

TOSHIBA



**B U S I N E S S
T E L E P H O N E
S O L U T I O N S**

***Strata*[®] DK**
Digital Business Telephone Systems

**DKT 2000-Series
Digital Telephone
Quick Reference Guide**

Telephones

This guide applies to DKT 2000-series digital telephones connected to Strata DK14, DK16, DK16e, DK40, DK40i, DK280 or DK424 systems.

Conventions

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

[PDN] = Primary Directory Number button (the Extension Number for your telephone).

[PhDN] = Phantom Directory Number button (an additional Directory Number).

[DN] = Any Directory Number button (also known as an Extension or Intercom Number). Whenever [DN] is used in this guide, it means that you can use any [PDN] or [PhDN].

Extra bold letters represent telephone buttons.

~ means “through.”

+ is used for multiple key entries.

For example: Press **Cnf/Trn + #44**.

➤ indicates a single step.

Your telephone may not have all of the buttons/features mentioned in this guide. See your Telephone System Administrator for more information on buttons and access codes.

Before You Begin

If you hear dial tone when you lift the handset, then you do not need to press any available [DN] or CO **Line** button before dialing an internal or external number.

Outside Line Access

➤ **To access an outside line**

➤ You may need to press one of these options:

Line, Pooled Line Grp

...or a [DN] and dial a line access code.

System Size	Line Access Code
DK14	9 or 801~804 or #7001~#7004
DK16/DK16e	9 or 801~808 or #7001~#7008
DK40/DK40i	9 or 801~812 or #7001~#7012
RCTUA	9 or 801~808 or #7001~#7016
RCTUBA/BB	9 or 801~808 or #7001~#7048
RCTUC/D	9 or 801~808 or #7001~#7144
RCTUE/F	9 or 801~816 or #7001~#7200

9 may be used for Least Cost Routing (LCR) or to access a Line Group for all system sizes.

Basic Calling

- **To make an Outside Call**
 1. Access an outside line.
 2. Dial a telephone number.
- **To make an Internal Call**
 1. Lift the handset or press a [DN].
 2. Dial a [DN].
 3. Make a voice announcement after you hear a single tone or when the called party answers.

Account Code Calls

- **To enter a Forced Account Code**
 1. Access an outside line.
 2. Enter the Forced Account Code.
 3. Listen for dial tone. Busy tone indicates an invalid code. If you are dialing with Least Cost Routing, you will not hear dial tone.
 4. Dial a telephone number.
- **To enter a Voluntary Account Code**
 1. While on a call connected to a CO or other outside line, press **Account Code**
...or **Speed Dial + 50**
...or **Speed Dial + 050** (RCTUE/F)
...or **Cnf/Trn + #46**.

Note Press ***** if the **Speed Dial** button is not on your telephone.

2. Dial the Account Code.

Automatic Busy Redial

- **To activate Automatic Busy Redial**
 - After dialing a busy outside telephone number, press **Auto Busy Redial**
...or **Cnf/Trn + #44**, then hang up.
Your telephone signals you when the called number is available.
- **To cancel Automatic Busy Redial**
 - Press **Auto Busy Redial**
...or [DN] + **#44**.

Automatic Callback

- **To activate Automatic Callback**
 1. After dialing a busy station, a station in the Do Not Disturb mode, or busy trunk group, press **Auto Callback**
...or **4**.
 2. Hang up. The system calls you when the station or trunk group is available.
- **To cancel Automatic Callback**
 - Press **Auto Callback**
...or a [DN] + **#43**.

Call Forward

- **To Call Forward your [PDN] with a Call Forward button**
 1. Press a Call Forward button:
Call Frwd All Calls
Call Frwd Busy
Call Frwd No Answer
Call Frwd Busy/NANs
 2. Enter the [PDN] or [PhDN] to which calls are forwarded.
 3. Press the Call Forward button again.
- **To Call Forward your [PDN] or [PhDN] with an Access Code**
 1. Press the [PDN] or [PhDN] button that you want to Call Forward.

2. Enter a Call Forward access code sequence:
Call Forward-All Calls
#601 + NNN + Spkr
Call Forward-Busy
#602 + NNN + Spkr
Call Forward-No Answer
#603 + NNN + Speed Dial (or *) + XX + Redial (or #) + Spkr
Call Forward-Busy/No Answer
#604 + NNN + Speed Dial (or *) + XX + Redial (or #) + Spkr

NNN = [DN] where calls are forwarded.
XX = The amount of time (08~60 secs.) that the telephone should ring before it forwards. This entry is optional: you can skip XX, but you must press **Redial (or #) + Spkr**.

Note You can only Call Forward a [PDN] or [PhDN] that is “owned” by your telephone. See your System Administrator for more information.

- **To cancel Call Forward**
 - Press the same Call Forward button that you used to set Call Forward
...or a [DN] + **#601** and hang up.

Call Park Orbits

- **To Park a call**
 1. While on a CO line call or internal call, press **Park in Orbit**
...or **Cnf/Trn + #332**.
 2. Enter a General Orbit Number (**900~919**) or a valid [PDN].
If you have an LCD telephone, enter **999** and the system automatically selects an available orbit.
 3. Hang up.
- **To retrieve a Parked call**
 1. Press **Park in Orbit**
...or [DN] + **#332**.

2. Enter the Orbit Number or [PDN] where the call is parked.

➤ **To Park a call and Page**

1. While on a CO line call or internal call, press **Park and Page**
...or **Cnf/Trn + #331**.
2. Enter a General Orbit Number (**900~919**) or a valid [PDN].
If you have an LCD telephone, enter **999** and the system automatically selects an available orbit.
3. Enter the Paging Access Code and make your announcement.
4. Hang up.

Call Pickup

Applies to [DN] calls which are ringing or on hold, not parked.

➤ **To Pick Up a call at a [PDN] or [PhDN]**

- Press [PDN] + **#5#2** + XXX
(XXX is the [PDN] or [PhDN] that you want to pickup. Not available on all systems.)

➤ **To Pick Up other types of calls**

1. Press **Directed Pickup**
...or [DN] + **#5**.
2. Enter one of the following:
 - [PDN] of the station ringing or holding the call.
 - #30** picks up any ringing [DN] as a priority, or a page, or ringing door phone if a [DN] is not ringing.
 - #35** to pick up an external page.
 - 9** to pick up any ringing CO line.
 - #7001~** to pickup a CO line on hold.
 - #7200** (See your System Administrator for the maximum number of CO lines for your system.)

Call Transfer with Camp-on

► To Transfer a call

1. While on a call, press **Cnf/Trn**.
2. Dial a [DN].
3. Announce the call, then hang up.

If the station is busy, hang up and the call “camps on” the called number. When the called number is available, the “camped on” party is connected. If the called party does not answer after a certain time, the call rings back to you.

Conference Calls

► To make a Conference Call

1. While on a call, press **Cnf/Trn**.
2. Dial a [DN] (or access an outside line and dial an external telephone number).
3. Press **Cnf/Trn** after the called party answers. All parties are conferenced together.

If you added an outside line to the call, press **Cnf/Trn** again before hanging up to allow the outside parties to continue talking. (If you do not, the call is disconnected).

Note Some types of outside lines (“unsupervised”) do not automatically disconnect when conferenced parties hang up. In this case, press one of the flashing buttons to monitor the conference.

If the parties are still on the line, press **Cnf/Trn + Spkr**, then hang up. When no one is on the line, press **Spkr** to disconnect the lines.

Do Not Disturb

► To activate/deactivate Do Not Disturb

- To activate, press **Do Not Disturb** (LED ON).
- To deactivate, press **Do Not Disturb** again (LED OFF).

Hold

- **To place a call on Hold**
 - Press **Hold**.
- **To retrieve a Held call**
 - Press the held (flashing) line or [DN].
- **To place a call on Exclusive Hold**
 - While on a call, press **Hold** twice. (No one can accidentally pick up your call.)

Handsfree Answerback

- **To receive a Handsfree Answerback call**

You hear a single warning tone followed by the caller's voice.

 - Without lifting the handset, speak toward the telephone at a normal voice level.

Handsfree Monitoring

- **To use Handsfree Monitoring**
 1. While off-hook on a call, hold down **Spkr** and place the handset on-hook.
 2. Release **Spkr**.
 3. Lift the handset to resume the conversation.

Message Waiting

- **To leave a Message Waiting Indication at another station**
 - After reaching a busy or unanswered station, press **Msg** or **7**.
- **To answer a Message Waiting at your station**

A flashing Msg LED indicates message waiting.

 - Press **Msg**, lift the handset. If the message sender does not answer, go on-hook and repeat this step to skip to the next message.
- **To cancel a Message Waiting for a station**
 - Press [DN] + **#409**.

Override/OCA

- **To make a Busy Override or OCA call**
 - Dial **2** after dialing the busy station
...or press **21** or **12** if the called telephone allows Off-hook Call Announce.
- **To make an Executive Override call (barge-in)**
 - Dial **3** after reaching a busy station

Paging

- **To make a Page announcement**
 1. Lift the handset and press a [DN].
 2. Enter a page zone code:

#30	All Call Page group.
#311~#318	Station groups.
#39	All Call Page group with external page zones.
#35~#38 ...or	External Page zones (depending on your system size.)
#351~#358	

Repeat Last Number Dialed

- **To Redial the Last Number Dialed**
 1. Lift the handset, then press an available [DN] or line.
 2. Press **Redial**.

Saved Number Redial

- **To save a number to redial later**
 - After dialing a telephone number (before disconnecting), press **Save Last Number**.
- **To redial a saved number**
 - Access an outside line, then press **Save Last Number**.

Soft Keys

Soft Keys are prompts which appear on an LCD screen. When they are “on,” **Mode**, **Page**, and

Scroll perform the action described by the Soft Key. (See example titled “Using Soft Keys.”)

- **To turn Soft Keys on**
 - Press **Mode + 71** (when telephone is idle).
- **To turn Soft Keys off**
 - Press **Mode + 70** (when telephone is idle).

Using Soft Keys

The Soft Keys abbreviations shown in the following example are:

TRNS = Transfer	PGE = Page
CONF = Conference	STA = Station
JOIN = Join Parties	RTRN = Return to previous state

➤ To set up a conference call with Soft Keys

1. While talking on a CO (outside) line, the TRNS, CONF, and PGE Soft Keys appear.

TALK ON LINE 3
TRNS CONF PGE
2. After pressing the button under the CONF Soft Key, the following appears. Press the STA. Soft Key to conference to another station.

LINE OR STATION?
LINE STA. RTRN
3. Dial the station number of the party that you wish to add to the conference call.

DIAL STATION NO.
RTRN
4. When the called party answers, your station is connected to the called station 220 and the outside call remains on hold. Press the JOIN Soft Key to join all parties in a conference.

TALK WITH 220
TRNS JOIN RTRN

Speed Dial

- **To store a Speed Dial number**
 1. Do not lift the handset.
 2. Press **Redial**.

3. Press an **SD** button to store the phone number on
...or **Speed Dial** (or *****), then enter an access code (see below). This code represents the stored number.
4. Enter a CO line access code (optional).
5. Enter the telephone number.
6. Press **Redial**.

➤ **To make a call with Speed Dial**

1. Lift the handset.
2. Press **SD**
...or press **Speed Dial** and dial a Speed Dial access code.

Speed Dial Access Codes

System Size	Personal	System
DK14/DK16/DK16e/ DK40i/RCTUA	10~49	60~99
RCTUBA/BB	10~49	600~699
RCTUC/D	10~49	600~699
RCTUE/F	100~139	200~999

Note Only the Administrator station and attendant consoles can store system speed dial numbers, but anyone can use System Speed dial codes for dialing.

TOSHIBA

Toshiba America Information Systems, Inc.
Telecommunication Systems Division
9740 Irvine Boulevard, Irvine, CA 92618-1697
<http://telecom.toshiba.com>

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