The frequency of the sounds produced by a bottlenose dolphin ranges from 0.25 to 150 KHz. The lower frequency vocalisation (ab 0.25 to 50 kHz) probably function mainly in social communication. Social signals have their most energy at frequencies less than 40kHz. Higher frequency clicks (to 150 kHz) probably are used primarily in echolocation. Peak frequency of typical

TOSHIBA

DKT3000/2000 series digital telephone

user guide

TOSHIBA

Strata® CTX

Digital Business Telephone Systems

DKT3000/2000-Series
Digital Telephone
User Guide

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It is intended that the information contained within this manual is correct at the time of going to print, however all liability for errors or omissions is excluded.

CTX-DKT-G

Version 1, October 2002

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Introduction

This user guide describes how to use the 3000-series and 2000-series digital phones for Strata CTX systems. Also discussed are Digital Add-on Modules (DADMs) and the Direct Station Selection (DSS) Console.

Organisation

♦ **Chapter 1 – The Grand Tour** provides an overview of the digitial telephones.

♦ **Chapter 2 – The Basics** covers the basic telephone features that you need to know.

♦ **Chapter 3 – Advanced Operation** includes an explanation of Soft Key operations. Features are presented alphabetically and, when applicable, include LCD information.

♦ **Chapter 4 – DKT3014 LCD Features** explains how to use the DKT3014-SDL features. It also includes a guide to the Stratagy ES voice mail Soft Keys.

♦ **Chapter 5 – User Programming** provides instructions on programming Flexible Button features, setting One Touch buttons, changing Personal Speed Dial numbers and other user programmable functions.

♦ **Chapter 6 – DADM/DSS Console** explains how to use these consoles with the digital telephone.

♦ **Appendix A - Centrex Application** describes the Centrex features which may be available with your Strata CTX system.

♦ **Appendix B - Button Labels** lists the feature button designations of the 3000-series digital telephone models.

♦ **Notes to Users**

♦ **Index**

How to Use This Guide

This guide provides in-depth instructions for the DKT3000- and DKT2000-series digital telephones and their features. Most telephone users can use the *"Strata CTX 3000/2000-series Digital Telephone Quick Reference Guide"* instead of this guide.

Conventions

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	*Calls attention to important instructions or information.*
Extension Number	Press to answer a call to the Extension Number. Each station can have multiple extension buttons. Incoming calls ring the extension button(s) from the top down. For example, station 10's extensions ring 10-1 first, then 10-2, 10-3, and 10-4. A station is considered busy when all extensions are being used. **Note** The naming convention for DKT assignments within Toshiba is Directory Numbers. For clarity and ease of understanding, the terms Extension Number and Phantom Extension Number will be used in this document in lieu of PDN and PhDN.
Arial Bold	Represents telephone buttons.
+	shows a multiple PC keyboard or telephone button entry. Entries without spaces between them show a simultaneous entry. Example: **Delete**+**Enter**. Entries with spaces between them show a sequential entry. Example: **#** + **5**.
Tilde (~)	Means "through." Example: 350~640 Hz frequency range.
See Figure 10	Grey words within the printed text denote cross-references.

Related Documents/Media

Note Some documents listed here may appear in different versions on the CD-ROM or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

Refer to the following for more information:

♦ Strata CTX 3001/2001 Digital Single Line Telephone Guide

♦ Strata CTX 3000/2000-series Digital Telephone Quick Reference Guide

The Grand Tour 1

This chapter familiarises you with DKT3000-series and DKT2000-series digital speakerphones (model numbers appear on the bottom of your telephone).

DKT3000-series Telephones

The DKT3000-series models include:

♦ DKT3010-S 10-button

♦ DKT3020-S 20-button (shown on the next page)

♦ DKT3010-SD 10-button with two-line by 24-character LCD

♦ DKT3020-SD 20-button with two-line by 24-character LCD

♦ DKT3014-SDL 14-button with eight-line by 24-character tilting LCD and 16 Soft Key buttons (shown on)

All of the above Toshiba speakerphones enable you to place and receive calls without lifting the handset.

Toshiba LCD telephones provide easy access to frequently-used features. Prompts guide you through specific tasks. They also provide Outside Line Identification, User Name/Number, Call Duration, Date/Time of Day displays, and the ability to display names and telephone numbers of outside, incoming callers.

The DKT3001 single line digital telephone is also available - see the *Strata CTX 3001/2001 Digital Single Line Telephone User Guide* for more details.
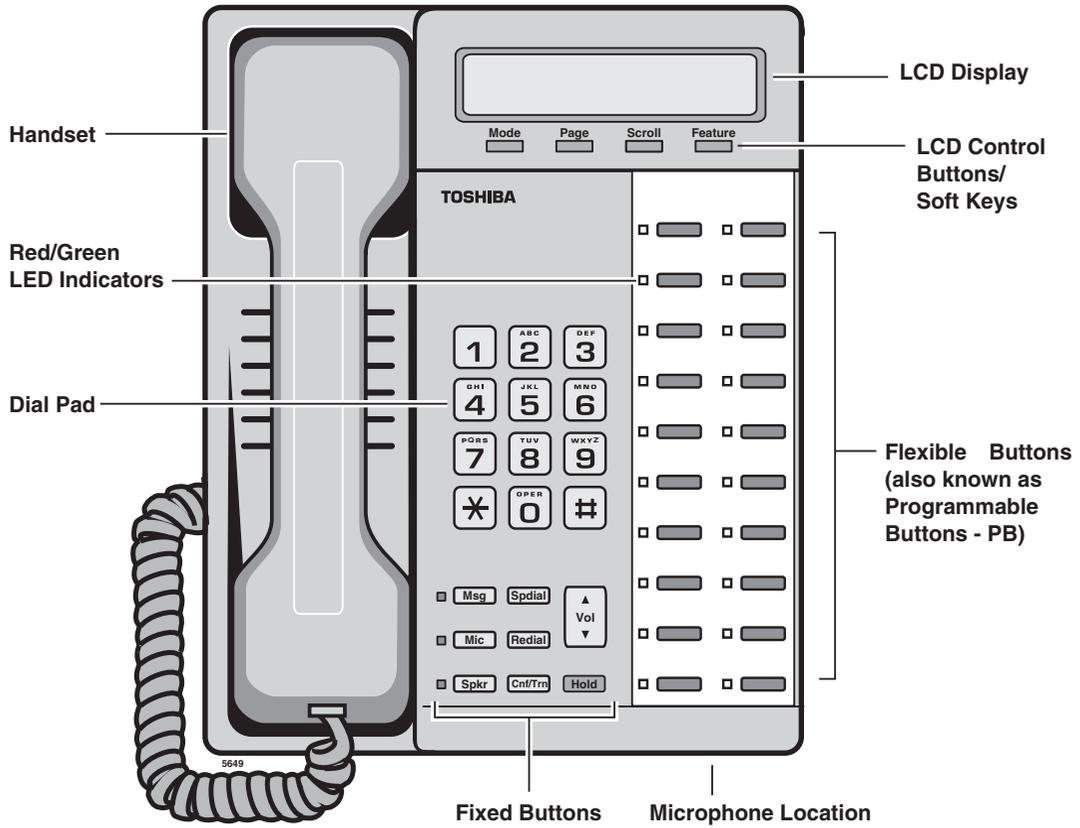
DKT3020-SD Telephone

Fixed Buttons

The fixed buttons on your dial pad enable you to perform standard functions quickly and easily. These buttons are described in Chapter 2 – The Basics.

Flexible Buttons

Your telephone can have 10, 14, or 20 Flexible Buttons (shown in the illustration on the previous page) that can be programmed to do many button functions, including:

♦ **Line** is used to access an outside line.

♦ **Primary Extension** is your extension button.

♦ **Pooled Line Group** enables you to access available outside lines from a group of lines appearing under one button.

♦ **Feature Access Buttons** enables you to store features onto a single button.

♦ **One Touch Buttons** are used for storing Speed Dial numbers or feature access code sequences onto a single button.

Note   See Table 12 on Page 87 for a complete list of Feature Access Buttons and One Touch Buttons.

Liquid Crystal Display

Your Liquid Crystal Display (LCD) (shown right) shows:

♦ Desk Clock and Calendar in idle mode

♦ Call Duration during an outside call

♦ Operational, Advisory, and Notification messages


```
CF-ALL 202-203+
AUG 08   MON   03:56

Mode    Page    Scroll   Feature
```
LCD Control Buttons/Soft Keys
5800
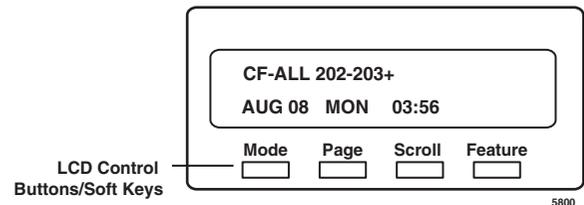
LCD Control Buttons

There are two types of LCD button functions: LCD Control Buttons and Soft Keys. The DKT3000-series LCD Control Buttons consist of **Mode**, **Page**, **Scroll** and **Feature**.

When the Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature. See "Using Your LCD" on page 21 for more information.

♦ **Mode** is generally used as a Soft Key.

♦ Pressing **Page** switches you from the Call Forward (CF) display to the User Name display.

♦ Pressing **Scroll** advances you through information.

♦ **Feature** will be used in the future.

DKT2000/2500-series Telephones

The following speakerphone models belong to the 2000-series:

♦ DKT2010-S 10-button speakerphone

♦ DKT2010-SD 10-button with LCD

♦ DKT2020-S 20-button

♦ DKT2020-SD 20-button with LCD (shown below)

♦ DKT2020-FDSP 20-button with LCD and External Microphone jack *(Not available in the UK)*

♦ DKT2001 (See the *Strata CTX DKT3001/2001 Digital Single Line Telephone User Guide*).

♦ DKT2510-S 10-button speakerphone

♦ DKT2510-SD 10-button with LCD

♦ DKT2520-S 20-button

♦ DKT2520-SD 20-button with LCD

An illustration of the DKT2020-SD is shown on the next page.
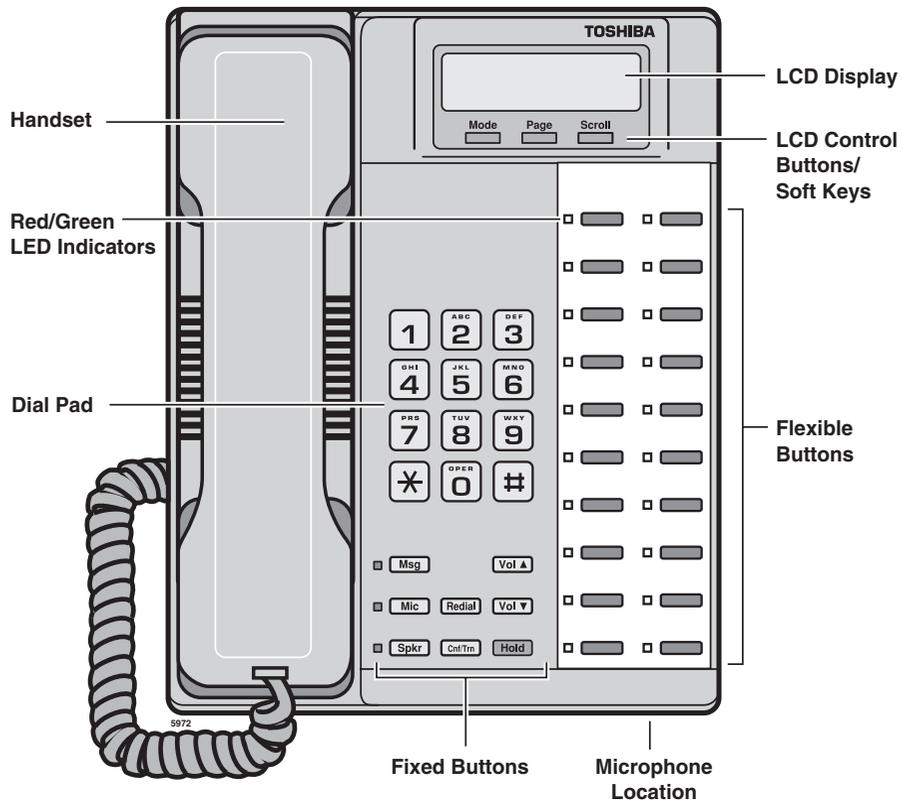
DKT2020-SD Telephone

Fixed Buttons

The fixed buttons on your telephone enable you to perform standard functions quickly and easily. These buttons are described in Chapter 2 – The Basics.

Flexible Buttons

All Flexible Buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your display or telephone keystrip label, see your CTX System Administrator for button assignments.

Line Buttons

You may have buttons designated as **Line** and/or **Pooled Line Grp** which enable you to directly access outside lines. **Pooled Line Grp** enables you to access available Exchange Lines from a group of lines appearing under one button.

Liquid Crystal Display

Your Liquid Crystal Display (LCD) (shown right) shows:

♦ Desk Clock and Calendar in idle mode

♦ Call Duration during an outside call

♦ Operational, Advisory, and Notification messages

Important! *The LCD width of the DKT2000-series telephones is shorter than the DKT3000-series LCDs. This difference causes some features to display differently.*
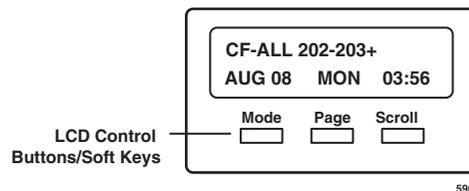
LCD Control Buttons

There are two types of LCD button functions: LCD Control Buttons and Soft Keys. The DKT2000-series LCD Control Buttons consist of **Mode**, **Page** and **Scroll**.

When the Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature. See "Using Your LCD" on page 21 for more information.

♦ **Mode** is generally used as a Soft Key.

♦ Pressing **Page** switches you from the Call Forward (CF) display to the User Name display.

♦ Pressing **Scroll** advances you through information.

DKT3500 Terminal Overview

♦ DKT3524F-SD

♦ DKT3524F-S

♦ DKT3512F-SD

♦ DKT3512F-S

The above models offer a different cosmetic styling but operate in much the same way as the DKT3000 series terminals.
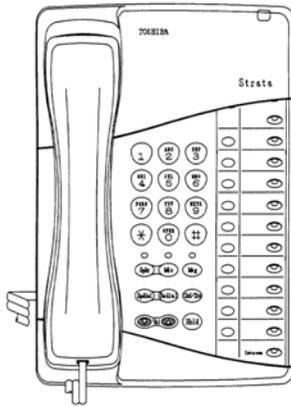
DKT3512F-S
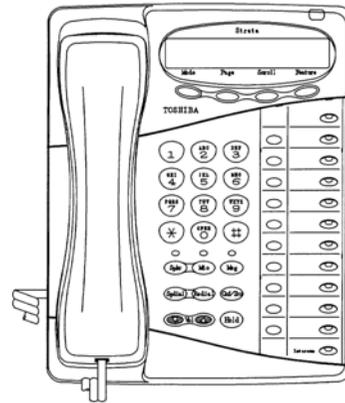
DKT3512F-SD
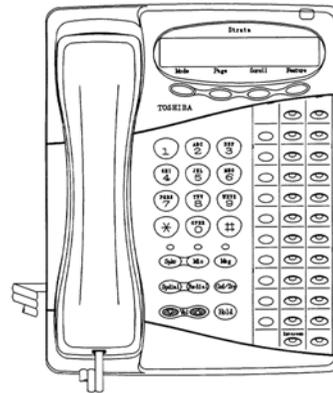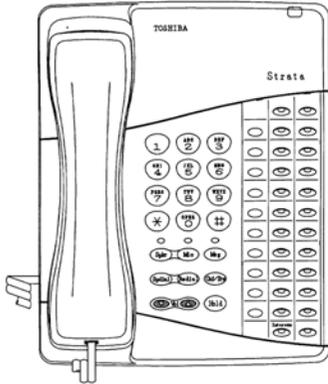
DKT3524F-S

DKT3524F-SD

Key Differences

The main differences between the 3000-series and the 3500-series terminals are:

	DKT3500-Series	DKT3000-Series
Number of Flexible Buttons	12 or 24	10 or 20
Number of One touch keys	10	0
Ringing LED indicator top right	Yes	No

Button Assignments

Flexible Buttons: These have the 10 light grey keys to the right hand side of the Flexible Buttons. The main use for these is access to speed Dial locations. It is possible to program feature activation/deactivation but this should only be used if the user has an LCD terminal.

The Basics

2

This chapter shows you the basic operation of your DKT3000-series or DKT2000-series telephone.

Important! *The text in this chapter applies to both the DKT3000-series and DKT2000-series telephones, unless otherwise noted.*

Important - Read First

Be sure to check with your CTX System Administrator and make sure you know which features are enabled on your system. Use the check boxes ❐ throughout this book to mark which features you have.

Note LEDs on your telephone flash at different speeds depending on the function performed. Flash rates can be found under "LED Indicator Details" on page 77.

What's My Line?

Throughout this guide, the word "Line" is mentioned. For example, you will be instructed to "select a Line." "Line" can be:

❐ Line button

❐ Pooled Line Group button

❐ Group Line button

❐ Line out requiring an access code - where you enter an outside line or line group access code (for example, dialling **9** to get an outside line).

Check mark which Line type you have, then use that selection when instructed to "select a Line."

Which Outgoing/Incoming Call Features Do I Have?

Check mark here which outgoing/incoming features you have on your system.

❒ **Automatic Line Selection (ALS):** When making *outgoing* calls, you have ALS if when you lift the handset or press **Spkr** you hear dial tone and the Line Light Emitting Diode (LED) lights steady green. The LCD displays the station number and the seized outside line.

❒ **Ringing Line Preference:** You answer an *incoming* line ringing your station by lifting the handset or pressing **Spkr**. You do not have to press an extension button to answer.

❒ **Tone Signalling:** Internal *incoming* call – you hear successive ring tones, then lift the handset or press **Spkr** to answer the call.

❒ **Voice First Signalling**: Internal *incoming* call – your telephone does not ring; instead you hear a long tone, then the caller's voice. Talk in the direction of your telephone, or answer the call as you normally would by lifting the handset or pressing **Spkr**.

❒ **Switching Signalling:** Check with your CTX System Administrator to see if you have the ability to change between Tone and Voice Signalling on a call-by-call basis. If you do, you can press **2** after dialling an internal telephone number to change the signalling.

❒ **Hot Dialling:** If your telephone is programmed for "hot dialling," you do not have to press **Spkr** or lift the handset before dialling internal or external speakerphone calls. When you dial a number, the speakerphone automatically turns on and the Spkr and Mic LEDs light.

Making a Call

There are three ways to originate a call from your digital telephone:

Hot Dialling

1. To make a call using Hot Dialling, dial the number.

   When you start to dial, the extension button, Spkr and Mic LEDs light. Digits display as they are dialled. Call progress tones (Ringback Tone, Busy Tone, etc.) play through the speaker.

2. When connected, you can continue speakerphone operation or lift the handset and continue the conversation.

Spkr Button

1. To make a call, press **Spkr**.

   A line may be automatically selected or you can manually choose a line. Your extension or **Line** button lights (depending on system programming). Dial tone plays through the speaker. The Spkr and Mic LEDs light.

2. Dial the number.

   Digits display as they are dialled. Call progress tones (Ringback Tone, Busy Tone, etc.) play through the speaker.

3. When connected, you can continue to use the speakerphone or lift the handset and continue the conversation.

Handset

1. To make a call, lift the handset, then dial the number.

   A line may be automatically selected or you can manually choose a line. Dial tone plays through the handset. The Spkr and Mic LEDs do *not* light.

   Digits display as they are dialled. Call progress tones (Ringback Tone, Busy Tone, etc.) are heard through the handset.

2. When connected, you can continue to use the handset or switch to speakerphone by holding down **Spkr** and replacing the handset.

Answering a Call

There are several ways to answer a call:

Handset

➤ If your telephone is programmed for Ringing Line Preference, pick up the handset and the telephone automatically answers the ringing line.

➤ If not, press the button associated with the ringing line (flashing green LED).

Speaker

➤ If your telephone is programmed for Ringing Line Preference, press **Spkr** and the telephone automatically answers the ringing line.

➤ If not, press the button associated with the ringing line (flashing green LED). Once connected, you can continue on the speakerphone or lift the handset.

Handsfree Answerback

If you have a speakerphone, it may be programmed for Handsfree Answerback. You hear a single long tone, followed by the caller's voice. The extension LED flashes green (incoming call). The Mic LED lights steady red (microphone is active). The Spkr LED flashes red.

1. Do not lift the handset; speak toward the telephone in a normal voice.

2. Press **Spkr** or take the handset off-hook before transferring the call or placing it on hold.

Switching Between Handset and Speakerphone

➤ Press **Spkr** and place the handset on-hook to switch from handset to speakerphone mode.

➤ Take the handset off-hook to switch from speakerphone to handset mode.

Message Waiting

Use your **Msg** LED/button and LCD to see/retrieve message(s).

An extension can receive up to four simultaneous Message Waiting indications and LCD messages. One message is reserved for the Message Center.

Your telephone can be programmed to have up to four additional (flexible) Message Waiting buttons/ LEDs. Check with your CTX System Administrator to see if these buttons have been programmed on your telephone. If so, substitute them when the **Msg** button/LED is mentioned in the following steps.

Responding to a Lit Msg LED

1. On an LCD telephone, if you see a "+," press **Scroll** to display additional messages; otherwise, go to Step 2. The "+" indicates additional messages. The LCD can show up to three station messages for your extension and three for each additional (phantom) extension that you may have.

2. Press **Msg**, then lift the handset. Your telephone rings the extension or voice mail device that sent the indication. The LED continues to flash red.

3. After answering the message(s), place the handset back on-hook.

4. If the Msg LED continues to flash, you have more messages; repeat Steps 1~3 above to retrieve them. Voice mail devices turn off the LED/LCD indications after a short delay, after you checked all messages.

5. To manually turn off your Msg LED, press your extension button, then press **#409**. Do this step for each message received.

Turning On/Off Message Waiting LED on Another Extension

If you call an extension and it's busy or there is no answer, you can light that extension's Message Waiting LED and enable that extension to call you back.

1. Dial an internal extension. You hear busy tone or there's no answer.

2. Press **Msg** or **7**. The Msg LED flashes red on the called telephone. At your telephone, the Msg LED lights steady red and the LCD shows the station number where you set a Message Waiting light.

3. Press **Spkr**. Your Msg LED turns Off. The Msg LED on the called telephone flashes until the called party presses the flashing **Msg** button - which calls you back.

4. To turn Off a Message LED that you have set on another extension, press **#64** plus the extension number that has the message light set. Then hang up to release your telephone.

Microphone

➤ To turn the Microphone On/Off when the speakerphone is active (Spkr LED is On), press **Mic**.

When the Microphone is On, the Mic LED is On, steady red. When the microphone is Off, the Mic LED is Off and you cannot be heard through the microphone.

The microphone and its LED are always On when you receive a Voice-first internal call and Off when you receive a Ring-first call.

Each station's microphone can be set in system programming to:

♦ switch On/Off with one touch

♦ switch Off only while pressed and held

♦ either On/Off at the start of handsfree dialling.

➤ To talk back to a Handset Off-hook Call Announce call, press and hold **Mic** and talk over your telephone handset/headset. The LED and microphone remain Off.

Call Transfer

1. While on a call, press **Cnf/Trn**. Your Line LED flashes green and you hear internal dial tone.

2. Dial the extension where the call will be transferred. You can remain on the line and announce the call or immediately "blind transfer" the call.

   During call transfer, you can connect all three parties by pressing your flashing extension button or **Cnf/Trn**.

   - ♦ If you get voice mail, you can leave a message or hang up and let the transferred caller leave a message.

   - ♦ If you hear a long single tone, then announce the call over the called telephone's speaker.

3. Transfer with Camp On: If the station to which you want to transfer the call is busy, you may hang up and the transferred trunk or station will be camped on to the busy destination.

➤ **To transfer a call directly to Voice Mail (VM)**

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

2. Enter **#407**.

3. Enter the VM mailbox number (usually the same as the extension number) + **#**.

4. Hang up and the caller is connected to the VM mailbox. This feature does a blind transfer to VM.

➤ **To perform Call Transfer Immediate**

1. While on a call, press the **TRNS** Soft Key. The DKT3014 LCD shows "TRANSFER."

2. Dial the extension where you wish to transfer the call.The call rings the destination station and your telephone returns to the idle state.

Conference Calls

You can conference together up to eight parties (including your own) - with up to six parties being external network lines. The actual number of conference parties with acceptable volume levels depends on the local and far end telephone line conditions.

The person who initiates the conference call is the Master. If, after the conference is established and the Master exits the conference, the first station to have been added to the conference becomes the Master.

➤ **To conference calls**

1.   While on a call, press **Cnf/Trn**. You hear dial tone and your Line LED flashes green.

2.   Call another station or outside line.

3.   When the called party answers, press **Cnf/Trn**. If you receive a busy tone or no answer, press **Cnf/Trn** again to return to the original connection.

     All parties are conferenced. If the second call was placed on a **Line** that appears on your telephone, the LED also flashes green.

4.   Repeat the above steps to add lines to the conference. Keep in mind the maximum number of allowed conference parties.

     Note   When the "master" of the conference hangs up, the control is automatically transferred to the first internal station added to the conference call. If no other internal stations are included in the conference call, the call will be disconnected.

➤ **To transfer conference control**

1.   Do Steps 1 and 2 above to add the line to which you wish to transfer conference control. See previous Note.

2.   Announce the call and hang up to transfer it. This station now becomes the conference "master" with the ability to add or delete parties.

➤ **To hold a conference call**

   ➤   If you are the Conference Master, press the **Hold** key once (or twice for Executive Hold) to place the conference call on hold. The other parties can continue with the conference. Music-on-hold is suppressed and your extension LED flashes green. You can rejoin the conference at any time by pressing your extension button. When you return, you retain Master status.

Adding Voice Mail to a Conference

The Conference Master can add voice mail to a conference. This feature enables participants in a conference to listen to or leave a voice mail message during one telephone call.

➤ **To add Voice Mail to a conference call (performed by Conference Master)**

1. Press **Cnf/Trn** to place the current call on Consultation Hold.

2. Dial the voice mail (VM) extension number, then enter the VM mailbox and security code. This adds the voice mailbox to the conference.

3. Press **Cnf/Trn** to reconnect to the original party. (You can continue to add conference members by pressing **Cnf/Trn** and dialling another extension.)

   Now, all parties in the conference can listen to or record a message to this voice mailbox. Only the Master can control the VM with touchtones or Soft Keys.

Connecting Two Outside Lines

1. While talking on an outside call, press **Cnf/Trn**. You hear dial tone. The extension LED flashes (conference rate).

2. Dial an outside line access code and outside telephone number.

3. After the party answers, press **Cnf/Trn**. The extension LED flashes (in-use rate) and all parties are conferenced.

   If you receive a busy tone or if the station does not answer, press the flashing extension button to return to the original connection, press **Cnf/Trn**.

4. Hang up. The extension LED flashes (exclusive-hold rate) and the two lines are connected. The LED turns Off when the parties hang-up.

5. To supervise a tandem call, press the extension button. If the parties have finished, hang up...or if the parties are still talking, press **Cnf/Trn** and hang-up. Both Line LEDs turn Off and the connection is released.

   If your telephone company provides auto disconnect, the connection may release automatically when the parties hang up. If not, the lines must be supervised to be disconnected.

Hold

1. To place a call on hold, press **Hold**. Your LCD shows the line on hold. The held Line's LED flashes green while appearances of the line at other stations flash red.

    ♦ To return to the held call, press the held **Line** button.

    ♦ If you do not return to the held call within a specified time, it rings back to your telephone. The call remains camped-on to your station indefinitely.

    ♦ If the held party hangs up, the call is released.

2. Repeat Step 1 to place additional lines on hold.

    Note   See the Call Pickup section to pick up a call on hold from another extension.

Exclusive Hold

This feature enables you to place a call on hold so that only you can retrieve it.

➤ While on a call, press **Hold** twice. That line's LED flashes green while appearances of the line at other stations are steady red (in use).

Automatic Hold

This feature enables you to place a call on hold by pressing another **Line** button – no need to press **Hold**. Make sure this feature is programmed on your system; if not, existing calls will drop.

➤ While on a call, press another extension button to receive/originate a new call. The accessed line's LED flashes (in-use). The first call is put on hold and your extension's LED flashes. You can also switch between calls without having to press **Hold**.

Consultation Hold

1. While on a call, press **Cnf/Trn**. The call goes on hold.

2. Dial another line.

3. Transfer the call or return to the held call by pressing its **Line** button.

Volume Control

➤ **To adjust the handset volume**

  ➤ Press the **Vol** ▲ to increase volume and **Vol** ▼ to decrease volume during the call. When you hang up, the volume returns to the default setting.

➤ **To adjust the speaker volume for internal/external calls and background music**

  1. Press **Spkr**.
  2. Press an extension button - you hear dial tone.
  3. Press the **Vol** ▲ to increase volume and **Vol** ▼ to decrease volume. This volume setting applies to all calls until changed.

➤ **To adjust Ring Tone, Handsfree Answerback and Speaker Off-hook Call Announce**

  ➤ Make sure the telephone is idle and the handset is on-hook. Press the **Vol** ▲ to increase volume and **Vol** ▼ to decrease volume. This adjusts volume for your telephone's ring tone, Handsfree Answerback and Speaker Offhook Call Announce simultaneously.

➤ **To adjust handset Beep Tone**

  1. With the handset off-hook, dial the Beep Tone Adjustment Code **#6101** (default code). You hear busy tone.
  2. Press **Vol** ▲ or ▼ to reach the desired level.

LCD Contrast Adjustments

  ➤ Press and hold down the **Mic** button, and press and release **Vol** ▲ or **Vol** ▼ repeatedly.

Each time you press **Vol** ▲ or **Vol** ▼, the contrast increases or decreases. There are eight steps in either direction. To return to the middle setting, repeat the above step.

Advanced Operation 3

This chapter gives you more details about your DKT3000-series or DKT2000-series telephone's advanced functions.

Using Your LCD

If your telephone has an LCD, use this section to learn more about its functions.

In its idle state, the LCD is a desk clock and calendar. When you are on an outside call, the call duration displays.

A "+" on the LCD readout (shown at right) indicates there is more data to display.

➤ Press **Scroll** to advance through the information.

➤ Press **Page** to switch from the Call Forward (CF) display to the User Name display.

```
CF-ALL 202-203+
AUG 08   MON    03:56

Mode    Page    Scroll   Feature
```

LCD Control
Buttons/Soft Keys

5800
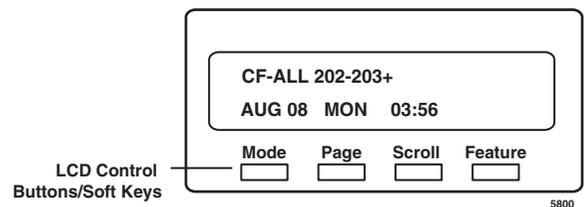
Soft Keys

When Soft Keys are on, they replace the functions on the **Mode**, **Page**, **Scroll** and **Feature** buttons below the LCD. (**Feature** is a future feature for DKT3000-series phones only.) The following table defines Soft Key Prompts.

Table 1   **Soft Key Prompts**

Soft Key	Definition
ABR	Activates Automatic Busy Redial after dialling a busy outside telephone number.
ACB	Activates Automatic Callback after reaching a busy station, Exchange line, or Exchange Line group.
BUSY	(Busy Override) Sends a call-waiting tone to a busy station.
CONF	Initiates or completes a conference.
EXEC	(Executive Override) Breaks into the conversation of a busy called station.
EXIT	Exits you from a conference; remaining parties are connected.
JOIN	Joins all parties to a conference while on a conference call.
LINE	Adds an Exchange line to an existing call while in the Conference mode. The LCD prompts you to access an Exchange line after you press this key.
MESG	Sets a message waiting indication at a busy or unanswered station.
OVRD	Overrides options, busy mode, or overrides Do Not Disturb mode.
PGE	Enables you to enter a Page Group number (01~16).
RING	Makes a called station ring when making a voice announce call to the station.
RLS	Disconnects a call and returns telephone to the idle state.
RTRN	Terminates a feature operation and to return to a previously displayed state.
STA.	Adds a station to an existing call while in the Conference mode. The LCD prompts you to dial a station number after you press this key.
TALK	Makes a voice announcement to a called station that is ringing.
TRNS	Initiates or completes a Transfer while on an outside call. Press once for an immediate or announced transfer, depending on system programming. Pressing TRNS again completes the transfer.

Soft Key Example

When the Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature. Here's an example of how Soft Keys work.

1. When an outside call is in progress, the LCD appears as shown on the right.

   ABR = Automatic Busy Redial
   CONF = Conference
   PAGE = Paging

   Soft Key Prompts

   ```
                              00:01:01
        ABR    CONF   PGE

        Mode    Page    Scroll   Feature
        □      □      □      □
                                      6060
   ```

   LCD Control Buttons/Soft Keys
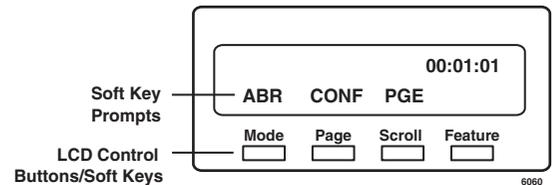
2. If you select **CONF** (press **Page**), the display changes as shown right.

   LINE = Add an outside line to the conference **STA** = Add another station
   RTRN = Return to the original caller without making a conference

   ```
        LINE   OR   STATION?
        LINE   STA.   RTRN

        Mode    Page    Scroll   Feature
        □      □      □      □
                                      6061
   ```
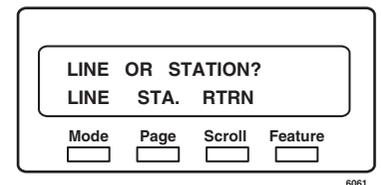
3. You will be prompted to dial the desired station. The **RTRN** Soft Key (press **Scroll**) enables you to return to the original caller without making a conference.

   ```
        DIAL   STATION   NO.
                           RTRN

        Mode    Page    Scroll   Feature
        □      □      □      □
                                      6062
   ```

   Until the call is answered, you see the screen shown right.

   ```
        CALLING
              200

        Mode    Page    Scroll   Feature
        □      □      □      □
                                      6063
   ```
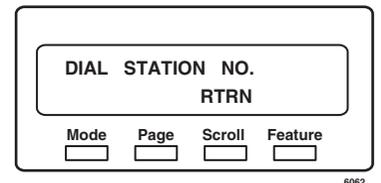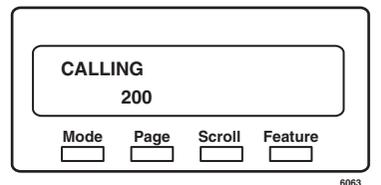
   When the call is answered, you see the screen shown right. **TRNS** = exit the call and transfer the first party to the second. **JOIN** = create a conference with you and both other parties. **RTRN** = drop the second party and return to a two-way conversation with the original party.

   ```
        TALK   WITH   200
        TRNS   JOIN   RTRN

        Mode    Page    Scroll   Feature
        □      □      □      □
                                      6064
   ```
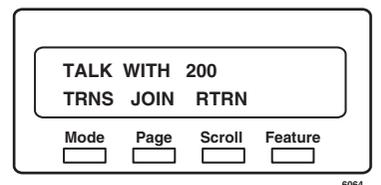
Advisory Messages

Advisory messaging enables you to store an informative message for LCD telephones that call your telephone. The messages can be up to 16 characters long. The Strata CTX provides a number of stored messages, shown in the table below. Message numbers 5~9 can be defined by your CTX System Administrator.

Msg No.	Characters Displayed	Additional Digits
0	OUT TO LUNCH	
1	IN A MEETING	
2	CALL _____	Directory Number 76345
3	BACK AT _____	Time (e.g., 1030)
4	RETURN ON_____	Date (e.g., 10 20)
5		
6		
7		
8		
9		

➤ **To set an advisory message**

1. Go off-hook or press your extension button or phantom directory number button to hear dial tone.

   Note   A phantom directory number button is similar to an extension button that is shared on other telephones.

2. Press **#411** + Message No. (see table) + any additional digits (such as time, etc.)

3. Go on-hook or press **Spkr** to release the line.

➤ **To clear the registered message**

1. Go off-hook or press your extension button or phantom directory number button to hear dial tone.

2. Press **#412**.

3. Go on-hook or press **Spkr** to release the line.

Account Code Calls

Account Codes (Forced or Voluntary) can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are assigned in the system as a fixed length (default is six digits) and are recorded by the system, along with the details of the calls, which can be printed on a Station Message Detail Recording (SMDR) report.

Verified/Non-Verified Account Codes

If programmed for Verified Account Codes, the system checks the account code you entered against a list created by the CTX System Administrator. The code you enter must be on the list for the call to proceed. Non-verified account codes must be of a uniform length specified by the CTX System Administrator.

Forced Account Codes

Some applications require you to enter an Account Code. These Forced Account Codes may be verified or non-verified, depending upon the application, but in either case, the caller must enter a code before proceeding.

➤ **To dial using Forced Account Codes**

1. Place a call in the normal method.

   If the call requires an Account Code, a burst of tone (Success Tone) is heard after dialling the telephone number alerting you to enter the Account Code.

2. Enter the account number.

   When the number of digits designated for account codes has been entered, the number will be checked against the verified list, if chosen, and the call will continue as normal. If the number of digits entered for the account code is not reached or the verified code does not match, then re-order tone is heard and the call is rejected.

   You can bypass Forced Account Code requirements with three emergency numbers, including 999. See your CTX System Administrator for these numbers:

   1)   999   2)   _____   3)   _____

Voluntary Account Codes (Verified/Non-Verified)

Voluntary Account Codes are optional. They can be entered during a call and are used for tracking selected calls using Station Message Detail Report (SMDR) call detail recording option.

If the system is set for Verified Account Codes, station users must enter a specific code when entering the Voluntary Account Code(s) or the code is not validated for the SMDR call report. This does not affect the call.

There are two ways to dial using a Voluntary Account Code:

➤ **To dial using the Account Code button**

1. After accessing an Exchange line, press the **Account Code** button. LCD telephones prompt you to "ENTER ACCOUNT CODE NOW."

2. Enter the account code digits. The LCD prompt disappears upon entry of the first account code digit. After the account code is entered, the time indicator is restored in the LCD.

3. If your station is set for Verified Account Codes, you hear confirmation tone when the code is valid. If the code is invalid, you hear two short tones.

4. Enter the Account Code. Your conversation is not interrupted.

➤ **To enter an Account Code using access codes**

Note It's a good idea to warn the other party that you will be disconnected momentarily when you enter the access code. Once the code is entered, you will be connected again.

1. After accessing an Exchange line, press **Cnf/Trn**. Once you press **Cnf/Trn**, your call is interrupted; you and the other party cannot hear each other. You will hear feature dial tone.

2. Dial **#46**. LCD telephones prompt you to "ENTER ACCOUNT CODE NOW."

3. Enter the account code digits. The prompt disappears upon entry of the first account code digit. After the account code is entered, the connection is restored and the LCD shows the time.

Automatic Busy Redial

After reaching a busy outside number, you can activate Automatic Busy Redial so that the system automatically redials the number at regular intervals. The system repeats the redial until the destination is no longer busy. This feature may not be on some telephones on your system.

Automatic Busy Redial is not attempted while your station is busy, but continues to time-out. The system inserts a pause (P) on your LCD before redialling the number.

➤ **To activate Automatic Busy Redial**

1. When you reach a busy number, press **Auto Busy Redial** or **Cnf/Trn** + **#441**. The LED flashes red. You hear confirmation tone.

2. Hang up or press **Spkr**. The system redials, up to five to 20 times, every 30 to 180 seconds (depending on system programming). Your telephone receives ring tone when Automatic Busy Redial dials the number and it is available. The extension and Spkr LEDs flash green.

3. Lift the handset or press **Spkr** and wait for the party to answer. If you do not pick up the handset or press **Spkr** within recall timeout (five to 60 seconds) after a connection is made, you hear a muted ring for another 30 seconds, then the call disconnects.

➤ **To cancel Automatic Busy Redial**

➤ Press **Auto Busy Redial** or extension + **#442**.

Automatic Callback

When you reach a busy station, you can set Automatic Callback to have the system monitor the busy extension and notify you when it becomes idle.

Automatic Callback can also place you in queue for an available outside line, if you reach a line group in which all lines are busy. When a station or line becomes available, the system rings your telephone. Then when you answer, it automatically rings the intended destination. The amount of time the system will wait for an idle destination is set in system programming. Automatic Callback is also known as "Exchange Line Queuing."

➤ **To set Automatic Callback**

1. If you hear busy tone after dialling an outside line access code or a station number, press **Auto Callback** or **4**. Busy tone stops, followed by success tone, then busy tone resumes.

2. Hang up. You can make other calls while waiting.

3. When the called station or outside line becomes idle, your telephone rings with a fast LED.

    ♦ If you called a busy station, the extension LED flashes green (incoming call) and the called number displays.

    ♦ If you called a busy outside line, the extension LED flashes green (incoming call rate). The seized line's number displays.

4. Answer within about three rings (five to 180 seconds, set in programming) to prevent the callback from being cancelled. After you answer, you hear success tone, and the LED flashes green (in-use).

    If you hear a busy tone after answering a callback, the called party is already on another call or 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 you were attempting to make an outside call, the telephone number is automatically dialled, including the account code or override codes that were used.

➤ **To cancel ACB**

    ➤ Press **Auto Callback** or extension button + **#431**.

Background Music

You can set background music over your telephone speaker or over external speakers. Up to 16 different music sources can be applied to the Strata CTX system: the first source is Quiet Tone, all others can be music or recorded information.

➤ **To enable background music on your telephone speaker**

> ➤ Press the **BGM** + *n*(**#**) + **BGM**, where *n* is the music sources 1~16

...or press an extension button + **#490** + *n* + **#** + **Spkr**, where *n* is the music source 1~16. If the music source is a single digit, press **#** before pressing **Spkr**. If the source is omitted, then the last selected music source is selected.

➤ **To cancel background music on your telephone speaker**

> ➤ Press **BGM**

...or press an extension button + **#491** + **Spkr**.

➤ **To enable background music over your external paging speakers**

> ➤ Press **BGM ext** and enter a source number (1~16) to select a music source

...or press an extension button + **#492** + *n*(**#**) + **Spkr**, where *n* is the music source 1~16. If the music source is a single digit, press **#** before pressing **Spkr**. If the source is omitted, then the last selected music source is selected.

➤ **To cancel background music over your external paging speakers**

> ➤ Press **BGM ext**

...or press an extension button + **#493** + **Spkr**.

Call Forward

System

System Call Forward (which is set in Programming) automatically directs calls to a predefined location, such as Voice Mail. See your CTX System Administrator to determine which type of Call Forward you have, as well as the Call Forward location.

Station

Station Call Forward enables you to assign Call Forward destinations for each extension on your telephone. Each extension can be independently set for a different Call Forward feature. You can set a Flexible Button to perform any Call Forward function - see "Programming Feature Buttons" on page 67 for more details. Call Forward must be set prior to receiving the call.

The following calls to your station can be forwarded:

♦   Internal calls

♦   Auto Attendant calls

♦   Outside lines that ring only your station

♦   Transferred internal or incoming line calls

Call Forward Categories

You can set Call Forward for the following categories of calls. Within these categories, you can use five different types of Call Forward Settings.

♦   **Call Forward Any Call** – Forwards any call, whether an internal call or incoming line call.

♦   **Call Forward - Incoming Line** – Forward incoming line calls only.

♦   **Call Forward Any Call - Set for Another Station** – Enables you to forward all calls for another telephone within your telephone system.

♦   **Call Forward - Incoming Line Set for Another Station** – Enables you to set forwarding of incoming line calls for another telephone within your telephone system.

♦   **Call Forward System** – Forwards the calls to the destination preset for the entire telephone system, commonly voice mail.

♦   **Call Forward - External Location** – Forwards incoming line calls that ring directly to your extension to a destination outside the system.

You can change your forwarding destination from outside the system using the DISA feature. See your CTX System Administrator for DISA telephone numbers and security code access.

Call Forward Settings

♦ **Call Forward All Calls** – Forwards all calls immediately.

♦ **Call Forward Busy/Do Not Disturb** – Forwards calls immediately when your extension is busy or in Do Not Disturb (DND) mode.

In Tone-first systems, if your (PDN) appears on more than one button on your telephone, Call Forward Busy forwards calls only when all (PDN) buttons are in use. In Voice-first systems, Call Forward Busy forwards all calls any time your telephone is in use.

♦ **Call Forward—No Answer** – Forwards all calls to your station whenever you do not answer the call within a designated time (set by you when you enable the feature).

♦ **Call Forward—Busy/DND/No Answer** – Forwards all calls to your station immediately whenever you are busy, in the DND mode, or after ringing and you do not answer the call within a designated time (set by you when you enable the feature). Your station can be programmed to bypass Call Forward/No Answer when receiving Voice First (handsfree) calls. Callers can activate ringing and Call Forward by dialling **1** during their voice announcement.

   ♦ On "tone-first" systems, if your [PDN] appears on more than one button on your telephone, Call Forward Busy forwards calls only when all [PDN] buttons are in use; if there is an idle [PDN], it flashes or rings when called.

   ♦ On "voice-first" systems, Call Forward Busy forwards all calls any time your telephone is in use and/or any time all of your [PDNs] are in use by other telephones.

♦ **Call Forward Cancel** – Cancels the set Call Forward feature. Notice that each category of Call Forward has a different code for cancelling.

Station Call Forward Procedures

The following table contains Call Forward Button sequences. You can do a Call Forward function by, one, entering the button sequence as described, or two, by programming a Flexible Button to perform the sequence. See for instructions on programming a Flexible Button.

Some Call Forward features require a Pass Code entry. Use the following procedure to change your Pass Code.

➤ **To change your Pass Code**

> ➤ Press Extension button + **#670** + ext. no. + old Pass Code (1~15 digits) + **#** + new Pass Code (1~15 digits) + **#**.

➤ **To use the Call Forward button sequence**

> ➤ Follow the instructions in the following table, shown under "Button Sequence." Some features require additional input, such as:
>
> > ♦ **Destination** – If the destination is an outside number, press **#** after entering the destination. The CTX accepts destination numbers of up to 32 digits.
> >
> > ♦ **Timer** – This is a two digit entry representing how long (eight to 60 seconds) your telephone should ring before forwarding the call. If you enter one digit, you must press **#** after entering the single digit.
> >
> > ♦ **Pass Code** – A four-digit code established by system programming to prevent unauthorised changes. The code applies to the station to be forwarded; not to the station entering the code.
>
> **Note** In the following table, (Tone) means that a confirmation tone will play at that point in the sequence.

Table 2   Call Forward Procedure

Feature	Button Sequence
Call Forward Any Call - Internal and Incoming Line Calls: Forwards any call, whether an internal call or incoming line call.	
All Calls	Extension (Ext.) button + **#6011** (Tone) + Destination No. (Tone)
Busy	Ext. button + **#6021** (Tone) + Dest. No. (Tone)
No Answer	Ext. button + **#6031** (Tone) + Dest. No. (Tone) + Timer + **#**
Busy No Answer	Ext. button + **#6041** + Dest. No. + Timer + **#**
Cancel	Ext. button + **#6051** (Tone)
Call Forward - Incoming Line Calls: Forward incoming line calls only.	
All Calls	Ext. button + **#6013** (Tone) + Dest. No. (Tone)
Busy	Ext. button + **#6023** (Tone) + Dest. No. (Tone)
No Answer	Ext. button + **#6033** + Dest. No. (Tone) + Timer (Tone) + **#**
Busy No Answer	Ext. button + **#6043** + Dest. No. (Tone) + Timer (Tone) + **#**
Cancel	Ext. button + **#6053** (Tone)
Call Forward Any Call - Set for Another Station: Enables you to forward all calls for another telephone within your telephone system.	
All Calls	Ext. button + **#6012** (Tone) + ext. no. + Pass Code (Tone) + **#** + Dest. No. + **#** (Tone)
Busy	Ext. button + **#6022** (Tone) + ext. no. + Pass Code (Tone) + **#** + Dest. No. + **#** (Tone)
No Answer	Ext. button + **#6032** (Tone) + ext. no. + Pass Code (Tone) + **#** + Dest. No. (Tone) + **#** + Timer + **#** (Tone)
Busy No Answer	Ext. button + **#6042** + ext. no. + Pass Code + **#** (Tone) + Dest. No. (Tone) + **#** Timer + **#** (Tone)
Cancel	Ext. button + **#6052** (Tone) + ext. no. + Pass Code + **#** (Tone)
Call Forward - Incoming Line Call - Set for Another Station: Enables you to set forwarding of incoming line calls for another telephone within your telephone system	

Table 2   Call Forward Procedure *(continued)*

Feature	Button Sequence
All Calls	Ext. button + **#6014** (Tone) + ext. no. + Pass Code + **#** (Tone) + Dest. No. (Tone) + **#**
Busy	Ext. button + **#6024** (Tone) + ext. no. + Pass Code + **#** (Tone) + Dest. No. (Tone) + **#**
No Answer	Ext. button + **#6034** (Tone) + ext. no. + Pass Code + **#** (Tone) + Dest. No. (Tone) + **#** + Timer + **#**
Busy No Answer	Ext. button + **#6044** (Tone) + ext. no. + Pass Code + **#** (Tone) + Dest. No. (Tone) + **#** + Timer + **#**
Cancel	Ext. button + **#6054** (Tone) + ext. no. + Pass Code + **#** (Tone)
Change Pass Code	Ext. button + **#670** (Tone) + ext. no. (Tone) + old Pass Code + **#** (Tone) + new Pass Code (Tone) + **#**
Call Forward - System: Forwards the calls to the destination preset for the entire telephone system, commonly voice mail.	
Activate	**#620** (Tone)
Cancel	**#621** (Tone)

Call History

Incoming calls with Caller ID or ANI information can be optionally recorded into a rolling list for the station where the call is ringing. The call is placed in the list along with the number, name (if provided), time and date of the call, and status of the call (answered, abandoned, or redirected). You can access this list from an LCD telephone with a flexible **Caller ID** button.

➤ **To view Call History**

➤ When your station is idle, press the **Caller ID** button. The Caller ID LED lights green and the latest record displays.

➤ Press **Vol ▲** for the next record; press **Vol ▼** for the previous record.

➤ To view the call date, time and status, press **Page** (press again to toggle to call name/number).

Call Park Orbits

The Call Park feature enables you to hold a call temporarily in a location other than your telephone. These areas are called orbits. You or another telephone user can retrieve a parked call from its orbit by specifying the orbit number. You can specify one of 20 General Park Orbits (7000~7019) or a valid extension number within the system.

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

♦ Hang up and retrieve the parked call at a later time

♦ Originate another call

♦ Access a voice paging device to announce the parked call for pickup from another station

If you park a call and it is not retrieved, it will recall to the parking station and one of the following occurs:

♦ If your station is idle when the system Call Park recall timer expires, the parked call automatically recalls to your station.

♦ If your station is busy, the parked call camps on.

If you have an LCD telephone, you can let the system automatically select an available orbit number which displays on your LCD.

➤ **To park a call**

1. While on a call, press **Park in Orbit**

    ...or **Cnf/Trn** + **#33**. The LED flashes green (consultation-hold).

2. Specify the Park Orbit using one of the following:

    ♦ Press ✶ and the system automatically selects a General Park Orbit between **7000**~**7019**. The chosen orbit appears on the LCD.

    ♦ Enter a valid extension.

    ♦ Press **#** and the system automatically selects your extension as the orbit.

3. Hang up. The caller's extension or line number and the orbit number are shown. If the parked call is not retrieved within a specified time, the call rings back to your telephone. When a parked call recalls your telephone, the LCD shows the line or extension that is recalling and the orbit number.

➤ **To retrieve a parked call**

1. Press **Park in Orbit**

    ...or press your extension button + **#32**.

2. Enter the Orbit Number where the call is parked or **#** for the extension from which you are calling. You cannot use ✶ to retrieve a parked call. The extension LED flashes at the in-use rate when the call is retrieved.

Call Pickup

You can pick up a call that is ringing another station's extension, a call placed on hold at another station and other types of calls. When you pick up an internal call, the calling station and the called station displays on your LCD.

Group Pickup

Stations can be assigned in system programming to Pickup Groups. As many as 32 groups can be created to enable you to easily pick up incoming (new or transferred) or internal calls that are ringing stations that are in your group or in other groups. This feature does not pick up held calls. You may belong to more than one group. See your CTX System Administrator for group assignments.

Call Pickup

This feature picks up Internal (station to station), Group Page, and All Call Page calls. If these types of calls occur at the same time, the pickup priority is station-to-station and then Page calls in the order of occurrence. In some systems, this feature can be applied to pick up All Call Page exclusively.

➤ **To perform Call Pickup**

1. Press an extension button.

2. Enter a code from the following table.

Table 3   Call Pickup Feature Codes

For Incoming Calls:	Dialling	Description
Group	**#5#34**	Picks up a call ringing to a member of your pickup group.
Directed Extension	**#5#5** + Primary Ext. No.	Picks up a call ringing on any line appearance of the telephone specified by its Primary extension number.
Directed Group	**#5#32** + Group No.	Picks up a call ringing to a extension in the specified Pickup Group.
Directory Number	**#5#22** + Ext. No.	Picks up a call ringing to the specified extension number only. Other lines ringing on the same telephone are unaffected.
Any External Call	**#5#9**	Picks up any incoming outside line call.
For Calls On Hold:	Dialling	Description
Local Retrieve	**#5#71**	Picks up a call held on the telephone from which it is dialled.
Remote Retrieve	**#5#72** + Primary Ext. No.	Retrieves a call held on the telephone specified extension number.
Outside Line Retrieve	**#5#73** + Outside Line No. (1~128)	Picks up a call held on the specified Exchange line regardless of the telephone placing the call on hold. Must enter three digits (e.g., 007).
Directed Extension Retrieve	**#5#74** + Ext. No.	Picks up a call held on the specified extension number, regardless of the instrument(s) on which it appears.

Notes

♦   The Primary extension number is the directory number by which the telephone set is defined. Other, non-primary extension numbers may also appear on the telephone. By convention, the Primary extension number is assigned to the first button on a multi-button telephone.

♦   If more than one call is on hold, the call on the telephone's lowest button number is picked up.

♦   Ringing calls are picked up over held calls as a priority.

Call Waiting

You can answer a call that is transferred to your station, even when your station is busy. When another call is camped onto your station, you hear two Camp-on tone beeps and the extension or Line LED flashes red (on-hold).

If a call is sent to your station when busy, and your station does not have an extension button available to receive the call, two camp-on tone beeps are sent to your telephone. You must disconnect or transfer the existing call to answer the waiting call.

➤ **To answer a waiting call by placing the current call on hold**

➤   Press **Hold**. The existing call is placed on hold. The camped-on line rings your station (the Line LED flashes green - incoming call)....or if your telephone has the Auto Hold feature, just press the flashing extension button.

You are connected to the transferred call. The extension or Line LED flashes green (in-use).

Note   See your CTX System Administrator to find out if you have Auto Hold.

➤ **To answer a waiting call by disconnecting or transferring the current call**

➤   Hang up or transfer the existing call; the camped-on call rings your station. The camped-on line rings your telephone and the Line LED flashes green (incoming call).

...or press the flashing extension or **Line**. The existing call is placed on hold. The camped-on line rings your station (the Line LED flashes green - incoming call). This disconnects the current call and connects you to the transferred call. The extension or Line LED flashes green (in-use).

Direct Inward System Access (DISA)

Outside callers with touch tone telephones can call in to lines programmed for Direct Inward System Access (DISA) and dial an extension or outgoing line without going through an attendant or operator. See your CTX System Administrator for details.

1. From outside the system, dial the public telephone number assigned to DISA. The call will be answered and you will hear CTX dial tone.

   If you do not dial within 10 seconds, the line disconnects.

2. When you hear dial tone, dial an extension or an outside line.

3. If you dial an outside destination, you may need to enter a security code provided to you by the CTX System Administrator. When you hear the tone, enter the security code. If accepted, the call will proceed.

4. If you receive busy tone and you want to dial another number while the station is still ringing, press ✱ and repeat Step 2.

Direct Station Selection Buttons (Hotline)

This optional feature enables you to use a **DSS** button to connect directly to another station's line extension. The DSS LED shows the status (idle/busy) of the station and/or the station's primary extension. For example, a station's DSS button LED shows busy (light steady red) when the station is:

♦ busy on a call on any button

♦ idle but all appearances of the station's extension are in use by other stations.

When the station is in DND, the LED flashes red.

➤ **To connect directly to another station's extension**

1. When connected to a line or another station, press **DSS**.

   The original party is put on-hold. You can call a station even if the DSS LED shows busy (steady red).

2. Announce the call...or transfer the call by hanging up or pressing **Release**.

   Note   You can transfer the call to an idle or busy station.

Distinctive Ringing

1. Press **#9876** to enter User Programming Mode.

2. Press a **Line** button. The Line LED is steady green.

    Note   The **INT** key should be pressed. "External Call" will appear in the LCD display. Press the **HOLD** button to toggle between Internal and External setting.

3. Enter one of the following ten distnctive ring tones.

    01 ~ 02 Internal ring tones

    11 ~ 18 External ring tones

    Note   Any of the ring tone options can be set for either Internal or External calls.

4. Press the **HOLD** key to store.

5. Lift handset to return to the idle state.

Do Not Disturb

If your station is in Do Not Disturb (DND) mode, internal, external and transferred calls do not ring your station and Off-hook Call Announce calls are denied. You can continue to make calls while in the DND mode. When originating a call in DND mode, you will hear a short burst of interrupted dial tone followed by continuous dial tone. You can start dialling at any time during either tone.

If you put your Primary extension into DND mode, all calls to that telephone are rejected. If your extension is set for Call Forward-Busy or Call Forward-Busy/No Answer, the call is redirected to the forwarding destination immediately.

If you put an extension other than the Primary extension into DND, only calls to that extension on your telephone will be blocked. Appearances of that extension on other telephones continue to ring.

➤ **To activate DND on your Primary extension**

➤ Press **Do Not Disturb** or **#6091** (hear Success Tone). The LED lights steady red and DND mode is activated for the entire station.

➤ **To activate DND on a non-Primary extension**

➤ Press the desired extension appearance and **Do Not Disturb** or **#6091** (hear Success Tone). The LED lights steady red and DND mode is activated for that extension on your telephone.

➤ **To deactivate DND**

➤ Press **Do Not Disturb** or **#6092** (hear Success Tone). The LED lights goes out and DND mode is de-activated.

Setting DND for Another Extension

➤ **To activate DND for another extension**

➤ Enter **#6191** (hear Entry Tone) + the Primary extension of the remote extension + the pass code + **#** (hear Success Tone). This sets DND as if activated by the Primary extension on the target telephone.

➤ **To deactivate DND for another extension**

➤ Enter **#6192** (hear Entry Tone) + the Primary extension of the remote extension + the pass code + **#** (hear Success Tone). This removes DND from the target telephone.

➤ **To change your DND Pass Code**

➤ Enter **#670** (hear Entry Tone) + ext. no. (hear Entry Tone) + old pass code + **#** (hear Entry Tone) + new pass code + **#** (hear Success Tone).

If you activate DND while a call is ringing, the ringing stops. The LED continues to flash on your telephone and ring on other appearances.

Door Lock(s)

Your telephone may have **Unlock Door** button(s). Each **Unlock Door** button is programmed to unlock a specific door. Check with your CTX System Administrator to find out the locations of your system's door phones and record them below.

Door Lock No.	Location	Door Lock No.	Location
0		6	
1		7	
2		8	
3		9	
4		10	
5			

➤ **To unlock a door**

   ➤ Press the specific **Unlock Door** button or **#12** + the Door Lock Number (see above table). The door unlocks for three~30 seconds (set in system programming). The Unlock Door LED is lit while the door is unlocked.

Door Phone(s)

Door phones can be used to call phones selected in system programming. When a door phone calls, you hear a distinctive ringing tone, one or five times (set in system programming). You can also call a door phone and monitor the surrounding area.

LCD telephones display the door phone name ID when calls are made to or from door phones.

The number of possible door phones varies by Strata CTX system, with up to 24 (01~24) as the maximum for larger systems. Check with your CTX System Administrator to find out the names and locations of your system's door phones and record them below.

Door Phone	Name/Location	Door Phone	Name/Location

➤ **To answer a door phone call**

➤ When you hear a door phone call ringing, lift the handset or press the ringing button. A door phone call sounds like chimes (high/low). The extension LED flashes green (in-use) and you are connected to the door phone.

...or to pick up door phone calls ringing someone else's telephone, press your extension + **#5#5** + directory number of the ringing phone.

➤ **To call/monitor a door phone**

1. With the handset off-hook, press an extension button. You hear dial tone and the LED flashes green (in-use).

2. Press **#15** (hear three tone bursts), then enter the door phone number (01~24, depending on system size). A two-way talk-path exists between your telephone and the door phone. The door phone will not ring. You can audibly monitor the area around the door phone.

➤ **To call from a door phone**

1. Press the door phone button and then release it. You hear a distinctive ringing tone–one or five times (set in system programming).

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

Emergency Ringdown

If a station remains off-hook for a programmable period, it can be automatically treated as an Emergency Call and directed to an emergency destination. The station may have partially dialled a number or have dialled no digits at all. Each station is programmed with its specific emergency ringdown destination.

A station number or a group pilot number can be specified as an emergency ringdown destination. In a private network, the station or pilot number must be in the same network node. Remote emergency destination and door phones are not permitted.

Language Codes

This feature enables you to change the language sent from the Attendant Console or from a PC. See your CTX System Administrator to find out if your telephone is programmed with the ability to change languages.

➤ **To change the Language Display**

➤ Enter the Change Language access code **#495** + the Language Code (see below).

1: English date format – **MM/DD (/YY)**

2: British English – **DD/MM (/YY)**

3: French – **DD/MM (/YY)**

Off-hook Call Announce

Off-hook Call Announce (OCA) enables you to complete a call to a *busy* digital telephone. Your telephone must be programmed to either announce automatically or to announce after you press a button on your dial pad. The destination telephone must be programmed to accept an OCA. The announcement may be delivered over the handset or the speaker.

Handset OCA Announce can operate on any digital telephone. Speaker OCA requires the addition of a special circuit board inside the DKT speakerphone.

➤ **To make an OCA call**

> ➤ **Manual** – Dial an extension. When you hear busy tone, press **5** and, after one long tone, you can talk through the speaker of the destination telephone. The person you are calling has answering options described below.

> ➤ **Automatic** – If your telephone and the extension you are calling have been programmed for Automatic OCA, you can talk through the speaker of the destination telephone without hearing the busy tone and without dialling **5**.

➤ **To answer a Handset OCA call**

While you have a call in progress, you hear one tone in your handset to indicate that a second station is calling.

> ➤ Press **Msg** to toggle between the new and original callers.

You talk to the new caller for as long as you hold down **Mic**. When you release the button, you return to the original caller. In both cases, neither caller can hear the other. Your LCD indicates which station or Exchange line you are connected to.

➤ **To answer a Speaker OCA call**

1. While you have a handset call in progress and you hear one tone, this indicates that a second station is calling. The second caller connects to the speaker in your telephone. The Spkr LED flashes and the Mic LED lights. You will be speaking to the first caller through your handset and the second caller through the microphone.

   Press **Mic**; the Mic LED turns Off. You will no longer be talking to the second caller, although he/she can still speak through your speaker.

2. Press **Mic** again to reconnect to the second caller. You can toggle as often as you choose. If you do not want the first caller to hear your conversation with the second caller, cover the mouthpiece of your handset.

Override Calls

The available override features are:

Busy Override

Ring Over Busy Override enables you to send a muted ring tone to a busy station to indicate a call is waiting. The Busy Override (BOV) muted ring can be programmed for each station to be two muted rings only or continued muted rings until the call is answered. This option applies to the station receiving the muted ring. The muted ring can be sent to the telephone speaker or to the telephone handset/headset and speaker.

➤ **To use Busy Override**

➤ After reaching a busy station, press **2**. A muted tone is heard at the busy station, indicating that a call is waiting. The station number displays.

Do Not Disturb Override

Do Not Disturb (DND) Override lets you send a call waiting tone or ringing to a station in DND mode to indicate that a call is coming in. Your telephone may be programmed to block DND Override from other telephones. Your station's LCD shows the station you have called is in the DND mode.

OCA is possible to DND stations from stations that are programmed for DND Override.

➤ **To use DND Override**

➤ After reaching a station in DND mode, press **2**. A tone signal is heard at the DND station, indicating a call is coming in. On your station, the LCD shows the station number you have overridden.

Your LCD displays **DND OVR DENY,** if the station you called denies DND Override.

Executive Override

Executive Override enables you to enter an established conversation. Your telephone can also be programmed to block Executive Override from other telephones.

➤ **To perform Executive Override**

    ➤ After reaching a busy station, press **3**

...or, if you have an LCD telephone, use the **OVRD** Soft Key.

You enter a conference with the busy station and the party to whom he was talking. The called parties may hear an optional tone signal prior to your entering the conversation.

Your LCD displays **EXEC OVR DENY,** if the station you called denies Executive Override. If you do not have Override privileges, you will camp on.

Class of Service Override

By dialling a Class of Service (COS) Override code, a user can change a station's set of privileges to one associated with the override code. When the call is terminated and another is attempted from the same station, the original COS is applied. This allows selected users to override restrictions that are placed on any telephone in the system.

➤ **To perform Class of Service Override**

1. Access an outside line. You hear dial tone and the LED flashes at the in-use rate.

2. Press **Cnf/Trn** + **#471**. Dial tone stops. Your LCD prompts you to enter a code.

3. Enter the COS Override Code (four digits). You hear dial tone. For security reasons, the override codes are only available on a selected basis. See your CTX System Administrator.

4. Dial a telephone number.

Privacy Override

This feature enables you to enter an established call on a line you share with another telephone. Up to two station users can enter an existing Exchange line-to-station call (i.e., up to three stations can be connected to an Exchange line). You can also use this feature if the station that is already connected to the Exchange line is in the Privacy Release mode.

Station users with **Privacy Release** can allow stations with the shared button appearance to enter their conversations, even if the station entering the conversation is not programmed for Privacy Override. (see .)

Paging

Station users can make page announcements to telephones and external speakers. Check with your CTX System Administrator to find out the zone numbers for various paging groups.

➤ **To make a Page Announcement to telephones or external speakers**

1. Lift the handset, press extension and enter a paging access code.

2. Make your announcement, then hang up.

➤ **To make a Group Page**

➤ Press **Group Page** and enter the Group number (01~16)

...or press extension + **#31** and enter the zone number.

Answering a Page

➤ To answer a Group Page, lift the handset off-hook, press extension + **#5#35** and enter the Group number.

➤ To answer an External Group Page, lift the handset off-hook, press extension + **#5#36** and enter the Group number.

All Call Page

You can make an All Call Page to telephones assigned to the "All Call Page Group." Stations are assigned to the "All Call Page Group" in system programming.

➤ **To make an All Call Page**

1. With the handset off-hook, press **All Call Page**

   ...or extension + **#30**. This pages all telephones in the All Call Page Group but, depending on system programming, you may or may not page external speakers.

2. Make your announcement then hang up.

➤ **To answer an All Call Page**

➤ Lift the handset off-hook, press extension + **#5#35**.

Emergency Page

An Emergency Page overrides Group Pages or All Call Pages to telephone and external paging devices.

➤ To make an Emergency Page, lift the handset off-hook, press extension + **#37**.

➤ To make an Emergency Page to a group, lift the handset off-hook, press extension + **#38** and enter the Zone number.

Privacy

Privacy controls the ability of more than one person to use the same extension or Exchange line at the same time. Privacy applies to multiple appearances of extensions, Phantom extensions, outside Lines and outside Line Group buttons. The application of Privacy to individual telephones is controlled in system programming.

By default, the system is private. If you are in a conversation, another telephone with an appearance of the line on which you are talking cannot intrude unless that telephone has been programmed for Privacy Override. In that event, the other telephone may enter and leave the conversation at will. If all users are provided with Privacy Release in Class of Service, the system will function as non-private.

Your telephone may be equipped with a **Privacy Release** and/or a **Privacy on Line** button. On a normally private telephone, **Privacy Release** allows other appearances of you line to join the conversation. On a normally non-private telephone, **Privacy on Line** allows you to exclude others. The Privacy condition may be toggled at any time during a conversation. At the end of the conversation, the line's privacy condition returns to its original state.

➤ **To use Privacy Release**

> ➤ While on an Exchange line call, press **Privacy Release**. The LED lights red. The outside line flashes at all appearances. When another station user enters the outside line call by pressing a common outside **Line**, the Privacy Release LED turns Off. To add a third station, press **Privacy Release** again; the process repeats.

➤ **To set/cancel Privacy**

> ➤ Press **Privacy on Line** to set privacy. The LED lights steady red. Others are blocked from entering your outside line calls when they press a common **Line**

...or press **Privacy on Line** again to cancel the feature. The LED turns Off.

Redial

Use this button to redial the last number dialled from your telephone.

➤ To redial the last number, press **Redial** or **∗0**.

Speed Dial

Speed Dial enables you to dial a sequence of up to 32 digits with a shorter code. Dial sequences can include telephone numbers, authorisation codes, passwords feature activation codes and pauses. Speed Dial may be used to originate a call or invoked after a call is established. There are two types of Speed Dial:

♦ **Station** – Your CTX System Administrator allocates a block of up to 100 personal speed dial numbers in increments of 10 per telephone. You can create and change these numbers from your own telephone. You have exclusive use of them. If you have a DKT3014 large display telephone and want your named station speed dial numbers to appear on the display, see your CTX System Administrator.

♦ **System** – All telephones in your system can share a list of up to 800 System Speed Dial numbers under the exclusive control of the CTX System Administrator. In some cases, System Speed Dial will allow you to reach numbers that you would not be allowed to dial directly from your telephone.

Making a Call Using Speed Dial

There are three ways to begin a Speed Dial Call.

1. Dial *****

   ...or press **Spdial** on a DKT3000-series telephone

   ...or press the **Speed Dial** feature key on any DKT.

2. Dial the Station or System Speed Dial Number. Station Speed Dial numbers occupy numbers 100~199. System Speed Dial numbers occupy numbers 200~999.

Storing a Station Speed Dial Number

There are three ways to store a Station Speed Dial number, including Programming Mode, Access Codes and through system programming by your CTX System Administrator.

➤ **To store a Station Speed Dial Number using User Programming Mode**

1. Press **#9876** to enter User Programming Mode. The LCD shows "USER PROG MODE."

2. Press the fixed **Spdial** button or the Speed Dial feature button. The LCD shows "SPEED DIAL MODE." If this display does not appear, see your CTX System Administrator to determine if Speed Dialling memory is assigned to your telephone.

3. Press **1**. The LCD shows "INDEX NUMBER."

4. Enter the two digits which, combined with the **1**, form the Station Speed Dial Number.

   Example: Entering **09** would result in storing Station Speed Dial Number **109**. The LCD shows this number in the upper left corner. If there is already a number stored, it appears below the Speed Dial Number.

5. Enter the desired destination. It appears in the lower right of the LCD. Instructions are given below for more complex dialling strings, usually telephone numbers.

6. Press the fixed **Spdial** button or the Speed Dial feature button. The LCD shows "DATA PROGRAMMED."

7. If you want to enter another number, press the fixed **Spdial** button or the Speed Dial feature button. The LCD shows "SPEED DIAL MODE."

8. Pressing **Spdial** or the Speed Dial feature button again toggles you between User Programming and Speed Dial mode. Lift and replace the handset to exit User Programming altogether.

➤ **To store a Station Speed Dial Number using an Access Code**

1. Dial **#66**. The display shows "SPEED DIAL" and you hear Entry Tone.

2. Dial the Station Speed Dial number (100~199). The LCD shows your digits and you hear Entry Tone.

   Note Selected telephones may have the ability to change System Speed Dial numbers. Follow this procedure but specify a System Speed Dial number (200~999) instead.

3. Enter the destination digits, then press **#**. The LCD shows "SPEED DIAL" + the Speed Dial Number + destination + #. You hear Success Tone.

4. Release the telephone. To enter another number, repeat the process, starting with Step 1.

CTX System Administration

The third method of storing station Speed Dial numbers is via your CTX System Administrator, who can establish your Station Speed Dial number through administrative software and associate a name with it. This name is used by the Directory Dialling feature of DKT3014 large display telephones.

Advanced Speed Dial Operation

Special Characters

Speed Dial Numbers may include **0**~**9**, **#**, ∗ and Pause. When using the Access Code input method (see above) it is also necessary to use **#** to indicate you have finished entering the destination number. This creates 14 functions to be input from the 12 buttons on the dial pad.

Long Speed Dial Numbers

Speed Dial Numbers are stored sequentially in memory areas capable of holding 32 digits. If you exceed 32 digits, the excess are stored in the next higher area and consume the next sequential Speed Dial Number.

You can dial the entire string by entering the original Speed Dial Number and all digits will be sent, including those in excess of 32. If that were Speed Dial Number 100, Number 101 would no longer be available. You are not prevented from storing a new Number 101 but, if you do, Number 100 will be shortened to 32 digits.

The numbers are defined in Table 4:

Table 4 Dial String Characters

Entry	Meaning
0~9	0~9
#	End of Speed Dial Number when entering via access code (**#66**)
*****	Escape. "✱" functions as an escape key indicating that the number immediately following represents something exceptional. When ✱ is used as an escape character, it consumes one Speed Dial digit. Entering ✱**7** to insert a seven-second pause would use two of 32 characters.
✱ (1 ~ 9)	Pause (1~9) seconds. If you need to pause longer than nine seconds, enter additional pause escape sequences. For example, to insert a 17-second pause, enter **✱9✱8**. The display of a pause in the Speed Dial Number shows a "P" without specifying the duration. In this example, you would see "PP."
✱ ✱	✱
✱#	#

Tone/Pulse Dialling

With some older Exchangess, you may have to make calls on outside lines programmed for rotary dial pulses. This feature enables you, while on these lines, to switch to tone dial to access remote equipment (such as an answering machine) requiring touchtones.

Note With ISDN calls, when **Tone Dial Select** is pressed, all of the digits entered after that point will be sent with touchtones.

➤ **To change Tone Dialling**

1. Access an outside line.

2. Dial a telephone number.

3. While on the call, press **Tone Dial Select**. Although the outside line is programmed for rotary dial pulses, access the outside line and dial the telephone number like any other call described in this user guide.

   The Tone LED lights steady red and you are able to send touchtones with your dial pad. The feature is cancelled when the call is completed.

Voice Mail - Direct Transfer

The Strata CTX enables you to transfer a call directly to a voice mailbox without first ringing that person's telephone.

➤ **To transfer a call directly to Voice Mail (VM)**

1. While on a call, press **Cnf/Trn**. You hear feature dial tone.

2. Enter **#407**. You hear entry tone.

3. Enter the VM mailbox number (usually the same as the extension number), then press **#**. The call transfers immediately and your extension becomes idle.

Voice Mail Soft Keys

This section provides simple definitions of the Stratagy ES Voice Mail Soft Keys. Once your telephone is connected to your Stratagy ES voice mailbox, the LCD displays the Stratagy ES Main Menu options shown in Table 5 below.

You are then able to perform many of the standard Stratagy ES voice mail functions using the Soft Keys on your telephone. Table 6 shows a sample of some of the available Soft Keys.

For more information on Stratagy ES voice mail features, refer to the *Stratagy Voice Processing User Guide.*

Table 5　　Stratagy ES Main Menu Soft Keys for CTX Digital Telephones

DKT 3014 SDL	DKT 3010 SD DKT 3020 SD	DKT 2010 SD DKT 2020 SD	Voice Mail Functions
PLAY MSGS	PLAY	PLAY	Play Messages
SEND	SEND	SEND	Send Messages
MANAGE MBX	MGMT	MGMT	Manage Mailbox
EXIT			Exit Mailbox
HANGUP	QUIT		Disconnect from Stratagy ES

Table 6   Soft Keys for CTX Digital Telephones

DKT 3014 SDL	DKT 3010 SD DKT 3020 SD	DKT 2010 SD DKT 2020 SD	Voice Mail Functions
ACCEPT			Confirm automatic copy destination
ADD	ADD	ADD	Create a Guest Mailbox
ADD DESTS			Additional Destinations
ADD MBX	ADD	ADD	Add a mailbox to the list
ALL MSGS			Copy All Messages
AM?			AM
APPEND	APND		Append recording
AUTO COPY			Set Automatic Msg Copy
BACK UP			Backup (rewind)
BSY GRT REC			Record Busy Greeting
BUSY GREET			Select Busy Greeting (toggle)
CALL SCREEN			Change Call Screening (On/Off)
CANCEL			Cancel recording
CANCEL MSG	CANC	CNCL	Cancel message and select new destination
CHANGE			Change notification digits
CHG GREETING	GRT	GRT	Change Greeting
CONT DELETE			Continuous Delete
CONT PLAY			Continuous Play
DATE & TIME	DATE		Message Date and Time
DELAY TIME			Set Delay Time
DELETE	DEL	DEL	Delete the message/guest mailbox
DELETE MBX	DEL	DEL	Delete a mailbox from the personal distribution list
DELETE MSG			Delete message (Future Delivery Review)
DESTINATION			Enter automatic copy destination
DIRECTORY	DIR	DIR	Directory plus name

Table 6   Soft Keys for CTX Digital Telephones *(continued)*

DKT 3014 SDL	DKT 3010 SD DKT 3020 SD	DKT 2010 SD DKT 2020 SD	Voice Mail Functions
DND	DND	DND	Change Do Not Disturb (On/Off)
ENABLE/DISABLE			Enable/Disable: • Notification template (toggle) • Automatic copy
END TIME			Set copy End Time
FOLDERS	FLDR		New/Saved message folder
FORWARD	FWD	FWD	Forward the current message
FUTURE DLVR			Set Future Delivery, Future Delivery Review
GO FORWARD			Go forward (advance)
GUEST MBXES	GST	GST	Manage Guest Mailboxes
IMM ALL FAX	SNDN		Immediate Fax (all faxes in folder)
IMM THS FAX	SND1		Immediate Fax (current fax doc)
MARK PRIVAT	PRV	PRV	Set Private status (On/Off)
MARK URGENT	URG	URG	Set Urgent status (On/Off)
MSG FOLDERS	FLDR	FLDR	Manage Personal Folders
MSG NOTIFY			Change message Notification
MULTI ENTRY	MULTI	MULTI	Multiple Destinations
NAME RECORD	NAME	NAME	Record your Name
NEXT	NEXT	NEXT	Play next message
NEXT MSG			Play next message (Future Delivery Review)
NEXT NAME	NEXT	NEXT	Play next name
PAUSE	PAUS	PAUS	Pause recording
PAUSE PLAY			Pause playback
PER DST LST	LIST	LIST	Manage Personal Distribution Lists
PERSONAL LIST	LIST	LIST	Personal distribution list (1~25)
PM?			PM

Table 6   Soft Keys for CTX Digital Telephones *(continued)*

DKT 3014 SDL	DKT 3010 SD DKT 3020 SD	DKT 2010 SD DKT 2020 SD	Voice Mail Functions
PREVIOUS			Play the Previous message
PREV MENU	PREV		Return to previous menu
REC COMMENT	COMM	COMM	Record a list Comment
RECORD	REC	REC	Record
REENTER			Re-enter automatic copy destination
REENTER NAM	REDO	REDO	Re-enter name or Exit
REPLAY			Replay current message
REPLY	RPLY	RPLY	Reply to the current message
RE RECORD	RREC	RREC	Re-record
RESET PWORD	RSET	RSET	Reset Guest Password
RETRN RECPT	RTRC	RTRC	Set Return Receipt request (On/Off)
REVIEW	REVW	REVW	Review recording/guest mailboxes
REVIEW LIST	REVW	REVW	Review current list
REV OPTIONS			Review Option Settings
SAVE	SAVE	SAVE	Save the message/recording/changes
SAVE MSG			Save message (Future Delivery Review)
SECURITY COD	CODE	CODE	Change Security Code
SELECT NAME	PICK	PICK	Select name
SEND MSG	SEND	SEND	Send and Return to Main menu
SET DAY			Set the Day (1~31)
SET HOUR			Set the Hour (1~12)
SET MINUTES			Set the Minutes (0~59)
SET MONTH			Set up Month (1~12)
SET YEAR			Set up Year (last two digits)
SPCL FUNCT	SPCL		Special Functions
SND ALL FAX	FAXN		Send All Fax (in folder to fax dev)

Table 6   Soft Keys for CTX Digital Telephones *(continued)*

DKT 3014 SDL	DKT 3010 SD DKT 3020 SD	DKT 2010 SD DKT 2020 SD	Voice Mail Functions
SND THS FAX	FAX1		Send Current Fax (to fax device)
SPCIAL SEND	SPCL	SPCL	Special Delivery Options
START TIME			Set copy Start Time
STOP	STOP	STOP	End recording
URGENT MSGS			Copy Urgent Messages
USER OPTNS	OPTN	OPTN	Change User Options
YES			Resume playback

Call Recording

While on an active call, a station user can record the conversation and store it in a Stratagy ES voice mailbox. Recordings can also be paused or restarted. Depending upon your System Administrator, you are given either a manual method of recording that allows you to designate the mailbox where the recording will be sent or an auto method that automatically sends the recording to a predefined mailbox that is assigned to the phone you are using. This may be your personal mailbox.

Note   Ask your System Administrator which method to use when recording a call.

This feature requires the presence of a **Record** and a **PS/RES** (Pause/Resume) button on your telephone. Feature codes are not available.

Important!   Stratagy ES mailboxes have a definable limit on the length one message can be. If you plan on making lengthy recordings, see your System Administrator so your message recording time can be properly defined.

➤ **To record a call**

1. With a call in progress, press **Record**.

    If you are using the *auto method*, the Record LED flashes rapidly and there is approximately a one second interval (in extreme busy conditions, up to five seconds) before the recording starts and the Record LED changes to the in-use interval flash rate. You are now recording. Continue to Step 3.

    ...or if you are using the *manual method*, the Record LED flashes green rapidly. Continue to Step 2.

2. (Manual method only) If you want to record the call to the predefined mailbox associated with the phone you are using, press **#**. The Record LED flashes rapidly and there is approximately a one second interval (in extreme busy conditions, up to five seconds) before the recording starts and the Record LED changes to the in-use interval flash rate. You are now recording.

    ...or if you want to record this call to another mailbox, enter the mailbox number (usually the extension number). Finish by pressing **#**. The Record LED flashes rapidly and there is approximately a one second interval (in extreme busy conditions, up to five seconds) before the recording starts and the Record LED changes to the in-use interval flash rate. You are now recording.

3. To stop recording, press **Record**. The LED turns off and the recording stops. To resume recording at this point, you need to begin a new recording, see Step 1.

Pause/Resume Recording

You can pause the recording while continuing the conversation by pressing **PS/RES**. The PS/RES LED flashes red. Your conversation is no longer being recorded.

To resume recording as part of the same message, press the **PS/RES** button again. You can pause and resume indefinitely throughout the conversation. The only limit may be a message length imposed by the voice mail system.

Other Voice Mail Features

Another voice mail feature lets you to include a voice mailbox in a conference call. See . For instructions on the Stratagy Voice Mail features, refer to the *Stratagy Voice Processing User Guide.*

DKT3014 LCD Features

4

This chapter shows how to use the DKT3014-SDL (shown below) large screen directory display and individual name searches.

TOSHIBA

Mode
Page

FRED S   NO. 3371
FEB 19   MONDAY   12:00

Feature
Scroll

DIRECT SS
SYSTEM SD
PERSONAL SD
EXTERNAL DIR
INTERNAL DIR
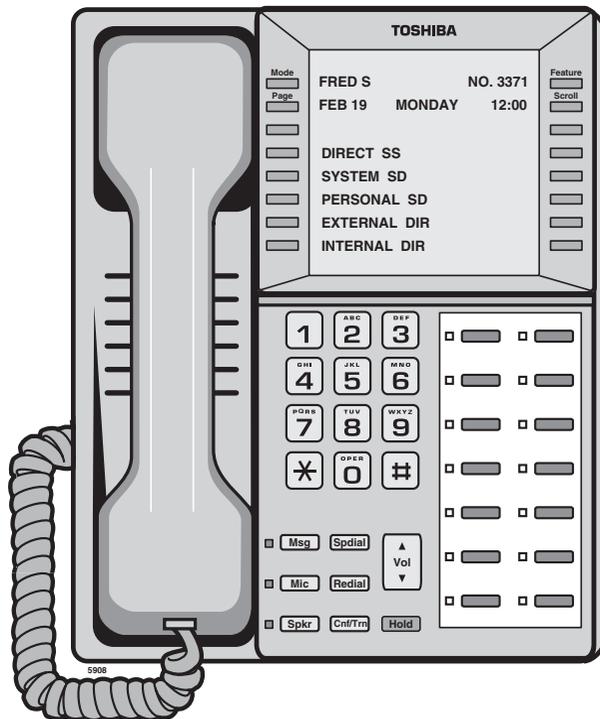
DKT3014-SDL Telephone

Directory and Speed Dial Listings

The directory menu (idle state) is shown below.

Mode	**FRED S NO. 3371**	**Feature**
Page	**FEB 19 MONDAY 12:00**	**Scroll**

Scrolling Directories:
- Direct Station Selection — **DIRECT SS**
- System Speed Dial — **SYSTEM SD**
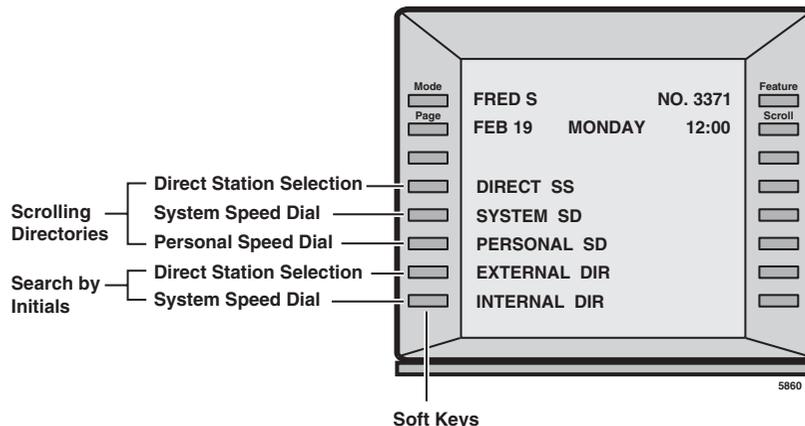- Personal Speed Dial — **PERSONAL SD**

Search by Initials:
- Direct Station Selection — **EXTERNAL DIR**
- System Speed Dial — **INTERNAL DIR**

Soft Keys

5860

Direct Station Selection

This option displays all named stations in alphabetical order.

1. Press the **DIRECT SS** Soft Key to view the first screen.

2. To view the following page, press the **MORE** Soft Key; press **PREVIOUS** to page back.

```
FRED J              NO. 3371
MAR 18    MONDAY      01:35
       BOB TDON U
      CAROL FFRED M
   CUST SERVGRAY W
      PREVIOUSMORE
            EXIT
```

3. To select someone from the list, press the Soft Key next to their name. The system calls that number.

```
        CALLING
         3200
```

System Speed Dial and Personal Speed Dial

Using System Speed Dial and Personal Speed Dial is very similar to using Direct Station Selection, described above.

1. Press the Soft Key next to **SYSTEM SD** or **PERSONAL SD** to view the first screen.

2. To view the following pages, press the **MORE** Soft Key; press **PREVIOUS** to page back.

3. To select someone from the list, press the Soft Key next to their name. The system calls that number and displays its directory information.

Internal Directory and External Directory

External Directory enables you to search the System Speed Dial Numbers alphabetically (typically, external destinations). Internal Directory enables you to search all of the internal name extensions alphabetically. This saves time since you do not have to step through the lists screen-by-screen.

See Table 7 on Page 65 for instructions on entering letters, numbers and punctuation from the dial pad.

1. Press the **INTERNAL DIR** or **EXTERNAL DIR** Soft Key to view the first screen.

```
FRED J                 NO. 3371
        INPUT THE NAME?




                EXITFIND
```

2. Begin by entering the name (see Table 7) and pressing the **FIND** Soft Key.

```
FRED J                 NO. 3371
              B


             LEFTRIGHT
              EXITFIND
```

If you entered "B," all names beginning with "B" are listed. You can press the **MORE** Soft Keys to view adjacent pages.

```
┌────────────────────────────────┐
│ FRED J                 NO. 3371 │
│                B                │
│          BAKER GBALL F          │
│          BAWLER SBRETON l       │
│                                 │
│          PREVIOUSMORE           │
│            EXITFIND             │
│                                 │
│                                 │
│                                 │
└────────────────────────────────┘
```

3. To select someone from the list, press the Soft Key next to the name. The directory information displays.
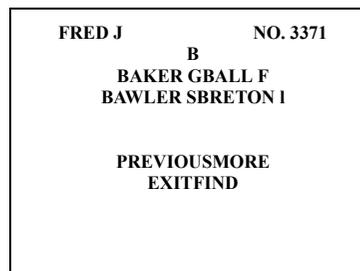
4. Press the Soft Key next to the person or dept. you wish to call. The system calls and displays the directory information.

```
┌────────────────────────────────┐
│ FRED J                 NO. 3371 │
│            00:00:01             │
│           CONFERENCE            │
│              ABR                │
│             PAGE                │
│                                 │
│                                 │
│                                 │
│                                 │
└────────────────────────────────┘
```

5. Press any key to return to the idle screen...or, from the directory listing screen, press **EXIT** to return to idle.
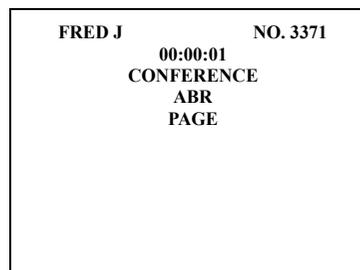
Alphanumeric Entry

You can enter alphanumeric characters from the dial pad to refine a name search in the Internal or External Directory (see example below and Table 7).

Example:

Press the **2** (ABC) for "A."

Press the **2** (ABC) again for "B," etc.

Refer to the table for other characters.

5859

Table 7   Dial Pad Alphanumeric Characters

Press Dial Pad Buttons	Number of times to press the dial pad button				
	1	**2**	**3**	**4**	**5**
1	-	.	:	,	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	&	4
5	J	K	L	*	5
6	M	N	O	#	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	(	)	&	/	0

➤ To add a space or move one character to the right, press the **RIGHT** Soft Key.

➤ To backspace (delete previous character), press the **LEFT** Soft Key.

➤ To cycle back to the first letter, continue pressing the **LEFT** Soft Key.

User Programming 5

User programming enables you to change your telephone's layout/registration and other settings. With user programming you can re-define Flexible Buttons to perform other functions.

♦ Enter numbers in your personal Speed Dial list

♦ Program One Touch and Flexible Buttons

♦ Register Call Forward assignments for easy use (max. of four buttons per telephone)

♦ Assign Message Waiting Keys

♦ Assign the background music (BGM) source to be played over the telephone's speaker

Note User Programming applies to LCD telephones only.

Programming Feature Buttons

Digital telephone users can use the programming mode for customising their Toshiba telephones without the aid of an Administrator or Service Technician. The User Programming mode is accessed with a **Program** button assigned to a Flexible Button or through an access code. User Programming enables users to customise these features:

♦ **Flexible Buttons** – Toshiba telephones have 10, 14, or 20 Flexible Buttons to which the user can assign any one of approximately 50 different features (DND, ACB, Release, etc.). Once assigned to a button, the feature is accessed by pressing that button. Some of the types of feature buttons that users can set on their telephones include:

♦ **Call Forward** – Users can set the Call Forward (CF) destination and CF-No Answer Timer for the CF buttons.

♦ **One Touch** – Users can set speed dial and custom feature access code sequences for One Touch buttons.

♦ **Background Music** – Users can select Quiet Tone or the music source (up to 15) that will play on their telephone's speaker when they activate the **BGM** button.

Note   Directory number and external line buttons cannot be added or deleted, but their ring tones can be individually changed.

In addition to the Programming Mode, an advanced programming function enables your CTX System Administrator to individually turn On/Off the telephone's beep tone, handset call waiting tone, and microphone background noise cancellation option. This mode enables LCD contrast adjustment and testing the DKT3014 LCD screen.

User Programming Mode

➤ To enter User Programming Mode, press the **Program** button

...or dial **#9876**. "USER PROG MODE" appears on your LCD. The Program LED is steady green.

➤ To exit User Program Mode, press **Program**

… or go off- and on-hook press **#9876**.

Note   A DKT equipped with a headset adapter ignores the hookswitch. It can only exit User Programming by timing out (approximately 15 seconds).

Flexible Button Codes

Flexible buttons are the unassigned buttons on your keystrip that can be used to store features. The number of available Flexible Buttons depends on your telephone model and how the buttons are preassigned by the CTX System Administrator. See pages 3 and 6 for the Flexible Button locations.

The following steps enable you to program features onto Flexible Buttons for one-touch feature access.

Setting/Changing a Flexible Button's Function

1. Press **#9876** to enter User Programming Mode.

2. Press **Hold**.

3. Press the Flexible Button to set or change.

4. Enter the Flexible Button Code (see Table 8), plus any optional parameters.

5. Press the same Flexible Button (flashing) to save the setting. "DATA PROGRAMMED" appears on your LCD.

Table 8   Flexible Button Codes

Feature	Code
Account Code	660
Automatic Busy Redial - On	150
Automatic Callback	160
Background Music	530
Call Forward (CF) - Any Calls	
All Call	340
Busy	350
No Answer	360
Busy No Answer	370
CF - External (Outside) Calls	
All Call	380
Busy	390
No Answer	400
Busy No Answer	420
Call Park Orbit	170
Call Pickup	
Incoming - Group Pickup	430
Incoming - Directed Extension Pickup	440
Incoming - Directed Group Pickup	450
Incoming - Directed Extension Pickup	460
On hold - Local Retrieve	490
On hold - Remote Retrieve	500
On hold - Outside Line Retrieve	480
On hold - Directed Extension Retrieve	510
Incoming - Any External Call	470

Feature	Code
On hold and Incoming	520
Caller ID	580
Cancel	290
Do Not Disturb (On/Off)	180
Door Lock Cancel	540
DSS Button	610
Flash - Short	200
Flash - Long	210
One Touch Button	570
Paging	
Page All Groups	220
Page Individual Groups	230
Emerg. Page - Individ. Group	250
Emerg. Page - All Groups	240
Answer Page - All Groups	590
Phantom Extension Message Waiting	560
Privacy	320
Privacy Release	330
Night Transfer	600
Record to VM	630
Pause/Resume recording	640
Release Button	270
Release/Answer	280
Speed Dial	260
User Programming Mode	650

One Touch Buttons

One Touch buttons can be used for storing frequently used features or dialled numbers, such as Speed Dial numbers (use Speed Dial Codes to store additional numbers). One-touch buttons can be preassigned to your telephone – your System Administrator can help you identify them.

If you do not have a One Touch button, but you have an available Flexible button, you can convert the Flexible button to a One Touch button. Perform the procedure called "Setting/Changing a Flexible Button's Function" on page 69 (in Step 4, enter the access code for One Touch button). Once you have created a One Touch button, you can change the function by using the following procedure.

Changing a One Touch Button

1. Press **#9876** to enter User Programming Mode.

2. Press the One Touch button to be set.

3. Enter the digits or special buttons for the function to be dialled. You can include the following in the dial string:

   ♦ Dial pad digits **0**~**9**.To program special characters, see Table 9.

   ♦ A maximum of 32 characters.

   ♦ Station and System Speed Dial index (or bin) numbers can be entered. The Speed Dial index number will automatically dial out on the extension or Line programmed on the One Touch button with the associated Speed Dial index number.

   ♦ Function buttons, except One Touch or a **Program** button.

   ♦ Handset hooking (on-hook/off-hook) cannot be recorded.

4. Press the One Touch button to save the entry.

   We suggest writing the name or number of the One Touch button on your button strip.

Table 9   Special Characters

Entry	Meaning
* + **Hold**	Indicates "stop." The One Touch button blinks rapidly and stops the delivery of the remaining digits in the string until it is pressed again. Multiple "stops" can be programmed into one string.
* **(1~9)**	Pause (1~9) seconds. If you need to pause longer than nine seconds, enter additional pause escape sequences. For example, to insert a 17-second pause, enter ***9*8**. The display of a pause in the Speed Dial Number shows a "P" without specifying the duration. In this example, you would see "PP."
* *	*****
*#	**#**

To Use a One Touch Button

➤ Press the One Touch button.

Setting/Changing a Personal Speed Dial Code

See .

Feature Codes

Feature Access Codes are entered as a sequence on your telephone to use a particular feature.

Table 10   Feature Access Codes

Feature	Feature Access Code Sequences
Account Code	**Cnf/Trn** + **#46** + Account code digits
Attendant Console	**0**
Automatic Busy Redial - On	**#441**
Automatic Busy Redial - Off	**#442**
Automatic Callback Cancel	**#431**
Background Music	
Telephone Speaker On	Ext. button + **#490** + source number + **#**
Telephone Speaker Off	Ext. button + **#491**
External Speaker On	Ext. button + **#492** + source number + **#**
External Speaker Off	Ext. button + **#493**
Call Forward - Any Calls (Internal and External)	
All Call	Ext. button + **#6011** + Dest. No
Busy	Ext. button + **#6021** + Dest. No.
No Answer	Ext. button + **#6031** + Dest. No. + Timer + **#**
Busy No Answer	Ext. button + **#6041** + Dest. No. + Timer + **#**
Cancel	Ext. button + **#6051**
Call Forward - Incoming Line Calls	
All Call	Ext. button + **#6013** + Dest. No.
Busy	Ext. button + **#6023** + Dest. No.
No Answer	Ext. button + **#6033** + Dest. No. + Timer + **#**
Busy No Answer	Ext. button + **#6043** + Dest. No. + Timer + **#**
Cancel	Ext. button + **#6053**

Table 10   Feature Access Codes *(continued)*

Feature	Feature Access Code Sequences
Call Forward Any Call - Set for Another Station	
All Call	Ext. button + **#6012** + ext. no. + Pass Code + **#** + Dest. No. + **#**
Busy	Ext. button + **#6022** + ext. no. + Pass Code + **#** + Dest. No. + **#**
No Answer	Ext. button + **#6032** + ext. no. + Pass Code + **#** + Dest. No. + **#** + Timer + **#**
Busy No Answer	Ext. button + **#6042** + ext. no. + Pass Code + **#** + Dest. No. + **#** + Timer + **#**
Cancel	Ext. button + **#6052** + ext. no. + Pass Code + **#**
Call Forward - Incoming Line Call - Set for Another Station	
All Calls	Ext. button + **#6014** + ext. no. + Pass Code + **#** + Dest. No. + **#**
Busy	Ext. button + **#6024** + ext. no. + Pass Code + **#** + Dest. No. + **#**
No Answer	Ext. button + **#6034** + Dest. No. + **#** + ext. no. + Pass Code + **#** + Dest. No. + **#** + Timer + **#**
Busy No Answer	Ext. button + **#6044** + Dest. No. + **#** + ext. no. + Pass Code + **#** + Dest. No. + **#** + Timer + **#**
Cancel	Ext. button + **#6054** + ext. no. + Pass Code + **#**
Change Pass Code	Ext. button + **#670** + ext. no. + old Pass Code + **#** + new Pass Code + **#**
Call Forward - System	
Activate	**#620**
Cancel	**#621**
Call Park	
Activate	**Cnf/Trn + #33** + Orbit Number
Retrieve	Ext. button + **#32** + Orbit Number
System Orbits	**7000~7019**
Call Pickup	
Incoming - Group Pickup	Ext. button + **#5#34**
Incoming - Directed Extension Pickup	Ext. button + **#5#5** + Ext. Number to be picked up
Incoming - Directed Group Pickup	Ext. button + **#5#32** + Group Number to be picked up
Incoming - Directed Extension Pickup	Ext. button + **#5#22** + Ext. Number
On hold - Local Retrieve	Ext. button + **#5#71**

Table 10   Feature Access Codes *(continued)*

Feature	Feature Access Code Sequences
On hold - Remote Retrieve	Ext. button + **#5#72** + Remote Ext. No.
On hold - Outside line Retrieve	Ext. button + **#5#73** + Line on hold
On hold - Directed Extension Retrieve	Ext. button + **#5#74** + Ext. No. on hold
Incoming - Any External Call	Ext. button + **#5#9**
Conferencing - Three Way	**#494**
Dialling	
Dial **✱**	**441**
Dial **#**	**440**
DISA Security Code - Change	**#658** + old Security Code (1~15 digits) + **#** + new Security Code (1~15 digits) + **#**
Do Not Disturb	
Local - On	**#6091**
Local - Off	**#6092**
Remote - On	**#6191** + ext. no. + Pass Code Number + **#**
Remote - Off	**#6192** + ext. no. + Pass Code Number + **#**
Door Lock Control	**#12** + Door Lock Number
Door Phone Calling	**#15** + Door Phone No. (01~24, depending on system size)
Emergency Call	**#911**
Flash - Short	**#450**
Flash - Long	**#451**
LCD Language (Change)	**#495** + Language No.
LCR (Outgoing Call)	**9**
Message Waiting (MW)	
Release a received MW	**#409**
Retrieve a received MW	**#408**
Activate MW at another Station without Ringing	**#63** + Ext. no.
Cancel MW at another Station without Ringing	**#64** + Ext. no.

Table 10   Feature Access Codes *(continued)*

Feature	Feature Access Code Sequences
Messaging - Advisory	
Advisory Message - Activation	**#411** + Message No.
Advisory Message - Cancellation	**#412**
Network Access Code (Private Network)	**8** + Private Network No.
Night Ring Answer	**#5#39**
Off-hook Call Announce (Manual Mode)	Voice First: **2**; Tone First: **1**, **21**, or **12**
Override	
Busy, Do Not Disturb	**2**
Executive	**3**
Paging	
Page All Groups	**#30**
Page Individual Groups	**#31** + Group Number
Emergency Page - Individual Group	**#38** + Group Number
Emergency Page - All Groups	**#37**
Answer Page - All Groups	**#5#35**
Answer for External Group Page	**#5#36** + Zone Number
Repeat Last Number Dialled	**✱0**

Table 10　　Feature Access Codes *(continued)*

Feature	Feature Access Code Sequences
Speed Dial Register	**#66**
Station (00~99)	***1** + Index Number (00~99)
System	***2** + Index Number (000~099)
	*3 + Index Number (100~199)
	*4 + Index Number (200~299)
	*5 + Index Number (300~399)
	*6 + Index Number (400~499)
	*7 + Index Number (500~599)
	*8 + Index Number (600~699)
	*9 + Index Number (700~799)
Start Application	**#18**
Substitution of Dial "#"	**440**
Substitution of Dial "*"	**441**
Travelling Class Override	
Enter Code	**#471**
Change Code	**#69** + Index Number + old Code + **#** + new Code + **#**
User Programming Mode	**#9876**
Voice Mail (VM)	
Direct Transfer to Voice Mail	**#407** + Ext. Number
Volume Control - Beep	**#6101**
Volume Control - Ringing	**#6102**

LED Indicator Details

Each line and feature button has a LED next to it which indicates the status of the line or feature associated with the button. Line LEDs light red or green and flash at varying rates to indicate call status (see Table 11).

Table 11   LED Indicators

LED	Your Station (Green)	Other Station (Red)
	Interval Rates	
Extension In-Use (access outside line)	2 seconds On, 1/8 second Off — 1/8 second On/Off	steady
Incoming Call (while ringing)	1 second on at 10 pulses/second —1 second Off	one second On/Off
Hold (outside line) If using **Pooled Line Grp**, the hold indication is only at the station that places the call on hold.	4 pulses/second for 1/8 second On/Off	1/2 second On/Off
Hold – Consultation (during consultation/transfer to another station)	10 pulses/second	steady
Hold – Exclusive (outside line)	10 pulses/second	steady
Hold – Recall (when held call recalls your idle station)	1 second at 2 pulses/second, 1 second at 10 pulses/second	flashes
Hold – Exclusive Recall	1 second at 2 pulses/second, 1 second at 10 pulses/second	steady
Internal Call (while station ringing)	Your extension button flashes 10 pulses/second—1 second Off	[SDN] red flashing or green ringing
Busy Station Transfer (outside call transferred to your busy station from a designated station or AA)	4 pulses/second, 1/8 second On/Off	3/4 second on, 1/8 second Off
After disconnecting first call...	10 pulses/second	2 pulses/second
Conference	10 pulses/second	steady

DADM/DSS Console 6

This chapter provides an overview of the following two optional units and describes the features, buttons and associated LEDs. There's a 3000-series and 2000-series model for each of these units.

♦ **Digital Add-on Module (DADM) –** adds 20 line/feature buttons to digital telephones. Up to two DADMs can be connected to a telephone.

♦ **Direct Station Selection (DSS) Console** – adds 60 line/feature buttons to a digital telephone. Available for system operators who do not have an attendant console.

DADM

Digital add-on Modules (DADM) can be connected to both the 3000- and 2000-series telephones to provide additional buttons.The 3000-series telephone requires a 3000-series DADM; the 2000-series telephone requires a 2000-series DADM.

The DADM3020 model, is shown below, right. The DADM2020 (not shown) looks similar and has the same functions.

Buttons and LEDs

The buttons can be programmed for Direct Station Selection (DSS), outside line access, and Station or System Speed Dial. Directory Numbers or other functions cannot be assigned to DADMs.

Each DSS button and **Line** button has an LED that provides a status of the outside line or station assigned to it. The DSS button acts like a speed dial button to a specific extension.

♦   A station or line shows steady red when in use by others; green when in use by the DADM.

♦   A DSS LED will flash red while making a call and turn intermittently green once connected.

♦   An outside Line LED is green when the outside line is in use by the DADM console user. It is red if it is in use by another telephone user.

Note   Button numbers in the figure to the right are examples only.

209	219
208	218
207	217
206	216
205	215
204	214
203	213
202	212
201	211
200	210

229	239
228	238
227	237
226	236
225	235
224	234
223	233
222	232
221	231
220	230

First DADM   **Second DADM**
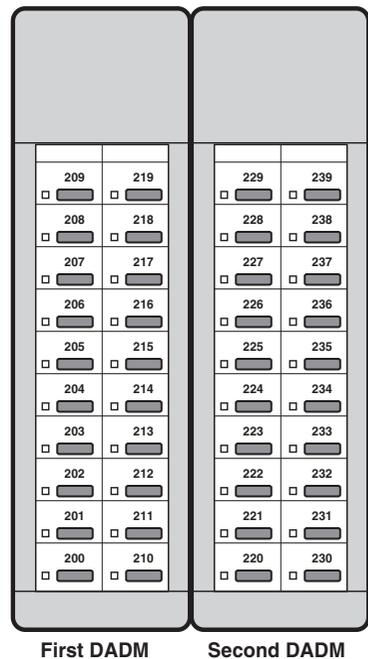
DSS Console

The Direct Station Selection (DSS) console operates alongside of a digital telephone to provide 60 additional buttons. The 3000-series telephone requires a 3000-series DSS; the 2000-series telephone requires a 2000-series DSS. An example of the DDSS3060 is shown right. The DDSS2060 (not shown) looks similar and has the same button/LED functions.

The buttons can be programmed as DSS, outside Line, All Call Page, Night Transfer, and Station or System Speed Dial. LEDs on the DSS light or flash red or green, depending on the status.

Note Button numbers in the above figure are examples only.

DSS Buttons

DSS buttons can appear on both the DADM and DSS Console. Each DSS button is associated with a particular station in your telephone system. DSS buttons can transfer an outside call to the associated station or make a direct call to the associated station.

The DSS LED lights steady red when the station associated with the DSS button is ringing, busy on a call, or when the associated station is idle, but all appearances of the station's extensions are busy or in-use by other stations. When the associated DSS button is in the Do Not Disturb mode, the LED blinks red at a slow rate.

DSS buttons cannot call station Phantom extension numbers, Distributed Hunt Group Directory Numbers, or ACD Groups. DSS buttons may be configured as One Touch Buttons that may be programmed to call these destinations.

Features

The LED colors described in this section apply to the DADM3020 and DDSS3060. Described Flash/Recall conditions apply to all DSS console models and the DADM.
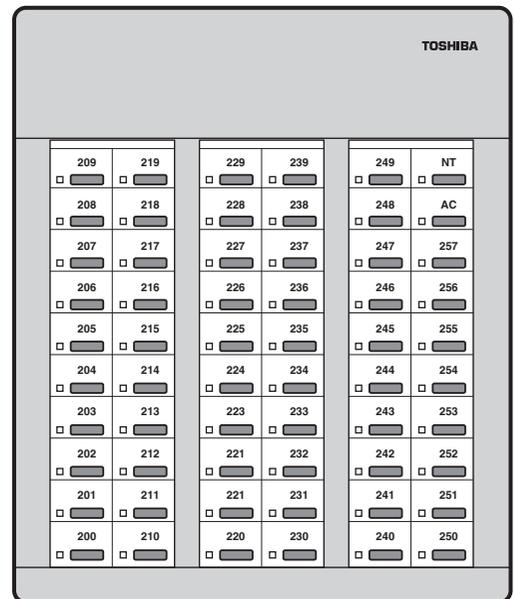
Calling a Station

➤ To call a station's extension from either a DSS console or a DADM, press the DSS associated with the station.

A station call with a DSS button can be made on-hook or off-hook, and with Voice First or Tone signalling. After pressing the button, treat the call like any other station call made from a digital telephone.

DSS LEDs indicate whether the associated station is idle or busy. The LED is steady red if the station is busy or ringing, and is not lit if idle. If all the station's PDN buttons are being used by other stations, the DSS LED of the station is lit steady red, but the station may be idle. If the station is in the Do Not Disturb mode, its DSS LED lights blinking red.

Transferring to an Idle Station

You can transfer internal or outside calls to an idle station from either a DSS console or a DADM.

➤ **To transfer a call to an idle station**

1. Press the DSS button corresponding to the station to be called.

   The call is placed automatically on hold. The Line or extension LED flashes green at double the on-hold rate, and the DSS LED flashes green. You hear a single ring tone. (If using the Tone signalling mode, you hear successive ring tones.)

2. Announce the call.

   With Tone signalling, you would have to wait for the called station to answer before announcing the call.

3. Hang up.

   The call rings the called station when you hang up. While the called station is ringing, the DSS LED is steady red, and the Line LED flashes green at the on-hold rate or if on a extension button, it goes idle.

   When the called station answers the call, the DSS LED stays steady red, and the Line LED becomes steady red.

4. If the station does not answer before a period set in system programming, the call recalls your station.

Call Transfer with Camp-on

You can transfer a call to a busy station from either a DSS console or an DADM. Use the DSS to transfer the call, even though the DSS LED associated with the station you are "transferring to" is red.

➤ **To transfer call to a busy station**

1. Press DSS corresponding to the busy station to be called.

   You may hear a busy tone. The original caller is placed automatically on hold. The Line or extension LED flashes green at double the on-hold rate, and the DSS LED remains steady red.

2. Hang up.

   The call rings the called station once with the camp-on tone. While the called station is receiving this tone, the Line LED flashes green (on-hold rate) or if you are on a extension button, it goes idle. The [DSS] LED remains steady red.

   When the called station answers the transferred call, the Line LED becomes steady red. The [DSS] LED remains steady red.

   Note   If the busy station is in the Do Not Disturb mode, the call will not transfer, but will recall your telephone immediately.

   If the call is not answered after a specified Recall time set in system programming, camp-on is cancelled and the transferred call rings back.

Call Answering (Outside Line)

If your DADM or DSS console is equipped with a **Line** button, you can answer outside line calls from the DADM or DSS console as you would from a digital telephone.

➤ To answer an incoming outside line call to a DADM or DSS Console, press the flashing **Line**.

Speed Dial

Your DADM or DSS console may be equipped with **SD** (Speed Dial) buttons that can be programmed to dial telephone numbers or to access features. **SD** buttons on either the DADM or DSS console function like **SD** buttons on digital telephones.

Paging

You can make an announcement page to a group of telephone speakers selected in system programming with **All Call Page** on the DSS console. **SD** (if programmed) on either the DSS console or the DADM can be used for page announcements. See "All Call Page" on page 48.

Call Forward Override (DSS Override)

Either the DSS buttons on your DSS console or the associated telephone can be set in system programming to ring stations that are in the Call Forward mode, instead of being forwarded. Usually the console's telephone is the unit activated to perform this function. Among other applications, this feature can be used to notify a person who forgets to deactivate the Call Forward feature after returning to the office.

➤ **To override call forward with the console's associated telephone**

1. Press **Cnf/Trn** or extension button.

2. Dial the station number set for call forward.

   Make the call as you would from any other station. This procedure assumes your station has a typical program setting.

➤ **To override call forward with your DSS Console**

   ➤ Press the station DSS button set for Call Forward.

Night Transfer Button

This button enables a pre-programmed station to place the system into Day, Day2 or Night Mode. See your System Administrator for information on the settings for Day, Day2 or Night Mode. Usually, these modes will transfer calls to a designated location or voice mailbox, depending on programming.

1. Press **Night Transfer**.

2. Press the desired Mode number:

   ♦ Press **1** for Day Mode (LED remains off).

   ♦ Press **2** for Day2 Mode (LED flashes red).

   ♦ Press **3** for Night Mode (LED is solid red).

Centrex Application

A

Your system may be equipped with the Centrex Application, which enhances its feature capability when installed behind a Centrex or PBX system. Your telephone may have access to one or more of the enhanced Centrex features listed below:

Flexible Directory Numbering

A station's extension can be three or four digits. It is, therefore, possible to match a station's extension and Centrex line extension number. Dial the entire station number when indicated.

Note Some access code numbers may have been changed to avoid system numbering plan conflicts.

Centrex Feature Buttons

You can access some Centrex features by pressing a pre-programmed Flexible Button on your telephone, instead of dialling a Centrex access code. The Centrex access code, including the necessary flash and/or pause sequence, is activated when the button is pressed. See your Centrex or PBX operations manual for specific details.

Ringing Repeat

The distinctive ring patterns available in your Centrex system are automatically repeated with your digital telephone, enabling you to answer appropriately for either outside, inside or callback calls.

Delayed Ringing

Outside line or Centrex line(s) can be programmed for a 12-second and/or 24-second ring delay at stations to permit alternate answering conditions. Answer the line when your telephone is ringing.

Button Labels

<div style="text-align: right">

B

</div>

All Flexible Buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your display or telephone keystrip label, see your CTX System Administrator for button assignments.

The button labels in Table 12 are for the Programmable Buttons on your telephone. Programmable buttons are the unmarked buttons on your keystrip.

Table 12   Feature Button Definitions

Button	Definitions
Account Code	Account Code – Press to enter a Voluntary Account Code anytime during an Exchange (outside) line call without interrupting the conversation.
All Call Page	All Call Voice Page – Press to page all of the telephones in the All Call Page group.
Auto Busy Redial	Automatic Busy Redial – Press to set up Automatic Busy Redial after receiving a busy tone on a dialled outside line call (not available when calling on Tie or Direct Dialling Inward (DDI) outside lines).
Auto Callback	Automatic Callback – Press to recall a busy station or station in the Do Not Disturb (Do Not Disturb) mode as soon as that station becomes idle or deactivates Do Not Disturb. Also used for outside line queuing when all lines are busy.
Call Frwd All Calls	Call Forward-All Calls – Press to forward all calls to another station or voice mail device.
Call Frwd Busy	Call Forward-Busy – Press to forward calls immediately to another station or voice mail device when your station is busy or in the Do Not Disturb mode.
Call Frwd Busy NAns	Call Forward-Busy/No Answer – Press to forward calls immediately to another station or voice mail device when your station is busy or in Do Not Disturb mode. Also forwards calls when your station is not answered after 8~60 seconds (set at your station).

Table 12   Feature Button Definitions *(continued)*

Button	Definitions
Call Frwd No Answer	Call Forward-No Answer – Press to forward calls to another station or voice mail device when your station is not answered after 8~60 seconds (set at your station).
Call Frwd External	Call Forward-External – Press to forward Private or DDI line calls to an external or internal telephone number.
Caller ID	Caller ID – Press to view the Call History list (may include name/number, date, status).
Directed Pickup	Call Pickup – Press to initiate a ringing Directed Call Pickup of outside line, extension, and page calls.
Do Not Disturb	Do Not Disturb – Press to lock your station in or out of the Do not Disturb mode.
DSS	Direct Station Selection(s) – Press to ring a preselected station. The LED associated with each DSS button provides the status (idle/busy) of the station assigned to the button.
Flash	Flash – Press to perform the following functions: Disconnect and recall dial tone on a outside line; access Centrex or PBX features; enter a pause or flash signal when programming speed dial numbers.
Group Pickup	Group Pickup – Press to pick up a call that is ringing a station that belongs to a Pickup Group that your station is a member of.
Line	Line – Press to answer or access an outside line.
Msg Wait	Additional Messages Waiting
Night Transfer	Press to control the system's outside line ringing pattern for after-hours incoming calls.
Park in Orbit	Park – Press to park internal or outside calls in an orbit. Call retrieval can be made locally from the same parking telephone or remotely from a different telephone.
Pooled Line Grp	Pooled Line – Press to access an available outside line from a group of lines appearing under one button.
Privacy on Line	Privacy – Press to block Privacy Override on common outside line buttons. This button does not block Busy Override or Executive Override.
Privacy Release	Privacy Release – Press to release privacy on common outside line buttons, enabling other station users to enter your conversations on those buttons. Privacy release does not apply to common extension buttons which are always private.
Program	Program – Press to enter User Programming mode, which enables you to re-define Flexible Buttons to perform other functions, including programming One Touch and Flexible Buttons, register Call Forward assignments, assign Message Waiting Keys and assign BGM sources played over the telephone speaker.
PS/RES	Pause/Resume – Press to pause or resume recording a conversation to a voice mailbox or when playing back the recording.

Table 12   Feature Button Definitions *(continued)*

Button	Definitions
Record	Record to Voice Mail – Press to record current conversation to voice mailbox.
Release and Ans	Release and Answer – Press to disconnect or complete the transfer the current outside or extension call and automatically answer the new incoming outside or extension call.
Release Call	Release – Press to disconnect or complete the transfer of the current outside or extension call and to place your station in the idle condition.
SD or Customized Button	Speed Dial – Press to Speed Dial a telephone number or feature access codes. SD buttons can be used as either System Speed Dial numbers or Station Speed Dial numbers.
Spd Dial Lng Pause	Pause (Long) – Press to insert a 10-second pause when programming Speed Dial numbers.
Spd Dial Pause	Pause – Press to set either a one-half or two-second pause when programming Speed Dial numbers. (The pause time is set in system programming).
Start	Start – Press to make an outgoing call using an ISDN trunk.
Sub	Sub address – Press to enter a sub address on an ISDN trunk outgoing call.
Tel Set Music	Background Music – Press to turn Background Music on or off over your station speaker.
Tone Dial Select	Tone – Press to change the outgoing dialling of the outside line in use from dial pulse to tone signalling.
Unlock Door	Door Unlock – Press to unlock a door lock mechanism.

Notes to Users

Step 1: Safety Approval

Toshiba Information System (U.K.) Ltd declare that the Strata CTX complies with the EEC's LVD directive, (Directive No. 73/23/EEC). The product has been assessed and found to comply with EN60950:2000.

The notes listed below form part of the products compliance with the aforementioned European Norm.

IMPORTANT SAFETY NOTES

1-1.   Both systems must have an earth connection and must be hardwired to a main distribution point. The main cabinet must be earthed.

1-2.   Table A-1 below identifies and classifies the ports available on the system:

Table A-1

Type of Circuit (EN60950 Classification)	Port Location	Port Description
SELV	Power Supply BPSU672F APSU112F	For connection of external 24 volt batteries.
SELV	Processor Boards: ACTU1F, BECU1F, BBCU1F	For connection of external Music-on-Hold source and Ethernet LAN connection
SELV	AETS1A	Ethernet I/F for CTX100 only
SELV	PDKU2A/BDKU/ BDKS/ADKU	For connection of Toshiba proprietary terminals.

Table A-1*(continued)*

Type of Circuit (EN60950 Classification)	Port Location	Port Description
SELV	BSIS1A	For connection of Voice Mail and Call Logging Equipment. RS232 ports.
TNV3	RSTU1F	For connection of approved 2 wire devices.
TNV3	RSTU3F/ASTU1F	For connection of approved 2 wire devices.
TNV3	PCOU2F/PCOUS2F RCOU/RCOS/ RCOUS	For connection to PTO provided Loop Calling Unguarded Clear exchange lines.
TNV1	RBSU2A	2 Cct ISDN2, (TBR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSU1A	2 Cct ISDN2, (TBR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSS1A & RBSS2A	2 Cct ISDN2, Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RPTU1F/RPTU2F	1ccts ISDN30, (TBR4), primary rate I/F. For connection to euro-ISDN services.
TNV2	PACU2F/PACU3F	4Cct AC15 Private Circuit I/F, (TBR17). For connection to PTO Private Circuit services.
TNV2	PEMU2F/REMU	4Cct AC15 Private Circuit I/F, (TBR17). For connection to PTO Private Circuit services.
SELV	BIOU1A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment.
SELV	BVPU1A	Voice Over IP interface cards. House Ethernet/RS232 ports.
SELV	Stratagy DK	Intergrated Voice Mail unit. House R232 ports.
SELV	RRCU1A	Optical interface board for connecting remote cabinets.
SELV	BPCI1A	USB port for connection of PC for CTI.
SELV	DKT2500/DKT3000/ DKT3500	Headset ports on any of the range of key telephones.

Any peripheral apparatus connected to the above ports must have the same EN60950 classification. ie.

- SELV ports must only be connected to SELV type ports.

- TNV ports must only be connected to TNV type ports.

1-3.   The Strata CTX670 system must be hardwired into a switched fused spur, (which should comply with the requirements of a disconnecting device as specified in the standard EN60950), the switch on the fused spur outlet shall be considered the AC power disconnection device. This spur must be installed in accordance with 16th edition of the IEE wiring regulations, aka BS7671:1992. Or the latest edition of this standard.

The Strata CTX100 system must be hardwired into a switched fused spur, (which should comply with the requirements of a disconnecting device as specified in the standard EN60950), the switch on the fused spur outlet shall be considered the AC power disconnection device. This spur must be installed in accordance with 16th edition of the IEE wiring regulations, aka BS7671:1992. Or the latest edition of this standard

1-4.   Environmental Installation details.

The Strata CT is designed to work within the following environmental conditions:

- Operating temperature 0oC to 40oC

- Humidity 20% to 80%

Step 2: EU Compliance

Toshiba Information Systems (U.K.) Ltd declare that the Strata CTX100 & CTX670 complies with the EEC's EMC directive, Directive No. 89/366/EEC as amended by directive 92/31/EEC. The product has been assessed and found to comply with the following generic standards:

- EN55022:1998-9, EN/IEC61000-3-2/1995, EN/IEC61000-3-3/1995 (Emissions)

- EN52024:1998, EN61000-4-2/1995+A1:1998, EN61000-4-3/1997+A1:1998 EN61000-4-4/1995+A1:2001, EN61000-4-5/1995+A1:2001, EN61000-4-6/1995+A1:2001, (Immunity)

The notes listed below form part of the products' compliance with the aforementioned European Norm.

To ensure EU compliance the system must installed in accordance with the instructions in the "Installation and Maintenance" manual. In order to maintain compliance any shielded cables supplied and/or ferrite suppression cores must be used.

Equipment details Strata CTX100

Base Cabinet Dimensions:	Expansion Cabinet Dimensions:
Height - 370mm	Height - 370mm
Width - 303mm	Width - 230mm
Depth - 259mm	Depth - 259mm
Weight - 8.8kg (fully equipped)	Weight - 6.9kg (fully equipped)

Equipment details Strata CTX670

Base Cabinet Dimensions:	Expansion Cabinet Dimensions:
Height - 296mm	Height - 254mm
Width - 672mm	Width - 672mm
Depth - 270mm	Depth - 270mm
Weight - 14.1kg (fully equipped)	Weight - 13.2kg (fully equipped)

*Warning! *This is a Class A product. In a domestic environment this Product may cause radio interference in which case the User may be required to take adequate measures*

Step 3: Type Approval

Toshiba Information Systems (UK), Ltd, (TIU), hereby declares that the Strata CTX product complies with the requirements of the EC Directive 1999/5/EC, (aka Radio & Telecommunications Terminal Equipment directive). A manufacture's Declaration under this Directive allows connection to the relevant Public Network Services and the right to place the Product on the market.

The Strata CT is classified as "Call Routing Apparatus" it is intended to be connected to the various Public Telecommunications Network Services for the purpose of generating and terminating "calls". Table A-2 below lists the intended purposes of all the system interfaces.

Table A-2

Interface Type	Network Service
PCOU2F/RCOU	Analogue Loop Calling Unguarded Lines. PD7002
RPTU1F/RPTU2F	Euro ISDN30 service. Approved to TBR 4 & TBR12.
RBSU1A & RBSU2A	Euro ISDN2 service. Approved to TBR 3.
PACU2F/PACU3F	Analogue 4 wire Private Circuits, uses AC15 signalling. Approved to TBR 17.
PEMU2F/REMU	Analogue 4 wire Private Circuits, uses DC5 signalling. Approved to TBR 17.
Note RPTU1F does not support QSig without the correct firmware.	

The system must be installed in accordance with BS6701 parts 1 and 2, the latest issue shall apply.

Toshiba Information Systems claim approval to OFTEL general variation NS/V/1235/P/100020. The information contained in this paragraph supports Toshiba's claim:

The following features require the interconnection of 2 or more exchange lines.

- ♦ Multi-party conferencing
- ♦ Call Forward External*
- ♦ Translation of Un-used Extension numbers*
- ♦ DISA*

*Warning! *These features can allow an Incoming callers access to an outgoing exchange line. There is an engineering programming parameter which can disable these features. In addition the DISA feature can be "password" protected. USERS SHOULD BE AWARE THAT THESE FEATURES CAN BE USED FOR FRAUDULENT PURPOSES. Please consult your supplier to ensure any necessary security measures are enabled.*

Step 4: Network Planning Information

4-1.   Strata CTX Tone Plan.

Table A-3 below lists the characteristics of the tones and signals used in Strata CTX.

Table A-3

Tones/ Signal to:	Frequency	Cadence	Meaning
Exchange Line	Music On Hold 1209Hz	N/A 0.12 ON 2s Off	Call on Hold Internaql Hold Tone
DKT	1. 500/640Hz 2. 1240/1560Hz 3. 840/1060Hz 4. 860/1060Hz (T1) & 1240/1560Hz (T2) 5. 2000Hz mod by 10Hz 5. 500Hz 6. 1300Hz 7. 1000/800Hz 8. 1000/800Hz 9. 660/500 10. 2000Hz 11. 2000Hz 10Hz Intrpt 12. 860/1180Hz (T1) & 1300/1780Hz (T2)	1s On 3s Off **OR** 1sOn 1s Off 1s On 3s Off **OR** 1sOn 1s Off 1s On 3s Off **OR** 1sOn 1s Off T1-0.5s ON T2-0.5s On 3s Off **OR** T1-0.5s ON T2-0.5s On 3s Off 1s On 3s Off 1s On 1 S Off 0.6s On 1000Hz/0.6s On 800Hz 0.6s On 1000Hz/0.6s 800Hz 0.7s On 660Hz/0.7s On 500Hz 1s On 3s Off 1s On 1 S Off T1-0.5s ON T2-0.5s On Repeat	I/C PSTN call Opt.1 & 2. I/C PSTN call Opt.3 & 4. I/C PSTN call Opt.5 & 6. I/C PSTN call Opt.7. I/C PSTN call Opt.8. I/C PSTN to Busy DKT I/C Int call Opt 1 I/C Int call Opt 2 Call from D/phone A Call from D/phone B Call from D/phone B Busy/DND Override Recall Indication Emergency Ring down Call

Table A-3 *(continued)*

Tones/ Signal to:	Frequency	Cadence	Meaning
2 Wire extns	1. 20Hz	0.4s On 0.2s Off 0.4s On 3s Off	Ringing Signal Internal
	2. 20Hz	1s On 3s Off	Ringing Signal Internal
	3. DTMF A	80 or 160mS	Voice Mail Answer
	4. DTMF D	80 or 160mS	Voice Mail Disconnect
	5. DTMF B	80 or 160mS	Voice Mail Recall
	6. MWI Signal	0.9 ON/0.1s Off	Message Waiting Signal
	7. 20Hz	1s On 1 S Off	Recall Ringing Signal
	8. 1209Hz	2 bursts 0.16s On twice then 3s Off	External Call waiting
	9. 1209Hz	2 bursts 0.5s On twice then 3s Off	Internal Call waiting
Internal general	1. 350/440Hz	Continuous	Dial Tone
	2. 400(T1), 350/440Hz(T2)	4 bursts of 0.125s T2-3s On	DND Stutter Dial Tone
	3. 350/440Hz	5 bursts of 0.1s 3s On	MW Stutter Dial Tone
	4. 400/450Hz	0.4s On, 0.2s Off 0.4s On 2s Off	Ringing Back Tone
	5. 400Hz	0.375s On/0.375s Off Repeated	Normal Extension Busy
	6. 400Hz	0.375s On/0.375s Off Repeated	Busy-Extension in DND
	7. 400Hz	0.375s On/0.375s Off Repeated	NU/Reorder Tone
	8. 440Hz	1s On	Executive override
	9. 350/440Hz	3 bursts of 0.1s	Entry Tone
	10. 1209Hz(T1), 500Hz(T2)	T1-3 bursts of 0.25s, T2 0.25s three timess	Operation rejected. In call
	11. 350/440Hz	3 bursts of 0.125s	Operation accepted In call
	12. 2000Hz	2 bursts of 0.125s	Progmg Operation accepted
	13. 2000Hz	0.75s On	Prgmg Operation rejected
	14. 350/440Hz	1s On 2s Off Repeated	CFD stutter dial tone

4-2.   System Port to Port losses.

Table A-4 below lists the various "typical" transmission gains/losses when inter-connecting the various port types.

Table A-4

System Port Type	RCOU3R/ PCOU2F		RBSU2A		RPTU1F/ RPTU2F		PEMU2F/ REMU		PACU2F/ PACU3F		RSTU3F ASTU	
	to	fm	to	fm	to	fm	to	fm	to	fm	to	fm
PCOU2F/RCOU	3.7	3.7	1.8	1.9	1.8	1.9	3.1	3.2	-0.7	-1.5		
RPTU1F/2F	1.9	1.8	0	0	0	0						
RBSU2A	1.9	1.8	0	0	0	0						
PEMU2F/REMU	3.1	3.2	1.3	1.3	1.3	1.3	2.6	2.6	-2.0	-2.0		
PACU2F/PACU3F	-0.7	-1.5	-3.4	-2.5	-3.4	-2.5	-2.0	-2.0	-6.0	-6.0		
RSTU3F/ASTU	-0.5	-1.0	-2.4	-2.8	-2.4	-2.8	-1.1	-1.5	-5.9	-6.2	-5.2	-5.2

-Values indicate a transmission loss.

4-3.   Loudness Rating.

The table below lists the measured loudness rating of the Toshiba proprietary terminals.

SLR and RLR @ 0km PSTN. (All values are +/-dB)

Table A-5

System Port Type	PDKU2A/BDKU/BDKS ITS-A	
	SLR	RLR
PCOU2F/RCOU3F	1dB	-5dB to -16dB
RPTU1F/RPTU2F/RBSU1A	6dB	2dB to -10dB
PEMU2F/REMU	4dB	-2dB to -14dB
PACU2F/PACU3F	8dB	0dB to -9dB

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