

Strata[®] DK24/56/96

STANDARD TELEPHONE USER GUIDE

Release 1, 2, 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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STRATA DK

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GENERAL DESCRIPTION

The STRATA DK system provides your standard telephone with a variety of useful calling features, including Call Forward, Call Hold, Conference, and more.

PURPOSE

This document is designed as a feature operating guide for the user of a standard model 500/2500 telephone. An overview of this user guide will acquaint you with the various features that are available to your telephone and will provide you with the necessary instructions to perform each feature.

ORGANIZATION

This user guide is divided into the following sections:

The Introduction provides an explanation of the purpose and organization of this document. Suggestions on how to use this user guide also appear in the Introduction.

Chapter 1, "Feature Operation," provides descriptions and operating procedures for all of the features available with standard telephones.

The Appendix provides space to record customized feature access codes and more.

The Index provides a way to quickly find all of the features addressed in this guide.

Chapter 1

OUTSIDE CALLS

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

To Make an Outside Call:

1. Lift the handset.
2. Dial a CO line number access code.
3. Dial the desired telephone number.
4. Hang up when the call is completed.

You will hear intercom dial tone.

CO line number 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.

To Receive an Incoming Call:

1. You will hear ringing.
2. Lift the handset and speak.
3. Hang up when the call is completed.

The ringing pattern depends on parameters set in system programming. A distinct outside call ring pattern—0.2 seconds on, 0.4 seconds off, 0.2 seconds on, 3.4 seconds off—is available with **Release 2** and higher systems. Some systems may use the intercom ring pattern—one second on, 3 seconds off—for incoming outside calls.

Appendix

SPEED DIAL NUMBER ASSIGNMENTS

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

System Speed Dial Number 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 Number 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: _____

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

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

INTERCOM CALLS

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

To Make an Intercom Call (Voice First Signaling):

1. Lift the handset.
2. Dial the desired station number.

You will hear intercom dial tone.

If the called station is idle:

- You will hear a single tone if you are calling a digital or electronic telephone station. Speak after you hear the tone.
- If the system was set for Tone Signaling, instead of Voice First Signaling, you would hear repetitive ringing for all calls. (You can change the signaling mode by pressing 1 after dialing the digital or electronic station number. See Voice First/Tone Signaling later in this guide.)
- If you are calling another standard telephone, you will hear repetitive ringing. Wait for the called station user to answer.
- 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 digital or electronic telephone station is not equipped for Off-hook Call Announce (OCA), dial 2. (Standard telephones cannot be equipped to receive OCA.)
- To activate OCA at digital or electronic telephones: 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.
- To leave a Message Waiting Indication at the called station, dial 7.
- Hang up and try again later.

3. Hang up when the call is completed.

To Receive an Intercom Call:

1. You will hear ringing.
2. Lift the handset and speak.
3. Hang up when the call is completed.

The intercom ring pattern is one second ringing, three seconds silence.

You will be connected to the calling party.

AUTOMATIC CALLBACK

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

To Set Automatic Callback (Voice First Signaling):

1. After reaching a busy station, dial **4**.
The busy tone will stop. You will hear dial tone for two seconds, then the busy tone will resume.
2. Hang up.
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.
4. Answer the call immediately.
Answer within three rings to prevent the callback from being cancelled.

You will hear a single tone, as if making a regular intercom call. (If using Tone Signaling instead of Voice First Signaling, you would hear repetitive ringing.)

If you hear busy tone after answering, it means the called party has already received or originated another call. Your request is not cancelled. You will be called again when the station becomes idle.
5. Make voice announcement and then converse.

NOTE: You may cancel the request anytime prior to the callback by lifting the handset and dialing 4 3.

CALL FORWARD

You can set your station to call forward to another station or voice mail under a variety of conditions.

- **Call Forward-All Calls**—If your station is idle or busy and has this feature activated, all calls to it will forward immediately to another station that you preselect. Your station will not ring.
- **Call Forward-Busy (Release 2 and higher)**—Calls to your telephone while you are busy on another call will forward immediately to another station that you preselect if this feature is set. Calls will ring as normal if your telephone is idle.
- **Call Forward-No Answer (Release 2 and higher)**—Calls to your station when set with this feature will forward to another station that you preselect if you fail to answer within 12 seconds or three rings.
- **Call Forward-Busy/No Answer (Release 2 and higher)**—Calls to your station when set with this feature will forward immediately to a station that you preselect whenever you are busy on another call. Calls will also forward if you do not answer within 12 seconds or three rings.

To Set Call Forward:

- | | |
|---|--|
| 1. Lift the handset. | You will hear intercom dial tone. |
| 2. For Call Forward-All Calls, dial 6 0 1 .
... or ...
For Call Forward-Busy, dial 6 0 2 .
... or ...
For Call Forward-No Answer, dial 6 0 3 .
... or ...
For Call Forward-Busy/No Answer, dial 6 0 4 . | You will hear confirmation tone.
You will hear confirmation tone.
You will hear confirmation tone.
You will hear confirmation tone. |
| 3. Enter the station or voice mail intercom number to which calls will forward. | You will hear confirmation tone again and then busy tone. |
| 4. Hang up. | Calls will forward as applicable. |

NOTES:

1. You may continue using your phone in the usual manner while Call Forward is in effect.
2. 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.
 - Call Forward has priority over the hunt feature set in system programming.

To Cancel any Call Forward Mode:

1. Lift the handset.
2. Dial **6 0 1**.
3. Hang up.

You will hear intercom dial tone.

This code will cancel any of the Call Forward modes.

You will hear confirmation tone again, then busy tone.

CALL HOLD/PARK

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

To Place a Call On Hold/Park:

1. While on a call, flash the hookswitch.
2. Dial **4 1** and hang up.

"Flash the hookswitch" by depressing the hookswitch (plunger) located in the handset cradle for about 1/2 second. (Some telephones may have a special button which flashes the hookswitch when pressed.)

You must hang up for at least two seconds for the call to be placed on hold.

You may now originate or receive other calls.

To Return to the Held/Parked Call:

1. Lift the handset.
2. Dial **4 2**.

You will hear intercom dial tone.

You will be reconnected with the held/parked call.

NOTES:

1. If you do not return to the call within a designated time period, your telephone will ring to recall you.
2. Any other station can pick up the held call by:
 - Obtaining intercom dial tone and dialing 5 + the intercom number of the station that placed the call on hold.
 - Obtaining intercom dial tone and dialing 5 7 + the number, 01 ~ 36, of the held CO line with systems using **Release 2** and higher software.

CALL TRANSFER WITH CAMP-ON

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

To Transfer a Call (Voice First Signaling):

1. While on an outside call, flash the hookswitch.

"Flash the hookswitch" by depressing the hookswitch (plunger) located in the handset cradle for about 1/2 second. (Some telephones may have a special button which flashes the hookswitch when pressed.)

You will hear intercom dial tone after flashing the hookswitch.
2. Dial the station number to which the call will be transferred.

You can flash the hookswitch again to reconnect to the outside line before it is transferred. If the called station lifts the handset (or presses their intercom button on digital and electronic telephones) just before you flash the hookswitch again, you will enter a conference call.
3. If the called station is idle, announce the call after the single ring tone and then hang up.
 . . . or . . .
 If the called station is busy, hang up.

If the call was made with Tone Signaling instead of Voice First Signaling, you would hear repetitive ringing after dialing the station number and would have to wait for the called party to answer.

The call will camp-on to the busy station.

NOTE: The call will recall you by ringing your station (and camp-on will be cancelled) if the station does not answer within a predetermined time. Inform the caller of the situation, and repeat the procedure if necessary.

CONFERENCE CALLS

STRATA DK enables you to participate in a variety of Conference calls:

- Up to four stations (including your own) may be conferenced on intercom.
- Up to three stations (including your own) may be conferenced with one CO line.
- Up to two stations (including your own) may be conferenced with two CO lines with **Release 2** and higher.

To Add a Station to an Existing Call:

1. While on either an outside call or intercom call, flash the hookswitch.

"Flash the hookswitch" by depressing the hookswitch (plunger) located in the handset cradle for about 1/2 second. (Some telephones may have a special button which flashes the hookswitch when pressed.)

You will hear intercom dial tone after flashing the hookswitch and the call will be placed on hold. You will not hear the held party again until Step 4.

2. Dial the number of the station that you want to add to the call.

3. If you hear a single tone, voice announce the call and ask the party to pick up.

The new party must pick up the handset or press their intercom button to participate in a Conference call.

4. Flash the hookswitch when the party answers.

All parties will be conferenced.

If the called station was busy, you could flash the hookswitch to return to the existing call, or you could hang up and receive immediate recall ringing to answer the existing call.

5. Repeat Steps 1 ~ 4 to add another station to the conference.

To Conference By Adding a CO Line to a Call:

- | | |
|---|--|
| 1. While on a CO line or intercom call, flash the hookswitch. | "Flash the hookswitch" by depressing the hookswitch (plunger) located in the handset cradle for about 1/2 second. (Some telephones may have a special button which flashes the hookswitch when pressed.)

You will hear intercom dial tone, and the existing call will be placed on hold. You will not hear the held party again until Step 4. |
| 2. Dial a CO line number access code. | CO line number 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. |
| 3. Dial the desired telephone number you wish to add to the call. | If the party is busy or does not answer, hang up to receive an immediate recall to return to the existing call. |
| 4. Flash the hookswitch when the party answers. | All parties will be conferenced. |
| 5. Repeat Steps 1 ~ 4 to add another CO line to the conference. | Two CO lines maximum can be conferenced. |

NOTES:

1. *While a conference is being set up, all outside parties are held separately and cannot converse with each other.*
2. *If a four-party conference is set, either inside station will maintain the conference if the other hangs up. But one station must remain in the conference to maintain the outside connections.*

DOOR PHONE

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

To Call/Monitor a Door Phone:

1. Lift the handset. You will hear intercom dial tone.

2. 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 _____

3. Hang up when the call is completed or when you no longer wish to monitor the door phone.

To Pick Up a Door Phone Call That Is Ringing Another Station:

1. You will hear a distinct ringing tone at a digital or electronic telephone, or on the paging speaker. The phone will ring a maximum of once or five times, depending on system programming.

2. Lift the handset. You will hear intercom dial tone.

3. Dial **5 3 0**. You will be connected to the door phone.

FLASH CO LINE

Some CO line features like conferencing, Centrex features, or behind PBX operation require “flashing” the CO (or like) line.

To Flash a CO Line:

1. Momentarily press (for about 1/2 second) the hookswitch.
2. Dial **4 5**.

The hookswitch is located in the handset cradle of your telephone. After you press the hookswitch, you will hear intercom dial tone.

You will hear Centrex or PBX dial tone.

ACCOUNT CODE CALLS

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

FORCED ACCOUNT CODES

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

To Record a Forced Account Code:

1. Lift the handset.
2. Dial a CO line number access code.
3. Enter the Forced Account Code.
4. Dial the telephone number.

You will hear intercom dial tone.

CO line number 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 dial tone after you press the last digit of a valid account code or busy tone after you press the last digit of an invalid code.

EMERGENCY OVERRIDE OF FORCED ACCOUNT CODE DIALING REQUIREMENTS (Release 3 and higher)

With Release 3 Software and higher, Forced Account Code requirements can be bypassed by three emergency numbers, including 911. See your system administrator for these numbers:

1) 911 2) _____ 3) _____

VOLUNTARY ACCOUNT CODES

To Record a Voluntary Account Code:

Voluntary Account Codes are optional and can be entered anytime after accessing a CO line or during a call.

1. After accessing a CO line or while talking on a line, flash the hookswitch.

"Flash the hookswitch" by depressing the hookswitch (plunger) located in the handset cradle for about 1/2 second. (Some telephones may have a special button which flashes the hookswitch when pressed.)

You will hear intercom dial tone; the CO line will be on Hold.

2. Dial **4 6**.

You will hear CP dial tone after dialing 46, or if you were talking, the speech path to you is reconnected in one direction only so that the outside caller cannot hear you or the account code entry but you can still hear the outside caller.

3. Enter the Voluntary Account Code.

If dialing a Verified Account Code with Release 3 software and higher, you will hear one confirmation burst tone if you dial a valid number. If you dial an invalid code, you will hear two burst tones. (Repeat Steps 1 ~ 3 to try again.)

If you enter the code after accessing a CO line, you will hear CO dial line dial tone after entering the code. If you enter the code while talking, the speech path will be restored in both directions after you enter the code.

4. Dial a telephone number if you entered the code after accessing the CO line.
... or ...
Resume talking or hang up if you entered the code while talking.

CO dial tone will stop after you dial the first digit of the telephone number. Voluntary account codes must be entered before the call is disconnected.

VERIFIED ACCOUNT CODES (Release 3 and higher)

Some STRATA DK systems require that specific codes (called Verified Account Codes) set in system memory must be entered when inputting Forced or Voluntary Account Codes. If the system does not require Verified Account Codes, any sequence of numbers can be entered when inputting Account Codes, as long as the number of digits matches a length established in system programming.

MESSAGE WAITING INDICATION

After reaching a busy or unanswered digital or electronic telephone, you can set a Message Waiting Indication on the called telephone. A flashing LED at the called telephone will indicate that a call is waiting. The station user can press the button associated with the flashing LED to call you back.

To Set a Message Waiting Indication:

1. If a called digital or electronic telephone station is busy or unanswered, dial **7**.
2. Hang up.

The Message Waiting Indication will be set at the station.

To Cancel the Message Waiting Indication:

1. Lift the handset and dial the station number on which you left the indication.
2. Dial **7 7**.
3. Hang up.

You will hear busy tone if the called station is busy, or you will hear repetitive ringing or a single tone if the called station is idle.

The Message Waiting Indication on the station will be turned off.

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. Executive Override enables you to enter an established conversation. Executive Override and Do Not Disturb Override are optional features enabled in system programming. Any station can initiate Busy Override.

To Initiate a Busy Override

Signal:

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

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

If the Off-hook Call Announce option is installed on the busy station, then you may talk.

To Initiate a Do Not Disturb Override Signal:

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

After you dial 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 initiate a Do Not Disturb Override signal.

To Initiate Executive Override:

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

After you dial 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 to initiate Executive Override.

PAGING

You can make page announcements to digital and electronic telephone speakers and external speakers.

To Page:

1. Lift the handset. You will hear intercom dial tone.
2. Dial one of the following page access codes:
 - 3 0** = All Call
... or ...
This code will allow a page to the speakers of telephones assigned to the "All Call Group" in system programming.
 - 3 1** = Station Group A
... or ...
This code will allow a page to telephones assigned to station page group A in system programming.
 - 3 2** = Station Group B
... or ...
This code will allow a page to telephones assigned to station page group B in system programming.
 - 3 3** = Station Group C
... or ...
This code will allow a page to telephones assigned to station page group C in system programming.
 - 3 4** = Station Group D
... or ...
This code will allow a page to telephones assigned to station page group D in system programming.
 - 3 9** = All Call
... or ...
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.
 - 3 5 ~ 3 8** = External Page Zones (A ~ D)
Dial 3 5 for Zone A, 3 6 for Zone B, 3 7 for Zone C, and 3 8 for Zone D.
3. Make your announcement in a normal voice level and then repeat the announcement.
4. Hang up when you have completed your announcement.

REPEAT LAST NUMBER DIALED

This feature enables you to automatically redial the last number called with the touch of a button.

To Redial the Last Number Dialed:

1. Lift the handset.
2. Dial the # button.

You will hear intercom dial tone.

The system will automatically dial the last telephone number you dialed.

SPEED DIAL

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

To Store a Station Speed Dial Number:

1. Lift the handset.
2. Dial **6 6**.
3. Dial **# ***.
4. Enter the access code (1 0 ~ 4 9) where you wish to store the telephone number.
5. Dial the CO line number access code to be stored.

You will hear intercom dial tone after you lift the handset.

You will hear a short tone after you dial 6 6.

Station Speed Dial number access codes are 1 0 ~ 4 9.

CO line number 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.

6. Enter the telephone number. The number can be up to 20 digits, including the CO line access code.
7. Dial #. The CO line access code and the telephone number will be stored and will be dialed when you dial the Speed Dial access code. You will hear confirmation tone.

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

To Make a Call with a Station or System Speed Dial Code:

1. Lift the handset. You will hear intercom dial tone after you lift the handset.
2. Dial *.
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. (Dial tone continues as you dial the access code.)

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

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 for calls to digital and electronic telephones. The Tone Signal consists of repetitive ring tones, while the Voice First Signal consists of a tone burst followed by the caller's voice. Standard telephones always ring with Tone Signaling, no matter what the system signaling method. When you initiate a call, you can change to the alternate signaling method.

To Change the Signaling Mode:

1. Call a digital/electronic telephone via intercom. If the signaling mode is set for Voice First Signaling, you will hear a single tone burst. If the signaling mode is set for Tone Signaling, you will hear repetitive ringback tone.
2. To change the mode, dial **1**. The call will begin to ring at the station, if you changed from Voice First Signaling to Tone Signaling.

The call will stop ringing, and you will hear a tone burst, if you changed from Tone Signaling to Voice First Signaling. You can converse after the tone burst.

CO LINE QUEUING

CO Line Queuing enables you to be placed in a waiting queue for a CO line after dialing a line group in which all lines are busy. You will be called back when a line in the group becomes available.

To Set CO Line Queuing:

1. If all outgoing lines are busy, you will hear busy tone after dialing a CO line access code.
2. Dial **4**.
The busy tone will stop when you dial 4. You will hear dial tone for two seconds, then the busy tone will resume.
3. Hang up.
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.
5. Lift the handset immediately.
Answer within two rings to prevent the callback from being cancelled.

You will hear CO dial tone. (If you hear busy tone, it means the line has already been seized or has received an incoming call. Your request is not cancelled. You will be called again the next time a line becomes idle.)
6. Dial the desired telephone number.
If the original call was made using Least Cost Routing (LCR) by dialing 9, the telephone number will have been automatically dialed in Step 4.
7. Hang up when the call is completed.

To Cancel CO Line Queuing:

1. Lift the handset and dial **4 3**. CO Line queuing will be cancelled.

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 Use Call Pickup:

1. Lift the handset and dial **5**.

2. Station—Dial a Station number to pick up a call that is ringing in at or on hold at the station.
... or ...

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

Intercom page or ringing door phone—Dial **3 0**.
... or ...

You will be connected to the station where the page is coming from, or the door phone that is ringing.

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

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

CO line on hold (**Release 2** and higher)—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**.

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

DIRECT INWARD SYSTEM ACCESS (DISA)

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

To Make a Direct Inward Station Call with DISA:

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

See the system administrator for this number.

2. Listen for the repetitive ringback tone signal, then listen for the 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 the intercom number of the desired station.

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.

If the call is not answered after six rings or 24 seconds, whichever occurs first, busy tone will be sent. Dial * to access dial tone, then 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 (Release 2 and higher):

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

See the system administrator for this number.

2. Listen for repetitive ringback tone, 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 number 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 and listen for CO dial tone.
... or ...
If a DISA security code is not required, you will 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. | |

TOLL RESTRICTION OVERRIDE/TRAVELING CLASS

You can completely override Toll Restriction at a station or, with **Release 3** and higher software, change the station's Toll Restriction class to another level. The station will resume its normal class at the conclusion of the call. Use the following procedure to completely override or to change a station's Toll Restriction class.

To Override/Change Toll Restriction:

- | | |
|---|---|
| 1. Dial a CO line number access code. | CO line number access codes are 7 0 1 ~ 7 3 6. Some systems may require instead that you dial 8 1 ~ 8 9 to access a CO line group or 9 to access a general CO line group or Least Cost Routing.

You will hear CO dial tone, unless you dial 9 with Least Cost Routing. |
| 2. Flash the hookswitch and dial 4 7 . | "Flash the hookswitch" by depressing the hookswitch (plunger) located in the handset cradle for about 1/2 second. (Some telephones may have a special button which flashes the hookswitch when pressed.)

You will no longer hear dial tone. |

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

You will hear dial tone after you dial the last digit of a valid code.

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

4. Dial a telephone number.

The call will be allowed if the code entered in step 3 changes your telephone's Toll Restriction Class to allow the dialed number.

HOW TO USE THIS GUIDE

Your telephone's specific calling allowances are determined by assignments made in system programming. Your system administrator can inform you which features are actually accessible from your specific telephone. Once you are aware of the features that are available to your telephone, review each feature's description and operational procedure contained in this guide.

To assist you in achieving greater performance efficiency, 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. The following illustration shows you the structure followed for each feature.

ACTION TEXT

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

NOTES AND WARNING MESSAGES

STRATA DK	FEATURE OPERATION
<p>NOTES:</p> <ol style="list-style-type: none"> If you do not return to the call within a designated time period, your telephone will ring to recall you. Any other station can pick up the held call by: <ul style="list-style-type: none"> Obtaining intercom dial tone and dialing 5 + the intercom number of the station that placed the call on hold. Obtaining intercom dial tone and dialing 5 7 + the number, 01 - 36, of the held CO line with systems using Release 2 and higher software. 	
<p>CALL TRANSFER WITH CAMP-ON</p>	
<p>This feature allows you to transfer an outside call to a station that is either idle or busy.</p>	
<p>To Transfer a Call (Voice First Signaling):</p>	<p>"Flash the hookswitch" by depressing the hookswitch (plunger) located in the handset cradle for about 1/2 second. (Some telephones may have a special button which flashes the hookswitch when pressed.)</p>
<ol style="list-style-type: none"> While on an outside call, flash the hookswitch. 	<p>You will hear intercom dial tone after flashing the hookswitch.</p>
<ol style="list-style-type: none"> Dial the station number to which the call will be transferred. 	<p>You can flash the hookswitch again to reconnect to the outside line before it is transferred. If the called station lifts the handset (or presses their intercom button on digital and electronic telephones) just before you flash the hookswitch again, you will enter a conference call.</p>
<ol style="list-style-type: none"> If the called station is idle, announce the call after the single ring tone and then hang up. ... of ... 	<p>If the call was made with Tone Signaling instead of Voice First Signaling, you would hear repetitive ringing after dialing the station number and would have to wait for the called party to answer.</p>
<p>If the called station is busy, hang up.</p>	<p>The call will camp-on to the busy station.</p>
<p>NOTE: The call will recall you by ringing your station (and camp-on will be cancelled) if the station does not answer within a predetermined time. Inform the caller of the situation, and repeat the procedure if necessary.</p>	
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CHAPTER TITLES

FIRST LEVEL HEADINGS

RESULTS OR DETAILS EXPLANATIONS OR DETAILS OF THE ACTION TEXT.

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