Toshiba STRATA CTX User Manual

Dkt/ipt telephone with digital business telephone systems

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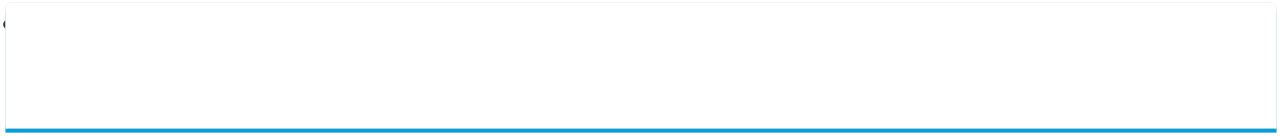

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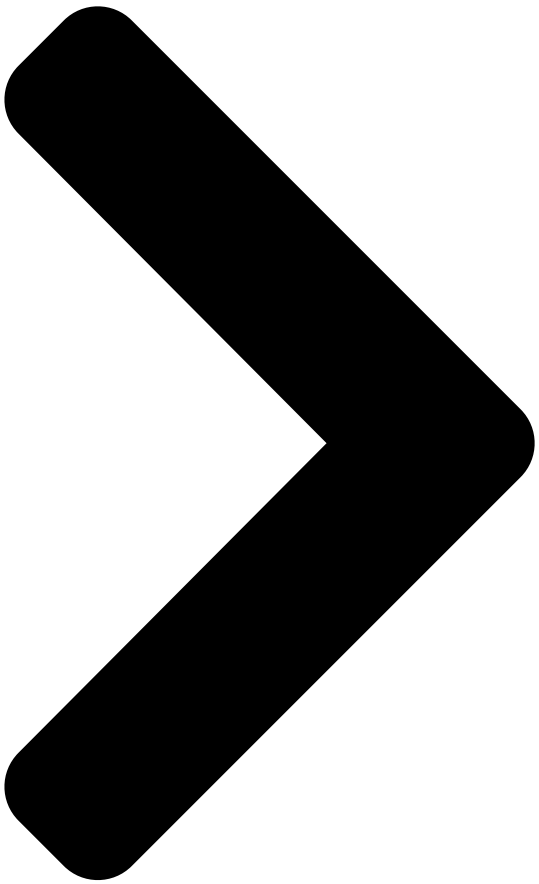

Digital Solutions Division

Digital Business Telephone Systems

DKT/IPT Telephone User Guide

October 2004

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Related Manuals for Toshiba STRATA CTX

Telephone System Toshiba Strata CTX Programming Manual

Digital business telephone systems (533 pages)

Telephone Toshiba STRATA CIX User Manual

Ipt/dkt telephone (179 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

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

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

Dkt / ipt telephone (13 pages)

Telephone Toshiba Strata IPT User Manual

Lcd featurephones (124 pages)

IP Phone Toshiba STRATA CTX DKT3000 User Manual

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

Voicemail Toshiba Strata CTX28 User Manual

Voice processing system (96 pages)

Telephone System Toshiba Strata CTX Series Installation And Maintenance Manual

Digital business telephone systems (40 pages)

Telephone Toshiba CTX100 Quick Reference Manual

(4 pages)

Voicemail Toshiba Strata CTX28 Quick Reference Manual

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Page 11: Introduction

Introduction This user guide describes how to use the Toshiba Strata series telephone products with Strata CTX28, CTX 100-S, CTX100, and CTX670 telephone systems: • Strata IP telephone (IPT2010-SD and IPT2020-SD) • Strata DKT3000-series digital telephones • Strata Digital Add-on Module (DADM) •...

Page 12: How To Use This Guide

How to Use This Guide This guide provides in-depth instructions for the IPT1020-SD, IPT2000-series, DKT3000- and DKT2000-series telephones and their features. Most telephone users can use the “Strata CTX DKT/IPT Quick Reference Guide” instead of this guide. Conventions Conventions Description Elaborates specific items or references other information.

Page 13: Related Documents/Media

Publication Information on the back of the document’s title page. Refer to the following for more information: • Strata CTX DKT3001/2001 Digital Single Line Telephone User Guide • Strata CTX DKT/IPT Telephone Quick Reference Guide • Strata CTX WinAdmin Application Software and CTX/DK/Partner Products...

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Introduction Related Documents/Media Strata CTX DKT/IPT Telephone 10/04...

Page 15: Chapter 1 - The Grand Tour

This chapter familiarizes you with the Digital Key Telephones (DKT) and Internet Protocol Telephones (IPTs) – the IPT2000-series, DKT3000- and DKT 2000-series telephones for the Strata CTX (model numbers appear on the bottom of your telephone). The IP telephones do not work with the CTX28. The DKT3007-SD is Important! specifically designed to work with the CTX28.

Page 16

The Grand Tour IPT2000-series Telephones For all IP Telephone user instructions, refer to IPT2020-SD instructions. 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

• Voice Mail Call Monitor lets you listen to a caller while the caller records a message in your voice mailbox. Table 15 on page 95 for a complete list of Feature Access Buttons and One Note Touch Buttons. Strata CTX DKT/IPT Telephone 10/04...

Page 18: Liquid Crystal Display

Soft Key. • Pressing switches you from the Call Forward (CF) display to the User Name display. • Pressing advances you through information. • will be used in the future. Strata CTX DKT/IPT Telephone 10/04...

Page 19: Dkt3000-Series Telephones

The Grand Tour DKT3000-series Telephones DKT3000-series Telephones The DKT3000-series models that can be connected to a Strata CTX include: • DKT3007-SD 7-button (shown on next page) • DKT3010-S 10-button • DKT3020-S 20-button • DKT3010-SD 10-button with two-line by 24-character LCD •...

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The Grand Tour DKT3000-series Telephones LCD Display LCD Control Buttons/ Soft Keys Handset Dial Pad Flexible Buttons (also known as Programmable Buttons - PB) 7156 Fixed Buttons DKT3007-SD Telephone Strata CTX DKT/IPT Telephone 10/04...

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Page Scroll Feature Buttons/ Handset Soft Keys “StrataIP” appears on IP telephones Dial Pad Flexible Buttons (also known as Programmable Buttons - PB) Spdial Redial Spkr Cnf/Trn Hold 6746 Fixed Buttons Microphone Location DKT3020-SD Telephone Strata CTX DKT/IPT Telephone 10/04...

Page 22: Dkt2000-Series Telephones

• DKT2020-SD 20-button with LCD (shown below) • DKT2020-FDSP 20-button with LCD and External Microphone jack • DKT2001 (See the Strata CTX DKT3001/2001 Digital Single Line Telephone User Guide). An illustration of the DKT2020-SD is shown on the next page.

Page 23: Fixed Buttons

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.

These buttons are described in Chapter 2 – The Basics. Strata CTX DKT/IPT Telephone 10/04...

Page 24: Flexible Buttons

“Using Your LCD” on page 25 for more information. • is generally used as a Soft Key. • Pressing switches you from the Call Forward (CF) display to the User Name display. • Pressing advances you through information. Strata CTX DKT/IPT Telephone 10/04...

Page 25: Chapter 2 - The Basics

Line out requiring an access code - where you enter an outside line or line group access code (for example, dialing to get an outside line). Check mark which Line type you have, then use that selection when instructed to “select a Line.” Strata CTX DKT/IPT Telephone 10/04...

Page 26: Which Outgoing/Incoming Call Features Do I Have

Hot Dialing: If your telephone is programmed for “hot dialing,” you do not have to press or lift the handset before dialing internal or external speakerphone calls. When you dial a number, the speakerphone automatically turns on and the Spkr and Mic LEDs light. Strata CTX DKT/IPT Telephone 10/04...

Page 27: Making A Call

Digits display as they are dialed. Call progress tones (Ringback Tone, Busy Tone, etc.) are heard through the handset. 2. When connected, you can continue to use the handset or switch to speakerphone by holding down and replacing the handset. Strata CTX DKT/IPT Telephone 10/04...

Page 28: Answering A Call

Switching Between Handset and Speakerphone ³ Press and place the handset on-hook to switch from handset to speakerphone mode. ³ Take the handset off-hook to switch from speakerphone to handset mode. Strata CTX DKT/IPT Telephone 10/04...

Page 29: Message Waiting

Voice mail devices turn off the LED/LCD indications after a short delay, after you checked all messages. 5. To manually turn off your Msg LED, press your extension button, then press . Do this step for each message received. Strata CTX DKT/IPT Telephone 10/04...

Page 30: Turning On/Off Mw Led On Another Extension

• switch Off only while pressed and held • either On/Off at the start of handsfree dialing. ³ To talk back to a Handset Off-hook Call Announce call, press and hold talk over your telephone handset/headset. The LED and microphone remain Off. Strata CTX DKT/IPT Telephone 10/04...

Page 31: Call Transfer

If your telephone does not go idle, the destination may be located in a remote node, so you need to hang up to return to idle state. Strata CTX DKT/IPT Telephone 10/04...

Page 32: Conference Calls

Executive Hold) to place the conference call on hold. The other parties can continue with the conference. Music-on-hold is suppressed and your extension LED flashes green. You can rejoin the conference at any time by pressing your extension button. When you return, you retain Master status. Strata CTX DKT/IPT Telephone 10/04...

Page 33: Adding Voice Mail To A Conference

LEDs turn Off and the connection is released. If your telephone company provides auto disconnect, the connection may release automatically when the parties hang up. If not, the lines must be supervised to be disconnected. Strata CTX DKT/IPT Telephone 10/04...

Page 34: Conference Split/Join/Drop

(See“Setting/Changing a Flexible Button’s Function” on page 79.) The Split feature requires Strata CTX R2.2. This feature also works for remote stations which are connected through Strata Net QSIG. You must be a conference master to perform the Split and Drop features.

Page 35

Split from the conference) will be disconnected (Dropped) and you will rejoin the conference. If you are in a three-way conference and Split with one of the parties, the remaining party will essentially be “on hold” until you return to the conference. Strata CTX DKT/IPT Telephone 10/04...

Page 36: Hold

LED flashes. You can also switch between calls without having to press Consultation Hold 1. While on a call, press . The call goes on hold. 2. Dial another line. 3. Transfer the call or return to the held call by pressing its button. Strata CTX DKT/IPT Telephone 10/04...

Page 37: Volume Control

V or W , the contrast increases or decreases. There Each time you press are eight steps in either direction. To return to the middle setting, repeat the above step. Strata CTX DKT/IPT Telephone 10/04...

Page 38

The Basics LCD Contrast Adjustments Strata CTX DKT/IPT Telephone 10/04...

Page 39: Chapter 3 - Advanced Operation

CF-ALL 202-203+ ³ Press to advance AUG 08 MON 03:56 through the information. LCD Control ³ Press to switch from the Buttons/Soft Keys 5800 Call Forward (CF) display to the User Name display. Strata CTX DKT/IPT Telephone 10/04...

Page 40: Soft Keys

Makes a voice announcement to a called station that is ringing. Initiates or completes a Transfer while on an outside call. Press once for an immediate TRNS or announced transfer, depending on system programming. Pressing TRNS again completes the transfer. Strata CTX DKT/IPT Telephone 10/04...

Page 41: Soft Key Example

= create a TALK WITH 200 JOIN TRNS JOIN RTRN conference with you and both other parties. = drop the second party and return to a RTRN two-way conversation with the original party. 7586 Strata CTX DKT/IPT Telephone 10/04...

Page 42: Advisory Messages

³ To clear the registered message 1. Go off-hook or press your extension button or phantom directory number button to hear dial tone. 2. Press 3. Go on-hook or press to release the line. Strata CTX DKT/IPT Telephone 10/04...

Page 43: Account Code Calls

You can bypass Forced Account Code requirements with three emergency numbers, including 911. See your CTX System Administrator for these numbers: _____ _____ Strata CTX DKT/IPT Telephone 10/04...

Page 44: Voluntary Account Codes (Verified/Non-Verified)

. LCD telephones prompt you to “ENTER ACCOUNT CODE NOW.” 3. Enter the account code digits. The prompt disappears upon entry of the first account code digit. After the account code is entered, the connection is restored and the LCD shows the time. Strata CTX DKT/IPT Telephone 10/04...

Page 45: Automatic Busy Redial

(five to 60 seconds) after a connection is made, you hear a muted ring for another 30 seconds, then the call disconnects. ³ To cancel Automatic Busy Redial ³ Press or extension + Strata CTX DKT/IPT Telephone 10/04...

Page 46: Automatic Callback

If you were attempting to make an outside call, the telephone number is automatically dialed, including the account code or override codes that were used. ³ To cancel ACB ³ Press or extension button + Strata CTX DKT/IPT Telephone 10/04...

Page 47: Background Music

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

Page 48: Call Forward

The following calls to your station can be forwarded: • Internal calls • Auto Attendant calls • Outside lines that ring only your station • Transferred internal or incoming line calls Strata CTX DKT/IPT Telephone 10/04...

Page 49: Station Call Forward Categories

• Call Forward - No Answer – Forwards all calls to your station whenever you do not answer the call within a designated time (set by you when you enable the feature). Strata CTX DKT/IPT Telephone 10/04...

Page 50: Station Call Forward Procedures

Users must enter the CF pass code for the station to be forwarded. Table 2, (tone) means that confirmation tone (three short tones) will play at Note that point in the sequence to confirm your input was accepted. Strata CTX DKT/IPT Telephone 10/04...

Page 51: Call Forward Examples

No Answer to an ext. (tone) %□" Ã No Answer to outside Press ext. button + (tone) + outside line access code + dest. Ã telephone no. telephone no. + (tone) + timer ( ) (tone) Strata CTX DKT/IPT Telephone 10/04...

Page 52

+ (tone) %□!! Press ext. button + (tone) + dial the other telephone's ext. no. + Busy to an ext. enter other telephone's CF pass code + + dest. telephone no. (tone) Strata CTX DKT/IPT Telephone 10/04...

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Ã□□□r□ dest. telephone no. + + timer ( ) (tone) %□$! Press ext. button + (tone) + dial the other telephone's ext. no. + Cancel enter other telephone's CF pass code + (tone) Strata CTX DKT/IPT Telephone 10/04...

Page 54

Your telephone must be enabled in programming to have the ability to change pass codes. %&□ Press ext. button + (tone) + dial the dest. ext. no. (tone) + old pass Change Pass Code code + (tone) + new pass code (tone) + Strata CTX DKT/IPT Telephone 10/04...

Page 55: Call History

• If your station is busy, the parked call camps on. If you have an LCD telephone, you can let the system automatically select an available orbit number which displays on your LCD. Strata CTX DKT/IPT Telephone 10/04...

Page 56: Call Pickup

This feature does not pick up held calls. You may belong to more than one group. See your CTX System Administrator for group assignments. Strata CTX DKT/IPT Telephone 10/04...

Page 57: Ringing, Page Or Held Call Pickup

Must Retrieve (001~128) enter a three digit outside line no. (e.g., 007). Directed Ext. A call held on for this Ext. No., regardless of $ &# + Ext. No. Retrieve where this Ext. No. appears. Strata CTX DKT/IPT Telephone 10/04...

Page 58: Call Waiting

. The existing call is placed on hold. The camped-on line rings your station (the Line LED flashes green - incoming call). This disconnects the current call and connects you to the transferred call. The extension or Line LED flashes green (in-use). Strata CTX DKT/IPT Telephone 10/04...

Page 59: Direct Inward System Access (Disa)

The original party is put on-hold. You can call a station even if the DSS LED shows busy (steady red). 2. Announce the call...or transfer the call by hanging up or pressing You can transfer the

call to an idle or busy station. Note Strata CTX DKT/IPT Telephone 10/04...

Page 60: Distinctive Ringing

1300/1780 Hz 1 sec. On, 3 sec. Off, repeat 1300/1780 Hz 1 sec. On, 1 sec. Off, repeat 860/1180 Hz 0.5 sec. On, 1300/1780 Hz 3 sec. Off, repeat 860/1180 Hz 0.5 sec. On, 1300/1780 Hz 1 sec. Off, repeat Strata CTX DKT/IPT Telephone 10/04...

Page 61: Do Not Disturb

Success Tone). The LED lights steady red and DND mode is activated for that extension on your telephone. ³ To deactivate DND ³ Press (hear Success Tone). The LED lights goes out and DND mode is de-activated. Strata CTX DKT/IPT Telephone 10/04...

Page 62: Setting Dnd For Another Extension

³ Press the specific button or + the Door Lock Number (see above table). The door unlocks for three~30 seconds (set in system programming). The Unlock Door LED is lit while the door is unlocked. Strata CTX DKT/IPT Telephone 10/04...

Page 63: Door Phone(S)

LCD telephones display the door phone name ID when calls are made to or from door phones. The number of possible door phones varies by Strata CTX system, 01~24 maximum for larger systems. Check with your CTX System Administrator to find out the names and locations of your system's door phones and record them below.

Page 64: Echo Cancellation

If your telephone has this assignment, your line LED will flash green when someone makes a call. When you answer the call, you can listen in and participate in the conversation. See your System Administrator for more information on this feature. Strata CTX DKT/IPT Telephone 10/04...

Page 65: Emergency Ringdown

When the feature is OFF, the Microphn Cut-off LED is not lit and your microphone works. The functions on Handsfree Answerback and speaker OCA calls for privacy. ³ To turn the microphone ON/OFF ³ Press to toggle between ON/OFF. Strata CTX DKT/IPT Telephone 10/04...

Page 66: Off-Hook Call Announce

You can toggle as often as you choose. If you do not want the first caller to hear your conversation with the second caller, cover the mouthpiece of your handset. Strata CTX DKT/IPT Telephone 10/04...

Page 67: Override Calls

After reaching a station in DND mode, press . A tone signal is heard at the DND station, indicating a call is coming in. On your station, the LCD shows the station number you have overridden. Your LCD displays if the station you called denies DND DND OVR DENY, Override. Strata CTX DKT/IPT Telephone 10/04...

Page 68: Executive Override

To use Destination Restriction or Traveling Class Override 1. Press . Confirmation tone plays and the LCD shows "Enter OVR Code." 2. Enter the trunk access code or LCR access code. 3. Dial the external telephone number. Strata CTX DKT/IPT Telephone 10/04...

Page 69: Class Of Service Override

1. Lift the handset, press extension and enter a paging access code. 2. Make your announcement, then hang up. ³ To make a Group Page ³ Press and enter the Group number (01~16) ...or press extension + and enter the zone number. Strata CTX DKT/IPT Telephone 10/04...

Page 70: Answering A Page

³ To make an Emergency Page, lift the handset off-hook, press extension + ³ To make an Emergency Page to a group, lift the handset off-hook, press extension and enter the Group

number. Strata CTX DKT/IPT Telephone 10/04...

Page 71: Privacy

...or press again to cancel the feature. The LED turns Off. Redial Use this button to redial the last number dialed from your telephone. ³ To redial the last number, press Strata CTX DKT/IPT Telephone 10/04...

Page 72: Speed Dial

1. Stations must be assigned/enabled Speed Dial capabilities in system programming by an Administrator in Program 200-30 (System SD) and Program 200-35 (Station SD). qvhy 2. If your telephone does not have a button, press the button, then dial the three digit Speed Dial bin number (nnn). Strata CTX DKT/IPT Telephone 10/04...

Page 73: Accessing System Sd And Personal Sd Directories

1. Stations must be assigned/enabled Speed Dial capabilities in system programming by an Administrator in Program 200-30 (System SD) and Program 200-35 (Station SD). 2. Refer to Table 7 on page 60 to see how to enter and into a speed dial phone number. Strata CTX DKT/IPT Telephone 10/04...

Page 74: Advanced Speed Dial Operation

32. If that were Speed Dial Number 100, Number 101 would no longer be available. You are not prevented from storing a new Number 101 but, if you do, Number 100 will be shortened to 32 digits. Strata CTX DKT/IPT Telephone 10/04...

Page 75: Tone/Pulse Dialing

The Tone LED lights steady red and you are able to send touchtones with your dial pad. The feature is cancelled when the call is completed. Strata CTX DKT/IPT Telephone 10/04...

Page 76: Voice Mail Call Monitor

The LCD displays “Monitoring VM xxx,” where xxx = Caller’s DN. 3. To talk to the caller, press the Call Monitor button again (The LED changes from flashing Red to solid Green). The LCD display indicates the extension or line connection. Strata CTX DKT/IPT Telephone 10/04...

Page 77: Voice Mail - Direct Transfer

Advanced Operation Voice Mail - Direct Transfer Voice Mail - Direct Transfer The Strata CTX enables you to transfer a call directly to a voice mailbox without first ringing that person’s telephone. ³ To transfer a call directly to Voice Mail (VM) 1.

Page 78

Advanced Operation Voice Mail Soft Keys Table 9 Soft Keys for Strata CTX Telephones DKT3007 SD DKT3010 SD DKT 2010 SD IPT 3014 SDL Voice Mail Functions DKT 3020 SD DKT 2020 SD IP Telephones ACCEPT Confirm automatic copy destination...

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Table 9 Soft Keys for Strata CTX Telephones (continued) DKT3007 SD DKT3010 SD DKT 2010 SD IPT 3014 SDL Voice Mail Functions DKT 3020 SD DKT 2020 SD IP Telephones DELETE MSG Delete message (Future Delivery Review) DESTINATION Enter automatic copy destination...

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Advanced Operation Voice Mail Soft Keys Table 9 Soft Keys for Strata CTX Telephones (continued) DKT3007 SD DKT3010 SD DKT 2010 SD IPT 3014 SDL Voice Mail Functions DKT 3020 SD DKT 2020 SD IP Telephones SAVE MSG Save message (Future Delivery Review)

Page 82: Call Recording

You are now recording. 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. Strata CTX DKT/IPT Telephone 10/04...

Page 83: Other Voice Mail Features

Another voice mail feature lets you to include a voice mailbox in a conference call. “Adding Voice Mail to a Conference” on page 19. For instructions on the Stratagy Voice Mail features, refer to the Stratagy Voice Processing User Guide. Strata CTX DKT/IPT Telephone 10/04...

Page 84

Advanced Operation Call Recording Strata CTX DKT/IPT Telephone 10/04...

Page 85: Chapter 4 - Dkt3014 Lcd Features

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 Spkr Cnf/Trn Hold 5908 DKT3014 Telephone Strata CTX DKT/IPT Telephone 10/04...

Page 86: Directory And Speed Dial Listings

CAROL F FRED M CUST SERV GRAY W PREVIOUS MORE EXIT 3. To select someone from the list, press the CALLING Soft Key next to their name. The system 3200 calls that number. Strata CTX DKT/IPT Telephone 10/04...

Page 87: System Speed Dial And Personal Speed Dial

Soft Key to view the first screen. INPUT THE NAME? EXIT FIND 2. Begin by entering the name (see FRED J NO. 3371 Table 10 on page 75) and pressing the Soft Key. FIND LEFT RIGHT EXIT FIND Strata CTX DKT/IPT Telephone 10/04...

Page 88: Storing Personal Speed Dial Names

1. From a telephone connected to the Strata system, enter User Programming Mode by dialing or, press 2. Press . “SPEED DIAL MODE” displays on the LCD. 3. Enter a Speed Dial location number (100~199, depending on system programming). Strata CTX DKT/IPT Telephone 10/04...

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7. Go off hook. The IPT exits User Programming Mode. 8. Test the Personal SD entry by pressing the Soft Key. Look for the Personal SD name in the entry and press the Soft Key associated with that name. Strata CTX DKT/IPT Telephone 10/04...

Page 90

DKT3014 LCD Features Directory and Speed Dial Listings Strata CTX DKT/IPT Telephone 10/04...

Page 91: Chapter 5 - User Programming

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

Page 92: User Programming Mode

The number of available Flexible Buttons depends on your telephone model and how the buttons are preassigned by the System Administrator. See pages 3 for the Flexible Button locations. The following steps enable you to program features onto Flexible Buttons for one-touch feature access. Strata CTX DKT/IPT Telephone 10/04...

Page 93: Setting/Changing A Flexible Button's Function

On hold - Remote Retrieve Release Button On hold - Outside Line Retrieve Release/Answer On hold - Directed Extension Retrieve Split On hold and Incoming Speed Dial Incoming - Any External Call User Programming Mode Strata CTX DKT/IPT Telephone 10/04...

Page 94: One Touch Buttons

• Function buttons, except One Touch or a button. • Handset hooking (on-hook/off-hook) cannot be recorded. 4. Press the One Touch button to save the entry. We suggest writing the name or number of the One Touch button on your button strip. Strata CTX DKT/IPT Telephone 10/04...

Page 95: To Use A One Touch Button

In this example, you would see “PP.” Æ Æ To Use a One Touch Button ³ Press the One Touch button. Setting/Changing a Personal Speed Dial Code “Storing a System/Station Speed Dial

Number” on page Strata CTX DKT/IPT Telephone 10/04...

Page 96: Feature Codes

+ Primary Ext. No to be picked up Æ$Æ"! Incoming - Directed Group Pickup Ext. button + + Group Number to be picked up Æ$Æ!! Incoming - Directed Extension Pickup Ext. button + + Ext. Number Strata CTX DKT/IPT Telephone 10/04...

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Æ#$ Flash - Long Ext. button + Æ#($ LCD Language (Change) Ext. button + + Language No. LCR (Outgoing Call) Ext. button + Message Waiting (MW) Æ#□(Manually turn off MW LED Ext. button + Strata CTX DKT/IPT Telephone 10/04...

Page 98

Ext. button + + Group Number Æ"& Emergency Page - All Groups Ext. button + Æ$Æ"% Answer for External Group Page Ext. button + + Page Zone No. (01~08) Repeat Last Number Dialed Ext. butt Strata CTX DKT/IPT Telephone 10/04...

Page 99

Table 7 on page 60 to see how to enter into a speed dial number. T□qvhy 4. If your telephone does not have a button, press the button, then dial the three digit Speed Dial bin number (nnn). Strata CTX DKT/IPT Telephone 10/04...

Page 100: Led Indicator Details

4 pulses/second, 1/8 second 3/4 second on, 1/8 (outside call transferred to your busy On/Off second Off station from a designated station or AA) After disconnecting first call... 10 pulses/second 2 pulses/second Conference 10 pulses/second steady Strata CTX DKT/IPT Telephone 10/04...

Page 101: Chapter 6 - Adm/Dss Console

Available for system operators who do not have an attendant console. • IP Add-on Module (IADM) – adds 20 line/feature buttons to the IPTs. Up to two IADMs can be connected to an IPT. Strata CTX DKT/IPT Telephone 10/04...

Page 102: Adm

DADM console user. It is red if it is in use by another telephone user. Button numbers in the figure to the right are Note examples only. First ADM Second ADM Strata CTX DKT/IPT Telephone 10/04...

Page 103: Dss Console

Directory Numbers, or ACD Groups. DSS buttons may be configured as One Touch Buttons that may be programmed to call these destinations. The LED colors described in this section apply to the DADM3020 and DDSS3060. Described Flash conditions apply to all DSS console models and the DADM. Strata CTX DKT/IPT Telephone 10/04...

Page 104: Calling A Station

When the called station answers the call, the DSS LED stays steady red, and the Line LED becomes steady red. 4. If the station does not answer before a period set in system programming, the call recalls your station. Strata CTX DKT/IPT Telephone 10/04...

Page 105: Call Transfer With Camp-On

Your DADM or DSS console may be equipped with (Speed Dial) buttons that can be programmed to dial telephone numbers or to access features. buttons on either the DADM or DSS console function like buttons on digital telephones. Strata CTX DKT/IPT Telephone 10/04...

Page 106: Paging

1. Press 2. Press the desired Mode number: • Press for Day Mode (LED remains off). • Press for Day2 Mode (LED flashes red). • Press for Night Mode (LED is solid red). Strata CTX DKT/IPT Telephone 10/04...

Page 107: Appendix A - Centrex Application

See your Centrex or PBX operations manual for specific details. Ringing Repeat The distinctive ring patterns available in your Centrex system are automatically repeated with your digital telephone, enabling you to answer appropriately for either outside, inside or callback calls.

Strata CTX DKT/IPT Telephone 10/04...

Page 108: Delayed Ringing

Centrex Application Delayed Ringing Delayed Ringing Outside line or Centrex line(s) can be programmed for a 12-second and/or 24-second ring delay at stations to permit alternate answering conditions. Answer the line when your telephone is ringing. Strata CTX DKT/IPT Telephone 10/04...

Page 109: Appendix B - Button Labels

Call Forward-Busy/No Answer – Press to forward calls immediately to another station 8hyyÃA□□qÃ 7□□□ÃI □□ or voice mail device when your station is busy or in Do Not Disturb mode. Also forwards calls when your station is not answered after 8~60 seconds (set at your station). Strata CTX DKT/IPT Telephone 10/04...

Page 110

Pooled Line – Press to access an available outside line from a group of lines appearing B□□ under one button. Q□v□hp□Ã□□Ã Privacy – Press to block Privacy Override on common outside line buttons. This button Gv□r does not block Busy Override or Executive Override. Strata CTX DKT/IPT Telephone 10/04...

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H□□vp speaker. U□□rÃ9vhyÃ Tone – Press to change the outgoing dialing of the outside line in use from dial pulse to Tryrp□ tone signaling. V□y□pxÃ9□□□ Door Unlock – Press to unlock a door lock mechanism. Strata CTX DKT/IPT Telephone 10/04...

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Button Labels Delayed Ringing Strata CTX DKT/IPT Telephone 10/04...

Page 113: Fb Buttons

FB20 FB10 FB09 FB19 FB09 FB08 FB18 FB08 FB07 FB17 FB07 FB06 FB16 FB06 FB05 FB15 FB05 FB04 FB14 FB04 FB03 FB13 FB03 Spdial FB02 FB12 FB02 Redial FB01 FB11 FB01 Spkr Cnf/Trn Hold 6929 Strata CTX DKT/IPT Telephone 10/04...

Page 114: Appendix C - Dkt3000 Settings Fb Buttons

DKT3000 Settings FB Buttons FB buttons for 14-button phones DKT3014-SDL Mode Feature Page Scroll FB07 FB14 FB06 FB13 FB05 FB12 FB04 FB11 FB03 FB10 Spdial FB02 FB09 Redial FB01 FB08 Spkr Cnf/Trn Hold 5442 Strata CTX DKT/IPT Telephone 10/04...

Page 115: Telephone Programming Mode

This function resets all Programming Mode option settings to their default setting. 1. Press + + + (simultaneously). 2. Press LED On means reset is set to activate) 3. Press to activate reset. 4. Go off-hook, then on-hook to exit the program mode. Strata CTX DKT/IPT Telephone 10/04...

Page 116: Dial Pad And Button Beeps

3. Press Feature Button 3 (FB3) to toggle On/Off. FB3, LED On: Lower sensitivity FB3, LED Off: Normal sensitivity 4. Press to set the option. 5. Go off-hook, then on-hook to exit the program mode. Strata CTX DKT/IPT Telephone 10/04...

Page 117: Call Waiting And Camp-On Ring Tone Over Handset/Headset Option

LCD contrast. 4. Go off-hook, then on-hook to exit the program mode. ³ To reset LCD Contrast for the DKT3014-SDL 1. Press + + + (simultaneously). 2. Press 3. Press so that the LED is On. Strata CTX DKT/IPT Telephone 10/04...

Page 118: Dkt2000 Mode On/Off

Important! DKT2204-CT or DKT2304-CT to the DKT3000. 1. On the DKT3000 telephone, press + + + (simultaneously). 2. Press . 3. Press on the DKT3014). LED On = 2000 telephone. LED Off = 3000 telephone. Strata CTX DKT/IPT Telephone 10/04...

Page 119: Changing The Functions Of The Flex And Msg Buttons (Dkt3001 Only)

• If you program the Flex button to work as Flexible Button 3, you can press * to redial. • If the Flex button is changed to function as FB3, FB3 must be assigned to a feature by your system

administrator in System Programming. Strata CTX DKT/IPT Telephone 10/04...

Page 120: Msg/Feature Button Activation/Deactivation

-15 dB +4 dB -19 dB 0 dB -23 dB (default) -4 dB -27 dB -8 dB -31 dB -12 dB -35 dB -16 dB -39 dB Note ON means LED ON OFF means LED OFF Strata CTX DKT/IPT Telephone 10/04...

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While in telephone programming mode (Press + + + (simultaneously) to enter programming mode), you can use these buttons for the following functions: • Press to enter a period. W to backspace. • Press • Press to cancel entry and start over. Strata CTX DKT/IPT Telephone 10/04...

Page 122: Fb Buttons

FB20 FB10 FB09 FB19 FB09 FB08 FB18 FB08 FB07 FB17 FB07 FB06 FB16 FB06 FB05 FB15 FB05 FB04 FB14 FB04 FB03 FB13 FB03 Spdial FB02 FB12 FB02 Redial FB01 FB11 FB01 Spkr Cnf/Trn Hold 6929 Strata CTX DKT/IPT Telephone 10/04...

Page 123: Initializing The Ip Telephone

IP network connection settings (LED On = initialize, LED Off = don’t initialize). See “IPT-to-IP Network Connection Instructions” below for details. 6. Press again to complete the initialization process. 7. Go off-hook and hang up. Strata CTX DKT/IPT Telephone 10/04...

Page 124: Ipt-To-Ip Network Connection Instructions

IP address (from 20 sec. to 60 sec.). Time, Date and PDN displays on LCD when the information is set. “IP Telephone Start Up Sequence” below for an explanation of the LCDs Note that you will see during this procedure. Strata CTX DKT/IPT Telephone 10/04...

Page 125: Ip Telephone Start Up Sequence

Not exist Multicast addr (BIPU IP address setting mode is automatic setting by multicast) • BIPU IP address is not registered Not exist BIPU address (BIPU IP address setting mode is manual setting. Strata CTX DKT/IPT Telephone 10/04...

Page 126: Ip Telephone Function Settings

Disable handset BOV. tone. Turn LED On if carbon headset is Turn LED Off if carbon headset is not FB11 attached. attached. 4. Press to set the above data. 5. Go off-hook and hang up. Strata CTX DKT/IPT Telephone 10/04...

Page 127: Setting The Ip Telephone Headset Transmit Volume

1. Press + + + (simultaneously). 2. Press , then press 3. Press to view IPT firmware version (application and boot versions, read only). 4. Press to view IPT MAC address (read only). 5. Go off-hook and hang up. Strata CTX DKT/IPT Telephone 10/04...

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IP Telephone Settings Viewing IP Telephone Terminal Information Strata CTX DKT/IPT Telephone 10/04...

Page 129: Appendix E - Administrator Functions

Administrator Functions This appendix contains some of the functions that can perfomed using Administrator Mode. These functions require Strata CTX release 2.22 or higher software. Important! You can access the Administrator mode using either the DKT2000 or DKT3000 series telephones. Toshiba recommends using the DKT3020-SD.

Page 130: General Operation

Dial Pad the dial pad button Buttons When using the Note Alphanumeric dial pad, use Page to Back Space ‘ and delete a character; use Scroll to enter a & space in a name. & Strata CTX DKT/IPT Telephone 10/04...

Page 131: Administrator Mode

Phone name entry. H□qr Press to cancel or go back. Note: Once the name is registered you cannot cancel the entry. Qhtr Tp□□yy Press to move to the previous display or move to the next

display. Strata CTX DKT/IPT Telephone 10/04...

Page 132 CO LINE CO LINE NAME Enter the CO Line number (1~264). H□qr Pressing lets you return to the previous screen and □yq registers the entry. Enter the alphanumeric name that corresponds to the CO Line Number. Strata CTX DKT/IPT Telephone 10/04...

Page 133 □yq to the previous screen and registers the entry. Enter the DID number ILG 003 DID Enter the alphanumeric name that corresponds to the DID Number □yqÃ Press to register the entry. Strata CTX DKT/IPT Telephone 10/04...

Page 134 Administrator Functions General Operation Strata CTX DKT/IPT Telephone 10/04...

Page 135: Index

Index automatic busy redial, automatic hold, abandoned call numbers (see Call History), about this book background music (BGM), 33, 79, conventions, busy override, 53, how to use this guide, button organization, labels, related documents, programming, access codes, 58, 59, 79, buttons account codes, 29, 79, 3000-series LCD, 4,...

Page 136 Index D ~ F call hold, buttons, calling, DISA call park, security code, orbits, distinctive ringing, call pickup, 42, 79, DKT2000 mode, held calls, DKT3000-series telephones, 1, call recording, do not disturb, 47, call transfer, override, call waiting, 44, door lock, camp-on ring tone, control, centrex...

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Page 139 Index V ~ V voice mail access codes, call record, conference, direct transfer, volume control, 85, voluntary account codes (verified/non- verified), Strata CIX DKT/IPT Telephone 10/04...

This manual is also suitable for:

Strata ctx28Strata ctx100Strata ctx670Ipt2010-sdIpt2020-sdDkt3000 series ... Show all