TOSHIBA

Strata DK

Digital Business Telephone Systems

EKT-Series
Electronic Telephone
Quick Reference Guide

Telephone Directory

Name	Number

Telephones

This guide applies to electronic key telephones (EKTs), not digital telephones (DKTs), connected to Strata DK14, DK16, DK16e, DK40, DK40i, DK280, DK424 and DK424i systems (release 3.0 or higher). New telephone model numbers are on the bottom of the phone.

Conventions

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

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

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

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

Extra bold letters represent telephone buttons.

~   means "through."

+   is used for multiple key entries. For example: Press **CONF/TRNS** + **#44**.

➤   indicates a single step.

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

Before You Begin

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

Outside Line Access

➤ **To access an outside line**

➤ Press **CO** or **PL**

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

System Size	Line Access Code
DK14	**9** or **801~804** or **#7001~#7004**
DK16e, DK16	**9** or **801~808** or **#7001~#7008**
DK40i, DK40	**9** or **801~812** or **#7001~#7012**
RCTUA	**9** or **801~808** or **#7001~#7016**
DK424 (RCTUBA/BB) and DK424i (B1CU)	**9** or **801~808** or **#7001~#7048**
DK424 (RCTUC/D) and DK424i (B2CAU/B2CBU, B3CAU/B3CBU)	**9** or **801~808** or **#7001~#7144**
DK424 (RCTUE/F) and DK424i (B5CAU/B5CBU)	**9** or **801~816** or **#7001~#7200**

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

Basic Calling

➤ **To make an Outside Call**
1. Access an outside line.
2. Dial a telephone number.

➤ **To make an Internal Call**
1. Press a [DN] or lift the handset.
2. Dial a [DN].
3. Make a voice announcement after you hear a single tone or when the called party answers.

Account Code Calls

➤ **To enter a Forced Account Code**

1. Access an outside line.
2. Enter the Forced Account Code.
3. Listen for dial tone. Busy tone indicates an invalid code. If you are dialing with Least Cost Routing, you will not hear dial tone.
4. Dial a telephone number.

➤ **To enter a Voluntary Account Code**

1. While connected to a CO line or other outside line, press **ACCNT**

   ...or **SDS** + **50**

   ...or **SDS** + **050**
   (B5CAU/B5CBU, RCTUE/F)

   ...or **CONF/TRNS** + **#46**.

   Note Press ✱ if the **SDS** button is not on your telephone.

2. Enter the Account Code.

Automatic Busy Redial

➤ **To activate Automatic Busy Redial**

➤ After dialing an outside telephone number and receiving busy tone, press **ABR**

   ...or **CONF/TRNS** + **#44** then hang up.

   Your telephone signals you when the called number is available.

➤ **To cancel Automatic Busy Redial**

➤ Press **ABR**

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

Automatic Callback

➤ **To activate Automatic Callback**

1. After dialing a busy station, busy trunk group, or station in the Do Not Disturb mode, press **ACB**

   ...or **4**.

2. Hang up. The system calls you back when the station or trunk group becomes available.

➤ **To cancel Automatic Callback**

➤ Press **ACB**

   ...or a [DN] + **#43**.

Call Forward

➤ **To Call Forward your [PDN] with a Call Forward button**

1. Press a Call Forward button:

   CFAC   Call Forward-All Calls
   CFB   Call Forward-Busy
   CFNA   Call Forward-No Answer
   CFB/NA   Call Forward-Busy/No Answer

2. Enter the [PDN] or [PhDN] to which calls are forwarded.

3. Press the same Call Forward button again.

➤ **To Call Forward your [PDN] or [PhDN] with an Access Code**

1. Press the [PDN] or [PhDN] button that you want to Call Forward.

2. Enter a Call Forward access code sequence:

   Call Forward-All Calls
   #601 + NNN + **SPKR**

   Call Forward-Busy
   #602 + NNN + **SPKR**

   Call Forward/No Answer
   #603 + NNN + **SDS** (or **✱**) + XX + **RDL** (or **#**) + **SPKR**

   Call Forward-Busy/No Answer
   #604 + NNN + **SDS** (or **✱**) + XX + **RDL** (or **#**) + **SPKR**

NNN = [DN] where calls are forwarded.

XX = The amount of time (08~60 secs.) that the telephone should ring before it forwards. This entry is optional: you can skip XX, but you must press **RDL** (or **#**) + **SPKR**.

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

➤ **To cancel Call Forward**
   ➤ Press the same Call Forward button that you used to set Call Forward

      ...or a [DN] + **#601**, then hang up.

Call Park Orbits

➤ **To Park a call**
   1. While on a CO line call or an internal call, press **PARK**

      ...or **CONF/TRNS** + **#332**.
   2. Enter a General Orbit Number (**900~919**) or a valid [PDN].

      If you have an LCD telephone, enter **999** and the system automatically selects an available orbit.
   3. Hang up.

➤ **To retrieve a Parked call**
   1. Press **PARK**

      ...or a [DN] + **#332**.
   2. Enter the Orbit Number or [PDN] where the call is parked.

➤ **To Park a call and Page**
   1. While on a CO line call or an internal call, press **CP/PG**

      ...or **CONF/TRNS** + **#331**.
   2. Enter a General Orbit Number (**900~919**) or a valid [PDN].

If you have an LCD telephone, enter **999** and the system automatically selects an available orbit.

3. Enter the Paging Access Code and make your announcement.

4. Hang up.

Call Pickup

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

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

➤ Press [PDN] + **#5#2** + **XXX**.

(XXX is the [PDN] or [PhDN] that you want to pickup. Not available on all systems.)

➤ **To Pick Up other types of calls**

1. Press **PKUP**

   ...or [DN] + **#5**.

2. Enter one of the following:

[PDN]	of the station ringing or holding the call.
#30	picks up a page or ringing door phone. This also picks up any ringing [DN].
#35	picks up an external page.
9	picks up any ringing CO line.
#7001~ #7200	picks up a CO line on hold. (See your System Administrator for the maximum number of CO lines for your system.)

Call Transfer with Camp On

➤ **To Transfer a call**

1. While on a call, press **CONF/TRNS**.
2. Dial the [DN] where the call is to be transferred.
3. Announce the call, then hang up.

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

Conference Calls

➤ **To make a Conference Call**

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

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

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

If the parties are still on the line, press **CONF/TRNS** + **SPKR**, then hang up. When no one is on the line, press **SPKR** to disconnect the lines.

Do Not Disturb

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

Hold

➤ **To place a call on Hold**
  ➤ Press **HOLD**.

➤ **To retrieve a held call**
  ➤ Press the held (flashing) **CO** or [DN].

➤ **To place a call on Exclusive Hold**
  ➤ While on a call, press **HOLD** twice. (No one can accidentally pick up your call.)

Handsfree Answerback

➤ **To receive a Handsfree Answerback call**
  You hear a single warning tone followed by the caller's voice.
  ➤ Without lifting the handset, speak toward the telephone at a normal voice level.

Handsfree Monitoring

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

Message Waiting

➤ **To leave a Message Waiting Indication at another station**
  ➤ After reaching a busy or unanswered station, press **MW/FL**.

➤ **To answer a Message Waiting at your station**

The flashing MW/FL LED indicates Message Waiting.

➤ Lift the handset, press **MW/FL**. If the message sender does not answer, go on-hook and repeat this step to skip to the next message.

➤ **To cancel a Message Waiting at your station**
   ➤ Press [DN] + **#409**.

Override/OCA

➤ **To make a Busy Override call or OCA call**
   ➤ Press **2** after dialing a busy station

      ...or **21** or **12** if the called telephone has Off-hook Call Announce.

➤ **To make an Executive Override call (barge-in)**
   ➤ Press **3** after reaching a busy station.

Paging

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

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

Repeat Last Number Dialed

➤ **To redial the Last Number Dialed**
   1. Lift the handset, then press any available [DN] or **CO** button.
   2. Press **RDL** (or **##**).

Saved Number Redial

➤ **To save a number to redial later**
  ➤ After dialing a telephone number (before disconnecting), press **SAVE**.

➤ **To redial a Saved number**
  ➤ Access an outside line, then press **SAVE**.

Speed Dial

➤ **To store a Speed Dial number**
  1. Do not lift the handset.
  2. Press **RDL** (or **#**).
  3. Press the **SD** button that you want to store the telephone number on

     ...or **SDS** (or **✱**), then enter an access code (see below). This code represents the stored number.
  4. Press your [PDN].

  Note If you need to press [DN] or **CO** line access code before dialing a number, you can store it in the speed dial number string.

  5. Enter a CO line access code (optional) plus the telephone number, then press **RDL** (or **#**).