Toshiba Strata DK14 System Administrator Manual

Strata dk digital business telephone systems

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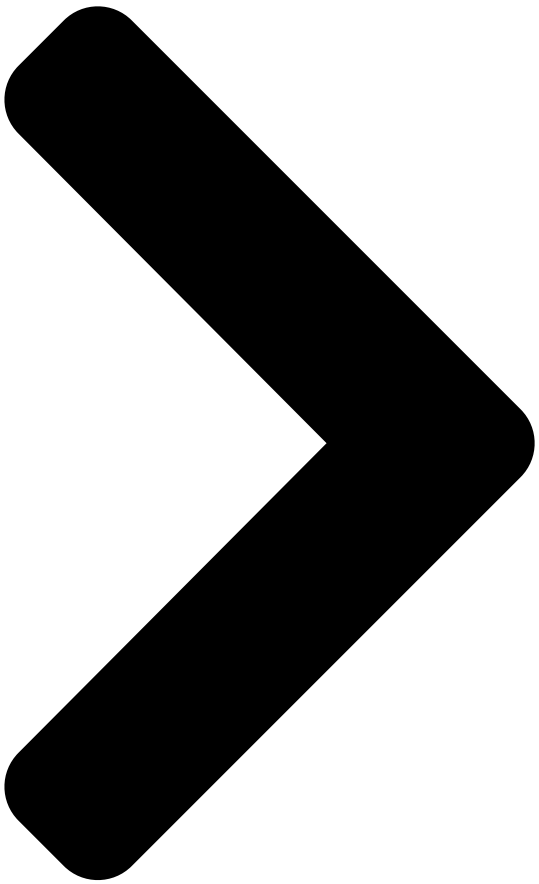

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Telecommunication Systems Division

Digital Business Telephone Systems

System Administrator Guide

May 1999

TOSHIBA

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Related Manuals for Toshiba Strata DK14

Telephone Toshiba STRATA DK14 Installation And Maintenance Manual

(724 pages)

Telephone System Toshiba Strata DK14 General Description Manual

Digital business telephone solutions (514 pages)

Telephone Toshiba DK14 Programming Manual

Strata dk digital business telephone (424 pages)

Telephone System Toshiba Strata DK14 Installation And Maintenance Manual

Strata dk series. digital business telephone solutions (383 pages)

IP Phone Toshiba DK14 Installation And Maintenance Manual

Strata dk digital business telephone solutions (344 pages)

IP Phone Toshiba Strata DK 2000-series User Manual

Toshiba digital telephone user guide (164 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)

IP Phone Toshiba CT User Manual

Includes lcd, add-on module, and direct station selection console (136 pages)

Telephone Toshiba Strata DK User Manual

Electronic telephone (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)

Telephone Toshiba Strata DK User Manual

Standard telephone (50 pages)

Telephone System Toshiba Strata DK14 Installation And Maintenance Manual

Digital business telephone solutions (46 pages)

Telephone toshiba Strata DK Competitive Notes

Digital business telephone systems (19 pages)

Summary of Contents for Toshiba Strata DK14

Page 1 telemanuals.com Telecommunication Systems Division Digital Business Telephone Systems System Administrator Guide May 1999...

Page 2: Limited Warranty

The sole obligation of TAIS or Toshiba Corporation under this warranty, or under any other legal obligation with respect to the equipment, is the repair or replacement by TAIS or its authorized

dealer of such defective or missing parts as are causing the malfunction with new or refurbished parts (at their option).

Page 3: Table Of Contents

telemanuals.com Contents Introduction Equipment Notes .....iii Organization ..... iv Conventions ..... iv Important Notes .....v Related Documents ..... vi Chapter 1 Setting System Parameters Auto Attendant .....1 Auto Attendant CO Line Assignments .....2 System Auto Attendant Dialing Plan ..... 3 Auto Attendant Announcement Recording Recommendations .....

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telemanuals.com Contents Chapter 1 - Setting System Parameters Station Relocation .....12 Automatic Relocation .....13 Relocation by Special Dial .....14 System Messages, Names and Memos .....15 User LCD Name/Number Display .....17 System Speed Dial Numbers .....20 Clearing a Speed Dial Entry .....21 Accessing the Stored Number .....21 Speed Dial—Advanced Features .....21 Feature Access Codes .....21...

Page 5: Introduction

telemanuals.com Introduction This guide is designed for the System Administrator of the following Strata DK systems: DK14 DK16e/DK16 DK40i/DK40 DK424/DK280 (Release 3 and above) This guide provides instructions for assigning the user names that appear on the station display; managing station relocation; and assigning Direct Inward System Access (DISA) security codes, toll restriction override access codes, and verified account codes.

Page 6: Organization

telemanuals.com Introduction Organization Typically, use the station with [PDN] 10, 100, or 200 to perform the functions in this guide. This guide assumes the Adminstrator’s telephone is connected to station Port 000. If you w‘ish, you can use a different [PDN] which must be assigned by the system installer.

Page 7: Important Notes

telemanuals.com Introduction Important Notes CAUTION! Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely. WARNING! Alerts you when the given task could cause personal injury or death. Letters in [brackets] represent buttons which have Directory Numbers on them. For example: [PDN] Primary Directory Number button (the Extension Number for your...

Page 8: Related Documents

telemanuals.com Introduction Related Documents/Media Related Documents/Media Refer to the following documents for more information: General Description Digital Telephone User Guide (includes LCD, Add-on Module and Direct Station Select Console) Digital Telephone Quick Reference Guide Digital Single Line Telephone User Guide PC-DKT User Guide Electronic Telephone User Guide (includes LCD and Direct Station Select Console) Electronic Telephone Quick Reference Guide...

Page 9: Chapter 1 Setting System Parameters

Setting System Parameters For security reasons, you can add, delete or change system parameters. Make sure your system is programmed so that you can change these parameters from your telephone. The parameters discussed in this chapter are given in alphabetical order. They are: Auto Attendant Direct Inward System Access (DISA) Security Code Night Transfer...

Page 10: Auto Attendant Co Line Assignments

An Auto Attendant’s primary announcement may sound like this: “Hello, you have reached Toshiba. If you know the number of the party you are calling, please dial it now. For operator assistance, dial 0 or please wait.

Page 11: System Auto Attendant Dialing Plan

System Auto Attendant Dialing Plan The Auto Attendant dialing plan is assigned in system programming. Use Table 1 record your system Auto Attendant dialing plan. Toshiba recommends using single digits. (See Table 2 for a list of default [DNs] for Strata DK systems.)

Page 12: Auto Attendant Announcement Recording Recommendations

Setting System Parameters Direct Inward System Access (DISA) Security Code When calling the Auto Attendant, callers can access DISA by dialing . Toshiba recommends that you do not include this information in the Auto Attendant announcement. CAUTION! Make sure that your system DISA security code is set and protected.

Page 13

Setting System Parameters Direct Inward System Access (DISA) Security Code If a caller enters the system via a DISA line or built-in Auto Attendant, the caller can then access another line to place an outgoing call through the system, in which case the outgoing line call is charged as a call made from the DK system.

Page 14: Emergency 911 Calls

Auto Attendant. Emergency 911 Calls The procedure to make an emergency 911 call is the same for the Strata DK14, DK40i/ DK40 and DK424; however, the DK424 can be programmed to use a special outside line, called the CAMA trunk, which provides Enhanced 911 (E911) calling service.

Page 15: Emergency Calling From The Attendant Console

Setting System Parameters Emergency 911 Calls /LQH If your off hook selection automatically selects a 3RROHG /LQH button, then when you dial 911, the normal CO line is dropped and an idle PDN or CAMA CO button connects to the CAMA trunk. If an idle [PDN] or CAMA CO button is not available, the 911 call is sent out the originally selected line without the station's CESID information.

Page 16: Night Transfer

Setting System Parameters Night Transfer seized on the INT button. 911 plus the Attendant Console CESID is sent out the CAMA trunk..or the or [PDN] button and dial 911. When 911 is dialed, the or [PDN] releases from the internal connection and seizes the CAMA trunk. 911 plus the Attendant Console CESID is sent out the CAMA trunk.

Page 17: Night Transfer Lock Mode

Setting System Parameters Night Transfer To assign or change Night Lock/Unlock Password 1. Press a [DN] + The LCD prompts you to enter a NO.200 ; four-digit password. ENTER PASS CODE (X = Tenant 1~Tenant 4 CO line groups), with the handset on- hook.

Page 18: Setting Date/Time/Day

Setting System Parameters Setting Date/Time/Day 3. Enter your password = Password digits NO.200 17 /RFN and press YYYY again. If the correct password is entered, NT LOCK the NT Lock LED remains steady JAN 15 WED 02:00 red and the LCD displays the message "NT LOCK."...

Page 19

telemanuals.com Setting System Parameters Setting Date/Time/Day To set the time 1. Press [DN] + You hear a confirmation tone. #652 ENTER TIME with the handset on- hook. 2. Enter the time H=hour, M=minute and 51 ENTER TIME 120500 (HHMMSS) in the S=seconds.

Page 20: Soft Keys

Setting System Parameters Soft Keys 5HGLDO 3. Press You hear a confirmation tone. NO. NNN MAY 24 MON 12: 05 6SNU 4. Press The telephone returns to the idle mode. Soft Keys To turn Soft Keys on 0RGH Press To turn Soft Keys off 0RGH Press Important!

Page 21: Automatic Relocation

Setting System Parameters Station Relocation Always turn this feature off promptly after relocation is finished to CAUTION! avoid accidental relocation. Automatic Relocation This function enables you to physically move a telephone from one location to another while maintaining all of the telephone's programmed features. Use the "Telephone Location Record"...

Page 22: Relocation By Special Dial

Setting System Parameters Station Relocation 2. Unplug the telephone that is moving from its wall jack at the old location. 3. Plug the telephone The station is now moved to its new location while that is moving into the retaining its original [DNs] and features. wall jack at its new

location.

Page 23: System Messages, Names And Memos

Setting System Parameters System Messages, Names and Memos To relocate (swap) Station A and B 1. From Station A, press You hear confirmation tone. Station A now has the □□□111 a [DN] + buttons and features of Station B and vice versa. = [DN] of Station B).

Page 24 Setting System Parameters System Messages, Names and Memos 3. Blank out any portion Each character the cursor transverses is deleted. of a message by pressing moving the cursor to the right, when in the alpha character mode. Table 3 Dial Pad Key Equivalents Letter Letter Letter...

Page 25: User Lcd Name/Number Display

Setting System Parameters System Messages, Names and Memos User LCD Name/Number Display Once you store names and numbers in the system memory for each station or device, they can display on the station’s LCD while idle and at other stations’ LCDs when they are called.

Page 26 Setting System Parameters System Messages, Names and Memos 6SNU 3. Press The information is stored and TOSHIBA EXT. 200 appears on the top line. DATE DAY TIME To clear name/number display. 1. Press a [DN] + You hear confirmation tone, then busy tone.

Page 27 Setting System Parameters System Messages, Names and Memos 2. Press a [DN] + . Current information for the USER NAME? Administrator station appears on the bottom line. 3DJH 3. Press In this particular display, stands for the [PDN] of a digital, DESK EKT NO.? electronic or standard telephone.

Page 28: System Speed Dial Numbers

Setting System Parameters System Speed Dial Numbers 8. Repeat Steps 2~7 to enter more names/ numbers. 0RGH 9. Press Your Soft Keys are turned ON. when your telephone is idle. To erase other station name/number displays From the Administrator station, repeat Steps 1~6 of the previous procedure and press , in the alpha mode in Step 6.

Page 29: Clearing A Speed Dial Entry

Setting System Parameters Speed Dial—Advanced Features Clearing a Speed Dial Entry Repeat the preceding procedure, skipping Step 4. Accessing the Stored Number 6SHHG 'LDO Press its associated Speed Dial access code ...or press the button associated with the code. Note Write down the Speed Dial codes and telephone numbers for future reference.

Page 30 Setting System Parameters Speed Dial—Advanced Features Important! Do not lift the handset. If you do not enter the entire sequence within a specified time (set in system programming for either one or three minutes), the operation times out and your telephone returns to idle mode.

Page 31 Setting System Parameters Speed Dial—Advanced Features Table 4 Feature Access Codes (continued) Features Feature Access Code Sequence Outgoing Calls [PDN] + CO line access code Table 5 on Page 34 (See Overrides (Busy, DND) Overrides (Executive) +ROG + [PDN] + [;;;] Page Access where: [;;;] =Page access code...

Page 32: Speed Dial Pause And Flash Storage

Setting System Parameters Speed Dial—Advanced Features XXX = Auto Park Orbit 9 9 9 (access the next available park orbit), or General Park Zones 900~919, or [PDN] on which the call should be parked. Only use 999 with LCD telephones. This feature will hold an existing call when the button is pressed.

Page 33 Setting System Parameters Speed Dial—Advanced Features To link system/system speed dial numbers 5HGLDO 1. Press 2. Press Table 8 on Page 37 for Station Speed Dial Access Codes. 6SHHG 'LDO ...or System Speed Dial Access Code. 6SHHG 'LDO 3. Press 4.

Page 34 Setting System Parameters Speed Dial—Advanced Features Linked Speed Dial Example Your system must be programmed for “Toll Restriction Override by System Speed Note Dial” to allow this example. To store a CO line access code plus a long distance carrier access

code (10288) and link to *690 In the following example, you are going to link 690 to a telephone number and store it in...

Page 35: Speed Dial Memo

Setting System Parameters Speed Dial—Advanced Features □□□□□ □□□□□□□□□□□ the carrier access code ( ) plus the telephone number (Speed Dial Memo This feature enables the Administrator station to program an 11- or 12-character name for each of the system Speed Dial numbers. You can scroll through the memo pad of names to select the appropriate party.

Page 36 Setting System Parameters Speed Dial—Advanced Features 0RGH 5. Press 6. Press [PDN], then The number appears as you entered it. Speed Dial numbers enter the desired CO and memos and their corresponding two- or three-digit line access code, plus codes can be recorded on the Speed Dial Memo Directory the telephone number at the back of this guide.

Page 37: Toll Restriction Override/Traveling Class Codes

Setting System Parameters Toll Restriction Override/Traveling Class Codes To check a Speed Dial number 0RGH 1. Press Table 8, “Speed Dial Access Codes,” on page 37. The LCD displays a “+” sign if there are more than 16 digits. 6FUROO 2.

Page 38 Setting System Parameters Toll Restriction Override/Traveling Class Codes 3. Enter the desired four-digit override code. 5HGLDO 4. Press You hear a confirmation tone. The NO. NNN code is stored in memory. DATA PROGRAMMED Notes When making outgoing calls, dialing the Traveling Class code puts the telephone in the Toll Restriction class of the code that was dialed.

Page 39: Verified Account Codes

Setting System Parameters Verified Account Codes Verified Account Codes Adding, deleting, or changing Verified Account Codes can be done at designated stations only. The privileged stations are assigned by the system programmer. To add or change verified account codes 1. Press [DN] + You hear a confirmation tone.

Page 40 telemanuals.com Setting System Parameters Verified Account Codes To delete verified account codes 1. Press [DN] + You hear a confirmation tone. 2. Enter the three-digit You hear a confirmation tone. verified account code reference number) or) to be deleted.

Page 41: Co Line Access Codes

Access Codes This appendix contains access codes for outside Speed Dial numbers, CO lines, Paging Group and Paging Zone Codes. CO Line Access Codes &2 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 5...

Page 42: Feature Access Codes

Access Codes Feature Access Codes Press [PDN] + CO Line Access Code (Table Table 5 CO Line Access Codes System CO Line Access Codes □□□a□□□ □□□□a □□□□ DK14 □□□a□□□ □□□□a □□□□ DK16e/16 □□□a□□□ □□□□a □□□□ DK40i/40 □□□□a □□□□ DK424 (RCTUA) □□□□a □□□□ DK424 (RCTUBA/BB) □□□a□□□...

Page 43: Paging Group Codes

Access Codes Paging Group Codes Paging Group Codes Your telephone can be assigned to page group(s). Telephones can be a member of more than one group and each group can have as many as 120 stations. Station users can access each group separately by dialing an access code (see Table 6 Table 7...

Page 44 Access Codes Paging Group Codes Table 7 External Paging Zones (continued) External Paging Zone Access Code External Paging Zone Access Code DK424 (RCTUE/F) Zone A Zone E Zone B Zone F Zone C Zone G Zone D Zone H Strata DK System Administrator’s Guide 4/99...

Page 45: Speed Dial Access Codes

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

Once you store a telephone number on any of the codes listed below, you can dial the 6SHHG 'LDO number by entering the code, such as...

Page 46 Access Codes Speed Dial Access Codes Strata DK System Administrator's Guide 4/99...

Page 47: User Name/Number Directory

Directories/Record User Name/Number Directory Name/Numbers are limited to 16 alphanumeric characters and are displayed on the top row or idle LCD stations and the bottom row of called LCD stations. This directory is provided for the Administrator station for referencing and recording of other station Name/Numbers.

Page 48: Speed Dial Memo Directory

telemanuals.com Directories/Record Speed Dial Memo Directory _____ Station #: D A T E D A Y T I M E Speed Dial Memo Directory Speed Dial memos are limited to 12 characters for the memo (top row of LCD) and 16 digits/pauses for the dial number (bottom row of LCD).

Page 49: Telephone Location Record

Directories/Record Telephone Location Record Speed Dial numbers may be 60~99 or 600~699 depending on the system size. Note Telephone Location Record To view [PDNs], port numbers (physical and logical), and [DNs] of LCD telephones 1. Press a [DN] + The [PDN] is displayed as INT = NNN (NNN = directory number of button).

Page 50 Directories/Record Telephone Location Record Room/Office Location Primary Directory Number User's Name Strata DK System Administrator's Guide 4/99...

Page 51 Directories/Record Telephone Location Record Room/Office Location Primary Directory Number User's Name Strata DK System Administrator's Guide 4/99...

Page 52 Directories/Record Telephone Location Record Strata DK System Administrator's Guide 4/99...

Page 53: Index

telemanuals.com Index about this book CAMA trunk calls, conventions, CO lines, important notes, access codes, organization, auto attendant assignments, related documents, codes access codes feature access, CO line, paging group, feature, speed dial access, speed dial, toll restriction override, access DISA, traveling class, account codes verified account,...

Page 54 telemanuals.com Index E ~ S DISA night transfer, access, enable/disable, outgoing calls, lock mode, security code, lock/unlock password, cancel, assign/change, enter/change, routing (ringing) patterns, non-LCD telephones, emergency 911 calls, equipment notes, page button, paging group codes, primary announcement, feature access codes, flash button, records, telephone location,...

Page 55 telemanuals.com Index T ~ W memo, program names and numbers, user LCD name/number display, number linking, clear, example, erase, store CO line access code, other stations/devices use new link, enter name/number display, pause and flash storage, erase name/number display, storing a feature, write, storing system speed dial number in a system speed dial code,...

Page 56 telemanuals.com Index W ~ W Strata DK System Administrator's Guide 4/99...

This manual is also suitable for:

Strata dk14 strata dk16eStrata dk16Strata dk40Strata dk40iStrata dk424Stratadk280 ... Show all