

# ***Strata***<sup>®</sup> ***CT***

**Digital Business Telephone Solutions**

## **Standard Telephone User Guide**

*Issue 2*

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November 2001

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Telecommunications Division**

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## Notes to Users

## Index

# Introduction

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This guide provides instructions for operating a standard tone or rotary dial telephone for Strata CT Systems.

## Organisation

This guide is divided as follows:

- ♦ **Chapter 1 – Features** provides descriptions and operating procedures for all of the features available with standard telephones.
- ♦ **Chapter 2 – Using the Toshiba Strategy Voice Mail Systems** explains how to set up your telephone to forward calls to a Toshiba Voice Processing System and to retrieve recorded messages left by callers.
- ♦ **Appendix A – Access Codes** includes Exchange Line Access Codes, Paging Group and Zone Codes and Call Pickup Codes.
- ♦ **Notes to Users** contains an overview of Safety Approval and EMC Compliance details.

## Conventions

Conventions	Description
<b>Note</b>	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
<b>Important!</b>	<i>Calls attention to important instructions or information.</i>
<b>CAUTION!</b>	Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.
<b>WARNING!</b>	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.
[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).
<b>Arial Bold</b>	Represents telephone buttons.
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: <b>Esc+Enter</b> . 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.
<a href="#">See Figure 10</a>	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. These steps apply to both mouse or keyboard use.

The right column gives the immediate response to your action. This column also includes additional notes and comments.

## Related Documents/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 User Guide** explains all the procedures necessary to operate Toshiba-proprietary electronic telephones, including all LCD features. It also includes instructions for using the electronic DSS console.
- ♦ **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*.



This chapter explains how to use the features on your standard tone or rotary dial telephone. There is a Quick Reference section for basic telephone use, followed by the features in alphabetical order.

## Before You Begin

Your telephone may not have all of the features mentioned in this guide. See your System Administrator to find out which features and codes apply to your telephone. If your telephone has a rotary dial, dial **44** when a procedure requires that you dial **#**. For example, to dial **#331** from a rotary phone, dial **44331**.

## Flash/Recall

The term “flash” the hookswitch is used in a number of feature instructions. The following explains how to perform this function.

**Important!** *If your telephone has a ‘Recall’ button, this can be used instead of ‘flashing’ the hook switch.*

### ► To Flash the hookswitch

- While on a call, flash (press) the hookswitch down about 1/2 second, then release it.

You hear dial tone after flashing the hookswitch. Some telephones may have a special button which flashes the hookswitch.

**Note** The hookswitch is located in the handset cradle of your telephone.

Some Exchange line features, such as conferencing or behind PBX operation require “flashing the Exchange line,” to then dial the PBX feature access code or extension numbers.

### ► To flash an Exchange line

1. Momentarily press the hookswitch for about 1/2 second or press your recall button.
2. Press **#45**.
3. You can now dial a PBX feature access code or extension number.

After you press the hookswitch or recall, you hear dial tone. This hookflashes the Toshiba system only.

You hear PBX dial tone.

## Incoming Call Ringing Patterns

Your telephone ringing pattern is set in system programming.

Some systems may use the internal call ring pattern—one second ON, three seconds OFF—for incoming outside calls.

A distinct outside call ring pattern—0.4 seconds ON, 0.2 seconds OFF, 0.4 seconds ON, three seconds OFF—is available.

## Quick Reference

### Making an Internal Call

1. Lift the handset.	You hear internal dial tone.
2. Dial the desired station number.	

### Making an Outside Call

1. Lift the handset.	You hear internal dial tone.
2. Enter an Exchange line number access code.	See <a href="#">Table 1 on page 36</a> . You hear dial tone after entering the access code.
3. Dial the desired telephone number.	

### Making an Outside Call Using ISDN

If your Strata CT telephone system has Integrated Services Digital Networking (ISDN) features, you can make calls using this advanced service. See your System Administrator regarding your system's capabilities.

1. Lift the handset.	You hear internal dial tone.
2. Enter an Exchange line number access code.	See <a href="#">Table 1 on page 36</a> . You hear dial tone after entering the access code.
3. Enter the desired telephone number.	Your call rings through to the destination.
	<b>Note</b> If you need to dial a subaddress (usually required for calling station equipment at a location requiring extra dialled digits), then, proceed to Step 4.

- 
4. Press **##** to enable the system to dial the call  
  
...or to enter a subaddress, press **#**, enter the subaddress, then press **#**.

## Answering Calls

- 
- When your telephone rings, lift the handset and speak.
 

<p>The internal ring pattern is one second ON, three seconds OFF—for incoming outside calls.</p> <p>You are connected to the calling party.</p>
---

## Account Code Calls

Account Codes are used for a variety of reasons, including billing, call tracking, and line restriction applications. The system records the Account Codes and can print them with other call details on a Station Message Detail Recording (SMDR) report.

### Forced Account Codes

Some applications may require that you enter an Account Code, called a Forced Account Code, before dialling a telephone number. Forced Account Codes can be recorded for outgoing calls only.

#### ➤ To record a forced account code

- 
- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Lift the handset.</li> </ol>                         | <p>You hear dial tone.</p>   |
| <ol style="list-style-type: none"> <li>2. Dial an Exchange line number access code.</li> </ol> | <p>See <a href="#">Table 1 on page 36</a>. The Exchange line accessed must be set to require a forced Account Code in system programming.</p>    |
| <ol style="list-style-type: none"> <li>3. Enter the Forced Account Code.</li> </ol>            | <p>You hear dial tone after you press the last digit of a valid account code or busy tone after you press the last digit of an invalid code.</p> |
| <ol style="list-style-type: none"> <li>4. Dial the telephone number.</li> </ol>                |  |

## Emergency Override of Forced Account Code Dialling Requirements

Forced Account Code requirements can be bypassed by three emergency numbers, including 999. See your system administrator for these numbers:

- 1) 999                      2)                                           3)

## Verified Account Codes

Some Strata CT systems verify the numbers entered when you enter Forced or Voluntary Account Codes. These are called Verified Account Codes.

## Voluntary Account Codes

Voluntary Account Codes are optional and can be entered anytime after accessing an Exchange line or during a call.

An exception is a Voluntary Account Code which is required to change the Toll Restriction classification of your station. The code gives you access to telephone numbers outside your usual dialling area and must be entered prior to dialling the telephone number. As an 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 codes when entering the Voluntary Account Code(s) or the code is not validated for the SMDR call report.

### ► To record a voluntary account code

1. After accessing an Exchange line or talking on a line, flash the hookswitch or press your recall button.	You hear dial tone and the Exchange line is on Hold.
2. Press <b>#46</b> .	You hear dial tone or if you were talking, a one-way speech path is connected: you can hear the caller, but they can't hear you nor the account code entry.
3. Enter the Voluntary Account Code. One sound burst confirms a verified code. If you hear two burst tones (invalid code), repeat Steps 1~3.	Voluntary Account Codes must be entered during the call. Dial tone stops after the first telephone number digit is dialled.  If you enter the code after accessing an Exchange line, you are either reconnected to the outside caller or you hear dial tone.

- 
4. Dial a telephone number if you entered the code after accessing the Exchange line  
  
...or resume talking or hang up if you entered the code during the call.

## Automatic Callback (ACB)

After reaching a busy station or a station with the Do Not Disturb (DND) mode set, you can set Automatic Callback (ACB) to have the system call you back when the called station is no longer busy or in the DND mode. Automatic Callback does not apply to outside calls.

### ► To set Automatic Callback

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. After reaching a busy station, press <b>4</b>.</li> </ol>  | <p>You hear busy tone, followed by dial tone (2 secs.), then busy tone.</p>   |
| <ol style="list-style-type: none"> <li>2. Hang up.</li> </ol>  | <p>You can make other calls while waiting for the called station to become available.</p>   |
| <ol style="list-style-type: none"> <li>3. Your telephone rings at a fast rate when the called station becomes idle.</li> </ol>                                     | <p>You hear ringing, as if making a regular internal call. If you used Voice First instead of Tone Signalling, you hear a single tone.</p>  |
| <ol style="list-style-type: none"> <li>4. Answer within three rings to prevent the callback from being cancelled.</li> </ol>                                       | <p>If you hear busy tone after answering, it means the called party has already received or originated another call. Your request is not cancelled. You will be called again when the station becomes idle.</p> |
| <ol style="list-style-type: none"> <li>5. If you were attempting to make an outside call and did not use LCR, you must now redial the telephone number.</li> </ol> | <p>If the original call was made using LCR, the telephone number is automatically dialed.</p>   |

➤ **To cancel ACB (to busy or DND station)**

1. Lift handset.
2. Press **#43**.
3. Hang up.

## Attendant Console Calling

Up to four attendant consoles can be installed per system. There can be up to three ways to call the attendant console, depending upon system programming.

➤ **To call any attendant console**

- Lift the receiver and press **0**.

The call rings the attendant console's **0** button. These calls rotate between the consoles if more than one console is installed.

➤ **To call a particular console**

- Lift the receiver and dial the console's Directory Number \_\_\_\_\_.

The call rings the console's [PDN] button. Your System Administrator can provide the Attendant Console(s) internal number(s).

➤ **To make an emergency call to a console**

- Lift the receiver and enter **#400**.

The In-EMGR LED flashes on all consoles.

# Call Forward

You can set your station to Call Forward (CF) to another station or voice mail for a variety of conditions, described in Step 2.

## ► To set Call Forward

1. Lift the handset.	You hear internal dial tone.
2. Enter a Call Forward access code:	You hear confirmation tone.
<b>#601</b> = All Calls	Call Forward-All Calls—forwards all calls immediately; your telephone does not ring.
<b>#602</b> = Busy	Call Forward-Busy—forwards calls immediately when your telephone is busy or in Do Not Disturb mode.
<b>#603</b> = No Answer	Call Forward-No Answer—forwards calls to another station if you do not answer within a certain time (that you designate). Not available from a rotary telephone.
<b>#604</b> = Busy/No Answer	Call Forward-Busy/No Answer—forwards calls immediately to another station whenever you are busy on another call. Calls will also forward if you do not answer within a certain time (that you designate). Not available from a rotary telephone.
3. Enter the destination number.	This is the phone number where calls will forward.
4. If setting CF-No Answer or CF-Busy/No Answer, press <b>*</b> , enter the time in seconds, then press <b>#</b> .	You can enter the amount of time that your telephone rings before it forwards (08~60 seconds). Always enter two digits. If you do not wish to change the ring time, press <b>*</b> then <b>#</b> to make the ring time the same as the last setting. You hear a confirmation tone after pressing <b>*</b> and again after pressing <b>#</b> .



5. Hang up.	<p><b>Notes</b></p> <ul style="list-style-type: none"> <li>• You can continue using your phone in the usual manner while Call Forward is in effect.</li> <li>• If Call Forward is set:             <ul style="list-style-type: none"> <li>• Exchange lines that ring your station exclusively will forward—Exchange lines that ring more than one station will not forward.</li> <li>• Exchange line calls transferred to your station will forward.</li> <li>• Internal calls will forward.</li> <li>• Call \Forward has priority over the hunt feature set in system programming.</li> </ul> </li> </ul>
-------------	--

► **To cancel Call Forward**

1. Lift the handset.	You hear internal dial tone.
2. Press <b>#601</b> .	
3. Hang up.	You hear confirmation tone again.

## Call Forward—External

This feature enables you to forward new, incoming calls to a number outside of the system.

Call Forward-External does not forward internal calls or calls transferred to your telephone. The only calls that it forwards are incoming Direct-Dial-Inward (DDI) calls and calls over Exchange lines dedicated to ring your station.

However, any of the other Call Forward modes can be set simultaneously with Call Forward-External. Other Call Forward modes will be active for internal and transferred calls.

### ► To set Call Forward-External

1. Store the number that calls will be Station Speed Dial location.

**Important!** *Only perform Step 1 the first time Call Forward-External is set or when you change the destination. It is not necessary to store the destination each time; it remains in system memory.*

The Call Forward destination can be a telephone number over an Exchange line, a station over a tie line, or a station within your Strata CT system.

Use the Speed Dial storage procedures on [Page 28](#) to store the destination number.

Call Forward-External.

Use the Speed Dial storage procedures detailed on [Page 37](#). When forwarding to an outside destination include the Exchange Line (or Exchange Line group) access code before the telephone number.

Example: 8015833700

801 = Exchange Line access code

5833700 = Telephone number

**Important!** *See [Table 1 on page 36](#) for Exchange Line/Line Group access codes. The LCR access code "9" cannot be used.*

2. Lift the handset and press **#670**.
3. Hang up.

Incoming calls will forward to the destination stored at Station Speed Dial Location 49.

### ► To cancel Call Forward-External

- Lift the handset and press **#670**.

## Remote Call Forward—External 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.

The destination is normally an external Public Telephone Network Number, but it can also be an internal Directory Number.

### ► To change the destination number

1. Call into the Strata CT system over an Exchange line programmed for the DISA feature.
2. After you hear dial tone, press **#670**, then enter a [PDN].
3. Enter the Remote Call Forward-External security code.

You hear ring back 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.

You hear a confirmation tone.

If a number is not dialed, the system automatically causes the DISA Exchange line to ring at telephones as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts, it disconnects.

You hear a confirmation tone. See the System Administrator for the access code.

4. Enter the new destination number.

You can enter an internal [PDN], or an Exchange or tie line access code + an external telephone number.

With some systems, you can dial a line group code instead of an Exchange line number access code (see [Table 1 on page 36](#)).

You cannot enter the LCR access code **9**.

**Important!**

*Do not press #, since that ends the procedure (see Step 5). Instead, use **44** when entering an Exchange line access code.*

5. Press **#**.

You hear a confirmation tone.

➤ **To cancel Call Forward-External remotely**

- Enter **#670** + [PDN] + Remote Call Forward Security Code + **#**.

# Call Hold

You can place a call on hold and then make another call.

## ➤ To place a call on hold

1. While on a call, flash the hookswitch or press your recall button.
2. Press **#41** and hang up.

You hear dial tone.

You hear a one-second burst of dial tone to confirm the call is on hold. You can now make or receive calls.

## ➤ To return to the call on hold

- Lift the handset and press **#42**.

You are reconnected with the held call.

If you do not return to the call within a specified time, the call rings back your phone.

If you are busy on another call when the held call recalls your station, you hear two tone bursts of two beeps each, three seconds apart, in your handset.

The call remains camped-on to your station indefinitely. When you end the second call, the first call rings your station.

## ➤ To put the second call on hold

- Flash the hookswitch or press your recall button, then press **#41**.

## ➤ To go back to the original call

- Flash the hookswitch or press your recall button, then press **#42**.

## ➤ To return to the second call

- Terminate that original call. Then press **#42** to retrieve the second call or wait for it to recall.

## 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

### ► To Park a call

1. While on a call, flash the hookswitch or press your recall button.
2. Press **#332**.
3. Enter a General Orbit Number (**900~919**) or [PDN].
4. Hang up.

You hear dial tone.

You hear a one second confirmation tone. The call is parked at the orbit or to an assigned [PDN]. If an orbit number is busy, enter another number.

Once the call is parked, you can make or receive other calls.

#### Notes

- If the parked call is not retrieved within a specified time, the call rings back to your phone.
- If your phone is busy when the parked call recalls, you hear two tones of two short beeps, three seconds apart. You can place the new call on hold and answer the parked recall or end the second call and answer the parked recall by hanging up. The parked call remains camped onto your phone until you respond.

---

► **To retrieve a Parked call from any station**

- |   |   |
|---|---|
| 1. Lift the handset.  | You hear dial tone.                     |
| 2. Press <b>#332</b> and enter the Orbit Number that you used to park the call. | You are reconnected to the parked call. |

► **To park a call and page another station**

- |   |  |
|---|--|
| 1. While on a call, flash the hookswitch or press your recall button, press <b>#331</b> .                                   |  |
| 2. Enter the General Orbit Number ( <b>900~919</b> ) or [PDN].  | The original call is now parked on the lowest vacant Orbit Number or [PDN]. After you enter an Orbit Number, a short burst of dial tone prompts you to enter the Page access code. |
| 3. Enter a Page Group or Zone access code (see <a href="#">Tables 2</a> and <a href="#">3</a> on Page <a href="#">36</a> ). |  |
| 4. Make your announcement and 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.  |

## Call Pickup

You can pick up a call that is ringing another station, a call placed on hold at another station, and other types of calls with the Call Pickup feature.

1. Lift the handset and press <b>#5</b> .	
2. Press a Call Pickup code: <b>#2 + XXX</b> (XXX=[PDN]/[PhDN])	You are connected to the caller.
<b>#30</b>	Pick up a call ringing or on hold at a specific Primary or Phantom Directory Number [PDN] or [PhDN] (Release 3.1 and above).
<b>#35 ~ #38</b>	Pick up a telephone group page, internal call, or door phone call ringing a station.
<b>9</b>	Pick up an external page.
<b>#7001~#7200</b>	Pick up a ringing Exchange line.
	Pick up an Exchange line on hold (Lines 1~200).

### Pick up Calls to a Group

Stations may be assigned in system programming to Pickup Groups. As many as 20 groups can be created to enable you to easily pick up incoming (new or transferred) or internal calls that are ringing stations in your group or in other groups. You can belong to more than one group. See the System Administrator for group assignments.

#### ► To pick up a call that is ringing in your pickup group(s)

- Lift the handset, then press **#5#34**.



► **To pick up a call that is ringing in another group**

1. Lift the handset.
2. Enter **#5** + the group pickup access code (**#320~#339**).

You hear dial tone.

You are connected to the call after dialling the group access code. If the called station belongs to more than one group, any of the Group Pickup codes associated with those groups will pick up the call.

**Note** These group pickup access codes can be entered into a speed dial location for easier access.

## Call Transfer with Camp-on

This feature enables you to transfer an outside call to a station that is either idle or busy.

► **To transfer a call**

1. While on an external call, flash the hookswitch or press your recall button.
2. Dial the station number to which the call will be transferred.
3. If the station is idle, announce the call and hang up  
  
...or if the called station is busy or does not answer, hang up.  
  
...or if the call rings back to your phone, inform the caller and repeat the procedure.

You hear dial tone.

If you hear repetitive ringing after dialling, the call was made with Tone Signalling and you have to wait for the called party to answer.

The call camps on to the busy station.

If the station does not answer within a predetermined time, the call rings back to your phone and camp-on is cancelled.

...or, to reconnect to the transferred line before it is answered, flash the hookswitch or your recall button again.

If the called party lifts the handset (or presses a [PDN] button on digital and electronic telephones) just before you flash the hookswitch or press recall again, you will enter a conference call.

## Exchange Line Queuing

If all outgoing Exchange lines are busy, the Exchange Line Queuing feature will ring your telephone when one is available.

### ► To set Exchange Line Queuing

1. If you hear busy tone after dialling an Exchange line access code, press **4**.
2. Hang up. (You can make other calls while waiting for a line to become available.)
3. Your telephone rings at a fast rate when an Exchange line becomes idle.
4. Answer within three rings to prevent the callback from being cancelled.
5. Dial the desired telephone number.

Busy tone stops, followed by dial tone (2 secs.), then busy tone resumes.

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

If the original call was made using LCR (dial **9**), the system automatically dials the number.

### ► To cancel Exchange Line Queuing

- Lift the handset and press **#43**.

# Conference and Tandem Calls

## Standard Telephones and/or Voice Mail Auto Attendant Devices

Strata CT enables you to participate in a variety of conference calls:

- ✦ Up to four stations (including your own) may be conferenced on internal lines.
- ✦ Up to three stations (including your own) may be conferenced with one Exchange line.
- ✦ Up to two stations (including your own) may be conferenced with two Exchange lines.

### Step 1: Make a Conference Call or Tandem Two Exchange Lines

<p>1. While on either an external call or internal call, flash the hookswitch or press your recall button.</p>	<p>You hear internal dial tone and the call is placed on hold. You will not hear the held party again until Step 4.</p>
<p>2. (Optional) If you want to add an outside line, dial the Exchange line access code; otherwise proceed to Step 3.</p>	<p>See <a href="#">Table 1 on page 36</a> for Exchange line access codes. You hear dial tone when the line is accessed. (Up to two Exchange lines can be conferenced.)</p>
<p>3. Dial the telephone number that you want to add to the call.</p>	
<p>4. If you hear a single tone, voice announce the call and ask the party to pick up ...or, if you hear ringing, announce the call once the party answers  ...or, if the called station is busy, you can flash the hookswitch or press your recall button to return to the existing call.</p>	<p>On internal calls, the new party must pick up the handset or press a [PDN] button to participate in a conference call.</p>
	<p><b>Note</b> If a called external number is busy, you must hang up and re-initiate the call.</p>

<p>5. If you are ringing an internal party, flash the hookswitch or press your recall button after the party answers</p> <p>...or if you are ringing an outside line, you can flash the hookswitch or press your recall button before or after the party answers.</p>	<p>All parties are conferenced.</p> <p>If only your telephone is connected with two parties on external Exchange lines, you can exit the conference by hookflashing or pressing recall again before you hang up. (See “(Optional) Add More Callers to a Conference or Tandem Call” on Page 20.) The external lines remain connected.</p> <p>While a conference is being set up, all outside parties are held separately and cannot converse with each other.</p>
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### Step 2: (Optional) Add More Callers to a Conference or Tandem Call

<p>➤ For Conference calls: repeat substeps 1~4 of <a href="#">Step 1: “Make a Conference Call or Tandem Two Exchange Lines”</a> to add another party to the conference.</p> <p>...or for Tandem calls: hookflash or press recall again and hang up.</p>	<p>If one of the stations hangs up on a two-station/two Exchange line conference call, the remaining station maintains the conference.</p> <p>If only your telephone is connected with two parties on external Exchange lines, you can exit the call to allow the two external parties to continue talking.</p>
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### Step 3: (Optional) Pick Up a Tandem Exchange Line Call

**Note** This step enables you to pick up a tandem Exchange-to-Exchange line call that was established from your telephone.

<p>➤ Go off-hook and dial <b>#5#79</b>.</p>	<p>If your telephone has established more than one tandem call, the call with the lowest line number is picked up.</p>
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## Direct Inward System Access (DISA)

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

### ► To make a Direct Inward Station call with DISA

1. From outside the system, call the DISA Exchange line phone number: \_\_\_\_ - \_\_\_\_.

See the System Administrator for this number.

2. Listen for the repetitive ringback tone signal, followed by dial tone.

Try again if you hear busy tone.

3. During the 10 secs. of dial tone, make your call.

If a number is not dialled, the system automatically causes the DISA Exchange line to ring at telephones as a normal incoming call. Then, if the call is not answered within 15 seconds after the ringing starts it disconnects.

To call another station after completing a DISA station call, the internal party must transfer you. Station Paging and System Paging cannot be made on DISA calls.

4. If you hear busy tone, press \*.

If the call is not answered after 6 rings or 24 seconds, whichever occurs first, you hear busy tone.

5. When you hear dial tone, call again.

**► To make an outgoing call with DISA**

1. From outside the system, call the DISA Exchange line telephone number: \_\_\_-\_\_\_\_.

See the System Administrator for this number.

2. Listen for repetitive ringback tone, then listen for dial tone.  
Try again if you hear busy tone.

3. Dial an Exchange line number or line group access code. See [Table 1 on page 36](#).

4. If a DISA security code is required (see the System Administrator), dial the code and listen for Exchange dial tone.

...or if a DISA security code is not required, you hear Exchange dial tone.

5. Press **0** to reset the timer for four more minutes; otherwise, the call disconnects approximately one min. after the tone.
6. Dial a telephone number.

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

If the correct code is not entered, the call is disconnected.

A timer tone plays (approximately four mins.) that both parties hear after the call was made.

## Door Phones

You can call a door phone and monitor the immediate area surrounding the door phone. Only digital and electronic telephone stations can be called by door phone users, but you can pick up these calls when they are incoming by lifting your handset and dialling a pick up access code.

### ► To call/monitor a door phone

1. Lift the handset.	You hear dial tone.	
2. Dial the door number:	<b>Door Phone</b>	<b>Location</b>
<b>#151</b>	1A	_____
<b>#152</b>	1B	_____
<b>#153</b>	1C	_____
<b>#154</b>	2A	_____
<b>#155</b>	2B	_____
<b>#156</b>	2C	_____
<b>#157</b>	3A	_____
<b>#158</b>	3B	_____
<b>#159</b>	3C	_____
<b>#161</b>	4A	_____
<b>#162</b>	4B	_____
<b>#163</b>	4C	_____

### ► To pick up a door phone call that is ringing another station

1. When you hear a door phone call, lift the handset.	Door phone calls ring from one to five times, depending on system programming.
2. Press <b>#5#30</b> .	

## Emergency Ringdown/Hotline Service

The Emergency Ringdown or Hotline Service feature enables standard telephones to automatically ring a designated extension, after the ringdown timer expires, by going off-hook.

The Hotline Service feature is often used for telephones in hotel/motel lobbies. This same feature is referred to as Emergency Ringdown in healthcare facilities, where it is used to assist callers who may not be able to complete a call by dialling.

**Note** Electronic and digital telephones cannot perform this feature, but they can *receive* Hotline Service or Emergency Ringdown from standard telephones.

### ► To make a hotline or emergency ringdown call

- Lift the handset off-hook.

The designated station will automatically ring after the ringdown timer expires.

If a valid feature access code or DN is dialled before the ringdown timer expires, automatic ringdown does not occur.

An example of an incoming Emergency Ringdown call to an electronic or digital LCD telephone is shown on the right. The calling [DN] and “Ringdown” displays whether soft keys are ON or OFF.

**205 CALLING  
RINGDOWN**

## Message Waiting

If your station is idle or busy on a call while another station tries to contact you, the calling station can turn on the message waiting LED on your telephone. Your Message Waiting lamp flashes when there is a message.

Up to four message waiting indications can be left at a station at any one time.



### ► To answer a Message Waiting light

1. Lift the handset.	You hear dial tone.
2. Press <b>#408</b> .	
3. If your telephone calls a busy station or there is no answer, hang up and try later.	Your phone rings the device that set the indication. If there is no answer, hang up and try later. (The LED continues to flash.)
<p>...or you can bypass this message and listen to the next message by going on-hook and repeating Steps 1 and 2.</p>	The LED continues to flash.
4. After receiving the message, hang up.	If the Message Waiting LED continues to flash, you have more messages—repeat Steps 1~3 to retrieve them.

### ► To cancel the Message Waiting light

1. Lift the handset.	You hear dial tone.
2. Press <b>#409</b>	The Message Waiting indication is cancelled.

**Note** If it was voice mail that lit your message waiting LED, it will automatically turn off your LED as soon as you retrieve your messages.

## Set Message Waiting On Other Telephones

After reaching a busy or unanswered telephone equipped with a Message Waiting indicator, you can set a Message Waiting indication on the called telephone. A flashing lamp or LED at the called telephone indicates a call is waiting. The station user can press the button associated with the flashing LED or enter **#408** to call you back.

### ► To set a message waiting indication on another telephone

1. If a called telephone station is busy or does not answer, press <b>7</b> .	A Message Waiting light is set at the station. If you are calling a standard telephone, the telephone must have with a message waiting light. All Toshiba digital or electronic telephones have Message Waiting lights.
2. Hang up.	

### ► To cancel the message waiting indication on another telephone

- Lift the handset and press **#64 + XXX**. (**XXX** = station number with the message light.)

You hear busy tone if the called station is busy, or you hear repetitive ringing or a single tone if the called station is idle. The Message Waiting indication on the station is turned OFF.

## Override Calls

Busy Override enables you to send a tone to a busy station to indicate that a call is waiting. Any station can initiate Busy Override. Off-hook Call Announce is another way to contact a busy station; it lets you speak to a digital telephone user who is off-hook.

### Busy Override or Off-hook Call Announce

- After reaching a busy station, press **2**  
...or to OCA, dial **21** or **12**.

The busy station receives a tone signal, indicating a waiting call.

If the busy station has the Off-hook Call Announce (OCA) feature, then you can immediately talk to the called party.

### Do Not Disturb (DND) Override

DND Override lets you send a tone to an idle station in the DND mode to indicate that a call is coming in.

- After reaching a station in DND mode, press **2**.

The DND station receives a tone signal, indicating that a call is coming in.

**Note** Your station must be programmed for this feature.

**Note** Executive Override and DND Override are optional features, enabled in system programming

## Executive Override

Executive Override enables you to enter a conversation.

- After reaching a busy station, press **3**.

You can now enter the conversation. An optional tone signal can be heard by the called parties prior to your entrance.

**Note** Your station must be programmed for this feature.

## Paging Announcements

You can make page announcements to digital and electronic telephone speakers and external speakers. Telephones are assigned to specific page groups in system programming. A page can be sent to external speakers (all zones), if enabled in system programming.

1. Lift the handset.
2. Enter a page access code.
3. Make your announcement in a normal voice level and then repeat the announcement.
4. Hang up when you have completed your announcement.

You hear dial tone.

See [Tables 2 and 3](#) on [Page 36](#).

## Repeat Last Number Dialed

This feature enables you to easily redial the last number called.

1. Lift the handset.
2. Press **##**.

You hear dial tone.

The system automatically dials the last telephone number that you entered.

## Speed Dial

Speed Dial enables you to call a telephone number by dialling a brief access code, instead of having to dial the entire telephone number. There are two types of Speed Dial numbers: Station Speed Dial numbers, which you can assign to buttons on your own station and System Speed Dial numbers, which are assigned from the System Administrator's station or an attendant console, but they can be used by other stations.

Speed Dialling is not available on rotary telephones.

### ► To store a station speed dial number

1. Lift the handset.	You hear dial tone.
2. Press <b>#66</b> .	You hear a short tone.
3. Press <b># *</b> .	
4. Enter the access code where you wish to store the telephone number.	See <a href="#">Table 4 on page 37</a> .
5. Dial the Exchange line number access code to be stored.	See <a href="#">Table 1 on page 36</a> .
6. Enter the telephone number.	The number can be up to 20 digits, including the Exchange line access code.
7. Press <b>#</b> .	You hear confirmation tone once the Exchange line access code and the telephone number are stored. They will be automatically dialled when you enter the Speed Dial access code.
	Repeat this procedure to replace the stored telephone number with a new one.

► **To make a call with a station or system speed dial code**

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1. Lift the handset.	You hear dial tone.
2. Press <b># *</b> .	Dial tone continues.
3. Dial a Speed Dial access code.	Dial tone continues while you enter the access code. See <a href="#">Table 4 on page 37</a> . The system automatically dials the telephone number assigned to this code.

## Tone/Voice First Signalling

Your Strata CT system may be set for Tone Signalling or Voice First Signalling as the standard internal call signalling method for calls to digital and electronic telephones. The Tone Signal consists of repetitive ring tones, while the Voice First Signal consists of a tone burst followed by the caller's voice. Standard telephones always ring with Tone Signalling, no matter what the system signalling method. When you initiate a call, you can change to the alternate signalling method.

► **To change the signalling mode**

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1. Call an internal digital/electronic telephone.	If the signalling mode is set for Voice First Signalling, you hear a single tone burst followed by the caller's voice or sounds from the surrounding area of the called telephone.  If the signalling mode is set for Tone Signalling, you hear repetitive ringback tone.
2. To change the mode, press <b>1</b> .	Ringing stops and you hear a tone burst if you changed from Tone Signalling to Voice First Signalling. You can converse after the tone burst.  The call rings the called station if you changed from Voice First Signalling to Tone Signalling.



# Using the Toshiba Strategy Voice Mail Systems

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# 2

This chapter explains how to program your telephone for Call Forward and message retrieval when using a Toshiba Strategy Voice Mail System with your Strata CT system.

Refer to the appropriate Toshiba Voice processing user guide for more information.

## Setting Call Forward

You can program your telephone to forward to the Toshiba Strategy Voice Mail System to answer your calls when you are busy or not available.

## Voice Mail Identification Code

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

► **To store the voice mail ID code**

<ol style="list-style-type: none"> <li>1. Go off-hook.</li> <li>2. Press <b>#656</b>.</li> <li>3. Press <b>91</b>.</li> <li>4. Enter your mailbox number.</li> <li>5. Press <b>#</b>.</li> </ol>	<p>You hear dial tone.</p> <p>You hear confirmation tone. <b>#656</b> is the access code for setting the Voice Mail Call Forward digit sequence. This code does not forward calls to the Voice Mail system.</p> <p>This could be the mailbox number for your Directory Number.</p> <p>You hear confirmation tone. The VM ID code is automatically sent to the Voice Mail system whenever calls to your telephone are forwarded to it.</p> <p><b>Note</b> Steps 1~5 are required for the initial storage of VM ID code to the Toshiba StrategyVoice Mail system. Once programmed, these digits remain in memory until changed. Repeat Steps 1~5 to change the code.</p>
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► **To cancel the voice mail ID code**

<ol style="list-style-type: none"> <li>1. Go off-hook.</li> <li>2. Press <b>#656</b>.</li> <li>3. Press <b>#</b>.</li> </ol>	<p>You hear dial tone.</p> <p>You hear confirmation tone.</p> <p>You hear confirmation tone. The ID code is cancelled.</p>
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## Call Forward To Toshiba Voice Systems

By setting Call Forward to the Toshiba Strategy Voice Mail System on your telephone, information about the call will automatically be sent to the Voice Mail system, so that the callers who call your telephone and call forward to voice mail will be automatically connected to your voice mail box. (See “Call Forward” on Page 8 for instructions on using this function.)



## Voice Mail Message Retrieval

You can program your telephone to automatically retrieve your voice mail messages.

### ► To program your telephone to retrieve messages

1. Go off-hook.	You hear dial tone.
2. Press <b>#657</b> .	You hear confirmation tone. <b>#657</b> is the access code for setting the Voice Mail message retrieval digit sequence. This code does not forward calls to the Toshiba Strategy Voice Mail system.
3. Press <b>92</b> .	
4. Enter your mailbox number plus your security code.	By storing your security code, you avoid having to enter your code every time you access your mailbox; however, this will also allow anyone to retrieve your messages from your phone. If a security code is not desired, do not include it.
5. Press <b>#</b> .	You hear confirmation tone.

### ► To retrieve messages

► When the Msg Lamp flashes, go off-hook and press <b>#408</b> .	The Voice Mail System is called and you are automatically connected to your Voice Mail box.  If you have multiple messages from other telephones, go on-hook and then repeat this step to skip the next message.  <b>Note</b> Your phone must be programmed to retrieve messages per the previous steps.
--	--



This appendix contains access codes for outside Speed Dial 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 **CO** or **Line** button, you can enter the appropriate code listed in [Table 1](#) to access an outside line. See your System Administrator for the code which applies to your telephone.

► **To access a line**

- Press [PDN] + Exchange Line Access Code

**Table 1 Exchange Line Access Codes**

Processor	Exchange Line Access Codes
B1CU	<b>9</b> or <b>801~808</b> or <b>#7001~#7032</b>
B2CAU/B2CUBU, B3CAU/B3CUBU	<b>9</b> or <b>801~816</b> or <b>#7001~#7120</b>
B5CAU/B5CUBU	<b>9</b> or <b>801~816</b> or <b>#7001~#7200</b>

**Notes**

- ♦ In some systems, **9** accesses a general group code, an outside line, or 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.
- ♦ **801~816** accesses line groups 1~16, respectively.
- ♦ **#7001~#7200** accesses individual lines 1~200, respectively.

## Paging Access Codes

Your telephone can be assigned to page group(s). Telephones can be a member of more than one group and each group can have as many as 120 stations. Station users can access each group separately by dialling an access code (Tables 2~3).

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

- Press [PDN] + Access Code.

**Table 2 Paging Groups**

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

**Note** If you are storing onto a Speed Dial code, enter **44** in place of **#**.

Table 3 External Paging Zones

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

## Speed Dial Access Codes

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

Once you store a telephone number on any of the codes listed below, you can dial the number by entering the code, such as **\*10** (see [Table 4](#).)

Table 4 Speed Dial Access Codes

Telephone System Size	Station Speed Dial Codes	System Speed Dial Codes
Small System B1CU	<b>100~139</b>	<b>200~999</b>
Medium System B2CAU/B2CBU & B3CAU/B3CBU	<b>100~139</b>	<b>200~999</b>
Large System B5CAU/B5CBU	<b>100~139</b>	<b>200~999</b>



# Notes to Users

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## 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

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**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)
- ✦ EN55024:1998 (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)

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**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\*

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**\*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/RSOS3F	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	-.05	-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/RSOS3F	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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