

Strata[®] *DK24/56/96*

DIRECT STATION SELECTION CONSOLE USER GUIDE

Release 1, 2, 3, and 4

© COPYRIGHT 1992 TOSHIBA AMERICA INFORMATION SYSTEMS, INC.

All rights reserved. No part of this manual may be reproduced in any form or by any means — graphic, electronic, or mechanical, including recording, taping, photocopying, or the use of information retrieval systems — without express written permission of the publisher of this material.

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

Release _____

Issue 1, September 1992

TRADEMARKS AND SERVICE MARKS

The following trademarks and service marks are used in this document:

- STRATA®: registered trademark of Toshiba America Information Systems, Inc.

In accordance with U.S. Copyright Law, a license may be required from the American Society of Composers, Authors, and Publishers, or other similar organization, if radio or television broadcasts are used for the Music-on-Hold feature of this telecommunications system. Toshiba America Information Systems, Inc. disclaims any liability arising out of the failure to obtain such a license.

Toshiba America Information Systems, Inc. reserves the right to change any of this information including, but not limited to, product characteristics and operating specifications, without prior notice.

Table of Contents

STRATA DK

TABLE OF CONTENTS

	SUBJECT	PAGE
INTRODUCTION		
	General Description	ii
	Purpose	ii
	Feature Buttons	ii
	Button LED Indications	iii
CHAPTER 1		
	FEATURE OPERATION	1-1
	All Call Page	1-1
	Call Answering (CO Line or Intercom)	1-1
	Transfer To An Idle Station	1-1
	Call Transfer With Camp-on	1-2
	DSS Console Call Forward Override	1-3
	Night Transfer	1-4
	Date/Time/Day Adjustment	1-4

FIGURE LIST

FIGURE	TITLE	PAGE
1-1	Strata DK24 HDSS Console	1-6
1-2	Strata DK24/DK56/DK96 DDSS Console	1-7

GENERAL DESCRIPTION

The Direct Station Selection (DSS) console enables a station attendant to process a heavy load of calls quickly and efficiently. Used with a digital or electronic telephone for a dedicated answering position, the DSS console has 60 buttons which allow the attendant immediate access to features frequently used by an attendant. Outside calls, for example, can be transferred to stations with the touch of a button on the DSS console. Designated button LEDs indicate whether stations are idle or busy, quickly giving the attendant important information.

PURPOSE

This document is designed as a guide for operating the following types of DSS console models:

- The DDSS2060
- The DDSS1060
- The HDSS6560

Although these models look slightly different from each other, they operate almost exactly alike. The only operational difference between the consoles is the LED color indications, as noted in the "*Button LED Indications*" section later in this introduction.

FEATURE BUTTONS

Each DSS console button will provide one of the following functions:

ALL CALL PAGE

Press the **All Call** (or **AC**) button to page a group of telephone speakers assigned in system programming.

NIGHT TRANSFER

Press the **Night 1** (or **NT**) button to change the ringing pattern of incoming calls.

CO LINE ACCESS

Press a **Line** (or **CO**) button to answer an incoming call or to seize a CO line to make an outgoing call.

DIRECT STATION SELECTION (DSS)

Press a DSS button to transfer an outside call to a station or to make a call to a station. The label of each DSS button is designated by the intercom number of the station to which it is assigned.

SPEED DIAL

Press a **SD** button to speed dial a telephone number or feature access code(s) assigned to the button. **SD** buttons can be either for System Speed Dial numbers or Station Speed Dial numbers.

BUTTON LED INDICATIONS

The button LEDs on the DDSS2060 and the DDSS1060 DSS console models light as red or green. The LEDs will light as green during the following conditions:

- A Line (CO) LED will be green when the CO line is in-use by the console user.
- A DSS button LED will be green when calling or transferring an outside call to a station. (If calling a station, the LED will turn red as soon as the called station answers; if transferring to a station, the LED will turn red as soon as the DSS console attendant hangs up to complete the transfer.)

The LEDs will light as red during all other conditions. The LEDs of the HDSS6560 model DSS console are always red when lit, no matter what the condition.

NOTE: The LED color indications described in Chapter 1, "Feature Operation," apply specifically to the DDSS2060 and DDSS1060 models. Flash rates described in the chapter apply to all three DSS console models.

Chapter 1

STRATA DK

FEATURE OPERATION

ALL CALL PAGE

You can deliver a page to a group of station telephone speakers selected in system programming with the touch of a button.

To deliver an All Call Page announcement:

1. Lift the handset.
2. Press the **All Call** button.
3. Make your announcement in a normal voice level.
4. Hang up when you have completed your announcement.

The All Call LED will light steadily and be red.

The LED will turn off.

CALL ANSWERING (CO LINE OR INTERCOM)

Use the same procedures as with a digital or electronic telephone.

TRANSFER TO AN IDLE STATION

You can transfer outside calls to an idle station.

To Transfer an outside call to an idle station:

1. Press the **DSS** button corresponding to the station to be called.
2. Announce the call. You do not have to press any other button.

The outside line is placed on hold automatically. The Line LED will flash green at double the on-hold rate, and the DSS LED will flash green.

You will hear a single ring tone (This procedure is written for consoles that are using the the Voice First signaling mode; if the console is using the Tone signaling mode instead, you would hear successive ring tones.)

If the console was using Tone signaling, you would have to wait for the called station to answer before announcing the call.

3. Hang up.

The outside line will ring the called station when you hang up. While the called station is ringing, the DSS LED will become steady green, and the Line LED will flash green at the on-hold rate.

When the called station answers the call, the DSS LED will stay steady red, and the Line LED will become steady red.

NOTE: If the called station does not answer your call in Step 2, you can still transfer the call by hanging up. If the called station does not answer the transfer before a period set in system programming, the outside line will recall your station.

CALL TRANSFER WITH CAMP-ON

You can transfer an outside call to a busy station. Even though the LED of the DSS button associated with the busy station will be red before you try to transfer the call, use the DSS button to transfer the call.

To transfer an outside call to a busy station:

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

The outside line will be placed on hold automatically. The Line LED will flash green at double the on-hold rate, and the DSS LED will remain on.

You will hear a busy tone.

2. Hang up.

The outside line will ring the called station once with the camp-on tone ring after you hang up. While the called station is receiving this tone, the Line LED will flash green at the on-hold rate, and the DSS LED will remain on.

When the called station answers the transferred call, the Line LED will become steady red. The DSS LED will remain on.

NOTES:

- 1. The call will recall you and camp-on is cancelled if the station does not pick it up within a pre-determined time. Inform the caller of the situation, and repeat the procedure (if necessary).*

2. You may reconnect to a transferred line (anytime before it is answered) by pressing the appropriate **Line** button.
3. The Busy Override feature may be used instead of Call Transfer with Camp-on. See the Electronic or Digital Telephone User Guide for details.

DSS CONSOLE CALL FORWARD OVERRIDE

Either your telephone or your DSS console can be set in system programming to ring stations that are in the Call Forward mode, instead of being forwarded. Typically, the telephone will be provided with this override feature. 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 ring a station in the Call Forward mode from your telephone dial pad:

1. Call that station from your telephone dial pad.

Make this call like you would any other station call.

To ring a station in the Call Forward mode from your DSS console:

1. Call that station by pressing the associated **DSS** button on your DSS console.

NIGHT TRANSFER

Different ringing patterns are chosen by pressing the **Night** button (**Night 1** or **Night 2**, see notes that follow).

Depending upon system programming, either two or three night transfer patterns are available. The active pattern is shown by the state of the Night button LED:

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

NOTES:

1. *For Non-tenant Service: Ringing pattern can be changed by any DSS console(s).*
2. *For Tenant Service: CO lines are assigned and controlled independently:*
 - Night 1, TENANT 1 CO Lines*
 - Night 2, TENANT 2 CO Lines*
3. *In Tenant Service, one system is split so two businesses can use their telephones independently of each other.*

DATE/TIME/DAY ADJUSTMENT

This operation is possible from Port 00 only (usually Station 200). Station 200 is typically an attendant station for a DSS console.

DATE SETTING

To set the date:

1. Make sure the handset is on-hook.
2. Press the **Intercom** (or **INT**) button and dial **6 5 1**.
3. Enter the time in the "YYMMDD" format

YYMMDD = Year/Month/Day. Enter a leading 0 for any single digit entered. Example: To enter January 1, 1993, enter "930101".

4. Press the **Redial (RDL)** button.

Listen for confirmation tone. Press the # button if you do not have a **Redial (RDL)** button.

TIME SETTING

To set the time:

1. Make sure the handset is on-hook.
2. Press the **Intercom** (or **INT**) button and dial **6 5 2**.
3. Enter the time in the 24-hour clock format (HHMMSS).
4. Press the **Redial (RDL)** button.

HHMMSS = Hour/Minutes/Seconds. Enter a leading 0 for any single digit entered. Example: To enter 1:30 p.m and 07 seconds, enter "133007".

Listen for confirmation tone. Press the # button if you do not have a **Redial (RDL)** button.

DAY OF THE WEEK SETTING

To set the day of the week:

1. Make sure the handset is on-hook.
2. Press the **Intercom** (or **INT**) button and dial **6 5 3**.
3. Enter the code representing the day that you wish to set:

Use the following codes in Step 3 for setting the day of the week.

- 1 = Sunday
- 2 = Monday
- 3 = Tuesday
- 4 = Wednesday
- 5 = Thursday
- 6 = Friday
- 7 = Saturday

4. Press the **Redial (RDL)** button.

Listen for confirmation tone. Press the # button if you do not have a **Redial (RDL)** button.

STRATA DK24 HDSS CONSOLE BUTTONS

The electronic HDSS console's button assignments have been made for Strata DK24 initialized consoles. However, assignments are flexible and may be changed by service personnel. The DSS console may have the default numbers 200-223. This HDSS console may be used on Strata DK56/96 with initial assignments shown in Figure 1-2.

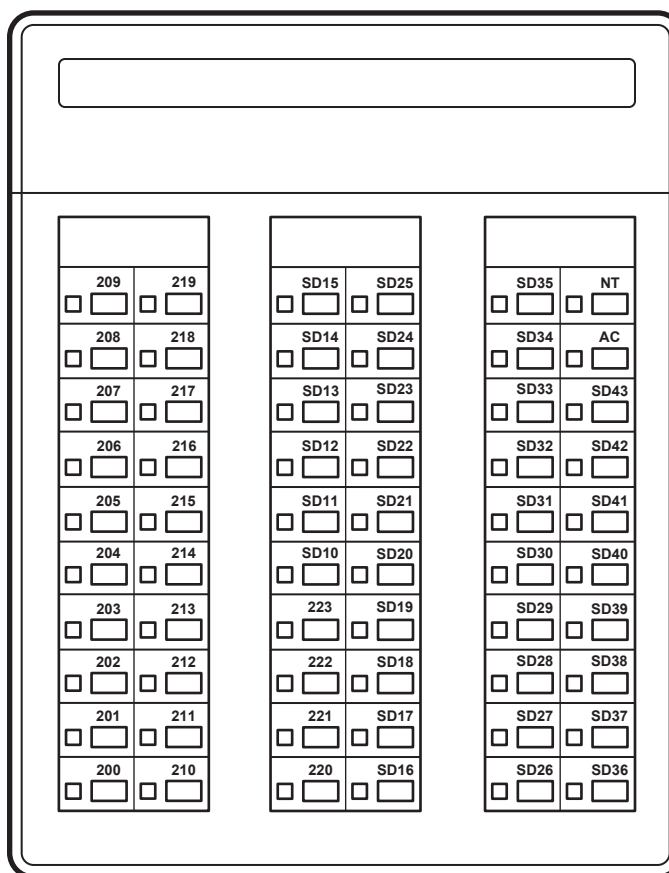


Figure 1-1
Strata DK24 HDSS Console

STRATA DK24/56/96 DDSS CONSOLE BUTTONS

The digital DDSS console's button assignments have been made for Strata DK24/56/96 consoles. However, assignments are flexible and may be changed by service personnel. The DDSS console will have the default numbers 200-257 as shown below. The most stations that this console can have is 257.

TOSHIBA					
209	219	229	239	249	Night 1
☐	☐	☐	☐	☐	☐
208	218	228	238	248	All Call
☐	☐	☐	☐	☐	☐
207	217	227	237	247	257
☐	☐	☐	☐	☐	☐
206	216	226	236	246	256
☐	☐	☐	☐	☐	☐
205	215	225	235	245	255
☐	☐	☐	☐	☐	☐
204	214	224	234	244	254
☐	☐	☐	☐	☐	☐
203	213	223	233	243	253
☐	☐	☐	☐	☐	☐
202	212	222	232	242	252
☐	☐	☐	☐	☐	☐
201	211	221	231	241	251
☐	☐	☐	☐	☐	☐
200	210	220	230	240	250
☐	☐	☐	☐	☐	☐

Figure 1-2
Strata DK24/56/96 DDSS Console

