

***Strata***<sup>®</sup> ***DK***

Digital Business Telephone Systems

**Standard Telephone  
User Guide**

# Strata DK

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# Introduction

This guide provides instructions for operating a standard model 500/2500 telephone for Strata DK Systems. These systems include:

- **DK8e** (upon release)
- **DK16e**
- **DK280** (Release 3.0 or higher)
- **DK424** (upon release)

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## Organization

This user guide is comprised mainly of feature operation information:

- **Chapter 1—Feature Operation** provides descriptions and operating procedures for all of the features available with standard telephones.
- **Chapter 2—Toshiba Voice Mail Integration** explains how to set up your telephone to forward calls to a Toshiba Voice Processing Systems and to retrieve recorded messages left by callers.
- **Appendix—Access Codes** includes CO Line Access Codes, Paging Group and Zone Codes, Call Pickup Codes, and Feature Access Codes.

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## Conventions

**Extra bold** letters represent telephone buttons.

Your telephone may not have all of the buttons mentioned in this guide. See your Telephone System Administrator for more information on buttons and access codes.

- ~ means “through.”
- ▶ denotes the step in a one-step procedure

*Notes:*

*Elaborate specific items or reference other information.*

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**IMPORTANT !**

*Calls attention to important instructions or information.*

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## How to Use This Guide

Your telephone's specific calling allowances are determined by assignments made in system programming. Your System Administrator can tell you which features are actually accessible from your specific telephone. Once you are aware of these features, review each feature's description and operational procedure contained in this guide.

Information in this user guide is divided into two distinct areas. Step-by-step feature instructions appear in the left-hand column of the page. Explanations of these procedures appear in the right-hand column. (See Figure 1.)

## Action Text

Specific instructions on how to perform a procedure are numbered and entered in the left-hand column.

1—Feature Operation	Strata DK
<p><i>Note:</i> 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>	<p><b>Chapter Titles</b></p> <p><b>Notes and Warning Messages</b></p>
<p><b>Conference Calls</b></p>	<p><b>First Level Headings</b></p>
<p>To Add a Station to an Existing Call:</p>	<p><b>Results or Details</b> Explanations or details of the action text.</p>
<ol style="list-style-type: none"> <li>1. While on either an external call or internal call, flash the hookswitch.</li> <li>2. Dial the number of the station that you want to add to the call.</li> <li>3. If you hear a single tone, voice announce the call and ask the party to pick up.</li> <li>4. Flash the hookswitch when the party answers.</li> <li>5. Repeat Steps one to four to add another station to the conference.</li> </ol>	<p>Strata DK enables you to participate in a variety of conference calls:</p> <ul style="list-style-type: none"> <li>■ Up to four stations (including your own) may be conferenced on internal.</li> <li>■ Up to three stations (including your own) may be conferenced with one CO line.</li> <li>■ Up to two stations (including your own) may be conferenced with two CO lines.</li> </ul> <p>"Flash the hookswitch" by pressing the hookswitch (plunger) located in the handset cradle for about 1/2 second. Some telephones may have a special button that flashes the hookswitch when pressed.</p> <p>You will hear internal 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.</p> <p>The new party must pick up the handset or press their [DN] button to participate in a conference call.</p> <p>If the called station is busy, you can flash the hookswitch to return to the existing call.</p> <p>All parties will be conferenced.</p>
<p>10</p>	

**Figure 1**  
Sample Page





# Feature Operation

# 1

---

## Outside Calls

### To Make an Outside Call:

1. Lift the handset.
2. Dial a CO line number access code.
3. Dial the desired telephone number.

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

You will hear internal dial tone.

See Appendix—Table 1—CO Line Access Codes. You will hear CO line dial tone after dialing the access code.

### To Answer an Incoming Call:

1. You will hear ringing.
2. Lift the handset and speak.

The ringing pattern depends on parameters set in system programming. A distinct outside call ring pattern—0.4 seconds on, 0.2 seconds off, 0.4 seconds on, three seconds off—is available. Some systems may use the internal call ring pattern—one second on, three seconds off—for incoming outside calls.

---

## Internal Calls

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

### To Make an Internal Call (Voice First Signaling):

1. Lift the handset.

You will hear internal dial tone.

2. Dial the desired 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 directory 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 directory 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** or press **Msg**.

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 when calling digital or electronic telephones: For Voice First Signaling and if the called station is equipped for OCA, dial **2**. For Tone Signaling and if the called station is equipped for OCA.
    - ◆ Dial **2 1** if you hear busy tone.
- or -
- ◆ Dial **1 2** if you hear ringback tone (busy tone will be sent after dialing **1**, then OCA will be active after dialing **2**.)
  - To leave a Message Waiting Indication at the called station, dial **7**.
  - Hang up and try again later.

#### To Answer an Internal Call:

1. You will hear ringing.
2. Lift the handset and speak.

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

You will be connected to the calling party.

---

## Automatic Callback

After reaching a busy or 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, press **4**.
2. Hang up.
3. Your telephone will ring at a fast rate when the called station becomes idle.
4. Answer within three rings to prevent the callback from being cancelled.
5. Make voice announcement and then converse.

The busy tone will stop. You will hear dial tone for two seconds, then the busy tone will resume.

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

You will hear a single tone, as if making a regular internal call. (If you used 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.

### To Cancel Callback:

1. Lift handset.
2. Dial **# 4 3**.
3. Hang up.

---

## Call Forward

You can set your station to call forward to another station or voice mail under a variety of conditions, described in Step 2.

### To Set Call Forward:

1. Lift the handset.
2. Dial one of the following Call Forward access code:

**# 6 0 1** = All Calls

**# 6 0 2** = Busy

**# 6 0 3** = No  
Answer

**# 6 0 4** = Busy/  
No Answer

3. Enter the Directory Number to which calls will forward.
4. If setting the No Answer or Busy/No Answer mode, press \* and enter the time in seconds, then press #.
5. Hang up.

You will hear internal dial tone.

■ **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**—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**—When this feature is set calls to your station will forward to another station that you preselect if you do not answer within a time that you designate.

■ **Call Forward-Busy/No Answer**—When this feature is set calls to your station 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 a time that you designate.

You will hear confirmation tone after dialing the access code.

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

You will hear a confirmation tone after pressing \* and then after pressing #.

#### 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 exclusively will forward—CO lines that ring more than one station will not forward.*
- *CO line calls transferred to your station will forward.*
- *Internal calls will forward.*
- *Call Forward has priority over the hunt feature set in system programming.*

**To Cancel Call Forward:**

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

You will hear internal dial tone.

This code will cancel any of the Call Forward modes.

You will hear confirmation tone again.

---

## Call Forward—External

This feature enables you to forward new incoming calls to a destination outside of the system. Internal calls and transferred calls to your station will not forward with Call Forward-External (CF-ext), and only incoming Direct-In-Dial (DID) calls and calls over CO lines dedicated to ring your station will forward. Any of the other Call Forward modes can be set simultaneously with Call Forward-External. The other Call Forward modes will be active for internal and transferred calls.

**To Set Call Forward-External:**

1. Store the number that calls will be forwarded to at Station Speed Dial location 49. See **IMPORTANT!**

The Call Forward destination can be a telephone number over a CO line, a station over a tie line, or a station within your Strata DK system. Use the Speed Dial storage procedures detailed later in this guide to store the destination number.

If the Call Forward destination is over a CO line, the CO line must appear only at your station. When forwarding to a destination over a CO line or tie line, include the appropriate CO line or tie line access code. See Appendix—Table 1—CO Line Access Codes.

2. Lift the handset and dial **# 6 7 0**.
3. Hang up.

---

### **IMPORTANT !**

*It is not necessary to store the CF-ext destination each time you set CF-ext; it will remain in system memory. Storing the CF-ext destination is only necessary the first time CF-ext is set or when the destination must be changed.*

---

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

**To Cancel—Call Forward-External:**

- Lift the handset and dial **# 6 7 0** to cancel Call Forward-External.

**To Change the Destination Number:**

1. Call into the Strata DK system over a CO line programmed for the Direct System Inward Access (DISA) feature.
2. Listen for ringback tone signal, then dial tone.
3. Enter **# 6 7 0**, then the Primary Directory Number of your station.
4. Enter the Remote Call Forward-External security code (1 to 15 digits).
5. Enter the new destination number.
6. Press **#**.

**To Cancel CF-ext Remotely:**

- Enter **# 6 7 0** + your Primary Directory Number+ Remote Call Forward Security Code, then press **#**.

**Remote Call Forward—External Destination Change**

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

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

See the System Administrator for DISA telephone numbers.

Dial tone will be present for 10 seconds to allow direct dialing of **# 6 7 0** + the **[PDN]**. 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.

You will hear a confirmation tone after entering **# 6 7 0** + your **[PDN]**.

You will hear a confirmation tone after entering the security code. See the System Administrator for the access code.

Enter an internal Directory Number or enter a CO or tie line access code plus a public network telephone number (see Appendix—Table 1—CO Line Access Codes).

---

## Call Hold

### To Place a Call On Hold:

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

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

“Flash the hookswitch” by pressing the hookswitch (plunger) located in the handset cradle for about 1/2 second. You will hear internal dial tone after hookflashing (Some telephones may have a special button which flashes the hookswitch when pressed.)

You will hear a one-second burst of dial tone to confirm the call will be placed on hold. You may now originate or receive other calls.

### To Return to the Held Call:

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

You will hear dial tone.

You will be reconnected with the held call.

#### Notes:

1. *If you do not return to the call within a designated time period, your telephone will ring to recall you.*
2. *If you are busy on another call when the held call recalls your station, you will hear two tone bursts of two beeps each, three seconds apart, in your handset.*
  - *The call will remain camped-on to your station indefinitely. When you terminate the second call, the first call will ring to your station.*
  - *You may put the second call on hold with Flash # 4 1 and go back to the original call with Flash # 4 2. However, the only way to get back to the second call is to terminate that original call. Then use # 4 2 to retrieve the second call or wait for it to recall.*

---

## Call Park

By using the Call Park feature, you can hold an active call at any station or General Park Orbit, and then retrieve the call at the same or another station. Each parked call is assigned a unique orbit number, which will be used to retrieve the call. The orbit number can be assigned by you. Once you have parked a call, you may:

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

**To Park a Call:**

1. While on a call, flash the hookswitch.
2. Dial **# 3 3 2** and enter a General Orbit Number (**9 0 0 ~ 9 1 9**) or a valid Primary Directory Number.
3. Hang up.

“Flash the hookswitch” by pressing the hookswitch 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 dial tone.

You will hear a one second confirmation tone and the call will be parked at the orbit or Directory Number which is assigned with the orbit number that you have just entered. You may now originate or receive other calls. If an orbit number is busy, enter another number.

*Notes:*

1. *If your station is idle when the system timer expires, the parked call will automatically recall to your station.*
2. *If you make a new call and your station is busy when the parked call recalls, you will hear two tones of two short beeps, three seconds apart in your handset. You may then place the new call on hold and answer the parked recall by hanging up; or, terminate the second call and answer the parked recall by hanging up.*

**To Retrieve a Parked Call:**

1. Lift the handset.
2. Dial **# 3 3 2** and enter the Orbit Number that you used to park the call.

You will hear dial tone.

You will be reconnected to the parked call.

**To Park a Call and Originate a New Call:**

1. While on a call, flash the hookswitch, dial **# 3 3 1** and enter the General Orbit Number (**9 0 0 ~ 9 1 9**) or a valid Directory Number.
2. Dial the desired number.

You will hear a short dial tone for your new call. The original call is now parked at the orbit with the orbit number that you have just entered. If an orbit number is busy, enter another number.

You will be connected to the new call once the dialed destination answers. The original call remains parked at the Orbit with the Orbit Number that you have entered.

*Notes:*

1. *If your station is idle when the system timer expires, the parked call will automatically recall to your station.*
2. *If you make a new call and your station is busy when the parked call recalls, you will hear two tones of two short beeps, three seconds apart in your handset. You may then place the new call on hold and*



*answer the parked recall by hanging up, or terminate the second call and answer the parked recall by hanging up.*

### To Park a Call and Page Another Station:

1. While on a call, flash the hookswitch, dial **# 3 3 1** and enter the General Orbit Number (**9 0 0 ~ 9 1 9**) or a valid Directory Number.
2. Enter a paging access code.
3. Make your announcement and repeat if necessary.
4. Hang up to free the paging device.

You will hear a short dial tone for your paging access. The original call is now parked in the Park Orbit or the dialed directory number.

See Appendix—Tables 2 and 3—Paging Group Codes and Paging Zone Codes.

The announcement usually provides information for the paged party to retrieve the parked call. After hearing the announcement, the paged party may pick up the parked call by pressing the **PARK** button or the **PARK and PAGE** button (or by entering **# 3 3 2** or **# 3 3 1**) and entering the Orbit Number (which should be provided in your announcement).

---

### Call Transfer with Camp-on

#### To Transfer a Call (Voice First Signaling):

1. While on an external call, flash the hookswitch.
2. Dial the station number to which the call will be transferred.
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 or does not answer, hang up.

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

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

You will hear internal dial tone after flashing the hookswitch.

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 **[DN]** button on digital and electronic telephones) just before you flash the hookswitch again, you will enter a conference call.

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 internal.
- 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.

### To Add a Station to an Existing Call:

1. While on either an external call or internal call, flash the hookswitch.
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.
4. Flash the hookswitch when the party answers.
5. Repeat Steps one to four to add another station to the conference.

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

You will hear internal 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.

The new party must pick up the handset or press their **[DN]** button to participate in a conference call.

If the called station is busy, you can flash the hookswitch to return to the existing call.

All parties will be conferenced.

**To Conference By Adding a CO Line to a Call:**

1. While on a CO line or internal call, flash the hookswitch.
2. Dial a CO line number access code.
3. Dial the desired telephone number you wish to add to the call.
4. Flash the hookswitch when the party answers.
5. Repeat Steps one to four to add another CO line to the conference.

“Flash the hookswitch” by pressing 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 dial tone, and the existing call will be placed on hold. You will not hear the held party again until Step 4.

See Appendix—Table 1—CO Line Access Codes.

If the party is busy or does not answer, hang up to receive an immediate recall to return to the existing call.

All parties will be conferenced. See Note 3 below.

Two CO lines maximum can be conferenced. If only your telephone is connected with two parties on external CO lines, you must remain in the connection; if you hang up your telephone, the call will disconnect.

**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. However, note that one station must remain in the conference to maintain the outside connections.*
3. *If the external telephone number is busy, hookflash to return to the original call.*

---

**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 dial tone.

2. Dial the internal number for the desired door location.
- | [DN] |                | [DN] |                |
|------|----------------|------|----------------|
| #151 | Location _____ | #157 | Location _____ |
| #152 | Location _____ | #158 | Location _____ |
| #153 | Location _____ | #159 | Location _____ |
| #154 | Location _____ | #161 | Location _____ |
| #155 | Location _____ | #162 | Location _____ |
| #156 | 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. When you hear a door phone call, lift the handset. Door phone calls ring from one to five times, depending on system programming.
2. Dial **# 5 # 3 0**. You will be connected to the door phone.

---

### Flash CO Line

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

#### To Flash a CO Line:

1. Momentarily press the hookswitch for about 1/2 second. The hookswitch is located in the handset cradle of your telephone. After you press the hookswitch, you will hear dial tone. This hookflashes the Toshiba system only.
2. Dial **# 4 5**. You will hear Centrex or PBX dial tone. This hookflashes the Centrex or PBX system CO line. You may now dial a Centrex or PBX feature access code or extension number.

## 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 dial tone.

See Appendix—Table 1—CO Line Access Codes. The CO line accessed must be set to require a forced Account Code in system programming.

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

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

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

#### To Record a Voluntary Account Code:

1. After accessing a CO line or talking on a line, flash the hookswitch.
2. Dial # 4 6.

“Flash the hookswitch” (press the hookswitch in the handset cradle about 1/2 second). Some telephones may have a “Flash” button. You will hear dial tone; the CO line will be on Hold.

You hear CO dial tone after dialing # 4 6 or if you were talking, a one-way speech path is reconnected so that the outside caller cannot hear you or the account code entry, but you will still be able hear the outside caller.

Voluntary account codes must be entered before the call is ended. CO dial tone stops after the first telephone number digit is dialed.

3. Enter the Voluntary Account Code.

One sound burst confirms a verified code. If you hear two burst tones (invalid code), repeat Steps 1 ~ 3.

4. Dial a telephone number if you entered the code after accessing the CO line

- or -

resume talking or hang up if you entered the code during the call.

If you enter the code after accessing a CO line, you will hear CO 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 valid account code.

### Verified Account Codes

Some Strata DK systems verify the numbers entered when you enter Forced or Voluntary Account Codes. These are called Verified Account Codes.

### Message Waiting Indication

If your station is idle or busy on a call while another station tries to contact you, the calling station can leave a turn on the message waiting LED on your telephone. Your message waiting lamp flashes when there is a message. When you respond by entering an access code, you will either hear a voice message or your phone will dial the telephone which set a callback message. Voice mail devices and stations can leave message waiting indications.

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

#### To Respond to Message Waiting:

1. Lift the handset.
2. Dial **# 4 0 8**.

You will hear dial tone.

Your phone rings the device that set the indication. If there is no answer, hang up and try again later. (The LED continues to flash red.)

If your telephone calls a busy station or there is no answer, you can bypass this message and listen to the next message by going on-hook and repeating Steps 1 and 2. (This feature is available for DK16e/424 Release 1; DK280, Release 3.1 and higher.)

After receiving the message, hang up.

If the message waiting lamp continues to flash, you have more messages—repeat Steps 1 ~ 3 to retrieve them.

#### Cancel the Indication Set on Your Telephone:

Lift the handset.

You will hear dial tone.

Dial # **4 0 9**.

All Message Waiting indications will be cancelled.

### Set Message Waiting On Other Telephones

After reaching a busy or unanswered telephone equipped with a message waiting indicator, you can set a Message Waiting Indication on the called telephone. A flashing lamp or LED at the called telephone will indicate that a call is waiting. The station user can press the button associated with the flashing LED or enter # **4 0 8** to call you back.

#### Set a Message Waiting Indication on Another Telephone:

If a called telephone station is busy or doesn't answer, dial **7**.

Hang up.

The Message Waiting indication will be set at the station. If you are calling a standard telephone, the telephone must be equipped with a message waiting lamp. All Toshiba digital or electronic telephones have message waiting indications.

#### Cancel the Message Waiting Indication on Another Telephone:

Lift the handset and dial the station number on which you left the indication

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.

Dial **7 7**.

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

---

## Override Calls

Busy Override enables 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.

### Busy Override

#### To Initiate a Busy Override Signal:

- After reaching a busy station, dial **2** or if you have OCA, dial **2 1** or **1 2**.

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

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

#### To Initiate a Do Not Disturb Override Signal:

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

### Do Not Disturb Override

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:

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

### Executive Override

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 Announcements

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

### Page:

Lift the handset.

You will hear dial tone.

Enter a page access code.

See Appendix—Tables 2 and 3—Paging Group Codes and Paging Zone Codes.

Make your announcement in a normal voice level and then repeat the announcement.

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.

### Redial the Last Number Dialed:

Lift the handset.

You will hear dial tone.

Dial the # #.

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

---

## Speed Dial

Speed Dial enables you to call a telephone number by dialing a brief access code, instead of having to dial the entire telephone number. There are two types of Speed Dial numbers: Station Speed Dial numbers, which you can assign to buttons on your own station and System Speed Dial numbers, which are assigned from Station 200 only (typically the system administrator's or operator's station), but they can be used by other stations.

### To Store a Station Speed Dial Number:

1. Lift the handset. You will hear dial tone after you lift the handset.
2. Dial # **6 6**. You will hear a short tone after you dial # **6 6**.
3. Dial # **\***.
4. Enter the access code where you wish to store the telephone number. See Appendix—Table 5—Speed Dial Access Codes.
5. Dial the CO line number access code to be stored. See Appendix—Table 1—CO Line Access Codes.
6. Enter the telephone number. The number can be up to 20 digits, including the CO line access code.
7. Dial #. You will hear confirmation tone once the CO line access code and the telephone number are stored. They will be automatically dialed when you enter the Speed Dial access code.  
Repeat this procedure to replace the stored telephone number with a new one.

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

1. Lift the handset. You will hear dial tone after you lift the handset.
2. Dial # **\***. You will continue to hear dial tone.
3. Dial a Speed Dial access code. Dial tone continues as you dial the access code. See Appendix—Table 5—Speed Dial Access Codes. 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 internal call signaling method for calls to digital and electronic telephones. The Tone Signal consists of repetitive ring tones, while the Voice First Signal consists of a tone burst followed by the caller's voice. Standard telephones always ring with Tone Signaling, no matter what the system signaling method. When you initiate a call, you can change to the alternate signaling method.

### Change the Signaling Mode:

Call an internal digital/electronic telephone.

If the signaling mode is set for Voice First Signaling, you will hear a single tone burst followed by the caller's voice or sounds from the surrounding area of the called telephone. If the signaling mode is set for Tone Signaling, you will hear repetitive ringback tone.

To change the mode, dial **1**.

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.

The call will begin to ring at the station, if you changed from Voice First Signaling to Tone Signaling.

---

## 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.

### Set CO Line Queuing:

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

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.

Hang up.

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

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

5. Answer within three rings to prevent the callback from being cancelled.
6. Dial the desired telephone number.
7. Hang up when the call is completed.

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.)

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.

#### To Cancel CO Line Queuing:

- 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 with the Call Pickup feature.

#### To Use Call Pickup:

1. Lift the handset and dial **# 5**.
2. Enter a Call Pickup code.

See Appendix—Table 4—Call Pickup Codes.

#### To Pick Up a Call that is Ringing in your Pick Up Group(s):

- Lift the handset, then dial **# 5 # 3 4**.

You will be connected to the call after dialing the access code.

## Pick up Calls Within Your Group

Stations may be assigned in system programming to Pickup Groups. As many as 20 groups can be created to enable you to easily pick up incoming (new or transferred) or internal calls that are ringing stations in your group or in other groups. You may belong to more than one group. See the System Administrator for group assignments.

## Pick up Calls to Other Groups

### Pick Up a Call that is Ringing in Another Group:

Lift the handset.

Dial **# 5**, then the access code of the group that the station belongs to (**# 3 2 0 ~ # 3 3 9**).

You will hear dial tone.

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

*Note:*

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

---

## 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.

### Make a Direct Inward System Call with DISA:

From outside the system, call the DISA CO line telephone number:

See the System Administrator for this number.

\_\_\_\_\_.

Listen for the repetitive ringback tone signal, then listen for the dial tone.

Try again if you hear busy tone.

Dial tone will be present for 10 seconds to allow direct dialing of a station internal number or CO line access code. If a number is not dialed, the system automatically causes the DISA CO line to ring at telephones as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts it will be disconnected.

You will be connected when the station answers.

Dial the Directory Number of the desired station.

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 6 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:**

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 dial tone.

Try again if you hear busy tone.

The dial tone will be present for 10 seconds to allow direct dialing of a station internal number or CO line access code. If a number is not dialed, the system automatically causes the DISA CO line to ring at telephones as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts it will disconnect.

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

See Appendix—Table 1—CO Line Access Codes.

4. If a DISA security code is required, dial the code and listen for CO dial tone

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

-or-

if a DISA security code is not required, you will hear CO dial tone.

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.

5. Dial a telephone number.

---

## Attendant Console Calling

Up to four Attendant Consoles can be installed per system. There can be up to three ways to call the Attendant Console, depending upon system programming.

### Call Any Attendant Console:

Lift the receiver and dial **0**.

The call will ring the Attendant Console's **0** button. Dialing **0** calls rotate between the consoles if more than one console is installed.

### Call a Particular Console:

Lift the receiver and dial the console's Directory Number \_\_\_\_\_.

The call will ring the console's **[DN]** button. Your System Administrator can provide the Attendant Console(s) internal number(s).

### Make an Emergency Call to Console:

Lift the receiver and dial the emergency access code # **4 0 0**.

## Emergency Calls to the Attendant Console

The In-EMGR LED will flash on all consoles.





# Toshiba Voice Mail Integration

# 2

---

## Using Toshiba Voice Mail Systems

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

Refer to the appropriate Toshiba Voice Mail User Guide for more information:

- *Stratagy Voice Processing User Guide*
- *Toshiba VP User Guide*

---

## Setting Call Forward

You can program your telephone to forward to the Toshiba Voice Mail System to answer your calls when you are busy or not available.

## Voice Mail Identification Code

To direct forwarded calls to your mailbox—your personal storage space for voice messages—and to ensure that callers receive your personal greeting, you must store a Voice Mail (VM) Identification (I.D.) code once for your telephone Intercom Number.

**To Store the Voice Mail ID Code:**

1. Go off-hook. You hear dial tone.
2. Enter **# 6 5 6**. You hear confirmation tone. **# 6 5 6** is the access code for setting the Voice Mail Call Forward digit sequence. This code does not forward calls to the Voice Mail system.
3. Enter **9 1**.
4. Enter your mailbox number. This could be the mailbox number for your Directory Number.
5. Press **#**. You hear confirmation tone. The VM ID code is automatically sent to the Voice Mail system whenever calls to your telephone are forwarded to it.

*Note:*

*Steps 1 ~ 5 are required for the initial storage of VM ID code to the Toshiba Voice Mail system. Once programmed, these digits remain in memory until changed. Repeat Steps 1 ~ 5 to change the code.*

**To Cancel the Voice Mail ID Code:**

1. Go off-hook. You hear dial tone after you press the button.
2. Enter **# 6 5 6**. You hear confirmation tone.
3. Press **#**. You hear confirmation tone. The ID code will be cancelled.

## Call Forward To Toshiba Voice Systems

By setting Call Forward to the Toshiba Voice Mail System on your telephone, information about the call will automatically be sent to the Voice Mail system, so that the callers who call your telephone and call forward to voice mail will be automatically connected to your voice mail box. (See Call Forward feature in Chapter 1 for instructions on using this function.)

---

## Voice Mail Message Retrieval

You can program your telephone to automatically retrieve your voice mail messages by dialing **# 4 0 8**.

### Program your telephone to retrieve Messages:

Go off-hook.

You hear dial tone.

Enter **# 6 5 7**.

You hear confirmation tone. **# 6 5 7** is the access code for setting the Voice Mail message retrieval digit sequence. This code does not forward calls to the Toshiba Voice Mail system.

Enter **9 2**.

Enter your mailbox number plus your security code.

By storing your security code, you avoid having to enter your code every time you access your mailbox; however, this will also allow anyone to retrieve your messages from your phone. If a security code is not desired, do not include it.

Press **#**.

You hear confirmation tone.

### Retrieve Messages:

When the Msg Lamp flashes, go off-hook and press **# 4 0 8**.

The Voice Mail System is called and you are automatically connected to your Voice Mail box. If you have multiple messages from other telephones, go on-hook and then repeat this step to skip the next message.



# Access Codes

This Appendix contains access codes which are used in some procedures. They can be stored individually or as part of a sequence on speed dial locations for easier use.

## CO Line Access Codes

CO lines are used when you dial an outside number. With some systems, you may have to dial **9** before you call an outside number. **9** is used as a general group code or to access Least Cost Routing (LCR) (see Note 1 below).

If your telephone does not have a **CO** or **Line** button, you will need to enter the appropriate access code listed in Table 1. See your System Administrator for the code which applies to your telephone.

**Table 1**  
CO Line Access Codes

System	CO Line Access
DK8e .....	<b>8 0 1 ~ 8 0 4</b> or <b>#7 0 0 1 ~ #7 0 0 4</b>
DK16e .....	<b>8 0 1 ~ 8 0 8</b> or <b>#7 0 0 1 ~ #7 0 0 8</b>
DK424 (RCTUA) .....	<b>8 0 1 ~ 8 0 8</b> or <b>#7 0 0 1 ~ #7 0 1 6</b>
DK424 (RCTUBA/BB) .....	<b>8 0 1 ~ 8 0 8</b> or <b>#7 0 0 1 ~ #7 0 4 8</b>
DK424 (RCTUC/D) .....	<b>8 0 1 ~ 8 1 6</b> or <b>#7 0 0 1 ~ #7 1 4 4</b>
DK424 (RCTUE/F) .....	<b>8 0 1 ~ 8 1 6</b> or <b>#7 0 0 1 ~ #7 2 0 0</b>

*Notes:*

1. If you press **9** in a system programmed with LCR, you may or may not hear internal dial tone, depending on system programming.
2. If you are storing this access code onto a Speed Dial code, enter **4 4** before the CO access code (e.g., to store code **7 0 0 1**, enter **4 4 7 0 0 1**).

**Table 2**  
**Paging Group Codes**

Paging Groups	Feature Access Codes
(CO line Auto Hold) (All Call, Digital and Electronic telephones) .....	<b># 3 0</b>
Station Group A.....	<b># 3 1 1</b>
Station Group B.....	<b># 3 1 2</b>
Station Group C .....	<b># 3 1 3</b>
Station Group D .....	<b># 3 1 4</b>
Station Group E.....	<b># 3 1 5</b>
Station Group F.....	<b># 3 1 6</b>
Station Group G .....	<b># 3 1 7</b>
Station Group H .....	<b># 3 1 8</b>

**Table 3**  
**Paging Zone Codes**

External Paging Zones	Feature Access Codes
DK16e/DK424 (all processors):	
Paging (All Call Page Zone).....	<b># 3 0</b>
Paging (All Call, External Page Zone) .....	<b># 3 9</b>
DK16e/DK280/DK424 (RCTUA, RCTUB, RCTUC/D):	<b># 3 5</b>
Zone A .....	<b># 3 6</b>
Zone B .....	<b># 3 7</b>
Zone C.....	<b># 3 8</b>
Zone D .....	
DK424 (RCTUE/F):	
Zone A .....	<b># 3 5 1</b>
Zone B.....	<b># 3 5 2</b>
Zone C.....	<b># 3 5 3</b>
Zone D.....	<b># 3 5 4</b>
Zone E.....	<b># 3 5 5</b>
Zone F.....	<b># 3 5 6</b>
Zone G.....	<b># 3 5 7</b>
Zone H.....	<b># 3 5 8</b>

**Table 4**  
**Call Pickup Codes**

<b>To Pick Up</b>	<b>Dial</b>
<ul style="list-style-type: none"><li>■ A call ringing or held at a station</li><li>■ A telephone group page, internal call, or door phone call ringing a station</li><li>■ An external page</li><li>■ A CO line on hold. Substitute <b>4 4</b> for # if you are storing on an <b>SD</b> or as a Speed Dial Code.</li><li>■ A ringing CO line</li></ul>	Station Primary Directory Number <b># 3 0</b>  <b># 3 5</b> <b># 7 0 0 1 ~ # 7 1 4 4</b>  <b>9</b>

## Speed Dial Codes

The number of personal and system speed dial numbers available to you depends on the size of your company's telephone system. Check with your System Administrator to find out which codes apply to your system, or you determine which ones work through the process of elimination by trying the highest number of each type.

When you store telephone numbers on any of the codes listed below, then once the number is stored, you can dial that number by entering the code such as **\* 1 0**.

**Table 5**  
**Speed Dial Codes**

Telephone System Size by Processor Type	Personal Speed Dial Codes	System Speed Dial Codes
Small System (DK8e/DK16e/RCTUA)	<b>* 1 0 ~ * 4 9</b>	<b>* 6 0 ~ * 9 9</b>
Medium System (RCTUBA/BB and RCTUC/D)	<b>* 1 0 ~ * 4 9</b>	<b>* 6 0 0 ~ * 6 9 9</b>
Large System (RCTUE/F)	<b>* 1 0 0 ~ * 1 3 9</b>	<b>* 2 0 0 ~ * 9 9 9</b>



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