Toshiba Strata DK User Manual

Standard telephone

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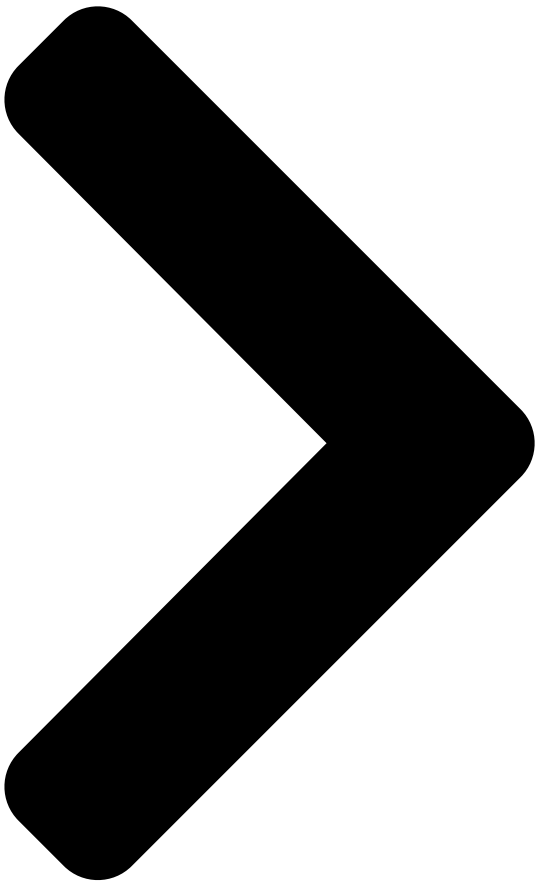

Telecommunication Systems Division

Digital Business Telephone Systems

Standard Telephone User Guide

May 2000

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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)

IP Phone Toshiba Strata DK User Manual

Digital business telephone systems includes lcd, add-on module, and direct station selection console (136 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)

IP Phone Toshiba Strata DK User Manual

Digital single line telephone (60 pages)

Recording Equipment Toshiba Strata DK User Manual

Personal computer/data interface (46 pages)

Telephone Toshiba Strata DK User Manual

Standard telephone (41 pages)

Telephone Toshiba Strata DK Acd Agent Manual

Digital business telephone systems (34 pages)

Telephone Accessories Toshiba Strata DK User Manual

Standard telephone digital business telephone systems (24 pages)

Telephone toshiba Strata DK Competitive Notes

Digital business telephone systems (19 pages)

Software Toshiba Strata DK Technical Bulletin

Upgrade procedure using dki admin (7 pages)

Telephone Toshiba Strata DK Quick Reference Manual

Electronic (3 pages)

Telephone Toshiba Strata DK Quick Reference Manual

Electronic telephone (2 pages)

Summary of Contents for Toshiba Strata DK

Page 1: User Guide

Telecommunication Systems Division Digital Business Telephone Systems Standard Telephone User Guide May 2000...

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America methods may warrant.

Page 3: Table Of Contents

Emergency Override of Forced Account Code Dialing Requirements ....5 Verified Account Codes ..... 5 Voluntary Account Codes .....5 Automatic Callback (ACB) .....7 Attendant Console Calling ..... 8 Call Forward ..... 8 Call Forward—External .....10 Strata DK Standard Telephone 5/00...

Page 4 Contents Chapter 2 - Using Toshiba VoiceMail Systems Call Hold .....13 Call Park Orbits .....14 Call Pickup .....16 Pick up Calls to a Group .....16 Call Transfer with Camp-on .....17 CO Line Queuing .....18 Conference and Tandem Calls .....19 Standard Telephones and/or Voice Mail Auto Attendant Devices .....19 Direct Inward System Access (DISA) .....22...

Page 5: Introduction

Chapter 2 – 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. Appendix – Access Codes includes CO Line Access Codes, Paging Group and Zone Codes and Call Pickup Codes.

Page 6: Conventions

The right column gives the immediate response to your single or numbered steps action. This column also includes additional notes and that you need to perform a comments. procedure. These steps apply to both mouse or keyboard use. Strata DK Standard Telephone 5/00...

Page 7: Related Documents/Media

Strata DK System Administrator Guide Strata DK Feature Description Manual Strata DK Library CD-ROM For authorized users, Internet site FYI (http://fyi.tsd.toshiba.com) contains all current Strata DK documentation and enables you to view, print, and download current publications. Strata DK Standard Telephone 5/00...

Page 8 Introduction Related Documents/Media Strata DK Standard Telephone 5/00...

Page 9: Chapter 1 - Features

You hear dial tone after flashing the hookswitch. Some (press) the telephones may have a special button which flashes the hookswitch down hookswitch. about 1/2 second, The hookswitch is located in the handset cradle of Note then release it. your telephone. Strata DK Standard Telephone 5/00...

Page 10: Incoming Call Ringing Patterns

Some systems may use the internal call ring pattern—one second ON, three seconds OFF—for incoming outside calls. A distinct outside call ring pattern—0.4 seconds ON, 0.2 seconds OFF, 0.4 seconds ON, three seconds OFF—is available. Strata DK Standard Telephone 5/00...

Page 11: Quick Reference

3. Dial the desired telephone number. 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.

Page 12: Answering Calls

You hear dial tone after you press the last digit of a valid Account Code. account code or busy tone after you press the last digit of an invalid code. 4. Dial the telephone number. Strata DK Standard Telephone 5/00...

Page 13: Emergency Override Of Forced Account Code Dialing Requirements

Forced Account Code requirements can be bypassed by three emergency numbers, including 911. See your system administrator for these numbers: 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.

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(invalid tone. code), repeat Steps 1~3. 4. Dial a telephone number if you entered the code after accessing the CO line ...or resume talking or hang up if you entered the code during the call. Strata DK Standard Telephone 5/00...

Page 15: Automatic Callback (Acb)

LCR, you must now redial the telephone number. To cancel ACB (to busy or DND station) 1. Lift handset. 2. Press 3. Hang up. Strata DK Standard Telephone 5/00...

Page 16: Attendant Console Calling

To set Call Forward 1. Lift the handset. You hear internal dial tone. 2. Enter a Call Forward You hear confirmation tone. access code: = All Calls Call Forward-All Calls—forwards all calls immediately; your telephone does not ring. Strata DK Standard Telephone 5/00...

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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 Standard Telephone 5/00...

Page 18: Call Forward-External

Call Forward-External. Use the Speed Dial storage procedures detailed on Page 40. When forwarding to an outside destination include the CO Line (or CO Line group) access code before the telephone number. Strata DK Standard Telephone 5/00...

Page 19

If a number is not dialed, the system automatically causes then enter a [PDN]. the DISA CO line to ring at telephones as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects. Strata DK Standard Telephone 5/00...

Page 20

(see Step 5). Instead, use when entering a CO line access code. 5. Press . You hear a confirmation tone. To cancel Call Forward-External remotely Enter + [PDN] + Remote Call Forward Security Code + . Strata DK Standard Telephone 5/00...

Page 21: Call Hold

To go back to the original call Flash the hookswitch, then press To return to the second call Terminate that original call. Then press to retrieve the second call or wait for it to recall. Strata DK Standard Telephone 5/00...

Page 22: Call Park Orbits

You can place the new call on hold and answer the parked recall or end the second call and answer the parked recall by hanging up. The parked call remains camped onto your phone until you respond. Strata DK Standard Telephone 5/00...

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4. Make your announcement and include the Orbit Number. 5. Hang up to free the If the parked call is not retrieved within a specified time, paging device. the call rings back to your phone. Strata DK Standard Telephone 5/00...

Page 24: Call Pickup

You can belong to more than one group. See the System Administrator for group assignments. To pick up a call that is ringing in your pickup group(s) □ □□ Lift the handset, then press Strata DK Standard Telephone 5/00...

Page 25: Call Transfer With Camp-On

...or if the call rings If the station does not answer within a predetermined time, back to your phone, the call rings back to your phone and camp-on is cancelled. inform the caller and repeat the procedure. Strata DK Standard Telephone 5/00...

Page 26: Co Line Queuing

5. Dial the desired If the original call was made using LCR (dial), the telephone number. system automatically dials the number. To cancel CO Line Queuing Lift the handset and press Strata DK

Standard Telephone 5/00...

Page 27: Conference And Tandem Calls

Conference and Tandem Calls Standard Telephones and/or Voice Mail Auto Attendant Devices 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.

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...or for Tandem calls: If only your telephone is connected with two parties on hookflash again and external CO lines, you can exit the call to allow the two hang up. external parties to continue talking. Strata DK Standard Telephone 5/00...

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This step enables you to pick up a tandem CO-to-CO line call that was Note established from your telephone. Go off-hook and dial If your telephone has established more than one tandem □ □□ call, the call with the lowest line number is picked up. Strata DK Standard Telephone 5/00...

Page 30: Direct Inward System Access (Disa)

System Paging cannot be made on DISA calls. 4. If you hear busy tone, If the call is not answered after 6 rings or 24 seconds, press whichever occurs first, you hear busy tone. 5. When you hear dial tone, call again. Strata DK Standard Telephone 5/00...

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CO dial tone..or if a DISA A timer tone plays (approximately four mins.) that both security code is not parties hear after the call was made. required, you hear CO dial tone. Strata DK Standard Telephone 5/00...

Page 32: Door Phones

To call/monitor a door phone 1. Lift the handset. You hear dial tone. 2. Dial the door number: Door Phone ID Location Strata DK Standard Telephone 5/00...

Page 33: Emergency Ringdown/Hotline Service

An example of an incoming 205 CALLING Emergency Ringdown call to an RINGDOWN electronic or digital LCD telephone is shown on the right. The calling [DN] and “Ringdown” displays whether soft keys are ON or OFF. Strata DK Standard Telephone 5/00...

Page 34: Message Waiting

If the Message Waiting LED continues to flash, you have message, hang up. more messages—repeat Steps 1~3 to retrieve them. To cancel the Message Waiting light 1. Lift the handset. You hear dial tone. 2. Press The Message Waiting indication is cancelled. Strata DK Standard Telephone 5/00...

Page 35: Set Message Waiting On Other Telephones

All Toshiba digital or electronic telephones have Message Waiting lights. 2. Hang up. To cancel the message waiting indication on another telephone...

Page 36: Do Not Disturb (Dnd) Override

A page can be sent to external speakers (all zones), if enabled in system programming. 1. Lift the handset. You hear dial tone. 2. Enter a page access Tables 2 on Page 39. code. Strata DK Standard Telephone 5/00...

Page 37: Repeat Last Number Dialed

Speed Dialing is not available on rotary telephones. To store a station speed dial number 1. Lift the handset. You hear dial tone. 2. Press You hear a short tone. 3. Press Strata DK Standard Telephone 5/00...

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Dial tone continues. 3. Dial a Speed Dial Dial tone continues while you enter the access code. See access code. Table 4 on Page 40. The system automatically dials the telephone number assigned to this code. Strata DK Standard Telephone 5/00...

Page 39: Tone/Voice First Signaling

Tone/Voice First Signaling Tone/Voice First Signaling Your Strata DK system may be set for Tone Signaling or Voice First Signaling as the standard internal call signaling method for calls to digital and electronic telephones. The Tone Signal consists of repetitive ring tones, while the Voice First Signal consists of a tone burst followed by the caller's voice.

Page 40 Features Tone/Voice First Signaling Strata DK Standard Telephone 5/00...

Page 41: Setting Call Forward

Stratagy Voice Processing Systems User Guide Toshiba VP User Guide Setting Call Forward You can program your telephone to forward to the Toshiba Voice Mail System to answer your calls when you are busy or not available. Voice Mail Identification Code To direct forwarded calls to your mailbox—your personal storage space for voice...

Page 42: Call Forward To Toshiba Voice Systems

You hear confirmation tone. The ID code is cancelled. 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 43: Voice Mail Message Retrieval

2. Press You hear confirmation tone. is the access code for setting the Voice Mail message retrieval digit sequence. This code does not forward calls to the Toshiba Voice Mail system. 3. Press 4. Enter your mailbox By storing your security code, you avoid having to enter number plus your your code every time you access your mailbox;...

Page 44 Using Toshiba Voice Mail Systems Voice Mail Message Retrieval Strata DK Standard Telephone 5/00...

Page 45: Access Codes

CO lines are used when you dial an outside number. If your telephone does not have a /LQH button, you can enter the appropriate code listed in Table 1 to access an outside line. See your System Administrator for the code which applies to your telephone. Strata DK Standard Telephone 5/00...

Page 46 If you press in a system programmed with LCR, you may not hear internal dial tone, depending on system programming. □□□a□□□ accesses line groups 1~16, respectively. □□□□a □□□□ accesses individual lines 1~200, respectively. Strata DK Standard Telephone 5/00...

Page 47: Paging Access Codes

DK40, DK40i, DK424 (RCTUA, RCTUBA/BB, RCTUC/D) and DK424i (B1CU, B2CAU/B2CBU, B3CAU/B3CBU) Zone A Zone C Zone B Zone D DK424 (RCTUE/F) and DK424i (B5CAU/B5CBU) Zone A Zone E Zone B Zone F Zone C Zone G Zone D Zone H Strata DK Standard Telephone 5/00...

Page 48: Speed Dial Access Codes

Telephone System Size Speed Dial Codes Speed Dial Codes Small System □□a□□ □□a□□ (DK14, DK16, DK16e, DK40, DK40i, and RCTUA) Medium System □□a□□ □□□a□□□ (RCTUBA/BB, RCTUC/D, B1CU, B2CAU/B2CBU and B3CAU/B3CBU) Large System □□□a□□□ □□□a□□□ (RCTUE/F and B5CAU/B5CBU) Strata DK Standard Telephone 5/00...

Page 49: Index

CO line, to voice mail, flash the hookswitch, calling forced account codes, internally, outside, Strata DK Standard Telephone 5/00...

Page 50 Strata DK Standard Telephone 5/00...

This manual is also suitable for:

Strata dk14Strata dk16eStrata dk16Strata dk40iStrata dk40Strata dk424 ... Show all