

# ***Strata***<sup>®</sup> **DK280**

## **SYSTEM ADMINISTRATOR'S GUIDE**

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## **GENERAL DESCRIPTION**

This System Administrator's Guide contains information and procedures that are not available to the average telephone user. These procedures are meant to be performed by the System Administrator or by someone designated to have access to a designated System Administrator's phone. The System Administrator has the responsibility of using certain proprietary codes for providing or restricting features to telephones within the STRATA DK280 systems. This document is not intended for general use and should be kept in a secure place.

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## **PURPOSE**

This document is designed for the telephone system administrator of the STRATA DK280 systems. The telephone system administrator is generally the individual responsible for assigning the user names that appear on the station display, managing station relocation, assigning direct inward system access (DISA) security codes, toll restriction override access codes, and verified account codes.

## **EQUIPMENT NOTES**

1. Most of the operations in this guide require a Liquid Crystal Display (LCD) digital telephone at the System Administrator's position for information display.
  2. Typically, station 200 is used to perform the functions in this guide. However, a different digital station may have been assigned by the system installer.
- 

## **ORGANIZATION**

This administrator's guide is divided into three chapters. The Introduction consists of a general description of the digital telephones as well as the purpose and organization of this document. Suggestions on how to use this guide also appear in this section.

Chapter 1, "Setting System Parameters," contains descriptions and procedures for Changing Codes, Date/Time/Day Adjustment, Speed Dial and Button Programming.

Chapter 2, "Station Relocation" describes how to reassign a station's features to another location through Automatic Relocation (which generally involves physically moving a telephone to its new location), or through Special Dial Relocation, which allows you to reassign telephone features through programming.

Chapter 3, "Auto Attendant" describes the Auto Attendant CO line assignments, the Dialing Plan, and contains recommendations for recording Auto Attendant messages

The Appendix contains the Feature Access Codes for the STRATA DK280 system.

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## **REFERENCE DOCUMENTS**

Other STRATA DK280 documentation which may be helpful is listed below: *General Description, Digital Telephone User Guide, Digital LCD Telephone User Guide, Electronic Telephone User Guide, Electronic LCD Telephone User Guide, Standard Telephone User Guide, Add-On Module/DSS Console User Guide, and the Data Interface User Guide.*

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## **HOW TO USE THIS GUIDE**

Most of the features in this guide are available with your telephone. The information in this guide is divided into distinct areas of content. Instructions for various procedures are referred to as Action Text and appear in the left-hand column of the page. Instructions appear in numerical sequence, enabling you to quickly perform a specific task. More detailed descriptions of these procedures, or explanations of their effects, are located in the right-hand column. Figure I-1 shows you the structure followed for each feature operation.

**ACTION TEXT**

SPECIFIC INSTRUCTIONS ON HOW TO PERFORM A PROCEDURE ARE NUMBERED AND ENTERED IN THE LEFT-HAND COLUMN.

STRATA DK280 SYSTEM ADMINISTRATOR'S GUIDE		SETTING SYSTEM PARAMETERS
<p>4. If you want to enter a number, press the # button to change to numeric characters. Press the # button again to return to alpha characters.</p>	<p>Numbers are also entered on the dialpad.</p> <p><i>NOTE:</i> When in the alpha character mode, the following special characters are set by pressing <b>1</b> and then pressing <b>0</b> to step through the available characters: <b>Q, Z, :, +, /</b>.</p>	
		<b>SYSTEM SPEED DIAL NUMBERS</b>
		System Speed Dial telephone numbers can be stored in the system memory by station 200 only.
<p><b>To Store a System Speed Dial Number:</b></p> <ol style="list-style-type: none"> <li>1. Do not lift the handset.</li> <li>2. Press the <b>Redial</b> button and then the <b>Speed Dial</b> button.</li> <li>3. Dial a 2-digit System Speed Dial code.</li> <li>4. Dial the telephone number to be stored.</li> <li>5. Press the <b>Redial</b> button to record the telephone number in memory.</li> <li>6. Repeat steps 1 - 5 above for every telephone number to be stored.</li> <li>7. Write down the Speed Dial codes and telephone numbers for future reference.</li> </ol>	<p>If your telephone does not have the <b>Redial</b> button, press the # button. If your telephone does not have the <b>Speed Dial</b> button, press the * button.</p> <p>System Speed Dial codes run consecutively from 600 - 699.</p> <p>A maximum of 20 digits can be stored.</p> <p>A maximum of 100 (600 - 699) telephone numbers can be stored in the system memory.</p> <p><i>NOTE:</i> Repeat steps 1 - 5 to replace the stored telephone numbers with new ones.</p> <p>Pause timing is set by the telephone installer and can either be a 1/2 second, or 2 seconds/10 seconds long. Flashes referred to here are hookflashes.</p> <p>If the <b>Spd Dial Pause</b> button is not available, the <b>Flash</b> button will store pauses only, not flashes.</p>	
		<b>1-8</b>

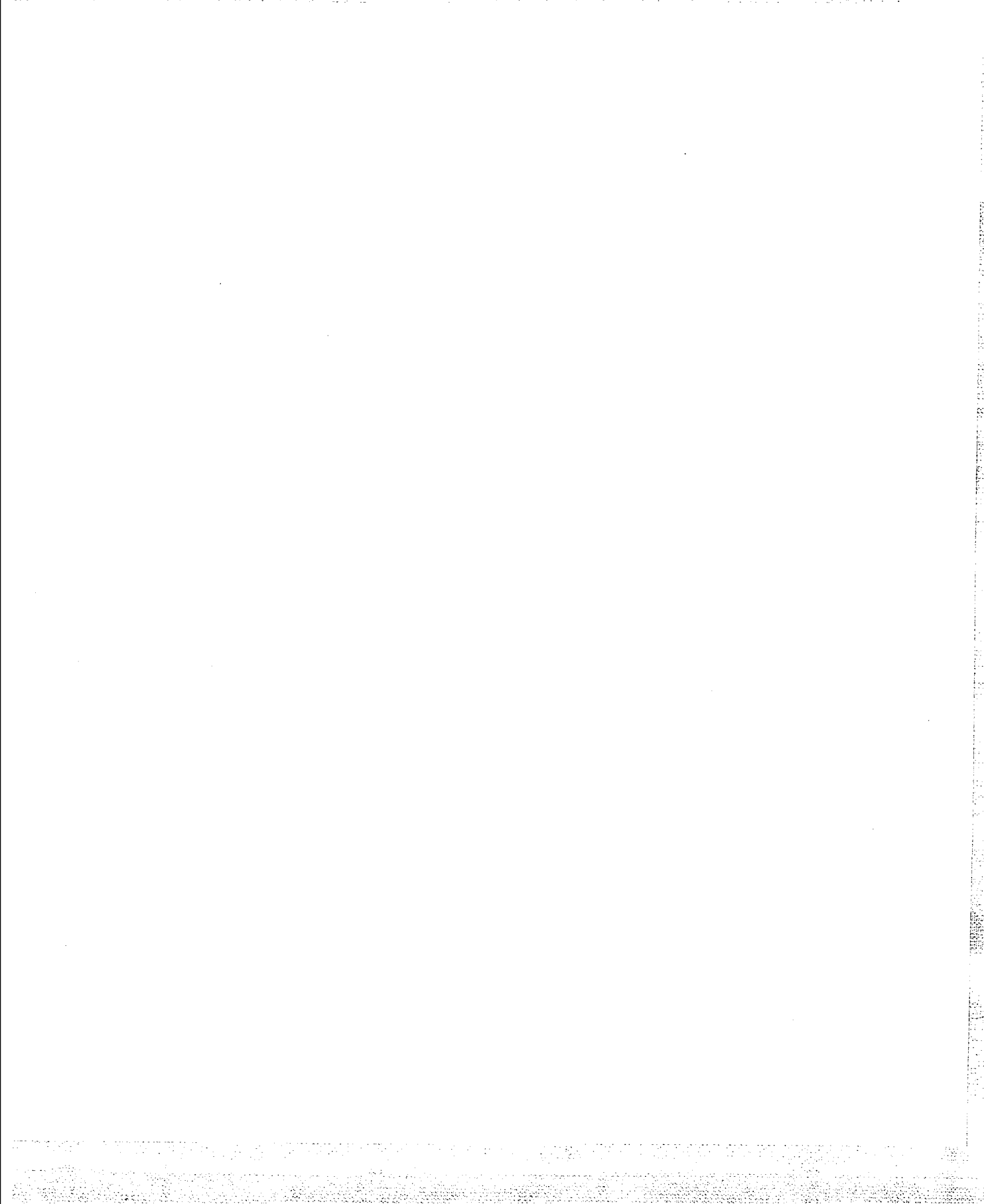
CHAPTER TITLES

FIRST LEVEL HEADINGS

RESULTS OR DETAILS EXPLANATIONS OR DETAILS OF THE ACTION TEXT.

NOTES AND WARNING MESSAGES

Figure I-1 Sample Page





## CHANGING CODES

For security reasons, some codes can be added, deleted, or changed **only by the administrator**. The system administrator's telephone must be enabled in system programming to change each of the following codes. The following codes fall under the above mentioned category:

- Direct Inward System Access (DISA) Codes
- Toll Restriction Override/Traveling Class Codes
- Verified Account Codes

### IMPORTANT NOTE!

*The Liquid Crystal Display (LCD) examples in this guide are shown with soft keys turned OFF. If your telephone has soft keys turned ON, the displays may be different, but they will still allow you to follow the steps in this guide. Generally, the information shown on line 2 will display on line 1.*

## DIRECT INWARD SYSTEM ACCESS (DISA) CODES

The Direct Inward System Access feature is used when calling into your system from the outside. This feature is available on certain CO lines or designated stations, and is assigned by the system programmer. CO lines can be DISA lines in the Day, Day 2, or Night mode, or any combination of these modes.

You will hear a confirmation tone.



NO . NNN  
ID CODE SET

The DISA security code digit length is a system program option. The code will appear on the LCD as you enter it.

You will hear a confirmation tone.



NO . NNN  
DATA PROGRAMMED

The telephone will return to the idle mode after you press the button.

### To Enter or Change the DISA Security Code:

1. Press the **Intercom** button and dial **# 6 5 8**.

2. Dial the new DISA security code (1 ~ 15 digits).

3. Press the **Redial** button. If your telephone does not have the **Redial** button, press the **#** button.

4. Press the **Spkr** button.

### To Cancel the DISA Security Code:

1. Press the **Intercom** button and dial **# 6 5 8**.

You will hear a confirmation tone.

2. Press the **Redial** button.

You will hear a confirmation tone. If your telephone does not have the **Redial** button, press the # button.

If the DISA code is canceled, outgoing access of CO lines on DISA calls will not require a security code.

3. Press the **Spkr** button.

The telephone will return to the idle mode after you press the button.

### TOLL RESTRICTION OVERRIDE/TRAVELING CLASS CODES

Toll restriction at a station can be completely overridden, or the station's normal class can be changed to another class (Traveling Class).

#### To Add/ Change Toll Restriction Override or Traveling Class Codes:

1. Press the # + **Intercom** buttons and dial Traveling Class Codes or Toll Restriction Override change access code.

You will hear a confirmation tone.

NO . NNN  
ENTER OVR . CODE

The access codes are as follows:

- For Traveling Class 1, dial # **6 9 1**.
- For Traveling Class 2, dial # **6 9 2**.
- For Traveling Class 3, dial # **6 9 3**.
- For Traveling Class 4, dial # **6 9 4**.
- For Traveling Classes 5 ~ 8, dial # **6 9 5** ~ # **6 9 8**. (Not available on all systems.)
- For "Override All" Code 1, dial # **6 5 4**.
- For "Override All" Code 2, dial # **6 5 5**.

2. Dial a desired 4-digit override code.
3. Press the **Redial** button to store the code.

The code will appear on the LCD as you enter it.

You will hear a confirmation tone. If your telephone does not have the **Redial** button, press the # button.

NO . NNN  
DATA PROGRAMMED

4. Press the **Spkr** button.
5. Repeat steps 1 ~ 3 to enter up to eight Traveling Class codes and two Toll Restriction Override codes.

The telephone will return to the idle mode after you press the button.

#### NOTE:

*The LCD responses shown in this procedure are the ones that are displayed when the Soft Key feature is deactivated.*

To Delete Toll Restriction Override or Traveling Class Code:

- 1. Press the # + **Intercom** button and dial the assigned Toll Restriction Override change access code.
- 2. Press the **Redial** button.
- 3. Press the **Spkr** button.

You will hear a confirmation tone.

You will hear confirmation tone.

The telephone will return to the idle mode after you press the button.

VERIFIED ACCOUNT CODES

Adding, deleting, or changing Verified Account Codes can be done at designated stations only. The privileged stations are assigned by the system programmer.

To Add or Change Verified Account Codes:

- 1. Press the **Intercom** button and dial the access code # 6 5 9.
- 2. Dial the desired 3-digit verified account code number (000 ~ 299).

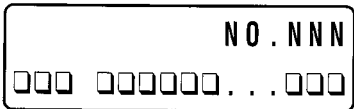
You will hear a confirmation tone.



The system memory can store a total of 300 account code numbers for DK280. They are sequentially numbered from 000 through 299. The account code number will appear on the LCD as you enter it. As you enter the account code, the words "VERIFY ACC SET" scroll to the left as the numbers appear on the display.



The account code digit length is assigned in the system programming. Each can be 4 ~ 15 digits long. The code will appear on the LCD as you enter it.



- 3. Dial the verified account code (4 ~ 15 digits).
- 4. Press the **Redial** button to store the code.

You will hear a confirmation tone. If your telephone does not have a Redial button, press the # button to store the code.



5. Press the **Spkr** button.
6. Repeat steps 1 ~ 4 to enter more verified account codes.

#### To Delete Verified Account Codes:

1. Press the **Intercom** button and dial the access code **# 6 5 9**.
2. Dial the 3-digit verified account code number (000 ~ 299) to be deleted.
3. Press the **Redial** button.
4. Press the **Spkr** button.

The telephone will return to the idle mode after you press the button.

#### NOTE:

*The LCD responses shown in this procedure are the ones that are displayed when the Soft Key feature is deactivated.*

You will hear a confirmation tone.

You will hear a confirmation tone.

If your telephone does not have a **Redial** button, press the **#** button.

The telephone will return to the idle mode after you press the button.

---

### DATE/TIME/DAY ADJUSTMENT

The Date/Time/Day Adjustment feature operation is possible from only one station, station 200.

#### To Set Date:

1. Place the handset on-hook.
2. Press the **Intercom** button and dial **# 6 5 1**.
3. Dial the date (YYMMDD).
4. Press the **Redial** button.
5. Press the **Spkr** button.

Dial year/month/day in the format YYMMDD. Enter a leading 0 for any single-digit month or day.

You will hear a confirmation tone. If your telephone does not have a **Redial** button, press the **#** button.

The telephone will return to the idle mode after you press the button.

#### To Set Time:

1. Place the handset on-hook.
2. Press the **Intercom** button and dial **# 6 5 2**.

3. Dial the time (HHMMSS).  
Dial hour/minute/ second in the 24-hour clock format HHMMSS. Enter a leading 0 for any single digit entered.
4. Press the **Redial** button.  
You will hear a confirmation tone. If your telephone does not have a Redial button, press the # button.
5. Press the **Spkr** button.  
The telephone will return to the idle mode after you press the button.

**To Set Day of the Week:**

1. Place handset on-hook.
2. Press the **Intercom** button and dial # 6 5 3.
3. Enter the number which corresponds to the appropriate day of the week.
 

1	=	Sunday
2	=	Monday
3	=	Tuesday
4	=	Wednesday
5	=	Thursday
6	=	Friday
7	=	Saturday
4. Press the **Redial** button.  
You will hear a confirmation tone. If your telephone does not have a **Redial** button, press the # button.
5. Press the **Spkr** button.  
The telephone will return to the idle mode after you press the button.

---

**USER NAME/NUMBER DISPLAY**

This feature allows you to store a name (such as your name, telephone number, location, etc.) in the system memory for each station or device. This name (e.g., LOBBY) will display on the station's LCD while it is idle, and it will appear at other stations' LCDs when they are called. The name will also appear on the LCD during direct intercom, forwarded, and hunted calls. However, on override or Off-hook Call Announce (OCA) calls, the LCD will not display the name.

Name display information for non-LCD telephones or voice mail/auto attendant devices may be stored from the administrator's digital station (station 200). When NAME/NUMBER is recorded for non-LCD telephones or other devices, their NAME/NUMBER is displayed on LCD telephones when called. The name of a called telephone displays on the calling telephone's LCD when the calling telephone has the soft key feature activated.

**NOTE:**

*Before entering names for other users, the Soft Key feature must be turned off by pressing the **Mode** button and dialing **7 0** when your telephone is idle. After*

### To Enter Name/Number Information for Another Station/ Voice Mail from Station 200:

1. Press the **Intercom** button and dial # **6 2 1**.

USER NAME?  
TOSHIBA EXT. 200

*the names have been entered, turn the feature back on by pressing the **Mode** button and dialing **7 1** when your telephone is idle.*

2. Press the **Page** button.
3. Dial the intercom number (**NNN**) of the telephone or device for which NAME/NUMBER information will be recorded.
4. Press the **Page** button.
5. Enter the new information via the dialpad.
6. Press the **Spkr** button.

Station NNN may set and clear the NAME/NUMBER feature anytime:

- Set: **Intercom # 6 2 1**.
- Clear: **Intercom # 6 2 0**. "Clear" eliminates the display when calling, but does not erase it from memory; only station 200 can erase the NAME/NUMBER of a non-LCD station.

The LCD displays "DEST. EKT NO.?"

The LCD displays "DEST EKT NO. NNN."

"USER NAME?" will appear on the upper line of the LCD. Current information for station NNN will appear on the lower line of the LCD. The cursor will appear to the right of the last character of the current information.

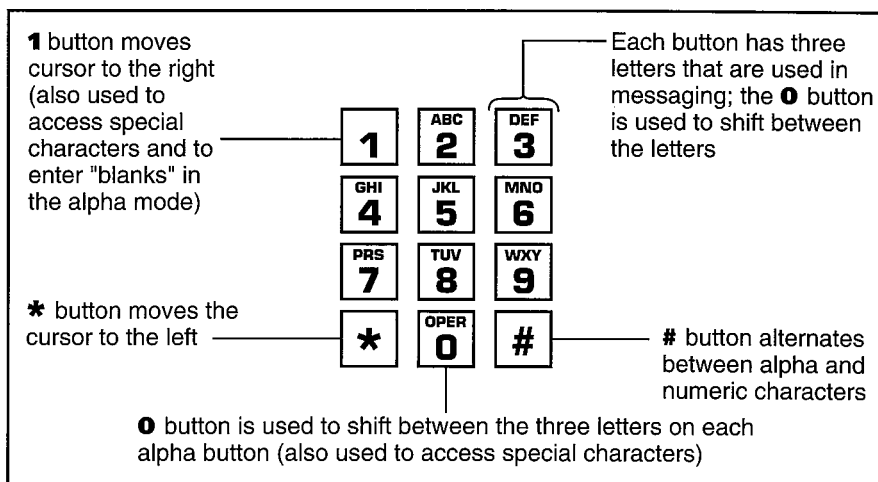
Up to 16 characters can be recorded. See the following "To record a NAME/NUMBER" procedure. It is recommended to record the station intercom number of the telephone along with the NAME.

The new information is stored and appears on the top line of station NNN's LCD. Station 200's LCD returns to the normal idle display.

#### NOTES:

1. *To erase the NAME/NUMBER information of another station from station 200, repeat steps 1 ~ 6 above and enter blanks in step 5. Blanks are entered by pressing **1** in the alpha mode.*
2. *If the system power is removed, the NAME/NUMBER information will **not** display when the system power is returned. To restore the NAME/NUMBER of another telephone or device after power interruption, repeat steps 1, 2, 3, 4, and 6, or dial # **6 2 1** from that station.*

Refer to Figure 1-1 for an explanation of the dialpad buttons.



**Figure 1-1**  
Dialpad Information

#### To Record a NAME/NUMBER:

1. Press the # button to access alpha characters.
2. Move the cursor (-) to the desired position.
3. Press the button that has the letter you want to enter.
4. Default mode of operation is "Numeric". Press the # button again to return to alpha characters.

For a new NAME move the cursor to the left edge of the display, or two spaces to the right of the preprogrammed NAME to add information.

Use the **0** button to shift from letter to letter on the button. For example:

- If you press **3**, a D will be displayed. By pressing **0**, the D is changed to E. By pressing **0** again, the E is changed to F. Press **0** again and the F changes to D.
- To enter a space, press **1**.

Numbers are also entered on the dialpad. You can continue to press # each time you want to switch from numeric to alpha, and back again.

#### NOTE:

When in the alpha character mode, the following special characters are set by pressing **1** and then pressing **0** to step through the available characters: **Q, Z, ;, -, +, /**.

## SYSTEM SPEED DIAL NUMBERS

System Speed Dial telephone numbers can be stored in the system memory by station 200 only.

### To Store a System Speed Dial Number:

1. **Do not** lift the handset.
2. Press the **Redial** button and then the **Speed Dial** button.
3. Dial a 2-digit System Speed Dial code.
4. Dial the telephone number to be stored.
5. Press the **Redial** button to record the telephone number in memory.
6. Repeat steps 1 ~ 5 above for every telephone number to be stored.
7. Write down the Speed Dial codes and telephone numbers for future reference.

If your telephone does not have the **Redial** button, press the **#** button. If your telephone does not have the **Speed Dial** button, press the **\*** button.

System Speed Dial codes run consecutively from 60 ~ 99 or 600 ~ 699 depending on your system size.

A maximum of 20 digits can be stored.

A maximum of 40 (60 ~ 99) or 100 (600 ~ 699) telephone numbers can be stored in the system memory, depending on your system size.

#### NOTE:

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

### To Store Pauses and Flashes Along With Speed Dial Numbers:

1. Press the **Spd Dial Pause** (or **Spd Dial Lng Pause**) button to store a pause.

If the **Spd Dial Pause** button is not available, the **Flash** button will store pauses only, **not** flashes.

The **Spd Dial Pause** button is used to program a 1/2-second or 2-second pause per system program assignment. A 10-second pause is programmed using the **Spd Dial Pause** button.

Pause timing is set by the telephone installer and can either be a 1/2 second, or 2 seconds/10 seconds long. Flashes referred to here are hookflashes.

2. Press the **Flash** button to store a flash.

The telephone must have a **Spd Dial Pause** button and a Flash button to allow the Flash button to store Flashes.



## PROGRAMMABLE FEATURE BUTTONS

In addition to station Speed Dial buttons for personal user programmable features, System Speed Dial buttons and codes can be assigned by the System Administrator. These Speed Dial buttons can store fixed button functions—**Conf/Trns**, **Intercom**, and **Hold**—enabling users to program feature buttons as Park and Page. A button can have just one feature or a sequence of features assigned to it. A maximum of 20 digits can be stored for each button. Fixed buttons count as two digits.

### To Store a Feature on a Button from the Administrator's Telephone (Station 200):

1. Do **not** lift the handset.
2. Press the **Redial** button.
3. Press the **SD** button you wish to use.
4. Enter the desired code or sequence of codes (20 digits maximum).
5. Press the **Redial** button to record the code or codes in memory.

You have to exit this mode to make and answer a call. To exit the mode, press the **Redial** or **#** button.

Codes must be assigned to SD buttons associated with Speed Dial code 60 ~ 99 or 600 ~ 699, depending on your system size.

Refer to the Appendix for a list of feature access codes.

### To Store a Feature with a System Speed Dial Code:

1. Do **not** lift the handset.
2. Press the **Redial** and **Speed Dial** buttons.
3. Dial a 2- or 3-digit System Speed Dial code (any of the codes 60 ~ 99 or 600 ~ 699).
4. Enter the desired code or sequence of codes (20 digits maximum).
5. Press the **Redial** button to record the code or codes in memory.

You have to exit this mode to make and answer a call. To exit the mode, press the **Redial** or **#** button. If the **Redial** button does not appear on your telephone, use the **#** button. If the Speed Dial button does not appear on your telephone, use the **\*** button.

Refer to the Appendix for a list of feature access codes.

6. Write down the Speed Dial codes and associated assignments feature for future reference.

---

## SPEED DIAL MEMO

This feature allows the administrator (usually station 200) to program a 11- or 12-character name for each of the 40 or 100 system Speed Dial numbers (60 ~ 99 or 600 ~ 699), depending on your system size. The memo pad of names may be stepped through to select the appropriate party.

### NOTE:

*Before entering names for Speed Dial Numbers, the Soft Key feature must be turned off by pressing the **Mode** button and dialing **7 0** when the telephone is idle. After the names have been entered, turn the feature back on by pressing the **Mode** button and dialing **7 1** when the telephone is idle.*

### To Program Names and Numbers:

1. Press the **Redial** button then the **Speed Dial** button.

The LCD will display "# \* NNN SPEED DIAL". NNN represents the entered Speed Dial number.
2. Dial the desired Speed Dial number.

If a name/memo is currently stored with its code, it will be displayed.
3. Press the **Mode** button.

The name/memo will appear on the LCD as you enter it.
4. Enter the name or memo.

See Figure 1-1, Dialpad Information.
5. Press the **Mode** button.
6. Enter the desired telephone number (20 digits maximum).

The number will appear on the LCD as you enter it. Speed Dial numbers and memos and their corresponding 2- or 3-digit codes may be recorded on the Speed Dial Memo Directory at the back of this guide.
7. Press the **Redial** button to record the data in memory.
8. Repeat steps 2 ~ 7 to enter more names/memos.

**To Dial a Speed Dial Number:**

1. Press the **Mode** button.
2. Dial **8** □ □ □ (□ □ □ = **6 0** ~ **9 9** or **6 0 0** ~ **6 9 9**).
3. Press the **Page** button to scan the directory for the appropriate number/memo.
4. Press any available **Line** or **Intercom** button.
5. The number will be dialed.

The LCD displays "MODE NO.?"

The Speed Dial number appears with a name or memo. Speed Dial numbers and memos and their corresponding 3-digit codes may be recorded on the Speed Dial Memo Directory at the back of this guide.

**To Check a Speed Dial Number:**

1. Press **Mode 8**.
2. Dial a 2 or 3 digit speed dial number **6 0** ~ **9 9** or **6 0 0** ~ **6 9 9**).
3. If the number is longer than 16 digits, press the **Scroll** button to display the remaining digits.
4. To see the next number, press the **Page** button.

## **ATTENDANT CONSOLE CALLING**

Up to four Attendant Consoles can be installed per system. There can be up to three ways to call the Attendant Console, depending upon system programming.

### **To Call Any Attendant Console:**

Press the **Intercom** Button and dial "0".

The call will ring the Attendant Console's "0" button. Dial "0" calls rotate between the consoles if more than one console is installed.

### **To Call a Particular Console:**

Press the **Intercom** button and dial the console's Intercom number \_\_\_\_\_.

The call will ring the console's "INT" button. Your System Administrator can provide the Attendant Console(s) intercom number(s).

### **To Make an Emergency Call to a Console:**

Press the **Intercom** button and dial the emergency access code **#400**.

## **EMERGENCY CALLS TO THE ATTENDANT CONSOLE**

The call will ring the console's EMGR button.

## STATION RELOCATION

The Station Relocation feature allows you to relocate an electronic, digital, or standard telephone without requiring reprogramming the station's features. When relocated, the telephone keeps its station number and all the features programmed in it, including personal messages, feature buttons and Speed Dial numbers.

One station at a time can be easily relocated. If two stations are unplugged at the same time, the telephone that was unplugged **last** will relocate when it is plugged back in. Station Relocation works only with the **same type** of station; for example, moving electronic telephone to electronic telephone, digital telephone to digital telephone, and standard telephone to standard telephone. The label on the bottom of your telephone will indicate "Electronic" or "Digital" key telephone. If a 10-button telephone is replaced with a 20-button type, the left column of buttons will retain the 10 button assignments. With Liquid Crystal Display (LCD) telephones, you can look at the LCD of the calling or called intercom numbers, after relocation, to confirm the desired location.

### CAUTION

*Always turn this feature off promptly after relocation is finished to avoid accidental relocation.*

## AUTOMATIC RELOCATION

This function allows the System Administrator to physically move a telephone from one location to another location while maintaining all of the telephone's features. A "Telephone Location Record Sheet" is provided to at the back of this guide so that you can record telephone location information.

After you turn on Auto Station Relocation, you will hear a confirmation tone which indicates that the Station Relocation Feature is on. If you hear a busy tone instead of confirmation tone after dialing # **6 2 8 2**, it's for one of two reasons: (1) Station Relocation was already turned on; or, you did not dial from station 200.

### IMPORTANT NOTE:

*If relocating a telephone (Station A) to a location (Location 2) that already has a telephone (Station B), first disconnect Station B from its telephone jack before you disconnect Station A. In other words, you must make the location that you're moving to "vacant" before you unplug the phone that is being moved.*

### To Automatically Relocate a Station:

1. From station 200, press the **Intercom** button and dial # **6 2 8 2** to turn on the Auto Station Relocation feature, then press the **Spkr** button.
2. Make sure that the phone jack that the phone is moving to (Location 2) is already vacant. See "IMPORTANT NOTE" before proceeding to step 3.
3. Unplug Station A's modular cord from the wall jack of Location 1.

4. Plug in Station A's modular cord to the wall jack of its new location (Location 2).
5. If there is a second station (Station B) that you want to relocate, then plug in Station B to Location 1.
6. From station 200, press the **Intercom** button and dial **# 6 2 8 1** to turn off Auto Station Relocation, then press the **Spkr** button.

#### To Relocate by Special Dial:

1. From station 200: Press the **Intercom** button and dial **# 6 2 8 3** to turn on the Special Dial Station Relocation feature, then press **Spkr**.
2. Relocate Station A to Location 2 and Station B (if connected) to Location 1: Press **Intercom** and dial **# 6 2 7 N N N** from Station A in Location 1.
3. From Station 200, press the **Intercom** button and dial **# 6 2 8 1** to turn off Special Dial Station Relocation, then press the **Spkr** button.

Station A is now relocated to its new location while retaining its original features.

#### NOTE:

*Station B's Intercom number and feature button information is moved to Location 1 when Station A is relocated to Location 2.*

After you turn off Auto Station Relocation, you will hear confirmation tone. If you hear a busy tone instead of confirmation tone after dialing **# 6 2 8 1**, it's for one of two reasons: (1) Station Relocation was already turned off; or, you did not dial from logical port 000 (usually station 200.)

#### RELOCATION BY SPECIAL DIAL

This feature allows two station numbers and the features programmed in them to be exchanged with or without physically relocating the telephones. The exchange takes place through the use of special dial codes.

After you turn on Relocation by Special Dial, you will hear confirmation tone which indicates that the Station Relocation Feature is on. If you hear a busy tone instead of confirmation tone after dialing **# 6 2 8 3**, it's for one of two reasons: (1) Station Relocation was already turned on; or, you did not dial from station 200.

After pressing **Intercom # 6 2 7 N N N** (Station B) you will hear a confirmation tone. (N N N = Intercom number of Station B.) Station A will operate in location 2, with the same features that it had in location 1, and Station B will operate in Location 1 as it did in Location 2.

After Station Relocation is turned off, you will hear confirmation tone. If you hear a busy tone instead of confirmation tone after dialing **# 6 2 8 1**, it's for one of two reasons: (1) Station Relocation was already turned off; or, you did not dial from station 200.

#### NOTE:

*After completion, the keystrips of the two telephones should be exchanged if they are different from each other. If a 10-button telephone is replaced with a 20-button type, the left column of buttons will retain the 10 button assignments; therefore, the telephones should be physically exchanged instead of just the keystrips.*

## AUTO ATTENDANT

The Auto Attendant feature tells the system where to direct incoming Auto Attendant calls. There are two announcements that will greet callers. The primary announcement contains the company greeting, followed by a menu. The secondary announcement, which is optional, will play when the station or department called is not available. It is then followed by a menu.

An Auto Attendant's primary announcement may sound as follows:

"Hello, you have reached Toshiba.

If you know the number of the party you wish to talk to, please dial it now.

For operator assistance, dial 0 or wait for assistance.

For Sales, dial 3.

For Marketing, dial 4.

And for Technical Support, dial 5."

The following is an example of an Auto Attendant's secondary announcement:

"The party is unavailable ...

For operator assistance, dial 0 or wait for assistance.

For Sales, dial 3.

For marketing, dial 4.

And for technical support, dial 5."

## AUTO ATTENDANT CO LINE ASSIGNMENTS

CO lines may be assigned as Auto Attendant lines on any of the three system modes (Day, Day 2, and Night) by the system programmer. The **NT** button can be used to switch the CO lines to ring the Auto Attendant or to ring stations that are preassigned in system programming.

The Auto Attendant can be configured (in system programming) to answer CO line calls on a delayed basis (12 or 24 seconds) if the call is not answered at a ringing station(s).

## SYSTEM AUTO ATTENDANT DIALING PLAN

The Auto Attendant dialing plan is assigned in system programming. The following Auto Attendant Menu table is provided for recording your system Auto Attendant dialing plan. It is recommended that no single digit be used as a station number, but rather used for direct dialing of station intercom numbers (200 ~ 439) as shown in Table 3-1. Callers can access DISA by dialing \*. It is recommended not to include this information in the auto attendant announcement.

DIALED DIGIT (MENU PROMPTS)	STATION (INTERCOM) NUMBER	DEPARTMENT, DIVISION, ETC.
0		
1		
2	(200 ~ 299)	
3	(300 ~ 399)	
4	(400 ~ 439)	
5		
6		
7		
8		
9		

**Table 3-1**  
**Auto Attendant Menu**

### **AUTO ATTENDANT ANNOUNCEMENT RECORDING RECOMMENDATIONS**

Primary announcements are played to the caller when the Auto Attendant first answers a CO line. Secondary announcements (optional) are played to the caller after dialing a busy or unanswered station. Announcements should be kept as short as possible to allow fast call handling, and to eliminate overflow situations. Typical announcements should run between 10 and 20 seconds. Both primary and secondary announcements should play the Auto Attendant dialing plan options.

If recorded announcements need to be long, multiple announcement machines can be installed to accommodate quick pickup. Announcements can be up to 60 seconds in length. The system can support up to four primary announcements and up to four secondary announcements, thereby making a 15-second call answering time possible. All primary announcements should play the same message/dial prompts, and all secondary should play the same secondary announcement. Follow the announcement device manufacturer's instructions to record the auto attendant announcements.



### USER NAME/NUMBER DIRECTORY

NAME/NUMBERS are limited to 16 alphanumeric characters and are displayed on the top row of idle LCD stations and the bottom row of called LCD stations.

This directory is provided for Station 200, the administrator's station, reference and recording of other station NAME/NUMBERS.

Station # \_\_\_\_\_

D	A	T	E		D	A	Y		T	I	M	E			

Station # \_\_\_\_\_

D	A	T	E		D	A	Y		T	I	M	E			

Station # \_\_\_\_\_

D	A	T	E		D	A	Y		T	I	M	E			

Station # \_\_\_\_\_

D	A	T	E		D	A	Y		T	I	M	E			

Station # \_\_\_\_\_

D	A	T	E		D	A	Y		T	I	M	E			

Station # \_\_\_\_\_

D	A	T	E		D	A	Y		T	I	M	E			

**SPEED DIAL MEMO DIRECTORY**

Speed Dial memos are limited to 12 characters for the memo (top row of LCD) and 16 digits/pauses for the dial number (bottom row of LCD).

This directory is provided for recording Speed Dial numbers with memos from Station 200, the administrator's station.

\* Code:                    11-Character Memo: (Example)

*	6	0	0 <sup>1</sup>	-	M	E	M	O		H	E	R	E					
S	P	E	E	D					D	I	A	L	#		H	E	R	E

*				-														

*				-														

*				-														

*				-														

*				-														

**NOTE:**  
 1. Speed dial numbers may be 60 ~ 99 or 600 ~ 699 depending on the system size.

FEATURES	2000-SERIES TELEPHONE FEATURE ACCESS CODES
Account Codes <sup>8</sup> (Frequently used codes).....	<b>Cnf/Trn + # 4 6</b> + Account code digits
Automatic Callback .....	<b>4</b>
Background Music <sup>7</sup> (External Speakers On) .....	<b>Intercom + # 4 9 1</b>
Background Music <sup>7</sup> (External Speakers Off) .....	<b>Intercom + # 4 9 0</b>
Call Forward — All Calls (To Station) .....	<b>Intercom + # 6 0 1</b> + station number
Call Forward — Busy (To Station) .....	<b>Intercom + # 6 0 2</b> + station number
Call Forward Cancel .....	<b>Intercom + # 6 0 1</b>
Call Forward External .....	<b>Intercom + # 6 7 0</b>
Call Forward External Cancel .....	<b>Intercom + # 6 7 0</b>
Call Park <sup>8</sup> .....	<b>Cnf/Trn + # 4 1</b>
Call Park Retrieve (Pickup at your own station).....	<b>Intercom + # 4 2</b>
Door Phone Calling .....	<b>Intercom</b> + door phone intercom number
Hookflash Signal <sup>8</sup> .....	<b>Cnf/Trn + # 4 5</b>
Off-hook Call Announce (Manual Mode) .....	<b>2</b>
Overrides (Busy, DND) .....	<b>2</b>
Overrides (Executive) .....	<b>3</b>
Paging <sup>5</sup> (CO line Auto Hold) (All Call, Digital and Electronic telephones).....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 0</b>
Paging <sup>5</sup> (Station Group A) .....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 1 1</b>
Paging <sup>5</sup> (Station Group B) .....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 1 2</b>
Paging <sup>5</sup> (Station Group C).....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 1 3</b>
Paging <sup>5</sup> (Station Group D).....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 1 4</b>
Paging <sup>5</sup> (Station Group E).....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 1 5</b>
Paging <sup>5</sup> (Station Group F) .....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 1 6</b>
Paging <sup>5</sup> (Station Group G).....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 1 7</b>
Paging <sup>5</sup> (Station Group H).....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 1 8</b>
Paging <sup>5</sup> (External Page Zone A) .....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 5</b>
Paging <sup>5</sup> (External Page Zone B) .....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 6</b>
Paging <sup>5</sup> (External Page Zone C).....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 7</b>
Paging <sup>5</sup> (External Page Zone D) .....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 8</b>
Paging <sup>5</sup> (All Call, External Page Zone).....	<b>Cnf/Trn + # 4 1 + Intercom + # 3 9</b>
Pickup <sup>5</sup> (Directed to station, new, or transferred call) .....	<b>Cnf/Trn + # 4 1 + Intercom + # 5</b> + station number
Pickup <sup>5</sup> Any ringing CO line (new call only).....	<b>Cnf/Trn + # 4 1 + Intercom + # 5 9</b>
Pickup Station Page or Ringing Door Phone <sup>5</sup> .....	<b>Cnf/Trn + # 4 1 + Intercom + # 5 # 3 0</b>
Pickup <sup>5</sup> External Page .....	<b>Cnf/Trn + # 4 1 + Intercom + # 5 # 3 5</b>
One-touch Voice Mail Access.....	<b>Intercom</b> + VM intercom number
Outgoing Calls .....	<b>Intercom</b> + CO line access code <sup>6</sup> + telephone number

**NOTES:**

- IMPORTANT:** If your telephone does not have a **Speed Dial** button, enter **4 4** instead of # in all feature sequences.
- The feature access starting sequence and the actual feature access codes are shown in bold letters in the above table.
- This table uses 2000-series telephone button labels. 1000-series label equivalents are as follows:  
**INT; Intercom, CONF/TRNS; Cnf/Trn**
- The storage sequence for User Programmable Feature Buttons is as follows: **Redial + SD + Feature Access Code(s) + Redial**
- This feature will park an existing call when the button is pressed. If the button is pressed when not on a call, pickup or page will still be accessed (These buttons are not available on incoming calls to Toll Restricted stations). These codes can be used during a CO line call.
- CO line access codes: #7001 ~ #7144 (maximum) for DK280 individual lines; 801 ~ 816 for line group or 9 for general group or LCR.
- Background music speakers can be turned on or off from Station 200 only.
- These codes can be used during a CO line call.

**Feature Access Code List**

Telephone Location Record

ROOM/OFFICE LOCATION	INTERCOM NUMBER	USER'S NAME

Dial # **4 0 1** to see the Intercom number of an LCD telephone.  
Dial # **4 0 2** to see the "Physical" port number and the "Logical" (Intercom) number of an LCD telephone.