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TOSHIBA

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**Strata^g
Release 2**

**Standard Telephone
User Guide**

TRUNK QUEUING (continued)

- 3B) If all trunks are busy, you will hear busy tone.
- 4B) Dial **7** to set Automatic Callback.
 - Busy tone will stop, you will hear dial tone for 2 seconds and then busy tone again.
 - You may go on-hook or make other calls while waiting for a trunk to become available.*
- 5B) When a trunk becomes idle:
 - Your telephone will ring at a fast rate.
- 6B) Lift the handset within 6 seconds to prevent the callback from being cancelled.
 - You will hear CO dial tone.**
 - Dial the desired telephone number.

You may cancel the request at anytime prior to the actual callback by lifting the handset and dialing **7.*
*** If, after answering a callback, you hear a busy tone, it means the trunk has already been accessed or received an incoming call. Your request is not cancelled. You will be called again the next time a trunk becomes idle.*

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TO MAKE A TONE SIGNAL CALL PROGRAMMABLE OPTION

- 1) Call another station via intercom.
 - You will hear a ringing tone as the primary method of intercom call signalling (voice announcing is inoperative).
- 2) Speak to the called party when the call is answered.
- 3). To make a voice call, dial **1**.

TRUNK QUEUING

This feature provides a means for station users to be placed in a waiting queue for a busy outgoing trunk group, and to be called back when a trunk in the group is available.

TO USE TRUNK QUEUING

- 1) Lift the handset.
 - You will hear intercom dial tone.
- 2) Dial the desired trunk group access code:

Code	Line Group	Code	Line Group
9	_____	95	_____
91	_____	96	_____
92	_____	97	_____
93	_____	98	_____
94	_____	7XX	_____

Selective access to line number "XX"

3A) If there is an idle trunk, you will be connected.

- You will hear CO dial tone.

4A) Dial the desired telephone number.

5A) Hang up when the call is completed.

... of ...

OFF-HOOK CALL ANNOUNCE

After reaching a station that is busy off-hook you may use Off-Hook Call Announce.

TO USE OFF-HOOK CALL ANNOUNCE

1A) If you hear a single ring tone, speak to the called party.

... or ...

1B) If you hear a busy tone, dial **2**.

- You will hear a single ring tone.
- Speak to the called party.

PAGING

TO PAGE

- 1) Lift the handset.
- 2) Listen for intercom dial tone and dial the following:

8 0	=	All Call (Groups 1 ~ 4)
8 1	=	Group #1
8 2	=	Group #2
8 3	=	Group #3
8 4	=	Group #4
8 8	=	All Call (with External Page)*
8 9	=	External Page
- 3) Make your announcement in a normal voice level and repeat it.
- 4) Hang up when you have completed your announcement.

**Programmable Option; also see Call Pick-up.*

GENERAL INFORMATION

Using a standard telephone with your Toshiba Stratate telephone system provides easy access to a wide range of features listed in this guide.

Intercom dial tone must be heard before dialing; if you have just lifted the handset, you will hear intercom dial tone. During a conversation, intercom dial tone is obtained by "flashing" the hookswitch (plunger) located in the handset cradle. To flash, depress the hookswitch momentarily (for about a ½ second), and you will hear intercom dial tone.

NOTE:

*Features that have access codes containing **8** or **9** buttons are not available on standard telephones.*

AUTOMATIC CALLBACK (Intercom)

After reaching a busy or DND station on an intercom call, you may use Automatic Callback.

TO USE AUTOMATIC CALLBACK

1A) Dial **2** or **3** for Override (see OVERRIDE)

... or ...

1B) Dial **4** to set Automatic Callback.

- Busy tone stops.
 - You will hear dial tone for 2 seconds and then busy tone again.
- 2) You may go on-hook or make other calls while waiting for the called station to become available.
 - 3) When the called station becomes idle:
 - Your telephone will ring at a fast rate.
 - 4) Answer the call within 9 seconds to prevent the callback from being cancelled.
 - You will hear a single tone.
 - 5) Proceed to voice announcement.
 - 6) Proceed with the conversation.

NOTES:

1. You may cancel the request anytime prior to the callback by lifting the handset and dialing **7**.
2. If, after answering a callback, you hear a busy tone, it means the called party has already received or originated another call. Your request is not cancelled. You will be called again the next time the station becomes idle.

OUTSIDE CALLS

TO MAKE AN OUTSIDE CALL

- 1) Lift the handset.
 - You will hear intercom dial tone.
- 2) Dial the CO line access code:

Code	Line Group	Code	Line Group
9	_____	95	_____
91	_____	96	_____
92	_____	97	_____
93	_____	98	_____
94	_____	7XX	_____

Selective access to line number "XX"

- 3) Listen for CO dial tone.
- 4) Dial the desired telephone number.
- 5) Hang up when the call is completed.

TO RECEIVE AN INCOMING CALL

- 1) You will hear a ringing tone.
- 2) Lift the handset.
- 3) Hang up when the call is completed.

OVERRIDE

After reaching a busy station, you may signal that station that a call is waiting.

TO INITIATE A BUSY OVERRIDE SIGNAL

- 1) Dial **2**.
 - A tone signal will be heard at the busy station.

After reaching a DND station, you may signal that station that a call is waiting.

TO OVERRIDE DND (Programmable Option)

- 1) Dial **2**.
 - A tone signal will be heard at the DND station.

After reaching a busy station, Executive Override allows you to enter an established conversation.

TO INITIATE EXECUTIVE OVERRIDE (Programmable Option)

- 1) Dial **3**.
 - A tone signal will be heard prior to entering the conversation.

DOOR PHONE

TO CALL/MONITOR A DOOR PHONE

- 1) Lift the handset.
 - You will hear intercom dial tone.
- 2) Dial the desired number:
 - Door phone location _____
 - Door phone location _____
 - Door phone location _____
 - Door phone location _____
- 3) Hang up when the call is completed or when you no longer wish to monitor the door phone.
 - You will not hear a warning tone.

INTERCOM CALLS

TO MAKE AN INTERCOM CALL

- 1) Lift the handset.
 - You will hear intercom dial tone.
- 2) Dial the desired station number.
 - You will hear a single ring tone.
- 3) Speak when the ring tone ends.*
- 4) Hang up when the call is completed.

*If you are calling another standard telephone, ring tones will continue. Wait for an answer. Tone signalling can be accomplished by dialing 1 after the station number.

TO RECEIVE AN INTERCOM CALL

- 1) You will hear a ringing signal (1 second on — 3 seconds off).
- 2) Lift the handset and speak to the caller.
- 3) Hang up when the call is completed.

CALL HOLDING

TO HOLD A CALL

- 1) While connected to an outside call, flash the hookswitch.
 - You will hear intercom dial tone.
 - Dial 75 and hang up.
 - You may now originate or receive other calls.

TO RETURN TO CALL ON HOLD

- 1) Lift the handset.
 - You will hear intercom dial tone.
- 2) Dial 76.
 - You will be reconnected with the call.

NOTE:

If you do not return to the call within a designated time period, your telephone will ring to recall you.

CALL PICK-UP

TO ANSWER AN INTERCOM CALL THAT IS PAGING, RINGING ANOTHER STATION, OR CALL ON HOLD

- 1) Lift the handset.
 - You will hear intercom dial tone.
- 2) Dial 78.
- 3) Dial the desired station number.
 - The call will be transferred to your telephone.

NOTE:

Any CO line ringing another station may be picked up at your station by performing Steps 1 and 2, and then dialing 99.

CALL TRANSFER WITH CAMP-ON

This feature allows you to transfer an outside call to a station that is either idle or busy.

TO TRANSFER A CALL

- 1) While connected to an outside line, flash the hookswitch.
 - You will hear intercom dial tone.
- 2) Dial the station number to which the call is to be transferred.
- 3A) If the called station is idle:
 - You will hear a single ring tone.
- 4A) Announce the call.
- 5A) Hang up.

... or ...

- 3B) If the called station is busy:
 - You will hear busy tone.
- 4B) Hang up.
 - The call is camped-on to the busy station.

NOTES:

1. The Override features (See **OVERRIDE**.) may be used instead of transfer camp-on.
2. Flash the hookswitch to reconnect to the line before it is transferred. (If the called station has lifted the handset or depressed the **INT** button, a conference will be formed by the hookswitch flash.)
3. The call will recall you and camp-on is cancelled if the station does not pick it up within a predetermined time. Inform the caller of the situation, and repeat the procedure, if necessary.

CONFERENCE CALLS

TO CONFERENCE UP TO FOUR STATIONS ON ONE CO LINE

- 1) Establish a standard one-CO line call.
- 2) Flash the hookswitch.
 - You will hear intercom dial tone.
 - The existing call will be on hold.
- 3) Dial the number of the desired station.
- 4) Flash the hookswitch after the party answers.*
 - All parties will be conferenced.
- 5) Repeat to add another station. (Four stations, including yours, and one CO line is maximum.)
- 6) Hang up when the call is completed.

TO CONFERENCE UP TO FOUR STATIONS ON INTERCOM

- 1) Establish a standard two-station intercom call.
- 2) Flash the hookswitch.
 - You will hear intercom dial tone.
 - The existing call will be on hold.
- 3) Dial the number of the desired station.
- 4) Flash the hookswitch after the party answers.*
 - All parties will be conferenced.
- 5) Repeat to add another station. (Four stations, including yours, is maximum.)
- 6) Hang up when the call is completed.

* Called party must come off-hook or depress the **INT** button. If you receive a busy tone or no answer, return to the original connection by flashing the hookswitch.