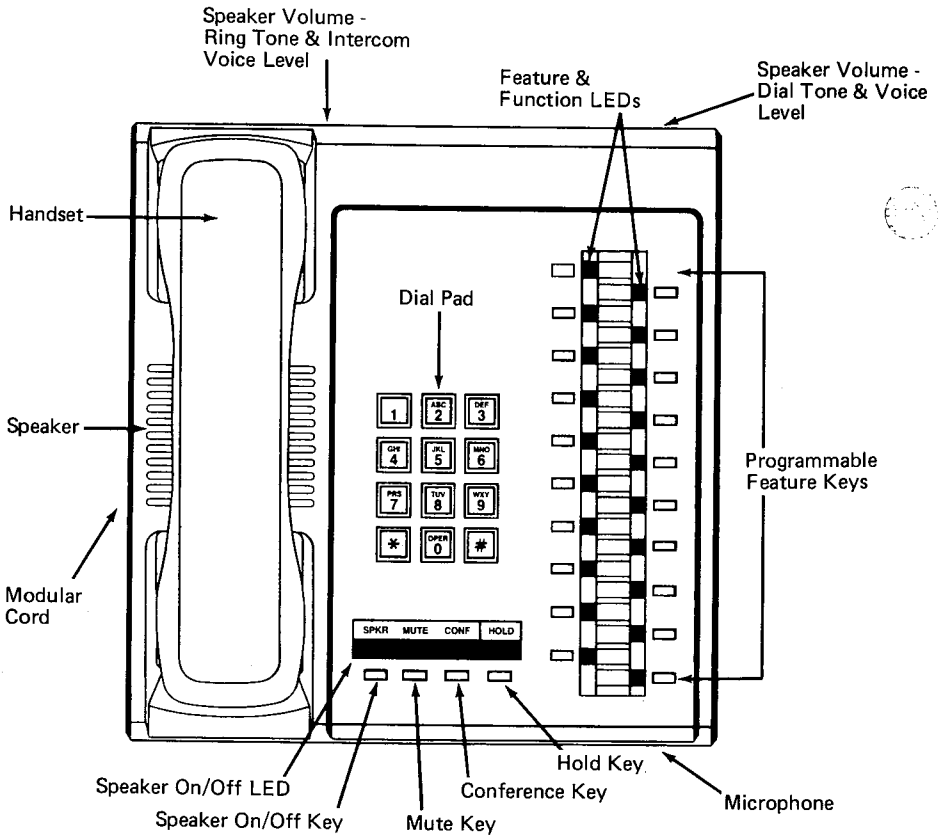
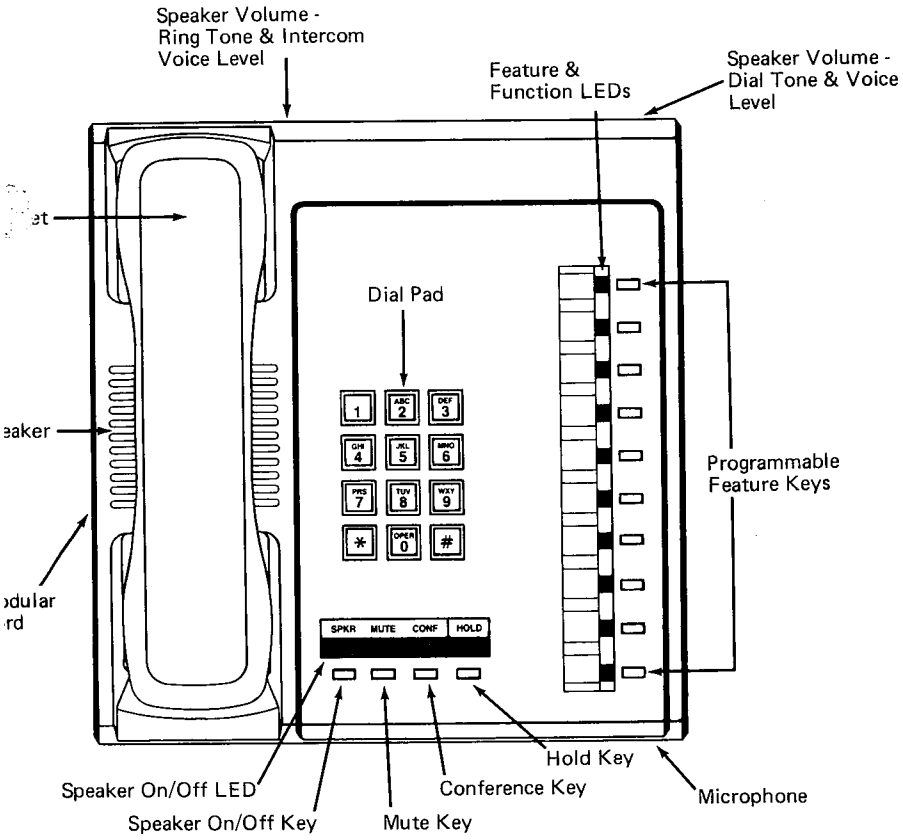
Perception™

ELECTRONIC KEY TELEPHONE USER GUIDE



20 KEY – ELECTRONIC KEY TELEPHONE (EKT)



10 KEY – ELECTRONIC KEY TELEPHONE (EKT)

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GENERAL INFORMATION

Your PERCEPTION electronic key telephone (EKT) has been designed to provide easy access to the wide range of features offered by your Toshiba telephone system. The EKT is equipped with a dial pad, 14 or 24 feature keys, a speaker with volume control, and a handset.

All the feature keys are plainly marked as to their purpose: the four horizontal keys have fixed assignments: [SPKR], turns speaker on and off in speakerphone mode; [MUTE], mutes microphone during speakerphone mode; [CONF], used to transfer and conference calls; and the [HOLD] key holds calls. The remaining 10 or 20 keys are assigned flexibly as station directory numbers (DN), private line keys, or as access keys for the various features.

The voice and ring tone volume levels on the PERCEPTION EKT are controlled by separate volume controls located on the rear of the telephone. The control on the right-hand side adjusts speaker volume for dial tone, and voice level; the left-hand side control adjusts ring tone and voice-announcement volume.

(continued)

GENERAL INFORMATION (continued)

CALL PROGRESS TONES:

Dial: Standard tone – continuous, proceed to dial

Recall Dial: Standard tone – three short pulses followed by continuous tone, proceed with feature execution

Busy: Standard tone – 60 pulses per minute, the connection or trunk line you've dialed is busy

Overflow: Same as busy tone – 120 pulses per minute, your call has been blocked due to dialing error or service restrictions

Ringing: Standard tone – 1 second on - 3 seconds off, your call is ringing

SPECIAL SIGNAL TONES (while EKT in use):

Camp-on: A single muted warning tone indicates that a call is waiting

Call Waiting: Two short warning tones via the speaker, accompanied by a flashing Call Waiting LED indicates that a call is waiting

Attendant Verification/Executive Override: A short tone burst via the handset (repeated every 15 seconds) is applied whenever the attendant enters the conversation, and when a station user enters your conversation using the Executive Override feature

(continued)

GENERAL INFORMATION (continued)

RINGING SIGNALS:

Internal Call: A ringing signal via the speaker every four seconds

External or Attendant Call: A double ringing signal via the speaker at four-second intervals

DN LED INDICATIONS:

Several LED illumination states are used to indicate the status of a DN

Flash:	0.5-seconds on, 0.5-seconds off; indicates incoming call
I-Use:	2-seconds on, 0.125-seconds off, 0.125-seconds on, 0.125-seconds off; indicates a DN in use at your EKT
On:	Steady on; indicates a DN in use at another EKT
I-Hold:	0.05-seconds on, 0.05-seconds off; indicates a call on hold at your EKT
Wink:	0.375-seconds on, 0.125-seconds off; indicates a call on hold at another EKT
Off:	DN idle

FEATURES

STATION-TO-STATION CALLING

TO CALL ANOTHER STATION:

OBTAIN DIAL TONE IN ONE OF THE FOLLOWING WAYS:

- Lift handset – your prime [DN] key will be selected automatically if it is idle (your prime [DN] key is the bottom key in vertical row)
- Lift handset and depress a [DN] key
- For speakerphone, just depress a [DN] key– dial tone will be heard via the speaker. It is not necessary to lift the handset unless you wish to use it.

DIAL THE STATION TELEPHONE NUMBER

- You will hear the call progress tones

HANG UP WHEN THE CALL IS COMPLETE

OUTGOING CALLS

TO MAKE AN OUTGOING CALL:

OBTAIN DIAL TONE

DIAL THE REQUIRED TRUNK ACCESS CODE

Trunk Access Codes: _____ _____

_____ _____

_____ _____

_____ _____

_____ _____

- Receive outside dial tone

DIAL THE DESIRED TELEPHONE NUMBER

HOLD

TO HOLD A CALL

DEPRESS THE [HOLD] KEY

- DN LED indication goes from I-use to I-hold
- Connection on hold

HANG UP

TO RECONNECT THE CALL

LIFT THE HANDSET

- If the on-hold call was on your prime [DN] key, you will be reconnected immediately
- DN LED indication goes from I-hold to I-use

DEPRESS [DN] KEY (this is necessary only for on-hold calls not on the prime [DN] key)

- DN LED indication goes from I-hold to I-use

CONSULTATION CALL

This feature enables you to consult with either an inside or outside line while you hold another call.

TO CONSULT

DEPRESS THE [CONF] KEY

- Original connection on hold
- Receive recall dial tone
- DN LED indication goes from I-use to I-hold

DIAL THE DESIRED NUMBER

TO RETURN TO ORIGINAL CONNECTION

DEPRESS [DN] KEY

- DN LED indication goes from I-hold to I-use
- Third party is disconnected

RESUME CONVERSATION

CALL TRANSFER

TO TRANSFER A CALL
REQUEST THE PARTY TO WAIT
DEPRESS [CONF] KEY
- Original connection on hold
- Receive recall dial tone
- DN LED indication goes from I-use to I-hold

DIAL THE DESIRED NUMBER
WHEN THE CALLED PARTY ANSWERS, ANNOUNCE THE CALL
HANG UP TO TRANSFER THE CALL

CONFERENCE

Using the Conference [CONF] key, it is possible to add a third party to an existing two-party conversation. The added party can be on either a station or an outside line. It is possible for any of the three parties to disconnect at anytime, leaving the remaining two parties connected. (The system will refuse to connect certain types of trunk lines.)

TO INITIATE A CONFERENCE
DEPRESS THE [CONF] KEY
- Original connection on hold
- Receive recall dial tone
- DN LED indication changes from I-use to I-hold

DIAL THE DESIRED NUMBER
DEPRESS THE [CONF] KEY WHEN THE NEW PARTY ANSWERS
- DN LED indication changes from I-hold to I-use
- Three-party conference commences

TO RETURN TO THE ORIGINAL CONNECTION
DEPRESS THE [DN] KEY
- The third connection will be released and the original connection will remain

PRIVACY RELEASE

By operating the Privacy Release [PRS] key you can allow another station user, who shares your DN appearance, to join an established conversation. A maximum of five conferees (station or trunk), including your own station, can be included in the conversation.

TO RELEASE PRIVACY

DEPRESS THE [PRS] KEY

- The DN LED will begin to wink wherever it appears

SECOND STATION USER DEPRESSES [DN] KEY

- The DN LED will change to I-use rate at both stations
- Conference begins

REPEAT TO ADD OTHER STATIONS

1. *Anytime you release privacy, you can reengage it immediately by depressing the [DN] key.*
2. *Any station that is a party to the conversation can release the privacy.*

CAMP-ON CALLS

A short warning tone from your EKT speaker (while you are talking with someone) advises you that an incoming call has been parked on your station by the attendant.

TO ACCEPT A CAMP-ON CALL

COMPLETE THE ORIGINAL CALL

HANG UP

- Your EKT will ring
- DN LED will flash

ANSWER THE NEW CALL

Camp-on and Call Waiting are mutually exclusive.

CALL WAITING

Two short warning tones from your EKT speaker and a flashing CWT LED advise you that your attendant has an outside call waiting. You have three choices:

1. Ignore the call – it will be returned to the attendant.
2. Terminate your existing call, and accept the new call.
3. Hold the existing call, and accept the new call. In this mode, it is possible to alternate between the two calls until the conversations are terminated.

TO ACCEPT THE WAITING CALL AND TERMINATE THE EXISTING CALL

HANG UP

- The CWT LED will go off, and the new call will ring at your EKT in the usual manner

TO ACCEPT THE WAITING CALL WHILE HOLDING THE EXISTING CALL

DEPRESS THE [CWT] KEY

- CWT LED lights steady
- DN LED indicates I-hold
- You will be connected to the waiting call

TO RETURN TO THE ORIGINAL CALL

DEPRESS THE [DN] KEY

- CWT LED starts to flash
- DN LED indicates I-use

It is possible to alternate between the two calls indefinitely by selecting either the [CWT] key or [DN] key.

TO DISCONNECT ONE CALL AND REMAIN CONNECTED TO THE OTHER CALL

HANG UP WHILE CONNECTED TO THE CALL YOU WISH TO TERMINATE

- The remaining call will appear, in the hold condition, at the [DN] key

DEPRESS THE [DN] KEY

- You will be connected to the remaining call

Camp-on and Call Waiting are mutually exclusive.

AUTOMATIC CALLBACK

If you attempt to call another station or access a trunk and receive a busy tone, you can request to be signalled when the desired station or trunk is idle. You may continue to use your telephone in the usual manner while awaiting a callback.

TO ACTIVATE AUTOMATIC CALLBACK

DEPRESS THE AUTOMATIC CALLBACK [ACB] KEY

- Receive recall dial tone
- ACB LED lights

HANG UP AND WAIT FOR CALLBACK, OR DIAL ANOTHER CALL

TO ANSWER AUTOMATIC CALLBACK

When the desired connection becomes idle your telephone will signal once, the ACB LED will wink, and the DN LED will flash. You must pick up the call within six seconds or your request will be cancelled.

LIFT THE HANDSET

- If the called party is a trunk, you will hear an outside dial tone (proceed to dial)
- If the called party is a station, that station will ring and you will hear the ringback tone
- If you hear an overflow tone, the station or trunk you called has been previously called, hang up and wait to be called again.

TO CANCEL AUTOMATIC CALLBACK

DEPRESS THE [ACB] KEY

- ACB LED goes off, callback is cancelled

CALL PICK-UP-DIRECTED

The Call Pick-up-Directed [CPD] key or access code allows you to answer a call which is ringing or on hold at a station other than your own.

FOR CALL PICK-UP

OBTAIN DIAL TONE
DEPRESS [CPD] KEY OR DIAL [*] [6]
- Receive recall dial tone

DIAL THE STATION NUMBER THAT IS RINGING/ON HOLD
- You will be connected to that call

CALL PICK-UP-GROUP

The Call Pick-up-Group [CPG] key or access code allows you to answer a call that is ringing at a station within your designated group without knowing exactly which station number is ringing.

TO USE CALL PICK-UP-GROUP

OBTAIN DIAL TONE
DEPRESS [CPG] KEY OR DIAL [*] [4]
- You will be connected to any call that is ringing at any station in your group

CALL FORWARDING

The Call Forwarding [CFD] key or access code enables you to direct all of your calls to another station or (optionally) an outside telephone number.

FOR CALL FORWARDING:

DEPRESS THE [CFD] KEY
- CFD LED will wink

DIAL THE NUMBER TO WHICH CALLS ARE TO BE FORWARDED

DEPRESS THE [CFD] KEY
- CFD LED will light steadily

. . . OR (if a [CFD] key is not provided) . . .

OBTAIN DIAL TONE

DIAL [*] [9]
- Receive recall dial tone

DIAL THE NUMBER TO WHICH CALLS ARE TO BE FORWARDED

DIAL [#]
- Receive dial tone
- Number is stored

You may continue to place outgoing calls from your telephone while Call Forwarding is in effect.

TO CANCEL CALL FORWARDING

DEPRESS THE [CFD] KEY
- CFD LED will go off
- Call Forwarding is cancelled

. . . OR (if a [CFD] key is not provided) . . .

OBTAIN DIAL TONE

DIAL [*] [*] [9]
- Receive dial tone
- Call Forwarding is cancelled

UNIVERSAL NIGHT ANSWER

TO ANSWER AN INCOMING CALL WHEN THE NIGHT BELL IS HEARD

OBTAIN DIAL TONE

DIAL [*] [1]

- You will be connected to the incoming call

SPEAK TO THE CALLER

USE CALL TRANSFER TO CONNECT THE CALL WITH THE DESIRED STATION

PAGING

TO PAGE

OBTAIN DIAL TONE

DIAL THE ACCESS CODE (see below) FOR THE DESIRED ZONE

	Paging Access Codes	Location
ZONE 1	_____	_____
ZONE 2	_____	_____
ZONE 3	_____	_____
ZONE 4	_____	_____
ZONE 5	_____	_____
ALL ZONE	_____	_____

SPEAK SLOWLY AND DISTINCTLY, REPEAT YOUR MESSAGE

MEET-ME PAGE

This feature will automatically connect you to a call that has been "parked" for you by the operator. If you are away from your telephone, the operator may park the call and direct you via the page system to dial an access code.

TO ANSWER A MEET-ME PAGE

OBTAIN DIAL TONE AT ANY TELEPHONE

DIAL THE ACCESS CODE

- You will be connected to the caller immediately

SPEAKERPHONE

TO MAKE AN OUTSIDE CALL WITH SPEAKERPHONE (On-hook Dialing)

LEAVE THE HANDSET ON-HOOK
DEPRESS YOUR [DN] KEY OR A PRIVATE LINE KEY (if available)
- LED will flash at the I-use rate

RECEIVE DIAL TONE
DIAL THE DESIRED TELEPHONE NUMBER
SPEAK AT A NORMAL VOICE LEVEL IN THE DIRECTION OF THE TELEPHONE
DEPRESS THE [SPKR] KEY WHEN THE CALL IS COMPLETED

TO RECEIVE AN INCOMING CALL (on Speakerphone)

YOU WILL HEAR A RINGING TONE
LEAVE THE HANDSET ON-HOOK
DEPRESS THE KEY OF THE DN OR PRIVATE LINE THAT IS FLASHING
- LED will flash at the I-use rate

SPEAK AT A NORMAL VOICE LEVEL IN THE DIRECTION OF THE TELEPHONE
DEPRESS THE [SPKR] KEY WHEN THE CALL IS COMPLETED

1) *To change from Speakerphone to handset:*
   - *Lift handset*
2) *To change from handset to Speakerphone:*
   - *Depress and hold [SPKR] key*
   - *Return handset to on-hook*
   - *Release [SPKR] key*

HANDSFREE ANSWERBACK/ SPEAKER CUT-OFF

This optional feature allows you to reply handsfree on voice page calls and (optionally) on the following types of calls:

_____ Station-to-station on normal [DN] keys

_____ Calls from the attendant console

If the Speaker Cut-off (SCO) feature is activated (SCO LED on), the Handsfree Answerback feature is disabled and all calls ring your telephone in the usual way.

TO ANSWER A CALL HANDSFREE

YOU WILL HEAR A SINGLE TONE

- DN LED will indicate I-use
- SCO LED will flash
- SPKR LED will light

SPEAK IN THE DIRECTION OF THE TELEPHONE

LIFT THE HANDSET IF YOU WISH TO SPEAK PRIVATELY

If the attendant is announcing an outside call and you do not pick up the handset, the handsfree connection will be broken when the attendant releases and the outside call will ring the [DN] key in the usual way.

TO ACTIVATE SPEAKER CUT-OFF

DEPRESS THE [SCO] KEY

- SCO LED will go on
- Calls will now ring at your EKT

TO RELEASE SPEAKER CUT-OFF

DEPRESS THE [SCO] KEY

- SCO LED will go off
- Handsfree Answerback is active

VOICE PAGE

This feature allows you to be connected automatically to the speaker of a specific EKT.

TO VOICE PAGE

OBTAIN DIAL TONE
DEPRESS THE APPROPRIATE VOICE PAGE KEY
- You will hear one ring tone
- VP LED lights

MAKE ANNOUNCEMENT

If that person is busy on another DN or has SCO engaged, you will hear ring tone until answered. If that DN is busy, you will hear busy tone.

SPEED DIAL-SYSTEM

As many as 90 telephone numbers can be stored in your Speed Dial-System directory.

TO USE SPEED DIAL-SYSTEM

OBTAIN DIAL TONE
DEPRESS THE [SDS] KEY OR DIAL [#] [6]
DIAL THE SDS ADDRESS CODE (10∿99)
- The system will dial the stored number

TO STORE OR CHANGE A TELEPHONE NUMBER

NOTIFY THE ATTENDANT (the Speed Dial-System directory is controlled by the attendant console)

SPEED DIAL-STATION

If your telephone is equipped with Speed Dial-Station, you can establish a personal directory of up to 10 telephone numbers.

TO USE SPEED DIAL-STATION

OBTAIN DIAL TONE
DEPRESS THE [SDC] OR [SDU] KEY
DIAL THE SD ADDRESS CODE (0∿9)
- The system will dial the stored number

TO STORE OR CHANGE CODE NUMBERS

A Speed Dial-Station directory may be shared by several stations. However, only one station designated as the controller can store or change numbers.

LEAVE THE HANDSET ON-HOOK
DEPRESS THE [SDC] KEY
- SDC LED begins winking

DIAL THE ASSIGNED SINGLE-DIGIT CODE (0∿9)
DIAL THE NUMBER TO BE STORED (16 digits maximum)

If it is necessary to insert a pause to allow for dial tone delay, press the [*] key after the trunk access code.

DEPRESS THE [SDC] KEY
- SDC LED goes off
- Number is stored

Record SD code and telephone number for future reference.

REPEAT LAST NUMBER DIALED

The system automatically stores the last number you dialed. Therefore, if you reach a busy number or no answer, and wish to try again, simply request the system to redial the number.

TO REDIAL THE LAST NUMBER

OBTAIN DIAL TONE
DEPRESS THE [RND] KEY OR DIAL [#][7]
- The system will automatically redial the number

AUTOMATIC DIALING

The Automatic Dialing [ADL] key allows you to store and automatically dial any telephone number (up to 16 digits) by depressing a single key. The stored number can be a station number, access code, or outside number.

TO DIAL A STORED TELEPHONE NUMBER
OBTAIN DIAL TONE
DEPRESS THE [ADL] KEY
- The telephone number will be dialed

TO STORE A TELEPHONE NUMBER
LEAVE THE HANDSET ON-HOOK
DEPRESS THE [ADL] KEY
- The ADL LED will wink

DIAL THE TELEPHONE NUMBER TO BE STORED (16 digits maximum)

If it is necessary to insert a pause to allow for dial tone delay, press the [*] key after the trunk access code.

DEPRESS THE [ADL] KEY
- ADL LED goes off and the telephone number is stored

MANUAL SIGNALLING

This feature allows you to signal a specific station.

TO SIGNAL THE STATION
DEPRESS THE [SIG] KEY
- The SIG LED will flash once
- A single tone will be heard via the speaker of the called EKT

PRIVATE LINE

This feature allows an outside line to appear directly at a key on your telephone, thereby bypassing the attendant console.

TO MAKE A CALL ON A PRIVATE LINE
DEPRESS THE [PL] KEY
- PL LED lights
- Receive outside dial tone

PROCEED TO DIAL

TO RECEIVE A CALL ON A PRIVATE LINE
THE LINE WILL RING AT YOUR TELEPHONE
- LED will flash

DEPRESS THE [PL] KEY

EXECUTIVE OVERRIDE

Executive Override allows you to enter an established conversation. The original connection receives a warning tone prior to you being conferenced.

TO OVERRIDE A BUSY CONDITION
DEPRESS THE [OVR] KEY
- The OVR LED will flash
- A warning tone is given to the existing connection

A THREE-WAY CONFERENCE NOW EXISTS (any one of the parties can leave the conference and the other two will remain connected)
A short tone will be heard every 15 seconds by all parties during the override condition.

LEAST-COST ROUTING

PERCEPTION will automatically select the least costly route (trunk group) for the call that you wish to make. If that route is busy, the next best route will be selected (if permitted by your class of service).

TO USE LEAST-COST ROUTING

OBTAIN DIAL TONE
DIAL THE LCR ACCESS CODE _____
DIAL THE NUMBER YOU WISH TO CALL
IF A TRUNK ALLOWED BY YOUR CLASS OF SERVICE IS AVAILABLE:
- Your call will be dialed automatically over the proper trunk
- You will hear call progress tones

PROCEED WITH CONVERSATION WHEN PARTY ANSWERS
IF NO TRUNKS ARE AVAILABLE:
- Receive busy tone

ACTIVATE THE AUTOMATIC CALLBACK FEATURE

ACCOUNT NUMBER RECORDING

Your system automatically records the details of some or all of the calls you make to or receive from outside the system. Recorded calls may be assigned account numbers for billing purposes (_____ digits).

TO RECORD AN ACCOUNT NUMBER BEFORE DIALING A CALL

LIFT THE HANDSET
DEPRESS THE [CRG] KEY OR DIAL [#] [9]
DIAL THE ACCOUNT NUMBER ON THE DIAL PAD (_____ digits)
- When number is complete, receive dial tone

DIAL CALL IN USUAL MANNER

(continued)

ACCOUNT NUMBER RECORDING

(continued)

TO RECORD AN ACCOUNT NUMBER DURING A CALL (incoming or outgoing—without a [CRG] key)

AT ANY TIME BEFORE DISCONNECT . . .
ASK YOUR PARTY TO WAIT
DEPRESS THE [CONF] KEY
- Connection on hold
- Receive recall dial tone

DIAL [#] [9]
- Receive recall dial tone

DIAL THE ACCOUNT NUMBER
(_____ digits)
- Receive recall dial tone

DEPRESS [DN] KEY
RESUME CONVERSATION

TO RECORD AN ACCOUNT NUMBER DURING A CALL (incoming or outgoing—with a [CRG] key)

AT ANY TIME BEFORE DISCONNECT . . .
ASK YOUR PARTY TO WAIT
DEPRESS THE [CRG] KEY
- Connection on hold
- DN LED indicates I-hold
- CRG LED lights

DIAL THE ACCOUNT NUMBER
(_____digits)
- When number is complete, the call is reconnected automatically

RESUME CONVERSATION

DO NOT DISTURB

This feature allows a station to give a busy indication whenever the user does not wish to be disturbed.

TO ACTIVATE DND

DEPRESS [DND] KEY
- DND LED lights

. . . OR . .
LIFT THE HANDSET
DIAL [#] [2]
HANG UP

(continued)

DO NOT DISTURB (continued)

Outgoing calls and features will still function while telephone is in the DND mode. To all incoming features the telephone will appear to be busy.

TO CANCEL DND

DEPRESS THE [DND] KEY
- DND LED goes off

. . . OR . . .

LIFT HANDSET
DIAL [#] [#] [2]
HANG UP
- Do Not Disturb feature is no longer active

MESSAGE WAITING

This feature allows the attendant or other Message Waiting Center to inform a station user that there is a message waiting. Your station will show the Message Waiting LED on or will receive a double ring every 20 minutes.

TO OBTAIN MESSAGES AND CANCEL MESSAGE WAITING AT STATION

OBTAIN DIAL TONE
DEPRESS THE [MSG] KEY
- Automatically rings the Message Center

. . . OR . . .

DIAL THE MESSAGE WAITING CENTER
COLLECT MESSAGE(S)
HANG UP

TO CANCEL MESSAGE WAITING AT STATION

WHILE THE EKT IS IDLE DEPRESS THE [MSG] KEY
- MSG LED goes off

. . . OR . . .

OBTAIN DIAL TONE
DIAL [#] [5]
- Message waiting cancelled

HANG UP

MESSAGE CENTER OPERATION

The following applies only if your EKT is designated as the Message Center.

TO LEAVE A MESSAGE WAITING SIGNAL

DIAL THE APPROPRIATE STATION NUMBER
IF BUSY OR NO ANSWER, DEPRESS [MSG] KEY

- MSG LED on (both stations)
- The Message Center MSG LED goes off when the connection is broken

TO CANCEL MESSAGE WAITING BY MESSAGE CENTER

DIAL THE APPROPRIATE STATION NUMBER
DEPRESS [MSG] KEY

- MSG LED goes off (on both stations)

. . . OR . . .

DIAL [#] [#] [5]

- All Message Waiting conditions are clear

SYSTEM DIRECTORY

Iress Code	Name	Phone Number
10		( )
11		( )
12		( )
13		( )
14		( )
15		( )
16		( )
17		( )
18		( )
19		( )
20		( )
21		( )
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46		( )
47		( )
		( )
		( )
50		( )
51		( )
52		( )
53		( )
54		( )

SYSTEM DIRECTORY

Address Code	Name	Phone Number
55		( )
56		( )
57		( )
58		( )
59		( )
60		( )
61		( )
62		( )
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