Strata® DK24/56/96

DIGITAL TELEPHONE USER GUIDE

Release 3 and 4

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Check with your Telephone System Administrator to find out which software release is installed for your Strata DK 24/56/96 telephone system. Enter the release version number below.

Release _____

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Introduction

GENERAL DESCRIPTION

Toshiba digital telephones incorporate state-of-the-art telecommunications technology and provide a vast array of calling features. They are easy to operate, and all features are accessed with a feature button or a brief access code.

PURPOSE

This document is designed as a guide to using the 2000-series and the older 1000-series digital telephones for the STRATA DK24, DK56, and DK96 systems.

Feature operations in this guide use the button designations for the 2000-series models. Refer to Appendix A for 1000-series designations.

The following telephone models belong to the 2000-series and are depicted in Figure I-2:
■ DKT2010-H (*10-button model that allows users to answer intercom calls without lifting the handset)*
■ DKT2010-SD (*10-button model equipped with a Liquid Crystal Display (LCD) and a speakerphone which allows users to make and receive outside and intercom calls without lifting the handset)*
■ DKT2020-S (*20-button model which allows users to make and receive outside and intercom calls without lifting the handset)*
■ DKT2020-SD (*20-button model equipped with an LCD, and a speakerphone which allows users to make and receive outside and intercom calls without lifting the handset)*

The following telephones comprise the 1000-series:
■ DKT1010-H (*10-button model that allows users to answer intercom calls without lifting the handset)*
■ DKT1020-SD (*20-button model equipped with an LCD, and a speakerphone which allows users to make and receive outside and intercom calls without lifting the handset)*

This user guide covers all of the voice calling features, such as Call Holding and Call Forward, available with each of the phones.

Your digital telephone may have an LCD for message and feature information and/or a data interface unit for data calling. Refer to the *Digital Telephone LCD User Guide* and the *Data Interface User Guide* to operate these options.

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ORGANIZATION

This user guide is divided into the following sections.

The Introduction consists of a general description of the digital telephones as well as the purpose and organization of this document. Suggestions on how to use the user guide also appear in this section.

Chapter 1, "General Information," provides descriptions of the functions of all the feature buttons along with their associated Light Emitting Diodes (LEDs) available to the telephones.

Chapter 2, "Feature Operation," contains descriptions and operating procedures for all of the voice calling features offered by the telephones.

Chapter 3, "Toshiba VP 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.

Chapter 4, "Centrex Application," describes the Centrex features which may be available with your STRATA DK system.

Appendix A provides a list of the feature button designations of the 1000-series models.

Appendix B provides space to record customized feature access codes, Speed Dial numbers, and more.

A glossary and an index are located at the end of the user guide.

HOW TO USE THIS GUIDE

Most of the features in this guide are available with your telephone. Your system administrator can tell you which features you can access.

The information in this user guide is divided into distinct areas of content. Instructions for various procedures are referred to as Action Text and appear in the left-hand column of the page. Instructions appear in numerical sequence, enabling you to quickly perform a specific task. More detailed descriptions of these procedures, or explanations of their effects, are located in the right-hand column. Figure I-1 shows you the structure followed for each feature operation.

ACTION TEXT
SPECIFIC INSTRUCTIONS ON HOW TO PERFORM A
PROCEDURE ARE NUMBERED AND ENTERED IN
THE LEFT-HAND COLUMN.

CHAPTER TITLES

FIRST LEVEL HEADINGS

STRATA DK   *FEATURE OPERATION*

PRIVACY OVERRIDE

This optional feature allows you to enter an established call on a private
common CO line button. Up to two station users may enter an existing
CO line-to-station call (allowing up to three stations to be connected to a
CO line). To access this feature, your station must be assigned with
Privacy Override in system programming, or the station that is already
connected to the CO line must be in the Privacy Release mode.

To Override a Call:

1. Press a busy **Line** button.

You will now be connected to the CO line, and will be able to participate
in the conversation.

An optional tone signal may be heard by the connected parties before
you enter the conversation.

NOTE:
*Station users with a Privacy Release button can allow stations to enter
their conversations on common Line buttons, even if the station entering
the conversation is not programmed for Privacy Override.*

PRIVACY BUTTON

This option blocks a user at a station programmed with Privacy Override
from entering a CO line conversation by pressing a common CO line
button. Your station must be assigned with the Privacy on Line button in
system programming to activate this feature, which will not block Busy
Override or Executive Override. Busy and Executive Override are
described later in this guide.

**To Make All CO Lines on Your
Station Private:**

1. Press the **Privacy on Line**
button.

After you press the button, the Privacy on Line LED will light steady red,
and station users will not be able to enter CO line calls on your station
with Privacy Override.

To Cancel Privacy:

1. Press the **Privacy on Line**
button again.

The Privacy on Line LED will turn off, and station users will now be able
to enter CO line calls on your station with Privacy Override.

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**NOTES AND
WARNING
MESSAGES**

**RESULTS OR
DETAILS**
EXPLANATIONS
OR DETAILS OF
THE ACTION TEXT.

**Figure I-1
Sample Page**

HANDSET

RED/GREEN
LED INDICATORS

DIALPAD

MESSAGE WAITING
BUTTON AND LED
INDICATOR

MICROPHONE
ON/OFF BUTTON
AND LED INDICATOR

SPEAKER ON/OFF
BUTTON AND LED
INDICATOR

LAST NUMBER REDIAL BUTTON

CONFERENCE/TRANSFER BUTTON

LCD DISPLAY

LCD CONTROL
BUTTONS

FLEXIBLE FEATURE
CONTROL BUTTONS

VOLUME UP/DOWN CONTROL BUTTONS

HOLD BUTTON
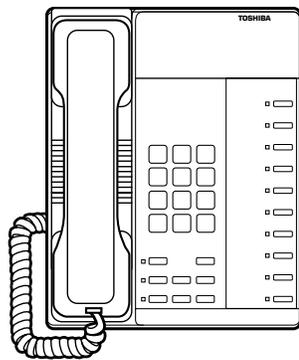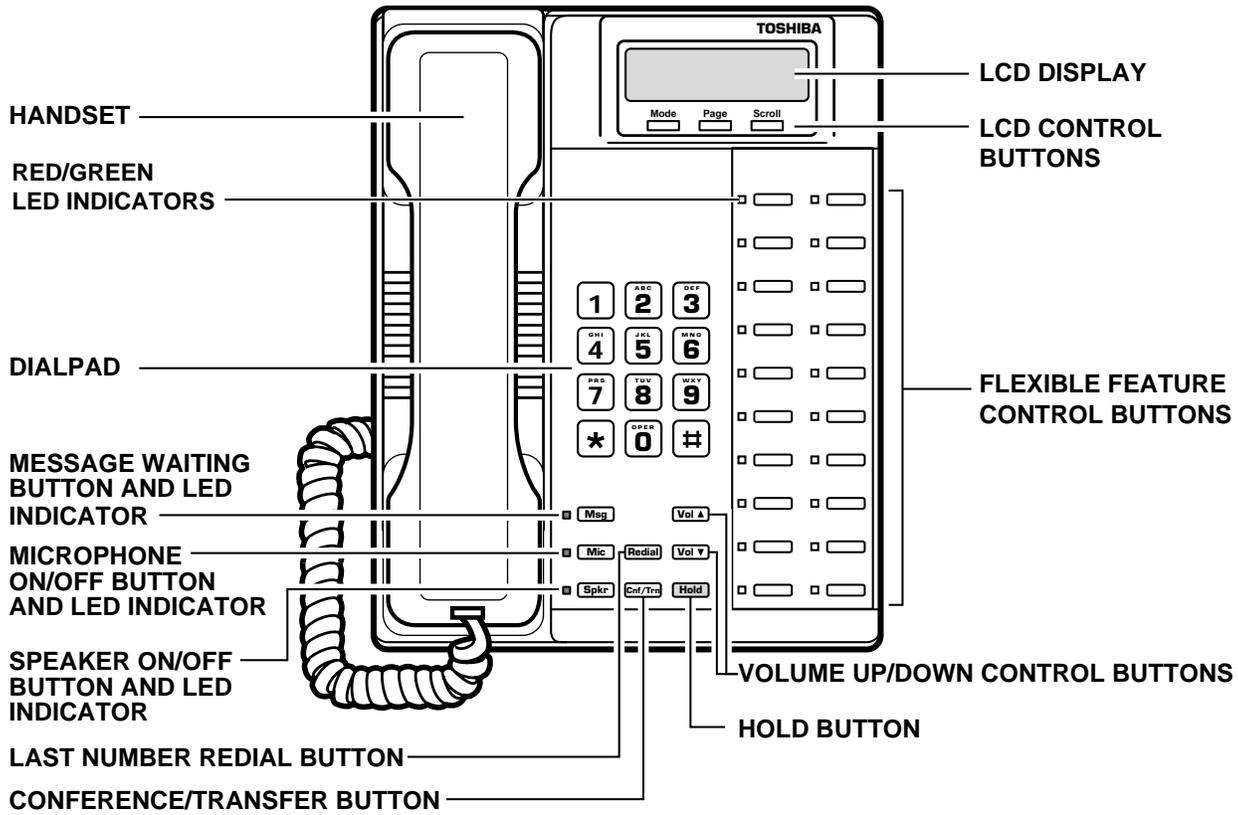
10-BUTTON HANDSFREE
ANSWERBACK
TELEPHONE
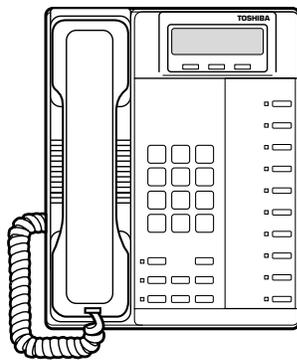
10-BUTTON
LIQUID CRYSTAL DISPLAY
SPEAKER PHONE
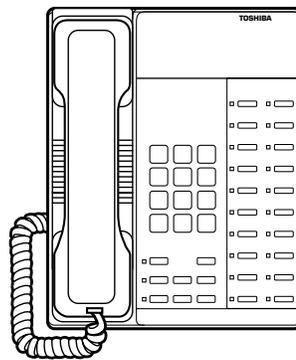
20-BUTTON
SPEAKER PHONE
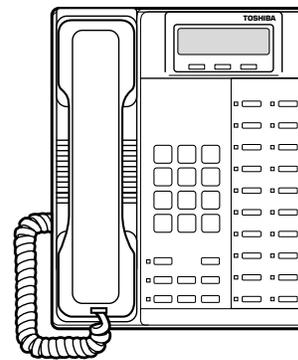
20-BUTTON
LIQUID CRYSTAL DISPLAY
SPEAKER PHONE

**Figure I-2
2000-Series Telephones Feature Button Label Descriptions**

Chapter 1

PURPOSE

This chapter is designed to familiarize you with the controls and indicators located on your telephone. Understanding the function of the feature buttons and their associated LEDs will improve your efficiency in using the telephone and will help you to take advantage of all of the benefits offered by your telephone.

FEATURE BUTTONS

Some of the feature buttons described below appear on your telephone, depending on just how your system is programmed. The button label designations for 2000-series telephones are provided here. The designations for the 1000-series models are in Appendix A.

*2000-SERIES
BUTTONS*

Account Code	**ACCOUNT CODE BUTTON** Press to enter a Voluntary Account Code anytime during a CO line call without interrupting the conversation.
Alarm Reset	**ALARM RESET BUTTON** Press to turn off a telephone alarm connected to a facility alarm mechanism.
All Call Page	**ALL CALL VOICE PAGE BUTTON** Press to page all of the digital and electronic telephones in the All Call Page group.
Auto Busy Redial	**AUTOMATIC BUSY REDIAL BUTTON** Press to set up Automatic Busy Redial after receiving busy tone on a dialed CO line call.
Auto Callback	**AUTOMATIC CALLBACK BUTTON** Press to recall a busy station or station in the Do Not Disturb Mode (DND) as soon as that station becomes idle or deactivates DND. Also used for CO line queuing.
Call Frwd All Calls	**CALL FORWARD-ALL CALLS BUTTON** Press to forward all calls to another station or voice mail device.
Call Frwd Busy	**CALL FORWARD-BUSY BUTTON** Press to forward calls immediately to another station or voice mail device when your station is busy or in the Do Not Disturb mode.

*2000-SERIES
BUTTONS*

Call Frwd **Busy NAns**	**CALL FORWARD-BUSY/NO ANSWER BUTTON** Press to forward calls immediately to another station or voice mail device when your station is busy or in the Do Not Disturb (DND) mode. Also forwards calls when your station is not answered after three rings or 12 seconds.
Call Frwd **No Answer**	**CALL FORWARD-NO ANSWER BUTTON** Press to forward calls to another station or voice mail device when your station is not answered after three rings or 12 seconds.
Call Frwd **to:_____**	**CALL FORWARD-FIXED BUTTON** Press to forward all calls to a station or voice mail device assigned in system programming.
Cnf/Trn	**CONFERENCE/TRANSFER BUTTON (FIXED)** Press to set up conference and transfer calls.
Data **Call**	**DATA BUTTON** Press to enable manual dialing of internal data calls. See the *STRATA DK Data Interface User Guide*.
Data **Release**	**DATA RELEASE BUTTON** Press to release data calls. See the *STRATA DK Data Interface User Guide.*
Directed **Pickup**	**CALL PICKUP BUTTON** Press to initiate a Directed Call Pickup of CO line, intercom, and page calls.
Directed **Pickup1** or **Directed** **Pickup2**	**TENANT CALL PICKUP BUTTONS** If the system is shared by two tenants, the **Directed Pickup1** button is used to pick up Tenant 1 ringing CO line calls, and the **Directed Pickup2** button is used to pick up Tenant 2 ringing CO line calls.
Do Not **Disturb**	**DO NOT DISTURB BUTTON** Press to lock your station in or out of the Do Not Disturb (DND) mode.
DSS:_____ or **Customized Button**	**DIRECT STATION SELECTION BUTTON(s)** Press to ring a preselected station. The LED associated with each **DSS** button provides the status (idle/busy) of the station assigned to the button.

*2000-SERIES
BUTTONS*

Flash   **FLASH BUTTON**
                            Press to perform the following functions: Disconnect and recall dial tone on a CO line;
                            access Centrex or PBX features; enter a pause or flash signal when programming
                            speed dial numbers.

Hold   **HOLD BUTTON (FIXED)**
                            Press to hold internal or outside calls.

Intercom   **INTERCOM BUTTON**
                            Press to access the intercom.

LCD Msg   **MESSAGE SELECT BUTTON**
Select   Press to allow system and personal messages to be displayed on the optional 32-
                            character Liquid Crystal Display (LCD).

Line   **LINE BUTTON**
                            Press to access an outside line.

Mic   **MICROPHONE BUTTON (FIXED)**
                            Press to turn the microphone off/on while telephone is in use.

Microphn   **MICROPHONE CUTOFF BUTTON**
Cut-off   Press to turn the microphone off/on while idle, providing privacy when you receive
                            handsfree intercom calls. Also functional when your station receives calls—the **Mic**
                            button controls the microphone when you originate calls.

Modem   **MODEM BUTTON**
                            Press to reserve a modem from a pool. The LED of the button indicates the status of
                            the modem pool. See the *STRATA DK Data Interface User Guide.*

Msg   **MESSAGE WAITING BUTTON (FIXED)**
                            The Msg LED flashes to indicate that a message is waiting. After accessing the
                            intercom, press the **MSG** button to call back the station or voice mail device that
                            activated the LED.

Night   **NIGHT TRANSFER BUTTON**
Transfer   Press to control the system's CO line ringing pattern for after hours incoming calls.

2000-SERIES
BUTTONS

Night
Transfer1
or
Night
Transfer2

TENANT NIGHT TRANSFER BUTTONS
Press the appropriate button to control the system's CO line ringing patterns for after hours incoming calls for either of the tenants that share a single STRATA DK system.

Pooled
Line Grp

POOLED LINE BUTTON
Press to access an available CO line from a group of lines appearing under one button.

Privacy
on Line

PRIVACY BUTTON
Press to block Privacy Override on common CO line buttons. This button does not block Busy Override or Executive Override.

Privacy
Release

PRIVACY RELEASE BUTTON
Press to release privacy on common CO line buttons, enabling other station users to enter your conversations on those buttons.

Redial

REDIAL BUTTON (FIXED)
Press to have the system redial the last telephone number you dialed.

Release
Call

RELEASE BUTTON
Press to disconnect a call and to place your station in the idle condition.

Save Last
Number

SAVE BUTTON
After dialing an outside or intercom number, press to "save" the number so that later you can have the system automatically redial the number for you when you press the button after accessing an outside line or the intercom.

SD
or
Customized Button

SPEED DIAL BUTTON
Press to Speed Dial a telephone number or feature access codes.

Speed Dial

SPEED DIAL SELECT
Press to store and to access Speed Dial numbers

Spd Dial
Lng Pause

PAUSE (LONG) BUTTON
Press to insert a 10-second pause when programming Speed Dial numbers.

*2000-SERIES
BUTTONS*

**Spd Dial
Pause**

PAUSE BUTTON
Press to set either a one-half or two-second pause when programming Speed Dial numbers. (The pause time is set in system programming.

Spkr

SPEAKER BUTTON (FIXED)
Press to turn the speaker on/off. The Spkr button will also select a line or the intercom if programmed for auto preference in system programming. Also, used to disconnect on-hook speakerphone calls.

**Tel Set
Music**

BACKGROUND MUSIC BUTTON
Press to turn Background Music on or off over your station speaker.

**Tone Dial
Select**

TONE BUTTON
Press to change the outgoing dialing of the CO line in use from dial pulse to tone signaling.

**Unlock
Door_____**

DOOR LOCK BUTTON
Press to unlock a door lock mechanism.

**Vol △
Vol ▽**

VOLUME BUTTON (FIXED)
Press to adjust volume levels. See "VOLUME CONTROLS" later in this chapter.

LED INDICATIONS

Each line and feature button has a Light Emitting Diode (LED) next to it which indicates the status of the line or feature associated with the button.

LINE BUTTON LED INDICATIONS

Line LEDs light as red or green and flash at varying rates to indicate call status.

Line In-use—When you access an outside line, the LED will appear at your station as follows:
■ Flash rate: 2 seconds on—1/8 second off—1/8 second on—1/8 second off
■ Color: Green
■ Other stations with the Line: Steady, red

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Incoming Call—While an incoming call is ringing your station, the Line LED will appear at your station as follows:

■ Flash rate: 1/2 second on—1/2 second off
■ Color: Red for direct calls. Green for transferred calls.
■ Other stations with the Line: Steady, red

On Hold—When you place an outside line on hold, the Line LED will appear at your station as follows:

■ Flash rate: 4 impulses per second for 1/8 second—1/8 second off
■ Color: Green
■ Other stations with the Line: 3/4 second on—1/8 second off

NOTE: If using a pooled line button, the hold indication is only at the station that places the call on hold.

Consultation Hold—During a consultation or during transfer to another station, the Line LED will appear at your station as follows:

■ Flash rate: 10 impulses per second
■ Color: Green
■ Other stations with the Line: 1/2 second on—1/2 second off, red

Exclusive Hold—When you place an outside call on Exclusive Hold, the Line LED will appear at your station as follows:

■ Flash rate: 10 impulses per second
■ Color: Green
■ Other stations with the Line: Steady, red

Hold Recall—When a held call is recalling your station and your station is idle, the Line LED will appear at your station as follows:

■ Flash rate: 2 impulses per second for 1 second—10 impulses per second for 1 second
■ Color: Green
■ Other stations with the Line: Steady, red

Intercom Call—While another station is ringing your station, your Intercom LED will appear as follows:

■ Flash rate: 10 impulses per second for 1 second—1 second off
■ Color: Green

Busy Station Transfer—When an outside call is transferred to your station (from a designated station or Auto Attendant) when you are busy on another call, the Line LED will appear at your station as follows:

■ Flash rate: 10 impulses per second
■ Color: Green
■ Other stations with the Line: Steady, red

FEATURE BUTTON LED INDICATIONS

Most of the feature buttons have LEDs, and most of these LEDs light red when activated. Some ot these LEDs will also flash as red when activated.

VOLUME CONTROLS

Your telephone has two **Vol** buttons for controlling speaker and handset volume levels. One of these buttons has a symbol that points up, and the other has a symbol that points down. To increase any of the volume levels, press the upward pointing arrow; to decrease any of the levels, press the downward pointing arrow.

IMPORTANT!
Either button must be held down for at least 1/8 of a second for any volume change to occur. If either button is continually held down, the volume will continually change about every 1/2 second until the level limit is reached or the button is released.

RING TONE VOLUME (INCOMING HANDSFREE ANSWERBACK)

Adjust the ring tone volume with the procedure in the left-hand column, which also changes the volume level of incoming Handsfree Answerback calls before they are answered by pressing the Intercom button.

To Adjust Ring Tone:

1. Ensure that the handset is on-hook.

You can adjust the ring tone only if the handset is on-hook and the telephone is in the idle state.

2. Press and hold down the **Vol** button.

You will hear ring tone as long as you press the button. Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

3. Release the button when the desired ring volume is set.

This procedure will also change the volume level of a caller's voice on Handsfree Answerback calls to your telephone.

... or ...

1. Ensure that the handset is on-hook.

2. Press the **Intercom** button and dial **6 1 0 2**.

After you press the Intercom button and dial 6 1 0 2, your phone will ring for 15 seconds or until disconnected by pressing the Spkr button.

3. Hold down the **Vol** button until the desired volume is set.

Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume. This procedure will also change the volume level of a caller's voice on Handsfree Answerback calls to your telephone.

INCOMING HANDSFREE ANSWERBACK VOLUME (RING TONE)

Adjust the volume level of incoming Handsfree Answerback calls before they are answered by pressing the **Vol** button with the procedure in the left-hand column. This procedure will also change the ring tone volume.

To Adjust Handsfree Incoming Call:

1. While receiving a handsfree intercom call, press and hold down the **Vol** button.

Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

2. Release the button when the desired volume is set.

HANDSET RECEIVER VOLUME

The procedure in the left-hand column describes how to adjust the volume level of your handset receiver.

To Adjust Handset Receiver:

1. While on an off-hook call, press and hold down the **Vol** button.

   Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

2. Release the button when the desired volume is set.

   NOTE: After a call is terminated and the handset is placed on-hook, the handset receiver volume level will return to the original level for the next call.

SPEAKER VOLUME

The procedure in the left-hand column explains how to adjust the speaker volume level for calls originated on-hook from your station, intercom and CO dial tone, Background Music, and Off-hook Call Announce.

To Adjust Speaker While Idle:

1. Press the **Intercom** button.

   After you press the Intercom button, you will hear dial tone.

2. Press and hold down the **Vol** button.

   Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

3. Release the button when the desired volume is set.

   You can stop the dial tone by pressing the Spkr button.

To Adjust Speaker While on an On-hook Call:

1. Press and hold down the **Vol** button.

   Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

2. Release the button when the desired volume is set.

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STATION BACKGROUND MUSIC VOLUME (Tel Set Music)

To control the volume level of Background Music over your station speaker, see "SPEAKER VOLUME."

OFF-HOOK CALL ANNOUNCE VOLUME

To control the volume level of Off-hook Call Announce calls to your station, see "SPEAKER VOLUME."

MUTED TONE BURST VOLUME

The procedure in the left-hand column describes how to adjust the muted tone burst sent to your telephone with a number of features, including Busy Override, Do Not Disturb Override, and Call Transfer with Camp-on.

To Adjust Muted Tone Burst:

1. Press the **Intercom** button and dial **6 1 0 1**.

   After you dial 6 1 0 1, you will hear the muted tone for 15 seconds or until disconnected by pressing the Spkr button.

2. Press and hold down the **Vol** button.

   Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

3. Release the button when the desired volume is set.

MICROPHONE SENSITIVITY CONTROL

You can set the sensitivity of the microphone on 2000-series speakerphone models to adjust for the level of room noise.

HIGH-NOISE SENSITIVITY

If it is noisy around your station and people are cutting off while talking to you on your speakerphone, set your microphone for high-noise sensitivity.

To Set for High-noise Sensitivity:

1. Press and hold down both the **Mic** and up **Vol** buttons for three seconds.

The Mic LED should flash about six times while setting the sensitivity.

Confirm that the LED flash conforms to the desired mode of operation.

NOTES:
1. *This procedure can be performed while idle or on a speakerphone call.*
2. *When the microphone is set for high-noise sensitivity, the Mic LED will flash at the in-use rate when the telephone is busy on a speakerphone call.*

NORMAL SENSITIVITY

The microphone should be set for normal sensitivity operation when the station is located in a normal office (low noise level) environment.

To Set for Normal Sensitivity:

1. Press and hold down both the **Mic** and down **Vol** buttons for three seconds.

The Mic LED should flash about six times while setting the sensitivity.

Confirm that the LED flash conforms to the desired mode of operation.

NOTES:
1. *This procedure can be performed while idle or on a speakerphone call.*
2. *When the microphone is set for normal sensitivity, the Mic LED will be lit steady when the telephone is busy on a speakerphone call.*

HANDSET/HEADSET CALL WAITING TONE OPTION

Your station will receive one or more call waiting tones when a call rings you or is camped-on to your telephone while you are busy on another call. You can have these tones sent over your speaker, your handset, and your headset, or just over your speaker.

**To Have Tones Sent over the
Handset, Headset and Speaker:**

1. While holding down the
   Redial button, press the up
   Vol button for one second.

This procedure can be performed while either idle or busy on another call.

**To Have Tones Sent over the
Speaker Only:**

1. While holding down the
   Redial button, press the
   down **Vol** button for one
   second.

This procedure can be performed while either idle or busy on another call.

ON-HOOK/OFF-HOOK

Some procedures in this user guide instruct you to perform a step while "on-hook" or "off-hook." These terms refer to the position of the handset. "Off-hook" indicates that the handset should be lifted off of the telephone cradle. "On-hook" indicates that the handset should remain in the cradle and should not be lifted.

Chapter 2

OUTSIDE CALLS

You can make calls to or receive calls from telephones outside of the STRATA DK system.

To Make an Outgoing Call by Direct Access:

1. Lift the handset.

   If programmed for Automatic Off-hook Selection, your station will seize a CO or intercom line when you lift the handset.

2. Press any available **Line** button.

   After you press the Line button, you should hear CO line dial tone, and the Line LED will flash green at the in-use rate.

   . . . or . . .

   Press any available **Pooled Line Grp** button.

   You will hear CO dial tone, and the Pooled Line Grp LED will flash green at the in-use rate.

3. Dial a telephone number.

   You will no longer hear dial tone after dialing the first digit of the number, but the LED will continue to flash at the in-use rate.

4. Hang up when the call is completed.

   The LED should turn off.

To Make an Outgoing Call by Dial Access:

1. Lift the handset.

   If programmed for Automatic Off-hook Selection, your station will seize a CO or intercom line when you lift the handset. If so, skip to Step 4.

2. Press the **Intercom** button.

   After you press the Intercom button, you will hear intercom dial tone, and the Intercom LED will flash green at the in-use rate.

3. Dial a CO line access code.

   CO line access codes are 7 0 1 ~ 7 3 6. With some systems, you may have to dial either the general group code (9), Least Cost Routing (LCR) code (9), or a Line Group code (8 1 ~ 8 9), instead of a CO line number access code.

   You will hear CO line dial tone, and the status of the Intercom LED will continue to flash at the in-use rate. (If you dialed 9 in a system programmed with LCR, you may or may not hear intercom dial tone after dialing the LCR access code, depending on system programming.)

4. Dial a telephone number.

You will no longer hear dial tone after dialing the first digit of the number, but the LED will continue to flash at the in-use rate.

5. Hang up when the call is completed.

The LED will turn off.

To Receive a Call on a CO Line Button:

1. When your telephone rings, press the **Line** button and lift the handset.

The status of the Line LED will change from the red incoming call rate to the green in-use rate when you press the button. (If the line is transferred to you, the Line LED will flash green—instead of red—while your station is ringing.)

2. Hang up when the call is completed.

The LED will turn off.

To Receive a Call on a Pooled Line Button:

1. When your telephone rings, press the **Pooled Line Grp** button or lift the handset.

The status of the LED associated with the Pooled Line Grp button will change from the red incoming call rate to the green in-use rate when you press the button or lift the handset.

2. Hang up when the call is completed.

The LED will turn off.

NOTE: A muted ringing while you are on a call on a Pooled Line Grp button indicates that a call is incoming. Answer the incoming call without disconnecting the existing call by one of two ways:
1. Place the call on hold, then answer the incoming call by pressing and holding down the hookswitch for about one second.
2. Transfer the call, then answer the incoming call by pressing and holding down the hookswitch for about one second.

ON-HOOK DIALING

You can dial calls without lifting the handset. You must lift the handset to converse, unless your telephone is a full speakerphone.

OUTSIDE CALLS

You can dial an outside telephone number without lifting the handset.

To Dial an Outside Call While On-hook:

1. Press any available **Line** button or **Pooled Line Grp** button.
   . . . or . . .
   Press the **Intercom** button, then dial a CO line or a line group access code.

You will hear CO line dial tone when you press the button, and the Line or Pooled Line Grp LED will flash green at the in-use rate.

CO line access codes are 7 0 1 ~ 7 3 6 and line group codes are 8 1 ~ 8 9. Some systems may require that you dial either the general group code (9) or Least Cost Routing code (9), instead.

You will hear CO line dial tone after you dial the access code, and the Intercom LED will flash green at the in-use rate.

2. Dial a telephone number.

You will no longer hear dial tone after dialing the first digit of the number, but the LED will continue to flash green.

3. Lift the handset when the called party answers.

The LED will continue to flash green. You do not have to lift the handset if you have a full speakerphone.

4. Hang up when the call is completed.

The LED will turn off.

Press the Spkr button to disconnect the call if you did not lift the handset.

INTERCOM CALLS

You can dial a station without lifting the handset.

To Dial an Intercom Call While On-hook:

1. Press the **Intercom** button.

You will hear dial tone when you press the button, and the Intercom LED will flash green at the in-use rate.

2. Dial a station number.

If the called station is idle:
- If the system is set for Voice First Signaling, you will hear a single tone and should then make a voice announcement. (After dialing the station number, you can dial 1 to change to the other signaling method, Tone Signaling.)
- If the system is set for Tone Signaling, you will hear repeated ring tones and you should wait for the call to be answered. (After dialing the station number, you can dial 1 to change to the other signaling method, Voice First Signaling.)
- To leave a Message Waiting Indication at the called station, dial 7.

If you receive busy tone:
- To set Automatic Call Back (ACB), dial 4 .
- To activate Busy Override if the called station is not equipped for Off-hook Call Announce (OCA), dial 2.
- To activate OCA: With Voice First Signaling and the called station is equipped for OCA, dial 2. With Tone Signaling and the called station is equipped for OCA, dial 21.
- Dial 3 to enter the station's conversation (Executive Override, system programmable option).
- To leave a Message Waiting Indication at the called station, dial 7.

3. Lift the handset when the called station is answered.

The LED will continue to flash green. Calling from a speakerphone to a telephone in the Handsfree Answerback mode is not recommended because the characteristics of the two are not matched.

4. Hang up when the call is completed.

The LED will turn off. Press the Spkr button to disconnect the call if you did not lift the handset.

GROUP LISTENING

This feature enables you to set your telephone so that you and people near your telephone can hear the distant party over the speaker, but the distant party will not be able to hear you.

To Activate Group Listening:

1. Establish an off-hook call with a distant party.

2. Hold down the **Spkr** button.

The Spkr and Mic LEDs will light red and the distant party's voice will be heard over the speaker of the telephone.

3. Place the handset on-hook, and release the **Spkr** button.

Continue to operate in an alternate fashion if desired before placing the handset on-hook.

To Deactivate Group Listening:

1. Lift the handset.

The Spkr and Mic LEDs will turn off.

The telephone speaker will be deactivated, and the handset will be activated.

AUTOMATIC OFF-HOOK SELECTION

Automatic Off-hook Selection allows you to access intercom or a specific line or line group just by lifting the handset or pressing the Spkr button. This is an optional feature enabled in system programming.

To Make a Call:

1. Lift the handset or press the **Spkr** button.

You will be connected to the option programmed.

2. Dial a telephone number, and proceed with your call.

If you hear silence, you must press the Intercom button or a Line or Pooled Line Grp button before dialing the telephone number

NOTE: If your station is programmed with Ringing Line Preference, you can answer a line ringing your station by lifting the handset or pressing the Spkr button.

REPEAT LAST NUMBER DIALED

This feature enables you to automatically redial the last number (outside or intercom) called by pressing the Redial button.

To Redial the Last Number Dialed:

1. Lift the handset.

2. Press any available **Line** button or **Intercom** button.

You will hear dial tone after you press the button.

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3. Press the **Redial** button, and proceed with your call.

The last telephone number you dialed will be automatically redialed.

___

AUTOMATIC BUSY REDIAL

After reaching a busy outside number, you can activate Automatic Busy Redial (ABR) so that the STRATA DK system will automatically redial that number for you at regular intervals. ABR is an optional feature enabled in system programming.

To Activate Automatic Busy (ABR) Redial:

1. While listening to busy tone, press the **Auto Busy Redial** button.
   . . . or . . .
   While listening to the busy tone, press the **Cnf/Trn** button and dial **4 4**.

The Auto Busy Redial LED will flash red when you press the button.

You will hear confirmation tone after you press the button.

2. Hang up or press the **Spkr** button.

Hang up if the call was established off-hook; press the Spkr button if the call was established on-hook.

3. The system will redial the number.

The system will redial every every 30 or 60 seconds (depending on system programming), up to 15 times (See Notes 1 and 2).

4. Your telephone will receive ring tone when ABR dials the number and it is available.

The Line—or Intercom—and Spkr LEDs will flash green. The called telephone number will ring.

5. Lift the handset or press the **Spkr** button and wait for the party to answer.

If you fail to pick up the handset or press the Spkr button within 30 seconds after a connection is made, you will hear a muted ring for another 30 seconds, then the call will disconnect.

NOTES:
   1. ABR will not be attempted while your station is busy, but will continue to time-out.

2. *With each attempt:*
   - ■ *The Line—or Intercom—and Spkr LEDs blink when the line is seized.*
   - ■ *Dial tone is heard via the speaker.*
   - ■ *The telephone number is redialed.*
   - ■ *If busy, ABR will reset and try again.*

To Cancel Automatic Busy (ABR) Redial:

1. Press the **Auto Busy Redial** button.
   . . . or . . .
   Press the **Intercom** button and dial **4 4**.

SPEED DIAL

Speed Dial enables you to call a telephone number with a brief access code or an optional feature button. There are two types of Speed Dial numbers. Station Speed Dial numbers are assigned by individual station users to their own station, and can only be dialed at their station. System Speed Dial numbers can only be assigned from Station 200 (typically the operator's or system administrator's telephone), but can be used by other stations.

With **Release 4** software, your station will time out to the idle mode if the following storage procedures are not completed within one or three minutes. The time is set in system programming.

STATION SPEED DIAL STORAGE

You can store personal telephone numbers on either Station Speed Dial buttons or access codes. You can call the telephone number by either pressing the button or dialing the access code.

To Store a Station Speed Dial Number:

1. Do Not Lift the handset.

2. Press the **Redial** button.

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3. Press the **SD** button you wish to store the telephone number on.
   . . . or . . .
   Press the **Speed Dial** button and enter the code (1 0 ~ 4 9) that you want to store the telephone number in.

SD buttons are assigned in system programming. If your telephone does not have SD buttons, use access codes, instead.

The ✱ button can be used if your telephone does not have the Speed Dial button.

Station Speed Dial number access codes are 1 0 ~ 4 9. Space is provided in Appendix B to record Speed Dial codes and their numbers.

4. Enter the telephone number.

You can enter up to 20 digits.See "Speed Dial Number Linking" later in this section for instructions on storing additional digits.

It may be necessary to insert a pause or flash signal in the number. See "Speed Dial Pause and Flash Storage" later in this section for more details.

5. Press the **Redial** button.

The number will be stored and will be dialed when the SD button is pressed or the Speed Dial access code is dialed.

Repeat this procedure to replace the stored telephone numbers with new ones. To clear a Speed Dial entry, repeat the preceding procedure, skipping Step 4.

SYSTEM SPEED DIAL STORAGE

Only Station 200 (typically the operator's or system administrator's phone) can store System Speed Dial numbers, although they are available to all stations for dialing. System Speed Dial buttons can be assigned to stations in system programming.

To Store a System Speed Dial Number at Station 200:

1. Do Not Lift the handset.

2. Press the **Redial** button, then the **Speed Dial** button.

The ✱ button can be used if your telephone does not have the Speed Dial button.

3. Enter the Speed Dial code (6 0 ~ 9 9) that you want to store the telephone number in.

System Speed Dial number access codes are 6 0 ~ 9 9. (Space is provided in Appendix B to record Speed Dial codes and their numbers.) System Speed Dial buttons associated with the codes are assigned to stations in system programming.

4. Enter the telephone number.

You can store up to 20 digits. See "Speed Dial Number Linking" later in this section for instructions on storing additional digits.

It may be necessary to insert a pause or flash signal in the number. See "Speed Dial Pause and Flash Storage" later in this section for more details.

5. Press the **Redial** button.

The number will be stored and will be dialed when the Speed Dial access code is dialed at a station, or when an SD button associated with the code is pressed.

Repeat this procedure to replace the stored telephone numbers with new ones. To clear a Speed Dial entry, repeat the preceding procedure, skipping Step 4.

SPEED DIAL PAUSE AND FLASH STORAGE

Some Speed Dial numbers may require that a pause (long or regular) or hookflash be included in the number. For example, you may have to enter a pause at the beginning of a Speed Dial number to allow for dial tone delay.

To Store a Hookflash:

1. Press the **Flash** button.

If your telephone does not have a Flash button and your STRATA DK system is operating with **Release 4** software, enter the hookflash dial code, "Cnf/Trn 4 5", where upon the flash should be stored in the Speed Dial number string.

To Store a Regular Pause:

1. Press the **Spd Dial Pause** button.

This pause—which will be one-and-a-half or three seconds, depending on system programming—can be entered anywhere in the Speed Dial number. The Spd Dial Pause button must be programmed as a flexible button to allow the telephone to store pauses.

To Store a Long Pause:

1. Press the **Spd Dial Lng Pause** button.

This pause, which is 10 seconds, can be entered anywhere in the Speed Dial number.

NOTE: The Flash button will store a pause if the Spd Dial Pause button is not programmed on a flexible button. The Flash button will store a flash signal only if the Spd Dial Pause button is on the telephone.

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SPEED DIAL NUMBER LINKING

You can link any of your personally assigned Speed Dial numbers (1 0 ~ 4 9) to System Speed Dial codes 9 0 ~ 9 9 or to any of the optional buttons associated with these 10 codes. Station 200 can be used to link System Speed Dial codes 6 0 ~ 8 9 to codes 9 0 ~ 9 9. This allows up to 37 digits to be stored under one System Speed Dial button or code.

The number stored in location 9 0 ~ 9 9 will dial out first, followed by the number linked to 9 0 ~ 99. Typically, a company's special carrier access telephone numbers are stored in locations 9 0 ~ 9 9.

To Link a Number:

1. Press the **Redial** button.

2. Press a **SD** button.
   . . . or . . .
   Press the **Speed Dial** button and enter a two-digit Speed Dial access code.

   The **✱** button can be used if your telephone does not have the Speed Dial button.

   Station users may enter Station Speed Dial codes (1 0 ~ 4 9). Station 200 can be used to enter System Speed Dial codes 6 0 ~ 8 9.

3. Press the **Speed Dial** button.

   The **✱** button can be used if your telephone does not have the Speed Dial button.

4. Enter the two-digit code to which the number will be linked (**9 0** ~ **9 9**).

   Only System Speed Dial Codes 9 0 ~ 9 9 may be linked.

5. Enter the number to be linked.

   You may enter up to 17 digits. (There is space provided in Appendix B to record Speed Dial codes and their numbers.)

6. Press the **Redial** button.

   The number will be stored and will be dialed out when the optional linked System SD button is pressed or the linked System Speed Dial access code is dialed.

CALLING SYSTEM OR STATION SPEED DIAL NUMBERS

You can call Speed Dial numbers with the touch of a button or by dialing a brief access code. Speed Dial buttons are assigned to stations in system programming.

To Call with a Speed Dial button:

1. Access a CO line.	You can access a CO line by pressing a Line or Pooled Line Grp button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).
2. Press a **SD** button.	The system will dial the telephone number assigned to the button.
3. Hang up when the call is completed.	

To Call with a Speed Dial Access Code:

1. Access a CO line.	You can access a CO line by pressing a Line or Pooled Line Grp button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).
2. Press the **Speed Dial** button.	The ✶ button can be used if your telephone does not have the Speed Dial button.
3. Dial the 2-digit Speed Dial access code.	Station Speed Dial codes are 1 0 ~ 4 9, and System Speed Dial codes are 6 0 ~ 9 9.

The system will automatically dial the telephone number assigned to the dialed code. |

CHAIN DIALING SPEED DIAL NUMBERS

You can call two or more Speed Dial numbers during one call. This enables you, for example, to add additional parties (conference calls) to your conversation with Speed Dialing.

To Chain Dial Speed Dial Numbers:

1. Access a CO line.	You can access a CO line by pressing a Line or Pooled Line Grp button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).

2. Press the **SD** button of the telephone number to be dialed.
   . . . or . . .
   Press the **Speed Dial** button and dial the Speed Dial code for the telephone number to be dialed.

The ✱ button can be used if your telephone does not have the Speed Dial button.

Station Speed Dial codes are 1 0 ~ 4 9, and System Speed Dial codes are 6 0 ~ 9 9.

3. Repeat Step 2 to dial another telephone number.

4. Hang up when the call is completed.

SAVED NUMBER REDIAL

This feature enables you to store a dialed telephone or station number, then redial that number with the touch of a button. Your telephone must be assigned with the Save Last Number button in system programming.

To Save a Telephone Number:

1. While on a call that you dialed, press the **Save Last Number** button.

You can press the button anytime after you have dialed the final digit of the telephone number, but you must do it before you hang up or disconnect the call.

To Call a Saved Telephone Number:

1. Access a CO line.

You can access a CO line by pressing a Line or Pooled Line Grp button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).

2. Press the **Save Last Number** button.

The system will automatically dial the "saved" number.

DTMF TONE DIALING WITH ✱ AND

You may have to send ✱ and # Dual-tone Multi-frequency (DTMF) tones to some devices or services, such as a voice mail device or computer output service. If you do not have the Speed Dial button on your telephone, you must first dial an access code to enable these tones to be transmitted. DTMF tones are automatically enabled on stations with the Speed Dial button.

To Output ✱ and # DTMF Tones:

1. While on an outside call, press the ✱ button, then the # button, if you do not have the **Speed Dial** button.

You will now be able to output ✱ and   DTMF tones, as well as digits 0 ~ 9.

This feature disables the Speed Dial feature. Speed Dial will be restored when you complete the call or place it on hold.

TONE/PULSE DIALING

With some older Central Offices, you may have to make calls using rotary dial pulses on CO lines. To access remote equipment (such an an answering machine) requiring Dual-tone Multi-frequency (DTMF) tones while on these lines, you must set your phone for tone dialing after you have dialed the telephone number. Your telephone must have a Tone Dial Select button assigned in system programming to access this feature.

To Change to Tone Dialing:

1. Dial a telephone number on a CO line programmed for rotary dial pulses.

Although the CO line is programmed for rotary dial pulses, access the CO line and dial the telephone number like any other call described in this user guide.

2. While the call is in progress, press the **Tone Dial Select** button.

After you press the button, the Tone Dial Select LED will light steady red, and you will be able to send DTMF tones with your dialpad.

If the LED is off, tone dialing is not selected and you will not be able to send DTMF tones.

NOTE: When originating or receiving a new CO line call, the system will automatically place the line in the dial pulse mode.

PRIVACY OVERRIDE

This optional feature allows you to enter an established call on a private common CO line button. Up to two station users may enter an existing CO line-to-station call (allowing up to three stations to be connected to a CO line). To access this feature, your station must be assigned with Privacy Override in system programming, or the station that is already connected to the CO line must be in the Privacy Release mode.

To Override a Call:

1. Press a busy **Line** button.

You will now be connected to the CO line, and will be able to participate in the conversation.

An optional tone signal may be heard by the connected parties before you enter the conversation.

NOTE:
Station users with a Privacy Release button can allow stations to enter their conversations on common Line buttons, even if the station entering the conversation is not programmed for Privacy Override.

PRIVACY BUTTON

This option blocks a user at a station programmed with Privacy Override from entering a CO line conversation by pressing a common CO line button. Your station must be assigned with the Privacy on Line button in system programming to activate this feature, which will not block Busy Override or Executive Override. Busy and Executive Override are described later in this guide.

To Make All CO Lines on Your Station Private:

1. Press the **Privacy on Line** button.

After you press the button, the Privacy on Line LED will light steady red, and station users will not be able to enter CO line calls on your station with Privacy Override.

To Cancel Privacy:

1. Press the **Privacy on Line** button again.

The Privacy on Line LED will turn off, and station users will now be able to enter CO line calls on your station with Privacy Override.

PRIVACY RELEASE

If you press the optional Privacy Release button, any other station user can enter your call on a private common CO line button just by pressing the Line button on their telephone. Your station must be assigned with the Privacy Release button in system programming to activate this feature.

To Activate Privacy Release:

1. While on a CO line call, press the **Privacy Release** button.

After you press the button, the Privacy Release LED will light steady red, and station users should be able to enter your calls by pressing a common CO line button.

You must be on a CO line call to activate this feature.

To Deactivate Privacy Release while on a CO Line Call:

1. Press the **Privacy Release** button again.

The Privacy Release LED will turn off, and station users without Privacy Override will not be able to enter your calls by pressing a common CO line button.

If you do not deactivate Privacy Release while on the call, it will turn off when you hang up.

NOTE: Private CO lines deny station users access to busy common CO line buttons.

INTERCOM CALLS

You can make calls to and receive calls from other stations in the STRATA DK system

To Make an Intercom Call:

1. Lift the handset.

You will hear silence after you lift the handset, unless your station has been programmed for Automatic Off-hook Selection.

If Automatic Off-hook Selection provides CO line dial tone when you lift the handset, continue with Step 2; if you hear intercom dial tone, continue with Step 3.

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2. Press the **Intercom** button.

After you press the button, you will hear intercom dial tone, and the Intercom LED will flash green at th In-use rate. Skip Step 2 if the feature provides intercom dial tone when you lift the handset.

3. Dial a station number.

If the called station is idle:
■ If the system is set for Voice First Signaling, you will hear a single tone and should then make a voice announcement. (After dialing the station number, you can dial 1 to change to the other signaling method, Tone Signaling.)
■ If the system is set for Tone Signaling, you will hear repeated ring tones and you should wait for the call to be answered. (After dialing the station number, you can dial 1 to change to the other signaling method, Voice First Signaling.)
■ To leave a Message Waiting Indication at the called station, dial 7.

If you receive busy tone:
■ To set Automatic Call Back (ACB), dial 4 .
■ To activate Busy Override if the called station is not equipped for Off-hook Call Announce (OCA), dial 2.
■ To activate OCA: With Voice First Signaling and the called station is equipped for OCA, dial 2. With Tone Signaling and the called station is equipped for OCA, dial 21.
■ Dial 3 to enter the station's conversation (Executive Override, system programmable option).
■ To leave a Message Waiting Indication at the called station, dial 7.

4. Hang up when the call is completed.

To Receive an Intercom Call (Voice First Signaling):

1. You will hear a single long tone, followed by the caller's voice.

The Intercom LED will flash green at the incoming call rate.

If the call was made with Tone signaling instead of Voice First Signaling, your phone would ring.

2. Lift the handset.

The Intercom LED will flash green at the in-use rate after you lift the handset.

3. Hang up when the call is completed.

The Intercom LED will turn off.

HANDSFREE ANSWERBACK

You can answer intercom calls without lifting the handset.

To Receive a Handsfree Intercom Call:

1. You will hear a single long tone, followed by the caller's voice.

The Intercom LED will flash green at the incoming call rate. The Mic LED will light steady red, indicating your microphone is active. The Spkr LED will flash red.

2. Don't lift the handset; speak toward the telephone in a normal voice level.

If you have a speakerphone, you will have better performance if you press the Intercom button.

NOTE: The Intercom button must be pressed (or the handset must be taken off-hook) before placing an intercom call on hold.

HANDSFREE ANSWERBACK VOLUME CONTROL

You can control the volume of the Handsfree Answerback caller's voice.

To Change the Volume while on the Call:

1. Press the up or down **Vol** button until the desired level is set.

You can also control this volume while in the idle state. To do so, press the up or down Vol button and hear ring tone. Continue pressing the button until the desired volume is set. Adjusting this volume will also change ring tone volume.

MICROPHONE CUT-OFF

Microphone Cut-off prevents callers from monitoring the sounds near your telephone. Your station must be assigned with the Microphn Cut-off button in system programming to activate this feature.

To Turn Off the Microphone:

1. Press the **Microphn Cut-off** button.

After you press the button, the Microphn Cut-off LED will light steady red, and the Mic and Spkr LEDs will not turn on when your telephone is being called.

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To Turn the Microphone On:

1. Press the **Microphn Cut-off** button again.

The Microphn Cut-off LED will turn off.

OFF-HOOK CALL ANNOUNCE (OCA)

This feature allows you to call and speak through the speaker of an off-hook, busy digital or electronic telephone. The called telephone must be equipped for OCA capability.

To Make an OCA Call with Voice First Signaling:

1. Lift the handset.

2. Call the desired station.

You will hear a single tone and will be able to talk to the station if your station is programmed for automatic OCA operation.

3. Speak to the called party or dial 2 if busy.

If your station is not programmed for automatic OCA operation and if you hear busy tone, you must dial 2 to speak to the called station.

To Make an OCA Call with Tone Signaling:

1. Lift the handset and call the desired station.

2. If you receive busy tone, dial **2 1**.

Speak to the called station after dialing 2 1.

FORCED DISCONNECT

You can disconnect an OCA call made to your station.

To Force a Disconnect:

1. Press the **Spkr** button.

The OCA call will be disconnected after you press the button.

OCA VOLUME CONTROL

You can control the volume of OCA calls to your station when your station is idle. It is not possible to change the OCA volume when your telephone is in use off-hook.

To Change the Volume while Idle:

1. Press the **Intercom** button and then the up or down **Vol** button until the desired volume is set.

You will hear intercom tone. The volume level of OCA calls to your station will be the same as the intercom tone level that you set with this procedure. The intercom tone will stop after 15 seconds or when the Spkr button is pressed.

NOTES:
1. Stations in the Do Not Disturb mode cannot receive OCA calls.
2. The Mic and Microphn Cut-off buttons can prevent an OCA caller from listening to your conversation.
3. This procedure also sets the volume level for station (Tel Set Music) Background Music and speaker intercom tone.

CALL TRANSFER WITH CAMP-ON

You can transfer calls to idle or busy stations.

NOTE: You cannot transfer (or camp-on) to stations that are in the Do Not Disturb (DND) mode.

To Transfer a Call (Voice First Signaling):

1. While on an outside call, press the **Cnf/Trn** button.

After you press the button, the Line LED will flash green at the conference rate, and the Intercom LED will flash green at the in-use rate. You will hear intercom dial tone.

2. Dial the station number to which the call will be transferred.

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3. Announce the call if the called station is idle, then hang up.

You will hear a single tone. (If the call was made with Tone Signaling instead of Voice First Signaling, you would hear ringing tone.)

The Intercom LED will turn off, the Line LED will begin to flash green at the on-hold rate, and the CO line will ring the called station. (See the Note that follows.)

The Line LED will change to steady red when the called station connects with the transferred call.

If the called station user fails to answer the call, you will receive a recall ring (when your station is idle) after a time set in system programming.

. . . or . . .
Hang up if the called station is busy.

The Intercom LED will turn off, and the Line LED will begin to flash green at the on-hold rate. The CO line will camp on to the called station (see the Note that follows), and the called station will receive a warning tone.

The Line LED will change to steady red when the called station connects with the transferred call.

You will receive a recall ring when your station is idle and camp-on will be cancelled if the called station user fails to answer within a predetermined time. Answer the recall and inform the caller of the situation, and repeat the procedure if necessary.

NOTE: You may reconnect to a transferred line (anytime before it is answered) by pressing the appropriate Line button, or by dialing Intercom 4 2 if the Line button does not appear on your telephone.

ANSWERING A TRANSFERRED CALL

You can answer a call that is transferred to your station, whether you are idle or busy on another call.

To Answer While Idle (Voice First Signaling):

1. You will hear a single long tone, followed by an announcement.

The Intercom LED will flash green at the incoming call rate.

2-20

2. Acknowledge the announcement.

3. When the transferring station hangs up, you will hear a ringing tone.

    The Line LED will flash at the incoming call rate.

4. Press the appropriate **Line** button.

    After you press the button, the Line LED will flash green at the in-use rate, and you will be connected to the call.

    NOTE: If your telephone has been assigned with Ringing Line Preference in system programming, you may press the Spkr button or lift the handset instead of pressing the Line button.

To Answer While Idle (Tone Signaling):

1. You will hear intercom ringing.

    The Intercom LED will flash green at the incoming call rate.

2. Lift the handset or press the **Spkr** button.

    After you press the button, the Intercom LED will flash at the in-use rate.

3. Speak to the transferring station.

4. You will be connected to the outside call when the transferring station hangs up.

    The Intercom LED will turn off, and the Line LED will flash green at the in-use rate when the station hangs up.

To Answer While Busy:

1. You will hear a one-second warning tone.

    The outside call is camped on to your station, and the Line LED will flash green at the on-hold rate.

2. You have several choices:
    Press the **Line** button.

    . . . or . . .

    After you press the button, the existing call will be terminated (or placed on hold if your station has been programmed with the **Release 4** Auto Hold feature), and you will be connected to the transferred call. The Line LED will flash green at the in-use rate.

2-21

Hang up.	The existing call will be terminated. The camped-on line will ring your telephone, and the Line LED will flash red at the incoming call rate.
. . .then . . . Press the **Line** button or lift the handset.	After you press the button, you will be connected to the transferred call, and the Line LED will flash green at the in-use rate.
. . . or . . .	
Press the **Hold** button.	The existing call will be put on hold. The camped-on line will ring your station, and the Line LED will flash red at the incoming call rate.
. . . then . . . Press the **Line** button.	You will be connected to the transferred call, and the Line LED will flash green at the in-use rate.

CONFERENCE CALLS

This feature enables you to add other parties to an existing call. (If you have an LCD telephone, you can use Soft Keys to make a conference call. See the LCD user guide for details.)

CONFERENCE WITH STATIONS AND CO LINES

Conference Calls can be up to two stations and two CO lines, or up to three stations and one CO line.

To Add a Second CO Line:

1. While on a CO line call, press the **Cnf/Trn** button.	After you press the button, you will hear intercom dial tone.
	The Line LED will flash green at the conference rate if the call is on a Line button, and the Intercom LED will flash green at the in-use rate.
2. Access a second CO line and dial the next telephone number.	You can access a CO line by pressing a Line or Pooled Line Grp button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).
	If you receive a busy tone or no answer, return to the original connection by pressing the original Line button, or hang up and the original connection will recall you immediately.
	Both Line LEDs will flash green at the in-use rate.

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3. Press the **Cnf/Trn** button after the party answers.

All parties will be conferenced. You may add one more station to a two-CO line conference.

To Add a Station to a CO Line Call:

1. Press the **Cnf/Trn** button.

After you press the button, you will hear intercom dial tone.

The Intercom LED will flash green at the in-use rate; and the Line LED will flash green at the conference rate, if the CO line call was established on a Line button.

2. Dial the number of the station to be added.

If you receive a busy tone or no answer, return to the original connection by pressing the Cnf/Trn button.

3. Press the **Cnf/Trn** button after the party answers.

All parties will be conferenced.

The Line LED will flash green at the in-use rate if the CO line call was established on a Line button.

4. Repeat to add another party.

Up to three stations (including your own) may conference with one CO line.

5. Hang up when the conference call is completed.

CONFERENCE WITH STATIONS ONLY

As many as four stations may be conferenced on one intercom line.

To Conference with Stations Only:

1. While on a station call, press the **Cnf/Trn** button.

After you press the button, you will hear intercom dial tone, and the Intercom LED will flash green at the conference rate.

2. Dial a station number.

Wait for the called station to answer.

3. Press the **Cnf/Trn** button after the party answers.

The Intercom LED should will green at the in-use rate, and all parties will be conferenced.

4. To add another station, repeat Steps 1 ~ 3.

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CALL FORWARD

You can set your station with a variety of Call Forward modes.

NOTE: If Call Forward is set:
- *CO lines that ring your station **only** will forward—CO lines that ring more than one station will not forward.*
- *CO line calls transferred to your station will forward.*
- *Intercom calls will forward (handsfree calls optionally may or may not).*
- *Call Forward has priority over the Station Hunt feature.*
- *Call Forward must be set before the call is received.*
- *Call Forward can be set with the touch on one button. See "User Programmable Feature Buttons" later in this chapter.*

CALL FORWARD-ALL CALLS

If your station is idle or busy and has this feature activated, all calls to it will forward immediately. The station will not ring.

To Set Call Forward-All Calls:

1. Press the **Call Frwd All Calls** button.
   . . . or . . .

   The Call Frwd All Calls LED will flash red.

   Press the **Intercom** button, then dial **6 0 1**.

   You will hear confirmation tone.

2. Enter the station number to which calls will forward.

   You will hear confirmation tone if 6 0 1 was dialed in Step 1.

3. Press the **Call Frwd All Calls** button or the **Spkr** button.

   The Call Frwd All Calls LED will become steady red, and calls will forward to the stored station number.

To Cancel:

1. Press the **Call Frwd All Calls** button
   . . . or . . .

   The Call Frwd All Calls LED will turn off.

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Press the **Intercom** button, dial **6 0 1**, then press the **Spkr** button.

You will hear confirmation tone.

CALL FORWARD-BUSY

Calls to your telephone while you are busy on another call or in the Do Not Disturb mode will forward immediately if this feature is set. Calls will ring as normal if your telephone is idle.

To Set Call Forward-Busy:

1. Press the **Call Frwd Busy** button.
   . . . or . . .
   Press the **Intercom** button, then dial **6 0 2**.

The Call Frwd Busy LED will flash red.

You will hear confirmation tone.

2. Enter the station number to which calls will forward.

You will hear confirmation tone if 6 0 2 was dialed in Step 1.

3. Press the **Call Frwd Busy** button or the **Spkr** button.

The Call Frwd Busy LED will become steady red, and calls will forward to the stored station number.

To Cancel:

1. Press the **Call Frwd Busy** button
   . . . or . . .
   Press the **Intercom** button, dial **6 0 2**, then press the **Spkr** button.

The Call Frwd Busy LED will turn off.

You will hear confirmation tone.

CALL FORWARD-NO ANSWER

All calls to your station when set with this feature will forward to a selected station if you fail to answer within 12 seconds or three rings, whichever occurs first.

NOTE: Your station can be assigned in system programming with **Release 4** *not to Call Forward-No Answer when receiving Voice First (handsfree) calls. Callers can activate Call Forward-No Answer by dialing 1 during their voice announcement.*

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To Set Call Forward-No Answer:

1. Press the **Call Frwd No Answer** button.
   . . . or . . .
   Press the **Intercom** button, then dial **6 0 3**.

The Call Frwd No Answer LED will flash red.

You will hear confirmation tone.

2. Enter the station number to which calls will forward.

You will hear confirmation tone if 6 0 3 was dialed in Step 1.

3. Press the **Call Frwd No Answer** button, or the **Spkr** button.

The Call Frwd No Answer LED will become steady red, and calls will forward to the stored station number.

To Cancel:

1. Press the **Call Frwd No Answer** button.
   . . . or . . .
   Press the **Intercom** button, dial **6 0 3**, then press the **Intercom** button.

The Call Frwd No Answer LED will turn off.

You will hear confirmation tone.

CALL FORWARD-BUSY/NO ANSWER

All calls to your station set with this feature will forward immediately to a selected station whenever you are busy on another call or in the Do Not Disturb mode. Calls will also forward if you do not answer the call within 12 seconds or three rings, whichever occurs first.

NOTE: Your station can be assigned in system programming with **Release 4** *not to Call Forward-No Answer when receiving Voice First (handsfree) calls. Callers can activate Call Forward-No Answer by dialing 1 during their voice announcement.*

To Set Call Forward-Busy/No Answer:

1. Press the **Call Frwd Busy/NAns** button.
   . . . or . . .

The Call Frwd Busy/NAns LED will flash red.

Press the **Intercom** button, then dial **6 0 4**.	You will hear confirmation tone.
2. Enter the station number to which calls will forward.	You will hear confirmation tone if 6 0 4 was dialed in Step 1.
3. Press the **Call Frwd Busy/NAns** button, or press the **Spkr** button.	The Call Frwd Busy/NAns LED will become steady red, and calls will forward to the stored station number.

To Cancel:

1. Press the **Call Frwd Busy/NAns** button. . . . or . . . Press the **Intercom** button, dial **6 0 4**, then press the **Spkr** button.	The Call Frwd Busy/NAns LED will turn off. You will hear confirmation tone.

CALL FORWARD-FIXED

All intercom and CO line calls to your station will forward immediately to a station set in system programming if you activate this feature. Your station must be assigned with the "Call Forward to___" button in system programming to activate this feature.

To Activate Call Forward-Fixed:

1. Press the **Call Frwd to: ____** button.	After you press this button, the "Call Frwd to:____" LED will light steady red, and all calls will forward to a station or voice mail device set in system programming.

To Cancel:

1. Press the **Call Frwd to:___** button.	The "Call Frwd to:____" LED will turn off.

CALL HOLD

You can place intercom and CO line calls on hold.

To Hold a Call that Appears on a CO or Intercom Button:

1. While on a CO line or intercom call, press the **Hold** button.

After you press the button, the Line or Intercom LED will flash green at the on-hold rate.

You will hear a recall tone (when your station is idle) if you do not retrieve the held call before a time set in system programming.

The call may be released automatically if the held party hangs up and the CO provides a hold-release signal.

To place a Handsfree Answerback call on hold you must first lift the handset or press the Intercom button.

*NOTE: If your station is programmed with Automatic Hold (**Release 4**), an existing call will automatically be placed on hold if your answer or make another call. You will not have to press the Hold button. (See Automatic Hold later in this guide.)*

To Retrieve the Call:

1. Press the **Line** button or the **Intercom** button which is on hold.

The Line or Intercom LED will flash green at the In-use rate.

CALL PARK

When your telephone does not have a Line button for a particular CO line, you can dial an access code to place a call on that line on hold (park) so that you can place a second call. You can also park an intercom call.

To Park a Call and Place another Call:

1. While on a call, press the **Cnf/Trn** button, then dial **4 1**.

The call will be be placed on hold/park after you dial 4 1. You can only have one call parked at your station.

2. Press the **Intercom** button or a **Line** button; then dial the desired number.

The Line or Intercom LED will flash green at the in-use rate.

3. Hang up or press the **Spkr** button when the call is completed.

The Line or Intercom LED will turn off.

To Retrieve the Parked Call on Your Telephone:

1. Press the **Intercom** button, then dial **4 2**.

You will be reconnected to the call.

NOTE:
When a CO line is placed on hold or parked, it may be picked up from any station:
- *By pressing a CO line button.*
- *Pressing the Intercom button and dialing 5 + the holding station's intercom number.*
- *Pressing the Intercom button and dialing 5 7 + the holding CO line's number—0 1 ~ 3 6.*

EXCLUSIVE HOLD

Exclusive Hold allows you to place a call on hold so that only you or somebody using a Call Pickup code at another station can retrieve it.

To Place a Call on Exclusive Hold:

1. While on an outside call, press the **Hold** button twice.

After you press the button the second time, the Line LED will flash green at the exclusive hold rate.

To Retrieve the Call:

1. Press the **Line** button that is on Exclusive Hold.

Another station user can pick up the call by dialing 5 plus your station number, or by dialing 5 7 plus the CO line number (0 1 ~ 3 6) that the call is held on.

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.

To Pick Up a Ringing CO Line in a Tenant System (Tenants 1 and 2):

1. Press the **Directed Pickup1** or **Directed Pickup2** button.
   . . . or . . .
   Press the **Intercom** button and dial **5 9**.

   After you press the button, you will be connected to an incoming CO line call.

   You will be connected to an incoming ringing CO line call after you dial 5 9.

   NOTES:
   1. In non-tenant systems, Directed Pickup1 will pick up any ringing CO line.
   2. This feature does not pick up transferred CO lines that are ringing; see "Directed Call Pickup" that follows for instructions on how to pick up transferred CO lines.

   DIRECTED CALL PICKUP

   Directed Call Pickup provides you with several ways to pick up calls ringing in, or calls held at other stations. You can also pick up an intercom page and an external page with Directed Call Pickup.

To Use Directed Pickup:

1. Press the **Directed Pickup** button

   If you do not have a Directed Call Pickup button, press the Intercom button, then dial 5, instead.

2. Station—Dial a Station number to pick up a call that is ringing in at or held at the station.
   . . . or . . .
   Intercom Page—Dial **3 0**.
   . . . or . . .

   You will be connected to the call ringing in or the held call.

   You will be connected to the station from which the page is coming.

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External Page—Dial **3 5**.
. . . or . . .

You will be connected to the station from which the page is coming.

CO line on hold
(selective)—Dial the CO line
access code (7 0 1 ~ 7 3 6).
. . . or . . .

You will be connected to the CO line that is on hold.

Any ringing CO line—Dial **9**.
. . . or . . .

You will be connected to the CO line that is ringing in.

Ringing door phone—Dial
3 0.

You will be connected to the door phone that is ringing.

DO NOT DISTURB

If your station is in the Do Not Disturb mode, intercom calls will not ring your station, calls can't be transferred to it, and Off-hook Call Announce calls to it will be denied. Incoming CO line calls, though, will mute ring at your station. You can continue to make calls as normal while in the Do Not Disturb mode.

To Activate Do Not Disturb:

1. Press the **Do Not Disturb** button.

After you press the button, the Do Not Disturb LED will light steady red, and the Do Not Disturb mode will be activated.

To Deactivate Do Not Disturb:

1. Press the **Do Not Disturb** button.

The Do Not Disturb LED will turn off, and the Do Not Disturb mode will be deactivated.

NOTES:
1. Calls will forward from your station if it set for Call Forward-Busy or Call Forward-Busy/No Answer while in the Do Not Disturb mode.
2. Some stations may be programmed to override Do Not Disturb.

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AUTOMATIC CALLBACK

After reaching a busy or Do Not Disturb (DND) station, you may set Automatic Callback to have the system call you back when the called station becomes available.

To Set Automatic Callback (to busy or DND station):

1. After reaching a busy station, press the **Auto Callback** button or dial **4**.

   After you press the button or dial 4, the busy tone will stop. You will hear dial tone for two seconds, then the busy tone should resume.

2. Place the handset on-hook.

   You may make other calls while waiting for the called station to become available.

3. Your telephone will ring at a fast rate when the called station becomes idle.

   The Intercom LED will flash green at the incoming call rate.

4. Answer the call immediately.

   Answer within three rings to prevent the callback from being cancelled

   You will hear a single tone, and the Intercom LED will flash green at the in-use rate. The called station will have voice announce activated. (With Tone Signaling, you would hear ringback tone and the called station would ring.)

   If you hear a busy tone after answering a callback, the called party has already received or originated another call. Your request is not cancelled.

5. Make a voice announce and converse.

To Cancel Automatic Callback (to busy or DND station):

1. Press the **Auto Callback** button.

   Automatic Callback will be cancelled.

   . . . or . . .

   Press the **Intercom** button, then dial **4 3**.

   Automatic Callback will be cancelled.

CO LINE QUEUING WITH AUTOMATIC CALLBACK

Automatic Callback enables you to be placed in a waiting queue for an available CO line after attempting access to a line group in which all lines are busy. The system will call you back when a line becomes available.

To Set CO Line Queuing:

1. If all outgoing lines are busy, you will hear busy tone after dialing a line access code.

2. Press the **Auto Callback** button or dial **4**.

   After you press the button or dial 4, the busy tone will stop, you will hear dial tone for two seconds, then busy tone will resume.

3. Place the handset on-hook.

   You may make other calls while waiting for a line to become available.

4. Your telephone will ring at a fast rate when a CO line becomes idle.

   The Line LED will flash green at the incoming call rate.

5. Lift the handset immediately.

   Answer within three rings to prevent the callback from being cancelled.

   You will hear CO dial tone. (If you hear a busy tone, 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.)

   The Line LED will flash green at the In-use rate.

6. Dial a telephone number.

   If the original call was made using Least Cost Routing (LCR), the telephone number would have been automatically dialed in Step 4.

7. Hang up when the call is completed.

To Cancel Automatic Callback (CO Line Queuing):

1. Press the **Auto Callback** button.

   Automatic Callback will be cancelled.

   . . . or . . .

   Press the **Intercom** button, then dial **4 3**.

   Automatic Callback will be cancelled.

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ACCOUNT CODE CALLS

Entered before or after a call, Account Codes can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are recorded by the system and can, along with the details of the calls they are associated with, be printed out 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.

To Record a Forced Account Code:

1. Access a CO line.

    You can access a CO line by pressing a Line or Pooled Line Grp button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).

    You will hear dial tone after accessing a line. (If you dialed with Least Cost Routing you will not hear dial tone.)

2. Enter the Forced Account Code.

    Dial tone stops after you dial the first digit. You will hear dial tone after you press the last digit of a valid account code, or busy tone if you dial an invalid code. (If you dialed with Least Cost Routing, you will not hear dial tone.)

3. Dial a telephone number.

    Any digits dialed after the code is entered in Step 2 will be treated as part of a telephone number.

EMERGENCY OVERRIDE OF FORCED ACCOUNT CODES

You can bypass Forced Account Code requirements with three emergency numbers, including 911. See your system administrator for these numbers:

   1) ____911____   2) _____   3) _____

VOLUNTARY ACCOUNT CODES

Voluntary Account Codes are optional and can be entered after seizing a CO line or during a call that you originated or received.

To Record a Voluntary Account Code:

1. After seizing a CO line or during the call, press the **Account Code** button.
   . . . or . . .
   Press the **Speed Dial** (or **✱**) button and dial **5 0**.

   Your conversation will not be interrupted.

   Your conversation will not be interrupted.

2. Enter the Account Code.

   When your station is set for Verified Account Codes, you will hear a confirmation tone (one-half second duration) if the code is valid (Note 2). If the code is invalid, you will hear two short tones. Repeat Steps 1 and 2 to dial another account code; the last code entered will be recorded.

   Any digits dialed after the code has been entered will be treated as part of the outside telephone number.

   NOTES
   1. Voluntary Account Codes can be set in system programming to change the Toll Restriction classification of your station. See your system administrator for more information.
   2. If your station is programmed not to verify Account Codes, you will not hear a confirmation tone.
   3. The outside party will not be able to hear tones when the Account Code digits are being entered or any confirmation tones.
   4. Voluntary Account Codes must be entered before the call is disconnected.

VERIFIED ACCOUNT CODE CHANGES

If the system is set for Verified Account Codes, station users must enter specific codes when entering Forced or Voluntary Account Codes.Verified Account Codes are established in system programming or by designated stations.

**To Add, Delete, or Change
Verified Account Codes From a
Designated Station:**

1. Press the **Intercom** button,
   then dial the Verified Account
   Code Change Access Code.

   You will hear confirmation tone.

   For security reasons the Account Code Change Access Code is not
   provided in this guide. Contact your system administrator for this access
   code.

2. Dial the Verified Account
   Code Number (0 0 0 ~ 2 9 9).

3. Enter the Verified Account
   Code.

   Verified Account Codes can be one to 15 digits.

   The newly entered code will overwrite any Verified Account Code that
   may have previously been stored with the Verified Account Code Number
   (0 0 0 ~ 2 9 9).

4. Press the **Redial** button.

   You will hear confirmation tone, and the code will be stored in memory.

5. Repeat Steps 1 ~ 4 to enter
   more Verified Account Codes.

   To erase an Account Code from memory, repeat the procedure, skipping
   Step 3.

PAGING

Station users can make page announcements to telephones and external
speakers.

To Page:

1. Lift the handset.

2. Press the **Intercom** button
   and dial one of the following
   access codes:
   3 0 = All Call

   This code will allow a page to the speakers of telephones assigned to the
   "All Call Group" in system programming.

   . . . or . . .
   3 1 = Station Group A

   This code will allow a page to telephones assigned to station page group
   A in system programming.

. . . or . . .
3 2 = Station Group B

This code will allow a page to telephones assigned to station page group B in system programming.

. . . or . . .
3 3 = Station Group C

This code will allow a page to telephones assigned to station page group C in system programming.

. . . or . . .
3 4 = Station Group D

This code will allow a page to telephones assigned to station page group D in system programming.

. . . or . . .
3 9 = All Call (External Page Zones optional)

This code will allow a page to the speakers of telephones assigned to the "All Call Group" in system programming. The page may also be sent to external speakers (all zones), if enabled in system programming.

. . . or . . .
3 5 ~ **3 8** = External Page Zones (A ~ D)

Dial 35 for Zone A, 36 for Zone B, 37 for Zone C, and 38 for Zone D.

3. Make your announcement in a normal voice level and repeat it.

4. Hang up when you complete your announcement.

NOTE: Each of the page access codes (including the Intercom button) can be stored on a Speed Dial button. See "User Programmable Feature Buttons" later in this chapter.

ALL CALL PAGE BUTTON

You can make an All Call Page to digital and electronic telephones assigned to the "All Call Page group" with the touch of an All Call Page button assigned in system programming. Stations are assigned to the "All Call Page Group" in system programming.

To Make an All Call Page:

1. Lift the handset.

2. Press the **All Call Page** button.

The All Call Page button does not access external page speakers.

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3. Make your announcement in
   a normal voice level and
   repeat it.

4. Hang up when you finish your
   announcement.

DOOR PHONE

Door phones can be used to call digital and electronic telephones
selected in system programming. You can call a door phone and monitor
the area surrounding the door phone.

To Answer a Door Phone Call:

1. You will hear a distinctive   Your phone will ring five times or only once, depending on system
   ringing tone.   programming.

2. Lift the handset.   After you lift the handset, if the door phone is still ringing, the Intercom
                                      LED will flash green at the in-use rate, and you will be connected to the
                                      door phone.

3. Dial the door phone intercom
   number if not connected yet.

4. Hang up when the call is
   completed.

                                      *NOTE: To pick up door phone calls that are ringing at a station other
                                      than yours, press the Intercom button and dial 5 3 0.*

To Call/Monitor a Door Phone:

1. Lift the handset.

2. Press the **Intercom** button.   You will hear intercom dial tone, and the Intercom LED will flash green at
                                      the in-use rate.

3. Dial the intercom number for the desired door location.

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

4. Hang up when the call is completed or when you are finished monitoring.

NOTE: Door phone numbers can be stored on Speed Dial buttons. See "User Programmable Feature Buttons" later in this chapter.

To Make a Call from a Door Phone:

1. Press the button and then release it.

You will hear a distinctive ringing tone—five times or once, depending on system programming (**Release 4**).

2. When answered, speak at a normal voice level in the direction of the door phone.

HANDSFREE MONITORING

Calls placed on hold by an outside party may be monitored handsfree. This feature frees you from having to hold the handset to your ear until the outside party returns to the call, enabling you to take care of other tasks in the meantime.

To Use Handsfree Monitoring:

1. While on a call, press and hold down the **Spkr** button.

The Spkr LED will light red.

2. Place the handset on-hook.

The Spkr LED will remain on.

3. Release the **Spkr** button.   The Spkr LED will remain on, and sounds from the distant party are
                                           heard over your telephone speaker.

4. Lift the handset when the
    distant party returns.

ALARM RESET

Your STRATA DK system may be connected to a facility alarm system.
All telephones designated in system programming will produce a startling
tone whenever this alarm is activated. Stations with an Alarm Reset
button can reset the alarm by pressing the button.

BACKGROUND MUSIC (BGM) OVER
TELEPHONE SPEAKERS

You may listen to optional Background Music over your station speaker.

**To Listen to BGM on Your
Telephone Speaker:**

1. Press the **Tel Set Music**   You will hear BGM over your telephone speaker.
    button.
    . . . or . . .
    Press the **Intercom** button,   You will hear BGM over your telephone speaker.
    dial **4 8 1**, then press the
    Spkr button.

**To Cancel BGM on Your
Telephone Speaker:**

1. Press the **Tel Set Music**   The BGM will quit playing over your telephone speaker.
    button.
    . . . or . . .
    Press the **Intercom** button,   The BGM will quit playing over your telephone speaker.
    dial **4 8 0**, then press the
    Spkr button.

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To Control BGM Volume:

1. Press the **Intercom** button.

   You will hear intercom dial tone after pressing the button.

2. Press the **Vol** button and adjust while listening to the dial tone.

   The relative volume level of the BGM will be the same as the dial tone.

3. Press the **Spkr** button after setting the volume level.

   NOTE: The Off-hook Call Announce volume level corresponds with the intercom and BGM levels.

BACKGROUND MUSIC (BGM) OVER EXTERNAL SPEAKERS

Station 200 (typically the system administrator's station) can turn BGM over external speakers on and off. Other stations can only control BGM being played over their speakers.

To Turn On BGM over External Speakers from Station 200:

1. Press the **Intercom** button and dial **4 9 1**.

   You will hear busy tone when you dial 4 9 1.

2. Press the **Spkr** button.

   The busy tone will stop and BGM will play over the external speakers after your press the Spkr button.

To Turn Off BGM over External Speakers from Station 200:

1. Press the **Intercom** button and dial **4 9 0**.

   You will hear busy tone when you dial 4 9 0.

2. Press the **Spkr** button.

   The busy tone will stop and BGM will stop playing over the external speakers after you press the Spkr button.

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DIRECT INWARD SYSTEM ACCESS (DISA)

Outside callers with telephones that send Dual-tone Multi-frequency (DTMF) tones 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 telephone number:_____-_____.

See the system administrator for this number.

2. Listen for the ringback tone signal, then listen for intercom dial tone.

Try again if you hear busy tone.

Dial tone will be present for 10 seconds to allow direct dialing of a station intercom 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 will disconnect.

3. Dial a station number.

You will be connected when the station answers.

If you receive busy tone or wish to dial another number while ringing the station, press the ✱ button to receive dial tone, allowing another number to be dialed.

If the call is not answered after six rings or 24 seconds, whichever comes first, busy tone will be sent. Dial ✱ to access dial tone and dial the same or another number. To call another station after completing a DISA station call, the internal party must transfer you. Station and System Page cannot be accessed on DISA calls.

To Make an Outgoing Call with DISA:

1. From outside the system, call the DISA CO line telephone number:_____-_____.

See the system administrator for this number.

2. Listen for the ringback tone signal, then listen for intercom dial tone.

Try again if you hear busy tone.

Dial tone will be present for 10 seconds to allow direct dialing of a station intercom 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 will disconnect.

3. Dial a CO line or line group access code.

CO line number access codes are 7 0 1 ~ 7 3 6, and line group access codes are 8 1 ~ 8 8. The Least Cost Routing code (9) is not allowed.

4. If a DISA security code is required, dial the code, then listen for CO dial tone.
    . . . or . . .
    If a DISA security code is not required, you should hear CO dial tone.

If required, see the system administrator for this number. If the correct code is not entered, the call will be disconnected.

5. Dial a telephone number.

A timer tone that is audible to both parties will sound approximately four minutes after the call was made. Dial 0 to reset the timer each time the tone sounds for an additional four minutes. If you fail to dial 0, the call will disconnect approximately one minute after the tone.

6. Hang up when the call is completed.

DISA SECURITY CODE ENTRY/CHANGE/CANCEL

Only stations selected in system programming can enter, change, and cancel the DISA security code.

To Enter, Change, or Cancel the Code from a Selected Station:

1. Press the **Intercom** button, then dial the three-digit access code.

After you dial the access code, you will hear confirmation tone.

For security purposes, the access code is not published here, but it is available from your system administrator.

2. Enter the new DISA security code (1 ~ 15 digits).

If a DISA security code is not entered, the security code will be cancelled and outgoing line access via DISA will not require a security code.

3. Press the **Redial** button.

You should hear confirmation tone.

DIRECT STATION SELECTION BUTTONS (HOTLINE)

This optional feature allows you to connect directly to another station by pressing a Direct Station Selection (DSS) button. The LED of the button shows the status (idle/busy) of the station associated with it. If connected to a CO line, pressing this button will put the party on hold. Transfer the call as you would normally, by voice announcing or camping on by hanging up.

DOOR LOCK

Your telephone may have an Unlock Door button(s), which will unlock a door lock when pressed.

Door Lock Button	Location
Unlock Door 0	_____
Unlock Door 1	_____
Unlock Door 2	_____
Unlock Door 3	_____
Unlock Door 4	_____

The door lock will unlock for three or six seconds when you press the button, depending on system programming. The Unlock Door LED will turn on for however long the door is unlocked.

MESSAGE WAITING

If you call a station and its user does not answer, you can leave a message waiting indication by pressing the Msg button. The Msg LED at the called station will flash after you press the button. The user can call you back by pushing the Msg button with the flashing LED. (Voice mail devices, as well as people, can leave message waiting indications.)

Up to four Message Waiting indications may be left at a station at one time. One of the indications is reserved for the Message Center set in system programming.

To Answer a Message Waiting Indication on Your Telephone:

1. The **MSG** LED will flash red.

2. Lift the handset, press the **Intercom** button, then the **Msg** button.

   Your phone will ring the station or voice mail device that set the indication. Wait for an answer to receive the message.

   If there is no answer, hang up and try at a later time. (The LED will continue to flash red.)

3. After receiving the message, place the handset on hook.

   If the Msg LED continues to flash, you have more messages—repeat Steps 1 ~ 3 to retrieve them.

   Voice mail devices may cancel the indication after a short delay.

To Cancel the Indication Set on your Telephone:

1. Answer the Indication, as detailed in the preceding procedure.
   . . . or . . .
   Press the **Msg** button.

   The called party must answer—by either going off-hook or by pressing the Spkr button—for the indication to be cancelled automatically.

   Do not press the Intercom button.

To Set a Message Light on another Telephone:

1. Press the **Intercom** button and dial a station.

   You will hear ringback tone or busy tone.

2. While listening to the ringback or busy tone, press the **Msg** button or dial **7**.

   The Msg LED will flash red at the called telephone. The Msg LED will light steady red at your telephone.

3. Press the **Spkr** button.

   The Msg LED will continue to flash at the called telephone, until the called party retrieves the message by pressing their Intercom and Msg button. The Msg LED will turn off at your station after you press the Spkr button.

To Cancel the Indication that You Set at another Telephone:

1. Dial the station number on which you left the indication.

2. Press the **Msg** button twice.

NIGHT TRANSFER

Your system can operate with two or three ringing patterns. Three-ringing pattern systems feature the DAY, DAY 2, and NIGHT modes, while two-ringing pattern systems consist of the DAY and NIGHT modes. These ringing patterns are chosen by pressing the optional Night Transfer button, assigned in system programming.

The Night Transfer LED indicates the active pattern, as follows:

	Three-pattern	**Two pattern**
DAY	OFF	OFF
DAY 2	FLASH	N/A
NIGHT	ON	ON

OVERRIDE CALLS

Busy Override allows you to send a tone to a busy station to indicate that a call is waiting, and Do Not Disturb Override lets you send a tone to an idle station in the Do Not Disturb mode to indicate that a call is coming in. You can enter an established conversation with Executive Override.

To Initiate a Busy Override Signal:

1. After reaching a busy station, dial **2**.

After dialing 2, a tone will be heard at the busy station, indicating that a call is waiting.

For Off-hook Call Announce activation:
- If the busy station is equipped with Automatic Off-hook Call Announce, you will not receive a busy tone and you may converse with the called party after dialing the station number.
- If the called station is equipped for manual Off-hook Call Announce, dialing 2 (with Voice First Signaling) or 2 1 (with Tone Signaling) will make an Off-hook Call Announce call to that station.

To Initiate a Do Not Disturb Override Signal:

1. After reaching a Do Not Disturb station, dial **2**.

After dialing 2, a tone signal will be heard at the Do Not Disturb station, indicating that a call is coming in.

Your station must be enabled in system programming to send a Do Not Disturb Override signal.

NOTE: Privacy Override and Off-hook-Call Announce are described in separate sections of this guide and are listed in the index.

To Initiate Executive Override:

1. After reaching a busy station, dial **3**.

After dialing 3, you will enter the conversation. An optional tone signal may be heard by the called parties prior to your entrance.

Your station must be enabled in system programming for Executive Override.

SPEAKERPHONE

Digital telephones with speakerphones can make and receive calls without lifting the handset. Any digital telephone model with an "S" in the model name is equipped with a speakerphone.

OUTSIDE CALLS

You can make and receive outside calls without having to lift your handset.

To Make an Outside Call (On-hook Dialing)

1. Leave the handset on-hook.

2. Press any available **Line** button.
   After you press the button, the Line LED will flash green at the in-use rate, and you should hear dial tone.
   . . . or . . .
   Press the **Intercom** button, then dial a CO line or line group access code.
   The Intercom LED will flash green at the in-use rate, and you will hear dial tone.

   CO line access codes are 7 0 1 ~ 7 3 6; line group codes are 8 1 ~ 8 8; and the general group and Least Cost Routing code is 9.

3. Dial a telephone number.
   You will hear ringback tone (or busy tone, if busy).

4. Speak at a normal voice level toward the telephone.

5. Press the **Spkr** button to disconnect the call.

To Receive an Incoming Call:

1. You will hear a ringing tone.
   The Line LED will flash red at the incoming call rate.

2. Leave the handset on-hook.

3. Press the **Line** button next to the flashing LED.
   After you press the button, the Line LED will flash green at the in-use rate, and you will be connected to the call.

4. Speak at a normal voice level
    towards the telephone.

5. Press the **Spkr** button to
    disconnect the call.

TONE/VOICE FIRST SIGNALING

Your STRATA DK system may be set for Tone Signaling or Voice First Signaling as the standard intercom call signaling method. The Tone Signal consists of successive ring tones, while the Voice First Signal consists of a tone burst followed by the caller's voice. You can change to the alternate signaling method on a call-by-call basis.

To Change the Signaling Method:

1. Call another station via
    intercom.

    Depending on the system signaling method, the following will happen:
    ■ If Tone Signaling, you will hear a ring tone (one second) every four seconds.
    ■ If set for Voice First Signaling, you will hear a tone burst and then you will be able to converse.

2. Dial **1**.

    After you dial 1, the other method will be activated.

3. Speak to the party when the
    call is answered.

INTERCOM CALLS

You can make and receive intercom calls without lifting your handset.

To Make an Intercom Call (On-hook Dialing) with Voice First Signaling:

1. Leave the handset on-hook.

2. Press the **Intercom** button.

    After pressing the button, the Intercom LED will flash green at the in-use rate, and you will hear intercom dial tone.

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3. Dial the desired station number.

You will hear a single ring tone if the called station is idle. (If the call was made with Tone Signaling, you would hear ringback or busy tone.) Dialing 1 after the station number will change the signaling method; see "Tone/Voice First Signaling" for more information

If you dial a busy station:
■ Dial 2 or 2 1 to activate Busy Override or, if the called station is properly equipped, Off-hook Call Announce.
■ Dial 3 to Executive Override (system programmable option) the called station.
■ Dial 4 to set Automatic Call Back.

If the called station is busy or unanswered, you can dial 7 to set a Message Waiting Indication.

4. Speak toward the telephone at a normal voice level .

5. Press the **Spkr** button to disconnect the call.

NOTE: See "Handsfree Answerback" to receive on-hook intercom calls.

MICROPHONE CONTROL

If you have a speakerphone, press the Mic button to switch the microphone on and off while your telephone is in use (see Microphone Cut-off). The Mic LED indicates the status of the microphone:

LED	MICROPHONE
ON	ON
OFF	OFF

All digital telephone users can answer intercom calls handsfree (on-hook), but only users with a speakerphone can talk handsfree when originating calls while on-hook.

The microphone and accompanying LED are always on when receiving intercom calls to allow Handsfree Answerback, and may be on or off when placing an on-hook CO line or intercom call.
■ Each station's microphone may be set in system programming to be either on or off at the start of handsfree dialing.
■ Each station's Mic button may be set in system programming to switch on/off with one touch or to switch off only while pressed.

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NOTES:
1.   To change from speakerphone to handset, lift handset.
2.   To change from handset to speakerphone:
     ■   *Press and hold down the Spkr button.*
     ■   *Return handset on-hook.*
     ■   *Release the Spkr button.*
3.   The Mic and Microphn Cut-off buttons function on Off-hook Call Announce calls for privacy.

TWO (TANDEM) CO LINE CONNECTION

This feature allows a station user to connect two CO lines, then drop out of the conversation.

To Establish a Tandem CO Line Connection (Line to Line):

1. While on a CO line call, press the **Cnf/Trn** button.

After you press the button, you will hear intercom dial tone, the Line LED will flash green at the conference rate, and the Intercom LED will flash green at the in-use rate.

2. Press a **Line** button and dial a telephone number.

The new Line LED will flash green at the in-use rate.

3. Press the **Cnf/Trn** button after the party answers.

The Line LEDs will both flash green at the in-use rate, and all parties will be conferenced.

If you receive a busy tone or no answer, return to the original connection by pressing the original Line button.

4. Press the **Cnf/Trn** button.

You will hear intercom dial tone.

The Line LEDs will both flash green at the exclusive hold rate, and the Intercom LED will flash green at the in-use rate.

5. Hang up.

Both Line LEDs will continue to flash at the exclusive hold rate, and the two lines will be connected. The Intercom LED will turn off.

If the public telephone company provides auto disconnect, the connection may release automatically when the parties hang up. If not, the lines must be supervised to be disconnected (See "Supervision" following this procedure).

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SUPERVISION

You may have to monitor the Tandem call and disconnect the CO lines when the call is completed.

To Supervise a Tandem Call and Release It:

1. Press either **Line** button.

    After you press the button, you will be connected to both CO lines, and both Line LEDs will flash green at the In-use rate.

2. If the parties have hung up, go back on-hook.
   . . . or . . .
   If the parties are still talking, return to Step 4 in the preceding procedure.

    Both Line LEDs will turn off, and the connection will be released.

TIMED REMINDERS

You can set five separate reminders at your station. Your telephone will sound a distinct beeping at the exact minute and hour you set for any of these reminders, either one time or daily.

To Enter a Timed Reminder:

1. Press the **Intercom** button and dial **6 0 5** ~ **6 0 9**.

    You have a choice of five different reminders.

2. Enter the desired time.

    Set the time by entering two digits for the hour of the day (HH), then two digits for the minute. To enter a reminder for 8: 30 a.m., enter 0 8 for the hour, then 3 0 for the minute. To enter a reminder for 8: 03 p.m., enter 2 0 for the hour (8 p.m is the 20th hour of the day), then 0 3 for the minute.

3. Dial **0** for the reminder to be repeated every day, or **1** for a one-time reminder only.

4. Press the **Redial** button.

    The time will be recorded in memory, and you should hear a beeping tone for 30 seconds (or until cancelled by going off-hook) when the hour and minute occur.

To Cancel a Timed Reminder:

1. Press the **Intercom** button, then dial **6 0 5** ~ **6 0 9**.

    Dial 6 0 5 to cancel the reminder set for 6 0 5; or dial 6 0 6 to cancel the reminder set for 6 0 6, etc. You can only cancel one reminder at a time.

2. Press the **Redial** button.

    The reminder will be cancelled.

TOLL RESTRICTION OVERRIDE

You can completely override Toll Restriction at selected stations or you can change the station's Toll Restriction class. The station will resume its normal class at the conclusion of the call.

To Override/Change Toll Restriction:

1. Lift the handset.

2. Press a Toll Restricted **Line** button.

    After pressing the button, you will hear dial tone, and the Line LED will flash green at the in-use rate.

    You can also press the Intercom button, then dial a line number or line group access code to seize a CO line.

3. Press the **Cnf/Trn** button and enter **4 7**.

    You will no longer hear dial tone.

4. Enter the Toll Restriction Override Code (four digits).

    You will hear dial tone.

    For security reasons, the override codes are only available on a selected basis. See your system administrator.

5. Dial a telephone number.

TOLL RESTRICTION OVERRIDE CODE REVISION

Stations selected in system programming can add, delete, and change the Toll Restriction Override codes.

To Add, Delete, or Change Override/ Traveling Class Codes from a Selected Station:

1. Press the **Intercom** button, then enter the three-digit Toll Restriction Override Change Access Code.

   After entering the code, you will hear confirmation tone.

   For security reasons, the change access code is not in this guide. It is available from your telephone system administrator.

2. Enter the four-digit override code.

3. Press the **Redial** button.

   You will hear confirmation tone, and the code will be stored in memory.

   Repeat Steps 1 ~ 3 to enter more Toll Restriction Override Class codes.

AUTOMATIC HOLD (Release 4 Only)

Automatic Hold enables you to process calls more quickly. You can automatically place a call on a CO line button (or Intercom) on-hold by just pressing another outside line or the Intercom button—there is no need to push the Hold button. You can also switch between the new call and the original call without having to press the Hold button. Automatic Hold is assigned on a station-by-station basis in system programming.

To Use Automatic Hold

1. While on a call, press another **Line** button or the **Intercom** button to receive or originate a new call.

   After you press the button, the original Line LED will flash at the on-hold rate, and the original call will be placed on hold.

   The LED of the new call will flash at the in-use rate, and the new line will be accessed.

To Switch between Calls:

1. Press the **Line** or **Intercom** button of the held call.

   The LED of the line just automatically placed on-hold will flash at the On-hold rate, and the LED of the line just accessed will flash at the In-use rate.

USER PROGRAMMABLE FEATURE BUTTONS (Release 4 Only)

You can program Speed Dial buttons or codes to access features, as well as telephone numbers. You can store up to 20 digits, enabling you to access a sequence of features, such as Call Park and Page, with a code in a Speed Dial button. A list of feature access codes in Table 2-A follows the storage instructions for this feature.

To Store on a Button:

1. Do not lift the handset.

2. Press the **Redial** button.

   If you lifted the handset in Step 1, the system would automatically dial the number that you most recently dialed.

3. Press one of the **SD** buttons.

4. Enter a feature access code or sequence of codes.

   Refer to the Feature Access Code List in Table 2-A.

   You can only enter 20 digits maximum. Dial pad digits count as 1 digit, while the Cnf/Trn, Intercom, and Hold feature buttons each count as two.

5. Press the **Redial** button.

   The feature access code or codes should be stored in memory.

   NOTE: If the preceding sequence is not completed within one or three minutes (system programmable time), the operation will time out and your telephone will be placed in the idle condition.

To Store in a System or Station Speed Dial Location:

1. Do not lift the handset.

2. Press the **Redial** button, then the **Speed Dial** button.

If you lifted the handset in Step 1, the system would automatically dial the number that you most recently dialed after you press the Redial button.

3. Dial a 2-digit Speed Dial location.

If your station does not have the Speed Dial button, dial ✱ instead.

Station Speed Dial locations are 1 0 ~ 4 9. System Speed Dial locations are 6 0 ~ 9 9 and can only be stored at Station 200.

4 Enter a feature access code or sequence of codes.

Refer to the feature access code list in Table 2-A.

You can only enter 20 digits maximum. Dial pad digits count as 1 digit, while the Cnf/Trn, Intercom, and Hold feature buttons each count as two.

5. Press the **Redial** button.

The feature access code or codes are stored in memory.

NOTE: To exit the entry mode to answer or make a call, press the Redial button.

FEATURE	*2000 SERIES* TELEPHONE FEATURE CODE
Automatic Call Back	Redial + SD + **4** + Redial
Background Music (External Speakers On)	Redial + SD + **Intercom** + **4 9 1** + Redial (Station 200 only)
Background Music (External Speakers Off)	Redial + SD + **Intercom** + **4 9 0** + Redial (Station 200 only)
Call Forward — All Calls To Station	Redial + SD + **Intercom** + **6 0 1** + the station number + Redial
Call Forward — Busy To Station	Redial + SD + **Intercom** + **6 0 2** + the station number + Redial
Call Forward — Busy/No answer To Station	Redial + SD + **Intercom** + **6 0 4** + the station number + Redial
Call Forward — No Answer To Station	Redial + SD + **Intercom** + **6 0 3** + the station number + Redial
Call Forward Cancel To Station	Redial + SD + **Intercom** + **6 0 1** + Redial
Call Park	Redial + SD + **Cnf/Trn** + **4 1** + Redial
Call Park Retrieve (Pickup at your own station)	Redial + SD + **Intercom** + **4 2** + Redial
Door Phone Calling	Redial + SD + **Intercom** + **door phone intercom number** + Redial
Hookflash Signal	Redial + SD + **Cnf/Trn** + **45** + Redial
Off-hook Call Announce	Redial + SD + **2** + Redial

NOTES:

1. *This table uses 2000-series telephone button labels. 1000-series label equivalents are as follows:*
   　　　INT *for* **Intercom**
   　　　HOLD *for* **Hold**
   　　　CONF/TRNS *for* **Cnf/Trn**
2. *The storage sequence for User Programmable Feature Buttons is as follows:*
   　　　Redial + SD + Access Code(s) + Redial
3. *CO line access codes: 701 ~ 736 for individual line; 81 ~ 88 for line group or 9 for general group or LCR.*

Table 2-A
Feature Access Code List

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FEATURE	*2000 SERIES* TELEPHONE FEATURE CODE
Overrides (Busy, DND)	Redial + SD + **2** + Redial
Overrides (Executive)	Redial + SD + **3** + Redial
Paging (CO line Auto Hold[3]) (All Call, Digital and Electronic telephones)	Redial + SD + Hold + **Intercom** + **3 0** + Redial
Paging[3] (Station Group A)	Redial + SD + Hold + **Intercom** + **3 1** + Redial
Paging[3] (Station Group B)	Redial + SD + Hold + **Intercom** + **3 2** + Redial
Paging[3] (Station Group C)	Redial + SD + Hold + **Intercom** + **3 3** + Redial
Paging[3] (Station Group D)	Redial + SD + Hold + **Intercom** + **3 4** + Redial
Paging[3] (External Page Zone A)	Redial + SD + Hold + **Intercom** + **3 5** + Redial
Paging[3] (External Page Zone B)	Redial + SD + Hold + **Intercom** + **3 6** + Redial
Paging[3] (External Page Zone C)	Redial + SD + Hold + **Intercom** + **3 7** + Redial
Paging[3] (External Page Zone D)	Redial + SD + Hold + **Intercom** + **3 8** + Redial
Paging[3] (All Call, External Page Zone)	Redial + SD + Hold + **Intercom** + **3 9** + Redial

NOTES:

1. *This table uses 2000-series telephone button labels. 1000-series label equivalents are as follows:*
   INT *for* **Intercom**
   HOLD *for* **Hold**
   CONF/TRNS *for* **Cnf/Trn**
2. *The storage sequence for User Programmable Feature Buttons is as follows:*
   Redial + SD + Access Code(s) + Redial
3. *This feature will place an existing call on hold when the button is pressed. If the button is pressed when not on a call, page will still be accessed.*
4. *CO line access codes: 701 ~ 736 for individual line; 81 ~ 88 for line group or 9 for general group or LCR.*

Table 2-A
Feature Access Code List (Continued)

FEATURE	*2000 SERIES* TELEPHONE FEATURE CODE
Pickup[3] (Directed to station, new, or transferred call)	Redial + SD + Hold + **Intercom** + **5** + station number + Redial
Pickup[3] Any ringing CO line (new call only)	Redial + SD + Hold + **Intercom** + **59** + Redial
Pickup Station Page or Door Phone	Redial + SD + Hold + **Intercom** + **530** + Redial
Pickup[3] External Page	Redial + SD + Hold + **Intercom** + **535** + Redial
One-touch Voice Mail Access	Redial + SD + **Intercom** + VM intercom number + Redial
Outgoing Calls	Redial + SD + **Intercom** + CO line access code[3] + telephone number + Redial

NOTES:

1. *This table uses 2000-series telephone button labels. 1000-series label equivalents are as follows:*
       INT *for* **Intercom**
       HOLD *for* **Hold**
       CONF/TRNS *for* **Cnf/Trn**
2. *The storage sequence for User Programmable Feature Buttons is as follows:*
       Redial + SD + Access Code(s) + Redial
3. *This feature will place an existing call on hold when the button is pressed. If the button is pressed when not on a call, page will still be accessed.*
4. *CO line access codes: 701 ~ 736 for individual line; 81 ~ 88 for line group or 9 for general group or LCR.*

Table 2-A
Feature Access Code List (Continued)

Chapter 3

USING THE TOSHIBA VP VOICE MAIL SYSTEM

This chapter explains how to program your telephone for Call Forward and message retrieval when using the Toshiba Voice Processing (VP) System (i.e., the VP 100, the VP 200, or the VP 300) with your STRATA DK system.

Refer to the *Toshiba Voice Processing User Guide* for more user information about the Toshiba VP system. Other related documents include: the *Toshiba Voice Processing Quick Reference Guide*, the T*oshiba Voice Processing Product and Feature Description Manual*, and the *Toshiba Voice Processing Configuration Manual*.

CALL FORWARD

You can program your telephone to forward to the Toshiba VP 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 (I.D.) code once from your telephone.

To Store the Voice Mail ID Code:

1. Press the **Intercom** button.

   After you press the button, you will hear intercom dial tone.

2. Dial **6 5 6**.

   You will hear confirmation tone. "656" is the VP System Identification code when Call Forward is set. This code does not forward calls to the VP system.

3. Dial **9 1**.

4. Enter your mailbox number.

5. Press the **Redial** button, then the **Spkr** button.

   You will hear confirmation tone. The VM I.D. code will be automatically sent to the VP system whenever calls are forwarded to it.

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NOTE: Steps 1 ~ 5 are required for the initial storage of VM I.D. code to the VP system. Once programmed, these digits remain in memory until changed. Repeat Steps 1 ~ 5 to change the code.

To Cancel the Voice Mail I.D. Code:

1. Press the **Intercom** button.   You will hear intercom dial tone after you press the button.

2. Dial **6 5 6**.

3. Press the **Redial** button.   You will hear confirmation tone.

4. Press the **Spkr** button.   The I.D. code will be cancelled.

CALL FORWARD TO TOSHIBA VP VOICE SYSTEMS

By registering Call Forward to the Toshiba VP System on your telephone, information about the call will automatically be provided to the VP system, so that the caller does not have to re-enter the last few digits of the extension number that they have initially dialed.

To Forward Calls to the Toshiba VP System:

1. Press the desired Call Forward button.
    . . . or . . .
Press the **Intercom** button, then enter a Call Forward access code.

     The LED associated with the button will flash after you press the button.

     You will hear confirmation tone after entering the access code.

     NOTE: Following is a list of Call Forward access codes:
     ■ *Call Forward-All Calls: 601*
     ■ *Call Forward-Busy: 602*
     ■ *Call Forward-No Answer: 603*
     ■ *Call Forward-Busy-No Answer: 604*

2. Dial the VP System number.   See your system administrator for the correct voice mail intercom number. After dialing, you will hear confirmation tone.

3. Press the Call Forward button
    or the **Spkr** button.

The Call Forward LED will light steady red, if your have a button
assigned.

**To Cancel Call Forward to the
Toshiba VP System:**

1. Press the appropriate Call
    Forward button.
    . . . or . . .
    Press the **Intercom** button,
    enter **6 0 1**, then press the
    Spkr button.

The Call Forward LED will turn off, and Call Forward will be cancelled.

You will hear confirmation tone, and Call Forward will be cancelled.

MESSAGE RETRIEVAL

You can program your Msg button to automatically retrieve your voice
mail messages when your press it.

**To Program your Msg Button to
Retrieve Messages:**

1. Press the **Intercom** button.

You will hear confirmation tone after you press the button.

2. Dial **6 5 7**.

You will hear confirmation tone. "657" is the VP System Identification
code when Call Forward is set. This code does not not forward calls to
the VP system.

3. Dial **9 2**.

4. Enter your mailbox number,
    then **# #**.

Your telephone must have the Speed Dial button for the **#** button to
function properly with the VP system.

5. Enter your security code.

Storing your security code will save you from having to enter your
security 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.

6. Press the **Redial** button.   You will hear confirmation tone.

7. Press the **Spkr** button.

To Retrieve Messages with the Msg button:

1. When the Msg LED flashes, press the **Intercom** button.

2. Press the **Msg** button.   The VP System will be called and you should be able to listen to your messages.

Appendix A

1000-SERIES TELEPHONE BUTTON DESIGNATIONS

The feature operation procedures in this user guide use the button designations for the 2000-series telephone models. This appendix provides the equivalent designations for the 1000-series models.

1000 SERIES TELEPHONE	*2000 SERIES TELEPHONE*	
ACCNT	**Account Code**	ACCOUNT CODE BUTTON
ALRM	**Alarm Reset**	ALARM RESET BUTTON
AC	**All Call Page**	ALL CALL VOICE PAGE BUTTON
ABR	**Auto Busy Redial**	AUTOMATIC BUSY REDIAL BUTTON
ACB	**Auto Callback**	AUTOMATIC CALLBACK BUTTON
BGM	**Tel Set Music**	BACKGROUND MUSIC BUTTON
CFAC	**Call Frwd All Calls**	CALL FORWARD-ALL CALLS BUTTON
CFB	**Call Frwd Busy**	CALL FORWARD-BUSY BUTTON
CFB/NA	**Call Frwd Busy NAns**	CALL FORWARD-BUSY/NO ANSWER BUTTON
CFNA	**Call Frwd No Answer**	CALL FORWARD-NO ANSWER BUTTON
CFF	**Call Frwd to:_____**	CALL FORWARD-FIXED BUTTON
PKUP	**Directed Pickup**	CALL PICKUP BUTTON

1000 SERIES TELEPHONE	*2000 SERIES TELEPHONE*	
PKUP1	**Directed Pickup1**	**TENANT CALL PICKUP BUTTONS**
PKUP2	**Directed Pickup2**	
CO	**Line**	**LINE BUTTON**
CONF/TRNS	**Cnf/Trn**	**CONFERENCE/TRANSFER BUTTON (FIXED)**
DATA	**Data Call**	**DATA BUTTON**
DRLS	**Data Release**	**DATA RELEASE BUTTON**
DSS	**DSS**	**DIRECT STATION SELECTION BUTTON(s)**
DND	**Do Not Disturb**	**DO NOT DISTURB BUTTON**
DRLK	**Unlock Door____**	**DOOR LOCK BUTTON**
FLASH	**Flash**	**FLASH BUTTON**
HOLD (FIXED)	**Hold** (FIXED)	**HOLD BUTTON (FIXED)**
INT	**Intercom**	**INTERCOM BUTTON**
MSG	**LCD Msg Select**	**MESSAGE SELECT BUTTON**
MESSAGE (FIXED)	**Msg** (FIXED)	**MESSAGE WAITING BUTTON (FIXED)**
MIC (FIXED)	**Mic** (FIXED)	**MICROPHONE BUTTON (FIXED)**

1000 SERIES TELEPHONE	2000 SERIES TELEPHONE	
MCO	Microphn Cut-off	MICROPHONE CUTOFF BUTTON
MODEM	Modem	MODEM BUTTON
NT	Night Transfer	NIGHT TRANSFER BUTTON
NT1	Night Transfer1	TENANT NIGHT TRANSFER BUTTONS
NT2	Night Transfer2	
PAU	Spd Dial Pause	PAUSE BUTTON
PAU/L	Spd Dial Lng Pause	PAUSE (LONG) BUTTON
PL	Pooled Line Grp	POOLED LINE BUTTON
PRIVACY	Privacy on Line	PRIVACY BUTTON
PRV RLS	Privacy Release	PRIVACY RELEASE BUTTON
REDIAL	Redial	REDIAL BUTTON (FIXED)
RLS	Release Call	RELEASE BUTTON
SAVE	Save Last Number	SAVE BUTTON
SPEAKER	Spkr	SPEAKER BUTTON (Fixed)

1000 SERIES TELEPHONE	*2000 SERIES TELEPHONE*	
SD	**SD**	**SPEED DIAL BUTTON**
SDS	**Speed Dial**	**SPEED DIAL SELECT BUTTON**
Tone	**Tone Dial Select**	**TONE BUTTON**
VOLUME	**Vol**	**VOLUME BUTTON (FIXED)**

Appendix B

FEATURE ACCESS CODE RECORD

The STRATA DK system default feature access codes are used in this guide. The access codes of some features, which follow in the left-hand column, may have been changed in system programming.

Feature	Access Code
All Call Page-Telephones	_____
All Call Page-Telephones/External Speakers	_____
Automatic Busy Redial	_____
Automatic Busy Redial Cancel	_____
BGM Over External Speakers Off	_____
BGM Over External Speaker On	_____
BGM Over Station Off	_____
BGM Over Station On	_____
Call Forward-All Calls	_____
Call Forward-Busy	_____
Call Forward-Busy/No Answer	_____
Call Forward-No Answer	_____
Call Hold/Park	_____
Call Hold/Park Pickup	_____
Call Pickup	_____
CO Line-Outgoing Calls	_____
CO Line Group-Outgoing Calls	_____
DISA Security Code Change	_____
Door Phones	_____
External Page Zones	_____
Least Cost Routing	_____
Station Group Page	_____
Station Speed Dial Set	_____
System Speed Dial Set	_____
Toll Restriction Override	_____
Toll Restriction Override Code Change	_____
Timed Reminder	_____
Verified Account Code Change	_____
VM ID Code Set-Call Forward	_____
VM ID Code Set-Message Retrieval	_____

Glossary

CO Line   Link to the public telephone network.

Direct Inward System Access   Feature which allows callers to call into the STRATA DK system, then dial outgoing CO lines or stations without going through an attendant or operator.

Dual-tone Multi-frequency   Tones generated when dialing from push-button telephones.

General Group   CO line arrangement in which all lines are arranged into one group, which can be accessed by dialing 9.

Hookflash   Operation in which a call is disconnected and CO line dial tone is recalled.

Incoming Call   Call originated from outside of the STRATA DK system to a system CO line.

Intercom Call   Call which involves STRATA DK stations only.

Least Cost Routing   Feature which routes outgoing calls over the least costly lines. Station users dial 9 plus a telephone number to make a call with Least Cost Routing.

Off-hook Call   Call in which the handset of a station is lifted.

On-hook Call   Call in which the handset of a station is not lifted.

Outgoing Call   Call originated from a STRATA DK station to a telephone number outside of the system.

Outside Call   Call which involves a STRATA DK station and a telephone outside of the system.

Pooled Line   CO line button or access code which has more than one CO line assigned to it.

Pulse Dialing   Dialing mode on outgoing calls which uses rotary dial pulses.

Station   Telephone.

Station 200   Telephone, which can usually be reached by dialing 2 0 0, where System Speed Dial numbers can be stored.

System Administrator	Person who oversees the operation of the STRATA DK system.
Tandem Call	Call in which two STRATA DK system CO lines are connected, such as a Direct Inward System Access call or a Conference call.
Tone Dialing	Dialing mode on outgoing calls which uses Dual-tone Multi-frequency (DTMF) tones.
Tone First Signaling	Signaling method on station-to-station calls in which the called station rings until answered or the calling party hangs up.
Voice First Signaling	Signaling method on station-to-station calls in which the called station receives a tone burst followed by a voice announce from the caller.

SPEED DIAL CODE ASSIGNMENTS

Both System and Station Speed Dial Codes can be programmed for telephone numbers or feature access codes.

System Speed Dial Code Assignments

60: _____	61: _____	62: _____	63: _____	64: _____
65: _____	66: _____	67: _____	68: _____	69: _____
70: _____	71: _____	72: _____	73: _____	74: _____
75: _____	76: _____	77: _____	78: _____	79: _____
80: _____	81: _____	82: _____	83: _____	84: _____
85: _____	86: _____	87: _____	88: _____	89: _____
90: _____	91: _____	92: _____	93: _____	94: _____
95: _____	96 _____	97: _____	98 _____	99: _____

Station Speed Dial Code Assignments

10: _____	11: _____	12: _____	13: _____	14: _____
15: _____	16: _____	17: _____	18: _____	19: _____
20: _____	21: _____	22: _____	23: _____	24: _____
25: _____	26: _____	27: _____	28: _____	29: _____
30: _____	31: _____	32: _____	33: _____	34: _____
35: _____	36: _____	37: _____	38: _____	39: _____
40: _____	41: _____	42: _____	43: _____	44: _____
45: _____	46 _____	47: _____	48 _____	49: _____

ACCOUNT CODES			
CODE	**COMMENT**	**CODE**	**COMMENT**
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

PAGING			
STATION GROUP	**AREA**	**EXTENSION ZONE**	**COMMENT**
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

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