

Introduction

This quick reference guide applies to Toshiba 3000- and 2000-series digital telephones and Internet Protocol (IPT1020-SD) telephones connected to a Strata CTX system.

See your Telephone System Administrator to find out which features you have. Use the check boxes or blank lines to enter the variable selections for your telephone.

What's My Line?

Throughout this guide, the word "line" is mentioned. Check mark which Line type you have. For example, you will be instructed to "select a line." "Line" can be:

- Line button
- Pooled Line Group
- Group Line button
- Line out requiring an access code – where you enter an outside line or line group access code (e.g., dial **9**).

Which Outgoing/Incoming Call Features Do I Have?

Check mark here which outgoing/incoming feature you have on your system. Then go through the rest of this guide and check mark that feature where it's noted.

- Automatic Line Selection (ALS):** For *outgoing* calls: You have ALS if you hear dial tone and the Line LED lights steady green when you lift the handset or press **Spkr**.
- Ring Line Preference:** You answer an *incoming* Line ringing your station by lifting the handset or pressing **Spkr**.
- Tone Signaling:** Internal *incoming* call: you hear successive ring tones, then lift the handset or press **Spkr**.
- Voice First Signaling:** Internal *incoming* call: your phone does not ring; instead you hear a long tone, then the caller's voice. Talk in the direction of your phone, or answer the call as you normally would by lifting the handset or pressing **Spkr**.

Note You can change between Tone and Voice Signaling on a call-by-call basis by pressing **1** after dialing an internal telephone number.

- Hot Dialing:** If your telephone is programmed for "hot dialing," you do not have to press **Spkr** or lift the handset before dialing internal or external speakerphone calls. When you dial a number, the speakerphone automatically turns on and the Spkr and Mic LEDs light up.

Which Codes Do I Use?

Default feature codes are listed in this guide. Check with your System Administrator to see if these codes have been changed. If so, write the new codes in the blank lines and cross out the default codes. For example:

Cnf/Trn + ~~#46~~ or 22.

Making a Call

Hot Dialing

1. To make a call using Hot Dialing, dial the number.
2. When connected, you can continue speakerphone operation or lift the handset and continue the conversation.

Spkr Button

1. To make a call, press **Spkr**.
2. Dial the number.
3. When connected, you can continue to use the speakerphone or lift the handset and continue the conversation.

Handset

1. To make a call, lift the handset, then dial the number.
2. When connected, you can continue to use the handset or switch to speakerphone by holding down **Spkr** and replacing the handset.

Answering a Call

- Lift the handset or press **Spkr**.
- ☐ If you don't have Ringing Line Preference: press the flashing line or extension button and lift the handset.

Handsfree Answerback

- **To receive a handsfree internal call over the speakerphone**
 1. You hear a single long tone, then the caller's voice. Do not lift the handset; speak toward the telephone in a normal voice.
 2. Press **Spkr** or take the handset off-hook if you wish to transfer the call or place it on hold.
- **To switch between Handset and Speakerphone**
 - Press **Spkr** and place the handset on-hook to switch from Handset to Speakerphone mode.

Account Code Calls

➤ To dial with a Forced Account Code (FAC)

1. Place a call in the normal method.
2. After the tone burst, enter the Account Code.

If the code is invalid, you hear re-order tone and the call is rejected.

➤ To use an Emergency Override of an FAC

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

➤ To dial with Voluntary Account Codes

1. After accessing a CO line, press **Account Code** ...or **Cnf/Trn + #46** _____.

You can enter it at any time during a call.

2. Enter the Account Code.

You should hear confirmation tone if the code is valid or two short tones if it is invalid.

3. Dial a telephone number if you entered the code after accessing an outside line or resume talking or hang up if you entered the code after the call.

Call Transfer

1. While on a call, press **Cnf/Trn**.
2. Dial the extension and announce the call or “blind transfer” (hang up).

During call transfer, you can reconnect to the original caller by pressing your flashing extension button.

3. **Camp on to a busy station:** If the station is busy, hang up. The called station receives a tone. Once the busy line is free, the transferred line is called back.

Conference Calls

1. While on a call, press **Cnf/Trn**.
2. Call another station or outside line.
3. When the called party answers, press **Cnf/Trn**. If it's busy or there's no answer, press **Cnf/Trn** again to return to the original connection. All parties are conferenced.
4. Repeat the above steps to add more lines. You can conference up to eight parties.

Note When the person who initiates the conference (master) hangs up, control transfers to the first internal station added to the conference. If no internal stations are in the conference, the call disconnects.

➤ To transfer conference control

1. Do steps 1 and 2 above to add the line to which you wish to transfer conference control.
2. Announce the call and hang up to transfer the call. This station is now the conference "master" with the ability to add or delete parties.

➤ To hold a conference call

- If you are the "master" conference controller, press **Hold** once (or twice for Executive Hold) to place the conference call on hold.

The conference continues and you can join at any time without giving up "master" abilities. Music-on-hold is suppressed in this mode.

➤ To delete the last member added to a conference

- While a call is in progress, press the **Cancel** button.

➤ To conference two outside Lines

1. While talking on an outside call, press **Cnf/Trn**.
2. Access an outside line.
3. After the party answers, press **Cnf/Trn**.
4. If you receive a busy tone or if the station does not answer, press the flashing button to return to the original call.
5. Press **Cnf/Trn** and hang-up.

Note Most phone companies provide auto disconnect, but if it is not provided, the lines must be supervised to disconnect.

6. To supervise a tandem call, press the extension button. If the parties have finished, hang up or if the parties are still talking, press **Cnf/Trn** and hang-up.

Hold

1. To place a call on Hold, press the **Hold** button.
2. To return to the held call, press the held line's button.
If you do not return to the held call, it rings back to your phone. If you are busy on another call, you hear two tone bursts. If the held party hangs up, the call is released.
3. If you have additional lines at your station to hold, repeat Step 1 above.

➤ To place a call on Exclusive Hold

- While on a call, press **Hold** twice. (No one can accidentally pick up your call.)

➤ To place a call on Automatic Hold

- While on a call, press another extension button to receive/originate a new call. You can switch between calls without having to press **Hold**.

Make sure this feature is programmed on your system; if not, existing calls will drop.

➤ To place a call on Consultation Hold

If you have multiple extensions on your phone, you can hold a different call on each extension.

- Press **Cnf/Trn**.

Call Forward - Any Calls (Internal & External)

There are two ways to perform each Call Forward:

➤ Enter the button sequence below

All Calls: Press Ext. + **#6011** or _____ + Destination No.

Busy: Press Ext. + **#6021** or _____ + Dest. No.

No Answer: Press Ext. + **#6031** or _____ + Dest. No. + Timer (seconds, 2-digits) + **#**

Busy No Answer: Press Ext. + **#6041** or _____ + Dest. No. + Timer (seconds, 2-digits) + **#**

Cancel: Press Ext. + **#6051** or _____

➤ ...or program a flexible button to perform the sequence

See "Flexible Buttons" for instructions.

Call Park Orbits

➤ To park a call

1. While on a call, press **Park in Orbit** ...or **Cnf/Trn + #33** or _____ .
2. Specify the Park Orbit using one of the following:
 - Press ***** and the system automatically selects a General Park Orbit between **7000~7019**. The chosen orbit appears on the LCD.
 - Enter a valid extension.
 - Press **#** and the system automatically selects your extension as the orbit.
3. Hang up. If the parked call is not retrieved, the call rings back to your phone.

➤ To retrieve a parked call

1. Press **Park in Orbit** ...or your extension button + **#32** or _____ .
2. Enter the Orbit Number where the call is parked.

Call Pickup

1. Press an extension button.
2. Enter a code from the following list:
 - Group Pickup: **#5#34** or _____
 - Directed Terminal Pickup: **#5#5** or _____
 - Other (see System Administrator): _____
3. Dial the extension that is holding the ringing or held call to be picked up.

Echo Cancel

- If you experience echo while conversing on your IP telephone, tap **Vol ▲** or **▼** once to cancel the echo sound.

Paging

➤ To make a page announcement to a phone or external speakers

1. Press extension, lift the handset, and enter:
 - #30** or _____ (all groups)
 - ..or **#31** or _____ + _____ the Group page access code.See “[Flexible Buttons](#)” for more paging codes.
2. Make your announcement, then hang up.

➤ To make an All Call Page

1. With the handset off-hook, press **All Call Page** ...or extension + **#30**. This pages all phones in the All Call Page Group, and may page external speakers (depends on programming).
2. Make your announcement then hang up.

Redial

Use this button to redial the last number dialed from your phone.

- To redial the last number, press **Redial** or ***0**.

Speed Dial

➤ To store a Station Speed Dial Number

We suggest storing Speed Dial numbers on a One Touch button; use Speed Dial Codes to store more numbers.

1. Press **Program** or dial **#9876**.
2. Press **Spdial**.
3. Press **1**, then enter a Speed Dial Code (**00~99**).
4. Enter the number to be stored in the Speed Dial bin (32 digits max.).
5. Press **Spdial** to store the entry. See “DATA PROGRAMMED.”
6. Lift and replace the handset.

➤ To clear a number from a Station Speed Dial code

- Repeat the previous procedure skipping Step 4.

➤ To make a call using Speed Dial

1. Lift the handset.
2. Access a outside line (if necessary).
3. Press **Spdial**. Then dial the Station or System Speed Dial Number.

One Touch Buttons

This feature is useful for storing frequently dialed numbers.

➤ To change a One Touch Button

1. Press **#9876** to enter User Programming Mode.
2. Press the One Touch button to set.
3. Enter the digits or special buttons to be stored.
4. Press the One Touch button to save the entry.

If these steps do not work, you may have to create a One Touch button (see “[Flexible Buttons](#)”).

➤ To Use a One Touch Button, just press it.

Voice Mail Call Monitor

System Availability: Only with Strata CTX28

- **To enable and disable Voice Mail Call Monitor**
 1. Press **Call Monitor** button.
 2. Enter your voice mail password, then press **#**.
- **To cancel Call Monitor**
 - Press **Call Monitor** button.
- **To monitor a call using Call Monitor**
 1. The flashing Call Monitor button indicates that a message is being recorded in voice mail.
 2. To listen, press the **Call Monitor** button.
 3. To talk to the caller, press the **Call Monitor** button again.

Voice Mail - Direct Transfer

1. While on a call, press **Cnf/Trn**.
2. Press **#407** ____.
3. Enter the voice mailbox number (may be the same as the extension number), then press **#**.
4. Hang up (the caller is connected to the voice mailbox) or press **Cnf/Trn** to return to the calling party.

Volume Control

- **To adjust handset volume**
 - During a call, press down **Vol ▲** or **▼**. When you hang up, volume returns to default.
- **To adjust the speaker volume for internal/external calls and background music**
 - Press **Spkr**. Select a line and press **Vol ▲** or **▼**.
- **To adjust Ring Tone, Handsfree Answerback and Speaker Off-hook Call Announce**
 - With an idle phone and handset on-hook, press **Vol ▲** or **▼**. When you hang up, volume returns to default.

DKT3014-SDL LCD Features

► To use Speed Dial or Directory Menus

1. Press the Soft Key next to the Speed Dial (**SD**) or Directory (**DIR**) to view the first screen.
2. To view the other pages, press the soft keys **MORE** or **PREVIOUS** ...or **LEFT** or **RIGHT**.
3. Select someone from the list by pressing the Soft Key next to the name.

FRED J		NO. 3371
FEB 18	MONDAY	12:00
DIRECT SS		
SYSTEM SD		
PERSONAL SD		
EXTERNAL DIR		
INTERNAL DIR		

► To Use Direct Station Selection

1. Press the **DIRECT SS** Soft Key to view the first screen.
2. To view other pages, press the **MORE** or **PREVIOUS** Soft Keys.
3. To select someone from the list, press the Soft Key next to the name.

FRED J		NO. 3371
MAR 18	MONDAY	01:35
BOB T		
DON U		
CAROL F	FRED M	
CUST SERV	GRAY W	
PREVIOUS	MORE	
EXIT		

	CALLING	
BOB T	NO. 3200	

Flexible Buttons

There are 10, 14 or 20 Flexible Buttons on your telephone. You can program features onto Flexible Buttons for easy access.

1. Press **#9876** to enter User Programming Mode.
2. Press **Hold**.
3. Press the Flexible Button to set or change.
4. Enter the Flexible Button Code (see following list).
5. Press the same Flexible Button (flashing). "DATA PROGRAMMED" appears on your LCD.

Flexible Button Codes

Account Code	660
Auto Busy Redial	150
Auto Callback	160
Call Forward - Any Calls (Internal and External)	
All Call	340
Busy	350
No Answer	360
Busy No Answer	370
Call Park Orbit	170
Call Pickup	
Incoming - Group Pickup	430
Incoming - Directed Terminal Pickup	440
Incoming - Directed Group Pickup	450
Incoming - Directed DN Pickup	460
On hold - Local Retrieve	490
On hold - Remote Retrieve	500
On hold - Outside Line Retrieve	480
On hold - Directed DN Retrieve	510
Incoming - Any External Call	470
On hold and Incoming	520
Caller ID	580
Cancel	290
Do Not Disturb	180
Door Lock Cancel	540
Direct Station Selection (DSS) Button	610
One Touch Button	570
Paging	
Page All Groups	220
Page Individual Groups	230
Emergency Page - Individual Group	250
Emergency Page - All Groups	240
Answer - Group Page	590
Record to VM	630
Pause/Resume	640
Release Button	270
Release/Answer	280
Speed Dial	260
User Programming Mode	650

Note Not all features have a Flexible Button Code. For additional codes, see your System Administrator.

CAUTION! Do not use cleansers that contain benzene, paint thinner, alcohol or other solvents on the telephone's rubber feet. The color of the rubber may transfer to the desk or mounting surface.

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