone are forwarded to it. Steps 1~5 are required for the initial storage of Note VM ID code to the Toshiba Voice Mail system. Once programmed, these digits remain in memory until changed. Repeat Steps 1~5 to change the code.

[Page 51: Call Forward To Toshiba Voice Systems](#)

Voice Mail Message Retrieval Call Forward To Toshiba Voice Systems By setting Call Forward to the Toshiba Voice Mail System on your telephone, information about the call will automatically be sent to the Voice Mail system, so that the callers who call your telephone and call forward to voice mail will be automatically connected to your voice mail box.

[Page 52](#) 2. Press ...or press , then Your phone must be programmed to retrieve Note messages per the previous steps..or press ...or press Strata DK Digital Single Line Telephone 5/99...

[Page 53: Appendix A - Access Codes](#)

4. See your System Administrator for the code that applies to your telephone. To access a line
1. Lift the handset ...or lift the handset and press 2. Enter a CO Line Access Code (see Table Strata DK Digital Single Line Telephone 5/99...

[Page 54](#) If you press in a system programmed with LCR, you may not hear internal dial tone, depending on system programming. accesses line groups 1~16, respectively. accesses individual lines 1~200, respectively. Strata DK Digital Single Line Telephone 5/99...

[Page 55: Paging Access Codes](#)

All Call Page Zone Zone DK40i/DK40/DK424 (RCTUA, RCTUBA/BB, RCTUC/D) Zone C Zone A Zone D Zone B DK424 (RCTUE/F) Zone A Zone E Zone B Zone F Zone C Zone G Zone D Zone H Strata DK Digital Single Line Telephone 5/99...

[Page 56: Speed Dial Access Codes](#)

(see Table Table 7 Speed Dial Access Codes Station Telephone System Size Speed Dial Codes Speed Dial Codes Small System (DK14/DK16e/DK16/DK40i/DK40/RCTUA) Medium System (RCTUBA/BB and RCTUC/D) Large System (RCTUE/F) Strata DK Digital Single Line Telephone 5/99...

[Page 57: Appendix B - Centrex Application](#)

You can access some Centrex features by dialing a Centrex access code. You may also need to enter codes for a necessary flash and/or pause sequence. See your Centrex or PBX operations manual for specific details. Strata DK Digital Single Line Telephone 5/99...

[Page 58: Ringing Repeat](#)

Delayed Ringing CO 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 DK Digital Single Line Telephone 5/99...

[Page 59: Index](#)

(see BGM) access codes, before you begin, queuing, BGM over telephone speakers, conference calls, busy override, buttons, delayed ringing, direct inward system access (DISA), DND, volume control, DND override, door phones, Strata DK Digital Single Line Telephone 5/99...

[Page 60](#) OCA, volume, off-hook, controls, off-hook call announce (see OCA) voluntary account codes, Strata DK Digital Single Line Telephone 5/99...

This manual is also suitable for:

[Strata dk14](#)[Strata dk16e](#)[Strata dk16](#)[Strata dk40i](#)[Strata dk40](#)[Strata dk424](#) ... [Show all](#)