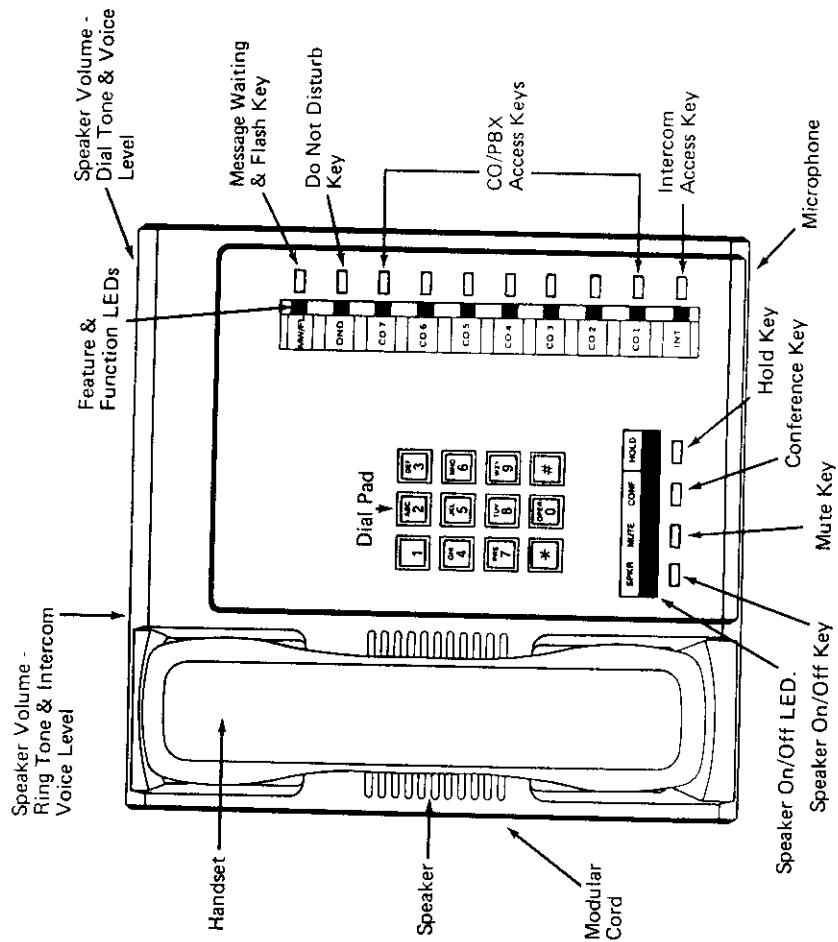


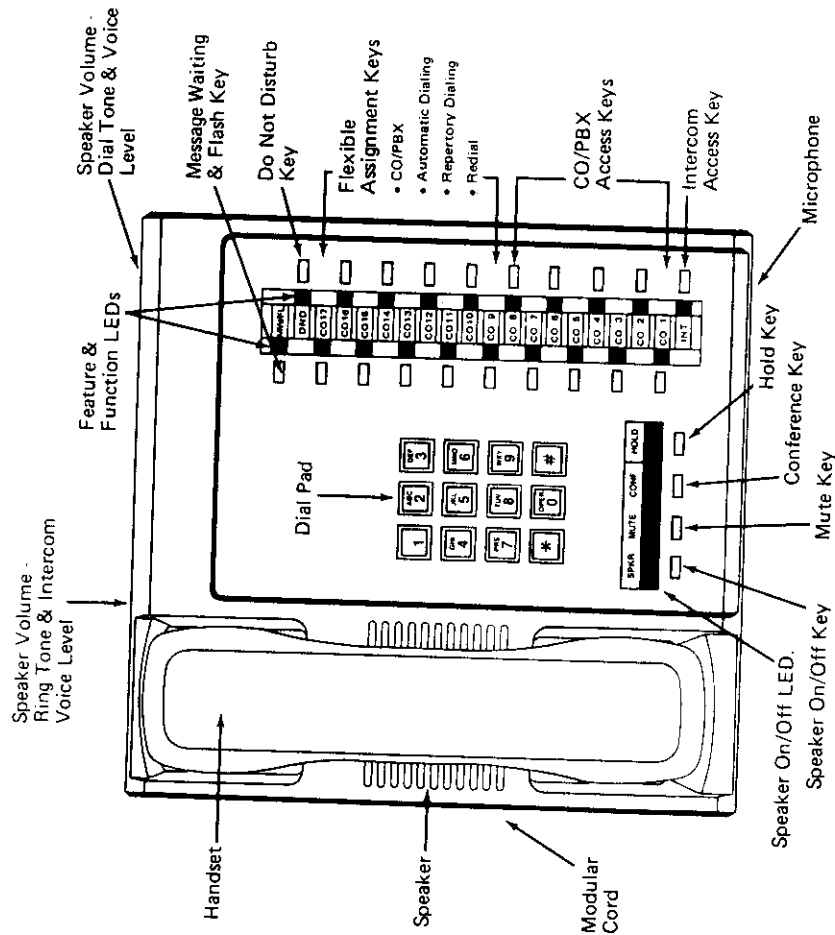


Strata ***XII & XX***

**TELEPHONE
USER GUIDE**



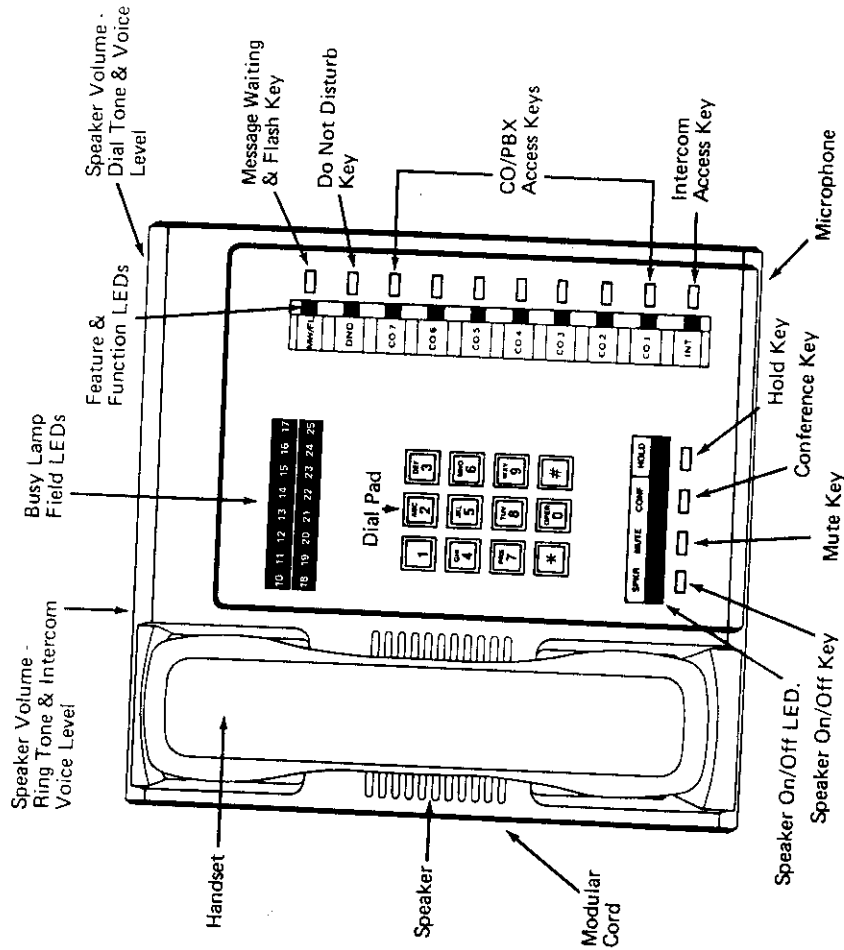
10 KEY - ELECTRONIC KEY TELEPHONE (EKT)



20 KEY - ELECTRONIC KEY TELEPHONE (EKT)

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10 KEY - BUSY LAMP FIELD ELECTRONIC KEY TELEPHONE (BLF EKT)

KEY FUNCTIONS

Your STRATA EKT has either 14 or 24 line and feature keys, depending on model, and a push-button dial pad. The following is a general description of each key.

CENTRAL OFFICE LINE KEY [CO]

To access an outside line.

INTERCOM KEY [INT]

To access an intercom line.

DO NOT DISTURB KEY [DND]
Places the individual telephone in a Do Not Disturb mode.

MESSAGE WAITING/FLASH KEY [MW/FL]

Used by the station designated as the Message Center to indicate when a message is waiting for any other station. When used as a Flash key, it disconnects and recalls dial tone on a CO line, or is used to access PBX features.

SPEAKERPHONE KEY [SPKR]

Turns the speaker and Background Music (BGM) ON/OFF.

MUTE KEY [MUTE]

Cuts off the Speakerphone's microphone for private conversation.

CONFERENCE KEY [CONF]

Sets up conference calls.

HOLD KEY [HOLD]

Places an outside call on hold.

OPTIONAL KEYS

AUTOMATIC DIALING [AD]

Allows one-key automatic dialing of up to 7 different telephone numbers after accessing a CO line.

REDIAL KEY [FDL]

Will automatically redial the last telephone number dialed after accessing a CO line.

REPERTORY KEY [REP]

Provides access to automatic-dialing address codes.

VOLUME CONTROLS

VOICE AND RING TONE VOLUME

You may control the volume levels on your STRATA telephone with the two volume controls located on the rear of your telephone. The control on the right side adjusts speaker volume for dial tone, voice and BGM level; the left side control adjusts ring tone and intercom voice-announcement volume.

LED ILLUMINATING INDICATIONS

I-USE:

A steady-double flash rate (2.0 seconds on - 1/8 sec. off - 1/8 sec. on - 1/8 sec. off) indicates the CO line presently in use at the EKT that originated the call. Other stations' LEDs will be steady on for that line.

I-CALLED:

A pulsating on/off flash rate (10 impulses per second (IPS) for 1 sec. on and 1 sec. off) will appear on the INT LED at EKT that is being called.

I-HOLD:

A fast (4 IPS) flash rate (1/8 sec. on - 1/8 sec. off) indicates the CO line placed on hold at that EKT. The LEDs of the CO line on hold will flash at a medium rate (3/4 sec. on - 1/4 sec. off) at the other stations.

HOLD RECALL:

A quick flash rate matching the tones (2 IPS for 1 sec. - 10 IPS for 1 sec.) will remind a station which line has been on hold for the programmed period of time.

CONFERENCE:

A very fast flash rate (10 IPS) indicates the CO line presently in the Conference mode. Other stations' LEDs will show same indication for that line.

CO INCOMING CALL:

A slow flash rate (1/2 sec. on - 1/2 sec. off).

MESSAGE WAITING

PROGRAMMABLE OPTION

- a. Message Waiting Center calls station on intercom. If no answer, depress **[MW/FL]** key on the Message Waiting Center EKT. This causes the MW/FL LED on the called station to illuminate.
- b. Called station user lifts handset and calls Message Waiting Center on intercom. After receiving the message(s), hang up.
- c. To clear the MW/FL LED at the called station, lift the handset (do not depress an INT or CO line key) and depress the **[MW/FL]** key.
- d. To clear the MW/FL LED from the Message Waiting Center, call station and depress **[MW/FL]** key twice.

OUTSIDE CALLS

TO MAKE AN OUTSIDE CALL

- Lift the handset.
- Depress an available **[CO]** line key.
- Listen for dial tone.
- CO line LED will flash at an I-use rate.
- Dial the desired telephone number.
- Hang up when the call is completed.

TO RECEIVE AN INCOMING CALL

- You will hear a ringing tone.
- The CO line LED will be flashing at the CO incoming rate.
- Lift the handset.
- CO line LED will flash at the I-use rate.
- Hang up when the call is completed.

INTERCOM CALLS

TO MAKE AN INTERCOM CALL

- Lift the handset.
- Depress the **[INT]** key, and you will hear continuous INT dial tone.
- INT LED will flash at the I-use rate.
- Dial the desired station number, and you will hear a single ring tone.
- Speak when the ring tone ends.
- Hang up when the call is completed.

*Tone signalling can be accomplished by dialing **[1]** after the station number.*

TO RECEIVE AN INTERCOM CALL

- You will hear a single long tone, followed by the caller's voice.
- The INT LED will flash at the I-called rate.
- Lift the handset.
- INT LED will flash at the I-use rate.
- Hang up when the call is completed.

CALL PICK-UP

TO ANSWER AN INTERCOM CALL THAT IS PAGING (OR RINGING) ANOTHER STATION

- Lift the handset — do not depress a key.
- Dial the station number of the telephone that is being called.
- The call will be transferred to your telephone. The INT LED will flash at the I-use rate.
- Converse with the calling party as in a usual call.
- Hang up when the call is completed.

A personal page may also be picked up by substituting the page access code for the station number in the above steps.

AUTOMATIC CALLBACK (INTERCOM)

TO USE AUTOMATIC CALLBACK

After reaching a busy station, or DND station, on an intercom call, you may:

- a. Dial a **[2]** for busy override (see **OVERRIDE**) ...
... or ...
- b. Dial a **[4]** to set Automatic Callback – busy tone will stop, and you will hear dial tone for two seconds and then busy tone again.
- c. You may go on-hook or make other calls while waiting for the called station to become available. When the called station becomes idle:
 - Your telephone will ring at a fast rate.
 - Answer the call within six seconds to prevent the callback from being cancelled.
 - You will hear a single tone.
 - Proceed to voice-announce.
 - Proceed with the conversation.

NOTE:

1. You may cancel the request anytime prior to the actual callback by depressing the **[INT]** key and dialing **[7][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.

CALL HOLDING

TO HOLD A CALL

- While connected to an outside call, depress the **[HOLD]** key.
- The CO line LED will flash at the I-hold rate.

The on-hold reminder tone will be heard within a pre-determined time. Hold will be released automatically if the other party hangs up. When a CO line is placed on hold it may be picked up at any station on which that line appears.

CALL TRANSFER

TO TRANSFER A CALL (WITH APPEARING CO LINE)

- While connected to the outside call, depress the **[HOLD]** key.

The CO line LED will flash at the I-hold rate. Depress the **[INT]** key and listen for INT dial tone. INT LED will flash at the I-use rate.

Dial the desired station number:

If you hear a single ring tone, announce the call (noting the correct CO line), and hang up.

- The CO line LED will flash at the I-hold rate until the other station connects with the call.
- If the station is busy, you have several choices:
 - a. If you are the Message Waiting Center, depress the **[MW/FL]** key.
 - b. Depress the appropriate **[CO]** key and inform the caller of the situation.
 - c. Dial **[4]** for automatic callback.

TO TRANSFER A CALL (WITH NON-APPEARING CO LINE)

Line does not appear at the desired station.

- While connected to the outside line, depress the **[CONF]** key.

The CO line LED will flash at the conference rate.

- You will hear continuous INT dial tone and the INT LED will flash at the I-use rate. Dial the desired station number:

If you hear a single ring tone, announce the call (noting the correct CO line), wait for the station user to go off-hook*, and hang up.

- If the station is busy, you have several choices:
 - a. If you are the Message Waiting Center, depress the **[MW/FL]** key.
 - b. Depress the appropriate **[CO]** key and inform the caller of the situation.
 - c. Dial **[4]** for automatic callback.

* When transferring to a station that does not have a key assigned to that line, instruct the called party to lift the handset. Transfer is impossible unless the called station is off-hook!

CALL TRANSFER

(continued)

TO RECEIVE A TRANSFERRED CALL (WITH APPEARING CO LINE)

Call may be transferred from either the attendant or another station.

You will hear a single long tone, followed by an announcement.

The INT LED will flash at the I-called rate.

Acknowledge the announcement.

Depress the announced [CO] key.

You are now connected with the outside call.

TO RECEIVE A TRANSFERRED CALL (WITH NON-APPEARING CO LINE)

Line does not appear on your EKT.

You will hear a single long tone, followed by an announcement.

The INT LED will flash at the I-called rate.

Lift the handset to acknowledge the announcement (you cannot receive a call on a non-appearing line unless you are off-hook).

Call will be transferred when the announcer goes on-hook.

The INT LED will flash at the I-use rate.

Converse with the outside party as in a standard call.*

TO TRANSFER A NON-APPEARING CO LINE

Line does not appear on your EKT.

While connected to the outside line, depress the [CONF] key.

The INT LED will flash at the conference rate.

You will hear continuous INT dial tone.

Dial the desired station number.

If you hear a single ring tone, announce the call, wait for the station to come off-hook*, and hang up.

If the station is busy, depress the [CONF] key and inform the caller of the situation. It is not possible to put a non-appearing line on hold.

* The station must come off-hook even if it has the CO line appearance. If you hang up before the called station is off-hook, the CO line will be disconnected.

SPEAKERPHONE

TO MAKE AN OUTSIDE CALL WITH SPEAKERPHONE (ON-HOOK DIALING)

Leave the handset on-hook.

Depress any available [CO] line key and listen for dial tone.

CO LED will flash at the I-use rate.

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 CO line that is flashing at the CO incoming rate.

CO 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.

TO CALL ON INTERCOM WITH SPEAKERPHONE (ON-HOOK DIALING)

Leave the handset on-hook.

Depress the [INT] key, and listen for INT dial tone.

INT LED will flash at the I-use rate.

Dial the desired station number, and you will hear a single ring tone.

Speak at a normal voice level in the direction of the telephone.

Depress the [SPKR] key when the call is completed.

TO RECEIVE AN INTERCOM CALL (HANDSFREE)

You will hear a single long tone, followed by the caller's voice. The INT LED will be flashing at the I-called rate.

Leave the handset on-hook.

To assure a private conversation, depress the [INT] key. The INT 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 (if you depressed the [INT] key earlier).

(continued)

SPEAKERPHONE (continued)

NOTE:

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

CONFERENCE CALLS

TO CONFERENCE THREE STATIONS & TWO CO LINES, OR FOUR STATIONS & ONE CO LINE

- Establish a one-CO line call.
- ### TO ADD A SECOND CO LINE
- Depress the **[CONF]** key — you will hear continuous INT dial tone.
 - The CO LED will flash at the conference rate and the INT LED will flash at the I-use rate. Select a second CO line and dial the next telephone number.

Depress the **[CONF]** key after the party answers. * CO LEDs will flash at the I-use rate and all parties will be conferenced.

* If you receive a busy tone or no answer, return to the original connection by depressing the original **[CO]** line key.

TO ADD ANOTHER STATION

- Depress the **[CONF]** key — you will hear continuous INT dial tone.
- The CO LED will flash at the conference rate and the INT LED will flash at the I-use rate.
- Dial the number of the other station.
- Depress the **[CONF]** key after the party answers. * CO LED(s) will flash at the I-use rate and all parties will be conferenced.

(continued)

CONFERENCE CALLS (continued)

Repeat to add another party:

- a. Three stations/two CO lines maximum
 - b. Four stations/one CO line maximum
- Hang up when conference call is completed.

* If you receive a busy tone or a no answer, return to the original connection by depressing the **[CONF]** key.

TO CONFERENCE UP TO FOUR STATIONS AND ONE INTERCOM LINE

- Establish a two-station intercom call.
- Depress the **[CONF]** key—you will hear continuous INT dial tone and the INT LED will flash at the conference rate.
- Dial the third station's number.
- Depress the **[CONF]** key after the party answers. * INT LED will flash at the I-use rate and all parties will be conferenced.
- Repeat to add a fourth station to the conference call.

*NOTE:

1. If you receive a busy tone or no answer, return to the original connection by depressing the **[CONF]** key.

2. The new station will not be conferenced unless the user lifts the handset or depresses the **[INT]** key.

BACKGROUND MUSIC (BGM)

You may listen to background music via the station's speaker, if music-on-hold is available on your system, by depressing the **[SPKR]** key. Control the volume level with the control on the right-rear side of your telephone.

AUTOMATIC DIALING

TO AUTOMATICALLY DIAL A FREQUENTLY CALLED NUMBER

- Lift the handset.
- Depress an available [CO] line key.
- Listen for dial tone.
- Depress the [*] key.
- Dial the 2-digit number that corresponds to the desired telephone number.
- Your STRATA system will automatically dial the number for you.
- Hang up when the call is completed.

TO AUTOMATICALLY REDIAL THE LAST NUMBER CALLED

- Depress an available [CO] line key.
- Listen for dial tone.
- Depress the [#] key.
- Your STRATA system will automatically redial the last telephone number you dialed.
- Hang up when the call is completed.

TO CHAIN DIAL AUTOMATICALLY

Automatically dials two or more sets of numbers during one call. For use with long distance routing.

- Lift the handset.
- Depress an available [CO] line key.
- Listen for dial tone.
- Depress the [*] key.
- Dial the 2-digit number that corresponds to the first telephone number to be dialed.
- Depress the [*] key.
- Dial the 2-digit number that corresponds to the second telephone number to be dialed.
- Repeat the above steps for each subsequent number to be dialed.
- Your STRATA system will automatically dial the number for you.
- Hang up when the call is completed.

Only the first number dialed during the chain dial will be repeated by the automatic redial.

(continued)

AUTOMATIC DIALING

(continued)

TO OUTPUT [*] AND [#] TONES

When the [] or [#] tones must be output (for computer input service or other use), the Automatic Dialing feature must be disabled to permit manual dialing of the [*] and [#] tones.*

Depress any available [CO] line key.

Dial any desired numbers utilizing the Automatic Dialing feature in the usual manner.

To disable the Automatic Dialing feature, thereby permitting the [*] and [#] tones to be output manually, press the [*] key and then the [#] key.

Only manual dialing will be possible, and the special [] and [#] tones, as well as digits "0-9," will be output as dialed. The Automatic Dialing feature will be restored when the EKT is hung up or placed on hold.*

TELEPHONE NUMBER STORAGE

TO STORE A TELEPHONE NUMBER IN SYSTEM MEMORY (STANDARD FEATURE)*

Telephone numbers can be stored in the system memory by Station 10 only.

Remove the handset from its hook (do not activate a CO or INT line).

Depress the [#] and [*] keys, respectively.

Dial a 2-digit address code (codes run consecutively from 60 through 83 with the standard feature, and 60 through 99 if the system is equipped with the optional expanded memory).

Dial the telephone number to be stored (16 digits maximum). **

Depress the [#] key to record the number in memory.

Repeat the above steps with every number, up to the standard 24 (or optional 40), to be stored.

Return the handset to on-hook.
Write down the address codes and telephone numbers for future reference.

(continued)

TELEPHONE NUMBER STORAGE

(continued)

TO STORE A TELEPHONE NUMBER IN STATION MEMORY (OPTIONAL FEATURE)*

Telephone numbers can be stored by each station.

Lift the handset (do not activate a [CO] or [INT] line).

Depress the [#] and [*] keys, respectively.

Dial a 2-digit address code (codes run consecutively from 10 through 29 or 49, depending upon the type and amount of optional memory provided).

Dial the telephone number to be stored (16 digits maximum). **

Depress the [#] key to record the number in memory.

Repeat the above steps with every number to be stored (up to the maximum for your system).

- Return the handset to on-hook.

Write down the address codes and telephone numbers for future reference.

* Repeat this procedure to replace the stored telephone numbers with new ones.

** It may be necessary to insert a pause after the trunk access code to allow for dial tone delay. If so, depress the [MWF] key after entering the PBX access code.

PAGING

TO PAGE

Lift the handset.

Depress the [INT] key and dial the following:

[8][0] = All Call
 [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

(continued)

PAGING

(continued)

Make your announcement in a normal voice level and repeat it.

Hang up when you have completed your announcement.

* Programmable Option

Also see Call Pick-up

DO NOT DISTURB

TO USE DO NOT DISTURB MODE

- Depress the [DND] key. DND LED will light steady.

TO RELEASE THE DO NOT DISTURB MODE

- Depress the [DND] key. DND LED will be off.

OVERRIDE

TO INITIATE A BUSY OVERRIDE SIGNAL

After reaching a busy station, you may signal that station that a call is waiting by dialing [2]. A tone signal will be heard at the busy station.

TO OVERRIDE DND (PROGRAMMABLE OPTION)

After reaching a DND station, you may signal that station that a call is waiting by dialing [2]. A tone signal will be heard at the DND station.

TONE SIGNALLING PROGRAMMABLE OPTION

TO MAKE A TONE SIGNAL CALL

Call another station via intercom.

You will hear a ringing tone as the primary method of intercom call signalling (voice announcing is inoperative).

Speak to the called party when the call is answered. Voice call can be accomplished by dialing [1].

(continued)

TO ANSWER A TONE SIGNAL CALL

(continued)

TO ANSWER A TONE SIGNAL CALL

- Lift handset or depress **[SPKR]** key (handsfree answerback is inoperative).
- Hang up when call is completed.

AUTOMATIC DIALING KEYS

If your EKT is required to pick up 12 or fewer CO lines, and your station is equipped with the Automatic Dialing-Station feature, some of the unused keys may be utilized as one-touch automatic dialing **[AD]** keys. In addition, two keys may also be designated as **[REP]** and **[RDL]**. The following applies only if your EKT is so equipped.

AUTOMATIC DIALING **[AD]**

One-key automatic-dialing for up to 7 different telephone numbers after accessing a CO line.

REDIAL KEY **[RDL]**

Will automatically redial the last telephone number dialed after accessing a CO line. (Serves the same function as the **[#]** key on the standard EKT.)

REPERTORY KEY **[REP]**

Provides access to automatic-dialing address codes. (Serves the same function as the **[*]** key on the standard EKT.)

The remaining function keys retain the same functions as their counterparts on the standard EKT.

USING **[AD]** KEYS TO AUTOMATICALLY DIAL FREQUENTLY CALLED NUMBERS

- Telephone numbers can be accessed by each of the **AD 1** through **X** keys or one of the 2-digit access codes in the usual STRATA manner.
- Lift the handset.
- Depress an available **[CO]** line key.
- Listen for dial tone.
- Depress the **[AD]** key that corresponds to the desired telephone number.
- STRATA will automatically dial the number for you.

(continued)

AUTOMATIC DIALING KEYS

(continued)

TO STORE TELEPHONE NUMBERS*

- Lift the handset (do not activate a **[CO]** or **[INT]** line).
- Depress the **[RDL]** and **[REP]** keys (or, if these keys do not appear on your EKT, the **[#]** and **[*]**),** respectively.
- Depress one of the **[AD]** keys or dial a 2-digit address code (codes run consecutively from 10 through 29 or 49, depending upon the type and amount of optional memory provided; AD numbers reside at 10-16).
- Dial the telephone number to be stored (16 digits maximum).***
- Depress either the **[RDL]** or **[#]** key (whichever is appropriate for your EKT) to record the number in memory.
- Repeat the above steps with every number to be stored (up to the maximum for your system).
- Return the handset to on-hook.
- Write down the address codes and telephone numbers for future reference.

* Repeat this procedure to replace stored telephone numbers with new ones.

** On some EKTs the **[RDL]** and **[REP]** keys may not appear. If not, use the **[#]** and **[*]** for Automatic Dialing access. If the **[RDL]** and **[REP]** keys do appear, the **[#]** and **[*]** keys will not function for Automatic Dialing access at that station.

*** It may be necessary to insert a pause after the trunk access code to allow for dial tone delay. If so, depress the **[MWFL]** key after entering the PBX access code.

TO AUTOMATICALLY REDIAL THE LAST NUMBER CALLED

- Depress an available **[CO]** line key.
- Listen for dial tone.
- Depress the **[RDL]** key.
- STRATA will automatically dial the last telephone number dialed.
- Hang up when the call is completed.

TOSHIBA

NIGHT TRANSFER

PROGRAMMABLE OPTION

On an optional basis, your STRATA system can function with two or three ringing patterns. If three patterns are selected, they are designated Day, Day 2, and Nite. If only two patterns are selected, Day and Nite designations are used.

- In both cases, different ringing patterns are chosen by sequential depressions of the **[NT]** key on either a DSS console or (if the system has no DSS console equipped) on Station 10.
- The active pattern is shown by the state of the NT LED as follows:

	Three-pattern	Two-pattern
DAY	OFF	OFF
DAY 2	FLASH	N/A
NITE	ON	ON

ACCOUNT NUMBER RECORDINGS

Station Message Detail Recording (if your system is equipped) allows data to be collected for each outgoing and (optionally) incoming CO line call. This data may then be output to either a printer or recording device. Each call may also be given an account number for filing purposes. The account number can be entered anytime after dialing the outside number on an outgoing call and anytime during the conversation on an incoming call.

TO RECORD AN ACCOUNT NUMBER

- Dial ***** and the account number (6 digits).
- For example: ***** *
- Hang up when the call is completed.

* Caller will not hear any tones until after the sixth account number digit.

Address Code	Name	Phone Number
10	_____	() _____
11	_____	() _____
12	_____	() _____
13	_____	() _____
14	_____	() _____
15	_____	() _____
16	_____	() _____
17	_____	() _____
18	_____	() _____
19	_____	() _____
20	_____	() _____
21	_____	() _____
22	_____	() _____
23	_____	() _____
24	_____	() _____
25	_____	() _____
26	_____	() _____
27	_____	() _____
28	_____	() _____
29	_____	() _____
30	_____	() _____
31	_____	() _____
32	_____	() _____
33	_____	() _____
34	_____	() _____
35	_____	() _____
36	_____	() _____
37	_____	() _____
38	_____	() _____
39	_____	() _____
40	_____	() _____
41	_____	() _____
42	_____	() _____
43	_____	() _____
44	_____	() _____
45	_____	() _____
46	_____	() _____
47	_____	() _____
48	_____	() _____
49	_____	() _____

Address Code

Name

Phone Number

60		()
61		()
62		()
63		()
64		()
65		()
66		()
67		()
68		()
69		()
70		()
71		()
72		()
73		()
74		()
75		()
76		()
77		()
78		()
79		()
80		()
81		()
82		()
83		()
84		()
85		()
86		()
87		()
88		()
89		()
90		()
91		()
92		()
93		()
94		()
95		()
96		()
97		()
98		()
99		()

SYSTEM DIRECTORY

S12/20 - EKTG - 9/84 25M Printed in USA