Introduction

This quick reference guide applies to DKT 2000-series digital telephones connected to Strata DK14, DK16, DK16e, DK40, DK40i, DK280, DK424 or DK424i systems. 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 variable entries with checkmark boxes. He/she will show you which features you have and should mark the boxes appropriately.

If you hear a dial tone when you lift the handset, you do not need to press any available directory, number or line button before dialing an inside or outside number.

Access Outside Line and Call

1. Dial your access code:
   - ☐ **9**   ☐ Assigned code_____
   - ☐ **Line** button   ☐ **Pooled Line Grp** button.
2. Dial a phone number.

Account Code Calls

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. Least Cost Routing (LCR) dialing: you will not hear a dial tone.
	4. Dial a phone number.
Voluntary Account Code	1. While connected to an outside line press **Account Code**, or dial a code:
	☐ **Cnf/Trn** + **#46**
	☐ **Speed Dial** + **50**
	☐ **Speed Dial** + **050**
	☐ **✱** + **50**
	☐ **✱** + **050**
	2. Dial the Account Code.

Automatic Busy Redial

Activate	After dialing a busy outside phone number, press **Auto Busy Redial** ...or **Cnf/Trn** + **#44**, then hang up. Your phone tries to call that number every 30 or 60 seconds, then signals you when the called number is available.
Deactivate	Press **Auto Busy Redial** ...or press your primary directory number + **#44**.

Automatic Callback

Activate	1. After dialing a busy or Do Not Disturb station, or busy trunk group, press **Auto Callback** or **4**.
	2. Hang up. The system calls you and rings the station or trunk group when it is available.
Deactivate	Press **Auto Callback** ...or press your directory number + **#43**.

Call Forward

All Calls	Press **Call Frwd All Calls**, enter the number to forward calls to, then press **Call Frwd All Calls** again ...or press the primary or phantom directory button to forward, then press **#601** + NNN + **Spkr**.
Busy	Press **Call Frwd Busy**, enter the number to forward calls to, then press **Call Frwd Busy** again ...or press the primary or phantom directory button to forward, then press **#602** + NNN + **Spkr**.
No Answer	Press **Call Frwd No Answer**, enter the number to forward calls to; press **Call Frwd No Answer** again...or press **Speed Dial** + XX + **Call Frwd No Answer** ...or press the primary or phantom directory button to forward + **#603** + NNN +**Speed Dial** + XX + **Redial** + **Spkr** ...or **#603** + NNN + **✱** + XX + **#** + **Spkr**.

Call Forward (continued)

Busy No Answer	Press **Call Frwd Busy/NAns**, enter the primary or phantom directory number to forward to; then press **Call Frwd Busy/NAns** ...or press the primary or phantom directory button to forward + **#604** + NNN + **Speed Dial** + XX + **Redial** + **Spkr** ...or **#604** + NNN + **✱** + XX + **Redial** + **Spkr**
Cancel	Press the same Call Forward button or button sequence that you used to set Call Forward ...or press a directory number button + **#601** and hang up.

NNN = extension to where you want calls forwarded.
XX = 08~60 seconds the phone rings before it forwards (optional).

Call Park Orbits

Park a Call	1. While on a CO line call or internal call, press **Park in Orbit**...or **Cnf/Trn** + **#332**.
	2. Enter an orbit number **900~919** or a valid directory number. If you have an LCD telephone, enter **999**, an available orbit is selected.
	3. Hang up.
Retrieve a Parked Call	1. Press **Park in Orbit** ...or from any directory number press **#332**.
	2. Enter the orbit number or extension where the call is to be parked.
Park a Call and Page	1. While on inside or outside call, press **Park and Page** ...or **Cnf/Trn** + **#331**.
	2. Enter the orbit number (**900~919**) or extension where the call is to be parked. If you have an LCD phone, enter **999** and the system selects an available orbit.
	3. Enter the Paging Access Code, announce the call and its location. Hang up.

Call Pickup

Pick up ringing call / call on hold at another directory number	From any directory number, press **#5#2** + the directory number that has the ringing or on-hold call (not available on all systems.)

Call Pickup (continued)

Pick up a ringing priority call, a page, or ringing door phone	Press **Directed Pickup** ...or press a directory number + **#5**. Then press **#30**.
Pick up an external page	Press **Directed Pickup** ...or press a directory number + **#5**. Then press **#35**.
Pick up any ringing outside line	Press **Directed Pickup** ...or press a directory number + **#5**. Then press **9**.
Pick up any ringing outside line on hold	Press **Directed Pickup** ...or press a directory number + **#5**. Then press **#7001~7200**. (See your System Administrator for the maximum number of CO lines for your system.)

Call Transfer with Camp-on

Transfer a Call	1. While on a call, press **Cnf/Trn**.
	2. Dial the directory number you wish to transfer to.
	3. Announce the call, then hang up. If the station is busy, "camp on" by hanging up. 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

Conference inside/outside call to a directory number	1. While on a call, press **Cnf/Trn**.
	2. Dial a directory number or outside line.
	3. Press **Cnf/Trn** after the called party answers. All parties are conferenced together.
	If you added an outside line to the call, press **Cnf/Trn** again before hanging up to allow the outside parties to continue talking. (If you do not, the call is disconnected). Some outside lines do not disconnect when conferenced parties hang up. If so, press the flashing button to monitor the conference. If the parties are still on the line, press **Cnf/Trn** + **Spkr**, then hang up. Press **Spkr** to disconnect the lines.

Do Not Disturb

Activate	Press **Do Not Disturb** (LED On).
Deactivate	Press **Do Not Disturb** again (LED Off).

Hold

Place call on Hold	Press the **Hold** button.
Retrieve held call	Press the flashing line button or directory number button.
Place call on Exclusive Hold	While on a call, press **Hold** twice. (No one can accidentally pick up your call.)

Handsfree Answerback/Monitoring

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.
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.

Frequently Used Numbers

Number	Name

TOSHIBA

Internal Call

1. Lift the handset or press the directory number button, then dial a directory number.
2. Make a voice announcement after you hear a single tone or when the called party answers.

Message Waiting

Light Message Waiting LED at another station	After reaching a busy or unanswered station, press **Msg** or **7** to light the **Msg** button.
Answer a Message Waiting at your station	Press **Msg**, lift the handset. If the message sender does not answer, hang up and repeat this step to skip to the next message.
Cancel your station's Message Waiting light	Press a directory number button + **#409**.

Override/OCA

Busy Override or Off-hook Call Announcement (OCA)	Press **2** after dialing the busy station. Or press **21** or **12** if the called telephone allows Off-hook Call Announce.
Busy Override or OCA (barge in)	Press **3** after reaching a busy station.

Paging

Make Page Announcement	1. Lift the handset and press a directory number. 2. Enter a page zone code (below):
All Call Page group	**#30**
Station groups	**#311**~**#318**
All Call Page group and external page zones	**#39**
External Page zones	**#35~#38** ...or **#351~#358** Zone(s) depend on system size - see your System Administrator.

Redial

Redial last number dialed	1. Lift the handset, then press an available directory number or line. 2. Press **Redial**.
Save a number to Redial later	After dialing a telephone number (before disconnecting), press **Save Last Number**.
Redial a saved number	Access an outside line or press a primary or phantom directory number, then press **Save Last Number**.

Soft Keys

LCD phone only. When active, the **Mode**, **Page**, and **Scroll** keys perform different actions as described by the LCD readout directly above the keys. See the *Strata DK Digital Telephone User Guide* for more details.

Soft Keys On	Press **Mode** + **71** (when phone is idle).
Soft Keys Off	Press **Mode** + **70** (when phone is idle).

Speed Dial

Store a Speed Dial number	1. Do not lift the handset. 2. Press **Redial**. 3. Press any button labeled **SD**, then enter the phone number you wish to store; press **Redial** ...or press **Speed Dial** (or **∗**), then enter a personal or System Speed Dial code (below). Then enter the phone number you wish to store; press **Redial**.
Speed Dial Codes	Personal: ☐ **10~49** ☐ **100~139** System: ☐ **60~99** ☐ **600~699** ☐ **200~999**
Make a call with Speed Dial	Lift the handset and press the **SD** button ...or lift the handset and press **Speed Dial**, then enter the Speed Dial code.

DKT 2000 -Series

Digital Business Telephone Systems

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