

# TOSHIBA

## Strata<sup>®</sup> DK

**Toshiba America Information Systems, Inc.**      **Electronic Telephone**  
**Telecommunication Systems Division**      **User Guide**

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**Strata DK24, DK56 & DK96**

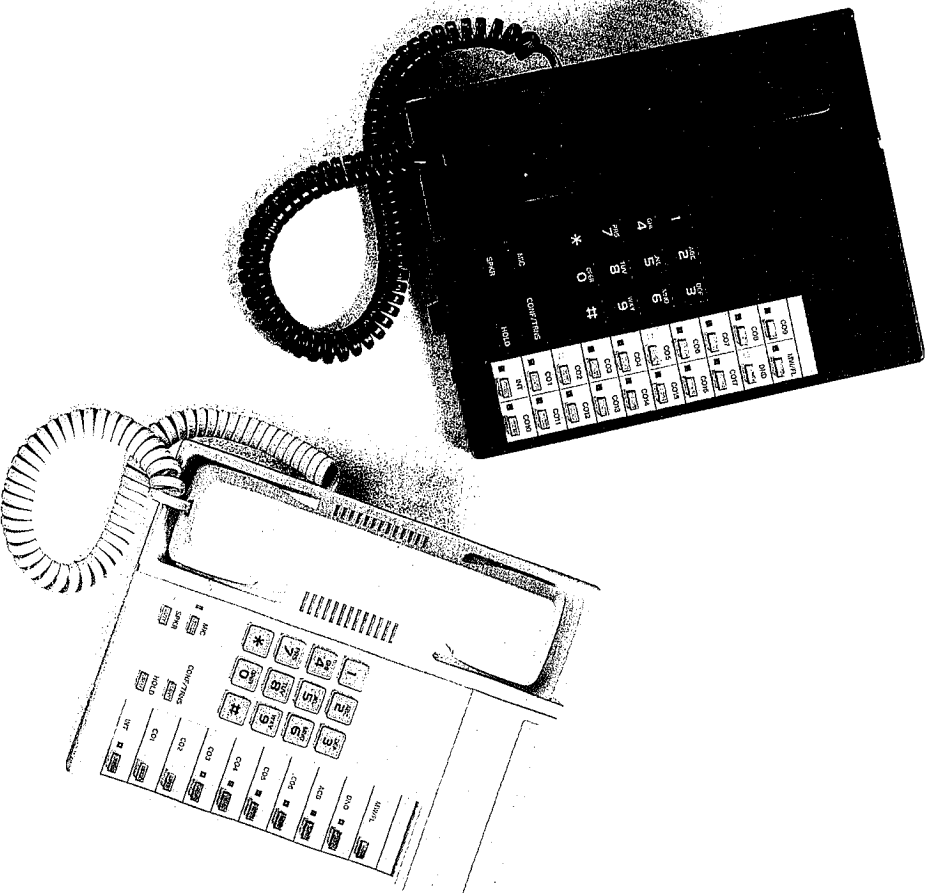
**Release 2**

**Digital Key Telephone Systems**

**The Full Featured**

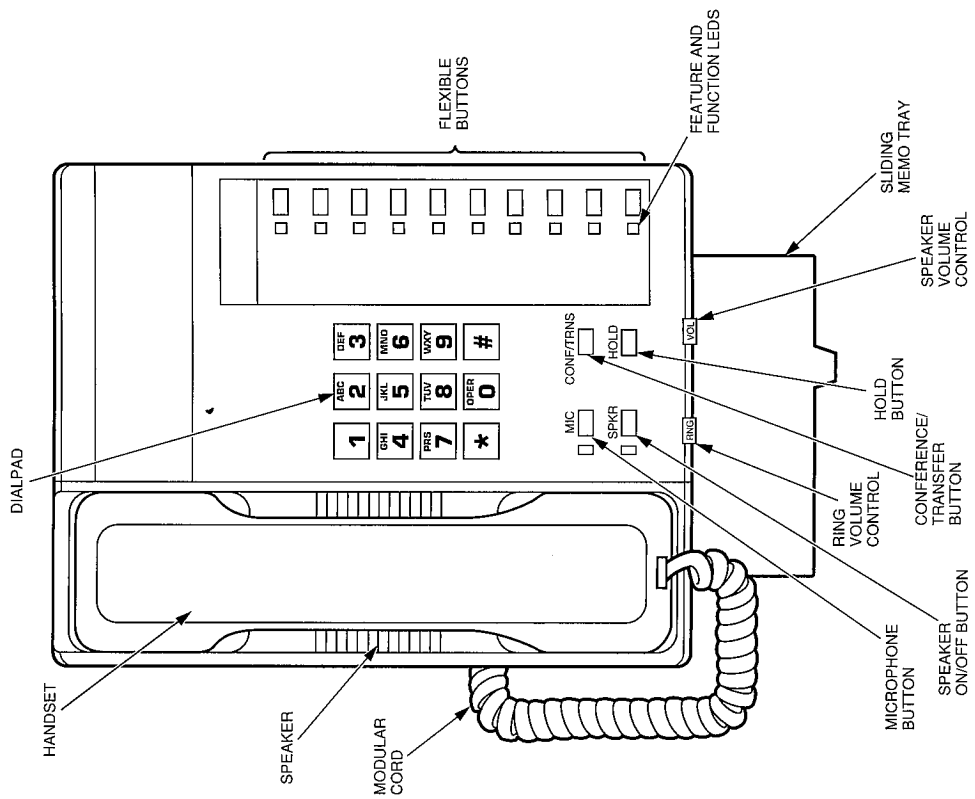
**Digital Key Telephone System**

**for the Growing Office**

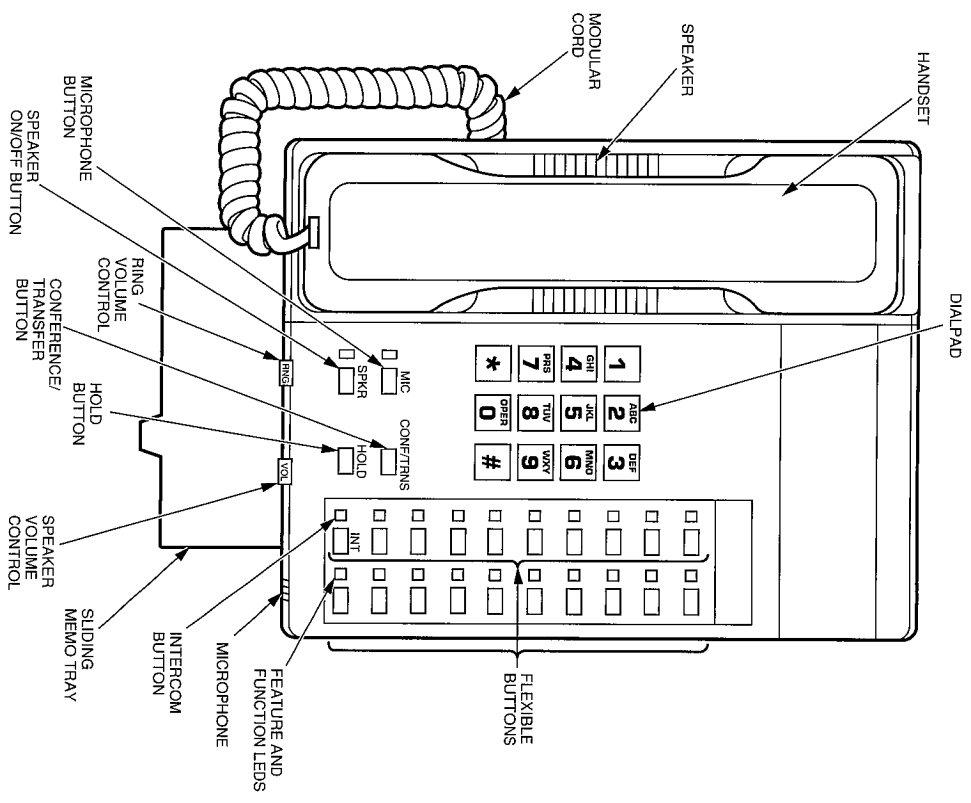


# TOSHIBA

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## 10-button – Electronic Telephone



**20-button – Electronic Telephone**

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† **Release 2** only

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† **Release 2** only

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## CENTREX APPLICATION

Your system may be equipped with the Centrex Application, which enhances the system feature capability when installed behind a Centrex or PBX system.

Your electronic telephone may be equipped with one or more of the enhanced Centrex features listed below:

### A) Flexible Intercom Numbering (up to four digits)

A station intercom number can be three or four digits. It is, therefore, possible to match a station's intercom and Centrex line extension number. Dial the entire station number when indicated.

#### NOTE:

*To avoid system numbering plan conflicts, some access code numbers may have to be changed.*

### B) Centrex Feature Buttons

Certain Centrex features may be operated by pressing a button on your electronic telephone. The Centrex access code, including the necessary Flash and/or Pause sequence, is activated when the appropriate button is pressed. Press the appropriate Centrex feature button instead of dialing a Centrex access code when operation of the feature is desired. See your Centrex or PBX Operations Manual for specific details.

### C) Ringing Repeat

The distinctive ring patterns available in your Centrex system are automatically repeated with your electronic telephone, allowing you to answer appropriately for either outside, inside or callback calls.

### D) Delayed Ringing

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

† **Release 2 only**

## FEATURE USE

### VOICE MAIL (VM) (continued)

#### TO STORE THE DIGITS TO BE SENT

- 1) Press the **INT** button.
- 2) Dial **656**.
- 3) Dial the digits (up to 16) and pauses to be sent (see Note).
- 4) Press the **#** (or **RDL**) button to store data.

**NOTE:**

Use **PAU** or **MW/FEL** button to store pauses.

When you wish to retrieve your messages from voice mail, certain digits will automatically be sent to the voice unit to play back your messages after you press the message waiting button.

#### TO STORE THE DIGITS TO BE SENT

- 1) Press the **INT** button.
- 2) Dial **657**.
- 3) Dial the required digits and pauses to be sent.
- 4) Press the **#** (or **RDL**) button to store data.

#### TO RETRIEVE MESSAGES

Press the **INT** and **MW/FEL** buttons.

#### TO CLEAR ALL DIGITS

- 1) Press **INT**.
- 2) Dial **656** or **657**.
- 3) Press **#** (or **RDL**).

**NOTE:**

The above procedures are required for initial VM set-up only. The digits remain in memory until changed.

## GENERAL INFORMATION

Your electronic telephone has been designed to provide easy access to the wide range of features offered by your telephone system. Each phone is equipped with a dial pad, 14, or 24 feature buttons, a speaker with volume control, a ringer volume control, and a handset.

All feature buttons are plainly marked to indicate their function. Four buttons have fixed assignments: **SPKR**, **MIC**, **CONF/ TRNS**, and **HOLD**. The remaining 10 or 20 buttons are assigned flexibly as **CO** buttons, or as access buttons for various features.

Voice and ring tone volume levels are controlled by separate adjustable slides located at the bottom of the front panel. The right control adjusts speaker volume for dial tone and voice level; the left control adjusts ring tone and voice announcement volume.

This guide also contains a section on the Centrex Application, which enhances the system feature capability when installed behind a Centrex or PBX system.

Periodically in this guide you will see footnote numbers either imbedded in the sentence or at the end of a sentence. (For example: When the party answers,<sup>2</sup> press the **CONF/TRNS** button.) These numbers refer you to the notes following the feature. Each note will have a corresponding number, to provide you with additional important information about that feature.

**NOTE:**

Whenever a **CO** line is indicated, it can also be a Centrex (**CTX**) and/or **PBX** line.

**IMPORTANT!**

Please be aware that some of the features listed in this guide may not appear on your telephone due to hardware configuration or programming.

## GENERAL INFORMATION

## FEATURE USE

### BUTTON DESCRIPTIONS

#### **ALARM RESET BUTTON **ALRM****

A station programmable option that will turn off the electronic telephone alarm if connected to a facility alarm mechanism.

#### **ALL CALL VOICE PAGE BUTTON **AC****

A single dedicated button that allows a station to voice page all of the electronic telephones in the system simultaneously.

#### **AUTOMATIC BUSY REDIAL BUTTON **ABR****

Allows the user to set up an Automatic Busy Redial after receiving busy tone on a dialed CO line call.

#### **AUTOMATIC CALLBACK BUTTON **ACB****

Recalls a busy or Do Not Disturb station on intercom as soon as that station becomes idle. Also used for CO line queuing.

#### **BACKGROUND MUSIC BUTTON **BGM****

Allows background music to be switched on/off of the station speaker.

#### **CALL FORWARD-ALL CALLS BUTTON **CFAC****

With this feature, all calls will forward to another station.

#### **CALL FORWARD-BUSY BUTTON **CFBT****

Whenever the called station is busy, this feature forwards calls to another station.

#### **CALL FORWARD-BUSY/NO ANSWER BUTTON **CFB/NA†****

Whenever the called station is busy or does not answer prior to a predetermined period, this feature forwards calls to another station. If the called station is busy, the calls forward immediately. All non-answered calls (station is not busy) forward after either three rings or 12 seconds, whichever occurs first.

### TOLL RESTRICTION OVERRIDE

#### **TO OVERRIDE TOLL RESTRICTION AT A STATION FOR A SINGLE CALL**

- 1) Lift the handset.
- 2) Press a Toll Restricted **CO** button.\*
  - Listen for dial tone.
  - CO LED flashes at the In-use rate.
- 3) Press the **CONF/TRNS** button and dial **47**.
  - You no longer hear dial tone.
- 4) Dial the Toll Restriction Override Code (four digits).
- You hear dial tone.
- 5) Dial the desired telephone number.

\* Or press the **INT** button and dial access a CO line.

### TO NE SIGNALING PROGRAMMABLE OPTION

Provides ringing on incoming intercom calls when voice announcing is not activated.

#### **TO MAKE A TONE SIGNAL CALL**

- 1) Call another station via intercom.
  - The called party hears one ring, then your voice.
- 2) To send ring tone to the called party, dial **1**.
- 3) Speak to the party when the call is answered.

#### **TO ANSWER A TONE SIGNAL CALL**

- 1) Lift the handset or press the **SPKR** button (handsfree answering is inoperative).
- 2) Hang up when the call is completed.

### VOICE MAIL (VM)

Whenever your station is call forwarded to voice mail, certain digits will automatically be sent to the voice mail unit to direct the call to your voice mail box.

†Release 2 only



## FEATURE USE

### TANDEM CO LINE CONNECTION (continued)

#### NOTES:

1. CO lines may be accessed by pressing a **CO** line button or by dialing access codes (line number, 701 ~ 736; line group, 81 ~ 88; or with **Release 2**, LCR access "9" is allowed); however, both CO lines must appear (buttons) on the telephone to allow the station to monitor the tandem connection.
2. If you receive a busy tone or no answer, return to the original connection by pressing the original **CO** line button.
3. Depends on the public telephone company; some provide auto disconnect and some do not.

### TIMED REMINDERS

Allows five separate reminders to be set at each station. These reminders will be an audible beeping at the times (hour and minute) set by the station user. They can occur just once or repeated on a daily basis.

#### TO ENTER A TIMED REMINDER

- 1) Dial **INT** + **005** ~ **909**. You have a choice of five different reminders.
- 2) Enter the desired time (24-hour clock format; i.e., HHMM).
- 3) Dial **0** if reminder will be repeated every day, or **1** if it is a one-time reminder only.
- 4) Press **#** (or **RDL**) button to record the time in memory.
  - A beeping tone will be heard for 30 seconds (or until cancelled by going off-hook) when the hour and minute occur.

#### TO CANCEL A TIMED REMINDER

- 1) Dial **INT** + **005**.
- 2) Press **#** (or **RDL**).

#### NOTE:

Repeat for reminders **006** ~ **909**.

## GENERAL INFORMATION

### BUTTON DESCRIPTIONS (continued)

#### CALL FORWARD-NO ANSWER BUTTON **CENAF**

Whenever the called station does not answer after either three rings or 12 seconds, whichever occurs first, this feature forwards calls to another station.

#### CALL FORWARD-FIXED BUTTON **CF**

Sets Call Forward to a pre-assigned station. (The destination station is assigned in system programming.)

#### NOTE:

*CO line calls will forward only if the CO line is programmed to ring at one station (and that station has set the Call Forward feature). If a CO line is programmed to ring at more than one station, the CO line will not forward.*

#### CALL PICKUP BUTTON **PKUP**

Initiates directed call pickup of CO line, intercom, and page calls.

#### CALL PICKUP BUTTONS **PKUP1** and **PKUP2**

If the system is shared by two tenants, the **PKUP1** button picks up Tenant 1 ringing CO line calls and the **PKUP2** button picks up Tenant 2 ringing CO line calls.

#### CENTRAL OFFICE LINE BUTTON **CO**

Accesses an outside line.

#### CONFERENCE/TRANSFER BUTTON **CONF/TRNS**

Sets up conference calls and also used to transfer calls.

#### DIRECT STATION SELECTION BUTTON(S) **DSS**

Causes a preselected station to ring by pressing an assigned button. The LED associated with each **DSS** button provides the status (idle/busy) of the station assigned to the button.

## GENERAL INFORMATION

### BUTTON DESCRIPTIONS (continued)

#### **DO NOT DISTURB BUTTON** **DND**

Locks the individual station in or out of the Do Not Disturb mode.

#### **DOOR LOCK BUTTON** **DRLK**

Controls a door lock mechanism.

#### **HOLD BUTTON** **HOLD**

Holds internal or outside calls.

#### **INTERCOM BUTTON** **INT**

Accesses an intercom line.

#### **MESSAGE SELECT BUTTON** **MSG**

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

#### **MESSAGE WAITING/FLASH BUTTON** **MW/FL**

**MW**: The MW/FL LED flashes to indicate a message is waiting.  
**FL**: Disconnects and recalls dial tone on a CO line, or is used to access Centrex or PBX features.

**FL**: Also used to enter a pause or flash signal when programming speed dial numbers.

#### **MICROPHONE BUTTON** **MIC**

Controls the microphone off/on while telephone is in use.

#### **MICROPHONE CUTOFF BUTTON** **MCO**

Allows a station to turn its microphone off/on while idle or in use.

#### **NIGHT TRANSFER BUTTON** **NT**

Controls the system's CO line ringing pattern for after hours incoming calls.

#### **PAUSE BUTTON** **PAU**

Applies a 1/2- or 2-second pause when used in programming speed dial numbers (time is set in system programming).

## FEATURE USE

### TANDEM CO LINE CONNECTION

#### TO ESTABLISH A TANDEM CO LINE CONNECTION

- 1) While connected on an established CO line call (incoming or outgoing),<sup>1</sup>
- 2) Press the **CONF/TRNS** button.
  - You hear intercom dial tone.
  - CO LED flashes at the Conference rate.
  - INT LED flashes at the In-use rate.
- 3) Access a second CO line and dial the next telephone number.<sup>1</sup>
- 4) Press the **CONF/TRNS** button after the party answers.<sup>2</sup>
  - CO LEDs flash at the In-use rate.
  - All parties will be conferenced.
- 5) Press the **CONF/TRNS** button.
  - You hear intercom dial tone.
  - CO LEDs flash at the Exclusive Hold rate (10 IPS).
  - INT LED flashes at the In-use rate.
- 6) Hang up.
  - Both CO LEDs continue flashing at the Exclusive Hold rate.
  - INT LED goes off.
  - COs are connected and in Exclusive Hold on your station.
  - Connection is released automatically when parties hang up.<sup>3</sup>

On some systems, the connection must be supervised and released as follows:

- 1) Press either **CO** button.
  - Both CO LEDs flash at the In-use rate.
  - You will be connected to both CO lines.
- 2) If the parties have hung up, go back on-hook.
  - Both CO LEDs go off.
  - Connection is released.
- 3) If the parties are still talking, proceed to step 5 above.

## FEATURE USE

### MICROPHONE CONTROL

The MIC button is used to switch the electronic telephone's microphone from ON to OFF or vice versa while the telephone is in use (also see Microphone Cut-off—**MCO** button). The MIC LED indicates the status of the microphone:

<b>LED</b>	<b>MICROPHONE</b>
ON	ON
OFF	OFF

All electronic telephones can answer intercom calls handsfree (on-hook) via the microphone, but only a speakerphone can talk handsfree when originating CO line or intercom calls while on-hook.

The microphone and accompanying LED are always ON when receiving intercom calls to allow handsfree answerback, and may be ON or OFF when beginning to place an on-hook CO line or intercom call.

- Each station's microphone may be set in system programming to be ON or OFF at the start of handsfree dialing.
- Each station's MIC button may be set in system programming to switch ON/OFF with one touch or to switch ON/OFF only while pressed.

#### NOTES:

1. To change from speakerphone to handset:
  - Lift handset.
2. To change from handset to speakerphone:
  - Press and hold the **SPKR** button.
  - Return handset on-hook.
  - Release the **SPKR** button.
3. The **MIC** and **MCO** buttons function on off-hook call announce calls for privacy.

## GENERAL INFORMATION

### BUTTON DESCRIPTIONS (continued)

**PAUSE (LONG) BUTTON PAUL**  
Inserts a 10-second pause when used in programming speed dial numbers.

**POOLED LINE BUTTON PL**  
Allows a group of CO lines to appear under one button.

**PRIVACY RELEASE BUTTON PRV RLS**  
Releases privacy on a CO line so another station can enter the conversation.

**REDIAL BUTTON RDL**  
Redials the last telephone number dialed.

**RELEASE BUTTON RLS†**  
This feature disconnects the existing call and places the station into an idle condition, whether the electronic telephone is on- or off-hook.

**SAVE BUTTON SAVE**  
Saves a telephone number after dialing and automatically redials that number when button is pressed in the idle state.

**SPEAKER BUTTON SPKR**  
Turns the speaker on/off. The speaker button will also select a CO or intercom line if programmed for auto preference in system programming. Also, used to disconnect when the handset is in the cradle.

**SPEED DIAL BUTTON SD**  
Provides single-button speed dial of personally assigned telephone number.

†Release 2 only

## GENERAL INFORMATION

### BUTTON DESCRIPTIONS (continued)

#### **SPEED DIAL (FIXED) BUTTON SDF**

This button dials a pre-assigned number or Centrex/PBX feature access code.

#### **SPEED DIAL SELECT SDS**

Provides access to station or system speed dial numbers.

#### **PHONE BUTTON TONE**

Changes the outgoing dialing of the CO line in use from dial pulse to tone signalling.

## FEATURE USE

### SPEAKERPHONE

#### **TO MAKE AN OUTSIDE CALL (On-hook Dialing)**

- 1) Leave the handset on-hook.
- 2) Press any available **CO** button (or the **INT** button + access code).
  - Listen for dial tone.
  - CO LED flashes at the In-use rate.
- 3) Dial the desired telephone number.
- 4) Speak at a normal voice level in the direction of the telephone.
- 5) Press the **SPKR** button when the call is completed to disconnect.

#### **TO RECEIVE AN INCOMING CALL**

- 1) You hear a ringing tone.
- 2) Leave the handset on-hook.
- 3) Press the **CO** button next to the flashing LED (CO Incoming Call rate).
  - CO LED flashes at the In-use rate.
- 4) Speak at a normal voice level in the direction of the telephone.
- 5) Press the **SPKR** button when the call is completed to disconnect.

#### **TO MAKE AN INTERCOM CALL (On-hook Dialing)**

- 1) Leave the handset on-hook.
- 2) Press the **INT** button.
  - Listen for intercom dial tone.
  - INT LED flashes at the In-use rate.
- 3) Dial the desired station number.
  - You hear a single ring tone.
- 4) Speak at a normal voice level in the direction of the telephone.
- 5) Press the **SPKR** button when the call is completed to disconnect.

## FEATURE USE

### NIGHT TRANSFER PROGRAMMABLE OPTION

On an optional basis, your system can function with two or three ringing patterns. If three patterns are selected, they are designated **DAY**, **DAY 2**, and **NIGHT**. If only two patterns are selected, **DAY** and **NIGHT** designations are used.

In both cases, different ringing patterns are chosen by pressing the **NT** button. Certain CO lines may be enabled in system programming to switch from normal operation to DISA line operation.

The active pattern is shown by the state of the NT LED as follows:

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

### OVERRIDE CALLS

#### TO INITIATE A BUSY OVERRIDE SIGNAL

After reaching a busy station, you may signal that station that a call is waiting by dialing **2**.

- A tone signal is heard at the busy station.

#### NOTE:

*If the Off-hook Call Announce option is installed on the busy station, then you may talk.*

#### TO OVERRIDE DND (Programmable Option For Selected Stations)

After reaching a DND station, you may signal that station that a call is waiting by dialing **2**.

- A tone signal is heard at the DND station.

#### TO INITIATE EXECUTIVE OVERRIDE (Programmable Option For Selected Stations)

After reaching a busy station, Executive Override allows you to enter an established conversation by dialing **3**.

- An optional tone signal is heard by the called parties prior to entering the conversation.

## GENERAL INFORMATION

### LED INDICATIONS

#### CO INCOMING CALL

A slow flash rate (1/2-sec. on—1/2-sec. off) indicates the CO/PBX line on which the call is ringing.

#### CONFERENCE

A very fast flash rate (10 impulses per second (IPS)) indicates the CO line presently in the Conference mode. Other stations' LEDs also show a steady (busy) indication for these lines.

#### EXCLUSIVE HOLD

A very fast flash rate (10 IPS) indicates the CO line is placed on Exclusive Hold at the holding station. The LED is on steady (busy) on all other stations.

#### HOLD RECALL

A quick flash rate matching the tones (2 IPS for 1 sec.—10 IPS for 1 sec.) reminds a station which line has been on hold for the programmed period of time.

#### INTERCOM CALL

A pulsating on/off flash rate (10 IPS for 1 sec. on and 1 sec. off) appears on the INT LED at the station that is being called.

#### IN-USE

A steady, double flash rate (2 sec. on—1/8-sec. off—1/8-sec. on—1/8-sec. off) indicates the CO line presently in use at the station that originated the call. Other stations' LEDs are on steady for that time.

#### ON-HOLD

A fast (4 IPS) flash rate (1/8-sec. on—1/8-sec. off) indicates the CO line placed on hold at the station. The LEDs of the CO line on hold flash at a medium rate (3/4-sec. on—1/4-sec. off) at the other stations. If using the Pooled Line button, the hold indication is only at the station that places the call on hold.

## FEATURE USE

### OUTSIDE CALLS

#### TO MAKE AN OUTGOING CALL (Direct Access)

- 1) Lift the handset.
- 2) Press any available **CO** line button (or **PL** button).
  - Listen for dial tone.
  - **CO/PL** LED flashes at the In-use rate.
- 3) Dial the desired telephone number.
- 4) Hang up when the call is completed.

#### TO MAKE AN OUTGOING CALL (Dial Access)

- 1) Lift the handset.
- 2) Press the **INT** button.
  - Listen for intercom tone.
  - **INT** LED flashes at In-use rate.
- 3) Dial **CO** line access code<sup>1</sup>\_\_\_\_\_.
- Listen for **CO** dial tone.<sup>2</sup>
- 4) Dial desired number.
- 5) Hang up when the call is completed.

#### NOTES:

1. Dial **9** to access the general group or to use Least Cost Routing; or dial **7** and a **CO** line number (**01** ~ **36**); or dial **91** ~ **99** to access line group 1 ~ 8, respectively.
2. **CO** dial tone is not returned when dialing via LCR, dial **9**; intercom dial tone may be returned, depending on system programming.

#### TO RECEIVE AN INCOMING CALL

- 1) You hear a ringing tone.
  - **CO** LED flashes at the **CO** Incoming Call rate.
- 2) Press **CO** line button and lift the handset.
  - **CO** LED flashes at the In-use rate.
- 3) Hang up when the call is completed.

#### TO RECEIVE INCOMING CALLS WITH POOLED LINE BUTTON

- 1) Ringing tone is heard.
  - **PL** LED flashes at the **CO** Incoming Call rate.

## FEATURE USE

### MESSAGE WAITING (continued)

#### NOTE:

If your telephone does not have a **MW/FL** button, dial **INT 408**.

#### TO SET THE MESSAGE WAITING INDICATOR ON ANOTHER TELEPHONE

- 1) At your telephone: Lift the handset, press the **INT** button and dial the desired intercom number.
- 2) If the called telephone does not answer: Press the **MW/FL** button to set the message indication (or dial **7**).
  - The **MW/FL** LED flashes at the called telephone.
  - The **MW/FL** LED illuminates steady at your telephone.
- 3) Place the handset on-hook.
  - The **MW/FL** LED flashes at the called telephone.
  - The **MW/FL** LED turns off at your station.
  - The **MW/FL** LED continues to flash at the called telephone.

#### TO CANCEL THE MESSAGE WAITING INDICATION SET FROM YOUR TELEPHONE

Lift the handset, dial the intercom number of the telephone that has the message indication, and press the **MW/FL** button twice (or dial **77**).

#### TO CANCEL THE MESSAGE WAITING INDICATION SET ON YOUR TELEPHONE

- 1) Answer the Message Waiting indication and receive the message.

#### NOTE:

The called party must answer (off-hook or **SPKR** button) for the message indication to be canceled.

... or ...

- 2) Press the **MW/FL** button (do not press the **INT** button first).

#### NOTE:

If your telephone does not have a **MW/FL** button, the message indication can be canceled by dialing **INT 409**.

## FEATURE USE

### MESSAGE WAITING

If someone calls your telephone and you are unable to answer, the calling party may set the Message Waiting Indicator (a flashing LED) on the called party's telephone.

The Message Waiting Indicator is the MW/FL LED on the 10- or 20-button electronic telephone.

Up to four Message Waiting indications may be queued on the message indicator at one time. One of the four message indications is always reserved for the Message Center; the other three may be set from any other telephone or voice mail device.

The button associated with the message indicator on the 10- or 20-button telephone is shown as MW/FL.

### TO ANSWER A MESSAGE WAITING INDICATION ON YOUR TELEPHONE

- 1) If the MW/FL LED is flashing on your telephone: Lift the handset, press the **INT** and **MW/FL** buttons, respectively.
  - This calls the station that set the message indicator.
  - Wait for an answer to receive the message.

#### NOTE:

*If there is no answer, hang up and try at a later time (the MW/FL LED continues to flash).*

- 2) After receiving the message, place the handset on hook.
  - If the MW/FL LED turns off, you have no more messages.
  - If the MW/FL LED continues to flash, you have more messages—repeat steps 1 and 2 to retrieve them.
  - If the flashing message LED was turned on by a voice mail device, the device will cancel the indication after a short delay. The cancel time depends on the voice mail device's parameters.

## FEATURE USE

### OUTSIDE CALLS (continued)

- 2) Lift the handset or press the **PL** button.
  - PL LED on steady.
- 3) A muted ringing indicates a new incoming call, or recall.
- 4) Transfer the present call or place it on hold.
- 5) Press and release the hookswitch to answer the next call.
- 6) Repeat steps 4 and 5 until all calls are completed.
- 7) Hang up.

#### NOTES:

1. A transfer to a busy station will automatically Camp-on.
2. If step 5 is performed before step 4, the current call is terminated.

### ON-HOOK DIALING

(Handfree model only—see Speakerphone for speakerphone electronic telephones)

#### TO MAKE AN OUTSIDE CALL

- 1) Leave the handset on-hook.
- 2) Press any available **CO** line button (or **PL** button) and listen for dial tone, or follow previous directions for Dial Access.
  - LED flashes at the In-use rate.
- 3) Dial the desired telephone number.
- 4) Lift the handset when the distant party answers.\*
- 5) Hang up when the call is completed.

#### TO MAKE AN INTERCOM CALL

- 1) Leave the handset on-hook.
- 2) Press the **INT** button.
  - INT LED flashes at the In-use rate.
- 3) Dial the desired station number.
  - You hear a single ring tone.\*
- 4) Lift the handset to converse.
- 5) Hang up when the call is completed.

\*If busy tone is heard, press the **SPKR** button to disconnect.

## FEATURE USE

### GROUP LISTENING

Allows all persons present to hear the distant party's responses.

#### TO USE GROUP LISTENING

- 1) With the handset off-hook, press and hold the **SPKR** button then place the handset on-hook and release the **SPKR** button.
  - SPKR and MIC LEDs light and the distant party's voice is heard via the telephone's speaker.
- 2) When local response is required, lift the handset off-hook.
  - SPKR and MIC LEDs go off.
  - Telephone speaker is silenced.
  - Handset is activated.

#### NOTE:

Repeat the procedure as required.

### AUTOMATIC OFF-HOOK SELECTION PROGRAMMABLE OPTION

Allows Automatic Off-hook Selection of either an intercom path, a CO line, or a CO line group. (The particulars must be programmed by your system administrator.)

#### NOTE:

The **SPKR** button also selects the designated line/group automatically.

#### TO MAKE A CALL

Lift the handset.

- You will be connected to the option programmed.

#### NOTE:

If you hear silence after going off-hook, you must press the **INT** button or a **CO** line button before making a call.

## FEATURE USE

### DIRECT INWARD SYSTEM ACCESS (DISA) (continued)

#### DISA SECURITY CODE ENTRY/CHANGE/CANCEL†

From designated station(s) only.

- 1) Press the **INT** button and dial **□□□** (3-digit access code).
  - Receive confirmation tone.
- 2) Dial the new DISA security code<sup>2</sup> (**□ ... □—1 ~ 15 digits**).
- 3) Press the **#** (or **RDL**) button.
  - Receive confirmation tone.

#### NOTES:

1. For security purposes, the 3-digit access code is not published, it is available from your telephone system supplier.
2. If a DISA security code is not entered in step 2, the security code will be cancelled and outgoing line access via DISA will not require a security code.

### DIRECT STATION SELECTION BUTTONS (HOTLINE) PROGRAMMABLE OPTION

Allows stations to be connected directly by pressing a **DSS** button. The button's LED independently shows the status (idle/busy) of that station. If connected to a CO line, pressing this button will put the party on hold. Transfer the call as you would normally, by voice announcing or camping on by hanging up.

### DOOR LOCK

Pressing the **DRLK** button momentarily activates a switch connected to a door lock or similar device.

#### Door Lock Button Location

DRLK 0	_____
DRLK 1	_____
DRLK 2	_____
DRLK 3	_____
DRLK 4	_____

†Release 2 only



## FEATURE USE

### DIRECT INWARD SYSTEM ACCESS (DISA) (continued)

- 4A) If a DISA security code is required<sup>4</sup>, dial the code and listen for CO dial tone.<sup>5</sup>
- 4B) If a DISA security code is not required, listen for CO dial tone.
- 5) After receiving CO dial tone, dial the desired telephone number.
- 6) A timer tone will sound<sup>6</sup> approximately four minutes after the time the call was made. Dial **0** to reset the timer<sup>7</sup> each time the tone sounds (this allows an additional four minutes of conversation).
- 7) Hang up when the call is completed.

#### NOTES:

1. Dial tone will be present for 10 seconds to allow direct dialing of station intercom number or CO line access code. If a number is not dialed, the system automatically causes the DISA CO line to ring at telephones as a normal incoming call. However, if the call is not answered within 15 seconds after the ringing starts, it will disconnect.
- 2A. If the station does not answer after six rings or twenty-four seconds, whichever comes first, busy tone will be sent. Dial **1** to return to dial tone and dial the same or another number.
- 2B. If you wish to call another station after completing a DISA station call, it is necessary for the internal party to transfer your call.
3. A direct CO line or line group access code must be dialed (701 ~ 736 or 81 ~ 88). The LCR code (9) is not allowed.
4. The DISA security code is a system program option that may or may not be required.
5. If the correct code is not entered, the call will be disconnected.
6. All parties will hear the timer tone and timer reset DTMF tone.
7. If the timer is not reset, the call will disconnect approximately one minute after the timer tone is sent.

## FEATURE USE

### REPEAT LAST NUMBER DIALED PROGRAMMABLE OPTION

This feature enables you to automatically redial the last number called by pressing the **RDL** button. If your telephone does not have an **RDL** button, the **#** button serves the same function.

#### TO REDIAL LAST NUMBER CALLED

- 1) Lift the handset.
- 2) Press any available **CO** line button.
  - Listen for dial tone.
- 3) Press the **RDL** (or the **#**) button.
  - The last telephone number you dialed will automatically be redialed.
- 4) Hang up when the call is completed.

#### AUTO BUSY REDIAL

After reaching a busy outside number, the system will automatically redial that number at programmed intervals.

#### TO USE AUTO BUSY REDIAL

- 1) Access any available CO line and dial the outside telephone number.
  - Receive busy tone.
- 2) Press the **ABR** button (or **CONF/TRNS 4 4**).
  - ABR LED blinks (or hear confirmation tone).
- 3) Hang up (or press the **SPKR** button).
- 4) At programmed intervals (30 or 60 seconds), the system will redial the number (15 times maximum).
  - With each attempt, if busy, ABR will reset for next try.
- 5) When the connection is made and the called party is ringing:
  - CO (or INT) and SPKR LEDs blink.
  - Ringing tone is heard.
- 6) Pick up handset (or press the **SPKR** button) and wait for party to answer.

## FEATURE USE

### AUTO BUSY REDIAL (continued)

#### TO CANCEL ABR

Press the **ABR** button (or **INT 44**).

#### NOTES:

1. *ABR will not be attempted while the station is busy on another call but will continue to time-out.*
2. *With each attempt:*
  - *The CO (or INT) and SPKR LEDs blink when the line is seized.*
  - *Dial tone is heard via the speaker.*
  - *Telephone number is redialed.*
  - *If busy, ABR will reset and try again.*
  - *If a connection is made, ring tone sounds until called party answers.*
  - *If the originating station does not pick up the handset (or press the **SPKR** button) after a connection is made (it will ring back three times), ACB mute ring sounds for 30 seconds and then the call disconnects.*

### SPEED DIAL

#### TO CALL A SPEED DIAL NUMBER

- 1) Lift the handset.
- 2) Press any available **CO** line button.
  - Listen for dial tone.
- 3) Press the **SDS** (or the **\***) button (see Note).
- 4) Dial the 2-digit speed dial code for the desired telephone number.
- 5) Your system will automatically dial the number for you. Hang up when the call is completed.

#### TO CHAIN DIAL AUTOMATICALLY

Dials two or more speed dial numbers during one call.

- 1) Lift the handset.
- 2) Press any available **CO** line button.
  - Listen for dial tone.
- 3) Press the **SDS** (or the **\***) button (see Note).
- 4) Dial the 2-digit speed dial code for the first telephone number to be dialed.

## FEATURE USE

### BACKGROUND MUSIC OVER EXTERNAL SPEAKERS

#### NOTE:

*Station number 200 is the only station that can turn External BGM On/Off.*

#### TO ALLOW BGM OVER EXTERNAL PAGE

Press the **INT** button and dial **491**.

#### TO CANCEL BGM OVER EXTERNAL PAGE

Press the **INT** button and dial **490**.

### DIRECT INWARD SYSTEM ACCESS (DISA)

When calling into your system from the outside on certain telephone lines.

#### TO MAKE A DIRECT INWARD STATION CALL USING DISA

- 1) Using a DTMF telephone, call the DISA CO line telephone number: \_\_\_\_\_.
- 2) Listen for the ringback tone signal, and then listen for the intercom dial tone<sup>1</sup> (if busy tone is received, try again).
- 3) Dial the intercom number of the desired station.
  - You will be connected when the station answers<sup>2</sup>, . . . . or . . . .
  - If you receive busy tone or wish to dial another number while ringing the station, press the **\*** button to receive dial tone, allowing another number to be dialed.

#### TO CALL THROUGH YOUR SYSTEM ON AN OUTGOING CO LINE USING DISA†

- 1) Using a DTMF telephone, call the DISA CO line telephone number: \_\_\_\_\_.
- 2) Listen for the ringback tone signal, and then listen for the STRATA DK intercom dial tone<sup>1</sup> (if busy tone is received, try again).
- 3) Dial the access code<sup>3</sup> ( \_\_\_\_\_ ) of the CO line or CO line group that is to be used to place the outgoing call.

†Release 2 only

## FEATURE USE

### HANDSFREE MONITORING

Calls placed on hold by the distant party may be monitored handsfree.

#### TO USE HANDSFREE MONITORING

- 1) While connected to a call, press and hold the **SPKR** button.
- 2) Place the handset on-hook.
- 3) Release the **SPKR** button.
  - Sounds from the distant party are heard via the telephone's speaker.
- 4) Lift the handset to continue the conversation when the distant party returns.

#### ALARM RESET

A programmable option used with an optional alarm system to cause an alarm signal on the system's electronic telephone. Pressing the **ALARM** button resets the alarm signal on the telephones.

#### BACKGROUND MUSIC (BGM)

If a BGM music source is connected to your system, you may listen to background music via your station's speaker, or over the external page speakers.

#### TO LISTEN TO BGM ON YOUR TELEPHONE SPEAKER

Press the **INT** button and dial **481** (or press the **BGM** button).

- Adjust volume with the **VOL** control on the front of your phone.

#### TO CANCEL BGM ON YOUR TELEPHONE SPEAKER

Press the **INT** button and dial **480** (or press the **BGM** button).

## FEATURE USE

### SPEED DIAL (continued)

- 5) Press the **SDS** (or the **1**) button.
- 6) Dial the 2-digit speed dial code for the second telephone number to be dialed.
- 7) Repeat the above steps for each subsequent number to be dialed.
  - Your system will automatically dial the number for you.
- 8) Hang up when the call is completed.

#### NOTE:

*If your telephone does not have an **SDS** button, the **1** button serves the same function.*

#### SPEED DIAL BUTTONS PROGRAMMABLE OPTION

After accessing a CO line, speed dial is available by pressing an **SD** button instead of a 2-digit access code. Each **SD** button stores one telephone number (up to 20 digits).<sup>1</sup>

#### TO STORE A TELEPHONE NUMBER?

- 1) Do not lift the handset.
- 2) Press the **#** (or **FDL**) and **1** (or **SDS**) buttons, respectively.
- 3) Press the **SD** button you wish to use.
- 4) Dial the telephone number to be stored (20 digits maximum).<sup>3</sup>
- 5) Press the **#** (or **RDL**) button to record the number in memory.
- 6) Repeat the above steps for each **SD** button.

#### NOTES:

1. Up to 37 digits by linking two speed dial numbers (see the link procedure that follows).
2. Repeat this procedure to replace the stored telephone numbers with new ones.
3. It may be necessary to insert a pause after the CO line access code to allow for dial tone delay. If so, press the **MW/FL** (or **PAU**) button after entering the Centrex or PBX access code (see Telephone Number Storage-Pauses).

## FEATURE USE

### SAVED NUMBER REDIAL PROGRAMMABLE OPTION

This feature enables you to store a dialed telephone number and later redial that number by pressing a single button.

#### TO SAVE A TELEPHONE NUMBER

- 1) Lift the handset.
- 2) Obtain dial tone.
- 3) Dial the desired telephone number.
- 4) Press the **SAVE** button.
  - The telephone number is saved for future use.

#### TO DIAL A SAVED TELEPHONE NUMBER

- 1) Lift the handset.
- 2) Obtain dial tone.
- 3) Press the **SAVE** button.
  - Saved number will be automatically dialed.

### TELEPHONE NUMBER STORAGE

#### STORING A SYSTEM SPEED DIAL NUMBER

System speed dial telephone numbers can be stored in the system memory by station 200 only.

- 1) **Do not** lift the handset.
- 2) Press the **#** and **1** (or **RDL** and **SDS**) buttons, respectively.
- 3) Dial a 2-digit speed dial code.
  - System speed dial codes run consecutively from 60 ~ 99.
- 4) Dial the telephone number to be stored (20 digits maximum).
- 5) Press the **#** (or **RDL**) button to record the telephone number in memory.
- 6) Repeat the steps above with every telephone number to be stored (up to the maximum of 40).
- 7) Write down the speed dial codes and telephone numbers for future reference.

## FEATURE USE

### DOOR PHONE

#### TO ANSWER THE DOOR PHONE

- 1) You hear a distinctive ringing tone.
- 2) Lift the handset.
  - INT LED lights.
  - You are connected to the door phone.
- 3) Hang up when the call is completed.

#### TO CALL/MONITOR A DOOR PHONE

- 1) Lift the handset.
- 2) Press the **INT** button.
  - You hear intercom dial tone.
  - INT LED flashes at the In-use rate.
- 3) Dial the intercom number for the desired door location.

151	Location
152	Location
153	Location
154	Location
155	Location
156	Location
157	Location
158	Location
159	Location
161	Location
162	Location
163	Location
- 4) Hang up when the call is completed or when you no longer wish to monitor the door phone.

#### TO USE A DOOR PHONE

- 1) Press the button and then release it.
  - You hear a distinctive ringing tone.
- 2) When answered, speak at a normal voice level in the direction of the door phone.

## FEATURE USE

### ACCOUNT CODE CALLS (continued)

#### TO RECORD A VOLUNTARY ACCOUNT CODE (Incoming or Outgoing)

- 1) After completing an incoming or outgoing call, do not hang up.
- 2) Press the **CONF/TRNS** button and dial **46**.
- 3) Dial the \_\_\_-digit account code on the dialpad.
- 4) Hang up after entering the account code.

**NOTE:**

*The account code may be entered using steps 2 and 3 anytime the call is in progress, however, it is not recommended because the conversation will be interrupted.*

### PAGING

#### TO PAGE

- 1) Lift the handset.
- 2) Press the **INT** button and dial the following:  
**30** = All Call (electronic telephones only)  
**31** = Station Group #1  
**32** = Station Group #2  
**33** = Station Group #3  
**34** = Station Group #4  
**39** = All Call (with External Page)\*  
**35 ~ 38** = External Page Zones (1 ~ 4)\*
- 3) Make your announcement in a normal voice level and repeat it.
- 4) Hang up when you have completed your announcement.

*\*Programmable Option*

#### TO PAGE ALL CALL TO ELECTRONIC TELEPHONES ONLY

- 1) Lift the handset.
- 2) Press the **AC** button.
- 3) Make your announcement in a normal voice level and repeat it.
- 4) Hang up when you have completed your announcement.

**NOTE:**

*The **AC** button does not access external page speakers.*

## FEATURE USE

### TELEPHONE NUMBER STORAGE (continued)

**NOTE:**

*Repeat steps 1 ~ 5 to replace the stored telephone numbers with new ones.*

#### TO STORE PAUSES (1/2- or 2-second/10-second) and FLASHES (hookflash) ALONG WITH SPEED DIAL NUMBERS

- 1) Press the **PAU** (or **PAUL**) button to store a pause.
- 2) Press the **MW/FL** button to store a flash.

**NOTES:**

1. If a **PAU** button is not available, the **MW/FL** button will store a pause (flashes cannot be stored).
2. The **PAU** button is 1/2- or 2-seconds per system program assignments.
3. A 10-second pause is programmed using the **PAUL** button.

#### STORING A STATION SPEED DIAL NUMBER

Speed dial telephone numbers can be stored by each station.

- 1) **Do not** lift the handset.
- 2) Press the **#** and **!** (or **FDL** and **SDS**) buttons, respectively.
  - Station speed dial codes run consecutively from 10 ~ 49.
- 4) Dial the telephone number to be stored (20 digits maximum).
- 5) Press the **#** button to record the number in memory.
- 6) Repeat the above steps with every number to be stored (up to the maximum of 40).
- 7) Write down the speed dial codes and telephone numbers for future reference.

## FEATURE USE

### TELEPHONE NUMBER STORAGE (continued)

#### TO LINK TWO SPEED DIAL NUMBERS UNDER ONE **SD** BUTTON

You can link a second number to a number stored in one of ten locations in the system speed dial memory (90 ~ 99). This allows up to 37 digits to be stored under one speed dial button or code. Any station can link any of its assigned speed dial numbers (10 ~ 49) to codes 90 ~ 99, however station 200 is required for linking codes 60 ~ 89. (All other procedures for entering numbers apply.)

- 1) Press the **#** and **\*** (or **RDL** and **SDS**) buttons.
- 2) Dial an applicable 2-digit speed dial code (10 ~ 49 for all stations, 60 ~ 99 at station 200 only).
- 3) Press the **\*** (or **SDS**) button.
- 4) Dial the 2-digit code to which this number will be linked (90 ~ 99).
- 5) Dial the number to be chained (17 digits maximum).
- 6) Press the **#** (or **RDL**) button to record the number in memory.

#### NOTE:

*The number stored in location 90 ~ 99 will dial out first, followed by the number linked to it in location 10 ~ 49 or 60 ~ 89. The company's special carrier access telephone numbers are normally stored in locations 90 ~ 99, allowing other numbers to be linked to them to dial both numbers using a one-button speed dial.*

#### \* AND # DTMF TONE DIALING

When the \* or # tones must be output (for computer input service or other use), the speed dial feature must be disabled to permit manual dialing of the **\*** and **#** buttons. (Applicable only if **SDS** and **RDL** buttons are *not* programmed.)

#### TO OUTPUT \* AND # DTMF TONES

- 1) Lift the handset.
- 2) Press any available **CO** line button.

## FEATURE USE

### AUTOMATIC CALLBACK (INTERCOM) (continued)

#### NOTES:

1. You may cancel the request at any time prior to the actual callback by pressing the **INT** button and dialing **43** (or press the **ACB** button).
2. If the original call was made using LCR (dial **9**), the telephone number is automatically dialed in step 4.
3. If, after answering a callback, you hear a busy tone, it means the trunk has already been seized or received an incoming call. Your request is not cancelled. You will be called again the next time a trunk becomes idle.

### ACCOUNT CODE CALLS

On some calls, you may be required (forced) to dial an account code before dialing an outside number. On other calls, you may wish to record an account number voluntarily after either dialing an outside number or receiving an incoming call. The code you enter will be recorded on the Station Message Detail Recording (SMDR) printout with the details of your call.

#### TO RECORD A FORCED ACCOUNT CODE (Outgoing Calls Only)

- 1) Access a CO line.<sup>1</sup>
  - You hear dial tone.<sup>2</sup>
- 2) Dial the \_\_\_\_\_-digit account code with the dialpad.
  - Dial tone stops after you dial the first digit.
  - You hear dial tone after you press the last digit.<sup>2</sup>
- 3) Dial the outside directory number.

#### NOTES:

1. Press a **CO** button, dial a CO line access code, or dial **9** to call via LCR.
2. If calling via LCR, CO dial tone will not be returned.
3. Unless you dial the correct number of digits, you will not receive dial tone.
4. Any digits dialed after the code will be treated as part of the outside directory number.

## FEATURE USE

### AUTOMATIC CALLBACK (INTERCOM) (continued)

#### NOTES:

1. You may cancel the request anytime prior to the callback by pressing the **ACB** button (or press the **INT** button and dial **43**).
2. If, after answering a callback, you hear a busy tone, it means the called party has already received or originated another call. Your request is not cancelled. You will be called again the next time the station becomes idle.

### CO LINE QUEUING

Provides a means for station users to be placed in a waiting queue for a busy outgoing CO line group, and to be called back when a CO line in the group is available.

### TO USE CO LINE QUEUING

- 1) If all outgoing lines are busy, you will hear busy tone.
- 2) Press the **ACB** button (or dial **4**) to set Automatic Callback.
  - Busy tone stops. You will hear dial tone for two seconds and then busy tone again.
  - You may go on-hook or make other calls while waiting for a trunk to become available.<sup>1</sup>
- 3) When a CO line becomes idle:
  - Your telephone rings at a fast rate.
  - CO LED flashes at the Incoming Call rate.
- 4) Lift the handset within six seconds to prevent the callback from being cancelled.<sup>2</sup>
  - You hear CO dial tone.<sup>3</sup>
  - CO LED flashes at the In-use rate.
- 5) Dial the desired telephone number.<sup>2</sup>
- 6) Hang up when the call is completed.

## FEATURE USE

### \* AND # DTMF TONE DIALING (continued)

- 3) Dial any desired directory number.
- 4) To enable \* and # tones to be sent, press **\*#**.

#### NOTE:

Only manual dialing will be possible; the special \* and # tones as well as digits 0 ~ 9 will be output as DTMF tones when dialed. The speed dial feature will be restored when the station is disconnected or placed on hold.

### TO CHANGE TO TONE SENDING

For some CO lines, calls must be made using rotary dial pulses. In order to access remote equipment requiring tones in these areas (such as automatic tellers or answering machines), you must change to DTMF tone sending after you have dialed the outside directory number.

Pressing the **TO** button changes the dialing status of the CO line in use: TONE LED ON indicates DTMF tones are output; LED OFF indicates dial pulses are output.

### TO CHANGE TO TONE SENDING

After you have dialed a telephone number and the call is in progress, press the **TO** button.

- TONE LED goes on.
- Pressing the dialpad buttons will cause DTMF tones to be transmitted.

#### NOTE:

After the **TO** button is pressed, the TONE LED will remain on and DTMF tones will be sent when dialing until the call is released. When originating or receiving a new CO line call, the system automatically places the line in the dial pulse mode until the **TO** button is used.

## FEATURE USE

### PRIVACY OVERRIDE PROGRAMMABLE OPTION

Allows stations with common CO line buttons to override an existing conversation by pressing the busy **CO** line button. Up to two stations maximum may override an existing CO line-to-station call (allowing a total of up to three stations being connected to an outside line)

### TO ENTER AN EXISTING CALL BETWEEN A CO LINE AND ANOTHER STATION

Press the busy **CO** line button.

- An optional tone signal is heard by the connected parties prior to the new station entering the conversation.

#### NOTE:

*To allow Privacy Override, the overriding station must be programmed with Privacy Override; or, the Privacy Release LED must be on at the talking station (see Privacy Release).*

### PRIVACY RELEASE PROGRAMMABLE OPTION

On a private system, the **PRV RLS** button allows other stations to enter an in-progress CO line call (see Privacy Override).

### TO USE PRIVACY RELEASE FEATURE

Press the **PRV RLS** button.

- PRV RLS LED goes on.
- Your station does not have CO line privacy.

### INTERCOM CALLS

### TO MAKE AN INTERCOM CALL (Voice First)

- 1) Lift the handset.
- 2) Press the **INT** button (see Note).
  - You hear intercom dial tone.
  - INT LED flashes at the In-use rate.

## FEATURE USE

### DO NOT DISTURB

Allows you to prevent incoming calls from accessing your station. You can still make out-going calls.

### TO USE DO NOT DISTURB MODE

Press the **DND** button.

- DND LED goes on.

### TO RELEASE THE DO NOT DISTURB MODE

Press the **DND** button.

- DND LED goes off.

#### NOTES:

1. *Do Not Disturb prevents Off-hook Call Announce.*
2. *Outside calls will mute ring your station while in the DND mode.*

### AUTOMATIC CALLBACK (INTERCOM)

After reaching a busy or DND station on an intercom call, you may use Automatic Callback.

### TO USE AUTOMATIC CALLBACK

- 1) Press the **ACB** button (or dial **4**) to set Automatic Callback.
  - Busy tone stops.
  - You will hear dial tone for two seconds and then busy tone again.
- 2) Go on-hook. You may make other calls while waiting for the called station to become available.
- 3) When the called station becomes idle:
  - Your telephone rings at a fast rate.
- 4) Answer the call within nine seconds to prevent the callback from being cancelled.
  - You hear a single tone, as if making a regular intercom call.
- 5) Proceed to voice announcement.
- 6) Proceed with the conversation.



## FEATURE USE

### EXCLUSIVE HOLD

**TO USE EXCLUSIVE HOLD (CO line must appear on your station)**

While connected to an outside call, press the **HOLD** button twice.

- CO LED flashes at a fast (10 IPS) rate.
- To reconnect the call, press the **CO** button that is on hold.

#### NOTE:

*When a CO line is placed on Exclusive Hold, it may be picked up at another station by dialing **5** and the station number that placed the call on Exclusive Hold; however it cannot be picked up by pressing a common **CO** button at another station.*

### CALL PICKUP

**TO PICK UP RINGING CO LINE (Tenant 1/Tenant 2 Line Groups)**

Press the **PKUP1** or **PKUP2** button (or press the **INT** button and dial **5 9**).

**TO DIRECT PICK UP ONE OF THE FOLLOWING**

- 1) Station: Press the **PKUP** button + station number (intercom, ringing or held CO line).
- 2) Intercom Page: Press the **PKUP** button + **30**.
- 3) External Page: Press the **PKUP** button + **35**.
- 4) CO line on hold: Press the **PKUP** button + **7** □ □ (□ □ = CO line number: 01 ~ 36).
- 5) Any ringing CO line: Press the **PKUP** button + **9**.

#### NOTE:

*If a **PKUP** button is not available, press **INT** + **5** instead of the **PKUP** button.*

## FEATURE USE

### INTERCOM CALLS (continued)

- 3) Dial the desired station number.
  - You hear a single ring tone.
- 4) Speak when the ring tone ends.
- 5) Hang up when the call is completed.

#### NOTES:

1. See Automatic Off-hook Selection.
2. Tone Signaling can be accomplished by dialing **1** after the station number.

**TO RECEIVE AN INTERCOM CALL**

- 1) You hear a single long tone, followed by the caller's voice.
  - INT LED flashes at the Incoming Call rate.
- 2) Lift the handset.
  - INT LED flashes at the In-use rate.
- 3) Hang up when the call is completed.

### HANDSFREE ANSWERBACK

**TO RECEIVE AN INTERCOM CALL (HANDSFREE)**

- 1) You will hear a single long tone, followed by the caller's voice.
  - INT LED flashes at the Incoming Call rate.
- 2) Leave the handset on-hook.
- 3) Speak at a normal voice level in the direction of the telephone.

#### NOTE:

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

## FEATURE USE

### MICROPHONE CUT-OFF PROGRAMMABLE OPTION

The **MCO** button allows a station to turn its microphone off/on while idle. Handsfree Answerback is inoperable while the microphone is off.

#### TO USE MICROPHONE CUT-OFF

- 1) Press the **MCO** button.
  - MCO LED goes on.
  - Microphone is turned off.
- 2) Press the **MCO** button to turn the microphone on again.
  - MCO LED goes off.

### OFF-HOOK CALL ANNOUNCE (OCA) OPTIONAL FEATURE

Allows a station user to call and speak to an off-hook, busy electronic telephone through the speaker, if that called station has optional OCA feature.

#### TO USE OFF-HOOK CALL ANNOUNCE

- 1) Lift the handset.
- 2) Call the desired station.
  - Hear warning tone.
  - If busy tone is heard, dial **2**.
- 3) Speak to called party (automatic OCA).

#### TO FORCE A DISCONNECT

A forced disconnect allows the called station to disconnect the OCA call.

- Press the **SPKR** button to disconnect an OCA caller.

#### NOTES:

1. DND prevents OCA calls.
2. The **MIC** and **MCO** buttons can prevent the OCA caller from listening to your conversation.

## FEATURE USE

### CALL HOLDING

#### TO HOLD A CALL (CO line or **INT** button appears on your station)

While connected to a CO line or intercom call, press the **HOLD** button.

- CO or intercom LED flashes at the On-hold rate.
- To reconnect the call, press the **CO** or intercom button on hold.

#### NOTE:

*Regarding handsfree answerback, an intercom call must be answered by pressing the **INT** button or lifting the handset before it can be placed on hold.*

#### TO HOLD/PARK A CALL AND PLACE ANOTHER CALL (CO line does not appear on your station)

- 1) While connected to a CO or intercom call press the **CONF** button and dial **41**.
- 2) To make another call, press the **INT** or a **CO** button and dial the desired number.
- 3) Hang up or press the **SPKR** button when the call is completed.
- 4) To retrieve the held call made in step 1, press the **INT** button and dial **42** (see Note 3).

#### NOTES:

1. The on-hold recall tone will be heard within a predetermined time.
2. The held call may be released automatically if the other party hangs up (if the CO provides a hold-release signal).
3. When a CO line is placed on hold, it may be picked up from any station:
  - Press a **CO** button with common appearance.
  - Press the **INT** button and dial **5** + N (N = the holding station's intercom number).
  - Press the **INT** button and dial **57** + N (N = the holding CO line's number—01 ~ 36).

## FEATURE USE

### CALL FORWARD-BUSY/NO ANSWER (continued)

#### TO CANCEL CALL FORWARD-BUSY/NO ANSWER

Press the **CFB/NA** button (or dial **INT 6 0 4**).

- CFB/NA LED goes off (or hear confirmation tone).
- Press **SPKR** button if **INT 6 0 4** was dialed.

#### NOTE:

If call forward is set:

- CO lines that ring your station **only** will forward—CO lines that ring more than one station will not forward.
- CO line calls transferred to your station will forward.
- Intercom calls will forward.
- Call forward redirects the station hunt feature.
- Call forward must be set before the call is received.

### CALL FORWARD-FIXED

All intercom and CO line calls to your station will forward to a predetermined station or voice mail device. The "Forward to" station/device is determined (Fixed) in system programming for each station. Your station will not ring when Call Forward-Fixed is set.

#### TO USE FIXED CALL FORWARD (ALL CALLS)

- 1) Press the **OFF** button.
  - CFF LED on steady.
  - All calls will forward to the fixed programmed station.
- 2) To cancel, press the **OFF** button again.
  - CFF LED off.

#### NOTE:

If call forward is set:

- CO lines that ring your station **only** will forward—CO lines that ring more than one station will not forward.
- CO line calls transferred to your station will forward.
- Intercom calls will forward.
- Call forward redirects the station hunt feature.
- Call forward must be set before the call is received.

## FEATURE USE

### CALL TRANSFER WITH CAMP-ON

Allows you to transfer an outside call to a station that is either idle or busy.

#### TO TRANSFER A CALL

- 1) While connected to an outside call, press the **CONF/TRNS** button.
  - CO LED changes to the Conference flash rate.
  - INT LED flashes at the In-use rate.
- 2) Dial the station number to which the call is to be transferred.
- 3A) If the called station is idle:
  - You hear a single ring tone.
- 4A) Announce the call.
  - 5A) Hang up.
    - INT LED goes off.
    - CO LED changes to the On-hold flash rate.
    - CO line rings the called station.<sup>1</sup>
    - CO LED illuminates steadily when the called station connects with the transferred call.
    - If the station fails to answer the call, you will receive a recall ring after a predetermined time.
- 3B) If the called station is busy:
  - Busy tone is heard.
- 4B) Hang up.
  - INT LED goes off.
  - CO LED changes to On-hold flash rate.
  - CO line is camped-on to the called station.<sup>1</sup>
  - Called station hears a warning tone.
  - CO LED illuminates steadily when the station connects with the transferred call.<sup>2</sup>

#### NOTES:

1. You may reconnect to a transferred line (anytime before it is answered) by pressing the appropriate **CO** button or dial **INT 4 2** if the **CO** line does not appear on your telephone.

## FEATURE USE

### CALL TRANSFER WITH CAMP-ON (continued)

2. *The call will recall you and camp-on is cancelled if the station does not pick it up within a predetermined time. Inform the caller of the situation, and repeat the procedure (if necessary).*

### TO ANSWER A TRANSFERRED CALL (if your station is idle)

- 1) Voice Signaling:
  - a) You will hear a single long tone, followed by an announcement.
    - INT LED flashes at the Incoming Call rate.
  - b) Acknowledge the announcement.
  - c) When the transferring station hangs up, you will hear a ringing tone.
    - CO LED changes to the Incoming Call flash rate.
  - d) Press the appropriate **CO** button.
    - CO LED changes to the In-use flash rate.

#### NOTE:

*If your electronic telephone has the Ringing Line Preference feature, you may press the **SPKR** button or lift the handset instead of pressing the **CO** button.*

- 2) Tone Signaling:
  - a) You will hear intercom ringing.
    - INT LED flashes at the Incoming Call rate.
  - b) Lift the handset (or press the **SPKR** button).
    - INT LED changes to the In-use flash rate.
  - c) Speak to the transferring station.
  - d) You will be connected to the outside call when the transferring station hangs up.
    - INT LED goes off.
    - The LED of the transferred CO line changes to the In-use flash rate.

## FEATURE USE

### CALL FORWARD-NO ANSWER (continued)

- 3) Press the **CFNA** (or **SPKR**) button.
  - CFNA LED on steady.
  - Calls will forward to stored station number.

### TO CANCEL CALL FORWARD-NO ANSWER

- Press the **CFNA** button (or dial **INT 6 0 3**).
- CFNA LED goes off (or hear confirmation tone).
  - Press **SPKR** button if **INT 6 0 3** was dialed.

#### NOTE:

*If call forward is set:*

- CO lines that ring your station **only** will forward—CO lines that ring more than one station will not forward.
- CO line calls transferred to your station will forward.
- Intercom calls will forward.
- Call forward redirects the station hunt feature.
- Call forward must be set before the call is received.

### CALL FORWARD-BUSY/NO ANSWER †

For Intercom and CO line calls (all calls will forward immediately to a selected station whenever your telephone is busy, or if not answered calls will forward within 12 seconds or three rings, whichever occurs first).

### TO SET CALL FORWARD-BUSY/NO ANSWER

- 1) Press the **CFB/NA** button (or dial **INT 6 0 4**).
  - CFB/NA LED flashes (or hear confirmation tone).
- 2) Dial the station number to which calls will forward.
  - Listen for confirmation tone if **6 0 4** was dialed.
- 3) Press the **CFB/NA** (or **SPKR**) button.
  - CFB/NA LED on steady.
  - Calls will forward to stored station number.

† Release 2 only

## FEATURE USE

### CALL FORWARD-BUSY †

When your station is busy, all calls will forward immediately. When your station is idle, calls will ring at your station as usual.

#### TO SET CALL FORWARD-BUSY

- 1) Press the **CFB** button\* (or dial **INT 6 0 2**).
  - CFB LED flashes (or hear confirmation tone).
- 2) Dial the station number to which calls will forward.
  - Listen for confirmation tone if **6 0 2** was dialed.
- 3) Press the **CFB** (or **SPKR**) button.
  - CFB LED on steady.
  - Calls will forward to stored station number.

#### TO CANCEL CALL FORWARD-BUSY

- Press the **CFB** button (or dial **INT 6 0 2**).
- CFB LED goes off (or hear confirmation tone).
  - Press **SPKR** button if **INT 6 0 2** was dialed.

#### NOTE:

If call forward is set:

- *CO lines that ring your station **only** will forward—CO lines that ring more than one station will not forward.*
- *CO line calls transferred to your station will forward.*
- *Intercom calls will forward.*
- *Call forward redirects the station hunt feature.*
- *Call forward must be set before the call is received.*

### CALL FORWARD-NO ANSWER †

For Intercom and CO line calls (all calls will forward to a selected station whenever your telephone is not answered within 12 seconds or three rings, whichever occurs first).

#### TO SET CALL FORWARD-NO ANSWER

- 1) Press the **CFNA** button (or dial **INT 6 0 3**).
    - CFNA LED flashes (or hear confirmation tone).
  - 2) Dial the station number to which calls will forward.
    - Listen for confirmation tone if **6 0 3** was dialed.
- †Release 2 only

## FEATURE USE

### CALL TRANSFER WITH CAMP-ON (continued)

#### TO ANSWER A TRANSFERRED CALL (if your station is busy)

- 1) You will hear a 1-second warning tone.
  - The outside call is camped-on to your station.
  - CO LED flashes at the On-hold rate.
- 2) You have several choices:
  - a) Press the appropriate **CO** button.
    - Existing call is terminated.
    - The new line is answered and its LED changes to the In-use flash rate.
  - b1) Hang up.
    - Existing call is terminated.
    - The camped-on line rings at your station.
    - CO LED changes to the Incoming Call flash rate.
  - b2) Press the **CO** button (or lift the handset) to answer the call.
    - CO LED changes to the In-use flash rate.

### CONFERENCE CALLS

#### TO CONFERENCE UP TO TWO STATIONS AND TWO CO LINES, OR THREE STATIONS AND ONE CO LINE

Establish a CO line call using a CO line button, dial the appropriate access code, or you may already be talking on a CO line call.

#### TO ADD A SECOND CO LINE

- 1) Press the **CONF/TRNS** button.
  - You hear intercom dial tone.
  - CO LED flashes at the Conference rate.
  - INT LED flashes at the fast rate.

## FEATURE USE

### CONFERENCE CALLS (continued)

- 2) Access a second CO line<sup>1</sup> and dial the next telephone number.<sup>2</sup>
- 3) Press the **CONF/TRNS** button after the party answers.
  - CO LEDs flash at the In-use rate.
  - All parties will be conferenced.

#### NOTES:

1. Press a **CO** line button or dial an access code: 701 ~ 736, line number; 81 ~ 88, line group number; or with **Release 2**, LCR access code "g" is allowed.
2. If you receive a busy tone or no answer, return to the original connection by pressing the **CO** button. If the line is not on your telephone, hang up and the original connection will recall you immediately.

#### TO ADD ANOTHER STATION

- 1) Press the **CONF/TRNS** button.
    - You hear intercom dial tone.
    - CO LED flashes at the Conference rate.
    - INT LED flashes at the In-use rate.
  - 2) Dial the number of the other station.<sup>1</sup>
  - 3) Press the **CONF/TRNS** button after the party answers.<sup>2</sup>
    - CO LED(s) will flash at the In-use rate.
    - All parties will be conferenced.
  - 4) Repeat to add another party:
  - Three stations/one CO line maximum.
- 5) Hang up when conference call is completed.

#### NOTES:

1. If you receive a busy tone or no answer, return to the original connection by pressing the **CONF/TRNS** button.
2. The new station will not be conferenced unless the user lifts the handset or presses the **INT** button to answer.

## FEATURE USE

### CONFERENCE CALLS (continued)

#### TO CONFERENCE UP TO FOUR STATIONS ON ONE INTERCOM LINE

- 1) Establish a two-station intercom call.
- 2) Press the **CONF/TRNS** button.
  - You hear intercom dial tone.
  - INT LED flashes at the Conference rate.
- 3) Dial the third station's number.
- 4) Press the **CONF/TRNS** button after the party answers.
  - INT LED flashes at the In-use rate.
  - All parties will be conferenced.
- 5) To add the fourth party, repeat steps 2 ~ 4.

#### CALL FORWARD-ALL CALLS

For Intercom and CO line calls (all calls will forward to a selected station at all times—your station will not ring when called).

#### TO SET CALL FORWARD-ALL CALLS

- 1) Press the **CFAC** button (or dial **INT 601**).
  - CFAC LED flashes (or hear confirmation tone).
- 2) Dial the station number to which calls will forward.
  - Listen for confirmation tone if **601** was dialed.
- 3) Press the **CFAC** (or **SPKR**) button.
  - CFAC LED on steady.
  - Calls will forward to stored station number.

#### TO CANCEL CALL FORWARD-ALL CALLS

- Press the **CFAC** button (or dial **INT 601**).
- CFAC LED goes off (or hear confirmation tone).
  - Press **SPKR** button if **INT 601** was dialed.

#### NOTE:

If call forward is set:

- CO lines that ring your station **only** will forward—CO lines that ring more than one station will not forward.
- CO line calls transferred to your station will forward.
- Intercom calls will forward.
- Call forward redirects the station hunt feature.
- Call forward must be set before the call is received.

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