



# Toshiba DKT3000 Series User Manual

Strata ctx digital business telephone systems



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Telecommunication Systems Division

**TOSHIBA** Digital Business Telephone Systems

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**DKT3000/2000-Series**

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**User Guide**

October 2002

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## Related Manuals for Toshiba DKT3000 Series

[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 Strata DKT User Manual](#)

Strata cix and ctx ipt/dkt telephone (153 pages)

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

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[Telephone System TOSHIBA STRATA CTX User Manual](#)

Dkt/ipt telephone with digital business telephone systems (139 pages)

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[IP Phone Toshiba Strata DKT3010F-S User Manual](#)

(115 pages)

[IP Phone Toshiba DKT3210-SD - Digital Phone - Charcoal User Manual](#)

User manual (115 pages)

[IP Phone Toshiba STRATA CTX DKT3000 User Manual](#)

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

[IP Phone Toshiba Strata CTX DKT2520F-S User Manual](#)

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[Telephone Toshiba DKT3000 Series Training Manual](#)

Toshiba telephone user manual (10 pages)

[IP Phone Toshiba DK User Manual](#)

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

[IP Phone Toshiba 2000 series User Manual](#)

2000-series digital telephones for strata dk systems (134 pages)

[Telephone Toshiba DKT User Manual](#)

Strata ctx dkt/ipt telephone (116 pages)

[Toshiba 3000 Series, 2000 Series - DKT / IPT Business Telephone Quick](#)

[Reference Guide with Button Codes](#)

(article)

## Summary of Contents for Toshiba DKT3000 Series

[Page 1](#) Telecommunication Systems Division Digital Business Telephone Systems  
DKT3000/2000-Series Digital Telephone User Guide October 2002...

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## [Page 11: Introduction](#)

Introduction This user guide describes how to use the 3000-series and 2000-series digital phones for Strata CTX systems. Also discussed are Digital Add-on Modules (DADMs) and the Direct Station Selection (DSS) Console. Organization • Chapter 1 - The Grand Tour provides an overview of the digital telephones. •...

## [Page 12: How To Use This Guide](#)

10-2, 10-3, and 10-4. A station is considered busy when all Extension extensions are being used. Number The naming convention for DKT assignments within Toshiba is Note Directory Numbers. For clarity and ease of understanding, the terms Extension Number and Phantom

Extension Number will be used in this document in lieu of PDN and PhDN.

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

Introduction Related Documents/Media Conventions Description Grey words within the printed text denote cross-references. In the See Figure 10 electronic version of this document (Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext. Related Documents/Media Some documents listed here may appear in different versions on the Note CD-ROM or in print.

### [Page 14](#) Introduction Related Documents/Media Strata CTX DKT2000/3000-Series Telephone 10/02...

### [Page 15: Chapter 1 - The Grand Tour Dkt3000-Series Telephones](#)

- DKT3014-SDL 14-button with eight-line by 24-character tilting LCD and 16 Soft Key buttons (shown on page All of the above Toshiba speakerphones enable you to place and receive calls without lifting the handset. Toshiba LCD telephones provide easy access to frequently-used features. Prompts guide you through specific tasks.

### [Page 16: Fixed Buttons](#)

The Grand Tour DKT3000-series Telephones LCD Display Handset Mode Page Scroll Feature LCD Control Buttons/ Soft Keys Red/Green LED Indicators Dial Pad Flexible Buttons (also known as Programmable Buttons - PB) Spdial Redial Spkr Hold Cnf/Trn 5649 Fixed Buttons Microphone Location DKT3020-SD Telephone Fixed Buttons The fixed buttons on your dial pad enable you to perform standard functions quickly...

### [Page 17: Flexible Buttons](#)

The Grand Tour DKT3000-series Telephones Flexible Buttons Your telephone can have 10, 14, or 20 Flexible Buttons (shown in the illustration on the previous page) that can be programmed to do many button functions, including:

- Line is used to access an outside line. •...

### [Page 18: Dkt2000-Series Telephones](#)

The Grand Tour DKT2000-series Telephones 3DJH • Pressing switches you from the Call Forward (CF) display to the User Name display. 6FUROO • Pressing advances you through information. )HDWXUH • will be used in the future. DKT2000-series Telephones The following speakerphone models belong to the 2000-series: •...

### [Page 19: Fixed Buttons](#)

The Grand Tour DKT2000-series Telephones LCD Display Handset LCD Control Buttons/ Soft Keys Red/Green LED Indicators Dial Pad Flexible Buttons 5972 Fixed Buttons Microphone Location DKT2020-SD Telephone Fixed Buttons The fixed buttons on your telephone enable you to perform standard functions quickly and easily.

### [Page 20: Flexible Buttons](#)

The Grand Tour DKT2000-series Telephones Flexible Buttons All Flexible Buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your display or telephone keypad label, see your CTX System Administrator for button assignments. Line Buttons /LQH 3RROHG /LQH \*US...

### [Page 21: Chapter 2 - The Basics](#)

The Basics This chapter shows you the basic operation of your DKT3000-series or DKT2000-series telephone. The text in this chapter applies to both the DKT3000-series and Important! DKT2000-series telephones, unless otherwise noted. Important - Read First Be sure to check with your CTX System Administrator and make sure you know □...

### [Page 22: Which Outgoing/Incoming Call Features Do I Have](#)

The Basics Important - Read First Which Outgoing/Incoming Call Features Do I Have? Check mark here which outgoing/incoming features you have on your system. □ Automatic Line Selection (ALS): When making outgoing calls, you have ALS if 6SNU when you lift the handset or press you hear dial tone and the Line Light Emitting Diode (LED) lights steady green.



## [Page 23: Making A Call](#)

The Basics Making a Call Making a Call There are three ways to originate a call from your digital telephone: Hot Dialing 1. To make a call using Hot Dialing, dial the number. When you start to dial, the extension button, Spkr and Mic LEDs light. Digits display as they are dialed.

## [Page 24: Answering A Call](#)

The Basics Answering a Call Answering a Call There are several ways to answer a call: Handset  
► If your telephone is programmed for Ringing Line Preference, pick up the handset and the telephone automatically answers the ringing line. ► If not, press the button associated with the ringing line (flashing green LED).

## [Page 25: Message Waiting](#)

The Basics Message Waiting Message Waiting Use your LED/button and LCD to see/retrieve message(s). An extension can receive up to four simultaneous Message Waiting indications and LCD messages. One message is reserved for the Message Center. Your telephone can be programmed to have up to four additional (flexible) Message Waiting buttons/LEDs.

## [Page 26: Turning On/Off Message Waiting Led On Another Extension](#)

The Basics Microphone Turning On/Off Message Waiting LED on Another Extension If you call an extension and it's busy or there is no answer, you can light that extension's Message Waiting LED and enable that extension to call you back. 1.

## [Page 27: Call Transfer](#)

The Basics Call Transfer Call Transfer &QT7UQ 1. While on a call, press . Your Line LED flashes green and you hear internal dial tone. 2. Dial the extension where the call will be transferred. You can remain on the line and announce the call or immediately "blind transfer"...

## [Page 28: Conference Calls](#)

The Basics Conference Calls Conference Calls You can conference together up to eight parties (including your own) - with up to six parties being external network lines. The actual number of conference parties with acceptable volume levels depends on the local and far end telephone line conditions. The person who initiates the conference call is the Master.

## [Page 29: Adding Voice Mail To A Conference](#)

The Basics Conference Calls Adding Voice Mail to a Conference The Conference Master can add voice mail to a conference. This feature enables participants in a conference to listen to or leave a voice mail message during one telephone call. ►...

## [Page 30: Hold](#)

The Basics Hold Hold +ROG 1. To place a call on hold, press . Your LCD shows the line on hold. The held Line's LED flashes green while appearances of the line at other stations flash red. /LQH  
• To return to the held call, press the held button.

## [Page 31: Volume Control](#)

The Basics Volume Control Volume Control ► To adjust the handset volume ► L to increase volume and M to decrease volume during the call. Press the When you hang up, the volume returns to the default setting. ► To adjust the speaker volume for internal/external calls and background music 6SNU 1.

## [Page 32](#) The Basics LCD Contrast Adjustments Strata CTX DKT3000/2000-Series Telephone 10/02...

## [Page 33: Chapter 3 - Advanced Operation](#)

Advanced Operation This chapter gives you more details about your DKT3000-series or DKT2000-series telephone's advanced functions. Using Your LCD If your telephone has an LCD, use this section to learn more about its functions. In its idle state, the LCD is a desk clock and calendar. When you are on an outside call, the call duration displays.

## [Page 34: Soft Keys](#)

Advanced Operation Soft Keys Soft Keys 0RGH 3DJH 6FUROO When Soft Keys are on, they replace the functions on the )HDWXUH )HDWXUH buttons below the LCD. ( is a future feature for DKT3000-series phones only.) The following table defines Soft Key Prompts. Table 1 Soft Key Prompts Soft Key...

## [Page 35: Soft Key Example](#)

Advanced Operation Soft Keys Soft Key Example When the Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature. Here's an example of how Soft Keys work. 1. When an outside call is in progress, the LCD appears as shown on the right.

## [Page 36: Advisory Messages](#)

Advanced Operation Advisory Messages Advisory Messages Advisory messaging enables you to store an informative message for LCD telephones that call your telephone. The messages can be up to 16 characters long. The Strata CTX provides a number of stored messages, shown in the table below. Message numbers 5~9 can be defined by your CTX System Administrator.

## [Page 37: Account Code Calls](#)

Advanced Operation Account Code Calls Account Code Calls Account Codes (Forced or Voluntary) can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are assigned in the system as a fixed length (default is six digits) and are recorded by the system, along with the details of the calls, which can be printed on a Station Message Detail Recording (SMDR) report.

## [Page 38: Voluntary Account Codes \(Verified/Non-Verified\)](#)

Advanced Operation Account Code Calls Voluntary Account Codes (Verified/Non-Verified) Voluntary Account Codes are optional. They can be entered during a call and are used for tracking selected calls using Station Message Detail Report (SMDR) call detail recording option. If the system is set for Verified Account Codes, station users must enter a specific code when entering the Voluntary Account Code(s) or the code is not validated for the SMDR call report.

## [Page 39: Automatic Busy Redial](#)

Advanced Operation Automatic Busy Redial Automatic Busy Redial After reaching a busy outside number, you can activate Automatic Busy Redial so that the system automatically redials the number at regular intervals. The system repeats the redial until the destination is no longer busy. This feature may not be on some telephones on your system.

## [Page 40: Automatic Callback](#)

Advanced Operation Automatic Callback Automatic Callback When you reach a busy station, you can set Automatic Callback to have the system monitor the busy extension and notify you when it becomes idle. Automatic Callback can also place you in queue for an available outside line, if you reach a line group in which all lines are busy.

## [Page 41: Background Music](#)

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

## [Page 42: Call Forward](#)

Advanced Operation Call Forward Call Forward There are two types of Call Forwarding that you can set. One is System Call Forward (set in system Programming) which automatically directs calls to a predefined location, such as Voice Mail. See your CTX System Administrator to determine or change your System Call Forward destination.

## [Page 43: Station Call Forward Categories](#)

Advanced Operation Call Forward Station Call Forward Categories You can set Call Forward for the following categories of calls. Within these categories, you can use five different types of Call Forward Settings. • Call Forward Any Call – Forwards any call, whether an internal call or

incoming line call.

### [Page 44: Station Call Forward Procedures](#)

Advanced Operation Call Forward • Call Forward Busy/Do Not Disturb/No Answer – Forwards all calls to your station whenever you are busy, in the DND mode, or after ringing and you do not answer the call within a designated time (set by you when you enable the feature). •...

### [Page 45: Call Forward Examples](#)

Advanced Operation Call Forward Call Forward Examples ► To set your telephone to CF Busy-No Answer to an internal extension number ► **XXXX XXXX** Press your extension button + **XXXX** = Call Forward Access Code sequence **Å XXXX** = Internal Extension Number **Å...**

[Page 46](#) Advanced Operation Call Forward Table 2 Call Forward Procedure Feature Button Sequence Call Forward Any Call - Internal and Incoming Line Calls: Forwards any call, whether an internal call or incoming line call. All Calls to an ext. Press ext. button + (tone) + dial the dest.

[Page 47](#) Advanced Operation Call Forward Table 2 Call Forward Procedure (continued) Feature Button Sequence Call Forward Any Call - Set for Another Station: Enables you to set call forwarding for another telephone within your telephone system. You will need the other telephone's CF pass code in order to do this. CF Pass Codes are created in system programming. Press ext.

[Page 48](#) Advanced Operation Call Forward Table 2 Call Forward Procedure (continued) Feature Button Sequence Call Forward - Incoming Line Call - Set for Another Station: Enables you to set forwarding of incoming line calls for another telephone within your telephone system Press ext.

### [Page 49: Call History](#)

Advanced Operation Call History Call History Incoming calls with Caller ID or ANI information can be optionally recorded into a rolling list for the station where the call is ringing. The call is placed in the list along with the number, name (if provided), time and date of the call, and status of the call (answered, abandoned, or redirected).

### [Page 50: Call Pickup](#)

Advanced Operation Call Pickup ► To park a call 3DUN LQ 2UELW 1. While on a call, press **&QI7UQ ...or .** The LED flashes green (consultation-hold). If you were on an extension during the call, and you have line button on your telephone, the line LED will flash until the call is picked up (depending on programming).

### [Page 51: Page/Internal Call Pickup](#)

Advanced Operation Call Pickup Page/Internal Call Pickup This feature picks up Internal (station to station), Group Page, and All Call Page calls. If these types of calls occur at the same time, the pickup priority is station-to-station and then Page calls in the order of occurrence. In some systems, this feature can be applied to pick up All Call Page exclusively.

### [Page 52: Call Waiting](#)

Advanced Operation Call Waiting Notes • The Primary extension number is the directory number by which the telephone set is defined. Other, non-primary extension numbers may also appear on the telephone. By convention, the Primary extension number is assigned to the first button on a multi-button telephone.

### [Page 53: Direct Inward System Access \(Disa\)](#)

Advanced Operation Direct Inward System Access (DISA) Direct Inward System Access (DISA) Outside callers with touch tone telephones can call in to lines programmed for Direct Inward System Access (DISA) and dial an extension or outgoing line without going through an attendant or operator. See your CTX System Administrator for details. 1.

### [Page 54: Distinctive Ringing](#)

Advanced Operation Distinctive Ringing Distinctive Ringing **XXXX** 1. Press to enter User Programming Mode. /LQH 2. Press a button. The Line LED is steady green. 3. Enter the ringing

pitch number: = Low, = Middle, = High, = Combination 4. Lift the handset to return to idle. Do Not Disturb If your station is in Do Not Disturb (DND) mode, internal, external and transferred calls do not ring your station and Off-hook Call Announce calls are denied.

### [Page 55: Setting Dnd For Another Extension](#)

Advanced Operation Door Lock(s) Setting DND for Another Extension ► To activate DND for another extension ►  Enter (hear Entry Tone) + the Primary extension of the remote extension + the pass code + (hear Success Tone). This sets DND as if activated by the Primary extension on the target telephone.

### [Page 56: Door Phone\(S\)](#)

Advanced Operation Door Phone(s) Door Phone(s) Door phones can be used to call phones selected in system programming. When a door phone calls, you hear a distinctive ringing tone, one or five times (set in system programming). You can also call a door phone and monitor the surrounding area. LCD telephones display the door phone name ID when calls are made to or from door phones.

### [Page 57: Emergency Call](#)

Advanced Operation Emergency Call ► To call/monitor a door phone 1. With the handset off-hook, press an extension button. You hear dial tone and the LED flashes green (in-use). 2. Press (hear three tone bursts), then enter the door phone number (01~24, depending on system size).

### [Page 58: Language Codes](#)

Advanced Operation Language Codes Language Codes This feature enables you to change the language sent from the Attendant Console or from a PC. See your CTX System Administrator to find out if your telephone is programmed with the ability to change languages. ►...

### [Page 59: Off-Hook Call Announce](#)

Advanced Operation Off-hook Call Announce Off-hook Call Announce Off-hook Call Announce (OCA) enables you to complete a call to a busy digital telephone. Your telephone must be programmed to either announce automatically or to announce after you press a button on your dial pad. The destination telephone must be programmed to accept an OCA.

### [Page 60: Override Calls](#)

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

### [Page 61: Executive Override](#)

Advanced Operation Override Calls Executive Override Executive Override enables you to enter an established conversation. Your telephone can also be programmed to block Executive Override from other telephones. ► To perform Executive Override ► After reaching a busy station, press ...or, if you have an LCD telephone, use the Soft Key.

### [Page 62: Class Of Service Override](#)

Advanced Operation Paging Class of Service Override By dialing a Class of Service (COS) Override code, a user can change a station's set of privileges to one associated with the override code. When the call is terminated and another is attempted from the same station, the original COS is applied. This allows selected users to override restrictions that are placed on any telephone in the system.

### [Page 63: Answering A Page](#)

Advanced Operation Paging ► To make a Group Page ► \*URXS 3DJH Press and enter the Group number (01~16) ...or press extension + and enter the zone number. Answering a Page ►  To answer a Group Page, lift the handset off-hook, press extension + enter the Group number.

### [Page 64: Privacy](#)

Advanced Operation Privacy Privacy Privacy controls the ability of more than one person to use the same extension or CO line at the same time. Privacy applies to multiple appearances of

extensions, Phantom extensions, outside Lines and outside Line Group buttons. The application of Privacy to individual telephones is controlled in system programming.

### [Page 65: Speed Dial](#)

Advanced Operation Speed Dial Speed Dial Speed Dial enables you to dial a sequence of up to 32 digits with a shorter code. Dial sequences can include telephone numbers, authorization codes, passwords feature activation codes and pauses. Speed Dial may be used to originate a call or invoked after a call is established.

### [Page 66: Storing A Station Speed Dial Number](#)

Advanced Operation Speed Dial Storing a Station Speed Dial Number There are three ways to store a Station Speed Dial number, including Programming Mode, Access Codes and through system programming by your CTX System Administrator. ➤ To store a Station Speed Dial Number using User Programming Mode □□□□ 1.

### [Page 67: Advanced Speed Dial Operation](#)

Advanced Operation Speed Dial Selected telephones may have the ability to change System Speed Dial Note numbers. Follow this procedure but specify a System Speed Dial number (200~999) instead. 3. Enter the destination digits, then press . The LCD shows "SPEED DIAL" + the Speed Dial Number + destination + #.

### [Page 68: Tone/Pulse Dialing](#)

Advanced Operation Tone/Pulse Dialing The numbers are defined in Table Table 4 Dial String Characters Entry Meaning □□( End of Speed Dial Number when entering via access code ( Æ Æ%□ Escape. " " functions as an escape key indicating that the number immediately following represents something exceptional.

### [Page 69: 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. ➤ To transfer a call directly to Voice Mail (VM) &QI□7UQ 1.

[Page 70](#) Advanced Operation Voice Mail Soft Keys Table 6 Soft Keys for CTX Digital Telephones DKT 3010 SD DKT 2010 SD DKT 3014 SDL Voice Mail Functions DKT 3020 SD DKT 2020 SD ACCEPT Confirm automatic copy destination Create a Guest Mailbox ADD DESTS Additional Destinations ADD MBX...

[Page 71](#) Advanced Operation Voice Mail Soft Keys Table 6 Soft Keys for CTX Digital Telephones (continued) DKT 3010 SD DKT 2010 SD DKT 3014 SDL Voice Mail Functions DKT 3020 SD DKT 2020 SD DESTINATION Enter automatic copy destination DIRECTORY Directory plus name Change Do Not Disturb (On/Off) Enable/Disable: ENABLE/...

[Page 72](#) Advanced Operation Voice Mail Soft Keys Table 6 Soft Keys for CTX Digital Telephones (continued) DKT 3010 SD DKT 2010 SD DKT 3014 SDL Voice Mail Functions DKT 3020 SD DKT 2020 SD PAUSE PAUS PAUS Pause recording PAUSE PLAY Pause playback PER DST LST LIST...

### [Page 73: Call Recording](#)

Advanced Operation Call Recording Table 6 Soft Keys for CTX Digital Telephones (continued) DKT 3010 SD DKT 2010 SD DKT 3014 SDL Voice Mail Functions DKT 3020 SD DKT 2020 SD SEND MSG SEND SEND Send and Return to Main menu SET DAY Set the Day (1~31) SET HOUR...

### [Page 74: Other Voice Mail Features](#)

Advanced Operation Call Recording Important! Strategy ES mailboxes have a definable limit on the length one message can be. If you plan on making lengthy recordings, see your System Administrator so your message recording time can be properly defined. ➤ To record a call 5HFRUG 1.

### [Page 75: Chapter 4 - Dkt3014 Lcd Features](#)

DKT3014 LCD Features This chapter shows how to use the DKT3014-SDL (shown below) large

screen directory display and individual name searches. Mode Feature FRED S NO. 3371 Page Scroll FEB 19 MONDAY 12:00 DIRECT SS SYSTEM SD PERSONAL SD EXTERNAL DIR INTERNAL DIR Spdial Redial...

### [Page 76: Directory And Speed Dial Listings](#)

DKT3014 LCD Features Directory and Speed Dial Listings Directory and Speed Dial Listings The directory menu (idle state) is shown below. Mode Feature FRED S NO. 3371 Page Scroll FEB 19 MONDAY 12:00 Direct Station Selection DIRECT SS Scrolling System Speed Dial SYSTEM SD Directories Personal Speed Dial...

### [Page 77: System Speed Dial And Personal Speed Dial](#)

DKT3014 LCD Features Directory and Speed Dial Listings System Speed Dial and Personal Speed Dial Using System Speed Dial and Personal Speed Dial is very similar to using Direct Station Selection, described above. 1. Press the Soft Key next to to view the first screen.

### [Page 78: Storing Personal Speed Dial Names](#)

DKT3014 LCD Features Directory and Speed Dial Listings If you entered "B," all names beginning FRED J NO. 3371 with "B" are listed. You can press the Soft Keys to view adjacent pages. MORE BAKER G BALL F 3. To select someone from the list, press the BAWLER S BRETON I Soft Key next to the name.

[Page 79](#) DKT3014 LCD Features Directory and Speed Dial Listings 4. Enter the telephone number to be stored. If Example: you normally a dial line Press the for "A." access code (such as and/or and area code, enter the codes before the Press the again for "B,"...

[Page 80](#) DKT3014 LCD Features Directory and Speed Dial Listings Strata CTX DKT3000/2000-Series Telephone 10/02...

### [Page 81: 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 82: User Programming Mode](#)

User Programming Flexible Button Codes • Call Forward – Users can set the Call Forward (CF) destination and CF-No Answer timer for the CF buttons. • One Touch – Users can set speed dial and custom feature access code sequences for One Touch buttons. •...

### [Page 83: Setting/Changing A Flexible Button's Function](#)

User Programming Flexible Button Codes Setting/Changing a Flexible Button's Function 1. Press to enter User Programming Mode. +ROG 2. Press 3. Press the Flexible Button to set or change. 4. Enter the Flexible Button Code (see Table 8), plus any optional parameters. 5.

### [Page 84: One Touch Buttons](#)

User Programming One Touch Buttons One Touch Buttons One Touch buttons can be used for storing frequently used features or dialed numbers, such as Speed Dial numbers (use Speed Dial Codes to store additional numbers). One-touch buttons can be preassigned to your telephone – your System Administrator can help you identify them.

### [Page 85: To Use A One Touch Button](#)

User Programming One Touch Buttons Table 9 Special Characters Entry Meaning Indicates "stop." The One Touch button blinks rapidly and stops the delivery of the remaining C[]yq digits in the string until it is pressed again. Multiple "stops" can be programmed into one string. Pause (1~9) seconds.

### [Page 86: Feature Codes](#)

User Programming Feature Codes Feature Codes Feature Access Codes are entered as a sequence on your telephone to use a particular feature. For an example of Call Forward, see "Call Forward Examples" on page Table 10 Feature Access Codes Feature Feature Access Code Sequences Account Code + Account code digits...

[Page 87](#) User Programming Feature Codes Table 10 Feature Access Codes (continued)  
Feature Feature Access Code Sequences Conferencing - Three Way  $\text{\AA} \# (\# \text{ Dialing Dial } \text{\AA} \text{ Dial } \text{\AA} \text{ + old Security Code (1~15 digits) + new Security } \text{\AA} \% \$' \text{\AA} \text{ DISA Security Code - Change Code (1~15 digits) } \text{\AA} \dots$

[Page 88](#) User Programming Feature Codes Table 10 Feature Access Codes (continued)  
Feature Feature Access Code Sequences Network Access Code (Private + Private Network No. 'Ã Network) Night Ring Answer  $\text{\AA} \$ \text{\AA} "$  ( Off-hook Call Announce (Manual Voice First: ; Tone First: , , or Mode) Override Busy, Do Not Disturb...

[Page 89](#) User Programming Feature Codes Table 10 Feature Access Codes (continued)  
Feature Feature Access Code Sequences Speed Dial Register  $\text{\AA} \% \% \text{ Station (00~99) + Index Number (00~99) + Index Number (000~099) + Index Number (100~199) " + Index Number (200~299) + Index Number (300~399) System + Index Number (400~499) + Index Number (500~599)$

## [Page 90: Led Indicator Details](#)

User Programming LED Indicator Details LED Indicator Details Each line and feature button has a LED next to it which indicates the status of the line or feature associated with the button. Line LEDs light red or green and flash at varying rates to indicate call status (see Table 11).

[Page 91](#) DADM/DSS Console This chapter provides an overview of the following two optional units and describes the features, buttons and associated LEDs. There's a 3000-series and 2000-series model for each of these units. • Digital Add-on Module (DADM) – adds 20 line/feature buttons to digital telephones.

## [Page 92: Chapter 6 - Dadm/Dss Console Dadm](#)

DADM/DSS Console DADM DADM Digital add-on Modules (DADM) can be connected to both the 3000- and 2000-series telephones to provide additional buttons. The 3000-series telephone requires a 3000- series DADM; the 2000-series telephone requires a 2000-series DADM. The DADM3020 model, is shown below, right. The DADM2020 (not shown) looks similar and has the same functions.

## [Page 93: Dss Console](#)

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

## [Page 94: Calling A Station](#)

DADM/DSS Console DSS Console Calling a Station ► To call a station's extension from either a DSS console or a DADM, press the DSS associated with the station. A station call with a DSS button can be made on-hook or off-hook, and with Voice First or Tone signaling.

## [Page 95: Call Transfer With Camp-On](#)

DADM/DSS Console DSS Console Call Transfer with Camp-on You can transfer a call to a busy station from either a DSS console or an DADM. Use the DSS to transfer the call, even though the DSS LED associated with the station you are "transferring to"...

## [Page 96: Paging](#)

DADM/DSS Console DSS Console Paging You can make an announcement page to a group of telephone speakers selected in \$OO &DOO 3DJH system programming with on the DSS console. (if programmed) on either the DSS console or the DADM can be used for page announcements. See "All Call Page"...

## [Page 97: Appendix A - Centrex Application](#)

Centrex Application Your system may be equipped with the Centrex Application, which enhances its feature capability when installed behind a Centrex or PBX system. Your telephone may have access to one or more of the enhanced Centrex features listed below: Flexible Directory Numbering A station's extension can be three or four digits.



## [Page 98: 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 DKT3000/2000-Series Telephone 10/02...

## [Page 99: Appendix B - Button Labels](#)

Button Labels All Flexible Buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your display or telephone keypad label, see your CTX System Administrator for button assignments. The button labels in Table 12 are for the Programmable Buttons on your telephone.

[Page 100](#) Button Labels Delayed Ringing Table 12 Feature Button Definitions (continued) Button Definitions Call Forward-No Answer – Press to forward calls to another station or voice mail device 8hyyAA□□qÃ when your station is not answered after 8~60 seconds (set at your station). I□Ã6□□□r...

[Page 101](#) Button Labels Delayed Ringing Table 12 Feature Button Definitions (continued) Button Definitions Program – Press to enter User Programming mode, which enables you to re-define Flexible Buttons to perform other functions, including programming One Touch and Q□□t□h□ Flexible Buttons, register Call Forward assignments, assign Message Waiting Keys and assign BGM sources played over the telephone speaker.

[Page 102](#) Button Labels Delayed Ringing Strata CTX DKT3000/2000-Series Telephone 10/02...

## [Page 103: Index](#)

Index abandoned call numbers (see Call background music (BGM), 27, 69, History), busy override, about this book button conventions, viii labels, how to use this guide, viii programming, organization, buttons related documents, 3000-series LCD, 3, access codes, 69, DSS on ADMs and DSS consoles, account codes, 23, 69, extension, viii...

[Page 104](#) Index D ~ H call transfer, calling, call waiting, 38, console, 77, centrex night transfer, application, paging, feature buttons, speed dial, CO line transferring, call transfer, CO line buttons, CO line queuing, emergency conference call, calls, 14, page, hold, emergency call, voice mail, emergency ringdown, exclusive hold,...

[Page 105](#) Index I ~ P indicators names LED, storing speed dial, internal directory, names (entering), ISDN network access, buttons, 54, night ring answer, night transfer button, language changes, language code, off-hook call announce (OCA), 45, (large screen), one touch button, 70, 3000-series buttons, 3, outside line access, contrast,...

[Page 106](#) Index R ~ V redial, user programming, 67, 69, repeat last number dialed, ringing distinctive settings, voice first signaling, line preference, voice mail ringing repeat, access codes, call record, conference, signaling direct transfer, tone, volume control, 75, voice first, voluntary account codes (verified/non- soft keys, 20, verified), 2000-phone location,...

This manual is also suitable for:

Dkt2000 seriesDkt3010-sDkt3020-sDkt3010-sdDkt3020-sdDkt3014-sd| ... [Show all](#)