

Strata[®] ***DK***

Digital Business Telephone Systems

**Digital Single Line Telephone
User Guide**

Publication Information

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Introduction

This guide provides instructions for operating the DKT2001 Digital Single Line Telephone (SLT) for Strata DK Systems. These systems include:

- ◆ DK14
- ◆ DK16e/DK16
- ◆ DK40i/DK40
- ◆ DK424/DK280 (Release 3.0 or higher)

Organization

This guide is divided as follows:

- ◆ **Chapter 1 – The Grand Tour** describes the buttons, LEDs and volume controls of the DKT2001 telephone.
- ◆ **Chapter 2 – Feature Operation** provides descriptions and operating procedures for all of the features available with DKT2001 telephones. A quick reference is also included.
- ◆ **Chapter 3 – Toshiba Voice Mail 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.

- ◆ **Appendix A – Access Codes** provides CO Line Access Codes, Paging Group Codes, Feature Access Codes, and Speed Dial Access Codes.
- ◆ **Appendix B – Centrex Application** describes the Centrex features which may be available with your Strata DK system.

Conventions

► Denotes a procedure

The left column gives you the single or numbered steps you need to perform a procedure.

The right column gives the immediate response to your action. This column also includes additional notes and comments.

Elaborates specific items or references other information.

Important! *Calls attention to important instructions or information.*

Letters in [brackets] represent buttons on your telephone which have Directory Numbers on them:

[PDN] Primary Directory Number button (the Extension or Intercom Number). On the DKT2001, the **Line** button is used as the [PDN].

Extra bold letters represent telephone buttons. For example: **999#**.

‰ denotes the step in a one-step procedure.

~ means “through”. For example: 5~10.

+ is used for multiple key entries. For example: Enter your security code + **#** means enter your security code, then press **#**.

[see Figure 9](#) Grey words within the text denote cross-references. In the electronic version of this manual (Strata Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

The Grand Tour

1

This chapter familiarizes you with the controls and indicators located on your Strata DKT2001 Digital SLT.

Toshiba digital telephones incorporate state-of-the-art telecommunications technology and provide a vast array of calling features. They are easy to operate and all features are accessed with a feature button or a brief access code.

Buttons

Strata DKT2001 telephones come with six fixed buttons (see [Figure 1](#)). The functions of each of the buttons are described in [Table 1](#).

Two of the buttons (**Line** and **Msg**) have LEDs which indicate various line or call states. See [Table 2](#) for descriptions of the Line LED indicators.

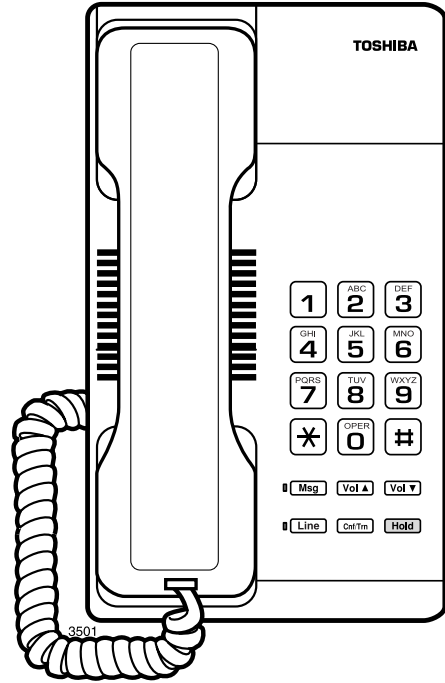


Figure 1 Digital Single Line Telephone (DKT2001)

Table 1 Fixed Button Definitions

Button	Definitions
Line	Used to answer and place calls. This button is your [PDN]. It is not a CO line button. Also used to program Voice Mail ID codes and Call Forwarding.
Cnf/Trn	Used for conference and transfer calls (see “Call Park Orbits” on Page 20 and “Conference Calls” on Page 24).
Hold	Used to hold internal or outside calls. Also used for Exclusive hold. See “Hold” on Page 31 .
Msg	The message button is used to call back the station or voice mail device that activated the LED (see “Message Waiting” on Page 32).
Vol▲ Vol▼	Adjusts volume levels (“Volume Controls” on Page 4).

LED Indicators

The **Line** button has an LED that flashes at varying rates to indicate line or call status (see [Table 2](#)). The **Msg** button's LED indicates a message is waiting.

Table 2 LED Indicators

Use	Your Station	Other Station
	Interval Rates	
Line In Use (access outside line)	2 seconds on, 1/8 second off— 1/8 second ON/OFF	steady
Incoming Call (while ringing)	1 second on at 10 pulses/second—1 second OFF	one second ON/ OFF
Hold (outside line)	4 pulses/second for 1/8 second ON/ OFF	1/2 second ON/OFF
Hold – Consultation (during consultation/transfer to another station)	10 pulses/second	steady
Hold – Exclusive (outside line)	10 pulses/second	steady
Hold – Recall (when held call recalls your idle station)	1 second at 2 pulses/second, 1 second at 10 pulses/second	flashes
Hold – Exclusive Recall	1 second at 2 pulses/second, 1 second at 10 pulses/second	steady
Internal Call (while station ringing)	The Line LED flashes 10 pulses/ second—1 second OFF	Red flashing or ringing
Conference	10 pulses/second	steady

Volume Controls

Your telephone has **Vol ▲/Vol ▼** buttons to increase and decrease ring tone and handset volume levels.

You must hold down either button for at least 1/8 second for any volume change to occur. If you continually hold down either button, the volume continually changes about every half second until the level limit is reached. You hear ring tone as long as you press a Volume button when your telephone is idle.

The method for changing feature volume varies. Some features can be adjusted using only the **Vol ▲/Vol ▼** and others require additional buttons (see [Table 3](#)).

Table 3 Using only Vol ▲/Vol ▼

Feature	Phone Status	Comments
Ring Tone Volume	On-hook, Idle	Use to adjust the volume of your incoming calls.
Handset Receiver	Off-hook	After a call is terminated and the handset is on-hook, the volume level returns to the “original” level for the next call. This “original” level can be adjusted to higher/lower in system programming.

On-hook/Off-hook

Some procedures in this user guide instruct you to perform a step while “on-hook” or “off-hook.” These terms refer to the position of the handset. “Off-hook” indicates that the handset should be lifted off of the telephone cradle. “On-hook” indicates that the handset should remain in the cradle and should not be lifted.

This chapter explains how to use the features on your DKT2001 telephone. There is a Quick Reference section for basic telephone use, followed by the features in alphabetical order.

Before You Begin

If you are a new user of the Strata DKT2001 telephone, you need to find out if your telephone has been set up for Automatic Line Selection and Ringing Line Preference.

Automatic Line Selection

You *have* Automatic Line Selection, if you hear dial tone and the Line LED lights steady.

➤ Lift the handset.

You do *not* have Automatic Line Selection, if you hear silence.

➤ Lift the handset and press **Line** before dialing.

Ringing Line Preference

You *have* Ringing Line Preference, if you can answer a line ringing your station by lifting the handset. You do *not* have Ringing Line Preference, if you have to press

Features

Before You Begin

Line to answer the ringing call. Ringing Line Preference is enabled in system programming.

Incoming Call Ringing Patterns

Your telephone ringing pattern is set in system programming.

Some systems may use the internal call ring pattern—one second ON, three seconds OFF—for incoming outside calls.

A distinct outside call ring pattern—0.4 seconds ON, 0.2 seconds OFF, 0.4 seconds ON, three seconds OFF—is available.

Feature Codes

Your telephone may not have all of the features mentioned in this guide. The Appendix lists all of the feature codes that can be programmed for your telephone system. See your System Administrator to find out which features and codes apply to your telephone.

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

► To flash a CO line

- | | |
|---|---|
| <ol style="list-style-type: none">1. Access a CO line.2. Press Cnf/Trn + #45.3. You can now dial a Centrex or PBX feature access code or extension number. | <p>You hear Centrex or PBX dial tone.</p> |
|---|---|

Quick Reference

Making an Internal Call

-
- | | |
|---|------------------------------|
| <ol style="list-style-type: none">1. Lift the handset
...or lift the handset
and press Line.2. Dial the desired
station number. | You hear internal dial tone. |
|---|------------------------------|

Making an Outside Call

-
- | | |
|--|--|
| <ol style="list-style-type: none">1. Lift the handset
...or lift the handset
and press Line.2. Enter a CO line
number access code.3. Dial the desired
telephone number. | You hear internal dial tone.

See Table 4 on Page 46 .
You hear dial tone after entering the access code. |
|--|--|

Making an Outside Call Using ISDN

If your Strata DK telephone system has Integrated Services Digital Networking (ISDN) features, you can make calls using this advanced service. See your System Administrator regarding your system's capabilities.

1. Lift the handset ...or lift the handset and press Line .	You hear internal dial tone.
2. Enter a CO line number access code.	See Table 4 on Page 46 . You hear dial tone after entering the access code.
3. Enter the desired telephone number.	Your call rings through to the destination.
4. If you need to dial a subaddress (usually required for calling station equipment at a location requiring extra dialed digits), then, proceed to Step 5 .	
5. Wait for the system to connect you.	The default waiting period is four seconds; however, your system may be set differently.

Answering Calls

➤ When your telephone rings, lift the handset and speak ...or lift the handset and press Line .	The internal ring pattern is one second ON, three seconds OFF— for incoming outside calls. You are connected to the calling party. The Line LED remains ON.
--	---

Account Code Calls

Account Codes are used for a variety of reasons, including billing, call tracking, and line restriction applications. The system records the Account Codes and can print the codes and other call details on a Station Message Detail Recording (SMDR) report.

Forced Account Codes

Some applications may require that you enter an Account Code, called a Forced Account Code, before dialing a telephone number. Forced Account Codes can be recorded for outgoing calls only.

<ol style="list-style-type: none"> 1. Lift the handset ...or lift the handset and press Line. 	<p>You hear dial tone.</p>
<ol style="list-style-type: none"> 2. Dial a CO line number access code. 	<p>See Table 4 on Page 46. The CO line accessed must be set to require a Forced Account Code in system programming.</p>
<ol style="list-style-type: none"> 3. Enter the Forced Account Code. 	<p>You hear dial tone after you press the last digit of a valid account code or busy tone after you press the last digit of an invalid code (if your system verifies account codes.)</p>
<ol style="list-style-type: none"> 4. Dial the telephone number. 	

Emergency Override of Forced Account Code Dialing Requirements

Forced Account Code requirements can be bypassed by up to three emergency numbers, including 911. See your system administrator for these numbers:

- 1) 911 2) 3)

Verified Account Codes

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

Voluntary Account Codes

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

An exception is a Voluntary Account Code which is required to change the Toll Restriction classification of your station. The code gives you access to telephone numbers outside your usual dialing area and must be entered prior to dialing the telephone number. As an example, if your station is restricted to local area calls, you can make out-of-state calls by using a Voluntary Account Code set in system programming.

If the system is set for Verified Account Codes, you must enter specific codes when entering the Voluntary Account Code(s) or the code is not validated for the SMDR call report.

► To record a voluntary account code

- | | |
|---|--|
| 1. After accessing a CO line or talking on a line, press Cnf/Trn . | You hear dial tone and the CO line is on Hold. |
| 2. Dial #46 . | |
| 3. Enter the Voluntary Account Code. | Voluntary Account Codes must be entered during the call. Dial tone stops after the first telephone number digit is dialed. |
| 4. Dial a telephone number if you entered the code after accessing the CO line
...or resume talking or hang up if you entered the code after the call. | |

Automatic Busy Redial (ABR)

After reaching a busy outside number, you can activate ABR so that the Strata DK system automatically redials the number at regular intervals. If the system redials an outside number that is still busy, ABR resets and tries again. This feature may not be enabled on some (or all) lines in your system—depending on the telephone line type connected. It also may not be enabled for your station.

ABR is not attempted while your station is busy, but continues to time-out.

1. When you reach a busy number, press Cnf/Trn + #44 .	You hear confirmation tone.
2. Hang up.	
3. The system redials, up to 15 times, every 30 or 60 seconds (depending on system programming).	
4. Your telephone receives ring tone, when ABR dials the number and it is available.	The Line LED flashes.
5. Lift the handset and wait for the party to answer.	If you do not pick up the handset within 30 seconds after a connection is made, you hear a muted ring for another 30 seconds, then the call disconnects.

► To cancel ABR

1. Lift the handset ...or lift the handset and press Line .	You hear internal dial tone.
2. When you reach a busy number, press #44 .	You hear confirmation tone.

Features

Automatic Call Distribution (ACD)

Automatic Call Distribution (ACD)

Your DKT2001 telephone must be programmed for ACD in order for ACD features to work. If you are an ACD agent or supervisor, please refer to the *Strata DK ACD Agent* and *ACD Supervisor's Guide(s)* for detailed feature instruction.

► To receive ACD calls

► Lift the handset ...or lift the handset and press Line .	You are connected to your ACD call.
---	-------------------------------------

► To access other ACD features

1. Lift the handset ...or lift the handset and press Line .	You hear internal dial tone.
2. Enter the appropriate access code sequence: #4036 Cnf/Trn + #4033 #4031 + XXXX Cnf/Trn + 406YY #4032 Cnf/Trn + #4038	ACD Call Pickup ACD Help Log In/Out (XXXX = Agent ID code) Transfer to ACD Group (YY = ACD Group 01-16 on large systems, 01-08 on small systems) Unavailable Work Unit Note If you receive a fast busy, verify your Agent ID number or see your System Administrator.

Automatic Callback (ACB)

After reaching a busy or the Do Not Disturb (DND) mode, you can set ACB to have the system call you back when the called station is no longer busy or in the DND mode. ACB does not apply to outside calls.

1. After reaching a busy station, press 4 .	You hear busy tone, followed by dial tone (two secs.), then busy tone.
2. Hang up.	You can make other calls while waiting for the called station to become available.
3. Line rings at a fast rate when the called station becomes idle.	
4. Answer within three rings to prevent the callback from being cancelled.	You hear a single tone, as if making a regular internal call. If you used Tone Signaling instead of Voice First Signaling, you hear repetitive ringing. If you hear busy tone after answering, it means the called party has already received or originated another call. Your request is not cancelled. You will be called again when the station becomes idle.
5. If you were attempting to make an outside call and did not use LCR, redial the telephone number.	If the original call was made using LCR, the telephone number is automatically dialed.

► To cancel ACB (to busy or DND station)

1. Lift the handset ...or lift the handset and press Line .	You hear internal dial tone.
2. Press #43 .	
3. Hang up.	

Attendant Console Calling

Up to four attendant consoles can be installed per system. There can be up to three ways to call the attendant console, depending upon system programming.

► **To call any attendant console**

1. Lift the handset ...or lift the handset and press Line .	You hear internal dial tone.
2. Press 0 .	The call rings the Attendant Console's 0 button. These calls rotate between the consoles if more than one console is installed.

► **To call a particular console**

1. Lift the handset ...or lift the handset and press Line .	You hear internal dial tone.
2. Enter the console's Directory Number [DN] ____.	The call rings the console's [PDN] button. Your System Administrator can provide the Attendant Console(s) internal number(s).

► **To make an emergency call to a console**

1. Lift the handset ...or lift the handset and press Line .	You hear internal dial tone.
2. Press #400 .	The In-EMGR LED flashes on all consoles.

Background Music (BGM) Over Telephone Speakers

BGM over external speakers is controlled by the System Administrator. If BGM is enabled, you can turn it ON/OFF for your individual station speaker.

► To enable/cancel BGM on your telephone speaker

1. Lift the handset ...or lift the handset and press Line .	You hear internal dial tone.
2. Press #481 (ON) ...or #480 (OFF).	Confirmation tone is heard. BGM stops playing if the telephone rings or is paged.

Call Forward (CF)

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

1. Lift the handset ...or lift the handset and press Line .	You hear internal dial tone.
2. Enter a CF access code: #601 -All Calls #602 -Busy #603 -No Answer	You hear confirmation tone. Forwards all calls immediately; your telephone does not ring. Forwards calls immediately when your telephone is busy or in DND mode. Forwards calls to another station if you do not answer within a certain time (that you designate). Not available from a rotary telephone.

Features

Call Forward (CF)

#604-Busy/No Answer

3. Enter the Call Forward destination number.
4. If setting CF-No Answer or CF-Busy/No Answer, press *, enter the time in seconds, then press #.
5. Hang up.

Forwards calls immediately to another station whenever you are busy on another call. Calls also forward if you do not answer within a certain time (that you designate). Not available from a rotary telephone.

Confirmation tone is heard.

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

If you are unable to dial DTMF tones by pressing * and #, see your System Administrator.

You hear a confirmation tone after pressing * and again after pressing #.

Notes

- You can continue using your phone in the usual manner while Call Forward is in effect.
- If Call Forward is set:
 - CO lines that ring your station exclusively will forward—CO lines that ring more than one station will not forward. (Release 3.2 or higher will allow more than one station to ring and follow the call forwarding.)
 - CO line calls transferred to your station will forward.
 - Internal calls will forward.
 - Call Forward has priority over the hunt feature set in system programming.

► To cancel Call Forward

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. Lift the handset
...or lift the handset
and press Line. | <p>You hear internal dial tone.</p> |
| <ol style="list-style-type: none"> 2. Press #601. | |
| <ol style="list-style-type: none"> 3. Hang up. | <p>You hear confirmation tone again.</p> |

Call Forward—External

This feature enables you to forward new, incoming calls to a number outside of the system.

Call Forward-External does not forward internal calls or calls transferred to your telephone. The only calls that it forwards are incoming Direct-In-Dial (DID) calls and calls over CO lines dedicated to ring your station.

However, any of the other Call Forward modes can be set simultaneously with Call Forward-External. Other Call Forward modes will be active for internal and transferred calls.

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Store the number that calls will be forwarded to at Station Speed Dial location 49 (RCTUA, B, C/D processors), or location 139 (RCTUE/F processor). | <p>Important! <i>Only perform Step 1 the first time Call Forward-External is set or when you change the destination. It is not necessary to store the destination each time; it remains in system memory.</i></p> <p>The Call Forward destination can be a telephone number over a CO line, a station over a Tie line, or a station within your Strata DK system.</p> <p>Follow the procedures for “Speed Dial” on Page 38 to store the destination number.</p> |
|--|--|

Features

Call Forward (CF)

2. Lift the handset
...or lift the handset
and press **Line**.
3. Press **#670**.
4. Hang up.

Use the Speed Dial storage codes detailed on See [Page 48](#). When forwarding to an outside destination include the CO Line (or CO Line group) access code before the telephone number.

Example: 8015833700, where
801 = CO Line access code
5833700 = Telephone number

Important! See [Table 4 on Page 46](#) for CO Line/Line Group access codes. The LCR access code “9” cannot be used.

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

► To cancel Call Forward-External

1. Lift the handset
...or lift the handset
and press **Line**.
2. Press **#670**.

Remote Call Forward—External Destination Change

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

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

► **To change the destination number**

1. Call into the Strata DK system over a CO line programmed for the DISA feature.

You hear ring back tone signal, then internal dial tone for 10 seconds. Try again if you hear busy tone.

Note See the System Administrator for DISA telephone numbers.

2. After you hear dial tone, press **#670**, then enter a [PDN].

You hear a confirmation tone.

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 disconnects.

3. Enter the Remote Call Forward-External security code.

You hear a confirmation tone. See the System Administrator for the access code.

4. Enter the new destination number.

You can enter an internal [PDN], or a CO or Tie line access code + an external telephone number.

With some systems, you can dial a line group code instead of a CO line number access code (see [Table 4 on Page 46](#)).

You cannot enter the LCR access code **9**.

Features

Call Park Orbits

Important! *Do not press #, since that ends the procedure (see Step 5). Instead, use **44** when entering a CO line access code.*

5. Press **#**.

You hear a confirmation tone.

Call Park Orbits

The Call Park feature enables you to hold a call temporarily in an orbit (the area where the call is held). Anyone can retrieve the call from the orbit using the same or a different station. There are 20 General Park Orbits for the system and 1 Personal Park Orbit for each station.

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

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

► To park a call

1. While on a call, press **Cnf/Trn**.
2. Press **#332**.
3. Enter a General Orbit Number (**900~919**) or [PDN].

You hear dial tone.

You hear a one second confirmation tone. The call is parked at the orbit or to an assigned [PDN]. If an orbit number is busy, repeat Steps 1~3 with another orbit number.

4. Hang up.

Once the call is parked, you can make or receive other calls.

Notes

- If the parked call is not retrieved within a specified time, the call rings back to your phone.
- If your phone is busy when the parked call recalls, you hear two tones of two short beeps, three seconds apart. You can place the new call on hold and answer the parked recall or end the second call and answer the parked recall by hanging up. The parked call remains camped onto your phone until you respond.

➤ **To retrieve a parked call from any station**

1. Lift the handset

You hear dial tone.

...or lift the handset and press **Line**.

2. Press **#332** and enter the Orbit Number that you used to park the call.

You are reconnected to the parked call.

➤ **To park a call and page another station**

1. While on a call, press **Conf/Trn + #331**.

The original call is now parked in the specified Orbit Number or [PDN]. After you enter an Orbit Number, a short burst of dial tone prompts you to enter the Page access code.

2. Enter the General Orbit Number (**900~919**) or [PDN].

Features

Call Pickup

3. Enter a Page Group or Zone access code (see [Tables 5 and 6](#) on Page 47).
4. Make your announcement and include the Orbit Number.
5. Hang up to free the paging device.

If the parked call is not retrieved within a specified time, the call rings back to your phone.

Call Pickup

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

1. Lift the handset
...or lift the handset and press **Line**.
2. Press **#5**.
3. Press a Call Pickup code:
#2 + XXX
(XXX=[PDN]/
[PhDN])
#30
#35 ~ #38
9
#7001~#7200

This begins the call pickup sequence.

You are connected to the caller.

Pick up a call ringing or on hold at a specific Primary or Phantom Directory Number [PDN] or [PhDN] (Release 3.1 and above).

Pick up a telephone group page, internal call, or door phone call ringing a station.

Pick up an external page.

Pick up a ringing CO line.

Pick up a CO line on hold (Lines 1~200).