

***Strata*<sup>®</sup> *CS***  
**Communication Server**

**Digital Telephone  
User Guide**

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# Introduction

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This guide describes how to use the 3000 and 2000-series digital telephones for Strata CS systems and how these phones operate in a Strata CS environment.

Models covered in this user guide include digital telephones equipped with a Liquid Crystal Display (LCD) and/or speakerphone. Functional descriptions of keyset buttons, LED lights, and LCD display are provided.

## Organization

This guide is divided as follows:

- ◆ **Chapter 1 – The Grand Tour** gives you an overview of the phones and functional descriptions of the feature buttons, LED indicators, LCD operations and speaker/handset functions.
- ◆ **Chapter 2 – Features** provides instructions on using the many features of the digital phone.
- ◆ **Index**

# Conventions

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

Conventions	Description
<b>Note</b>	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
<b>Important!</b>	<i>Calls attention to important instructions or information.</i>
<b>CAUTION!</b>	<b>Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.</b>
<b>WARNING!</b>	<b>Alerts you when the given task could cause personal injury or death.</b>
[DN]	Represents any Directory Number button, also known as an extension or intercom number.
[PDN]	Represents any Primary Directory Number button (the extension number for the telephone).
[SDN]	Represents any Secondary appearance of a PDN. A PDN which appears on another telephone is considered an SDN.
[PhDN]	Represents any Phantom Directory Number button (an additional DN).
<b>Arial Bold</b>	Represents telephone buttons.
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: <b>Esc+Enter</b> . Entries with spaces between them show a sequential entry. Example: # + 5.
Tilde (~)	Means “through.” Example: 350~640 Hz frequency range.
➤	Denotes the step in a one-step procedure.
➤	Denotes a procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata DK Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

## Related Documents/Media

**Note** Some documents listed here may appear in different versions on the CD-ROM, FYI, or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

You can find additional detailed information about Strata CS features in the following companion documents:

- ◆ Strata CS General Description
- ◆ Strata CS Installation and Maintenance Manual
- ◆ Strata CS Administrator Manual
- ◆ Strata CS Client User Guide
- ◆ Strata CS Quick Reference Guide
- ◆ Strata CS Quick Reference Card
- ◆ Strata CS Analog Telephone User Guide
- ◆ Strata CS Library CD-ROM

## **Introduction**

*Related Documents/Media*

## Overview

These are full-featured phones that include programmable feature buttons, Light Emitting Diode (LED) buttons, and an Liquid Crystal Display (LCD) display. They are easy to operate, and most Strata CS features can be accessed via the feature buttons.

Using the Strata DK digital phone with the Strata CS, you can perform Strata CS features that were previously available only via the Client application or the voice-guided Telephone User Interface (TUI).

# Buttons

There are two sets of buttons, fixed and flexible. The fixed buttons (e.g., **Mic**, **Msg**, **Redial**, **Hold**, **Conf/Trn**, **Vol▲**, and **Vol▼**) are standard to every Strata DK 2000/3000-series telephone (see Table 1). The flexible buttons consist of Directory Number (Primary, Secondary, Phantom) and feature buttons. The number of preprogrammed flexible buttons varies by telephone (see Figure 1).

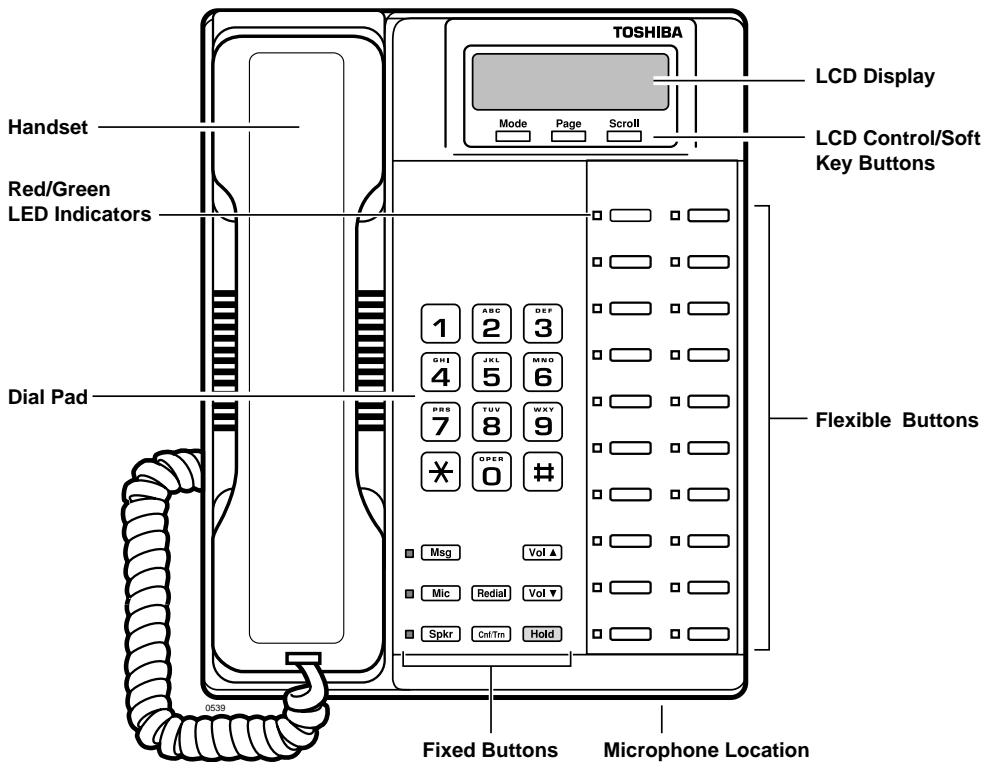


Figure 1 20-button Digital Speakerphone with LCD

## Fixed Buttons

The fixed buttons are located on your dial pad and enable you to perform standard functions quickly and easily.

Table 1 Fixed Button Definitions

Button	Definitions
<b>Cnf/Trn</b> (Conference/ Transfer)	Press to conference additional callers or transfer calls to another station or external destination. Up to the maximum system conference capabilities (eight users) are supported without loss of signal level (volume) for callers. This ability is supported for both internal and external calls, or any combination of the two.
<b>Hold</b>	<p>Press once to hold internal or outside calls. The Call LED flashes green at the internal hold rate.</p> <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p><b>JOE CALLER</b> <b>HOLD</b></p> </div> <p>To retrieve a call on hold: Press Call that is on hold.</p> <p>If the held party hangs up, the call is released. The LED is turned off and LCD display cleared for the held party.</p> <p>A different call can be held on each Call button on your phone. Each time you press <b>Scroll</b>, a different Line is selected. The selected button's LED flashes rapidly and your LCD displays information for the call holding on that button.</p>
<b>Mic</b> (Microphone)	Press to toggle the microphone On/Off while the speaker telephone is in use. The LED indicates the status of the microphone.
<b>Msg</b> (Message)	Used as a single key access to voice mail. When <b>Msg</b> is pressed, the user is connected to the TUI logon prompt, where the user can login and access voice mail.
<b>Redial</b>	The last number called is redialed. Caller must be off-hook to initiate.
<b>Spkr</b> (Speaker)	Press to toggle the speaker On/Off. The LED indicates the status of the speaker. Provides speaker activation for calling using handsfree mode.
<b>Vol▲</b> <b>Vol▼</b>	Press to adjust volume levels of the handset or speaker.

## Flexible Buttons

All flexible buttons must be programmed for your telephone using the Strata CS Admin utility and can vary for individual phones (see Table 2 and Figure 2).

## Directory Number [DN] Buttons

Strata CS uses the following Directory Number Buttons to manage Call Appearances.

**Table 2**      **Directory Button Definitions**

<b>Button</b>	<b>Definitions</b>
[PDN] Primary Directory Number	Press to answer a call to the Primary Directory Number. The [PDN] is your extension number. Each station can have multiple [PDN] buttons. Incoming calls ring the [PDN]s from the top down. For example, station 10's [PDN]s ring 10-1 first, then 10-2, 10-3, and 10-4. A station is considered busy when all [PDN]s are being used.
[SDN] Secondary Directory Number	A [PDN] of another station which appears on your station is considered a [SDN]. You can pick up an incoming call to a secondary directory number or use it as a speed dial to the secondary number.
[PhDN] Phantom Directory Number	A Phantom Directory Number can be used as a common phone number for a group. For example, a Sales agent might have a phantom directory number to represent incoming calls to the Sales ACD queue. You can pick up incoming queue calls, but you cannot place outbound queue calls.

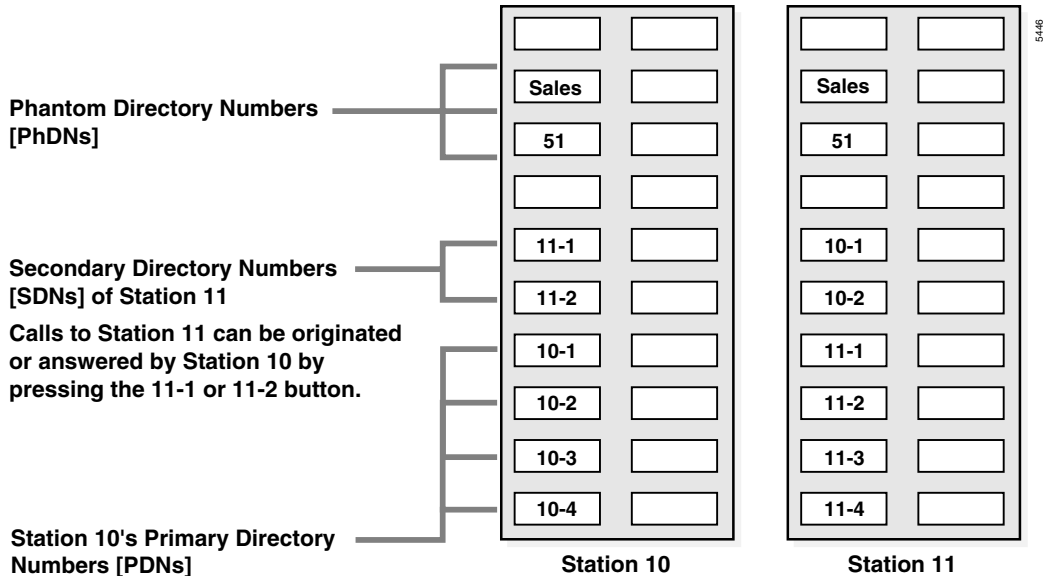


Figure 2 Multiple Directory Numbers Example

## Feature Buttons

Preprogrammed feature buttons (see Table 3 on Page 6) can be assigned to a station and can vary by individual station. The following table describes the feature buttons for use with Strata CS. These buttons provide Call handling functions that would usually be done either via the Client application or the TUI.

Table 3 Feature Button Definitions

Action	Button	Definitions
Call Forward	<b>Call Frwd</b>	Press to forward all calls to an internal or external number, or to turn Off call forwarding.
Call Park	<b>Park in Orbit</b>	Press to park internal or external calls in an orbit. The LED flashes green at the consultation hold rate. The parked call's orbit number is displayed on the LCD. Call retrieval can be made from the same phone or remotely from a different phone.
Do Not Disturb (DND)	<b>Do Not Disturb</b>	Press to toggle your station in or out of DND mode. The LED lights red to indicate that the feature is active.
Retrieve Parked Call	<b>Park</b>	Press to retrieve a parked call. The [PDN] LED flashes at the in-use rate when the call is retrieved.
Send to Voice Mail	<b>Send to Voice Mail</b>	While in a call, transfer the caller to the voice mail of any user. Press the feature key and enter the user's extension.
Disconnect	<b>Release</b>	Press to hang up on one caller while remaining on the line. This feature is useful for returning calls while in voice mail. Using disconnect, the user does not have to dial back in to voice mail for each returned call.
Monitor Message	<b>Monitor Message</b>	Listen to voice mail messages as callers leave them. Press once to start monitoring the message, and press again to pick up the call in mid-message.
Call Record Start/ Stop	<b>Call Record</b>	Press to start recording the current call. Press again to stop recording the current call.
Account Code	<b>Account Code</b>	Press to enter an account code to be associated with the active call.
Flash	<b>Flash</b>	During a call, press to enter the Strata CS TUI Main Menu.
Off-hook Call Announce	<b>OCA</b>	Press and enter the extension of the user's phone you want to announce over.
Contacts	<b>Contacts</b>	Press and scroll through list of contacts. Click a soft key to dial their default number.
Call Log	<b>Call Log</b>	Press and scroll through the call log. Click a soft key to call them back.

## LED Indicators

Each feature button has an LED next to it which indicates the status of the feature associated with the button.

Call LEDs light red or green and flash at varying rates to indicate call status (see Table 4).

**Table 4** LED Indicators

Use	Your Station (Green)	Other Station (Red)
	Interval Rates	
<b>Call or [DN] In-Use</b>	2 seconds on, 1/8 second off — 1/8 second ON/OFF	Steady
<b>Incoming Call</b> (while ringing)	1 second on at 10 pulses/second —1 second OFF	One second ON/OFF
<b>Hold</b>	10 pulses/second .25 ON/.75 OFF	10 pulses/second
<b>Internal Call</b>	Your [PDN] flashes 10 pulses/ second—1 second off	Steady
Busy Station Transfer	4 pulses/second, 1/8 second ON/ OFF	3/4 second ON, 1/8 second OFF
<b>Conference</b>	10 pulses/second	Steady

## Speaker/Handset

Dial tone is presented when **Spkr** is depressed in an on-hook state. Dual-tone Multi-frequency (DTMF) key operation is available after the delivery of dial tone to the user.

Hot dial pad - When the user depresses the dial key, the system selects the [DN] and dials digits.

Auto preference - When the user goes off-hook, the system selects the [DN] and provides dial tone. The auto preference mode applies to both idle mode and ringing mode.

Transition from using the handset to using the speakerphone is accomplished by pressing **Spkr**. When a user is on a call using the handset, pressing **Spkr** causes the

call to be activated through the speaker. If the call is on the speaker and the handset is lifted from the DKT, the call immediately switches to the handset from the speaker without interruption.

Upon receipt of an incoming call, pressing **Spkr** or [DN] key connects the calling party to the called party over the speaker.

The same functionality exists with the handset operation; lifting the handset selects the ringing [DN] and the user can answer the call.

## Ringer

The user can set the programmable ringing types as provided on the Strata CS from the user DKT. This is accomplished via the soft key function on the DKT.

The ability to silence the ringer is provided and an indication is displayed on the DKT display to indicate the silent ringer.

The telephone's ringer supports the following distinctive ring patterns—duration is shown in seconds; off time in parentheses:

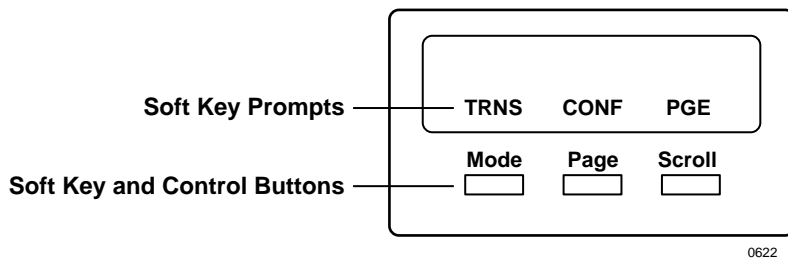
- ◆ Two-second ring - 2, (4)
- ◆ One-second ring - 1, (5)
- ◆ Splash 1 -- .5, (5.5)
- ◆ Splash 2 -- .5, (.25), .5, (4.75)
- ◆ Splash 3 -- .5, (.25), .5, (.25), .5, (4)
- ◆ Long short - 1.25, (.25), .5, (4)
- ◆ Short long -- .5, (.25), 1.25, (4)

# LCD Operations

This section describes the operation of the Toshiba Keypad LCD and Call state displays and the soft key functions.

## LCD Buttons

There are two sets of buttons available with the LCD: Control and Soft Keys (see Figure 3). The Control buttons consist of the **Mode**, **Page**, and **Scroll** functions, while the Soft Keys offer access to frequently-used Strata CS features.



**Figure 3** LCD Buttons (with sample Soft Keys)

Both sets of buttons cannot be active at the same time.

- ◆ Soft Keys are active when the Soft Keys are turned On and the telephone is active (on a call).
- ◆ Control buttons (see Table 5 on Page 10) are active when the Soft Keys are turned Off and/or the telephone is idle.

Table 5 Control Button Definitions

Button	Definitions	
<b>Mode</b>	<b>0</b>	Used to exit another mode and return to clock/calendar display.
	<b>1</b>	Soft Keys On
	<b>2</b>	Soft Keys Off
	<b>8</b>	Speed dial number check and memo dialing.
	60	
	61	
	<b>62</b>	Caller ID/Lost Call stored information display. Display a list of lost calls.
<b>Page</b>	<ul style="list-style-type: none"> <li>◆ Changes displays (date/time, elapsed time, message, call forward, dialed number).</li> <li>◆ Scrolls through speed dial numbers when in Mode 8.</li> </ul>	<b>NO. 204</b> <b>AY 24 MON 12: 05</b>
	<b>Scroll</b>	Scrolls through the speed dial digits (if more than 16 digits) when in Mode 8.

### Idle Station Display

While on-hook, the display shows the idle message screen. The message is programmable and shows the user name and extension on the first line. The second line shows the date and time that is derived from the Strata CS system.

Action	Button	Definitions	Display
On-hook	n/a	Phone is idle.	<b>JOE CALLER:3399</b> <b>FEB 17 THU 11:13</b>

### Ringer Off Display

While on hook, if you hold down **Vol ▲**, the ringer sounds while the volume increases. If you hold down **Vol ▼**, the ringer sounds as the volume decreases. If you turn the ringer off, the LCD display indicates the ringer's status.

Action	Button	Definitions	Display
On-hook	<b>Vol ▲</b> <b>Vol ▼</b>	Phone is idle.	<b>Ringer is Off</b> <b>FEB 17 THU 11:13</b>

## Dial Station Display

As the user dials the destination address, the dialed digits are echoed to the display.

Action	Button	Definitions	Display
Dial the telephone number	Dial pad	User dials an internal directory number 3774.	<b>3774</b> <b>FEB 17 THU 11:13</b>

## Incoming Call Display

Upon receipt of an inbound call, while in the ringing state but prior to answering, the display shows the caller ID information, whether internal or external, and is displayed on the first line of the display.

Action	Button	Definitions	Display
Incoming call ringing	n/a	Phone is ringing.	<b>Joe Caller</b> <b>9495109654</b>

## Station Connected Display

Upon answering the inbound call, whether internal or external, the display shows on the first line the caller ID information, such as calling party name and/or number. The second line converts from date and time to a call duration timer in the format of hh:mm:ss. Internal calls display the caller name and extension and also the call duration. The display remains in this state until the termination of the call or activation of other functions, such as transfer or conference.

Action	Button	Definitions	Display
Active call	n/a	Phone is in connected state.	<b>9495109654,Joe C</b> <b>00:01:03</b>

## Station Hold Display

Upon putting a call on hold, the display shows the line is on hold on the first line. The second line shows the current date and time. The display remains in this state until the termination of the call or activation of other functions, such as transfer or conference.

Action	Button	Definitions	Display
Put call on hold	<b>Hold</b>	Phone is in Hold state.	<b>HOLD</b> <b>FEB 18 FRI 11:40</b>

## Making a Call

The call is originated on the prime [DN]. The originating [DN] is indicated via the associated LED (steady On). The user is prompted with a dial tone. As the user dials the destination address, the dialed digits are echoed to the display. Detection of the first digit breaks the dial tone. The display is in the Dial state.

Action	Button	Definitions	Display
Dial the telephone number	Dial pad	User dials an internal directory number 3774.	<b>3774</b> <b>FEB 18 FRI 11:40</b>

## Volume Controls

Your telephone has a volume increase and decrease button for controlling speaker and handset volume levels. A default level is required, with a return to the default level at end of call.

You must hold down either button (**Vol ▲/Vol ▼**) for at least 1/8 second for any volume change to occur. If you continually hold down either button, the volume continually changes about every half second until the level limit is reached. You hear ring tone as long as you press a Volume button when your telephone is idle.

The method for changing feature volume varies. Some features can be adjusted using only the **Vol ▲/Vol ▼** (see Table 6) and others require additional buttons.

**Table 6** Using only Vol ▲/Vol ▼

Feature	Phone Status	Comments
Ring Tone Volume/Incoming Handsfree Answerback and Speaker OCA	On-hook, Idle	Adjusting the ring tone volume also changes the volume level of incoming Handsfree Answerback calls before they are answered by pressing a [DN].
Handset Receiver	Off-hook	After a call is terminated and the handset is on-hook, the volume level returns to the "original" level for the next call. This "original" level can be adjusted to higher/lower in system programming.

## Making Calls

Strata CS supports the following Call features:

- ◆ Line Selection – when you pick up the handset, you hear an internal dialtone. You can make internal calls by entering an extension. To access an outside line, you must enter an access code (e.g., 9). Strata CS allocates the next available line.
- ◆ Ringing Line Preference – you can answer a line ringing at your station by lifting the handset or pressing **Spkr**.
- ◆ Signaling – Tone First Signaling is used. That is, incoming calls are signaled via ring tones.

## **Answering Calls**

Incoming calls behave as they do in Strata CS today. That is verbal call screening can be enabled and calls can be received using DTMF digits.

This chapter lists all the digital telephone features in alphabetical order. These features can be performed on 3000 and 2000-series digital telephones equipped with or without LCDs.

## Accessing Voice Mail

The **MSG** key can be programmed to log into Strata CS. Strata CS tells the user how many new messages, old messages, and saved messages are in the user mailbox. All other operations are controlled from the standard dial pad keys. The display is in connected state, however, only the option of **CONF** is available as a soft key.

Action	Button	Definitions	Display
Activate call	<b>MSG</b>	Phone is in connected state.	<b>TALK TO VOICEMAIL CONF</b>

## Call Forwarding

While in idle state, the user can put the telephone in Call Forwarding mode by pressing **Call Frwd**. The LED associated with the feature key is lighted RED. The user can enter the number (external or internal) where all subsequent calls are forwarded. After Call Forwarding is set, pressing the Call Forwarding feature key again turns Call Forwarding off.

Action	Button	Definitions	Display
Activate Call Forwarding	<b>Call Frwd</b>	Phone is in idle state.	<b>Enter Forwarding Number: RTRN</b>
Dial the number where calls will be forwarded.	<b>Call Frwd</b>	Phone has call forwarding turned on.	<b>Calls Forwarded To: 164 FEB 17 THU 11:13</b>

## Call Hold

The Hold feature is activated in the connected Call state. This enables the user to place a call on hold, and makes the station free to make or take another call. The LED associated with the [DN] that has the held call starts flashing at the rate specified earlier. The held call can be retrieved.

Action	Button	Definitions	Display
Call hold	<b>Hold</b>	Phone is in Hold state.	<b>HOLD LINE 21 FEB 18 FRI 11:40</b>

## Conference/Transfer

While in the connected state, the user can conference or transfer the call to another party by pressing **Cnf/Trn**. The user is prompted with a new dial tone and the [DN] flashes at the conference rate described earlier. The user can perform a blind transfer, a supervised transfer, or create (or add a party to) a conference.

### Blind Transfer

Action	Button	Definitions	Display
Initiate transfer	<b>Cnf/Trn</b>	While on a call, press to transfer calls. User hears dialtone.	<b>FEB 18 FRI 11:40</b>
Dial the telephone number	Dial pad	Displays dialed number.	<b>3774</b> <b>FEB 18 FRI 11:40</b>
Join calls.	<b>Cnf/Trn</b>	Before the called party answers, press <b>Cnf/Trn</b> .	<b>TRNS CONF PGE</b>
Select <b>TRNS</b> .	<b>Mode</b>	Select <b>TRNS</b> by pressing <b>Mode</b> . Station goes idle.	<b>JOE CALLER:3399</b> <b>FEB 17 THU 11:13</b>

### Supervised Transfer

Action	Button	Definitions	Display
Initiate transfer	<b>Cnf/Trn</b>	While on a call, press to transfer calls. User hears dialtone.	<b>FEB 18 FRI 11:40</b>
Dial the telephone number	Dial pad	Displays dialed number.	<b>3774</b> <b>FEB 18 FRI 11:40</b>
Join calls.	Cnf/Trn	When the called party answers, press <b>Cnf/Trn</b> .	<b>TRNS CONF PGE</b>
Select <b>TRNS</b> .	<b>Mode</b>	Select <b>TRNS</b> by pressing <b>Mode</b> . Station goes idle.	<b>JOE CALLER:3399</b> <b>FEB 17 THU 11:13</b>

## Features

### Disconnect

## Conference

Action	Button	Definitions	Display
Initiate conference	<b>Cnf/Trn</b>	While on a call, press to set up conference.	<b>FEB 18 FRI 11:40</b>
Dial the telephone number	Dial pad	Displays dialed number.	<b>3774</b> <b>FEB 18 FRI 11:40</b>
Join calls.	Cnf/Trn	When the called party answers, press <b>Cnf/Trn</b> .	<b>TRNS CONF PGE</b>
Select <b>CONF</b> .	<b>Page</b>	Select <b>CONF</b> by pressing <b>Page</b> . Station is now in conference.	<b>00:01:03</b>

## Disconnect

When a user uses the “boomerang” feature to place a call from voice mail, the disconnect feature is used to return the caller to voice mail once the call is completed.

Action	Button	Definitions	Display
Active call	Feature Key	Phone is in voice mail.	<b>TALK TO VOICEMAIL</b> <b>RTRN</b>

## DND

While in idle state, the user can put the telephone in DND mode by pressing **Do Not Disturb**. The LED associated with the feature key is lighted RED. Once DND is activated, calls follow the DND settings specified by the administrator. The DND feature key toggles the DND status of the phone.

Action	Button	Definitions	Display
Activate DND	<b>Do Not Disturb</b>	Phone is in idle state.	<b>JOE CALLER:3399</b> <b>FEB 17 THU 11:13</b>

## Park in Orbit

While in connected state, the user can press **Park in Orbit** (a feature key) to initiate parking. The LED flashes green at the consultation hold rate described earlier. Strata CS provides a call's park number both via the LCD and through the voice prompt. User makes a note of this number and hangs up.

Action	Button	Definitions	Display
Park a call	<b>Park in Orbit</b>	Parking a call to an orbit.	<b>3774 PK ORBIT 912 FEB 17 THU 11:13</b>

## Pick Up Parked Call

To retrieve the parked call, user can pickup any extension, press **Park in Orbit** (feature key) and dial the park orbit number where the call is parked. The [DN] LED flashes at the in-use rate when the call is retrieved. The display shall be in the connected state.

Action	Button	Definitions	Display
Pick up a parked call.	<b>Park in Orbit</b>	Phone is in connected state.	<b>CN:9495109654 TRNS CONF PGE</b>

## Retrieve Held call

While holding a call, the user can retrieve it by simply pressing the [DN] that put the call on hold in the first place. Once a call is retrieved, the display is changed back to the connected state.

Action	Button	Definitions	Display
Retrieve call	[DN]	Phone is in connected state.	<b>CN:9495109654 TRNS CONF PGE</b>

## Features

### *Send Caller to Voice Mail*

# Send Caller to Voice Mail

While in talking state, the user can send the caller to the voice mail of any user by pressing a feature key and entering the voice mail of the user.

Action	Button	Definitions	Display
Send call to voice mail	Feature Key	While on a call, press to send caller directly to the voice mail of any user.	<b>ENTER VM NUMBER: RTRN</b>
Dial the mailbox number	Dial pad	Display dialed number.	<b>3774 FEB 18 FRI 11:40</b>
Hang up		Return to idle.	<b>JOE CALLER:3399 FEB 17 THU 11:13</b>

# Start Another Call

When on a call, the use of this feature activates dial tone to place a second call while the first party is held on consultation hold.

Action	Button	Definitions	Display
Active call	Feature Key	Phone is in connected state.	<b>CF-BN:3774-3719 TRNS CONF PGE</b>

# Unsupported Strata System Features

The following is a list of features that exist in the Strata system that will not be supported in the initial Strata release of Strata CS.

- ◆ Alarm Reset
- ◆ Alert Signaling
- ◆ Automatic Busy Redial
- ◆ Automatic Callback

- ◆ Automatic Hold
- ◆ BGM Over Telephone Speakers
- ◆ Call Park and Page
- ◆ Call Transfer with Camp-on
- ◆ Door Locks
- ◆ Door Phones
- ◆ Emergency Ringdown/Hotline Service
- ◆ Group Listening
- ◆ Handsfree Answerback
- ◆ Message Waiting Lights on Another Telephone
- ◆ Microphone Cut-Off
- ◆ Override Calls
- ◆ Page Announcements
- ◆ Privacy On-Line
- ◆ Privacy Release
- ◆ Release and Answer
- ◆ Timed Reminders
- ◆ Tone/Pulse Dialing

## Features

### *Unsupported Strata System Features*

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