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TOSHIBA Telecommunication Systems Division

Strata AirLink™

Integrated Wireless Handset
User Guide

May 1999

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Introduction

This guide describes the features and operation of the Strata AirLink™ Integrated Wireless handset in Strata DK systems and many non-Toshiba systems. The Strata DK systems that support the handset are:

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

If you have a non-Toshiba system, see your System Administrator for more information.

Organization

- **Chapter 1 – The Grand Tour** describes the features associated with the wireless handset and includes buttons and icons, Charger Base and its Light Emitting Diodes (LEDs), and tips for increasing battery life.
- **Chapter 2 – Installation** covers selecting the right location for your handset, charging the batteries, and verifying the IDs of the handset.
- **Chapter 3 – Handset Operation** describes handset features, including changing the idle message, speed dial calling by number or name, and using feature access codes.

Ä **Chapter 4 – Digital Features** describes how the system features work with your handset, such as Call Forward, Message Waiting, and Paging.

Ä **Chapter 5 – Standard Features** describes how the system features work with your handset in the standard interface wireless system.

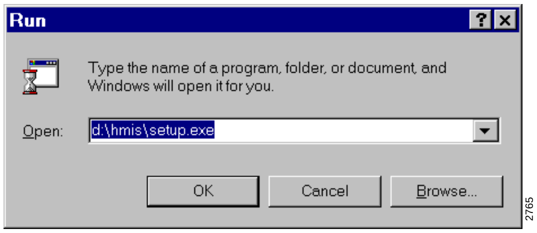
Ä **Appendix** contains handset specifications, troubleshooting techniques, and feature access codes.

Conventions

Convention	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!	Calls attention to important instructions or information.
CAUTION!	Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.
WARNING!	Alerts you when the given task could cause personal injury or death
[DN]	Represents any Directory Number button, also known as an extension or intercom number.
[PDN]	Represents any Primary Directory Number button (the extension number for the telephone).
[SDN]	Represents any Secondary appearance of a PDN. A PDN which appears on another telephone is considered an SDN.

Convention	Description
[PhDN]	Represents any Phantom Directory Number button (an additional DN).
[B]	Represents the pre-programmed digital handset buttons 4~9. This is not applicable to the analog handset.
$ULDO#%ROG	Represents telephone 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	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata DK Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

Action/Response Table

1. *Actions* you perform appear in this column. They can consist of either a single step or a series of numbered steps. 2. When the action you perform results in a screen, menu, dialog box, etc., the example to the right displays.	The *immediate response to the action* performed appears in this column. Addtional notes and comments are also included.  Type the name of a program, folder, or document, and Windows will open it for you. Open: d:\hmis\setup.exe

Related Documents

Some documents listed here may appear in different versions on the CD-ROM, FYI, or in print. To compare and find the most current version, check the document title page.

You can find additional information about the Strata AirLink wireless handset and Strata DK systems in the following documents:

- *Strata AirLink Integrated Wireless Handset Quick Reference Guide*
- *Strata DK Feature Description Manual*
- *Strata DK Installation and Maintenance Manual – Chapter 16 (Strata AirLink Systems)*

For authorized users, Internet site FYI (http://fyi.tsd.toshiba.com) contains all Strata DK and Strata AirLink documentation and enables you to view, print, and download current publications.

The Grand Tour

1

Your Strata AirLink Integrated Wireless handset brings mobility and productivity to the office environment. Greater call access cuts down on “telephone tag” delays, and its compact design makes it easy to take with you.

The wireless handset provides reliability, long life, and outstanding performance. It has unsurpassed range, clarity, and fully secured communications using proprietary voice scrambling technology. It operates in the range of 1.9 GHz Unlicensed Personal Communication Service (UPCS) and represents state-of-the-art design and engineering.

It has the following features:

Ä 12 handset volume adjustments (plus silent), 8 ring levels, and a lockable dial pad

Ä Access to eight separate telephone systems, enabling movement from building to building, system to system

Ä 70 internal Speed Dial (SD) memory locations with maximums of 8 characters for names and 30 characters for numbers, so that you can SD by name or code

If your wireless system interfaces to a Strata DK system, you can easily access many system features, such as Call Forwarding, Call Pickup, and Redial by using) / 6 + or) & 1 + pre-programmed buttons 4~9.

See Chapter 3 – Handset Operation on Page 15, Chapter 4 – Digital Features on Page 31, and Chapter 5 – Standard Features on Page 75 for more information.

Handset

Your wireless handset (shown at right) stores up to eight system and handset IDs that are configured by your System Administrator.

The handset has a two-line Liquid Crystal Display (LCD) that shows alphanumeric information, including the idle message, date, call duration, icons and specific call activity.

Table 1 briefly describes the functions of the LCD fields, icons, and the fixed buttons.

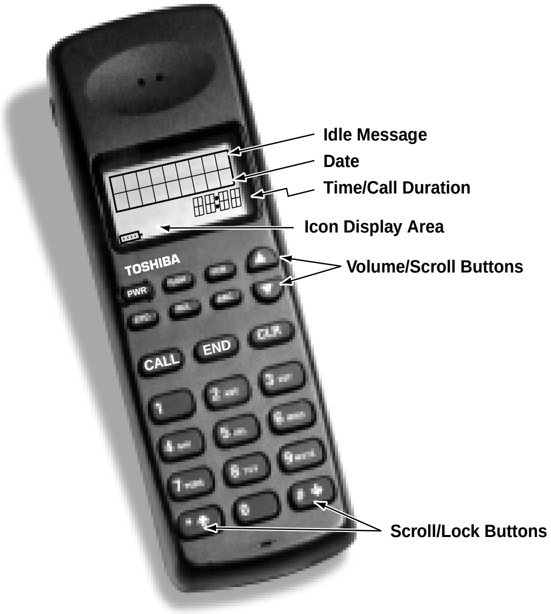

Idle Message
Date
Time/Call Duration
Icon Display Area
Volume/Scroll Buttons
Scroll/Lock Buttons
TOSHIBA
PWR
CALL
END
CLR

Table 1 LCD Fields, Fixed Buttons, and Icons Descriptions

Handset		Description
LCD Fields	**Idle Message Area**	Displays an idle message.
	Date	Displays the current date.
	Time/Call Duration	Displays the call duration and current time.
	Icon Display Area	Displays icons that represent different battery and handset conditions.
Fixed Buttons	3 : 5	Turns the power On and Off.
	) / 6 +	Performs hookflash functions in analog systems only.
	) & 1	Activates the handset menu options and enables features with the use of other buttons; for example, Call Forward, Transfer, Speed Dial, and Conference.
	▲	Increases listening volume and scrolls forward through menu options.
	▼	Decreases listening volume and scrolls backward through menu options.
	6 7 2	Stores Speed Dial numbers/names and the idle message.
	5 & /	Recalls numbers stored in memory.
	$%&	Toggles handset between alpha and numeric modes.
	& $ / /	Places the handset off-hook to enable calling.
	(1 '	Places the handset on-hook and exits from 5 & / ,) & 1 , 6 7 2 , and $%& modes.
	& / 5	Erases one or more digits in the display.
	-	Scrolls backwards through the Speed Dial list.

Table 1 LCD Fields, Fixed Buttons, and Icons Descriptions *(continued)*

Handset		Description
Fixed Buttons *(continued)*	&	Scrolls forward through the Speed Dial list and locks/ unlocks the dial pad.
	) & 1 +4[1]	Places calls on Hold.
	) & 1 +5[1]	Conferences or transfers calls.
	) & 1 +6[1]	Retrieves messages.
Icons	📞	Indicates off-hook or ringing.
	🔋	Indicates battery strength—one bar is low and four is high.
	🔔	Indicates the currently configured ring volume.
	ABC	Indicates the alpha mode—for entering displayed letters in memory.
	||||⚡	Indicates signal strength—one bar is low and four is high.
	✉☎	Indicates a message waiting.[1]
	📄	Indicates that your handset is forwarded.[1]

[1] Available in Strata DK systems only.

Buttons

If your handset interfaces to the Strata DK telephone system using a digital port, the handset buttons have special capabilities as discussed in the following paragraphs. If it does not or you are interfaced to a non-Toshiba system, the handset does not have these capabilities.

Fixed

The handset buttons, 1~3, are fixed as Hold (FCN + 1), Conference/Transfer (FCN + 2), and Message Waiting (FCN + 3).

Flexible

The handset buttons, 4~9, are assigned in programming to system features by the System Administrator. The buttons can also be used as [DNs], [PhDNs], and [SDNs] or CO lines.

Line

In Strata DK systems, line buttons enable you to directly access outside Central Office (CO) lines. You can have a handset flexible button (4~9) assigned as /LQH. If your handset does not have /LQH, and you want to access outside CO lines, use the access codes listed in Table 9 on Page 109.

Directory Number [DN]

The [DN] buttons consist of [PDNs], [SDNs], and [PhDNs] that are your extension or intercom number. You can have multiple [DN] buttons on your handset, including [DNs] belonging to a secondary handset [SDNs].

Primary Directory Number [PDN]

You can have up to four [PDNs] and set the Call Forward and Voice Mail ID (VMID) code on [PDNs].

Secondary Directory Number [SDN]

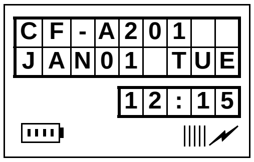
The [PDN] of another extension that appears on your handset is an [SDN]. You cannot set Call Forward or a VMID code for [SDNs] on your handset.

Phantom Directory Number [PhDN]

You can have up to four [PhDNs] dedicated to a station or shared by a group of stations (for example, as a common telephone number for an entire department). You can only set the Call Forward and VMID code for [PhDNs] that are owned by your handset. You can have a separate Message Waiting button and mailbox for up to four [PhDNs] on your handset.

Liquid Crystal Display

The 18-character LCD gives you essential call information, handset status, and the current time. When you are on a call, it gives you up-to-the-minute call-duration time. All displays are updated automatically as call processing proceeds or handset status changes.



Volume Controls

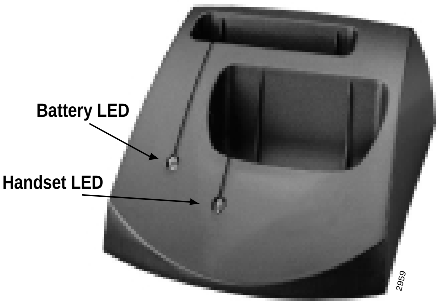
Your handset has volume increase (▲) and decrease (▼) buttons for controlling the ring and button (“key click”) volume levels. See “Click Volume (4 + FCN)”on Page 19 and “Ringer Volume (3 + FCN)”on Page 22 for more information.

Charger Base

The handset comes with a Charger Base (shown at right) that has front and rear slots.

The front slot functions as a cradle for the handset and a charger for the handset battery. It provides rapid charging only.

The rear slot is for a spare battery and automatically discharges when it detects that discharging is necessary.



The LEDs indicate battery charging status. The LEDs flash and use the colors red, green, and amber to indicate different conditions (shown in Table 2). See "Troubleshooting"on Page 107 for more information.

Table 2 LED Indicators

Color	State	Description
Red	Steady	Rapid charging.
	Flashing	Internal battery fault. Try charging the battery again. If the problem persists, replace it.
Green	Steady	Battery is charged.
	Flashing	Battery is charged, but check standby/talk time.
Amber	Steady	Charger is evaluating the battery status or waiting for the battery to finish charging.
	Flashing	Short circuit or over-discharged battery.
Amber/Green	Alternate Flashing	Battery is discharging.

Battery

The handset uses one Nickel Metal Hydride (NiMH) battery. When fully charged it provides up to 4 hours of talk and 40 hours of standby time.

➤ To charge the battery

- Return the handset to the Charger Base.

Important! *The battery must charge for two continuous hours to operate properly.*

➤ To discharge the handset or spare battery

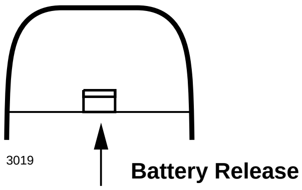
1. Insert the spare battery in the rear slot of the Charger Base	If the LED alternates between green and amber, leave the battery in the Charger Base to complete discharging. After the discharge cycle completes, the LED changes to steady red which indicates rapid charging is in progress.
...or the handset with its battery in the front slot.	
2. When the LED changes to steady green, remove the spare battery and handset from the Charger Base.	

Removing and Re-installing the Battery

CAUTION! **If you have to remove the battery, turn off the power first. This saves your menu changes and Speed Dial (SD) additions since the last time you turned on the power.**

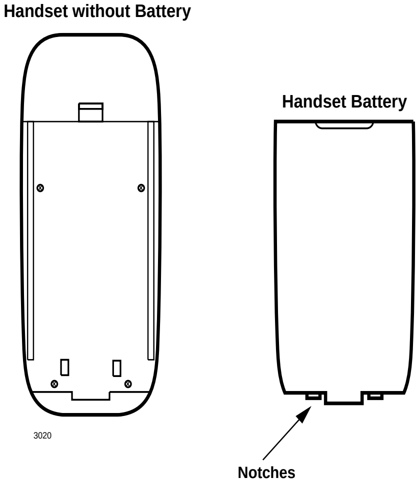
➤ To remove the battery

1. Press the battery release in the direction of the arrow (shown at right).
2. Lift out the battery.


3019
Battery Release

➤ To re-install the battery

1. Fit the battery notches into the base of the handset (shown at right).
2. Snap the upper part of the battery into the handset.


Handset without Battery
Handset Battery
3020
Notches

Installation

2

This chapter describes installation procedures and how to charge the handset batteries.

Important! *The Strata AirLink Wireless System must be programmed before the handset operates.*

Step 1: Select Location

1. Select a location for your handset and Charger Base. Avoid excessive heat or humidity.
2. Place the handset and charger on a desk or tabletop near a standard 120V AC outlet.
3. Keep the handset away from sources of electrical noise (motors, fluorescent lighting, etc.)

Step 2: Charge Batteries for First Time

1. Remove the handset carrying case, if it has one.
2. Make sure the power is off.
3. Insert the handset (battery in it) in the front slot of the charger (shown at upper right).

   The Handset LED changes to amber and then to red, indicating rapid charging.

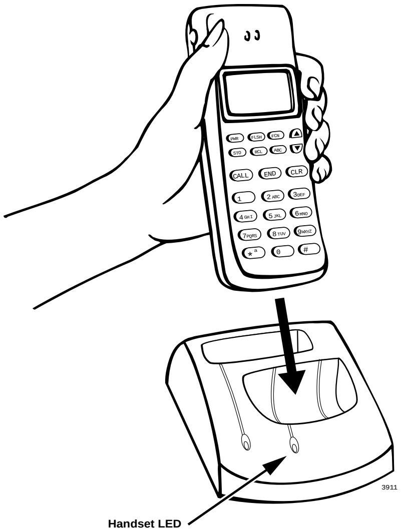
Note If you place a fully charged battery in the charger, it detects the full charge and cancels rapid charging. The Handset LED changes to amber, red, and then green.

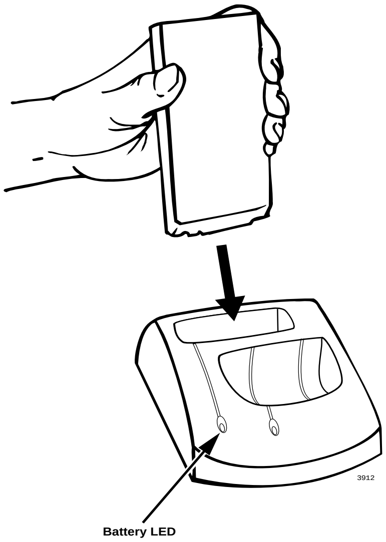
4. If you have a spare battery, insert it in the rear slot of the handset charger (shown at lower right).

   The Battery LED changes to amber while waiting for the handset to finish charging or alternates between green and amber, indicating discharge is in progress.

5. Remove the handset or spare battery when the LEDs change to a steady green.

   The steady green LED indicates a fully charged battery. The charger switches to a “trickle charge” until you remove the handset or spare battery.





Important! *Do not use the battery before it has completed the rapid charge cycle, even if the handset battery icon displays full strength. The battery must charge for two continuous hours. Reduced talk/standby time result under these conditions.*

Step 3: Verify Call Ringing Patterns

Your handset ringing pattern is set in system programming. Some systems use the internal call ring pattern for incoming outside calls – one second on, three seconds off. A distinct outside call ring pattern is available – 0.4 seconds on, 0.2 seconds off, 0.4 seconds on, three seconds off.

Step 4: Verify System/Handset IDs

Your System Administrator programs one or more system IDs into your handset. This enables you to roam or handoff calls in one or more telephone systems. See your System Administrator to program additional system IDs into your handset.

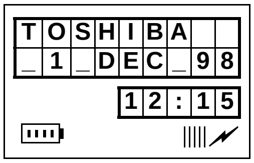
Handset Operation 3

This chapter describes handset operation, including powering on and off, menu functionality, and SD. Your handset can be configured for digital or standard operation. See Chapter 4 - Digital Features and Chapter 5 - Standard Features for features specific to each handset.

Powering On and Off

i Press 3 : 5 (toggles on or off).

The handset beeps.



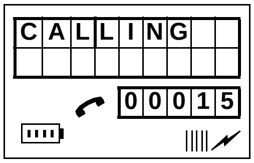
Note Strata DK system time appears shortly after the handset is first powered on.

Making Calls

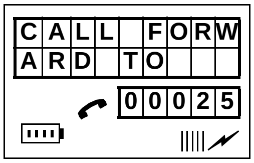
You can make calls outside the telephone system by dialing direct or using CO Line Access Codes. See “CO Line Access Codes”on Page 109 for more information.

➤ To make an internal call

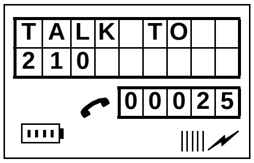
i Enter a telephone number and press &$/ /



If the called number is forwarded, this displays:



Then, the Call Forward destination number [**210**] displays.



...or press & $ / / first and the telephone number.

You hear dial tone and your call is connected.

Receiving Calls

i Press & $ / / .

The call connects.

Note Auto Answer mode connects to a call without pressing & $ / / .

Menu Options

The handset must be idle to use its own menu. Table 2 describes each option.

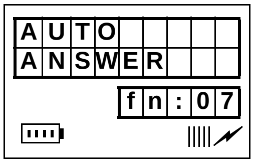
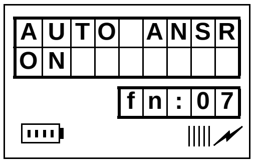
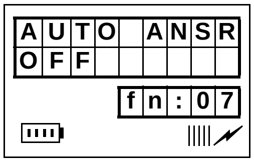
➤ To access menu options

1. Press) & 1 + ▲	The LCD scrolls backward through menu options 13~1.
...or) & 1 + ▼.	It scrolls forward through menu options 1~13 .
2. Press) & 1 again when the desired option displays.	**Important!** *You must turn the power off first or all menu changes, except to the idle message, are lost if you remove the handset battery.*

Table 3 Menu Options

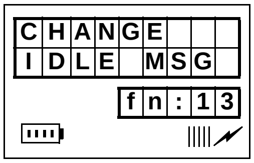
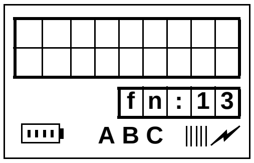
Press	Option
5#.#**) & 1**	Sets Ringer Type
6#.#**) & 1**	Sets Ringer Volume
7#.#**) & 1**	Adjusts Button Beep Volume
9#.#**) & 1**	Sets Time Format
:#.#**) & 1**	Turns Auto Answer On/Off
;#.#**) & 1**	Sets Display Contrast
<#.#**) & 1**	Tests Icon Display
44#.#**) & 1**	Deletes All SD Numbers
45#.#**) & 1**	Deletes Last Number Dialed
46#.#**) & 1**	Changes Idle Message

Auto Answer (: +) & 1)

1. Press) & 1 + ▼ (seven times) ...or : +) & 1 .		AUTO ANSWER fn:07
2. Press) & 1 to toggle on	**Note** When a call comes in, you only hear a “click,” similar to the click you hear when you press a button.	AUTO ANSR ON fn:07
...or toggle off.		AUTO ANSR OFF fn:07
3. Press (1 ' .	Clears the display and saves the last selected value.	

Change Idle Message (46 +) & 1 ,

Important! *Do not use the full 18 characters because the date displays also.*

1. Press) & 1 + ▼ (13 times) ...or 46 +) & 1 .		CHANGE IDLE MSG fn:13
2. Press) & 1 #again.	The handset changes to alpha mode and displays the “ABC” icon. The current message displays.	fn:13 ABC

3. Press the characters or numbers for a new message.	See Table 4 for more information.
4. Press 6 7 2 + (1 ' .	The new idle message is stored in memory.

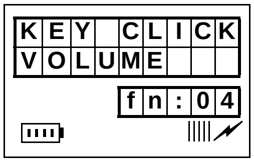
Table 4 Special Characters

Press	Result
1	1
1	–
2	A
2	B
2	C
2	2
7	S
7	7
9	9
-	*
&	space
0	zero

Click Volume (7 +) & 1 ,

1. Press) & 1 + ▼(four times)

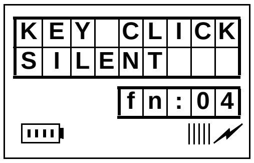
   ...or 7 +) & 1 .



KEY CLICK
VOLUME
fn:04

2. Press) & 1 #again.

You hear levels of beeper volume or this displays:


KEY CLICK
SILENT
fn:04

Note Your choices are VOL1~3 and silent.

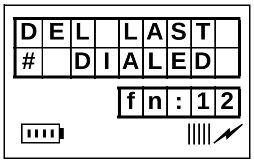
3. Press (1 ' .

Clears the display and saves the last selected value.

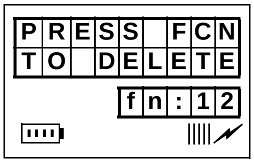
Delete Last Number Dialed (45 +) & 1)

1. Press) & 1 and ▼ (12 times)

   ...or 45 +) & 1 .


DEL LAST
# DIALED
fn:12

2. Press) & 1 again.


PRESS FCN
TO DELETE
fn:12

3. Press) & 1 once more to confirm

   If you confirm, the Last Dialed Number (LDN) is deleted.

   ...or (1 ' to cancel.

   Returns you to the idle message.

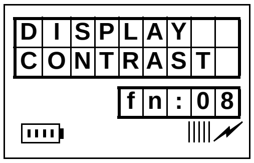
4. Press (1 ' .

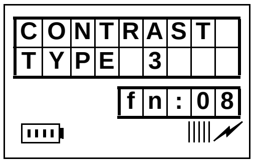
   Clears the display and returns you to the idle message.

Display Contrast (; +) & 1 ,

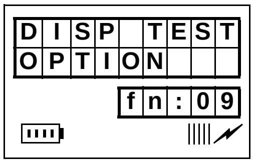
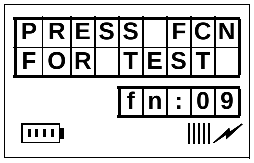
1. Press) & 1 + ▼ (eight times)

   ...or ; +) & 1 .

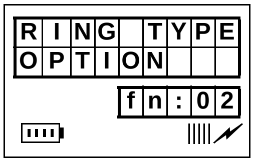

DISPLAY
CONTRAST
fn:08

2. Press) & 1 until the contrast that you want is visible.	There are seven types of contrast available.	 CONTRAST TYPE 3 fn:08
3. Press (1 ' .	Clears the display and saves the last selected value.	

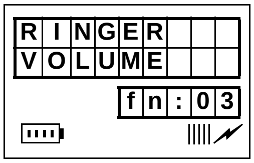
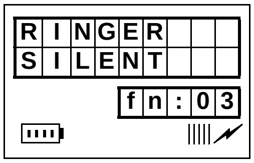
Display Test Option (< +) & 1 ,

1. Press) & 1 + ▼ (nine times) ...or < +) & 1 .		 DISP TEST OPTION fn:09
2. Press) & 1 again to toggle the test on and off.	When the test is off, this displays: When the test is on, all icons display and the alphanumeric area fills with boxes.	 PRESS FCN FOR TEST fn:09
3. Press (1 ' .	Clears the display and saves the last selected value.	

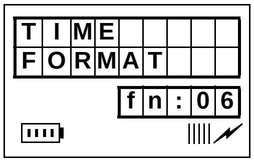
Ringer Type (5 +) & 1 ,

1. Press) & 1 + ▼ (twice) ...or 5 +) & 1 .		 RING TYPE OPTION fn:02
2. Press) & 1 again.	You hear the chosen ringer type (1~8).	
3. Press (1 ' .	Clears the display and saves the last selected value.	

Ringer Volume (6 +) & 1 ,

1. Press) & 1 + ▼ (three times) ...or 6 +) & 1 .	 RINGER VOLUME fn:03
2. Press) & 1 again.	You hear levels of ringer or this displays:  RINGER SILENT fn:03
3. Press (1 ' .	Clears the display and saves the last selected value.

Time Format (9 +) & 1 ,

1. Press) & 1 + ▼(six times) ...or 9 +) & 1 .	 TIME FORMAT fn:06
2. Press) & 1 again.	Your format or **12H OR 24H** displays.
3. Press) & 1 again.	The values are toggled between **12H** and **24H**.
4. Press (1 ' .	Clears the display and saves the last selected value.

Using the Hookswitch

Note This feature is only available to handsets that use the BSIA interface to Strata DK systems.

The ordinary telephone hookswitch is located in the handset cradle of your telephone. Your handset has a special button that acts as a hookswitch () / 6 +).

➤ To use the hookswitch during a call

i	Press) / 6 + .	You hear dial tone.

➤ To flash a CO line

1.	Press) / 6 + + &78	You hear dial tone.
2.	Press#BBBBBBB.	**Note** The access code depends on the Centrex or PBX that you have. Check with your System Administrator.
3.	Enter a Centrex or PBX feature access code or extension number.	See Appendix on Page 105 for more information.

Adjusting Volume

You have 12 volume settings that adjust the calling party voice level.

i Press ▲

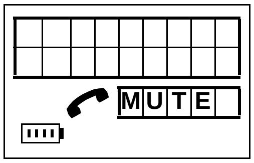
...or ▼ until you reach the level you want.

Mute

There are two types of mute—voice and ringer. Voice mute temporarily disconnects the handset microphone and the other party cannot hear you. Ring mute temporarily disconnects the ringer during an incoming call without affecting the call.

➤ **To mute your voice while in conversation**

- Press and hold ▼ for about one second. This displays:



➤ **To mute the ringer of an incoming call**

- Press & / 5 .

➤ **To cancel the mute feature**

- Press ▲.

Lock/Unlock the Dial Pad

You can lock/unlock the dial pad to avoid the accidental pressing of the buttons. The handset must be idle.

Note You cannot use any buttons except 3 : 5 when the dial pad is locked. The dial pad automatically unlocks when you receive an incoming call and then relocks again when the call ends.

➤ **To lock the dial pad**

- Press and hold & .

➤ **To unlock the key pad**

- Press and hold &

...or turn off the power.

Speed Dial

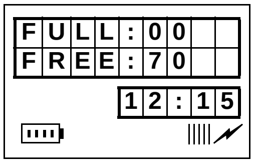
Your handset stores 70 SD numbers internally—10 are dialed by pressing 1 button. You can also assign SD memory locations or names. If a number or name is longer than 18 digits, it scrolls to the next LCD line.

Important! *Turn the handset power off before removing the battery or all SD numbers are lost.*

➤ To find the available memory locations

1. Press#&   +5&/ .

FULL: is the number of used locations, and **FREE:** is the number of available locations.



2. Wait

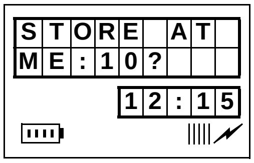
   ...or press (1 ' .

The idle message displays.

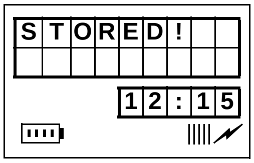
➤ To store a SD number

1. Enter a telephone number and press 672.

A default SD location (**10**) displays.



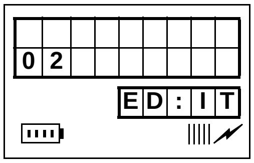
2. Input the location that you want.
3. Press 672 again.



➤ To cancel storing a number

- Press (1 ' .

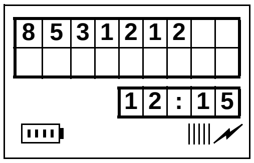
➤ To edit stored SD numbers

1. Enter a memory location and press 5&/ ...or 5&/ + ▲, ▼, & , or _ to search for the number.		
2. Press &/5 .	The number is deleted character by character.	
3. Enter the new digits and press 672 .		

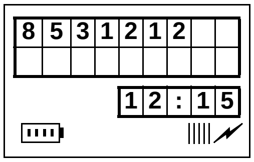
➤ To cancel the editing process at anytime

- Press (1 ' .

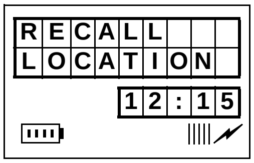
➤ To SD using buttons 0~9

1. Press and hold 3~<.	The number stored for that button dials and displays.	
2. Release the button.	The call connects.	

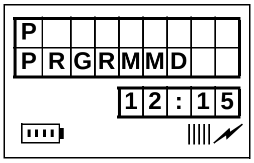
➤ To SD using memory locations 10~69

1. Dial a memory location (43~9<).	
2. Press 5&/ + &$// .	**Note** Reserve memory locations 0~69 for your most frequently called numbers.

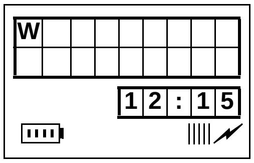
➤ To scroll memory locations for SD numbers

1. Press 5&/ .	The name and the first nine digits of the number displays. 
2. Press ▲ or ▼ to search ...or & ...or _ .	Each SD number displays.
3. Press &$// .	The displayed number rings.

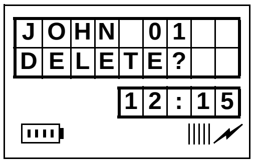
➤ To program a pause

1. Press and hold _ .	
2. Enter 3a<, _ , and &.	A one-second pause is programmed.

➤ To enter a “wait”

1. Press &$// .	You can continue dialing.
2. Press and hold & .	

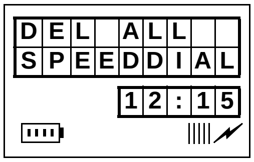
➤ To delete one stored number

1. Enter a memory location and press 5&/	
...or 5&/ + ▲, ▼, & , or _ .	The handset searches memory.
2. Press &/5 .	You are prompted to confirm the deletion. 
3. Press &/5 again ...or (1 ' to cancel.	The number/name is deleted.

➤ To delete all numbers

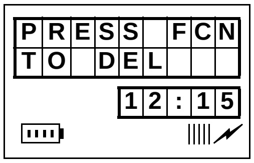
1. Press) & 1 + ▼ until the message at right displays

   ...or (in idle mode), 44 +) & 1 .



DEL ALL
SPEEDDIAL
12:15

2. Press) & 1 .

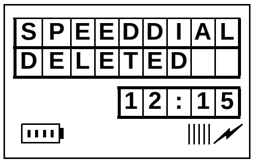


PRESS FCN
TO DEL
12:15

3. Press) & 1 again

   ...or (1 ' to cancel.

All SD numbers/names are deleted, and this displays:



SPEEDDIAL
DELETED
12:15

4. Press (1 ' again to exit.

To familiarize yourself with the features of your handset, you need to know how it is configured. See you System Administrator for specific information.

If you have the handset configured for digital operation, see Chapter 4 – Digital Features, beginning on Page 31. If you have the handset configured for standard operation, see Chapter 5 – Standard Features, beginning on Page 75.

Digital Features

4

This chapter describes Strata AirLink handset features when it is configured to digital ports in Strata DK16, DK16e, DK40, DK40i, DK280 (Release 3.0 and higher), and DK424 telephone systems. The handset has many of the same features as the Digital Telephone (DKT) including Account Codes, Automatic Busy Redial (ABR), and Call Forward (CF).

Each feature is programmed by your System Administrator to flexible buttons 4~9. Buttons 1~3 are fixed as Hold (FCN + 1), Conference/Transfer (FCN + 2), and Message Waiting (FCN + 3).

Note Handset buttons 4~9 are represented in this guide as [B].

Account Code Calls

Account Codes are used for billing, call tracking, and line restriction applications. The codes are recorded and printed in a SMDR report.

Forced Account Codes

Forced Account Codes are set in system programming to record outgoing calls only. When they are set at your station, you are required to enter the code before dialing a telephone number.

➤ To use a Forced Account Code

1. Press & $ / / .	You hear dial tone.
2. Enter a CO line Access Code.	See Table 9 on Page 109.
3. Enter the Forced Account Code.	You hear dial tone if you have entered a valid Account Code or busy tone, if invalid.
4. Enter the telephone number.	

Voluntary Account Codes

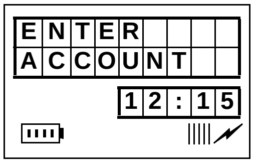
Voluntary Account Codes are entered anytime after accessing a CO line or during a call. If you enter the code after accessing a CO line, you are reconnected to the outside caller or you hear dial tone.

If the system is also set for Verified Account Codes, you must enter that code also after entering the Voluntary Account Code. If the code is not entered, the call is not validated for the SMDR report.

An exception is the Voluntary Account Code that changes the Toll Restriction classification of your station. This code accesses telephone numbers outside your usual dialing area and must be entered *prior* to dialing the telephone number.

For example, if your station is restricted to local area calls, you can make out-of-state calls by using a Voluntary Account Code set in system programming.

➤ To use a Voluntary Account Code

1. Press &$// #+ $FFRXQW#&RGH# ()&1 + [B])	You hear dial tone and the CO line is placed on hold. **Note** Your conversation is not interrupted.
...or)&1 +5 +&79# + Account Code	You hear dial tone. You can hear the caller, but they cannot hear you or the Account Code entry. 

Verified Account Codes

Some Strata DK systems verify the entered Forced or Voluntary Codes. These codes are called Verified Account Codes, and they are entered with the Voluntary Account Code. See your System Administrator for more information.

Emergency Override of Forced Account Code Dialing

Forced Account Codes are bypassed when emergency numbers, including 911 are dialed. See your System Administrator for these numbers:

1) 911 2) __________ 3) __________

Alarm Reset

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

i Press &$// + $ODUP #5HVHW# ()&1 + [B]).

Attendant Console Calling

You can call the Attendant Console using up to three ways, depending upon system programming.

➤ **To call any Attendant Console**

i	Press &$// +3.	The call rings any Attendant Console and rotates between the consoles if there is more than one console is installed.

➤ **To call a particular console**

i	Press &$// and dial the console [DN].	The call rings the console. Your System Administrator can provide the Attendant Console's internal numbers.

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

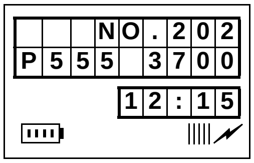
i	Press &$// +&733.	The In-EMGR LED flashes on all consoles.

Automatic Busy Redial (ABR)

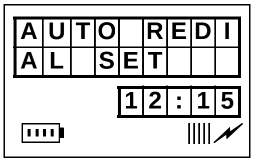
When an outside number is busy, you can activate ABR. Strata DK automatically redials the number at regular intervals. If the number is still busy, ABR resets and tries again.

Note This feature may not be supported by some or all of the lines in your system. See your System Administrator for more information.

ABR is not attempted while your station is busy, but continues to time-out. A **P** (pause) displays (shown at right) before redialing the number.



➤ To activate ABR

1.	Press $XWR#%XV\# 5 HGLDO() & 1 + [B]) ...or) & 1 + 5#+ &77 .	You hear confirmation tone. 
2.	Press (1 ' .	**Note** The system redials, up to 15 times, every 30 or 60 seconds, depending on system programming.

➤ To answer an ABR call

i	Press & $ / / within 30 seconds when your handset rings.	ABR has already connected to the number. **Note** If you do not answer within 30 seconds, you hear a muted ring for another 30 seconds, then the call disconnects.

➤ To cancel ABR

i Press & $ / / #+ &77 .

Automatic Callback (ACB)

When you reach a busy, Do Not Disturb (DND) station, or a busy line group, you can have the system automatically call you back. If you have Least Cost Routing (LCR), the system also redials the station or line group for you. If not, you must enter the station number again.

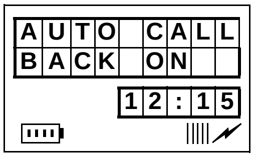
Note The access code for ACB depends on system programming. See your System Administrator for more information.

➤ To set ACB

i Press $XWR# &DOOEDFN () & 1 + [B]) + (1 ' .

...or 7 + (1 ' .

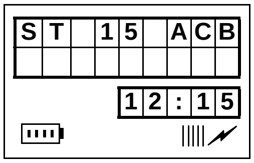
You hear two seconds of dial tone, then busy tone.



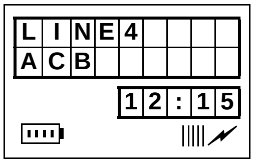
➤ To answer an ACB call

i Press & $ / / .

Your handset rings at a fast rate. Answer within three rings or ACB is canceled.



If the ACB was set for a busy CO Line, the seized line number displays.



If you hear busy tone after answering, the called party has already received or originated another call. ACB is still activated, and you are called again when the station is available.

➤ To cancel ACB to busy or DND station

i Press **& $ / /** + **&76** + **(1 '** .

Automatic Hold

You can place your call on hold automatically by pressing an outside line, a [DN], a [PhDN], or) & 1 + 4. You can also switch between calls if your handset and the Strata DK is programmed for this feature. See your System Administrator for more information.

➤ To use Automatic Hold

- While on a call, press another line, [DN] or [PhDN] to make or receive the new call. The first call is put on hold, and you are connected to the incoming call.

➤ To switch between calls

1. Press the line, [DN], or [PhDN] of the held call.	You are connected to the first held call.
2. Press the line, [DN], or [PhDN] of the second held call.	You are connected to the second call and the first call is on hold again.
3. Repeat Steps 1~2 to switch between the calls.	

➤ To retrieve a held call

- Press the line, [DN], or [PhDN] + &75

  ...or) & 1 + [B].

Call Forward (CF)

You can assign CF destinations for each [DN] on your handset (up to one [PDN] and four [PhDNs]). Each [DN] can be independently set for a different CF feature. CF must be set before the call is received and has priority over the Station Hunt feature.

If you set CF from a [PDN] or [PhDN]:

- You must set the CF from your handset.
- Your handset must be programmed as the owner of the [PDN] or [PhDN].

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

If CF is set, the following calls to your station forward (except in CF–External mode):

- Internal
- Auto Attendant
- CO lines calls that ring only at your station
- Transferred CO line or station

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

Call Forward Modes

You can set your handset [PDNs] or [PhDNs] for these CF modes:

- **CF–All Calls** forwards all calls immediately (your handset does not ring when called).
- **CF–Busy** forwards calls immediately when your station, [PDN], or [PhDN] is busy or in the DND mode.

Note CF–All Calls, CF–Busy, CF Busy–No Answer, and CF–No Answer can be set with the touch of one button. See "Feature Access Codes" on Page 110.

- **CF–No Answer** forwards all calls if you fail to answer within a designated time (set by you when you enable the feature).
- **CF–Busy/No Answer** forwards all calls immediately whenever you are busy, in the DND mode, or after ringing and you do not answer the call within a designated time (set by you when you enable the feature).
- **CF–Fixed** forwards all internal, private, or DID CO line calls immediately to a station or voice mail device set in system programming. Your station does not ring when called and must be assigned with#&DOO#)RUZDUG#WR=() &1 + [B]) in system programming.
- **CF–External** forwards new incoming calls directed to your [PDN] to a destination outside of the system. [PhDNs] assigned to your handset do not call forward to external destinations. Internal calls and transferred calls to your [PDN] also do not forward to external destinations.

  Only incoming calls over CO lines dedicated to immediately ring your [PDN], the private CO /LQH () &1 +[B]), and/or DID line, CF externally. Any of the other CF modes can be set for your [PDNs] or [PhDNs] simultaneously with CF–External.

Using Call Forward Buttons

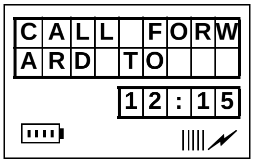
If your digital handset has been programmed for CF buttons () &1 + [B]), you can set the following CF features for a [PDN]: &DOO#)UZDUG#$OO#&DOOV, &DOO#)UZDUG# %XV\, &DOO#)UZDUG#1R#$QVZHU, &DOO#)UZDUG#%XV\21$QV, &DOO#)RUZDUG# ([WHUQDO, and &DOO#)RUZDUG#WR#(CF–Fixed feature).

Using Access Codes

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

Call Forward–All Calls

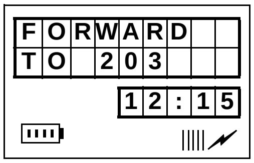
1. Press &$// + &DOO#)UZ G#$OO#&DOOV# ()&1 +#[B])


CALL FORW
ARD TO
12:15

...or &$// + [PDN]/ [PhDN] + &934.

You hear confirmation tone.

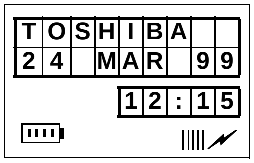
2. Enter the destination [DN].


FORWARD
TO 203
12:15

3. Press &DOO#)UZ G#$OO# &DOOV#()&1 +#[B])

...or (1'#(if access code used).

Calls are forwarded to the stored [DN], in this case **203**.


TOSHIBA
24 MAR 99
12:15

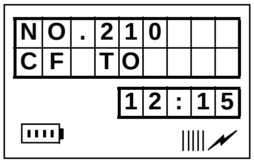
➤ To cancel a CF–All Calls

i Press &$// + &DOO#)UZ G#$OO#&DOOV ()&1 + [B])

...or &$// + [PDN] + &934 + (1' .

Call Forward–Busy

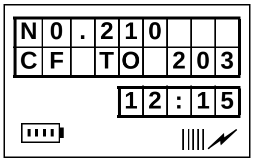
1. Press &$// + &DOO#)UZ G#%XV\#+) &1 +# [B])


NO. 210
CF TO
12:15

...or &$// + [PDN]/ [PhDN] + &935.

You hear confirmation tone.

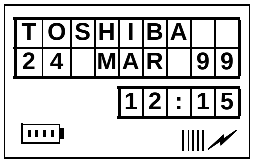
2. Enter the destination [DN].


N0.210
CF TO 203
12:15

3. Press &DOO#)UZ G# %XV\#() &1 +#[B])

...or (1' (if access code used).

Calls are forwarded to the stored [DN], in this case, **203**.


TOSHIBA
24 MAR 99
12:15

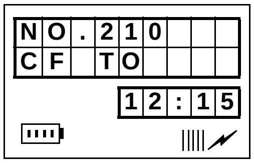
➤ To cancel a Call Forward—Busy

- Press &DOO#)UZ G#%XV\ () &1 +#[B]) + (1'

...or &$// + [PDN] + &934 + (1' .

Call Forward–No Answer

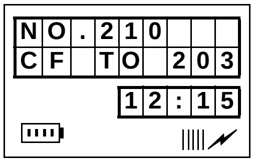
1. Press &$// + &DOO#)UZ G#1R#$QVZ HU# () &1 +#[B])


NO.210
CF TO
12:15

...or &$// + [PDN]/ [PhDN] + &936.

You hear confirmation tone.

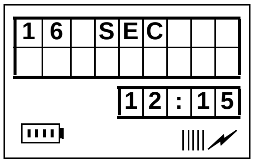
2. Enter the destination [DN].


NO.210
CF TO 203
12:15

3. Enter the time delay (3 ; a93) seconds.

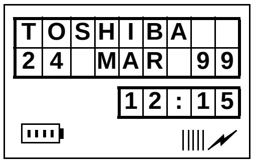
Note Skip this step if you do not want to change the time.

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



4. Press &DOO)UZ G#1R# $QVZHU#() &1 + [B])

Calls are forwarded to the stored [DN], in the case, **203**.



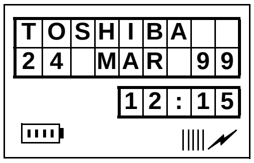
...or 5HGLDO#() &1 + [B]), then (1' #(if access code was used in Step 1).

Notes

- ♦ If the DK system is programmed for Announce Calls, the handset only rings. It does not have a speaker to announce the call.
- ♦ Calls do not forward unless the calling party presses 4 or 5LQJ () &1 + [B]) to toggle the handset. It rings first, the forwards.

5. Press & + (1' .

Calls are forwarded to the stored [DN], in the case, **203**.



Note If the DK system is programmed for Announce Calls, the handset only rings. It does not have a speaker to announce the call.

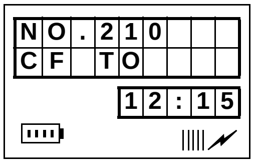
➤ To cancel a CF–No Answer

i Press &DOO)UZ G#1R#$QVZHU () &1 + [B]) + (1'

...or &$// + [PDN] + &934 + (1' .

Call Forward–Busy/No Answer

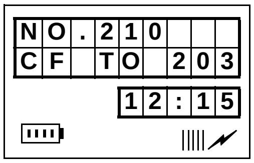
1. Press & $ / / + &DOO#)UZ G#%XV\2 1 $ QV# () & 1 + [B])



...or & $ / / + [PDN]/ [PhDN] + &937.

You hear confirmation tone.

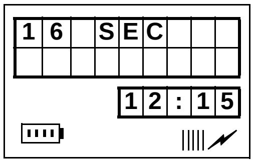
2. Enter the destination [DN].



3. Enter the time delay (3 ; a93) seconds.

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

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



4. Press &DOO#)UZ G# %XV\2 1 $ Q V# () & 1 + [B])

...or 5HGLDO, then (1 ' (if access code used in Step 1).

Calls are forwarded to the stored [DN].

➤ **To cancel a CF–Busy/No Answer**

i Press &DOO#)UZ G#%XV\ 2 1 $ QV () & 1 + [B]) + (1 '

...or & $ / / + [PDN] + &934 + (1 ' .

Call Forward–Fixed

1. Press &$// + &DOO#)UZ G#WR#() &1 + [B]).	All calls forward to a station [PDN] or voice mail device set in system programming.
2. Press &DOO#)UZ G#WR= a second time.	Feature is canceled.

Call Forward–External

1. Store the destination number at Station SD location code 49.	**Notes** ♦ Only perform Step 1 the first time CF-External is set or when you change the destination. It is not necessary to store the destination each time; it remains in system memory. ♦ The LCR access code “9” cannot be used.
2. To set CF-External, press &DOO#)UZ G# ([WHUQDO() &1 +# [B]) ...or the [PDN] + &9: 3.	Incoming calls forward to the destination stored at Station Speed Dial Location 49.

➤ **To cancel a CF–External**

i Press &DOO#)UZ G#([WHUQDO#() &1 + [B])

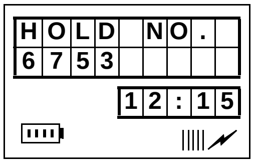
...or &$// + &9: 3 + (1 ' .

➤ To change a remote forwarding destination number

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

1. Call into the Strata DK system over a CO line programmed for DISA.	You hear ringback tone signal, then internal dial tone for 10 seconds. Try again if you hear busy tone. **Note** See the System Administrator for DISA telephone numbers.
2. After you get dial tone, press &9: 3 + your [PDN].	You hear a confirmation tone. If a number is not dialed, the system automatically makes the DISA CO line ring as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.
3. Enter the Remote CF–External security code.	You hear a confirmation tone. See the System Administrator for the security code that is assigned to your handset in system programming.
4. Enter the new destination.	**Notes** ♦ You can enter an internal number, Voice Mail number, or a CO line access code + an external telephone number. ♦ With some systems, you can dial a line group code instead of a CO line number access code. (See “CO Line Access Codes”on Page 109 for access code information.)
5. Press & + (1 ' .	You hear a confirmation tone.

Call Hold

i Press) & 1 + 4.	**Note** Caller ID displays the telephone number or calling party name if your Strata DK system has that capability. 

➤ To return to the call on hold

i Press & $ / / +) 1 & + [B] of the [DN], [PhDN], or CO line that is on hold.	You are reconnected to the held call. If you do not return to the held call within a specified time, the call rings your handset. If you are busy on another call when the held call recalls your station, you hear two tone bursts of two beeps each, three seconds apart. When you end the second call, the first call rings your station. The call remains on hold at your station indefinitely.

Call Park Orbits

The Call Park feature holds calls temporarily in an orbit. Anyone can retrieve a call from the orbit using the same or a different station. There are 20 General Park Orbits for a Strata DK system and 1 Personal Park Orbit for each station.

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

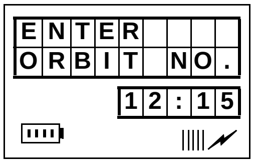
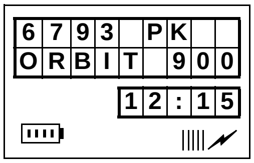
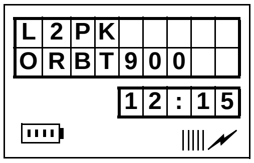
Ä Hang up and retrieve the parked call at a later time

Ä Access a voice paging device to announce the parked call for pickup from another station

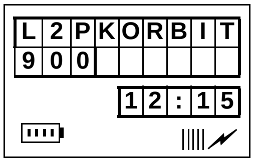
If the parked call is not retrieved within a specified time, the call rings back to your handset. If you are talking when the parked call recalls, you hear two short beeps (tones), three seconds apart.

You can answer the parked recall by putting the new call on hold or end the second call and answer the parked recall by hanging up. The parked call remains camped onto your handset until you respond.

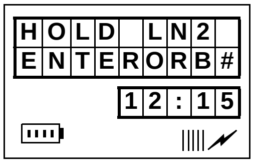
➤ To park a call in an orbit

1. Press 3DUN#LQ#2UELW () & 1 + [B]) ...or) & 1 +#5#+ &665	You hear dial tone. 
2. Enter a General Orbit Number (<33~<4<) ...or a valid [PDN] ...or <<<.	You hear a one second confirmation tone. The call is parked in an orbit, or to an assigned [PDN]. If an orbit number is busy, enter another number. The system parks the call on the lowest vacant orbit number and displays it. 
3. Press (1 ' .	Once the call is parked, you can make or receive other calls. **Note** If the parked call is not retrieved within a specified time, the call rings back to your handset and displays on the LCD. 

➤ To retrieve a parked call

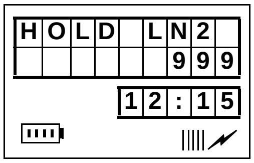
1.	Press &$// +3DUN# LQ#2UELW() &1 + [B])	You hear dial tone. 
	...or &665#and enter the orbit number.	You are reconnected to the parked call.

➤ To park and page a call

1.	Press 3DUN#DQG# 3DJH () &1 + [B])	
	...or &$// +&664.	
2.	Enter the general orbit number (<33~<4<)	The call is parked on the lowest vacant orbit number or [PDN]. After you enter an orbit number, a short burst of dial tone prompts you to enter the Page access code.
	...or a valid [PDN]	
	...or <<<.	The system parks the call on the lowest vacant orbit number and displays it.

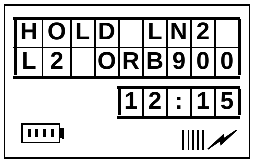
3. Enter a [DN] or Page Group or Zone access code.

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



The LCD shows the held line and its orbit number.

See Tables 11 and 12 on Page 112.



4. Make your announcement including the orbit number.
5. Press (1 ' .

Call Pickup

You can pick up a call that is ringing at another station or on hold and other types of calls with the Call Pickup feature. Table 5 describes the functions of each code.

Stations are assigned in system programming to Pickup Groups. As many as 20 groups can be enabled to easily pick up external (new or transferred) or internal calls that are ringing stations in your group or in other groups. You can belong to more than one group. See the System Administrator for group assignments.

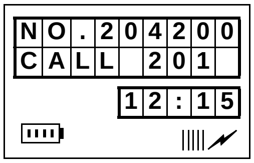
You can pickup internal calls (station-to-station), Group Pages, and All Call Pages. If these types of calls occur at the same time, the pickup priority is station-to-station and then Page calls in the order of occurrence. In some systems this feature can be applied to pickup All Call Page exclusively.

Table 5 Call Pickup Access Codes and Functions

Code	Function
&8#.#; ; ;	Picks up calls ringing or on hold at specific [PDNs] or [PhDNs].
&63	Picks up group pages, internal calls, or door telephones ringing stations.
&68	Picks up external pages.
<	Picks up ringing CO lines.
&:334~&:533	Picks up CO lines (1~200) on hold.

➤ To use Call Pickup

i Press & $ / / + &8&5 + [PDN] or [PhDN].


NO.204200
CALL 201
12:15

➤ To use Directed Call Pickup.

1. Press & $ / / + ' L UHFWHG#3LFNXS () & 1 + [B]) ...or & $ / / #+ &8#+ [DN].	The directed [PDN] is the station that has the ringing or held call to pick up.
2. Dial the [PDN].	If more than one call is on hold, the call on the lowest button number is picked up first. Ringing calls are picked up over held calls as a priority.

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

i	Press &$// + 'LUHFWHG#3LFNXS# 4~7#() &1 + [B])	You are connected to a incoming CO line call for a Tenant Group (1~4). **Notes** Ä In non-tenant systems, 'LUHFWHG#3LFNXS4# picks up any ringing CO line. Ä This feature does not pickup held lines or transferred CO lines that are ringing; use Directed Call Pickup.
	...or &$// +#[DN] + &8<.	

➤ To pick up calls that are ringing in your group

i	Press &$// + *** URXS#3LFNXS () &1** + [B]) ...or a [DN] + **&8&67**. You are connected to the call.	

➤ To pick up calls that are ringing in another group

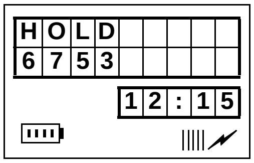
1.	Press &$// + [DN].	You hear dial tone.
2.	Enter#&8 + the group pickup access code (&653~&66<).	You are connected to the call after dialing the group access code. If the called station belongs to more than one group, any of the Group Pickup codes associated with those groups can pick up the call. **Note** These group pickup access codes can be entered into a SD location for easier access.

➤ **To pickup a page or internal call**

1.	Press & $ / / .	You hear dial tone.
2.	Enter &8&63.	You are connected to the caller who originated the internal or page call. The page circuit is released.

Call Waiting

When you are talking, incoming calls are camped onto your station. You must end the conversation or transfer the call to another station to answer the camped on call.

i	Press) & 1 + 4	The existing call is placed on hold, and the camped-on line rings your station. 
	...or if your handset has the Auto Hold feature, just press the assigned [DN].	You are connected to the transferred call. **Note** See your System Administrator to find out if you have Auto Hold.

Caller ID

Your handset can be programmed to display Caller ID names and numbers if the local telephone company has the capability. See your System Administrator for more information.

You can also toggle between the name and number by pressing) & 1 + ▲ while the handset is ringing. Otherwise, the call is put on hold and recalls within the allotted time.

Conference Calls

This feature enables you to add other parties to an existing call. You can conference up to:

Ä Two stations and two CO lines

Ä Three stations and one CO line

Ä Four stations

➤ To make a conference call

1. While on a call, press)&1 +5.	You hear dial tone.
2. Dial a [DN] or access a CO line and dial the telephone number.	The number is not conferenced unless the user answers the call. If you receive a busy tone or no answer, press)&1 +5 to return to the original call.
3. When the called party answers, press)&1 +5.	All parties are conferenced. If the second call was placed on a [DN] or CO line that appears on your handset.
4. Repeat the procedure to add other CO lines or [DNs], not exceeding the maximum number.	

Direct Inward System Access (DISA)

Outside callers with telephones that send Dual-tone Multi-frequency (DTMF) tones (pushbutton dialing) can call into the system on DISA CO lines and dial stations or outgoing CO lines without going through an attendant or operator.

➤ To make a direct inward station call with DISA

1. From outside the system, dial the DISA CO line telephone number.	You hear a ringback tone signal, then an internal dial tone for 10 seconds. If you do not dial within 10 seconds, the system automatically causes the DISA CO line to ring a telephone or group of telephones designated in system programming. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.
2. When you hear dial tone, dial a [DN].	You hear ring tone. When the station answers, you are connected. If the call is not answered after 6 rings or 24 seconds, (whichever comes first) you hear busy tone.
3. If you receive busy tone or want to dial another number while the station is still ringing, press _ . Repeat Step 2.	To call another station after completing a DISA station call, the internal party must transfer you. Station and System Page cannot be accessed on DISA calls.

➤ To make an outgoing call with DISA

1. From outside the system, press CALL + the DISA CO line telephone number.	You hear a ringback tone signal, then an internal dial tone for 10 seconds. If you do not dial within 10 seconds, the system automatically rings the DISA CO line as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.
2. When you hear dial tone, enter a CO line or CO line access code	You hear dial tone. If you do not hear dial tone, you must also dial a DISA security code.

...or enter a CO line or CO line access code + the DISA security code.	You hear dial tone. **Note** See the System Administrator for the DISA security code number. If the correct code is not entered, the call disconnects.

Do Not Disturb

If your handset is in DND, CF–Busy, or CF–Busy/No Answer, internal, external and transferred calls do not ring on it. Calls are forwarded to Voice Mail or another station if your [PDN] or [PhDN] appears at those stations. You can make calls while in the DND mode.

Important! *There is no warning tone for incoming Executive or Busy Override.*

➤ **To activate DND**

i Press &$// +'R# 1RW#LVWXUE#() &1 + [B]).	If a call is ringing, the ringing stops.

Door Lock

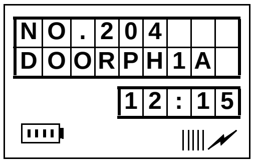
Your handset can have up to five Unlock Door buttons that unlock doors in your facility.

i Press &$// +8QORFN#RRU#() &1 + [B]). The door unlocks for three or six seconds (set in system programming).

Door Phones

You can call a door telephone and monitor the immediate area surrounding it. Only digital and electronic stations can be called by door telephone users, but you can pick up these calls when they are incoming.

➤ To call and/or monitor a door telephone

1. Press & $ / / .	You hear dial tone.
2. Enter the door phone [DN].	 NO.204 DOORPH1A 12:15
3. If the door phone is ringing another station, press [DN] + &8&63.	You are connected to the door phone. **Note** &8&63 access is a system option that cannot be turned on for your system.

DTMF Tones

Some devices or services require DTMF tones (_ and &), such as a Voice Mail device or computer output service. DTMF tones are automatically enabled on stations with System Speed Dial (SSD). If you do not have SSD, you must first dial _ , & to enable these tones.

This feature disables the SSD during the call, but it is restored when you complete the call or place it on hold.

i While on an outside call, press _ + &, then send _ and#&, DTMF tones, and 3~<.

Note This procedure must be repeated on each call.

ISDN Calling

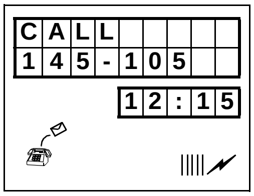
To make outgoing calls using an Integrated Services Digital Network (ISDN) trunks, you must be an ISDN subscriber and be connected to a Strata DK424 system with Release 4.0, or higher. ISDN trunks offer faster call connection setup and more connection circuits.

Making an ISDN outgoing call is handled automatically with a timer or by you initiating the ISDN “Start” sequence. The method depends on system programming. See your System Administrator for more information.

➤ To make an outgoing call to an ISDN trunk

1. Press & $ / / + ISDN trunk access code (8xx) ...or dial 9 for LCR.	
2. Press 6WDUW#) & 1 + [B]).	The dialed digits are not sent until you press 6WDUW or until the timer expires.

Message Waiting

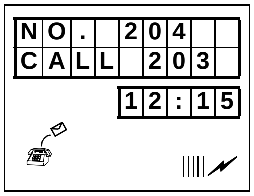


Your handset has a fixed Message Waiting (MW) button () & 1 + 6) to retrieve messages and a special icon (shown at right) that displays.

If you call a busy station or it does not answer, you can leave a message waiting indication at the station. The Msg LED at the called station flashes and the user can call you back by pressing 0 V J with the flashing LED.

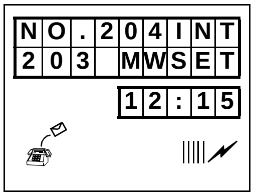
➤ To retrieve messages

1. When you see the MW icon displayed, press & $ / / +) & 1 + 6. ...or & $ / / + & 7 3 ; .	Your message is retrieved. **Note** If the MW icon continues to display, you have more messages—repeat Step 1 to retrieve them.



2. You can bypass the first message and listen to the next message by repeating Step 1.	This feature is available for Strata DK40, DK280, Release 3.1 and higher, and DK424 Release 1 and and higher.
3. After receiving the message, press (1 ' .	

➤ To set a MW indication at another telephone

1. Press & $ / / + an internal number.	**Important!** *If you are calling a standard telephone, it must have a MW lamp. All Toshiba digital or electronic telephones have MW lamps.*
2. Press) & 1 + 6 + (1 ' .	The MW lamp turns on at station **203**.  NO.204 INT 203 MWSET 12:15

➤ To cancel the MW indication at another telephone

i Press & $ / / + the called number + : : + (1 ' .	The MW indication on the called station turns OFF.

➤ To cancel your MW icon

i Press & $ / / + &73< + (1 ' .	

Override Calls

Note The stations indicated in the sample LCDs (**203**, **204**, **205**, and **210**) are examples, not handset defaults.

The available override features are:

Ä **Busy Override** – sends muted ring tones to a busy station to indicate that a call is waiting. The muted ring is programmed for each station as two muted rings only or continued muted rings until the call is answered. The muted ring can be sent to the telephone speaker or to the telephone handset/headset and speaker.

Ä **DND Override** – sends a tone to an idle or busy station in the DND mode to indicate that a call is coming in. Your handset can also be programmed to block DND Override from other telephones.

Ä **Executive Override** – enters an established conversation. Your handset can also be programmed to block Executive Override. The Privacy on Line feature does not block this feature.

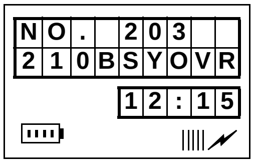
Ä **Privacy Override** – enters an established call on a private common CO Line button, except common [DNs] that are always private. Up to two stations can enter an existing CO line-to-station call (up to three stations can be connected to a CO line).

You can also use this feature if the station that is already connected to the CO line is in the Privacy Release mode. Stations with Privacy Release can enable calling stations to enter their conversations, even if the station entering the conversation is not programmed for Privacy Override.

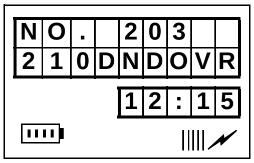
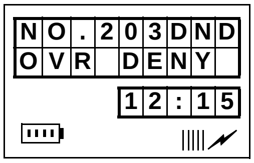
Note Privacy Override is blocked by DND.

Ä **Toll Restriction Override** – restricts stations from making toll calls. Each station is enabled or denied specific area and office codes, long distance information calls, international calls and/or operator-assisted calls. You can completely override Toll Restriction at selected stations or you can change the station Toll Restriction class. The station resumes its normal class at the conclusion of the call.

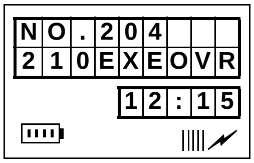
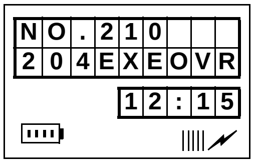
Busy Override

i Press 5.	A muted tone is heard at the busy station. The station number (**210**) displays.	 NO. 203 210BSYOVR 12:15

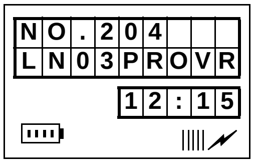
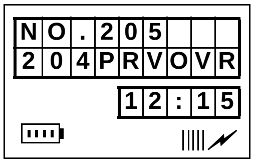
Do Not Disturb Override

i Press 5.	A tone signal is heard at the DND station, indicating an incoming call. The overridden station number (**210**) displays.	 NO. 203 210DNDOVR 12:15
	If the station you called denies DND Override, this displays:	 NO.203DND OVR DENY 12:15

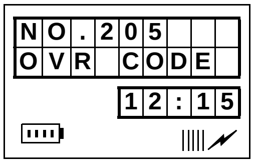
Executive Override

i Press 6.	The called parties hear a tone prior to you entering the conversation. The overridden station [**210**] displays until the call ends.	 NO.204 210EXEOVR 12:15
	Your number (shown at the right as **204**) displays until the override disconnects.	 NO.210 204EXEOVR 12:15

Privacy Override

i	Press & $ / / + / L Q H# () & 1 + [B]).	Connected parties hear an optional tone signal before you are connected. The CO line [**LN03**] displays.  NO.204 LN03PROVR 12:15
		The overridden station LCD displays the initiating station number [**204**].  NO.205 204PRVOVR 12:15

Toll Restriction Override

1.	Access a CO line.	You hear dial tone.
2.	Press) & 1 + 5 + &7: .	You no longer hear dial tone and your LCD prompts you to enter a code.  NO.205 OVR CODE 12:15
3.	Enter the Toll Restriction 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 telephone number.	

Paging Announcements

Telephones are assigned to specific page groups in system programming. You can page Digital and Electronic telephone speakers and external speakers.

➤ To make a page announcement

1. Press &$// + a paging access code.	You hear dial tone. See Tables 11 and 12 on Page 112 for the access code.
2. Make your announcement at a normal voice level.	It is recommended that you repeat the announcement.
3. Press (1'.	

All Call Page

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

➤ To make an All Call Page

1. Press &$// + $OO# &DOO3DJH () &1 + [B]) ...or &$// + &6<.	All Call Page telephones are paged, but you cannot access external page speakers. &6< can also Page external speakers, depending on system programming.
2. Make your announcement	**Note** It is recommended that you use your normal voice level and repeat the page.
3. Press (1'.	

Release and Answer

Release and Answer automatically disconnects or transfers a call and answers a new call using a button, instead of)/6+. When you receive the new call, you hear a muted, Busy Override, or Camp-on busy tone.

➤ To release an active call and answer an incoming call

i Press 5HOHDVH#DQG# $QV#() &1 + [B])	Releases the original call and answers the new incoming call. **Note** You can press) &1 #.#4 before 5HOHDVH# DQG#$QV if you do not wish to release the original call.
...or) &1 +5 and dial a “transfer to” destination. Then press 5HOHDVH#DQG# $QV	Transfers the original call and answers the new call.
...or '66 of a “transfer to” destination, then press 5HOHDVH#DQG# $QV.	Transfers the original call and answers the new call.

Saved Number Redial

Saved Number Redial stores a dialed telephone/station number and redials the number with the touch of a button.

➤ To save a telephone number

- While on a call (busy, talking, or ringing), press 6DYH#/DVW#1XPEHU#() &1 + [B]).

➤ To call a saved telephone number

- Access a [DN] or CO line, then press 6DYH#/DVW#1XPEHU. The system automatically dials the saved number.

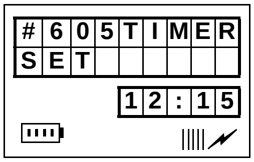
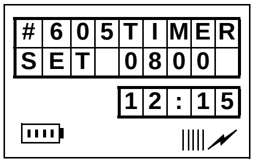
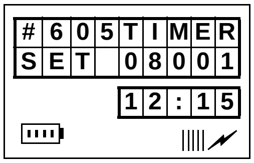
Speed Dial

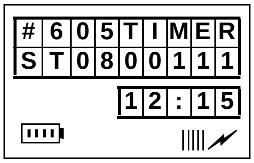
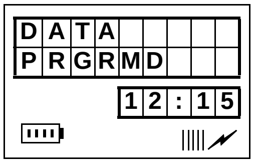
Your wireless handset can store 70 SD numbers in its own memory only. For more information, see “Speed Dial”on Page 25.

Timed Reminders

You can set five separate reminders at your station, at a time (hour and minute) set by you. A message displays and your handset beeps. You can set the reminder to occur once or on a daily basis.

➤ To set a timed reminder

1. Press & $ / / + timed reminder number (&938~&93<).		
2. Enter the reminder time you want.	Use a 24-hour clock format (HHMM).	
3. Press 3 for the reminder to be repeated every day, or 4 for a one-time reminder only.		

4. Enter desired LCD message station number (43~4<) or system number (93~<<) ...or enter 33# if you do not want the message displayed when the time reminder tone sounds.		# 6 0 5 T I M E R S T 0 8 0 0 1 1 1 1 2 : 1 5
5. Press 5HGLDO#+) &1 + [B]).	The time is recorded in memory and you should hear a beeping tone (along with the displayed message) for 30 seconds at the set time.	D A T A P R G R M D 1 2 : 1 5
6. To cancel the beeping/message prior to 30 seconds, go off-hook ...or press &$//.		

➤ To cancel a Timed Reminder

1. Press &$// + number of the timed reminder (&938~&93<) you want to cancel.	You can only cancel one reminder at a time.
2. Press 5HGLDO#() &1 + [B]).	The reminder cancels.

Tone/Pulse Dialing

With some older COs, calls are made on CO lines that are programmed for rotary dial pulses. This feature enables you, while on these lines, to switch to tone dial in order to access remote equipment (such as an answering machine) requiring DTMF tones.

With ISDN calls, when you press 7RQH#LDO#6HOHFW() &1 + [B]), all of the digits entered after that point are sent with DTMF tones.

➤ To change Tone Dialing

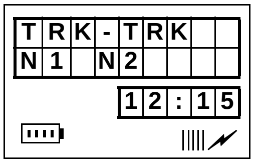
1. Access a CO line.	Although the CO line is programmed for rotary dial pulses, access the CO line and dial the telephone number like any other call described in this user guide.
2. Dial a telephone number.	
3. While on the call, press 7RQH#LDO# 6HOHFW##+) &1 + [B]).	You can send DTMF tones with your dial pad. The feature is cancelled when the call is completed.

Two CO Line Connection (Tandem)

➤ To connect two outside lines (using a [DN] button)

1. While talking on an outside call using a [DN] button, press)&1 +5.	You hear dial tone and the call is put on hold.
2. Dial a CO line access code and then the outside telephone number.	If you receive a busy tone or no answer, press [DN] to return to the original connection. See Table 9 on Page 109—CO Line Access Codes or ask your System Administrator.

3. After the called number answers, press) & 1 + 5.	All parties are conferenced.
4. Press) & 1 + 5 again and (1 ' .	You hear dial tone before you hang up, and the two lines are connected. **N1** and **N2** identify the connected CO lines. If the public telephone company provides auto disconnect, the connection releases automatically when the parties hang up.



You can also connect two CO lines, so you can drop out of the conversation. On some telephone systems, both CO /LQH or 3RROHG#/LQH#*US#() & 1 + [B]) must appear on your handset to enable Tandem connections.

➤ To connect two outside lines (using a CO Line button)

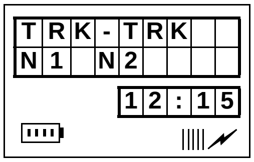
1. Press CO /LQH () & 1 + [B]) ...or 3RROHG#/LQH# *US () & 1 + [B]) and dial a telephone number.	You hear dial tone.
2. After the party answers, press) & 1 + 5.	You hear dial tone.
3. Press another CO /LQH ...or 3RROHG#/LQH# *US and dial a telephone number.	

...or on some systems, you can press) & 1 + 5 and dial a CO line access code followed by a telephone number.

It is not necessary to have both CO Line buttons on your telephone.

4. After the party answers, press) & 1 + 5.
5. If you receive a busy tone or no answer, return to the original connection by pressing the original Line button.
6. Press) & 1 + 5 and hang up.

You hear dial tone and the two lines are connected. **N1** and **N2** identify the connected CO lines.



If the public telephone company provides auto disconnect, the connection releases automatically when the parties hang up.

Transferring Calls

You can transfer calls to an idle or busy station. The station can be the [DN] of a telephone, a Hunt Group Number, or ACD Group [DN].

➤ To transfer a call

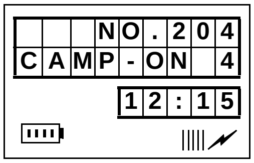
1. Press#) & 1 + 5.	You hear dial tone.
2. Enter the [DN] of the destination station.	You hear a single tone.
3. Announce the call.	**Note** If the destination station does not answer or is busy, your call camps on. You receive a recall ring (set in system programming) when the station is available.
4. Press (1 ' .	

Transferring with Camp-on

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

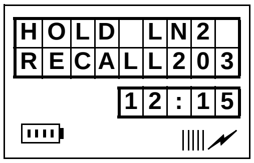
1. While on a call, press) & 1 + 5.	You hear internal dial tone.
2. Dial the [DN] where the call will be transferred.	The called station rings. If you hear a single tone, you can announce the call over the called telephone speaker.
3. If the station is idle, announce the call and hang up	
...or if the station is busy or does not answer, hang up	The call camps onto the called station and a warning tone is heard.

...or reconnect to the transferred line before it is answered by pressing) & `1 + 5.`



If the call is not answered after a specified recall time set in system programming, camp-on is cancelled and the transferred call rings your handset (if you are not talking). If you are talking, you hear two tone bursts.

This displays (CO line number and the station number, **203,** of the original transfer).



Toshiba Voice Mail Integration

This section explains how to use your handset for retrieving messages and setting up CF. For more information, refer to:

Ä *Stratagy Voice Processing User Guide*

Ä *Toshiba VP User Guide*

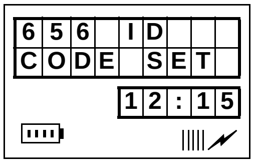
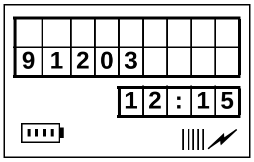
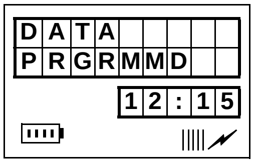
Voice Mail Identification Code

To forward calls to your message mailbox and ensure that callers hear your personal greeting, you must store a Voice Mail Identification (VMID) code. You only have to store the VMID code once. After storing the code, messages are automatically sent to the Voice Mail unit and directed to your mailbox. Your [PDN] and up to four [PhDNs] can be independently forwarded.

Note Your handset must be programmed as the owner of a [PhDN] before calls to the [PhDN] can be forwarded to a voice mailbox number.

➤ To assign or change a VMID

Note The station (**203**) indicated in the LCD is an example, not a handset default.

1. Press &$// + &989.	You hear confirmation tone. **Note** Once the VMID is programmed, it remains in memory until you change it.	
2. Enter the VMID code and the voice mailbox [DN], plus any required pauses (up to 16 characters).	Example: for Toshiba Voice Mail systems, enter <4 + the mailbox number (**203**).	
3. Press 5HGLDO#() &1 + [B])	You hear a confirmation tone.	

➤ To cancel the VMID

- Press &$// + &989 + 5HGLDO() &1 + [B]).

Message Retrieval

You can program your handset to automatically retrieve your voice mail messages. Storing the message retrieval sequence is required only once. It remains in memory unless cancelled or changed.

➤ To program the message retrieval sequence

1.	Press &$// +&98: .	You hear a confirmation tone.
2.	Enter the voice mail system code and the voice mailbox [DN], plus any required pauses (up to 16 characters).	Example: for Toshiba voice mail systems, enter <5 + the mailbox number.
3.	Enter your security code.	By storing your security code, you avoid having to enter your code every time you access your mailbox; however, this will also allow anyone to retrieve your messages from your phone. If a security code is not desired, do not include it.
4.	Press 5HGLDO#() &1 # +#>%@.	You hear confirmation tone. The LCD confirms the data storage.

➤ To cancel automatic retrieval sequence

i Press [DN] + &98: + 5HGLDO() &1 + [B]).

➤ To retrieve multiple messages

i	Press)&1 +6.	**Note** If a plus (+) sign displays, you have more messages. Press ▲ or ▼to rotate through the messages.

Call Forward to Voice Systems

By setting CF to the Toshiba Voice Mail System, callers are automatically connected to your voice mailbox.

Note &DOO#)RUZDUG () &1 + [B]) can only be used for [PDNs]. Use access codes for [PhDNs].

➤ To forward calls to Voice Mail

1.	Press & $ / / + &DOO#) RUZDUG#() & 1 + [B])	
	...or & $ / / + [PDN] or [PhDN] + the access code.	You hear a confirmation tone after entering the access code. Call Forward access codes: CF-All Calls: &934 CF-Busy: &935 CF-No Answer: &936 CF-Busy-No Answer: &937
2.	Call the Voice Mail system [DN].	See your System Administrator for the correct Voice Mail number. After dialing, you hear confirmation tone.
3.	Press &DOO#) R U Z DUG# () & 1 + [B]).	

➤ To cancel Call Forward

i	Press & $ / / + &DOO#) RUZDUG#() & 1 + [B])	
	...or & $ / / + [PDN] or [PhDN] + &934 + (1 ' .	You hear a confirmation tone.

Standard Features

5

This chapter describes Strata AirLink handset features when it is configured to standard ports in Strata DK16, DK16e, DK40, DK40i, DK280 (Release 3.0 and higher), and DK424. The handset features are programmed by your System Administrator and has many of the same features as the standard telephone.

If you have a non-Toshiba telephone system, see your System Administrator for available features and their operation.

Account Code Calls

Account Codes are used for billing, call tracking, and line restriction applications. The codes are recorded and printed in a SMDR report.

Forced Account Codes

Forced Account Codes are set in system programming to record outgoing calls only. When they are set at your station, you are required to enter the code before dialing a telephone number.

➤ To use a Forced Account Code

1. Press & $ / / .	You hear dial tone.
2. Enter a CO line Access Code.	See Table 9 on Page 109.
3. Enter the Forced Account Code.	You hear dial tone if you have entered a valid Account Code or busy tone, if invalid.
4. Enter the telephone number.	

Voluntary Account Codes

Voluntary Account Codes are entered anytime after accessing a CO line or during a call. If you enter the code after accessing a CO line, you are reconnected to the outside caller or you hear dial tone.

If the system is also set for Verified Account Codes, you must enter that code also after entering the Voluntary Account Code. If the code is not entered, the call is not validated for the SMDR report.

An exception is the Voluntary Account Code that changes the Toll Restriction classification of your station. This code accesses telephone numbers outside your usual dialing area and must be entered *prior* to dialing the telephone number.

For example, if your station is restricted to local area calls, you can make out-of-state calls by using a Voluntary Account Code set in system programming.

➤ To use Voluntary Account Code

1. Press &$// +&79.	
2. Enter the Account Code + telephone number if you entered the code after accessing the CO line ...or resume talking ...or press (1' if you entered the code during the call.	One sound burst confirms the code, if Verified Account Code is activated. Two sound bursts confirms an invalid code, if Verified Account Code is activated. Repeat Steps 1~2.

Verified Account Codes

Some Strata DK systems verify the entered Forced or Voluntary Codes. These codes are called Verified Account Codes, and they are entered with the Voluntary Account Code. See your System Administrator for more information.

Emergency Override of Forced Account Code Dialing

Forced Account Codes are bypassed when emergency numbers, including 911 are dialed. See your System Administrator for these numbers:

1) 911 2) __________ 3) __________

Attendant Console Calling

You can call the Attendant Console using up to three ways, depending upon system programming.

➤ To call any Attendant Console

i	Press &$// +3.	The call rings any Attendant Console and rotates between the consoles if there is more than one console is installed.

➤ To call a particular console

i	Press &$// and dial the console [DN].	The call rings the console. Your System Administrator can provide the Attendant Console’s internal numbers.

➤ To make an emergency call to a console

i	Press &$// +&733.	The In-EMGR LED flashes on all consoles.

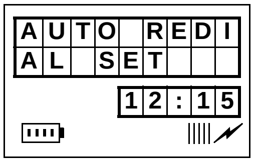
Automatic Busy Redial

When an outside number is busy, you can activate Automatic Busy Redial (ABR). Strata DK automatically redials the number at regular intervals. If the number is still busy, ABR resets and tries again.

Note This feature may not be supported by some or all of the lines in your system. See your System Administrator for more information.

ABR is not attempted while your station is busy, but continues to time-out. A **P** (pause) displays before redialing the number.

➤ To activate ABR

1. Press) / 6 + #+ &77.	You hear confirmation tone.  AUTO REDI AL SET 12:15
2. Press (1 ' .	**Note** The system redials, up to 15 times, every 30 or 60 seconds, depending on system programming.

➤ To answer an ABR call

- Press & $ / / when your handset rings (ABR has already connected to the number). If you do not press & $ / / within 30 seconds after the handset rings, you hear a muted ring for another 30 seconds, then the call disconnects.

➤ To cancel ABR

- Press & $ / / #+ &77.

Automatic Callback (ACB)

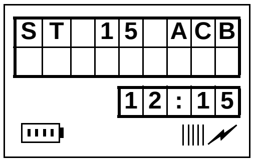
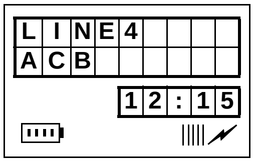
When you reach a busy, DND station, or a busy line group, you can have the system automatically call you back. If you have Least Cost Routing (LCR), the system also redials the station or line group for you. If not, you must enter the station number again.

Note The access code for ACB depends on system programming. See your System Administrator for more information.

➤ To set ACB

- Press 7 + (1 ' .	You hear a single tone or repetitive ringing and can make other calls.

➤ To answer an ACB call

i Press & $ / / .	Your handset rings at a fast rate. Answer within three rings or ACB is canceled.  If the ACB was set for a busy CO Line, the seized line number displays.  If you hear busy tone after answering, the called party has already received or originated another call. ACB is still activated, and you are called again when the station is available.

➤ To cancel ACB to busy or DND station

i Press **& $ / /** + **&76** + **(1 '** .	

Call Forward

You can assign CF destinations for each [DN] on your handset (up to one [PDN] and four [PhDNs]). Each [DN] can be independently set for a different CF feature. CF must be set before the call is received and has priority over the Station Hunt feature.

If you set CF from a [PDN] or [PhDN]:

Ä You must set the CF from your handset.

Ä Your handset must be programmed as the owner of the [PDN] or [PhDN].

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

If CF is set, the following calls to your station forward (except in CF–External mode):

- Internal
- Auto Attendant
- CO lines calls that ring only at your station
- Transferred CO line or station

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

Call Forward Modes

You can set your handset [PDNs] or [PhDNs] for these CF modes:

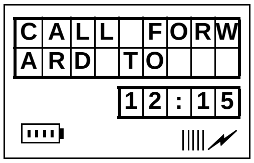
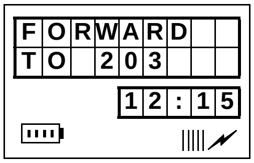
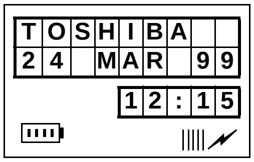
- **CF–All Calls** forwards all calls immediately (your handset does not ring when called).
- **CF–Busy** forwards calls immediately when your station, [PDN], or [PhDN] is busy or in the DND mode.

Note CF–All Calls, CF–Busy, CF Busy–No Answer, and CF–No Answer can be set with the touch of one button. See "Feature Access Codes" on Page 110.

- **CF–No Answer** forwards all calls if you fail to answer within a designated time (set by you when you enable the feature).
- **CF–Busy/No Answer** forwards all calls immediately whenever you are busy, in the DND mode, or after ringing and you do not answer the call within a designated time (set by you when you enable the feature).
- **CF–External** forwards new incoming calls directed to your [PDN] to a destination outside of the system. [PhDNs] assigned to your handset do not call forward to external destinations. Internal calls and transferred calls to your [PDN] also do not forward to external destinations.

  Only incoming calls over CO lines dedicated to immediately ring your [PDN], and/or DID lines, CF externally. Any of the other CF modes can be set for your [PDNs] or [PhDNs] simultaneously with CF–External.

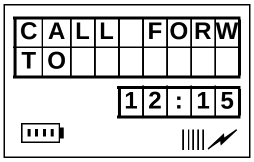
Call Forward–All Calls

1. Press & $ / / + &934	You hear confirmation tone.	 CALL FORW ARD TO 12:15
2. Enter the destination [DN].		 FORWARD TO 203 12:15
3. Press (1 ' .	Calls are forwarded to the stored [DN].	 TOSHIBA 24 MAR 99 12:15

➤ **To cancel a CF–All Calls**

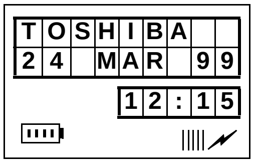
i Press & $ / / + [PDN] + &934 + (1 ' .

Call Forward–Busy

1. Press & $ / / #+ &935.	You hear confirmation tone.	 CALL FORW TO 12:15
2. Enter the destination [DN].		

3. Press (1 ' .

Calls are forwarded to the stored [DN].


TOSHIBA
24 MAR 99
12:15

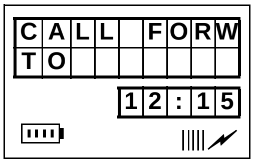
➤ To cancel a CF–Busy

- Press & $ / / + [PDN] + & 9 3 5 + (1 ' .

Call Forward–No Answer

1. Press & $ / / + & 9 3 6 .

You hear confirmation tone.

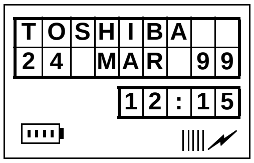

CALL FORW
TO
12:15

2. Enter the destination [DN].
3. Press _ +#the time delay (08~60 seconds).

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

4. Press & + (1 ' .

Calls are forwarded to the stored [DN].

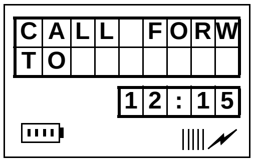
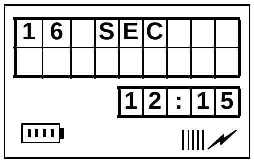

TOSHIBA
24 MAR 99
12:15

Note If the DK system is programmed for Announce Calls, the handset only rings. It does not have a speaker to announce the call.

➤ To cancel a CF–No Answer

- Press & $ / / + [PDN] + &936 + (1 ' .

Call Forward–Busy/No Answer

1. Press & $ / / + &937.	You hear confirmation tone. 
2. Enter the destination [DN].	
3. Press _ + the time delay (08~60 seconds). **Note** Skip this step, if you do not want to change the time.	The LCD displays the amount of time entered (**16**). 
4. Press & + (1 ' .	Calls are forwarded to the stored [DN].

➤ To cancel a CF–Busy/No Answer

- Press & $ / / + [PDN] + &937 + (1 ' .

Call Forward–External

1. Store the destination number at Station SD location code 49.	**Notes** ♦ Only perform Step 1 the first time CF-External is set or when you change the destination. It is not necessary to store the destination each time; it remains in system memory. ♦ The LCR access code “9” cannot be used.
2. Press &$// +&9: 3.	Incoming calls forward to the destination stored at Station Speed Dial Location 49.

➤ To cancel a CF–External

i Press &$// +&9: 3 +(1' .

➤ To change a remote forwarding destination number

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

1. Call into the Strata DK system over a CO line programmed for DISA.	You hear ringback tone signal, then internal dial tone for 10 seconds. Try again if you hear busy tone. **Note** See the System Administrator for DISA telephone numbers.
2. After you get dial tone, press &9: 3 + your [PDN].	You hear a confirmation tone. If a number is not dialed, the system automatically makes the DISA CO line ring as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.
3. Enter the Remote CF–External security code.	You hear a confirmation tone. See the System Administrator for the security code that is assigned to your handset in system programming.

4. Enter the new destination.	**Notes** ♦ You can enter an internal number, Voice Mail number, or a CO line access code + an external telephone number. ♦ With some systems, you can dial a line group code instead of a CO line number access code. (See “Feature Access Codes”on Page 110 for access code information.)
5. Press & + (1 ' .	You hear a confirmation tone.

Call Hold

i While on a call, press) / 6 + + &74.

➤ To return to the call on hold

i Press#& $/ / + &75.	You are reconnected to the held call. If you do not return to the held call within a specified time, the call rings your handset. If you are busy on another call when the held call recalls your station, you hear two tone bursts of two beeps each, three seconds apart. When you end the second call, the first call rings your station. The call remains on hold at your station indefinitely.

Call Park Orbits

The Call Park feature holds calls temporarily in an orbit. Anyone can retrieve a call from the orbit using the same or a different station. There are 20 General Park Orbits for a Strata DK system and 1 Personal Park Orbit for each station.

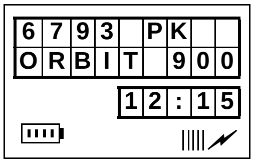
Once you have parked a call in an orbit, you can:

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

If the parked call is not retrieved within a specified time, the call rings back to your handset. If you are talking when the parked call recalls, you hear two short beeps (tones), three seconds apart.

You can answer the parked recall by putting the new call on hold or end the second call and answer the parked recall by hanging up. The parked call remains camped onto your handset until you respond.

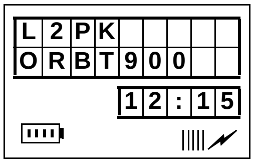
➤ To park a call in an orbit

1. Press) / 6+ +&665.	
2. Enter a General Orbit Number (<33~<4<) ...or a valid [PDN]	You hear a one-second confirmation tone. The call is parked in an orbit, or to an assigned [PDN]. If an orbit number is busy, enter another number.
...or <<<.	The system parks the call on the lowest vacant orbit number and displays it. 

3. Press (1 ' .

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

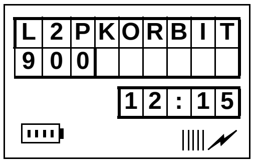
Note If the parked call is not retrieved within a specified time, the call rings back to your handset and displays on the LCD.



➤ To retrieve a parked call

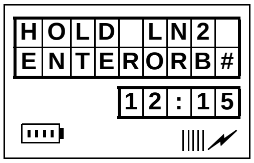
i Press &$// +&665# and enter the orbit number.

You are reconnected to the parked call.



➤ To park and page a call

1. Press &$// +&664.



2. Enter the general orbit number (<33~<4<)

The call is parked on the lowest vacant orbit number or [PDN]. After you enter an orbit number, a short burst of dial tone prompts you to enter the Page access code.

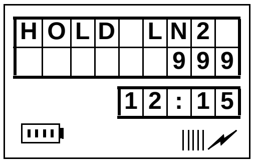
...or a valid [PDN]

...or <<<.

The system parks the call on the lowest vacant orbit number and displays it.

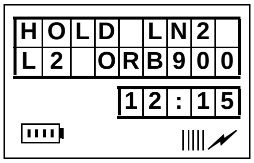
3. Enter a [DN] or Page Group or Zone access code.

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



The LCD shows the held line and its orbit number.

See Tables 11 and 12 on Page 112.



4. Make your announcement including the orbit number.
5. Press (1 ' .

Call Pickup

You can pick up a call that is ringing at another station or on hold and other types of calls with the Call Pickup feature. Table 6 describes the functions of each code.

Stations are assigned in system programming to Pickup Groups. As many as 20 groups can be enabled to easily pick up external (new or transferred) or internal calls that are ringing stations in your group or in other groups. You can belong to more than one group. See the System Administrator for group assignments.

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

Table 6 Call Pickup Access Codes and Functions

Code	Function
&8#.#; ; ;	Picks up calls ringing or on hold at specific [PDNs] or [PhDNs].
&63	Picks up group pages, internal calls, or door telephones ringing stations.
&68	Picks up external pages.
<	Picks up ringing CO lines.
&:334~&:533	Picks up CO lines (1~200) on hold.

➤ To use Call Pickup

i Press &$// + &8 + Call Pickup code.

➤ To pick up calls that are ringing in your group

i Press &$// + &8&67.

➤ To pick up calls that are ringing in another group

1. Press &$// + [DN].	You hear dial tone.
2. Enter#&8 + the group pickup access code (&653~&66<).	You are connected to the call after dialing the group access code. If the called station belongs to more than one group, any of the Group Pickup codes associated with those groups can pick up the call. **Note** These group pickup access codes can be entered into a SD location for easier access.

CO Line Queuing

If all outgoing CO lines are busy, the CO Line Queuing feature rings your telephone when one is available.

➤ To set CO Line Queuing

1. Press & $ / / + CO line access code.	
2. If you hear busy tone, press 7 .	Busy tone stops, followed by dial tone (two seconds), then busy tone resumes.
3. Press (1 ' .	You can make other calls while waiting for a line to become available. Your telephone rings at a fast rate when a CO line becomes idle. If the original call was made using LCR (entering < + the telephone number), the system automatically dials the number. Answer within three rings to prevent the callback from being cancelled. You hear CO dial tone. If you hear busy tone, it means the line has already been seized or has received an incoming call. Your request is not cancelled, and you are called again the next time the line is idle.

➤ To answer a CO Line Queue

1. Press &$// when your handset rings at a fast rate.	If the original call was made using LCR (entering < + the telephone number), the system automatically dials the number.
2. Answer within three rings to prevent callback cancel.	You hear CO dial tone. If you hear busy tone, it means the line has already been seized or has received an incoming call. Your request is not cancelled, and you are called again the next time the line is idle.

➤ To cancel CO Line Queuing

- Press &$// + &76.

Conference Calls

This feature enables you to add other parties to an existing call. You can conference up to:

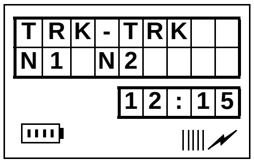
- Two stations and two CO lines
- Three stations and one CO line
- Four stations

➤ To make a conference call

1. While on a call, press)/6+.	You hear dial tone.
2. Dial a [DN] or access a CO line and dial the telephone number.	If you receive a busy tone or no answer, press)/6+ to return to the original call.
3. If the called party answers, press)/6+.	You hear a single tone. All parties are conferenced. If the second call was placed on a [DN] or CO line that appears on your handset.

CO Line Connection (Tandem)

➤ To connect two outside lines

1. While talking on an internal/external line, press) / 6 + .	Your call is put on hold, and you hear dial tone.
2. If you want to add an outside line, dial a CO line access code and then the outside telephone number	See Table 9 on Page 109—CO Line Access Codes or ask your System Administrator.
...or, if you hear busy tone, press) / 6 + .	You are returned to the original call.
3. After the called number answers, press) / 6 + .	You hear a single tone or ringing.
4. Press) / 6 + again.	You hear dial tone, and the two lines are connected. **N1** and **N2** identify the connected CO lines. 
5. Press (1 ' .	If the public telephone company provides auto disconnect, the connection releases automatically when the parties hang up.

Direct Inward System Access (DISA)

Outside callers with telephones that send Dual-tone Multi-frequency (DTMF) tones (pushbutton dialing) can call into the system on DISA CO lines and dial stations or outgoing CO lines without going through an attendant or operator.

➤ To make a direct inward station call with DISA

1. From outside the system, dial the DISA CO line number.	The System Administrator has the appropriate number. You hear repetitive ringback tone followed by dial tone.
2. During the 10 seconds of dial tone, make your call.	If a number is not dialed, the system automatically rings at telephones as a normal incoming call instead of DISA. If the call is not answered within 15 seconds after the ringing starts, it disconnects. **Notes** ♦ You cannot call another station after completing a DISA station call. The internal party must transfer you. ♦ Station Paging and System Paging cannot be made on DISA calls.
3. If you hear busy tone, press _ .	If the call is not answered after 6 rings or 24 seconds, whichever occurs first, you hear busy tone.
4. When you hear dial tone, call again.	

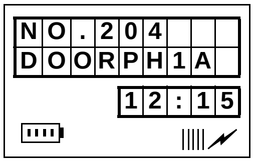
➤ To make an outgoing call with DISA

1. From outside the system, dial the DISA CO line telephone number.	The System Administrator has the appropriate number.
2. Listen for repetitive ringback tone, then dial tone.	You hear dial tone for 10 seconds that enables direct dialing of a station internal number or CO line access code. If a number is not dialed, the system automatically causes the DISA CO line to ring at telephones as a normal incoming call. If the call is not answered within 15 seconds after the ringing starts, it disconnects.
3. Enter a CO line number or line group access code.	
4. Enter a DISA security code, if required (see the System Administrator), + the code and listen for CO dial tone.	You hear CO dial tone, then a four minute timer tone plays that both parties hear after the call connects. **Note** If the correct security code is not entered, the call is disconnected.
5. Press 3 to reset the timer four more minutes; otherwise, the call disconnects approximately one min. after the tone.	
6. Dial a telephone number.	

Door Phones

You can call a door telephone and monitor the immediate area surrounding it. Only digital and electronic stations can be called by door telephone users, but you can pick up these calls when they are incoming.

➤ To call and/or monitor a door telephone

1. Press &$//.	You hear dial tone.
2. Enter the door phone [DN].	
3. If the door phone is ringing another station, press [DN] + &8&63.	You are connected to the door phone. **Note** &8&63 access is a system option that cannot be turned on for your system.

Emergency Ringdown

The Emergency Ringdown feature enables your handset to automatically ring at a designated extension. It is activated by pressing CALL and waiting for the ringdown timer to expire. If you input an access code or [DN], Emergency Ringdown is canceled.

ISDN Calling

To make outgoing calls using an Integrated Services Digital Network (ISDN) trunks, you must be an ISDN subscriber and be connected to a Strata DK424 system with Release 4.0, or higher. ISDN trunks offer faster call connection setup and more connection circuits.

Making an ISDN outgoing call is handled automatically with a timer. The method depends on system programming. See your System Administrator for more information.

➤ To make an outgoing call to an ISDN trunk

1. Press &$// and access an outside CO line.	
2. Input the telephone number.	The dialed digits are not sent until the timer expires.

Message Waiting

If you call a busy station or it does not answer, you can leave a message waiting indication at the station. The Msg LED at the called station flashes and the user can call you back by pressing 0VJ with the flashing LED.

➤ To retrieve messages

1. Press &$// +&73;.	
2. You can bypass the first message and listen to the next message by repeating Step 1.	This feature is available for Strata DK40, DK280, Release 3.1 and higher, and DK424 Release 1 and and higher. If you are connected to a non-Toshiba telephone system, see your System Administrator.
3. After receiving the message, press (1'.	

➤ To set a MW indication at another telephone

i	If the called telephone is busy or does not answer, press : + (1 ' .	The MW lamp turns on.

➤ To cancel the MW indication at another telephone

i	Press & $ / / + the called telephone number + : : + (1 ' .	Your hear busy tone if the called telephone is busy. If the telephone is idle, you hear repetitive ringing or a single tone.

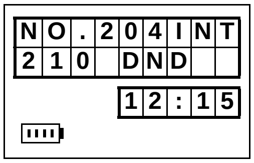
Override Calls

Note The stations indicated in the LCDs shown below and on the following pages (**203**, **204**, **205**, and **210**) are examples, not handset defaults.

The available override features are:

Ä **Busy Override** – sends muted ring tones to a busy station to indicate that a call is waiting. The muted ring is programmed for each station as two muted rings only or continued muted rings until the call is answered. The muted ring can be sent to the telephone speaker or to the telephone handset/headset and speaker.

Ä **DND Override** – sends a tone to an idle or busy station in the DND mode to indicate that a call is coming in. Your handset can also be programmed to block DND Override from other telephones. The handset LCD shows that the called station, **210**, is in the DND mode.

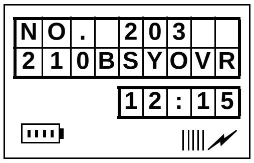


Ä **Executive Override** – enters an established conversation. Your handset can also be programmed to block Executive Override. The Privacy on Line feature does not block this feature.

Busy Override

- Press 5.

A muted tone is heard at the busy station. The station number (**210**) displays.

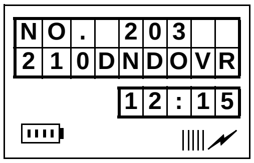


```
NO.  203
210BSYOVR
     12:15
```

Do Not Disturb Override

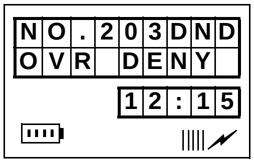
- Press 5.

A tone signal is heard at the DND station, indicating an incoming call. The overridden station number (**210**) displays.



```
NO.  203
210DNDOVR
     12:15
```

If the station you called denies DND Override, this displays:



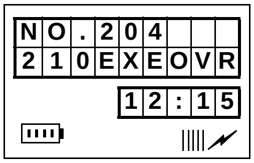
```
NO.203DND
OVR DENY
     12:15
```

Executive Override

- Press 6.

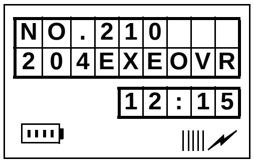
The called parties hear a tone prior to you entering the conversation.

The overridden station [**210**] displays until the call ends.



```
NO.204
210EXEOVR
     12:15
```

Your number (shown at the right as **204**) displays until the override disconnects.



```
NO.210
204EXEOVR
     12:15
```

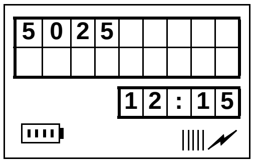
Paging Announcements

Telephones are assigned to specific page groups in system programming. You can page Digital and Electronic telephone speakers and external speakers.

1. Press & $ / / + a paging access code.	You hear dial tone. See Tables 11 and 12 on Page 112 for the access code.
2. Make your announcement at a normal voice level.	It is recommended that you repeat the announcement.
3. Press (1 ' .	

Repeat Last Number Dialed

Redial Last Number automatically redials the last number that you called. It can be an outside telephone or internal [DN].

i Press & $ / / + &&.	The last telephone number you dialed is automatically redialed.	

Speed Dial

Your wireless handset can store 70 SD numbers in its own memory only. For more information, see "Speed Dial"on Page 25.

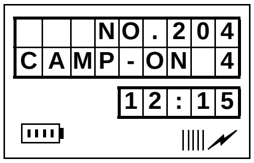
Transferring Calls

You can transfer calls to an idle or busy station. The station can be the [DN] of a telephone, a Hunt Group Number, or ACD Group [DN].

1. Press) / 6+ .	
2. Enter the [DN] of the destination station.	You hear a single tone.
3. Announce the call.	**Note** If the destination station does not answer or is busy, your call camps on. You receive a recall ring (set in system programming) when the station is available.
4. Press (1 ' .	

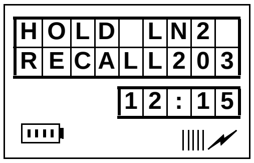
Transferring with Camp-on

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

1. Press) / 6+ .	
2. Input the [DN] where the call will be transferred.	The called station rings. If you hear a single tone, you can announce the call over the called telephone speaker.
3. If the station is idle, announce the call and press (1 '	
...or if the station is busy or does not answer, press (1 '	The call camps onto the called station and a warning tone is heard.  NO.204 CAMP-ON 4 12:15

If the call is not answered after a specified recall time set in system programming, camp-on is cancelled and the transferred call rings your handset (if you are not talking). If you are talking, you hear two tone bursts.

This displays (CO line number and the station number, **203,** of the original transfer).


HOLD LN2
RECALL203
12:15

...or press) / 6 + again to reconnect to the transferred line before the called line answers.

Toshiba Voice Mail Integration

This section explains how to use your handset for retrieving messages and setting up CF. For more information, refer to:

Ä *Stratagy Voice Processing User Guide*

Ä *Toshiba VP User Guide*

Call Forward to Voice Systems

By setting CF to the Toshiba Voice Mail system, information about the call is automatically sent to the system. See “Call Forward” on Page 80 for more information.

Note Your handset must be programmed as the owner of a [PhDN] before calls to the [PhDN] can be forwarded to a voice mailbox number.

➤ **To forward calls to Voice Mail**

1.	Press &$// + [PDN] or [PhDN] + the access code.	You hear a confirmation tone after entering the access code. Call Forward access codes: CF-All Calls: &934 CF-Busy: &935 CF-No Answer: &936 CF-Busy-No Answer: &937
2.	Call the Voice Mail system [DN].	See your System Administrator for the correct Voice Mail number. After dialing, you hear confirmation tone.
3.	Press (1'.	

➤ **To cancel Call Forward**

i	Press &$// + [PDN] or [PhDN] + &934 + (1'.	You hear a confirmation tone.

Voice Mail Identification Code

To forward calls to your message mailbox and ensure that callers hear your personal greeting, you must store a Voice Mail Identification (VMID) code. You only have to store the VMID code once. After storing the code, messages are automatically sent to the Voice Mail unit and directed to your mailbox. Your [PDN] and up to four [PhDNs] can be independently forwarded.

Note Your handset must be programmed as the owner of a [PhDN] before calls to the [PhDN] can be forwarded to a voice mailbox number.

➤ To assign or change a VMID

1. Press &$// + &989.	You hear confirmation tone.
2. Enter the VMID and voice mailbox number [DN] plus any required pauses (up to 16 characters).	**Note** Once the VMID is programmed, it remains in memory until you change it.
3. Press &.	You hear confirmation tone.

➤ To cancel the VMID

i Press &$// + &989 + &.

Message Retrieval

You can program a [PDN] to automatically retrieve your voice mail messages when pressed. Storing the message retrieval sequence is required only once. It remains in memory unless cancelled or changed.

1. Press &$// + &98: .	You hear confirmation tone.
2. Enter <5.	
3. Enter the mailbox number.	

➤ To cancel automatic retrieval

i Press &98: + &.

➤ To retrieve multiple messages

i Press &$// + &73; .	**Note** &98: must be programmed.

Appendix

This appendix contains:

- Handset specifications (see Table 7)
- Troubleshooting tips (see Table 8)
- Access codes (see Tables 9 and 13)

Handset Specifications

Table 7 Handset Specifications

Item	Specification
Transmission	Access method FDMA/TDMA/TDD 1 internal antenna Modulation technique p/4 (QPSK) Gross bit rate 384 kbps
Temperatures	Operating 0° to 40° C Storage -10° to 50° C
Power	Minimum output peak <5 dbm[1] Maximum output peak 15 dbm ± 1dbm
Battery	Rechargeable Nickel Metal Hydride Capacity: • 3.6VAC • 4 hours Talk Mode • 40 hours Standby Mode
Size	Width 2.3 inches Depth 1.0 inches Height 6.0 inches Weight Approximately 7 oz.

[1] Dbm represents the decibels below 1 milliWatt.

Troubleshooting

If your wireless handset does not perform to your expectations, try the suggestions in Table 8. If you are still unable to resolve the problem, contact your System Administrator.

CAUTION! **Do not attempt to service this unit yourself. All service must be done by qualified service personnel.**

Table 8 Troubleshooting

Problem	Suggestion
Called party hears you, but cannot be heard; conversation breaks up; handoff clicks occur during conversation.	Check the handset signal strength by moving closer to a base station. For best results the signal strength indicator should show three to five bars, and the operating environment should be unrestricted.
No date, time and signal strength in LCD.	Power the handset off and on or move closer to a base station. It can take up to a minute for the full display to appear.
No dial tone.	Ensure that the handset is unlocked and check the volume level. If the problem remains, the handset is not locked onto a base station. Power the handset off and on or move closer to the base station.
Weak or delayed dial tone.	Check the volume level. Consider dialing the number and pressing#& $ / / instead of pressing & $ / / and waiting for dial tone.

Table 8 **Troubleshooting** *(continued)*

Problem	Suggestion
NO SERVICE! message.	Power the handset off and on or move closer to the base station. A handset is properly locked when you see the date, time, and signal strength icons after power on. You can get this message if you pressed &$/ / on an unlocked handset, is out of range, or all eight channels are busy.
SYSTEM BUSY message.	Ensure that the base station channels are in a maintenance busy state and that your handset is securely locked. This message occurs when you request a service check.
Unexpected digits in display.	Ensure that the handset is locked.
Reduced talk/standby time while on a call.	Charge the battery.[1]
Handset beeps once every minute while on a call.	Recharge the battery.[1]
In standby/idle mode, handset beeps every 30 seconds.	Recharge the battery.[1]
Cannot make a call.	Recharge the battery.[1]

1. See instructions for discharging and recharging the battery on Page 8.

Access Codes

Access codes for CO lines, Features, and Paging are described in the following sections.

CO Line Access Codes

Table 9 lists all of the codes needed to access an outside line. See your System Administrator for the code that applies to your handset.

Table 9 CO Line Access Codes

System	CO Line Access Codes
DK16 and DK16e	< or ;34~;3;# or &:334~&:33;
DK40 and DK40i	< or ;34~;3;# or &:334~&:345
DK424 (RCTUA)	< or ;34~;3; or &:334~&:349
DK424 (RCTUBA/BB)	< or ;34~;3; or &:334~&:37;
DK424 (RCTUC/D)	< or ;34~;49 or &:334~&:477
DK424 (RCTUE/F)	< or ;34a;49 or &:334~&:533

Notes

- In some systems, < accesses a general group code, an outside line, or Least Cost Routing (LCR). System users must dial < in order to access an outside line.
- ;34a;49 accesses line groups 1~16 respectively.
- &:334a&:533 accesses individual lines 1~200 respectively. If you are storing in a Speed Dial code, enter 77 in place of &.

Feature Codes

Table 10 lists the feature access codes for Strata DK systems. It does not cover all of the code entries. For example, “; ; ; ” and “< < ” are variable entries that can change with different codes. See your System Administrator for more information.

Table 10 Feature Access Codes

Features	Feature Access Code Sequence
Account Code[1] (frequently used codes)	) & 1 + 5 + 7779 + Account code digits
Automatic Callback	7
Call Forward–All Calls (to station or VM)	[PDN] + 77934 + [DN]
Call Forward–Busy (to station or VM)	[PDN] + 77935 + [DN]
Call Forward Cancel	[PDN] + 77934
Call Forward–No Answer	[PDN] + 77936
Call Forward External	[PDN] + 779:3
Call Forward External Cancel	[PDN] + 779:3
Door Phone Calling	[PDN] + door phone [DN]
Hookflash Signal[1]	) & 1 + 5 + 7778
ISDN Sub	) & 1 + [B][2]
ISDN Start	) & 1 + [B]
ISDN Tone	) & 1 + [B]
Off-hook Call Announce (manual mode)	Voice First:#5; Tone First: 4 , 5 4 , or 4 5
Overrides (Busy, DND)	5
Overrides (Executive)	6
Page Access[4]	) & 1 + 4 + [PDN] + 77XXX 77XXX = Page Access code - see Table on 112.

Table 10 **Feature Access Codes** *(continued)*

Features	Feature Access Code Sequence
Park Call/Access Page The existing call is parked, and you are automatically connected to the Page.	&2 1) 27 5 1 6 + 77664 + [**X X X**] + [**Y Y Y**] [**X X X**][3]= 900~919 or 999 park zone number; [**Y Y Y**] = page group/zone (See Tables 11 and 12 on Page 113.)
Pickup[4] (to station, new, or transferred call)	) & 1 + 4 + [PDN] + 778 + station number [PDN]
Pickup a held or ringing [PDN] or [PhDN] (not available on all systems)	[PDN] + 778775#+ [**X X X X**] [**X X X X**] = [PDN] or [PhDN] to be picked up
Pickup[4] any ringing CO Line (new call only)	) & 1 + 4 + [PDN] +#778<
Pickup Station Page or Ringing Door Phone[4]	) & 1 + 4 + [PDN] +#7787763
Pickup[4] External Page	) & 1 + 4 + [PDN] +#7787768
Pickup Line on Hold (lines 1~99)[5]	[PDN] + 778 + 77:3(34a<<)
Pickup Line on Hold (lines 100~200)[6]	[PDN] + 778 +#77:(433a533)
One-touch Voice Mail Access	[PDN] + Voice Mail [DN]
Outgoing Calls	[PDN] + CO Line Access Code, see Table 9 on Page 109.)

1. These codes are used during a CO line call.
2. [B] represents pre-programmed buttons 4~9. See your System Administrator.
3. XXX = Auto Park Orbit 999 (access the next available park orbit), General Park Zones 900~919, or the [PDN] where the call should be parked. Only use 999 with the handset (LCD).
4. This feature puts an existing call on hold. If the button is pressed when not on a call, pickup or page is accessed. These codes can be used during a CO line call.
5. After pressing the feature button, enter the line number (01~99) to pickup the line.
6. After pressing the feature number, enter the line number (100~200) to pickup the line.

Paging Access Codes

Your wireless handset can be a member of more than one paging group and each group can have as many as 120 stations. Tables 11~12 have the access code.

Table 11 Paging Groups

Paging Group	Access Code	Paging Group	Access Code
Station Group A	&644	Station Group E	&648
Station Group B	&645	Station Group F	&649
Station Group C	&646	Station Group G	&64:
Station Group D	&647	Station Group H	&64;

Table 12 System Paging Zones

External Paging Zone	Access Code	External Paging Zone	Access Code
DK16 and DK16e			
Paging All Call Page Zone	&63	Paging All Call, External Page Zone	&6<
DK40, DK40i, and DK424 (all processors)			
Paging All Call Page Zone	&63	Paging All Call, External Page Zone	&6<
DK40, DK40i, and DK424 (RCTUA, RCTUBA/BB, RCTUC/D)			
Zone A	&68	Zone C	&6:
Zone B	&69	Zone D	&6;
DK424 (RCTUE/F)			
Zone A	&684	Zone E	&688
Zone B	&685	Zone F	&689
Zone C	&686	Zone G	&68:
Zone D	&687	Zone H	&68;

Table 13 External Paging Zones

External Paging Zone	Access Code	External Paging Zone	Access Code
DK40/DK40i/DK424 (all processors)			
Paging All Call Page Zone	&63	Paging All Call, External Page Zone	&6<
DK40/DK40i/DK424 ((RCTUA, RCTUBA/BB, RCTUC/D)			
Zone A	&68	Zone C	&6:
Zone B	&69	Zone D	&6;
DK424 (RCTUE/F)			
Zone A	&684	Zone E	&688
Zone B	&685	Zone F	&689
Zone C	&686	Zone G	&68:
Zone D	&687	Zone H	&68;

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