

TOSHIBA

**DKT / IPT Telephone
Quick Reference Guide**



STRATA

Business Telephones

CIX/CTX

Helping You
Communicate Better

Which Codes Do I Use?

Default feature codes are listed in this guide. Check with your System Administrator to see if these codes have been changed. If so, write the new codes in the blank lines and cross out the default codes. For example:

Cnf/Trn + ~~#46~~ or 22.

Making a Call

Hot Dialing

1. To make a call using Hot Dialing, dial the number.
2. When connected, you can continue speakerphone operation or lift the handset and continue the conversation.

Spkr Button

1. To make a call, press **Spkr**.
2. Dial the number.
3. When connected, you can continue to use the speakerphone or lift the handset and continue the conversation.

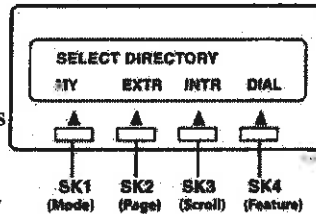
Handset

1. To make a call, lift the handset, then dial the number.
2. When connected, you can continue to use the handset or switch to speakerphone by holding down **Spkr** and replacing the handset.

Dial Directory

1. Press **SK1** or **Mode** from your telephone (shown right). The Select Directory menu appears.

Note The soft keys on the Select Directory are:
My = Personal SD Names
EXTR = Sys. SD Names
INTR = Directory No. Names
Dial = Cancel directory, get dial tone.



2. Press the appropriate soft key and use the dial pad to enter the first character of the name ...or if you do not select a directory, you can go directly to the dial pad and enter a character. This makes names from all directories available.
3. Press **Find** soft key to start the Dial-directory search.
4. Press **Next** soft key to go through the directory until you see the name.
5. Press **Call** soft key to call.
6. Press **Back** soft key to go back through the directory.

Conference Calls

1. While on a call, press **Cnf/Trn**.
2. Call another station or outside line.
3. When the called party answers, press **Cnf/Trn**. If it's busy or there's no answer, press **Cnf/Trn** again to return to the original connection. All parties are conferenced.
4. Repeat the above steps to add more lines. You can conference up to eight parties.

Note When the person who initiates the conference (master) hangs up, control transfers to the first internal station added to the conference. If no internal stations are in the conference, the call disconnects.

➤ **To transfer conference control**

1. Do steps 1 and 2 above to add the line to which you wish to transfer conference control.
2. Announce the call and hang up to transfer the call. This station is now the conference "master" with the ability to add or delete parties.

➤ **To hold a conference call**

- If you are the "master" conference controller, press **Hold** once (or twice for Executive Hold) to place the conference call on hold.

The conference continues and you can join at any time without giving up "master" abilities. Music-on-hold is suppressed in this mode.

➤ **To delete the last member added to a conference**

- While a call is in progress, press the **Cancel** button.

➤ **To conference two outside Lines**

1. While talking on an outside call, press **Cnf/Trn**.
2. Access an outside line.
3. After the party answers, press **Cnf/Trn**.
4. If you receive a busy tone or if the station does not answer, press the flashing button to return to the original call.
5. Press **Cnf/Trn** and hang-up.

Note Most phone companies provide auto disconnect, but if it is not provided, the lines must be supervised to disconnect.

6. To supervise a tandem call, press the extension button. If the parties have finished, hang up or if the parties are still talking, press **Cnf/Trn** and hang-up.

Call Park Orbits

➤ To park a call

1. While on a call, press **Park in Orbit** ...or **Cnf/Trn + #33** or _____ .
2. Specify the Park Orbit using one of the following:
 - Press * and the system automatically selects a General Park Orbit between **7000~7019**. The chosen orbit appears on the LCD.
 - Enter a valid extension.
 - Press # and the system automatically selects your extension as the orbit.
3. Hang up. If the parked call is not retrieved, the call rings back to your phone.

➤ To retrieve a parked call

1. Press **Park In Orbit** ...or your extension button + **#32** or _____ .
2. Enter the Orbit Number where the call is parked.

Call Pickup

1. Press an extension button.
2. Enter a code from the following list:
 - Group Pickup: **#5#34** or _____
 - Directed Terminal Pickup: **#5#5** or _____
 - Other (see System Administrator): _____
3. Dial the extension that is holding the ringing or held call to be picked up.

Echo Cancel

- If you experience echo while conversing on your IP telephone, tap **Vol ▲** or **▼** once to cancel the echo sound.

Paging

➤ To make a page announcement to a phone or external speakers

1. Press extension, lift the handset, and enter:
 - #30** or _____ (all groups)
 - ..or **#31** or _____ + _____ the Group page access code.See "Flexible Buttons" for more paging codes.
2. Make your announcement, then hang up.

➤ To make an All Call Page

1. With the handset off-hook, press **All Call Page** ...or extension + **#30**. This pages all phones in the All Call Page Group, and may page external speakers (depends on programming).
2. Make your announcement then hang up.

Voice Mail Call Monitor

System Availability: Only with Strata CTX28

- **To enable and disable Voice Mail Call Monitor**
 1. Press **Call Monitor** button.
 2. Enter your voice mail password, then press **#**.
- **To cancel Call Monitor**
 - Press **Call Monitor** button.
- **To monitor a call using Call Monitor**
 1. The flashing Call Monitor button indicates that a message is being recorded in voice mail.
 2. To listen, press the **Call Monitor** button.
 3. To talk to the caller, press the **Call Monitor** button again.

Voice Mail - Direct Transfer

1. While on a call, press **Cnf/Trn**.
2. Press **#407** _____.
3. Enter the voice mailbox number (may be the same as the extension number), then press **#**.
4. Hang up (the caller is connected to the voice mailbox) or press **Cnf/Trn** to return to the calling party.

Volume Control

- **To adjust handset volume**
 - During a call, press down **Vol ▲** or **▼**. When you hang up, volume returns to default.
- **To adjust the speaker volume for internal/external calls and background music**
 - Press **Spkr**. Select a line and press **Vol ▲** or **▼**.
- **To adjust Ring Tone, Handsfree Answerback and Speaker Off-hook Call Announce**
 - With an idle phone and handset on-hook, press **Vol ▲** or **▼**. When you hang up, volume returns to default.

Flexible Button Codes

Account Code	660
Auto Busy Redial	150
Auto Callback	160
Call Forward - Any Calls (Internal and External)	
All Call	340
Busy	350
No Answer	360
Busy No Answer	370
Call Park Orbit	170
Call Pickup	
Incoming - Group Pickup	430
Incoming - Directed Terminal Pickup	440
Incoming - Directed Group Pickup	450
Incoming - Directed DN Pickup	460
On hold - Local Retrieve	490
On hold - Remote Retrieve	500
On hold - Outside Line Retrieve	480
On hold - Directed DN Retrieve	510
Incoming - Any External Call	470
On hold and Incoming	520
Caller ID	580
Cancel	290
Do Not Disturb	180
Door Lock Cancel	540
Direct Station Selection (DSS) Button	610
One Touch Button	570
Paging	
Page All Groups	220
Page Individual Groups	230
Emergency Page - Individual Group	250
Emergency Page - All Groups	240
Answer - Group Page	590
Record to VM	630
Pause/Resume	640
Release Button	270
Release/Answer	280
Speed Dial	260
User Programming Mode	650

Note Not all features have a Flexible Button Code. For additional codes, see your System Administrator.

CAUTION! Do not use cleansers that contain benzene, paint thinner, alcohol or other solvents on the telephone's rubber feet. The color of the rubber may transfer to the desk or mounting surface.



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TOSHIBA STRATEGY

IES-MAS VOICEMAIL

TO SET UP YOUR VOICEMAIL BOX

LIFT HANDSET (DO NOT USE SPEAKERPHONE)

CALL VOICEMAIL BY DIALING EXTENSION 450

WAIT FOR VOICEMAIL TO ANSWER

(THE SYSTEM WILL ASK YOU FOR YOUR SECURITY CODE)

DIAL YOUR SECURITY CODE (THIS WILL BE YOUR EXTENSION NUMBER PLUS 997)

THE SYSTEM WILL PROMPT YOU TO DO THE FOLLOWING STEPS TO SET UP YOUR MAILBOX:

- RECORD YOUR FIRST AND LAST NAME
- RECORD A GREETING
- CHANGE YOUR SECURITY CODE (YOU MAY USE 3 TO 10 DIGITS)

YOU MUST COMPLETE THE THREE ABOVE STEPS TO COMPLETE YOUR MAILBOX SETTINGS

SAMPLE GREETINGS

YOU HAVE REACHED _____ I AM ON THE PHONE OR AWAY FROM MY DESK. PLEASE LEAVE YOUR NAME, TELEPHONE NUMBER AND A DETAILED MESSAGE. FOR OPERATOR ASSISTANCE PRESS ZERO.

THIS IS _____ I AM UNAVAILABLE TO TAKE YOUR CALL. PLEASE LEAVE YOUR NAME, TELEPHONE NUMBER AND A DETAILED MESSAGE AND I WILL RETURN YOUR CALL AS SOON AS POSSIBLE. FOR IMMEDIATE ATTENTION PRESS ZERO TO RETURN TO THE OPERATOR

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TO RECORD A BUSY GREETING FROM YOUR OWN EXTENSION

**(YOU WILL NEED TO RECORD A BUSY GREETING IF YOU ARE USING A DND
BUTTON. THIS GREETING WILL BE THE SAME AS YOUR NO ANSWER
GREETING)**

- CALL VOICEMAIL BY DIALING EXTENSION 450
- WAIT FOR VOICEMAIL TO ANSWER (THE SYSTEM WILL ASK YOU FOR YOUR SECURITY CODE)
- DIAL YOUR SECURITY CODE
- DIAL 3 (TO MANAGE MAILBOX)
- DIAL 2 TO CHANGE USER OPTIONS
- DIAL 5 TO RECORD BUSY GREETING
- BEGIN RECORDING AT THE TONE
- PRESS THE # (POUND SIGN TO STOP RECORDING)
- DIAL 9 TO SAVE
- HANG UP HANDSET

TO CHANGE GREETING FROM YOUR OWN EXTENSION

- LIFT HANDSET
- CALL VOICEMAIL BY DIALING EXTENSION 450
- DIAL YOUR SECURITY CODE
- DIAL 3 (TO MANAGE MAILBOX)
- DIAL 1 (TO CHANGE GREETING)
- DIAL THE GREETING NUMBER YOU WOULD LIKE TO RECORD (1-7)
- DIAL 2 TO RECORD GREETING AND BEGIN RECORDING AFTER THE TONE
- TO STOP RECORDING PRESS # (POUND SIGN)
- DIAL 9 TO SAVE
- HANG UP HANDSET

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RETRIEVE MESSAGES FROM INSIDE THE OFFICE

WHEN YOUR MSG LIGHT IS ON

- PRESS THE MSG BUTTON
- WAIT FOR VOICEMAIL TO ANSWER (THE SYSTEM WILL ASK YOU FOR YOUR SECURITY CODE)
- ENTER YOUR SECURITY CODE
- PRESS 1 TO PLAY MESSAGES
- PRESS 3 TO DELETE

TO RETRIEVE MESSAGES OR REVIEW MESSAGE WHEN THE MSG LIGHT IS NOT ON

- LIFT HANDSET OR PRESS THE SPKR BUTTON
- DIAL EXTENSION 450
- WAIT FOR VOICEMAIL TO ANSWER (THE SYSTEM WILL ASK YOU FOR YOUR SECURITY CODE)
- ENTER YOUR SECURITY CODE
- PRESS 1 TO PLAY NEW OR SAVED MESSAGES
- PRESS 3 TO DELETE

TO RETRIEVE MESSAGES FROM AN OUTSIDE LOCATION

- DIAL YOUR MAIN TELEPHONE NUMBER
- WAIT FOR VOICEMAIL TO ANSWER
- PRESS THE * (STAR BUTTON)
- DIAL YOUR USER ID NUMBER (THIS WILL BE YOUR EXTENSION NUMBER)
- ENTER YOUR SECURITY CODE
- PRESS 1 TO PLAY NEW OR SAVED MESSAGES
- PRESS 3 TO DELETE

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TO CHANGE RINGING

DO NOT LIFT HANDSET

PRESS THE # (POUND SIGN)

DIAL 9876

PRESS THE LINE OR ITCM BUTTON

(YOU MAY PRESS THE HOLD BUTTON TO SWITCH BETWEEN INTERNAL & EXTERNAL CALLS)

DIAL THE TWO DIGIT PITCH NUMBER (SEE CHART BELOW)

PRESS THE SAME BUTTON YOU PRESS IN STEP 4.

Table 4 Internal and External Call Ringing Tones

Tone No.	Frequency and Cadence
01	500 Hz 1 sec. On, 3 sec. Off, repeat
02	1300 Hz 1 sec. On, 1 sec. Off, repeat
11	500/640 Hz 1 sec. On, 3 sec. Off, repeat
12	500/640 Hz 1 sec. On, 1 sec. Off, repeat
13	860/1180 Hz 1 sec. On, 3 sec. Off, repeat
14	860/1180 Hz 1 sec. On, 1 sec. Off, repeat
15	1300/1780 Hz 1 sec. On, 3 sec. Off, repeat
16	1300/1780 Hz 1 sec. On, 1 sec. Off, repeat
17	860/1180 Hz 0.5 sec. On, 1300/1780 Hz 3 sec. Off, repeat
18	860/1180 Hz 0.5 sec. On, 1300/1780 Hz 1 sec. Off, repeat

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CTX 100 / CTX 670 / CTX28 SPEED DIALING

TO PROGRAM SYSTEM SPEED DIALING

On hook (do not lift handset)
Dial # (pound sign)
Dial 66
Dial speed dial position number (200-799)
Dial 9 plus telephone number
Dial # (pound sign)
Press the Spkr button

TO PROGRAM PERSONAL SPEED DIALING

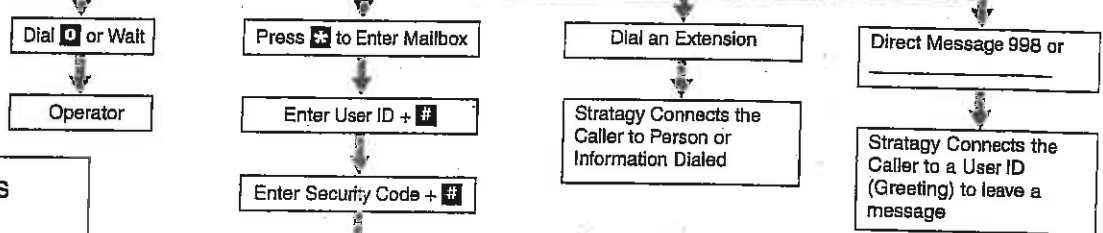
(This must be programmed from each extension)

On hook (do not lift handset)
Dial # (pound sign)
Dial 9876
Press the Spdial button
Dial speed dial position number (100-129)
Dial 9 plus telephone number
Press the Spdial button

TO USE SYSTEM AND PERSONAL SPEED DIALING

On hook (do not lift handset)
Press the Spdial button
Dial speed dial position number (100-129 for personal 200-799 for system)
Lift handset

"Thank you for calling"



Not supported by all Strategy systems.

MESSAGE CONTROLS

While playing a message, press:

- 4 Pause/Resume (toggle or 30 secs.)
- 8 Turn-Up volume†
- 0 Turn Down volume†
- * Back Up (rewind)
- # Go Forward (advance)
- # # Change Speed (toggle)†

MAIN MENU

0 EXIT User Mode # HANG UP

1 PLAY MESSAGES

2 SEND MESSAGES

3 MANAGE MAILBOX

1 Play the next message

2 Save the current message

3 Delete the current message

5 Forward the current message

6 Reply to the current message

7 Special Functions

- * * Replay the current message
- * 2 Play the Previous message

9 Return to Main Menu (number of messages to be deleted plays)

User ID

Enter a User ID or select one of the following:

- 0 0 Directory plus name
- 0 1 Personal List (1-7)
- 0 2 System List (1-7)

Record

Record a message, comment or reply (Press # when finished.)

- # Send and Return to Main Menu
- 1 Review
- 2 Re-record
- 3 Append recording
- 4 Select Additional Destinations

User ID

Enter a User ID

- 0 0 Directory
- 0 1 Personal List (1-7)
- 0 2 System List (1-7)
- # Return to previous menu

7 Special Functions

- 1 Set Urgent status (On/Off)
- 2 Set Private status (On/Off)
- 3 Set Return Receipt request (On/Off)
- 9 Return to previous menu
- 8 Set Future Delivery
- * Cancel message and select new destination
- * * Cancel and Return to Main Menu

1 Change your Greeting

2 Change your User Options

3 Manage your Lists

Select 1-7 for a Personal List

- 7 Review your current list
- 2 Add a User ID to the list
- 3 Delete a User ID from the list
- 4 Record a list Comment
- 9 Return to previous menu

9 Return to previous menu

4 Manage your Guest User ID

- 1 Create a Guest User ID
- 2 Delete a Guest User ID
- 3 Review your Guest User IDs
- 9 Return to previous menu
- 9 Return to Main Menu

Select 1-7 for a Personal Greeting or # for the System Greeting

- 1 Review selected greeting
- 2 Record (new) greeting

1 Review recording

2 Re-record

3 Append to recording

4 Cancel recording

9 Save recording

9 Return to previous menu

* Review current greeting

9 Return to previous menu

Not Available for System Greeting

0 Immediate Fax print of all fax messages†

1 Immediate Fax print of current fax message†

2 Send Fax to fax machine for print†

4 Message Date and Time

5 Future Delivery Review (Play, Save, Delete)

6 Continuous Delete

7 New/Saved message queue (toggle)

8 Continuous Play

9 Return to previous menu

1 Set the Hour (1-12)

- 1 AM
- 2 PM

2 Set the Minutes (0-59)

3 Set the Day (1-31)

4 Set the Month (1-12)

5 Set the Year (last 2-digits)

9 Return to previous menu (message delivery time plays)

Enter notification template number.

- 1 Enable/Disable notification template (toggle)
- 2 Change notification digits
- # Save changes
- 9 Return to previous menu

- 1 Change your Do Not Disturb (On/Off)
- 2 Change your Call Screening (On/Off)
- 3 Change your Security Code
- 4 Select your Busy Greeting (toggle)
- 5 Record your Busy Greeting
- 6 Record your Name
- 7 Change message Notification
- * Review your Option Settings
- 9 Return to previous menu