

TOSHIBA

Telecommunication Systems Division

Strata[®] *DK*

Digital Business Telephone Systems

**Standard Telephone
User Guide**

May 1999

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Introduction

This guide provides instructions for operating a standard tone or rotary dial telephone for Strata DK Systems. These systems include:

- ✦ DK14
- ✦ DK16e/16
- ✦ DK40i/40
- ✦ DK424/DK280 (Release 3.0 or higher)

Organization

This guide is divided as follows:

- ✦ **Chapter 1 – Feature Operation** provides descriptions and operating procedures for all of the features available with standard telephones.
- ✦ **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.

Conventions

The left column gives you single or numbered steps that you need to perform a procedure. These steps apply to both mouse or keyboard use.

The right column gives the immediate response to your action. This column also includes additional notes and comments.

PDN] Primary Directory Number. In this guide, [PDN] represents the telephone number (also known as an Intercom Number, Extension Number).

Note Elaborates specific items or references other information.

Important! *Calls attention to important instructions or information.*

- Extra bold** letters represent telephone buttons. For example: **999#**.
- denotes the step in a one-step procedure.
- ~ means “through”. For example: 5~10.
- + is used for multiple key entries.
Example: Enter **#670** + [PDN] + Remote Call Forward Security Code + **#**.

Features

1

This chapter explains how to use the features on your standard tone or rotary dial telephone. There is a Quick Reference section for basic telephone use, followed by the features in alphabetical order.

Before You Begin

Your telephone may not have all of the features mentioned in this guide. See your System Administrator to find out which features and codes apply to your telephone. If your telephone has a rotary dial, dial **44** when a procedure requires that you dial **#**. For example, to dial **#331** from a rotary phone, dial **44331**.

Flash

The term “flash” the hookswitch is used in a number of feature instructions. The following explains how to perform this function.

Features

Before You Begin

► To Flash the hookswitch

- While on a call, flash (press) the hookswitch down about 1/2 second, then release it.

You hear dial tone after flashing the hookswitch. Some telephones may have a special button which flashes the hookswitch.

Note The hookswitch is located in the handset cradle of your telephone.

Some CO line features, such as conferencing, Centrex, or behind PBX operation require “flashing the CO line,” to dial Centrex/PBX feature access code or extension numbers.

► To flash a CO line

1. Momentarily press the hookswitch for about 1/2 second.
2. Press **#45**.
3. You can now dial a Centrex or PBX feature access code or extension number.

After you press the hookswitch, You hear dial tone. This hookflashes the Toshiba system only.

You hear Centrex or PBX dial tone.

Incoming Call Ringing Patterns

Your telephone ringing pattern is set in system programming.

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.

Quick Reference

Making an Internal Call

- | | |
|-------------------------------------|------------------------------|
| 1. Lift the handset. | You hear internal dial tone. |
| 2. Dial the desired station number. | |

Making an Outside Call

- | | |
|--|--|
| 1. Lift the handset. | You hear internal dial tone. |
| 2. Enter a CO line number access code. | See Table 1 on Page 38 .
You hear dial tone after entering the access code. |
| 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.

- | | |
|--|---|
| 1. Lift the handset. | You hear internal dial tone. |
| 2. Enter a CO line number access code. | See Table 1 on Page 38 . You hear dial tone after entering the access code. |
| 3. Enter the desired telephone number. | Your call rings through to the destination. |
- Note** If you need to dial a subaddress (usually required for calling station equipment at a location requiring extra dialed digits), then, proceed to Step 4.

Features*Account Code Calls*

4. Press **##** to enable the system to dial the call
...or to enter a subaddress, press **#**, enter the subaddress, then press **#**.

Answering Calls

- | | |
|---|---|
| <p>➤ When your telephone rings, lift the handset and speak.</p> | <p>The internal ring pattern is one second ON, three seconds OFF—for incoming outside calls.</p> <p>You are connected to the calling party.</p> |
|---|---|

Account Code Calls

Account Codes are used for a variety of reasons, including billing, call tracking, and line restriction applications. The system records the Account Codes and can print them with other call details on a Station Message Detail Recording (SMDR) report.

Forced Account Codes

Some applications may require that you enter an Account Code, called a Forced Account Code, before dialing a telephone number. Forced Account Codes can be recorded for outgoing calls only.

➤ To record a forced account code

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Lift the handset. 2. Dial a CO line number access code. 3. Enter the Forced Account Code. | <p>You hear dial tone.</p> <p>See Table 1 on Page 38. The CO line accessed must be set to require a forced Account Code in system programming.</p> <p>You hear dial tone after you press the last digit of a valid account code or busy tone after you press the last digit of an invalid code.</p> |
|--|---|

4. Dial the telephone number.

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:

- 1) 911
- 2) _____
- 3) _____

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.

An exception is a Voluntary Account Code which is required to change the Toll Restriction classification of your station. The code gives you access to telephone numbers outside your usual dialing area and must be entered prior to dialing the telephone number. As an example, if your station is restricted to local area calls, you can make out-of-state calls by using a Voluntary Account Code set in system programming.

If the system is set for Verified Account Codes, you must enter specific codes when entering the Voluntary Account Code(s) or the code is not validated for the SMDR call report.

► To record a voluntary account code

- | | |
|--|--|
| 1. After accessing a CO line or talking on a line, flash the hookswitch. | You hear dial tone and the CO line is on Hold. |
|--|--|

Features

Account Code Calls

2. Press **#46**.
You hear dial tone or if you were talking, a one-way speech path is connected: you can hear the caller, but they can't hear you nor the account code entry.
3. Enter the Voluntary Account Code.
Voluntary Account Codes must be entered during the call. Dial tone stops after the first telephone number digit is dialed.
One sound burst confirms a verified code. If you hear two burst tones (invalid code), repeat Steps 1~3.
If you enter the code after accessing a CO line, you are either reconnected to the outside caller or you hear dial tone.
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.

Automatic Callback (ACB)

After reaching a busy or the Do Not Disturb (DND) mode, you can set Automatic Callback (ACB) to have the system call you back when the called station is no longer busy or in the DND mode. Automatic Callback does not apply to outside calls.

► **To set Automatic Callback**

- | | |
|--|---|
| 1. After reaching a busy station, press 4 . | You hear busy tone, followed by dial tone (2 secs.), then busy tone. |
| 2. Hang up. | You can make other calls while waiting for the called station to become available. |
| 3. Your telephone rings at a fast rate when the called station becomes idle. | |
| 4. Answer within three rings to prevent the callback from being cancelled. | You hear a single tone, as if making a regular internal call. If you used Tone Signaling instead of Voice First Signaling, you hear repetitive ringing.

If you hear busy tone after answering, it means the called party has already received or originated another call. Your request is not cancelled. You will be called again when the station becomes idle. |
| 5. If you were attempting to make an outside call and did not use LCR, you must now redial the telephone number. | If the original call was made using LCR, the telephone number is automatically dialed. |

► **To cancel ACB (to busy or DND station)**

1. Lift handset.
2. Press **#43**.
3. Hang up.

Features

Attendant Console Calling

Attendant Console Calling

Up to four attendant consoles can be installed per system. There can be up to three ways to call the attendant console, depending upon system programming.

► To call any attendant console

- | | |
|--|--|
| ► Lift the receiver and press 0 . | The call rings the attendant console's 0 button. These calls rotate between the consoles if more than one console is installed. |
|--|--|

► To call a particular console

- | | |
|--|---|
| ► Lift the receiver and dial the console's Directory Number _____. | The call rings the console's [PDN] button. Your System Administrator can provide the Attendant Console(s) internal number(s). |
|--|---|

► To make an emergency call to a console

- | | |
|---|--|
| ► Lift the receiver and enter #400 . | The In-EMGR LED flashes on all consoles. |
|---|--|

Call Forward

You can set your station to Call Forward (CF) to another station or voice mail for a variety of conditions, described in Step 2.

► To set Call Forward

- | | |
|---|---|
| 1. Lift the handset. | You hear internal dial tone. |
| 2. Enter a Call Forward access code:
#601 = All Calls | You hear confirmation tone.

Call Forward-All Calls—forwards all calls immediately; your telephone does not ring. |

#602 = Busy

Call Forward-Busy—forwards calls immediately when your telephone is busy or in Do Not Disturb mode.

#603 = No Answer

Call Forward-No Answer—forwards calls to another station if you do not answer within a certain time (that you designate). Not available from a rotary telephone.

#604 = Busy/No Answer

Call Forward-Busy/No Answer—forwards calls immediately to another station whenever you are busy on another call. Calls will also forward if you do not answer within a certain time (that you designate). Not available from a rotary telephone.

3. Enter the destination number.
4. If setting CF-No Answer or CF-Busy/No Answer, press *, enter the time in seconds, then press #.
5. Hang up.

This is the phone number where calls will forward.

You can enter the amount of time that your telephone rings before it forwards (08~60 seconds). Always enter two digits. If you do not wish to change the ring time, press * then # to make the ring time the same as the last setting.

You hear a confirmation tone after pressing * and again after pressing #.

Notes

- You can continue using your phone in the usual manner while Call Forward is in effect.
- If Call Forward is set:
 - CO lines that ring your station exclusively will forward—CO lines that ring more than one station will not forward.
 - 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.

Features

Call Forward

► To cancel Call Forward

- | | |
|------------------------|-----------------------------------|
| 1. Lift the handset. | You hear internal dial tone. |
| 2. Press #601 . | |
| 3. Hang up. | You hear confirmation tone again. |

Call Forward—External

This feature enables you to forward new, incoming calls to a number outside of the system.

Call Forward-External does not forward internal calls or calls transferred to your telephone. The only calls that it forwards are incoming Direct-In-Dial (DID) calls and calls over CO lines dedicated to ring your station.

However, any of the other Call Forward modes can be set simultaneously with Call Forward-External. Other Call Forward modes will be active for internal and transferred calls.

► To set Call Forward-External

- | | |
|--|---|
| 1. Store the number that calls will be Station Speed Dial location 49 (RCTUA, B, C/D processors), or location 139 (RCTUE/F processor). | <p>Important! <i>Only perform Step 1 the first time Call Forward-External is set or when you change the destination. It is not necessary to store the destination each time; it remains in system memory.</i></p> <p>The Call Forward destination can be a telephone number over a CO line, a station over a tie line, or a station within your Strata DK system.</p> <p>Use the Speed Dial storage procedures on Page 29 to store the destination number.</p> <p>Call Forward-External.</p> <p>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.</p> |
|--|---|

Example: 8015833700
801 = CO Line access code
5833700 = Telephone number

Important! See [Table 1 on Page 38](#) for CO Line/Line Group access codes. The LCR access code “9” cannot be used.

2. Lift the handset and press **#670**.
3. Hang up.

Incoming calls will forward to the destination stored at Station Speed Dial Location 49.

➤ **To cancel Call Forward-External**

- Lift the handset and press **#670**.

Remote Call Forward—External Destination Change

If Call Forward-External mode is set at your station, you can change the forwarding destination from a telephone outside of the system.

The destination is normally an external Public Telephone Network Number, but it can also be an internal Directory Number.

➤ **To change the destination number**

1. Call into the Strata DK system over a CO line programmed for the DISA feature.
2. After you hear dial tone, press **#670**, then enter a [PDN].

You hear ring back tone signal, then internal dial tone for 10 seconds. Try again if you hear busy tone.

Note See the System Administrator for DISA telephone numbers.

You hear a confirmation tone.

If a number is not dialed, the system automatically causes 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.

Features

Call Forward

3. Enter the Remote Call Forward-External security code. You hear a confirmation tone. See the System Administrator for the access code.
 4. Enter the new destination number.
You can enter an internal [PDN], or a CO or tie line access code + an external telephone number.
With some systems, you can dial a line group code instead of a CO line number access code (see [Table 1 on Page 38](#)).
You cannot enter the LCR access code **9**.
- Important!**
*Do not press #, since that ends the procedure (see Step 5). Instead, use **44** when entering a CO line access code.*
5. Press **#**. You hear a confirmation tone.

➤ **To cancel Call Forward-External remotely**

- Enter **#670** + [PDN] + Remote Call Forward Security Code + **#**.

Call Hold

You can place a call on hold and then make another call.

➤ To place a call on hold

- | | |
|---|---|
| 1. While on a call, flash the hookswitch. | You hear dial tone. |
| 2. Press #41 and hang up. | You hear a one-second burst of dial tone to confirm the call is on hold. You can now make or receive calls. |

➤ To return to the call on hold

- | | |
|---|--|
| ➤ Lift the handset and press #42 . | <p>You are reconnected with the held call.</p> <p>If you do not return to the call within a specified time, the call rings back your phone.</p> <p>If you are busy on another call when the held call recalls your station, you hear two tone bursts of two beeps each, three seconds apart, in your handset.</p> <p>The call remains camped-on to your station indefinitely. When you end the second call, the first call rings your station.</p> |
|---|--|

➤ To put the second call on hold

- Flash the hookswitch, then press **#41**.

➤ To go back to the original call

- Flash the hookswitch, then press **#42**.

➤ To return to the second call

- Terminate that original call. Then press **#42** to retrieve the second call or wait for it to recall.

Features

Call Park Orbits

Call Park Orbits

The Call Park feature enables you to hold a call temporarily in an orbit (the area where the call is held). Anyone can retrieve the call from the orbit using the same or a different station. There are 20 General Park Orbits for the system and 1 Personal Park Orbit for each station.

Once you have parked a call in an orbit, you can:

- ✦ Hang up and retrieve the parked call at a later time
- ✦ Originate another call
- ✦ Access a voice paging device to announce the parked call for pickup from another station

► To Park a call

1. While on a call, flash the hookswitch.
2. Press **#332**.
3. Enter a General Orbit Number (**900~919**) or [PDN].
4. Hang up.

You hear dial tone.

You hear a one second confirmation tone. The call is parked at the orbit or to an assigned [PDN]. If an orbit number is busy, enter another number.

Once the call is parked, you can make or receive other calls.

Notes

- If the parked call is not retrieved within a specified time, the call rings back to your phone.
- If your phone is busy when the parked call recalls, you hear two tones of two short beeps, three seconds apart. 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.

► **To retrieve a Parked call from any station**

1. Lift the handset.	You hear dial tone.
2. Press #332 and enter the Orbit Number that you used to park the call.	You are reconnected to the parked call.

► **To park a call and page another station**

1. While on a call, flash the hookswitch, press #331 .	
2. Enter the General Orbit Number (900~919) or [PDN].	The original call is now parked on the lowest vacant Orbit Number or [PDN]. After you enter an Orbit Number, a short burst of dial tone prompts you to enter the Page access code.
3. Enter a Page Group or Zone access code (see Tables 2 and 3 on Page 39).	
4. Make your announcement and include the Orbit Number.	
5. Hang up to free the paging device.	If the parked call is not retrieved within a specified time, the call rings back to your phone.

Features

Call Pickup

Call Pickup

You can pick up a call that is ringing another station, a call placed on hold at another station, and other types of calls with the Call Pickup feature.

1. Lift the handset and press #5 .	
2. Press a Call Pickup code:	You are connected to the caller.
#2 + XXX (XXX=[PDN]/ [PhDN])	Pick up a call ringing or on hold at a specific Primary or Phantom Directory Number [PDN] or [PhDN] (Release 3.1 and above).
#30	Pick up a telephone group page, internal call, or door phone call ringing a station.
#35 ~ #38	Pick up an external page.
9	Pick up a ringing CO line.
#7001~#7200	Pick up a CO line on hold (Lines 1~200).

Pick up Calls to a Group

Stations may be assigned in system programming to Pickup Groups. As many as 20 groups can be created to enable you to easily pick up incoming (new or transferred) or internal calls that are ringing stations in your group or in other groups. 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 **#5#34**.

➤ To pick up a call that is ringing in another group

- | | |
|----------------------|---------------------|
| 1. Lift the handset. | You hear dial tone. |
|----------------------|---------------------|

2. Enter **#5** + the group pickup access code (**#320~#339**).

You are connected to the call after dialing the group access code. If the called station belongs to more than one group, any of the Group Pickup codes associated with those groups will pick up the call.

Note These group pickup access codes can be entered into a speed dial location for easier access.

Call Transfer with Camp-on

This feature enables you to transfer an outside call to a station that is either idle or busy.

► To transfer a call

1. While on an external call, flash the hookswitch.
2. Dial the station number to which the call will be transferred.
3. If the station is idle, announce the call and hang up
...or if the called station is busy or does not answer, hang up.
...or if the call rings back to your phone, inform the caller and repeat the procedure.

You hear dial tone.

If you hear repetitive ringing after dialing, the call was made with Tone Signaling and you have to wait for the called party to answer.

The call camps on to the busy station.

If the station does not answer within a predetermined time, the call rings back to your phone and camp-on is cancelled.

Features

CO Line Queuing

...or, to reconnect to the transferred line before it is answered, flash the hookswitch again.

If the called party lifts the handset (or presses a [PDN] button on digital and electronic telephones) just before you flash the hookswitch again, you will enter a conference call.

CO Line Queuing

If all outgoing CO lines are busy, the CO Line Queuing feature will ring your telephone when one is available.

► To set CO Line Queuing

- | | |
|--|--|
| 1. If you hear busy tone after dialing a CO line access code, press 4 . | Busy tone stops, followed by dial tone (2 secs.), then busy tone resumes. |
| 2. Hang up. (You can make other calls while waiting for a line to become available.) | |
| 3. Your telephone rings at a fast rate when a CO line becomes idle. | |
| 4. Answer within three rings to prevent the callback from being cancelled. | You hear CO dial tone. (If you hear busy tone, it means the line has already been seized or has received an incoming call. Your request is not cancelled. You will be called again the next time a line becomes idle.) |
| 5. Dial the desired telephone number. | If the original call was made using LCR (dial 9), the system automatically dials the number. |

► **To cancel CO Line Queuing**

- Lift the handset and press **#43**.

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.
- ♦ Up to two stations (including your own) may be conferenced with two CO lines.

With Release 3.2 and higher, you can also connect (tandem) two CO lines, and then drop out of the call.

Step 1: Make a Conference Call or Tandem Two CO Lines

- | | |
|--|--|
| 1. While on either an external call or internal call, flash the hookswitch. | You hear internal dial tone and the call is placed on hold. You will not hear the held party again until Step 4. |
| 2. (Optional) If you want to add an outside line, dial the CO line access code; otherwise proceed to Step 3. | See Table 1 on Page 38 for CO line access codes.
You hear dial tone when the line is accessed. (Up to two CO lines can be conferenced.) |
| 3. Dial the telephone number that you want to add to the call. | |

Features

Conference and Tandem Calls

4. If you hear a single tone, voice announce the call and ask the party to pick up
 ...or, if you hear ringing, announce the call once the party answers
 ...or, if the called station is busy, you can flash the hookswitch to return to the existing call.
5. If you are ringing an internal party, flash the hookswitch after the party answers
 ...or if you are ringing an outside line, you can flash the hookswitch before or after the party answers.

On internal calls, the new party must pick up the handset or press a [PDN] button to participate in a conference call.

Note If a called external number is busy, you must hang up and re-initiate the call.

All parties are conferenced.

If only your telephone is connected with two parties on external CO lines, you can exit the conference by hookflashing again before you hang up. (See “[\(Optional\) Add More Callers to a Conference or Tandem Call](#)” on [Page 21](#).) The external lines remain connected.

While a conference is being set up, all outside parties are held separately and cannot converse with each other.

Step 2: (Optional) Add More Callers to a Conference or Tandem Call

-
- | | |
|--|--|
| ➤ For Conference calls: repeat substeps 1~4 of Step 1: “Make a Conference Call or Tandem Two CO Lines” to add another party to the conference.

...or for Tandem calls: hookflash again and hang up. | If one of the stations hangs up on a two-station/two CO line conference call, the remaining station maintains the conference.

If only your telephone is connected with two parties on external CO lines, you can exit the call to allow the two external parties to continue talking. |
|--|--|

Step 3: (Optional) Pick Up a Tandem CO Line Call

Note This step enables you to pick up a tandem CO-to-CO line call that was established from your telephone.

-
- | | |
|---------------------------------------|---|
| ➤ Go off-hook and dial #5#79 . | If your telephone has established more than one tandem call, the call with the lowest line number is picked up. |
|---------------------------------------|---|

Features

Direct Inward System Access (DISA)

Direct Inward System Access (DISA)

Outside callers with telephones that send Dual-tone Multi-frequency (DTMF) tones (push-button dialing) can call in on CO lines programmed for DISA and dial stations or outgoing CO lines without going through an attendant or operator.

► To make a Direct Inward Station call with DISA

1. From outside the system, call the DISA CO line phone number: ____-____.

See the System Administrator for this number.

2. Listen for the repetitive ringback tone signal, followed by dial tone.

Try again if you hear busy tone.

3. During the 10 secs. of dial tone, make your call.

If a number is not dialed, the system automatically causes 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.

To call another station after completing a DISA station call, the internal party must transfer you. Station Paging and System Paging cannot be made on DISA calls.

4. If you hear busy tone, press *.

If the call is not answered after 6 rings or 24 seconds, whichever occurs first, you hear busy tone.

5. When you hear dial tone, call again.

► To make an outgoing call with DISA

<p>1. From outside the system, call the DISA CO line telephone number: ____-_____. See the System Administrator for this number.</p>	
<p>2. Listen for repetitive ringback tone, then listen for dial tone. Try again if you hear busy tone.</p>	<p>The dial tone is present for 10 seconds to allow direct dialing of a station internal number or CO line access code. If a number is not dialed, the system automatically causes 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.</p>
<p>3. Dial a CO line number or line group access code. See Table 1 on Page 38.</p>	
<p>4. If a DISA security code is required (see the System Administrator), dial the code and listen for CO dial tone. ...or if a DISA security code is not required, you hear CO dial tone.</p>	<p>If the correct code is not entered, the call is disconnected. A timer tone plays (approximately four mins.) that both parties hear after the call was made.</p>

Features

Door Phones

5. Press **0** to reset the timer four more minutes; otherwise, the call disconnects approximately one min. after the tone.
6. Dial a telephone number.

Door Phones

You can call a door phone and monitor the immediate area surrounding the door phone. Only digital and electronic telephone stations can be called by door phone users, but you can pick up these calls when they are incoming by lifting your handset and dialing a pick up access code.

► To call/monitor a door phone

1. Lift the handset.
2. Dial the door number:

You hear dial tone.

#151
#152
#153
#154
#155
#156
#157
#158
#159
#161
#162
#163

Door Phone ID

1A
1B
1C
2A
2B
2C
3A
3B
3C
4A
4B
4C

Location

➤ **To pick up a door phone call that is ringing another station**

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. When you hear a door phone call, lift the handset. 2. Press #5#30. | <p>Door phone calls ring from one to five times, depending on system programming.</p> |
|---|---|

Emergency Ringdown/Hotline Service

The Emergency Ringdown or Hotline Service feature enables standard telephones to automatically ring a designated extension, after the ringdown timer expires, by going off-hook.

The Hotline Service feature is often used for telephones in hotel/motel lobbies. This same feature is referred to as Emergency Ringdown in healthcare facilities, where it is used to assist callers who may not be able to complete a call by dialing.

Note Electronic and digital telephones cannot perform this feature, but they can *receive* Hotline Service or Emergency Ringdown from standard telephones.

➤ **To make a hotline or emergency ringdown call**

- | | |
|-------------------------------------|--|
| <p>➤ Lift the handset off-hook.</p> | <p>The designated station will automatically ring after the ringdown timer expires.</p> <p>If a valid feature access code or DN is dialed before the ringdown timer expires, automatic ringdown does not occur.</p> <p>An example of an incoming Emergency Ringdown call <i>to</i> an electronic or digital LCD telephone is shown on the right. The calling [DN] and “Ringdown” displays whether soft keys are ON or OFF.</p> |
|-------------------------------------|--|



Features

Message Waiting

Message Waiting

If your station is idle or busy on a call while another station tries to contact you, the calling station can turn on the message waiting LED on your telephone. Your Message Waiting lamp flashes when there is a message.

When you respond by pressing **Msg**, you will either hear a voice message or your phone will dial the telephone which set a callback message. Voice mail devices and stations can leave message waiting indications.

Up to four Message Waiting indications can be left at a station at one time. One of the indications is for the Message Center.

► To answer a Message Waiting light

1. Lift the handset.	You hear dial tone.
2. Press #408 .	Your phone rings the device that set the indication. If there is no answer, hang up and try later. (The LED continues to flash.)
3. If your telephone calls a busy station or there is no answer, hang up and try later. ...or you can bypass this message and listen to the next message by going on-hook and repeating Steps 1 and 2.	The LED continues to flash. This feature is available for DK14, DK16e, DK16, DK40i, DK40, DK424 release 1 and DK280, release 3.1 and higher.
4. After receiving the message, hang up.	If the Message Waiting LED continues to flash, you have 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 #409	The Message Waiting indication is cancelled.

Set Message Waiting On Other Telephones

After reaching a busy or unanswered telephone equipped with a Message Waiting indicator, you can set a Message Waiting indication on the called telephone. A flashing lamp or LED at the called telephone indicates a call is waiting. The station user can press the button associated with the flashing LED or enter **#408** to call you back.

► To set a message waiting indication on another telephone

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. If a called telephone station is busy or does not answer, press 7. 2. Hang up. | <p>A Message Waiting light is set at the station. If you are calling a standard telephone, the telephone must have with a message waiting light. All Toshiba digital or electronic telephones have Message Waiting lights.</p> |
|---|--|

► To cancel the message waiting indication on another telephone

- | | |
|---|---|
| <p>► Lift the handset and press #64 + XXX. (XXX = station number with the message light.)</p> | <p>You hear busy tone if the called station is busy, or you hear repetitive ringing or a single tone if the called station is idle.</p> <p>The Message Waiting indication on the station is turned OFF.</p> |
|---|---|

Override Calls

Busy Override enables you to send a tone to a busy station to indicate that a call is waiting. Any station can initiate Busy Override. Off-hook Call Announce is another way to contact a busy station; it lets you speak to a digital telephone user who is off-hook.

Busy Override or Off-hook Call Announce

- | | |
|--|--|
| <p>► After reaching a busy station, press 2</p> <p>...or to OCA, dial 21 or 12.</p> | <p>The busy station receives a tone signal, indicating a waiting call.</p> <p>If the busy station has the Off-hook Call Announce (OCA) feature, then you can immediately talk to the called party.</p> |
|--|--|

Features

Paging Announcements

Do Not Disturb (DND) Override

DND Override lets you send a tone to an idle station in the DND mode to indicate that a call is coming in.

- After reaching a station in DND mode, press **2**.

The DND station receives a tone signal, indicating that a call is coming in.

Note Your station must be programmed for this feature.

Note Executive Override and DND Override are optional features, enabled in system programming

Executive Override

Executive Override enables you to enter a conversation.

- After reaching a busy station, press **3**.

You can now enter the conversation. An optional tone signal can be heard by the called parties prior to your entrance.

Note Your station must be programmed for this feature.

Paging Announcements

You can make page announcements to digital and electronic telephone speakers and external speakers. Telephones are assigned to specific page groups in system programming. A page can be sent to external speakers (all zones), if enabled in system programming.

1. Lift the handset.
2. Enter a page access code.

You hear dial tone.

See [Tables 2 and 3](#) on [Page 39](#).

Features*Repeat Last Number Dialed*

3. Make your announcement in a normal voice level and then repeat the announcement.
4. Hang up when you have completed your announcement.

Repeat Last Number Dialed

This feature enables you to easily redial the last number called.

- | | |
|----------------------|--|
| 1. Lift the handset. | You hear dial tone. |
| 2. Press ## . | The system automatically dials the last telephone number that you entered. |

Speed Dial

Speed Dial enables you to call a telephone number by dialing a brief access code, instead of having to dial the entire telephone number. There are two types of Speed Dial numbers: Station Speed Dial numbers, which you can assign to buttons on your own station and System Speed Dial numbers, which are assigned from the System Administrator's station or an attendant console, but they can be used by other stations.

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 #66 . | You hear a short tone. |
| 3. Press * . | |

Features*Speed Dial*

- | | |
|--|---|
| 4. Enter the access code where you wish to store the telephone number. | See Table 4 on Page 40 . |
| 5. Dial the CO line number access code to be stored. | See Table 1 on Page 38 . |
| 6. Enter the telephone number. | The number can be up to 20 digits, including the CO line access code. |
| 7. Press #. | You hear confirmation tone once the CO line access code and the telephone number are stored. They will be automatically dialed when you enter the Speed Dial access code.

Repeat this procedure to replace the stored telephone number with a new one. |

► To make a call with a station or system speed dial code

- | | |
|-----------------------------------|--|
| 1. Lift the handset. | You hear dial tone. |
| 2. Press # *. | Dial tone continues. |
| 3. Dial a Speed Dial access code. | Dial tone continues while you enter the access code. See Table 4 on Page 40 . The system automatically dials the telephone number assigned to this code. |

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. Standard telephones always ring with Tone Signaling, no matter what the system signaling method. When you initiate a call, you can change to the alternate signaling method.

► To change the signaling mode

- | | |
|---|--|
| 1. Call an internal digital/electronic telephone. | If the signaling mode is set for Voice First Signaling, you hear a single tone burst followed by the caller's voice or sounds from the surrounding area of the called telephone. |
| | If the signaling mode is set for Tone Signaling, you hear repetitive ringback tone. |
| 2. To change the mode, press 1 . | Ringing stops and you hear a tone burst if you changed from Tone Signaling to Voice First Signaling. You can converse after the tone burst. |
| | The call rings the called station if you changed from Voice First Signaling to Tone Signaling. |

Features

Tone/Voice First Signaling

Using Toshiba Voice Mail Systems

2

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

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

- ✦ Strategy Voice Processing 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 messages—and to ensure that callers receive your personal greeting, you must store a Voice Mail (VM) Identification (ID) code once for your telephone Intercom Number.

Using Toshiba Voice Mail Systems

Setting Call Forward

► To store the voice mail ID code

1. Go off-hook.	You hear dial tone.
2. Press #656 .	You hear confirmation tone. #656 is the access code for setting the Voice Mail Call Forward digit sequence. This code does not forward calls to the Voice Mail system.
3. Press 91 .	
4. Enter your mailbox number.	This could be the mailbox number for your Directory Number.
5. Press # .	You hear confirmation tone. The VM ID code is automatically sent to the Voice Mail system whenever calls to your telephone are forwarded to it.
	Note Steps 1~5 are required for the initial storage of VM ID code to the Toshiba Voice Mail system. Once programmed, these digits remain in memory until changed. Repeat Steps 1~5 to change the code.

► To cancel the voice mail ID code

1. Go off-hook.	You hear dial tone.
2. Press #656 .	You hear confirmation tone.
3. Press # .	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. (See “Call Forward” on Page 8 for instructions on using this function.)

Voice Mail Message Retrieval

You can program your telephone to automatically retrieve your voice mail messages.

► To program your telephone to retrieve messages

1. Go off-hook.	You hear dial tone.
2. Press #657 .	You hear confirmation tone. #657 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 92 .	
4. Enter your mailbox number plus your security code.	By storing your security code, you avoid having to enter your code every time you access your mailbox; however, this will also allow anyone to retrieve your messages from your phone. If a security code is not desired, do not include it.
5. Press # .	You hear confirmation tone.

► To retrieve messages

► When the Msg Lamp flashes, go off-hook and press #408 .	The Voice Mail System is called and you are automatically connected to your Voice Mail box. If you have multiple messages from other telephones, go on-hook and then repeat this step to skip the next message. Note Your phone must be programmed to retrieve messages per the previous steps.
--	--

Using Toshiba Voice Mail Systems

Voice Mail Message Retrieval

Access Codes

This appendix contains access codes for outside Speed Dial numbers, CO lines, Paging Group and Paging Zone Codes.

CO Line Access Codes

CO lines are used when you dial an outside number. If your telephone does not have a **CO** or **Line** 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.

Access Codes

CO Line Access Codes

► To access a line

- Press [PDN] + CO Line Access Code

Table 1 CO Line Access Codes

System	CO Line Access Codes
DK14	9 or 801~804 or #7001~#7004
DK16e/DK16	9 or 801~808 or #7001~#7008
DK40i/DK40	9 or 801~808 or #7001~#7012
DK424 (RCTUA)	9 or 801~808 or #7001~#7016
DK424 (RCTUBA/BB)	9 or 801~808 or #7001~#7048
DK424 (RCTUC/D)	9 or 801~816 or #7001~#7144
DK424 (RCTUE/F)	9 or 801~816 or #7001~#7200

Notes

- ♦ In some systems, **9** accesses a general group code, an outside line, or Least Cost Routing (LCR). System users are required to dial **9** in order to access an outside line. If you press **9** in a system programmed with LCR, you may not hear internal dial tone, depending on system programming.
- ♦ **801~816** accesses line groups 1~16, respectively.
- ♦ **#7001~#7200** accesses individual lines 1~200, respectively.

Paging Access 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 (Tables 2~3).

► **To enter a paging group access code**

- Press [PDN] + Access Code.

Table 2 **Paging Groups**

Paging Group	Access Code	Paging Group	Access Code
Station Group A	#311	Station Group E	#315
Station Group B	#312	Station Group F	#316
Station Group C	#313	Station Group G	#317
Station Group D	#314	Station Group H	#318

Note If you are storing onto a Speed Dial code, enter **44** in place of #.

Table 3 **External Paging Zones**

External Paging Zone	Access Code	External Paging Zone	Access Code
DK14/DK40i/DK40/DK424 (all processors)			
Paging All Call Page Zone	#30	Paging All Call, External Page Zone	#39
DK40i/DK40/DK424 (RCTUA, RCTUBA/BB, RCTUC/D)			
Zone A	#35	Zone C	#37
Zone B	#36	Zone D	#38
DK424 (RCTUE/F)			
Zone A	#351	Zone E	#355
Zone B	#352	Zone F	#356
Zone C	#353	Zone G	#357
Zone D	#354	Zone H	#358

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 number by entering the code, such as ***10** (see [Table 4](#).)

Table 4 **Speed Dial Access Codes**

Telephone System Size	Station Speed Dial Codes	System Speed Dial Codes
Small System (DK14/DK16e/DK16/DK40i/ DK40 RCTUA)	10~49	60~99
Medium System (RCTUBA/BB and RCTUC/D)	10~49	600~699
Large System (RCTUE/F)	100~139	200~999

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