

STRATA DK

Strata[®] *DK24/56/96*

ELECTRONIC TELEPHONE USER GUIDE

Release 1, 2, 3, and 4

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Release _____

Issue 1, September 1992

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Introduction

STRATA DK

INTRODUCTION

GENERAL DESCRIPTION

Toshiba electronic telephones incorporate state-of-the-art telecommunications technology and are designed to provide you with a vast array of calling features. They are easy to operate, and all features are accessed by either pushing a feature button or dialing a brief access code.

PURPOSE

This document is designed as a feature operating guide for Toshiba electronic telephone users within a STRATA DK24, DK56, or DK96 system operating with either **Release 1**, **Release 2**, **Release 3**, or **Release 4** software.

Each electronic telephone voice calling feature is addressed in this user guide. Your telephone may be equipped with a Liquid Crystal Display (LCD) for a variety of messaging features. See the Electronic Telephone LCD User Guide for LCD feature operation.

ORGANIZATION

This user guide is divided into the following sections.

The Introduction consists of a general description of the electronic telephones, as well as the purpose and organization of this document. Suggestions on how to use this user guide also appear in this section.

Chapter 1, "General Information," provides descriptions of the functions of all the feature buttons along with their associated Light Emitting Diodes (LEDs) available to the telephones.

Chapter 2, "Feature Operation," contains descriptions and operating procedures for all of the voice calling features available with the telephones.

Chapter 3, "Toshiba VP Integration," explains how to set up your telephone to forward calls to a Toshiba Voice Processing System and to retrieve recorded messages left by callers.

Chapter 4, "Centrex Application," describes the Centrex features which may be available with your STRATA DK system.

The Appendix provides space to record customized feature access codes, Speed Dial numbers, and more.

A glossary and an index are located at the end of the user guide.

HOW TO USE THIS GUIDE

Most of the features in this guide are available with your telephone. Software limitations and programming assignments may deny you access to some of them. Your system administrator can tell you which features you can access.

The information in this user guide is divided into distinct areas of content. Instructions for various procedures are referred to as Action Text and appear in the left-hand column of the page. Instructions appear in numerical sequence, enabling you to quickly perform a specific task. More detailed descriptions of these procedures, or explanations of their effects, are located in the right-hand column. Figure I-1 shows you the structure followed for each feature operation.

ACTION TEXT

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

**NOTES AND
WARNING
MESSAGES**

STRATA DK		FEATURE OPERATION
		AUTOMATIC OFF-HOOK SELECTION
		Automatic Off-hook Selection allows you to access a specific line or line group just by lifting the handset or pressing the SPEAKER button. This is an optional feature enabled in system programming.
To Make a Call:		
1. Lift the handset or press the SPKR button.		You will be connected to the option programmed.
2. Dial a telephone number, and proceed with your call.		If you hear silence, you must press the INT button or a CO or PL button before dialing the telephone number
		<i>NOTE: If your station is programmed with Ringing Line Preference, you can answer a line ringing your station by lifting the handset or pressing the SPEAKER button.</i>
		REPEAT LAST NUMBER DIALED
		This feature enables you to automatically redial the last number (outside or intercom) called by pressing the RDL button.
To Redial the Last Number Dialed:		
1. Lift the handset.		
2. Press any available CO button or INT button.		You will hear dial tone after you press the button.
3. Press the RDL (or #) button, and proceed with your call.		The last telephone number you dialed will be automatically redialed.
		AUTOMATIC BUSY REDIAL
		After reaching a busy outside number, you can activate Automatic Busy Redial (ABR) so that the STRATA DK system will automatically redial that number for you at programmed intervals. ABR is an optional feature enabled in system programming.

CHAPTER TITLES**FIRST LEVEL
HEADINGS****RESULTS OR
DETAILS
EXPLANATIONS
OR DETAILS OF
THE ACTION TEXT.**

**Figure I-1
Sample Page**

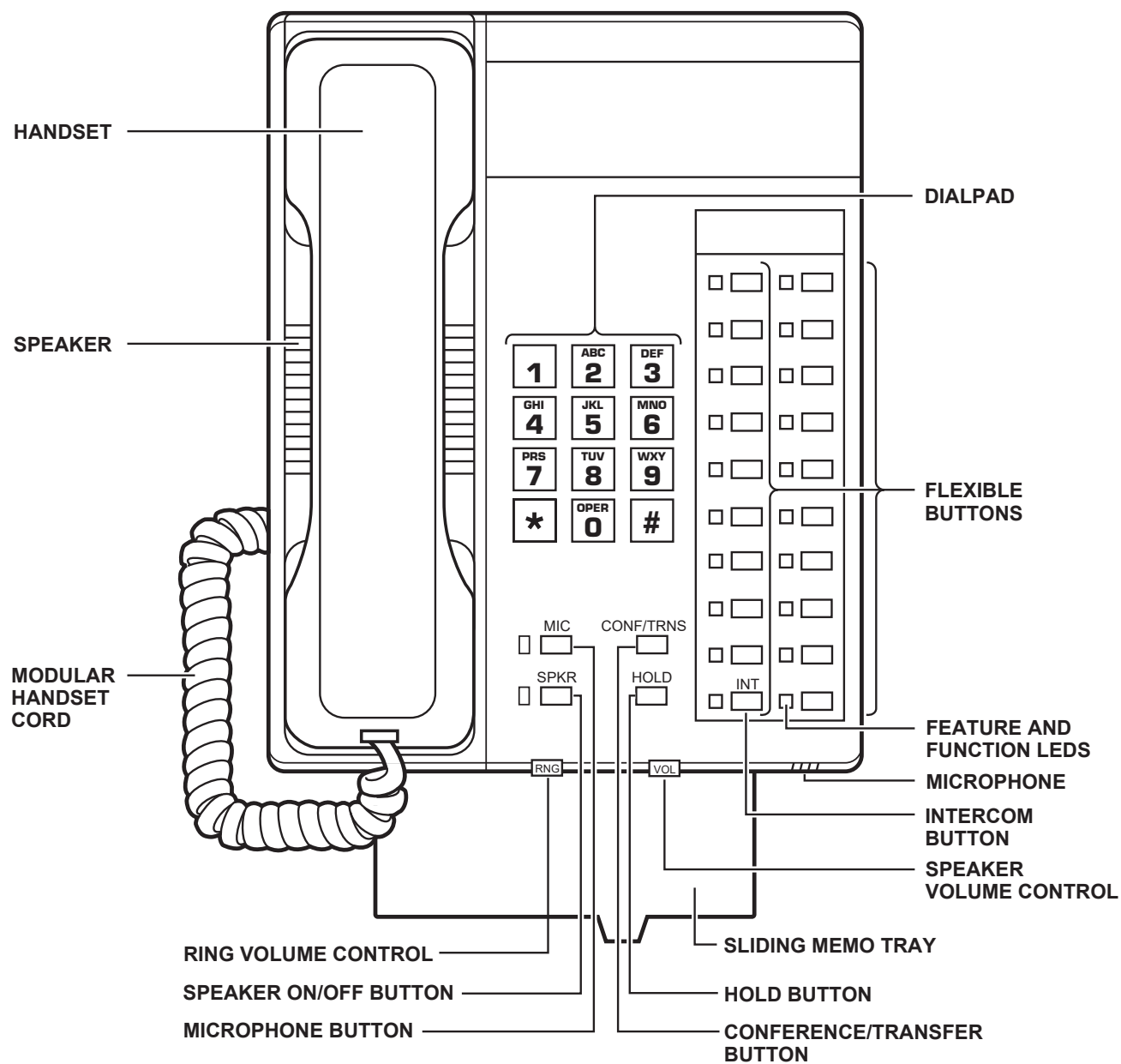


Figure I-2
20-button Electronic Telephone

Chapter 1

STRATA DK

GENERAL INFORMATION

PURPOSE

This chapter is designed to familiarize you with the controls and indicators located on your telephone. Understanding the function of the feature buttons and their associated LEDs will improve your efficiency with the telephone and will help you take advantage of the benefits of your telephone.

FEATURE BUTTONS

Some of the feature buttons described below appear on your telephone. These buttons provide quick access to features, saving you from having to remember access codes.

BUTTON LABEL

ACCNT

Account Code Button (Release 3 and higher)

Press to enter a Voluntary Account Code anytime during a CO line call without interrupting the conversation.

ALRM

Alarm Reset Button

Press to turn off a telephone alarm connected to a facility alarm mechanism.

AC

All Call Voice Page Button

Press to simultaneously page all of the electronic and digital telephones assigned to the "All Call Page Group" in system programming .

ABR

Automatic Busy Redial Button

Press to set up an Automatic Busy Redial after receiving busy tone on a dialed CO line call.

ACB

Automatic Callback Button

Press to recall a busy station or station in the Do Not Disturb (DND) mode as soon as that station becomes idle or exits the DND mode. Also used for CO line queuing.

BGM

Background Music Button

Press to turn Background Music on or off over your station speaker.

CFAC

Call Forward-All Call Button

Press to forward all calls to another station or voice mail device.

BUTTON LABEL

CFB	Call Forward-Busy Button (Release 2 and higher) Press to immediately forward calls to another station or voice mail device when your station is busy or in the Do Not Disturb mode.
CFB/NA	Call Forward-Busy/No Answer Button (Release 2 and higher) Press to forward calls to another station or voice mail device whenever your station is busy or in the Do Not Disturb mode. Also forwards calls when your station is not answered after three rings or 12 seconds.
CFNA	Call Forward-No Answer Button (Release 2 and higher) Press to forward calls to another station or voice mail device when your station is not answered after three rings or 12 seconds.
CFF	Call Forward-Fixed Button Press to set call forward to a station or voice mail device assigned in system programming.
PKUP	Call Pickup Button Press to initiate a Directed Call Pickup of CO line, intercom, and page calls.
PKUP1 or PKUP2	Call Pickup For Tenants Buttons Press the PKUP1 button to pick up Tenant 1 ringing CO line calls. Press the PKUP2 button to pick up Tenant 2 ringing CO line calls.
CO	Central Office Line Button Press to access or answer an outside line.
CONF/TRNS	Conference/Transfer Button (Fixed) Press to set up a Conference or a Transfer.
DSS	Direct Station Select Button(s) Press to ring a particular station assigned in programming. The LED associated with each DSS button provides the status (idle/busy) of the station assigned to the button.
DND	Do Not Disturb Button Press to activate or deactivate the Do Not Disturb mode at your station.
DRLK	Door Lock Button Press to open a door lock mechanism.

*BUTTON LABEL***HOLD****Hold Button (Fixed)**

Press to place internal or outside calls on hold.

INT**Intercom Button**

Press to access the intercom.

MSG**Message Select Button**

Press to Allow system and personal messages to be displayed on the optional 32-character Liquid Crystal Display (LCD).

MW/FL**Message Waiting/Flash Button—MW/FL**

Press this button to leave a Message Waiting Indication at another electronic or digital telephone that is not available to answer your call, or press to call back a station or voice mail device that leaves an indication at your station. (The Message Waiting Indication is a flashing MW/FL LED.)

This button can also be used to disconnect a call and recall dial tone for accessing PBX and Centrex features, and to enter pauses and flashes in Speed Dial numbers.

MIC**Microphone Button (Fixed)**

Press to turn the microphone off or on while your telephone is in use.

MCO**Microphone Cutoff Button**

Press to turn the microphone off or on while your telephone is idle, providing privacy when you receive handsfree intercom calls. Also functional while you are on a call that was initiated by the caller—the **MIC** button controls the microphone when you originate calls.

NT**Night Transfer Button**

Press to change the system's CO line ringing pattern for after hours incoming calls.

NT1 or NT2**Night Transfer For Tenants Buttons**

Press **NT1** to change the tenant 1 CO line ringing pattern for after hours incoming calls. Press **NT2** to change the Tenant 2 CO line ringing pattern for after hours incoming calls.

*BUTTON LABEL***PAU****Pause Button**

Press to enter a one-half-second or two-second pause when storing a Speed Dial number. The length of the pause is set in system programming.

PAU/L**Pause (Long) Button**

Press to enter a 10-second pause when storing a Speed Dial number.

PL**Pooled Line Button**

Press to access or answer a CO line from a group of lines appearing under one button.

PRIVACY**Privacy Button (Release 3 and higher)**

Press to block Privacy Override of a common CO line on your station. This button does not block Busy or Executive Override.

PRV RLS**Privacy Release Button**

Press to release privacy on a common CO line at your station so that another station user(s) can enter a conversation on that line.

RDL**Redial Button**

Press to redial the last telephone number dialed.

RLS**Release Button (Release 2 and higher)**

Press to disconnect an existing call and make your station idle.

SAVE**Save Button**

After dialing a telephone number, press to "save" the telephone number. Press the button later to redial the number.

SPKR**Speaker Button (Fixed)**

Press to turn the speaker on or off. If programmed for Auto Preference, the speaker button will also select a CO or intercom line. Also, used to disconnect on-hook speakerphone calls.

SD**Speed Dial Button—SD**

Press to speed dial a personally assigned telephone number or a feature access code.

SDF**System Speed Dial Button**

Press to dial a telephone number or Centrex/PBX feature assigned (fixed) in system programming.

*BUTTON LABEL***SDS****Speed Dial Select Button—SDS**

Press to access Speed Dial numbers.

TONE**Tone Button**

Press to change the outgoing dialing of a CO line from dial pulse to tone signaling.

VOLUME CONTROLS

Voice and ring tone volume levels are controlled by separate adjustable slides located at the bottom of the front panel. The right **VOL** control adjusts the speaker volume for dial tone, station Background Music, Off-hook Call Announce, and voice. The left **RING** control adjusts the ring tone and handsfree voice announcement levels.

LED INDICATIONS

CO button LEDs flash at different rates to indicate the status of CO lines and feature operation.

CO Incoming Call Rate

A CO LED will flash at the following rate when a call is incoming to your station:

- 1/2-second on, 1/2-second off

Consultation Hold Rate

During a consultation and screened transfer to another station, the CO LED will flash at the following rate at your station:

- 10 impulses per second (IPS)—The LEDs on other stations with this line will be lit steadily.

Exclusive Hold Rate

The CO LED of a line that you place on Exclusive Hold will flash at the following rate at your station:

- 10 IPS—The LEDs on other stations with this line will be lit steadily.

Hold Recall Rate

The CO LED will flash at the following rate (with matching tones) when a line that you placed on hold recalls your station:

- 2 IPS for 1 second, 10 IPS for 1 second—The LEDs on other stations with this line will be lit steadily.

Intercom Call Rate

The INT LED at your station will flash at the following rate when another station calls you:

- 10 IPS for 1 second, 1 second off

In-use Rate

The CO LED will flash at the following rate when you originate a CO line call at your station:

- 2 seconds on, 1/8-second off, 1/8-second on, 1/8-second off—The LEDs on other stations with this line will be lit steadily.

On-hold Rate

The CO LED will flash at the following rate at your station when you place a call on hold:

- 1/8-second on, 1/8-second off—The LEDs on other stations will flash at the following rate: 3/4 second on, 1/4 second off. (If using a Pooled Line button, the hold indication is only at the station that places the call on hold.)

Busy Station Transfer

When an outside call is transferred to your station when you are busy on another call, the CO LED will flash at the following rate:

- 10 IPS—The LEDs on other stations with this line will be lit steadily.

Chapter 2

STRATA DK

FEATURE OPERATION

OUTSIDE CALLS

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

To Make an Outgoing Call by Direct Access:

- | | |
|---|--|
| 1. Lift the handset. | If programmed for Automatic Off-hook Selection, your station will seize a CO or intercom line when you lift the handset. |
| 2. Press any available CO button.
... or ...
Press any available PL button. | After you press the Line button, you will hear CO line dial tone, and the CO LED will flash at the in-use rate.

You will hear CO dial tone, and the PL LED will flash at the in-use rate. |
| 3. Dial a telephone number. | You will no longer hear dial tone after dialing the first digit of the number, but the LED will continue to flash at the in-use rate. |
| 4. Hang up when the call is completed. | The LED will turn off. |

To Make an Outgoing Call by Dial Access:

- | | |
|---------------------------------|--|
| 1. Lift the handset. | If programmed for Automatic Off-hook Selection, your station will seize a CO or intercom line when you lift the handset. |
| 2. Press the INT button. | After you press the Intercom button, you will hear intercom dial tone, and the INT LED will flash at the in-use rate. |
| 3. Dial a CO line access code. | CO line number access codes are 7 0 1 ~ 7 3 6. With some systems, you may have to dial either the general group code (9), Least Cost Routing (LCR) code (9), or a Line Group code (8 1 ~ 8 9), instead of a CO line number access code.

You will hear CO line dial tone, and the status of the INT LED will continue to flash at the in-use rate. (If you dialed 9 in a system programmed with LCR, you may or may not hear intercom dial tone after dialing the LCR access code, depending on system programming.) |

- | | |
|--|---|
| 4. Dial a telephone number. | You will no longer hear dial tone after dialing the first digit of the number, but the LED will continue to flash at the in-use rate. |
| 5. Hang up when the call is completed. | The LED will turn off. |

To Receive a Call on a CO Line Button:

- | | |
|--|--|
| 1. When your telephone rings, press the CO button and lift the handset. | The status of the CO LED will change from the incoming call rate to the in-use rate when you press the button. |
| 2. Hang up when the call is completed. | The LED will turn off. |

To Receive a Call on a Pooled Line Button:

- | | |
|---|---|
| 1. When your telephone rings, press the PL button or lift the handset. | The status of the LED associated with the PL button will change from the incoming call rate to the in-use rate when you press the button or lift the handset. |
| 2. Hang up when the call is completed. | The LED will turn off. |

NOTE: A muted ringing while you are on a call on a PL button indicates that a call is incoming. Answer the incoming call without disconnecting the existing call by one of two ways:

- 1) Place the call on hold, then answer the incoming call by pressing and holding down the hookswitch for about one second.*
- 2) Transfer the call, then answer the incoming call by pressing and holding down the hookswitch for about one second.*

ON-HOOK DIALING

You can dial calls without lifting the handset. You must lift the handset to converse, unless your telephone is a full speakerphone.

OUTSIDE CALLS

You can dial an outside telephone number without lifting the handset.

To Dial an Outside Call While On-hook:

1. Press any available **CO** button or **PL** button.
... or ...
Press the **INT** button, then dial a CO line or a line group access code.

You will hear CO line dial tone when you press the button, and the CO or PL LED will flash at the in-use rate.

CO line number access codes are 7 0 1 ~ 7 3 6 and line group codes are 8 1 ~ 8 9. Some systems may require that you dial either the general group code (9) or Least Cost Routing code (9), instead.

You will hear CO line dial tone after you dial the access code, and the INT LED will flash at the in-use rate.

2. Dial a telephone number.
3. Lift the handset when the called party answers.
4. Hang up when the call is completed.

You will no longer hear dial tone after dialing the first digit of the number, but the LED will continue to flash.

The LED will continue to flash. You do not have to lift the handset, if you have a full speakerphone.

The LED will turn off.

Press the SPEAKER button to disconnect the call if you did not lift the handset.

INTERCOM CALLS

You can dial a station without lifting the handset.

To Dial an Intercom Call While On-hook:

1. Press the **INT** button.

You will hear dial tone when you press the button, and the INT LED will flash at the in-use rate.

- | | |
|--|--|
| 2. Dial a station number. | You will no longer hear dial tone after dialing the first digit of the number, but the LED will continue to flash. |
| 3. Lift the handset when the called station is answered. | The LED will continue to flash. You do not have to lift the handset if you have a full speakerphone. |
| 4. Hang up when the call is completed. | The LED will turn off. Press the SPEAKER button to disconnect the call if you did not lift the handset. |
-

GROUP LISTENING

This feature enables you to set your telephone so that you and people near your telephone can hear the distant party, but the distant party will not be able to hear you.

To Activate Group Listening:

- | | |
|--|---|
| 1. Establish an off-hook call with a distant party. | |
| 2. While holding down the SPKR button, place the handset on-hook. | |
| 3. Release the button. | The SPKR and MIC LEDs will light and the distant party's voice will be heard over the speaker of the telephone. |

To Deactivate Group Listening:

- | | |
|----------------------|---|
| 1. Lift the handset. | The SPKR and MIC LEDs will turn off. |
| | The telephone speaker will be deactivated, and the handset will be activated. |

AUTOMATIC OFF-HOOK SELECTION

Automatic Off-hook Selection allows you to access a specific line or line group just by lifting the handset or pressing the SPEAKER button. This is an optional feature enabled in system programming.

To Make a Call:

1. Lift the handset or press the **SPKR** button.

You will be connected to the option programmed.

If you hear silence, you must press the INT button or a CO or PL button before dialing the telephone number

2. Dial a telephone number, and proceed with your call.

NOTE: If your station is programmed with Ringing Line Preference, you can answer a line ringing your station by lifting the handset or pressing the SPEAKER button.

REPEAT LAST NUMBER DIALED

This feature enables you to automatically redial the last number (outside or intercom) called by pressing the RDL button.

To Redial the Last Number Dialed:

1. Lift the handset.
2. Press any available **CO** button or **INT** button.
3. Press the **RDL** (or **#**) button, and proceed with your call.

You will hear dial tone after you press the button.

The last telephone number you dialed will be automatically redialed.

AUTOMATIC BUSY REDIAL

After reaching a busy outside number, you can activate Automatic Busy Redial (ABR) so that the STRATA DK system will automatically redial that number for you at programmed intervals. ABR is an optional feature enabled in system programming.

To Activate ABR:

- | | |
|--|---|
| 1. While listening to busy tone, press the ABR button.
... or ...
While listening to the busy tone, press the CONF/TRNS button and dial 4 4 . | The ABR LED will flash when you press the button.

You will hear confirmation tone after your press the button. |
| 2. Hang up or press the SPKR button. | Hang up if the call was established off-hook; press the SPKR button if the call was established on-hook. |
| 3. The system will redial the number. | The system will redial every every 30 or 60 seconds (depending on system programming), up to 15 times (See Notes 1 and 2). |
| 4. Your telephone will receive ring tone when ABR dials the number and it is available. | The CO—or INT—and SPKR LEDs will flash. The called telephone number will ring. |
| 5. Lift the handset or press the SPKR button and wait for the party to answer. | If you fail to pick up the handset or press the SPKR button within 30 seconds after a connection is made, you will hear a muted ring for another 30 seconds, then the call will disconnect. |

To Cancel ABR:

1. Press the **ABR** button.
... or ...
Press the **INT** button and dial **4 4**.

NOTES:

1. *ABR will not be attempted while your station is busy, but will continue to time-out.*
2. *With each attempt:*
 - *The CO—or INT—and SPKR LEDs blink when the line is seized.*
 - *Dial tone is heard via the speaker.*
 - *The telephone number is redialed.*
 - *If busy, ABR will reset and try again.*

SPEED DIAL

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

With **Release 4** software, your station will time out to the idle mode if the following storage procedures are not completed within one or three minutes. The time is set in system programming.

STATION SPEED DIAL STORAGE

You can store personal telephone numbers on either Station Speed Dial buttons or access codes. You can call the telephone number by either pressing the button or dialing the access code.

To Store a Station Speed Dial Number:

1. Do Not Lift the handset.
2. Press the **RDL** (or **#**) button
3. Press the **SD** button you wish to store the telephone number on.
... or ...
Press the **SDS** (or *****) button and enter the code (1 0 ~ 4 9) that you want to store the telephone number in.
4. Enter the telephone number.

The **#** button can be used if your telephone does not have the RDL button.

SD buttons are assigned in system programming. If your telephone does not have SD buttons, use access codes, instead.

The ***** button can be used if your telephone does not have the SDS button.

Station Speed Dial number access codes are 1 0 ~ 4 9. Space is provided at the end of this user guide to record Speed Dial codes and their numbers.

You can enter up to 20 digits. See "Speed Dial Number Linking" later in this section for instructions on storing additional digits.

It may be necessary to insert a pause or flash signal in the number. See "Speed Dial Pause and Flash Storage" later in this section for more details.

5. Press the **RDL** (or **#**) button. The number will be stored and will be dialed when the SD button is pressed or the Speed Dial access code is dialed.

Repeat this procedure to replace the stored telephone numbers with new ones. To clear a Speed Dial entry, repeat the preceding procedure, skipping Step 4.

SYSTEM SPEED DIAL STORAGE

Only Station 200 (typically the system administrator's phone) can store System Speed Dial numbers, although they are available to all stations for dialing. System Speed Dial buttons can be assigned to stations in system programming.

To Store a System Speed Dial Number at Station 200:

1. Do Not Lift the handset.
2. Press the **RDL** (or **#**) button, then the **SDS** (or *****) button. The **#** button can be used if your telephone does not have the RDL button, and the ***** button can be used if your station does not have the SDS button.
3. Enter the access code (6 0 ~ 9 9) that you want to store the telephone number in. System Speed Dial number access codes are 6 0 ~ 9 9. (Space is provided in the Appendix to record Speed Dial codes and their numbers.) System Speed Dial buttons associated with the codes are assigned to stations in system programming.
4. Enter the telephone number. You can store up to 20 digits. See "Speed Dial Number Linking" later in this section for instructions on storing additional digits.

It may be necessary to insert a pause or flash signal in the number. See "Speed Dial Pause and Flash Storage" later in this section for more details.
5. Press the **RDL** (or *****) button. The number will be stored and will be dialed when the Speed Dial access code is dialed at a station, or when an SDF button associated with the code is pressed.

Repeat this procedure to replace the stored telephone numbers with new ones. To clear a Speed Dial entry, repeat the preceding procedure, skipping Step 4.

SPEED DIAL PAUSE AND FLASH STORAGE

Some Speed Dial numbers may require that a pause (long or regular) or hookflash be included in the number. For example, you may have to enter a pause at the beginning of a Speed Dial number to allow for dial tone delay.

To Store a Hookflash:

1. Press the **MW/FL** button.

If your telephone does not have a PAU button but has a MW/FL button, a pause will be entered instead of a hookflash when you try to store a hookflash. To store a hookflash with the MW/FL button, a PAU button must be on your telephone.

If your telephone does not have a PAU button and your STRATA DK system is operating with **Release 4** software, a hookflash can be stored by pressing the CONF/TRNS button and dialing 4 5 where the hookflash signal is required in the Speed Dial number string.

To Store a Regular Pause:

1. Press the **PAU** button

This pause—which will be one-and-a-half or three seconds, depending on system programming—can be entered anywhere in the Speed Dial number.

To Store a Long Pause:

1. Press the **PAU/L** button.

This pause, which is 10 seconds, can be entered anywhere in the Speed Dial number.

SPEED DIAL NUMBER LINKING

You can link any of your personally assigned Speed Dial Numbers (1 0 ~ 4 9) to System Speed Dial codes 9 0 ~ 9 9 or to any of the optional buttons associated with these 10 codes. Station 200 (usually the system administrator's station) can be used to link System Speed Dial codes 6 0 ~ 8 9 to codes 9 0 ~ 9 9. This allows up to 37 digits to be stored under one System Speed Dial button or code.

The number stored in location 9 0 ~ 9 9 will dial out first, followed by the number linked to 9 0 ~ 99. Typically, a company's special carrier access telephone numbers are stored in locations 9 0 ~ 9 9.

With **Release 4** software, your station will time out to the idle mode if the following procedure is not completed within one or three minutes. The time is set in system programming.

To Link a Number:

1. Press the **RDL** (or **#**) button. The **#** button can be used if your telephone does not have a RDL button.
2. Press a **SD** button. This will be the button on which you will store the linked number.
 . . . or . . .
 Press the **SDS** (or *****) button and enter a two-digit Speed Dial access code. This will be the code in which you store the linked number. The ***** button can be used if your telephone does not have the SDS button.
 Station users may enter Station Speed Dial codes (1 0 ~ 4 9). Station 200 can be used to enter System Speed Dial codes 6 0 ~ 8 9.
3. Press the **SDS** (*****) button
4. Enter the two-digit code to which the number will be linked (**9 0 ~ 9 9**). Only System Speed Dial Codes 9 0 ~ 9 9 may have numbers linked to them.
5. Enter the number to be linked. You may enter up to 17 digits. (Space is provided at the end of this user guide to record Speed Dial codes and their numbers.)
6. Press the **RDL** (or **#**) button. The number will be stored and will be dialed out when the optional linked System SD button is pressed or the linked System Speed Dial access code is dialed.

CALLING SYSTEM OR STATION SPEED DIAL NUMBERS

You can call Speed Dial numbers with the touch of a button or by dialing a brief access code. Speed Dial buttons are assigned to stations in system programming.

To Call with a Speed Dial button:

1. Access a CO line. You can access a CO line by pressing a CO or PL button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).
2. Press a **SD** button. The system will dial the telephone number assigned to the button.

3. Hang up when the call is completed.

To Call with a Speed Dial

Access Code:

1. Access a CO line.

You can access a CO line by pressing a CO or PL button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).

2. Press the **SDS** (or *****) button.

The ***** button can be used if your telephone does not have the SDS button.

3. Dial a 2-digit Speed Dial access code.

Station Speed Dial codes are 1 0 ~ 4 9, and System Speed Dial codes are 6 0 ~ 9 9.

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

CHAIN DIALING SPEED DIAL NUMBERS

You can call two or more Speed Dial numbers sequentially during one call. This enables you, for example, to add additional parties (conference calls) to your conversation with Speed Dialing.

To Chain Dial:

1. Access a CO line.

You can access a CO line by pressing a CO or PL button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).

2. Press the **SDS** (or *****) button.

The ***** button can be used if your telephone does not have the SDS button.

3. Dial a Speed Dial access code for the first telephone number to be dialed.

Station Speed Dial codes are 1 0 ~ 4 9, and System Speed Dial codes are 6 0 ~ 9 9.

4. Repeat Steps 2 and 3 to dial another telephone number.

5. Hang up when the call is completed.

SAVED NUMBER REDIAL

This feature enables you to store a dialed telephone or station number, then redial that number with the touch of a button. Your telephone must be assigned with the SAVE button in system programming.

To Save a Telephone Number:

1. While on a call that you dialed, press the **SAVE** button.

You can press the button anytime after you have dialed the final digit of the telephone number, but you must do it before you hang up or disconnect the call.

To Call a Saved Telephone Number:

1. Access a CO line.
2. Press the **SAVE** button.

You can access a CO line by pressing a CO or PL button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).

The system will automatically dial the "saved" number.

DTMF TONE DIALING WITH * AND

You may have to send * and # Dual-tone Multi-frequency (DTMF) tones to some devices or services, such as a voice mail device or computer output service. If you do not have both the SDS and RDL buttons on your telephone, you must first dial an access code to enable these tones to be transmitted. DTMF tones are automatically enabled on stations with both the SDS and RDL buttons.

To Output * and # DTMF Tones

1. While on an outside call, press the * button, then the # button.

You will now be able to output * and # DTMF tones, as well as digits 0 ~ 9.

This feature disables the Speed Dial feature. Speed Dial will be restored when you complete the call or place it on hold.

TONE/PULSE DIALING

With some older Central Offices, you may have to make calls using rotary dial pulses on CO lines. To access remote equipment (such as an answering machine) requiring Dual-tone Multi-frequency (DTMF) tones while on these lines, you must set your phone for tone dialing after you have dialed the telephone number. Your telephone must have a TONE button assigned in system programming to access this feature.

To Change to Tone Dialing:

1. Dial a telephone number on a CO line programmed for rotary dial pulses.
2. While the call is in progress, press the **TONE** button.

Although the CO line is programmed for rotary dial pulses, access the CO line and dial the telephone number like any other call described in this user guide.

After you press the button, the TONE LED will light steady red, and you will be able to send DTMF tones with your dialpad.

If the LED is off, tone dialing is not selected and you will not be able to send DTMF tones.

NOTE: When originating or receiving a new CO line call, the system will automatically place the line in the dial pulse mode.

PRIVACY OVERRIDE

This optional feature allows you to enter an established call on a private common CO line button. Up to two station users may enter an existing CO line-to-station call (allowing up to three stations to be connected to a CO line). To access this feature, your station must be assigned with Privacy Override in system programming, or the station that is already connected to the CO line must be in the Privacy Release mode.

To Override a Call:

1. Press a busy **CO** button.

You will now be connected to the CO line, and will be able to participate in the conversation.

An optional tone signal may be heard by the connected parties before you enter the conversation.

NOTE:

Private CO lines deny station users access to busy common CO line buttons. Besides Privacy Override, Privacy Release also enables station users to enter a call on a private CO line button.

PRIVACY BUTTON (Release 3 and higher)

This option blocks a user at a station programmed with Privacy Override from entering a CO line conversation. Your station must be assigned with the PRIVACY button in system programming to activate this feature, which will not block Busy Override or Executive Override. Busy and Executive Override are described later in this guide.

To Make All CO Lines on Your Station Private:

1. Press the **PRIVACY** button.

After you press the button, the PRIVACY LED will light steady, and station users will not be able to enter CO line calls on your station with Privacy Override.

To Cancel Privacy:

1. Press the **PRIVACY** button again.

The PRIVACY LED will turn off, and station users will now be able to enter CO line calls on your station with Privacy Override.

PRIVACY RELEASE

If you press the optional PRV RLS button, any other station user can enter your call on a private common CO line button just by pressing the CO button on his or her telephone. Your station must be assigned with the PRV RLS button in system programming to activate this feature.

To Activate Privacy Release:

1. While on an outside call, press the **PRV RLS** button.

After you press the button, the PRV RLS LED will light steady, and station users will be able to enter your calls by pressing a common CO line button.

To Deactivate Privacy Release while on a Call:

1. Press the **PRV RLS** button again.

The PRV RLS LED will turn off, and station users without Privacy Override will not be able to enter your calls by pressing a common CO line button.

If you do not deactivate Privacy Release while on the call, it will turn off when you hang up.

NOTE: Private CO lines deny station users access to busy common CO line buttons.

INTERCOM CALLS

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

To Make an Intercom Call:

1. Lift the handset.

You will hear silence after you lift the handset, unless your station has been programmed for Automatic Off-hook Selection.

Skip Step 1 if Automatic Off-hook Selection provides CO line dial tone when you lift the handset. Skip Step 2 if the feature provides intercom dial tone when you lift the handset.

2. Press the **INT** button.

After you press the button, you will hear intercom dial tone, and the INT LED will flash at the in-use rate.

3. Dial the desired station number.

If the called station is idle:

- If you hear a single ring ton with Voice First Signaling, you should make a voice announcement. (You can dial 1 to change to Tone Signaling.)
- If you hear ring tones with Tone Signaling, wait to see if the call is answered. (You can dial 1 to change to Voice First Signaling.)

If you receive busy tone:

- Dial 4 to set Automatic Call Back (ACB).
- Dial 2 or 2 1 to override or Off-hook Call Announce.
- Dial 3 to enter the station's conversation (system programmable option)

If you dial a busy or unanswered station and want to leave a Message Waiting Indication, dial 7.

4. Hang up when the call is completed.

To Receive an Intercom Call (Voice First Signaling):

1. You will hear a single long tone, followed by the caller's voice.
2. Lift the handset.
3. Hang up when the call is completed.

The INT LED will flash at the incoming call rate.

If the call were made with Tone signaling instead of Voice First Signaling, your phone would ring.

The INT LED will flash at the in-use rate after you lift the handset.

The INT LED will turn off.

HANDSFREE ANSWERBACK

You can answer intercom calls without lifting the handset.

To Receive a Handsfree Intercom Call:

1. You will hear a single long tone, followed by the caller's voice.
2. Don't lift the handset; speak at a normal voice level towards the telephone.

The INT LED will flash at the incoming call rate.

The MIC LED will light steady, indicating your microphone is active, and the SPKR LED will flash.

To control the volume level of the caller's voice, slide the Ring volume control to the desired setting.

NOTE: The Intercom button must be pressed (or the handset must be taken off-hook) before placing an intercom call on hold.

MICROPHONE CUT-OFF

You can prevent Handsfree Answer Back calls to your telephone by turning off the microphone while in the idle state. Microphone Cut-off prevents callers from monitoring the sounds near your telephone. Your station must be assigned with the Microphn Cut-off button in system programming to activate this feature.

To Cut Off the Microphone:

1. Press the **MCO** button.

After you press the button, the MCO LED will light steady, and the microphone and SPKR LED will not turn on when your telephone is called.

To Turn the Microphone On:

1. Press the **MCO** button again.

The MCO LED will turn off.

OFF-HOOK CALL ANNOUNCE (OCA)

This feature allows you to call and speak through the speaker of an off-hook, busy digital or electronic telephone. The called telephone must be equipped for OCA capability.

To Make an OCA Call with Voice First Signaling:

1. Lift the handset.
2. Call the desired station.

You will hear a warning tone and you will be able to talk to the called station if your station is programmed for automatic OCA operation.

If your station is not programmed for automatic operation, you will hear busy tone and must dial 2 to speak to the called station.

To Make an OCA Call with Tone Signaling:

1. Lift the handset.
2. Call the desired station.

3. When you receive busy tone, dial **2 1**.

Speak to the called station after dialing 2 1.

FORCED DISCONNECT

You can disconnect an OCA call made to your station.

To Force a Disconnect:

1. Press the **SPKR** button.

The OCA call will be disconnected after you press the button.

NOTES:

1. Stations in the Do Not Disturb mode cannot receive OCA calls.
2. The MIC and MCO buttons can prevent an OCA caller from listening to your conversation.
3. Adjust the volume level of the OCA caller's voice with the Vol slide control on the bottom of the front panel of your telephone.

CALL TRANSFER WITH CAMP-ON

You can transfer calls to busy stations with this feature.

NOTE: You cannot transfer (or camp-on) to stations that are in the Do Not Disturb (DND) mode.

To Transfer a Call (Voice First Signaling):

1. While on an outside call, press the **CONF/TRNS** button.
2. Dial the station number to which the call will be transferred.
3. Announce the call if the called station is idle, then hang up.

After you press the button, the CO LED will flash at the conference rate, and the INT LED will flash at the in-use rate.

You will hear a single ring tone. (If the call was made with Tone Signaling instead of Voice First Signaling, you would hear ringback tone.)

The INT LED will turn off, the CO LED will begin to flash at the on-hold rate, and the CO line will ring the called station. (See the Note that follows.)

The CO LED will become steady when the called station connects with the transferred call.

If the called station user fails to answer the call, you will receive a recall ring after a time set in system programming.

. . . or . . .

Hang up if the called station is busy.

The INT LED will turn off, and the CO LED will begin to flash at the on-hold rate. The CO line will camp on to the called station (see the Note that follows), and the called station will receive a warning tone.

The CO LED will become steady when the called station connects with the transferred call.

If the called station user fails to answer within a predetermined time, the call will recall you and camp-on will be cancelled. Inform the caller of the situation, and repeat the procedure if necessary.

NOTE: You may reconnect to a transferred line (anytime before it is answered) by pressing the appropriate CO button, or by dialing INT 4 2 if the CO button does not appear on your telephone.

ANSWERING A TRANSFERRED CALL

You can answer a call that is transferred to your station, whether you are idle or busy on another call.

To Answer While Idle (Voice First Signaling):

1. You will hear a single long tone, followed by an announcement.

The INT LED will flash at the incoming call rate.

2. Acknowledge the announcement.

3. When the transferring station hangs up, you will hear a ringing tone.

The CO LED will flash at the incoming call rate.

4. Press the appropriate **CO** button.

After you press the button, the CO LED will flash at the in-use rate, and you will be connected to the call.

NOTE: If your telephone has been assigned with Ringing Line Preference in system programming, you may press the SPKR button or lift the handset instead of pressing the CO button.

To Answer While Idle (Tone Signaling):

1. You will hear intercom ringing.
2. Lift the handset or press the **SPKR** button.
3. Speak to the transferring station.
4. You will be connected to the outside call when the transferring station hangs up.

The INT LED will flash at the incoming call rate.

After you press the button, the INT LED will flash at the in-use rate.

The INT LED will turn off, and the CO LED will flash at the in-use rate when the transferring station user hangs up.

To Answer While Busy:

1. You will hear a one-second warning tone.
2. You have several choices:
Press the **CO** button.

... or ...

Hang up.

... then ...

Press the **CO** button or lift the handset.

... or ...

The outside call is camped on to your station, and the CO LED will flash at the on-hold rate.

After you press the button, the existing call will be terminated (or placed on hold if your station has been programmed with the **Release 4** Auto Hold feature), and you will be connected to the transferred call. The CO LED will flash at the in-use rate.

The existing call will be terminated. The camped-on line will ring your telephone, and the CO LED will flash at the incoming call rate.

After you press the button, you will be connected to the transferred call, and the CO LED will flash at the in-use rate.

Press the **HOLD** button
(if conversing on a CO
line).

... then ...

Press the **CO** button

The existing call will be put on hold. The camped-on line will ring your station, and the CO LED will flash at the incoming call rate.

You will be connected to the transferred call, and the CO LED will flash at the in-use rate.

CONFERENCE CALLS

This feature enables you to add other parties to an existing call.

CONFERENCE WITH STATIONS AND CO LINES

Conference Calls can be up to two stations and two CO lines total, or up to three stations and one CO line total.

To Add a Second CO Line:

1. While on a CO line call, press the **CONF/TRNS** button.

After you press the button, you will hear intercom dial tone.

The CO LED will flash at the conference rate if the call is on a CO button; and the INT LED will flash at the in-use rate.

2. Access a second CO line and dial the next telephone number.

You can access a CO line by pressing a CO or PL button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).

If you receive a busy tone or no answer, return to the original connection by pressing the CO button or hang up, and the original connection will recall you immediately.

3. Press the **CONF/TRNS** button after the party answers.

Both CO LEDs will flash at the in-use rate.

All parties will be conferenced. You may add one more station to a two-CO line conference.

To Add a Station to a CO Line Call:

1. Press the **CONF/TRNS** button.

After you press the button, you will hear intercom dial tone.

The INT LED will flash at the in-use rate; and the CO LED will flash at the conference rate if the CO line call was established on a CO button.

2. Dial the number of the station to be added.

If you receive a busy tone or no answer, return to the original connection by pressing the CONF/TRNS button.

3. Press the **CONF/TRNS** button after the party answers.

All parties will be conferenced.

The CO LED will flash at the in-use rate if the CO line call was established on a CO button.

The new station will not be conferenced, unless its user lifts the handset or presses the INT button to answer.

Up to three stations (including your own) may conference with one CO line.

4. Repeat to add another party.
5. Hang up when the conference call is completed.

CONFERENCE WITH STATIONS ONLY

As many as four stations may be conferenced on one intercom line.

To Conference with Stations Only:

1. While on a station call, press the **CONF/TRNS** button.

After you press the button, you will hear intercom dial tone, and the INT LED will flash at the conference rate.

2. Dial the third station's number.

3. Press the **CONF/TRNS** button after the party answers.

The INT LED will flash at the in-use rate, and all parties will be conferenced.

4. To add the fourth station, repeat Steps 1 ~ 3.

CALL FORWARD

You can set your station with a variety of Call Forward modes.

NOTE: If Call Forward is set:

- *CO lines that ring your station **only** will forward—CO lines that ring more than one station will not forward.*
- *CO line calls transferred to your station will forward.*
- *Intercom calls will forward (handsfree calls may or may not).*
- *Call Forward has priority over the Station Hunt feature.*
- *Call Forward must be set before the call is received.*
- *Call Forward can be set with the touch of one button with **Release 4**. See User Programmable Feature Buttons later in this chapter.*

CALL FORWARD-ALL CALLS

If your station is idle or busy and has this feature activated, all calls to it will forward immediately. Your station will not ring.

To Set Call Forward-All Calls:

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Press the CFAC button.
... or ...
Press the INT button, then dial 6 0 1. | <p>The CFAC LED will flash.</p> <p>You will hear confirmation tone.</p> |
| <ol style="list-style-type: none"> 2. Enter the station number to which calls will forward. | <p>You will hear confirmation tone if 6 0 1 was dialed in Step 1.</p> |
| <ol style="list-style-type: none"> 3. Press the CFAC button or the SPKR button. | <p>The CFAC LED will become steady, and calls will forward to the stored station number.</p> |

To Cancel:

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Press the CFAC button.
... or ...
Press the INT button, dial 6 0 1, then press the SPKR button. | <p>The CFAC LED will turn off.</p> <p>You will hear confirmation tone.</p> |
|--|--|

CALL FORWARD-BUSY (Release 2 and higher)

Calls to your telephone while you are busy on another call or in the Do Not Disturb mode will forward immediately if this feature is set. Calls will ring as normal if your telephone is idle.

To Set Call Forward-Busy:

- | | |
|--|--|
| 1. Press the CFB button.
... Or ...
Press the INT button, then dial 6 0 2 . | The CFB LED will flash.

You will hear confirmation tone. |
| 2. Enter the station number to which calls will forward. | You will hear confirmation tone if 6 0 2 was dialed in Step 1. |
| 3. Press the CFB button or the SPKR button. | The CFB LED will become steady, and calls will forward to the stored station number. |

To Cancel:

- | | |
|---|--|
| 1. Press the CFB button
... Or ...
Press the INT button, dial 6 0 2 , then press the SPKR button. | The CFB LED will turn off.

You will hear confirmation tone. |
|---|--|

CALL FORWARD-NO ANSWER (Release 2 and higher)

All calls to your station when set with this feature will forward to a selected station if you fail to answer within 12 seconds or three rings, whichever occurs first.

*NOTE: Your station can be assigned in **Release 4** system programming not to Call Forward-No Answer when receiving Voice First (handsfree) calls. Callers can activate Call Forward-No Answer when this feature is set at your station by dialing 1 anytime during their voice announcement.*

To Set Call Forward-No Answer:

- | | |
|--|--------------------------|
| 1. Press the CFNA button.
... Or ... | The CFNA LED will flash. |
|--|--------------------------|

- | | |
|---|---|
| Press the INT button, then dial 6 0 3 . | You will hear confirmation tone. |
| 2. Enter the station number to which calls will forward. | You will hear confirmation tone if 6 0 3 was dialed in Step 1. |
| 3. Press the CFNA button, or the SPKR button. | The CFNA LED will become steady, and calls will forward to the stored station number. |

To Cancel:

- | | |
|--|---|
| 1. Press the CFNA button
... or ...
Press the INT button, dial 6 0 3 , then press the SPKR button. | The CFNA LED will turn off.

You will hear confirmation tone. |
|--|---|

CALL FORWARD-BUSY/NO ANSWER (Release 2 and higher)

All calls to your station set with this feature will forward immediately to a selected station whenever you are busy on another call or in the Do Not Disturb mode. Calls will also forward if you do not answer the call within 12 seconds or three rings, whichever occurs first.

NOTE: Your station can be assigned in system programming not to Call Forward-No Answer when receiving Voice First (handsfree) calls. Callers can activate Call Forward-No Answer when this feature is set at your station by dialing 1 anytime during their voice announcement.

To Set Call Forward-Busy/No Answer:

- | | |
|---|---|
| 1. Press the CFB/NA button.
... or ...
Press the INT button, then dial 6 0 4 . | The CFB/NA LED will flash.

You will hear confirmation tone. |
| 2. Enter the station number to which calls will forward. | You will hear confirmation tone if 6 0 4 was dialed in Step 1. |
| 3. Press the CFB/NA button or the SPKR button. | The CFB/NA LED will become steady, and calls will forward to the stored station number. |

To Cancel:

1. Press the **CFB/NA** button.
... or ...
Press the **INT** button, dial **6 0 4**, then press the **SPKR** button.
- The CFB/NA LED will turn off.
- You will hear confirmation tone.

CALL FORWARD-FIXED

All intercom and CO line calls to your station will forward immediately to a station set in system programming if you activate this feature. Your station must be assigned with the CFF button in system programming to activate this feature.

To Activate Call Forward-Fixed:

1. Press the **CFF** button.
- After you press this button, CFF LED will light steady, and all calls will forward to a station or voice mail device set in system programming.

To Cancel:

1. Press the **CFF** button.
- The CFF LED will turn off.

CALL HOLD

You can place intercom and CO line calls on hold.

To Hold a Call that Appears on a CO or Intercom Button:

1. While on a CO line or intercom call, press the **HOLD** button.
- After you press the button, the CO or INT LED will flash at the on-hold rate.
- You will hear a recall tone if you do not retrieve the held call before a time set in system programming.
- The call may be released automatically if the held party hangs up and the CO provides a hold-release signal.
- To place a Handsfree Answerback call on hold you must first lift the handset or press the Intercom button.

*NOTE: If your station is programmed with the **Release 4** feature Auto Hold, an existing call will automatically be placed on hold if your answer or make another call. You will not have to press the HOLD button. (See Auto Hold later in this chapter.)*

To Retrieve the Call:

1. Press the **CO** button or the **INT** button on hold.

The CO or INT LED will flash at the In-use rate.

CALL PARK

When your telephone does not have a feature button for a particular CO line, you can dial an access code to place a call on that line on hold (park) so that you can place a second call. You can also park an intercom call.

To Park a Call and Place another Call:

1. While on a call, press the **CONF/TRNS** button, then dial **4 1**.
2. Press the **INT** button or a **CO** button; then dial the desired number.
3. Hang up or press the **SPKR** button when the call is completed.

The call will be placed on hold/park after you dial 4 1. You can only have one call parked at your station.

The CO or INT LED will flash at the in-use rate.

The CO or INTLED will turn off.

To Retrieve the Parked Call on Your Telephone:

1. Press the **INT** button, then dial **4 2**.

You will be reconnected to the call.

NOTE: When a CO line is placed on hold or parked, it may be picked up from any station:

- *By pressing a common CO line button.*
- *Pressing the INT button and dialing 5 + the holding station's intercom number.*
- *Pressing the INT button and dialing 5 7 + the holding CO line's number—0 1 ~ 3 6.*

EXCLUSIVE HOLD

Exclusive Hold allows you to place a call on hold so that only you or somebody using a Call Pickup code at another station can retrieve it.

To Place a Call on Exclusive Hold:

1. While on an outside call, press the **HOLD** button twice.

After you press the button the second time, the CO LED will flash at the exclusive hold rate.

To Retrieve the Call:

1. Press the **CO** button that is on Exclusive Hold.

Another station user can pick up the call by dialing 5 plus your station number, or by dialing 5 7 plus the CO line number (0 1 ~ 3 6) that the call is held on.

CALL PICKUP

You can pick up a call that is ringing another station, a call placed on hold at another station, and other types of calls.

To Pick Up a Ringing CO Line in a Tenant System (Tenants 1 and 2):

1. Press the **PKUP1** or **PKUP2** button.
... or ...
Press the **INT** button and dial **5 9**.

After you press the button, you will be connected to an incoming CO line call.

You will be connected to an incoming CO line call after you dial 5 9.

DIRECTED CALL PICKUP

Directed Call Pickup provides you with several ways to pick up calls ringing in, or calls held at other stations. You can also pick up an intercom page and an external page with Directed Call Pickup.

To Use Directed Pickup:

1. Press the **PKUP** button
2. Station—Dial a Station number to pick up a call that is ringing in at or held at the station.
... or ...
Intercom Page—Dial **3 0**.
... or ...
External Page—Dial **3 5**.
... or ...
CO line on hold—Dial the CO line access code (7 0 1 ~ 7 3 6).
... or ...
Any ringing CO line—Dial **9**.
... or ...
Ringing Door Phone—Dial **3 0**.

If you do not have a Directed Call Pickup button, press the INT button, then dial 5, instead.

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

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

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

You will be connected to the CO line that is on hold.

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

You will be connected to the door phone.

DO NOT DISTURB

Intercom calls will not ring your station, calls can't be transferred to it, and Off-hook Call Announce calls to it will be denied if your station is in the Do Not Disturb mode. Incoming CO line calls, though, will mute ring at your station. You can continue to make calls as normal while in the Do Not Disturb mode.

To Activate Do Not Disturb:

1. Press the **DND** button.

After you press the button, the DND LED will light steady, and the Do Not Disturb mode will be activated.

To Deactivate Do Not Disturb:

1. Press the **DND** button.

The DND LED will turn off, and the Do Not Disturb mode will be deactivated.

NOTE: Calls will forward from your station if it set for Call Forward-Busy or Call Forward-Busy/No Answer while in the Do Not Disturb mode.

AUTOMATIC CALLBACK

After reaching a busy or Do Not Disturb station, you may set Automatic Callback to have the system call you back when the called station becomes available.

To Set Automatic Callback (Voice First Signaling):

1. After reaching a busy station, press the **ACB** button or dial **4**.

After you press the button or dial 4, the busy tone will stop. You will hear dial tone for two seconds, then the busy tone will resume.

2. Place the handset on-hook.

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

3. Your telephone will ring at a fast rate when the called station becomes idle:

The INT LED will flash at the incoming call rate.

4. Answer the call immediately. Answer within three rings to prevent the callback from being cancelled.

You will hear a single tone, and the INT LED will flash at the in-use rate. The called station will have voice announce activated. (With Tone Signaling, you would hear ringback tone and the called station would ring.)

If you hear a busy tone after answering a callback, the called party has already received or originated another call. Your request is not cancelled.
5. Proceed to voice announce and converse.

CO LINE QUEUING WITH AUTOMATIC CALLBACK

Automatic Callback enables you to be placed in a waiting queue for an available CO line after attempting access to a line group in which all lines are busy. The system will call you back when a line becomes available.

To Set CO Line Queuing:

1. If all outgoing lines are busy, you will hear busy tone after dialing a line access code.
2. Press the **ACB** button or dial **4**. After you press the button or dial 4, the busy tone will stop, you will hear dial tone for two seconds, then busy tone will resume.
3. Place the handset on-hook. You may make other calls while waiting for a line to become available.
4. Your telephone will ring at a fast rate when a CO line becomes idle. The CO LED will flash at the incoming call rate.
5. Lift the handset immediately. Answer within three rings to prevent the callback from being cancelled.

You will hear CO dial tone. (If you hear a busy tone, 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.)

The CO LED will flash at the In-use rate.

6. Dial a telephone number.

If the original call was made using Least Cost Routing (LCR), the telephone number would have been automatically dialed in Step 4.

7. Hang up when the call is completed.

To Cancel Automatic Callback (CO Line Queuing):

1. Press the **ACB** button.
... or ...
Press the **INT** button, then dial **4 3**.

Automatic Callback will be cancelled.

Automatic Callback will be cancelled.

ACCOUNT CODE CALLS

Entered before or after a call, Account Codes can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are recorded by the system and can, along with the details of the calls with which they are associated, be printed out on a Station Message Detail Recording (SMDR) report.

FORCED ACCOUNT CODES (Release 3 and higher)

Some applications may require that you enter an Account Code, called a Forced Account Code, before dialing a telephone number.

To Record a Forced Account Code:

1. Access a CO line.

You can access a CO line by pressing a CO or PL button, or by dialing an access code (7 0 1 ~ 7 3 6 for a line number; 8 1 ~ 8 8 for a line group; and 9 for the general group or Least Cost Routing).

You will hear dial tone after accessing a line. (If you dialed with Least Cost Routing you will not hear dial tone.)

2. Enter the Forced Account Code.

Dial tone stops after you dial the first digit. You will hear dial tone after you press the last digit of a valid account code, or busy tone if you dial an invalid code. (If you dialed with Least Cost Routing, you will not hear dial tone.)

3. Dial a telephone number.

Any digits dialed after the account code will be treated as part of a telephone number.

EMERGENCY OVERRIDE OF FORCED ACCOUNT CODES (Release 3 and Higher)

You can bypass Forced Account Code requirements with three emergency numbers, including 911. See your system administrator for these numbers:

1) 911 2) _____ 3) _____

VOLUNTARY ACCOUNT CODES

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

To Record a Voluntary Account Code With:

1. With **Release 3** and higher:
Anytime after seizing a CO line or during a call, press the **ACNT** button.

Your conversation will not be interrupted.

. . . or . . .

- With **Release 3** and higher:
Press the **SDS** (or *****) button
and dial **5 0**.

Your conversation will not be interrupted. If your station does not have a Speed Dial button, press * 5 0.

. . . or . . .

- With **Releases 1 and 2:**
Press the **CONF/TRNS**
button and dial **4 6**.

Your conversation will be interrupted.

2. Enter the Account Code.

If the code is valid, you will hear a confirmation tone (one-half second duration). If the code is invalid, you will hear two short confirmation tones. Repeat Steps 1 and 2 to dial another account code; the last code entered will be recorded.

If your station is programmed not to verify Account Codes, you will not hear a confirmation tone. (The outside party will not be able to hear tones when the Account Code digits are being entered or any confirmation tones.)

Any digits dialed after the code has been entered will be treated as part of the outside telephone number.

NOTE: Voluntary Account Codes can be set in system programming to change the Toll Restriction classification of your station. See your system administrator for more information.

VERIFIED ACCOUNT CODES (Release 3 and higher)

The length of Account Codes (Forced or Voluntary) is set in system programming. If Account Codes are Nonverified, any sequence of digits entered for a Forced or Voluntary Code will be valid, as long as the length matches the length set in system programming. Specific digits, though, must be entered with Verified Account Codes. Verified Account Codes are established in system programming or by designated stations

To Add, Delete, or Change Verified Account Codes From a Designated Station:

1. Press the **INT** button, then dial the Verified Account Code Change Access Code.

You will hear confirmation tone.

For security reasons the Account Code Change Access Code is not provided in this guide. Contact your system administrator for this access code.

2. Dial the Verified Account Code Number (0 0 0 ~ 2 9 9).

3. Enter the Verified Account Code.

Verified Account Codes can be one to 15 digits.

4. Press the **RDL** (or **#**) button. You will hear confirmation tone, and the code will be stored in memory.
- The newly entered code will overwrite any Verified Account Code that may have previously been stored with the Verified Account Code Number (0 0 0 ~ 2 9 9).
- You can use press the **#** button in Step 4 if your station does not have a RDL button.
5. Repeat Steps 1 ~ 4 to enter more Verified Account Codes. To erase an Account Code from memory, repeat the procedure, skipping Step 3.

PAGING

Station users can make page announcements to telephones and external speakers.

To Page:

- Lift the handset.
- Press the **INT** button and dial one of the following access codes:

3 0 = All Call	This code will allow a page to the speakers of telephones assigned to the "All Call Group" in system programming.
... or ...	
3 1 = Station Group A	This code will allow a page to telephones assigned to station page group A in system programming.
... or ...	
3 2 = Station Group B	This code will allow a page to telephones assigned to station page group B in system programming.
... or ...	
3 3 = Station Group C	This code will allow a page to telephones assigned to station page group C in system programming.
... or ...	
3 4 = Station Group D	This code will allow a page to telephones assigned to station page group D in system programming.
... or ...	
3 9 = All Call	This code will allow a page to the speakers of telephones assigned to the "All Call Group" in system programming. The page may also be sent to external speakers (all zones), if enabled in system programming.

. . . or . . .

3 5 ~ 3 8 = External Page
Zones (A ~ D)

Dial 35 for Zone A, 36 for Zone B, 37 for Zone C, and 38 for Zone D.

3. Make your announcement in a normal voice level and repeat it.
4. Hang up when you complete your announcement.

*NOTE: Each of the page access codes can be stored on a Speed Dial button with **Release 4**. See User Programmable Feature Buttons later in this chapter.*

ALL CALL PAGE BUTTON

You can make an All Call Page to digital and electronic telephones assigned to the "All Call Page group" with the touch of an All Call Page (AC) button assigned in system programming. Stations are assigned to the "All Call Page Group" in system programming.

To Make an All Call Page:

1. Lift the handset.
2. Press the **AC** button.
3. Make your announcement in a normal voice level and repeat it.
4. Hang up when you finish your announcement.

The AC button does not access external page speakers.

DOOR PHONE

Door phones can be used to call digital and electronic telephones selected in system programming. You can call a door phone and monitor the area surrounding the door phone.

To Answer a Door Phone Call:

1. You will hear a distinctive ringing tone.
2. Lift the handset.
3. Hang up when the call is completed.

Your phone will ring five times or only once, depending on system programming.

After you lift the handset, the INT LED will flash at the in-use rate and you will be connected to the door phone.

NOTE: To pick up door phone calls that are ringing other stations but not yours, press the INT button and dial 5 3 0.

To Call/Monitor a Door Phone:

1. Lift the handset.
2. Press the **INT** button.
3. Dial the intercom number for the desired door location.
4. Hang up when the call is completed or when you are finished monitoring.

You will hear intercom dial tone, and the INT LED will flash at the in-use rate.

151	Location	_____
152	Location	_____
153	Location	_____
154	Location	_____
155	Location	_____
156	Location	_____
157	Location	_____
158	Location	_____
159	Location	_____
161	Location	_____
162	Location	_____
163	Location	_____

*NOTE: Door phone numbers can be stored on Speed Dial buttons with **Release 4**. See User Programmable Feature Buttons later in this chapter.*

To Make a Call from a Door Phone:

1. Press the button and then release it.
2. When answered, speak at a normal voice level in the direction of the door phone.

You will hear a distinctive ringing tone (five times or once, depending on system programming).

HANDSFREE MONITORING

Calls placed on hold by an outside party may be monitored handsfree. This feature frees you from having to hold the handset to your ear until the outside party returns to the call, enabling you to take care of other tasks in the meantime.

To Use Handsfree Monitoring:

1. While on a call, press and hold down the **SPKR** button.
2. Place the handset on-hook.
3. Release the **SPKR** button.
4. Lift the handset when the distant party returns.

The SPKR LED will light.

The SPKR LED will remain on.

The SPKR LED will remain on, and sounds from the distant party are heard over your telephone speaker.

ALARM RESET

Your STRATA DK system may be connected to a facility alarm system. All telephones in the system will produce a startling tone whenever this alarm is activated. Station users with an ALARM button can reset the alarm by pressing the button.

BACKGROUND MUSIC (BGM) OVER TELEPHONE SPEAKERS

You may listen to optional Background Music over your station speaker.

To Listen to BGM on Your Telephone Speaker:

1. Press the **BGM** button.
... or ...
Press the **INT** button, dial **4 8 1**, then press the **SPKR** button.

You will hear BGM over your telephone speaker.

You will hear BGM over your telephone speaker.

NOTE: You can adjust the BGM volume level with the Vol control on the bottom of the front panel.

To Cancel BGM on Your Telephone Speaker:

1. Press the **BGM** button.
... or ...
Press the **INT** button, dial **4 8 0**, then press the **SPKR** button.

The BGM will quit playing over your telephone speaker.

The BGM will quit playing over your telephone speaker.

BACKGROUND MUSIC (BGM) OVER EXTERNAL SPEAKERS

Station 200 (typically the system administrator's station) only can turn on and off BGM over external speakers. Other stations can only control BGM being played over their speakers.

To Turn On BGM over External Speakers from Station 200:

1. Press the **INT** button, dial **4 9 1**, then press the **SPKR** button.

BGM will play over the external speakers after the SPKR button is pressed.

To Turn Off BGM over External Speakers from Station 200:

1. Press the **INT** button, dial **4 9 0**, then press the **SPKR** button.

BGM will quit playing over the external speakers after pressing the SPKR button.

DIRECT INWARD SYSTEM ACCESS (DISA)
(Release 2 and higher)

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

To Make a Direct Inward Station Call with DISA:

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

See the system administrator for this number.

2. Listen for the ringback tone signal, then listen for intercom dial tone.

Try again if you hear busy tone.

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

3. Dial a station number.

You will be connected when the station answers.

If you receive busy tone or wish to dial another number while ringing the station, press the ***** button to receive dial tone, allowing another number to be dialed.

If the call is not answered after six rings or 24 seconds, whichever comes first, busy tone will be sent. Dial ***** to access dial tone and dial the same or another number. To call another station after completing a DISA station call, the internal party must transfer you. Station and System Page cannot be accessed on DISA calls.

To Make an Outgoing Call with DISA (Release 2 and higher):

1. From outside the system, call the DISA CO line telephone number: ____-_____.
See the system administrator for this number.
2. Listen for the ringback tone signal, then listen for intercom dial tone.
Try again if you hear busy tone.
Dial tone will be present for 10 seconds to allow direct dialing of a station intercom number or CO line access code. If a number is not dialed, the system automatically causes the DISA CO line to ring at telephones as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it will disconnect.
3. Dial a CO line or line group access code.
CO line number access codes are 7 0 1 ~ 7 3 6, and line group access codes are 8 1 ~ 8 8. The Least Cost Routing code (9) is not allowed.
4. If a DISA security code is required, dial the code, then listen for CO dial tone.
... or ...
If a DISA security code is not required, you should hear CO dial tone.
If required, see the system administrator for this number. If the correct code is not entered, the call will be disconnected.
5. Dial a telephone number.
A timer tone that is audible to both parties will sound approximately four minutes after the call was made. Dial 0 to reset the timer each time the tone sounds for an additional four minutes. If you fail to dial 0, the call will disconnect approximately one minute after the tone.
6. Hang up when the call is completed.

DISA SECURITY CODE ENTRY/CHANGE/CANCEL (Release 2 and higher)

Only stations selected in system programming can enter, change, and cancel the DISA security code.

To Enter, Change, or Cancel the Code from a Selected Station:

1. Press the **INT** button, then dial the three-digit access code.
2. Enter the new DISA security code (1 ~ 15 digits).
3. Press the **RDL** button.

After you dial the access code, you will hear confirmation tone.

For security purposes, the access code is not published here, but it is available from your system administrator.

If a DISA security code is not entered, the security code will be cancelled and outgoing line access via DISA will not require a security code.

You will hear confirmation tone.

DIRECT STATION SELECTION BUTTONS (HOTLINE)

This optional feature allows you to connect directly to another station by pressing a Direct Station Selection (DSS) button. The LED of the button shows the status (idle/busy) of the station associated with it. If connected to a CO line, pressing this button will put the outside party on hold. Transfer the call as you would normally, by voice announcing or camping on by hanging up.

DOOR LOCK

Your telephone may have an DRLK(s), which unlock door locks when pressed.

Door Lock Button	Location
DRLK 0	_____
DRLK 1	_____
DRLK 2	_____
DRLK 3	_____
DRLK 4	_____

The door lock will unlock for three or six seconds when you press the button, depending on system programming. The DRLK LED will turn on during this period.

MESSAGE WAITING

If you call a station and its user does not answer, you can leave a message waiting indication by pressing the MW/FL button. The MW/FL LED at the called station will flash after you press the button. The user can call you back by pushing the button associated with the flashing LED. (Voice mail devices, as well as station users, can leave message waiting indications.)

Up to four Message Waiting indications may be left at a station at one time. One of the indications is reserved for the Message Center set in system programming.

To Answer a Message Waiting Indication on Your Telephone:

1. The **MW/FL** LED will flash at your station.

2. Lift the handset, press the **INT** button, then the **MW/FL** button.

Your phone will ring the station or voice mail device that set the indication.

Wait for an answer to receive the message.

If there is no answer, hang up and try at a later time. (The LED will continue to flash) If the MW/FL LED turns off, you have no more messages.

3. After receiving the message, place the handset on hook.

If the MW/FL LED continues to flash, you have more messages—repeat Steps 1 ~ 3 to retrieve them.

Voice mail devices cancel the indication after a short delay set with the device.

To Set an Indication on another Telephone:

1. Press the Intercom button and dial a station.

2. If you hear busy tone or the called station is unanswered, press the **MW/FL** button or dial **7**.

The MW/FL LED will flash at the called telephone.

The MW/FL LED will light steady at your telephone.

3. Press the **SPKR** button.

The MW/FL LED will continue to flash at the called telephone, until the called party retrieves the message by pressing their MW/FL button.

The MW/FL LED will turn off at your station.

To Cancel the Indication Set on your Telephone:

1. Answer the Indication, as detailed above.
... or ...
Press the **MW/FL** button.

The called party must answer—by either going off-hook or by pressing the SPKR button—for the indication to be cancelled automatically.

Do not press the INT button.

To Cancel the Indication that You Set at another Station:

1. Dial the station number on which you left the indication.
2. Press the **MW/FL** button twice.

NIGHT TRANSFER

Your system can operate with two or three ringing patterns. Three-ringing pattern systems feature the DAY, DAY 2, and NIGHT modes, while two-ringing pattern systems consist of the DAY and NIGHT modes. These ringing patterns are chosen by pressing the optional NT button, assigned in system programming.

The NT LED indicates the active pattern, as follows:

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

OVERRIDE CALLS

You can enter an established conversation with Executive Override. Busy Override allows you to send a tone to a busy station to indicate that a call is waiting, and Do Not Disturb Override lets you send a tone to an idle station in the Do Not Disturb mode to indicate an important call.

To Initiate Executive Override:

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

After dialing 3, you will enter the conversation. An optional tone signal may be heard by the called parties prior to your entrance.

Your station must be enabled in system programming for Executive Override.

To Initiate a Busy Override Signal:

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

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

For Off-hook Call Announce activation:

- If the busy station is equipped with Automatic Off-hook Call Announce, you will not receive a busy tone and you may converse with the called party after dialing the station number.
- If the called station is equipped for manual Off-hook Call Announce, dialing 2 or 2 1 will make an Off-hook Call Announce call to that station.

To Initiate a Do Not Disturb Override Signal:

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

After dialing 2, a tone signal will be heard at the Do Not Disturb station, indicating that a call is waiting.

Your station must be enabled in system programming to send a Do Not Disturb Override signal.

NOTE: Privacy Override and Off-hook-Call Announce are described in separate sections of this guide.

SPEAKERPHONE

You can make and receive calls without lifting the handset if your telephone is a speakerphone model.

OUTSIDE CALLS

You can make and receive outside calls without lifting your handset.

To Make an Outside Call (On-hook Dialing)

1. Leave the handset on-hook.

2. Press any available **CO** button.

. . . or . . .

Press the **INT** button, then dial a CO line or line group access code.

After you press the button, the CO LED will flash at the in-use rate, and you will hear dial tone.

The INT LED will flash at the in-use rate, and you will hear dial tone.

CO line access codes are 7 0 1 ~ 7 3 6; line group codes are 8 1 ~ 8 8; and the general group and Least Cost Routing code is 9.

3. Dial a telephone number.

You will hear ringback tone (or busy tone, if busy).

4. Speak at a normal voice level towards the telephone.

5. Press the **SPKR** button to disconnect the call.

To Receive an Incoming Call:

1. You will hear a ringing tone.

The CO LED will flash at the incoming call rate.

2. Leave the handset on-hook.

3. Press the **CO** button next to the flashing LED.

After you press the button, the CO LED will flash at the in-use rate, and you will be connected to the call.

4. Speak at a normal voice level towards the telephone.
5. Press the **SPKR** button to disconnect the call.

TONE/VOICE FIRST SIGNALING

Your STRATA DK system may be set for Tone Signaling or Voice First Signaling as the standard intercom call signaling method. The Tone Signal consists of successive ring tones, while the Voice First Signal consists of a tone burst followed by the caller's voice. You can change to the alternate signaling method on a call-by-call basis.

To Change the Signaling Method:

1. Call another station via intercom.

Depending on the system method, the following will happen:

- If Tone Signaling, you will hear a ring tone (one second) every four seconds.
- If set for Voice First Signaling, you will hear a tone burst and you will be able to converse.

2. Dial **1**.

After you dial 1, the alternate method will be activated.

3. Speak to the party when the call is answered.

INTERCOM CALLS

You can make and receive intercom calls without lifting your handset.

To Make an Intercom Call (On-hook Dialing) with Voice First Signaling:

1. Leave the handset on-hook.
2. Press the **INT** button.

After pressing the button, the INT LED will flash at the in-use rate, and you will hear intercom dial tone.

3. Dial the desired station number.

You will hear a single ring tone if the called station is idle. (If the call was made with Tone Signaling, you would hear ringback or busy tone.) Dialing 1 after the station number will change the signaling method; see "Tone/Voice First Signaling" for more information

If you dial a busy station:

- Dial 2 or 21 to override or Off-hook Call Announce to the called station.
- Dial 3 to Executive Override (system programmable option) the called station.
- Dial 4 to set Automatic Call Back.

If the called station is busy or unanswered, you can dial 7 to set a Message Waiting Indication at it.

4. Speak at a normal voice level toward the telephone.

Ask the called party to push the INT button if their station is a speakerphone or to pick up the handset.

5. Press the **SPKR** button to disconnect the call.

MICROPHONE CONTROL

Press the MIC button to switch the microphone on and off while your telephone is in use (also see Microphone Cut-off). The MIC LED indicates the status of the microphone:

LED	MICROPHONE
ON	ON
OFF	OFF

All electronic telephone users can answer intercom calls handsfree (on-hook) via the microphone, but only users with a speakerphone can talk handsfree when originating calls while on-hook.

The microphone and accompanying LED are always on when receiving intercom calls to allow Handsfree Answerback, and may be on or off when placing an on-hook CO line or intercom call.

- Each station's microphone may be set in system programming to be either on or off at the start of handsfree dialing.
- Each station's MIC button may be set in system programming to switch on/off with one touch or to switch off only while pressed.

NOTES:

1. To change from speakerphone to handset, lift the handset.
2. To change from handset to speakerphone:
 - Press and hold down the SPKR button.
 - Return handset on-hook.
 - Release the SPKR button.
3. The MIC and MCO buttons function on Off-hook Call Announce calls for privacy.

TWO (TANDEM) CO LINE CONNECTION

This feature allows a station user to connect two CO lines, then drop out of the conversation.

To Establish a Tandem CO Line Connection (Trk--Trk):

1. While on a CO line call, press the **CONF/TRNS** button.
2. Press a **CO** button and dial a telephone number.
3. Press the **CONF/TRNS** button after the party answers.
4. Press the **CONF/TRNS** button.
5. Hang up.

After you press the button, you will hear intercom dial tone, the CO LED will flash at the conference rate, and the INT LED will flash at the in-use rate.

The new CO LED will flash at the in-use rate.

The CO LEDs will both flash at the in-use rate, and all parties will be conferenced.

If you receive a busy tone or no answer, return to the original connection by pressing the original CO button.

You will hear intercom dial tone.

The CO LEDs will both flash at the exclusive hold rate, and the INT LED will flash at the in-use rate.

Both CO LEDs will continue to flash at the exclusive hold rate, and the two lines will be connected. The INT LED will turn off.

If the public 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 (See "Supervision" that follows).

SUPERVISION

You may have to monitor the Tandem call and disconnect the CO lines when the call is completed.

To Supervise a Tandem Call and Release It:

1. Press either **CO** button.

After you press the button, you will be connected to both CO lines, and both CO LEDs will flash at the In-use rate.

2. If the parties have hung up, go back on-hook.
... or ...
If the parties are still talking, press the **CONF/TRNS** button and hang up.

Both CO LEDs will turn off, and the connection will be released.

TIMED REMINDERS

You can set five separate reminders at your station. Your telephone will sound a distinct beeping at the exact minute and hour you set for any of these reminders, either one time or daily.

To Enter a Timed Reminder:

1. Press the **INT** button and dial **6 0 5 ~ 6 0 9**.

You have a choice of five different reminders.

2. Enter the desired time.

Set the time by entering two digits for the hour of the day (HH), then two digits for the minute. To enter a reminder for 8: 30 a.m., enter 0 8 for the hour, then 3 0 for the minute. To enter a reminder for 8: 03 p.m., enter 2 0 for the hour (8 p.m. is the 20th hour of the day), then 0 3 for the minute.

3. Dial **0** for the reminder to be repeated every day, or **1** for a one-time reminder only.

4. Press the **RDL** (or **#**) button.

The time will be recorded in memory, and you will hear a beeping tone for 30 seconds (or until cancelled by going off-hook) when the hour and minute occur.

To Cancel a Timed Reminder:

1. Press the **INT** button, then dial **6 0 5 ~ 6 0 9**.
2. Press the **RDL** (or **#**) button.

Dial 6 0 5 to cancel the reminder set for 6 0 5; or dial 6 0 6 to cancel the reminder set for 6 0 6, etc. You can only cancel one reminder at a time.

The reminder will be cancelled.

TOLL RESTRICTION OVERRIDE/TRAVELING CLASS

You can completely override Toll Restriction at selected stations or, with **Release 3** and higher, you can change the station's Toll Restriction class to another class. The station will resume its normal class at the conclusion of the call.

To Override/Change Toll Restriction:

1. Lift the handset.
2. Press a Toll Restricted **CO** button.
3. Press the **CONF/TRNS** button and enter **4 7**.
4. Enter the Toll Restriction Override Code (four digits).
5. Dial a telephone number.

After pressing the button, you will hear dial tone, and the CO LED will flash at the in-use rate.

You can also press the INT button, then dial a line number or line group access code to seize a CO line

You will no longer hear dial tone.

You will hear dial tone.

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

TOLL RESTRICTION OVERRIDE/TRAVELING CLASS CODE REVISION

Stations selected in system programming can add, delete, and change the Toll Restriction Override/Traveling Class codes.

To Add, Delete, or Change Override/ Traveling Class Codes from a Selected Station:

1. Press the **INT** button, then enter the three-digit Toll Restriction Override Change Access Code.
2. Enter a four-digit override code.
3. Press the **RDL** (or **#**) button.

After entering the code, you will hear confirmation tone.

For security reasons, the change access code is not in this guide. It is available from your telephone system administrator.

You will hear confirmation tone, and the code will be stored in memory.

Repeat Steps 1 ~ 3 to enter more Toll Restriction Override/Traveling Class codes.

AUTOMATIC HOLD (Release 4 and higher)

You can automatically place a call on a CO line button on-hold by just pressing another outside line or the Intercom button—there is no need to push the HOLD button. You can also switch between the new call and the original call without having to press the HOLD button. Automatic Hold is assigned on a station-by-station basis in system programming.

To Use Automatic Hold

1. While on an outside call, press another **CO** button or the **INT** button to receive or originate a new call.

After you press the button, the original CO LED will flash at the on-hold rate, and the original call will be placed on-hold.

The LED of the new call will flash at the in-use rate, and the new line will be accessed.

To Switch between Calls:

1. Press the **CO** or **INT** button of the held call.

The LED of the line just automatically placed on-hold will flash at the On-hold rate, and the LED of the line just accessed will flash at the In-use rate.

USER PROGRAMMABLE FEATURE BUTTONS**(Release 4 and higher)**

You can program Speed Dial buttons or codes to access features, as well as telephone numbers. You can store up to 20 digits, enabling you to access a sequence of features, such as Call Park and Page, with a code in a Speed Dial button. A list of feature access codes follows these storage instructions.

To Store Feature(s) or Telephone Numbers on a Button:

1. Do not lift the handset.
2. Press the **RDL** (or **#**) button.
3. Press one of the **SD** buttons.
4. Enter a feature access code or sequence of codes.
5. Press the **RDL** (or **#**) button.

If you lifted the handset in Step 1, the system would automatically dial the number that you most recently dialed.

Refer to the Feature Access Code List that follows in the next few pages.

You can enter 20 digits maximum. Dial pad digits count as 1 digit, while the CONF/TRNS and INT feature buttons each count as two.

The feature access code or codes will be stored in memory.

NOTES:

1. *With **Release 4** and higher, if the preceding sequence is not completed within one or three minutes (system programmable time), the operation will time out and your telephone will be placed in the idle condition.*
2. *To exit the entry mode to answer or make a call, press the RDL button.*

To Store Codes in a System or Station Speed Dial Location:

1. Do not lift the handset.
2. Press the **RDL** (or **#**) button, then the **SDS** (or *****) button.

If you lifted the handset in Step 1, the system would automatically dial the number that you most recently dialed after you press the RDL button.
3. Dial a 2-digit Speed Dial location.

Station Speed Dial locations are 1 0 ~ 4 9. System Speed Dial locations are 6 0 ~ 9 9 and can only be stored at Station 200 (typically the system administrator's station).
4. Enter a feature access code or sequence of codes.

Refer to the Feature Access Code List on the following pages.

You can enter 20 digits maximum. Dial pad digits count as 1 digit, while the CONF/TRNS and INT feature buttons each count as two.
5. Press the **RDL** (or **#**) button.

The feature access code or codes will be stored in memory.

NOTES:

1. With **Release 4** and higher, if the preceding sequence is not completed within one or three minutes (system programmable time), the operation will time out and your telephone will be placed in the idle condition.
2. To exit the entry mode to answer or make a call, press the RDL button.

FEATURE	6500 SERIES TELEPHONE FEATURE CODE
Automatic Call Back	RDL + SD + 4 + RDL
Background Music (External Speakers On)	RDL + SD + INT + 4 9 1 + RDL (Station 200 only)
Background Music (External Speakers Off)	RDL + SD + INT + 4 9 0 + RDL (Station 200 only)
Call Forward — All Calls To Station	RDL + SD + INT + 6 0 1 + the station number + RDL
Call Forward — Busy To Station	RDL + SD + INT + 6 0 2 + the station number + RDL
Call Forward — Busy/No answer To Station	RDL + SD + INT + 6 0 4 + the station number + RDL
Call Forward — No Answer To Station	RDL + SD + INT + 6 0 3 + the station number + RDL
Call Forward Cancel To Station	RDL + SD + INT + 6 0 1 + RDL
Call Park	RDL + SD + CONF/TRANS + 4 1 + RDL
Call Park Retrieve (Pickup at your own station)	RDL + SD + INT + 4 2 + RDL
Door Phone Calling (Door Phone must be idle)	RDL + SD + INT + door phone intercom number + RDL
Hookflash Signal	RDL + SD + CONF/TRANS + 45 + RDL
Off-hook Call Announce	RDL + SD + 2 + RDL

NOTES:

- The storage sequence for User Programmable Feature Buttons is as follows:
RDL + SD + Access Code(s) + RDL
- This feature will place an existing call on hold when the button is pressed. If the button is pressed when not on a call, page will still be accessed.
- CO line access codes: 701 ~ 736 for individual line; 81 ~ 88 for line group or 9 for general group or LCR.
- If RDL does not appear on your telephone, use **#** or **Redial** instead.

Table 2-A
Feature Access Code List

FEATURE	6500 SERIES TELEPHONE FEATURE CODE
Overrides (Busy, DND)	RDL ⁴ + SD + 2 + RDL
Overrides (Executive)	RDL + SD + 3 + RDL
Paging (CO line Auto Hold ²) (All Call, Digital and Electronic telephones)	RDL + SD + HOLD + INT + 3 0 + RDL
Paging ² (Station Group A)	RDL + SD + HOLD + INT + 3 1 + RDL
Paging ² (Station Group B)	RDL + SD + HOLD + INT + 3 2 + RDL
Paging ² (Station Group C)	RDL + SD + HOLD + INT + 3 3 + RDL
Paging ² (Station Group D)	RDL + SD + HOLD + INT + 3 4 + RDL
Paging ² (External Page Zone A)	RDL + SD + HOLD + INT + 3 5 + RDL
Paging ² (External Page Zone B)	RDL + SD + HOLD + INT + 3 6 + RDL
Paging ² (External Page Zone C)	RDL + SD + HOLD + INT + 3 7 + RDL
Paging ² (External Page Zone D)	RDL + SD + HOLD + INT + 3 8 + RDL
Paging ² (All Call, External Page Zone)	RDL + SD + HOLD + INT + 3 9 + RDL

NOTES:

1. The storage sequence for User Programmable Feature Buttons is as follows:

RDL + SD + Access Code(s) + RDL

2. This feature will place an existing call on hold when the button is pressed. If the button is pressed when not on a call, page will still be accessed.

3. CO line access codes: 701 ~ 736 for individual line; 81 ~ 88 for line group or 9 for general group or LCR.

4. If RDL does not appear on your telephone, use **#** or **Redial** instead.

Table 2-A
Feature Access Code List (continued)

FEATURE	6500 SERIES TELEPHONE FEATURE CODE
Pickup (CO line Auto Hold) ² (Directed to station, new, or transferred call)	RDL + SD + HOLD + INT + 5 + station number + RDL
Pickup ² Any ringing CO line (new call only)	RDL + SD + HOLD + INT + 59 + RDL
Pickup Station Page or Door Phone Ringing ²	RDL + SD + HOLD + INT + 530 + RDL
Pickup ² External Page	RDL + SD + HOLD + INT + 535 + RDL
One-touch Voice Mail Access	RDL + SD + INT + VM intercom number + RDL
Outgoing Calls	RDL + SD + INT + CO line access code ³ + telephone number + RDL

NOTES:

1. The storage sequence for User Programmable Feature Buttons is as follows:
RDL + SD + Access Code(s) + RDL
2. This feature will place an existing call on hold when the button is pressed. If the button is pressed when not on a call, pickup will still be accessed.
3. CO line access codes: 701 ~ 736 for individual line; 81 ~ 88 for line group or 9 for general group or LCR.
4. If RDL does not appear on your telephone, use **#** or **Redial** instead.

Table 2-A
Feature Access Code List (continued)

Chapter 3

STRATA DK

TOSHIBA VP INTEGRATION

USING THE TOSHIBA VP SYSTEM

This chapter explains how to program your telephone for Call Forward and message retrieval when using the Toshiba Voice Processing (VP) System (i.e., the VP 100, the VP 200, or the VP 300) with your STRATA DK system.

Refer to the *Toshiba Voice Processing User Guide* for more user information about the Toshiba VP system. Other related documents include: the *Toshiba Voice Processing Quick Reference Guide*, the *Toshiba Voice Processing Product and Feature Description Manual*, the *Toshiba Voice Processing Configuration Manual*, the *VP 100 Installation and Maintenance Manual*, the *VP 200 Installation and Maintenance Manual*, and the *VP 300 Installation and Maintenance Manual*.

CALL FORWARD

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

VOICE MAIL IDENTIFICATION CODE

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

To Store the Voice Mail ID Code:

1. Press the **INT** button.

After you press the button, you will hear intercom dial tone.

2. Dial **6 5 6**.

You will hear confirmation tone. "656" is the VP System Identification code when Call Forward is set. This code does not forward calls to the VP system.

3. Dial **9 1**.

4. Enter your mailbox number.

5. Press the **RDL** button.

You will hear confirmation tone. The VM I.D. code will be automatically sent to the VP system whenever calls are forwarded to it.

NOTE: Steps 1 ~ 5 are required for the initial storage of VM I.D. code to the VP system. Once programmed, these digits remain in memory until changed. Repeat Steps 1 ~ 5 to change the code.

To Cancel the Voice Mail I.D. Code:

1. Press the **INT** button. You will hear intercom dial tone after you press the button.
2. Dial **6 5 6**.
3. Press the **RDL** button. You will hear confirmation tone.
4. Press the **SPEAKER** button. The I.D. code will be cancelled.

CALL FORWARD TO TOSHIBA VP VOICE SYSTEMS

By registering Call Forward to the Toshiba VP System on your telephone, information about the call will automatically be provided to the VP system, so that the caller does not have to re-enter the last few digits of the extension number that they have initially dialed.

To Forward Calls to the Toshiba VP System:

1. Press the desired Call Forward button.
... or ...
Press the **INT** button, then enter a Call Forward access code.
The LED associated with the button will flash after you press the button.
You will hear confirmation tone after entering the access code.

NOTE: Following is a list of Call Forward access codes:

 - Call Forward-All Calls: 601
 - Call Forward-Busy: 602
 - Call Forward-No Answer: 603
 - Call Forward-Busy-No Answer: 604
2. Dial the VP System number. See your system administrator for the correct voice mail intercom number. After dialing, you will hear confirmation tone.

3. Press the Call Forward button or the **SPKR** button.

The Call Forward button LED will light steady if you pressed a Call Forward button in Step 1.

To Cancel Call Forward to the Toshiba VP System:

1. Press the appropriate Call Forward button.
... or ...
Press the **INT** button, enter **6 0 1**, then press the **SPKR** button.

The Call Forward button LED will turn off, and Call Forward will be cancelled.

You will hear confirmation tone, and Call Forward will be cancelled.

MESSAGE RETRIEVAL

You can program your MW/FL button to automatically retrieve your voice mail messages when you press it.

To Program your MW/FL Button to Retrieve Messages:

1. Press the **INT** button.

You will hear confirmation tone after you press the button.

2. Dial **6 5 7**.

You will hear confirmation tone. "657" is the VP System Identification code when Call Forward is set. This code does not forward calls to the VP system.

3. Dial **9 2**.

4. Enter your mailbox number, then **# #**.

Your telephone must have the SDS button for the **#** button to function properly with the VP system.

5. Enter your security code.

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

6. Press the **RDL** button. You will hear confirmation tone.
7. Press the **SPKR** button.

**To Retrieve Messages with the
MW/FL button:**

1. When the MW/FL LED
flashes, press the **INT**
button.
2. Press the **MW/FL** button. The VP System will be called and you should be able to listen to your
messages.

Chapter 4

GENERAL

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 INTERCOM NUMBERING

A station intercom number can be three or four digits. It is, therefore, possible to match a station's intercom 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 may access some Centrex features by pressing a preprogrammed flexible button on your telephone, instead of dialing 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 telephone, allowing you to answer appropriately for either outside, inside or callback calls.

DELAYED RINGING

CO or Centrex line(s) may be programmed for a 12-second and/or 24-second ring delay at stations to permit alternate answering conditions.

Appendix

STRATA DK

CUSTOMIZED LISTINGS

FEATURE ACCESS CODE RECORD

The STRATA DK system default feature access codes are used in this guide. The access codes of some features, which follow in the left-hand column, may have been changed in system programming.

Feature	Access Code
All Call Page-Telephones	_____
All Call Page-Telephones/External Speakers	_____
Automatic Busy Redial	_____
Automatic Busy Redial Cancel	_____
BGM Over External Speakers Off	_____
BGM Over External Speaker On	_____
BGM Over Station Off	_____
BGM Over Station On	_____
Call Forward-All Calls	_____
Call Forward-Busy	_____
Call Forward-Busy/No Answer	_____
Call Forward-No Answer	_____
Call Hold/Park	_____
Call Hold/Park Pickup	_____
Call Pickup	_____
CO Line-Outgoing Calls	_____
CO Line Group-Outgoing Calls	_____
DISA Security Code Change	_____
Door Phones	_____
External Page Zones	_____
Least Cost Routing	_____
Station Group Page	_____
Station Speed Dial Set	_____
System Speed Dial Set	_____
Toll Restriction Override	_____
Toll Restriction Override Code Change	_____
Timed Reminder	_____
Verified Account Code Change	_____
VM ID Code Set-Call Forward	_____
VM ID Code Set-Message Retrieval	_____

SPEED DIAL CODE ASSIGNMENTS

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

System Speed Dial Code Assignments

60:_____	61:_____	62:_____	63:_____	64:_____
65:_____	66:_____	67:_____	68:_____	69:_____
70:_____	71:_____	72:_____	73:_____	74:_____
75:_____	76:_____	77:_____	78:_____	79:_____
80:_____	81:_____	82:_____	83:_____	84:_____
85:_____	86:_____	87:_____	88:_____	89:_____
90:_____	91:_____	92:_____	93:_____	94:_____
95:_____	96:_____	97:_____	98:_____	99:_____

Station Speed Dial Code Assignments

10:_____	11:_____	12:_____	13:_____	14:_____
15:_____	16:_____	17:_____	18:_____	19:_____
20:_____	21:_____	22:_____	23:_____	24:_____
25:_____	26:_____	27:_____	28:_____	29:_____
30:_____	31:_____	32:_____	33:_____	34:_____
35:_____	36:_____	37:_____	38:_____	39:_____
40:_____	41:_____	42:_____	43:_____	44:_____
45:_____	46:_____	47:_____	48:_____	49:_____

ACCOUNT CODES				
DE	COMMENT	CODE	COMMENT	
CODE	COMMENT	CODE	COMMENT	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	
_____	- _____	_____	- _____	

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

Glossary

STRATA DK

GLOSSARY

CO Line	Link to the public telephone network.
Direct Inward System Access	Feature which allows callers to call into the STRATA DK system, then dial outgoing CO lines or stations without going through an attendant or operator.
Dual-tone Multi-frequency	Tones generated when dialing from push-button telephones.
General Group	CO line arrangement in which all lines are arranged into one group, which can be accessed by dialing 9.
Hookflash	Operation in which a call is disconnected and CO line dial tone is recalled.
Incoming Call	Call originated from outside of the STRATA DK system to a system CO line.
Intercom Call	Call which involves STRATA DK stations only.
Least Cost Routing	Feature which routes outgoing calls over the least costly lines. Station users dial 9 plus a telephone number to make a call with Least Cost Routing.
Off-hook Call	Call in which the handset of a station is lifted.
On-hook Call	Call in which the handset of a station is not lifted.
Outgoing Call	Call originated from a STRATA DK station to a telephone number outside of the system.
Outside Call	Call which involves a STRATA DK station and a telephone outside of the system.
Pooled Line	CO line button or access code which has more than one CO line assigned to it.
Pulse Dialing	Dialing mode on outgoing calls which uses rotary dial pulses.
Station	Telephone.
Station 200	Telephone, which can usually be reached by dialing 2 0 0, where System Speed Dial numbers can be stored.

System Administrator	Person who oversees the operation of the STRATA DK system.
Tandem Call	Call in which two STRATA DK system CO lines are connected, such as a Direct Inward System Access call or a Conference call.
Tone Dialing	Dialing mode on outgoing calls which uses Dual-tone Multi-frequency (DTMF) tones.
Tone First Signaling	Signaling method on station-to-station calls in which the called station rings until answered or the calling party hangs up.
Voice First Signaling	Signaling method on station-to-station calls in which the called station receives a tone burst followed by a voice announce from the caller.

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STRATA DK

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