TOSHIBA

QUICK
REFERENCE
GUIDE

BUSINESS
TELEPHONE
SOLUTIONS

Strata DK8 & DK16

H

DIGITAL TELEPHONE

Account Code Calls

To enter a Forced Account Code:

- Access an outside line by dialing a line access code or pressing a **Line** or **Pooled Line Grp** button.
- Enter the Forced Account Code.
- Listen for dial tone.
- Dial a telephone number.

To enter a Voluntary Account Code:

- Press the **Account Code** button (or press the * button and dial **5 0**) after seizing an outside line or while on a call.
- Enter the Account Code.

Automatic Busy Redial

To activate Automatic Busy Redial (optional feature):

- After dialing an outside telephone number, press the **Auto Busy Redial** button, or press the **Cnf/Trn** button and dial **4 4**.
- Your telephone will signal you when the called number becomes not busy.

To cancel Automatic Busy Redial:

- Press the **Auto Busy Redial** button, or press the **Intercom** button and dial **4 4**.

Automatic Callback

To activate Automatic Callback:

- After dialing a busy station or a station in the Do Not Disturb mode, press the **Auto Callback** button or dial **4.**
- Hang up. The system will call you back when the station becomes available.
- To cancel Auto Callback press **Intercom 4 3.**

Call Forward

To set Call Forward with a Call Forward button:

- Press a Call Forward button (**Call Frwd All Calls**, **Call Frwd Busy**, **Call Frwd No Answer**, **Call Frwd Busy/ NAns**).
- Enter the station number to which calls will forward.
- Press the Call Forward button again.

To set Call Forward with an access code:

- Press the **Intercom** button and dial a Call Forward access code (**6 0 1** for Call Forward-All Calls, **6 0 2** for Call Forward-Busy, **6 0 3** for Call Forward-No Answer, **6 0 4** for Call Forward-Busy/No Answer).
- Enter the number of the station to which calls will forward.
- Press the **Spkr** button.

To cancel Call Forward:

- Press the same Call Forward button that you used to set Call Forward; or press the **Intercom** button, dial **6 0 1**, then press the **Spkr** button.

Call Park

To Park a call:

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

To retrieve the Parked call:

- Press the **Intercom** button and dial **4 2**.

To Pick Up a call:

- Press the **Directed Pickup** button or dial **5**.
- To pick up a call that is ringing or held at a station, dial the station number; for an intercom page or

Call Pickup

ringing door phone, dial **3 0**; for an external page, dial **3 5**; for a CO line on hold; dial **7 0 1** ~ **7 0 8**, **8 1 ~ 8 8**, (depending on system's maximum number of lines); for any ringing CO line, dial **9**.

Call Transfer With Camp-on

To Transfer a call:

- While on a call, press the **Cnf/ Trn** button and dial a station number.
- If the station is idle: Wait for the station to answer, make a voice announcement and hang up.
- If the station is busy: Hang up.

Conference Calls

To make a Conference Call:

- While on a call, press the **Cnf/ Trn** button.
- To add an outside line to the call, access an outside line and dial a telephone number; to add a station to the call, dial a station number.
- Press the **Cnf/Trn** button after the called party answers. All parties are conferenced together.
- To allow the outside parties to continue talking to each other, press the **Cnf/Trn** button again, then hang up.
- Monitor the two lines occasionally and disconnect if idle.

Do Not Disturb

To activate/deactivate Do Not Disturb:

- To activate, press the **Do Not Disturb** button so that the LED lights; to deactivate, press the button again so that the LED turns off.

To place a call on Exclusive Hold:

- Press the **Hold** button twice.
- No one can accidentally pick up your call.

To receive a Handsfree Answerback call:

- You will hear a single warning tone followed by the caller's voice.
- Without lifting the handset, speak toward the telephone at a normal voice level to answer the call.

To use Handsfree Monitoring:

- While holding down the **Spkr** button during a call, place the handset on-hook.
- Release the **Spkr** button.
- Lift the handset to resume the conversation.

To make an outside call:

- Press a **Line** or **Pooled Line Grp** button; or, press the **Intercom** button and dial a line access code (**7 0 1** ~ **7 0 8**, **8 1 ~ 8 8** (depending on system's maximum number of lines).
- Dial a telephone number, and lift the handset when the called party answers.

To make a call to another station:

- Lift the handset and press the **Intercom** button.
- Dial a station number.
- Make a voice announcement after you hear the single ring tone, or if ringing, wait for the called station to answer.

To make a Busy Override or Executive Override call:

- To make a Busy Override call,

Override

dial **2** after dialing a busy station.

- To make an Executive Override (barge-in) call, dial **3** after reaching a busy station.

Paging

To make a Page announcement:

- Press the **Intercom** button.
- To page all stations in the All Call Page group, dial **3 0**; station groups, dial **3 1** ~ **3 4**; the All Call Page group with external page zones optionally included, dial **3 9**; external page zones, dial **3 5** ~ **3 8**.

Repeat Last Number Dialed

To redial the last number dialed:

- Acess an outside line.
- Press the **Redial** button.

Saved Number Redial

To "Save" a number to redial later:

- Any time after dialing a telephone number and before disconnecting the call, press the **Save Last Number** button.

To redial a "Saved" number:

- Access an outside line, then press the **Save Last Number** button.

Soft Keys

To turn Soft Keys on:

- Press Mode 71 when your telephone is idle.

To turn Soft Keys off:

- Press Mode 70 when your telephone is idle.

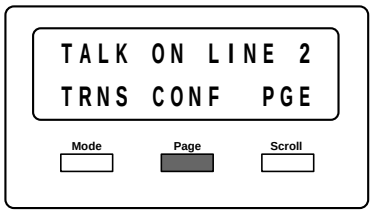
To access a feature with Soft Keys:

In this example of conferencing via the soft keys, grey indicates which

soft key button would be pressed to advance to the following step.

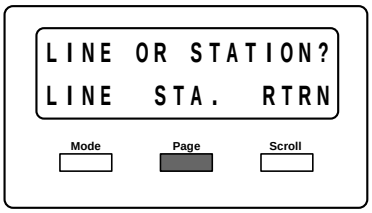
1. While talking on a CO line, the TRNS (TRANSFER), CONF (CONFERENCE), and PGE (PAGE) soft keys appear:

2. After pressing the button under CONF (CONFERENCE) soft key, the following display

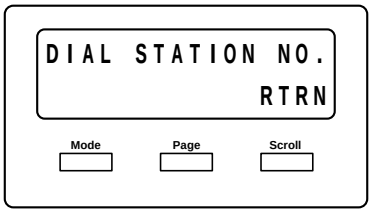


appears. The STA. (STATION) soft key would be pressed to conference to another station.

3. Dial the station number of the

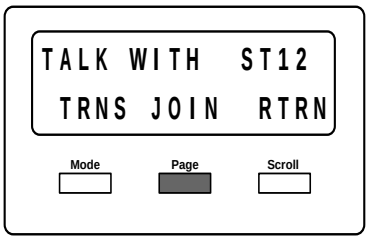


party that you wish to add to the conference call.



Soft Keys (continued)

4. Once the called party answers, the LCD appears as follows. Your station is connected to the called station 12 and the outside call remains on hold. The JOIN soft key would be pressed to join all parties in a conference.



Speed Dial

To store a Speed Dial number:

- Press the **Redial** button, then the **Speed Dial** (*****) button.
- Press the **SD** button you want to store the telephone number on, or dial a Speed Dial access code (**1 0** ~ **4 9** for Station Speed Dial; **6 0** ~ **9 9** for System Speed Dial-station 10 only) where you want to store the number.
- Enter the telephone number, then press the **Redial** button.

To make a call with Speed Dial:

- Access an outside line.
- Press an **SD** button, or press the **Speed Dial** (*****) button and dial a Speed Dial access code (**1 0** ~ **4 9** for Station Speed Dial, **6 0** ~ **9 9** for System Speed Dial).

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TOSHIBA

Toshiba America Information Systems, Inc.
Telecommunication Systems Division
9740 Irvine Boulevard, Irvine, CA 92718
(714) 583-3700
Item Number: 4010331
DK8-QR-DKTEL-R1