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TOSHIBA

Strata® DK

Digital Business Telephone Systems

System Administrator Guide

Toshiba America Information Systems, Inc.

Telecommunication Systems Division

Limited Warranty

Toshiba America Information Systems, Inc., ("TAIS") warrants that this telephone equipment (except for fuses, lamps, and other consumables) will, upon delivery by TAIS or an authorized TAIS dealer to a retail customer in new condition, be free from defects in material and workmanship for twelve (12) months after delivery. This warranty is void (a) if the equipment is used under other than normal use and maintenance conditions, (b) if the equipment is modified or altered, unless the modification or alteration is expressly authorized by TAIS, (c) if the equipment is subject to abuse, neglect, lightning, electrical fault, or accident, (d) if the equipment is repaired by someone other than TAIS or an authorized TAIS dealer, (e) if the equipment's serial number is defaced or missing, or (f) if the equipment is installed or used in combination or in assembly with products not supplied by TAIS and which are not compatible or are of inferior quality, design, or performance.

The sole obligation of TAIS or Toshiba Corporation under this warranty, or under any other legal obligation with respect to the equipment, is the repair or replacement by TAIS or its authorized dealer of such defective or missing parts as are causing the malfunction with new or refurbished parts (at their option). If TAIS or one of its authorized dealers does not replace or repair such parts, the retail customer's sole remedy will be a refund of the price charged by TAIS to its dealers for such parts as are proven to be defective, and which are returned to TAIS through one of its authorized dealers within the warranty period and no later than thirty (30) days after such malfunction, whichever first occurs.

Under no circumstances will the retail customer or any user or dealer or other person be entitled to any direct, special, indirect, consequential, or exemplary damages, for breach of contract, tort, or otherwise. Under no circumstances will any such person be entitled to any sum greater than the purchase price paid for the item of equipment that is malfunctioning.

To obtain service under this warranty, the retail customer must bring the malfunction of the machine to the attention of one of TAIS' authorized dealers within the twelve (12) month period and no later than thirty (30) days after such malfunction, whichever first occurs. Failure to bring the malfunction to the attention of an authorized TAIS dealer within the prescribed time results in the customer being not entitled to warranty service.

THERE ARE NO OTHER WARRANTIES FROM EITHER TOSHIBA AMERICA INFORMATION SYSTEMS, INC., OR TOSHIBA CORPORATION WHICH EXTEND BEYOND THE FACE OF THIS WARRANTY. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND FITNESS FOR USE, ARE EXCLUDED.

No TAIS dealer and no person other than an officer of TAIS may extend or modify this warranty. No such modification or extension is effective unless it is in writing and signed by the vice president and general manager, Telecommunication Systems Division.

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Introduction

This guide is designed for the System Administrator of the following Strata DK systems:

♦ DK14

♦ DK16e/DK16

♦ DK40i/DK40

♦ DK424/DK280 (Release 3 and above)

This guide provides instructions for assigning the user names that appear on the station display; managing station relocation; and assigning Direct Inward System Access (DISA) security codes, toll restriction override access codes, and verified account codes.

Important!   *This guide contains information and procedures that are not available to the average telephone user. As System Administrator, you must have access to a specific System Administrator's telephone to perform the procedures in this guide. Your responsible for certain proprietary codes for providing or restricting features to telephones with the Strata DK systems. This guide is not intended for general use; please keep it in a secure place.*

You should also have a copy of the most recent *Strata DK General Description* for the appropriate system, as well as any related user guides. See "Related Documents" later in this Introduction.

Equipment Notes

♦ Most of the operations in this guide require a Liquid Crystal Display (LCD) digital telephone at the System Administrator's work station.

♦ Typically, use the station with [PDN] 10, 100, or 200 to perform the functions in this guide. This guide assumes the Adminstrator's telephone is connected to station Port 000. If you w'ish, you can use a different [PDN] which must be assigned by the system installer. In any case, the station is referred to as the "Administrator station" throughout this guide. Ask your system installer which station this is.

Organization

This guide is divided as follows:

♦ **Chapter 1 – Setting System Parameters** contains descriptions and procedures for changing System Administrator-specific parameters. These parameters are given in alphabetical order.

♦ **Appendix A – Access Codes** provides feature access code sequences which can be stored onto SD buttons for one-touch feature access.

♦ **Appendix B – Directories/Record** provides blank directories for recording User Names/Numbers and Speed Dial memos, and telephone locations and instructions for displaying [DN], physical port, and logical port information.

Conventions

➤ The left column gives you the single or numbered steps you need to perform a procedure.	The right column gives the immediate response to your action. It includes readouts from the LCD telephone when applicable, and additional notes and comments.

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.**

WARNING!	**Alerts you when the given task could cause personal injury or death.**

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

[PDN]	Primary Directory Number button (the Extension Number for your telephone).
[SDN]	Secondary appearance of a [PDN]. A [PDN] which appears on another telephone is considered an [SDN].
[PhDN]	Phantom Directory Number button (an additional Directory Number).
[DN]	any Directory Number button (also known as an Extension or Intercom Number). When [DN] is used in an operating procedure, the procedure applies to any [PDN], [SDN], or [PhDN].
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).

Important Notes

♦ Because feature buttons are flexible and must be programmed by a system installer, your telephone may not have all of the buttons mentioned in this guide.

♦ Use the **#** button if your telephone does not have a **Redial** button.

♦ Use the **∗** button if your telephone does not have a **Speed Dial** button.

Related Documents/Media

Refer to the following documents for more information:

♦ *General Description*

♦ *Digital Telephone User Guide (includes LCD, Add-on Module and Direct Station Select Console)*

♦ *Digital Telephone Quick Reference Guide*

♦ *Digital Single Line Telephone User Guide*

♦ *PC-DKT User Guide*

♦ *Electronic Telephone User Guide (includes LCD and Direct Station Select Console)*

♦ *Electronic Telephone Quick Reference Guide*

♦ *Standard Telephone User Guide*

♦ *PC/Data Interface User Guide*

♦ *Cordless Digital Telephone User Guide*

♦ *HMIS User Guide*

♦ *HMIS Quick Reference Guide*

♦ *Strata AirLink Integrated Wireless Handset User Guide (handset configured to digital ports of the Strata DK telephone system)*

♦ *Strata AirLink Integrated Wireless Handset Quick Reference Guide*

♦ *Strata AirLink External Wireless Handset User Guide (handset configured to digital ports of the Strata DK telephone system)*

♦ *Strata AirLink External Wireless Handset Quick Reference Guide*

♦ *Strata DK Library CD-ROM*

Setting System Parameters   1

For security reasons, you can add, delete or change system parameters. Make sure your system is programmed so that you can change these parameters from your telephone.

The parameters discussed in this chapter are given in alphabetical order. They are:

♦ Auto Attendant

♦ Direct Inward System Access (DISA) Security Code

♦ Night Transfer

♦ Setting Date/Time/Day

♦ Soft Keys

♦ Station Relocation

♦ System Messages, Names and Memos

♦ System Speed Dial Numbers

♦ Toll Restriction Override/Traveling Class Codes

♦ Verified Account Codes

Auto Attendant

The Auto Attendant feature tells the system where to direct incoming Auto Attendant calls. The Strata DK built-in Auto Attendant is licensed by Dytel, Inc. under United States

Patent No. 4,975,941. Two announcements greet callers: The primary announcement contains the company greeting, followed by a menu. The secondary (optional) announcement, plays when the station or department called is not available. It is then followed by a menu.

An Auto Attendant's primary announcement may sound like this:

> "Hello, you have reached Toshiba.
> If you know the number of the party you are calling, please dial it now.
> For operator assistance, dial 0 or please wait.
> For Sales, dial 3.
> For Marketing, dial 4.
> And for Technical Support, dial 5."

Here's an example of an Auto Attendant's secondary announcement:

> "The party is unavailable...
> For operator assistance, dial 0 or wait for assistance.
> For Sales, dial 3.
> For Marketing, dial 4.
> And for Technical Support, dial 5."

Auto Attendant CO Line Assignments

CO lines can be assigned to be answered by the Auto Attendant in any of the three system modes (Day, Day 2, and Night) by the system programmer. The **Night Transfer** button can be used to switch the CO lines to ring the Auto Attendant or to ring stations that are preassigned in system programming.

The Auto Attendant can be configured (in system programming) to answer CO line calls on a delayed basis (12 or 24 seconds) if the call is not answered at a ringing station(s).

System Auto Attendant Dialing Plan

The Auto Attendant dialing plan is assigned in system programming. Use Table 1 to record your system Auto Attendant dialing plan. Toshiba recommends using single digits. (See Table 2 for a list of default [DNs] for Strata DK systems.)

Table 1   Auto Attendant Menu

Dialed Digit (Menu Prompts)	Station (Directory) Number	Department, Division, etc.
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
*	DISA Outgoing Calls	Outgoing line (see Caution note below)

Table 2   Default DNs for Strata DK

System	[PDNs] (default)	[PhDNs] (default)
DK14	10~19	50~59
DK16e/DK16/DK40i/DK40	10~27	50~77
DK424 RCTUBA/BB, RCTUC/D	200~439	500~739
DK424 (RCTUE/F)	100~435	450~785

When calling the Auto Attendant, callers can access DISA by dialing ✳. Toshiba recommends that you do not include this information in the Auto Attendant announcement.

CAUTION!	**Make sure that your system DISA security code is set and protected. This is necessary to prevent unauthorized outgoing DISA calls from being charged (billed) to your company's telephone lines. See the instructions,** "Direct Inward System Access (DISA) Security Code" on Page 4**.**

Auto Attendant Announcement Recording Recommendations

Primary announcements are played to the caller when the Auto Attendant first answers a CO line. Secondary announcements (optional) are played to the caller after dialing a busy or unanswered station. Announcements should be kept as short as possible to allow fast call handling, and to eliminate overflow situations. Typical announcements should run between 10 and 20 seconds. Both primary and secondary announcements should play the Auto Attendant dialing plan options.

If many CO lines ring the Auto Attendant (heavy traffic), multiple announcement machines can be installed to accommodate quick answer of incoming calls. Announcements can be up to 60 seconds in length. The system can support up to four primary announcements and up to four secondary announcements, thereby making a 15-second call answering time possible. All primary announcements should play the same message/dial prompts, and all secondary should play the same secondary announcement. Follow the announcement device manufacturer's instructions to record the auto attendant announcements.

Direct Inward System Access (DISA) Security Code

The Direct Inward System Access feature is used when calling into your system from the outside. This feature is available on certain CO lines and from the built-in Auto Attendant. Assignments are made by the system programmer. CO lines can be DISA lines in the Day, Day 2, or Night mode, or any combination of these modes.

If a caller enters the system via a DISA line or built-in Auto Attendant, the caller can then access another line to place an outgoing call through the system, in which case the outgoing line call is charged as a call made from the DK system. To prevent unauthorized outgoing calls through the system using the DISA feature, enter a DISA security code as shown in the following steps.

CAUTION! **Whenever the built-in Auto Attendant is installed, the DISA security code should be used (and changed periodically) to prevent unauthorized access of outgoing CO lines via the Auto Attendant DISA access feature.**

➤ **To enter or change the DISA security code**

1. Press [DN] + **#658**.	You hear a confirmation tone.	NO. NNN _____ ID CODE SET
2. Dial the new DISA security code (1~15 digits).	The DISA security code digit length is a system program option. The code appears on the LCD as you enter it.	NO. NNN DATA PROGRAMMED
3. Press **Redial**.	You hear a confirmation tone.	
4. Press **Spkr**.	The telephone returns to the idle mode.	

➤ **To cancel the DISA security code**

1. Press [DN] + **#658**.	You hear a confirmation tone.
2. Press **Redial**.	The telephone returns to the idle mode.
3. Press **Spkr**.	

CAUTION! **If the DISA security is canceled, outgoing unrestricted CO Line access is available to anyone calling in on a DISA line or built-in Auto Attendant.**

Emergency 911 Calls

The procedure to make an emergency 911 call is the same for the Strata DK14, DK40i/ DK40 and DK424; however, the DK424 can be programmed to use a special outside line, called the CAMA trunk, which provides Enhanced 911 (E911) calling service.

The DK424's E911 feature performs the following set of actions when a user dials 911: the DK seizes an idle CAMA trunk and sends 911 plus the dialing station's Caller Emergency Service Identification (CESID) over the CAMA trunk to the 911 emergency operator. This allows the 911 emergency operator to know the exact location (room, building, etc.) of the telephone originating the 911 call.

➤ **To make an Emergency 911 call**

1. Press [DN] + **911**	The [PDN] releases from the internal connection and seizes the CAMA trunk.
	Note Once a 911 call is started, most other buttons/keys on a telephone are disabled to prevent accidentally dropping the 911 call attempt. This includes the **Hold** button, so that the 911 call cannot be put on hold.
...or go off hook and enter **911**	Off Hook and dial 911 (station has off hook selection of a CO line or line group in Program 32 and has a CO **Line** or **Pooled Line** buttons).

If your off hook selection automatically selects a **Line/Pooled Line** button, then when you dial 911, the normal CO line is dropped and an idle PDN or CAMA CO button connects to the CAMA trunk.

If an idle [PDN] or CAMA CO button is not available, the 911 call is sent out the originally selected line without the station's CESID information.

...or press [DN] + **9** + **911**.

If the system uses Least Cost Routing (LCR) – When **9** is dialed, the station seizes LCR on its [PDN]. When you enter **911**, the PDN drops LCR and the same [PDN] connects to the CAMA trunk. 911 plus the station's CESID will be sent out the CAMA trunk.

If the system does not use LCR or if the station does not have a CO Line, Pooled Line or CAMA CO buttons – when a **9** is dialed as an access code, the station seizes a "dial 9" CO line on its [PDN]. When **911** is entered, the 911 call will be sent one of two ways:

♦ If the station does not have another idle [PDN] or CAMA CO button, the 911 call will be sent out the normal CO line in the dial 9 line group without the station's CESID.

♦ If the telephone has another [PDN] or CAMA CO button, and it is idle, the first PDN will drop and the second [PDN] or CAMA CO button will be connected to the CAMA trunk. 911 plus the station's CESID will be sent out the CAMA trunk.

Emergency Calling from the Attendant Console

The PC attendant console and the DK attendant console can be programmed make E911 calls two different ways, by using either CO line buttons or the INT button to initiate the call. The procedure and results are described below:

From the attendant console, the Attendant can press:

♦ a CO **Line, Pooled Line** or CAMA CO button and dial 911. When 911 is dialed from an outgoing line button, the outgoing line button drops and the CAMA trunk is

seized on the INT button. 911 plus the Attendant Console CESID is sent out the CAMA trunk.

♦ ...or the **INT** or [PDN] button and dial 911. When 911 is dialed, the **INT** or [PDN] releases from the internal connection and seizes the CAMA trunk. 911 plus the Attendant Console CESID is sent out the CAMA trunk.

Night Transfer

Incoming calls to your system can be made to route and ring different destinations, based on either two- or three-call routing (ringing) patterns (set in system programming). The Night Transfer LED indicates the active routing pattern:

	Three-pattern	**Two-pattern**
DAY	OFF	OFF
DAY 2	FLASH	N/A
NIGHT	ON	ON

Night Transfer can be locked by pressing **NT Lock (1~4)** and dialing the NT Lock password (see the procedure outlined on the following page).

If the system has tenant service, up to four Tenant Night Transfer buttons (**Night Transfer 1~4**) can be assigned and controlled independently.

➤ **To enable/disable night transfer**

➤ Press **Night Transfer** to toggle night transfer ON/OFF.

Night Transfer Lock/Unlock Password

The Night (NT) Lock/Unlock mode enables the Administrator's station or an attendant console to lock the system into the Day, Day 2, or Night mode. By setting the system into different modes, incoming CO calls can be routed to different destinations.

In order for the Administrator station or the attendant console to perform such routing, it must be assigned with **Night Transfer** and **NT Lock** buttons via system programming. Up to four **Night Transfer** and **NT Lock** buttons are allowed. Check with the system installer for any additional information.

➤ **To assign or change Night Lock/Unlock Password**

1.	Press a [DN] + **#622X** (X = Tenant 1~Tenant 4 CO line groups), with the handset on-hook.	The LCD prompts you to enter a four-digit password.	NO.200 ENTER PASS CODE
2.	Enter a four-digit password.	As you are enter the password, the digits display on the LCD.	NO.200 XXXX
3.	Press **Redial**.	You hear confirmation tone.	NO.200 DATA PROGRAMMED
4.	Hang up.	The password is assigned.	NO.200 JAN 15 WED 02:00

Night Transfer Lock Mode

After setting the **Night Transfer** button into the desired ring mode (Day/Day2/Night), you can lock Night Transfer using the accompanying steps below.

➤ **To set the system in Night Lock Mode**

1.	Press **Night Transfer** to set the system into the Day or Day2 or Night Mode, with the handset on-hook.		
2.	Press **NT Lock**.	The NT Lock LED flashes. The LCD prompts you to enter your password.	NO.200 ENTER PASSWORD

3. Enter your password and press **NT Lock** again.	**Y** = Password digits	NO.200 YYYY
	If the correct password is entered, the NT Lock LED remains steady red and the LCD displays the message "NT LOCK."	NT LOCK JAN 15 WED 02:00
	If an incorrect password is entered, the NT Lock LED turns OFF.	

Setting Date/Time/Day

This operation is possible from the Administrator station or attendant consoles and enables you to set the date, time, and day.

➤ **To set the date**

1. Press a [DN] + **#651**, with the handset on-hook.	You hear a confirmation tone.	#651 ENTER DATE
2. Enter the date (YYMMDD).		1 ENTER DATE 970524
3. Press **Redial**.	You hear a confirmation tone.	NO. NNN MAY 24 MON 12: 05
4. Press **Spkr**.	The telephone returns to the idle mode.	

➤ **To set the time**

1.	Press [DN] + **#652**, with the handset on-hook.	You hear a confirmation tone.
2.	Enter the time (HHMMSS) in the 24-hour clock format.	H=hour, M=minute and S=seconds. Use leading zeros: 060530 = 6:05AM and 30 seconds; 143045 = 2:30PM and 45 seconds.
3.	Press **Redial**.	You hear a confirmation tone.
4.	Press **Spkr**.	The telephone returns to the idle mode.

Display boxes:

```
#652 ENTER TIME
```

```
51 ENTER TIME 120500
```

```
              NO.  NNN
MAY  24  MON  12: 05
```

➤ **To set the day of the week**

1.	Press a [DN] + **#653**, with the handset on-hook.	You hear a confirmation tone.
2.	Enter the number which corresponds to the appropriate day of the week: **1** = Sunday **2** = Monday **3** = Tuesday **4** = Wednesday **5** = Thursday **6** = Friday **7** = Saturday	

Display boxes:

```
#653 ENTER DAY
```

```
#653 ENTER DAY 2
```

3. Press **Redial**.	You hear a confirmation tone.	NO. NNN MAY 24 MON 12: 05
4. Press **Spkr**.	The telephone returns to the idle mode.	

Soft Keys

➤ **To turn Soft Keys on**

   ➤ Press **Mode** + **71**.

➤ **To turn Soft Keys off**

   ➤ Press **Mode** + **70**.

Important! *The LCD examples in this guide are shown with Soft Keys turned OFF. If your telephone has Soft Keys turned ON, the displays may be different, but you can still follow the steps in this guide. Generally, the information shown on line 2 displays on line 1 when Soft Keys are on.*

Station Relocation

This feature enables you to relocate an electronic, digital, or standard telephone without requiring reprogramming of the station's features. When relocated, the telephone retains its station number and all programmed features, including personal messages, feature buttons, Toll Restriction Class, and Speed Dial numbers.

One station at a time can be easily relocated. If two stations are unplugged at the same time, the telephone that was unplugged last is relocated when plugged back in. Station Relocation only works with the same type of station. For example, moving electronic telephone to electronic telephone, digital to digital, and standard to standard. The label on the bottom of your telephone indicates "Electronic" or "Digital" key telephone.

If a 10-button telephone is replaced with a 20-button type, the left column of buttons retains the 10-button assignments. With LCD telephones, you use the LCD after relocation, to confirm the desired location of the calling or called [PDNs].

> CAUTION!   **Always turn this feature off promptly after relocation is finished to avoid accidental relocation.**

Automatic Relocation

This function enables you to physically move a telephone from one location to another while maintaining all of the telephone's programmed features. Use the "Telephone Location Record" on 41 for telephone location tracking.

➤ **To turn on the Auto Station Relocation feature**

➤ From the Administrator station, press a [DN] + **#6282** to turn on the Auto Station Relocation feature.	You hear a confirmation tone indicating the Station Relocation feature is on. If you hear a busy tone, the Station Relocation feature is already turned on, or you did not dial from the Administrator station.
1. Press **Spkr**.	

➤ **To physically relocate (swap) Station A and B**

Important!   *Make sure that the location that the phone is moving to is already vacant.*

*If you are moving a telephone (for example, Station A) to a new location that already has a telephone connected to it (for example, Station B), disconnect Station B from its telephone jack **before** you disconnect Station A.*

You cannot configure the moving station (Station A) to an already occupied station (Station B)

1. Verify that the telephone jack for the new location does not have a telephone connected.	

---

2. Unplug the telephone that is moving from its wall jack at the old location.	
3. Plug the telephone that is moving into the wall jack at its new location.	The station is now moved to its new location while retaining its original [DNs] and features.
4. From the Administrator station, press [DN] + **#6281** to turn off Auto Station Relocation, then press **Spkr**.	You hear confirmation tone. If you hear a busy tone, the Station Relocation feature was already turned off, or you did not dial from the Administrator station.

Relocation by Special Dial

This option enables two station numbers and their features to be exchanged with or without physically relocating the telephones. The exchange takes place through the use of special dial codes. For the procedure below, we are using Station A/B and Location 1/2 to demonstrate the exchange.

➤ **To turn on the Special Dial Station Relocation feature**

1. From the Administrator station, press a [DN] + **#6283** to turn on the Special Dial Station Relocation feature	
1. Press **Spkr**.	You hear confirmation tone indicating that the Station Relocation feature is on. If you hear a busy tone, the Station Relocation feature was already turned on, or you did not dial from the Administrator station.

➤ **To relocate (swap) Station A and B**

|	
1. From Station A, press a [DN] + **#627NNN** (**NNN** = [DN] of Station B).	You hear confirmation tone. Station A now has the buttons and features of Station B and vice versa.
2. From Administrator station, press a [DN] + **#6281** to turn off Special Dial Station Relocation, then press **Spkr**.	After Station Relocation is turned off, you hear a confirmation tone. If you hear a busy tone, Station Relocation was already turned off, or you did not dial from the Administrator station.
	Note After the relocation is completed, exchange the keystrips of the two telephones, if they are different, because a 10-button telephone replaced with a 20-button type telephone, retains the 10-button assignments.

System Messages, Names and Memos

You can write or edit station LCD messages, names or numbers.

➤ **To write LCD messages, names, or numbers**

1. Access message/ memo/name displays.	When you select a message number, a cursor (–) appears at the first character in the message.
2. Enter up to 32 alphanumeric characters, (see Table 3 and the figure at the right) using the station keypad.	
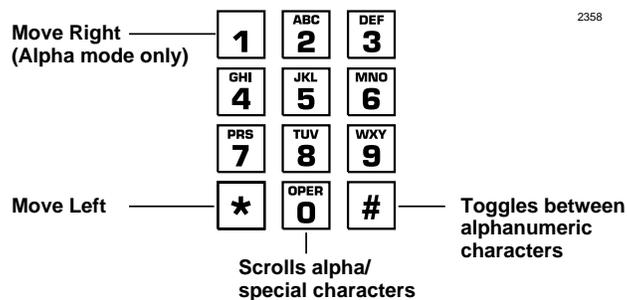
3. Blank out any portion of a message by pressing **1** and moving the cursor to the right, when in the alpha character mode. | Each character the cursor transverses is deleted.

Table 3   Dial Pad Key Equivalents

Letter	Key Equiv.	Letter	Key Equiv.	Letter	Key Equiv.	Symbol	Key Equiv.
A	**2**	J	**5**	S	**700**	:	**1000**
B	**20**	K	**50**	T	**8**	–	**10000**
C	**200**	L	**500**	U	**80**	+	**100000**
D	**3**	M	**6**	V	**800**	/	**1000000**
E	**30**	N	**60**	W	**9**	**Note**	Use the dial pad in alphanumeric mode to create the Symbols above.
F	**300**	O	**600**	X	**90**		
G	**4**	P	**7**	Y	**900**		
H	**40**	Q	**10**	Z	**100**		
I	**400**	R	**70**				

User LCD Name/Number Display

Once you store names and numbers in the system memory for each station or device, they can display on the station's LCD while idle and at other stations' LCDs when they are called. The name also appears on the LCD during direct internal, forwarded, and hunted calls. The LCD name does not display on Override or Off-hook Call Announce (OCA) calls.

Name display information for non-LCD telephones or voice mail/auto attendant devices can be stored from the Administrator's digital station. When Name/Number is recorded for non-LCD telephones or other devices, their Name/Number is displayed on LCD telephones when called. The name of a called telephone displays on the calling telephone's LCD when the calling telephone has the Soft Key feature ON.

Note   Before entering names for other users, turn the Soft Key feature OFF by pressing **Mode** + **70** when your telephone is idle. After the names have been entered, turn the feature back on by pressing **Mode** + **71** when your telephone is idle.
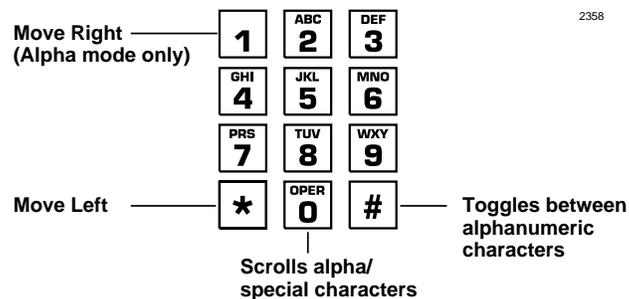
➤ **To enter name/number information for your telephone**

1. Press [DN] + **#621**.	Current information displays on the lower line of the LCD.	USER NAME?
2. Enter up to 16 alphanumeric characters, (see the figure at the right) using the station keypad.		

3. Press **Spkr**.	The information is stored and appears on the top line.	TOSHIBA EXT. 200 DATE DAY TIME

➤ **To clear name/number display.**

1. Press a [DN] + **#620**.	You hear confirmation tone, then busy tone.	
2. Press **Spkr**.	During the clear, the LCD displays the message shown on the right.	NO. NNN USER NAME RESET
	After the clear, a name is displaced by a message and call forward settings if they are set.	NO. 200 DATE DAY TIME
	Note This procedure does not erase the name/number. To restore the display, press [DN] + **#621**.	

➤ **To erase name/number display**

1. Press a [DN] + **#621**.	Current information displays on the lower line of the LCD.	USER NAME?
2. Press **1** in the alpha mode to enter blanks.	Blank characters replace the information. If all blanks are entered, the telephone [PDN] displays on the LCD.	
3. Press **Spkr**.	The information is erased.	

➤ **To enter name/number information for other stations/devices**

1. Turn Soft Keys OFF by pressing **Mode + 70**.	The Administrator station must be idle.

2. Press a [DN] + **#621**.

Current information for the
Administrator station appears on
the bottom line.

> USER NAME?

3. Press **Page**.

In this particular display, **EKT**
stands for the [PDN] of a digital,
electronic or standard telephone.

> DESK EKT NO.?

4. Dial the [PDN] of the
station for which the
name/number
information is to be
recorded.

Current information for station
NNN appears on the bottom line.

> DESK EKT NO. NNN

5. Press **Page**.

You are prompted for the user
name.

> USER NAME?

6. Enter up to 16
alphanumeric
characters, (see the
figure at the right)
using the station
keypad.
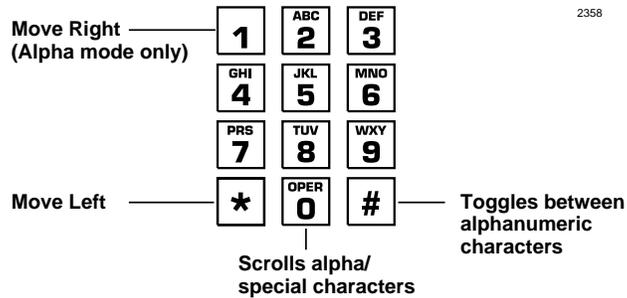
We suggest that you enter the station number and the user
name.

7. Press **Spkr**.

The new information displays on the top line of station
NNN's LCD. The Administrator station LCD returns to the
normal idle display.

8.	Repeat Steps 2~7 to enter more names/ numbers.	
9.	Press **Mode** + **71** when your telephone is idle.	Your Soft Keys are turned ON.

➤ **To erase other station name/number displays**

➤ From the Administrator station, repeat Steps 1~6 of the previous procedure and press **1**, in the alpha mode in

System Speed Dial Numbers

System Speed Dial telephone numbers can be stored in the system memory by the Administrator station only.

➤ **To store a feature or System Speed number in a System Speed Dial Code**

1.	Press **Redial**, with the headset on-hook.	
2.	Press **SD** button	
	...or **Speed Dial** + System Speed Dial Code.	See .
3.	Input the telephone number to be stored (up to 20 digits).	
	...or enter the feature code sequence.	See .
4.	Press **Redial**.	The information is stored in memory.
5.	Repeat Steps 1~5 for each telephone number to be stored.	

Clearing a Speed Dial Entry

➤ Repeat the preceding procedure, skipping Step 4.

Accessing the Stored Number

➤ Press **Speed Dial** + its associated Speed Dial access code

...or press the **SD** button associated with the code.

Note Write down the Speed Dial codes and telephone numbers for future reference.

Speed Dial—Advanced Features

Feature Access Codes

You can program **SD** (Speed Dial) buttons with feature access codes for a single feature or a sequence of features as long as the keyed dial pad characters do not exceed 20 digits. To determine how many digits you have, count 2 digits for **Cnf/Trn**, [PDN] and **Hold** feature buttons and 1 digit for all other dial pad characters.

See Table 4 for a list of feature access codes.

➤ **To store a feature onto a SD button**

➤ **Redial** + **SD** + Feature Access Code + **Redial**.

♦ See Table 4 on the following page for Feature Access code sequences.

♦ **SD** = the speed dial button the feature is stored on.

➤ **To store a feature onto a speed dial code**

➤ **Redial** + **Speed Dial** + Speed Dial Access Code + Feature Access Code + **Redial**.

Important!

- Do not lift the handset.

- If you do not enter the entire sequence within a specified time (set in system programming for either one or three minutes), the operation times out and your telephone returns to idle mode.

- If your telephone does not have a Speed Dial, press "*" instead of Speed Dial and enter 44 instead of # in all feature sequences.

- [PDNs] can be stored in speed dial sequences but [PhDNs] and [SDNs] cannot.

Table 4   Feature Access Codes

Features	Feature Access Code Sequence
Account Code[1] (Frequently used codes)	**Cnf/Trn** + **#46** + Account code digits
Automatic Callback	**4**
Background Music[2] (Telephone Speakers ON)	[PDN]] + **#491**
Background Music[2] (Telephone Speakers OFF)	[PDN] + **#490**
Call Forward—All Calls (To Station or VM)	[PDN] + **#601** + Directory Number
Call Forward—Busy (To Station or VM)	[PDN] + **#602** + Directory Number
Call Forward Cancel	[PDN] + **#601**
Call Forward—No Answer	[PDN] + **#603**
Call Forward External	[PDN] + **#670**
Call Forward External Cancel	[PDN] + **#670**
Door Phone Calling	[PDN] + door phone Directory Number
Hookflash Signal[1]	**Cnf/Trn** + **#45**
Off-hook Call Announce (Manual Mode)	Voice First **2**; Tone First **1**, **2 1**, or **1 2**
One-touch Voice Mail Access	[PDN] + Voice Mail Directory Number

Table 4   Feature Access Codes *(continued)*

Features	Feature Access Code Sequence
Outgoing Calls	[PDN] + CO line access code (See Table 5 on Page 34.)
Overrides (Busy, DND)	**2**
Overrides (Executive)	**3**
Page Access[4]	**Hold** + [PDN] + [**#XXX**] where: [**#XXX**] =Page access code (See Table 6 on Page 35 and Table 7 on Page 35.)
Park Call/Access Page The existing call is parked and you are automatically connected to the page.	**Cnf/Trn** + **#331** + [X X X] + [Y Y Y] where: [**X X X**][3]= 9 0 0~9 1 9 or 999 park zone number; [**Y Y Y**] = page group/zone (See Table 6 on Page 35 and Table 7 on Page 35.
Pickup[4] (Directed to station, new, or transferred call)	**Hold** + [PDN] + **#5** + station number [PDN]
Pickup a held or ringing [PDN] or [PhDN] (not available on all systems)	[PDN] + **#5#2** + [X X X X] where: [**X X X X**] = [PDN] or [PhDN] to be picked up
Pickup[4] any ringing CO line (new call only)	**Hold** + [PDN] + **#59**
Pickup Station Page or Ringing Door Phone[4]	**Hold** + [PDN] + **#5#30**
Pickup[4] External Page	**Hold** + [PDN] + **#5#35**
Pickup Line on Hold (lines 1~99)[5]	[PDN] + **#5** + **#70** (**01**~**99**)
Pickup Line on Hold (lines 100~200)[6]	[PDN] + **#5** + **#7** (**100**~**200**)

1. These codes can be used during a CO line call.
2. Background music speakers can only be turned ON/OFF from the Administrator's telephone.

3. XXX = Auto Park Orbit 9 9 9 (access the next available park orbit), or General Park Zones 900~919, or [PDN] on which the call should be parked. Only use 999 with LCD telephones.
4. This feature will hold an existing call when the button is pressed. If the button is pressed when not on a call, pickup or page will still be accessed. These codes can be used during a CO line call.
5. After pressing the feature button, the user dials the line number (01~99) to pickup the line.
6. After pressing the feature number, the user dials the line number (100~200) to pickup the line.

Speed Dial Pause and Flash Storage

Some Speed Dial numbers may require a pause (long or regular) or hookflash be included (e.g., tone delay requires a pause at the beginning of a Speed Dial number).

Hookflash	Regular Pause	Long Pause
The **Flash** button stores a flash signal only if **Spd Dial Pause** is programmed as a flexible button on the telephone. The flash signal is 0.5 or 2 seconds long (set in system programming) and is displayed on the LCD as "**F-**". Press **Flash** ...or enter the hookflash dial code (**Cnf/Trn** + **#45**).	The pause is either 1.5 or 3 seconds (set in system programming). The LCD displays "**P-**". Press **Spd Dial Pause** ...or if **Spd Dial Pause** is not on the telephone, press **Flash** to store a pause.	Ten-second pause, which can be entered anywhere in the Speed Dial number. The LCD displays "**L-**". Press **Spd Dial Lng Pause**.

Speed Dial Number Linking

You can link any of the Station Speed Dial numbers to System Speed Dial codes or to any of the optional buttons associated with these codes. The Administrator station can be used to link System Speed Dial Codes. This enables lengthy digit strings to be stored under one Station Speed Dial button or code.

The number directly stored in the System Speed Dial number dials out first, then the number linked to it. Typically, a company's special carrier access telephone numbers are stored as part of the digit string.

➤ **To link system/system speed dial numbers**

1.	Press **Redial**.	
2.	Press **SD** ...or **Speed Dial** + a System Speed Dial Access Code.	See Table 8 on Page 37 for Station Speed Dial Access Codes.
3.	Press **Speed Dial**.	
4.	Enter the System Speed Dial Access Code to which the number will be linked.	See Table 8 on Page 37 for System Speed Dial Access Codes.
5.	Enter the telephone number to be stored (max. 17 digits).	
6.	Press **Redial**.	The number is stored and is automatically dialed when the optional linked station **SD** button is pressed or the linked Station Speed Dial access code is dialed.

Linked Speed Dial Example

> **Note**   Your system must be programmed for "Toll Restriction Override by System Speed Dial" to allow this example.

➤ **To store a CO line access code plus a long distance carrier access code (10288) and link to *690**

In the following example, you are going to link ✳690 to a telephone number and store it in System Speed Dial location ✳**600**.

1. Press **Redial** + **Speed Dial** + **690** + [PDN] + **910288** + **Redial**	The CO line access code and the long distance carrier code (910288) in the System Speed Dial location ✳690 is stored. **Note** "I" displays when the [PDN] is stored. ♦ [PDN] is used to automatically access internal dial tone before dialing **910288**. ♦ **910288** = **9** is the CO line access code and **10288** is the long distance carrier access code.
2. Store the System Speed Dial information on Speed Dial Code **600 from the Administrator station.**	
3. Press **Redial** + **Speed Dial** + **600** + **Speed Dial** + **69017145553700** + **Redial**.	♦ **600** is the System Speed Dial Code. ♦ **690** is the System Speed Dial Code that is being linked to code **600**. ♦ **17145553700** is the telephone number with area code.

➤ **To use the new link**

> ➤ From any station, press **Speed Dial** + ✳**600** or press **SD** (**600**) button if available on the calling station. The telephone automatically dials **9** to access a CO line, then

the carrier access code (**10288**) plus the telephone number (**17145553700**).

Speed Dial Memo

This feature enables the Administrator station to program an 11- or 12-character name for each of the system Speed Dial numbers. You can scroll through the memo pad of names to select the appropriate party.

Notes

- Before entering names for Speed Dial Numbers, turn off the Soft Key feature by pressing **Mode** + **70** when the telephone is idle. After entering the names, turn the feature back on by pressing the **Mode** + **71** when the telephone is idle.

- For your convenience, use the Telephone Location Record on 41 for recording speed dial numbers with memos from the Administrator station.

➤ **To program names and numbers**

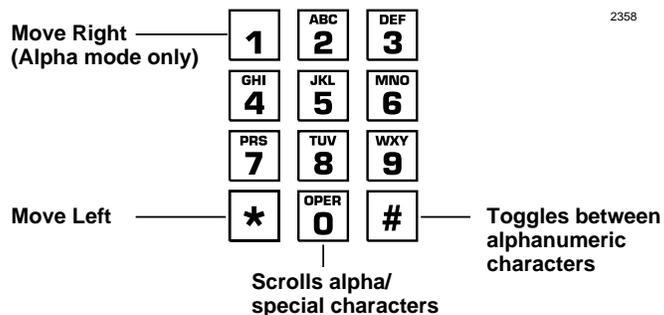|		
1.	Press **Redial**, then **Speed Dial**.	The LCD displays: `#* NNN SPEED DIAL`
2.	Enter the Speed Dial number.	The current name/memo and its code displays (see Table 8, "Speed Dial Access Codes," on page 37).
3.	Press **Mode**.	The name/memo appears as you enter it.
4.	Enter up to 12 alphanumeric characters, (see the figure at the right) using the station keypad.	

Move Right (Alpha mode only) — 1, 2 ABC, 3 DEF, 4 GHI, 5 JKL, 6 MNO, 7 PRS, 8 TUV, 9 WXY, Move Left — *, 0 OPER, # Toggles between alphanumeric characters, Scrolls alpha/special characters. 2358

5. Press **Mode**.

6. Press [PDN], then enter the desired CO line access code, plus the telephone number (20 digits maximum). | The number appears as you entered it. Speed Dial numbers and memos and their corresponding two- or three-digit codes can be recorded on the Speed Dial Memo Directory at the back of this guide.

Note If telephones use direct appearing CO line buttons to place outgoing calls–do not press [PDN] in Step 6.

7. Press **Redial**. | The data is recorded into memory.

8. Repeat Steps 1~7 to enter more names/ memos.

➤ **To view and/or dial a Speed Dial number**

1. Press **Mode** + **8XXX**. | The Speed Dial number appears with a name or memo.

MODE NO.8XXX

XXX = Personal or System Speed Dial Codes.

See Table 8, "Speed Dial Access Codes," on page 37.

Note It is recommended that you record Speed Dial numbers and memos and their corresponding three-digit codes on the Speed Dial Memo Directory at the back of this guide.

2. Press **Page** to scan the directory for the appropriate number/ memo.

3. Press any available **Line** or [DN] + a CO Line Access Code. | The number is dialed.

See "CO Line Access Codes" on Page 33.

➤ **To check a Speed Dial number**

1.	Press **Mode** + **8**.	See Table 8, "Speed Dial Access Codes," on page 37. The LCD displays a "+" sign if there are more than 16 digits.
2.	Enter a speed dial code.	**Note** If the number is longer than 16 digits, press **Scroll** to display the remaining digits.
3.	To see the next number, press **Page**.	

Toll Restriction Override/Traveling Class Codes

As a System Administrator, you can add or change Toll Restriction Override codes. When a station dials these override codes, after accessing an outside line or LCR, the station Toll Restriction Class is changed to that assigned to the override code dialed (Traveling Class). To add, change or delete Toll Restriction Override or a Traveling Class code, the following steps must be performed from the Administrator's telephone.

➤ **To add/delete/change toll restriction override or traveling class codes**

1.	Press [DN].	You hear a confirmation tone.	
2.	Enter the Traveling Class access code **#691~#698**	The code appears on the LCD as you enter it and you hear a dial tone.	**NO.NNN** **ENTER OVR. CODE**
	...or enter **#691~#698** to change the assigned TR Class 01~08 Travel Class Codes respectively.		
	...or enter the Toll Restriction Override access code **#654~#655**	**#654~#655** represent override Codes 1 and 2 respectively.	

3.	Enter the desired four-digit override code.	
4.	Press **Redial**.	You hear a confirmation tone. The code is stored in memory.

> **NO. NNN**
> **DATA PROGRAMMED**

Notes

- When making outgoing calls, dialing the Traveling Class code puts the telephone in the Toll Restriction class of the code that was dialed.

- When making outgoing calls, dialing the Override code, overrides all toll restrictions that may be normally applied to the telephone.

- The Toll Restriction Travel Class/Override codes do not print on SMDR reports.

5.	Repeat Steps 1~3 to enter up to eight Traveling Class codes and two Toll Restriction Override codes.	
6.	Press **Spkr**.	The telephone returns to the idle mode.

➤ **To delete toll restriction override or traveling class code**

1.	Press a [DN] and dial the assigned toll restriction override change access code: **#691**~**#698** or **#654**~**#655**.	You hear a confirmation tone.
2.	Press **Redial**.	You hear confirmation tone.
3.	Press **Spkr**.	The telephone returns to the idle mode.

Verified Account Codes

Adding, deleting, or changing Verified Account Codes can be done at designated stations only. The privileged stations are assigned by the system programmer.

➤ **To add or change verified account codes**

1. Press [DN] + **#659**.	You hear a confirmation tone.	NO.NNN VERIFY ACC SET
2. Enter the desired three-digit verified account code reference number (**000**~**299**) or (**000**~**499**) for some systems.	Account codes appear on the LCD as you enter them. All systems have 300 account code numbers (**000**~**299**), except the RCTUE/F processor, which has 500 (**000**~**499**).	NO.NNN ERIFY ACC SET XXX
3. Enter the verified account code. The system is programmed for ___digits.	Account codes can be 4~15 digits long; the number of digits is set system wide for all account codes in system programming. The code appears on the LCD as you enter it.	NO.NNN XXX XXXXXXXXXXXX
4. Press **Redial**.	You hear a confirmation tone. The code is stored.	NO.NNN DATA PROGRAMMED
5. Press **Spkr**.		
6. Repeat Steps 1~4 to enter more verified account codes.	The telephone returns to the idle mode.	

➤ **To delete verified account codes**

1.	Press [DN] + **#659**.	You hear a confirmation tone.
2.	Enter the three-digit verified account code reference number (**000**~**299**) or (**000**~**499**) to be deleted.	You hear a confirmation tone.
3.	Press **Redial**.	The telephone returns to the idle mode.
4.	Press **Spkr**.	

Access Codes A

This appendix contains access codes for outside Speed Dial numbers, CO lines, Paging Group and Paging Zone Codes.

CO Line Access Codes

CO lines are used when you dial an outside number. If your telephone does not have a **CO** or **Line** button, you can enter the appropriate code listed in Table 5 to access an outside line.

You can also store the code on a Speed Dial (**SD**) button for one-touch access. If you are storing a CO line access code onto a Speed Dial code, enter **44** before the CO access code (e.g., to store code **#7001**, enter **447001**).

In some systems, **9** is used as a general group code or to access Least Cost Routing (LCR). System users are required to dial **9** in order to access an outside line. If you press **9** in a system programmed with LCR, you may not hear internal dial tone, depending on system programming.

See your System Administrator for the code which applies to your telephone.

➤ **To access a line**

➤ Press [PDN] + CO Line Access Code (Table 5).

Table 5   CO Line Access Codes

System	CO Line Access Codes
DK14	**9 or 801~804** or **#7001~#7004**
DK16e/16	**9 or 801~808** or **#7001~#7008**
DK40i/40	**9 or 801~808** or **#7001~#7012**
DK424 (RCTUA)	**9 or 801~808** or **#7001~#7016**
DK424 (RCTUBA/BB)	**9 or 801~808** or **#7001~#7048**
DK424 (RCTUC/D)	**9 or 801~816** or **#7001~#7144**
DK424 (RCTUE/F)	**9 or 801~816** or **#7001~#7200**

Notes

- **9** accesses LCR or general line group.
- **801~816** accesses line groups 1~16, respectively.
- **#7001~#7200** accesses individual lines 1~200, respectively.

Feature Access Codes

See Table 4 on Page 22.

Paging Group Codes

Your telephone can be assigned to page group(s). Telephones can be a member of more than one group and each group can have as many as 120 stations. Station users can access each group separately by dialing an access code (see Table 6 and Table 7 on 35).

➤ **To enter a paging group access code**

➤ Press [PDN] + Access Code

Table 6   Paging Groups

Paging Group	Access Code	Paging Group	Access Code
Station Group A	**#311**	Station Group E	**#315**
Station Group B	**#312**	Station Group F	**#316**
Station Group C	**#313**	Station Group G	**#317**
Station Group D	**#314**	Station Group H	**#318**

Table 7   External Paging Zones

External Paging Zone	Access Code	External Paging Zone	Access Code
DK14/DK40i/DK40/DK424 (all processors)			
Paging All Call Page Zone	**#30**	Paging All Call, External Page Zone	**#39**
DK40i/DK40/DK424 ((RCTUA, RCTUBA/BB, RCTUC/D)			
Zone A	**#35**	Zone C	**#37**
Zone B	**#36**	Zone D	**#38**

Access Codes

Paging Group Codes

Table 7   External Paging Zones *(continued)*

External Paging Zone	Access Code	External Paging Zone	Access Code
DK424 (RCTUE/F)			
Zone A	**#351**	Zone E	**#355**
Zone B	**#352**	Zone F	**#356**
Zone C	**#353**	Zone G	**#357**
Zone D	**#354**	Zone H	**#358**

Speed Dial Access Codes

The number of station and system speed dial numbers available to you depends on the size of your company's telephone system. Check with your System Administrator to find out which codes apply to your system.

Once you store a telephone number on any of the codes listed below, you can dial the number by entering the code, such as **∗10** or **Speed Dial** + **10**.

Table 8   Speed Dial Access Codes

Telephone System Size	Station Speed Dial Codes	System Speed Dial Codes
Small System (DK14/DK16e/DK16/DK40i/DK40/RCTUA)	10~49	60~99
Medium System (RCTUBA/BB and RCTUC/D)	10~49	600~699
Large System (RCTUE/F)	100~139	200~999

Table 9   System/System Speed Dial Number Linking

System	System Speed Dial Codes that can be Linked to other Speed Dial Codes
DK14, DK16e, DK40i, RCTUA	90~99
RCTUBA/BB, RCTUC/D	690~699
RCTUE/F	990~999

Access Codes

Speed Dial Access Codes

Directories/Record

B

User Name/Number Directory

Name/Numbers are limited to 16 alphanumeric characters and are displayed on the top row or idle LCD stations and the bottom row of called LCD stations.

This directory is provided for the Administrator station for referencing and recording of other station Name/Numbers.

Station #:_____

D	A	T	E		D	A	Y		T	I	M	E			

Station #:_____

D	A	T	E		D	A	Y		T	I	M	E			

Station #:_____

D	A	T	E		D	A	Y		T	I	M	E			

Station #:_____

D	A	T	E		D	A	Y		T	I	M	E				

Speed Dial Memo Directory

Speed Dial memos are limited to 12 characters for the memo (top row of LCD) and 16 digits/pauses for the dial number (bottom row of LCD).

This directory is provided for recording Speed Dial numbers with memos from the Administrator station.

✳Code: 11-Character Memo Example

*	6	0	0	–	M	E	M	O		H	E	R	E		
S	P	E	E	D		D	I	A	L	#		H	E	R	E

*				–											

*				–											

*				–											

*				–												

Note Speed Dial numbers may be 60~99 or 600~699 depending on the system size.

Telephone Location Record

➤ **To view [PDNs], port numbers (physical and logical), and [DNs] of LCD telephones**

1. Press a [DN] + **#401**.	The [PDN] is displayed as INT = NNN (NNN = directory number of button).
2. Press a [DN] + **#402**.	The "Physical" port number and the "Logical" port number of an LCD telephone is displayed.
3. Press any [DN] + **#407** to display the button directory number.	The button [DN] is displayed as DN = NNN (NNN = directory number of button).

Note It is recommended that each location, [PDN], and user name are recorded in the table provided below.

Room/Office Location	Primary Directory Number	User's Name

Directories/Record

Telephone Location Record

Room/Office Location	Primary Directory Number	User's Name

Room/Office Location	Primary Directory Number	User's Name

Directories/Record

Telephone Location Record

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