

Strata[®] *DK*

Digital Business Telephone Systems

Digital Telephone User Guide

(includes LCD, Add-on Module, and Direct Station Selection Console)

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Introduction

This guide describes how to use the 2000-series digital telephones for Strata DK systems. Models covered in this user guide include digital telephones equipped with a Liquid Crystal Display (LCD) and/or speakerphone. Also discussed are Digital Add-on Modules (DADMs) and the Direct Station Selection (DSS) Console. The Strata DK systems which support this equipment are:

- ◆ DK14
- ◆ DK16e/16
- ◆ DK40i/40
- ◆ DK424/DK280 (Release 3.0 or higher)

Note This user guide incorporates the information in the Strata DK's *Liquid Crystal Display Digital Telephone User Guide* and the *Add-on Module and Direct Station Selection Console User Guide*. Those guides are discontinued.

Organization

- ◆ **Chapter 1—The Grand Tour** provides an overview of the equipment, buttons, Light Emitting Diodes (LEDs), and LCDs.
- ◆ **Chapter 2—Features** describes the available digital telephone features in alphabetical order. Detailed instructions on using each feature are covered.
- ◆ **Chapter 3—LCD Operation** includes an explanation of the Control button and Soft Key operations. Features which are available only on the LCD digital telephone are presented alphabetically and include detailed LCD displays.
- ◆ **Chapter 4—Add-on Module/DSS Consoles** describes the DADM and DSS console features and buttons.
- ◆ **Appendix A—Access Codes** provides instructions for programming a sequence of steps or access codes onto feature buttons. It includes CO Line Access Codes, Paging Group Codes, Feature Access Codes (User Programmable Buttons), and Speed Dial Access Codes.
- ◆ **Appendix B—Centrex Application** describes the Centrex features which may be available with your Strata DK system.
- ◆ **Appendix C—Button Labels** lists the feature button designations of the 2000-series digital telephone models.

How to Use This Guide

We suggest that you read this entire guide and get acquainted with the Strata DK digital telephones and its features. Once you become acquainted with the basic features, you can use this guide in conjunction with the *Digital Telephone Quick Reference Guide*.

Conventions

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

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

Note Elaborates specific items or references other information. Within some tables, General Notes apply to the entire table and numbered Notes apply to specific items.

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

Letters in [brackets] represent buttons which have Directory Numbers on them. For example:

[PDN] represents a Primary Directory Number (also known as an Extension Number for your telephone).

[SDN] represents a Secondary appearance of a [PDN]. A [PDN] which appears on another telephone is considered an [SDN].

[PhDN] represents a Phantom Directory Number button (an additional Directory Number).

[DN] represents a Directory Number button (also known as an Extension or Intercom Number). Whenever [DN] is used in this guide, it means the user can use any [PDN], [SDN], or [PhDN].

[DSS] represents the directory number of another station which is accessed from a DADM or DSS Console when this button is pressed.

Extra bold represents buttons on a telephone.

~ means “through”

+ is used for multiple key entries.

➤ denotes the step in a one-step procedure.

Related Documents

Refer to the following documents for more information:

- ◆ *Digital Telephone Quick Reference Guide*
- ◆ *PC/Data Interface User Guide*
- ◆ *System Administrator Guide*

This chapter familiarizes you with the controls and indicators located on your digital telephone. Understanding the function of the feature buttons and their associated LEDs will improve your efficiency in using the telephone and will help you take advantage of all of the benefits your telephone offers.

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.

If your telephone is equipped with an LCD, information and feature prompting makes call handling more efficient and provides easy access to frequently-used features. Abbreviated feature prompts guide you through specific tasks.

In addition to the standard features, the LCD telephones provide Alphanumeric Messaging, Busy Lamp Field (BLF) Identification, Central Office (CO) Line Identification, Timed Reminders with Messaging, Speed Dial Memo Directory Dialing, User Name/Number, Call Duration, Date/Time of Day displays, and the ability to display names and telephone numbers of outside, incoming callers.

Telephones equipped with a speakerphone, enable you to make and receive outside and internal calls without lifting the handset.

Feature operations in this guide use the button designations for the 2000-series models.

The following telephone models belong to the 2000-series (see [Figure 1 on Page 2](#)):

- ◆ DKT2010-H (10-button model that enables users to answer internal calls without lifting the handset)
- ◆ DKT2010-SD (10-button model equipped with a LCD and a speakerphone which enables users to make and receive outside and internal calls without lifting the handset)
- ◆ DKT2020-S (20-button speakerphone model which enables users to make and receive outside and internal calls without lifting the handset)

- ◆ DKT2020-SD (20-button speakerphone model equipped with an LCD, and a speakerphone which enables users to make and receive outside and internal calls without lifting the handset).

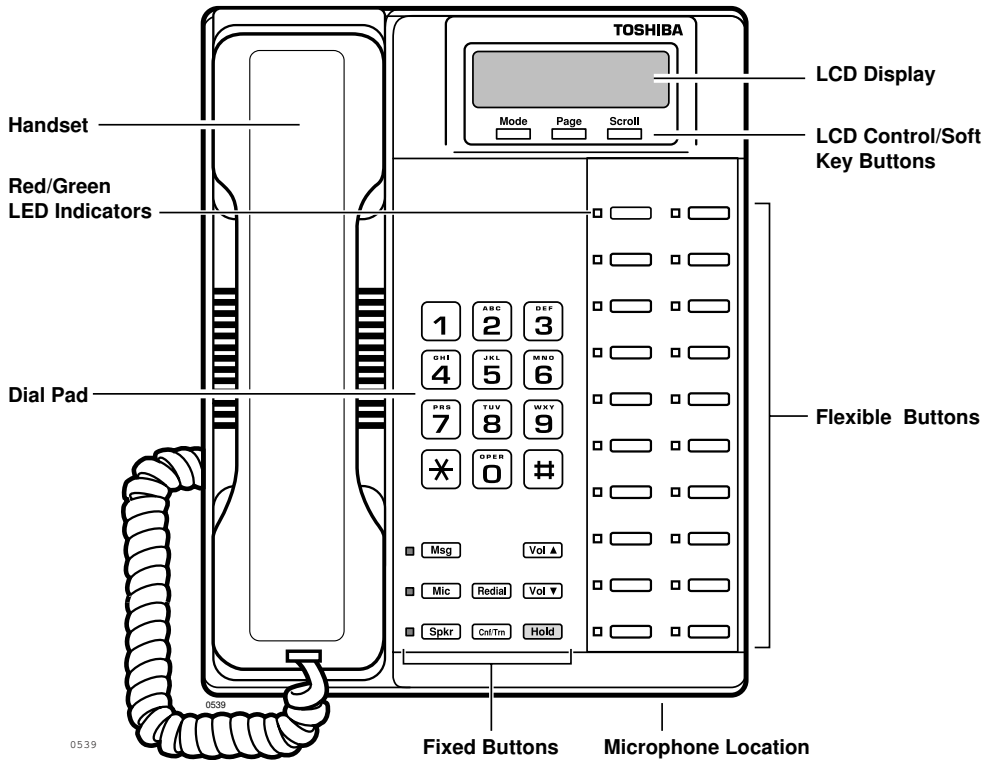


Figure 1 20-button Digital Speakerphone with LCD

Buttons

There are two sets of buttons, fixed and flexible. The fixed buttons (e.g., **Mic**, **Msg**, **Redial**, **Hold**, **Conf/Trn**, **Vol▲**, and **Vol▼**) are standard to every Strata DK 2000-series telephone (see [Figure 1](#)). The flexible buttons consist of Directory Number (Primary, Secondary, Phantom) and feature buttons. The number of preprogrammed flexible buttons varies by telephone.

Fixed Buttons

The fixed buttons are located on your dial pad and enable you to perform standard functions quickly and easily.

Table 1 Fixed Button Definitions

Button	Definitions
Cnf/Trn (Conference/ Transfer)	<ul style="list-style-type: none"> ➤ Press to set up conference and transfer calls (see “Conference Calls” on Page 37).
Hold	<ul style="list-style-type: none"> ➤ Press once to hold internal or outside calls. The Line LED flashes green at the internal hold rate. <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: 20px;"> HOLD LINE 10 JAN 01 SUN 12:19 </div> ...or press twice to enable Exclusive Hold. The Line LED flashes green at the exclusive hold rate. <p>Note Exclusive Hold enables you to place a call on hold so that only you or somebody using a Call Pickup code at another station can retrieve it.</p> <p>To retrieve a call on hold:</p> <ul style="list-style-type: none"> ➤ Press Line or [DN] which is on hold <ul style="list-style-type: none"> ...or if the call is on Exclusive Hold, from another station dial #5 plus your [DN], or dial #5#7 plus the CO line number (001~200) that the call is held on. <p>If a call is not retrieved by a certain time (set in system programming), it recalls back to your phone. You hear repeated recall tone (or if you are on the phone, you hear recall tone twice).</p> <div style="border: 1px solid black; padding: 2px; width: fit-content; margin-left: 20px;"> HOLD LINE 201 LINE 10 RECALL </div>

Table 1 Fixed Button Definitions (Continued)

Button	Definitions
<p>Hold (continued)</p>	<p>If the held party hangs up, the call is released and the CO provides a hold-release signal.</p> <p>Note If your telephone is programmed for Automatic Hold, existing calls are automatically placed on hold when you answer a call or make another call. (See “Automatic Hold” on Page 22.)</p> <p>A different call can be held on each [DN] or Line button on your phone. Each time you press Scroll, a different [DN] or Line is selected. The selected button’s LED flashes rapidly and your LCD displays information for the call holding on that button (samples shown at right).</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>CO LINE 02</p> <p>HOLD</p> </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>DN 202</p> <p>HOLD</p> </div> </div>
<p>Mic (Microphone)</p>	<p>➤ Press to toggle the microphone ON/OFF while the telephone is in use. The LED indicates the status of the microphone.</p> <p>Notes</p> <ul style="list-style-type: none"> ◆ The microphone and accompanying LED are always ON when receiving “voice first” internal [DN] calls to enable Handsfree Answerback and OFF if you receive a ring-first call. Mic may be ON/OFF when placing an on-hook CO line or internal [DN] call. ◆ Each station’s Mic can be set in system programming to switch ON/OFF with one touch, to switch OFF only while pressed and held, or to be either ON/OFF at the start of handsfree dialing. ◆ To talkback to an HS-OCA call, press and hold Mic and talk over your telephone handset/headset. The LED and microphone remain OFF during OCA talkback operation (see “HS-OCA” on Page 52). ◆ Mic functions on Handsfree Answerback and OCA calls for privacy.
<p>Msg (Message)</p>	<p>➤ When Msg LED flashes, press Msg to call back the station or voice mail device that activated the LED (see “Message Waiting” on Page 48). This is the telephone’s [PDN] message waiting button.</p>
<p>Redial</p>	<p>➤ Press the same [DN] or Line that you used to dial the original number. Press Redial. The last number called is redialed.</p> <p>Note If you have Automatic Line Selection, you must first lift the handset.</p>

Table 1 Fixed Button Definitions (Continued)

Button	Definitions
Spkr (Speaker)	<ul style="list-style-type: none"> ➤ Press to toggle the speaker ON/OFF. The LED indicates the status of the speaker. <p>Notes</p> <ul style="list-style-type: none"> ◆ Spkr must be pressed and held down when switching from Handset to Speakerphone mode. ◆ Also selects a line or the internal [PDN] if programmed for auto preference in system programming. Can be used to disconnect on-hook speakerphone calls.
Vol▲ Vol▼	<ul style="list-style-type: none"> ➤ Press to adjust volume levels (see “Volume Controls” on Page 10).

Flexible Buttons

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

Line Buttons

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

If your telephone does not have a **Line** or **Pooled Line Grp** button and you want to access outside CO lines, you can use access codes. For a listing of these codes, see [“Access Codes” on Page 109](#).

Directory Number [DN] Buttons

The [DN] buttons consist of: [PDNs], [SDNs], and [PhDNs]. They are used to initiate or answer a call and are known as your extension or intercom number(s). You can have multiple [DN] buttons on your telephone (see [Figure 2](#)), including [DNs] belonging to another telephone, [SDNs].

Incoming calls ring your telephone’s [PDNs] from the top down. For example, incoming calls to Station 10’s [PDNs] first ring the “10-1” button, then “10-2,” and finally “10-3.” Your [PDN] is considered busy only when all of the [PDNs] are being used by your telephone or other telephones, and/or when your telephone is on any type of CO Line or [DN] call.

If you have an LCD telephone, you can find out the actual Directory Number of a [DN] button by pressing the [DN] you want to display and dialing **#407**. The number (**210**) displays.

DN = 210

Table 2 **Directory Button Definitions**

Button	Definitions
[PDN] Primary Directory Number	Press to answer a call to the Primary Directory Number or to initiate a phone call. The [PDN] is specifically your Extension Number or Intercom Number. Your telephone can have up to four [PDN] buttons with your number. You can set Call Forward and Voice Mail ID code for your [PDN].
[SDN] Secondary Directory Number	A [PDN] of another telephone which appears on your telephone is considered a [SDN]. You cannot set Call Forward and Voice Mail ID code for [SDNs] on your telephone.
[PhDN] Phantom Directory Number	Up to eight Phantom Directory Numbers can be dedicated to a station or shared by a group of stations. One example of a Phantom Directory Number application is when it is used as a common phone number for an entire department. For instance, when the [PhDN] appears on a group of telephones, such as the Sales Department, it will ring on all of the telephones of the group when it is called. You can only set Call Forward and Voice Mail ID code for [PhDNs] that are owned by your telephone. You can have a separate message waiting button and mailbox for up to four [PhDNs] on your telephone.

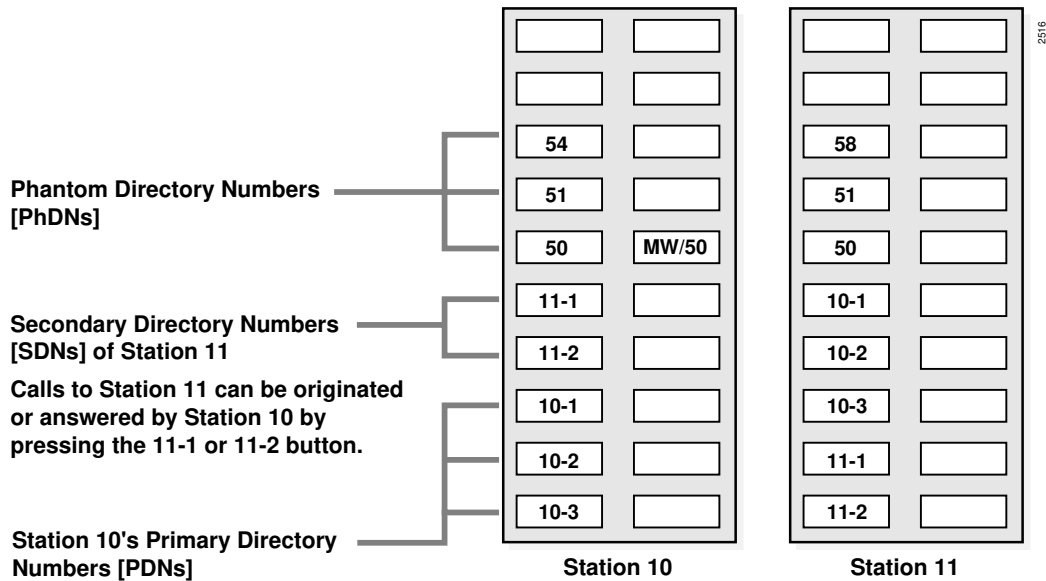


Figure 2 Multiple Directory Numbers Example

Feature Buttons

Preprogrammed feature buttons can be assigned to your telephone and vary for individual telephones. See [Table 17 on page 115](#) for a list of all the possible feature buttons.

If a button does not appear on your display or telephone keypad label, see your System Administrator for button assignments.

If your telephone has not been programmed for a **Speed Dial** button, you can substitute the * key in any of the procedures that appear in this guide.

LCD

In its idle state, the 32-character LCD feature on your digital telephone gives you an accurate desk clock and calendar combination. When you have an outside call in progress, an elapsed time display gives a constant reminder of the call duration. Alphanumeric messaging capability is also provided (see “[Messages, Memos, and Name Display](#)” on Page 87). All display functions occur automatically as call processing proceeds.

A “+” next to the LCD readout (sample shown at right) on your telephone indicates there is more data in memory. Press **Scroll** to advance through the information. Press **Page** to switch from the CF display to the User Name display.

CF-A 201-203+
JAN 01 TUE 12: 19

All LCD examples in this user guide are shown with Soft Keys turned OFF. If your telephone has Soft Keys turned ON, the displays may be different (e.g., the information on rows 1 and 2 is reversed), but they still enable you to follow the steps in this guide.

LCD Buttons

There are two sets of buttons available with the LCD, Control and Soft Key (see [Figure 3](#)). The Control buttons consist of the Mode, Page and Scroll functions, while the Soft Keys offer access to frequently-used features that appear as abbreviated prompts above the Control buttons.

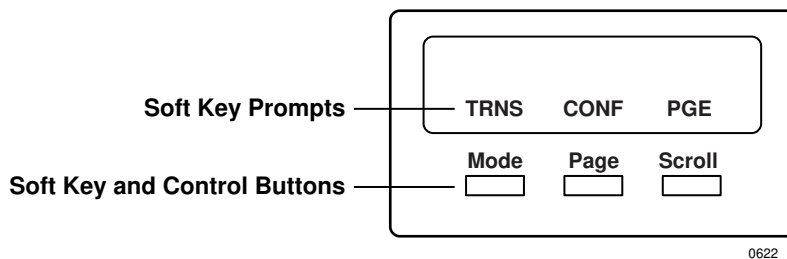


Figure 3 LCD Buttons (with sample Soft Keys)

Both sets of buttons cannot be active at the same time.

- ◆ Soft Keys are active when the Soft Keys are turned on and the telephone is active (on a call).
- ◆ Control buttons are active when the Soft Keys are turned off and/or the telephone is idle.

(See [Chapter 3 – LCD Operation](#) for an explanation of how to use these buttons.)

LED Indicators

Each line and feature button has a LED next to it which indicates the status of the line or feature associated with the button.

Line LEDs light red or green and flash at varying rates to indicate call status (see [Table 3](#)).

Table 3 LED Indicators

Use	Your Station (Green)	Other Station (Red)
	Interval Rates	
Line or [DN] 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) Note If using Pooled Line Grp , the hold indication is only at the station that places the call on hold.	4 pulses/second for 1/8 second ON/OFF	1/2 second ON/OFF
Hold – Consultation (during consultation/transfer to another station)	10 pulses/second	steady
Hold – Exclusive (outside line)	10 pulses/second	steady
Hold – Recall (when held call recalls your idle station)	1 second at 2 pulses/second, 1 second at 10 pulses/second	flashes
Hold – Exclusive Recall	1 second at 2 pulses/second, 1 second at 10 pulses/second	steady
Internal Call (while station ringing)	Your [PDN] flashes 10 pulses/second—1 second off	[SDN] red flashing or green ringing
Busy Station Transfer (outside call transferred to your busy station from a designated station or AA) After disconnecting first call...	4 pulses/second, 1/8 second ON/OFF 10 pulses/second	3/4 second on, 1/8 second OFF 2 pulses/second
Alert Signal	.5 seconds	4 seconds
Conference	10 pulses/second	steady

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.

Volume Controls

Your telephone has a volume increase and decrease button for controlling speaker and handset volume levels.

You must hold down either button (**Vol ▲/Vol ▼**) 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 ▼** (see [Table 4](#)) and others require additional buttons (see [Table 5 on page 11](#)).

Table 4 Using only Vol ▲/Vol ▼

Feature	Phone Status	Comments
Ring Tone Volume/Incoming Handsfree Answerback and Speaker OCA	On-hook, Idle	Adjusting the ring tone volume also changes the volume level of incoming Handsfree Answerback and Speaker OCA calls before they are answered by pressing a [DN].
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.

Table 5 Using Vol ▲/Vol ▼ with Other Buttons

Feature	Phone Status	Press	Comments
Microphone Sensitivity	On-hook/ Off-hook	While pressing, hold Mic and Vol ▲/Vol ▼ for three seconds.	The Mic LED flashes about six times while setting the sensitivity. When the microphone is set for the lowest or normal sensitivity, the Mic LED lights steady when the telephone is busy on a speakerphone call.
Handset/Headset Call Waiting Tone	On-hook/ Off-hook	While pressing, hold Redial and Vol ▲	The tones are received over the handset/headset and speaker.
	On-hook/ Off-hook	While pressing, hold Redial and Vol ▼	The tones are received over the speaker.
Muted Tone Burst Note Tone sent for Busy or DND Override, Call Transfer with Camp-on, etc.	On-hook	[DN] followed by #6101 then Vol ▲/Vol ▼	You hear the muted tone for 15 seconds or until disconnected by pressing Spkr .
Ringling, Handsfree Answerback, and Speaker OCA.	On-hook	#6102 followed by Vol ▲/Vol ▼	Your phone rings for 15 seconds or until disconnected by pressing Spkr . Enables you to check if you can hear ringing at a distance from your telephone.
Speaker	On-hook, idle	[DN] followed by Vol ▲/Vol ▼	After you press a [DN], you hear dial tone. Adjusts Internal and CO Dial Tone, Background Music.

This chapter lists all the digital telephone features in alphabetical order beginning on See [Page 17](#). These features can be performed on 2000-series digital telephones equipped with or without LCDs. Features which require a telephone equipped with a speakerphone are noted.

Before You Begin

If you are a new user of the Strata DK digital telephone, you need to find out if your telephone has been set up for Automatic Line Selection and Ringing Line Preference. You will also need to know if your telephone has tone or voice first signaling when you receive an internal call:

- ◆ Tone Signaling rings.
- ◆ Voice First Signaling does not ring; instead you hear a long tone, then the caller's voice.

Each of these features are enabled in system programming and determine how you will make and answer calls on your telephone.

Automatic Line Selection

You *have* Automatic Line Selection, if you hear dial tone and the [DN], Line, or Pooled Line Grp LED lights steady green. The LCD displays the station number (**201**) and the seized CO line (sample shown at right).

NO. 201 USING LINE 11

- Lift the handset or press **Spkr**.

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

- Press an available [DN] or **Line** before dialing.

Ringing Line Preference

You *have* Ringing Line Preference, if you can answer a line ringing your station by lifting the handset or pressing **Spkr**. You do *not* have Ringing Line Preference, if you have to press the button associated with the ringing call (flashing LED) to answer the call.

If your telephone does not have Automatic Line Selection, press the flashing [DN] or **Line** first, before using the handset or **Spkr**.

Signaling

If you hear a long tone, followed by a caller's voice, you have *Voice* First Signaling.

- Talk in the direction of your telephone

...or answer the call as you normally would using either the handset or **Spkr**.

If you hear successive ring tones, you have *Tone* First Signaling.

- Lift the handset or press **Spkr**.

Note You can change to the alternate signaling method when making a call on a call-by-call basis by pressing **1** after dialing an internal telephone number.

Quick Reference

The following is a quick reference chart for using your telephone's standard features.

Making an Internal Call

1. Lift the handset or press **Spkr**
...or if you do not have Automatic Line Selection, press a [DN].
2. Dial a directory number (**201**).
3. When finished with the call, hang up or press **Spkr**.

NO. 203 201

Making an Outside Call

- Lift the handset or press **Spkr**
...or if you do not have Automatic Line Selection, you must also:
press **Line**
...or **Pooled Line Grp**
...or [DN], then enter a CO line or line group access code (see [“CO Line Access Codes” on Page 109](#)).

NO. 203 USING LINE 6

- Dial the telephone number.

The LED flashes green and the digits are displayed as you dial.

NO. 203 5551374

The display automatically changes from dialed number to elapsed time after a programmed period. After you hang up, elapsed time is displayed for 15 seconds and then changes to date/time display.

NO. 203 00: 13: 23

- When finished with the call, hang up or press **Spkr**.

Making an Outside Call to an ISDN Trunk

- Access an outside CO line
- Dial the number.
- Press **Start**.

The dialed digits will not be sent until you press this button or until the timer expires. See [“ISDN Outgoing Calling” on Page 47](#) for more information on ISDN calls.

On-Hook Dialing

1. Press **Spkr** (if you have Automatic line selection).
2. Access an outside line and dial a telephone number.
3. Lift the handset when the called party answers.
4. When finished with the call, hang up or press **Spkr**.

Note If you have a full speakerphone, you do not have to lift the handset.

Answering Calls

When you receive an incoming call, the LCD displays either the CO line (10)

... or the station's [PDN] (210).

NO. 203 LINE 10 RINGING

NO. 203 210 CALLING

- Lift the handset or press **Spkr**
...or if you do not have Ringing Line Preference, press the flashing [DN], **Line**, or **Pooled Line Grp** and lift the handset.

The green LED changes from incoming call rate to the in-use rate. Your LCD displays the answered line.

For information on Caller ID/ANI/DNIS LCD displays for incoming calls, see Chapter 3 – LCD Operation.

Incoming Call Notification

Muted ringing while you are on a call indicates an incoming call. If another call comes in during the first call, release, transfer, or place the call on hold, then answer the second call.

- Press **Release and Ans**

...or hold down the hookswitch for about one second.

Account Code Calls

Entered before or after a call, Account Codes (i.e., Forced, Voluntary) 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, be printed on a Station Message Detail Recording (SMDR) report.

Forced Account Codes (Verified/Non-Verified)

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

If the system is set for Verified Account Codes, station users must enter specific codes when entering the Forced Account Code(s) or the call does not execute. Verified Account Codes are established in system programming or by designated stations.

- **To dial using a Forced Account Code Emergency Override of Forced Account Codes**

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 (Verified/Non-Verified)

Voluntary Account Codes are usually optional. They can be entered after accessing a CO line or during a call, to keep track of the call for client billing purposes.

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, station users must enter specific codes when entering the Voluntary Account Code(s) or the code is not validated for the SMDR call report.

► **To dial using a Voluntary Account Code**

1. After accessing a CO line, press **Account Code**

...or **Speed Dial + 50**

...or ***50** if your telephone does not have a speed dial button.

2. Enter the Account Code.

3. Dial another account code by repeating Steps 1 and 2.

4. Dial a telephone number.

Your conversation is not interrupted.

Note If the Voluntary Account Code is not required to dial out, the account code can be entered during a call.

NO. 204
ENTER ACCT CODE

When your station is set for Verified Account Codes, you hear a half second confirmation tone if the code is valid.

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

If the code is invalid, you hear two short tones.

NO. 204
CODE VERIFIED

NO. 204
CODE NOT VALID

The last code entered is recorded.

Any digits dialed after the code is entered in Step 2 is treated as part of a telephone number.

Alarm Reset

Your Strata DK system can be connected to a facility alarm system. All telephones produce a startling tone whenever this alarm is activated.

► **To reset the alarm**

- Press **Alarm Reset**.

Alert Signaling

Alert Signaling enables you to send an alert sound to a predesignated (partner) station by pressing a single button. This feature is based on the “buzz” key, where, for example, a manager might alert his/her administrative assistant to enter the office.

You can have as many as four **Alert Signal(s)** to send or receive an Alert Signal to/from other telephones. An Alert Signal is sent even if the alerted telephone is busy (on/off-hook) or in the DND or Call Forward mode.

► To send an Alert Signal

- Press **Alert Signal**. An alert tone sounds at the designated station.

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

- Press a [DN] + **0**.

The call rings the Attendant Console’s **0** button. Dial **0** calls rotate between the consoles if more than one console is installed.

► To call a specific console

- Press a [DN] + the console’s [DN].

The call rings the console’s **In-DN** (incoming [DN] button). Your System Administrator can provide the Attendant Console(s) **In-DNs**.

► To call all consoles for an emergency

- Press a [DN] + the emergency access code **#400**.

The call rings the **Emgr** button on all attendant consoles.

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 allowed on some (or all) lines in your system—depending on the telephone line type connected.

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

<p>NO. 202 P555 3700</p>

► To activate ABR

<p>1. When you reach a busy number, press Auto Busy Redial ...or Cnf/Trn + #44.</p>	<p>The LED flashes red. You hear confirmation tone.</p>	
<p>2. Hang up ...or press Spkr.</p>	<table border="1"> <tr> <td> <p>NO. 202 ABR SET</p> </td> </tr> </table>	<p>NO. 202 ABR SET</p>
<p>NO. 202 ABR SET</p>		
<p>3. The system redials, up to 15 times, every 30 or 60 seconds (depending on system programming).</p>	<p>The [DN] or Line and Spkr LEDs flash green.</p>	
<p>4. Your telephone receives ring tone, when ABR dials the number and it is available.</p>	<p>If you do not pick up the handset or press Spkr within 30 seconds after a connection is made, you hear a muted ring for another 30 seconds, then the call disconnects.</p>	
<p>5. Lift the handset or press Spkr and wait for the party to answer.</p>		

► **To cancel ABR**

- Press **Auto Busy Redial**
...or [DN] + **#44**.

Automatic Callback (ACB)

After reaching a busy/DND station, you can set ACB to have the system call you back when the called station becomes available. You can also set ACB to place you in a queue for an available CO line, if you reach a line group in which all lines are busy.

► **To set ACB**

1. After reaching either a busy/DND station or CO line, press **Auto Callback**
...or **4**.

You hear busy tone, followed by dial tone (two secs.), then busy tone.

NO. 204 INT 210 ACB SET

When you set ACB at a busy station, its number (**210**) displays.

When you set ACB at a busy line group, its access code number (**801**) is displayed.

NO. 204 INT 801 ACB SET

2. Hang up
...or press **Spkr**.

You can make other calls while waiting for the called station/line to become available.

3. Your telephone rings at a fast rate when the called station or CO line becomes idle.

For busy/DND station: the [DN] LED flashes green (incoming call). The station number you called (**210**) displays.

NO. 204 210 ACB

For busy CO line: the [DN] LED from which you attempted to first access the line flashes red (incoming call rate). The seized line's number (**3**) displays.

NO. 204 LINE 3 ACB

Features

Automatic Hold

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

After you answer, you hear a single tone, and the LED flashes green (in-use).

If you hear a busy tone after answering a callback, the called party is already on another call or the line has already been seized or has received an incoming call. Your request is not cancelled. You will be called again the next time a line becomes idle.

5. If you were attempting to make an outside call and did not use LCR, you must now 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)

- Press **Auto Callback** or [DN] + **#43**.

Automatic Hold

Automatic Hold enables you to automatically place a call on hold by pressing another outside **Line** or a [DN] button—there is no need to press **Hold**. You can also switch between calls without having to press **Hold**. Your telephone must be programmed for this feature, otherwise existing calls drop if you do not press **Hold** before answering or making another call.

► To use Automatic Hold

- While on a call, press another **Line** or [DN] to receive/originate a new call. The LED of the accessed line flashes (in-use). The first call is put on hold and the LED flashes (on-hold).

► To switch between calls

- Press **Line** or [DN] of the held call. The LED of the line just accessed flashes (in-use). The LED of the Line or [DN] placed on hold flashes (on-hold).

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

- Press **Tel Set Music** to toggle BGM ON/OFF.

...or press a [DN] + **#481** + **Spkr** to turn BGM ON and press a [DN] + **#480** + **Spkr** to turn it OFF (ignore busy tone after dialing **#481** and **#480**).

Call Forward

If your telephone has more than one [DN], you can assign Call Forward destinations for each [DN] on your telephone (up to one [PDN] and eight [PhDNs]). Each [DN] can be independently set for a different Call Forward feature. Call Forward must be set before the call is received and has priority over the Station Hunt feature.

To set call forward from a [PDN] or [PhDN]:

- ◆ You must set the call forward from your telephone.
- ◆ Your telephone must be programmed as the owner of the [PDN] or [PhDN].

Note If you hear a re-order tone when following any of the Call Forward steps, your telephone is not the owner of the [PDN]/[PhDN].

If Call Forward is set, the following calls to your station forward (except in Call Forward-External mode):

- ◆ Internal calls (Handsfree and OCA calls optionally may or may not)
- ◆ Auto Attendant calls
- ◆ CO lines calls that ring only your station
- ◆ Transferred CO line or station calls

CO lines that ring more than one station do not forward.

Call Forward Modes

You can set your telephone [PDNs] or [PhDNs] for a variety of Call Forward modes:

- ◆ **Call Forward—All Calls** forwards all calls immediately; your telephone does not ring when called.
- ◆ **Call Forward—Busy** forwards calls immediately when your station, [PDN], or [PhDN] is busy or in the DND mode.
 - ◆ On “tone-first” systems, if your [PDN] appears on more than one button on your telephone, Call Forward Busy forwards calls only when all [PDN] buttons are in use; if there is an idle [PDN], it flashes or rings when called.
 - ◆ On “voice-first” systems, Call Forward Busy forwards all calls any time your telephone is in use.

Note Call Forward-All Calls, Call Forward-Busy, Call Forward Busy-No Answer, and Call Forward-No Answer can be set with the touch of one button. See [“Feature Access Codes” on Page 63](#).

- ◆ **Call Forward—No Answer** forwards all calls to your station if you fail to answer within a designated time (set by you when you enable the feature). Your station can be programmed to bypass Call Forward-No Answer when receiving Voice First (handsfree) calls. Callers can activate voice first or OCA by dialing **1** during their voice announcement.
- ◆ **Call Forward—Busy/No Answer** forwards all calls to your station immediately whenever you are busy, in the DND mode, or after ringing and you do not answer the call within a designated time (set by you when you enable the feature). Your station can be programmed to bypass Call Forward/No Answer when receiving Voice First (handsfree) calls. Callers can activate ringing and Call Forward by dialing **1** during their voice announcement.
 - ◆ On “tone-first” systems, if your [PDN] appears on more than one button on your telephone, Call Forward Busy forwards calls only when all [PDN] buttons are in use; if there is an idle [PDN], it flashes or rings when called.
 - ◆ On “voice-first” systems, Call Forward Busy forwards all calls any time your telephone is in use and/or any time all of your [PDNs] are in use by other telephones.
- ◆ **Call Forward—Fixed** forwards immediately to a station or voice mail device set in system programming all internal, private or DID CO line calls to your station. Your station does not ring when called. Your station must be assigned with the **Call Forward to:** button in system programming to activate this feature.

- ◆ **Call Forward—External** forwards new incoming calls directed to your [PDN] to a destination outside of the system. [PhDNs] assigned to your telephone do not call forward to external destinations. Internal calls and transferred calls to your [PDN] also do not forward to external destinations.

Only incoming calls over CO lines dedicated to immediately ring your [PDN], the private CO **Line** button, and/or DID line, call forward externally. Any of the other Call Forward modes can be set for your [PDNs] or [PhDNs] simultaneously with Call Forward-External.

Using Call Forward Buttons

If your telephone has been system programmed for a Call Forward button, you can use one of the following Call Forward buttons to set the feature for a [PDN]: **Call Frwd All Calls**, **Call Frwd Busy**, **Call Frwd No Answer**, **Call Frwd Busy/NAns**, **Call Forward External**, and **Call Forward to:** (Call Forward–Fixed feature).

Using Access Codes

If your telephone has not been programmed for Call Forward buttons or you are forwarding a [PhDN], you must use access codes to set the Call Forward feature.

LCD Telephones

The LCD on your telephone provides you with call forwarding information.

Make CF Call

When you call a [DN] that is forwarded [203], the [DN] you called is shown first.

NO. 201 203

The display changes to the [DN] where your call forwarded (210).

NO. 201 210

Receive CF Call

When a call is forwarded to your [DN] (210), the calling [DN] (205) is displayed on the left and the [DN] called is displayed on the right [203].

NO. 201 205 CALL 203

Note The LCD examples shown in the following sections are identical to those on your telephone's LCD. At times, the entries on the display will scroll off the LCD and only portions of the entries will remain.

Call Forward—All Calls

<p>1. Press Call Frwd All Calls ...or [PDN]/[PhDN] + #601.</p>	<p>The LED flashes red. You hear confirmation tone after #601 is dialed.</p>	<p style="text-align: center;">NO. 201 CALL FORWARD TO</p>
<p>2. Enter the destination [DN].</p>		<p style="text-align: center;">NO. 201 CALL FORWARD TO 203</p>
<p>3. Press Call Frwd All Calls ...or Spkr (if access code used).</p>	<p>The LED lights steady red and calls forward to the stored directory number [203].</p>	<p style="text-align: center;">CF-A 201-203 JAN 01 TUE 12: 19</p>

► To cancel a Call Forward—All Calls

- Press **Call Frwd All Calls + Spkr**
...or [PDN] + **#601 + Spkr**.

Call Forward—Busy

<p>1. Press Call Frwd Busy ...or [PDN]/[PhDN] + #602.</p>	<p>The LED flashes red. You hear confirmation tone after #602 is dialed.</p>	<p style="text-align: center;">NO. 201 CALL FORWARD TO</p>
<p>2. Enter the destination [DN].</p>		<p style="text-align: center;">NO. 201 CALL FORWARD TO 203</p>
<p>3. Press Call Frwd Busy ...or Spkr (if access code used).</p>	<p>The LED lights steady red and calls forward to the stored directory number [203].</p>	<p style="text-align: center;">CF-B 201-203 JAN 01 TUE 12: 19</p>

► **To cancel a Call Forward—Busy**

- Press **Call Frwd Busy + Spkr**
...or [PDN] + **#602 + Spkr**.

Call Forward—No Answer

<p>1. Press Call Frwd No Answer ...or [PDN]/[PhDN] + #603.</p>	<p>The LED flashes red. You hear confirmation tone after #603 is dialed.</p>	<p>NO. 201 CALL FORWARD TO</p>
<p>2. Enter the destination [DN].</p>		<p>NO. 201 ALL FORWARD TO 203</p>
<p>3. Press Speed Dial.</p> <p>Note Skip this step, if you pressed Call Frwd No Answer in Step 1.</p>	<p>The pre-set time delay for calls forwarding is 12 seconds.</p>	<p>NO. 201 ALL FORWARD TO 203*</p>
<p>4. Enter the time delay (08~60) seconds.</p> <p>Note Skip this step if you do not want to change the time.</p>	<p>The LCD displays the amount of time entered (16).</p>	<p>NO. 201 FORWARD TO 203*16</p>
<p>5. Press Call Frwd No Answer ...or Redial, then Spkr (if access code was used in Step 1).</p>	<p>The LED lights steady red and calls forward to the stored directory number [203].</p>	<p>CF-NA 201-203 JAN 01 TUE 12: 19</p>

► **To cancel a Call Forward—No Answer**

- Press **Call Frwd No Answer + Spkr**
...or [PDN] + **#603 + Spkr**.

Call Forward—Busy/No Answer

<p>1. Press Call Frwd Busy/NAAns ...or [PDN]/[PhDN] + #604.</p>	<p>The LED flashes red. You hear confirmation tone after #604 is dialed.</p>	<p>NO. 201 CALL FORWARD TO</p>
<p>2. Enter the destination [DN].</p>		<p>NO. 201 ALL FORWARD TO 203</p>
<p>3. Press Speed Dial. Note Skip this step, if you pressed Call Frwd Busy/NAAns in Step 1.</p>	<p>The pre-set time delay for calls to ring before forwarding is 12 seconds.</p>	<p>NO. 201 ALL FORWARD TO 203*</p>
<p>4. Enter the time delay (08~60) seconds. Note Skip this step, if you do not want to change the time.</p>	<p>The LCD displays the amount of time entered (16).</p>	<p>NO. 201 L FORWARD TO 203*16</p>
<p>5. Press Call Frwd No Answer ...or Redial, then Spkr (if access code used in Step 1).</p>	<p>The LED lights steady red and calls forward to the stored directory number [203].</p>	<p>CF-BN 201-203 JAN 01 TUE 12: 19</p>

► **To cancel a Call Forward—Busy/No Answer**

- Press **Call Frwd Busy/NAAns + Spkr**
...or [PDN] + **#604 + Spkr**.

Call Forward—Fixed

- Press **Call Frwd to:** The LED lights steady red and all calls forward to a station [PDN] or voice mail device set in system programming.
...or press **Call Frwd to:** a second time to cancel the feature.

Call Forward—External

1. Store the destination number at Station Speed Dial location Code 49 (RCTUA, B, C/D processors) or location 139 (RCTUE/F processors).

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.

2. To set CF-External, press **Call Frwd External**
...or the [PDN] + **#670**.

This feature enables you to forward new incoming calls directed to your [PDN] to a destination outside of the system. [PhDNs] assigned to your telephone do not Call Forward to an external destination. Internal calls and transferred calls to your [PDN] do not forward to external destinations.

Only incoming calls over CO lines dedicated to immediately ring on your [PDN], private CO **Line** button, and/or Direct In Dial line calls forward. Any of the other Call Forward modes can be set for your [PDNs] or [PhDNs] simultaneously with Call Forward-External.

Use the Speed Dial storage procedures detailed on See [Page 60](#). When forwarding to an outside destination include the CO Line (or CO Line group) access code before the telephone number.

Example: 8015833700

801 = CO Line access code
5833700 = Telephone number

See [Table 12 on page 109](#) for CO Line/Line Group access codes. The LCR access code “9” cannot be used.

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

➤ To cancel a Call Forward—External

- Press **Call Frwd External**
...or [PDN] + **#670 + Spkr.**

Remote 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.

► To change the destination number

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1. Call into the DK system over a CO line programmed for the DISA feature.</p> | <p>You hear ringback tone signal, then internal dial tone for 10 seconds.</p> <p>Try again if you hear busy tone.</p> <p>Note See the System Administrator for DISA telephone numbers.</p> |
| <p>2. After you receive dial tone, press #670 then dial your [PDN].</p> | <p>You hear a confirmation tone.</p> <p>If a number is not dialed, the system automatically makes the DISA CO line ring as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.</p> |
| <p>3. Enter the Remote Call Forward-External security code.</p> | <p>You hear a confirmation tone. See the System Administrator for the security code which is assigned to your telephone in system programming.</p> |
| <p>4. Enter the new destination number. You can enter an internal number, Voice Mail number or, a CO line access code plus an external telephone number. With some systems, you can dial a line group code instead of a CO line number access code. (See Appendix A—Table 1 for access code information.)</p> | |
| <p>5. Press #.</p> | <p>You hear a confirmation tone.</p> |

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

If you park a call and it is not retrieved the following occurs:

- ◆ If your station is idle when the system Call Park recall timer expires, the parked call automatically recalls to your station.
- ◆ If your station is busy, the parked call camps-on.

If you have an LCD telephone, you can let the system automatically select an available orbit number which displays on your LCD. To monitor the calls parked at your station, see “[Call Park Orbit List Display](#)” in [Chapter 3 – LCD Operation](#).

► To park a call

<p>1. While on a call, press Park in Orbit ...or Cnf/Trn + #332.</p>	<p>The LED flashes green (consultation-hold).</p>	<p>ENTER ORBIT NO RTRN</p>
<p>2. Enter a General Orbit Number (900~919) or a valid [PDN] ...or if you have an LCD, press 999.</p>	<p>The call is parked and the CO line flashes (Hold), or the [DN] LED turns OFF.</p>	
<p>3. Hang up.</p>	<p>The caller’s extension or Line number and the orbit number are shown.</p>	<p>6793 PK ORBIT 900</p>
	<p>If the parked call is not retrieved within a specified time, the call rings back to your phone.</p>	<p>LN 2 ORBIT 900</p>

When a parked call recalls your phone, the LCD shows the line or [DN] that is recalling and the orbit number.

L 2 PK ORBIT 900

► To retrieve a parked call

1. Press **Park in Orbit**
...or [DN] + **#332**.
2. Enter the Orbit Number where the call is parked.

[DN] can be [PDN], [SDN] or [PhDN].

The [DN] LED flashes at the in-use rate when the call is retrieved.

Call Park and Page

You can use the Park feature in conjunction with the Page feature. This operation can be programmed on a **Speed Dial** button for one-touch activation (See [“Feature Access Codes” on Page 63.](#))

► To park and page a call

1. While on a call, press **Park and Page**
...or **Cnf/Trn** + **#331**.
2. Enter a General Orbit Number (**900~919**) or a valid [PDN]
...or if you have an LCD, press **999**.

The LED flashes green (consultation-hold).

HOLD LINE 2
ENTER ORBIT NO.

The call is parked and the CO line flashes (Hold), or the [DN] LED turns OFF.

The system parks the call on the lowest vacant Orbit Number.

3. Enter a [DN] or a Page Group or Zone access code (see [Tables 13 and 14](#) on [Pages 110 and 111](#), respectively).

After you enter an Orbit Number, a short burst of dial tone prompts you to enter the Page access code.

The LCD shows the **999** Auto Park entry.

HOLD LINE 2	999
-------------	-----

The LCD shows the Line being held and its orbit number. Example: Line 2 is held on orbit **900**.

HOLD LINE 2	L 2 ORBIT 900
-------------	---------------

4. Make your announcement (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.

PARK ORBIT 900	HOLD
----------------	------

When a parked call recalls your phone, the LCD shows the line or [DN] that is recalling and the orbit number.

L 2 PK ORBIT 900

Call Pickup

You can pick up a call that is ringing another station's [PDN] or [PhDN], a call placed on hold at another station and other types of calls.

When you pick up an internal call, the calling station [200] displays on the left and the called station [201] displays on the right.

NO. 204	200 CALL 201
---------	--------------

If your call is picked up by another station, the LCD shows that your call to station [200] was picked up by station [201].

NO. 204	200 PICKUP 201
---------	----------------

[DN] Pickup

Picks up ringing or held Directory Numbers.

- Press [DN] + **#5#2** + [PDN] or [PhDN] that you want to pick up.

Directed Call Pickup

This feature enables you to pick up calls ringing in, or calls held at other stations.

► To use directed call pickup

1. Press **Directed Pickup**

...or [DN] + **#5**.

2. Dial directed [PDN].

The directed [PDN] is the Primary Directory Number of the station that has the ringing or held call that is to be picked up.

If more than one call is on hold, the call on the telephone's lowest button number is picked up. Ringing calls are picked up over held calls as a priority.

► To pick up a ringing CO line in a tenant system

- Press **Directed Pickup 1~4**

...or [DN] + **#59**.

You are connected to an incoming CO line call for a Tenant Group (1~4).

Notes

- In non-tenant systems, **Directed Pickup1** picks up any ringing CO line.
- This feature does not pickup held lines or transferred CO lines that are ringing; use Directed Call Pickup.

Group Pickup

Stations can be assigned in system programming to Pickup Groups. As many as 20 groups can be created to enable you to easily pick up incoming (new or transferred) or internal calls that are ringing stations that are in your group or in other groups. This feature does not pickup held calls. You may belong to more than one group. See your System Administrator for group assignments.

Calls Ringing Within Your Group

- Press **Group Pickup** or a [DN] + **#5#34**. You are connected to the call.

Calls Ringing to Other Groups

1. Press [DN].

You hear dial tone.

2. Enter **#5**, then the access code (**#320~#339**) of the group to which the station belongs.

You are connected to the call. If the called station belongs to more than one group, any of the Group Pickup codes associated with those groups pickup the call.

Page/Internal Call Pickup

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

► To pickup a page or internal call

1. Press [DN].

You hear dial tone.

2. Enter **#5#30**.

You are connected to the caller who originated the internal or page call. The page circuit is released.

Call Transfer with Camp-on

You can transfer calls to idle or busy [DNs], Hunt Group Numbers, ACD Group [DNs], etc. You cannot transfer (or camp-on) to a station's [PDN] or [PhDn] if the station is in the DND mode, unless the station's [PDN] or [PhDN] appears on other stations.

► To transfer a call

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

The Line or [DN] LED flashes green (conference rate). You hear internal dial tone.

2. Dial the [DN] where the call will be transferred.

The CO line rings the called station. If you hear a single tone, you can then announce the call over the called telephone's speaker. (If you hear ringing tone, the call was made with Tone Signaling.)

3. If the station is idle, announce the call and hang up

...or if the station is busy or does not answer, hang up

...or to reconnect to the transferred line before it is answered, press the flashing **Line** or [DN] + **#42**.

The Line LED flashes green (on-hold). If you transferred the call from a [DN], the [DN]'s LED turns off. The CO line or [DN] camps on to the called station and the called station receives a warning tone. The camped-on call rings when you hang up.

The Line LED is a steady red when the called station answers the transferred call.

NO. 204
CAMP-ON 4

If the call is not answered after a specified Recall time set in system programming, camp-on is cancelled and the transferred call rings back (when your station or [DN] is idle or sends two tone bursts if your telephone is busy).

HOLD LINE 2
LN 2 RECALL 203

The LCD shows the CO line number and the station number [203] where it was originally transferred.

Call Waiting

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

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

► To answer a waiting call by placing the current call on-hold

► Press **Hold**

The existing call is placed on-hold. The camped-on line rings your station (the Line LED flashes green - incoming call).

...or if your telephone has the Auto Hold feature, just press the flashing [DN] or **Line**.

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

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

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

► Hang up or transfer the existing call; the camped-on call rings your station

The existing call disconnects or transfers. The camped-on line rings your telephone and the Line LED flashes green (incoming call).

...or press the flashing [DN] or **Line**.

This disconnects the current call and connects you to the transferred call. The [DN] or Line LED flashes green (in-use).

Conference Calls

This feature enables you to add other parties to an existing call. (If you have an LCD telephone, you can use Soft Keys to make a conference call.) The following conferencing configurations are possible:

- ◆ up to two stations and two CO lines
- ◆ up to three stations and one CO line
- ◆ up to four stations

► **To make a conference call**

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

You hear dial tone and the [DN] or Line LED flashes green (conference-rate).

2. Dial a [DN] or access a CO line and dial the telephone number.

3. When the called party answers, press **Cnf/Trn**.

All parties are conferenced. If the second call was placed on a [DN] or CO line that appears on your telephone, the LED also flashes green at the in-use rate.

Features

Date/Time/Day Adjustment

4. Repeat the procedure to add other CO lines or [DNs], remembering not to try and exceed the allowed number.

Notes

- If you receive a busy tone or no answer, press **Cnf/Trn** to return to the original connection.
- The new station is not conferenced unless its user lifts the handset or presses a [DN] to answer.

Date/Time/Day Adjustment

This feature is performed from a designated station. See the *System Administrator's Guide* for instructions.

Direct Inward System Access (DISA)

Outside callers with telephones that send Dual-tone Multi-frequency (DTMF) tones can call in on CO lines programmed for DISA and dial a [DN] or outgoing CO line without going through an attendant or operator. See the System Administrator for this number.

DISA Calls - Internal

1. From outside the system, dial the DISA CO line telephone number.

You hear a ringback tone signal, then an internal dial tone for 10 seconds.

If you do not dial within 10 seconds, the system automatically causes the DISA CO line to ring a telephone or group of telephones designated in system programming. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.

- | | |
|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. When you hear dial tone, dial a [DN]. | You hear ring tone. When the station answers, you are connected. |
| | If the call is not answered after 6 rings or 24 seconds, (whichever comes first) you hear busy tone. |
| 3. If you receive busy tone or want to dial another number while the station is still ringing, press *. Repeat Step 2. | 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. |

DISA Calls - External

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. From outside the system, call the DISA CO line telephone number. | You hear a ringback tone signal, then an internal dial tone for 10 seconds. |
| | If you do not dial within 10 seconds, the system automatically rings the DISA CO line as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects. |
| 2. When you hear dial tone, dial a CO line or CO line access code | You hear dial tone. If you do not hear dial tone, you must also dial a DISA security code. |
| ...or dial a CO line or CO line access code and then a DISA security code. See Table 12 on page 109 access codes. | You hear dial tone.

Note See the System Administrator for the DISA security code number. If the correct code is not entered, the call disconnects. |
| 3. When you hear dial tone, dial a telephone number. | If set in system programming, both parties hear a warning tone approximately 4, 10, or 20 minutes after the call was made. Press 0 to reset the timer each time the tone sounds (for an additional 4, 10, or 20 minutes). If you do not press 0 , the call disconnects approximately one minute after the tone. |

Direct Station Selection (DSS) Buttons (Hotline)

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

- ◆ busy on a call on any button or is in the DND mode.
- ◆ idle but all appearances of the station's [PDN] are in use by other stations.

► To connect directly to another station's [PDN]

1. When connected to a CO line or another station, press **DSS**.
2. Announce the call
...or transfer the call by hanging up or pressing **Release and Ans**.

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

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

Do Not Disturb (DND)

If your station is in the DND mode, internal, external and transferred calls do not ring your station and OCA calls are denied. You can continue to make calls while in the DND mode.

If your [PDN] or [PhDN] appears on other stations, calls to your [PDN] or [PhDN] flash on your station and flash or ring the other stations. This enables your calls to be answered at the other stations (or yours), even while your station is in the DND mode.

Your "alert partner" telephone can override DND and signal your telephone by pressing **Alert Signal**. Telephones with DND Override can also call and mute ring your telephone.

► To activate/deactivate DND

- Press **Do Not Disturb**. The LED lights steady red and DND mode is activated.
...or press it again to toggle the feature off.

Notes

- Calls forward from your station immediately while in the DND mode, if it is set for Call Forward-Busy or Call Forward-Busy/No Answer.

- If you press **Do Not Disturb** while a call is ringing, the ringing stops. The LED continues to flash.

Door Lock(s)

Your telephone may have up to five **Unlock Door** button(s), which enables you to unlock a door.

Door Lock Button	Location
Unlock Door 0	
Unlock Door 1	
Unlock Door 2	
Unlock Door 3	
Unlock Door 4	

➤ **To unlock a door**

- Press **Unlock Door**. The door unlocks for three or six seconds (set in system programming). The Unlock Door LED is lit while the door is unlocked.

Door Phone(s)

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

The number of possible door phones vary by Strata DK system, with up to 12 as the maximum for larger systems.

LCD telephones display the door phone ID when calls are made to/from door phones (e.g., door phone 1A). The ID enables you to know the door phone [DN]. For example, door phone 1A corresponds to Door Phone [DN] **#151**, 1B to **#152**, etc. Door phone IDs and the corresponding [DNs] are shown in [Table 6](#).

**NO. 204
DOOR PHONE 1A**

Table 6 Door Phone Lock IDs/Locations

Door Phone	Door	Location	Door	Door	Location
#151	1A		#157	3A	
#152	1B		#158	3B	
#153	1C		#159	3C	
#154	2A		#161	4A	
#155	2B		#162	4B	
#156	2C		#163	4C	

► **To answer a door phone call**

1. Lift the handset.

If you lift the handset while the door phone is still ringing, the [DN] LED flashes green (in-use) and you are connected to the door phone.

2. If not connected yet, dial the door phone [DN].

If you have an LCD telephone, see [Table 6](#) for the [DN].

...or to pick up door phone calls ringing someone else's phone, press [DN] + **#5#30**.

Note **#5#30** access is a system option that may not be turned on for your system.

► **To call/monitor a door phone**

1. With the handset off-hook, press a [DN].
2. Dial the [DN] for the desired door location.

You hear dial tone and the LED flashes green (in-use).

If you have an LCD telephone, see [Table 6](#) for the [DN].

A two-way talk-path exists between your telephone and the called door phone. You can audibly monitor the area around the door phone.

Note Door phone [DNs] can be stored on **SD** buttons. See [“Feature Access Codes” on Page 62](#).

► **To call from a door phone**

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

You hear a distinctive ringing tone—one or five times (set in system programming).

DTMF Tone Dialing with * and

You may have to send * and # DTMF tones to some devices or services, such as a voice mail device or computer output service. DTMF tones are automatically enabled on stations with **Speed Dial**. If you do not have **Speed Dial**, you must first dial *, # to enable these tones.

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

- **To output * and # DTMF tones on a telephone without a Speed Dial button**
 - While on an outside call, press *, then #. You can now output * and #, DTMF tones, and digits **0~9** for the duration of the call. This procedure must be repeated on each call where you require such output.

Emergency Ringdown/Hotline Service

The Emergency Ringdown or Hotline Service feature enables standard telephones to automatically ring a designated extension by going off-hook. Digital telephones cannot perform this feature, but they can *receive* Emergency Ringdown or Hotline Service from standard telephones.

Emergency Ringdown is used in healthcare facilities, where it is used to assist callers who may not be able to complete a call by dialing. An example of an incoming Emergency Ringdown call is shown on the right. The calling [DN] and “Ringdown” displays whether soft keys are ON or OFF.

205 CALLING RINGDOWN

This same feature is also known as Hotline Service and is often used for telephones in hotel/motel lobbies.

Group Listening

This feature enables you to set your telephone so that you and people near your telephone can hear the called party over the speaker, but the called party can not hear you. You can alternate between parties as long as the handset is off-hook.

► To activate group listening

- While off-hook on a call, hold down **Spkr**. The Spkr LED lights red.

► To deactivate group listening

- Release **Spkr**. The Spkr LED turns OFF. You can talk to the party through the handset.

Handsfree Answerback

You can talk back to internal or incoming Tie Line calls without lifting the handset.

► To receive a handsfree internal call

- | | |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 1. You hear a single long tone, followed by the caller’s voice. | The LED flashes green (incoming call). The Mic LED lights steady red, indicating your microphone is active. The Spkr LED flashes red. |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|

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

If you have a speakerphone, you will have better performance if you press the called [DN] button first.

Notes

- A [DN] must be pressed (or the handset must be taken off-hook) to actually answer the call. This is necessary before transferring or placing an internal call on hold.
- You can press **Vol ▲** or **Vol ▼** to control the volume of the Handsfree Answerback caller’s voice and ring tone. See Chapter 1—The Grand Tour for more information on volume control.

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**

<ol style="list-style-type: none"> 1. While on an off-hook call, press and hold Spkr. 	<p>The Spkr LED lights red.</p>
<ol style="list-style-type: none"> 2. Place the handset on-hook. 	<p>The Spkr LED stays on and you can hear the distant party through your telephone speaker.</p>
<ol style="list-style-type: none"> 3. Release Spkr. 	<p>For privacy, press Mic to turn your telephone’s microphone off. (Otherwise, your conversations may be picked up.)</p>
<ol style="list-style-type: none"> 4. Lift the handset when the party returns. 	<p>Note Each station’s Mic can be set in system programming to switch ON/OFF with one touch, to switch OFF only while pressed and held, or to be either ON/OFF at the start of handsfree dialing. See your System Administrator if you want the setting changed.</p>

ISDN Outgoing Calling

This feature enables you to make outgoing call using an Integrated Services Digital Network (ISDN) trunk, provided that you are connected to a Strata DK424, DK40i, or DK40 system with Release 4.0, or higher, and that you subscribe to ISDN lines. ISDN trunks offer faster call connection setup, and they also provide more connection circuits.

Making an ISDN outgoing call will either be handled automatically with a timer or by you initiating the ISDN “Start” sequence. The method depends on your system’s programming. See your System Administrator to determine the method.

► **To make an outgoing call to an ISDN trunk**

-
- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. Access an outside CO line 2. Dial the number. 3. Press Start. | <p>The dialed digits will not be sent until you press this button or until the timer expires.</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|

Subaddress

Subaddress digits may be required for dialing another department, or to send a call to equipment, such as a printer. If you need to enter subaddress digits, follow these instructions:

► **To make an outgoing call with a subaddress to an ISDN trunk**

-
- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. Access an outside CO line 2. Dial the number. 3. Press Sub. 4. Enter the subaddress. 5. Press Start. | <p>The Sub button informs the system that the following digits are the subaddress.</p> <p>The dialed digits will not be sent until you press this button or until the timer expires.</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Message Waiting

If you call a busy station [DN] or its user does not answer, you can leave a message waiting indication at the station. The Msg LED at the called station flashes and the user can call you back by pressing the **Msg** button with the flashing LED. (Voice mail devices, as well as people, can leave message waiting indications.)

All telephones have a standard (fixed) **Msg** button/LED for receiving/retrieving messages left by callers that called the station's [PDN]. Telephones that own [PhDNs] can also have up to four additional (flexible) message waiting [PhDN/MW] buttons/LEDs for receiving/retrieving messages left by callers that called the respective [PhDNs]. To use the [PhDN] message waiting feature, your telephone needs to have [PhDN/MWs].

Up to four message waiting indications and LCD messages can be left at each [DN] or [PhDN] at one time. The fourth message and one of the LEDs is reserved for the Message Center.

Message Waiting Light on [PDN]

► To answer a Msg light

1. Press **Msg**, then lift the handset.

If you reach a station that is busy or does not answer, go on-hook and press **Msg** again. The system rotates to the next message sender.

The LCD can show up to three stations that have left messages for the [PDN] and three for each of your [PhDNs].

2. Press **Scroll** to display them.

Your phone rings the station or voice mail device that set the indication. The LED continues to flash red.

In the example (shown at right), the display indicates that station DN [203] received a message signal from DN [201]. The “+” indicates additional messages.

<p>NO. 204 CALL 203-201+</p>

3. After receiving the message(s), place the handset on hook.

If the Msg LED continues to flash, you have more messages—repeat the Steps to retrieve them. Voice mail devices may cancel the indication after a short delay.

► **To cancel the Msg light**

- Press **Msg** and lift the handset.
 ...or [DN] + **#409** to cancel the light. This must be done for each message recorded.

Your Msg LED turns OFF when the called party answers.

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

Your Msg LED turns OFF without calling the telephone or VM device.

Message Waiting Light on [PhDN/MW]

► **To respond to [PhDN/MW]**

1. Press the flashing red [PhDN/MW] LED.
2. After receiving the message, press **Spkr**
 ...or place the handset on-hook.

Your phone rings the station or voice mail device that left the message. If the called party or VM device answers, the message waiting indication is cancelled automatically. If there is no answer, hang up and try at a later time. The red [PhDN/MW] LED on your phone continues to flash.

If you have more messages, the red [PhDN/MW] LED continues to flash. To answer the next message, repeat this procedure.

► **To cancel [PhDN/MW]**

1. Press [PhDN].
2. Enter **#409**.
3. Press **Spkr**.

You hear a steady dial tone.

The dial tone stops.

The [PhDN/MW] LED turns OFF, indicating that the message has been canceled.

Message Waiting Light on Another Telephone

► To set a message waiting light on another telephone

1. Press [DN] and dial an internal number.

You hear ringback or busy tone.

2. Press **Msg** or **7**.

The Msg or PhDN/MW] LED flashes red at the called telephone. The Msg LED lights steady red at your telephone. The LCD displays the station [203] where you set a message waiting light.

NO. 201 INT 203 MW SET

3. Press **Spkr**.

The Msg LED on your telephone turns OFF. The Msg or [PhDN/MW] LED on the called telephone flashes until the called party presses the flashing **Msg** or [PhDN/MW].

SENT 203 JAN 01 SUN 12: 19

► To cancel a message light set on another station

► Press [DN] and dial **#64** plus the [PDN] or [PhDN] that has the message light set.

Microphone Cut-Off

This feature prevents callers from monitoring the sounds near your telephone when your telephone receives a Handsfree Call or cuts-off the telephone microphone while on a speakerphone call. When the feature is ON, the Microphn Cut-off LED lights steady red and the Mic and Spkr LEDs do not light when your telephone is called. When the feature is OFF, the Microphn Cut-off LED is not lit and your microphone works. The **Microphn Cut-off** functions on Handsfree Answerback and speaker OCA calls for privacy.

► To turn the microphone ON/OFF

► Press **Microphn Cut-off** to toggle between ON/OFF.

Off-hook Call Announce (OCA)

This feature enables you to call and speak through either the handset or the speaker of an off-hook, busy digital telephone. The called station must be set in system programming for this feature to work.

The calling station can be set in system programming for OCA to occur automatically when calling a busy-off-hook station or by dialing an access code after receiving busy tone. Automatic OCA only functions on Voice First Signaling systems. The following procedure covers both calling options.

- ◆ **Handset Off-hook Call Announce (HS-OCA)** – lets callers make an announcement through the handset (or headset). No special hardware is required.
- ◆ **Speaker Off-hook Call Announce (SP-OCA)** – lets callers make an announcement through the speaker of an off-hook, busy digital phone. The called telephone must be equipped with optional hardware.

When you receive an HS-OCA call while you are on another call, you hear a short warning tone (optional), followed by an announcement.

NO. 204 210 BUSHY OVRD

You are the only one who hears the tone/announcement. The station [210] sending the HS-OCA is displayed on your LCD. Stations in the DND mode cannot receive OCA calls unless the calling station is programmed for DND Override.

While on a speaker OCA call, **Mic** and **Microphn Cut-off** can be used to prevent an OCA caller from listening to your conversation with the original party (see “[Microphone Cut-Off](#)” on Page 50).

► To make an OCA call (Voice First Signaling)

- Lift the handset and dial the [DN]. You hear a single tone (optional) or nothing and can talk to the station (Automatic OCA).

Note If you receive busy tone, press **2** to OCA the station and talk. An optional tone is heard at the busy station, indicating that you are connected on an OCA call.

NO. 203 205 BUSHY OVR

► To make an OCA call (Tone Signaling)

- | | |
|----------------------------------------|---------------------------------|
| 1. Lift the handset and dial the [DN]. | You may hear busy or ring tone. |
|----------------------------------------|---------------------------------|

Features

Off-hook Call Announce (OCA)

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>2. If you hear busy tone, press 21 and speak to the called station</p> <p>...or if you hear a ring tone, press 12 and speak to the called station.</p> | <p>If you hear busy or ring tone after dialing the first digit (2 or 1), disregard the tone and dial the second digit to OCA the called telephone.</p> <p>If you still hear a busy tone after dialing 21 or 12, the called telephone is either busy on a speakerphone call or does not have the OCA option set in system programming. Either condition blocks OCA.</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

HS-OCA

► To answer an HS-OCA talkback call

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>► Press and hold Mic</p> <p>...or HS-OCA Talkback.</p> <p>Note Press the same button to toggle between parties.</p> | <p>This puts the original party on hold and you are connected to the HS-OCA call for as long as you press Mic.</p> <p>When you release Mic, the HS-OCA party can not hear you, but you can still hear the original and HS-OCA parties.</p> <p>You are connected to the party that has sent the HS-OCA call. The original party is on hold.</p> <p>HS-OCA Talkback acts as an ON/OFF switch between the two parties.</p> |
|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

► To disconnect an HS-OCA call to your station

- Press **Spkr**. The HS-OCA call disconnects.

SP-OCA

► To answer an SP-OCA call

- Speak toward the microphone of your phone. You may want to hold your hand over the handset mouth piece to prevent the other party from hearing you.

► To disconnect an SP-OCA call to your station

- Press **Spkr**. The SP-OCA call made to your station disconnects.

Override Calls

The available override features are:

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

- ◆ **Do Not Disturb Override** – lets you send a tone to an idle or busy station in the DND mode to indicate that a call is coming in. Your phone can also be programmed to block Do Not Disturb Override from other phones. Your station’s LCD shows the station you have called [210] is in the DND mode.

<p>NO. 204 INT 210 DND</p>

OCA is possible to DND stations from stations that are programmed for Do Not Disturb Override.

- ◆ **Executive Override** – enables you to enter an established conversation. Your phone can also be programmed to block Executive Override from other phones. The **Privacy on Line** does not block this feature.
- ◆ **Privacy Override** – enables you to enter an established call on a private common CO **Line** button; it will not operate on common [DNs] which are always private. (See “Conference Calls” which allow up to four parties to talk on a [DN] button.)

Up to two station users can enter an existing CO line-to-station call (i.e., up to three stations can be connected to a CO line). You can also use this feature if the station that is already connected to the CO line is in the Privacy Release mode. Station users with **Privacy Release** can allow stations to enter their conversations, even if the station entering the conversation is not programmed for Privacy Override.

Privacy Override is blocked by DND.

- ◆ **Toll Restriction Override** – Stations can be individually restricted from making toll calls. Each station can be allowed or denied specific area and office codes, long distance information calls, international calls and/or operator-assisted calls. You can completely override Toll Restriction at selected stations or you can change the station’s Toll Restriction class. The station resumes its normal class at the conclusion of the call.

Busy Override

- After reaching a busy station, press **2**.

A muted tone is heard at the busy station, indicating that a call is waiting. The station number [210] displays.

NO. 203 210 BUSY OVR

Do Not Disturb Override

- After reaching a station in DND mode, press **2**.

A tone signal is heard at the DND station, indicating a call is coming in. On your station, the LCD shows the station number [210] you have overridden.

NO. 204 210 DND OVR

Your LCD displays **DND OVR DENY**, if the station you called denies Do Not Disturb Override.

NO. 204 DND OVR DENY

Executive Override

- After reaching a busy station, press **3**.
...or if you have an LCD phone, use the OVRD Soft Key. (See [“How to Use Soft Keys”](#) on Page 80.)

You enter the conversation. The called parties may hear an optional tone signal prior to your entering the conversation.

The overridden station [210] displays until the call is ended.

NO. 204 210 EXEC OVRD

Your Station

The station initiating executive override [204] displays until the override is disconnected.

NO. 210 204 EXEC OVRD

Called Station

Privacy Override

<p>➤ After reaching a busy station, press Line.</p>	<p>Connected parties may hear an optional tone signal before you are connected. Your station's LCD displays the CO line identification, Line 03.</p>	<p>NO. 204 LINE 03 PRV OVRD</p>
	<p>The overridden station's LCD displays the initiating station's number [204].</p>	<p>NO. 205 204 PRV OVRD</p>

Toll Restriction Override

<p>1. Access a CO line.</p>	<p>You hear dial tone and the LED flashes at the in-use rate.</p>	
<p>2. Press Cnf/Trn +#47.</p>	<p>You no longer hear dial tone and your LCD prompts you to enter a code.</p>	<p>NO. 204 OVERRIDE CODE</p>
<p>3. Enter the Toll Restriction Override Code (four digits).</p>	<p>You hear dial tone. For security reasons, the override codes are only available on a selected basis. See your System Administrator.</p>	
<p>4. Dial a telephone number.</p>		

Page Announcements

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

► To make a page announcement

1. Press [DN], lift the handset, and enter a paging access code.
2. Use a normal voice level to make your announcement, then repeat it.
3. Hang up.

Note Each of the page access codes (including the [PDN] button) can be stored on an **SD** button. See [“Speed Dial—Advanced Features” on Page 62](#)

All Call Page

You can make an All Call Page to digital/electronic telephones assigned to the “All Call Page Group.” Stations are assigned to the “All Call Page Group” in system programming.

► To make an All Call Page

1. With the handset off-hook, press **All Call Page**
...or [DN] + **#39**.
2. Make your announcement in a normal voice level and repeat it.
3. Hang up.

The **All Call Page** button pages “All Call Page” telephones but does not access external page speakers.

Note **#39** may also Page external speakers as well as “All Call Page” telephones, depending on system programming.