Strata AirLink™

External Wireless Handset User Guide

May 1999

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Introduction

This guide describes the features and operation of the Strata AirLink External Wireless handset. If you are a new user, you should read this entire guide. It introduces you to all the features and enables you to start working with the wireless handset quickly.

The wireless handset is supported by Strata® DK systems and many non-Toshiba systems.

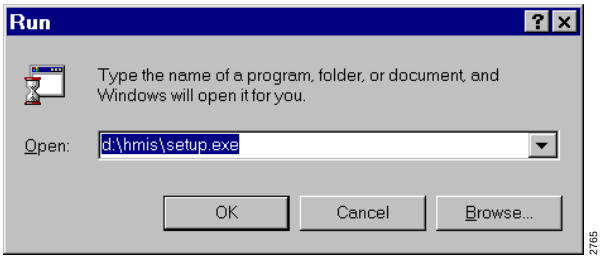
Organization

- **Chapter 1 – The Grand Tour** describes the wireless handset, including buttons, icons, and the Charger Base.
- **Chapter 2 – Installation** covers proper handset location, charging the batteries, and verifying the assigned system and handset IDs.
- **Chapter 3 – Features** describes the basic features of the handset, including menu options and Speed Dial calling by number or name.
- **Appendix** covers troubleshooting techniques, range and performance, radio interference, and specifications.

Conventions

This guide uses the following conventions:

➤ **denotes a procedure**

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, etc., the screen displays to the right.	The *immediate response to the action* performed appears in this column. Addtional notes and comments are also included. 

Note Elaborates specific items or references other information.

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.*

Extra bold	letters represent telephone buttons. For example: **999#**.
➤	denotes the step in a one-step procedure.
~	means “through”. For example: 5 ~ 10.
+	is used for multiple key entries. Example: Press **Speed Dial** + **XX** + **Redial** + **Spkr** (**XX** = 08~60 seconds).
see Figure 12	Grey words within the printed text denotes cross-references. In the electronic version of this manual (Strata DK Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

Related Documents

- The *Strata AirLink External Wireless System Installation Guide* can be used as a reference for more information.
- *Strata AirLink External Wireless Handset Quick Reference Guide* contains instructions for operation of commonly used Strata AirLink External Wireless Handset features.

The Grand Tour 1

Your wireless telephone brings mobility and productivity to office telephones. Greater call access cuts down on “telephone tag” delays, and its compact design makes it easy to take with you.

The wireless telephone was designed and engineered to provide reliability, long life, and outstanding performance. It operates in the range of 1.9 GHz Unlicensed Personal Communication Service (UPCS), which represents state-of-the-art design and engineering.

Your wireless telephone provides unsurpassed range, clarity, and fully-secured communications using scrambled voice information.

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

It also has 12 handset volume adjustments (plus silent), 8 ring levels, and a lockable dial pad.

You can access up to eight separate telephone systems, because the wireless telephone is capable of storing multiple system IDs. This enables you to move from building to building, system to system.

The handset easily accesses telephone system features, such as Call Forwarding, Call Pickup, and Redial by using **FLSH** or **FCN**.

There are 70 internal Speed Dial memory locations with maximums of 8 characters for names and 30 characters for numbers, so that you can Speed Dial by name or code.

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 show alphanumeric information, including the idle message, date, call duration, and icons with specific call activity.

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

Important! *Do not make changes to system and handset IDs without contacting your System Administrator.*

Table 1 LCD Fields and Button Descriptions

Handset		Description
LCD Fields	**Idle Message**	Displays an idle message.
	Date	Displays the current date.
	Time/Call Duration	Displays the call duration.
	Icon Display Area	Displays icons that represent different battery and handset conditions.
Buttons	**PWR**	Turns the power ON and OFF.
	FLSH	Performs hookflash functions.
	FCN	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.
	ABC	Toggles handset between alpha and numeric modes.
	RCL	Recalls numbers stored in memory.
	STO	Stores Speed Dial numbers/names and the idle message.
	CALL	Places the handset off-hook to enable calling.
	END	Places the handset on-hook and exits from **RCL**, **FCN**, **STO**, and **ABC** modes.
	CLR	Erases one or more digits in the display.
	*↑	Scrolls backwards through the Speed Dial list.
	#↓	Scrolls forward through the Speed Dial list and locks/unlocks the dial pad.

The handset icons that display in the LCD area represent different conditions. Some icons display consistently while others appear under certain conditions.

Table 2 Handset Icon Description

Icon	Description
	The handset is off-hook or ringing.
	The battery strength is low, medium, or high—one bar is low and four is high.
	The handset is ringing. The bars beneath the bell indicate the currently configured ring volume.
ABC	The handset is in alpha mode—you can use the dial pad to enter letters in the display.
	The handset is locked onto a base station. The number of bars indicate signal strength. You can make and receive calls only when the lock icon is on.

Charger Base

The handset comes with a charger base (shown at the right). The rear slot of the charger is for the spare battery and automatically starts its discharge function when it detects that discharging is necessary.

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

The unit has LEDs that indicate battery status while charging. The LEDs flash and use the colors red, green, and amber to indicate different conditions (shown in Table 3).

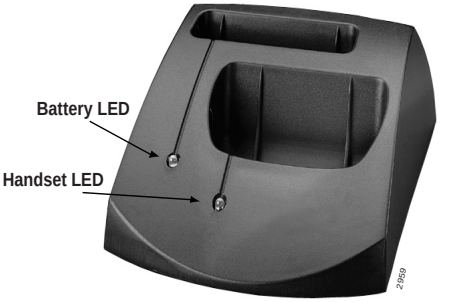


Table 3 LED Indications

Color	State	Description
Red	Steady	Battery is rapid charging.
	Flashing	Internal battery fault; battery unusable. Try charging the battery again. If the problem persists, replace the battery.
Green	Steady	Battery is charged.
	Flashing	Battery is charged, but standby/talk time may be reduced. Repeated rapid charging may rejuvenate the battery. If not, replace the battery.
Amber	Steady	Charger is evaluating the state of the handset or battery, or waiting for one battery to complete charging.
	Flashing	Short circuit or over-discharged battery is detected. Make sure contacts are clean and leave the battery in the charger until rapid charging starts and completes.
Amber/Green	Alternate Flashing	Battery is discharging.

Installation 2

This chapter describes installation procedures, including charging the batteries for your wireless telephone.

Important! *Your wireless telephone system must be programmed before the handset operates. Please see your System Administrator for more information.*

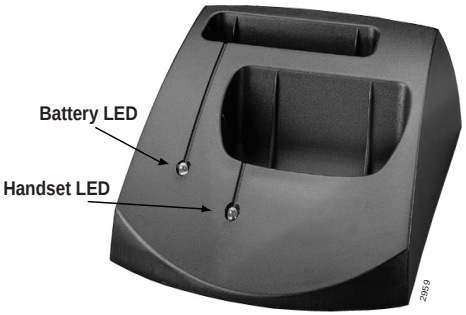
Step 1: Select Location

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

Step 2: Charge the Batteries

1. Remove the handset's carrying case, if it has one.
2. Turn the power OFF.
3. Insert the handset (with the battery in it) in the front slot of the charger base (shown at right).

   The Handset LED changes to amber and then to red. This indicates rapid charging.



Note If you place a fully charged battery in the charger base, it detects the charged condition 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 charger base.

   The Battery LED changes to amber while waiting for the handset to finish charging or alternates between green and amber to indicate 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 element. The charger base switches to a "trickle charge" until you remove the handset or battery.

Important! *Do not use the handset before its battery has completed the rapid charge cycle (steady red), even if the battery icon reports full strength. The handset has reduced talk/standby time under these conditions.*

LCD Low-battery Indicator

When the handset battery is low, the message shown at the right displays. The handset beeps every 30 seconds in standby or every minute in conversation before shutting off. Table 4 lists low-battery symptoms.

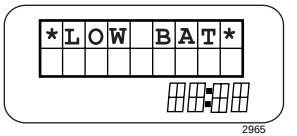


Table 4 Low-battery Symptoms

On a Call	In Standby Mode
Only the **PWR** button operates.	None of the keys operate.
Handset beeps once every minute.	Handset beeps every 30 seconds.
Reduced talk time.	Cannot make a call.

➤ To restore the battery charge

➤ Return the handset to the charger base or replace the handset battery with the charged spare.

Important! *The battery must charge for two continuous hours or it may not operate properly.*

➤ To discharge the handset or spare battery

1. Insert the spare battery in the rear slot of the charger 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.

If the LED alternates between green and amber, leave the battery in the charger to complete discharging.

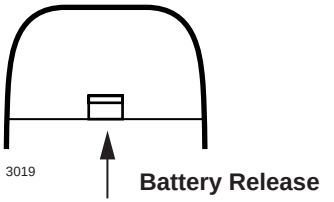
After the discharge cycle completes, the LED changes to steady red which indicates rapid charging is in progress.

Removing and Re-installing the Handset Battery

CAUTION! If you have to remove the battery, always turn the power OFF to permanently save your menu changes and Speed Dial additions since the last power ON.

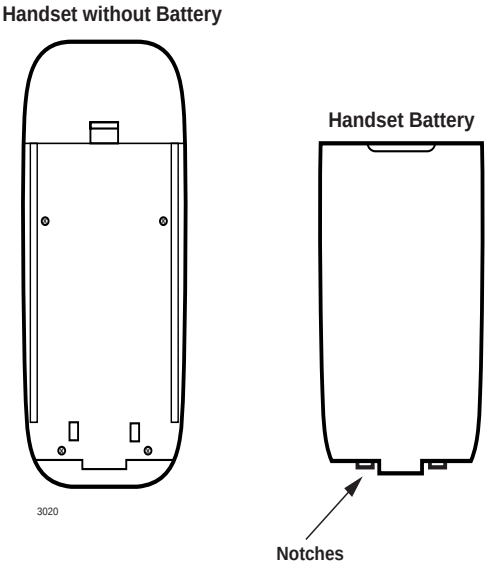
➤ **To remove the battery**

1. Press the battery release (shown at right) towards the top of the handset.
2. Lift out the battery.



➤ **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.



Step 3: Verify the System/Handset IDs

Your System Administrator can program one or more system and handset IDs into your handset to enable you to use your handset in one or more telephone systems. If you need to use your wireless telephone in a system that you were not originally programmed to use, you can ask your System Administrator to program the appropriate IDs into your telephone.

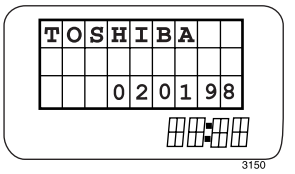
Features 3

This chapter describes all of the available wireless telephone features that include:

- Powering ON and OFF
- Making and receiving calls
- Menu operation
- Adjusting the volume
- Muting voice and ring
- Locking the dial pad
- FCN feature access

Note See your System Administrator to find out which system features and access codes apply to your telephone and the handset software version.

Powering ON and OFF

➤ Press **PWR** once to power ON ...or **PWR** to power OFF.	The handset beeps twice and this displays: 

Making and Receiving Calls

You can make or receive calls from telephones outside the telephone system by dialing direct or using CO Line access codes.

➤ **To make a call**

1. Enter a telephone number and press **CALL** ...or press **CALL** first and dial the telephone number.	The handset displays the number. If it is longer than 18 digits, the display scrolls to another line. You can enter up to 32 digits. You hear dial tone and your call connects.
2. Press **END**.	Your call terminates.

➤ **To redial the last number you called**

1. Press **CALL**.	Wait for the last number dialed to appear in the display.
2. Press **CALL** again.	The last number dials.
3. Press **END**.	Your call terminates.

➤ **To receive a call**

1. Press **CALL**.	The call connects. If you are in Auto Answer mode, you automatically connect with an incoming call without having to press **CALL**.
2. If you want to mute the ringing of an incoming call, press **CLR**.	The call mutes.

Menu Operation

You can configure some aspects of handset operation using its menu. The handset must be idle to use the menu. Table 5 briefly describes each option.

➤ **To access the menu options**

1. Press **FCN** + ▲	The display scrolls forward through the menu options.
...or ▼.	The display scrolls backward through the menu options.
2. Press **FCN** again when the desired option is displayed.	

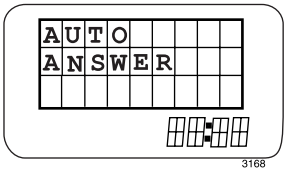
Important! *You must power OFF the handset first or all menu changes, except the idle message, are lost when you remove the handset battery.*

Table 5 Menu Options

Number	Option	Action
FCN + 7	Auto Answer	Toggles Auto Answer ON/OFF.
FCN + 13	Change Idle Message	Changes the idle message.
FCN + 4	Click Volume	Adjusts the beep volume when pressing a button.
FCN + 11	Del All Speed Dial #s	Deletes all Speed Dial numbers.
FCN + 12	Del Last # Dialed	Deletes the last number dialed.
FCN + 8	Display Contrast	Sets the display contrast.
FCN + 9	Display Test Option	Tests the icon display.
FCN + 2	Ringer Type Option	Sets the ringer type.
FCN + 3	Ringer Volume	Sets the ringer volume.
FCN + 6	Time Format	Sets the time format.
FCN + 10	System Configuration	For Toshiba use only.

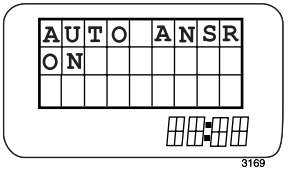
Auto Answer

1. Press **FCN** + ▼
   ...or **7** + **FCN**.



3168

2. Press **FCN**.



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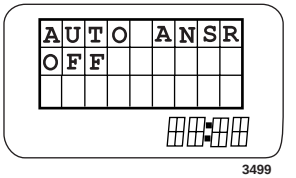
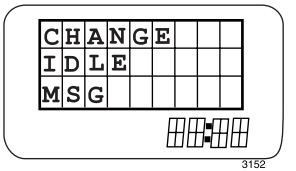
3. Press **FCN** again.	 **Note** You can toggle ON and OFF once you perform Step 2.
4. Press **END**.	Clears the display and saves the value selected last.

Change Idle Message

The handset displays a message when it is idle, which you can change or delete. The message can have up to 18 characters.

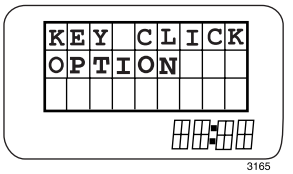
Important! *When the handset is idle, the second line of the LCD displays the date, so you should not use the full 18 characters for your message.*

➤ **To change the message**

1. Press **FCN**. 2. Press ▼ ...or **13** + **FCN**.	
3. Press **FCN**.	The handset changes to alpha mode.
4. Press characters or numbers.	The new idle message displays. Refer to Table 6 on Page 28 for specific character examples.
5. Press **STO** + **END**.	The new idle message is store in memory, and Menu Operation displays.

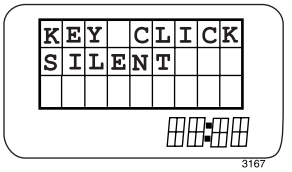
Click Volume

1. Press **FCN** + ▼
   ...or **4** + **FCN**.



2. Press **FCN**.

You hear levels of volume or this displays:



Note Your choices are VOL1~3 and silent.

3. Press **END**.

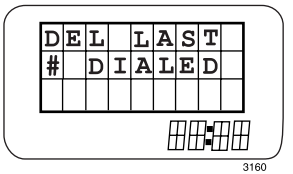
Clears the display and saves the last value selected.

Delete Last Number Dialed

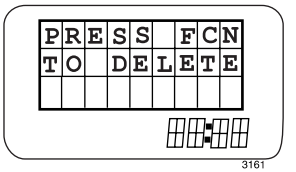
The handset stores the last number that you dialed and displays it when you press **CALL**.

➤ **To delete the last number dialed**

1. Press **FCN** and ▼
   ...or **12** + **FCN**.



2. Press **FCN** again.



3. Press **FCN** once more to confirm

   ...or **END** to cancel.

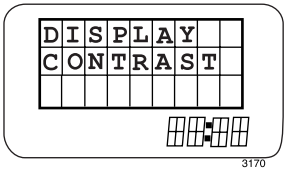
4. Press **END**.

If you confirm, the LDN is deleted.

Display Contrast

1. Press **FCN** + ▼

   ...or **8** + **FCN**.

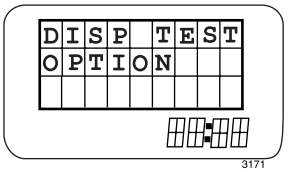


2. Press **FCN** until the contrast that you want displays.
3. Press **END**.

There are seven types of contrast available.

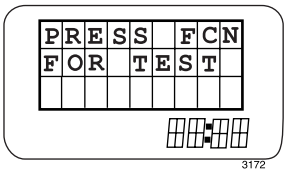
Display Test Option

1. Press **FCN** + ▼ (several times)
   ...or **9** + **FCN**.



2. Press **FCN** to turn the test ON and OFF.

When the test is OFF, this displays:

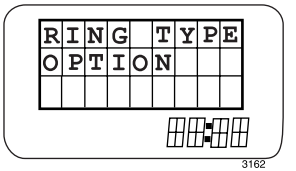


When the test is ON, all icons display and the alphanumeric area fills with boxes.

3. Press **END**.

Ringer Type

1. Press **FCN** + ▼
   ...or **2** + **FCN**.



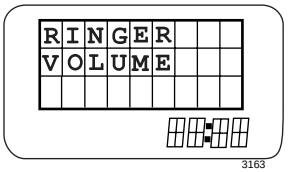
2. Press **FCN**.

You hear the chosen (1~8) ringer type.

3. Press **END**.

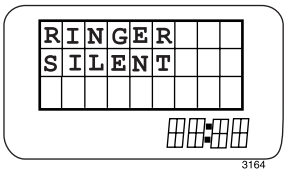
Ringer Volume

1. Press **FCN** + ▼
   ...or **3** + **FCN**.



2. Press **FCN**.

You hear levels of volume or this displays:

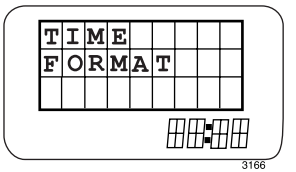


Note Your choices are VOL1~3 and silent.

3. Press **END**.

Time Format

1. Press **FCN** + ▼
   ...or **6** + **FCN**.



2. Press **FCN**.

Your format displays, or **12H OR 24H** displays.

3. Press **FCN** again.

The values are toggled between **12H** and **24H**.

4. Press **END**.

Using the Hookswitch (Flash)

The ordinary telephone hookswitch is located in the handset cradle of your telephone. The wireless telephone has a special button (**FLSH**), however, that flashes the hookswitch. **FLSH** enables a number of features.

Conferencing, Centrex, or behind PBX operation, which are CO line features, require "flashing a CO Line" to enable Centrex/PBX access codes or extension numbers. Both the ordinary use of **FLSH** and accessing a CO Line are explained below.

➤ **To use the hookswitch during a call**

➤ Press **FLSH**.	You hear dial tone.

➤ **To flash a CO Line**

1. Press **FLSH**.	You hear dial tone. **Important!** *This hookflashes the office telephone system only.*
2. Press _____.	**Note** The access code depends upon the Centrex or PBX that you have. Check with your System Administrator.
3. Enter a Centrex or PBX feature access code or extension number.	

Adjusting Volume

You have 13 volume settings in your handset to make adjustments to the calling party's voice level.

➤ **To raise the volume**

➤ Press ▲ until you reach the level you want.	The selected volume setting briefly displays as VL01~12.

➤ **To lower the volume**

➤ Press ▼ until you reach the level you want.	The selected volume setting briefly displays as VL01~12.

Mute

There are two types of mute:

- Voice – the handset microphone temporarily disconnects, so the other party cannot hear you.
- Ring – the ringer temporarily disconnects during an incoming call without affecting the call.

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

➤ Press and hold ▼.

➤ **To mute the ringer when you receive an incoming call**

➤ Press **CLR**.

➤ **To cancel the mute feature**

➤ Press ▼.

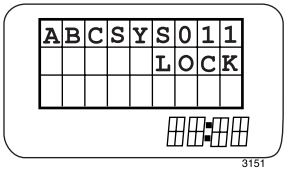
Locking the Dial Pad

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

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

➤ **To lock the dial pad**

➤ Press and hold **#↓**.



➤ **To unlock the dial pad**

➤ Press and hold **#↓**

...or power OFF.

FCN Feature Access

Press **FCN** with other buttons to access office telephone system features, such as Automatic Call Back, Speed Dialing, and Call Forward.

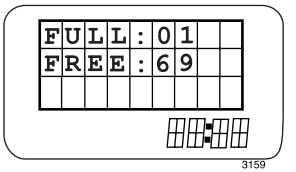
Some features require a few steps before you use the **FCN** key. For example, to establish a conference, you must be in conversation with one party and have another party on hold before you press **FCN** + **4**.

Note Use of these buttons requires system programming and can vary depending on your office telephone system. Your System Administrator can provide information specific to your telephone system.

Speed Dial

Your handset stores 70 speed dial numbers, 10 of which can be dialed by pressing one button. You can also assign memory locations or names. Before you store any numbers or names, you need to know how many locations are available.

➤ **To find the available memory locations**

1. Press **#↓** + **RCL**.	**FULL** is the number of used locations, and **FREE** is the number of available locations. 
2. Wait ...or press **END**.	

➤ **To Speed Dial using one button**

1. Press and hold **0~9**.	The number stored in the chosen memory location dials and displays on the LCD.
2. Release the button.	The call connects.

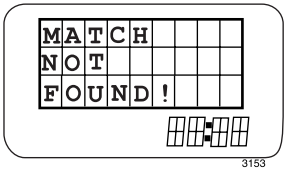
➤ **To Speed Dial using memory locations 10~69**

1. Dial a memory location (**10~69**).	The number displays.
2. Press **RCL** + **CALL**.	

➤ To scroll memory locations for Speed Dial numbers

1. Press **RCL**.	The name and the first nine digits of the number displays.
2. Press ▲ or ▼ to search ...or **#**↓ ...or *****↑.	Each SD number displays.
3. Press **CALL**.	The displayed number rings.

➤ To Speed Dial by entering a name

1. Press **ABC**.	You are in alpha mode.
2. Enter first letters of a name.	The handset displays the first name that matches the entered letters. If no match is found, this displays: 
3. Press **RCL**.	
4. Press **CALL**.	The call connects.

➤ To search for the name you want

1. Press ▲, ▼, *****↑, or **#**↓	You scroll through the memory lcoations to locate the name.
...or **RCL**.	The handset searches for a match for you.
2. Press **CALL** + **END**.	Your call connects.

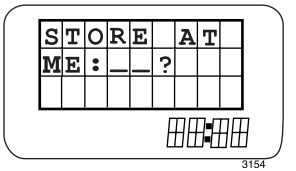
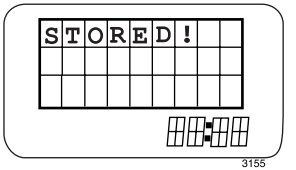
➤ To program a pause

1. Press and hold ***↑**.	A "**p**" displays.
2. Enter **0~9**, *****, and **#**.	A one-second pause is programmed.

➤ To enter a "wait"

1. Press **CALL**.	You can continue dialing.
2. Press and hold **#↓**.	A "**w**" displays.

➤ To store a Speed Dial number

1. Enter the number + **STO**.	
2. Press **STO** again.	

➤ To store a name (optional)

1. Press **ABC**.	
2. Quickly press the button corresponding to the character that you want, one or more times.	For example, to enter the letter F, press **3** quickly three times. See Table 6 for more information.

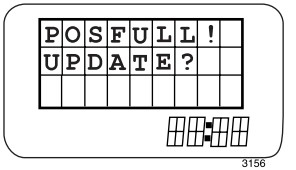
3. Press **STO**.

   The memory location displays, and you are prompted to verify the memory location.

4. Press **STO** again

   ...or enter a number (**00**~**69**) and press **STO**.

   If you enter a used memory location, this displays:



5. Press **STO**

   ...or **END** + **STO** to enter another location.

   The memory location is confirmed.

6. If you want to store another name, repeat Steps 1~6.

If the number or name is longer than 18 digits, it is scrolled to another line on the display. You should reserve memory locations 0~69 for numbers you dial most frequently.

Important! *Power OFF the handset before removing the battery or all Speed Dial numbers will be lost.*

Table 6 Entering Special Characters and Names

Press	Result
1 once	1
1 twice	–
2 once	A
2 twice	B
2 three times	C

Table 6 Entering Special Characters and Names *(continued)*

Press	Result
2 four times **7** four times	2 S
7 five times **9** five times	7 9
***↑**	*
#↓	space
0	0 (zero)

Important! *Wait or press **#↓** to advance to the next letter position before entering another character. The handset is ready for another character when the underscore (_) character displays.*

➤ To cancel storing a number

➤ Press **END**.

➤ To edit stored Speed Dial numbers/names

1. Enter a memory location and press **RCL** ...or **RCL** + ▲, ▼, **#↓**, or ***↑** to search for the number/ name.	The location displays.
2. Press **ABC** + **CLR**.	The digits number/name is deleted.

3. Enter the new digits (number/ name) and press **STO**.	

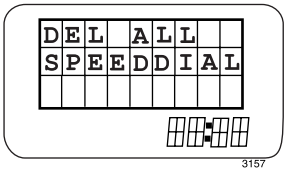
➤ **To cancel the editing process at anytime**

➤ Press **END**.

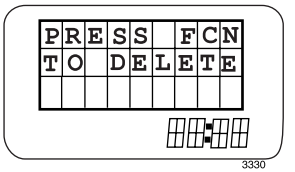
➤ **To delete one stored number/name**

1. Enter a memory location and press **RCL**	The location displays.
...or **RCL** + ▲, ▼, **#**🡻, or ***🡹.	The handset searches memory.
2. Press **CLR**.	You are prompted to confirm the deletion.
3. Press **CLR** again ...or **END** to cancel.	The number/name is deleted.

➤ **To delete all numbers/names**

1. Press **FCN** + ▼ until the message at right displays ...or (in idle mode), **11** + **FCN**.	

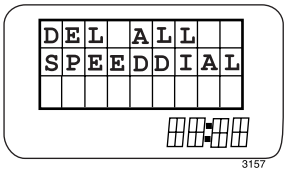
2. Press **FCN**.



3. Press **FCN** again

   ...or **END** to cancel.

All Speed Dial numbers/names are deleted, and this displays:



4. Press **END** again to exit.

Appendix

This appendix contains additional information about your wireless handset. It is divided into:

- Troubleshooting
- Specifications

Troubleshooting

If your wireless handset is not performing to your expectations, try the suggestions in Table 7. If you are still unable to resolve the problem, contact your telephone System Administrator.

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

Table 7 Troubleshooting Suggestions

Problem	Suggestion
Called party can hear you, but cannot be heard. Conversation is broken 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.
Display does not contain date, time and signal strength.	Try powering the handset OFF and ON or moving closer to a base station. **Note** It can take up to a minute for the full display to appear.
No dial tone.	Make sure the handset dial pad is not locked and check the handset volume level. If the problem still exists, the handset is not locked onto a base station. Try powering the handset OFF and ON or try moving closer to a base station.
Weak or delayed dial tone.	Check the handset volume level. Make sure the handset aligns with your ear rather than your mouth. Consider using the pre-dial method to make calls by dialing the number and pressing the **CALL** button (rather than pressing **CALL** and waiting for dial tone).
NO SERVICE! message.	Try powering the handset OFF and ON or try moving closer to a base station. A handset is properly locked when you see the handset date, time, and signal strength icons after power ON. You can get this message if you pressed **CALL** on a handset that is not locked, is out of range, or all eight channels are busy. Reset handset to factory defaults.

Table 7 Troubleshooting Suggestions *(continued)*

Problem	Suggestion
SYSTEM BUSY message.	Check to see if one or more base station channels are in a maintenance busy state; or, your handset may not be locked well enough to complete the request for service.
Unexpected digits in display.	Consider using the dial pad lock feature, because it is very easy to inadvertently press keys when the handset is not in use. To clear digits from the display, use the handset **CLR** button.
Battery has reduced talk/standby time.	Try discharging and recharging the battery using the instructions on Page 9. The battery in the fully charged handset was left unpowered for a long period of time and has slowly drained.
	If you remove a battery from the charger before the green LED appears, you will have these symptoms. Do not remove the battery because the battery strength icon shows full power after a short period of charging. Let the full charging cycle complete before using the handset. You should also use the handset during the day and recharge it at the end of the day, rather than performing intermittent charging during the day.
Charger has a flashing green LED.	Try recharging the battery using the instructions on Page 9. If the problem continues, the battery could be defective.

Specifications

Table 8 lists the specifications for your wireless handset and its battery.

Table 8 Wireless Telephone Specifications

Item	Specification
Transmission	Access method FDMA/TDMA/TDD 1 internal antenna Modulation technique p/4 (QPSK) Gross bit rate 384 kbps
Temperature	Operating 0° to 40° C Storage -10° to 50° C Humidity 95% non-condensing
Power	Minimum output peak <5 dbm Maximum output peak 15 dbm ± 1dbm
Battery	Rechargeable Nickel Metal Hydride Capacity: • Volts 3.6 • Talk Mode 4 hours (typical) • Standby Mode 40 hours (typical)
Size	Width 2.3 inches Depth 1.0 inches Height 6.0 inches Weight Approximately 7 oz.

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