

TOSHIBA SYSTEM PRACTICES  
ELECTRONIC KEY TELEPHONE SYSTEM

SECTION 100-006-400  
OPERATING PROCEDURES

***StrataVI***<sup>®</sup>

OPERATING PROCEDURES

# StrataVI®

## OPERATING PROCEDURES

### TABLE OF CONTENTS

	TABLE OF CONTENTS . . . . .	i
01	INTRODUCTION . . . . .	1
02	KEY FUNCTIONS . . . . .	1
03	VOLUME CONTROLS . . . . .	1
04	"I"-ILLUMINATION . . . . .	1
05	TELEPHONE TONES . . . . .	1
06	OPERATING PROCEDURES . . . . .	2
06.01	OUTSIDE CALLS . . . . .	2
06.10	INTERCOM CALLS . . . . .	2
06.20	PAGING . . . . .	3
06.30	CALL HOLDING . . . . .	3
06.40	CALL TRANSFER . . . . .	3
06.50	SPEAKERPHONE . . . . .	3
06.60	CONFERENCE CALLS . . . . .	4
06.70	AUTOMATIC DIALING . . . . .	6
06.80	DO NOT DISTURB . . . . .	8
06.90	OVERRIDE . . . . .	8
07	EXECUTIVE TELEPHONE . . . . .	8

## 01 INTRODUCTION

**01.01** The operation of the STRATA VI Electronic Key Telephone (EKT) will be described in this section. The EKT is a specially designed telephone incorporating, as standard features, Hands-free Answering and full Speakerphone capabilities. Each EKT is connected to the system using industry standard 2-pair wiring.

## 02 KEY FUNCTIONS

**02.01** The STRATA VI EKT has 14 line and feature keys 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]

Controls the Message Waiting LED, and disconnects and recalls dial tone on a CO line, or is used to access PBX features.

### SPEAKERPHONE KEY [SPKR]

Turns the Speakerphone ON/OFF.

### MUTE KEY [MUTE]

Cuts off Speakerphone's microphone for private conversation.

### CONFERENCE KEY [CONF]

Sets up conference calls.

### HOLD KEY [HOLD]

Places an outside call on hold.

## NIGHT TRANSFER [NT]

Takes the place of the [DND] key on the operator's station (Ext. 10), and transfers incoming calls automatically.

### NOTE:

See Paragraph 07, 20-key Executive Telephone, for a full explanation of the 20-key EKT features.

## 03 VOLUME CONTROLS

**03.01** The voice and ring tone volume levels on the STRATA VI EKT are controlled by separate volume controls located on the rear of the telephone. The control on the right-hand side adjusts speakerphone volume for dial tone and voice level; the left-hand side control adjusts ring tone and intercom voice-announcement volume.

## 04 "I"-ILLUMINATION

### I-Use:

A steady-double flash rate 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 medium pulsating on/off flash rate will appear on the EKT intercom LED that is being called.

### I-Hold:

A fast flash rate indicates the CO line placed on hold at that EKT. The LEDs of the CO line on hold will flash at a medium rate at the other stations.

## 05 TELEPHONE TONES

### Ringling Tone

#### CO Line

600 Hz/800 Hz, modulated by 16 Hz,  
1 second on, 3 seconds off

#### Intercom Line

600 Hz, 1 second on, 3 seconds off

### Ring-back Tone

#### Normal

600 Hz, 1 second on, 3 seconds off

#### Priority

600 Hz, 1 second on, 1 second off

**SECTION 100-006-400  
OPERATING PROCEDURES**

<b>Dial Tone</b>	
Intercom	600 Hz, continuous
<b>Busy Tone</b>	600 Hz, 0.25 sec. on, 0.25 sec. off
<b>Voice Page Warning Tone</b>	600 Hz, 1 second on
<b>Busy Override Tone</b>	
Normal	2400 Hz, 1 second on, 3 seconds off
Priority	2400 Hz, 1 second on, 1 second off
<b>Do Not Disturb Tone</b>	600 Hz, 0.12 sec. on, 0.12 sec. off

**06 OPERATING PROCEDURES**

**06.01 Outside Calls**

**06.02 To Place an Outside Call**

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

**06.03 To Receive an Incoming Call**

- You will hear a continuous ringing tone.
- The CO line LED will be flashing at a medium on/off rate.
- Lift the handset.
- CO line LED will flash at a steady-double (I-use) rate.
- Hang up when the call is completed.

**06.10 Intercom Calls**

**06.11 To Place an Intercom Call**

- Lift the handset.
- Depress an available [INT] key; you will hear a continuous INT dial tone.
- INT LED will flash at a steady-double (I-use) rate.
- Dial the desired extension number; you will hear a single ring tone.
- Speak when the ring tone ends.
- Hang up when the call is completed.

**NOTE:**

*Tone signalling is accomplished by dialing [1] after the extension number. An intercom call may be answered at any station.*

**06.12 To Receive an Intercom Call**

- You will hear a single long tone, followed by the caller's voice.
- INT LED will flash at a medium pulsating on/off (I-called) rate.
- Lift the handset.
- INT LED will flash at a steady-double (I-use) rate.
- Hang up when the call is completed.

**06.13 Tone Signalling (Programmable Option)**

- You will hear a ringing tone as the primary method of intercom call signalling.
- Handsfree answerback is inoperative.
- Voice call can be accomplished by dialing [1].

**06.20 Paging**

**06.21 To Place a Paging Call**

- Lift the handset.
- Depress an available [INT] key and dial the following:
  - [6] = All speakers (EKT and external)
  - [7] = External speakers only
  - [8] = EKT speakers only
- Make your announcement in a normal voice level and repeat it twice.
- Hang up when you have completed your announcement.

**06.30 Call Holding**

**06.31 To Place a Call On Hold**

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

**NOTE:**

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

**06.40 Call Transfer**

**06.41 To Transfer a Call**

- While connected to an outside call, depress the [HOLD] key.
- CO line LED will flash at a fast (I-hold) rate.
- Depress an available [INT] key; you will hear a continuous INT tone.
- INT LED will flash at a steady-double (I-use) rate.
- Dial the desired extension number to which the call is to be transferred.
- Voice-announce the call.
- Hang up when the call is completed.

**06.42 Night Transfer (Programmable Option for Ext. 10 only)**

**06.43 To Place System in Night Transfer**

- Operator (on Ext. 10) depresses the [NT] key.
- All incoming calls are automatically transferred to selected stations.
- The operator may return the system to normal ringing by depressing the [NT] key again.

**06.50 Speakerphone**

**06.51 To Place an Outside Call With Speakerphone (On-hook Dialing)**

- Leave the handset on-hook.
- Depress any available [CO] line key.
- Listen for dial tone.
- Dial the desired telephone number.

**SECTION 100-006-400  
OPERATING PROCEDURES**

- CO LED will flash at a steady-double (I-use) rate.
- Speak at a normal voice level in the direction of telephone.
- Depress the [SPKR] key when the call is completed.

**06.52 To Receive an Incoming Call (Handsfree)**

- You will hear a ringing tone.
- Leave the handset on-hook.
- Depress the key of the CO line that is flashing at a medium on/off rate.
- CO LED will flash at a steady-double (I-use) rate.
- Speak at a normal voice level in the direction of telephone.
- Depress the [SPKR] key when the call is completed.

**06.53 To Place an Intercom Call With Speakerphone (On-hook Dialing)**

- Leave the handset on-hook.
- Depress any available [INT] key.
- Listen for INT dial tone.
- Dial the desired intercom extension.
- INT LED will flash at a steady-double (I-use) rate and you will hear a single ring tone.
- Speak at a normal voice level in the direction of telephone.
- Depress the [SPKR] key when the call is completed.

**06.54 To Receive an Intercom Call Via Speakerphone**

- You will hear a single long tone, followed by the caller's voice.
- Leave the handset on-hook.
- To assure a private conversation depress the [INT] key opposite the LED flashing at a medium pulsating on/off (I-called) rate.

**NOTE:**

*If privacy is not required, it is not necessary to depress the [INT] key. However, any other station(s) can access the conversation by depressing the appropriate [INT] key.*

- INT LED will flash at a steady-double (I-use) rate.
- Speak at a normal voice level in direction of telephone.
- Depress the [SPKR] key when the call is completed.

**06.55 Background Music**

Must have a music source connected to the system.

- To listen to background music via the EKT speaker, depress the [SPKR] key.
- Adjust the volume level with the control on the right side of your telephone.
- Depress the [SPKR] again to cancel the music.

**06.60 Conference Calls**

**06.61 To Place a Conference Call**

SECTION 100-006-400  
OPERATING PROCEDURES

**06.62 One Station and Two CO Lines**

- Lift the handset.
- Depress an available [CO] line key.
- Dial the desired telephone number.
- Depress the [HOLD] key after the party answers.
- Depress a second available [CO] line key.
- Dial the second party's telephone number.
- Depress the [CONF] key after the second party answers.
- Depress the original [CO] line.
- Station is now connected to both CO lines.
- Hang up when conference call is completed.

**06.63 Two or Three Stations and Two CO Lines**

- Lift the handset.
- Depress an available [CO] line key.
- Dial the desired telephone number.
- Depress the [HOLD] key after the party answers.
- Depress a second available [CO] line key.
- Dial the second party's telephone number.
- Depress the [CONF] key and advise a second station to depress the flashing [CO] line on the second call.

**For Third Station:**

Depress the [CONF] key and advise a third station to depress the flashing [CO] line of the second call.

- Depress the [CONF] key.
- Depress the original [CO] line.
- Stations are now connected to CO lines.
- Hang up when conference call is completed.

**06.64 Two Stations and One CO Line**

- Lift the handset.
- Depress an available [CO] line key.
- Dial the desired telephone number.
- Depress [CONF] key and advise a second station to depress the flashing [CO] key.
- Both stations are now connected to the same CO line.
- Hang up when conference call is completed.

**06.65 Three or Four Stations and One CO Line.**

- While engaged in a two-station and one-CO line conference, depress [CONF] key and advise a third station to depress the flashing [CO] key.
- Follow above procedure for the fourth station.

**06.66 Three or Four Stations and One Intercom Line**

- While engaged in a two-station intercom call, depress the [CONF] key and advise third station to depress the flashing [INT] key.

**SECTION 100-006-400  
OPERATING PROCEDURES**

- Follow above procedure for the fourth station.

**NOTE:**

*Conferencing is permitted to a maximum of:  
3 stations and 2 CO lines  
4 stations and 1 CO line  
or 1 intercom line*

**06.70 Automatic Dialing**

**06.71 To Automatically Dial a Frequently Called Number**

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

**06.72 To Automatically Redial the Last Number Called**

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

**06.73 To Chain Dial Automatically**

Automatically dials two or more sets of numbers during one call.

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

**NOTE:**

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

**06.74 To Store a Telephone Number in System Memory (Standard Feature)**

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

- Lift the handset (do not activate a [CO] or [INT] line).
- Dial the [#] and [\*] keys, respectively.
- Dial a 2-digit address code.

**NOTE:**

*Codes run consecutively from 60 through 83 with the standard feature, and 60 through 99 if the system is equipped with the optional expansion card (CRDU).*



SECTION 100-006-400  
OPERATING PROCEDURES

- Dial the telephone number to be stored.

**NOTE FOR BEHIND PBX:**

*It is necessary to insert a pause after the trunk access code to allow for dial tone delay. Press the [MW/FL] key after entering the PBX access code.*

- 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.

**NOTE:**

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

**06.75 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).
- Dial the [#] and [\*] keys, respectively.
- Dial a 2-digit address code (codes run consecutively from 10 through 49).
- Dial the telephone number to be stored.

**NOTE FOR BEHIND PBX:**

*It is necessary to insert a pause after the trunk access code to allow for dial tone*

*delay. Press the [MW/FL] key after entering the PBX access code.*

- Depress the [#] key to record the number in memory.
- Repeat the above steps with every number to be stored (up to 40).
- Return the handset to on-hook.
- Write down the address codes and telephone numbers for future reference.

**NOTE:**

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

**06.76 To Output [\*] and [#] Tones**

**NOTE:**

*When the special [\*] or [#] tones must be output (for computer input service or other use), they may be dialed by disabling the Automatic Dialing feature. To permit manual dialing of the special [\*] and [#] tones.*

- Press any available [CO] line key. Dial any desired numbers utilizing the Automatic Dialing feature in the usual manner.
- To disable the Automatic Dialing feature, permitting the special [#] and [\*] tones to be manually output, first press the [\*] key and then the [#] key.

**NOTE:**

*Manual dialing will be unrestricted and the special tones of [\*] and [#], as well as digits "0-9", will be output as dialed. The Automatic Dialing feature*

**SECTION 100-006-400  
OPERATING PROCEDURES**

*will be restored when the telephone is hung up, or placed on hold.*

**06.80 Do Not Disturb**

**06.81 To Place a Telephone in the Do Not Disturb Mode**

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

**06.82 To Release the Do Not Disturb Mode**

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

**06.90 Override**

**06.91 To Place a Busy Override Call**

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

**06.92 To Place a DND Override Call (Programmable Option)**

- After reaching a DND station, you may signal that station that an emergency call is waiting by dialing [3]. A tone burst will be heard at the DND station.

**06.93 To Place an Executive Override Call (Programmable Option)**

Overrides the CO line and intercom privacy feature, and is able to enter any existing conversation within the system. Only two stations can be programmed for this feature.

- After reaching a busy station, you may enter the conversation on that station by depressing the appropriate [CO] or [INT] key.

- A warning tone is sounded before the overriding station is actually connected.

**07 EXECUTIVE TELEPHONE**

**07.01** An optional executive telephone (20-key EKT) provides, via ten additional feature keys; seven one-button auto-dial (AD 1-7) telephone numbers, auto-redial, pause and auto-dial access.

**07.10 Key Functions**

**07.11** The optional EKT has 24 line and feature keys and a push button dial pad. The following is a general description of each additional key.

**AUTO-DIAL KEYS [AD1-7]**

One-button auto-dialing for seven different telephone numbers after accessing a CO line.

**REDIAL KEY [RDL]**

Will automatically redial the last telephone number dialed after accessing a CO line. Also functions as a replacement for the [#] key.

**REPERTORY KEY [REP]**

Provides access to the auto-dial address codes. Also functions as a replacement for the [\*] key.

**NOTE:**

*The [#] and [\*] keys will not have the functions they perform on the standard EKT; they are now free to use for computer access.*

**PAUSE KEY [PAU]**

Applies a pause after the CO line access code in auto-dialing telephone numbers behind a PBX. The MW/FL key will not perform this function on this unit.

**NOTE:**

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