Strata®*CT*

Digital Business Telephone Solutions

Electronic Telephone
User Guide
(includes LCD and Direct Station Selection Console)

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Introduction

This guide describes how to use electronic telephones for Strata CT systems. Models covered in this user guide include electronic telephones equipped with a Liquid Crystal Display (LCD) and/or speakerphone. Instructions for the Electronic Direct Station Selection (DSS) Console are included.

Organisation

- ♦ **Chapter 1 – The Grand Tour** provides an overview of the equipment, buttons, Light Emitting Diodes (LEDs), and Liquid Crystal Displays (LCD's)..

- ♦ **Chapter 2 – Features** describes the available electronic telephone features in alphabetical order. Detailed instructions on using each feature are covered.

- ♦ **Chapter 3 – LCD Operation** includes an explanation of the Control button operations. Features which are available only on the LCD electronic telephone are presented alphabetically and include detailed LCD displays.

- ♦ **Chapter 4 – DSS Console** describes the DSS Console features and buttons.

- ♦ **Appendix A – Access Codes** provides instructions for programming a sequence of steps or access codes onto feature buttons. It includes Exchange Line Access Codes, Paging Group Codes, Feature Access Codes (User Programmable Buttons), and Speed Dial Access Codes.

- ♦ **Appendix B – Button Labels** lists the feature button designations of the electronic telephone models.

- ♦ **Notes to Users** contains an overview of Safety Approval and EMC Compliance details.

Conventions

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

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	*Calls attention to important instructions or information.*
CAUTION!	Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.
WARNING!	Alerts you when the given task could cause personal injury or death.
[DN]	Represents any Directory Number button, also known as an extension or intercom number.

Conventions	Description
[PDN]	Represents any Primary Directory Number button (the extension number for the telephone). An extra appearance of the PDN on the same phone is not considered as a SDN.
[SDN]	Represents any Secondary appearance of a PDN. A PDN which appears on another telephone is considered an SDN.
[PhDN]	Represents any Phantom Directory Number button (an additional DN).
Arial Bold	Represents telephone buttons.
Courier	Shows a computer keyboard entry or screen display.
Helvetica Bold	Represents LCD displays, tokens or custom IVR functions. For example: **M ( )**.
"Type"	Indicates entry of a string of text.
"Press"	Indicates entry of a single key. For example: Type **prog** then press **Enter**.
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: **Esc**+**Enter**. Entries with spaces between them show a sequential entry. Example: **#** + **5**.
Tilde (~)	Means "through." Example: 200~220 station range.
➤	Denotes the step in a one-step procedure.
➤	Denotes a procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata Technical Library CD-ROM), cross-references appear in blue hypertext.

Action/Response

The left column gives you single or numbered steps that you need to perform a procedure.	The right column gives the immediate response to your action. This column also includes additional notes and comments.

Related Documents and Media

Note   Some documents listed here may appear in different versions on the CD-ROM or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

Refer to the following documents for more information:

♦   **Strata CT General Description** provides a system overview including hardware and feature information.

♦   **Strata CT System Administrator Guide** gives instructions for the System Administrator to manage the system. Contains instructions for Station Relocation, System Speed Dial, and other features only activated by the System Administrator.

♦   **Strata CT Digital Telephone User Guide** provides all the procedures necessary to operate Toshiba-proprietary digital telephones, including Single Line Digital Telephone Liquid Crystal Display (LCD) features. It also includes instructions for using the add-on module/DSS console.

♦   **Strata CT Digital Telephone Quick Reference Guide** provides a quick reference for frequently-used digital telephone features.

♦   **Strata CT Electronic Telephone Quick Reference Guide** provides a quick reference for frequently-used electronic telephone features.

♦   **Strata CT ACD Agent User Guide** describes the ACD agent feature operation along with step-by-step procedures for using features.

♦   **Strata CT ACD Supervisor Guide** provides instruction on how to use the ACD supervisor features.

♦   **Strata Technical Library CD-ROM** enables you to view, print, navigate and search publications for Strata DK40 and Strata CT digital business telephone systems. It also includes Strata CT ACD Documentation, including the *ACD Agent Guide* and *ACD Supervisor's Guide.* ACD Installation and Programming instructions are included in the *Strata CT Installation and Maintenance Manual* and the *Strata CT Programming Manual*.

The Grand Tour

1

This chapter familiarises you with the controls and indicators located on your electronic key telephone (EKT) (see "20-Button Electronic Key Telephone with LCD" on Page 2).

Toshiba electronic 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.

If your telephone is equipped with an LCD, information and feature prompting makes call handling more efficient and provides easy access to frequently-used features. Abbreviated feature prompts guide you through specific tasks.

In addition to the standard features, the LCD telephones provide Alphanumeric Messaging, Busy Lamp Field (BLF) Identification, Exchange Line Identification, Timed Reminders with Messaging, Speed Dial Memo Directory Dialling, User Name/Number, Call Duration, Date/Time of Day displays, and the ability to display names and telephone numbers of outside, incoming callers.

Telephones equipped with a speakerphone, enable you to make and receive outside and internal calls without lifting the handset.

Electronic Telephone Diagram
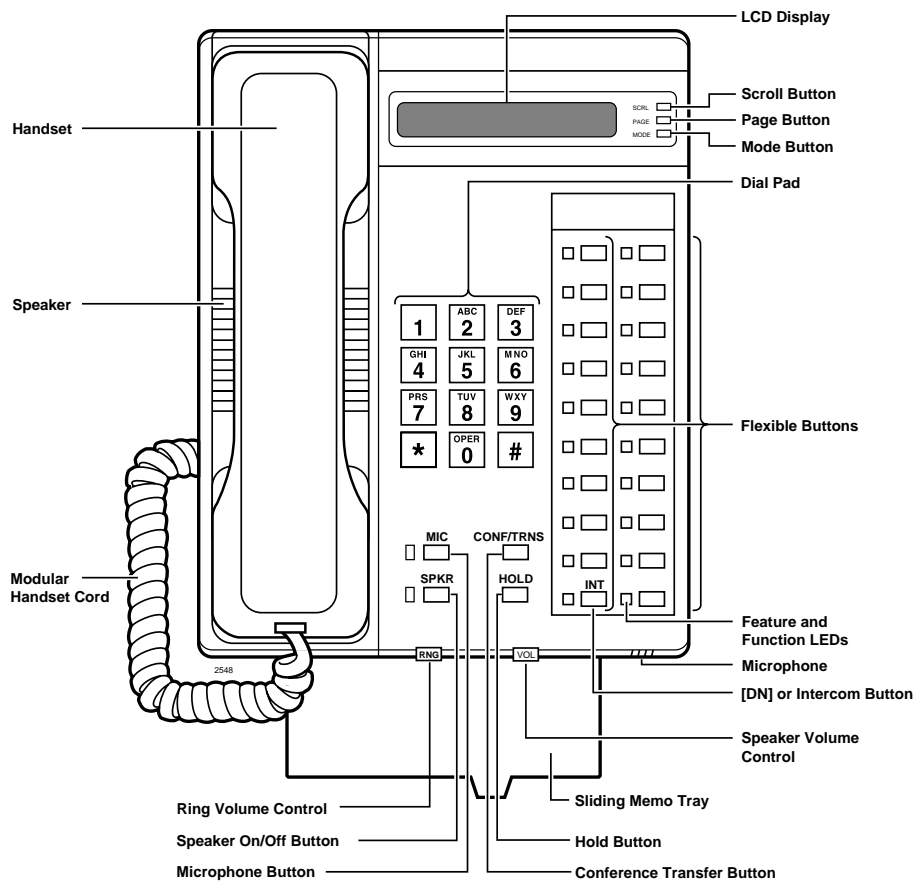
Figure 1   20-Button Electronic Key Telephone with LCD

Buttons

There are two sets of buttons, fixed and flexible. The fixed buttons, such as **MIC**, **HOLD**, **CONF/TRNS**, and **VOL** are shown in Figure 1 on the prior page. The flexible buttons consist of directory numbers (Primary, Secondary, Phantom) and feature buttons. The number of preprogrammed flexible buttons varies by telephone.

Fixed Buttons

The fixed buttons are located below your dial pad and enable you to perform standard functions quickly and easily.

Table 1   Fixed Button Instructions

Button	Instructions
CONF/TRNS (Conference/Transfer)	➤ Press to set up conference and transfer calls (see "Conference Calls" on Page 39).

HOLD	➤ Press once to hold internal or outside calls (the Exchange Line LED flashes at the internal hold rate)
	
	`HOLD LINE 10`
	`JAN 01 SUN 12:19`
	
	...or press twice to enable Exclusive Hold. The Exchange Line LED flashes at the exclusive hold rate.
	
	Note Exclusive Hold enables you to place a call on hold so that only you or somebody using a Call Pickup code at another station can retrieve it.
	
	To retrieve a call on hold:
	
	➤ Press **Exchange** or [DN] which is on hold
	
	`HOLD LINE 201`
	`LINE 10 RECALL`
	
	...or if the call is on Exclusive Hold, from another station dial **#5** plus your [DN], or dial **#5#7** plus the Exchange Line number (001~200) that the call is held on.
	
	If a call is not retrieved by a certain time (set in system programming), it recalls back to your phone. You hear repeated recall tone (or if you are on the phone, you hear recall tone twice).

Table 1   Fixed Button Instructions *(continued)*

Button	Instructions

HOLD *(continued)*	If the held party hangs up, the call is released and the **Line** provides a hold-release signal.
	
	Note If your telephone is programmed for Automatic Hold, existing calls are automatically placed on hold when you answer a call or make another call. (See "Automatic Hold" on Page 24.)
	
	A different call can be held on each [DN] or **Line** button on your phone. Each time you press **SCRL**, a different [DN] or **Line** is selected. The selected button's LED flashes rapidly and your LCD displays information for the call holding on that button (samples shown at right).
	
	 `CO LINE 02        HOLD`
	
	 `DN 202           HOLD`

MIC (Microphone)	➤ Press to toggle the microphone ON/OFF while the telephone is in use. The LED indicates the status of the microphone. **Notes** • The microphone and accompanying LED are always ON when receiving "voice first" internal [DN] calls to enable Handsfree Answerback and OFF if you receive a ring-first call. **MIC** may be ON/OFF when placing an on-hook Exchange Line or internal [DN] call. • Each station's **MIC** can be set in system programming to switch ON/OFF with one touch, to switch OFF only while pressed and held, or to be either ON/OFF at the start of handsfree dialling. • **MIC** functions on Handsfree Answerback and OCA calls for privacy.
SPKR (Speaker)	➤ Press to toggle the speaker ON/OFF. The LED indicates the status of the speaker. Also selects a line or the internal [PDN] if programmed for auto preference in system programming. Can be used to disconnect on-hook speakerphone calls.
VOL	➤ Slide to adjust volume levels (see "Volume Controls" on Page 11).
RING	➤ Slide to adjust the ring volume levels, and the voice levels of the caller (Handsfree Answerback operation).

Flexible Buttons

All flexible buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your display or telephone keystrip label, see your System Administrator for button assignments.

Line Buttons

You may have buttons designated as **Line** and/or **PL** which enable you to directly access outside Exchange lines. **PL** enables you to access available Exchange Lines from a group of lines appearing under one button.

If your telephone does not have a **Line** or **PL** button, and you want to access outside Exchange lines, you can use access codes. For a listing of these codes, see Table 10 on Page 100.

Directory Number [DN] Buttons

The [DN] buttons consist of: [PDNs], [SDNs], and [PhDNs]. They are used to make or answer a call and are known as your extension or intercom number. You can have multiple [DN] buttons on your telephone (see Figure 2 on Page 7), including [DNs] belonging to another [SDNs].

Incoming calls ring your telephone [PDNs] from the top down. For example, incoming calls to Station 10 [PDNs] first ring the "10-1" button, then "10-2," and finally "10-3." Your station is considered busy only when all of the [PDNs] are being used by your telephone or other telephones and/or when your telephone is on a call on any type of Exchange Line or [DN].

If you have an LCD telephone, you can find out the actual [DN] of a [DN] button by pressing the [DN] you want to display and dialling **#407**. The number (**210**) displays.

> **DN = 210**

Table 2   Directory Button Definitions

Button	Definitions
[PDN] **Primary Directory Number**	➤ Press to answer a call to the Primary Directory Number or to initiate a phone call. The [PDN] is specifically your Extension Number or Intercom Number. Your telephone can have up to four [PDN] buttons with your number. You can set Call Forward and Voice Mail ID code for your [PDN].
[SDN] **Secondary Directory Number**	➤ Press to answer a call on a [PDN] of another telephone which appears on your telephone as a [SDN]. You cannot set Call Forward and Voice Mail ID code for [SDNs] on your telephone.
[PhDN] **Phantom Directory Number**	➤ Press to answer a call to the [PhDN]. Up to 8 [PhDNs] can be assigned to one station. A [PhDN] can be assigned exclusively to a station or shared among a group of stations. An example of a [PhDN] application is using the [PhDN] as a common phone number for an entire department, such as a Sales Department. The [PhDN] rings on all of the telephones of the group when it is called. You can only set Call Forward and Voice Mail ID code for [PhDNs] that are owned by your telephone. You can have a separate message waiting button and mailbox for each up to four [PhDNs] on your telephone.

Phantom Directory Numbers
[PhDNs]

Secondary Directory Numbers
[SDNs] of Station 211

Calls to Station 211 can be
originated or answered by Station
210 by pressing the 211-1 or 211-2

Station 210's Primary Directory
Numbers [PDNs]

Station 210

Station 211
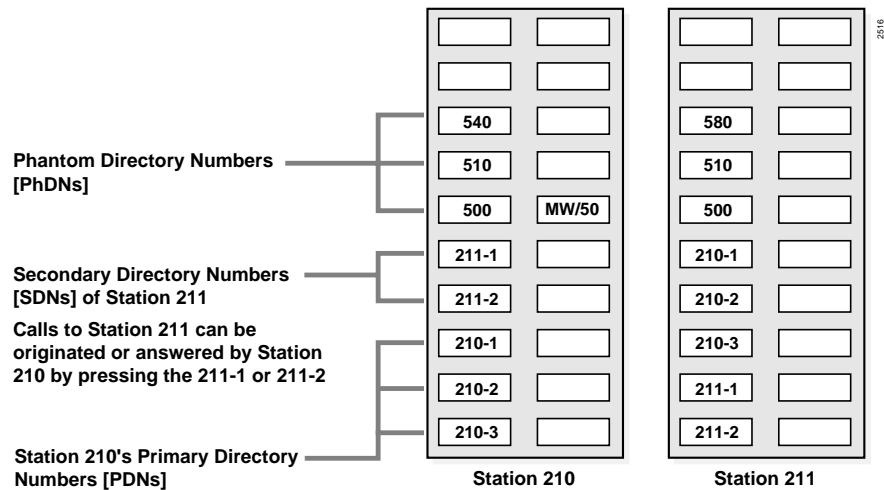
Figure 2   Multiple Directory Numbers Example

Feature Buttons

Preprogrammed feature buttons can be assigned to your telephone and vary for individual telephones.
See Table 7 on Page 62 for a list of all the possible feature buttons.

If a button does not appear on your display or telephone keystrip label, see your System Administrator
for button assignments.

There are two available features that may not be programmed to buttons on your telephone – **SDS**
and **RDL**. For the **SDS** feature, you can substitute the ✱ key in any of the procedures. For the **RDL**
feature, you can substitute the **#** key for any of its referenced procedures.

LCD

In its idle state, the 32-character LCD feature of your EKT gives you an accurate desk clock and
calendar combination. The LCD automatically provides a variety of information and feature prompts
to make your call handling easier. When you have an outside call in progress, the elapsed time display
shows the duration of the call. You can also send/receive short messages with other LCD telephones
(see "Messages" on Page 80). All display functions occur automatically as call processing proceeds.

A "+" next to the LCD readout (sample shown at right) on your telephone indicates there is more data in memory. Press **SCRL** to advance through the information.

> **CF-A 201-203+**
> **JAN 01 TUE 12: 19**

LCD Buttons

The three buttons to the right of the display provide various functions.
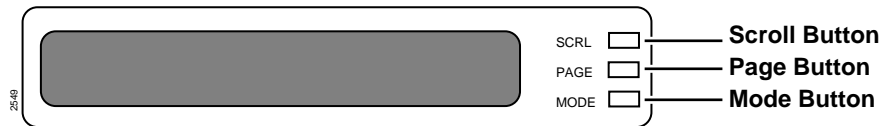
Figure 3   LCD Buttons

These functions are:

SCRL which scrolls through:

♦ Message Waiting station numbers

♦ Speed dial digits (if more than 16 digits) when in Mode 8.

PAGE which:

♦ Changes Busy Field groups.

♦ Records a user NAME/NUMBER for another station (used by station 200). Station 200 must be an LCD EKT to record a NAME/NUMBER display for any other station type.

♦ Changes displays (date/time, elapsed time, message, call forward, dialled number).

♦ Scrolls through speed dial numbers when using Mode 8.

MODE which:

♦ Enters or exits various mode functions (see Mode Definitions).

♦ Cancels the beeping tone when using timed reminders.

Table 3   Mode Definitions

MODE	Definition
0	Exit mode and return to clock/calendar display.
1	Display Busy Field.
2	Send a message to a Busy station.
4	Send a message to a Called station.
5	Displays LCD message number NN, where NN is a personal or message. Only displays the selected message and cannot be used to edit or create a new message.
8	Check a Speed Dial number and memo dialling.
60	Turn OFF CLI information mode.
61	Turn ON CLI information mode.
62	Display Missed Call stored information.
64	View Call Park Orbit list.
94	Send a message to a Remote called station.
95	Send a message to a Remote calling station.

(See Chapter 3 – LCD Operation for an explanation of how to use these buttons.)

LED Indicators

Each line and feature button has a LED next to it which indicates the status of the line or feature associated with the button. Line LEDs light and/or flash at varying rates to indicate call status (see Table 4).

Table 4   LED Indicators

Use	Your Station	Other Station (Red)
	Interval Rates	
Line In-Use **(access outside line)**	2 seconds ON, 1/8 second OFF— 1/8 second ON/OFF	steady
Incoming Call (while ringing)	1 second ON at 10 pulses/second—1 second OFF	one second ON/OFF
Hold (outside line) **If using Pooled Line, the hold indication is only at the station that places the call on hold.**	4 pulses/second for 1/8 second ON/OFF	1/2 second ON/OFF
Hold – Consultation (during consultation/transfer to another station)	10 pulses/second	steady
Hold – Exclusive (outside line)	10 pulses/second	steady
Hold – Recall (when held call recalls your idle station)	1 second at 2 pulses/second, 1 second at 10 pulses/second	flashes
Hold – Exclusive Recall	1 second at 2 pulses/second, 1 second at 10 pulses/second	steady
Internal Call (while station ringing)	Your [DN] flashes 10 pulses/second—1 second OFF	
Busy Station Transfer (outside call transferred to your busy station from a designated station or AA)	4 pulses/second, 1/8 second ON/OFF	3/4 second ON, 1/8 second OFF
After disconnecting first call...	10 pulses/second	2 pulses/second
Alert Signal	.5 seconds	4 seconds
Conference	10 pulses/second	steady

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.

Volume Controls

Voice and ring volume levels are controlled by adjustable slides located at the bottom of the front panel. The right **VOL** control adjusts the speaker volume for dial tone, station Background Music (BGM), Off-hook Call Announce, and voice. The left **RING** control adjusts the ring tone and handsfree voice announcement levels. The method for changing the volume varies (see Tables 5 and 6).

Table 5   Using VOL

Feature	Phone Status	Slide	Comments
Ring Tone Volume/Incoming Handsfree Answerback and Speaker OCA	On-hook, Idle	**RING** control	Adjusting the ring tone volume also changes the volume level of incoming Handsfree Answerback and Speaker OCA calls before they are answered by pressing a [DN].

Table 6   Using VOL with Additional Buttons

Feature	Phone Status	Press	Comments
BGM over Telephone Speakers	On-hook, Idle	**BGM** ...or [DN] + **#481** and **SPKR**	BGM is activated over your telephone speakers.
BGM Volume	On-hook, Idle	[DN] and slide the **VOL** control	You hear dial tone after pressing the button. Adjust the volume of the BGM while listening to the dial tone. The dial tone volume should be the same as the BGM after you have adjusted it. Press **SPKR** after setting the volume level.

Features 2

This chapter lists all the electronic telephone features in alphabetical order beginning on . These features apply to all EKTs connected to Strata CT Telephone Systems, but they do not apply to digital telephones (DKTs).

Features requiring a telephone equipped with a speakerphone are noted.

Before You Begin

If you are a new user of the electronic telephone, you need to find out if your telephone has been set up for Automatic Line Selection and Ringing Line Preference. You also need to know if your telephone has Tone or Voice First signalling when you receive an internal call. The differences between Tone First and Voice First signalling are:

♦ Tone First signalling rings.

♦ Voice First signalling does not ring, but sends a long tone, then the caller's voice.

Each of these features are enabled in system programming and determine how you make and answer calls on your telephone.

Automatic Line Selection

You *have* Automatic Line Selection, if you go off-hook and hear dial tone and the [DN], Exchange, or Pooled Line (PL) LED lights steady. The LCD displays the station number (**201**) and the seized Exchange Line (11).

> ```
> NO. 201
> USING LINE 11
> ```

➤ **To make a call when you have Automatic Line Selection**

➤ Lift the handset or press **SPKR**.

You do *not* have Automatic Line Selection, if you have to press an available [DN] or Exchange Line before dialling.

➤ **To make a call when you do not have Automatic Line Selection**

➤ Press the [DN] or **Line** first before using the handset or **SPKR**.

Ringing Line Preference

You *have* Ringing Line Preference, if you can answer a **Line** ringing your station by lifting the handset or pressing **SPKR**.

You do *not* have Ringing Line Preference, if you have to press the button associated with the ringing call (flashing LED) to answer the call.

Signalling

If you hear a long tone, followed by a caller's voice, you have *Voice First* Signalling. If you hear suasive ring tones, you have *Tone* Signalling.

➤ **To answer a call if you have Voice First Signalling**

➤ Talk in the direction of your telephone, or answer the call as you normally would using either the handset or **SPKR**.

➤ **To answer a call if you have Tone First Signalling**

➤ Lift the handset or press **SPKR** or press the flashing button.

Note You can change to the alternate signalling method when making a call on a call-by-call basis by pressing **1** after dialling an internal telephone number.

Quick Reference

The following is a quick reference chart for using your telephone's standard features.

Making an Internal Call

1.	Lift the handset	You hear dial tone.	
	...or press **SPKR**		
	...or a [DN] if you do not have Automatic Line Selection.		
2.	Dial a directory number (**201**).	Your LCD displays the called number and your number.	**NO. 203** **201**
3.	Hang up		
	...or press **SPKR**.		

Making an Outside Call

1.	Lift the handset or press **SPKR**	You hear dial tone and your LCD displays the line number.	**NO. 203** **USING LINE 6**
	...or press **Line** if you do not have Automatic Line Selection		
	...or **PL**		
	...or [DN], then enter an Exchange Line or line group access code.	See Table 10 on Page 100.	
2.	Dial the telephone number.	The LED flashes and the digits are displayed as you dial (shown at right).	**NO. 203** **5551374**

The display automatically changes from dialled number to elapsed time after a programmed period. After you hang up, elapsed time is displayed for 15 seconds and then changes to date/time display.

> **NO. 203**
> **00: 13: 23**

3. Hang up

    ...or press **SPKR**.

Making an Outside Call to an ISDN Trunk

1. Access an outside Exchange line.

2. Dial the number.

3. Press **START**.   The dialled digits will not be sent until you press this button or until the timer expires. Refer to "ISDN Outgoing Calling" on Page 47 for more information on ISDN calls.

On-Hook Dialling

1. Press **SPKR** if you have Automatic line selection.

2. Access an outside **Line** and dial a telephone number.

3. Lift the handset when the called party answers.

    Note   If you have a full speakerphone, you do not have to lift the handset.

4. Hang up

    ...or press **SPKR**.

Answering Calls

When you receive an incoming call, the LCD displays either the Exchange Line (**10**)

NO. 203
LINE 10 RINGING

... or the station [PDN] (**210**).

NO. 203
210 CALLING

➤ **To answer the incoming call**

➤ Lift the handset ...or press **SPKR** ...or the flashing [DN], **Line**, or **PL** and lift the handset (if you do not have Ringing Line Preference).	The LED changes from incoming call rate to the in-use rate. Your LCD displays the answered line.

Incoming Call Notification

Muted ringing while you are on a call indicates an incoming call. If another call comes in during the first call, you can release, transfer, or place the call on hold, then answer the second call.

➤ **To answer the incoming call**

➤ Press **RLS/ANS**, or hold down the hookswitch for about one second.

Calling a Forwarded [DN]

When you call a [DN] that is forwarded (**203**), the [DN] you called is shown first. The display changes to the [DN] where your call forwarded (**210**).

NO. 203
210

Receiving a Forwarded Call

When a call is forwarded to your [DN] (**210**), the calling [DN] (**205**) is displayed on the left and the [DN] called is displayed on the right (**203**).

NO. 201
205 CALL 203

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, be printed on a Station Message Detail Recording (SMDR) report.

Forced Account Codes (Verified/Non-Verified)

Some applications require that you enter a Forced Account Code before dialling a telephone number. There are Verified and Non-Verified Account Codes. If the system is set for Verified Account Codes, you must enter specific verified codes or the call does not execute. Verified Account Codes are established in system programming or by designated stations.

You can bypass Forced Account Code requirements with three emergency numbers, including 911. See your System Administrator for these numbers.

1. Access an Exchange Line.	You hear dial tone after accessing the line. **Note** If you used LCR, you will not hear dial tone.
2. Enter the Forced Account Code.	Dial tone stops after entering the first digit. If the account Code is valid, you hear dial tone again. If the code is invalid, you hear a busy tone.
3. Dial a telephone number.	

Voluntary Account Codes (Verified/Non-Verified)

Voluntary Account Codes are optional and are used to track calls for client billing purposes. They can be entered after accessing an Exchange Line or during a call. An exception is a code which is required to change the Toll Restriction classification of your station. This voluntary code gives you access to telephone numbers outside your usual dialling area and must be entered *prior* to dialling the telephone number. For example, if your station is restricted to local area calls, you can make out-of-state calls by using a Voluntary Account Code set in system programming.

If the system is set for Verified Account Codes, you must enter specific verified codes when entering the Voluntary Account Code or the code is not validated for the SMDR report.

1. After accessing an Exchange Line, press **ACCNT** ...or **SDS** + **50** (B1CU~B3CAU/B3CBU) ...or **SDS** + **050** (B5CAU/B5CBU) ...or **∗50** or *050 respectively if your telephone does not have a **SDS** button.	Your conversation is not interrupted. **Note** If the Voluntary Account Code is not required to dial out, the account code can be entered during a call.	**NO. 204** **ENTER ACCT CODE**
2. Enter the Account Code.	When your station is set for Verified Account Codes, you hear a half-second confirmation tone if the code is valid.	**NO. 204** **CODE VERIFIED**
	The outside party is not able to hear any confirmation tones when the Account Code digits are being entered. If your station is programmed not to verify Account Codes, you do not hear a confirmation tone.	
	If the code is invalid, you hear two short tones.	**NO. 204** **CODE NOT VALID**
3. Repeat Steps 1 and 2 to enter more codes.	The last code entered is recorded.	
4. Dial a telephone number.	Any digits dialled after the code is entered in Step 2 is treated as part of a telephone number.	

Alarm Reset

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

➤ **To reset the alarm**

   ➤   Press **ALRM**.

Alert Signalling

Alert Signalling enables you to send an alert sound to a designated station or partner by pressing a single button. This feature is based on the "buzz" key, where, for example, a manager might alert an administrative assistant to enter the office.

You can have as many as four **Alert Signal**s to send or receive to/from other telephones. An Alert Signal is sent even if the alerted telephone is busy (on/off-hook) or in the DND or Call Forward mode.

➤ **To send an Alert Signal**

   ➤   Press **ALERT** and an alert tone sounds at the designated station.

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.

1.	Press a [DN] + **0**.	The call rings the Attendant Console **0** button.
2.	Dial **0**.	The calls rotate between the consoles, if more than one console is installed.

➤ **To call a specific console**

➤ Press a [DN] + the console [DN].	The call rings the console **In-DN** (incoming [DN] button). **Note** Your System Administrator can provide the Attendant Console **In-DN**s.

➤ **To call all consoles for an emergency**

Press [DN] + **#400**.	The call rings the **Emgr** button on all attendant consoles.

Automatic Busy Redial (ABR)

After reaching a busy outside number, you can activate ABR so that the Strata CT system automatically redials the number at regular intervals. If the system redials an outside number that is still busy, ABR resets and tries again. This feature may not be allowed on some (or all) lines in your system—depending on the telephone line type connected.

ABR is not attempted while your station is busy, but continues to time-out. The system inserts a pause (**P**) on your LCD before redialling the number.

```
NO. 202
P555  3700
```

1.	Press **ABR**	The LED flashes red.
	...or **CONF/TRNS** + **#44**.	You hear confirmation tone.
2.	Hang up ...or press **SPKR**.	The system redials, up to 15 times, every 30 or 60 seconds depending on system programming. `NO. 202 / ABR  SET` Your telephone receives ring tone, when ABR dials the number if it is available. The [DN] or Line and SPKR LEDs flash.
3.	Lift the handset or press **SPKR** and wait for the party to answer.	If you do not pick up the handset or press **SPKR** within 30 seconds after a connection is made, you hear a muted ring for another 30 seconds, then the call disconnects.

➤ **To cancel ABR**

  ➤ Press **ABR**

  ...or [DN] + **#44**.

All Call Voice Page

You can make an All Call Page to electronic telephones assigned to the "All Call Page Group." Stations are assigned to the "All Call Page Group" in system programming.

1. Press **AC** ...or [DN] + **#39**.	The **AC** button pages "All Call Page" telephones, but does not access external page speakers.
	Note **#39** may also Page external speakers as well as "All Call Page" telephones depending on system programming.
2. Make your announcement in a normal voice level and repeat it.	
3. Hang up.	

Automatic Callback (ACB)

After reaching a busy/DND station, you can set ACB to have the system call you when the called station becomes available. You can also set ACB to place you in a queue for an available Exchange Line, if you reach a line group in which all lines are busy.

1. Press **ACB** ...or **4**.	You hear a busy tone, followed by dial tone for two seconds, then busy tone.	NO. 204 INT 210 ACB SET
	When you set ACB at a busy line group, its access code number (**801**) displays.	NO. 204 INT 801 ACB SET
2. Hang up ...or press **SPKR**.	You can make other calls while waiting for the called station/line to become available.	
	Your telephone rings at a fast rate when the called station or Exchange Line is idle.	NO. 204 210 ACB
	The busy or DND station LED flashes (incoming call) and its number (**210**) displays when it is available.	
		NO. 204 LINE 3 ACB
	The Exchange Line LED from which you attempted to first access the line flashes red (incoming call rate). The seized line number (**3**) is displayed.	
3. Press [DN] to answer the call within three rings.	After you answer, you hear a single tone, and the LED flashes.	
	If you hear a busy tone after answering a callback, the called party is already on another call or the line has been seized. Your request is not cancelled. You are called again the next time the line is idle.	
	If the original call was made using LCR, the telephone number is automatically dialled. If you did not use LCR, you have to redial the telephone number.	

➤ **To cancel ACB to a busy or DND station**

    ➤ Press **ACB** or [DN] + **#43**.

Automatic Hold

Automatic Hold enables you to automatically place a call on hold by pressing another outside **Line** or [DN] button—there is no need to press **HOLD**. Your telephone must be programmed for this feature, otherwise existing calls drop if you do not press **HOLD** before answering or making another call.

➤ Press a **Line** or [DN].	You can make or receive a new call while on another call. The LED of the accessed Line flashes (in-use), and your first call is put on hold (LED flashes on-hold).

➤ **To switch between held calls**

➤ Press the **Line** or [DN] of the held call.	The LED of the Line just accessed flashes (in-use). The LED of the Line or [DN] placed on hold flashes (on-hold).

Background Music (BGM)

If BGM is enabled, you can turn it ON/OFF for your individual station speaker.

➤ Press **BGM**	Toggles BGM ON/OFF.
...or [DN] + **#481** + **SPKR**.	Turns BGM ON.
➤ Press [DN] + **#480** + **SPKR**.	Turns BGM OFF.
	Note Ignore busy tone after dialling **#481** and **#480**.

Note BGM over external speakers is controlled by the System Administrator.

Call Forwarding

If your telephone has been system programmed for a **Call Forward** button, you can use a **Call Forward** button to set the feature for a [PDN].

If your telephone has more than one [DN], you can assign Call Forward destinations for each [DN] on your telephone (one [PDN] and up to eight [PhDNs]). Each [DN] can be independently set for a different Call Forward feature.

Call Forward must be set before the call is received and has priority over the Station Hunt feature. To set call forward from a [PDN] or [PhDN], you must set the call forward from your telephone, and it must be programmed as the owner of the [PDN] or [PhDN].

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

After Call Forward is set, the following calls to your station are forwarded except in Call Forward-External mode:

♦   Internal calls (handsfree and OCA calls optionally may or may not).

♦   Auto Attendant calls.

♦   Exchange Line calls that ring only on your station.

♦   Transferred Exchange Line or station calls.

Note   Exchange lines that ring more than one station do not forward.

Access Codes

If your telephone has not been programmed for **Call Forward** buttons or you are forwarding a [PhDN], you must use access codes, such as **#601**, to set the Call Forward feature.

LCD Telephones

The LCD on your telephone provides you with call forwarding information. The LCD examples below are identical to those on your telephone LCD. At times, the entries on the display scroll off the LCD and only portions of the entries remain.

Call Forward–All Calls

This feature enables you to forward all calls automatically to another station. Your station does not ring.

1. Press **CFAC** ...or [PDN]/[PhDN] + **#601**.	The LED flashes red. You hear confirmation tone after **#601** is dialled.	**NO. 201** **CALL FORWARD TO**
2. Enter the destination [DN].		**NO. 201** **CALL FORWARD TO 203**
3. Press **CFAC** ...or **SPKR** (if access code used).	The LED is steady red and calls forward to the stored directory number (**203**).	**CF-A 201-203** **JAN 01 TUE 12: 19**

➤ **To cancel a Call Forward–All Calls**

➤ Press **CFAC** + **SPKR**

...or [PDN] + **#601** + **SPKR**.

Call Forward–Busy

Call Forward–Busy forwards calls immediately when your station, [PDN], or [PhDN] is busy or in the DND mode. On "Tone First" systems, if your [PDN] appears on more than one button on your telephone, Call Forward Busy forwards calls only when all [PDN] buttons are in use; if there is an idle [PDN], it flashes or rings when called. On "Voice First" systems, Call Forward Busy forwards all calls any time your telephone is in use.

1. Press **CFB** ...or [PDN]/[PhDN] + **#602**.	The LED flashes red. You hear confirmation tone after **#602** is dialled.	**NO. 201** **CALL FORWARD TO**
2. Enter the destination [DN].		**NO. 201** **CALL FORWARD TO 203**

3. Press **CFB**

    ...or **SPKR** (if access code used).

The LED is steady red and calls forward to the stored directory number (**203**).

> ```
> CF-B 201-203
> JAN 01 TUE 12: 19
> ```

➤ **To cancel a Call Forward–Busy**

> ➤ Press **CFB** + **SPKR**.

...or [PDN] + **#602** + **SPKR**.

Call Forward–No Answer

This feature forwards all calls to your station if you fail to answer within a designated time (set by you when you enable the feature). Your station can be programmed to bypass Call Forward-No Answer when receiving Voice First (handsfree). Callers can activate ring first by dialling **1** during their voice announcement.

1.	Press **CFNA** ...or [PDN]/[PhDN] + **#603**.	The LED flashes red. You hear confirmation tone after **#603** is dialled.	`NO. 201` `CALL FORWARD TO`
2.	Enter the destination [DN].		`NO. 201` `CALL FORWARD TO 203`
3.	Press **SDS** ...or ✱ if your telephone does not have the **SDS** button.	Skip this step, if you pressed **CFNA** in step 1. The pre-set time delay for calls forwarding is 12 seconds.	`NO. 201` `LL FORWARD TO 203*`
4.	Enter the time delay (**08~60**) seconds.	The LCD displays the amount of time entered (**16**). **Note** Skip this step if you do not want to change the time.	`NO. 201` `_ FORWARD TO 203*16`

5. Press **CFNA** ...or **RDL**, then **SPKR** (if access code was used in Step 1). ...or **#** if your telephone does not have the **RDL** button.	The LED lights steady red and calls forward to the stored directory number (**203**).	**CF-NA 201-203** **JAN 01 TUE 12: 19**

➤ **To cancel a Call Forward–No Answer**

> ➤ Press **CFNA** + **SPKR**.

...or [PDN] + **#603** + **SPKR**.

Call Forward–Busy/No Answer

This feature forwards all calls to your station immediately whenever you are busy, in the DND mode, or after ringing and you do not answer the call within a designated time (set by you when you enable the feature). Your station can be programmed to bypass Call Forward/No Answer when receiving Voice First (handsfree). Callers can activate ringing and Call Forward by dialling **1** during their voice announcement.

On "tone-first" systems, if your [PDN] appears on more than one button on your telephone, Call Forward Busy forwards calls only when all [PDN] buttons are in use; if there is an idle [PDN], it flashes or rings when called. On "voice-first" systems, Call Forward Busy forwards all calls any time your telephone is in use and/or any time all of your [PDNs] are in use by other telephones.

1. Press **CFB/NA** ...or [PDN]/[PhDN] + **#604**.	The LED flashes red. You hear confirmation tone after **#604** is dialled.	**NO. 201** **CALL FORWARD TO**
2. Enter the destination [DN].		**NO. 201** **ALL FORWARD TO 203**

3. Press **SDS**

    ...press **✱** if your telephone does not have the **SDS** button.

The pre-set time delay for calls to ring before forwarding is 12 seconds.

> NO. 201
> LL FORWARD TO 203*

Note Skip this step, if you pressed **CFB/NA** in step 1.

4. Enter the time delay (**08~60**) seconds.

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

> NO. 201
> . FORWARD TO 203*16

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

5. Press **CFNA**

    ...or **RDL**, then **SPKR** (if access code used in step 1).

    ...or **#** if your telephone does not have an **RDL** button.

The LED lights steady red and calls forward to the stored directory number (**203**).

> CF-BN 201-203
> JAN 01 TUE 12: 19

➤ **To cancel a Call Forward–Busy/No Answer**

> ➤ Press **CFB/NA** + **SPKR**.

...or [PDN] + **#604** + **SPKR**.

Call Forward–Fixed

Call Forward–Fixed forwards calls immediately to a station or voice mail device set in system programming all internal, private or DDI CO Line calls to your station. Your station does not ring when called. Your station must be assigned with a **CFF** button in system programming to activate this feature.

➤ Press **CFF**	The LED lights steady red and all calls forward to a station [PDN] or voice mail device set in system programming.

Call Forward–External

This feature forwards new incoming calls directed to your [PDN] to a destination outside of the system. [PhDNs] assigned to your telephone do not call forward to external destinations. Internal calls and transferred calls to your [PDN] also do not forward to external destinations.

Only incoming calls over Exchange lines dedicated to immediately ring your [PDN], the private **Line** button, and/or DDI line, call forward externally. Any of the other Call Forward modes can be set for your [PDNs] or [PhDNs] simultaneously with Call Forward-External.

1. Store the destination number at Station Speed Dial location 139.	The Call Forward-External destination can be a telephone number over an Exchange Line, a station over a Tie line, or a station within your Strata CT system. If the destination is over an Exchange Line, the Exchange Line must only ring at your station.

Only perform Step 1 the first time CF-EXT is set or when you change the destination. It is not necessary to store the destination each time; it remains in system memory.

See "Speed Dial–Advanced Features" on Page 60 for details.

When forwarding to an outside destination include the Exchange line (or Exchange line group) access code before the telephone number,

See Table 10 on Page 100 for Exchange Line/Line Group access codes. The LCR access code "9" cannot be used.

2. Press **CF-EXT** ...or the [PDN]/[PhDN] + **#670**.	Incoming calls forward to the destination stored at Station Speed Dial Location 139.

➤ **To cancel a Call Forward–External**

　　➤ Press **CF–EXT**

　　...or [PDN] + **#670** + **SPKR**.

Call Forward Remote Destination Change

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

1. Call into the CT system over an Exchange Line programmed for the DISA feature.	You hear ringback tone signal, then internal dial tone for 10 seconds. Try again if you hear busy tone. **Note** See the System Administrator for DISA telephone numbers.
2. Press **#670** then dial your [PDN] after you receive dial tone.	You hear a confirmation tone. If a number is not dialled, the system automatically makes the DISA Exchange Line ring as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.
3. Enter the Remote Call Forward-External security code.	You hear a confirmation tone. See the System Administrator for the security code which is assigned to your telephone in system programming.

4. Enter the new destination number.

   You can enter an internal number, Voice Mail number, or an Exchange Line access code plus an external telephone number. With some systems, you can dial a line group code instead of an Exchange Line number access code. (See Appendix A, See "Exchange Line Access Codes" on Page 99.)

5. Press **#**.

Notes

- LCR access code "9" cannot be used as the Exchange Line access code.

- When entering Exchange line access codes (**#7XXX**), enter **447XXX** instead of **#7XXX**.

You hear a confirmation tone.

Call Park Orbits

The Call Park feature enables you to hold a call temporarily in an orbit (the area where the call is held). Anyone can retrieve the call from the orbit using the same or a different station. There are 20 General Park Orbits for the system and 1 Personal Park Orbit for each station.

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

♦ Hang up and retrieve the parked call at a later time.

♦ Originate another call.

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

If you park a call, and it is not retrieved the following occurs:

♦ If your station is idle when the system Call Park recall timer expires, the parked call automatically recalls to your station.

♦ If your station is busy, the parked call camps-on.

If you have an LCD telephone, you can let the system automatically select an available orbit number which displays on your LCD. To monitor the calls parked at your station, see "Call Park Orbit List Display" on Page 78 in Chapter 3 – LCD Operation.

➤ **To park a call**

1. Press **PARK** while on a call ...or **CONF/TRNS** + **#332**.	The LED flashes (consultation-hold).	**ENTER ORBIT NO RTRN**
2. Enter a General Orbit Number (**900**~**919**) ...or a valid [PDN]	The call is parked and the Exchange Line flashes (hold), or the [DN] LED turns OFF.	
...or if you have an LCD, press **999**.	The system parks the call on the lowest vacant Orbit Number.	
3. Hang up.	The calling extension or line number and the orbit number are shown.	**6793 PK ORBIT 900**
	If the parked call is not retrieved within a specified time, the call rings back to your phone.	**LN 2 ORBIT 900**
	When a parked call recalls your phone, the LCD shows the line or [DN] that is recalling and the orbit number.	**L 2 PK ORBIT 900**

➤ **To retrieve a parked call**

1.	Press **PARK**	
	...or [DN] + **#332**.	[DN] can be [PDN], [SDN] or [PhDN].
2.	Enter the Orbit Number where the call is parked.	The [DN] LED flashes at the in-use rate when the call is retrieved.

Call Park and Page

You can use the Park feature in conjunction with the Page feature. This operation can be programmed on a **SD** button for one-touch activation (See "Feature Access Codes" on Page 62.)

1.	Press **CP/PG** while on a call ...or **CONF/TRNS**+ **#331**.	The LED flashes (consultation-hold).	HOLD LINE 2 ENTER ORBIT NO.
2.	Enter a General Orbit Number (**900**~**919**) or a valid [PDN]	The call is parked and the Exchange Line flashes (hold), or the [DN] LED turns OFF.	
	...or if you have an LCD, press **999**.	The system parks the call on the lowest vacant Orbit Number.	
3.	Enter a [DN] or a Page Group or Zone access code (see Tables 11 and 12 on Page 101).	After you enter an Orbit Number, a short burst of dial tone prompts you to enter the Page access code.	
		The LCD shows the **999** Auto Park entry.	HOLD LINE 2 999
		The LCD shows the line being held and its orbit number. Example: **Line 2** is held on orbit **900**.	HOLD LINE 2 L 2 ORBIT 900
4.	Make your announcement (include the Orbit Number).		

5. Hang up to free the paging device.

If the parked call is not retrieved within a specified time, the call rings back to your phone.

> **PARK ORBIT 900**
> **HOLD**

When a parked call recalls your phone, the LCD shows the line or [DN] that is recalling and the orbit number.

> **L 2 PK ORBIT 900**

Call Pickup

You can pick up a call that is ringing another station [PDN] or [PhDN], a call placed on hold at another station, and other types of calls.

When you pick up an internal call, the calling station (**200**) displays on the left and the called station (**201**) displays on the right.

> **NO. 204**
> **200 CALL 201**

If your call is picked up by another station, the LCD shows that your call to station (**200**) was picked up by station (**201**).

> **NO. 204**
> **200 PICKUP 201**

➤ **To use call pickup**

➤ Press **PKUP** ...or [DN] + **#5#2** + [PDN] ...or [PhDN].	Picks up the [DN] or Exchange Line that has the ringing or held call. (This feature is not available on all systems.)

➤ **To pick up a ringing Exchange Line in a tenant system**

➤ Press **PKUP (1~4)** ...or [DN] + **#59**.	You are connected to a incoming Exchange Line call for a Tenant Group (1~4). **Notes** • In non-tenant systems, **PKUP1** picks up any ringing Exchange Line. • This feature does not pickup held lines or transferred Exchange lines that are ringing; use Pickup.

Group Pickup

Stations can be assigned in system programming to pickup groups. As many as 20 groups can be created to enable easy pickup of incoming (new or transferred) or internal calls that are ringing stations in your group or in other groups. This feature does not pickup held calls. You may belong to more than one group. See your System Administrator for group assignments.

➤ **To pickup calls ringing within your group**

➤ Press **GRP/PKUP** or a [DN] + **#5#34**.

➤ **To pickup calls ringing to other groups**

1. Press [DN].	You hear dial tone.
2. Enter **#5**, then the access code (**#320**~**#339**) of the group to which the station belongs.	You are connected to the call. If the called station belongs to more than one group, any of the Group Pickup codes associated with those groups pickup the call.

Call Transfer with Camp-on

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

1. Press **CONF/TRNS**.	The Line or [DN] LED flashes (conference rate). You hear internal dial tone.
2. Dial the [DN] where the call is be transferred.	The Exchange Line rings the called station. If you hear a single tone, you can then announce the call over the called telephone's speaker. (If you hear ringing tone, the call was made with Tone Signalling.)
3. Announce the call and hang up if the station is idle	
...or if the station is busy or does not answer, hang up	The Line LED flashes (on-hold). If you transferred the call from a [DN], the [DN]'s LED turns off. The Exchange Line or [DN] camps onto the called station and the called station receives a warning tone. The camped-on call rings when you hang up.

...or to reconnect to the transferred line before it is answered, press the flashing **Line** or [DN] + **#42**.	The Line LED is a steady red when the called station answers the transferred call.
	
	 ```NO. 204```
	 ```CAMP-ON 4```

	If the call is not answered after a specified Recall time set in system programming, Camp-on is
	 ```HOLD LINE 2```
	 ```LN 2 RECALL 203```
	 cancelled. The transferred call returns to your station if your station or [DN] is idle, sends a two-tone burst if your telephone is busy.

	The LCD shows the Exchange Line number and the station number (**203**) where it was originally transferred.

Call Waiting

You can answer a call that is transferred to your station, even when your station is busy. When another call is camped onto your station, you hear two camp-on tone beeps and the [DN] or Line LED flashes red (on-hold).

If a call is sent to your station when busy, and your station does not have a [DN] or **Line** button available to receive the call, two camp-on tone beeps are sent to your telephone. You must disconnect or transfer the existing call to answer the waiting call.

➤ **To answer a waiting call by placing the current call on hold**

➤ Press **HOLD**	The existing call is placed on hold. The camped-on line rings your station (the Line LED flashes to indicate an incoming call).
...or if your telephone has the Auto Hold feature, just press the flashing [DN] or **Line**.	You are connected to the transferred call. The [DN] or Line LED flashes (in-use).
	Note See your System Administrator to find out if you have Auto Hold.

➤ **To answer a waiting call by disconnecting or transferring the current call**

➤ Hang up or transfer the existing call	The camped-on line rings your telephone, and the Line LED flashes (incoming call).
...or press the flashing [DN] or **Line**.	This disconnects the current call and connects you to the transferred call. The [DN] or Line LED flashes (in-use).

Conference Calls

This feature enables you to add other parties to an existing call. The following conferencing configurations are possible:

♦ Up to two stations and two Exchange lines.

♦ Up to three stations and one Exchange Line.

♦ Up to four stations.

1. Press **CONF/TRNS**.	You hear dial tone and the [DN] or line LED flashes (conference-rate).
2. Dial a [DN] or access an Exchange Line and dial the telephone number to be conferenced.	If you receive a busy tone or no answer, press **CONF/ TRNS** to return to the original connection.
3. Press **CONF/TRNS**, when the called party answers.	All parties are conferenced. If the second call was placed on a [DN] or Exchange Line that appears on your telephone, the LED also flashes (in-use rate).
	Repeat the procedure to add other Exchange lines or [DNs], remembering not to exceed the allowed number.

The new station is not conferenced unless its user lifts the handset or presses a [DN] to answer.

Date/Time/Day Adjustment

This feature is performed from a designated station. See the *System Administrator Guide* for instructions.

Direct Inward System Access (DISA)

Outside callers with telephones that send Dual-tone Multi-frequency (DTMF) tones can call on Exchange lines programmed for DISA and dial a [DN] or outgoing Exchange Line without going through an attendant or operator. See the System Administrator for this number.

➤ **To make an internal DISA Call**

1. Dial the DISA Exchange Line telephone number.	You hear a ringback tone signal, then an internal dial tone for 10 seconds.
	If you do not dial within 10 seconds, the system automatically causes the DISA Exchange Line to ring a telephone or group of telephones designated in system programming. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.
2. Dial a [DN].	You hear ring tone. When the station answers, you are connected.
	Note If the call is not answered after 6 rings or 24 seconds, (whichever comes first) you hear busy tone.
3. Press ∗ anytime you hear busy tone and repeat Step 2 to make another call.	**Note** To call another station after completing a DISA station call, the internal party must transfer you. Station and System Page cannot be accessed on DISA calls.

➤ **To make an external DISA Call**

1. Call the DISA Exchange Line telephone number.	You hear a ringback tone signal, then an internal dial tone for 10 seconds.
	If you do not dial within 10 seconds, the system automatically rings the DISA Exchange Line as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.

2. Dial an Exchange Line or Exchange Line access code when you hear dial tone	If you do not hear dial tone, you must also dial a DISA security code. See Table 7 on Page 62.
...or dial an Exchange Line or Exchange Line access code and then a DISA security code.	You hear dial tone.
	Note See the System Administrator for the DISA security code number. If the correct code is not entered, the call disconnects.
3. Dial a telephone number.	If set in system programming, both parties hear a warning tone approximately 4, 10, or 20 minutes after the call was made. Press **0** to reset the timer each time the tone sounds (for an additional 4, 10, or 20 minutes). If you do not press **0**, the call disconnects approximately one minute after the tone.

Direct Station Selection (DSS)

This optional feature enables you to use a **DSS** button to connect directly to another station. The LED of the button shows the status (idle/busy) of the station and/or the station's [PDN].

For example, a station DSS LED shows busy (light steady red) when the station is:

♦ Busy on a call on any button or is in the DND mode.

♦ Idle, but all appearances of the [PDN] are in use by other stations.

➤ **To connect directly to another station [PDN]**

1. Press **DSS**, while connected to an Exchange Line or another station.	The original party is put on hold. You can call a station even if the DSS LED shows busy (steady red).
2. Announce the call	**Note** You can transfer the call to an idle or busy station.
...or transfer the call by hanging up	
...or transfer the call by pressing **RLS/ANS**.	

Do Not Disturb (DND)

If your station is in the DND mode, internal, external and transferred calls do not ring your station and OCA calls are denied. You can continue to make calls while in the DND mode.

If your [PDN] or [PhDN] appears on other stations, the calls flash on your station and flash or ring the other stations. Other stations can answer your calls or you can, even while your station is in the DND mode.

Your "alert partner" telephone can override your DND and signal your telephone by pressing **ALERT** (**1~4**). Telephones with DND Override can also call your telephone.

➤ Press **DND** ...or press it again to deactivate the feature.	The LED lights steady red and DND mode is activated.

Notes

- Calls forward from your station immediately, while in the DND mode, if it is set for Call Forward-Busy or Call Forward-Busy/No Answer.

- If you press **DND** while a call is ringing, the ringing stops, but the LED continues to flash.

Door Lock

Your telephone may have up to five **DRLK** (**0~4**) buttons, which enables you to unlock a door.

➤ Press a door lock button:	The door unlocks for three or six seconds (set in system programming). The Unlock Door LED is lit while the door is unlocked.

	Location
DRLK 0	
DRLK 1	
DRLK 2	
DRLK 3	
DRLK 4	

Door Phones

Door phones are used to call digital/electronic telephones selected in system programming. When a door phone calls, you hear a distinctive ringing tone, one or five times (set in system programming). You can also call a door phone and monitor the surrounding area. The number of possible door phones vary by Strata CT system, with up to 12 as the maximum for larger systems.

LCD telephones display the door phone ID when calls are made to/from door phones. This helps you identify the door phone [DN]. For example, door phone 1A corresponds to Door Phone [DN] **#151**, 1B to **#152**, etc.

```
              NO. 204
       DOOR PHONE 1A
```

➤ **To answer a door phone call**

1. Lift the handset	You hear dial tone.
...or lift the handset and press **LINE**.	
2. Dial the door number:	

	Door Phone	Location
#151	1A	_____
#152	1B	_____
#153	1C	_____
#154	2A	_____
#155	2B	_____
#156	2C	_____
#157	3A	_____
#158	3B	_____
#159	3C	_____
#161	4A	_____
#162	4B	_____
#163	4C	_____

➤ **To pick up a door phone call ringing at another telephone**

➤ Press [DN] + **#5#30**.	The [DN] LED flashes (in-use) and you are connected to the door phone.
	Note **#5#30** access is a system option that may not be turned on for your system.

➤ **To call/monitor a door phone**

1.	With the handset off-hook, press a [DN].	You hear dial tone and the LED flashes (in-use).
2.	Dial the [DN] for the desired door location.	A two-way talk-path exists between your telephone and the called door phone. You can audibly monitor the area around the door phone.
		Note Door phone [DNs] can be stored on **SD** buttons. See "Speed Dial–Advanced Features" on Page 60.

DTMF Tone Dialling with ∗ and

You may have to send ∗ and **#** DTMF tones to some devices or services, such as a voice mail device or computer output service. DTMF tones are automatically enabled on stations with **RDL** and **SDS**. If you do not have **SDS** and **RDL**, you must first dial ∗, **#** to enable these tones.

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

➤ **To output ∗ and # DTMF tones on a telephone without a SDS/RDL button**

➤ Press ∗, then **#**	You can now output ∗ and **#**, DTMF tones, and digits **0**~**9** for the duration of the outside call. This procedure must be repeated on each call when you require such output.

Emergency Ringdown/Hotline Service

The Emergency Ringdown or Hotline Service feature enables standard telephones to automatically ring a designated extension by going off-hook. Electronic telephones cannot perform this feature, but they can *receive* Emergency Ringdown or Hotline Service from standard telephones.

Emergency Ringdown is used in healthcare facilities, where it is used to assist callers who may not be able to complete a call by dialling. An example of an incoming Emergency Ringdown call is shown on the right. The calling [DN] and "Ringdown" displays whether soft keys are ON or OFF.

| 205 CALLING |
| RINGDOWN |

This same feature is also known as Hotline Service and is often used for telephones in hotel/motel lobbies.

Group Listening

This feature enables you and people near your telephone to hear the called party over your speaker, but the called party cannot hear you. You can alternate between parties as long as the handset is off-hook.

| ➤ When your telephone is off-hook on a call, hold down **SPKR**. | The SPKR LED lights red. |
| | The person to whom you are talking can be heard through the telephone speaker. The person cannot hear you. |

➤ **To deactivate group listening**

| ➤ Release **SPKR**. | The SPKR LED turns OFF. You can talk through the handset. |

Handsfree Answerback

You can talk back to internal or incoming Tie-line calls without lifting the handset.

➤ Press **MIC**.

When the call comes into your station, do not lift the handset; speak toward the telephone in a normal voice level. You hear a single long tone, followed by the caller's voice.

The LED flashes (incoming call). The MIC LED lights steady red, indicating your microphone is active. The SPKR LED flashes red.

If you have a speakerphone, the performance is better if you press the called [DN] button first.

Notes

- A [DN] must be pressed or the handset must be taken off-hook to actually answer the call. This is necessary before transferring or placing an internal call on hold.

- You can press **VOL** to control the volume of the Handsfree Answerback caller's voice and ring tone (see "Volume Controls" on Page 11 for more information).

Handsfree Monitoring

Calls placed on hold by an outside party may be monitored handsfree. This feature frees you from having to hold the handset to your ear until the outside party returns to the call.

1.	Press and hold **SPKR**.	The SPKR LED lights red.
2.	Place the handset on-hook.	The SPKR LED stays on and you can hear the other party through your telephone speaker.
3.	Release **SPKR**.	For privacy, press **MIC** to turn the microphone off, otherwise, your conversations may be heard.

4. Lift the handset when the party returns.

Note   Your telephone's **MIC** can be set in system programming to switch ON/OFF with one touch, to switch OFF only while pressed and held, or to be either ON/OFF at the start of handsfree dialling. See your System Administrator if you want the setting changed.

ISDN Outgoing Calling

This feature enables you to make outgoing calls using an Integrated Services Digital Network (ISDN) trunk, provided that you are connected to the Strata CT system and that you subscribe to ISDN lines. ISDN trunks offer faster call connection setup, and they also provide more connection circuits.

Making an ISDN outgoing call will either be handled automatically with a timer or by you initiating the ISDN "Start" sequence. The method depends on your system's programming. See your System Administrator to determine the method.

➤ **To make an outgoing call to an ISDN trunk**

1. Access an outside Exchange line	
2. Dial the number.	
3. Press **START**.	The dialled digits will not be sent until you press this button or until the timer expires.

Making an Outgoing Call with a Subaddress to an ISDN Trunk

Subaddress digits may be required for dialling another department, or to send a call to equipment, such as a printer. If you need to enter subaddress digits, follow these instructions:

1. Access an outside Exchange line	
2. Dial the number.	
3. Press **SUB**.	This informs the system that the following digits are the subaddress.
4. Enter the subaddress.	

5. Press **START**.   The dialled digits will not be sent until you press this button or until the timer expires.

Message Waiting

All telephones have a standard MW/FL LED for receiving/retrieving messages left by callers that called a [PDN] that was busy or did not answer. Telephones that own [PhDNs] can also have up to four additional (flexible) message waiting [PhDN/MW] buttons and LEDs. The fourth message waiting button is reserved for the Message Centre.

The MW/FL LED at the called station flashes to notify you that someone called while you were busy on another call or away from your office. You can call the other party back by pressing the **MW/FL** button. Voice mail devices, as well as people, can leave message waiting indications.

If you have an LCD telephone, up to four message waiting displays may be stored on the LCD per each [DN]. The LCD can show up to three stations that have left messages for your [PDN] and three for each of your [PhDNs]. The fourth message waiting button is reserved for the Message Centre.

```
                    NO. 204
            CALL  203-201+
```

➤ **To answer a Message Waiting on your [PDN]**

1. Press **MW/FL** and lift the handset.

Your phone rings the station or voice mail device that set the indication. The LED continues to flash red.

If you reach a station that is busy or does not answer, go on-hook and press **MW/FL** again. The system rotates to the next message sender.

The LCD can show up to three stations that have left messages for the [PDN] and three for each of your [PhDNs].

In the example (shown at right), the display indicates that station DN [**203**] received a message signal from DN [**201**]. The "+" indicates additional messages.

```
                    NO. 204
            CALL  203-201+
```

2. Press **SCRL** to display them.

| 3. | After receiving the message(s), place the handset on hook. | If the MW/FL LED continues to flash, you have more messages—repeat the Steps to retrieve them. Voice mail devices may cancel the indication after a short delay. |

➤ **To cancel the Message Waiting on your [PDN]**

➤	Press **MW/FL** and lift the handset	Your MW/FL LED turns OFF when the called party answers.
		Note The called party must answer by either going off-hook or by pressing **SPKR** for the call to be cancelled automatically.
	...or [DN] + **#409** to cancel the light. This must be done for each message recorded.	Your MW/FL LED turns OFF without calling the telephone or VM device.

➤ **To retrieve a Message Waiting on your [PhDN]**

1.	Press the flashing red MW/FL LED.	Your phone rings the station or voice mail device that left the message. If the called party or voice mail device answers, the message waiting indication is cancelled automatically.
		If there is no answer, hang up and try at a later time. The red MW/FL LED on your phone continues to flash.
2.	Press **SPKR** after receiving the message ...or place the handset on-hook.	If you have more messages, the MW/FL LED continues to flash (red). To answer the next message. Repeat this procedure.

➤ **To cancel the Message Waiting on your [PhDN]**

1.	Press **MW/FL**.	You hear a steady dial tone.
2.	Enter **#409**.	The dial tone stops.
3.	Press **SPKR**.	The MW/FL LED turns OFF indicating that the message has been cancelled.

➤ **To set the Message Waiting LED on another telephone**

1.	Press [DN] and dial an internal number.	You hear ringback or busy tone.
2.	Press **MW/FL** or **7**.	The MW/FL flashes red at the called telephone. The MW/FL LED lights steady red at your telephone. The LCD displays the station [**203**] where you set a message waiting light.
3.	Press **SPKR**.	The MW/FL LED on your telephone turns OFF. The MW/FL LED on the called telephone flashes until the called party presses the flashing LED.

```
           NO. 201
    INT 203 MW SET
```

```
SENT 203
JAN 01 SUN 12: 19
```

➤ **To cancel a Message Waiting light set on another station**

➤ Press [DN] and dial **#64** + [PDN] or [PhDN].

Microphone Cut-Off

This feature prevents callers from monitoring the sounds near your telephone when your telephone receives a handsfree call or cuts-off the telephone microphone. The MCO LED lights steady red and the MIC and SPKR LEDs do not light when your telephone is called. When the feature is OFF, the MCO LED is not lit and your microphone works. The **MCO** functions on Handsfree Answerback and speaker OCA calls for privacy.

➤ Press **MCO** to toggle Microphone ON/OFF.

Off-hook Call Announce (OCA)

This feature enables you to call and speak through the handset or speaker of an busy, off-hook telephone. The called station must be set in system programming for this feature to work. The calling station can be set in system programming for OCA to occur automatically when calling a busy station or by dialling an access code after receiving busy tone. Automatic OCA only functions on Voice First Signalling systems.

Your telephone can receive Speaker Off-hook Call Announce (SP-OCA) calls which enables callers to make an announcement through the speaker of your telephone when it is off-hook. Your telephone must be equipped with optional hardware.

When you receive an OCA call while you are on another call, you hear a short warning tone followed by an announcement through your telephone speaker.

Stations in the DND mode cannot receive OCA calls unless the calling station is programmed for DND Override.

```
            NO. 204
210 BUSY OVRD
```

While on a speaker OCA call, **MIC** and **MCO** can be used to prevent an OCA caller from listening to your conversation with the original party (see "Microphone Cut-Off" on Page 50).

Voice First Signalling

➤ **To make an OCA call**

1.	Lift the handset and dial the [DN].	You hear a single tone (optional) or nothing and can talk to the station (Automatic OCA).
2.	Press **2** to OCA the station and talk, if you receive a busy tone.	An optional tone is heard at the busy station, indicating that you are connected on an OCA call.

```
            NO. 203
205 BUSY OVR
```

Tone Signalling

➤ **To make an OCA call**

1.	Lift the handset and dial the [DN].	You may hear busy or ring tone.
2.	Press **21** if you hear busy tone and speak to the called station ...or **12** if you hear a ring tone and speak to the called station.	If you hear busy or ring tone after dialling the first digit (2 or 1), disregard the tone and dial the second digit to OCA the called telephone. If you still hear a busy tone after dialling 21 or 12, the called telephone is either busy on a speakerphone call or does not have the OCA option set in system programming. Either condition blocks OCA.

SP-OCA

➤ **To answer an SP-OCA call**

➤ Speak toward the microphone of your phone.	You may want to hold your hand over the handset mouth piece to prevent the other party from hearing you.

➤ **To disconnect an SP-OCA call to your station**

➤ Press **SPKR**.	The SP-OCA call made to your station disconnects.

Override Calls

The available override features are:

♦ **Busy Override –** enables you to send a muted ring tone to a busy station to indicate that a call is waiting. The muted ring is programmed for each station as two muted rings only or continued muted rings until the call is answered. This option applies to the station receiving the muted ring. The muted ring can be sent to the telephone speaker or to the telephone handset/headset and speaker.

♦ **Do Not Disturb Override –** enables you to send a tone to an idle or busy station in the DND mode to indicate that a call is coming in. Your telephone can be programmed to block DND Override. The LCD shows that the station you called (**210**) is in the DND mode.

```
NO. 204
INT 210 DND
```

OCA is possible to DND stations from stations that are programmed for DND Override.

♦ **Executive Override –** enables you to enter an established conversation. Your phone can also be programmed to block Executive Override from other phones. The **PRIV** does not block this feature.

♦ **Privacy Override –** enables you to enter an established call on a private common Exchange Line; it does not operate on common [DNs] which are always private (see "Conference Calls" on Page 39 which allow up to four parties to talk on a [DN] button).

Up to two station users can enter an existing Exchange Line-to-station call (i.e., up to three stations can be connected to an Exchange Line). You can also use this feature if the station that is already connected to the Exchange Line is in the Privacy Release mode. Station users with **PRV RLS** can allow stations to enter their conversations, even if the station entering the conversation is not programmed for Privacy Override.

 Privacy Override is blocked by DND.

♦ **Toll Restriction Override –** enables toll restriction on individual stations. Each station can be allowed or denied specific area and office codes, long distance information calls, international calls, and/or operator-assisted calls. You can completely override Toll Restriction at selected stations or you can change the station Toll Restriction class. The station resumes its normal class at the conclusion of the call.

Busy Station Override

➤ Press **2**.

A muted tone is heard at the busy station, indicating that a call is waiting. The station number (**210**) displays.

```
                NO. 203
          210 BUSY OVR
```

Do Not Disturb Override

➤ Press **2**.

A tone signal is heard at the DND station, indicating a call is coming in. On your station, the LCD shows the station number (**210**) you have overridden.

```
                NO. 204
          210 DND  OVR
```

Your LCD displays **DND OVR DENY,** if the station you called denies your override.

```
                NO. 204
          DND OVR DENY
```

Executive Override

➤ Press **3**.

You enter the conversation. The called parties may hear an optional tone signal prior to your entering the conversation.

The overridden station number (**210**) displays on your LCD until the call is ended.

```
                NO. 204
          210 EXEC OVRD
```

The overriding station number (**204**) displays on the called station LCD until the override is disconnected.

```
                NO. 210
          204 EXEC OVRD
```

Privacy Override

➤ Press **Line**.	Connected parties may hear an optional tone signal before you are connected. Your LCD displays the Exchange Line identification (**CO 03**).	NO. 204 **LINE 03 PRV OVRD**
	The overridden station LCD displays your station number (**204**).	NO. 205 **204 PRV OVRD**

Toll Restriction Override

1. Access an Exchange Line.	You hear dial tone. The LED flashes at the in-use rate.	
2. Press **CONF/TRNS** + **#47**.	You no longer hear dial tone and your LCD prompts you to enter a code.	NO. 204 **OVERRIDE CODE**
3. Enter the Toll Restriction Override Code (four digits).	You hear dial tone. For security reasons, the override codes are only available on a selected basis. See your System Administrator.	
4. Dial a telephone number.	The toll call is connected.	

Page Announcements

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

1. Press [DN], lift the handset, and enter a paging access code.	Each of the page access codes (including the [PDN] button) can be stored on an **SD** button. See Tables 11 and 12 on Page 101.

2. Use a normal voice level to make your announcement, then repeat it.

3. Hang up.

All Call Page

You can make an All Call Page to electronic telephones assigned to the "All Call Page Group." Stations are assigned to the "All Call Page Group" in system programming.

1. Press **AC** ...or [DN] + **#39**.	The **AC** button pages "All Call Page" telephones, but does not access external page speakers. **Note** **#39** may also Page external speakers as well as "All Call Page" telephones, depending on system programming.

2. Make your announcement in a normal voice level and repeat it.

3. Hang up.

Privacy On-Line

With this feature, you can block Privacy Override from being used on your Exchange Line. The button does not block Busy or Executive Override.

➤ Press **PRIV**	The LED lights steady red. Others are blocked from entering your Exchange Line calls when they press a common Line button.
...or **PRIV** again to cancel the feature.	The LED turns OFF.

Privacy Release

This feature enables others to enter your call on a common Exchange Line just by pressing **Line** on their telephone. It only works on common Exchange lines (appearing on more than one telephone). Privacy Release cannot be used on single appearing Exchange lines or multiple [DN] buttons. Calls on common [DNs] are always private and cannot be accessed by more than one telephone.

Similar to conference calls, up to three stations can be connected to an Exchange Line.

➤ Press **PRV RLS**.	The LED lights red. The Exchange Line flashes at all appearances. When another station user enters the Exchange call by pressing a common Exchange Line, the Privacy Release LED turns OFF. To add a third station, press **PRV RLS** again and the process is repeated.

Release and Answer

This feature enables you to automatically disconnect or transfer an active call and answer a new call using a button, instead of the hookswitch. When you receive the new call, the LED flashes red and you hear a muted, Busy Override or Camp-on busy tone.l

➤ Press **RLS/ANS**	Releases the original call and answers the new incoming call. **Note** You can press **Hold** before **Release and Ans** if you do not wish to release the original call.
...or **CONF/TRNS** and dial a "transfer to" destination. Then press **RLS/ANS**	Transfers the original call and answers the new call.
...or **DSS** of a "transfer to" destination, then press **RLS/ANS**.	Transfers the original call and answers the new call.

Saved Number Redial

This feature enables you to store a dialled telephone or station number, then redial that number with the touch of a button.

➤ Press **SAVE**.	The last number you dialled is saved for automatic redial the next time you press this button.

Speakerphone

All electronic telephone users can answer internal calls handsfree (on-hook), but only users with a speakerphone can make and receive calls without lifting the handset. Any electronic telephone model with an "S" in the model name is equipped with a speakerphone.

1. Press and hold **SPKR**.	
2. Return the handset on-hook.	
3. Release **SPKR**.	The call is handsfree (on-hook).

➤ **To change from speakerphone to handset**

➤ Lift the handset.	Your call is now heard through the handset.

➤ **To make a call (on-hook dialling)**

1. Access an Exchange Line ...or press a [DN].	You hear dial tone and the Line or [DN] LED flashes (in-use).
2. Dial a telephone number.	You hear ringback tone or busy tone, if busy.
3. Speak in a normal voice level toward the telephone.	**Note** Your **MIC** button must be set in system programming to ON at the start of a call. If not, you must press the **MIC** button before talking.
4. Press **SPKR**.	Your call is disconnected.

➤ **To answer an incoming call using speakerphone**

1. Press the **Line** or [DN] with the flashing LED with the handset on-hook.	The Line or [DN] LED flashes (in-use) and you are connected to the call.

2. Speak at a normal voice level toward the telephone.

3. Press **SPKR** to disconnect the call.

Speed Dial

Speed Dial enables you to call a telephone number with a two- or three-digit access code. There are two types of Speed Dial numbers:

♦ **Station**—assigned by individual station users to their own station and can only be dialled from the station that assigns it.

♦ **System**—assigned only from attendant consoles or a designated station (typically the System Administrator station), and can be used by other stations. (See *System Administrator User Guide* for storing instructions.)

Important! *If you do not perform the following procedures within a specified time (set in system programming for either one or three minutes) when storing speed dial numbers, the operation times out and your telephone returns to idle mode.*

➤ **To store/replace a telephone number on a Station Speed Dial button**

1. Press **RDL** (or **#**) with the handset on-hook	
2. Press **SD** to store the telephone number on	**SD** buttons are assigned in system programming.

...or **SDS** (or **✱**) and enter the Speed Dial code that you want to store the telephone number in. See Table 13 on Page 102 for codes.

3. Enter the telephone number (max. 20 digits).

To store longer dialling strings, see Table 14 on Page 102.

To insert a pause or flash signal in the number, see "Speed Dial Pause" on Page 63.

4. Press **RDL** (or **#**)	The number is stored.

➤ **To clear a telephone number on a Station SD button**

➤ Repeat the previous procedure, skipping Step 3.

➤ **To program one-touch telephone number dialling**

➤ Repeat the previous procedure, except for Step 3. For Step 3, press [PDN] +
Exchange Line access code before the telephone number. See "Exchange Line
Access Codes" on Page 100.

➤ **To make a call using a SD button or access code**

1. Access an Exchange Line. If your **SD** button programmed to automatically access an Exchange line, skip this step.	
2. Press **SD** ...or **SDS** (or **∗**) + access code. (See Table 13 on Page 102.)	The system dials the telephone number assigned to the button/code.

Speed Dial–Advanced Features

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

➤ **To store a feature with a specific SD button**

➤ Press **RDL** (or **#**) + **SD** + Feature Access Code + **RDL** (or **#**).

See Table 7 on Page 62 for Feature Access code sequences. Your System Administrator can tell you which features can be programmed on your telephone.

➤ **To store a feature with a specific access code**

➤ Press **RDL** (or **#**) + **SDS** (or **∗**) + Speed Dial Access Code + Feature Access Code + **RDL** (or **#**).	**Important!**
	• Do not lift the handset while entering the sequence.
	• If you do not enter the entire sequence within a specified time (set in system programming for either one or three minutes), the operation times out and your telephone returns to idle mode.
	• [PDNs] can be stored in speed dial sequences, but [PhDNs] and [SDNs] cannot.

Table 7   Feature Access Codes

Features	Feature Access Code Sequence
Account Code[1] (Frequently used codes)	**CONF/TRNS** + **4446** + Account code digits
Automatic Callback	**4**
Background Music[2] (Telephone Speaker ON)	[PDN] + **44481**
Background Music[2] (Telephone Speaker OFF)	[PDN] + **44480**
Call Forward—All Calls (To Station or VM)	[PDN] + **44601** + Directory Number
Call Forward—Busy (To Station or VM)	[PDN] + **44602** + Directory Number
Call Forward Cancel	[PDN] + **44601**
Call Forward—No Answer	[PDN] + **44603**
Call Forward External	[PDN] + **44670**
Call Forward External Cancel	[PDN] + **44670**
Door Phone Calling	[PDN] + door phone Directory Number
Hookflash Signal[1]	**CONF/TRNS** + **4445**
ISDN Subaddress (Not supported in the UK)	**467**
ISDN Start (Not supported in the UK)	**469**
ISDN Tone (Not supported in the UK)	**490**
Off-hook Call Announce (Manual Mode)	Voice First: **2**; Tone First: **1**, **2 1**, or **1 2**
Overrides (Busy, DND)	**2**
Overrides (Executive)	**3**
Page Access[4]	**Hold** + [PDN] + **44**XXX **44**XXX = Page Access code - see Table 11 on Page 101.
Park Call/Access Page The existing call is parked, and you are automatically connected to the Page.	**CONF/TRNS** + **44331** + [**X X X**] + [**Y Y Y**] [**X X X**][3]= 900~919 or 999 park zone number; [**Y Y Y**] = page group/zone (See Tables 11 and 12 on Page 101.)
Pickup[4] (To station, new, or transferred call)	**HOLD** + [PDN] + **445** + station number [PDN]
Pickup a held or ringing [PDN] or [PhDN] (not available on all systems)	[PDN] + **445442** + [**X X X X**] [**X X X X**] = [PDN] or [PhDN] to be picked up

Table 7   Feature Access Codes *(continued)*

Features	Feature Access Code Sequence
Pickup[4] any ringing Exchange Line (new call only)	**HOLD** + [PDN] + **4459**
Pickup Station Page or Ringing Door Phone[4]	**HOLD** + [PDN] + **4454430**
Pickup[4] External Page	**HOLD** + [PDN] + **4454435**
Pickup Line on Hold (lines 1~99)[5]	[PDN] + **445** + **4470**(**01~99**)
Pickup Line on Hold (lines 100~200)[6]	[PDN] + **445** + **447**(**100~200**)
One-touch Voice Mail Access	[PDN] + Voice Mail [DN]
Outgoing Calls	[PDN] + Exchange Line Access Code, see Table 10 on Page 100.)

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

Speed Dial Pause

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

Hookflash	Regular Pause	Long Pause
The **MW/FL** is programmed to allow a 0.5 or 2 seconds long (set in system programming) Exchange line hookflash when inputting Speed Dial numbers. It is displayed on the LCD as "**F-**". Press **MW/FL** ...or enter the hookflash dial code (**CONF/TRNS** + **#45**).	The pause is either 1.5 or 3 seconds (set in system programming). The LCD displays "**P-**". Press **PAU**.	Ten-second pause, which can be entered anywhere in the Speed Dial number. The LCD displays "**L-**". Press **PAU/L**.
Note Your telephone must have a **PAU** key to allow **MW/FL** to be used to store a hookflash in Speed Dial.		

Speed Dial Number Linking

You can link any of the Station Speed Dial numbers to System Speed Dial codes or to any of the optional buttons associated with these codes. This enables up to 36 digits to be stored under one Station **Speed Dial** button or code. Typically, long, frequently used access numbers are stored as part of this digit string. The System Speed Dial number dials out first, then the number linked to it.

Note   A designated station can be used to link System Speed Dial codes. See the *System Administrator User Guide*.

Important!   *Before linking Speed Dial Numbers, make sure the System Administrator has stored the desired number in the System Speed Dial that you are planning to use.*

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

1. Press **RDL** (or **#**).

2. Press **SD**
    ...or **SDS** (or **✱**) + a Station Speed Dial Access Code. (See "Speed Dial Access Codes" on
    Page 102 for access codes.)

3. Press **SDS** (or **✱**).
    Enter the System Speed Dial Access Code to which the number is to be linked. (See
    "System Speed Dial Number Linking" on Page 102.)

4. Enter the telephone number to be stored (max. 16 digits).

5. Press **RDL** (or **#**).

    The number is stored and is automatically dialled when the optional linked station **SD**
    button is pressed or the linked Station Speed Dial access code is dialled.

Speed Dial Linking Example

The following examples illustrate what a System Administrator and station user can store (Exchange Line access code plus international long distance dialling codes in System Speed Dial locations) as linked speed dial codes.

The System Administrator stores the Exchange Line access code and the international dialling sequence (9011813) in the System Speed Dial location *690 from the administrator's station.

➤ Press **RDL** (or **#**) + **SDS** (or **✱**) + **690** + [PDN] + **9011813** + **RDL** (or **#**).

Note When you press [PDN], the letter "I" (Intercom) is displayed on your LCD. It is the [PDN] that is used to automatically access internal dial tone before dialling the remaining numbers in the Speed Dial sequence (in our example that number is 9011813).

690 is the System Speed Dial Code that is to be linked.

9 is the Exchange Line access code.

011 is the international area code.

81 is the country code (example: Japan).

3 is the city code (example: Tokyo).

The Station User stores the System Speed Dial information on Speed Dial Code 100.

➤ Press **RDL** (or **#**) + **SDS** (or **∗**) +**100** + **SDS** (or **∗**) + **69058769374** + **RDL** (or **#**).

100 is the Station Speed Dial Code.

690 is the System Speed Dial Code being linked to Speed Dial Code 100.

5876-9374 is the local Tokyo telephone number.

➤ **To use the new link**

➤ Press the **SD** (**100**) ...or **SDS** (or **∗**) + **100**.	Your telephone automatically dials **9** to access an Exchange Line, the international dialling sequence (011813), and the local telephone number (58769374).

Chain Dialling Speed Dial Numbers

You can call two or more Speed Dial numbers during one call. This enables you to add additional parties (conference calls) to your conversation. Chain Dialling also allows dialling of a stored code, such as a credit card number, to send to a far-end computer.

➤ **To chain dial Speed Dial numbers**

1. Access an Exchange Line. (See Table 10 on Page 100 for Exchange Line Access Codes.)
2. Press **SDS** (or **∗**) and dial the Speed Dial code for the telephone number to be dialled. (See Table 10 on Page 100 for Speed Dial Codes.)
3. To dial another telephone number, press **CONF** and repeat Steps 1 and 2.

Timed Reminders

You can set five separate reminders at your station. At the time (hour and minute) set by you, your telephone beeps. If your phone has an LCD, the message is also displayed. You can set the reminder to occur once or on a daily basis.

1. Press a [DN] and dial a timed reminder number (**#605**~**#609**).

   #605 TIMER SET

2. Enter the time you want to be reminded.

   Use a 24-hour clock format (HHMM).

   #605 TIMER SET 0800

3. Press **0** for the reminder to be repeated every day, or **1** for a one-time reminder only.

   #605 TIMER SET 08001

4. Enter desired LCD message station number (**10**~**19**) or system number (**60**~**99**)

   ...or enter **00** if your telephone does not have an LCD or if you do not want a message to display when the time reminder tone sounds.

   #605 TIMER SET 0800110

5. Press **RDL**.

   The time is recorded in memory and you should hear a beeping tone (along with the displayed message) for 30 seconds at the set time.

   DATA PROGRAMED

6. To cancel the beeping/message prior to 30 seconds, press **Mode** + **0** or take the phone off-hook.

➤ **To cancel a Timed Reminder**

1. Press [DN], then the number of the timed reminder (**#605**~**#609**) you want to cancel.	You can only cancel one reminder at a time.
2. Press **RDL**.	The reminder is cancelled.

Tone/Pulse Dialling

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

1. Access an Exchange Line.	Although the Exchange Line is programmed for rotary dial pulses, access the Exchange Line and dial the telephone number like any other call.
2. Dial a telephone number.	
3. Press **TONE** while on the call.	The Tone LED lights steady red, and you are able to send DTMF tones with your dial pad. The feature is cancelled when the call is completed.

Two (Tandem) Exchange Line Connection

This feature enables a station user to connect two Exchange lines, then drop out of the conversation. On some systems, both **Line** buttons (or **PL** buttons) must appear on your telephone to allow Tandem connections to be established from your telephone.

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

1. Press **CONF/TRNS** while talking on an outside call using a [DN] button.	You hear dial tone. The [DN] LED flashes (conference rate).

2. Enter an Exchange Line access code and then the outside telephone number.	
See Table 10 on Page 100 for Exchange Line access codes or ask your System Administrator.	
3. Press **CONF/TRNS** after the party answers.	The [DN] LED flashes (in-use rate), and all parties are conferenced.
...or [DN] to return to the original connection if you receive a busy tone/no answer.	
4. Press **CONF/TRNS** and hang-up.	You hear dial tone before you hang-up. The [DN] LED flashes (exclusive-hold rate) and the two lines are connected. **N1** and **N2** identify the connected Exchange lines.

> **TRK-TRK N1 N2**
> **JAN 10 THU 11: 57**

The LED turns OFF when the parties hang-up.

Note   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 "To connect two outside lines (using a **Line** button)" on Page 68.

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

1. Press **Line**	You hear dial tone.
...or **PL** and dial a telephone number.	
2. After the party answers, press **CONF/TRNS**.	You hear dial tone. The Line LED flashes (conference rate). The new Line LED flashes (in-use rate).

3.	Press another **Line**	
	...or **PL** and dial a telephone number.	
	...or on some systems, you can press **CONF/TRNS** and dial an Exchange Line access code and then dial a telephone number.	It is not necessary to have both **Line** buttons on your telephone.
4.	Press **CONF/TRNS** after the party answers.	The Line LEDs both flash (in-use rate) and all parties are conferenced.
	...or the original **Line** button if you receive a busy tone/no answer.	
5.	Press **CONF/TRNS** and hang up.	You hear dial tone. Both Line LEDs continue to flash (exclusive-hold rate) and the two lines are connected. **N1** and **N2** identify the connected Exchange lines.

For step 5:

> ```
> TRK-TRK N1 N2
> JAN 10 THU 11: 57
> ```

The LED turns OFF when the parties hang-up.

Note 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.

➤ **To supervise a tandem call and release it**

1. Press [DN] ...or **Line** ...or **PL**.	You are connected to both Exchange lines. Both Line LEDs flash (in-use rate). **N1** and **N2** identify the connected Exchange lines.	```TRK-TRK N1 N2``` ```JAN 10 THU 11:57```
2. Go back on-hook if the parties have hung up ...or press **CONF/ TRNS** and hang-up if the parties are still talking.	Both Line LEDs turn OFF, and the connection is released.	

Voice Mail Integration

This section explains how to program your telephone to forward and retrieve messages when using a Stratagy Voice Mail System with your Strata CT system. Refer to the appropriate Stratagy Voice Mail User Guide for more information.

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 (ID) code. You need to store the ID code only once.

Once the ID code is stored, whenever a call is forwarded from your station, it is automatically sent to voice mail and to your mailbox. Your [PDN] and up to four [PhDNs] can be set up for unique (or the same) mailbox numbers. Telephones must be programmed as the owners of a [PhDN] to be able to use this feature.

➤ **To assign a voice mail message mailbox number**

This procedure is required for the initial storage of VM ID code to the Stratagy Voice Mail system. Once programmed, these digits remain in memory until changed. To change the code, repeat this procedure.

1. Press [DN] + **#656**.	You hear confirmation tone.	656 ID CODE SET
2. Enter the voice mail ID code and the voice mailbox [DN], plus any required pauses (up to 16 characters).	Example: for Stratagy voice mail systems, enter **91** + the mailbox number. **203**= mailbox number of the [DN] you pressed in Step 1.	91203
3. Press **RDL** (or **#**).	You hear a confirmation tone. The LCD confirms the data storage.	DATA PROGRAMED

➤ **To cancel the mailbox number**

➤ Press [DN] + **#656** + **RDL** (or **#**).	Your mailbox number is cancelled.

You can program a flashing **MW/FL** to automatically retrieve your voice mail messages when it is pressed. Storing the message retrieval sequence in Steps 1~4 below is required only once. It remains in memory unless cancelled or changed.

➤ **To assign the message retrieval sequence**

1. Press [DN] + **#657**.	You hear a confirmation tone.	657 ID CODE SET

2. Enter the voice mail system code and the voice mailbox [DN], plus any required pauses (16 chars. max.).

Example: for Stratagy voice mail systems, enter **92** + the mailbox number.

203= mailbox number.

> **92203**

3. Enter your security code.

By storing your security code, you avoid having to enter your code every time you access your mailbox; however, this also allows anyone to retrieve your messages from your phone. If a security code is not desired, do not include it.

4. Press **RDL** (or **#**).

You hear confirmation tone. The LCD confirms the data storage.

> **DATA PROGRAMMED**

➤ **To retrieve messages with MW/FL button**

> ➤ Press the MW/FL flashing LED. | Message is retrieved.

➤ **To cancel automatic retrieval**

> ➤ Press [DN] + **#657** + **RDL** (or **#**). | Automatic retrieval is cancelled.

➤ **To retrieve multiple messages (LCD Telephones)**

1. Press **MW/FL** with the flashing LED.

The displayed station is called.

2. Press **SCRL** to rotate through more message waiting sources.

When a message waiting voice mail is displayed, a **V** follows the station number. If a + sign is displayed, you have message waiting indications from more than one source (voice mail or stations).

> **NO. 203**
> **CALL 200 216V+**

By setting Call Forward to the Stratagy Voice Mail System on your telephone, callers are automatically connected to your voice mailbox.

Note Call Forward buttons can only be used to Call Forward [PDNs]; access codes can be used to Call Forward [PDNs] or [PhDNs].

➤ **To forward calls to voice mail**

1. Press **CFAC**, **CFB**, **CFB/NA**, **CFNA**, or **CFF**	The LED flashes.
	Note Select the button that reflects the type of call you want to forward to voice mail (e.g., forward all calls, forward busy/no answer calls, etc).
...or a [PDN] or [PhDN] + access code.	You hear a confirmation tone after entering the access code. The Call Forward access codes are:
	Call Forward-All Calls: **#601** Call Forward-Busy: **#602** Call Forward-No Answer: **#603** Call Forward-Busy-No Answer: **#604**
2. Dial the Voice Mail System Directory number_____.	See your System Administrator for the correct voice mail [DN]. After dialling, you hear confirmation tone.
3. Press **CF**	If your phone has **CF** assigned, its LED lights steady red.
...or **SDS** (or **✳**) + **RDL** (or **#**) + **SPKR**.	

➤ **To cancel Call Forward**

➤ Press **CF**	The Call Forward LED turns off.
...or a [PDN] or [PhDN] + **#601**, then hang up.	You hear a confirmation tone, and Call Forward is cancelled.

LCD Operation

3

This chapter covers the LCD, its buttons and displays. Special features available only with the LCD are described in detail and step-by-step instructions on using them are given. (For electronic telephone standard features, see Chapter 1 – The Grand Tour.)

Control Buttons

The **MODE**, **PAGE** and **SCRL** buttons are active when your telephone is idle. Table 8 on Page 75 lists button functions.

Table 8   **Button Definitions**

Button	Definitions	
MODE	Cancels the beeping tone when using timed reminders and enables you to enter/exit the following mode functions.	
	0	Used to exit another mode and return to clock/calendar display (see "To exit from any mode" on Page 76).
	1	Busy Lamp Field (BLF) display (see "Busy Lamp Field (BLF) Display" on Page 77).
	2	Busy station messaging (see "Silent Messaging (Busy Station)" on Page 87).
	4	Called station messaging (see "Notification Station Messaging" on Page 85).

Table 8   Button Definitions *(continued)*

Button		Definitions
MODE (continued)	**5**	Displays LCD message number NN, where NN can be personal messages or system messages. Mode **5** only displays the selected message. It cannot be used to edit or create a new message.
	8	Speed Dial number check and memo dialling (see "Retrieve and Auto Dial Missed Calls" on Page 78).
	60	CLI information mode OFF.
	61	CLI information mode ON.
	62	Missed Call stored information display (see "Retrieve and Auto Dial Missed Calls" on Page 78).
	64	View Call Park Orbit list (see "Call Park Orbit List Display" on Page 78).
	94	Remote called station messaging (see "Group Notification Station Messaging" on Page 86).
	95	Remote calling station messaging (see "Notification Station Messaging" on Page 85).
PAGE		• Changes Busy Field groups. • Changes displays (date/time, elapsed time, message, call forward, dialled number). • Scrolls through speed dial numbers when in Mode 8.
SCRL		• Scrolls through message waiting numbers. • Scrolls through the speed dial digits (if more than 16 digits) when in Mode 8.

> ```
> NO. 204
> MAY 24 MON 12: 05
> ```

➤ **To exit from any mode**

1. Press **MODE**.		```MODE NO. ?```
2. Press **0**.	The LCD displays date/day/time.	```JUNE 03 TUE 03:54```

Busy Lamp Field (BLF) Display

This feature displays when a station is busy or ringing on any type of [DN] or Exchange Line. If one or all telephone [PDNs] are in use on another telephone, the telephone shows busy on the BLF, even though it may be idle. If a telephone is in the DND mode, the telephone BLF appearance displays busy.

Starting with the number entered, the BLF displays a group of 10 [PDNs] per line; a total of 20 for the LCD. Pressing **PAGE** scrolls the display. The BLF mode stops all other displays from appearing on your LCD.

1. Press **MODE** + **1**.		`BLF NO. ?`
2. Press **#** if [PDNs] are two digits ...or enter the first digit of a three-digit [PDN] ...or enter the first two digits of a four-digit [PDN].	For example, if you enter 2# for 200, the list of telephone [DNs] beginning with the **200** display.The sample LCD (shown at right) indicates that stations **200**, **205**, and **217** are in use or DND mode.	`200  0 . . . 5 . . . . .` `210  . . . . . . 7 . . .`
3. Press **#**.		
4. Press **PAGE** to rotate BLF groups.	The **200/210** group changes to **210/220**.	`210  . . . . . . 7 . . .` `220  . . 2 . 4 . . . . 9`

Call Park Orbit List Display

This feature enables you to monitor (view) the calls that are parked at your station.

➤ Press **MODE** + **64** while your phone is idle.	LCD shows the Exchange Line number (**003**) and the orbit number where the call is parked (**900**).

```
LN 3 ORBIT 900+
```

...or **Orbit List**. To scan the Orbit List, press **SCRL**.

Retrieve and Auto Dial Missed Calls

The system automatically saves the numbers for all calls that ring at your telephone, but are unanswered (missed calls). This feature enables you to view the stored information, view the time and date, delete the information without returning the call, and/or Auto Dial the saved numbers. To enable this feature, system programming is required

➤ **To view lost calls**

1. Press **MODE** + **62**.	The phone number is displayed on your LCD.

```
06/02   10:30
01932 841800
```

2. Press **SCRL**	The next lost call is displayed.

```
06/02   15:00
0207 8886666
```

...or *	The lost call prior to the call displayed after pressing **SCRL** is displayed.

```
05/02
01505 7771111
```

➤ **To delete lost call**

1. Press **MODE** + **62**.	The first lost call phone number is displayed on your LCD.	06/02 10:30 01932 841800
2. Press **SCRL**	The next lost call is displayed.	
...or ＊	The lost call prior to the call displayed after pressing **SCRL** is displayed.	06/02 15:00 0207 8886666
...or **#**.	The lost call information is deleted without auto dialling the call.	

➤ **To Auto Dial the lost call**

1. Press **MODE** + **62**.	The phone number is displayed on your LCD.	06/02 10:30 01932 841800
2. Press **SCRL**	The next lost call is displayed.	
...or ＊.	The lost call prior to the call displayed after pressing **SCRL** is displayed.	06/02 15:00 0207 8886666
3. Press **Line** ...or a [DN] + Exchange Line access code.	You hear dial tone.	
4. Press **LCAD**. (Program 39 code 462)	The Strata CT auto dials the outgoing telephone number.	

Messages

The LCD on your telephone can be used to send or receive messages to/from other LCD telephone users (sample shown at right). It can also display the names/numbers of the person calling your telephone or the name of the

> **BACK AT 2-PM-CALL**
> **MEETING FOR 3PM**

person you are calling. Names and memos can also be set to display with speed dial numbers and timed reminders.

You can write or edit a station message (10~19), "fill in the blanks" of system messages 62~64, enter a name/title that you want to display when other stations call your station (see "Name/Number Display" on Page 91), or enter a Speed Dial (see "Speed Dial Memos" on Page 89) or Timed Reminder memo (see "Timed Reminders" on Page 66).
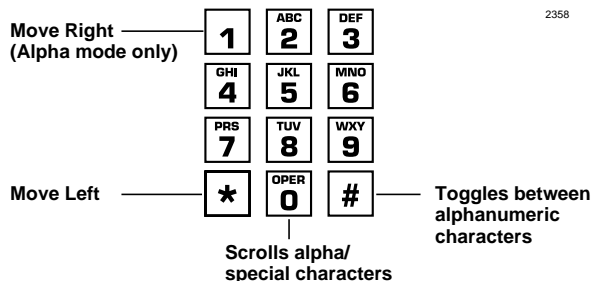
System messages 65~99, if available, are written by the System Administrator and cannot be edited by the user

➤ **To enter LCD characters**

1.	Access message/memo/name display.	A cursor (—) appears at the first character in the display.
2.	Enter the message/name/memo (up to 32 alphanumeric characters), using the following dial pad keys (dial pad shown at right): **1** – moves right ***** – moves left **#** – toggles between alphanumeric mode (dial pad defaults to numeric mode) **0** – scrolls the alpha/special characters.	See Table 9 on Page 81 for dial pad key equivalents.
3.	To blank out any portion of a message, press **1** (in alpha mode) and move the cursor to the right.	Each character the cursor transverses is deleted.

Table 9   Dial Pad Key Equivalents

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

There are three basic LCD message functions:

♦ **Advisory messaging** enables you to store an informative message for LCD telephones that call your phone.

♦ **Silent messaging** enables you to write a message that you can send to busy LCD telephones. Silent messaging lets you communicate visually to someone who is occupied on the telephone.

♦ **Notifications** enable you to send your station number and message indication to another LCD station. Responding to the message, the called station receives your message.

There are two types of messages—station and system.

System Messages 60~64

System messages 60~64 are standard messages. You can "fill in the blanks" of messages 62~64 (see below). Example: Message 64 can be edited to read **RETURN ON JAN. 4**. This message is displayed to callers with LCD phones.

System Message Number	Preprogrammed message (Max. 32 digits per message)
60	OUT TO LUNCH
61	IN A MEETING
62	CALL _____
63	BACK AT _____
64	RETURN ON_____

System Messages 65~99

System messages 65~99 can only be programmed or permanently changed at the Administrator's telephone. Any messages programmed at Administrator's telephone remain in memory until cancelled from Administrator's telephone or until the system is reinitialised.

Station Messages

You can create up to 10 station messages (10~19). Once entered, a message can never be deleted; only overwritten. This is a station option that is enabled in system programming.

➤ **To enter/store a station message**

1.	Press **LCD M** ...or [PDN] + **#68**.	The LCD M or [PDN] LED flashes. `MSG NO. ?`
2.	Enter the two-digit message number (10~19) to be stored.	The current message, if any, is displayed.
3.	Enter the message. (See "To enter LCD characters" on Page 80.)	The LCD M or [PDN] LED lights, and the message displays. The message is now stored in system memory.

4. Repeat Steps 1~3 for any
    additional messages you want
    to store.

5. Press **LCD M**   The message displays on your LCD as an Advisory Message (see
                                             below). To cancel the message display, press [PDN] and dial **#68**
    ...or **SPKR**.   or press **LCD M**.

➤ **To set an advisory message for incoming calls**

1. Press **LCD M**   The LCD M or [PDN] LED flashes.

    ...or a [PDN] + **#68**.   ┌─────────────────────┐
                                                                                        │ MSG NO. ?   │
                                                                                        └─────────────────────┘

2. Enter the desired message   The selected message displays. This
    number: assumes the message has already been   ┌─────────────────────┐
                                             stored in memory.   │ MSG NO. 10   │
    10~**19** (station)   └─────────────────────┘
    ...or **60**~**99** (system)

3. Press **LCD M**   The message displays on your LCD. The LCD M [PDN] LED
                                             lights continuously. The selected message is sent to LCD phones
    ...or **SPKR**.   when they call your [PDN] or any [PhDN] owned by the
                                             telephone.

4. Press **PAGE** to display the
    message instead of the CF
    display if you have Call
    Forward set.

➤ **To cancel an advisory message that has been set at your station**

➤ Press **LCD M**   The LED goes out. If a station message was sent, this
                                             procedure does not erase it.
    ...or [PDN] + **#68** + **SPKR**.

➤ **To set an advisory station message for a remote station**

1. Press **MODE** + **95** while your telephone is idle.		```MODE 95 DEST EKT NO.?```
2. Dial the destination [PDN].	**207** = the destination [PDN]	```MODE 95 DEST EKT EKT NO. 207```
3. Press **PAGE**.		```MW TO ST123 MSG NO?```
4. Enter the message number (station **10~19**; system **60~99**).	This assumes the message is already stored in memory.	```MW TO STXXX MSG NO?10```
5. Press **PAGE**.	Remote calling station messaging allows you to set a calling station message for only one station at a time.	
6. Press **MODE**.	**207** = the [PDN] where the message is to appear. **010** = the message number. **M** = message is set.	```CALL 207-010M``` Called Station
7. Press **0**.	Your LCD shows the time and date. The message is displayed at station **207**. LCD telephones calling station **207** receives the message.	```SENT 207``` Your Station

Message Notification

With an LCD telephone, you can set short messages (up to 32 characters) that display to callers with LCD telephones. Any station can record a message; however, only stations with an LCD are able to see the stored messages.

Notification Station Messaging

Your station number and a message indication can be sent to another LCD station. When that station responds, it receives the message.

1.	Press [PDN] and dial the station DN.	Station does not answer or is busy.
2.	Press **MODE** + **4**.	MW TO STXXX MSG NO.?
3.	Enter the message number.	Station message (10~19), system message (60~99). The LCD displays the message. This assumes the message has already been stored in memory.
4.	Press **MSG W**.	MSG W LED flashes on the called station and the LCD displays: **CALL 204-207M** Called Station **204** = the called [DN] **207** = the [PDN] of the station that sent the message **M** = message has been sent. Your LCD displays: **SENT 204** Your LCD **204** = the called [DN] **SENT** = message has been sent.
5.	Press **SPKR** or hang up to release.	

➤ **To receive a notification station message**

> ➤ Press **MSG W** when the LED flashes.

➤ **To cancel the message from the telephone that has the message set**

➤ Press [PDN] and dial **#64XXX**.	XXX is the [PDN] of the telephone that has the message set.

Group Notification Station Messaging

This feature enables a station to set a Called Station Message for a group of stations.

1. Press **MODE** + **94**.	Prompted for the destination number.	MODE 94 DEST EKT NO.?
2. Dial the destination [DN] ...or press **#30** for all call page stations, ...or enter a group code (**#31**~**#38**).	Station groups correspond to the same stations that are in respective Page groups assigned in system programming. **207**=destination [DN] or group number. **#31**~**#38** for Page Group 1~8 respectively.	MODE 94 DEST EKT NO. 207
3. Press **PAGE**.		MODE 94 ORG EKT NO.?
4. Dial the originating [PDN].	This can be your number or another station number.	MODE 94 ORG EKT NO. XXX
5. Press **PAGE**.		MSG NO.?

6.	Enter the message number (station **10**~**19**; system, **60**~**99**).	The LCD displays the message. In this example, system message 60 was entered. This assumes the message is already stored in memory.

OUT TO LUNCH

7.	Press **PAGE**.	

MSG NO.?

8.	Press **MODE**.	

MODE NO.?

9.	Press **0**.	At the destination station, the LCD displays the originating station number and the **MSG W** LED flashes.

SENT 207M

➤ **To receive a notification message**

    ➤ Press **MSG W**.

➤ **To cancel the message from the telephone that has the message set**

➤ Press [PDN] and dial **#64XXX**.	XXX is the [PDN] of the telephone that has the message set.

Silent Messaging (Busy Station)

An audible tone and an LCD message can be sent to an LCD station that is busy. The busy station can return a message to the calling station LCD. The two stations may continue this procedure to carry on a "silent" conversation.

1.	Press **MODE** + **2** when you receive a busy tone.	The called number is displayed, **210**=[DN], and you are prompted for the message number.

OVER TO ST210 MSG NO?

2.	Enter the message number.	Station message (10~19) and system message (60~99). The LCD displays the message. This assumes the message is already stored in memory.
3.	Press **PAGE**.	The destination station beeps four times and the message displays for 30 seconds or until you hang up.
		Your LCD confirms the message was sent. `MSG SENT`

➤ **To return to a busy station message after receiving a busy station message**

1.	Press **MODE** + **2**.	You are prompted for the message number. `OVR TO ST210` `MSG NO?`
2.	Enter the message number.	Station message (10~19) and system message (60~99). The LCD displays the message. This assumes the message is already stored in memory.
3.	Press **PAGE**.	Your LCD confirms the message was sent. `MSG SENT`

Memos

Speed Dial Memos

You can store names (12 characters maximum) for each of 40 station speed dial numbers. The memo pad of names can be scrolled to select the appropriate party. The station must be enabled via system programming for LCD message memory.

➤ **To program Speed Dial names and numbers**

1.	Press **RDL** (or **#**), then **SDS** (or **∗**).	
2.	Dial a station speed dial code.	See Table 13 on Page 102 for speed dial codes. `# * 100 SPEED DIAL`
3.	Press **MODE**.	If a name was previously stored on this code, it appears on the top line. `*100 NAME` `SPEED DIAL`
4.	Enter the name or memo (12 characters maximum).	The name appears on the bottom line as you enter it. (See "To enter LCD characters" on Page 80.)
5.	Press **MODE**.	
6.	Enter a phone number (16 characters maximum).	The number displays on the top line as you enter it.
7.	Press **RDL** (or **#**) to record data in memory.	

➤ **To display the SD number and memo**

➤ Press **MODE** + **8X~X**.	X~X is the speed dial number to be displayed.

➤ **To dial a SD number**

1. Press **MODE** + **8** when your phone is idle.	
2. Enter Station Speed Dial Code ...or System Speed Dial Code.	**SPEED DIAL NO. 100**
3. Press **PAGE** to see more of the directory of numbers/memos.	
4. Press an available **Line** ...or [DN] and enter an Exchange Line access code.	The number is dialled.

➤ **To check a SD number**

1. Press **MODE** + **8** when phone is idle.		**MODE NO.? 8**
2. Dial a speed dial number.	**TOSHIBA** is the memo (up to 12 characters).	***110 TOSHIBA 7145553700**
	01932 841600 is the number (up to 16 digits).	
3. Press **PAGE** to scan the directory for the appropriate number/memo.	If the number is longer than 16 digits, a "+" appears in the far right corner of the display.	
4. Press **SCRL** to display any remaining digits.		

Timed Reminders

See "Timed Reminders" on Page 66.

Name/Number Display

This feature enables you to enter a name/title, telephone number, location, etc. in system memory. This name/title (e.g., LOBBY) displays on your LCD while it is idle, and on other station LCDs when you call them or they call you.

Name display information for non-LCD telephones or voice mail/auto attendant devices may be entered by the System Administrator for display on other stations LCDs when called.

When this feature is set, your Name/Number displays during direct, forwarded, and hunted calls. The name/number is not displayed on overridden or OCA calls.

➤ **To enter name/number information**

1. Press [DN] + **#621**.	You are prompted for your name.	USER NAME ?
2. Enter the new information (up to 16 characters can be entered, e.g., your name and station number). See "To enter LCD characters" on Page 80.		
3. Press **SPKR**.	The information is stored and appears on the top line of your station LCD.	TOSHIBA EXT. 200 DATE DAY TIME
	When you call a station, the name/title displays on the bottom of the called station LCD.	NO. 213 TOSHIBA EXT. 200

➤ **To clear name/number display**

1. Press [DN] + **#620**.	You hear confirmation tone, then busy tone.
2. Press **SPKR**.	

During the clear, the message on the right is displayed.

```
                    NO. 213
USER  NAME  RESET
```

After the clear, a name is displaced by message and call forward settings if they are set.

```
                    NO. 213
DATE  DAY  TIME
```

Note This procedure does not erase the name/number. To restore the display, press [DN] + **#621**.

➤ **To erase name/number display**

1. Press [DN] + **#621**.	Current information displays on the lower line of the LCD. You are asked for the user name.

```
USER  NAME ?
```

2. Press **1** in the alpha mode to enter blanks.	Blank characters replace the information.
3. Press **SPKR**.	The information is erased and the [PDN] of the telephone is displayed.

DSS Console 4

This chapter provides an overview of the Direct Station Selection (DSS) Console that is available for system operators who do not have an attendant console. It describes the features buttons and their associated LEDs. It applies to the DSS Console model HDSS6560 (see image on next page).

The DSS Console operates alongside of a electronic telephone to provide the telephone with 60 additional feature buttons. The buttons can be programmed for:

♦   **Line** access
♦   **All Call Page**
♦   **Night Transfer**
♦   **Station** and/or **System Speed Dial**

LEDs on the HDSS6560 model light or flash red.

TOSHIBA

209	219		229	239		249	NT
208	218		228	238		248	AC
207	217		227	237		247	257
206	216		226	236		246	256
205	215		225	235		245	255
204	214		224	234		244	254
203	213		223	233		243	253
202	212		221	232		242	252
201	211		221	231		241	251
200	210		220	230		240	250

2039
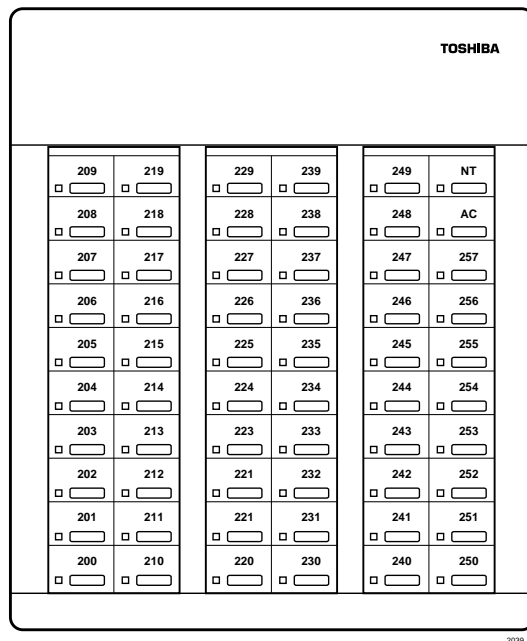
Note   The button numbers shown in this figure are examples only and may not reflect the numbers on your particular station equipment.

[DSS] Buttons

Each [DSS] button is associated with a particular station in your telephone system. It can be used to transfer an outside call to the associated station or to make a direct call to the associated station. The [DSS] LED lights steady red when the station associated with the [DSS] is ringing, busy on a call, or in the DND mode. When the associated station is idle, but all appearances of the station [PDNs] are busy or in-use by other stations, the [DSS] LED lights steady red.

Note   [DSS] buttons cannot call stations [PhDNs], Distributed Hunt Groups [DNs], or ACD Groups.

Features

The LED color indications described here apply to DSS Console models HDSS2060 and HDSS1060. Flash conditions described here apply to all DSS Console models.

Calling a Station

To call a station [PDN] from a DSS Console, press the [DSS] associated with the station. A station call with a [DSS] button can be made on-hook or off-hook and with Voice First or Tone signalling. After pressing the button, treat the call like any other station call made from a electronic telephone.

[DSS] LEDs show if the associated station is idle or busy. The LED is steady red if the station is busy or ringing, and is not lit if idle. If all the station's PDN buttons are being used by other stations, the [DSS] LED of the station lights steady red, but the station may be idle. If the station is in the DND mode, its [DSS] LED lights steady red.

Transferring a Call

You can transfer internal or outside calls to an idle station from a DSS Console. You can transfer a call to a busy station from your DSS Console. Use [DSS] to transfer the call, even though the [DSS] LED for the station you are transferring to is red.

➤ **To transfer a call to an idle station**

1. Press the [DSS] button associated with the called station.	The call is automatically placed on hold. The Line or [DN] LED flashes at double the on-hold rate, and the [DSS] LED flashes.
	You hear a single-ring tone. If using the tone signalling mode, you hear successive ring tones.
2. Announce the call.	With tone signalling, you have to wait for the called station to answer before announcing the call.
3. Hang up.	The call rings the called station when you hang up. While the called station is ringing, the [DSS] LED is steady red, and the Line LED flashes at the on-hold rate or if on a [DN] button, it goes idle.

When the called station answers the call, the [DSS] LED stays steady red, and the Line LED becomes steady red.

If the station does not answer before a period set in system programming, the call recalls your station.

➤ **To transfer call with camp-on to a busy station**

1. Press [DSS] corresponding to the busy station.	You may hear a busy tone. The original caller is placed automatically on hold. The Line or [DN] LED flashes at double the on-hold rate, and the [DSS] LED remains steady red.
2. Hang up.	The call rings the called station once with the camp-on tone. While the called station is receiving this tone, the Line LED on your telephone flashes (on-hold rate) or if you are on a [DN] button, it goes idle. The [DSS] LED remains steady red.
	When the called station answers the transferred call, the Line LED becomes steady red. The [DSS] LED remains steady red.
	Note If the busy station is in the DND mode, the call is not transferred, but recalls your telephone immediately.
	If the call is not answered after a specified recall time set in system programming, camp-on is cancelled and the transferred call rings back.

Answering an (Exchange Line)

If your DSS Console is equipped with a **Line** button, you can answer Exchange Line calls from the console as you would from a electronic telephone. See Chapter 2 – Features, beginning on Page 17 for detailed information.

➤ Press the flashing **Line**.

Speed Dial

Your DSS Console may be equipped with **SD** buttons that can be programmed to dial telephone numbers or to access features. **SD** buttons on the console function like **SD** buttons on electronic telephones. See Chapter 2 – Features, beginning on Page 59 for detailed information.

Paging

You can make an announcement page to a group of station telephone speakers selected in system programming with **AC** on the DSS Console. **SD** (if programmed) can be used for page announcements. See "All Call Voice Page" on Page 22.

Call Forward Override

Either the [DSS] buttons on your DSS Console or the dial pad on the associated telephone can be set in system programming to ring stations that are in the Call Forward mode instead of being forwarded. Usually the console's telephone is the unit activated to perform this function. This feature can be used to notify a person who forgets to deactivate the Call Forward feature after returning to the office.

Important!   *DSS buttons cannot override Call Forward.*

➤ **To override call forward with your DSS associated telephone**

1. Press **CONF/TRNS** or [PDN].	
2. Dial the station number set for call forward.	Make the call as you would from any other station. This procedure assumes your station has a typical program setting.

➤ **To override call forward with your DSS Console**

➤ Press the station [DSS] set for call forward.

Night Transfer

You can use the DSS Console to make the system ring different telephones for incoming calls during different times of the day. See the *Strata CT System Administrator Guide* for more information on Night Transfer.

Access Codes

A

This appendix contains access codes for outside Speed Dial (SD) numbers, Exchange lines, Paging Group and Paging Zone Codes.

Exchange Line Access Codes

Exchange lines are used when you dial an outside number. If your telephone does not have a **Line** button, you can enter the appropriate code listed in Table 10 on Page 100 to access an outside line.

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

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

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

➤ **To access a line**

➤ Press [PDN] + Exchange Line Access Code.

Table 10   Exchange Line Access Codes

System	Exchange Line Access Codes
(B1CU)	**9 or 801~808 or #7001~#7048**
(B2CAU/B2CBU) and (B3CAU/B3CBU)	**9 or 801~816 or #7001~#7144**
(B5CAU/B5CBU)	**9 or 801~816 or #7001~#7200**

Notes

♦   **9** accesses LCR or general line group.

♦   **801~816** accesses line groups 1~16, respectively.

♦   **#7001~#7200** accesses individual lines 1~200, respectively.

Feature Access Codes

See Table 11 on Page 101.

Paging Access Codes

Your telephone can be assigned to page groups. Telephones can be a member of more than one group and each group can have as many as 120 stations. Station users can access each group separately by dialling an access code (see Tables 11~12 on Page 101).

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

    ➤ Press [PDN] **+** Access Code.

Table 11   Paging Groups

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

Table 12   External Paging Zones

External Paging Zone	Access Code	External Paging Zone	Access Code
All processors			
Paging All Call Page Zone	#30	Paging All Call, External Page Zone	#39
B1CU, B2CAU/B2CBU, B3CAU/B3CBU			
Zone A	#35	Zone C	#37
Zone B	#36	Zone D	#38
B5CAU/B5CBU			
Zone A	#351	Zone E	#355
Zone B	#352	Zone F	#356
Zone C	#353	Zone G	#357
Zone D	#354	Zone H	#358

Speed Dial Access Codes

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

Once you store a telephone number on any of the codes listed below, you can dial the number by entering the code, such as **∗100** or **SD** + **100**.

Table 13   Speed Dial Access Codes

Telephone System Size	Station Speed Dial Codes	System Speed Dial Codes
Small System B1CU	**100~139**	**200~999**
Medium System B2CAU/B2CBU and B3CAU/B3CBU	**100~139**	**200~999**
Large System B5CAU/B5CBU	**100~139**	**200~999**

Table 14   System Speed Dial Number Linking

System	System Speed Dial Codes that can be linked to other Speed Dial Codes
B1CU, B2CAU/B2CBU and B3CAU/B3CBU	**990~999**
B5CAU/B5CBU	**990~999**

Button Labels

<div align="right">

B

</div>

Flexible Buttons

All flexible buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your display or telephone keystrip label, see your System Administrator for button assignments.

Table 15   Flexible Button Labels

Button Label	Definitions
ABR	Automatic Busy Redial Button Press to set up Automatic Busy Redial after receiving a busy tone on a dialled Exchange line call (not available on tie or DDI Exchange lines).
AC	All Call Voice Page Button Press to page all of the digital and electronic telephones in the All Call Page group.
ACB	Automatic Callback Button Press to recall a busy station or station in the Do Not Disturb (DND) mode as soon as that station becomes idle or deactivates DND. Also used for Exchange line queuing.
ACCNT	Account Code Button Press to enter a Voluntary Account Code anytime during an Exchange line call without interrupting the conversation.
ALERT (1~4)	Alert Signalling Buttons Press to alert with a distinctive sound and to indicate a pre-arranged meaning and visual indication to a predesignated station. Up to four Alert Signal buttons can be assigned to a telephone.

Table 15   Flexible Button Labels *(continued)*

Button Label	Definitions
ALRM	Alarm Reset Button Press to turn off a telephone alarm connected to a facility alarm mechanism.
BGM	Background Music Button Press to turn Background Music ON or OFF over your station speaker.
CFAC	Call Forward-All Calls Button Press to forward all calls to another station or voice mail device.
CFB	Call Forward-Busy Button Press to forward calls immediately to another station or voice mail device when your station is busy or in the DND mode.
CFB/NA	Call Forward-Busy/No Answer Button Press to forward calls immediately to another station or voice mail device when your station is busy or in DND mode. Also forwards calls when your station is not answered after 8~60 seconds (set at your station).
CFNA	Call Forward-No Answer Button Press to forward calls to another station or voice mail device when your station is not answered after 8~60 seconds (set at your station).
CF-EXT	Call Forward-External Button Press to forward Private or DDI line calls to an external or internal telephone number.
CFF	Call Forward-Fixed Button Press to forward all calls to a station or voice mail device assigned in system programming.
CONF/TRNS	Conference/Transfer Button Press to set up conference and transfer calls.
CPD	Park Orbit Display Button - LCD Telephones Only Press to display call(s) parked in orbit. If there are multiple parked calls, a + sign appears on the LCD.
CP/PG	Park/Page Button Press to park internal or outside call in orbit and announce to other telephones or paging speakers to retrieve the parked calls.
[DN]	Directory Number Button Press to answer a call to the Directory Number [DN] or to initiate a phone call. The [DN] is also known as an Extension Number or Intercom Number. You can have multiple [DN] buttons on your telephone, including DNs belonging to another telephone [SDN]. See "Directory Button Definitions" on Page 6 for more information.

Table 15   Flexible Button Labels *(continued)*

Button Label	Definitions
DND	Do Not Disturb Button Press to lock your station in or out of the DND mode.
DRLK (0~4)	Door Lock Buttons Press to unlock a door lock mechanism.
DSS	Direct Station Selection Button(s) Press to ring a preselected station. The LED associated with each DSS button provides the status (idle/busy) of the station assigned to the button.
FLASH/ RECALL	Flash/Recall Button Press to perform the following functions: Disconnect and recall dial tone on an Exchange line; access PBX features; enter a pause or flash signal when programming speed dial numbers.
GRP/PKUP	Group Pickup Button Press to pick up a call that is ringing a station that belongs to a Pickup Group that your station is a member of.
HOLD	Hold Button (Fixed) Press to hold internal or outside calls.
LCD M	Message Select Button Press to allow system and personal messages to be displayed on the optional 32-character Liquid Crystal Display (LCD).
LCAD	Unanswered (Missed) Call Automatic Dial Button Press to automatically dial the stored CLI (Caller ID) number shown on the LCD. Unanswered calls will be stored on this button and on the LCD.
Line	Line Button Press to answer or access an outside Exchange line.
MCO	Microphone Cutoff Button Press to turn the microphone off/on while idle, providing privacy when you receive handsfree internal calls. Also functional when your station receives calls—the Mic button controls the microphone when you originate calls.
MIC	Microphone Button (Fixed) Press to turn the microphone off/on while telephone is in use.
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 PC/Data Interface User Guide*.

Table 15   Flexible Button Labels *(continued)*

Button Label	Definitions
MSG W	Additional Message Waiting Buttons Phantom Directory Numbers allow multiple Message Waiting buttons with LED indications for up to four different Directory Numbers [DNs] other than your Primary Directory Number [PDN]. It performs the same Message Waiting functions as the MW/FL button.
MW/FL	Message Waiting and Flash/Recall Button The MW/FL LED flashes to indicate that a message is waiting. Press the MW/FL button to call back the station or voice mail device that activated the LED. This button performs the following functions: Disconnect and recall dial tone on an Exchange line; access PBX features; enter a pause or flash signal when programming speed dial numbers.
NT	Night Transfer Button Press to control the system's Exchange line ringing pattern for after-hours incoming calls.
NT (1~4)	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 CT system.
NT L (1~4)	Night Transfer Lock Buttons Initiates entry of the NT Lock password. NT L LED will be on when the system ring mode (Day/Day2/Night) is locked.
PARK	Park Button Press to park internal or outside calls in an orbit. Call retrieval can be made locally from the same parking telephone or remotely from a different telephone.
PAU/L	Pause (Long) Button Press to insert a 10-second pause when programming Speed Dial numbers.
PAU	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).
[PDN]	Primary Directory Number Button Press to answer a call to the [PDN] or to initiate a phone call. The [PDN] is your Extension Number or Intercom Number. Your telephone can have up to four [PDN] buttons with your number. See "Directory Button Definitions" on Page 6 for more information.
[PhDN]	Phantom Directory Number Button Up to eight [PhDN]s can be dedicated to a station or shared by a group of stations.See "Directory Button Definitions" on Page 6 for more information.
PKUP	Call Pickup Button Press to initiate a Directed Call Pickup of Exchange line, [DN], and page calls.

Table 15   Flexible Button Labels *(continued)*

Button Label	Definitions
PKUP (1~4)	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.
PL	Pooled Line Button Press to access an available Exchange line from a group of lines appearing under one button.
PRIV	Privacy Button Press to block Privacy Override on common Exchange line buttons. This button does not block Busy Override or Executive Override.
PRV RLS	Privacy Release Button Press to release privacy on common Exchange line buttons, enabling other station users to enter your conversations on those buttons. Privacy release does not apply to common [DN] buttons which are always private.
RDL	Redial Button Press to have the system redial the last telephone number you dialled or begin to store a speed dial number. If RDL is not programmed on your telephone, you can substitute the # key for any of its referenced procedures.
RLS/ANS	Release and Answer Button Press to disconnect or complete the transfer the current Exchange or [DN] call and automatically answer the new incoming Exchange or [DN] call. Operational for Pooled Lines, [DN], and Exchange line buttons.
RLS	Release Button Press to disconnect or complete the transfer of the current Exchange or [DN] call and to place your station in the idle condition.
SAVE	Save Button After dialling an outside or internal directory number, press to "save" the number. Later, you can have the system automatically redial the number for you when you press the button after accessing an internal or outside line.
SD	Speed Dial Button Press to Speed Dial a telephone number or feature access codes. SD buttons can be used as either System Speed Dial numbers or Station Speed Dial numbers.
SDS	Speed Dial Select Button Press to store and access Speed Dial number. If SDS is not programmed on your telephone, you can substitute the * key for any of its referenced procedures.

Table 15   Flexible Button Labels *(continued)*

Button Label	Definitions
SPKR	Speaker Button (Fixed) Press to turn the speaker on and off. This button also selects a line or an internal [PDN] if programmed for auto preference in system programming. Also used to disconnect on-hook speakerphone calls.
START	Start Button Press to make an outgoing call using an ISDN trunk.
SUB	Subaddress Button Press to enter a subaddress on an ISDN trunk outgoing call.
TONE	Tone Button Press to change the outgoing dialling of the Exchange line in use from dial pulse to tone signalling.

Notes to Users

Step 1: Safety Approval

Toshiba Information System (U.K.) Ltd declare that the Strata CT complies with the EEC's LVD directive, (Directive No. 73/23/EEC). The product has been assessed and found to comply with EN60950:2000.

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

1-1. The system, PCOU/RCOU/RCOS unit, must be earthed. The earth connection must be hardwired to a main distribution point. The main cabinet must be earthed.

1-2. Table A1 below identifies and classifies the ports available on the system:

Table A1

Type of Circuit (EN60950 Classification)	Port Location	Port Description
SELV	Power Supply BPSU672F	For connection of external 24 volt batteries.
SELV	Processor Boards: B1CU1F, B2CAU1A, B3CAU1A, B5CAU1A	For connection of external Music-on-Hold source
SELV	PDKU2A	For connection of Toshiba propriety terminals.
SELV	PEKU2F	For connection of Toshiba Visually Handicapped Console terminals.
TNV3	RSTU1F	For connection of approved 2 wire devices.
TNV3	RSTU3F	For connection of approved 2 wire devices.
TNV3	PCOU2F/PCOUS2F	For connection to PTO provided Loop Call Unguarded Clear exchange lines.
TNV3	RCOU3F/RCOS3F	For connection to PTO provided Loop Call Unguarded Clear exchange lines.

Table A1 *(continued)*

Type of Circuit (EN60950 Classification)	Port Location	Port Description
TNV1	RBSU2A	2 Cct ISDN2, (CTR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSU1A	2 Cct ISDN2, (CTR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSS1A & RBSS2A	2 Cct ISDN2, Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RPTU1F	1ccts ISDN30, (CTR4), primary rate I/F> For connection to euro-ISDN services.
TNV2	PACU2F	4Cct AC15 Private Circuit I/F, (CTR17). For connection to PTO Private Circuit services.
TNV2	PEMU2F	4Cct AC15 Private Circuit I/F, (CTR17). For connection to PTO Private Circuit services.
SELV	PEPU2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment.
SELV	PIOU2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment,two RS232 ports for connection to PCs or printers.
SELV	PIOUS2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment,two RS232 ports for connection to PCs or printers.
SELV	RSIU1A	Serial port board, (1 x V24), for programming/Call Logging.
SELV	RSIS1A	Serial port board, (1 x V24), for programming/Call Logging. Fits on RSIU1A.
SELV	RRCU1A	Optical interface board for connecting remote cabinets.
SELV	EKT and DKT	Headset ports on any of the range of key telephones.

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.

  1-3. The system must hardwired into a switched fused spur, this spur must be installed in accordance with 16th edition of the IEE wiring regulations, aka BS7671:1992.

  1-4. Environmental Installation details.

The Strata CT is designed to work within the following environmental conditions:

- ♦ Operating temperature 0oC to 40oC

- ♦ Humidity 20% to 80%

1-5. Lithium Batteries

Warning!   ***All service personnel are informed that Lithium type battery cells are fitted to the following units - B1CU1F, B2CAU1A, B2CBU1F, B3CAU1A, B3CB1F, B5CAU1A, B5CBU1F. In accordance with safety requirements you are advised that in the event of these cells going faulty, the entire unit must be returned to Toshiba Information Systems for correct disposal. Under no circumstances must the cells be removed or replaced.***

Step 2: EMC Compliance

Toshiba Information Systems (U.K.) Ltd declare that the Strata CT 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:

- ♦ EN55022:1998, (Emissions)

- ♦ EN52024:1998 (Immunity)

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

To ensure EMC compliance the system must installed in accordance with the instructions in the "Installation and Maintenance" manual. In order to maintain compliance any shielded cables supplied and/or ferrite suppression cores must be used.

Equipment details

Base Cabinet Dimensions: Expansion Cabinet Dimensions:

   Height - 296mm   Height - 254mm
   Width - 672mm   Width - 672mm
   Depth - 270mm   Depth - 270mm

   Weight - 14.1kg (fully equipped)   Weight - 14.1kg (fully equipped)

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***

Step 3: Type Approval

Toshiba Information Systems (UK), Ltd, (TIU), hereby declares that the Strata CT product complies with the requirements of the EC Directive 1999/5/EC, (aka Radio & Telecommunications Terminal Equipment directive). A manufacture's Declaration under this Directive allows connection to the relevant Public Network Services and the right to place the Product on the market.

The Strata CT is classified as "Call Routing Apparatus" it is intended to be connected to the various Public Telecommunications Network Services for the purpose of generating and terminating "calls". Table A2 below lists the intended purposes of all the system interfaces.

Table A2

Interface Type	Network Service
PCOU2F/RCOU3F/RCOS3F	Analogue Loop Calling Unguarded Lines
RPTU1F	Euro ISDN30 service. Approved to CTR 4.
RBSU1A & RBSU2A	Euro ISDN2 service. Approved to CTR 3.
PACU2F	Analogue 4 wire Private Circuits, uses AC15 signalling. Approved to TBR 17.
PEMU2F	Analogue 4 wire Private Circuits, uses DC5 signalling. Approved to TBR 17.

The system must be installed in accordance with BS6701 parts 1 and 2, the latest issue shall apply.

Toshiba Information Systems claim approval to OFTEL general variation NS/V/1235/P/100020. The information contained in this paragraph supports Toshiba's claim:

The following features require the interconnection of 2 or more exchange lines.

- ♦ Multi-party conferencing

- ♦ Call Forward External*

- ♦ Translation of Un-used Extension numbers*

- ♦ DISA*

---

*Warning! *These features can allow an Incoming callers access to an outgoing exchange line. There is an engineering programming parameter which can disable these features. In addition the DISA feature can be "password" protected. USERS SHOULD BE AWARE THAT THESE FEATURES CAN BE USED FOR FRAUDULENT PURPOSES. Please consult your supplier to ensure any necessary security measures are enabled.*

Step 4: Network Planning Information

4-1.   Strata CT Tone Plan.

Table A3 below lists the characteristics of the tones and signals used in Strata CT.

Table A3

Tones/Signal to:	Frequency	Cadence	Meaning
Exchange Line	Music On Hold	N/A	Call on Hold
DKT	500/640Hz modul.10Hz 1300/1780Hz modul.10Hz 860/1180Hz modul.10Hz 2000Hz mod by 10Hz 500Hz 1000/800Hz 1000/800Hz 660/500 2000Hz	1s On 3s Off 1s On 3s Off 1s On 3s Off 1s On 3s Off 1s On 3s Off 0.6s On 1000Hz/0.6s On 800Hz 0.6s On 1000Hz/0.6s 800Hz 0.7s On 660Hz/0.7s On 500Hz 1s On 3s Off	I/C PSTN call Opt.1. I/C PSTN call Opt.2. I/C PSTN call Opt.3. I/C PSTN to Busy DKT I/C Int call Call from D/phone A Call from D/phone B Call from D/phone B Busy/DND Override
2 Wire extns	20Hz DTMF A DTMF D DTMF B MWI Signal	1s On 3s Off 80 or 160mS 80 or 160mS 80 or 160mS 0.9 ON/0.1s Off	Ring Signal Voice Mail Answer Voice Mail Disconnect Voice Mail Recall Message Waiting Signal
Tie Lines	400Hz 350/440Hz 400/450Hz 400HZ	0.375s On/0.375s Off Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off	Extension Busy Dial Tone Ring Tone Delay Busy Tone
DISA calls	400Hz 350/440Hz 4000/450Hz 400Hz	0.375s On/0.375s Off Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off	Extension Busy Dial Tone Ring Tone Delay Busy Tone
Internal general	350/400Hz 400/450Hz 400Hz 400Hz 400Hz	Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off 0.375s On/0.375s Off 1s On	Dial Tone Ringing Tone Extension Tone NU/Reorder Tone Executive override

4-2.   System Port to Port losses.

Table A4 below lists the various "typical" transmission gains/losses when inter-connecting the various port types.

Table A4

Sys Port Type	PCOU2F/ RCOU3F/ RCOS3F		RBSU1A		RPTU1F		PEMU2F		PACU2F		RSTU3F	
	to	fm	to	fm	to	fm	to	fm	to	fm	to	fm
PCOU2F/RCOU3F/RCOS3F	3.7	3.7	1.8	1.9	1.8	1.9	3.1	3.2	-0.7	-1.5		
RPTU1F	1.9	1.8	0	0	0	0						
RBSU2A	1.9	1.8	0	0	0	0						
PEMU2F	3.1	3.2	1.3	1.3	1.3	1.3	2.6	2.6	-2.0	-2.0		
PACU2F	-0.7	-1.5	-3.4	-2.5	-3.4	-2.5	-2.0	-2.0	-6.0	-6.0		
RSTU3F	_0.5	-1.0	-2.4	-2.8	-2.4	-2.8	-1.1	-1.5	-5.9	-6.2	-5.2	-5.2

-Values indicate a transmission loss.

4-3.   Loudness Rating.

The table below lists the measured loudness rating of the Toshiba proprietary terminals.

SLR and RLR @ 0km PSTN. (All values are +/-dB)

Table A5

System Port Type	PDKU2F ITS-A	
	SLR	RLR
PCOU2F/RCOU3F/RCOS3F	1dB	-5dB to -16dB
RPTU1F/ RBSU1A/ TBSU1A	6dB	2dB to -10dB
PEMU2F	4dB	-2dB to -14dB
PACU2F	8dB	0dB to -9dB

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