



Toshiba Strata DK280

Digital Telephone USER GUIDE



In Touch with Tomorrow
TOSHIBA

STRATA DK280 DIGITAL TELEPHONE

***Strata*[®] DK280**

DIGITAL TELEPHONE USER GUIDE

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GENERAL DESCRIPTION

Toshiba digital telephones incorporate state-of-the-art telecommunications technology and provide a vast array of calling features. They are easy to operate, and all features are accessed with a feature button or a brief access code.

PURPOSE

This document is designed as a guide to using the 2000-series digital telephones for the STRATA DK280.

Feature operations in this guide use the button designations for the 2000-series models.

The following telephone models belong to the 2000-series and are depicted in Figure I-2:

- DKT2010-F-H/F-HW (10-button model that allows users to answer internal calls without lifting the handset)
- DKT2010-F-SD/F-SDW (10-button model equipped with a Liquid Crystal Display (LCD) and a speakerphone which allows users to make and receive outside and internal calls without lifting the handset)
- DKT2020-F-S/F-SW (20-button speakerphone model which allows users to make and receive outside and internal calls without lifting the handset)
- DKT2020-F-SD/F-SDW (20-button speakerphone model equipped with an LCD, and a speakerphone which allows users to make and receive outside and internal calls without lifting the handset)

This user guide covers all of the voice calling features, such as Call Holding and Call Forward, available with each of the phones.

Your digital telephone may have an LCD for message and feature information and/or a data interface unit for data calling. Refer to the *Digital Telephone LCD User Guide* and the *Data Interface User Guide* to operate these options.

ORGANISATION

This user guide is divided into the following sections.

The Introduction consists of a general description of the digital telephones as well as the purpose and organisation of this document. Suggestions on how to use the user guide also appear in this section.

Chapter 1, "General Information," provides descriptions of the functions of all the feature buttons along with their associated Light Emitting Diodes (LEDs) available to the telephones.

Chapter 2, "Feature Operation," contains descriptions and operating procedures for all of the voice calling features offered by the telephones.

Chapter 3, "Toshiba VP Integration," explains how to set up your telephone to forward calls to a Voice Processing System and to retrieve recorded messages left by callers.

An index is located at the end of the user guide.

HOW TO USE THIS GUIDE

Most of the features in this guide are available with your telephone. Your system administrator can tell you which features you can access.

The information in this user guide is divided into distinct areas of content. Instructions for various procedures are referred to as Action Text and appear in the left-hand column of the page. Instructions appear in numerical sequence, enabling you to quickly perform a specific task. More detailed descriptions of these procedures, or explanations of their effects, are located in the right-hand column. Figure I-1 shows you the structure followed for each feature operation.

ACTION TEXT

SPECIFIC INSTRUCTIONS ON HOW TO PERFORM A PROCEDURE ARE NUMBERED AND ENTERED IN THE LEFT-HAND COLUMN.

STRATA DK280 DIGITAL TELEPHONE	FEATURE OPERATION
<p>To Answer an Internal Call (Voice First Signalling):</p> <ol style="list-style-type: none"> 1. You will hear a single long tone, followed by the caller's voice. 2. Lift the handset. 	<p>The Internal LED will flash green at the incoming call rate.</p> <p>If the call was made with Tone signalling instead of Voice First Signalling, your phone would ring.</p>
<p>To Receive a Handsfree Internal Call:</p> <ol style="list-style-type: none"> 1. You will hear a single long tone, followed by the caller's voice. 2. Don't lift the handset; speak toward the telephone in a normal voice level. 	<p>HANDSFREE ANSWERBACK</p> <p>You can answer internal calls without lifting the handset.</p> <p>The Internal LED will flash green at the incoming call rate. The Mic LED will light steady red, indicating your microphone is active. The Spkr LED will flash red.</p> <p>If you have a speakerphone, you will have better performance if you press the Internal button.</p> <p><i>NOTE:</i> The Internal button must be pressed (or the handset must be taken off-hook) before placing an internal call on hold.</p>
<p>To Change the Volume while on the Call:</p> <ol style="list-style-type: none"> 1. Press the up or down Vol button until the desired level is set. 	<p>HANDSFREE ANSWERBACK VOLUME CONTROL</p> <p>You can control the volume of the Handsfree Answerback caller's voice.</p> <p>You can also control this volume while in the idle state. To do so, press the up or down Vol button and hear ring tone. Continue pressing the button until the desired volume is set. Adjusting this volume will also change ring tone volume.</p>
	<p>MICROPHONE CUT-OFF</p> <p>Microphone Cut-off prevents callers from monitoring the sounds near your telephone when your telephone receives a Handsfree Call. Your extension must be assigned with the Microphn Cut-off button in system programming to activate this feature.</p>

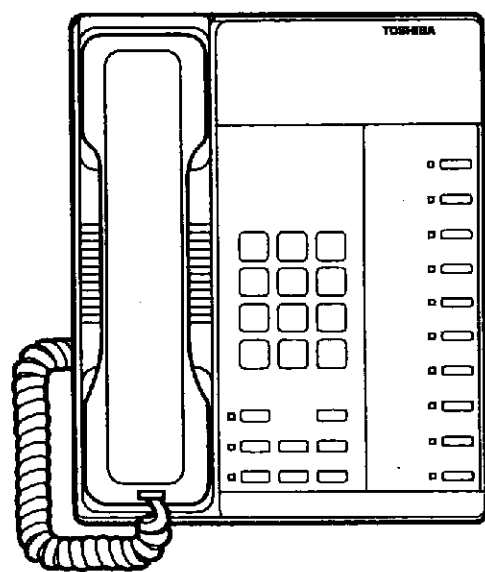
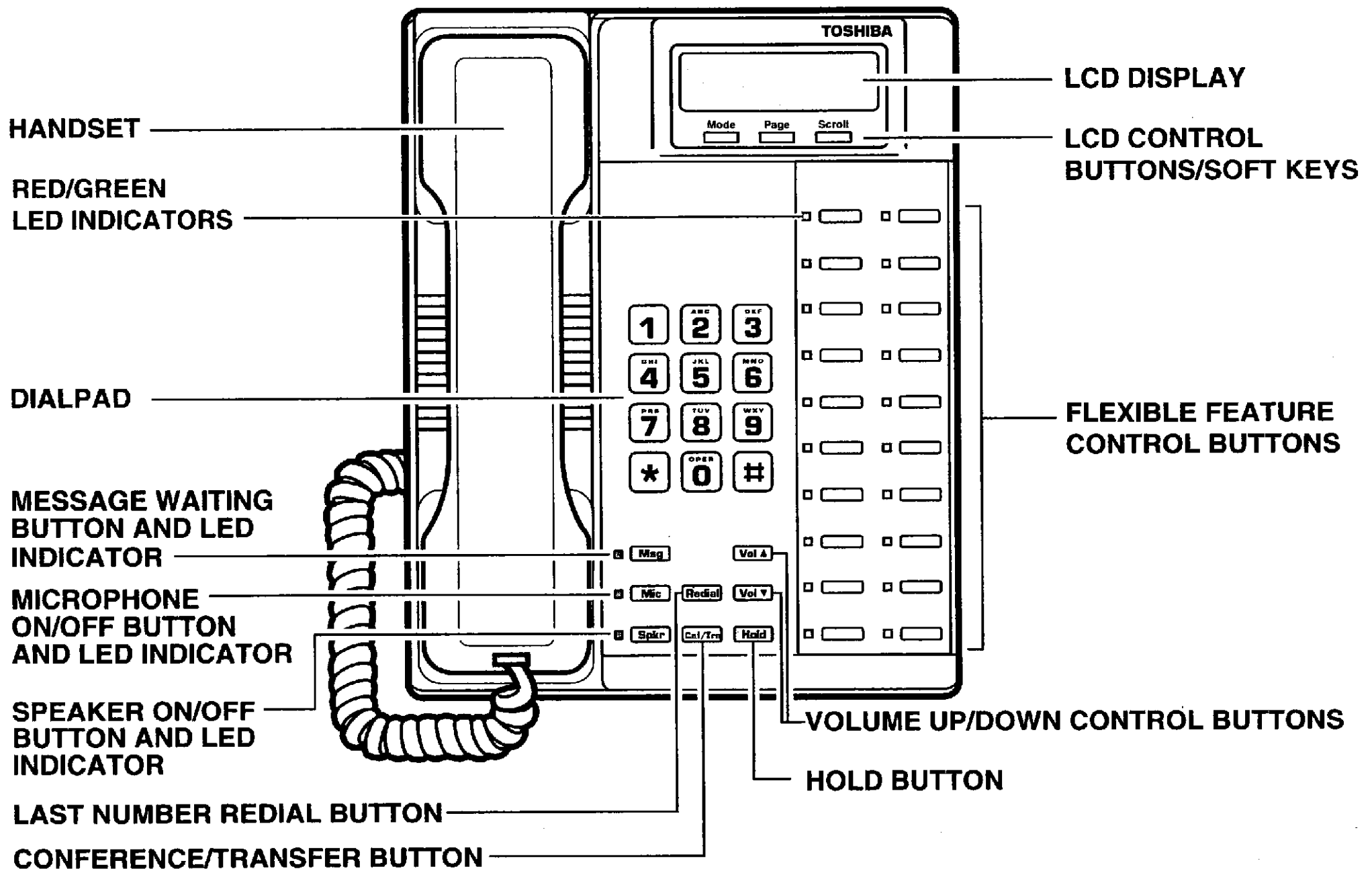
CHAPTER TITLES

FIRST LEVEL HEADINGS

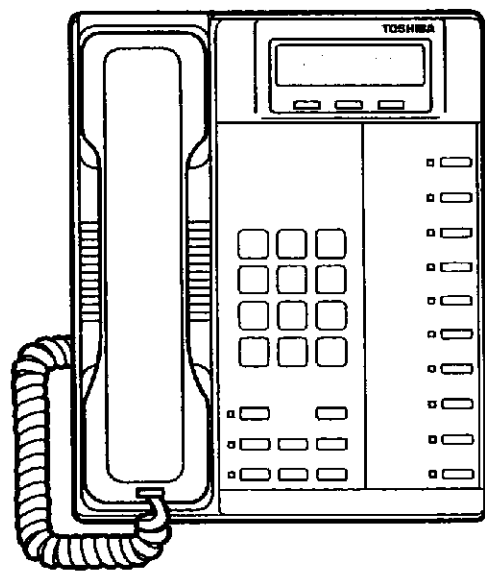
RESULTS OR DETAILS EXPLANATIONS OR DETAILS OF THE ACTION TEXT.

NOTES AND WARNING MESSAGES

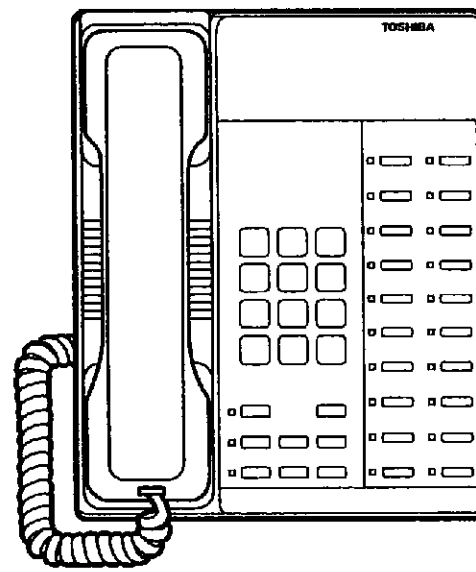
**Figure I-1
Sample Page**



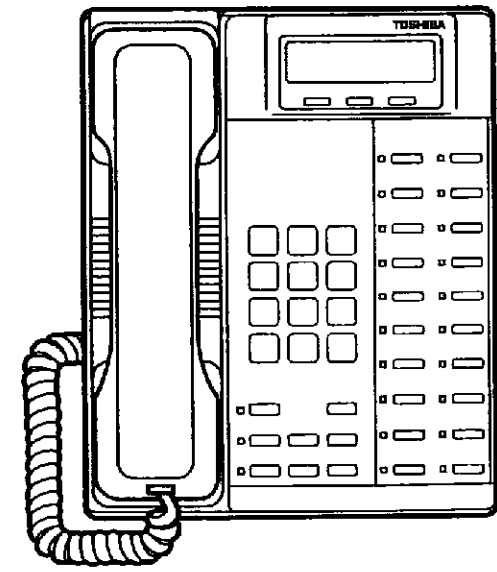
10-BUTTON HANDSFREE ANSWERBACK TELEPHONE



10-BUTTON LIQUID CRYSTAL DISPLAY SPEAKERPHONE



20-BUTTON SPEAKERPHONE



20-BUTTON LIQUID CRYSTAL DISPLAY SPEAKERPHONE

**Figure I-2
2000-Series Telephones Feature Button Label Distinctions**

PURPOSE

This chapter is designed to familiarise you with the controls and indicators located on your telephone. Understanding the function of the feature buttons and their associated LEDs will improve your efficiency in using the telephone and will help you to take advantage of all of the benefits offered by your telephone.

FEATURE BUTTONS

Some of the feature buttons described below appear on your telephone, depending on just how your system is programmed. The button label designations for 2000-series telephones are provided here.

2000-SERIES BUTTONS

Account Code**ACCOUNT CODE BUTTON**

Press to enter a Voluntary Account Code anytime during an Exchange line call without interrupting the conversation.

Alarm Reset**ALARM RESET BUTTON**

Press to turn off a telephone alarm connected to a facility alarm mechanism.

All Call Page**ALL CALL VOICE PAGE BUTTON**

Press to page all of the digital and electronic telephones in the All Call Page group.

Auto Busy Redial**AUTOMATIC BUSY REDIAL BUTTON**

Press to set up Automatic Busy Redial after receiving busy tone on a dialled Exchange line call.

Auto Callback**AUTOMATIC CALLBACK BUTTON**

Press to recall a busy extension or extension in the Do Not Disturb Mode (DND) as soon as that extension becomes idle or cancels DND. Also used for Exchange line queuing.

Call Frwd All Calls**CALL FORWARD-ALL CALLS BUTTON**

Press to forward all calls to another extension or voice mail device.

Call Frwd Busy**CALL FORWARD-BUSY BUTTON**

Press to forward calls immediately to another extension or voice mail device when your extension is busy or in the Do Not Disturb mode.

Call Frwd Busy NAns**CALL FORWARD-BUSY/NO ANSWER BUTTON**

Press to forward calls immediately to another extension or voice mail device when your extension is busy or in the Do Not Disturb (DND) mode. Also forwards calls when your extension is not answered after a time (8 ~ 60 seconds) set at your extension.

Call Frwd No Answer**CALL FORWARD-NO ANSWER BUTTON**

Press to forward calls to another extension or voice mail device when your extension is not answered after a time (8 ~ 60 seconds) set at your extension.

2000-SERIES
BUTTONS**Call Frwd
External****CALL FORWARD EXTERNAL BUTTON**

Press to forward Private or DDI line calls to an external or internal telephone number.

**Call Frwd
to:_____****CALL FORWARD-FIXED BUTTON**

Press to forward all calls to an extension or voice mail device assigned in system programming.

Conf/Tm**CONFERENCE/TRANSFER BUTTON (FIXED)**

Press to set up conference and transfer calls.

**Data
Call****DATA BUTTON**

Press to enable manual dialling of internal data calls. See the *STRATA DK Data Interface User Guide*.

**Data
Release****DATA RELEASE BUTTON**

Press to release data calls. See the *STRATA DK Data Interface User Guide*.

**Directed
Pickup****CALL PICKUP BUTTON**

Press to initiate a Directed Call Pickup of Exchange line, internal, and page calls.

**Directed
Pickup (1, 2, 3, or 4)****TENANT CALL PICKUP BUTTONS**

If the system is shared by tenants, the **Directed Pickup 1 ~ 4** buttons pick up ringing Exchange line calls for Tenants 1 ~ 4 respectively.

**Do Not
Disturb****DO NOT DISTURB BUTTON**

Press to lock your extension in or out of the Do Not Disturb (DND) mode.

DSS:_____**DIRECT EXTENSION SELECTION BUTTON(s)**

Press to ring a preselected extension. The LED associated with each **DSS** button provides the status (idle/busy) of the extension assigned to the button.

**Group
Pickup****GROUP PICKUP BUTTON**

Press to pick up a call that is ringing an extension that belongs to a Pickup Group that your extension is a member of

Hold**HOLD BUTTON (FIXED)**

Press to hold internal or outside calls.

Internal**INTERNAL BUTTON**

Press to access the internal.

**LCD Msg
Select****MESSAGE SELECT BUTTON**

Press to allow system and personal messages to be displayed on the optional 32-character Liquid Crystal Display (LCD).

Line**LINE BUTTON**

Press to access an outside line.

Mic**MICROPHONE BUTTON (FIXED)**

Press to turn the microphone off/on while telephone is in use.

000-SERIES
BUTTONS**Microphn
Cut-off****MICROPHONE CUT-OFF BUTTON**

Press to turn the microphone off/on while idle, providing privacy when you receive handsfree internal calls. Also functional when your extension receives calls—the Mic button controls the microphone when you originate calls.

Modem**MODEM BUTTON**

Press to reserve a modem from a pool. The LED of the button indicates the status of the modem pool. See the *STRATA DK Data Interface User Guide*.

Msg**MESSAGE WAITING BUTTON (FIXED)**

The Msg LED flashes to indicate that a message is waiting. Press the **Msg** button to call back the extension or voice mail device that activated the LED.

**Night
Transfer****NIGHT TRANSFER BUTTON**

Press to control the system's Exchange line ringing pattern for after hours incoming calls.

**Night
Transfer (1, 2, 3, or 4)****TENANT NIGHT TRANSFER BUTTONS**

Press the appropriate button to control the system's Exchange line ringing patterns for after hours incoming calls for either of the tenants that share a single STRATA DK280 system.

**Pooled
Line Grp****POOLED LINE BUTTON**

Press to access an available Exchange line from a group of lines appearing under one button.

**Privacy
on Line****PRIVACY BUTTON**

Press to block Privacy Override on common Exchange line buttons. This button does not block Busy Override or Executive Override.

**Privacy
Release****PRIVACY RELEASE BUTTON**

Press to release privacy on common Exchange line buttons, enabling other extension users to enter your conversations on those buttons.

Recall**RECALL BUTTON**

Press to perform the following functions: Disconnect and recall dial tone on an Exchange line; access PBX features; enter a pause or recall signal when programming speed dial numbers.

Redial**REDIAL BUTTON (FIXED)**

Press to have the system redial the last telephone number you dialed, or begin to store a speed dial number.

**Release
Call****RELEASE BUTTON**

Press to disconnect a call and to place your extension in the idle condition.

**Save Last
Number****SAVE BUTTON**

After dialling an outside or internal number, press to "save" the number so that later you can have the system automatically redial the number for you when you press the button after accessing an outside line or the internal.

2000-SERIES
BUTTONS

SD
or
Customised Button

Speed Dial

Spd Dial
Lng Pause

Spd Dial
Pause

Spkr

Tel Set
Music

Tone Dial
Select

Unlock
Door _____

Vol ▲

Vol ▼

SPEED DIAL BUTTON

Press to Speed Dial a telephone number or feature access codes.

SPEED DIAL SELECT

Press to store and to access Speed Dial numbers

PAUSE (LONG) BUTTON

Press to insert a 10-second pause when programming Speed Dial numbers.

PAUSE BUTTON

Press to set either a one-half or two-second pause when programming Speed Dial numbers. (The pause time is set in system programming).

SPEAKER BUTTON (Fixed)

Press to turn the speaker on/off. The Spkr button will also select a line or the internal if programmed for auto preference in system programming. Also, used to disconnect on-hook speakerphone calls.

BACKGROUND MUSIC BUTTON

Press to turn Background Music on or off over your extension speaker.

PHONE BUTTON

Press to change the outgoing dialling of the Exchange line in use from dial pulse to tone signalling.

DOOR LOCK BUTTON

Press to unlock a door lock mechanism.

VOLUME BUTTON (FIXED)

Press to adjust volume levels. See "VOLUME CONTROLS" later in this chapter.

LED INDICATIONS

Each line and feature button has a Light Emitting Diode (LED) next to it which indicates the status of the line or feature associated with the button.

LINE BUTTON LED INDICATIONS

Line LEDs light as red or green and flash at varying rates to indicate call status.

Line In-use—When you access an outside line, the LED will appear at your extension as follows:

- Flash rate: 2 seconds on—1/8 second off—1/8 second on—1/8 second off
- Colour: Green
- Other extensions with the Line: Steady, red

Incoming Call—While an incoming call is ringing your extension, the Line LED will appear at your extension as follows:

- Flash rate: 1/2 second on—1/2 second off
- Colour: Red for direct calls. Green for transferred calls.
- Other extensions with the Line: Steady, red

On Hold—When you place an outside line on hold, the Line LED will appear at your extension as follows:

- Flash rate: 4 impulses per second for 1/8 second—1/8 second off
- Colour: Green
- Other extensions with the Line: 3/4 second on—1/8 second off

NOTE:

If using a pooled line button, the hold indication is only at the extension that places the call on hold.

Consultation Hold—During a consultation or during transfer to another extension, the Line LED will appear at your extension as follows:

- Flash rate: 10 impulses per second
- Colour: Green
- Other extensions with the Line: steady, red

Exclusive Hold—When you place an outside call on Exclusive Hold, the Line LED will appear at your extension as follows:

- Flash rate: 10 impulses per second
- Colour: Green
- Other extensions with the Line: Steady, red

Hold Recall—When a held call is recalling your extension and your extension is idle, the Line LED will appear at your extension as follows:

- Flash rate: 2 impulses per second for 1 second—10 impulses per second for 1 second
- During Hold Recall, other extensions flash red.
- During Exclusive Hold Recall, other extensions with the line: Steady, red.
- Colour: Green

Internal Call—While another extension is ringing your extension, your Internal LED will appear as follows:

- Flash rate: 10 impulses per second for 1 second—1 second off
- Colour: Green

Busy Extension Transfer—When an outside call is transferred to your extension (from a designated extension or Auto Attendant) when you are busy on another call, the Line LED will appear at your extension as follows:

- Flash rate: 4 impulses per second, 1/8 second on, 1/8 second off.
- Colour: Green
- Other extensions with the Line: 3/4 second on 1/8 second off—red

After disconnecting the first call, LED will begin to flash green, 10 impulses per second. Other extensions flash red 3/4 second on, 1/8 second off.

FEATURE BUTTON LED INDICATIONS

Most of the feature buttons will either light steadily as red or flash as red when activated.

VOLUME CONTROLS

Your telephone has two **Vol** buttons for controlling speaker and handset volume levels. One of these buttons has a symbol that points up, and the other has a symbol that points down. To increase any of the volume levels, press the upward pointing arrow; to decrease any of the levels, press the downward pointing arrow.

IMPORTANT!

Either button must be held down for at least 1/8 of a second for any volume change to occur. If either button is continually held down, the volume will continually change about every 1/2 second until the level limit is reached or the button is released.

RING TONE VOLUME (INCOMING HANDSFREE ANSWERBACK)

Adjust the ring tone volume with the procedure in the left-hand column, which also changes the volume level of incoming Handsfree Answerback calls before they are answered by pressing the Internal button.

To Adjust Ring Tone:

1. Ensure that the handset is on-hook.
2. Press and hold down the **Vol** button.
3. Release the button when the desired ring volume is set.
... or ...
1. Ensure that the handset is on-hook.
2. Press the **Internal** button and dial **# 6 1 0 2**.
3. Hold down the **Vol** button until the desired volume is set.

You can adjust the ring tone only if the handset is on-hook and the telephone is in the idle state.

You will hear ring tone as long as you press the button. Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

This procedure will also change the volume level of a caller's voice on Handsfree Answerback calls to your telephone.

After you press the Internal button and dial # 6 1 0 2, your phone will ring for 15 seconds or until disconnected by pressing the Spkr button.

Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume. This procedure will also change the volume level of a caller's voice on Handsfree Answerback calls to your telephone.

INCOMING HANDSFREE ANSWERBACK VOLUME (RING TONE)

Adjust the volume level of incoming Handsfree Answerback calls before they are answered by pressing the **Vol** button with the procedure in the left-hand column. This procedure will also change the ring tone volume.

To Adjust Handsfree Incoming Call:

1. While receiving a handsfree internal call, press and hold down the **Vol** button.
2. Release the button when the desired volume is set.

Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

To Adjust Handset Receiver:

1. While on an off-hook call, press and hold down the **Vol** button.
2. Release the button when the desired volume is set.

Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

HANDSET RECEIVER VOLUME

The procedure in the left-hand column describes how to adjust the volume level of your handset receiver.

NOTE:

After a call is terminated and the handset is placed on-hook, the handset receiver volume level will return to the original level for the next call.

SPEAKER VOLUME

The procedure in the left-hand column explains how to adjust the speaker volume level for calls originated on-hook from your extension, internal and Exchange line dial tone, Background Music, and Off-hook Call Announce.

To Adjust Speaker While Idle:

1. Press the **Internal** button.
2. Press and hold down the **Vol** button.
3. Release the button when the desired volume is set.

After you press the Internal button, you will hear dial tone.

Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

You can stop the dial tone by pressing the Spkr button.

To Adjust Speaker While on an On-hook Call:

1. Press and hold down the **Vol** button.
2. Release the button when the desired volume is set.

Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

MUTED TONE BURST VOLUME

The procedure in the left-hand column describes how to adjust the muted tone burst sent to your telephone with a number of features, including Busy Override, Do Not Disturb Override, and Call Transfer with Camp-on.

To Adjust Muted Tone Burst:

1. Press the Internal button and dial **# 6 1 0 1**.
2. Press and hold down the **Vol** button.
3. Release the button when the desired volume is set.

After you dial # 6 1 0 1, you will hear the muted tone for 15 seconds or until disconnected by pressing the Spkr button.

Press the down arrow volume button to decrease the volume, or press the up arrow button to increase the volume.

MICROPHONE SENSITIVITY CONTROL

You can set the sensitivity of the microphone on 2000-series speakerphone models to adjust for the level of room noise.

HIGH-NOISE SENSITIVITY

If it is noisy around your extension and people are cutting off while talking to you on your speakerphone, set your microphone for high-noise sensitivity.

To Set for High-noise Sensitivity:

1. Press and hold down both the **Mic** and up **Vol** buttons for three seconds.

The Mic LED should flash about six times while setting the sensitivity.

Confirm that the LED flash conforms to the desired mode of operation.

NOTES:

1. *This procedure can be performed while idle or on a speakerphone call.*
2. *When the microphone is set for high-noise sensitivity, the Mic LED will flash at the in-use rate when the telephone is busy on a speakerphone call.*

NORMAL SENSITIVITY

The microphone should be set for normal sensitivity operation when the extension is located in a normal office (low noise level) environment.

To Set for Normal Sensitivity:

1. Press and hold down both the **Mic** and down **Vol** buttons for three seconds.

The Mic LED should flash about six times while setting the sensitivity.

Confirm that the LED recall conforms to the desired mode of operation.

NOTES:

1. *This procedure can be performed while idle or on a speakerphone call.*
2. *When the microphone is set for normal sensitivity, the Mic LED will be lit steady when the telephone is busy on a speakerphone call.*

HANDSET/HEADSET CALL WAITING TONE OPTION

Your extension will receive one or more call waiting tones when a call rings you or is camped-on to your telephone while you are busy on another call. You can have these tones sent over your speaker, your handset, and your headset, or just over your speaker.

To Have Tones Sent over the Handset, Headset and Speaker:

1. While holding down the **Redial** button, press the up **Vol** button for one second.

This procedure can be performed while either idle or busy on another call.

To Have Tones Sent over the Speaker Only:

1. While holding down the **Redial** button, press the down **Vol** button for one second.

This procedure can be performed while either idle or busy on another call.

ON-HOOK/OFF-HOOK

Some procedures in this user guide instruct you to perform a step while "on-hook" or "off-hook." These terms refer to the position of the handset. "Off-hook" indicates that the handset should be lifted off of the telephone cradle. "On-hook" indicates that the handset should remain in the cradle and should not be lifted.

OUTSIDE CALLS

You can make or receive external calls.

To Make an External Call by Direct Access:

1. Lift the handset.
2. Press any available **Line** button.
... Or ...
Press any available **Pooled Line Grp** button.
3. Dial a telephone number.

If programmed for Automatic Off-hook Selection, your extension will either seize internal or an exchange line when you lift the handset.

After you press the Line button, you should hear Exchange line dial tone, and the Line LED will flash green at the in-use rate.

You will hear Exchange dial tone, and the Pooled Line Grp LED will flash green at the in-use rate.

You will no longer hear dial tone after dialling the first digit of the number, but the LED will continue to flash at the in-use rate.

To Make an External Call by Dial Access:

1. Lift the handset.
2. Press the **Internal** button.
3. Dial an Exchange line access code.

If programmed for Automatic Off-hook Selection, your extension will seize an Exchange or internal line when you lift the handset. If so, skip to Step 4.

After you press the Internal button, you will hear internal dial tone, and the Internal LED will flash green at the in-use rate.

With some systems, you may only have to dial either the general group code (9), Least Cost Routing (LCR) code (9), or a Line Group code (801 ~ 816), instead of an Exchange line number access code. If your system requires an Exchange line access code, enter # 7 0 0 1 ~ # 7 1 4 4.

You will hear Exchange line dial tone, and the status of the Internal LED will continue to flash at the in-use rate. (If you dialled 9 in a system programmed with LCR, you may or may not hear internal dial tone after dialling the LCR access code, depending on system programming.)

4. Dial a telephone number.

You will no longer hear dial tone after dialling the first digit of the number, but the LED will continue to flash at the in-use rate.

To Answer a Call on an Exchange Line Button:

1. When your telephone rings, press the **Line** button and lift the handset.

The status of the Line LED will change from the red incoming call rate to the green in-use rate when you press the button. (If the line is transferred to you, the Line LED will flash green—instead of red—while your extension is ringing.)

To Answer a Call on a Pooled Line Button:

1. When your telephone rings, press the **Pooled Line Grp** button or lift the handset.

The status of the LED associated with the Pooled Line Grp button will change from the red incoming call rate to the green in-use rate when you press the button or lift the handset.

NOTE:

A muted ringing while you are on a call on a Pooled Line Grp button indicates that a call is incoming. Answer the incoming call without disconnecting the existing call by one of two ways:

1. *Place the call on hold, then answer the incoming call by pressing and holding down the recall button for about one second.*
2. *Transfer the call, then answer the incoming call by pressing and holding down the recall for about one second.*

ON-HOOK DIALLING

You can dial calls without lifting the handset. You must lift the handset to converse, unless your telephone is a full speakerphone.

OUTSIDE CALLS

You can dial an outside telephone number without lifting the handset.

To Dial an Outside Call While On-hook:

1. Press any available Line button or **Pooled Line Grp** button.
... or ...
Press the **Internal** button, then dial an Exchange line or a line group access code.
2. Dial a telephone number.
3. Lift the handset when the called party answers.

You will hear Exchange line dial tone when you press the button, and the Line or Pooled Line Grp LED will flash green at the in-use rate.

With some systems, you may only have to dial either the general group code (9), Least Cost Routing (LCR) code (9), or a Line Group code (801 ~ 816), instead of an Exchangeline number access code. If your system requires an Exchange line access code, enter # 7 0 0 1 ~ # 7 1 4 4.

You will hear Exchange line dial tone after you dial the access code, and the Internal LED will flash green at the in-use rate.

You will no longer hear dial tone after dialling the first digit of the number, but the LED will continue to flash green.

The LED will continue to flash green. You do not have to lift the handset if you have a full speakerphone.

4. Hang up when the call is completed.

The LED will turn off.

Press the Spkr button to disconnect the call if you did not lift the handset.

INTERNAL CALLS

You can dial an extension without lifting the handset.

To Dial an Internal Call While On-hook:

1. Press the **Internal** button.
2. Dial an extension number.

You will hear dial tone when you press the button, and the Internal LED will flash green at the in-use rate.

If the called extension is idle:

- If the system is set for Voice First Signalling, you will hear a single tone and should then make a voice announcement. (After dialling the extension number, you can dial 1 to change to the other signalling method, Tone Signalling.)
- If the system is set for Tone Signalling, you will hear repeated ring tones and you should wait for the call to be answered. (After dialling the extension number, you can dial 1 to change to the other signalling method, Voice First Signalling.)
- To leave a Message Waiting Indication at the called extension, dial 7.

If you receive busy tone:

- To set Automatic Call Back (ACB), dial 4 .
- To activate Busy Override if the called extension is not equipped for Off-hook Call Announce (OCA), dial 2.
- To activate OCA: With Voice First Signalling and the called extension is equipped for OCA, dial 2. With Tone Signalling and the called extension is equipped for OCA, dial 21.
- Dial 3 to enter the extension's conversation (Executive Override, system programmable option).
- To leave a Message Waiting Indication at the called extension, dial 7.

3. Lift the handset when the called extension is answered.

The LED will continue to flash green.

4. Hang up when the call is completed.

Press the Spkr button to disconnect the call if you did not lift the handset. The LED will turn off.

GROUP LISTENING

This feature enables you to set your telephone so that you and people near your telephone can hear the distant party over the speaker, but the distant party will not be able to hear you.

To Activate Group Listening:

1. Establish an off-hook call with a distant party.

2. Hold down the **Spkr** button.
3. Place the handset on-hook, and release the **Spkr** button.

The Spkr and Mic LEDs will light red and the distant party's voice will be heard over the speaker of the telephone.

Continue to operate in an alternate fashion if desired before placing the handset on-hook.

To Deactivate Group Listening:

1. Lift the handset.

The Spkr and Mic LEDs will turn off.

The telephone speaker will be deactivated, and the handset will be activated.

AUTOMATIC OFF-HOOK SELECTION

Automatic Off-hook Selection allows you to access internal or a specific line or line group just by lifting the handset or pressing the Spkr button. This is an optional feature enabled in system programming.

To Make a Call:

1. Lift the handset or press the **Spkr** button.
2. Dial a telephone number, and proceed with your call.

You will be connected to the option programmed.

If you hear silence, you must press the Internal button or a Line or Pooled Line Grp button before dialling the telephone number

NOTE:

If your extension is programmed with Ringing Line Preference, you can answer a line ringing your extension by lifting the handset or pressing the Spkr button.

REPEAT LAST NUMBER DIALLED

This feature enables you to automatically redial the last number (outside or internal) called by pressing the Redial button.

To Redial the Last Number Dialed:

1. Lift the handset.
2. Press any available **Line** button or Internal button.
3. Press the **Redial** button, and proceed with your call.

You will hear dial tone after you press the button.

The last telephone number you dialled will be automatically redialled.

AUTOMATIC BUSY REDIAL

After reaching a busy outside number, you can activate Automatic Busy Redial (ABR) so that the STRATA DK280 system will automatically redial that number for you at regular intervals. ABR is an optional feature enabled in system programming.

NOTE: This feature is only available when using DASS II.

To Activate Automatic Busy (ABR) Redial:

1. While listening to busy tone, press the **Auto Busy Redial** button.
... Or ...
While listening to the busy tone, press the **Cnf/Trn** button and dial # 4 4.
2. Hang up or press the Spkr button.
3. The system will redial the number.
4. Your telephone will receive ring tone when ABR dials the number and it is available.
5. Lift the handset or press the **Spkr** button and wait for the party to answer.

The Auto Busy Redial LED will flash red when you press the button.

You will hear confirmation tone after you press the button.

Hang up if the call was established off-hook; press the Spkr button if the call was established on-hook.

The system will redial every 30 or 60 seconds (depending on system programming), up to 15 times (See Notes 1 and 2).

The Line— or Internal—and Spkr LEDs will flash green. The called telephone number will ring.

If you fail to pick up the handset or press the Spkr button within 30 seconds after a connection is made, you will hear a muted ring for another 30 seconds, then the call will disconnect.

NOTES:

1. *ABR will not be attempted while your extension is busy, but will continue to time-out.*
2. *With each attempt:*
 - *The Line—or Internal—and Spkr LEDs blink when the line is seized.*
 - *Dial tone is heard via the speaker.*
 - *The telephone number is redialled.*
 - *If busy, ABR will reset and try again.*

To Cancel Automatic Busy (ABR) Redial:

1. Press the **Auto Busy Redial** button.
... Or ...
Press the **Internal** button and dial # 4 4.

SPEED DIAL

Speed Dial enables you to call a telephone number with a brief access code or an optional feature button. There are two types of Speed Dial numbers. Extension Speed Dial numbers are assigned by individual extension users to their own extension, and can only be dialed at their extension. System Speed Dial numbers can only be assigned from Extension 200 (typically the operator's or system administrator's telephone), but can be used by other extensions.

Your extension will time out to the idle mode if the following storage procedures are not completed within one or three minutes. The time is set in system programming.

EXTENSION SPEED DIAL STORAGE

You can store personal telephone numbers on either Extension Speed Dial buttons or access codes. You can call the telephone number by either pressing the button or dialling the access code.

To Store an Extension Speed Dial Number:

1. Do Not Lift the handset.
2. Press the **Redial** button.
3. Press the **SD** button you wish to store the telephone number on.
... or ...
Press the **Speed Dial** button and enter the code (**1 0 ~ 4 9**) that you want to store the telephone number in.
4. Enter the telephone number.
5. Press the **Redial** button.

SD buttons are assigned in system programming. If your telephone does not have SD buttons use access codes instead.

The * button can be used if your telephone does not have the Speed Dial button.

Extension Speed Dial number access codes are 1 0 ~ 4 9.

You can enter up to 20 digits. See "Speed Dial Number Linking" later in this section for instructions on storing additional digits. You can also store an Exchange line access code before the telephone number to allow one-touch dialling of telephone numbers (see Outgoing Calls in Table 2-A).

It may be necessary to insert a pause or recall signal in the number. See "Speed Dial Pause and Flash Storage" later in this section for more details.

The number will be stored and will be dialed when the SD button is pressed or the Speed Dial access code is dialed.

Repeat procedure to replace stored telephone numbers with new ones. To clear Speed Dial entry, repeat preceding procedure, skipping Step 4.

SYSTEM SPEED DIAL STORAGE

Only Extension 200 (typically the operator's or system administrator's phone) can store System Speed Dial numbers, although they are available to all extensions for dialling. System Speed Dial buttons can be assigned to extensions in system programming.

To Store a System Speed Dial Number at Extension 200:

1. Do Not Lift the handset.
2. Press the **Redial** button, then the **Speed Dial** button.
3. Enter the Speed Dial code (**6 0 0** ~ **6 9 9**) that you want to store the telephone number in.
3. Enter the telephone number.
5. Press the **Redial** button.

The * button can be used if your telephone does not have the Speed Dial button.

System Speed Dial number access codes are 6 0 0 ~ 6 9 9. System Speed Dial buttons associated with the codes are assigned to extensions in system programming.

You can store up to 20 digits. See "Speed Dial Number Linking" later in this section for instructions on storing additional digits. You can also store Exchange line access codes before the telephone number to allow one-touch dialling of telephone numbers (see Table 2-A - Outgoing Calls).

It may be necessary to insert a pause or recall signal in the number. See "Speed Dial Pause and Recall Storage" later in this section for more details.

The number will be stored and will be dialled when the Speed Dial access code is dialled at an extension, or when an SD button associated with the code is pressed.

Repeat this procedure to replace the stored telephone numbers with new ones. To clear a Speed Dial entry, repeat the preceding procedure, skipping Step 4.

SPEED DIAL PAUSE AND RECALL STORAGE

Some Speed Dial numbers may require that a pause (long or regular) or recall be included in the number. For example, you may have to enter a pause at the beginning of a Speed Dial number to allow for dial tone delay.

If your telephone does not have a recall button, enter the recall dial code, "Cnf/Trn # 4 5", whereupon the recall should be stored in the Speed Dial number string.

To Store a Recall:

1. Press the **Recall** button.

To Store a Regular Pause:

1. Press the **Spd Dial** Pause button.

This pause—which will be one-and-a-half or three seconds, depending on system programming—can be entered anywhere in the Speed Dial number. The Spd Dial Pause button must be programmed as a flexible button to allow the telephone to store pauses.

To Store a Long Pause:

1. Press the **Spd Dial Lng** Pause button.

This pause, which is 10 seconds, can be entered anywhere in the Speed Dial number.

NOTE:

The Recall button will store a pause if the Spd Dial Pause button is not programmed on a flexible button. The Recall button will store a recall signal only if the Spd Dial Pause button is on the telephone.

SPEED DIAL NUMBER LINKING

You can link any of the Extension Speed Dial numbers (1 0 ~ 4 9) to System Speed Dial codes 6 9 0 ~ 6 9 9 or to any of the optional buttons associated with these 10 codes. Extension 200 can be used to link System Speed Dial codes 6 0 0 ~ 6 8 9 to codes 6 9 0 ~ 6 9 9. This allows up to 37 digits to be stored under one System Speed Dial button or code. When you are linking codes, you do not have to enter # before entering the access code.

The number stored in location 6 9 0 ~ 6 9 9 will dial out first, then the number linked to 6 9 0 ~ 6 9 9. Typically, a company's special carrier access telephone numbers are stored in locations 6 9 0 ~ 6 9 9.

To Link a Number:

1. Press the **Redial** button.
2. Press a **SD** button.
... or ...
Press the **Speed Dial** button and enter a two-digit Speed Dial access code. For extension 2 0 0, enter a three digit code.
3. Press the **Speed Dial** button.

The * button can be used if your telephone does not have the Speed Dial button. Extension users may enter Extension Speed Dial codes (1 0 ~ 4 9). Extension 200 can be used to enter System Speed Dial codes 6 0 0 ~ 6 9 9.

The * button can be used if your telephone does not have the Speed Dial button.

- | | |
|--|---|
| <ol style="list-style-type: none"> 4. Enter the three-digit code to which the number will be linked (6 9 0 ~ 6 9 9). | <p>Only ten System Speed Dial codes may be linked to any other Speed Dial numbers: 690 ~ 699.</p> |
| <ol style="list-style-type: none"> 5. Enter the number to be stored. | <p>You may enter up to 17 digits.</p> |
| <ol style="list-style-type: none"> 6. Press the Redial button. | <p>The number will be stored and will be dialled out when the optional linked Extension or System SD button is pressed or the linked System or Extension Speed Dial access code is dialled.</p> |

CALLING SYSTEM OR EXTENSION SPEED DIAL NUMBERS

You can call Speed Dial numbers with the touch of a button or by dialling a brief access code. Speed Dial buttons are assigned to extensions in system programming.

To Call with a Speed Dial button:

1. Access an Exchange line.
2. Press an **SD** button.

You can access an Exchange line by pressing a Line or Pooled Line Grp button, or by dialling an access code (# 7 0 0 1 ~ # 7 1 4 4 for a line number; 8 0 1 ~ 8 1 6 for a line group; and 9 for the general group or Least Cost Routing).

The system will dial the telephone number assigned to the button.

To Call with a Speed Dial Access Code:

1. Access an Exchange line.
2. Press the **Speed Dial** button.
3. Dial the Speed Dial access code.

You can access an Exchange line by pressing a Line or Pooled Line Grp button, or by dialling an access code (# 7 0 0 1 ~ # 7 1 4 4 for a line number; 8 0 1 ~ 8 1 6 for a line group; and 9 for the general group or Least Cost Routing).

The * button can be used if your telephone does not have the Speed Dial button.

Extension Speed Dial codes are 1 0 ~ 4 9, and System Speed Dial codes are 6 0 0 ~ 6 9 9.

The system will automatically dial the telephone number assigned to the dialled code.

CHAIN DIALLING SPEED DIAL NUMBERS

You can call two or more Speed Dial numbers during one call. This enables you, for example, to add additional parties (conference calls) to your conversation with Speed Dialling.

To Chain Dial Speed Dial Numbers:

1. Access an Exchange line.

You can access an Exchange line by pressing a Line or Pooled Line Grp button, or by dialling an access code (# 7 0 0 1 ~ # 7 1 4 4 for a line number; 8 0 1 ~ 8 1 6 for a line group; and 9 for the general group or Least Cost Routing).

DIRECT EXTENSION SELECTION BUTTONS (HOTLINE)

This optional feature allows you to connect directly to another extension by pressing a Direct Extension Selection (DSS) button. The LED of the button shows the status (idle/busy) of the extension associated with it. If connected to an Exchange line, pressing this button will put the outside party on hold. Transfer the call as you would normally, by voice announcing or camping on by hanging up.

DOOR LOCK

Your telephone may have an Unlock Door button(s), which will unlock a door lock when pressed.

Door Lock Button	Location
Unlock Door 0	_____
Unlock Door 1	_____
Unlock Door 2	_____
Unlock Door 3	_____
Unlock Door 4	_____

The door lock will unlock for three or six seconds when you press the button, depending on system programming. The Unlock Door LED will turn on for however long the door is unlocked.

MESSAGE WAITING

If you call an extension and its user does not answer, you can leave a message waiting indication by pressing the Msg button. The Msg LED at the called extension will flash after you press the button. The user can call you back by pushing the Msg button with the flashing LED. (Voice mail devices, as well as people, can leave message waiting indications.)

Up to four Message Waiting indications may be left at an extension at one time. One of the indications is reserved for the Message Centre set in system programming.

To Answer a Message Waiting Indication on Your Telephone:

1. The **Msg** LED will flash red.
2. Press the **Msg** button, then lift the handset.

Your phone will ring the extension or voice mail device that set the indication. If there is no answer, hang up and try at a later time. (The LED will continue to flash red.)

3. After receiving the message, place the handset on hook.

To Cancel the Indication Set on your Telephone:

1. Answer the Indication, as detailed in the preceding procedure.
... Or ...
Press the **Internal** button, then dial **# 4 0 9**.

To Set a Message Light on another Telephone:

1. Press the **Internal** button and dial an extension.
2. While listening to the ringback or busy tone, press the **Msg** button or dial **7**.
3. Press the **Spkr** button.

To Cancel the Indication that You Set at another Telephone:

1. Dial the extension number on which you left the indication.
2. Press the **Msg** button twice or dial **7** twice.

If the **Msg** LED continues to flash, you have more messages—repeat Steps 1 ~ 3 to retrieve them.

Voice mail devices may cancel the indication after a short delay.

The called party must answer—by either going off-hook or by pressing the **Spkr** button—for the indication to be cancelled automatically.

The **Msg** indication will be cancelled.

You will hear ringback tone or busy tone.

The **Msg** LED will flash red at the called telephone. The **Msg** LED will light steady red at your telephone.

The **Msg** LED will continue to flash at the called telephone, until the called party retrieves the message by pressing their **Internal** and **Msg** button. The **Msg** LED will turn off at your extension after you press the **Spkr** button.

NIGHT TRANSFER

Your system can operate with two or three ringing patterns. Three-ringing pattern systems feature the **DAY**, **DAY 2**, and **NIGHT** modes, while two-ringing pattern systems consist of the **DAY** and **NIGHT** modes. These ringing patterns are chosen by pressing the optional Night Transfer button, assigned in system programming.

The Night Transfer LED indicates the active pattern, as follows:

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

OVERRIDE CALLS

Busy Override allows you to send a tone to a busy extension to indicate that a call is waiting, and Do Not Disturb Override lets you send a tone to an idle extension in the Do Not Disturb mode to indicate that a call is coming in. You can enter an established conversation with Executive Override.

To Initiate a Busy Override Signal:

1. After reaching a busy extension, dial **2**.

After dialling 2, a tone will be heard at the busy extension, indicating that a call is waiting.

For Off-hook Call Announce activation:

- If the busy extension is equipped with Automatic Off-hook Call Announce, you will not receive a busy tone and you may converse with the called party after dialling the extension number.
- If the called extension is equipped for manual Off-hook Call Announce, dialling 2 (with Voice First Signalling) or 2 1 (with Tone Signalling) will make an Off-hook Call Announce call to that extension.

To Initiate a Do Not Disturb Override Signal:

1. After reaching a Do Not Disturb extension, dial **2**.

After dialling 2, a tone signal will be heard at the Do Not Disturb extension, indicating that a call is coming in.

Your extension must be enabled in system programming to send a Do Not Disturb Override signal.

NOTE:

Privacy Override and Off-hook-Call Announce are described in separate sections of this guide and are listed in the index.

To Initiate Executive Override:

1. After reaching a busy extension, dial **3**.

After dialling 3, you will enter the conversation. An optional tone signal may be heard by the called parties prior to your entrance.

Your extension must be enabled in system programming for Executive Override.

SPEAKERPHONE

Digital telephones with speakerphones can make and receive calls without lifting the handset. Any digital telephone model with an "S" in the model name is equipped with a speakerphone.

OUTSIDE CALLS

You can make and receive outside calls without having to lift your handset.

To Make an Outside Call (On-hook Dialling)

1. Leave the handset on-hook.
2. Press any available **Line** button.
... or ...
Press the **Internal** button, then dial an Exchange line or line group access code.
3. Dial a telephone number.
4. Speak at a normal voice level toward the telephone.
5. Press the **Spkr** button to disconnect the call.

After you press the button, the Line LED will flash green at the in-use rate, and you should hear dial tone.

The Internal LED will flash green at the in-use rate, and you will hear dial tone. With some systems, you may only have to dial either the general group code (9), Least Cost Routing (LCR) code (9), or a Line Group code (801 ~ 816), instead of an Exchange line number access code. If your system requires an Exchange line access code, enter # 7 0 0 1 ~ # 7 1 4 4.

You will hear ringback tone (or busy tone, if busy).

To Answer an Incoming Call:

1. You will hear a ringing tone.
2. Leave the handset on-hook.
3. Press the **Line** button next to the flashing LED.
4. Speak at a normal voice level towards the telephone.
5. Press the **Spkr** button to disconnect the call.

The Line LED will flash red at the incoming call rate.

After you press the button, the Line LED will flash green at the in-use rate, and you will be connected to the call.

To Change the Signalling Method:

1. Call another extension via internal.
2. Dial **1**.
3. Speak to the party when the call is answered.

To Make an Internal Call (On-hook Dialling) with Voice First Signalling:

1. Leave the handset on-hook.
2. Press the **Internal** button.
3. Dial the desired extension number.

4. Speak toward the telephone at a normal voice level.
5. Press the **Spkr** button to disconnect the call.

TONE/VOICE FIRST SIGNALLING

Your STRATA DK280 system may be set for Tone Signalling or Voice First Signalling as the standard internal call signalling method. The Tone Signal consists of successive ring tones, while the Voice First Signal consists of a tone burst followed by the caller's voice. You can change to the alternate signalling method on a call-by-call basis.

Depending on the system signalling method, the following will happen:

- If Tone Signalling, you will hear a ring tone (one second) every four seconds.
- If set for Voice First Signalling, you will hear a tone burst and then you will be able to converse.

After you dial 1, the other method will be activated.

INTERNAL CALLS

You can make and receive internal calls without lifting your handset.

After pressing the button, the Internal LED will flash green at the in-use rate, and you will hear internal dial tone.

You will hear a single ring tone if the called extension is idle. (If the call was made with Tone Signalling, you would hear ringback or busy tone.) Dialling 1 after the extension number will change the signalling method; see "Tone/Voice First Signalling" for more information.

If you dial a busy extension:

- Dial 2 or 2 1 to activate Busy Override or, if the called extension is properly equipped, Off-hook Call Announce.
- Dial 3 to Executive Override (system programmable option) the called extension.
- Dial 4 to set Automatic Call Back.

If the called extension is busy or unanswered, you can dial 7 to set a Message Waiting Indication.

NOTE:

See "Handsfree Answerback" to receive on-hook internal calls.

MICROPHONE CONTROL

If you have a speakerphone, press the Mic button to switch the microphone on and off while your telephone is in use (see Microphone Cut-off). The Mic LED indicates the status of the microphone:

LED	MICROPHONE
ON	ON
OFF	OFF

All digital telephone users can answer internal calls handsfree (on-hook), but only users with a speakerphone can talk handsfree when originating calls while on-hook.

The microphone and accompanying LED are always on when receiving internal calls to allow Handsfree Answerback, and may be on or off when placing an on-hook Exchange line or internal call.

- Each extension's microphone may be set in system programming to be either on or off at the start of handsfree dialling.
- Each extension's Mic button may be set in system programming to switch on/off with one touch or to switch off only while pressed.

NOTES:

1. To change from speakerphone to handset, lift handset.
2. To change from handset to speakerphone:
 - Press and hold down the Spkr button.
 - Return handset on-hook.
 - Release the Spkr button.
3. The Mic and Microphn Cut-off buttons function on Off-hook Call Announce calls for privacy.

TWO (TRUNK TO TRUNK) EXCHANGE LINE CONNECTION

This feature allows an extension user to connect two Exchange lines, then drop out of the conversation. Both Exchange line buttons (or Pooled buttons) must appear on your telephone to allow Trunk to Trunk connection to be established from your telephone.

To Establish a Trunk to Trunk:

1. While on an Exchange line call, press the **Cnf/Trn** button.

After you press the button, you will hear internal dial tone, the Line LED will flash green at the conference rate, and the Internal LED will flash green at the in-use rate.

2. Press a **Line** button and dial a telephone number.

The new Line LED will flash green at the in-use rate.

3. Press the **Cnf/Trn** button after the party answers.

The Line LEDs will both flash green at the in-use rate, and all parties will be conferenced.

If you receive a busy tone or no answer, return to the original connection by pressing the original Line button.

4. Press the **Cnf/Trn** button.

You will hear internal dial tone.

The Line LEDs will both flash green at the exclusive hold rate, and the Internal LED will flash green at the in-use rate.

5. Hang up.

Both Line LEDs will continue to flash at the exclusive hold rate, and the two lines will be connected. The Internal LED will turn off.

If the public telephone company provides auto disconnect, the connection may release automatically when the parties hang up. If not, the lines must be supervised to be disconnected (See "Supervision" following this procedure).

SUPERVISION

You may have to monitor the Trunk to Trunk connection and disconnect the Exchange lines when the call is completed.

To Supervise a Trunk to Trunk Call and Release It:

1. Press either **Line** button.
2. If the parties have hung up, go back on-hook.

After you press the button, you will be connected to both Exchange lines, and both Line LEDs will flash green at the in-use rate.

Both Line LEDs will turn off, and the connection will be released.

... or ...

If the parties are still talking, return to Step 4 in the preceding procedure.

TIMED REMINDERS

You can set five separate reminders at your extension. Your telephone will sound a distinct beeping at the exact minute and hour you set for any of these reminders, either one time or daily.

To Enter a Timed Reminder:

1. Press the **Internal** button and dial **# 6 0 5 ~ # 6 0 9**.

You have a choice of five different reminders.

- | | |
|---|--|
| 2. Enter the desired time. | Set the time by entering two digits for the hour of the day (HH), then two digits for the minute. The timer is based on a 24-hour clock, so for example, to enter a reminder for 8:03 p.m., enter 2 0 for the hour (8 p.m. is the 20th hour of the day), then 0 3 for the minutes. |
| 3. Dial 0 for the reminder to be repeated every day, or 1 for a one-time reminder only. | |
| 4. Enter desired message number, Personal (1 0 ~ 1 9) or system (6 0 ~ 9 9), or 0 0. | Enter 00 if your telephone does not have an LCD; or, you do not want a message to display when the time reminder tone sounds. |
| 5. Press the Redial button. | The time will be recorded in memory, and you should hear a beeping tone for 30 seconds (or until cancelled by going off-hook) when the hour and minute occur. |

To Cancel a Timed Reminder:

- | | |
|---|---|
| 1. Press the Internal button, then dial # 6 0 5 ~ # 6 0 9 . | Dial # 6 0 5 to cancel the reminder set for # 6 0 5; or dial # 6 0 6 to cancel the reminder set for # 6 0 6, etc. You can only cancel one reminder at a time. |
| 2. Press the Redial button. | The reminder will be cancelled. |

TOLL RESTRICTION OVERRIDE

Extensions can be individually restricted from making toll calls. Each extension can be allowed or denied specific STD and local codes, long distance information calls, international calls, and/or operator-assisted calls.

You can completely override Toll Restriction at selected extensions or you can change the extension's Toll Restriction class. The extension will resume its normal class at the conclusion of the call.

To Override/Change Toll Restriction:

- | | |
|---|--|
| 1. Lift the handset. | |
| 2. Press a Toll Restricted Line button. | After pressing the button, you will hear dial tone, and the Line LED will flash green at the in-use rate. |
| 3. Press the Cnf/Trn button and enter # 4 7 . | You can also press the Internal button, then dial a line number or line group access code to seize an Exchange line.
You will no longer hear dial tone. |

4. Enter the Toll Restriction Override Code (four digits).
5. Dial a telephone number.

You will hear dial tone.

For security reasons, the override codes are only available on a selected basis. See your system administrator.

To Add, Delete, or Change Override/ Travelling Class Codes from a Selected Extension:

1. Press the **Internal** button, then enter the three-digit Toll Restriction Override Change Access Code.
2. Enter the four-digit override code.
3. Press the **Redial** button.

After entering the code, you will hear confirmation tone.

For security reasons, the change access code is not in this guide. It is available from your telephone system administrator.

You will hear confirmation tone, and the code will be stored in memory.

Repeat Steps 1 ~ 3 to enter more Toll Restriction Override Class codes.

AUTOMATIC HOLD

Automatic Hold enables you to process calls more quickly. You can automatically place a call on an Exchange line button (or Internal) on-hold by just pressing another outside line or the Internal button—there is no need to push the Hold button. You can also switch between the new call and the original call without having to press the Hold button. Automatic Hold is assigned on an extension-by-extension basis in system programming.

To Use Automatic Hold

1. While on a call, press another **Line** button or the **Internal** button to receive or originate a new call.

After you press the button, the original Line LED will flash at the on-hold rate, and the original call will be placed on hold.

The LED of the new call will flash at the in-use rate, and the new line will be accessed.

To Switch between Calls:

1. Press the **Line** or **Internal** button of the held call.

The LED of the line just automatically placed on-hold will flash at the On-hold rate, and the LED of the line just accessed will flash at the In-use rate.

USER PROGRAMMABLE FEATURE BUTTONS

You can programme Speed Dial buttons or codes to access features, as well as telephone numbers. You can store up to 20 digits, enabling you to access a sequence of features, such as Call Park and Page, with a code in a Speed Dial button. A list of feature access codes in Table 2-A follows the storage instructions for this feature.

To Store on a Button:

1. Do not lift the handset.
2. Press the **Redial** button.
3. Press one of the **SD** buttons.
4. Enter a feature access code or sequence of codes.
5. Press the **Redial** button.

If you lifted the handset in Step 1, the system would automatically dial the number that you most recently dialled.

Refer to the Feature Access Code List in Table 2-A at the end of this section.

You can only enter 20 digits maximum. Dial pad digits count as 1 digit, while the Cnf/Trn, Internal, and Hold feature buttons each count as two.

The feature access code or codes should be stored in memory.

NOTE:

If the preceding sequence is not completed within one or three minutes (system programmable time), the operation will time out and your telephone will be placed in the idle condition.

To Store in a System or Extension Speed Dial Location:

1. Do not lift the handset.
2. Press the **Redial** button, then the **Speed Dial** button.
3. Dial a Speed Dial access code.
4. Enter a feature access code or sequence of codes.
5. Press the **Redial** button.

If you lifted the handset in Step 1, the system would automatically dial the number that you most recently dialled after you press the Redial button.

If your extension does not have the Speed Dial button, dial * instead.

Extension Speed Dial locations are 1 0 ~ 4 9. System Speed Dial locations are 6 0 0 ~ 6 9 9 and can only be stored at Extension 200.

You can only enter 20 digits maximum. Dial pad digits count as 1 digit, while the Cnf/Trn, Internal, and Hold feature buttons each count as two.

NOTE:

Refer to Table 2-A for a list of access codes, although the sequences in the table tell how to store access codes on SD buttons.

The feature access code or codes are stored in memory.

NOTE:

To exit the entry mode to answer or make a call, press the Redial button.

FEATURES	2000-SERIES TELEPHONE FEATURE ACCESS CODES
Account Codes ⁸ (Frequently used codes).....	Cnf/Trn + # 4 6 + Account code digits
Automatic Callback	4
Background Music ⁷ (External Speakers On)	Intercom + # 4 9 1
Background Music ⁷ (External Speakers Off)	Intercom + # 4 9 0
Call Forward — All Calls (To Station)	Intercom + # 6 0 1 + extension number
Call Forward — Busy (To Station)	Intercom + # 6 0 2 + extension number
Call Forward Cancel	Intercom + # 6 0 1
Call Forward External	Intercom + # 6 7 0
Call Forward External Cancel	Intercom + # 6 7 0
Call Park ⁸	Cnf/Trn + # 4 1
Call Park Retrieve (Pickup at your own station).....	Intercom + # 4 2
Door Phone Calling	Intercom + door phone intercom number
Recall Signal ⁸	Cnf/Trn + # 4 5
Off-hook Call Announce (Manual Mode)	2
Overrides (Busy, DND)	2
Overrides (Executive)	3
Paging ⁵ (Exchange line Auto Hold) (All Call, Digital and Electronic telephones).....	Cnf/Trn + # 4 1 + Intercom + # 3 0
Paging ⁵ (Station Group A)	Cnf/Trn + # 4 1 + Intercom + # 3 1 1
Paging ⁵ (Station Group B)	Cnf/Trn + # 4 1 + Intercom + # 3 1 2
Paging ⁵ (Station Group C)	Cnf/Trn + # 4 1 + Intercom + # 3 1 3
Paging ⁵ (Station Group D)	Cnf/Trn + # 4 1 + Intercom + # 3 1 4
Paging ⁵ (Station Group E)	Cnf/Trn + # 4 1 + Intercom + # 3 1 5
Paging ⁵ (Station Group F)	Cnf/Trn + # 4 1 + Intercom + # 3 1 6
Paging ⁵ (Station Group G)	Cnf/Trn + # 4 1 + Intercom + # 3 1 7
Paging ⁵ (Station Group H)	Cnf/Trn + # 4 1 + Intercom + # 3 1 8
Paging ⁵ (External Page Zone A)	Cnf/Trn + # 4 1 + Intercom + # 3 5
Paging ⁵ (External Page Zone B)	Cnf/Trn + # 4 1 + Intercom + # 3 6
Paging ⁵ (External Page Zone C)	Cnf/Trn + # 4 1 + Intercom + # 3 7
Paging ⁵ (External Page Zone D)	Cnf/Trn + # 4 1 + Intercom + # 3 8
Paging ⁵ (All Call, External Page Zone).....	Cnf/Trn + # 4 1 + Intercom + # 3 9
Pickup ⁵ (Directed to extension, new, or transferred call)	Cnf/Trn + # 4 1 + Intercom + # 5 + extension number
Pickup ⁵ Any ringing Exchange line (new call only)	Cnf/Trn + # 4 1 + Intercom + # 5 9
Pickup ExtensionPage or Ringing Door Phone ⁵	Cnf/Trn + # 4 1 + Intercom + # 5 # 3 0
Pickup ⁵ External Page	Cnf/Trn + # 4 1 + Intercom + # 5 # 3 5
One-touch Voice Mail Access.....	Intercom + VM intercom number
Outgoing Calls	Intercom + Exchange line access code ⁶ + telephone number

- NOTES:**
- IMPORTANT:** If your telephone does not have a **Speed Dial** button, enter **4 4** instead of # in all feature sequences.
 - The feature access starting sequence and the actual feature access codes are shown in bold letters in the above table.
 - This table uses 2000-series telephone button labels.
 - The storage sequence for User Programmable Feature Buttons is as follows: **Redial + SD + Feature Access Code(s) + Redial**
 - This feature will park 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 buttons are not available on incoming calls to Toll Restricted stations). These codes can be used during a Exchange line call.
 - Exchange line access codes: #7001 ~ #7144 (maximum) for DK280 individual lines; 801 ~ 816 for line group or 9 for general group or LCR.
 - Background music speakers can be turned on or off from Extension 200 only.
 - These codes can be used during a Exchange line call.

**Table 2-A
User Programmable Feature Button Storage Guide**

ATTENDANT CONSOLE CALLING

Up to four Attendant Consoles can be installed per system. There can be up to three ways to call the Attendant Console, depending upon system programming.

To Call Any Attendant Console:

Press the **Internal** Button and dial "0".

The call will ring the Attendant Console's "0" button. Dial "0" calls rotate between the consoles if more than one console is installed.

To Call a Particular Console:

Press the **Internal** button and dial the console's Internal number _____.

The call will ring the console's "INT" button. Your System Administrator can provide the Attendant Console(s) intercom number(s).

To Make an Emergency Call to a Console:

Press the **Internal** button and dial the emergency access code **#400**.

EMERGENCY CALLS TO THE ATTENDANT CONSOLE

The call will ring the console's EMRG button.

USING A VOICE MAIL SYSTEM

This chapter explains how to program your telephone for Call Forward and message retrieval when using a Voice Processing System with your STRATA DK280 system.

Refer to your voice mail user guide or contact your system administrator.

CALL FORWARD

You can program your telephone to forward to a customer supplied Voice Mail System to answer your calls when you are busy or not available.

VOICE MAIL IDENTIFICATION CODE

To direct forwarded calls to your mailbox—your personal storage space for voice messages—and to ensure that callers receive your personal greeting, you must store a Voice Mail (VM) Identification (I.D.) code once from your telephone.

To Store the Voice Mail ID Code:

1. Press the **Extension** button.
2. Dial # **6 5 6**.
3. Dial the voice mail system specified access code and if the VM system requires, your mailbox number.
4. Press the **Redial** button, then the **Spkr** button.

After you press the button, you will hear intercom dial tone.

You will hear confirmation tone. "#656" is the VM System Identification code when Call Forward is set. This code does not forward calls to the VM system.

You will hear confirmation tone. The VM I.D. code will be automatically sent to the VM system whenever calls are forwarded to it.

NOTE:

Steps 1 ~ 5 are required for the initial storage of VM I.D. code to the VM system. Once programmed, these digits remain in memory until changed. Repeat Steps 1 ~ 5 to change the code.

To Cancel the Voice Mail I.D. Code:

1. Press the **Extension** button.
2. Dial # **6 5 6**.

You will hear intercom dial tone after you press the button.

3. Press the **Redial** button. You will hear confirmation tone.
4. Press the **Spkr** button. The I.D. code will be cancelled.

CALL FORWARD TO A VOICE MAIL SYSTEM

By registering Call Forward to the VM System on your telephone, information about the call will automatically be provided to the VM system, so that the caller does not have to re-enter the last few digits of the extension number that they have initially dialled.

To Forward Calls to the VM System:

1. Press the desired **Call Forward** button.
... Or ...
Press the **Extension** button, then enter a Call Forward access code.

The LED associated with the button will flash after you press the button.

You will hear confirmation tone after entering the access code.

NOTE:

Following is a list of Call Forward access codes:

- *Call Forward-All Calls: #601*
- *Call Forward-Busy: #602*
- *Call Forward-No Answer: #603 + Speed Dial + Redial*
- *Call Forward-Busy-No Answer: #604 + Speed Dial + Redial*

2. Dial the VM System number.
3. Press the Call Forward button or the **Spkr** button.

See your system administrator for the correct voice mail intercom number. After dialling, you will hear confirmation tone.

The Call Forward LED will light steady red, if your have a button assigned.

To Cancel Call Forward to the VM System:

1. Press the appropriate Call Forward button.
... Or ...
Press the **Extension** button, enter **# 6 0 1**, then press the **Spkr** button.

The Call Forward LED will turn off, and Call Forward will be cancelled.

You will hear confirmation tone, and Call Forward will be cancelled.

MESSAGE RETRIEVAL

You can program your Msg button to automatically retrieve your voice mail messages when you press it.

To Program your Msg Button to Retrieve Messages:

1. Press the **Extension** button.
2. Dial # **6 5 7**.
3. Dial the voice mail system specified access code and if the VM system requires, your mailbox number.
4. Enter your security code.
5. Press the **Redial** button.
6. Press the **Spkr** button.

You will hear confirmation tone after you press the button.

You will hear confirmation tone. "#657" is the VM System Identification code when Call Forward is set. This code does not forward calls to the VM system.

Storing your security code will save you from having to enter your security code every time you access your mailbox; however, this will also allow anyone to retrieve your messages from your phone. If a security code is not desired, do not include it.

You will hear confirmation tone.

NOTE:

Your telephone must have the Speed Dial button for the # button to function properly with the VM system.

To Retrieve Messages with the Msg button:

1. When the Msg LED flashes, press the **Msg** button.

The VM System will be called and you should be able to listen to your messages.



GENERAL

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

FLEXIBLE INTERNAL NUMBERING

An extension internal number can be three or four digits. It is, therefore, possible to match an extension's internal and PBX line extension number. Dial the entire extension number when indicated.

NOTE:

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

PBX FEATURE BUTTONS

You may access some PBX features by pressing a preprogrammed flexible button on your telephone, instead of dialling a PBX access code. The PBX access code, including the necessary recall and/or pause sequence, is activated when the button is pressed. See your PBX operations manual for specific details.

RINGING REPEAT

The distinctive ring patterns available from a PBX system are automatically repeated with your digital telephone, allowing you to answer appropriately for either outside, inside or callback calls.

DELAYED RINGING

Exchange line(s) may be programmed for a 12-second and/or 24-second ring delay at extensions to permit alternate answering conditions. Answer the line when your telephone is ringing.

2. Press the **SD** button of the telephone number to be dialled.
... or ...
Press the **Speed Dial** button and dial the Speed Dial code for the telephone number to be dialled.
3. Repeat Step 2 to dial another telephone number.

The * button can be used if your telephone does not have the Speed Dial button.

Extension Speed Dial codes are 1 0 ~ 4 9, and System Speed Dial codes are 6 0 0 ~ 6 9 9.

To Save a Telephone Number:

1. While on a call that you dialled, press the **Save Last Number** button.

To Call a Saved Telephone Number:

1. Access an Exchange line.
2. Press the **Save Last Number** button.

SAVED NUMBER REDIAL

This feature enables you to store a dialled telephone or extension number, then redial that number with the touch of a button. Your telephone must be assigned with the Save Last Number button in system programming.

You can press the button anytime after you have dialled the final digit of the telephone number, but you must do it before you hang up or disconnect the call.

You can access an Exchange line by pressing a Line or Pooled Line Grp button, or by dialling an access code (# 7 0 0 1 ~ # 7 1 4 4) for a line number; 8 0 1 ~ 8 1 6 for a line group; and 9 for the general group or Least Cost Routing).

The system will automatically dial the "saved" number.

DTMF TONE DIALLING WITH * AND

You may have to send * and # Dual-tone Multi-frequency (DTMF) tones to some devices or services, such as a voice mail device or computer output service. If you do not have the Speed Dial button on your telephone, you must first dial an access code to enable these tones to be transmitted. DTMF tones are automatically enabled on extensions with the Speed Dial button.

To Output * and # DTMF Tones:

1. While on an outside call, press the * button, then the # button, if you do not have the Speed Dial button.

You will now be able to output * and # DTMF tones, as well as digits 0 ~ 9.

This feature disables the Speed Dial feature. Speed Dial will be restored when you complete the call or place it on hold.

TONE/PULSE DIALLING

With some older types of exchanges, you may have to make calls using pulses on Exchange lines. To access remote equipment (such as an answering machine) requiring Dual-tone Multi-frequency (DTMF) tones while on these lines, you must set your phone for tone dialling after you have dialled the telephone number. Your telephone must have a Tone Dial Select button assigned in system programming to access this feature.

To Change to Tone Dialling:

1. Dial a telephone number on an Exchange line programmed for pulses.
2. While the call is in progress, press the **Tone Dial Select** button.

Although the Exchange line is programmed for pulses, access the Exchange line and dial the telephone number like any other call described in this user guide.

After you press the button, the Tone Dial Select LED will light steady red, and you will be able to send DTMF tones with your dialpad.

If the LED is off, tone dialling is not selected and you will not be able to send DTMF tones.

NOTE:

When originating or receiving a new Exchange line call, the system will automatically place the line in the dial pulse mode.

PRIVACY OVERRIDE

This optional feature allows you to enter an established call on a private common Exchange line button. Up to two extension users may enter an existing Exchange line-to-extension call (allowing up to three extensions to be connected to an Exchange line). To access this feature, your extension must be assigned with Privacy Override in system programming, or the extension that is already connected to the Exchange line must be in the Privacy Release mode.

To Override a Call:

1. Press a busy Line button.

You will now be connected to the Exchange line, and will be able to participate in the conversation.

An optional tone signal may be heard by the connected parties before you enter the conversation.

NOTE:

Extension users with a Privacy Release button can allow extensions to enter their conversations on common Line buttons, even if the extension entering the conversation is not programmed for Privacy Override.

PRIVACY BUTTON

This option blocks a user at an extension programmed with Privacy Override from entering an Exchange line conversation by pressing a common Exchange line button. Your extension must be assigned with the Privacy on Line button in system programming to activate this feature, which will not block Busy Override or Executive Override. Busy and Executive Override are described later in this guide.

To Make All Exchange Lines on Your Extension Private:

1. Press the **Privacy on Line** button.

After you press the button, the Privacy on Line LED will light steady red, and extension users will not be able to enter Exchange line calls on your extension with Privacy Override.

To Cancel Privacy:

1. Press the **Privacy on Line** button again.

The Privacy on Line LED will turn off, and extension users will now be able to enter Exchange line calls on your extension with Privacy Override.

PRIVACY RELEASE

If you press the optional Privacy Release button, any other extension user can enter your call on a private common Exchange line button just by pressing the Line button on their telephone. Your extension must be assigned with the Privacy Release button in system programming to activate this feature. Up to two extensions can enter an existing Exchange call (allowing up to three extensions to be connected to an Exchange line).

To Activate Privacy Release:

1. While on an Exchange line call, press the **Privacy Release** button.

After you press the button, the Privacy Release LED will light steady red, and extension users should be able to enter your calls by pressing a common Exchange line button. Only one extension can enter each time the Privacy Release key is pressed.

You must be on an Exchange line call to activate this feature. The Privacy Release button LED will turn off once another extension has entered your Exchange call.

To Deactivate Privacy Release while on an Exchange Line Call:

1. Press the **Privacy Release** button again.

The Privacy Release LED will turn off, and extension users without Privacy Override will not be able to enter your calls by pressing a common Exchange line button.

If you do not deactivate Privacy Release while on the call, it will turn off when you hang up.

NOTE:

Private Exchange lines deny extension users access to busy common Exchange line buttons.

INTERNAL CALLS

You can make calls to and receive calls from other extensions on the STRATA DK280 system

To Make an Internal Call:

1. Lift the handset.
2. Press the **Internal** button.
3. Dial an extension number.

You will hear silence after you lift the handset, unless your extension has been programmed for Automatic Off-hook Selection.

If Automatic Off-hook Selection provides Exchange line dial tone when you lift the handset, continue with Step 2; if you hear internal dial tone, continue with Step 3.

After you press the button, you will hear internal dial tone, and the Internal LED will flash green at the In-use rate. Skip Step 2 if the feature provides internal dial tone when you lift the handset.

If the called extension is idle:

- If the system is set for Voice First Signalling, you will hear a single tone and should then make a voice announcement. (After dialling the extension number, you can dial 1 to change to the other signalling method, Tone Signalling.)
- If the system is set for Tone Signalling, you will hear repeated ring tones and you should wait for the call to be answered. (After dialling the extension number, you can dial 1 to change to the other signalling method, Voice First Signalling.)
- To leave a Message Waiting Indication at the called extension, dial 7.

If you receive busy tone:

- To set Automatic Call Back (ACB), dial 4.
- To activate Busy Override if the called extension is not equipped for Off-hook Call Announce (OCA), dial 2.
- To activate OCA: With Voice First Signalling and the called extension is equipped for OCA, dial 2. With Tone Signalling and the called extension is equipped for OCA, dial 21.
- Dial 3 to enter the extension's conversation (Executive Override, system programmable option).
- To leave a Message Waiting Indication at the called extension, dial 7.

To Answer an Internal Call (Voice First Signalling):

1. You will hear a single long tone, followed by the caller's voice.
2. Lift the handset.

The Internal LED will flash green at the incoming call rate.

If the call was made with Tone signalling instead of Voice First Signalling, your phone would ring.

To Receive a Handsfree Internal Call:

1. You will hear a single long tone, followed by the caller's voice.
2. Don't lift the handset; speak toward the telephone in a normal voice level.

The Internal LED will flash green at the incoming call rate. The Mic LED will light steady red, indicating your microphone is active. The Spkr LED will flash red.

If you have a speakerphone, you will have better performance if you press the Internal button.

NOTE:

The Internal button must be pressed (or the handset must be taken off-hook) before placing an internal call on hold.

To Change the Volume while on the Call:

1. Press the up or down **Vol** button until the desired level is set.

You can control the volume of the Handsfree Answerback caller's voice.

You can also control this volume while in the idle state. To do so, press the up or down Vol button and hear ring tone. Continue pressing the button until the desired volume is set. Adjusting this volume will also change ring tone volume.

MICROPHONE CUT-OFF

Microphone Cut-off prevents callers from monitoring the sounds near your telephone when your telephone receives a Handsfree Call. Your extension must be assigned with the Microphn Cut-off button in system programming to activate this feature.

To Turn Off the Microphone:

1. Press the **Microphn Cut-off** button.

After you press the button, the Microphn Cut-off LED will light steady red, and the Mic and Spkr LEDs will not turn on when your telephone is being called.

To Turn the Microphone On:

1. Press the **Microphn Cut-off** button again.

The Microphn Cut-off LED will turn off.

To Make an OCA Call with Voice First Signalling:

1. Lift the handset.
2. Call the desired extension.
3. Speak to the called party or dial **2** if busy.

You will hear a single tone and will be able to talk to the extension if your extension is programmed for automatic OCA operation.

If your extension is not programmed for automatic OCA operation and if you hear busy tone, you must dial 2 to speak to the called extension.

To Make an OCA Call with Tone Signalling:

1. Lift the handset and call the desired extension.
2. If you receive busy tone, dial **2 1**.

Speak to the called extension after dialling 2 1.

FORCED DISCONNECT

You can disconnect an OCA call made to your extension.

To Force a Disconnect:

1. Press the **Spkr** button.

The OCA call will be disconnected after you press the button.

OFF-HOOK CALL ANNOUNCE (OCA) VOLUME CONTROL

You can control the volume of OCA calls to your extension when your extension is idle. It is not possible to change the OCA volume when your telephone is in use off-hook.

To Change the Volume while Idle:

1. Press the **Internal** button and then the up or down **Vol** button until the desired volume is set.

You will hear internal tone. The volume level of OCA calls to your extension will be the same as the internal tone level that you set with this procedure.

NOTES:

1. Extensions in the Do Not Disturb mode cannot receive OCA calls.
2. The Mic and Microphn Cut-off buttons can prevent an OCA caller from listening to your conversation.
3. This procedure also sets the volume level for extension (Tel Set Music) Background Music and speaker internal tone.

CALL TRANSFER WITH CAMP-ON

You can transfer calls to idle or busy extensions.

NOTE:

You cannot transfer (or camp-on) to extensions that are in the Do Not Disturb (DND) mode.

To Transfer a Call (Voice First Signalling):

1. While on an outside call, press the **Cnf/Trn** button.
2. Dial the extension number to which the call will be transferred.
3. Announce the call if the called extension is idle, then hang up.

After you press the button, the Line LED will flash green at the conference rate, and the Internal LED will flash green at the in-use rate. You will hear internal dial tone.

You will hear a single tone. (If the call was made with Tone Signalling instead of Voice First Signalling, you would hear ringing tone.)

The Internal LED will turn off, the Line LED will begin to flash green at the on-hold rate, and the Exchange line will ring the called extension. (See the Note that follows.)

The Line LED will change to steady red when the called extension connects with the transferred call.

If the called extension user fails to answer the call, you will receive a recall ring (when your extension is idle) after a time set in system programming.

... or ...

Hang up if the called extension is busy.

The Internal LED will turn off, and the Line LED will begin to flash green at the on-hold rate. The Exchange line will camp on to the called extension (see the Note that follows), and the called extension will receive a warning tone.

The Line LED will change to steady red when the called extension connects with the transferred call.

You will receive a recall ring when your extension is idle and camp-on will be cancelled if the called extension user fails to answer within a predetermined time. Answer the recall and inform the caller of the situation, and repeat the procedure if necessary.

NOTE:

You may reconnect to a transferred line (anytime before it is answered) by pressing the appropriate Line button, or by dialling Internal # 4 2 if the Line button does not appear on your telephone.

ANSWERING A TRANSFERRED CALL

You can answer a call that is transferred to your extension, whether you are idle or busy on another call.

**To Answer While Idle
(Voice First Signalling):**

1. You will hear a single long tone, followed by an announcement.
2. Acknowledge the announcement.
3. When the transferring extension hangs up, you will hear a ringing tone.
4. Press the appropriate **Line** button.

The Internal LED will flash green at the incoming call rate.

The Line LED will flash at the incoming call rate.

After you press the button, the Line LED will flash green at the in-use rate, and you will be connected to the call.

NOTE:

If your telephone has been assigned with Ringing Line Preference in system programming, you may press the Spkr button or lift the handset instead of pressing the Line button.

**To Answer While Idle
(Tone Signalling):**

1. You will hear internal ringing.
2. Lift the handset or press the **Spkr** button.
3. Speak to the transferring extension.
4. You will be connected to the outside call when the transferring extension hangs up.

The Internal LED will flash green at the incoming call rate.

After you press the button, the Internal LED will flash at the in-use rate.

The Internal LED will turn off, and the Line LED will flash green at the in-use rate when the extension hangs up.

To Answer While Busy:

1. You will hear a one-second warning tone.

The outside call is camped on to your extension, and the Line LED will flash green at the on-hold rate.

2. You have several choices:
Press the **Line** button.

After you press the button, the existing call will be terminated (or placed on hold if your extension has been programmed with the Auto Hold feature), and you will be connected to the transferred call. The Line LED will flash green at the in-use rate.

... or ...

Hang up.

The existing call will be terminated. The camped-on line will ring your telephone, and the Line LED will flash red at the incoming call rate.

... then ...

Press the **Line** button or lift the handset.

After you press the button, you will be connected to the transferred call, and the Line LED will flash green at the in-use rate.

... or ...

Press the **Hold** button.

The existing call will be put on hold. The camped-on line will ring your extension, and the Line LED will flash red at the incoming call rate.

... then ...

Press the **Line** button.

You will be connected to the transferred call, and the Line LED will flash green at the in-use rate.

CONFERENCE CALLS

This feature enables you to add other parties to an existing call. (If you have an LCD telephone, you can use Soft Keys to make a conference call. See the LCD user guide for details.)

CONFERENCE WITH EXTENSIONS AND EXCHANGE LINES

Conference Calls can be up to two extensions and two Exchange lines, or up to three extensions and one Exchange line.

To Add a Second Exchange Line:

1. While on an Exchange line call, press the **Cnf/Trn** button.
2. Access a second Exchange line and dial the next telephone number.
3. Press the **Cnf/Trn** button after the party answers.

After you press the button, you will hear internal dial tone.

The Line LED will flash green at the conference rate if the call is on a Line button, and the Internal LED will flash green at the in-use rate.

With some systems, you may only have to dial either the general group code (9), Least Cost Routing (LCR) code (9), or a Line Group code (801 ~ 816), instead of an Exchange line number access code. If your system requires an Exchange line access code, enter # 7 0 0 1 ~ # 7 1 4 4.

If you receive a busy tone or no answer, return to the original connection by pressing the original Line button, or hang up and the original connection will recall you immediately.

Both Line LEDs will flash green at the in-use rate.

All parties will be conferenced. You may add one more extension to a two-Exchange line conference.

To Add an Extension to an Exchange Line Call:

1. Press the **Cnf/Trn** button.
2. Dial the number of the extension to be added.
3. Press the **Cnf/Trn** button after the party answers.
4. Repeat to add another party.

After you press the button, you will hear internal dial tone.

The Internal LED will flash green at the in-use rate; and the Line LED will flash green at the conference rate, if the Exchange line call was established on a Line button.

If you receive a busy tone or no answer, return to the original connection by pressing the Cnf/Trn button.

All parties will be conferenced.

The Line LED will flash green at the in-use rate if the Exchange line call was established on a Line button.

Up to three extensions (including your own) may conference with one Exchange line.

CONFERENCE WITH EXTENSIONS ONLY

As many as four extensions may be conferenced on one internal line.

To Conference with Extensions Only:

1. While on an extension call, press the **Cnf/Trn** button.
2. Dial an extension number.
3. Press the **Cnf/Trn** button after the party answers.
4. To add another extension, repeat Steps 1 ~ 3.

After you press the button, you will hear internal dial tone, and the Internal LED will flash green at the conference rate.

Wait for the called extension to answer.

The Internal LED will flash green at the in-use rate, and all parties will be conferenced.

CALL FORWARD

You can set your extension with a variety of Call Forward modes.

NOTE:

If Call Forward is set:

- *Exchange lines that ring your extension only will forward—Exchange lines that ring more than one extension will not forward.*
- *Exchange line calls transferred to your extension will forward.*
- *Internal calls will forward (handsfree calls optionally may or may not).*
- *Call Forward has priority over the Extension Hunt feature.*
- *Call Forward must be set before the call is received.*
- *Call Forward-All Calls and Call Forward-Busy can be set with the touch on one button. See "User Programmable Feature Buttons" later in this chapter.*

CALL FORWARD-ALL CALLS

If your extension is idle or busy and has this feature activated, all calls to it will forward immediately. The extension will not ring.

To Set Call Forward-All Calls:

1. Press the **Call Frwd All Calls** button.
... or ...
Press the **Internal** button, then dial **# 6 0 1**.
2. Enter the extension number to which calls will forward.
3. Press the **Call Frwd All Calls** button or the **Spkr** button if accessed code was used.

The Call Frwd All Calls LED will flash red.

You will hear confirmation tone.

You will hear confirmation tone if # 6 0 1 was dialed in Step 1.

The Call Frwd All Calls LED will become steady red, and calls will forward to the stored extension number.

CALL FORWARD-BUSY

Calls to your telephone while you are busy on another call or in the Do Not Disturb mode will forward immediately if this feature is set. Calls will ring as normal if your telephone is idle.

To Set Call Forward-Busy:

1. Press the **Call Frwd Busy** button.
... or ...
Press the **Internal** button, then dial **# 6 0 2**.
2. Enter the extension number to which calls will forward.
3. Press the **Call Frwd Busy** button or the **Spkr** button.

The Call Frwd Busy LED will flash red.

You will hear confirmation tone.

You will hear confirmation tone if # 6 0 2 was dialed in Step 1.

The Call Frwd Busy LED will become steady red, and calls will forward to the stored extension number.

To Cancel Call Forward-Busy:

1. Repeat Step 1.

CALL FORWARD-NO ANSWER

All calls to your extension when set with this feature will forward to a selected extension if you fail to answer within a time that you designate.

NOTE:

Your extension can be assigned in system programming to not Call Forward-No Answer when receiving Voice First (handsfree) calls. Callers can activate Call Forward-No Answer by dialling 1 during their voice announcement.

To Set Call Forward-No Answer:

1. Press the **Call Frwd No Answer** button.

... or ...

Press the **Internal** button, then dial **# 6 0 3**.

2. Enter the extension number to which calls will forward.

3. Press **Speed Dial** button.

4. Enter the time at which the call will forward (08 ~ 60 seconds).

5. Press the **Call Frwd No Answer** button, or press **Redial** then the **Spkr** button.

To Cancel Call Forward-No Answer:

1. Repeat Step 1.

The Call Frwd No Answer LED will flash red.

You will hear confirmation tone.

You will hear confirmation tone if # 6 0 3 was dialled in Step 1.

This step can be skipped if you used the Call Fwd-No Answer button in Step 1 and you do not want to change the length of time that your telephone will ring before it forwards. Initially, your telephone will ring 12 seconds before it forwards. Pressing the Speed Dial button is always necessary if you dialled Internal plus # 6 0 3 in Step 1.

This step can be skipped if you do not wish to change the amount of time your telephone will ring before it forwards. Always enter two digits; if the time is 8 or 9 seconds, enter 08 or 09. Press Speed Dial (see note), enter seconds (0 8 ~ 6 0). If no time is entered, press Redial, and the ring time will be the same as the last setting.

NOTE:

If no Speed Dial key is programmed on phone, then press * instead.

The Call Frwd No Answer LED will become steady red, and calls will forward to the stored extension number.

CALL FORWARD-BUSY/NO ANSWER

All calls to your extension set with this feature will forward immediately to a selected extension whenever you are busy on another call or in the Do Not Disturb mode. Calls will also forward if you do not answer the call within a time that you designate.

NOTE:

Your extension can be assigned in system programming not to Call Forward-No Answer when receiving Voice First (handsfree) calls. Callers can activate Call Forward-No Answer by dialling 1 during their voice announcement.

To Set Call Forward-Busy/No Answer:

1. Press the **Call Frwd Busy/NAAns** button.
... OR ...
Press the **Internal** button, then dial **# 6 0 4**.
2. Enter the extension number to which calls will forward.
3. Press **Speed Dial** button.
4. Enter the time at which the call will forward (08 ~ 60 seconds).
5. Press the **Call Frwd Busy/NAAns** button, or press **Redial** then the **Spkr** button.

The Call Frwd Busy/NAAns LED will flash red.

You will hear confirmation tone.

You will hear confirmation tone if # 6 0 4 was dialled in Step 1.

This step can be skipped if you used the Call Fwd-No Answer button in Step 1 and you do not want to change the length of time that your telephone will ring before it forwards. Initially, your telephone will ring 12 seconds before it forwards. Pressing the Speed Dial button is always necessary if you dialled Internal plus # 6 0 3 in Step 1.

This step can be skipped if you do not wish to change the amount of time your telephone will ring before it forwards. Always enter two digits; if the time is 8 or 9 seconds, enter 08 or 09. If no time is entered, the ring time will be the same as the last setting. The system is initialised with a 12 second setting.

The Call Frwd Busy/NAAns LED will become steady red, and calls will forward to the stored extension number.

To Cancel Call Forward-Busy/No Answer:

1. Repeat Step 1.

The Call Frwd Busy/NAAns LED will turn off.

CALL FORWARD CANCEL

Any of the Call Forward modes except Call Forward Fixed and CF- External can be cancelled by either pressing the applicable Call Forward button so that its associated LED turns off, or by pressing the **Internal** button, then dialling **# 6 0 1**.

To Cancel Automatic Callback (to busy or DND extension):

1. Press the **Auto Callback** button.
... or ...
Press the **Internal** button, then dial # **4 3**.

Automatic Callback will be cancelled.

To Set Exchange Line Queuing:

1. If all outgoing lines are busy, you will hear busy tone after dialling a line access code.
2. Press the **Auto Callback** button or dial **4**.
3. Place the handset on-hook.
4. Your telephone will ring at a fast rate when an Exchange line becomes idle.
5. Lift the handset immediately.
6. Dial a telephone number.

EXCHANGE LINE QUEUING WITH AUTOMATIC CALLBACK

Automatic Callback enables you to be placed in a waiting queue for an available Exchange line after attempting access to a line group in which all lines are busy. The system will call you back when a line becomes available.

After you press the button or dial 4, the busy tone will stop, you will hear dial tone for two seconds, then busy tone will resume.

You may make other calls while waiting for a line to become available.

The Line LED will flash green at the incoming call rate.

Answer within three rings to prevent the callback from being cancelled.

You will hear Exchange dial tone. (If you hear a busy tone, the line has already been seized or has received an incoming call. Your request is not cancelled. You will be called again the next time a line becomes idle.)

The Line LED will flash green at the In-use rate.

If the original call was made using Least Cost Routing (LCR), the telephone number would have been automatically dialled in Step 4.

To Cancel Automatic Callback (Exchange Line Queuing):

1. Press the **Auto Callback** button.
... or ...
Press the **Internal** button, then dial # **4 3**

Automatic Callback will be cancelled.

ACCOUNT CODE CALLS

Entered before or after a call, Account Codes can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are recorded by the system and can, along with the details of the calls they are associated with, be printed out on an Extension Message Detail Recording (SMDR) report.

FORCED ACCOUNT CODES

Some applications may require that you enter an Account Code, called a Forced Account Code, before dialling a telephone number.

o Record a Forced Account Code:

1. Access an Exchange line.

With some systems, you may only have to dial either the general group code (9), Least Cost Routing (LCR) code (9), or a Line Group code (801 ~ 816), instead of an Exchange line number access code. If your system requires an Exchange line access code, enter # 7 0 0 1 ~ # 7 1 4 4.

You will hear dial tone after accessing a line. (If you dialled with Least Cost Routing you will not hear dial tone.)

2. Enter the Forced Account Code.

Dial tone stops after you dial the first digit. You will hear dial tone after you press the last digit of a valid account code, or busy tone if you dial an invalid code. (If you dialled with Least Cost Routing, you will not hear dial tone.)

3. Dial a telephone number.

Any digits dialled after the code is entered in Step 2 will be treated as part of a telephone number.

EMERGENCY OVERRIDE OF FORCED ACCOUNT CODES

You can bypass Forced Account Code requirements with three emergency numbers, including 999. See your system administrator for these numbers:

- 1) 999 2) 3)

VOLUNTARY ACCOUNT CODES

Voluntary Account Codes are optional and can be entered after seizing an Exchange line or during a call that you originated or received.

o Record a Voluntary Account Code:

1. After seizing an Exchange line or during the call, press the **Account Code** button.
... or ...
Press the **Speed Dial** (or *****) button and dial **5 0**.

Your conversation will not be interrupted.

Your conversation will not be interrupted.

2. Enter the Account Code.

When your extension is set for Verified Account Codes, you will hear a confirmation tone (one-half second duration) if the code is valid (Note 2). If the code is invalid, you will hear two short tones. Repeat Steps 1 and 2 to dial another account code; the last code entered will be recorded.

Any digits dialed after the code has been entered will be treated as part of the outside telephone number.

NOTES

1. *Voluntary Account Codes can be set in system programming to change the Toll Restriction classification of your extension. See your system administrator for more information.*
2. *If your extension is programmed not to verify Account Codes, you will not hear a confirmation tone.*
3. *The outside party will not be able to hear tones when the Account Code digits are being entered or any confirmation tones.*
4. *Voluntary Account Codes must be entered before the call is disconnected.*

VERIFIED ACCOUNT CODE CHANGES

If the system is set for Verified Account Codes, extension users must enter specific codes when entering Forced or Voluntary Account Codes. Verified Account Codes are established in system programming or by designated extensions.

To Add, Delete, or Change Verified Account Codes From a Designated Extension:

1. Press the **Internal** button, then dial the Verified Account Code Change Access Code.
2. Dial the Verified Account Code Number (0 0 0 ~ 2 9 9).
3. Enter the Verified Account Code.
4. Press the **Redial** button.
5. Repeat Steps 1 ~ 4 to enter more Verified Account Codes.

You will hear confirmation tone.

For security reasons the Account Code Change Access Code is not provided in this guide. Contact your system administrator for this access code.

Verified Account Codes can be one to 15 digits.

The newly entered code will overwrite any Verified Account Code that may have previously been stored with the Verified Account Code Number (0 0 0 ~ 2 9 9).

You will hear confirmation tone, and the code will be stored in memory.

To erase an Account Code from memory, repeat the procedure, skipping Step 3.

PAGING

Extension users can make page announcements to telephones and external speakers.

DOOR PHONE

Door phones can be used to call digital and electronic telephones selected in system programming. You can call a door phone and monitor the area surrounding the door phone.

To Answer a Door Phone Call:

1. You will hear a distinctive ringing tone.
2. Lift the handset.
3. Dial the door phone internal number if not connected yet.
4. Hang up when the call is completed.

Your phone will ring five times or only once, depending on system programming.

After you lift the handset, if the door phone is still ringing, the Internal LED will flash green at the in-use rate, and you will be connected to the door phone.

NOTE:

To pick up door phone calls that are ringing at an extension other than yours, press the Internal button and dial # 5 # 3 0.

To Call/Monitor a Door Phone:

1. Lift the handset.
2. Press the **Internal** button.
3. Dial the internal number for the desired door location.
4. Hang up when the call is completed or when you are finished monitoring.

You will hear internal dial tone, and the Internal LED will flash green at the in-use rate.

#151	Location	_____
#152	Location	_____
#153	Location	_____
#154	Location	_____
#155	Location	_____
#156	Location	_____
#157	Location	_____
#158	Location	_____
#159	Location	_____
#161	Location	_____
#162	Location	_____
#163	Location	_____

NOTE:

Door phone numbers can be stored on Speed Dial buttons. See "User Programmable Feature Buttons" later in this chapter.

o Page:

1. Lift the handset.
2. Press the **Internal** button and dial one of the access codes in the chart on the right:

Paging Group Codes

Dial # 3 1 1 for Group A
 Dial # 3 1 2 for Group B
 Dial # 3 1 3 for Group C
 Dial # 3 1 4 for Group D
 Dial # 3 1 5 for Group E
 Dial # 3 1 6 for Group F
 Dial # 3 1 7 for Group G
 Dial # 3 1 8 for Group H

Paging Zone Codes

Dial # 3 5 for Zone A
 Dial # 3 6 for Zone B
 Dial # 3 7 for Zone C
 Dial # 3 8 for Zone D

Enter code #30 to page extensions assigned to the All Call Page group.

Enter code #39 to page extensions assigned to the All Call Page group and may page external page zones, depending on system programming.

3. Make your announcement in a normal voice level and repeat it.
4. Hang up when you complete your announcement.

NOTE:

Each of the page access codes (including the Internal button) can be stored on a Speed Dial button. See "User Programmable Feature Buttons" later in this chapter.

ALL CALL PAGE BUTTON

You can make an All Call Page to digital and electronic telephones assigned to the "All Call Page group" with the touch of an All Call Page button assigned in system programming. Extensions are assigned to the "All Call Page Group" in system programming.

o Make an All Call Page:

1. Lift the handset.
2. Press the **All Call Page** button.
3. Make your announcement in a normal voice level and repeat it.
4. Hang up when you finish your announcement.

The All Call Page button does not access external page speakers. If you do not have this button, press Internal and # 3 9.

To Make a Call from a Door Phone:

1. Press the button and then release it.
2. When answered, speak at a normal voice level in the direction of the door phone.

You will hear a distinctive ringing tone—five times or once, depending on system programming.

To Use Handsfree Monitoring:

1. While on a call, press and hold down the **Spkr** button.
2. Place the handset on-hook.
3. Release the **Spkr** button.
4. Lift the handset when the distant party returns.

The Spkr LED will light red.

The Spkr LED will remain on, and sounds from the distant party are heard over your telephone speaker.

The MIC button can be used to turn your telephone microphone off to prevent the outside party from monitoring the sound in the area surrounding your telephone.

ALARM RESET

Your STRATA DK280 system may be connected to a facility alarm system. All telephones designated in system programming will produce a startling tone whenever this alarm is activated. Extensions with an Alarm Reset button can reset the alarm by pressing the button.

BACKGROUND MUSIC (BGM) OVER TELEPHONE SPEAKERS

You may listen to optional Background Music over your extension speaker.

To Listen to BGM on Your Telephone Speaker:

1. Press the **Tel Set Music** button.

You will hear BGM over your telephone speaker.

... or ...

Press the **Internal** button, dial **# 4 8 1**, then press the **Spkr** button.

To Cancel BGM on Your Telephone Speaker:

1. Press the **Tel Set Music** button.

... or ...

Press the **Internal** button, dial **# 4 8 0**, then press the **Spkr** button.

The BGM will quit playing over your telephone speaker.

To Control BGM Volume:

1. Press the **Internal** button.
2. Press the **Vol** button and adjust while listening to the dial tone.
3. Press the **Spkr** button after setting the volume level.

You will hear internal dial tone after pressing the button.

The relative volume level of the BGM will be the same as the dial tone.

NOTE:

The Off-hook Call Announce volume level corresponds with the internal and BGM levels.

BACKGROUND MUSIC (BGM) OVER EXTERNAL SPEAKERS

Extension 200 (typically the system administrator's extension) can turn BGM over external speakers on and off. Other extensions can only control BGM being played over their speakers.

To Turn On BGM over External Speakers from Extension 200:

1. Press the **Internal** button and dial **# 4 9 1**.
2. Press the **Spkr** button.

You will hear busy tone when you dial # 4 9 1.

The busy tone will stop and BGM will play over the external speakers after you press the Spkr button.

To Turn Off BGM over External Speakers from Extension 200:

1. Press the Internal button and dial **# 4 9 0**.
2. Press the **Spkr** button.

You will hear busy tone when you dial # 4 9 0.

The busy tone will stop and BGM will stop playing over the external speakers after you press the Spkr button.

DIRECT INWARD SYSTEM ACCESS (DISA)

Outside callers with telephones that send Dual-tone Multi-frequency (DTMF) tones can call in on Exchange lines programmed for DISA and dial extensions or outgoing Exchange lines without going through an attendant or operator.

To Make a Direct Inward Extension Call with DISA:

1. From outside the system, call the DISA Exchange line telephone number:
_____.
2. Listen for the ringback tone signal, then listen for internal dial tone.
3. Dial an extension number.

See the system administrator for this number.

Try again if you hear busy tone.

Dial tone will be present for 10 seconds to allow direct dialling of an extension number or Exchange line access code. If a number is not dialled, the system automatically causes the DISA Exchange line to ring at telephones as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it will disconnect.

You will be connected when the extension answers.

If you receive busy tone or wish to dial another number while ringing the extension, press the * button to receive dial tone, allowing another number to be dialled.

If the call is not answered after six rings or 24 seconds, whichever comes first, busy tone will be sent. Dial * to access dial tone and dial the same or another number. To call another extension after completing a DISA extension call, the internal party must transfer you. Extension and System Page cannot be accessed on DISA calls.

To Make an Outgoing Call with DISA:

1. From outside the system, call the DISA Exchange line telephone number:
_____.

See the system administrator for this number.

2. Listen for the ringback tone signal, then listen for internal dial tone.
3. Dial an Exchange line or line group access code.
4. If a DISA security code is required, dial the code, then listen for Exchange dial tone.
... Or ...
If a DISA security code is not required, you should hear Exchange dial tone.
5. Dial a telephone number.

Try again if you hear busy tone.

Dial tone will be present for 10 seconds to allow direct dialling of an extension internal number or Exchange line access code. If a number is not dialled, the system automatically causes the DISA Exchange line to ring at telephones as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it will disconnect.

With some systems, you may only have to dial either the general group code (9), Least Cost Routing (LCR) code (9), or a Line Group code (801 ~ 816), instead of an Exchange line number access code. If your system requires an Exchange line access code, enter # 7 0 0 1 ~ # 7 1 4 4.

If required, see the system administrator for this number. If the correct code is not entered, the call will be disconnected.

A timer tone that is audible to both parties will sound approximately (4, 10, or 20) minutes after the call was made depending on system Programming. Dial 0 to reset the timer each time the tone sounds for an additional (4, 10, or 20) minutes. If you fail to dial 0, the call will disconnect approximately one minute after the tone.

DISA SECURITY CODE ENTRY/CHANGE/CANCEL

Only extensions selected in system programming can enter, change, and cancel the DISA security code.

To Enter, Change, or Cancel the Code from a Selected Extension:

1. Press the **Internal** button, then dial the three-digit access code.
2. Enter the new DISA security code (1 ~ 15 digits).
3. Press the **Redial** button.

After you dial the access code, you will hear confirmation tone.

For security purposes, the access code is not published here, but it is available from your system administrator.

If a DISA security code is not entered, the security code will be cancelled and outgoing line access via DISA will not require a security code.

You should hear confirmation tone.

SAFETY AND INFORMATION NOTES TO USERS

SAFETY NOTES

Toshiba Information System (U.K.) Ltd declare that the Strata DK280 complies with the EEC's LVD directive, (Directive No. 72/23/EEC). The product has been assessed and found to comply with EN60950: 1992. The notes listed below form part of the products compliance with the aforementioned European norm.

1. The system must be earthed. The earth connection must be hardwired to a main distribution point. The main and all expansion cabinets must be earthed.
2. The following table identifies and classifies the ports available on the system.

Type of Circuit (EN60950 Classification)	Port Location	Port Description
SELV	Power Supply RPSU280F	For connection of external 24 volt batteries.
SELV	Main Processors RCTUB-C/D	For connection of external Music-On-Hold source.
SELV	PDKU2F	For connection of Toshiba proprietary terminals.
SELV	PEKU2F	For connection of Toshiba proprietary terminals.
TNV	PSTU2F	For connection of Approved 2 wire devices.
TNV	RSTU2F	For connection of Approved 2 wire devices.
SELV	RDAU1F	For connection to 2Mbit digital PTO exchange lines.
TNV	PCOU2F	For connection to PTO provided loop calling exchange lines.
TNV	PEMU2F	For connection to PTO provided Private Circuits.
TNV	PACU2F	For connection to PTO provided Private Circuits.
SELV	PEPU	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment.
SELV	PIOU2D	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment, two V24 ports for connection to PCs or printers
SELV	PIOUS2D	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment, two V24 ports for connection to PCs or printers
SELV	ATT BASE 1F	EGA video output for display device.
SELV	EKT and DKT	Headset ports on any of the range of keytelephones.

Any peripheral apparatus connected to the above ports must have the same EN60950 classification. ie.

- SELV ports must only be connected to SELV type ports.
- TNV ports must only be connected to TNV type ports.

3. The system must be hardwired to a switched fused mains spur, this unit must be installed in accordance with 16th edition of the IEE wiring regulations, aka BS7671:1992. The switching unit must be double poled with a minimum contact separation of 3mm, (units complying with BS3676 meet these requirements). The spur must be fitted with the following type of fuses:
 - 1 cabinet System 3 Amp fuse.
 - 2-3 cabinet System 5 Amp fuse.
 - 4-6 cabinet System 13 Amp fuse.All Fuses used in the mains spur must comply with BS1362.
4. **Warning to all service personnel: The power supply units are double pole fused.**
5. Environmental Installation details.
The Strata DK 280 is designed to work within the following environmental conditions:
 - Operating temperature -20°C to 50°C
 - Humidity 10% to 95%

GENERAL PRODUCT INFORMATION

1. EMC Compliance

Toshiba Information Systems (U.K.) Ltd declare that the Strata DK280 complies with the EEC's EMC directive, Directive No. 89/366/EEC as amended by directive 92/31/EEC. The product has been assessed and found to comply with the following generic standards, in the present absence of any product specific standards:

EN55022:1987

EN50082-1:1992

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

2. Equipment details

Base Cabinet Dimensions-

Height 300mm

Width 600mm

Depth 249mm

Weight 13.6kg (fully equipped)

Expansion Cabinet Dimensions-

Height 254mm

Width 600mm

Depth 249mm

Weight 12.9kg (fully equipped)

3.

Warning

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

GENERAL FEATURE PRODUCT INFORMATION

- The automatic termination of calls by Call Barring will not generate emergency calls.
- Inter-connection of exchange line ports. The system has an engineering level programming parameter which can enable and disable the inter-connection of exchange line ports, both digital and analogue. The system installer/maintainer should be consulted to ensure the correct setting.
Users are advised that the feature which enables inter-connection of public switched telephone exchange lines can be misused and/or used fraudulently.

b. System Transmission Losses

Sys Port: Type:	PCOU2F PA1/NWS		RDAU1F PD2		PEMU2F NW2/4		PACU2F NW4		PSTU2F 1BS/NWH		RSTU2F 1BS/NWH	
	to	fm	to	fm	to	fm	to	fm	to	fm	to	fm
PCOU2F PA1/NWS	3.7	3.7	1.8	1.9	3.1	3.2	-0.7	-1.5				
RDAU1F PD2	1.9	1.8	0	0								
PEMU2F NW2/4	3.1	3.2	1.3	1.3	2.6	2.6	-2.0	-2.0				
PACU2F NW4	-0.7	-1.5	-3.4	-2.5	-2.0	-2.0	-6.0	-6.0				
PSTU2F 1BS/NWH	-0.5	-0.8	-3.0	-2.6	-1.7	-1.3	-5.5	-6.0	-5.6	-5.6	-5.8	-5.0
RSTU1F 1BS/NWH	-0.5	-1.0	-2.4	-2.8	-1.1	-1.5	-5.9	-6.2	-5.0	-5.8	-5.2	-5.2

Note: All -ve figures represent a transmission loss.

3. System Transmission parameters (cont.)

SLR and RLR @ 0km PSTN or PC line length. (All values are +/- 1dB)

Sys Port: Type:	PEKU2F ITS-A		PDKU2F ITS-D		RATU2F ITS-D	
	SLR	RLR	SLR	RLR	SLR	RLR
PCOU2F PA1/NWS	2dB	-5dB	1dB	-5dB to -16dB	1.5dB	-3dB to -18dB
RDAU1F PD2	6dB	0dB	6dB	2dB to -10dB	5dB	-1dB to -14dB
PEMU2F NW2/4	5dB	-3dB	4dB	-2dB to -14dB	0dB	-0dB to -16dB
PACU2F NW4	9.6dB	3dB	8dB	-0dB to -9dB	5dB	-2dB to -13dB

4. Product Approvals Information

The following information is required to be provided in accordance with the relevant British Standards:
Table 1.

BS standard	Clause	User Information																																	
BS6450 Part 4	14. item 1	Please see section 3 above																																	
BS6450 part 4	14 item2, 13	<table border="0"> <thead> <tr> <th><i>Board name</i></th> <th><i>PTO service/signalling</i></th> <th><i>Classification</i></th> </tr> </thead> <tbody> <tr> <td>1.PCOU1F</td> <td>Direct exchange lines. Loop calling unguarded clear signalling.</td> <td>PA1&NWS</td> </tr> <tr> <td>2.RDAU1F</td> <td>Digital exchange Line using a ITU G703 type I/F and DASS II signalling.</td> <td>PD2</td> </tr> <tr> <td>3.PEMU1F</td> <td>Private cct I/F DC5.2w or 4w audio.</td> <td>NW2&NW4</td> </tr> <tr> <td>4.PACU1F</td> <td>Private cct I/F AC15.4w audio</td> <td>NW4</td> </tr> <tr> <td>5.PSTU1F (24volt)</td> <td>2w extn cct I/F LD or MF loop calling unguarded clear.</td> <td>1BS&NWH</td> </tr> <tr> <td>6.RSTU1F (24/48volt)</td> <td>2w extn cct I/F LDorMF loop calling unguarded clear.</td> <td>1BS&NWH</td> </tr> <tr> <td>7.PEKU1F</td> <td>Integrated terminating station. Proprietary signalling.</td> <td>ITS-D</td> </tr> <tr> <td>8.PDKU1F</td> <td>Integrated terminating station. Proprietary signalling</td> <td>ITS-D</td> </tr> <tr> <td>9.RATU1F</td> <td>Operators console I/F. Proprietary signalling</td> <td>ITS-D</td> </tr> <tr> <td>10.RCTUB2F</td> <td>Main processor unit contains M-O-H port.</td> <td>1AN</td> </tr> </tbody> </table>	<i>Board name</i>	<i>PTO service/signalling</i>	<i>Classification</i>	1.PCOU1F	Direct exchange lines. Loop calling unguarded clear signalling.	PA1&NWS	2.RDAU1F	Digital exchange Line using a ITU G703 type I/F and DASS II signalling.	PD2	3.PEMU1F	Private cct I/F DC5.2w or 4w audio.	NW2&NW4	4.PACU1F	Private cct I/F AC15.4w audio	NW4	5.PSTU1F (24volt)	2w extn cct I/F LD or MF loop calling unguarded clear.	1BS&NWH	6.RSTU1F (24/48volt)	2w extn cct I/F LDorMF loop calling unguarded clear.	1BS&NWH	7.PEKU1F	Integrated terminating station. Proprietary signalling.	ITS-D	8.PDKU1F	Integrated terminating station. Proprietary signalling	ITS-D	9.RATU1F	Operators console I/F. Proprietary signalling	ITS-D	10.RCTUB2F	Main processor unit contains M-O-H port.	1AN
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Table 1 cont.

		11.RCTUC2F Main processor unit contains M-O-H port. 1AN 12.RPSU280F Power supply for connection of batteries 4C 13.PIOU2D/ PIOUS2D/ PEPU2D Various I/Fs: Audio paging O/P 1AN Relay control contacts 4F V24 programming & Call logging O/P. 4E
BS standard	Clause	User Information
BS6450 Part 4	14 item 3	Connection is allowed between all ports detailed in para 3 above, except port types 4C, 4E and 4F.
BS6450 Part 4	14 item 11	Port to Port Losses are detailed above.
BS6450 Part 4	14 item 13	See item 2 of these tables.
BS6450 Part 4	14 item 15	The system employs signalling conversion and regeneration.
BS6450 Part 4	14 item 18	The port cabling and loss requirements are as detailed below: All distances/resistances assume use of 0.5mm twisted pair cables. ITS-D -max distance 300metres 1AS&1BS (PSTU1F) -max distance 1km 1AS&1BS (RSTU1F) -max distance 1km 1AS&1BS (RSTU1F*) -max loop resistance upto 168ohms *=R48S equipped on RSTU1F.
BS6450 Part 4	14 item 19	All 1AS&1BS ports when connected to external wiring must be connected to over-voltage protectors.
BS6450 Part 4	14 item 20	All 1AS&1BS ports accept Timed Break recall only (100ms nominally). PA1&NWS can generate Timed Break or Earth Recall.
BS6450 Part 4	14 item 21	1AS&1BS (PSTU1F) -max number of ringers=2 1AS&1BS (RSTU1F) -max number of ringers=3 1AS&1BS (RSTU1F*) -max number of ringers=3 *=R48S equipped on RSTU1F.
BS6450 Part 4	14 item 22	The PBX is not through-fed.
BS6450 Part 4	14 item 23	"When using separately approved extension telephones the best overall performance of the PBX will be obtained by using telephones of impedance class A. Please consult your supplier if clarification is required."
BS6450 Part 4	14 item 24	The following PSTN call paths have the following Quantisation Distortion performance. NW2&4 to PA1= 1 QDU, NW2&4 to PD2= 0.5 QDU, ITS-D to PA1= 1 QDU, PD2 to PD2= 0.0 to 0.7 QDU ITS-D to PD2= 0.5 QDU, 1BS to PA1= 1 QDU 1BS to PD2= 0.5 QDU, NW2&4 to NW2&4= 1 QDU 1BS to NW2&4= 1 QDU

Table 1 cont.

BS standard	Clause	User Information
BS6450 Part 4	14 item 25	The round trip delay figures for ports connected to the PSTN are: NW2&4 to PA1=1.2mS, NW2&4 to PD2=1.2mS ITS-D to PA1=1.2mS, PD2 to PD2=1.2ms, ITS-D to PD2=1.2mS, 1BS to PA1- 1.2ms 1BS to PD2=1.2ms, NW2&4 to NW2&4=1.2mS, 1BS to NW2&4=1.2mS
BS6450 Part 4	14 item 29	The expected Bit Error Rate at which PD2 port will be taken out of service: Expected Operational BER= 1×10^3 Actual BER= 1×10^2
BS6450 Part 4	14 item 30	The cable connecting the NTE to the PD2 port must meet the following requirements: Maximum cable length- in accordance with BS6701 Pt 2 Cable type- Co-axial pair. Impedance-75ohms Max Loss- <6dB Attenuation with frequency- f law
BS6450 Part 4	14 item 31	The system can be timed from the following timing sources: 1. Network, Primary Source 2. Network, Secondary Source 3. Internal Clock
BS6450 Part 4	14 item 33	The PD2 port can support the following supplementary services: -Call Charge Indication. -Customer Controlled Divert. -Calling Line Identity. -Customer Channel Busyng. -DDI.
BS6450 Part 4	14 item 35	Receive to Transmit Loss: 1AS= 16dB PA1= 13dB
BS6450 Part 4	14 item 36	All digital coding of analogue signals is done in accordance with ITU G711 recommendations, A law.
BS6450 Part 4	14 item 37	All SLRs and RLRs are detailed in section 3.
BS6450 Part 4	14 item 41	Option A within 32 seconds.
BS6450 Part 4	14 item 43	The following ITS types have user Controlled volume controls the ranges are as follows: ITS-D= RLR -2dB to -15dB ITS-D(ops)= RLR -2dB to -18dB
BS6450 Part 4	14 item 47	See section 3 for port to port losses, SLR/RLR. Items 24 and 25 above give delay and QDU figures.
BS6450 Part 4	14 item 54	PA1 port types are accessed by screw terminals on the front of the PCOU2F unit.

Table 2

BS standard	Clause	User Information
BS6450 Part 1	24 item 1	See table 1 item 1.
BS6450 Part 1	24 item 2	Product Type: Digital Keytelephone System, Model name: DK280, Manufacturer: Toshiba Corporation of Japan,
BS6450 Part 1	24 item 4	DK280 can signal to the PSTN using either DTMF or Loop Disconnect signalling
BS6450 Part 1	24 item 5	Analogue exchange lines can only be configured for Loop Calling Unguarded Clear operation
BS6450 Part 1	24 item 6	The disconnect clear signal should be set to 100mS or lower.
BS6450 Part 1	24 item 8	See table 1 item 18.

Table 3

BS standard	Clause	User Information
BS6450 Section 5.1	7.3.5.	The DISA feature can allow an Incoming caller access to an outgoing exchange line. There is an engineering programming parameter which can disable this feature. USERS SHOULD BE AWARE THAT THIS FEATURE CAN BE USED FOR FRAUDULENT PURPOSES.

5. The Strata DK280 must be installed in accordance with BS6701 parts 1 and 2, the latest issue shall apply.
6. The Type Approval number for Strata DK280 is:

NS/3005/123/R/604967
7. Toshiba Informations Systems claim approval to OFTEL general variation NS/V/1235/P/100020. The information contained in this paragraph supports Toshiba's claim:
 - a. The following 3 features require the interconnection of 2 or more exchange lines.
 - Multi-part conferencing
 - Call Forward External
 - DISA
 - b. All transmission parameters are stated in section 3 of General Feature/Product Information above.

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