

Strata[®] ***DK***

Digital Business Telephone Systems

**Electronic Telephone
User Guide**

(includes LCD and Direct Station Selection Console)

Publication Information

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Chapter 3 - DSS Console

Introduction

This guide describes how to use electronic telephones for Strata DK systems. Models covered in this user guide include electronic telephones equipped with a Liquid Crystal Display (LCD) and/or speakerphone. Instructions for the Electronic Direct Station Selection (DSS) Console are included. 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 *Liquid Crystal Display Electronic Telephone User Guide*. This guide is 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 electronic telephone features in alphabetical order. Detailed instructions on using each feature are covered.
- ◆ **Chapter 3 – LCD Operation** includes an explanation of the Control button operations. Features which are available only on the LCD electronic telephone are presented alphabetically and include detailed LCD displays.
- ◆ **Chapter 4 – DSS Consoles** describes the 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 electronic telephone models.

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:

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

This chapter familiarizes you with the controls and indicators located on your electronic key telephone (EKT) (see [“20-Button Electronic Key Telephone with LCD” on Page 2](#)).

Toshiba electronic 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 apply to all EKTs, except the 10x and 20x series, connected to a Strata DK system.

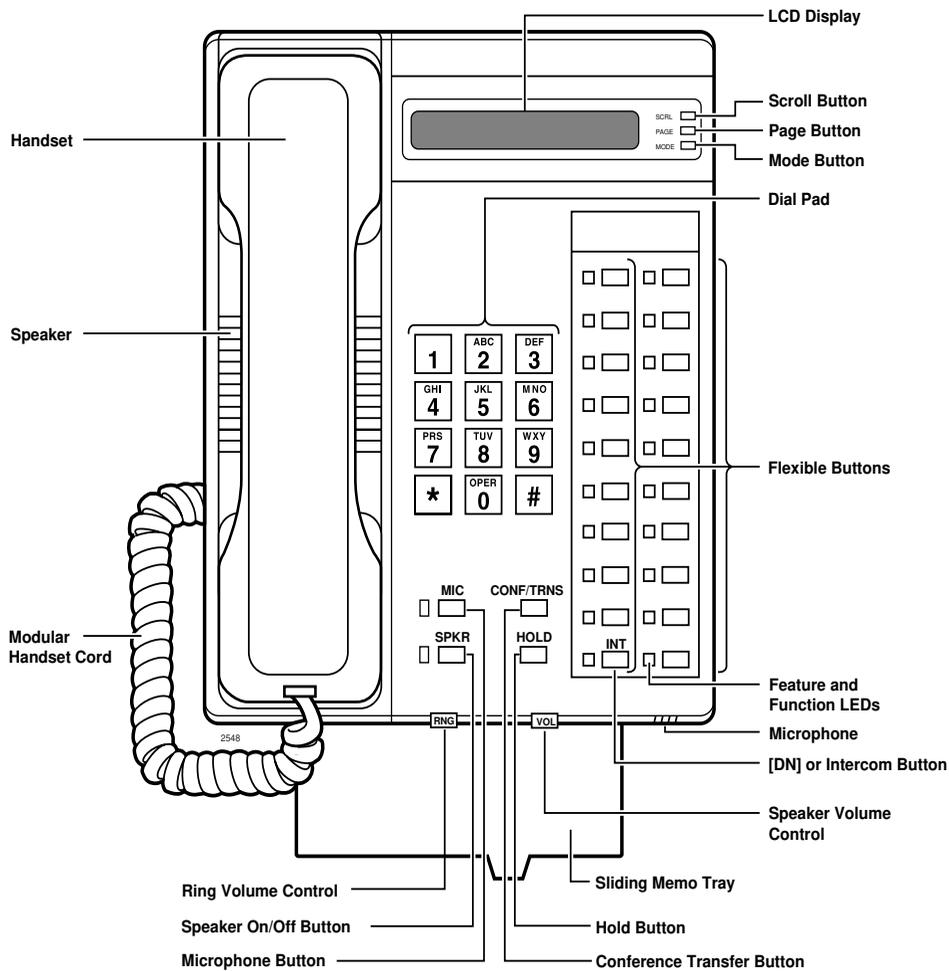


Figure 1 20-Button Electronic Key Telephone with LCD

Buttons

There are two sets of buttons, fixed and flexible. The fixed buttons, such as **MIC**, **HOLD**, **CONF/TRNS**, and **VOL** are shown in Figure 1 on the prior page. The flexible buttons consist of directory numbers (Primary, Secondary, Phantom) and feature buttons. The number of preprogrammed flexible buttons varies by telephone.

Fixed Buttons

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

Table 1 Fixed Button Instructions

Button	Instructions
CONF/TRNS (Conference/Transfer)	<ul style="list-style-type: none"> ➤ Press to set up conference and transfer calls (see “Conference Calls” on Page 39).
HOLD	<ul style="list-style-type: none"> ➤ Press once to hold internal or outside calls (the CO LED flashes at the internal hold rate) <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-left: 20px;"> HOLD LINE 10 JAN 01 SUN 12:19 </div> <p>...or press twice to enable Exclusive Hold. The CO LED flashes at the exclusive hold rate.</p> <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 CO or [DN] which is on hold <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-left: 20px;"> HOLD LINE 201 LINE 10 RECALL </div> <p>...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> <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>

Table 1 Fixed Button Instructions (*continued*)

Button	Instructions
<p>HOLD (<i>continued</i>)</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. (“Automatic Hold” on Page 23.)</p> <p>A different call can be held on each [DN] or CO button on your phone. Each time you press SCRL, a different [DN] or CO 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; margin-top: 10px;"> <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>Note</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. • MIC functions on Handsfree Answerback and OCA calls for privacy.
<p>SPKR (Speaker)</p>	<p>➤ Press to toggle the speaker ON/OFF. The LED indicates the status of the speaker. 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.</p>
<p>VOL</p>	<p>➤ Slide to adjust volume levels (see “Volume Controls” on Page 11.)</p>
<p>RING</p>	<p>➤ Slide to adjust the ring volume levels, and the voice levels of the caller (Handsfree Answerback operation).</p>

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 keystick label, see your System Administrator for button assignments.

Line Buttons

You may have buttons designated as **Line** and/or **PL** which enable you to directly access outside Central Office (CO) lines. **PL** 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 **PL** button, and you want to access outside CO lines, you can use access codes. For a listing of these codes, see [Table 11 on Page 108](#).

Directory Number [DN] Buttons

The [DN] buttons consist of: [PDNs], [SDNs], and [PhDNs]. They are used to make or answer a call and are known as your extension or intercom number. You can have multiple [DN] buttons on your telephone (see [Figure 2 on Page 7](#)), including [DNs] belonging to another [SDNs].

Incoming calls ring your telephone [PDNs] from the top down. For example, incoming calls to Station 10 [PDNs] first ring the “10-1” button, then “10-2,” and finally “10-3.” Your station 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 a call on any type of CO Line or [DN].

If you have an LCD telephone, you can find out the actual [DN] 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
<p>[PDN] Primary Directory Number</p>	<p>➤ Press to answer a call to the Primary Directory Number or to initiate a phone call.</p> <p>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].</p>
<p>[SDN] Secondary Directory Number</p>	<p>➤ Press to answer a call on a [PDN] of another telephone which appears on your telephone as a [SDN].</p> <p>You cannot set Call Forward and Voice Mail ID code for [SDNs] on your telephone.</p>
<p>[PhDN] Phantom Directory Number</p>	<p>➤ Press to answer a call to the [PhDN].</p> <p>Up to 8 [PhDNs] can be assigned to one station. A [PhDN] can be assigned exclusively to a station or shared among a group of stations. An example of a [PhDN] application is using the [PhDN] as a common phone number for an entire department, such as a Sales Department. The [PhDN] rings on all of the telephones of the group when it is called.</p> <p>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 each up to four [PhDNs] on your telephone.</p>

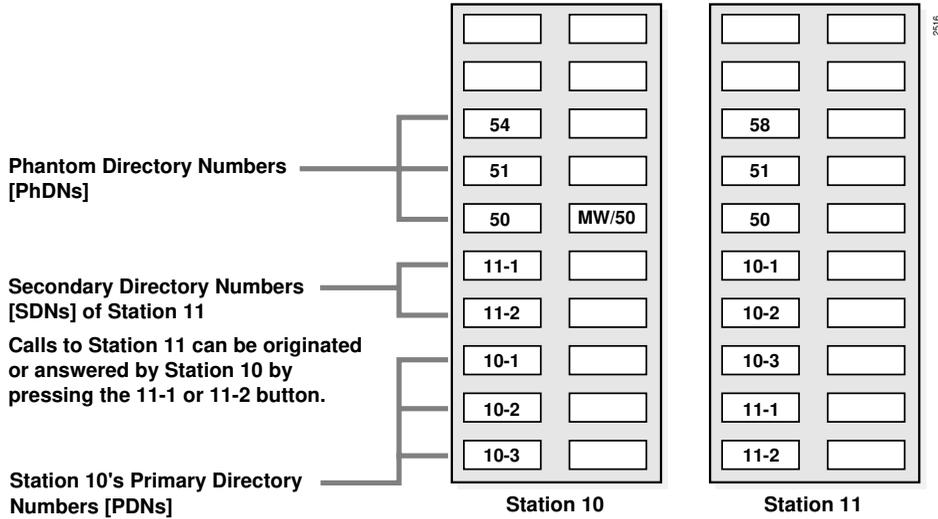


Figure 2 Multiple Directory Numbers Example

Feature Buttons

Preprogrammed feature buttons can be assigned to your telephone and vary for individual telephones. See [Table 7 on Page 64](#) for a list of all the possible feature buttons.

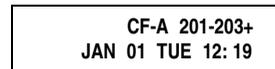
If a button does not appear on your display or telephone keystrip label, see your System Administrator for button assignments.

There are two available features that may not be programmed to buttons on your telephone – **SDS** and **RDL**. For the **SDS** feature, you can substitute the * key in any of the procedures. For the **RDL** feature, you can substitute the # key for any of its referenced procedures.

LCD

In its idle state, the 32-character LCD feature of your EKT gives you an accurate desk clock and calendar combination. The LCD automatically provides a variety of information and feature prompts to make your call handling easier. When you have an outside call in progress, the elapsed time display shows the duration of the call. You can also send/receive short messages with other LCD telephones (see [“Messages” on Page 86](#)). 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 **SCRL** to advance through the information.



LCD Buttons

The three buttons to the right of the display provide various functions.

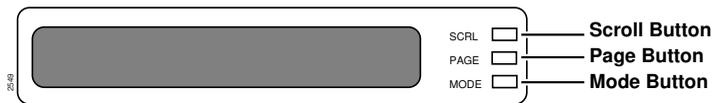


Figure 3 LCD Buttons

These functions are:

SCRL which scrolls through:

- ◆ Message Waiting station numbers

- ◆ Speed dial digits (if more than 16 digits) when in Mode 8.

PAGE which:

- ◆ Changes Busy Field groups.
- ◆ Records a user NAME/NUMBER for another station (used by station 200). Station 200 must be an LCD EKT to record a NAME/NUMBER display for any other station type.
- ◆ Changes displays (date/time, elapsed time, message, call forward, dialed number).
- ◆ Scrolls through speed dial numbers when using Mode 8.

MODE which:

- ◆ Enters or exits various mode functions (see Mode Definitions).
- ◆ Cancels the beeping tone when using timed reminders.

Table 3 Mode Definitions

MODE	Definition
0	Exit mode and return to clock/calendar display.
1	Display Busy Field.
2	Send a message to a Busy station.
4	Send a message to a Called station.
5	Displays LCD message number NN, where NN is a personal or message. Only displays the selected message and cannot be used to edit or create a new message.
8	Check a Speed dial number and memo dialing.
60	Turn OFF Caller ID/ANI/DNIS information mode.
61	Turn ON Caller ID/ANI/DNIS information mode.
62	Display Caller ID/ANI/Lost Call stored information.
64	View Call Park Orbit list.
94	Send a message to a Remote called station.
95	Send a message to a Remote calling station.

(See [Chapter 2 – 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 and/or flash at varying rates to indicate call status (see [Table 4](#)).

Table 4 LED Indicators

Use	Your Station	Other Station (Red)
	Interval Rates	
CO In-Use (access outside line)	2 seconds ON, 1/8 second OFF— 1/8 second ON/OFF	steady
Incoming Call (while ringing)	1 second ON at 10 pulses/second—1 second OFF	one second ON/OFF
Hold (outside line) If using Pooled Line, 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 [DN] flashes 10 pulses/second—1 second OFF	
Busy Station Transfer (outside call transferred to your busy station from a designated station or AA)	4 pulses/second, 1/8 second ON/OFF	3/4 second ON, 1/8 second OFF
After disconnecting first call...	10 pulses/second	2 pulses/second
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

Voice and ring volume levels are controlled by adjustable slides located at the bottom of the front panel. The right **VOL** control adjusts the speaker volume for dial tone, station Background Music (BGM), Off-hook Call Announce, and voice. The left **RING** control adjusts the ring tone and handsfree voice announcement levels. The method for changing the volume varies (see [Tables 5](#) and [6](#)).

Table 5 Using VOL

Feature	Phone Status	Slide	Comments
Ring Tone Volume/ Incoming Handsfree Answerback and Speaker OCA	On-hook, Idle	RING control	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].

Table 6 Using VOL with Additional Buttons

Feature	Phone Status	Press	Comments
BGM over Telephone Speakers	On- hook, Idle	BGM ...or [DN] + #481 and SPKR	BGM is activated over your telephone speakers.
BGM Volume	On- hook, Idle	[DN] and slide the VOL control	You hear dial tone after pressing the button. Adjust the volume of the BGM while listening to the dial tone. The dial tone volume should be the same as the BGM after you have adjusted it. Press SPKR after setting the volume level.

Features

This chapter lists all the electronic telephone features in alphabetical order beginning on [Page 17](#). These features apply to all EKTs connected to Strata DK Systems, but they do not apply to digital telephones (DKTs).

Features requiring a telephone equipped with a speakerphone are noted.

Before You Begin

If you are a new user of the Strata DK electronic telephone, you need to find out if your telephone has been set up for Automatic Line Selection and Ringing Line Preference. You also need to know if your telephone has Tone or Voice First signaling when you receive an internal call. The differences between Tone First and Voice First signaling are:

- ◆ Tone First signaling rings.
- ◆ Voice First signaling does not ring, but sends a long tone, then the caller's voice.

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

Automatic Line Selection

You *have* Automatic Line Selection, if you go off-hook and hear dial tone and the [DN], CO, or Pooled Line (PL) LED lights steady. The LCD displays the station number (**201**) and the seized CO Line (11).

NO. 201 USING LINE 11

► To make a call when you have Automatic Line Selection

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

You do *not* have Automatic Line Selection, if you have to press an available [DN] or CO Line before dialing.

► To make a call when you do not have Automatic Line Selection

- Press the [DN] or **CO** first before using the handset or **SPKR**.

Ringing Line Preference

You *have* Ringing Line Preference, if you can answer a **CO** 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.

Signaling

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

- ▶ **To answer a call if 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**.
- ▶ **To answer a call if you have Tone First Signaling**
 - ▶ Lift the handset or press **SPKR** or press the flashing button.

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 a [DN] if you do not have Automatic Line Selection.	You hear dial tone.
---	---------------------

The Grand Tour

Quick Reference

2. Dial a directory number (**201**).

Your LCD displays the called number and your number.

**NO. 203
201**

3. Hang up
...or press **SPKR**.

Making an Outside Call

1. Lift the handset or press **SPKR**
...or press **CO** if you do not have Automatic Line Selection

You hear dial tone and your LCD displays the line number.

**NO. 203
USING LINE 6**

...or **PL**

...or [DN], then enter a CO Line or line group access code.

[Table 11 on Page 108.](#)

2. Dial the telephone number.

The LED flashes and the digits are displayed as you dial (shown at right).

**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**

3. Hang up
...or press **SPKR**.

Making an Outside Call to an ISDN Trunk

1. Access an outside CO line.
2. Dial the number.
3. Press **START**.

The dialed digits will not be sent until you press this button or until the timer expires. [“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 **CO** and dial a telephone number.
3. Lift the handset when the called party answers.
4. 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 [PDN] (210).

NO. 203 LINE 10 RINGING

NO. 203 210 CALLING

► To answer the incoming call

- Lift the handset
...or press **SPKR**
...or the flashing [DN], **CO**, or **PL** and lift the handset (if you do not have Ringing Line Preference).

The 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 [“LCD Operation” on Page 79](#).

Incoming Call Notification

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

► To answer the incoming call

- Press **RLS/ANS**, or hold down the hookswitch for about one second.

Calling a Forwarded [DN]

When you call a [DN] that is forwarded (**203**), the [DN] you called is shown first. The display changes to the [DN] where your call forwarded (**210**).

NO. 203 210

Receiving a Forwarded 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

Account Code Calls

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

Forced Account Codes (Verified/Non-Verified)

Some applications require that you enter a Forced Account Code before dialing a telephone number. There are Verified and Non-Verified Account Codes. If the system is set for Verified Account Codes, you must enter specific verified codes or the call does not execute. Verified Account Codes are established in system programming or by designated stations.

You can bypass Forced Account Code requirements with three emergency numbers, including 911. See your System Administrator for these numbers.

1. Access a CO Line.	You hear dial tone after accessing the line.
2. Enter the Forced Account Code.	Note If you used LCR, you will not hear dial tone. Dial tone stops after entering the first digit. If the account Code is valid, you hear dial tone again. If the code is invalid, you hear a busy tone.
3. Dial a telephone number.	

Voluntary Account Codes (Verified/Non-Verified)

Voluntary Account Codes are optional and are used to track calls for client billing purposes. They can be entered after accessing a CO Line or during a call. An exception is a code which is required to change the Toll Restriction classification of your station. This voluntary code gives you access to telephone numbers outside your usual dialing area and must be entered *prior* to dialing the telephone number. For 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.

The Grand Tour

Account Code Calls

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

1. After accessing a CO Line, press **ACCNT**

...or **SDS + 50**

...or **SDS + 050**
(RCTU E/F)

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

2. Enter the Account Code.

Your conversation is not interrupted.

NO. 204
ENTER ACCT CODE

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

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

NO. 204
CODE VERIFIED

The outside party is not able to hear any 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 NOT VALID

3. Repeat Steps 1 and 2 to enter more codes.

The last code entered is recorded.

4. Dial a telephone number.

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 **ALRM**.

Alert Signaling

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

You can have as many as four Alert Signals to send or receive 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** and 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.

-
- | | |
|------------------------------|---|
| 1. Press a [DN] + 0 . | The call rings the Attendant Console 0 button. |
| 2. Dial 0 . | The calls rotate between the consoles, if more than one console is installed. |

The Grand Tour

Automatic Busy Redial (ABR)

► To call a specific console

- Press a [DN] + the console [DN].

The call rings the console **In-DN** (incoming [DN] button).

Note Your System Administrator can provide the Attendant Console **In-DNs**.

► To call all consoles for an emergency

Press [DN] + **#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.

NO. 202 P555 3700

1. Press **ABR**
...or **CONF/TRNS + #44**.

The LED flashes red.
You hear confirmation tone.

2. Hang up
...or press **SPKR**.

The system redials, up to 15 times, every 30 or 60 seconds depending on system programming.

NO. 202 ABR SET

Your telephone receives ring tone, when ABR dials the number if it is available.

The [DN] or CO and SPKR LEDs flash.

3. Lift the handset or press **SPKR** and wait for the party to answer.

If you do not pick up the handset or press **SPKR** within 30 seconds after a connection is made, you hear a muted ring for another 30 seconds, then the call disconnects.

► **To cancel ABR**

- Press **ABR**

...or [DN] + **#44**.

All Call Voice Page

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

1. Press **AC**
...or [DN] + **#39**.

The **AC** 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.

2. Make your announcement in a normal voice level and repeat it.
3. Hang up.

Automatic Callback (ACB)

After reaching a busy/DND station, you can set ACB to have the system call you 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.

1. Press **ACB**
...or **4**.

You hear a busy tone, followed by dial tone for two seconds, then busy tone.

NO. 204
INT 210 ACB SET

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

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.

Your telephone rings at a fast rate when the called station or CO Line is idle.

NO. 204
210 ACB

The busy or DND station LED flashes (incoming call) and its number (**210**) displays when it is available.

NO. 204
LINE 3 ACB

The CO Line LED from which you attempted to first access the line flashes red (incoming call rate). The seized line number (**3**) is displayed.

3. Press [DN] to answer the call within three rings.

After you answer, you hear a single tone, and the LED flashes.

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

If the original call was made using LCR, the telephone number is automatically dialed. If you did not use LCR, you have to redial the telephone number.

► **To cancel ACB to a busy or DND station**

- Press **ACB** or [DN] + **#43**.

Automatic Hold

Automatic Hold enables you to automatically place a call on hold by pressing another outside **CO** or [DN] button—there is no need 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.

- Press a **CO** or [DN].

You can make or receive a new call while on another call. The LED of the accessed CO flashes (in-use), and your first call is put on hold (LED flashes on-hold).

► **To switch between held calls**

- Press the **CO** or [DN] of the held call.

The LED of the CO just accessed flashes (in-use). The LED of the CO or [DN] placed on hold flashes (on-hold).

Background Music (BGM)

If BGM is enabled, you can turn it ON/OFF for your individual station speaker.

- Press **BGM**
...or [DN] + **#481** +
SPKR.
- Press [DN] + **#480** +
SPKR.

Toggles BGM ON/OFF.

Turns BGM ON.

Turns BGM OFF.

Note Ignore busy tone after dialing **#481** and **#480**.

Note BGM over external speakers is controlled by the System Administrator.

Call Forwarding

If your telephone has been system programmed for a **Call Forward** button, you can use a **Call Forward** button to set the feature for a [PDN].

If your telephone has more than one [DN], you can assign Call Forward destinations for each [DN] on your telephone (one [PDN] and up to 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, and it 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].

After Call Forward is set, the following calls to your station are forwarded except in Call Forward-External mode:

- ◆ Internal calls (handsfree and OCA calls optionally may or may not).
- ◆ Auto Attendant calls.
- ◆ CO Line calls that ring only on your station.
- ◆ Transferred CO Line or station calls.

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

Access Codes

If your telephone has not been programmed for **Call Forward** buttons or you are forwarding a [PhDN], you must use access codes, such as **#601**, to set the Call Forward feature.

LCD Telephones

The LCD on your telephone provides you with call forwarding information. The LCD examples below are identical to those on your telephone LCD. At times, the entries on the display scroll off the LCD and only portions of the entries remain.

Call Forward–All Calls

This feature enables you to forward all calls automatically to another station. Your station does not ring.

<p>1. Press CFAC ...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 CFAC ...or SPKR (if access code used).</p>	<p>The LED is 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 **CFAC + SPKR**
...or [PDN] + **#601 + SPKR**.

Call Forward–Busy

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.

<p>1. Press CFB ...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>
--	---	--

The Grand Tour

Call Forwarding

2. Enter the destination [DN].

NO. 201
CALL FORWARD TO 203

3. Press **CFB**
...or **SPKR** (if access code used).

The LED is steady red and calls forward to the stored directory number (**203**).

CF-B 201-203
JAN 01 TUE 12: 19

► To cancel a Call Forward–Busy

- Press **CFB + SPKR**.
...or [PDN] + **#602 + SPKR**.

Call Forward–No Answer

This feature 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). Callers can activate ring first by dialing **1** during their voice announcement.

1. Press **CFNA**
...or [PDN]/[PhDN] + **#603**.

The LED flashes red.
You hear confirmation tone after **#603** is dialed.

NO. 201
CALL FORWARD TO

2. Enter the destination [DN].

NO. 201
CALL FORWARD TO 203

3. Press **SDS**
...or ***** if your telephone does not have the **SDS** button.

Skip this step, if you pressed **CFNA** in step 1.
The pre-set time delay for calls forwarding is 12 seconds.

NO. 201
ALL FORWARD TO 203*

4. Enter the time delay
(**08~60**) seconds.

The LCD displays the amount of time entered (**16**).

NO. 201
FORWARD TO 203*16

Note Skip this step if you do not want to change the time.

5. Press **CFNA**
...or **RDL**, then
SPKR (if access code was used in Step 1).

...or **#** if your telephone does not have the **RDL** button.

The LED lights steady red and calls forward to the stored directory number (**203**).

CF-NA 201-203
JAN 01 TUE 12:19

- ▶ **To cancel a Call Forward–No Answer**
 - ▶ Press **CFNA + SPKR**.
...or [PDN] + **#603 + SPKR**.

Call Forward–Busy/No Answer

This feature 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). 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

The Grand Tour

Call Forwarding

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.

1. Press CFB/NA ...or [PDN]/[PhDN] + #604 .	The LED flashes red. You hear confirmation tone after #604 is dialed.	NO. 201 CALL FORWARD TO
2. Enter the destination [DN].		NO. 201 ALL FORWARD TO 203
3. Press SDS ...press * if your telephone does not have the SDS button.	The pre-set time delay for calls to ring before forwarding is 12 seconds. Note Skip this step, if you pressed CFB/NA in step 1.	NO. 201 ALL FORWARD TO 203*
4. Enter the time delay (08~60) seconds.	The LCD displays the amount of time entered (16). Note Skip this step, if you do not want to change the time.	NO. 201 FORWARD TO 203*16
5. Press CFNA ...or RDL , then SPKR (if access code used in step 1). ...or # if your telephone does not have an RDL button.	The LED lights steady red and calls forward to the stored directory number (203).	CF-BN 201-203 JAN 01 TUE 12: 19

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

- Press **CFB/NA + SPKR**.
...or [PDN] + **#604 + SPKR**.

Call Forward–Fixed

Call Forward–Fixed forwards calls 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 a **CFF** button in system programming to activate this feature.

- Press **CFF**

DKT2010

The LED lights steady red and all calls forward to a station [PDN] or voice mail device set in system programming.

Call Forward–External

This feature 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** 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.

1. Store the destination number at Station Speed Dial location Code 49.

The Call Forward-External destination can be a telephone number over a CO Line, a station over a Tie line, or a station within your Strata DK system. If the destination is over a CO Line, the CO Line must only ring at your station.

Only perform Step 1 the first time CF-EXT is set or when you change the destination. It is not necessary to store the destination each time; it remains in system memory.

“Speed Dial–Advanced Features” on Page 62 for details.

When forwarding to an outside destination include the CO line (or CO line group) access code before the telephone number,

See [Table 11 on Page 108](#) for CO Line/Line Group access codes. The LCR access code “9” cannot be used.

2. Press **CF-EXT**
...or the [PDN]/
[PhDN] + **#670**.

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

► To cancel a Call Forward–External

- Press **CF-EXT**
...or [PDN] + **#670 + SPKR**.

Call Forward 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.

- | | |
|--|--|
| 1. Call into the DK system over a CO Line programmed for the DISA feature. | You hear ringback tone signal, then internal dial tone for 10 seconds. |
| | Try again if you hear busy tone. |
| 2. Press #670 then dial your [PDN] after you receive dial tone. | Note See the System Administrator for DISA telephone numbers. |
| | You hear a confirmation tone. |
| 3. Enter the Remote Call Forward-External security code. | 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. |
| | You hear a confirmation tone. See the System Administrator for the security code which is assigned to your telephone in system programming. |

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, “[CO Line Access Codes](#)” on Page 107.)

5. Press #.

Notes

- LCR access code “9” cannot be used as the CO Line access code.
- When entering CO line access codes (**#7XXX**), enter **447XXX** instead of **#7XXX**.

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.

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 2 – LCD Operation](#).

➤ **To park a call**

<p>1. Press PARK while on a call</p> <p>...or CONF/TRNS + #332.</p>	<p>The LED flashes (consultation-hold).</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>ENTER ORBIT NO RTRN</p> </div>
<p>2. Enter a General Orbit Number (900~919)</p> <p>...or a valid [PDN]</p> <p>...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>The system parks the call on the lowest vacant Orbit Number.</p>	
<p>3. Hang up.</p>	<p>The calling extension or line number and the orbit number are shown.</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>6793 PK ORBIT 900</p> </div>
	<p>If the parked call is not retrieved within a specified time, the call rings back to your phone.</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>LN 2 ORBIT 900</p> </div>
	<p>When a parked call recalls your phone, the LCD shows the line or [DN] that is recalling and the orbit number.</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>L 2 PK ORBIT 900</p> </div>

The Grand Tour

Call Park and Page

► To retrieve a parked call

- | | |
|--|---|
| <ol style="list-style-type: none">1. Press PARK
...or [DN] + #332.2. Enter the Orbit Number where the call is parked. | <p>[DN] can be [PDN], [SDN] or [PhDN].</p> <p>The [DN] LED flashes at the in-use rate when the call is retrieved.</p> |
|--|---|

Call Park and Page

You can use the Park feature in conjunction with the Page feature. This operation can be programmed on a **SD** button for one-touch activation (“[Feature Access Codes](#)” on [Page 64](#).)

- | | |
|---|---|
| <ol style="list-style-type: none">1. Press CP/PG while on a call
...or CONF/TRNS+
#331. | <p>The LED flashes (consultation-hold).</p> <div data-bbox="911 695 1178 760" style="border: 1px solid black; padding: 5px; text-align: center;">HOLD LINE 2
ENTER ORBIT NO.</div> |
| <ol style="list-style-type: none">2. Enter a General Orbit Number (900~919) or a valid [PDN]
...or if you have an LCD, press 999. | <p>The call is parked and the CO Line flashes (hold), or the [DN] LED turns OFF.</p> <p>The system parks the call on the lowest vacant Orbit Number.</p> |
| <ol style="list-style-type: none">3. Enter a [DN] or a Page Group or Zone access code (see Tables 12 and 13 on Page 109). | <p>After you enter an Orbit Number, a short burst of dial tone prompts you to enter the Page access code.</p> <p>The LCD shows the 999 Auto Park entry.</p> <div data-bbox="911 1141 1178 1206" style="border: 1px solid black; padding: 5px; text-align: center;">HOLD LINE 2
999</div> |
| | <p>The LCD shows the line being held and its orbit number. Example: Line 2 is held on orbit 900.</p> <div data-bbox="911 1276 1178 1341" style="border: 1px solid black; padding: 5px; text-align: center;">HOLD LINE 2
L 2 ORBIT 900</div> |

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 [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

► To use call pickup

- Press **PKUP**
...or [DN] + **#5#2** +
[PDN]
...or [PhDN].

Picks up the [DN] or CO Line that has the ringing or held call. (This feature is not available on all systems.)

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

- Press **PKUP (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, **PKUP1** picks up any ringing CO Line.
- This feature does not pickup held lines or transferred CO lines that are ringing; use Pickup.

Group Pickup

Stations can be assigned in system programming to pickup groups. As many as 20 groups can be created to enable easy pickup of incoming (new or transferred) or internal calls that are ringing stations 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.

► To pickup calls ringing within your group

- Press **GRP/PKUP** or a [DN] + **#5#34**.

► To pickup calls ringing to other groups

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

You hear dial tone.

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.

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 [PDN] or [PhDN] if the station is in the DND mode, unless the station [PDN] or [PhDN] appears on other stations.

1. Press **CONF/TRNS**.

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

2. Dial the [DN] where the call is 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. Announce the call and hang up if the station is idle

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

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

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

The CO 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. The transferred call returns to your station if your station or [DN] is idle, sends a two-tone burst 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 CO LED flashes red (on-hold).

If a call is sent to your station when busy, and your station does not have a [DN] or **CO** 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**

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

The existing call is placed on hold. The camped-on line rings your station (the CO LED flashes to indicate an incoming call).

You are connected to the transferred call. The [DN] or CO LED flashes (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

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

The camped-on line rings your telephone, and the CO LED flashes (incoming call).

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

Conference Calls

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

- | | |
|---|---|
| 1. Press CONF/TRNS . | You hear dial tone and the [DN] or line LED flashes (conference-rate). |
| 2. Dial a [DN] or access a CO Line and dial the telephone number to be conferenced. | If you receive a busy tone or no answer, press CONF/TRNS to return to the original connection. |
| 3. Press CONF/TRNS , when the called party answers. | 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 (in-use rate).

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

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 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.

► To make an internal DISA Call

1. Dial the DISA CO Line telephone number.	<p>You hear a ringback tone signal, then an internal dial tone for 10 seconds.</p> <p>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.</p>
2. Dial a [DN].	<p>You hear ring tone. When the station answers, you are connected.</p> <p>Note If the call is not answered after 6 rings or 24 seconds, (whichever comes first) you hear busy tone.</p>
3. Press * anytime you hear busy tone and repeat Step 2 to make another call.	<p>Note 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.</p>

► To make an external DISA Call

1. Call the DISA CO Line telephone number.	<p>You hear a ringback tone signal, then an internal dial tone for 10 seconds.</p> <p>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.</p>
--	--

2. Dial a CO Line or CO Line access code when you hear dial tone

...or dial a CO Line or CO Line access code and then a DISA security code.

3. Dial a telephone number.

If you do not hear dial tone, you must also dial a DISA security code. See [Table 7 on Page 64](#).

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.

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)

This optional feature enables you to use a **DSS** button to connect directly to another station. The LED of the button shows the status (idle/busy) of the station and/or the station's [PDN].

For example, a station DSS 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 [PDN] are in use by other stations.

► To connect directly to another station [PDN]

1. Press **DSS**, while connected to a CO Line or another station.

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

The Grand Tour

Do Not Disturb (DND)

2. Announce the call
...or transfer the call
by hanging up

...or transfer the call
by pressing
RLS/ANS.

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, the calls flash on your station and flash or ring the other stations. Other stations can answer your calls or you can, even while your station is in the DND mode.

Your “alert partner” telephone can override your DND and signal your telephone by pressing **ALERT (1~4)**. Telephones with DND Override can also call your telephone.

- Press **DND**

...or press it again to
deactivate the
feature.

The LED lights steady red and DND mode is activated.

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 **DND** while a call is ringing, the ringing stops, but the LED continues to flash.

Door Lock

Your telephone may have up to five **DRLK (0~4)** buttons, which enables you to unlock a door.

- Press a door lock button:

DRLK 0
DRLK 1
DRLK 2
DRLK 3
DRLK 4

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

Location

Door Phones

Door phones are 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. This helps you identify the door phone [DN]. For example, door phone 1A corresponds to Door Phone [DN] **#151**, 1B to **#152**, etc.

<p style="text-align: center;">NO. 204 DOOR PHONE 1A</p>
--

► To answer a door phone call

1. Lift the handset
...or lift the handset
and press **LINE**.
2. Dial the door
number:

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

You hear dial tone.

Door Phone

1A
1B
1C
2A
2B
2C
3A
3B
3C
4A
4B
4C

Location

► To pick up a door phone call ringing at another telephone

- Press [DN] + **#5#30**.

The [DN] LED flashes (in-use) and you are connected to the door phone.

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 (in-use).

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. “Speed Dial–Advanced Features” on [Page 62](#).

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 **RDL** and **SDS**. If you do not have **SDS** and **RDL**, 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 SDS/RDL button

► Press *, then #

You can now output * and #, DTMF tones, and digits **0~9** for the duration of the outside call. This procedure must be repeated on each call when 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. Electronic 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 and people near your telephone to hear the called party over your speaker, but the called party cannot hear you. You can alternate between parties as long as the handset is off-hook.

- When your telephone is off-hook on a call, hold down **SPKR**.

The SPKR LED lights red.

The person to whom you are talking can be heard through the telephone speaker. The person cannot hear you.

➤ To deactivate group listening

- Release **SPKR**.

The SPKR LED turns OFF. You can talk through the handset.

Handsfree Answerback

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

- Press **MIC**.

When the call comes into your station, do not lift the handset; speak toward the telephone in a normal voice level. You hear a single long tone, followed by the caller's voice.

The LED flashes (incoming call). The MIC LED lights steady red, indicating your microphone is active. The SPKR LED flashes red.

If you have a speakerphone, the performance is better 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** to control the volume of the Handsfree Answerback caller's voice and ring tone (see [“Volume Controls” on Page 11](#) for more information).

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.

1. Press and hold SPKR .	The SPKR LED lights red.
2. Place the handset on-hook.	The SPKR LED stays on and you can hear the other party through your telephone speaker.
3. Release SPKR .	For privacy, press MIC to turn the microphone off, otherwise, your conversations may be heard.
4. Lift the handset when the party returns.	Note Your telephone'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.

ISDN Outgoing Calling

This feature enables you to make outgoing calls using an Integrated Services Digital Network (ISDN) trunk, provided that you are connected to a Strata DK40i or a DK424 system with Release 4.0, or higher, software 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

1. Access an outside CO line
2. Dial the number.
3. Press **START**.

The dialed digits will not be sent until you press this button or until the timer expires.

Making an Outgoing Call with a Subaddress to an ISDN Trunk

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:

1. Access an outside CO line
2. Dial the number.
3. Press **SUB**.
4. Enter the subaddress.
5. Press **START**.

This informs the system that the following digits are the subaddress.

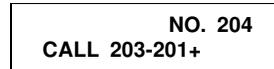
The dialed digits will not be sent until you press this button or until the timer expires.

Message Waiting

All telephones have a standard MW/FL LED for receiving/retrieving messages left by callers that called a [PDN] that was busy or did not answer. Telephones that own [PhDNs] can also have up to four additional (flexible) message waiting [PhDN/MW] buttons and LEDs. The fourth message waiting button is reserved for the Message Center.

The MW/FL LED at the called station flashes to notify you that someone called while you were busy on another call or away from your office. You can call the other party back by pressing the **MW/FL** button. Voice mail devices, as well as people, can leave message waiting indications.

If you have an LCD telephone, up to four message waiting displays may be stored on the LCD per each [DN]. The LCD can show up to three stations that have left messages for your [PDN] and three for each of your [PhDNs]. The fourth message waiting button is reserved for the Message Center.



► **To answer a Message Waiting on your [PDN]**

1. Press **MW/FL** and lift the handset.

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

If you reach a station that is busy or does not answer, go on-hook and press **MW/FL** 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].

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



2. Press **SCRL** to display them.
3. After receiving the message(s), place the handset on hook.

If the MW/FL 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 Message Waiting on your [PDN]**

- Press **MW/FL** and lift the handset

Your MW/FL 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 call to be cancelled automatically.

The Grand Tour

Message Waiting

...or [DN] + **#409** to cancel the light. This must be done for each message recorded.

Your MW/FL LED turns OFF without calling the telephone or VM device.

► To retrieve a Message Waiting on your [PhDN]

1. Press the flashing red MW/FL LED.

Your phone rings the station or voice mail device that left the message. If the called party or voice mail device answers, the message waiting indication is cancelled automatically.

If there is no answer, hang up and try at a later time. The red MW/FL LED on your phone continues to flash.

2. Press **SPKR** after receiving the message
...or place the handset on-hook.

If you have more messages, the MW/FL LED continues to flash (red). To answer the next message. Repeat this procedure.

► To cancel the Message Waiting on your [PhDN]

1. Press **MW/FL**.
2. Enter **#409**.
3. Press **SPKR**.

You hear a steady dial tone.

The dial tone stops.

The MW/FL LED turns OFF indicating that the message has been canceled.

► **To set the Message Waiting LED on another telephone**

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

You hear ringback or busy tone.

2. Press **MW/FL** or **7**.

The MW/FL flashes red at the called telephone. The MW/FL 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 MW/FL LED on your telephone turns OFF. The MW/FL LED on the called telephone flashes until the called party presses the flashing LED .

SENT 203
JAN 01 SUN 12: 19

► **To cancel a Message Waiting light set on another station**

► Press [DN] and dial **#64** + [PDN] or [PhDN].

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. The MCO LED lights steady red and the MIC and SPKR LEDs do not light when your telephone is called. When the feature is OFF, the MCO LED is not lit and your microphone works. The **MCO** functions on Handsfree Answerback and speaker OCA calls for privacy.

► Press **MCO** to toggle Microphone ON/OFF.

Off-hook Call Announce (OCA)

This feature enables you to call and speak through the handset or speaker of an busy, off-hook 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 station or by dialing an access code after receiving busy tone. Automatic OCA only functions on Voice First Signaling systems.

Your telephone can receive Speaker Off-hook Call Announce (SP-OCA) calls which enables callers to make an announcement through the speaker of your telephone when it is off-hook. Your telephone must be equipped with optional hardware.

When you receive an OCA call while you are on another call, you hear a short warning tone followed by an announcement through your telephone speaker.

Stations in the DND mode cannot receive OCA calls unless the calling station is programmed for DND Override.

NO. 204 210 BUSY OVRD

While on a speaker OCA call, **MIC** and **MCO** can be used to prevent an OCA caller from listening to your conversation with the original party (see [“Microphone Cut-Off” on Page 51](#)).

Voice First Signaling

► To make an OCA call

1. Lift the handset and dial the [DN].
2. Press **2** to OCA the station and talk, if you receive a busy tone.

You hear a single tone (optional) or nothing and can talk to the station (Automatic OCA).

An optional tone is heard at the busy station, indicating that you are connected on an OCA call.

NO. 203 205 BUSY OVR

Tone Signaling

► To make an OCA call

1. Lift the handset and dial the [DN].
2. Press **21** if you hear busy tone and speak to the called station
...or **12** if you hear a ring tone and speak to the called station.

You may hear busy or ring tone.

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.

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.

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**—enables you to send a muted ring tone to a busy station to indicate that a call is waiting. The muted ring is programmed for each station as 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.

The Grand Tour

Override Calls

- ◆ **Do Not Disturb Override**—enables you to send a tone to an idle or busy station in the DND mode to indicate that a call is coming in. Your telephone can be programmed to block DND Override. The LCD shows that the station you called (**210**) is in the DND mode.

NO. 204 INT 210 DND

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

- ◆ **Executive Override**—enables you to enter an established conversation. Your phone can also be programmed to block Executive Override from other phones. The **PRIV** does not block this feature.
- ◆ **Privacy Override**—enables you to enter an established call on a private common CO Line; it does not operate on common [DNs] which are always private (see [“Conference Calls” on Page 39](#) 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 **PRV RLS** 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**—enables toll restriction on individual stations. 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 Toll Restriction class. The station resumes its normal class at the conclusion of the call.

Busy Station Override

- 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

- 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 your override.

NO. 204
DND OVR DENY

Executive Override

- Press **3**.

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

The overridden station number (**210**) displays on your LCD until the call is ended.

NO. 204
210 EXEC OVRD

The overriding station number (**204**) displays on the called station LCD until the override is disconnected.

NO. 210
204 EXEC OVRD