

TOSHIBA



Strata IPT/DKT

Featurephone User Guide

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INTRODUCTION

This user guide describes how to use the Toshiba Strata series featurephone products with Strata CIX Office, Strata CTX 100-S, Strata CTX100, and Strata CTX670 telephone systems:

- Strata IP featurephone (IPT1020F-SD, IPT2010F-SD, IPT2020F-SD and IPT2008F-SDL)
- Strata DKT3000 and 3500 series digital featurephones
- Strata Digital Add-on Module (DADM)
- Strata IP Add-on Module (IADM2020)
- Strata Direct Station Selection (DSS) console
- SoftIPT

Organisation

This guide is divided as follows:

- **Chapter 1** – The Grand Tour provides an overview of the IP and digital featurephones.
- **Chapter 2** – The Basics covers the basic featurephone and SoftIPT features that you need to know.
- **Chapter 3** – Advanced Operation includes an explanation of Soft Key operations. Features are presented alphabetically and, when applicable, include LCD information.
- **Chapter 4** – IPT2008F-SDL LCD Features describes how to use the IPT2008F-SDL
- **Chapter 5** – DKT3014F LCD Features explains features and functions of the DKT3014F featurephone
- **Chapter 6** – User Programming explains how to program Flexible Button features, set One Touch buttons, change Personal Speed Dial numbers, as well as other user programmable functions.
- **Chapter 7** – ADM/DSS Console explains how to use these consoles which may be available with your Strata CIX Office/CTX system.
- **Appendix A** – Centrex Application describes the Centrex features which may be available with your Strata CTX system.
- **Appendix B** – Button Labels lists the feature button designations of the 3500 - series digital featurephone models.

CONVENTIONS

This guide provides in-depth instructions for the IPT1020F-SD, IPT2000F-series, DKT3000- and DKT3500-series featurephones and their features. Most featurephone users can use the “Quick Reference - *applies to Strata CTX and Strata CIX Office system*” instead of this guide.

Conventions	Description
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!	<i>Calls attention to important instructions or information.</i>
Extension Number	Press to answer a call to the Extension Number. Each station can have multiple extension buttons. Incoming calls ring the extension button(s) from the top down. For example, station 10’s extensions ring 10-1 first, then 10-2, 10-3, and 10-4. A station is considered busy when all extensions are being used. Note: The naming convention for DKT assignments within Toshiba is Directory Numbers. For clarity and ease of understanding, the terms Extension Number and Phantom Extension Number will be used in this document in lieu of PDN and PhDN.
Arial bold	Represents featurephone buttons.
Courier	Shows a computer keyboard entry or screen display.
“Type”	Indicates entry of a string of text.
“Press”	Indicates entry of a single key. For example: Type prog then press Enter .
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: Esc+Enter . Entries with spaces between them show a sequential entry. Example: # + 5 .
Tilde (~)	Means “through.” Example: 350~640 Hz frequency range.
▶	Denotes the step in a one-step procedure.
▶	Denotes a procedure.
See Figure 10	Cross-references appear in blue.

RELATED DOCUMENTS/MEDIA

Note:

Some documents listed here may appear in different versions on the website, or in print. To find the most current version, check the version/date in the Publication Information section at the start of this document.

Refer to the following for more information:

- Quick Reference – *applies to Strata CTX and Strata CIX Office system*
- My Phone Manager User Guide

CHAPTER 1 - THE GRAND TOUR

This chapter familiarizes you with the Digital Key Featurephones (DKT) and Internet Protocol Featurephones (IPFs) for the Strata CIX Office and Strata CTX. This includes the IPT2000-series, DKT3000- and DKT 3500-series featurephones for the Strata CIX Office/CTX (model numbers appear on the bottom of your featurephone).

Strata IPT2000-series Featurephones

The IPT2000F-series models include:

- IPT2010F-SD 10-button with two-line by 24-character LCD with speakerphone.
- IPT2020F-SD 20-button with two-line by 24-character LCD with speakerphone.

Note:

The IP Telephony product family also includes a matching Add-on module IADM2020. This Add-on module functions like the DADM. For user instructions, refer to [“ADM” on page 103](#).

The 2000-series IP featurephones offer all the same features as the 3000-series digital featurephones, except the IPT2010F-SD does not support Speaker Off-hook Call Announce (OCA). All the Toshiba IPT2000F-series featurephones have speakerphones that enable you to place and receive calls without lifting the handset.

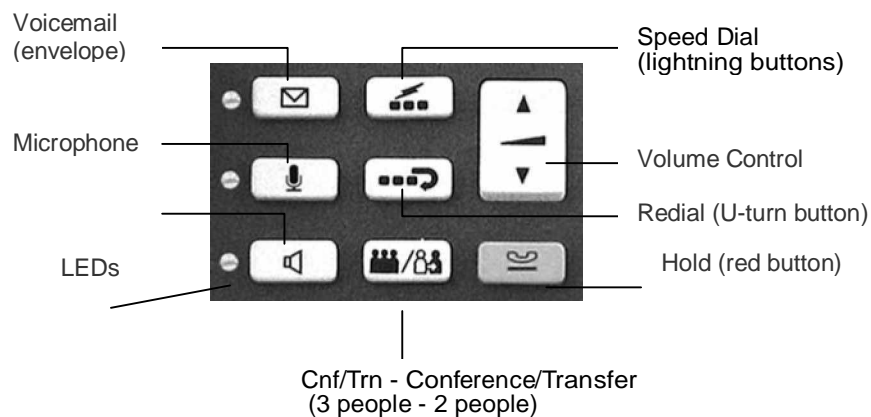
Toshiba LCD featurephones provide easy access to frequently-used features. Prompts guide you through specific tasks. They also provide Outside Line Identification, User Name/Number, Call Duration, Date/Time of Day displays, and the ability to display names and phone numbers of outside, incoming callers.



IPT2020F-SD Featurephone

Fixed Buttons

The fixed buttons on your dial pad enable you to perform standard functions quickly and easily. These buttons are described in [Chapter 2 – The Basics](#).



Note:

The IPT Fixed Buttons work the same way as the DKT featurephones, however on the IPTs, fixed buttons have been replaced with button icons.

Flexible Buttons

Your IPT can have 10 or 20 flexible buttons ([shown in the illustration on the previous page](#)) and the DKTs can have either 10, 14, or 20 flexible buttons that can be programmed to do many button functions, including:

- **Line** is used to access an outside line.
- **Primary Extension** is your extension button.
- **Pooled Line Group** enables you to access available outside lines from a group of lines appearing under one button.
- **Feature Access Buttons** enables you to store features onto a single button.
- **One Touch Buttons** are used for storing Speed Dial numbers or feature access code sequences onto a single button.
- **Voice Mail Call Monitor** lets you listen to a caller while the caller records a message in your voice mailbox.

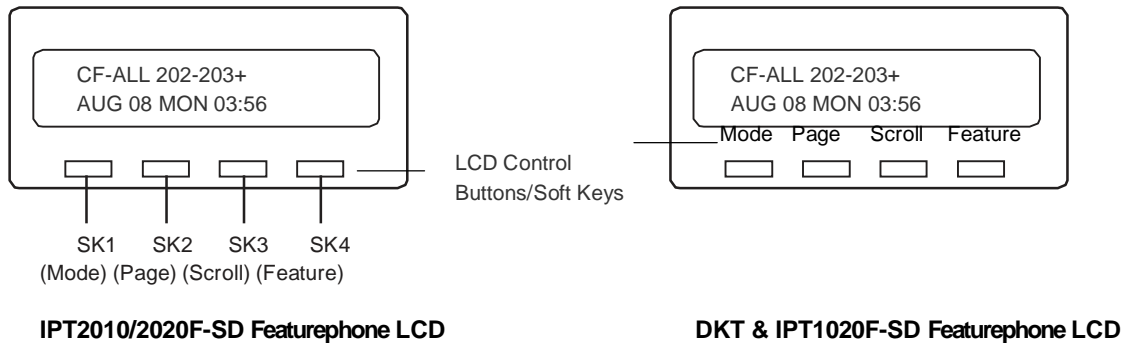
Note:

See [Table 16 on page 110](#) for a complete list of Feature Access Buttons and One Touch Buttons.

Liquid Crystal Display

Your Liquid Crystal Display (LCD) (shown below) shows:

- Desk Clock and Calendar in idle mode
- Call Duration during an outside call
- Operational, Advisory, and Notification messages



Note:

The IPT and DKT soft keys perform the same functions. This manual uses the IPT soft keys (SK) to refer to the soft keys on all featurephones. For example, if an instruction references **SK1**, this means use the first soft key (from left to right) on the IPT and use Mode on the DKT. **SK2**, **SK3** and **SK4** equate to the second, third and fourth soft keys on the IPT or Page, Scroll and Feature on the DKT.

LCD Control Buttons/Soft Keys

There are two types of LCD button functions: LCD Control Buttons and Soft Keys.

SK1, **SK2**, **SK3** and **SK4** represent the LCD soft keys in this manual.

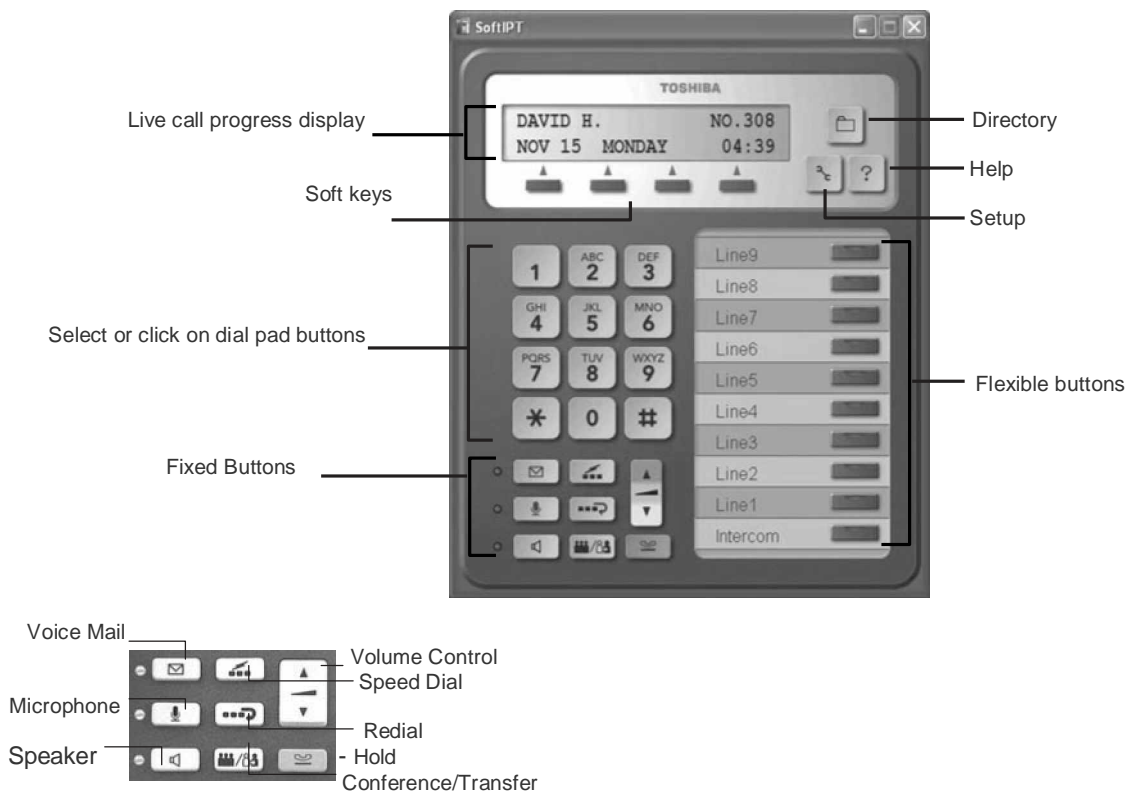
When the Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature. See [“Using Your LCD” on page 38](#) for more information.

- **SK1** is generally used as a Soft Key.
- Pressing **SK2** switches you from the Call Forward (CF) display to the User Name display.
- Pressing **SK3** advances you through information.
- **SK4** will be used in the future.

SoftIPT

The SoftIPT is a software phone client that runs on appropriately equipped wired or wireless laptops, tablets and desktop PCs with the Microsoft® Windows XP® operating software (OS). The Windows XP version of the SoftIPT GUI is shown below.

The Toshiba SoftIPT integrates the power of a PC with all of the features available on a IPT2010-SD and DKT3000-series featurephone, except background music. The main difference is that you use a mouse or stylus to select buttons.



Important! The SoftIPT functions in the same manner as a desktop IPT. Use this manual as a guide to the SoftIPT functions.

Refer to [IPT2000-series Featurephones](#) for details on Flexible Buttons, Fixed Buttons, Soft Keys and LCD.

SoftIPT basic functions are covered in [Chapter 2 – The Basics](#).

SoftIPT Icons

Directory (Folder) – Clicking this icon enables you to access the directory you create using MS Outlook. Refer to [“Creating a Directory” on page 36](#).

Setup (Wrench) – Clicking this icon enables you to view and change SoftIPT settings. Help (Question mark) – Clicking this icon enables you to access Help as a user or find information on Setting Audio Properties, etc. Click Help to view all SoftIPT information.

Strata DKT3000 Classic Digital Featurephones

The Strata DKT3000 Classic series models that can be connected to a Strata CTX include:

- Strata DKT3001
- Strata DKT3010-S 10-button
- Strata DKT3020-S 20-button
- Strata DKT3010F-SD 10-button with two-line by 24-character LCD
- Strata DKT3020F-SD 20-button with two-line by 24-character LCD
- Strata DKT3014F-SDL ([page 89](#)) 14-button with eight-line by 24-character tilting LCD and 16 Soft Key buttons.

All of the Strata DKT3000 Classic series Toshiba speakerphones enable you to place and receive calls without lifting the handset.

Toshiba LCD featurephones provide easy access to frequently-used features. Prompts guide you through specific tasks. They also provide Outside Line Identification, User Name/Number, Call Duration, Date/Time of Day displays, and the ability to display names and phone numbers of outside, incoming callers.

An illustration of the Strata DKT3010F-SD is shown on [page 20](#).



Strata DKT3010F-SD Featurephone



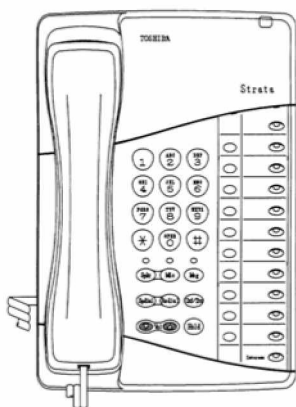
Strata DKT3020F-SD Featurephone

Strata DKT3500 Elegance Digital Featurephones

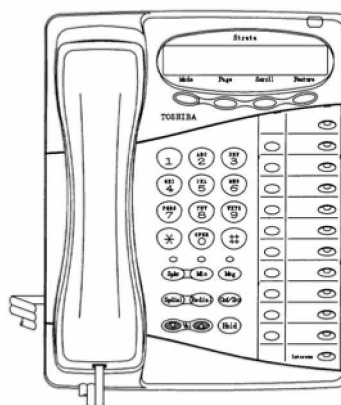
The Strata DKT3500 Elegance series models that can be connected to a Strata CTX include:

- Strata DKT3524F-SD
- Strata DKT3524F-S
- Strata DKT3512F-SD
- Strata DKT3512F-S

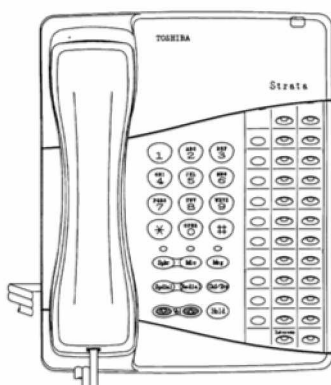
The above models offer a different cosmetic styling but operate in much the same way as the Strata DKT3000 Classic digital featurephones.



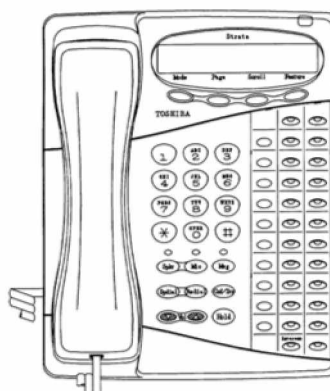
Strata DKT 3512F-S



Strata DKT3512F-SD



Strata DKT3524F-S



Strata DKT3524F-SD

Key Differences

The main differences between the Strata DKT3000-classic series and the Strata DKT3500-elegance series featurephones are:

	DKT3500-Series	DKT3000-Series
Number of Flexible Buttons	12 or 24	10 or 20
Number of One touch keys	10	0
Ringin LED indicator top right	Yes	No

Button Assignments

Flexible Buttons: These have the 10 light grey keys to the right hand side of the Flexible Buttons. The main use for these is access to speed Dial locations. It is possible to program feature activation/deactivation but this should only be used if the user has an LCD featurephone.

Fixed Buttons

The fixed buttons on your featurephone enable you to perform standard functions quickly and easily. These buttons are described in [Chapter 2 – The Basics](#).

Flexible Buttons

All Flexible Buttons must be programmed for your featurephone in system programming and vary for individual featurephones. If a button does not appear on your display or featurephone 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 lines. Pooled Line Grp enables you to access available CO Lines from a group of lines appearing under one button.

Liquid Crystal Display

Your Liquid Crystal Display (LCD) shows:

- Desk Clock and Calendar in idle mode
- Call Duration during n outside call
- Operational, Advisory and Notification messages

CHAPTER 2 - THE BASICS

This chapter shows you the basic operation of your IPT1020F-SD, IPT2000-series, Strata DKT3000 and Strata DKT 3500-series featurephones.

Important - Read First

Be sure to check with your System Administrator and make sure you know which features are enabled on your system. Use the check boxes throughout this book to mark which features you have.

Note:

LEDs on your featurephone flash at different speeds depending on the function performed. Flash rates can be found under [“LED Indicator Details” on page 102](#).

What’s my Line?

Throughout this guide, the word “Line” is mentioned. For example, you will be instructed to “select a Line.” “Line” can be:

- Line button
- Pooled Line Group button
- Group Line button
- Line out requiring an access code - where you enter an outside line or line group access code (for example, dialling 9 to get an outside line).

Check mark which Line type you have, then use that selection when instructed to “select a Line.”

Which Outgoing/Incoming Call Features Do I Have?

Check mark here which outgoing/incoming features you have on your system.

- Automatic Line Selection (ALS):** When making *outgoing* calls, you have ALS if when you lift the handset or press Spkr you hear dial tone and the Line Light Emitting Diode (LED) lights steady green. The LCD displays the station number and the seized outside line.
- Ringling Line Preference:** You answer an *incoming* line ringing your station by lifting the handset or pressing Spkr. You do not have to press an extension button to answer.
- Tone First Signalling:** Internal *incoming* call – you hear successive ring tones, then lift the handset or press Spkr to answer the call.

Note:

Check with your System Administrator to see if you are set with Tone First Signalling. If you do, you can press 2 to change to Voice First signalling.

q **Voice First Signalling:** Internal incoming call – your featurephone does not ring; instead you hear a long tone, then the caller's voice. Talk in the direction of your featurephone, or answer the call as you normally would by lifting the handset or pressing Spkr.

Note:

Check with your System Administrator to see if you have the ability to change between Tone and Voice Signalling on a call-by-call basis. If you do, you can press 1 after dialling an internal phone number to change the signalling.

q **Hot Dialling:** If your featurephone is programmed for "hot dialling," you do not have to press Spkr or lift the handset before dialling internal or external speakerphone calls. When you dial a number, the speakerphone automatically turns on and the Spkr and Mic LEDs light.

Making a call

There are three ways to originate a call from your IP/digital featurephone:

Hot Dialling

1. To make a call using Hot Dialling, dial the number.

When you start to dial, the extension button, Spkr and Mic LEDs light. Digits display as they are dialled. Call progress tones (Ringback Tone, Busy Tone, etc.) play through the speaker.

2. When connected, you can continue speakerphone operation or lift the handset and continue the conversation.

Spkr Button

1. To make a call, press Spkr.

A line may be automatically selected or you can manually choose a line. Your extension or Line button lights (depending on system programming). Dial tone plays through the speaker. The Speaker and Microphone LEDs light.

2. Dial the number.

Digits display as they are dialled. Call progress tones (Ringback Tone, Busy Tone, etc.) play through the speaker.

3. When connected, you can continue to use the speakerphone or lift the handset and continue the conversation.

Handset

1. To make a call, lift the handset, then dial the number.

A line may be automatically selected or you can manually choose a line. Dial tone plays through the handset. The Speaker and Microphone LEDs do *not* light.

Digits display as they are dialed. Call progress tones (Ringback Tone, Busy Tone, etc.) are heard through the handset.

2. When connected, you can continue to use the handset or switch to speakerphone by holding down Spkr and replacing the handset.

Answering a Call

There are several ways to answer a call:

Handset

- ▶ If your featurephone is programmed for Ringing Line Preference, pick up the handset and the featurephone automatically answers the ringing line.
- ▶ If not, press the button associated with the ringing line (flashing green LED).

Speaker

- ▶ If your featurephone is programmed for Ringing Line Preference, press Spkr and the featurephone automatically answers the ringing line.
- ▶ If not, press the button associated with the ringing line (flashing green LED). Once connected, you can continue on the speakerphone or lift the handset.

Handsfree Answerback

If you have a speakerphone, it may be programmed for Handsfree Answerback. You hear a single long tone, followed by the caller's voice. The extension LED flashes green (incoming call). The Microphone LED lights steady red (microphone is active). The Speaker LED flashes red.

1. Do not lift the handset; speak toward the featurephone in a normal voice.
2. Press **Spkr** or take the handset off-hook before transferring the call or placing it on hold.

Switching Between Handset and Speakerphone

- ▶ Press Spkr and place the handset on-hook to switch from handset to speakerphone mode.
- ▶ Take the handset off-hook to switch from speakerphone to handset mode.

Message Waiting

Use your Msg LED/button and LCD to see/retrieve message(s).

An extension can receive up to four simultaneous Message Waiting indications and LCD messages. One message is reserved for the Message Centre.

Your featurephone can be programmed to have up to four additional (flexible) Message Waiting buttons/LEDs. Check with your System Administrator to see if these buttons have been programmed on your featurephone. If so, substitute them when the Msg button/LED is mentioned in the following steps.

Responding to a Lit Msg LED

1. On an LCD featurephone, if you see a "+," press SK3 to display additional messages; otherwise, go to Step 2. The "+" indicates additional messages. The LCD can show up to three station messages for your extension and three for each additional (phantom) extension that you may have.
2. Press Msg, then lift the handset. Your featurephone rings the extension or voice mail device that sent the indication. The LED continues to flash red.
3. After answering the message(s), place the handset back on-hook.
4. If the Msg LED continues to flash, you have more messages; repeat Steps 1~3 above to retrieve them. Voice mail devices turn off the LED/LCD indications after a short delay, after you checked all messages.
5. To manually turn off your Msg LED, press your extension button, then press #409. Do this step for each message received.

Turning On/Off MW LED on Another Extension

If you call an extension and it's busy or there is no answer, you may be able to light that extension's Message Waiting LED and enable that extension to call you back. The ability to perform this feature is set in system programming.

1. Dial an internal extension. You hear busy tone or there's no answer.
2. Press Msg or 7. The Msg LED flashes red on the called featurephone. At your featurephone, the Msg LED lights steady red and the LCD shows the station number where you set a Message Waiting light. Example: "MW SET TO 3620."

If you decide to cancel the Message Waiting light at this point, press Msg or 7 again while ring-over tone is playing and the light will be cancelled.

3. Press Spkr. Your Msg LED turns Off. The Msg LED on the called featurephone flashes until the called party presses the flashing Msg button which calls you back.

4. To turn Off a Message LED that you have set on another extension, press #64 plus the extension number that has the message light set. Then press Spkr or hang up to release your featurephone. Your LCD shows the extension and "MW CANCEL."

...or dial the extension that you set the Message LED on, then press 77. Then press Spkr or hang up to release your featurephone.

Microphone

► To turn the Microphone On/Off when the speakerphone is active (Spkr LED is On), press Mic.

When the Microphone is On, the Mic LED is On, steady red. When Mic is Off, the LED is Off and you cannot be heard through the microphone.

The microphone and its LED are always On when you receive a Voice-first internal call and Off when you receive a Ring-first call.

Each station's microphone can be set in system programming to:

- switch On/Off with one touch
- switch Off only while pressed and held
- either On/Off at the start of handsfree dialling.

► To talk back to a Handset Off-hook Call Announce call, press and hold Mic and talk over your featurephone handset/headset. The LED and microphone remain Off.

Call Transfer

1. While on a call, press Cnf/Trn. Your Line LED flashes green and you hear internal dial tone.
2. Dial the extension where the call will be transferred. You can remain on the line and announce the call or immediately "blind transfer" the call.

Note:

If the privacy option has been disabled, then if you use a Line button when you transfer the call, the LED will flash red until the receiving party answers. While the LED is flashing, you can press Line button to return to the call. If the receiving party answers the call, the LED turns solid red and you cannot reconnect to the original caller.

During call transfer, you can connect all three parties by pressing your flashing extension button or Cnf/Trn.

- If you get voice mail, you can leave a message or hang up and let the transferred caller leave a message.
 - If you hear a long single tone, then announce the call over the called featurephone's speaker.
3. Transfer with Camp On: If the station to which you want to transfer the call is busy, you may hang up and the transferred trunk or station will be camped on to the busy destination.

► **To transfer a call directly to Voice Mail (VM)**

1. While on a call, press Cnf/Trn.
2. Enter #407.
3. Enter the VM mailbox number (usually the same as the extension number) + #.
4. Hang up and the caller is connected to the VM mailbox. This feature does a blind transfer to VM.

► **To transfer a call directly to VM with a DSS button**

1. While on a call, press Cnf/Trn.
2. Press the DSS button.
3. Hang up and the caller is connected to the VM mailbox.

► **To perform Call Transfer Immediate**

1. While on a call, press the **TRNS** Soft Key. The IPT2008-SDL and DKT3014 LCD shows "TRANSFER."
2. Dial the extension where you wish to transfer the call. The call rings the destination station and your featurephone returns to the idle state. If your featurephone does not go idle, the destination may be located in a remote node, so you need to hang up to return to idle state.

Conference Calls

You can conference together up to eight parties (including your own) - with up to six parties being external network lines. The actual number of conference parties with acceptable volume levels depends on the local and far end featurephone line conditions. The person who initiates the conference call is the Master. If, after the conference is established and the Master exits the conference, the first station to have been added to the conference becomes the Master.

► **To conference calls**

1. While on a call, press Cnf/Trn. You hear dial tone and your Line LED flashes green.
2. Call another station or outside line.
3. When the called party answers, press Cnf/Trn. If you receive a busy tone or no answer, press Cnf/Trn again to return to the original connection.

All parties are conferenced. If the second call was placed on a Line that appears on your featurephone, the LED also flashes green.

4. Repeat the above steps to add lines to the conference. Keep in mind the maximum number of allowed conference parties.

Note:

When the “master” of the conference hangs up, the control is automatically transferred to the first internal station added to the conference call. If no other internal stations are included in the conference call, the call will be disconnected.

► To transfer conference control

1. Do Steps 1 and 2 above to add the line to which you wish to transfer conference control. See previous Note.
2. Announce the call and hang up to transfer it. This station now becomes the conference “master” with the ability to add or delete parties.

► To hold a conference call

- If you are the Conference Master, press the Hold button once (or twice for Executive Hold) to place the conference call on hold. The other parties can continue with the conference. Music-on-hold is suppressed and your extension LED flashes green. You can rejoin the conference at any time by pressing your extension button. When you return, you retain Master status.

Adding Voice Mail to a Conference

The Conference Master can add voice mail to a conference. This feature enables participants in a conference to listen to or leave a voice mail message during one phone call.

► To add Voice Mail to a conference call (performed by Conference Master)

1. Press Cnf/Trn to place the current call on Consultation Hold.
2. Dial the voice mail (VM) extension number, then enter the VM mailbox and security code. This adds the voice mailbox to the conference.
3. Press Cnf/Trn to reconnect to the original party. (You can continue to add conference members by pressing Cnf/Trn and dialling another extension.)

Now, all parties in the conference can listen to or record a message to this voice mailbox. Only the Master can control the VM with touchtones or Soft Keys.

Connecting Two Outside Lines

1. While talking on an outside call, press Cnf/Trn. You hear dial tone. The extension LED flashes (conference rate).
2. Dial an outside line access code and outside phone number.
3. After the party answers, press Cnf/Trn. The extension LED flashes (in-use rate) and all parties are conferenced.

If you receive a busy tone or if the station does not answer, press the flashing extension button to return to the original connection, press Cnf/Trn.

4. Hang up. The extension LED flashes (exclusive-hold rate) and the two lines are connected. The LED turns Off when the parties hang-up.

5. To supervise a tandem call, press the extension button. If the parties have finished, hang up...or if the parties are still talking, press Cnf/Trn and hang-up. Both Line LEDs turn Off and the connection is released.

If your telephone company provides auto disconnect, the connection may release automatically when the parties hang up. If not, the lines must be supervised to be disconnected.

Conference Split/Join/Drop

If you initiate a conference with two or more parties, you and another member of the conference can leave (Split) the conference for a private conversation. During this time, other conference members remain connected.

You can then Join both of you back into the conference, or you can Drop (disconnect) the member you are connected to. This feature is performed with Soft Keys if you have a LCD phone with a Split button created on one of your flexible buttons.

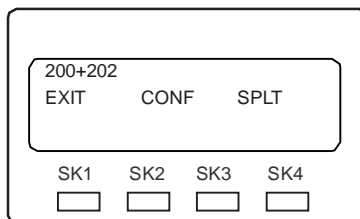
The Split feature requires Strata CTX R2.2. This feature also works for remote stations which are connected through Strata Net QSIG.

Important!

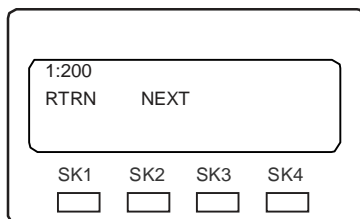
You must be a conference master to perform the Split and Drop features. The conference master is the person that initiates the conference call. If that person drops from the conference, the first person added to the conference becomes the conference master.

► To Split from a conference

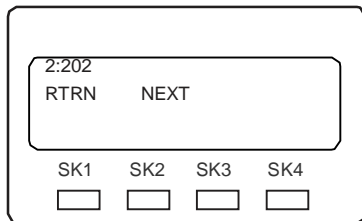
1. While in a conference call on a DKT3000 phone, press the **SPLT** (Split) soft key or Split button.



The featurephone LCD shows first conference party member. Notice the number **1** preceeding extension **200 (1:200)**

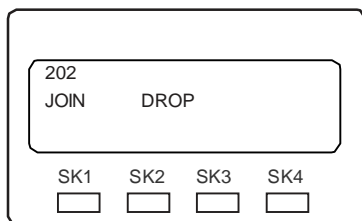


2. Press the **NEXT** soft key until you see the extension number for the party that you want to Split out of the conference



Example, if you want to Split with extension 202, press the **NEXT** soft key until you see **X:202** (X = any number). Then press **X** (in the example shown **2:202**, press 2 on the dial pad to Split 202.)

3. You can return both yourself and the other Split party back into the conference by pressing **JOIN**. **RTRN** terminates a feature operation and returns to the previously displayed state.



- ▶ To Drop the Split party from a conference
- ▶ Press the **DROP** Soft Key. The party that you are talking to privately (the party which you have Split from the conference) will be disconnected (Dropped) and you will rejoin the conference.

If you are in a three-way conference and Split with one of the parties, the remaining party will essentially be “on hold” until you return to the conference.

Hold

1. To place a call on hold, press Hold. Your LCD shows the line on hold. The held Line's LED flashes green while appearances of the line at other stations flash red.

- To return to the held call, press the held Line button.
- If you do not return to the held call within a specified time, it rings back to your featurephone. The call remains camped-on to your station indefinitely.
- If the held party hangs up, the call is released.

2. Repeat Step 1 to place additional lines on hold.

Note:

See the Call Pickup section to pick up a call on hold from another extension.

Exclusive Hold

This feature enables you to place a call on hold so that only you can retrieve it.

- ▶ While on a call, press Hold twice. That line's LED flashes green while appearances of the line at other stations are steady red (in use).

Automatic Hold

This feature enables you to place a call on hold by pressing another Line button – no need to press Hold. Make sure this feature is programmed on your system; if not, existing calls will drop.

- ▶ While on a call, press another extension button to receive/originate a new call. The accessed line's LED flashes (in-use). The first call is put on hold and your extension's LED flashes. You can also switch between calls without having to press Hold.

Consultation Hold

1. While on a call, press Cnf/Trn. The call goes on hold.
2. Dial another line.
3. Transfer the call or return to the held call by pressing its Line button.

Volume Control

▶ To adjust the handset volume

- ▶ Press the Vol ▲ to increase volume and Vol ▼ to decrease volume during the call. When you hang up, the volume returns to the default setting.

▶ To adjust the speaker volume for internal/external calls and background music

1. Press Spkr.
2. Press an extension button - you hear dial tone.
3. Press the Vol ▲ to increase volume and Vol ▼ to decrease volume. This volume setting applies to all calls until changed.

▶ To adjust Ring Tone, Handsfree Answerback and Speaker Off-hook Call Announce

- ▶ Make sure the featurephone is idle and the handset is on-hook. Press the Vol ▲ to increase volume and Vol ▼ to decrease volume. This adjusts volume for your featurephone's ring tone, Handsfree Answerback and Speaker Offhook Call Announce simultaneously.

► To adjust handset Beep Tone

1. With the handset off-hook, dial the Beep Tone Adjustment Code #6101 (default code). You hear busy tone.
2. Press Vol▲ or ▼ to reach the desired level.

LCD Contrast Adjustments

- Press and hold down the Mic button, and press and release Vol ▲ or Vol ▼ repeatedly.

Each time you press Vol▲ or Vol▼, the contrast increases or decreases. There are eight steps in either direction. To return to the middle setting, repeat the above step.

Basic SoftIPT Functions

See [Chapter 1 – The Grand Tour, page 17](#) for an overview of the SoftIPT.

Start the SoftIPT

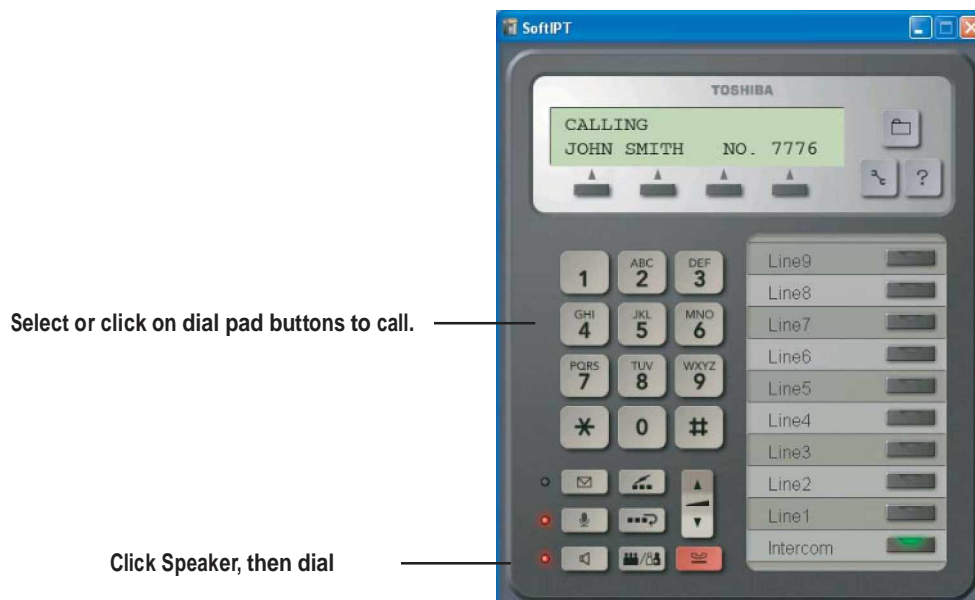
- ▶ On a PC, double click on the SoftIPT icon on your PC desktop.

Making a Call

To make a call

1. Click Speaker then select the on- screen dial pad buttons to dial a call.
2. When connected to a call, you can select any of the call buttons, such as Redial, Hold or Conf.
3. Click Speaker to end the call.

Note: Do not use BGM (#490) on the SoftIPT. It conflicts with incoming calls.



Switching a call to Your Handset

You can switch a call from your IPT2010F-SD, IPT2020F-SD, Strata DKT3000- or 3500-series digital featurephone to the SoftIPT by placing the call on Hold and using the Call Pickup feature.

1. Press Hold on your digital featurephone.
2. On the SoftIPT, dial #5#72 + the extension number of your digital featurephone.

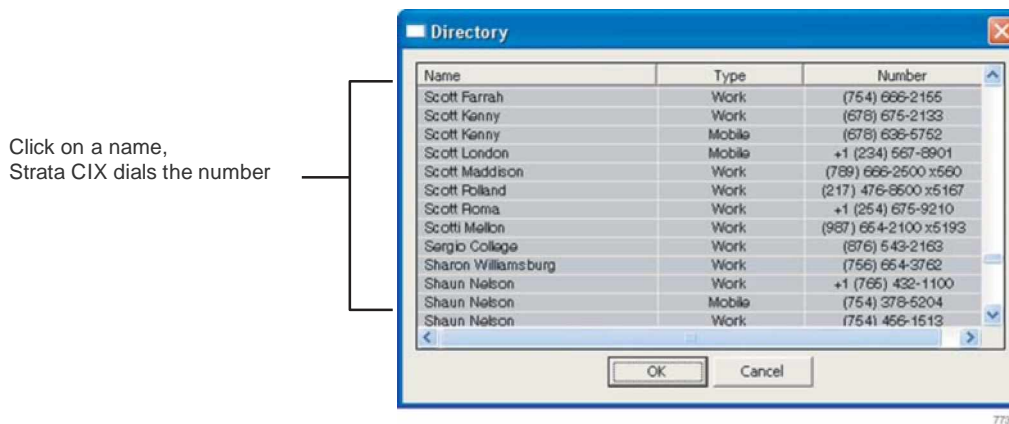
Note:

You can also add this dialling string to a flexible button on your SoftIPT phone as a One-touch Speed Dial button for ease of call switching.

Creating a Directory

You can create a directory with MS Outlook 2002/2003 (not Outlook Express).

1. Open MS Outlook 2002/2003.
2. Double click on the Contacts icon, click on the New contact icon.
3. Type in the contact information, click Save and Close. Add as many entries as desired. To edit an entry, double click on the name to open.
4. Open the Soft Phone.
5. Click More Features twice, click Directory (Folder icon). The directory displays (see below).



Using the Directory to Call

- Click on the name. The SoftIPT calls the contact.

Labelling Feature Buttons

From the Softphone Setting window, you can change six featurephone button labels on a PDA and 10 on a PC. Changing the label does not change the function. To change the function, see “Programming Feature Buttons” on page 95.

Note:

If the headset-use feature is enabled, Line 9 (PC) is set as default and will automatically be labeled headset.

► **To find out what features are assigned to the feature buttons**

1. Dial #9876 to enter user programming mode.
2. Click on HOLD, then click on each individual feature button to see the currently programmed feature.

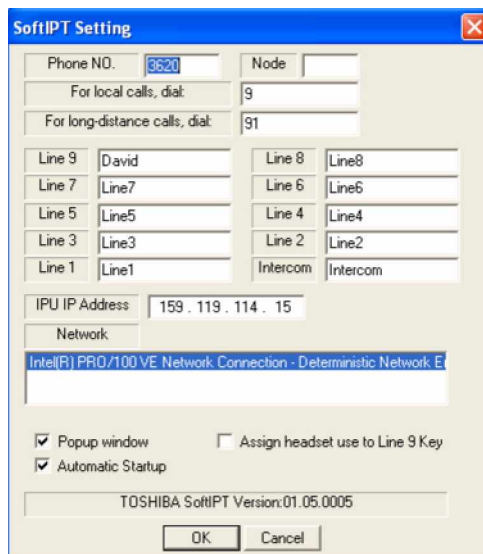
Note:

If you reprogrammed the button functions per the instructions in the user guide, you cannot manually exit from “programming mode.” Just wait a few seconds for the system to time out and the SoftIPT will return to idle.

3. To exit user programming mode, wait 15 seconds and programming mode will exit automatically.

► **To change Feature Button Labels on the SoftIPT**

1. Click the Setup icon (wrench).
2. From the Softphone Setting window (shown right), type in button labels (eight characters max.), click OK.



Can enter labels to rename Lines 1~9 Feature Buttons

CHAPTER 3 - ADVANCED OPERATION

This chapter gives you more details about your IPT2000-series, Strata DKT3000- and Strata DKT3500-series featurephone's advanced functions.

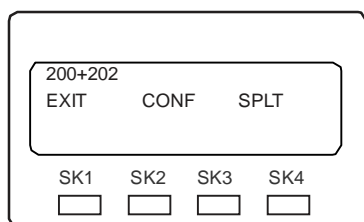
Using Your LCD

If your featurephone has an LCD, use this section to learn more about its functions.

In its idle state, the LCD is a desk clock and calendar. When you are on an outside call, the call duration displays.

A "+" on the LCD readout (shown below) indicates there is more data to display.

- ▶ Press SK3 to advance through the information.
- ▶ Press SK2 to switch from the Call Forward (CF) display to the User Name display.



Soft Keys

When Soft Keys are on, they replace the functions on the SK1, SK2, SK3 and SK4 buttons below the LCD. The following table defines Soft Key Prompts.

Table 1: Soft Key Prompts

Soft Key	Definition
ABR	Activates Automatic Busy Redial after dialling a busy outside phone number.
ACB	Activates Automatic Callback after reaching a busy station, CO line, or CO Line group.
BUSY	(Busy Override) Sends a call-waiting tone to a busy station.
CONF	Initiates or completes a conference.
EXEC	(Executive Override) Breaks into the conversation of a busy called station.
EXIT	Exits you from a conference; remaining parties are connected.
JOIN	Joins all parties to a conference while on a conference call.
LINE	Adds a CO line to an existing call while in the Conference mode. The LCD prompts you to access a CO line after you press this key.
MESG	Sets a message waiting indication at a busy or unanswered station.
OVRD	Overrides options, busy mode, or overrides Do Not Disturb mode.
PGE	Enables you to enter a Page Group number (01~16).
RING	Makes a called station ring when making a voice announce call to the station.
RLS	Disconnects a call and returns phone to the idle state.
RTRN	Terminates a feature operation and to return to a previously displayed state.
SPLT	Enables you to break off from a conference call with another conference call member for a private conversation (split). You can use the Join key to reconnect both of you back into the conference. You must be a conference master to use this. See instructions for Conference Split/Join/Drop for further instruction.
STA.	Play next message
TALK	Makes a voice announcement to a called station that is ringing.
TRNS	Initiates or completes a Transfer while on an outside call. Press once for an immediate or announced transfer, depending on system programming. Pressing TRNS again completes the transfer.

Soft Key Example

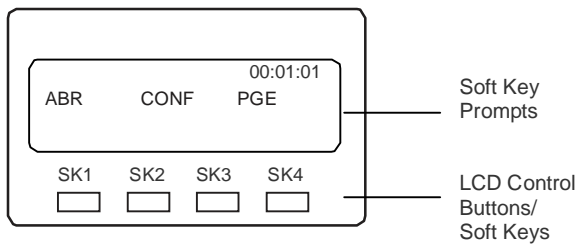
When the Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature. Here's an example of how Soft Keys work.

1. When an outside call is in progress, the LCD appears as shown below.

ABR = Automatic Busy Redial

CONF = Conference

PAGE = Paging

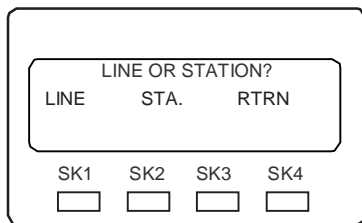


2. If you select **CONF** (press SK2), the display changes as shown below.

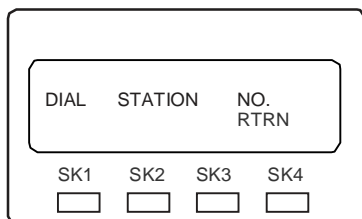
LINE = Add an outside line to the conference

STA = Add another station

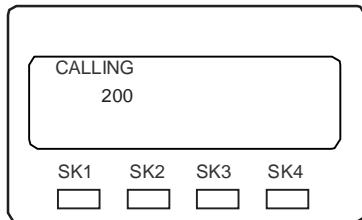
RTRN = Return to the original caller without making a conference



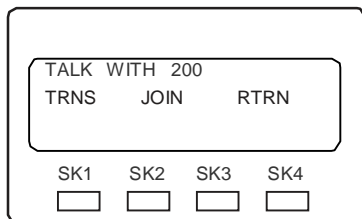
3. You will be prompted to dial the desired station. The **RTRN** Soft Key (press SK3) enables you to return to the original caller without making a conference.



Until the call is answered, you see the screen shown below.



When the call is answered, you see the screen shown below. **TRNS** = exit the call and transfer the first party to the second. **JOIN** = create a conference with you and both other parties. **RTRN** = drop the second party and return to a two-way conversation with the original party.



Advisory Messages

Advisory messaging enables you to store an informative message for LCD featurephones that call your phone. The messages can be up to 16 characters long. The Strata CIX/CTX provides a number of stored messages, shown in the table below. Message numbers 5~9 can be defined by your System Administrator.

Msg No.	Characters Displayed	Additional Digits
0	OUT TO LUNCH	
1	IN A MEETING	
2	CALL _____	Directory Number (e.g.,220)
3	BACK AT _____	Time (e.g., 1030)
4	RETURN ON _____	Date (e.g., 10 20)
5		
6		
7		
8		
9		

► To set an advisory message

1. Go off-hook or press your extension button or phantom directory number button to hear dial tone.

Note:

A phantom directory number button is similar to an extension button that is shared on other featurephones.

2. Press #411 + Message No. (see table) + any additional digits (such as time, etc.)
3. Go on-hook or press Spkr to release the line.

► To clear the registered message

1. Go off-hook or press your extension button or phantom directory number button to hear dial tone.
2. Press #412.
3. Go on-hook or press Spkr to release the line.

Account Code Calls

Account Codes (Forced or Voluntary) can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are assigned in the system as a fixed length (default is six digits) and are recorded by the system, along with the details of the calls, which can be printed on a Station Message Detail Recording (SMDR) report.

Verified/Non-Verified Account Codes

If programmed for Verified Account Codes, the system checks the account code you entered against a list created by the System Administrator. The code you enter must be on the list for the call to proceed. Non-verified account codes must be of a uniform length specified by the System Administrator.

Forced Account Codes

Some applications require you to enter an Account Code. These Forced Account Codes may be verified or non-verified, depending upon the application, but in either case, the caller must enter a code before proceeding.

► To dial using Forced Account Codes

1. Place a call in the normal method.

If the call requires an Account Code, a burst of tone (Success Tone) is heard after dialling the phone number alerting you to enter the Account Code.

2. Enter the account number.

When the number of digits designated for account codes has been entered, the number will be checked against the verified list, if chosen, and the call will continue as normal. If the number of digits entered for the account code is not reached or the verified code does not match, then re-order tone is heard and the call is rejected.

You can bypass Forced Account Code requirements with three emergency numbers, including 9999. See your System Administrator for these numbers:

- 1) 999
- 2) _____
- 3) _____

Voluntary Account Codes (Verified/Non-Verified)

Voluntary Account Codes are optional. They can be entered during a call and are used for tracking selected calls using Station Message Detail Report (SMDR) call detail recording option.

If the system is set for Verified Account Codes, station users must enter a specific code when entering the Voluntary Account Code(s) or the code is not validated for the SMDR call report. This does not affect the call.

There are two ways to dial using a Voluntary Account Code:

► To dial using the Account Code button

1. After accessing a CO line, press the Account Code button. LCD featurephones prompt you to "ENTER ACCOUNT CODE NOW."
2. Enter the account code digits. The LCD prompt disappears upon entry of the first account code digit. After the account code is entered, the time indicator is restored in the LCD.
3. If your station is set for Verified Account Codes, you hear confirmation tone when the code is valid. If the code is invalid, you hear two short tones.
4. Enter the Account Code. Your conversation is not interrupted.

► To enter an Account Code using access codes

Note It's a good idea to warn the other party that you will be disconnected momentarily when you enter the access code. Once the code is entered, you will be connected again.

1. After accessing a CO line, press Cnf/Trn. Once you press Cnf/Trn, your call is interrupted; you and the other party cannot hear each other. You will hear feature dial tone.
2. Dial #46. LCD featurephones prompt you to "ENTER ACCOUNT CODE NOW."
3. Enter the account code digits. The prompt disappears upon entry of the first account code digit. After the account code is entered, the connection is restored and the LCD shows the time.

Automatic Busy Redial

After reaching a busy outside number, you can activate Automatic Busy Redial so that the system automatically redials the number at regular intervals. The system repeats the redial until the destination is no longer busy. This feature may not be on some featurephones on your system.

Automatic Busy Redial 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.

► To activate Automatic Busy Redial

1. When you reach a busy number, press **Auto Busy Redial** or **Cnf/Trn + #441**. The LED flashes red. You hear confirmation tone.
2. Hang up or press **Spkr**. The system redials, up to five to 20 times, every 30 to 180 seconds (depending on system programming). Your featurephone receives ring tone when Automatic Busy Redial dials the number and it is available. The extension and Spkr LEDs flash green.
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 recall timeout (five to 60 seconds) after a connection is made, you hear a muted ring for another 30 seconds, then the call disconnects.

► To cancel Automatic Busy Redial

- Press **Auto Busy Redial** or extension + **#442**.

Automatic Callback

When you reach a busy station, you can set Automatic Callback to have the system monitor the busy extension and notify you when it becomes idle.

Automatic Callback can also place you in queue for an available outside line, if you reach a line group in which all lines are busy. When a station or line becomes available, the system rings your featurephone. Then when you answer, it automatically rings the intended destination. The amount of time the system will wait for an idle destination is set in system programming. Automatic Callback is also known as "CO Line Queuing."

► To set Automatic Callback

1. If you hear busy tone after dialling an outside line access code or a station number, press Auto Callback or 4. Busy tone stops, followed by success tone, then busy tone resumes.
2. Hang up. You can make other calls while waiting.
3. When the called station or outside line becomes idle, your featurephone rings with a fast LED.
 - If you called a busy station, the extension LED flashes green (incoming call) and the called number displays.
 - If you called a busy outside line, the extension LED flashes green (incoming call rate). The seized line's number displays.
4. Answer within about three rings (can be programmed to ring up to three minutes) to prevent the callback from being cancelled. After you answer, you hear success 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.

If you were attempting to make an outside call, the phone number is automatically dialed, including the account code or override codes that were used.

► To cancel ACB

- Press Auto Callback or extension button + #431.

Background Music

You can set background music over your phone speaker or over external speakers. Up to 16 different music sources can be applied to the Strata CIX/CTX system: the first source is Quiet Tone, all others can be music or recorded information.

▶ **To enable background music on your phone speaker**

▶ Press BGM. LED turns on.

...or press an extension button + #490 + n + #, where n is the music source 1~15.

▶ **To cancel background music on your phone speaker**

▶ Press BGM. LED turns off.

▶ ...or press an extension button + #491.

▶ **To change the BGM source (1~15) assigned to the BGM button**

Press an extension button + #9876 + BGM + n + BGM, where n is the music source 1~15.

▶ **To enable background music over your external paging speakers**

Press an extension button + #492 + n + #, where n is the music source 1~15.

▶ **To cancel background music over your external paging speakers**

Press an extension button + #493 + Spkr.

Call Forward

There are two types of Call Forwarding that you can set. One is System Call Forward (set in system Programming) which automatically directs calls to a predefined location, such as Voice Mail. See your System Administrator to determine or change your System Call Forward destination.

The other type is Station Call Forwarding. You can use Station Call Forwarding (CF) to replace your System CF destination with a custom CF setting made from your station.

System

System Call Forward directs calls to a destination preset by an Administrator for each phone, commonly set to voice mail.

- ▶ To turn on System Call Forward for your phone, press #620. Confirmation tone (three short tones) and “DATA PROGRAMMED” indicate the data is set.
- ▶ To turn off System Call Forward for your phone, press #621. Confirmation tone (three short tones) and “DATA PROGRAMMED” indicate the data is set.

Station

Station Call Forward enables you to assign Call Forward destinations for each extension on your phone that will override the telephone’s System CF settings. Each extension can be independently set Station Call Forward to a unique destination. You can set a Flexible Button to perform any Call Forward function – see [“Programming Feature Buttons” on page 95](#) for more details. Call Forward must be set prior to receiving the call.

The following calls to your station can be forwarded:

- Internal calls
- Auto Attendant calls
- Outside lines that ring only your station
- Transferred internal or incoming line calls

Station Call Forward Categories

You can set Call Forward for the following categories of calls. Within these categories, you can use five different types of Call Forward Settings.

- **Call Forward Any Call** – Forwards any call, whether an internal call or incoming line call.
- **Call Forward - Incoming Line** – Forward incoming line calls only.
- **Call Forward Any Call - Set for Another Station** – Enables you set forwarding of all calls for another featurephone within your telephone system.
- **Call Forward - Incoming Line Set for Another Station**– Enables you to set forwarding of incoming line calls for another featurephone within your telephone system.

Notes:

- Call Forward Any Call and CF-Incoming line can be set simultaneously on a featurephone. This allows incoming lines calls to be forwarded to a different destination than all of the other types of calls.
- Call Forward destinations can be to internal destinations and outside phone numbers.
- You can change your forwarding destination from outside the system using the DISA feature. See your System Administrator for DISA phone numbers and security code access.

Call Forward Settings

- **Call Forward All Calls** – Forwards all calls immediately.
- **Call Forward Busy/Do Not Disturb** – Forwards calls immediately when your extension is busy or in Do Not Disturb (DND) mode.

In Tone-first systems with multiple lines, Call Forward Busy forwards calls only when all line appearances are in use. In Voice-first systems, Call Forward Busy forwards all calls any time your featurephone is in use.

- **Call Forward - No Answer** – Forwards all calls to your station whenever you do not answer the call within a designated time (set by you when you enable the feature).
- **Call Forward Busy/Do Not Disturb/No Answer** – Forwards all calls to your station 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).
- **Call Forward Cancel** – Cancels the set Call Forward feature. Notice that each category of Call Forward has a different code for canceling.

Station Call Forward Procedures

Table 2, “[Call Forward Procedure](#)” contains Call Forward Button sequences. You can do a Call Forward function by, one, entering the button sequence as described, or two, by programming a Flexible Button to perform the sequence. See “[Programming Feature Buttons](#)” on page 95 for instructions on programming a Flexible Button.

► To use the Call Forward button sequence

► Follow the instructions in the following table, shown under “Button Sequence.” Some features require additional input, such as:

- **Dest. Ext. or Phone No.** – CF destination numbers can be internal extension numbers or outside phone numbers. If the destination is an outside number, enter the access code used for dialling out (such as 9) + the phone number + #. The CTX accepts destination numbers of up to 32 digits. (See following examples).
- **Timer** – Enter the number of seconds (08~60) your phone should ring before forwarding the call. (This is the CF-No Answer timer.)

- **CF Pass Code** – A four-digit Call Forward (CF) pass code established by system programming is required to allow one station to set CF for another station. This code is also used to allow DISA callers to set CF for another station. Users must enter the CF pass code for the station to be forwarded.

Note:

In [Table 2](#), (tone) means that confirmation tone (three short tones) will play at that point in the sequence to confirm your input was accepted.

Call Forward Examples

- ▶ To set your featurephone to CF Busy-No Answer to an internal extension number

- ▶ Press your extension button + #6041 + 3000 + 10

#6041 = Call Forward Access Code sequence

3000 = Internal Extension Number

10 = Ring time in seconds before Call Forwards

- ▶ To set another featurephone to CF Busy-No Answer to an outside destination number after a set time

- ▶ Press your extension button + #6042 + 1234 + 1111 + # + 9 +1 949

5873000 + # + 08

#6042 = CF Busy No Answer Access Code sequence

1234 = Other phone's extension number

1111 = CF Passcode for other phone + #

9 = Outside Line Access Code

1 949 5873000 = 1 + Area Code + Phone Number

= Must press after entering an outside destination number

08 = Ring time in seconds before Call Forwards

Table 2: Call Forward Procedure

Feature	Button Sequence
<p>Call forward Any Call – Internal and Incoming Line Calls: Forward any call, whether an internal call or incoming line call.</p>	
All Calls to an ext.	Press ext. button + #6011 (tone) + dial the dest. ext. no. (tone)
All Calls to outside phone no.	Press ext. button + #6011 (tone) + outside line access code + dest. phone no. + # (tone)
Busy to an ext.	Press ext. button + #6021 (tone) + dial the dest. ext. no. (tone)
Busy to outside phone no.	Press ext. button + #6021 (tone) + outside line access code + dest. phone no. + # (tone)
No Answer to an ext.	Press ext. button + #6031 (tone) + dial the dest. ext. no. + timer (08~60) (tone)
No Answer to outside phone no.	Press ext. button + #6031 (tone) + outside line access code + dest. phone no. + # (tone) + timer (08~60) (tone)
Busy No Answer to an ext.	Press ext. button + #6041 + dial the dest. ext. no. (tone) + timer (08~60) (tone)
Busy No Answer to outside phone no.	Press ext. button + #6041 + outside line access code + dest. phone no. + # + timer (08~60) (tone)
Cancel	Press ext. button + #6051 (tone)
<p>Call Forward - Incoming Line Calls: Forward incoming line calls only.</p>	
All Calls to an ext.	Press ext. button + #6013 (tone) + dial the dest. ext. no. (tone)
All Calls to outside phone no.	Press ext. button + #6013 (tone) + outside line access code + dest. phone no. + # (tone)
Busy to an ext.	Press ext. button + #6023 (tone) + dial the dest. ext. no. (tone)
Busy to outside phone no.	Press ext. button + #6023 (tone) + outside line access code + dest. phone no. + # (tone)
No Answer to an ext.	Press ext. button + #6033 + dial the dest. ext. no. (tone) + timer (08~60)
No Answer to outside phone no.	Press ext. button + #6043 + dial the dest. ext. no. (tone) + timer (08~60) (tone)

Table 2: Call Forward Procedure (continued)

Feature	Button Sequence
Busy No Answer to an ext.	Press ext. button + #6043 + dial the dest. ext. no. (tone) + timer (08~60) (tone)
Busy No Answer to outside phone no.	Press ext. button + #6043 + outside line access code + dest. phone no. + # (tone) + timer (08~60) (tone)
Cancel.	Press ext. button + #6053 (tone)
<p>Call Forward Any Call – Set for Another Station: Enables you to set call forwarding for another phone within your telephone system. You will need the other telephone's CF pass code in order to do this. CF Pass Codes are created in system programming.</p>	
All Calls to an ext.	Press ext. button + #6012 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # + dest. phone no. (tone)
All Calls to outside phone no.	Press ext. button + #6012 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # + outside line access code + dest. phone no. + # (tone)
Busy to an ext.	Press ext. button + #6022 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # + dest. phone no. (tone)
Busy to outside phone no.	Press ext. button + #6022 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # + outside line access code + dest. phone no. + # (tone)
No Answer to an ext.	Press ext. button + #6032 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code (tone) + # + dest. phone no. (tone) + timer (08~60) (tone)
No Answer to outside phone no.	Press ext. button + #6032 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code (tone) + # + outside line access code + dest. phone no. + # (tone) + timer (08~60) (tone)
Busy No Answer to an ext.	Press ext. button + #6042 + dial the other phone's ext. no. + enter other phone's CF pass code + # (tone) + dest. phone no. (tone) + timer (08~60) (tone)
Busy No Answer to outside phone no.	Press ext. button + #6042 + dial the other phone's ext. no. + enter other phone's CF pass code + # (tone) + outside line access code + dest. phone no. + # (tone) + timer (08~60) (tone)
Cancel.	Press ext. button + #6052 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # (tone)

Table 2: Call Forward Procedure (continued)

Feature	Button Sequence
<p>Call Forward - Incoming Line Call - Set for Another Station: Enables you to set forwarding of incoming line calls for another phone within your telephone system</p>	
All Calls to an ext.	Press ext. button + #6014 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # (tone) + dest. phone no. (tone)
All Calls to outside phone no.	Press ext. button + #6014 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # (tone) + outside line access code + dest. phone no. + # (tone)
Busy to an ext.	Press ext. button + #6024 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # (tone) + dest. phone no. (tone)
Busy to outside phone no.	Press ext. button + #6024 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # (tone) + outside line access code + dest. phone no. + # (tone)
No Answer to an ext.	Press ext. button + #6034 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # (tone) + dest. phone no. (tone) + timer (08~60)
No Answer to outside phone no.	Press ext. button + #6034 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # (tone) + outside line access code + dest. phone no. + # (tone) + timer (08~60) (tone)
Busy No Answer to an ext.	Press ext. button + #6044 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # (tone) + dest. phone no. (tone) + timer (08~60) (tone)
Busy No Answer to outside phone no.	Press ext. button + #6044 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code + # (tone) + outside line access code + dest. phone no. + # (tone) + timer (08~60) (tone)
Cancel	Press ext. button + #6054 (tone) + dial the other phone's ext. no. + enter other phone's CF pass code+ # (tone)

<p>Change Call Forward Pass Code: Your phone must be enabled in programming to have the ability to change pass codes.</p>	
Change your pass code	Press ext. button + #670 (tone) + dial the dest. ext. no. (tone) + old pass code + # (tone) + new pass code (tone) + #

Call History

Incoming calls with Caller ID or ANI information can be optionally recorded into a rolling list for the station where the call is ringing. The call is placed in the list along with the number, name (if provided), time and date of the call, and status of the call (answered, abandoned, or redirected). You can access this list from an LCD featurephone with a flexible Caller ID button.

► To view Call History

- When your station is idle, press the Caller ID button. The Caller ID LED lights green and the latest record displays.
- Press Vol ▲ for the next record; press Vol ▼ for the previous record.
- To view the call date, time and status, press SK2 (press again to toggle to call name/number).

Call Park Orbits

The Call Park feature enables you to hold a call temporarily in a location other than your featurephone. These areas are called orbits. You or another featurephone user can retrieve a parked call from its orbit by specifying the orbit number. You can specify one of 20 General Park Orbits (7000~7019) or a valid extension number within the system.

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, it will recall to the parking station and one of 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 featurephone, you can let the system automatically select an available orbit number which displays on your LCD.

► To park a call

1. While on a call, press Park in Orbit

...or Cnf/Trn + #33. The LED flashes green (consultation-hold). If you were on an extension during the call, and you have line button on your featurephone, the line LED will flash until the call is picked up (depending on programming).

2. Specify the Park Orbit using one of the following:

- Press * and the system automatically selects a General Park Orbit between

7000~7019. The chosen orbit appears on the LCD.

- Enter a valid extension.

- Press # and the system automatically selects your extension as the orbit.

3. Hang up. The caller's extension or line number and the orbit number are shown. If the parked call is not retrieved within a specified time, the call rings back to your featurephone. When a parked call recalls your featurephone, the LCD shows the line or extension that is recalling and the orbit number.

► **To retrieve a parked call**

1. Press Park in Orbit

...or press your extension button + #32.

2. Enter the Orbit Number where the call is parked or # for the extension from which you are calling. You cannot use * to retrieve a parked call. The extension LED flashes at the in-use rate when the call is retrieved.

Call Pickup

You can pick up a call that is ringing another station's extension, a call placed on hold at another station and other types of calls. When you pick up an internal call, the calling station and the called station displays on your LCD.

Group Pickup

Stations can be assigned in system programming to Pickup Groups. As many as 32 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 pick up held calls. See your System Administrator for group assignments.

Ringling, Page or Held Call Pickup

This feature picks up ringing or held calls, including 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 pick up All Call Page exclusively.

- ▶ To perform Call Pickup
- ▶ Press the buttons shown in the table below for the desired Pickup feature.

Table 3: Call Pickup Feature Codes

Ringing or Page Calls	To Pick Up	Press Ext. Button, then dial the access sequences below:
Directed DN	A call ringing or held at the Extension Number.	#5#6 + Ext. No.
Directed DN	A call Ringing, held or parked at the Ext. No.	#5#29 + Ext. No.
Group	A call ringing a member of your pickup group.	#5#34
Directed Ext.	A call ringing on any line of this Primary Ext. No.	#5#5 + Primary Ext. No.
Directed Group	A call ringing an extension in this Pickup Group.	#5#32 + Group No.
Ext No.	A call ringing this Ext. No. only. Other lines	#5#22 + Ext. No
Outside calls	Any incoming outside line call.	#5#9
All Call, Group, and/or External Page	An All Call Page, Group Page and/or External Page by Page Zone or by a specific Ext. No.	#5#36 + Page Zone No. 1~08) #5#5 + Ext. No. of another phone being paged.
Held Calls	To Pick Up:	Press Ext. Button, then dial the access sequence below:
Local Retrieve	A call held on this featurephone	#5#71
Remote Retrieve	A call held on another Primary Ext. No.	#5#72 + Primary Ext. No
Outside Line Retrieve	A call held on this outside line only, regardless of the phone that placed the call on hold. Must enter a three digit outside line no. (e.g., 007).	#5#73 + Outside Line No. (001~128)
Directed Ext. Retrieve	A call held on this Ext. No., regardless of where this Ext. No. appears.	#5#74 + Ext. No

Notes:

- The Primary extension number is the directory number by which the featurephone set is defined. Other, non-primary extension numbers may also appear on the featurephone. By convention, the Primary extension number is assigned to the first button on a multi-button featurephone.
- If more than one call is on hold, the call on the featurephone's lowest button number is picked up.
- Ringing calls are picked up over held calls as a priority.

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 extension or Line LED flashes red (on-hold).

If a call is sent to your station when busy, and your station does not have an extension button available to receive the call, two camp-on tone beeps are sent to your featurephone. 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 featurephone has the Auto Hold feature, just press the flashing extension button.

You are connected to the transferred call. The extension 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 camped-on line rings your featurephone and the Line LED flashes green (incoming call).

...or press the flashing extension or Line. The existing call is placed on hold. The camped-on line rings your station (the Line LED flashes green - incoming call). This disconnects the current call and connects you to the transferred call. The extension or Line LED flashes green (in-use).

Direct Inward System Access (DISA)

Outside callers with touch tone featurephones can call in to lines programmed for Direct Inward System Access (DISA) and dial an extension or outgoing line without going through an attendant or operator. See your System Administrator for details.

1. From outside the system, dial the public phone number assigned to DISA. The call will be answered and you will hear system dial tone.

If you do not dial within 10 seconds, the line disconnects.

2. When you hear dial tone, dial an extension or an outside line.

3. If you dial an outside destination, you may need to enter a security code provided to you by the System Administrator. When you hear the tone, enter the security code. If accepted, the call will proceed.

4. If you receive busy tone and you want to dial another number while the station is still ringing, press * and repeat Step 2.

Direct Station Selection Buttons (Hotline)

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

- busy on a call on any button
- idle but all appearances of the station's extension are in use by other stations. When the station is in DND, the LED flashes red.

► To connect directly to another station's extension

1. When connected to a line or another station, press DSS.

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

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

Note:

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

Distinctive Ringing

► To set distinctive ringing (CTX software R1.2 or lower)

1. Press #9876 to enter User Programming Mode.
2. Press a Line button. The Line LED is steady green.
3. Enter the ringing pitch number:

11 = Low, 12 = Middle, 13 = High, 14 = Combination

4. Lift the handset to return to idle.

► To set distinctive ringing (CTX software R1.3 or higher)

1. Press #9876 to enter User Programming Mode.
2. Press a Line or extension button. The LED is steady green
3. You can press Hold to switch between internal and external pitch. (Internal = station calls within your system; external = outside line calls.)
4. Enter the two-digit pitch number (see table):
5. Press the same button that you pressed in Step 2 (Line or extension). Two beeps is a confirmation tone and "DATA PROGRAMMED" displays on your LCD.

Table 4: Internal and External Call Ringing Tones

Tone No.	Frequency and Cadence
01	500 Hz 1 sec. On, 3 sec. Off, repeat
02	1300 Hz 1 sec. On, 1 sec. Off, repeat
11	500/640 Hz 1 sec. On, 3 sec. Off, repeat
12	500/640 Hz 1 sec. On, 1 sec. Off, repeat
13	860/1180 Hz 1 sec. On, 3 sec. Off, repeat
14	860/1180 Hz 1 sec. On, 1 sec. Off, repeat
15	1300/1780 Hz 1 sec. On, 3 sec. Off, repeat
16	1300/1780 Hz 1 sec. On, 1 sec. Off, repeat
17	860/1180 Hz 0.5 sec. On, 1300/1780 Hz 3 sec. Off, repeat
18	860/1180 Hz 0.5 sec. On, 1300/1780 Hz 1 sec. Off, repeat

Do Not Disturb

If your station is in Do Not Disturb (DND) mode, internal, external and transferred calls do not ring your station and Off-hook Call Announce calls are denied. You can continue to make calls while in the DND mode. When originating a call in DND mode, you will hear a short burst of interrupted dial tone followed by continuous dial tone. You can start dialling at any time during either tone.

If you put your Primary extension into DND mode, all calls to that phone are rejected. If your extension is set for Call Forward-Busy or Call Forward-Busy/No Answer, the call is redirected to the forwarding destination immediately.

If you put an extension other than the Primary extension into DND, only calls to that extension on your featurephone will be blocked. Appearances of that extension on other featurephones continue to ring.

- ▶ To activate DND on your Primary extension
 - ▶ Press Do Not Disturb or #6091 (hear Success Tone). The LED lights steady red and DND mode is activated for the entire station.
- ▶ To activate DND on a non-Primary extension
 - ▶ Press the desired extension appearance and Do Not Disturb or #6091 (hear Success Tone). The LED lights steady red and DND mode is activated for that extension on your featurephone.
- ▶ To deactivate DND
 - ▶ Press Do Not Disturb or #6092 (hear Success Tone). The LED lights goes out and DND mode is de-activated.

Setting DND for another Extension

- ▶ To activate DND for another extension
 - ▶ Enter #6191 (hear Entry Tone) + the Primary extension of the remote extension + the pass code + # (hear Success Tone). This sets DND as if activated by the Primary extension on the target featurephone.
- ▶ To deactivate DND for another extension
 - ▶ Enter #6192 (hear Entry Tone) + the Primary extension of the remote extension + the pass code + # (hear Success Tone). This removes DND from the target featurephone.
- ▶ To change your DND Pass Code
 - ▶ Enter #670 (hear Entry Tone) + ext. no. (hear Entry Tone) + old pass code + # (hear Entry Tone) + new pass code + # (hear Success Tone).

If you activate DND while a call is ringing, the ringing stops. The LED continues to flash on your featurephone and ring on other appearances.

Door Lock(s)

Your featurephone may have Unlock Door button(s). Each Unlock Door button is programmed to unlock a specific door. Check with your System Administrator to find out the locations of your system's door phones and record them below.

Door Lock No.	Location
0	
1	
2	
3	
4	
5	

Door Lock No.	Location
6	
7	
8	
9	
10	

- ▶ To unlock a door
 - ▶ Press the specific Unlock Door button or #12 + the Door Lock Number (see above table). The door unlocks for three~30 seconds (set in system programming). The Unlock Door LED is lit while the door is unlocked.

Echo Cancellation

- ▶ If you hear echo on your IP featurephone, tap either Vol ▲ or Vol ▼ once to cancel the echo.

Emergency Call

- ▶ To make an emergency call, dial 999.

Emergency Monitoring Station

Your system may have one digital featurephone assigned as an emergency monitoring station. If your featurephone has this assignment, your line LED will flash green when someone makes a 999 call. When you answer the call, you can listen in and participate in the conversation. See your System Administrator for more information on this feature.

Emergency Ringdown

If a station remains off-hook for a programmable period, it can be automatically treated as an Emergency Call and directed to an emergency destination. The station may have partially dialled a number or have dialled no digits at all. Each station is programmed with its specific emergency ringdown destination.

A station number or a group pilot number can be specified as an emergency ringdown destination. In a private network, the station or pilot number must be in the same network node. Remote emergency destination and door phones are not permitted.

Language Codes

This feature enables you to change the language sent from the Operator console or from a PC. See your System Administrator to find out if your featurephone is programmed with the ability to change languages.

► **To change the Language Display**

► Enter the Change Language access code #495 + the Language Code (see below).

1: English date format – **MM/DD (YY)**

2: British English – **DD/MM (YY)**

3: French – **DD/MM (YY)**

4: Spanish – **DD/MM (YY)**

Microphone Cut-Off

This feature prevents callers from monitoring the sounds near your featurephone when your featurephone receives a Handsfree Call or cuts-off the featurephone 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 featurephone 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

Off-hook Call Announce (OCA) enables you to complete a call to a *busy* digital featurephone. Your featurephone must be programmed to either announce automatically or to announce after you press a button on your dial pad. The destination featurephone must be programmed to accept an OCA. The announcement may be delivered over the handset or the speaker.

Handset OCA Announce can operate on any digital featurephone. Speaker OCA requires the addition of a special circuit board inside the DKT speakerphone.

► To make an OCA call

► **Manual** – Dial an extension. When you hear busy tone, press 5 and, after one long tone, you can talk through the speaker of the destination featurephone. The person you are calling has answering options described below.

► **Automatic** – If your featurephone and the extension you are calling have been programmed for Automatic OCA, you can talk through the speaker of the destination featurephone without hearing the busy tone and without dialling 5.

► To answer a Handset OCA call

While you have a call in progress, you hear one tone in your handset to indicate that a second station is calling.

► Press Mic to toggle between the new and original callers.

You talk to the new caller for as long as you hold down Mic. When you release the button, you return to the original caller. In both cases, neither caller can hear the other. Your LCD indicates which station or CO line you are connected to.

► To answer a Speaker OCA call

Note:

This feature is not available on the IPT2010F-SD.

1. While you have a handset call in progress and you hear one tone, this indicates that a second station is calling. The second caller connects to the speaker in your featurephone. The Spkr LED flashes and the Mic LED lights. You will be speaking to the first caller through your handset and the second caller through the microphone.
2. To turn off your microphone speaker to the second party, you can press Mic or Microphn Cut-off; the Mic LED turns Off. You will no longer be talking to the second caller, although he/she can still speak through your speaker.
3. Press Mic or Microphn Cut-off again to reconnect to the second caller. You can toggle as often as you choose. If you do not want the first caller to hear your conversation with the second caller, cover the mouthpiece of your handset.

Override Calls

The available override features are:

Busy Override

Ring Over Busy Override enables you to send a muted ring tone to a busy station to indicate a call is waiting. The Busy Override (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 featurephone speaker or to the featurephone handset/headset and speaker.

► To use 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 displays.

Do Not Disturb Override

Do Not Disturb (DND) Override lets you send a call waiting tone or ringing to a station in DND mode to indicate that a call is coming in. Your featurephone may be programmed to block DND Override from other featurephones. Your station's LCD shows the station you have called is in the DND mode.

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

► To use DND 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 you have overridden.

Your LCD displays **DND OVR DENY**, if the station you called denies DND Override.

Executive Override

Executive Override enables you to enter an established conversation. Your featurephone can also be programmed to block Executive Override from other featurephones.

► To perform Executive Override

► After reaching a busy station, press 3

...or, if you have an LCD featurephone, use the **OVRD** Soft Key.

You enter a conference with the busy station and the party to whom he was talking. The called parties may hear an optional tone signal prior to your entering the conversation.

Your LCD displays **EXEC OVR DENY**, if the station you called denies Executive Override. If you do not have Override privileges, you will camp on.

Destination Restriction/Travelling Class Override

Enables a station user to override the Destination Restriction or Travelling Class of a particular featurephone by entering a pre-determined account code.

► To use Destination Restriction or Travelling Class Override

1. Press 471. Confirmation tone plays and the LCD shows "Enter OVR Code."
2. Enter the trunk access code or LCR access code.
3. Dial the external phone number.

Class of Service Override

By dialling a Class of Service (COS) Override code, a user can change a station's set of privileges to one associated with the override code. When the call is terminated and another is attempted from the same station, the original COS is applied. This allows selected users to override restrictions that are placed on any featurephone in the system.

► To perform Class of Service Override

1. Access a Primary or Phantom DN. You hear dial tone and the LED flashes at the in-use rate.
2. Press #471. Dial tone stops. Your LCD prompts you to enter a code.
3. Enter the COS Override Code (four digits). You hear dial tone. For security reasons, the override codes are only available on a selected basis. See your System Administrator.
4. Dial a phone number.

Privacy Override

This feature enables you to enter an established call on a line you share with another featurephone. 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 with the shared button appearance to enter their conversations, even if the station entering the conversation is not programmed for Privacy Override. (see ["Privacy" on page 68.](#))

Paging

Station users can make page announcements to featurephones and external speakers. Check with your System Administrator to find out the zone numbers for various paging groups.

▶ **To make a Page Announcement to featurephones or external speakers**

1. Lift the handset, press extension and enter a paging access code.
2. Make your announcement, then hang up.

▶ **To make a Group Page**

- ▶ Press Group Page and enter the Group number (01~16)
...or press extension + #31 and enter the zone number.

Answering a Page

- ▶ To answer a Group Page, lift the handset off-hook, dial #5#36 and enter the Page Zone number (01~08, depending on your telephone system).
- ▶ To answer an External Page Zone, lift the handset off-hook, dial #5#36 and enter the Page Zone number (01~08, depending on your telephone system).

All Call Page

You can make an All Call Page to featurephones 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 dial #30. This pages all featurephones in the All Call Page Group but, depending on system programming, you may or may not page external speakers.

2. Make your announcement then hang up.

▶ **To answer an All Call Page**

1. Lift the handset off-hook, dial #5#36.
2. Enter the Page Zone Number (01~08, depending on your telephone system).

Emergency Page

An Emergency Page overrides Group Pages or All Call Pages to featurephone and external paging devices.

- ▶ To make an Emergency Page, lift the handset off-hook, dial #37.
- ▶ To make an Emergency Page to a group, lift the handset off-hook, dial #38 and enter the Group number.

Privacy

Privacy controls the ability of more than one person to use the same extension or CO line at the same time. Privacy applies to multiple appearances of extensions, Phantom extensions, outside Lines and outside Line Group buttons. The application of Privacy to individual featurephones is controlled in system programming.

By default, the system is private. If you are in a conversation, another featurephone with an appearance of the line on which you are talking cannot intrude unless that featurephone has been programmed for Privacy Override. In that event, the other featurephone may enter and leave the conversation at will. If all users are provided with Privacy Release in Class of Service, the system will function as non-private.

Your featurephone may be equipped with a Privacy Release and/or a Privacy on Line button. On a normally private featurephone, Privacy Release allows other appearances of your line to join the conversation. On a normally non-private featurephone, Privacy on Line allows you to exclude others. The Privacy condition may be toggled at any time during a conversation. At the end of the conversation, the line's privacy condition returns to its original state.

► To use Privacy Release

► While on a CO line call, press Privacy Release. The LED lights red. The outside line flashes at all appearances. When another station user enters the outside line call by pressing a common outside Line, the Privacy Release LED turns Off. To add a third station, press Privacy Release again; the process repeats.

► To set/cancel Privacy

► Press Privacy on Line to set privacy. The LED lights steady red. Others are blocked from entering your outside line calls when they press a common Line

...or press Privacy on Line again to cancel the feature. The LED turns Off.

Redial

Use this button to redial the last number dialed from your featurephone.

► To redial the last number, press Redial or *0.

Speed Dial

Speed Dial (SD) enables you to dial a sequence of up to 32 digits with a shorter code. Dial sequences can include phone numbers, authorization codes, passwords feature activation codes and pauses. Speed Dial may be used to originate a call or invoked after a call is established. There are two types of Speed Dial:

- **Station SD** – Your System Administrator allocates a block of up to 100 personal SD numbers (10 per phone). You have exclusive use of them and you can create and change them from your own featurephone. If you have a IPT3014 featurephone, you can assign names to your station SD numbers to appear on the Personal SD Directory display (see your System Administrator or use the procedure for [“Storing Personal Speed Dial Names” on page 93.](#))
- **System SD** – All featurephones in your system can share a list of up to 800 System Speed Dial numbers under the exclusive control of the System Administrator. In some cases, System Speed Dial enables you to reach numbers that you would not be allowed to dial directly from your featurephone.

Making a Call Using Speed Dial

There are two ways to begin a Speed Dial Call.

1. Press Spdial on a Strata DKT3000-series digital featurephone ...or press the * button on any featurephone.
2. Dial the Station or System Speed Dial Number. Station Speed Dial numbers occupy numbers 100~199. System Speed Dial numbers occupy numbers 200~999.

Table 5: Speed dial Access Codes

Feature	Feature Access Code Sequences
Speed Dial (Dialling an SD number)	
Station ¹	Spdial ² + nnn nnn=100~199 Station SD bin numbers
System ¹	Spdial ² + nnn nnn=200~999 Station SD bin numbers

1. Stations must be assigned/enabled Speed Dial capabilities in system programming by an Administrator in Program 200-30 (System SD) and Program 200-35 (Station SD).
2. If your featurephone does not have a Spdial button, press the * button, then dial the three digit Speed Dial bin number (nnn).

Accessing System SD and Personal SD Directories

Names can be assigned to System and Station (personal) Speed Dial numbers. These directories appear on large screen Strata IPT2008F-SDL and Strata DKT3014 featurephones only.

► **To access the SD directories**

1. Press the Soft Key next to **SYSTEM SD** or **PERSONAL SD** to view the first screen.
2. Press the **MORE** Soft Key to view following pages; press **PREVIOUS** to page back.
3. To dial from the list, press the Soft Key next to the name. The system calls the number assigned to the name and displays the dialed number.
4. To assign names to your Personal (Station) SD numbers, see [“Storing Personal Speed Dial Names” on page 93.](#)

Storing a System/Station Speed Dial

1. Dial #66. The display shows “SPEED DIAL” and you hear Entry Tone.
2. Dial the Station Speed Dial number (100~199) or System Speed Dial number (200~999). The LCD shows your digits and you hear Entry Tone.
3. Dial the phone number to be stored + #. Include any required access and area codes. The LCD shows “SPEED DIAL” + the Speed Dial Number + destination + #. You hear Success Tone.
4. Release the featurephone. To enter another number, repeat the process, starting with Step 1. Refer to [Table 6](#) below.

Example: To store a Station Speed Dial number on Index 100, dial #66 + 100 + 99495833000 + #

Table 6: Feature Access Codes

Feature	Feature Access Code Sequences
Speed Dial (Storing an SD number)	
Station ¹	#66 + nnn + Phone No. ² + # nnn=100~199 Station SD bin numbers
System ¹	#66 + nnn + Phone No. ² + # nnn=200~999 Station SD bin numbers

1. Stations must be assigned/enabled Speed Dial capabilities in system programming by an Administrator in Program 200-30 (System SD) and Program 200-35 (Station SD).
2. Refer to Table 7 on page 71 to see how to enter * and # into a speed dial phone number.

IPT2008F-SDL Name Storage

If you have a IPT2008F-SDL phone, you can store names for Personal SD numbers (see [“Storing Personal Speed Dial Names”](#) on page 93).

Advanced Speed Dial Operation

Special Characters

SD numbers may include 0~9, #, * and Pause. For an example on how to use special characters, see [page 98](#).

Table 7: Phone Number Dial String Characters

Entry	Meaning
0~9	0~9
#	End of Speed Dial Number when entering via access code (#66)
*	Escape. "*" functions as an escape key indicating that the number immediately following represents something exceptional. When * is used as an escape character, it consumes one Speed Dial digit. Entering *7 to insert a seven-second pause would use two of 32 characters.
* (1~9)	A pause from 1~9 seconds. To pause longer than 9 seconds, enter more pause escape sequences. Example: To insert a 17-second pause, press *9*8. A "P" displays denoting a pause in the SD number. In this example, you would see "PP"
**	* is entered into the speed dial string
* #	# is entered into the speed dial string.

Long SD Numbers

Up to 32 digits can be stored in one SD number bin. If you exceed 32 digits, the excess are stored in the next higher bin and consume the next sequential SD number.

You can dial the entire string by entering the original SD number. All digits will be sent, including those in excess of 32. If that were Speed Dial Number 100, Number 101 would no longer be available. You are not prevented from storing a new Number 101 but, if you do, Number 100 will be shortened to 32 digits.

Tone/Pulse Dialling

With some older Central Offices, you may have to make calls on outside lines programmed for rotary dial pulses. This feature enables you, while on these lines, to switch to tone dial to access remote equipment (such as an answering machine) requiring touchtones.

Note:

With ISDN calls, when Tone Dial Select is pressed, all of the digits entered after that point will be sent with touchtones.

► To change Tone Dialling

1. Access an outside line.
2. Dial a phone number.
3. While on the call, press Tone Dial Select. Although the outside line is programmed for rotary dial pulses, access the outside line and dial the phone number like any other call described in this user guide.

The Tone LED lights steady red and you are able to send touchtones with your dial pad. The feature is cancelled when the call is completed.

Voice Mail – Direct Transfer

The Strata CIX Office/CTX enables you to transfer a call directly to a voice mailbox without first ringing that person's phone.

► To transfer a call directly to Voice Mail (VM)

1. While on a call, press Cnf/Trn. You hear feature dial tone.
2. Enter #407. You hear entry tone.
3. Enter the VM mailbox number (usually the same as the extension number), then press #. The call transfers immediately and your extension becomes idle.

Voice Mail Soft Keys

This section provides simple definitions of the Strategy ES (including the Strategy iES32) Voice Mail Soft Keys. Once your featurephone is connected to your Strategy ES voice mailbox, the LCD displays the Strategy ES Main Menu options shown in [Table 8](#) below.

You are then able to perform many of the standard Strategy ES voice mail functions using the Soft Keys on your featurephone. [Table 9](#) shows a sample of some of the available Soft Keys.

For more information on Strategy ES voice mail features, refer to the *Strategy Voice Processing User Guide*.

Table 8: Strategy ES Main Menu Soft Keys for Strata CIX /CTX Featurephones

IPT 2008F SDL DKT 3014	DKT3001, DKT3010F SD DKT 3020F SD, DKT3524F-SD DKT3524F-S, DKT3512F-SD DKT 3512F-S, IP Featurephones	Voicemail functions
PLAY MSGS	PLAY	Play Messages
SEND	SEND	Send Messages
MANAGE MBX	MGMT	Manage Mailbox
EXIT		Exit Mailbox
HANGUP	QUIT	Disconnect from Strategy ES

Table 9: Soft Keys for Strata CIX/CTX Featurephones

IPT 2008F SDL DKT 3014F- SDL	DKT3001, DKT3010F SD DKT 3020F SD, DKT3524F-SD DKT3524F-S, DKT3512F-SD DKT 3512F-S, IP Featurephones	Voicemail functions
ACCEPT		Confirm automatic copy destination
ADD	ADD	Create a Guest Mailbox
ADD DESTS		Additional Destinations
ADD MBX	ADD	Add a mailbox to the list

Table 9: Soft Keys for Strata CIX/CTX Featurephones (Continued)

IPT 2008F SDL DKT 3014	DKT3001, DKT3010F SD DKT 3020F SD, DKT3524F-SD DKT3524F-S, DKT3512F-SD DKT 3512F-S, IP Featurephones	Voicemail functions
ALL MSGS		Copy All Messages
AM?		AM
APPEND	APND	Append recording
AUTO COPY		Set Automatic
BACK UP		Backup (rewind)
BSY GRT REC		Record Busy Greeting
BUSY GREET		Select Busy Greeting (toggle)
CALL SCREEN		Change Call Screening (On/Off)
CANCEL		Cancel recording
CANCEL MSG	CANC	Cancel message and select new Destination
CHANGE		Change notification digits
CHG GREETING	GRT	Change Greeting
CONT DELETE		Continuous Delete
CONT PALY		Continuous Play
DATE & TIME	DATE	Message Date and Time
DELAY TIME	DEL	Set Delay Time
DELETE	DEL	Delete the message/guest mailbox
DELETE MBX		Delete a mailbox from the personal Distribution list
DELETE MSG		Delete message (Future Delivery Review)
DESTINATION		Enter automatic copy destination
DIRECTORY	DIR	Directory plus name
DND	DND	Change Do Not Disturb (On/Off)
ENABLE/DISABLE		Enable/Disable: <ul style="list-style-type: none"> • Notificationtemplate (toggle) • Automatic copy
END TIME		Set Copy End Time
FOLDERS	FLDR	New/Saved message folder
FORWARD	FWD	Forward the current message
FUTURE DLVR		Set Future Delivery, Future Delivery Review
GO FORWARD		Go forward (advance)
GUEST MBXES	GST	Manage Guest Mailboxes
IMM ALL FAX	SNDN	Immediate Fax (all faxes in folder)
IMM THS FAX	SND1	Immediate Fax (current fax doc)
MARK PRIVAT	PRV	Set Private status (On/Off)
MARK URGENT	URG	Set Urgent status (On/Off)
MSG FOLDERS	FLDR	Manage Personal Folders
MSG NOTIFY		Change message Notification
MULTI ENTRY	MULTI	Multiple Destinations
NAME RECORD	NAME	Record your Name
NEXT	NEXT	Play next message
NEXT MSG		Play next message (Future Delivery Review)
NEXT NAME	NEXT	Play next name
PAUSE	PAUS	Pause recording

Table 9: Soft Keys for Strata CIX/CIX Featurephones (continued)

IPT 2008F SDL DKT 3014	DKT3001, DKT3010F SD DKT 3020F SD, DKT3524F-SD DKT3524F-S, DKT3512F-SD DKT 3512F-S, IP Featurephones	Voicemail functions
PAUSE PLAY		Pause playback
PER DST LST	LIST	Manage Personal Distribution Lists
PERSONAL LIST	LIST	Personal distribution list (1-25)
PM?		PM
PREVIOUS		Play the Previous message
PREV MENU	PREV	Return to previous menu
REC COMMENT	COMM	Record a list Comment
RECORD	REC	Record
REENTER		Re-enter automatic copy destination
REENTER NAM	REDO	Re-enter name or Exit
REPLAY		Replay current message
REPLY	RPLY	Reply to the current message
RE RECORD	RREC	Re-record
RESET PWORD	RSET	Reset Guest Password
RETRN RECPT	RTRC	Set Return Receipt request (On/Off)
REVIEW	REVW	Review recording/guest mailboxes
REVIEW LIST	REVW	Review current list
REV OPTIONS		Review Option Settings
SAVE	SAVE	Save the message/recording/changes
SAVE MSG		Save message (Future Delivery Review)
SECURITY COD	CODE	Change Security Code
SELECT NAME	PICK	Select name
SEND MSG	SEND	Send and Return to Main menu
SET DAY		Set the Day (1~31)
SET HOUR		Set the Hour (1~12)
SET MINUTES		Set the Minutes (1~59)
SET MONTH		Set up Month (1~12)
SET YEAR		Set up Year (last two digits)
SPCL FUNCT	SPCL	Special Functions
SND ALL FAX	FAXN	Send All Fax (in folder to fax dev)
SND THS FAX	FAX1	Send Current Fax (to fax device)
SPCIAL SEND	SPCL	Special Delivery Options
START TIME		Set Copy Start Time
STOP	STOP	End recording
URGENT MSGS		Copy Urgent Messages
USER OPTIONS	OPTN	Change User Options
YES		Resume playback

Call Recording

While on an active call, a station user can record the conversation and store it in a Strategy voice mailbox. Recordings can also be paused or restarted. Depending upon the options selected by your System Administrator, you are given either a manual method of recording that allows you to designate the mailbox where the recording will be sent or an auto method that automatically sends the recording to a predefined mailbox that is assigned to the phone you are using. This may be your personal mailbox.

Note:

Ask your System Administrator which method to use when recording a call. This feature requires the presence of a Record and a PS/RES (Pause/Resume) button on your featurephone. Feature codes are not available.

Important!

Strategy ES mailboxes have a definable time limit on the length of a message can be. If you plan on making lengthy recordings, see your System Administrator so your message recording time can be properly defined.

► To record a call

1. With a call in progress, press Record.

If you are using the *auto method*, the Record LED flashes rapidly and there is approximately a one second interval (in extreme busy conditions, up to five seconds) before the recording starts and the Record LED changes to the in-use interval flash rate. You are now recording. Continue to Step 3.
...or if you are using the *manual method*, the Record LED flashes green rapidly. Continue to Step 2.

2. (Manual method only) If you want to record the call to the predefined mailbox associated with the phone you are using, press #. The Record LED flashes rapidly and there is approximately a one second interval (in extreme busy conditions, up to five seconds) before the recording starts and the Record LED changes to the in-use interval flash rate. You are now recording.

...or if you want to record this call to another mailbox, enter the mailbox number (usually the extension number). Finish by pressing #. The Record LED flashes rapidly and there is approximately a one second interval (in extreme busy conditions, up to five seconds) before the recording starts and the Record LED changes to the in-use interval flash rate. You are now recording.

3. To stop recording, press Record. The LED turns off and the recording stops. To resume recording at this point, you need to begin a new recording, see Step 1.

Notes:

The following notes apply to telephone systems that are networked. For instance, if your company is so large that some departments are connected to one system (node) and others are on another (either in the same building or in another city), the featurephones on the other node are considered “remote” stations.

- When a station that started voice recording puts a line on hold (consultation-hold or line-hold), voice recording stops and cannot be resumed.
- When a local Attendant “splits” two callers that were conferenced, voice recording stops. When a remote Attendant “splits” two callers, voice recording is unaffected.
- If a recorded call is put on Line hold, voice recording stops when that held call is picked up by another station. When the held call is in a different node, voice recording is unaffected when the held call is picked up.
- ACD or Attendant call monitoring cannot be used if voice recording is taking place. Conversely, if ACD or Attendant call monitoring is taking place, you cannot use voice recording.

Pause/Resume Recording

You can pause the recording while continuing the conversation by pressing PS/RES. The PS/RES LED flashes red. Your conversation is no longer being recorded.

To resume recording as part of the same message, press the PS/RES button again. You can pause and resume indefinitely throughout the conversation. The only limit may be a message length imposed by the voice mail system.

Other Voice Mail Features

Another voice mail feature lets you to include a voice mailbox in a conference call. See [“Adding Voice Mail to a Conference” on page 30](#). For instructions on the Stratagy Voice Mail features, refer to the *Stratagy Voice Processing User Guide*.

CHAPTER 4 – STRATA IPT2008F-SDL LCD FEATURES

This chapter shows how to use the IPT2008F-SDL (shown below) large screen display.



Strata IPT2008F-SDL Featurephone

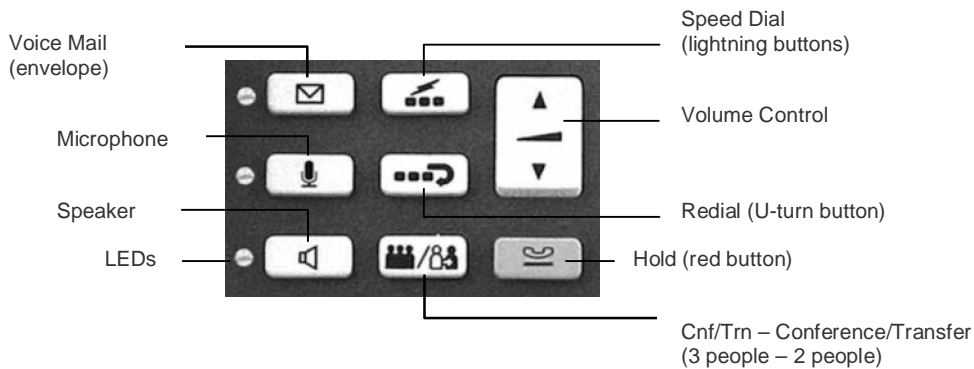
The IPT2008F-SDL featurephone is unique in functionality and design. This chapter describes its design elements and shows you how this featurephone functions.

Buttons

This featurephone has Fixed buttons, Navigation buttons, eight flexible buttons and 16 soft key buttons.

Fixed Buttons

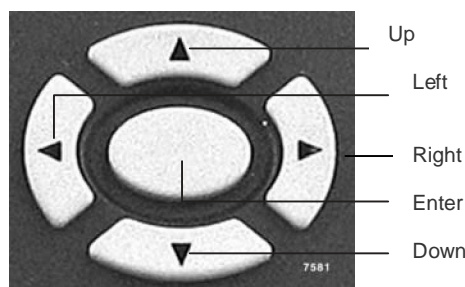
The fixed buttons on your dial pad enable you to perform standard functions quickly and easily. These buttons are described in Chapter 2 – The Basics. These buttons are common on all the Strata IPT2000-series featurephones.



Navigation Buttons

These buttons are found only on the Strata IPT2008F-SDL featurephone. They are located on the right, between the LCD and the Flexible buttons. You can navigate the Web screen using these buttons.

The Navigation buttons are the ▲ or ▼ arrows to move up or down, the ◀ or ▶ arrows to move left or right and the centre button is the Enter button.



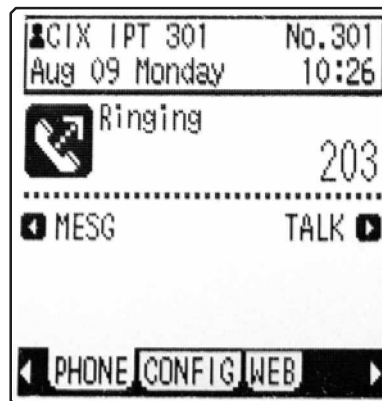
Idle Display

This screen displays the following (for a picture, see [“Directory and Speed Dial Listings” on page 90](#)):

- User Name
- PDN (maximum length is five digits)
- Date and Time (Month, Date, Day)
- Icon – The icon changes according to the Call status
- Soft keys display (see [“Soft Keys” on page 39](#))
- Text information (example: Calling from.)
- Tabs (see [Left and Right Tab Soft Keys](#) below)

Left and Right Tab Soft Keys

Press the Left and Right tab soft keys to navigate to different operations. Using these soft keys, you can tab left to right from Phone, Config and Web and vice versa. The following screens display when you switch from one tab to the other or perform different functions.



Going Off-hook/pressing Speaker

Making an Out-going call

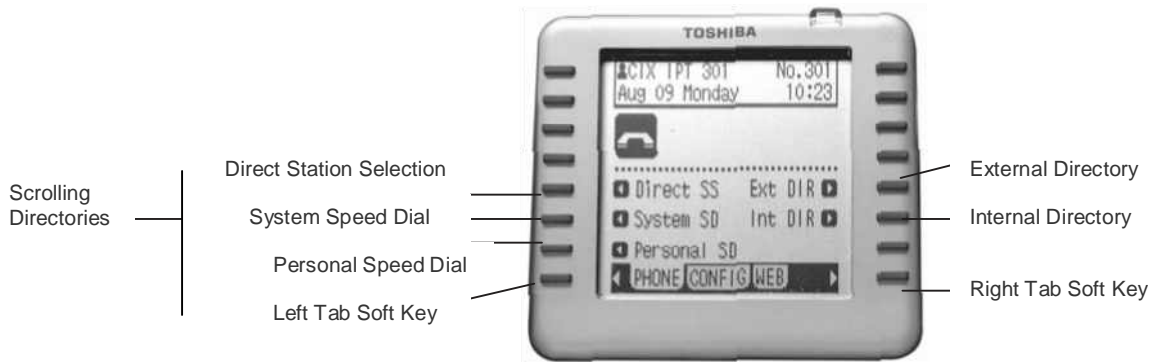


Phone Tab – Talk display

Configuration display

Directory and Speed Dial Listings

The directory menu (idle state) is shown below.



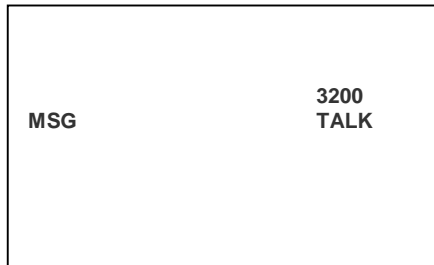
Direct Station Selection

This option displays all named stations in alphabetical order.

1. Press the **DIRECT SS** Soft Key to view the first screen.
2. To view the following page, press the **MORE** Soft Key; press **PREVIOUS** to page back.

MAR 18	MONDAY	01:35
BOB T		
DON U		
CAROL F		FRED M
CHRIS M		FANK G
CUST SERV		GRAY W
PREVIOUS		MORE
EXIT		

3. To select someone from the list, press the Soft Key next to their name. Press the Talk soft key. The system calls that number.



System Speed Dial and Personal Speed Dial

Using System Speed Dial and Personal Speed Dial is very similar to using Direct Station Selection, described above.

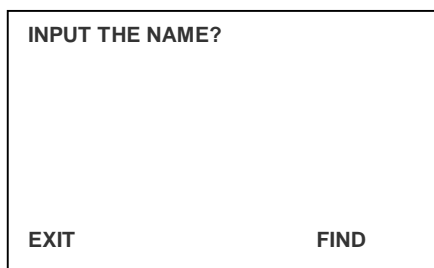
1. Press the Soft Key next to **SYSTEM SD** or **PERSONAL SD** to view the first screen.
2. To view the following pages, press the **MORE** Soft Key; press **PREVIOUS** to page back.
3. To select someone from the list, press the Soft Key next to their name. The system calls that number and displays its directory information.

Internal Directory and External Directory

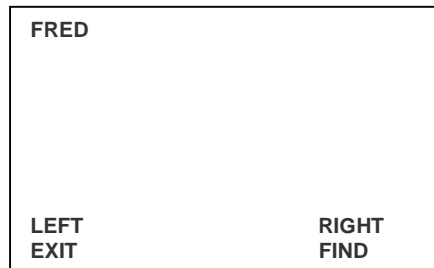
External Directory enables you to search the System Speed Dial Numbers alphabetically (typically, external destinations). Internal Directory enables you to search all of the internal name extensions alphabetically. This saves time since you do not have to step through the lists screen-by-screen.

See [Table 10 on page 88](#) for instructions on entering letters, numbers and punctuation from the dial pad.

1. Press the **INTERNAL DIR** or **EXTERNAL. DIR** Soft Key to view the first screen.

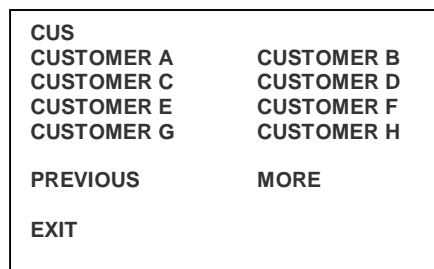


2. Begin by entering the name (see [Table 10 on page 88](#)) and pressing the **FIND** Soft Key.



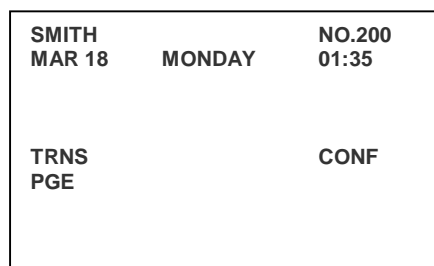
If you entered “B,” all names beginning with “B” are listed. You can press the **MORE** Soft Keys to view adjacent pages.

3. To select someone from the list, press the Soft Key next to the name. The directory information displays.



4. Press the Soft Key next to the person or dept. you wish to call. The system calls and displays the directory information.

5. Press any key to return to the idle screen...or, from the directory listing screen, press **EXIT** to return to idle.



Storing Personal Speed Dial Names

You can store names with Personal Speed Dial numbers. These names will display as Soft Keys, that can be used for dialling with the Personal SD directory on the IPT2008F- SDL featurephone

Note:

Speed Dial bins (locations) must be assigned to your IPT2008-SDL featurephone by your System Administrator before you can store names. Your System Administrator can also associate names with Station Speed Dial numbers.

► To assign Station Speed Dial names

1. Enter User Programming Mode by dialling #9876 or, press Program.
2. Press Spdial. "SPEED DIAL MODE" displays on the LCD.
3. Enter a Speed Dial location number (100~199, depending on system programming).
4. Enter the phone number to be stored. If you normally a dial line access code (such as 9) and/or area code, enter the codes before the phone number.
5. Press **Spkr**, then input the name that will appear in the Personal SD directory (nine characters max). You can enter alphanumeric characters from the dial pad (shown below and in [Table 10](#)).



Example:

Press the **2** for "A"
Press the **2** again for "B", etc.

Refer to the table for other characters.

To move one character to the right, press the **RIGHT** Soft Key. To add a space, press the **RIGHT** Soft Key twice.

- To backspace (delete previous character), press the **LEFT** Soft Key.
- To cycle back to the first letter, continue pressing the **LEFT** Soft Key.

6. Press Spdial. The Speed Dial name is now programmed.

7. Go off hook. The IPT exits User Programming Mode.

8. Test the Personal SD entry by pressing the **Personal SD** Soft Key. Look for the name in the entry and press the Soft Key associated with that name.

Web Access

- ▶ To access the web
- 1. Tab to the Web display (shown right)
- 2. Press Mic plus 1
- 3. To navigate use the [“IPT2008-SDL Web Application Icons”](#) below.
- 4. Press Enter (center button among the Navigation buttons).



Note:

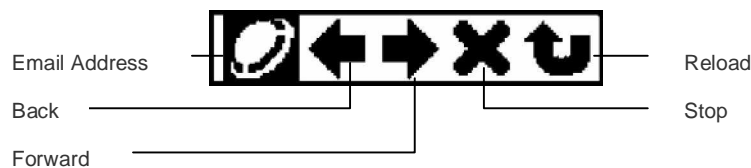
See [“Navigation Buttons”](#) on page 80. The http: window on screen displays.

The icons shown below are visible on this screen.

- 5. Press Enter again to enter a number mode. In this mode you can enter an IP Address.
- 6. Select the Enter Address icon (see [“IPT2008F-SDL Web Application Icons”](#) on page below).
- 7. Enter the IP Address of the Web Server.
- 8. ...or Press # to enter the Alpha mode. Pressing # lets you toggle between Alpha and Numeric modes. Refer to [“Dial Pad Alphanumeric Characters”](#) on page 88

Notes:

- “A” in the left hand corner of the screen indicates that you’re in Alpha mode.
 - To enter the same letter repeatedly, press the navigation right arrow (after every letter. For example, to type www as in world wide web, use w ▶ w ▶ w ▶
- 9. Enter the web address, press **Enter**, the cursor disappears.
 - 10. Use the ▼ to click OK, then press the OK soft key.



IPT2008-SDL Web Application Icons

Table 10: Dial Pad Alphanumeric Characters

Dial Pad Buttons	Number of times to press the dial pad button								
	1	2	3	4	5	6	7	8	9
1	space								
2	a	b	c	A	B	C	goto a		
3	d	e	f	D	E	F	goto d		
4	g	h	i	G	H	I	goto g		
5	j	k	l	J	K	L	goto j		
6	m	n	o	M	N	O	goto m		
7	p	q	r	s	P	Q	R	S	goto p
8	t	u	v	T	U	V	goto t		
9	w	x	y	z	W	X	Y	Z	goto w
0 (1 st)	.	/	:	@	-	_	~		!
0 (2 nd)	“	#	\$	%	^	&	‘))
0 (3 rd)	*	+	,	;	<	=	>	?	[
0 (4 th)]	‘	{		}	goto.			

Press **Vol ▼** button to back space
 Press **0** for all punctuation
 Press **#** to toggle between Alpha and Numeric modes
 Press ***** to enter a period

CHAPTER 5 – STRATA DKT3014F LCD FEATURES

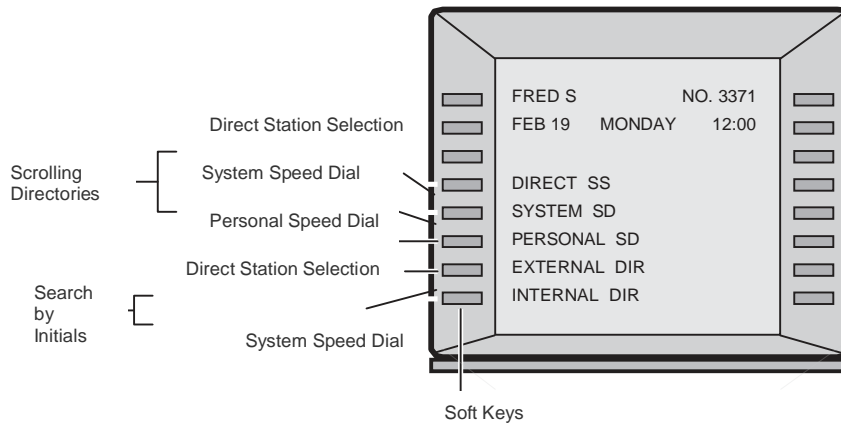
This chapter shows how to use the Strata DKT3014F (shown below) large screen directory display and individual name searches.



Strata DKT3014F Featurephone

Directory and Speed Dial Listings

The directory menu (idle state) is shown below.



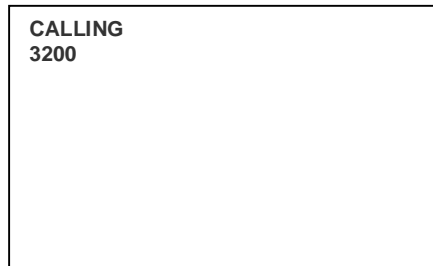
Direct Station Selection

This option displays all named stations in alphabetical order.

1. Press the **DIRECT SS** Soft Key to view the first screen.
2. To view the following page, press the **MORE** Soft Key; press **PREVIOUS** to page back.

FRED J		No 3371
MAR 18	MONDAY	01:35
BOB T		
DON U		
CAROL F		FRED M
CHRIS M		FANK G
CUST SERV		GRAY W
PREVIOUS		MORE
EXIT		

3. To select someone from the list, press the Soft Key next to their name. The system calls that number.



System Speed Dial and Personal Speed Dial

Using System Speed Dial and Personal Speed Dial is very similar to using Direct Station Selection, described above.

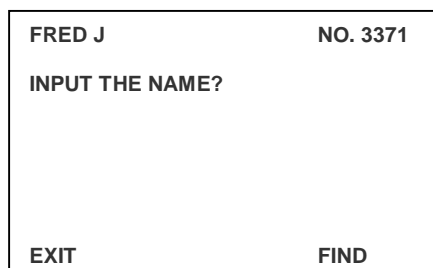
1. Press the Soft Key next to **SYSTEM SD** or **PERSONAL SD** to view the first screen.
2. To view the following pages, press the **MORE** Soft Key; press **PREVIOUS** to page back.
3. To select someone from the list, press the Soft Key next to their name. The system calls that number and displays its directory information.

Internal Directory and External Directory

External Directory enables you to search the System Speed Dial Numbers alphabetically (typically, external destinations). Internal Directory enables you to search all of the internal name extensions alphabetically. This saves time since you do not have to step through the lists screen-by-screen.

See [Table 11 on page 94](#) for instructions on entering letters, numbers and punctuation from the dial pad.

1. Press the **INTERNAL DIR** or **EXTERNAL DIR** Soft Key to view the first screen.



2. Begin by entering the name (see Table 11 on page 97) and pressing the **FIND** Soft Key.

FRED J	NO. 3371
B	
LEFT EXIT	RIGHT FIND

If you entered "B," all names beginning with "B" are listed. You can press the **MORE** Soft Keys to view adjacent pages.

3. To select someone from the list, press the Soft Key next to the name. The directory information displays.

FRED J	NO. 3371
B	
BAKER G	BALL F
BAWLER S	BRETON I
PREVIOUS EXIT	MORE FIND

4. Press the Soft Key next to the person or dept. you wish to call. The system calls and displays the directory information.

5. Press any key to return to the idle screen...or, from the directory listing screen, press **EXIT** to return to idle.

FRED J	NO. 3371 00:00:01 CONFERENCE
ABR PAGE	

Storing Personal Speed Dial Names

You can store names with Personal Speed Dial numbers. These names will display as Soft Keys, that can be used for dialling with the Personal SD directory on the IPT2008- SDL featurephone.

Note:

Speed Dial bins (locations) must be assigned to your IPT2008-SDL featurephone by your System Administrator before you can store names. Your System Administrator can also associate names with Station Speed Dial numbers.

► To assign Station Speed Dial names

1. Enter User Programming Mode by dialling #9876 or, press Program.
 2. Press Spdial. "SPEED DIAL MODE" displays on the LCD.
 3. Enter a Speed Dial location number (100~199, depending on system programming).
 4. Enter the phone number to be stored. If you normally a dial line access code (such as 9) and/or and area code, enter the codes before the phone number.
 5. Press Spkr, then input the name that will appear in the Personal SD directory (nine characters max). You can enter alphanumeric characters from the dial pad (shown below and in [Table 11](#)).
- To move one character to the right, press the **RIGHT** Soft Key. To add a space, press the **RIGHT** Soft Key twice
 - To backspace (delete previous character), press the **LEFT** Soft Key.
 - To cycle back to the first letter, continue pressing the **LEFT** Soft Key.



Example:

Press the **2** for "A"
 Press the **2** again for "B", etc.

Refer to the table for other characters.

Table 11: Dial Pad Alphanumeric Characters

Dial Pad Buttons	Number of times to press the dial pad button				
	1	2	3	4	5
1	-	.	:	,	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	&	4
5	J	K	L	*	5
6	M	N	O	#	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	()	&	/	0

6. Press Spdial. The Speed Dial name is now programmed.
7. Go off hook. The IPT exits User Programming Mode.
8. Test the Personal SD entry by pressing the **Personal SD** Soft Key. Look for the name in the entry and press the Soft Key associated with that name.

CHAPTER 6 – USER PROGRAMMING

User programming enables you to change your phone's layout/registration and other settings. With user programming you can re-define Flexible Buttons to perform other functions.

- Enter numbers in your personal Speed Dial list
- Program One Touch and Flexible Buttons
- Register Call Forward assignments for easy use (max. of four buttons per phone)
- Assign Message Waiting Keys
- Assign the background music (BGM) source to be played over the featurephone's speaker

Note:

User Programming applies to LCD featurephones only.

Programming Feature Buttons

Digital featurephone users can use the programming mode for customizing their Toshiba featurephones without the aid of an Administrator or Service Technician. The User Programming mode is accessed with a Program button assigned to a Flexible Button or through an access code. User Programming enables users to customize these features:

- **Flexible Buttons** – Toshiba featurephones have 10, 14, or 20 Flexible Buttons to which the user can assign any one of approximately 50 different features (DND, ACB, Release, etc.). Once assigned to a button, the feature is accessed by pressing that button. Some of the types of feature buttons that users can set on their featurephones include:
 - **Call Forward** – Users can set the Call Forward (CF) destination and CF-No Answer timer for the CF buttons.
 - **One Touch** – Users can set speed dial and custom feature access code sequences for One Touch buttons.
 - **Background Music** – Users can select Quiet Tone or the music source (up to 15) that will play on their featurephone's speaker when they activate the BGM button.

Note:

Directory number and external line buttons cannot be added or deleted, but their ring tones can be individually changed.

In addition to the Programming Mode, an advanced programming function enables your System Administrator to individually turn On/Off the featurephone's beep tone, handset call waiting tone, and microphone background noise cancellation option. This mode enables LCD contrast adjustment and testing the Strata IPT3014F LCD screen.

User Programming Mode

▶ To enter User Programming Mode, press the Program button

...or dial #9876. "USER PROG MODE" appears on your LCD. The Program LED is steady green.

▶ To exit User Program Mode, press Program

... or go off- and on-hook press #9876.

Note:

A IPT equipped with a headset adapter ignores the hookswitch. It can only exit User Programming by timing out (approximately 15 seconds).

Flexible Button Codes

Flexible buttons are the unassigned buttons on your keypad that can be used to store features. The number of available Flexible Buttons depends on your featurephone model and how the buttons are preassigned by the System Administrator. See [pages 15 and 23](#) for the Flexible Button locations.

The following steps enable you to program features onto Flexible Buttons for one-touch feature access.

Setting/Changing a Flexible Button's Function

1. Press #9876 to enter User Programming Mode.
2. Press Hold.
3. Press the Flexible Button to set or change.
4. Enter the Flexible Button Code (see [Table 12](#)), plus any optional parameters.
5. Press the same Flexible Button (flashing) to save the setting. "DATA PROGRAMMED" appears on your LCD.

Table 12: Flexible Button Codes

Feature	Code
Account Code	660
Automatic Busy Redial – On	150
Automatic Callback	160
Background Music	530
Call Forward (CF) – Any Calls	
All Call	340
Busy	350
No Answer	360
Busy No Answer	370
CF – External (Outside) Calls	
All Call	380
Busy	390
No Answer	400
Busy No Answer	420
Call Park Orbit	170
Call Pickup	
Incoming – Group Pickup	430
Incoming - Directed Extension Pickup	440
Incoming – Directed Group Pickup	450
Incoming - Directed Extension Pickup	460
On hold - Local Retrieve	490
On hold - Remote Retrieve	500
On hold - Outside Line Retrieve	480
On hold - Directed Extension Retrieve	510
On hold and Incoming	520
Incoming - Any External Call	470

Feature	Code
Caller ID	580
Cancel	290
Do Not Disturb (On/Off)	180
Door Lock Cancel	540
DSS Button	610
Flash - Short	200
Flash - Long	210
Microphone Cut-off	840
One Touch Button	570
Paging	
Page All Groups	220
Page Individual Groups	230
Emerg. Page - Individ. Group	250
Emerg. Page - All Groups	240
Answer Page - All Groups	590
Phantom Extension Message Waiting	560
Privacy	320
Privacy Release	330
Night Transfer	600
Record to VM	630
Pause/Resume recording	640
Release Button	270
Release/Answer	280
Split	860
Speed Dial	260
User Programming Mode	650

One Touch Buttons

One Touch buttons can be used for storing frequently used features or dialed numbers, such as Speed Dial numbers (use Speed Dial Codes to store additional numbers). One-touch buttons can be preassigned to your featurephone – your System Administrator can help you identify them.

If you do not have a One Touch button, but you have an available Flexible button, you can convert the Flexible button to a One Touch button. Perform the procedure called [“Setting/Changing a Flexible Button’s Function” on page 96](#) (in Step 4, enter the access code for One Touch button). Once you have created a One Touch button, you can change the function by using the following procedure.

Changing a One Touch Button

1. Press #9876 to enter User Programming Mode.
2. Press the One Touch button to be set.
3. Enter the digits or special buttons for the function to be dialed. You can include the following in the dial string:
 - Dial pad digits 0~9. To program special characters, see [Table 13](#).

- A maximum of 32 characters.
 - Station and System Speed Dial index (or bin) numbers can be entered. The Speed Dial index number will automatically dial out on the extension or Line programmed on the One Touch button with the associated Speed Dial index number.
 - Function buttons, except One Touch or a Program button.
 - Handset hooking (on-hook/off-hook) cannot be recorded.
4. Press the One Touch button to save the entry.

We suggest writing the name or number of the One Touch button on your button strip.

Table 13: Special Characters

Entry	Meaning
* + Hold	Indicates "stop." The One Touch button blinks rapidly and stops the delivery of the remaining digits in the string until it is pressed again. Multiple "stops" can be programmed into one string.
* (1-9)	Pause (1~9) seconds. If you need to pause longer than nine seconds, enter additional pause escape sequences. For example, to insert a 17-second pause, enter *9*8. The display of a pause in the Speed Dial Number shows a "P" without specifying the duration. In this example, you would see "PP"
* *	*
* #	#

Example of Special Character Usage

To create a One Touch for Park and Page under one button, program the following sequence under the One Touch button.

▶ CNF #33***HOLD FB1 #30

CNF – puts the caller on hold and gets new dial tone.

#33 – code to park call

** – this special character outputs a single * which will select an available orbit and display the selected orbit on the phone.

*HOLD – This special character is a Stop. The dial string pauses and enables the user to view the selected orbit on the display. The dial string will restart from this point when the One Touch button is pressed again.

FB1 – gets new dial tone on the PDN

#30 – code for All Call Page which allows the user to page the location of the orbited call.

To Use a One Touch Button

- ▶ Press the One Touch button

Setting/Changing a Personal Speed Dial Code

See [“Storing a System/Station Speed Dial Number”](#) on page 71.

Feature Codes

Feature Access Codes are entered as a sequence on your featurephone to use a particular feature. For an example of Call Forward, see [“Call Forward Examples”](#) on page 50.

Table 14: Feature Access Codes

Feature	Feature Access Code Sequences ¹
Account Code (while on a call)	Cnf/Trn + #46, dial account code digits
Operator console	Ext. button + 0
Automatic Busy Redial - On	Cnf/Trn + #441, hang up
Automatic Busy Redial - Off	Ext. button + #442
Automatic Callback (while on a call)	4 when you hear busy tone
Automatic Callback Cancel	Ext. button + #431
Background Music	
Featurephone Speaker On	Ext. button + #490 + music source no. (1~15) + #
Featurephone Speaker Off	Ext. button + #491 + Spkr
External Speaker On	Ext. button + #492 + music source no. (1~15) + #
External Speaker Off	Ext. button + #493 + Spkr
Call Forward - See Table 2 on page 51	
Call Park	
Activate (while on a call)	Cnf/Trn + #33 + Orbit Number (7000~7019) or your Ext. No.
Retrieve (while on a call)	Ext. button + #32 + Orbit Number (7000~7019) or your Ext. No.
Call Pickup	
Directed DN pickup of ringing or held calls.	Ext. button + #5#6 + Ext. No
Directed DN pickup of ringing, held or parked calls.	Ext. button + #5#29 + Ext. No. to be picked up
Incoming - Group Pickup	Ext. button + #5#34 + Group Number to be picked up
Incoming - Directed Extension Pickup	Ext. button + #5#5 + Primary Ext. No to be picked up
Incoming - Directed Group Pickup	Ext. button + #5#32 + Group Number to be picked up
Incoming - Directed Extension Pickup	Ext. button + #5#22 + Ext. Number

Table 14: Feature Access Codes (continued)

Feature	Feature Access Code Sequences ¹
All Call Page, Group Page and/or External Page Pickup of page	Ext. button + #5#36 + Page Zone No. (01~08)
	#5#5 + Ext. No. of another phone being paged.
Call Pickup for calls on Hold	
Local Pickup (call held on this phone)	Ext. button + #5#71
Remote Pickup (pickup another extension)	Ext. button + #5#72 + Primary Ext. No
Pickup an Outside Line on Hold	Ext. button + #5#73 + Outside Line on hold (001~128)
Pickup a an on Hold	Ext. button + #5#74 + Ext. No. on hold
Conferencing - Three Way	#494
Dialling Special Characters from a Rotary Phone	
Simulate Dialling *	Dial 441
Simulate Dialling #	Dial 440
DISA Security Code - Change	Ext. button + #658 + old Security Code (1~15 digits) + # + new Security Code (1~15) + #
Distinctive Ringing - See “Distinctive Ringing” on page 58.	Ext. button + #658 + old Security Code (1~15 digits) + #
Do Not Disturb	
Local - On	Ext. button + #6091
Local - Off	Ext. button + #6092
Remote - On	Ext. button + #6191 + ext. no. of the phone where DND will be set + Pass Code Number + #
Remote - Off	Ext. button + #6192 + ext. no. of the phone where DND will be set + Pass Code Number + #
Door Lock Control	Ext. button + #12 + Door Lock Number
Door Phone Calling	Ext. button + #15 + Door Phone No. (01~24, depending on system size)
Emergency Call	Ext. button + #911
Flash - Short	Ext. button + #450
Flash - Long	Ext. button + #451
LCD Language (Change)	Ext. button + #495 + Language No
LCR (Outgoing Call)	Ext. button + 9
Message Waiting (MW)	
Manually turn off MW LED	Ext. button + #409
Retrieve a received MW	Ext. button + #408
Activate MW at another Station without Ringing	#63 + Ext. no. (where you want to light the MW LED)
Cancel MW at another Station without Ringing	#64 + Ext. no. (where you want to turn off the MW LED)
Messaging - Advisory	
Advisory Message - Activation	Ext. or Phantom Ext. button + #411 + Message No. (see table in “Advisory Messages” on page 42). Hang up.
Advisory Message - Cancellation	Ext. or Phantom Ext. button + #412. Hang up.
Network Access Code (Private Network)	8 + Private Network No.
Night Ring Answer	Ext. button + #5#39

Table 14: Feature Access Codes *(continued)*

Feature	Feature Access Code Sequences¹
Off-hook Call Announce or Busy Override	Voice First: 2; Tone First: 1, 21, 12, or 5, depending on programming for your phone.
Override	
Busy, Do Not Disturb	After reaching a busy or DND station, press 2.
Executive	After reaching a busy station, press 3
Paging	
Page All Groups	Ext. button + #30
Page Individual Groups	Ext. button + #31 + Page Zone No. (01~08)
Emergency Page - Individual Group	Ext. button + #38 + Group Number
Emergency Page - All Groups	Ext. button + #37
Answer for External Group Page	Ext. button + #5#36 + Page Zone No. (01~08)
Repeat Last Number Dialed	Ext. button + *0
Speed Dial (Storing an SD number)	
Station ²	#66 + nnn + Phone No. ³ + # nnn = 100~999 SD bin numbers
System ²	#66 + nnn + Phone No. ³ + # nnn = 200~999 SD bin numbers
Speed Dial (Dialling a stored SD number)	
Station ²	Spdial ⁴ + nnn nnn = 100~999 SD bin numbers
Station ²	Spdial ⁴ + nnn nnn = 200~999 SD bin numbers
Start Application	#18
Travelling Class Override	
Enter Code	#471, then dial number (enter LCR code if required)
Change Code	#69 + Index Number + old Code + # + new Code + #
User Programming Mode	#9876
Voice Mail (VM)	
Direct Transfer to Voice Mail	While on a call, press Cnf/Trn + #407. Dial VM mailbox number (usually Ext. Number) + #.
Volume Control - Beep	With handset off-hook, press #6101. Press Vol ▲ or ▼
Volume Control - Ringing	With handset on-hook, press #6102. Press Vol ▲ or ▼

1. If you have "hot dialling," you do not need to press Ext. button as part of the sequence.
2. Stations must be assigned/enabled SD capabilities in system programming by an Administrator in Program 200-30 (System SD) and Program 200-35 (Station SD).
3. Refer to [Table 7 on page 72](#) to see how to enter * and # into a speed dial number.
4. If your featurephone does not have a Spdial button, press the * button, then dial the three digit Speed Dial bin number (nnn).

LED Indicator Details

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 15](#)).

Table 15: LED Indicators

LED	Your Station (Green)	Other Station (Red)
	Interval Rates	
Extension 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 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 extension button 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)	4 pulses/second, 1/8 second On/Off	3/4 second on, 1/8 second Off
Conference	10 pulses/second	steady

CHAPTER 7 – ADM/DSS CONSOLE

This chapter provides an overview of the following two optional units and describes the features, buttons and associated LEDs. It describes the various models for the following two types of units.

- **Digital Add-on Module (DADM)** – adds 20 line/feature buttons to digital featurephones. Up to two DADMs can be connected to a featurephone.
- **Direct Station Selection (DSS) Console** – adds 60 line/feature buttons to a digital featurephone. Available for system operators who do not have an operator console.
- **IP Add-on Module (IADM)** – adds 20 line/feature buttons to the IPTs. Up to two IADMs can be connected to an IPT.
- **IP Direct Station Selection (IDSS) Console** – operates alongside an IP featurephone and has 60 line/feature buttons. Up to three consoles can operate with one IP featurephone.

Note:

The Strata CTX can support up to two IADM2020, but it cannot support the IDSS2060.

ADM

Digital add-on Modules (DADM) can be connected to 3000- and IPT featurephones to provide additional buttons. Certain models are not interchangeable.

The DADM3120 works with the Strata DKT3000-series featurephones and the IPT1020F-SD. The DADM3020 works with 3000-series featurephones only

The DADM3020 model, is shown below, right. The DADM2020 (not shown) looks similar and has the same functions.

The IP add-on Module (IADM) offers all the same features of the DADM3120. IADM2020 works with the IPT2000-series IP featurephones.

Buttons and LEDs

The DADM3120 and DADM3020 essentially look and operate the same way, each providing 20 feature buttons to their respective featurephones. These flexible feature buttons can be assigned as CO line, Directory Number, DSS, One Touch Speed Dial or any other flexible feature.

Up to two DADMs can be attached to a featurephone to provide 40 buttons to supplement the featurephone's 10 or 20 buttons.

Each DSS button and Line button has an LED that provides a status of the outside line or station assigned to it. The DSS button acts like a speed dial button to a specific extension.

- A station or line shows steady red when in use by others; green when in use by the DADM.
- A DSS LED will flash red while making a call and turn intermittently green once connected.
- An outside Line LED is green when the outside line is in use by the DADM console user. It is red if it is in use by another featurephone user.



DSS Console

The Direct Station Selection (DSS) console operates alongside an IP or digital featurephone to provide 60 additional buttons. The Strata DKT3000- series featurephones requires a 3000- series DSS; the 2000-series featurephone requires a 2000-series DSS. A DDSS3060 example is shown right. The IDSS2060 (not shown) looks similar and has the same button/LED functions.

Note:

The IP featurephones do not support a DSS console when connected to a Strata CTX

The 60 flexible feature buttons can be assigned as CO line, extension, DSS, One Touch Speed Dial or any other flexible feature.

The DDSS3060 console uses dual red and green LEDs to show call and feature status.



DSS Buttons

DSS buttons can appear on both the ADM and DSS S button is associated with a particular station in your telephone system. DSS buttons can transfer an outside call to the associated station or make a direct call to the associated station. The DSS LED lights steady red when the station associated with the DSS button is ringing, busy on a call, or when the associated station is idle, but all appearances of the station's extensions are busy or in-use by other stations. When the associated DSS button is in the Do Not Disturb mode, the LED blinks red at a slow rate.

DSS buttons cannot call station Phantom extension numbers, Distributed Hunt Group Directory Numbers, or ACD Groups. DSS buttons may be configured as One Touch Buttons that may be programmed to call these destinations.

The LED colours described in this section apply to the DADM3020 and DDSS3060. Described Flash conditions apply to all DSS console models and the DADM.

Calling a Station

► To call a station's extension from either a DSS console or a DADM, press the DSS associated with the station.

A station call with a DSS button can be made on-hook or off-hook, and with Voice First or Tone signalling. After pressing the button, treat the call like any other station call made from a digital featurephone.

DSS LEDs indicate whether the associated station is idle or busy. The LED is steady red if the station is busy or ringing, and is not lit if idle. If all the station's PDN buttons are being used by other stations, the DSS LED of the station is lit steady red, but the station may be idle. If the station is in the Do Not Disturb mode, its DSS LED lights blinking red.

Transferring to an Idle Station

You can transfer internal or outside calls to an idle station from either a DSS console or a DADM.

► To transfer a call to an idle station

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

The call is placed automatically on hold. The Line or extension LED flashes green at double the on-hold rate, and the DSS LED flashes green. You hear a single ring tone. (If using the Tone signalling mode, you hear successive ring tones.)

2. Announce the call.

With Tone signalling, you would have to wait for the called station to answer before announcing the call.

3. Hang up.

The call rings the called station when you hang up. While the called station is ringing, the DSS LED is steady red, and the Line LED flashes green at the on-hold rate or if on a extension button, it goes idle.

When the called station answers the call, the DSS LED stays steady red, and the Line LED becomes steady red.

4. If the station does not answer before a period set in system programming, the call recalls your station.

Call Transfer with Camp-on

You can transfer a call to a busy station from either a DSS console or an DADM. Use the DSS to transfer the call, even though the DSS LED associated with the station you are “transferring to” is red.

► To transfer call to a busy station

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

You may hear a busy tone. The original caller is placed automatically on hold. The Line or extension LED flashes green at double the on-hold rate, and the DSS LED remains steady red.

2. Hang up.

The call rings the called station once with the camp-on tone. While the called station is receiving this tone, the Line LED flashes green (on-hold rate) or if you are on a extension button, it goes idle. The [DSS] LED remains steady red.

When the called station answers the transferred call, the Line LED becomes steady red. The [DSS] LED remains steady red.

Note:

If the busy station is in the Do Not Disturb mode, the call will not transfer, but will recall your featurephone immediately.

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.

Call Answering (Outside Line)

If your DADM or DSS console is equipped with a **Line** button, you can answer outside line calls from the DADM or DSS console as you would from a digital featurephone.

- To answer an incoming outside line call to a DADM or DSS Console, press the flashing **Line**.

Speed Dial

Your DADM or DSS console may be equipped with **SD** (Speed Dial) buttons that can be programmed to dial phone numbers or to access features. **SD** buttons on either the DADM or DSS console function like **SD** buttons on digital featurephones.

Paging

You can make an announcement page to a group of featurephone speakers selected in system programming with All Call Page on the DSS console. **SD** (if programmed) on either the DSS console or the DADM can be used for page announcements. See [“All Call Page” on page 67](#).

Call Forward Override (DSS Override)

Either the DSS buttons on your DSS console or the associated featurephone can be set in system programming to ring stations that are in the Call Forward mode, instead of being forwarded. Usually the console's featurephone is the unit activated to perform this function. Among other applications, this feature can be used to notify a person who forgets to deactivate the Call Forward feature after returning to the office.

► To override call forward with the console's associated featurephone

1. Press Cnf/Trn or extension button.
2. Dial the station number set for call forward.

Make the call as you would from any other station. This procedure assumes your station has a typical program setting.

► To override call forward with your DSS Console

- Press the station DSS button set for Call Forward.

Night Transfer Button

This button enables a pre-programmed station to place the system into Day, Day2 or Night Mode. See your System Administrator for information on the settings for Day, Day2 or Night Mode. Usually, these modes will transfer calls to a designated location or voice mailbox, depending on programming.

1. Press Night Transfer.
2. Press the desired Mode number:
 - Press 1 for Day Mode (LED remains off).
 - Press 2 for Day2 Mode (LED flashes red).
 - Press 3 for Night Mode (LED is solid red).

APPENDIX A – CENTREX APPLICATION

Your system may be equipped with the Centrex Application, which enhances its feature capability when installed behind a Centrex or PBX system. Your featurephone may have access to one or more of the enhanced Centrex features listed below:

Flexible Directory Numbering

A station's extension can be three or four digits. It is, therefore, possible to match a station's extension and Centrex line extension number. Dial the entire station number when indicated.

Note:

Some access code numbers may have been changed to avoid system numbering plan conflicts.

Centrex Feature Buttons

You can access some Centrex features by pressing a pre-programmed Flexible Button on your featurephone, instead of dialling a Centrex access code. The Centrex access code, including the necessary flash and/or pause sequence, is activated when the button is pressed. See your Centrex or PBX operations manual for specific details.

Ringling Repeat

The distinctive ring patterns available in your Centrex system are automatically repeated with your digital featurephone, enabling you to answer appropriately for either outside, inside or callback calls.

Delayed Ringing

Outside line or Centrex line(s) can be programmed for a 12-second and/or 24-second ring delay at stations to permit alternate answering conditions. Answer the line when your featurephone is ringing.

APPENDIX B – BUTTON LABELS

All Flexible Buttons must be programmed for your featurephone in system programming and vary for individual featurephones. If a button does not appear on your display or featurephone keypad label, see your System Administrator for button assignments.

The button labels in [Table 16](#) are for the Programmable Buttons on your featurephone. Programmable buttons are the unmarked buttons on your keypad.

Table 16: Feature Button Definitions

Button	Definitions
Account Code	Account Code – Press to enter a Voluntary Account Code anytime during a Central Office (outside) line call without interrupting the conversation.
All Call Page	All Call Voice Page – Press to page all of the featurephones in the All Call Page group.
Auto Busy Redial	Automatic Busy Redial – Press to set up Automatic Busy Redial after receiving a busy tone on a dialed outside line call (not available when calling on Tie or Direct Inward Dialling (DID) outside lines).
Auto Callback	Automatic Callback – Press to recall a busy station or station in the Do Not Disturb (Do Not Disturb) mode as soon as that station becomes idle or deactivates Do Not Disturb. Also used for outside line queuing when all lines are busy.
Call Frwd All Calls	Call Forward-All Calls – Press to forward all calls to another station or voice mail device.
Call Frwd Busy	Call Forward-Busy – Press to forward calls immediately to another station or voice mail device when your station is busy or in the Do Not Disturb mode.
Call Frwd Busy NAns	Call Forward-Busy/No Answer – Press to forward calls immediately to another station or voice mail device when your station is busy or in Do Not Disturb mode. Also forwards calls when your station is not answered after 8–60 seconds (set at your station).

Table 16: Feature Button Definitions *(continued)*

Button	Definitions
Call Frwd External	Call Forward-External – Press to forward Private or DID line calls to an external or internal phone number.
Caller ID	Caller ID – Press to view the Call History list (may include name/number, date, status).
Directed Pickup	Call Pickup – Press to initiate a ringing Directed Call Pickup of outside line, extension, and page calls.
Do Not Disturb	Do Not Disturb – Press to lock your station in or out of the Do not Disturb mode.
DSS	Direct Station Selection(s) – Press to ring a preselected station. The LED associated with each DSS button provides the status (idle/busy) of the station assigned to the button.
Flash	Flash – Press to perform the following functions: Disconnect and recall dial tone on a outside line; access Centrex or PBX features; enter a pause or flash signal when programming speed dial numbers.
Group Pickup	Group Pickup – Press to pick up a call that is ringing a station that belongs to a Pickup Group that your station is a member of
Line	Line – Press to answer or access an outside line.
Microphn Cut-off	Microphone Cutoff – Press to turn the microphone off/on while idle, providing privacy when you receive handsfree internal calls. Also functional when your station receives calls – The Mic button controls the microphone when you originate calls.
Msg Wait	Additional Messages Waiting
Night Transfer	Press to control the system’s outside line ringing pattern for after-hours incoming calls.
Park in Orbit	Park — Press to park internal or outside calls in an orbit. Call retrieval can be made locally from the same parking featurephone or remotely from a different featurephone.
Pooled Line Grp	Pooled Line — Press to access an available outside line from a group of lines appearing under one button.
Privacy on Line	Privacy — Press to block Privacy Override on common outside line buttons. This button does not block Busy Override or Executive Override.
Privacy Release	Privacy Release — Press to release privacy on common outside line buttons, enabling other station users to enter your conversations on those buttons. Privacy release does not apply to common extension buttons which are always private.
Program	Program — Press to enter User Programming mode, which enables you to re-define Flexible Buttons to perform other functions, including programming One Touch and Flexible Buttons, register Call Forward assignments, assign Message Waiting Keys and assign BGM sources played over the featurephone speaker.
PS/RES	Pause/Resume — Press to pause or resume recording a conversation to a voice mailbox or when playing back the recording.
Record	Record to Voice Mail — Press to record current conversation to voice mailbox.
Release and Ans	Release and Answer — Press to disconnect or complete the transfer the current outside or extension call and automatically answer the new incoming outside or extension call.
Release Call	Release — Press to disconnect or complete the transfer of the current outside or extension call and to place your station in the idle condition.
SD or Customized Button	Speed Dial — Press to Speed Dial a phone number or feature access codes. SD buttons can be used as either System Speed Dial numbers or Station Speed Dial numbers.
Spd Dial Lng Pause	Pause (Long) — Press to insert a 10-second pause when programming Speed Dial numbers.
Spd Dial Pause	Pause — Press to set either a one-half or two-second pause when programming Speed Dial numbers. (The pause time is set in system programming).

Table 16: Feature Button Definitions *(continued)*

Button	Definitions
Start	Start — Press to make an outgoing call using an ISDN trunk.
Sub	Sub address — Press to enter a sub address on an ISDN trunk outgoing call.
Tel Set Music	Background Music — Press to turn Background Music on or off over your station speaker.
Tone Dial Select	Tone — Press to change the outgoing dialling of the outside line in use from dial pulse to tone signalling.
Unlock Door	Door Unlock — Press to unlock a door lock mechanism.

NOTES TO USERS

1. Safety Approval.

Toshiba Information System (U.K.) Ltd declare that the Strata CIX Office complies with the EEC's LVD directive, (Directive No. 73/23/EEC). The product has been assessed and found to comply with EN60950:2000. The notes listed below form part of the products compliance with the aforementioned European Norm.

IMPORTANT SAFETY NOTES:

1.1. The system must have an earth connection and it must be hardwired to a main distribution point. The main cabinet must be earthed.

1. 2. Table1 below identifies and classifies the ports available on the system:

Type of Circuit (EN60950 Classification)	Port Location	Port Description
SELV	Processor Board LCTU1C	For connection of external Music-On-Hold source and Ethernet LAN connection
SELV	BDKU1A/BDKS1A/BWD KU1A	For connection of Toshiba proprietary terminals.
SELV	BSIS1A	For connection of Voice Mail and Call Logging Equipment. RS232 ports.
TNV3	RSTU1F/BSTU1F/RST U2F/RSTU3F/BSLU1F/BSLS1F	For connection of Approved 2 wire devices.
TNV3	RCOU3A/RCOS3A	For connection to PTO provided Loop Calling Unguarded Clear exchange lines.
TNV1	RBSU1A/RBSU2A	2 Cct ISDN2, (TBR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSS1A/RBSS2A	2 Cct ISDN2, Basic Rate I/F. For connection to approved Euro-ISDN devices.
TNV1	RPTU1F/RPTU2F/BPTU1F	1 ccts ISDN30, (TBR4), primary rate I/F. For connection to euro-ISDN services.
TNV2	REMU1A/ REMU2A	4 Cct DC5 Private Circuit I/F, (TBR 17). For connection to PTO Private Circuit services.
TNV2	PACU2F	AC15 Tie Line I/F
SELV	BIOU1A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment.
SELV	BVPU1A/BIPUM2A/BIPQ1A	Voice Over IP interface cards. House Ethernet/R ports.
SELV	BPCI1A	USB port for connection of PC for CTI
SELV	DKT2500/DKT3000/DKT3500	Headset ports on any of the range of key featurephones.
SELV	IPT 1000/2000 series	Headset ports on any of the IP range of key featurephones.
SELV	Stratagy DK	Integrated Voice Mail unit. Houses RS232 ports.
SELV	GVMU1F	Integrated Voice Mail unit. Houses RS232 ports.
SELV	LIPU-X/LIPS-X	IP Interface and Subassembly
TNV3	LSLU	For connection of Approved 2 wire devices.
SELV	LCNU-A1A/LCNU-B1A/	Front panel extender for BDKU1A, PDKU1A,

	LCNU-C1A/LCNU-D1A/ LCNU-E1A	BSTU1A, RSTU3A, BWDKU1A, RCOU3A, RGLU3A, RDDU2A, RBSU1A, RBUU1A, REMU2A, RCIU2A
TNV3	LPFU1A	8-port Power Failure Transfer Unit for RSTU1A, RSTU3A, RCOU3A

Any peripheral apparatus connected to the above ports must have the same EN60950 classification. ie.
 -SELV ports must only be connected to SELV type ports.
 -TNV ports must only be connected to TNV type ports.

1.3. The Strata CIX Office system must be hardwired into a switched fused spur, (which should comply with the requirements of a disconnecting device as specified in the standard EN60950), the switch on the fused spur outlet shall be considered the AC power disconnection device. This spur must be installed in accordance with 16th edition of the IEE wiring regulations, aka BS7671:1992 or the latest edition of this standard.

1.4. Environmental Installation details.

The Strata CIX Office is designed to work within the following environmental conditions:

- Operating temperature 0°C to 40°C
- Humidity 20% to 80%

2. EMC Compliance.

Toshiba Information Systems (U.K.) Ltd declares that the Strata CIX Office complies with the EEC's EMC directive, Directive No. 89/366/EEC as amended by directive 92/31/EEC. The product has been assessed and found to comply with the following product specific standards:

- EN55022:1998-9, EN/IEC61000-3-2/1995, EN/IEC61000-3-3/1995 (Emissions)
- EN52024:1998, EN61000-4-2/1995+A1:1998, EN61000-4-3/1997+A1:1998, EN61000-4-4/1995+A1:2001, EN61000-4-5/1995+A1:2001, EN61000-4-6/1995+A1:2001, (Immunity)

The notes listed below form part of the products' compliance with the aforementioned European Norm.

To ensure EMC compliance the system must installed in accordance with the instructions in the "Installation and Maintenance" manual. In order to maintain compliance any shielded cables supplied and/or ferrite suppression cores must be used.

Equipment details Strata CIX

Base Cabinet Dimensions-	Expansion Cabinet Dimensions-
Height 89mm	Height 89mm
Width 483mm(with ears)	Width 483mm(with ears)
440mm (without ears)	440mm (without ears)
Depth 410mm	Depth 410mm
Weight 7.2 kg (Cabinet & PSU only)	Weight 7.0 kg (Cabinet & PSU only)

WARNING:

This is a Class A product. In a domestic environment this Product may cause radio interference in which case the User may be required to take adequate measures.

3. Type Approval Declaration.

Toshiba Information Systems (UK), Ltd, (TIU), hereby declares that the Strata CIX Office product complies with the requirements of the EC Directive 1999/5/EC, (aka Radio & Telecommunications Terminal Equipment Directive). A manufacture's Declaration under this Directive allows connection to the relevant Public Network Services and the right to place the Product on the market.

The Strata CIX Office is classified as “Call Routing Apparatus” it is intended to be connected to the various Public Telecommunications Network Services for the purpose of generating and terminating “calls”. Table 2 below lists the intended purposes of the relevant system network interfaces.

Table 2:

INTERFACE TYPE	PUBLIC NETWORK SERVICE
RCOU	Analogue Loop Calling Unguarded Lines. PD7002
RPTU1F/RPTU2F/BPTU1F	Euro ISDN30 service. Compliant with TBR 4 & TBR12
RBSU1A & RBSU2A	Euro ISDN2 service. Compliant with TBR 3.
PACU2F/PACU3F	Analogue 4 wire Private Circuits, uses AC15 signalling. Compliant with TBR 17.
REMU	Analogue 4 wire Private Circuits, uses DC5 signalling. Compliant with TBR 17.

The system must be installed in accordance with BS6701 parts 1 and 2, the latest issue shall apply.

Toshiba Information Systems claim approval to OFTEL general variation NS/V/1235/P/100020. The information contained in this paragraph supports Toshiba's claim:

The following features require the interconnection of 2 or more exchange lines.

Multi-party conferencing
 Call Forward External*
 Translation of Un-used Extension numbers*
 DISA*

*** WARNING:** These features can allow an Incoming callers access to an outgoing exchange line. There is an engineering programming parameter that can disable these features. In addition the DISA feature can be “password” protected. **USERS SHOULD BE AWARE THAT THESE FEATURES CAN BE USED FOR FRAUDULENT PURPOSES. Please consult your supplier to ensure any necessary security measures are enabled.**

4. Network Planning Information.

Strata CIX Office Tone Plan.

Table 3 below lists the characteristics of the tones and signals used in Strata CIX.

Table 3:

Tones/Signal to:	Frequency	Cadence	Meaning
Exchange Line	Music On Hold 1209Hz	N/A 0.12s ON 2s Off	Call on Hold Internal Hold Tone
DKT	1. 500/640Hz 2. 1240/1560Hz 3. 840/1060Hz 4. 840/1060Hz (T1) & 1240/1560Hz (T2) 5. 2000Hz mod by 10Hz 1. 500Hz 2. 1300Hz 7. 1000/800Hz 8. 1000/800Hz 9. 660/500 10. 2000Hz 11. 2000Hz 10Hz Intrpt 12. 860/1180Hz (T1) &	1s On 3s Off OR 1s On 1s Off 1s On 3s Off OR 1s On 1s Off 1s On 3s Off OR 1s On 1s Off T1-0.5s ON T2-0.5s On 3s Off OR T1-0.5s ON T2-0.5s On 3s Off 1s On 3s Off 1 s On 1 S Off 0.6s On 1000Hz/0.6s On 800Hz 0.6s On 1000Hz /0.6s 800Hz 0.7s On 660Hz/0.7s On 500Hz 1s On 3s Off 1 s On 1 S Off T1-0.5s ON T2-0.5s On Repeat	I/C PSTN call Opt.1& 2 I/C PSTN call Opt 3 & 4. I/C PSTN call Opt 5 & 6. I/C PSTN call Opt 7 I/C PSTN call Opt 8 I/C PSTN to Busy DKT I/C Int call Opt 1 I/C Int call Opt 2

	1300/1780Hz (T2)		Call from D/phone A Call from D/phone B Call from D/phone B Busy/DND Override Recall Indication Emergency Ring down Call
2 Wire extns	<ol style="list-style-type: none"> 1. 20Hz 2. 20Hz 3. DTMF A 4. DTMF D 5. DTMF B 6. MWI Signal 7. 20Hz 8. 1209Hz 9. 1209Hz 	<p>0.4s On 0.2s Off 0.4s On 3s Off 1s On 3s Off 80 or 160mS 80 or 160mS 80 or 160mS 0.9s ON/0.1s OFF 1 s On 1 S Off 2 bursts 0.16s On twice then 3s Off 2 bursts 0.5s On twice then 3s Off</p>	<p>Ringing Signal Internal Ringing Signal External Voice Mail Answer Voice Mail Disconnect Voice Mail Recall Message Waiting Signal Recall Ringing signal External Call waiting Internal Call waiting</p>
Internal General	<ol style="list-style-type: none"> 1. 350/440Hz 2. 400(T1), 350/440Hz(T2) 3. 350/440Hz 4. 400/450Hz 5. 400Hz 6. 400Hz 7. 400Hz 8. 440Hz 9. 350/440Hz 10. 1209Hz (T1), 500Hz(T2) 11. 350/440Hz 12. 2000Hz 13. 2000Hz 14. 350/440Hz 	<p>Continuous 4 bursts of 0.125s T2-3s On 5 bursts of 0.1s 3s On 0.4s On, 0.2s Off 0.4s On 2s Off 0.375s On/0.375s Off Repeated 0.375s On/0.375s Off Repeated 0.375s On/0.375s Off Repeated 1s On 3 bursts of 0.1s T1-3 bursts of 0.25s, T2 0.25s three times 3 bursts of 0.125s 2 bursts of 0.125s 0.75s On 1s On 2s off repeat</p>	<p>Dial Tone DND Stutter Dial Tone MW Stutter Dial Tone Ringing Back Tone Normal Extension Busy Busy- Extension in DND NU/Reorder Tone Executive override Entry Tone Operation rejected. In call Operation accepted In call Prgmg Operation accepted Prgmg Operation rejected CFD stutter dial tone</p>

14.1 System Port to Port losses.

Table 4 below lists the various "typical" transmission gains/losses when inter-connecting the various port types.

Table 4:

Sys Port: Type:	RCOU3R/PC OU2F		RBSU2A		RPTU1F/ RPTU2F		PEMU2F/ REMU		PACU2F/ PACU3F		RSTU3F/ ASTU	
	to	fm	to	fm	to	fm	to	fm	to	fm	to	fm
PCOU2F/ RCOU	3.7	3.7	1.8	1.9	1.8	1.9	3.1	3.2	-0.7	-1.5		
RPTU1F/2F	1.9	1.8	0	0	0	0						
RBSU2A	1.9	1.8	0	0	0	0						
PEMU2F/ REMU	3.1	3.2	1.3	1.3	1.3	1.3	2.6	2.6	-2.0	-2.0		
PACU2F/ PACU3F	-0.7	-1.5	-3.4	-2.5	-3.4	-2.5	-2.0	-2.0	-6.0	-6.0		
RSTU3F/ ASTU	-0.5	-1.0	-2.4	-2.8	-2.4	-2.8	-1.1	-1.5	-5.9	-6.2	-5.2	-5.2

- Values indicate a transmission loss.

14.1. Loudness Ratings.

The table below lists the measured loudness rating of the Toshiba proprietary terminals. SLR and RLR @ 0km PSTN. (All values are +/-1dB)

Table 5:

Sys Port: Type:	PDKU2A/BDKU/BDKS ITS-A	
	SLR	RLR
PCOU2F/RC OU3F	1dB	-5dB to -16dB
RPTU1F/ RPTU2F/RB SU1A/	6dB	2dB to -10dB
PEMU2F/ REMU	4dB	-2dB to -14dB
PACU2F/ PACU3F	8dB	0dB to -9dB

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