

***Strata*<sup>®</sup>CS**  
**Communication Server**  
Release 6

**Digital Telephone**  
**User Guide**

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# Introduction

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

**Important!** *To use this guide you must have Strata CS Release 5.0 software or higher.*

Models covered in this user guide include digital telephones equipped with a Liquid Crystal Display (LCD) and/or speakerphone. Functional descriptions of keypad 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

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>
<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.
<a href="#">See Figure 10</a>	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.
Extension Numbers	The naming convention for DKT assignments within Toshiba is Directory Numbers. You will see references to Primary (PDN) and Secondary Directory Numbers (SDN) within the user Client Graphical User Interface (GUI). For clarity and ease of understanding, the terms Extension Number and Secondary Extension Number will be used in this document in lieu of PDN and SDN.

## 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.

The following companion documentation is available:

- Strata CS User Guide for ViewPoint
- 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

The Strata DK 3000/2000-series Digital Telephones 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.

## Buttons

There are two sets of buttons on the 3000/2000-series Digital Telephones, fixed and flexible. The fixed buttons (e.g., **Mic**, **Msg**, **Redial**, **Hold**, **Conf/Trn**, **Vol▲**, and **Vol▼**) are standard to every Strata DK 3000/2000-series telephone (see [Table 1](#)). The flexible buttons consist of Extension and feature buttons. The number of preprogrammed flexible buttons varies by telephone (see [Figure 2](#)).

# The Grand Tour

## Buttons

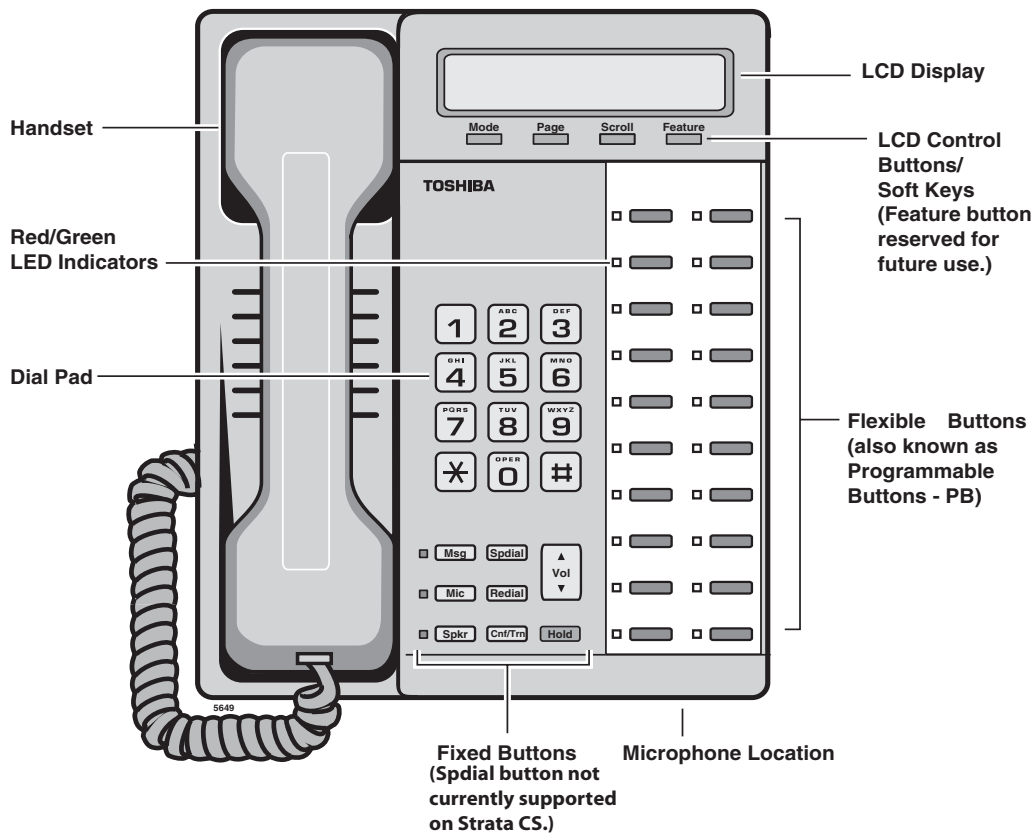


Figure 1 DKT3020-SD Telephone

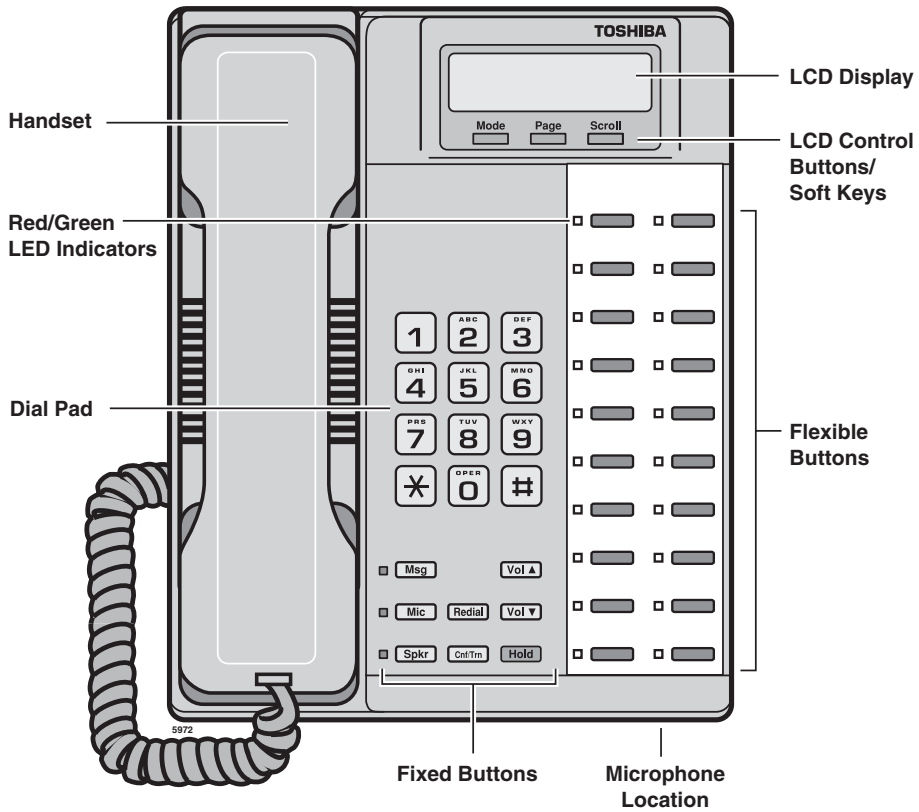


Figure 2 DKT2020-SD Telephone

## 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. Maximum number of conference parties depends on system configuration (see your System Administrator for details). 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 data-bbox="948 548 1212 613" style="border: 1px solid black; padding: 5px; width: fit-content;"> <b>HOLD</b>  <b>AUG 21 TUE 9:36</b> </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 <b>Call</b> button on your phone.</p> <p>While a call is on Hold, the <b>Scroll</b> button may be pressed to display the caller name. Pressing the <b>Page</b> button displays the caller number.</p> <p><b>Note</b> Held calls can only be retrieved at the station that initially held the call or at another DKT with a Secondary Extension Number of the original DKT. See “Flexible Buttons” on page 5.</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 of the default-assigned user of the DKT. When Msg is pressed, the DKT extension is already assumed and the user is only prompted for his/her password.
<b>Redial</b>	The last number called is redialed. Caller must be off-hook to initiate. Pressing Redial dials the last party called.
<b>Spkr</b> (Speaker)	Press to toggle the speaker On/Off. The LED indicates the status of the speaker. Provides speaker activation for calling and answering handsfree.
<b>Vol▲</b> <b>Vol▼</b>	Press to adjust volume levels of the handset, speaker and ringer volume.

## Flexible Buttons

All flexible buttons must be programmed for your telephone using the Strata CS Admin or Client utility and can vary for individual phones (see [Table 2](#) and [Figure 3](#)). Secondary extensions numbers can only be set from the Administrator.

## Extension Buttons

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

**Table 2 Extension Button Definitions**

Button	Definitions
Extension Number	Press to answer a call to the Extension Number. Each station can have multiple extension buttons. Incoming calls ring the extension button(s) from the top down. For example, station 100's extensions ring 100-4 first, then 100-3, 100-2, and 100-1 (see <a href="#">Figure 3 on page 6</a> ).
Secondary Extension Number	An extension number of another station which appears on your station is considered a secondary extension number. You can pick up an incoming call to a secondary extension number. Ringing Delay options and Ringer Tone options are available on a per-key basis.

**Note** The naming convention for DKT assignments within Toshiba is Directory Numbers. You will see references to Primary (PDN) and Secondary Directory Numbers (SDN) within the user Client graphical user interface. For clarity and ease of understanding, the terms Extension Number and Secondary Extension Number will be used in this document in lieu of PDN and SDN.

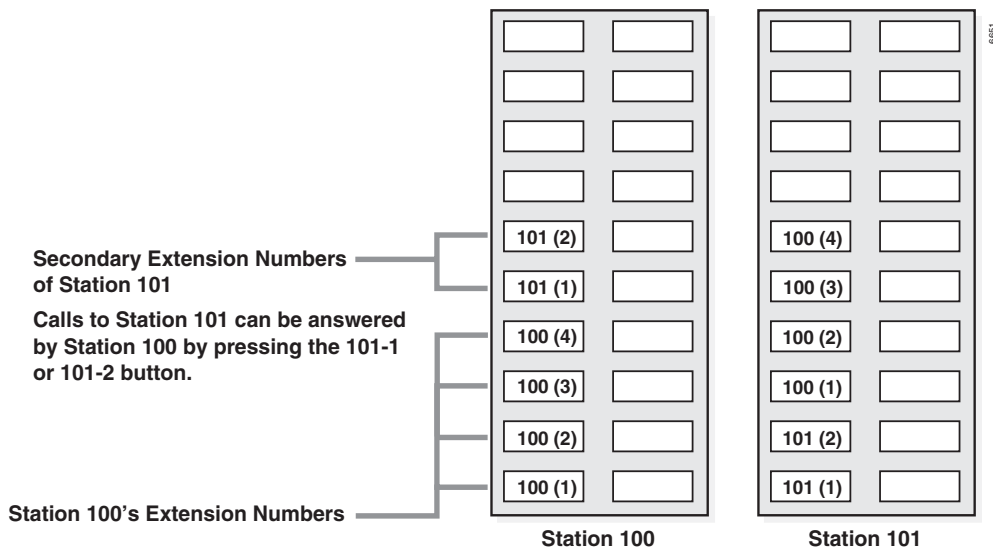


Figure 3 Multiple Extension Numbers Example

### Feature Buttons

For you to be able to make any assignments or changes to the feature buttons you must have the proper permissions assigned to your extension by the System Administrator.

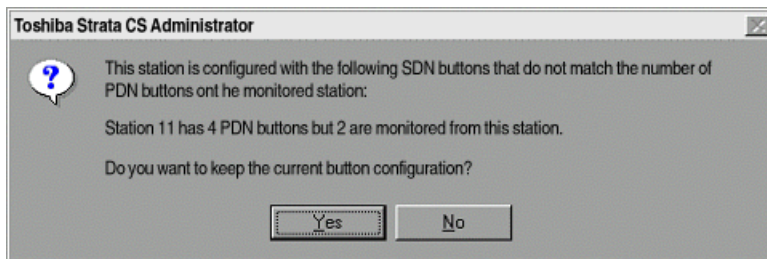
Preprogrammed feature buttons can be assigned to a station and can vary by individual station. The following table describes the feature buttons for use with Strata CS. These buttons provide Call handling functions that would usually be done either via the Client application or the TUI.

Each DKT can be programmed by the administrator or user to support Primary Extensions and Secondary Extensions in addition to a series of options. Primary Extensions and options can be added to DKTs by the individual user using the Client Interface if the proper permissions are set. Secondary Extensions, regardless of the user permissions, can only be assigned by the Administrator.

Each DKT supports as many Primary Extensions as there are Flexible buttons available. This varies based on the specific DKT model in use. Using the example

from [Figure 3](#), the first two Primary Extensions assigned to Station 101 would appear as Secondary Extensions on Station 100 (line appearances 101-1 and 101-2). In this example, Station 100 would only be able to monitor and answer the first two Primary Extensions of Station 101.

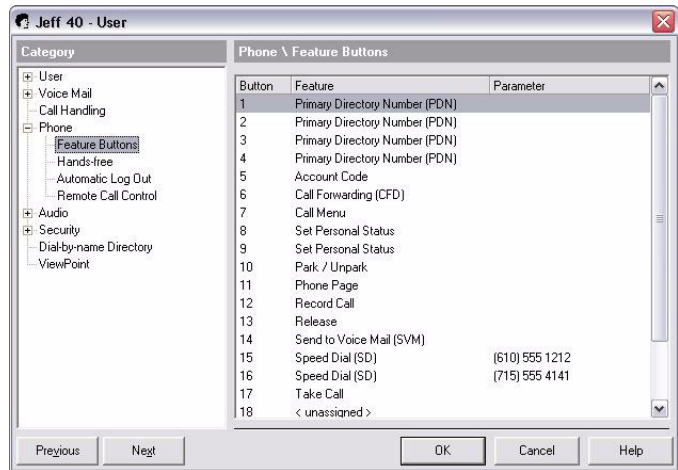
For your Primary Extensions to appear on another phone they must be programmed as corresponding Secondary Extensions on the other phone. If the number of Primary Extensions on the monitored phone (Station 101) and the number of Secondary Extensions appearing on the monitoring phone (Station 100) do not match, the following warning dialog box appears:



Multiple Secondary Extensions can be programmed on a DKT. The restriction on the total number of Secondary Extensions is limited only by the number of flexible buttons available.

It is recommended that the total number of Secondary Extensions on a DKT match the total number of Primary Extensions on the original DKT. If a call is put on hold on a Primary Extension, the call can be picked up on any Secondary Extension button and vice versa.

Feature buttons are assigned from the administrator or client GUI under the Phone tab screen (shown at right) for the specific station. Feature button definitions can be found in [Table 3](#), and can be programmed by either the administrator or client with the exception of secondary extensions. Secondary Extensions can only be assigned by the administrator.



**Table 3 Feature Button Definitions**

Action	Button	Definitions
Call Forward	<b>Call Forwarding (CFD)</b>	Press to forward all calls to a pre-programmed internal or external destination. To cancel Call Forwarding, log in to your TUI Interface and dial <b>54</b> .
Call Park/Call Park Retrieve	<b>Park/Unpark</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 using the same button.  Press to retrieve a parked call. The extension's LED flashes at the in-use rate when the call is retrieved.
Do Not Disturb (DND)	<b>Do Not Disturb (DND)</b>	Press to toggle your station in or out of DND mode. The LED lights red to indicate that the feature is active. This changes the user's personal status to DND.
Send to Voice Mail	<b>Send to Voice Mail (SVM)</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. Calling Party hears Music-on-hold (MOH) during transfer then hears the destination voice mail greeting.

Table 3 Feature Button Definitions (continued)

Action	Button	Definitions
Release	<b>Release</b>	This feature is useful for returning calls while in voice mail. Using release, the user does not have to dial back in to voice mail for each returned call.
Retrieve Call From Voice Mail	<b>Take Call</b>	Used when screening calls and sending calls to voice mail and monitoring. During monitoring, the <b>Take Call</b> button can be pressed to pull call from voice mail to speak to caller.
Call Record Start/ Stop	<b>Record Call</b>	Press to start recording the current call. Press again to stop recording the current call. Once call recording is activated, pressing the Call Record button the second time stops recording and sends the recorded message to the user's voice mail. Multiple Start/Stop Actions in a single call will result in multiple voice mails.  Recording can also be paused and resumed using the LCD soft keys on an LCD phone.
Account Code	<b>Account Code</b>	Press to enter an account code to be associated with the active call. Press again to end account code entry.
Flash	<b>Flash</b>	Used along with Centrex or Foreign Exchange lines. Pressing this button will "Flash" the line, enabling access to Centrex or remote phone system features.
Speed Dial	<b>Speed Dial (SD)</b>	Press to Speed Dial a telephone number. Buttons are pre-programmed using either the user's options in ViewPoint or the administrator.  Speed Dial buttons can be programmed to dial an outside number, internal extension number or any telephony user interface digit string.
Call Menu	<b>Call Menu</b>	Press to initiate Telephone User Interface audio prompts.
Phone Page	<b>Phone Page</b>	Enables one touch access to internal phone paging. This button replaces the need to dial access code <b>*15</b> .
One-touch Personal Status Change	<b>Set Personal Status</b>	Press to change your personal status to one of the pre-programmed personal status modes. Multiple <b>Set Personal Status</b> buttons may be added to your phone for easy access to any or all of your personal statuses, such as Do Not Disturb, In a Meeting, Out of Office, On Vacation.

## 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 Extension 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 extension 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 you press **Spkr** in an on-hook state. Touchtone dialing is available after the delivery of dial tone to the user.

Hot dial pad - When the user depresses the dial pad, the system selects the lowest Primary Extension number and dials digits.

Auto preference - When the user goes off-hook using **Spkr** button on the handset, the system selects the lowest Primary Extension number and provides dial tone.

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 the extension button 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 extension 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.

Ringing patterns are set from the Client or Admin screens under Phone Options.

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

- Low Tone - 2, (2)
- Medium Tone - 2, (2)
- High Tone - 2, (2)
- Combined Tone - 2, (2)
- Single Tone - 1, (3)

Ringing patterns can be set for internal and external calls on Primary Extension Numbers. Secondary Extension Numbers can also be programmed with one of five distinctive ring tones to differentiate individual incoming calls for other users that appear on the phone.

## LCD Operations

This section describes the operation of the Toshiba Keyset LCD and Call state displays.

### Idle Station Display

While on-hook, the display shows the idle message screen. The message is programmable and can show 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.

PEGGY TADEO:3399 FEB 17 THU 11:13
--------------------------------------

### Dial Station Display

As you dial an internal directory number (e.g., 3774), the dialed digits are echoed to the display.

3774 FEB 17 THU 11:13
--------------------------

### Making a Call

The call is originated on the prime extension number. The originating extension number is indicated via the associated LED (steady On). You are prompted with a dial tone. As you dial the destination address (e.g., 3774), the dialed digits are echoed to the display. Detection of the first digit breaks the dial tone. The display is in the Dial state.

3774 FEB 18 FRI 11:40
--------------------------

### Caller ID Display/Toggle on LCD Screen

Upon answering an inbound call, external or internal, the top line of the display shows the caller ID information—caller's name/company name.

ABC SHIPPING CO. 00:01:03 LN:3
-----------------------------------

To see the caller number, you can press the **Page** button, under the LCD display to toggle the display from name to number.

610-555-1212 00:02:34 LN:3
-------------------------------

## 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.

<b>HOLD</b> <b>FEB 18 FRI 11:40</b>
--

## Held Calls LCD Toggle Display

If one or more calls are on hold on your Primary Extension number, you can press the **Scroll** button, under the LCD display to toggle through the name and number displays of all the held calls.

<b>ABC COMPANY</b> <b>00:01:03 LN:3</b>
--

<b>XYZ COMPANY</b> <b>00:02:10 LN:4</b>
--

<b>ACE TOOLS</b> <b>00:01:45 LN:5</b>
--

Initially the caller's name appears on the top line. Pressing the **Page** button toggles the display to the caller number.

<b>610-555-1212</b> <b>00:02:34 LN:5</b>
---

## Tone First/Voice First Answering

Strata CS server and DKT users can set their phones to ring internally as either Tone First or Voice First. The appropriate setting can be defined under the options category for the phone, either from the administrator or client views.

For the client to be able to set Voice First answering, the Strata CS system must be set to Voice First under System Settings. Once the server is set to allow Voice First, each individual user can set their phones to Tone First or Voice First. The Tone First or Voice First change via the system settings does not require a restart of the server. If the server is set for Tone First, The Voice First option will be greyed out on the client screen.

Tone First provides for ringing tone to be generated upon receipt of a call, whereas Voice First provides a brief alert tone and then cuts through a talk path from the originating station to the called station.

Tone First and Voice First modes can also be toggled at the phone by dialing \*12 on the touch pad.

**Note** When calling a station that has Voice First set and no one answers, you can press # on the dial pad in order to continue to the next destination in the called destinations routine list.

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

## Accessing Voice Mail

1. Program your **MSG** button to log into the Strata CS.
2. Pick up your handset and press **MSG**. Strata CS connects you to your voice mail and tells you how many new, old, and saved messages are in your mailbox. All other operations are controlled from the standard dial pad keys.

## Caller ID

This feature displays the incoming caller ID name and number on the top line of the DKT LCD. This feature does not have to be enabled, it is an automatic feature.

Here are the highlights and functions of this feature:

1. When an incoming call is ringing at the DKT, the caller's Name/company name are displayed on the top line of the LCD display of the DKT.
2. If, at any time, you want to see the caller number, press the **Page** button under the LCD display to toggle the top line display from Name to Number.
3. If the incoming caller matches your Contact database, the name from the Contact database displays instead of the name supplied by the phone company.

## Call Hold

This feature enables you to place a call on hold and makes the station free so you can make or take another call.

- While on a call, press **Hold**. The call is placed on hold and the extension button's LED flashes.

## Call Menu

- While in a talking state, press **Call Menu** (programmed feature button). The call is placed in consultation hold and the TUI prompts play to assist you with call control.

## Conference/Transfer

There are two methods of Conference/Transfer with the Strata CS when using the Strata DKT—Direct Transfer and Menu Assisted Transfer. Which method is employed is determined by the setting of the DKT **Cnf/Trn** fixed button.

- Menu Assisted Transfer provides a series of informational prompts via the Telephone User Interface (TUI) to assist the user with completing a conference or transfer operation.
- Direct Transfer cancels the TUI prompts and no prompts are offered. Instead, is offered to allow the user to dial a station or outside number to transfer a call or conference.

To verify or change the transfer setting, please refer to the admin or client settings under the PHONES tab for the user. The **Cnf/Trn** fixed button appears as the last entry for the DKT set, just after the last programmable button.

- **To change the current setting using the ViewPoint desktop**
  1. Select Tools > Options.
  2. Under the Phone section, select Station Features.
  3. Double-click **Cnf/Trn**. The available settings display.
  4. Highlight the setting you want and click OK.
  5. Your change is saved and is effective immediately.

## Conference Using Direct Transfer

**Note** With Direct Transfer, the TUI prompts are not provided to assist with the conference/transfer process.

1. While on a call, press **Cnf/Trn**.
2. Dial the telephone number you wish to conference. The display shows the number dialed.
3. When the new party answers, press **Cnf/Trn** or **PAGE** to join the held call(s) and the new party.

## Conference Using Menu Assisted Transfer

1. While on a call, press **Cnf/Trn**. TUI prompts play.
2. Press **#** to initiate a new call.
3. Dial the telephone number you wish to conference. The display shows the number dialed.
4. When the new party answers, press **Cnf/Trn** to place both calls in consultation hold.
5. Press **5** to join the held call(s) and the new party.

## Blind Transfer Using Direct Transfer

**Note** With Direct Transfer, the TUI prompts are not provided to assist with the conference/transfer process.

1. While on a call, press **Cnf/Trn**.
2. Dial the telephone number where the call is to be transferred. The display shows the number dialed.
3. Press **Trn** to transfer the call.

## Blind Transfer Using Menu Assisted Transfer

1. While on a call, press **Cnf/Trn**. TUI prompts play.
2. Press **1** to initiate a transfer.
3. Dial the telephone number where the call is to be transferred. The display shows the number dialed.
4. Hang up. The call transfers.

## Supervised Transfer Using Direct Transfer

**Note** With Direct Transfer, the TUI prompts are not provided to assist with the conference/transfer process.

1. While on a call, press **Cnf/Trn**.
2. Dial the telephone number where the call is to be transferred. The display shows the number dialed.
3. When the new party answers, hang up to transfer the call.

## Supervised Transfer Using Menu Assisted Transfer

1. While on a call, press **Cnf/Trn**. TUI prompts play.
2. Press **1** to initiate a transfer.
3. Dial the telephone number where the call is to be transferred. The display shows the number dialed.
4. When the new party answers, press **Cnf/Trn** to place both calls in consultation hold.
5. Press **2** then hang up to complete the transfer of the call.

## Do Not Disturb (DND)

- While in idle state, press **Do Not Disturb (DND)** (programmed feature button) to put the phone in DND mode. The LED flashes RED.

Once DND is activated, calls follow the DND settings specified by the user personal status DND mode. The DND feature button toggles the DND status of the phone and updates Personal Status on the Client GUI.

## Park in Orbit

1. While in connected state, press **Park/Unpark** (programmed feature button) to initiate parking. The LED flashes green.
2. Strata CS provides a call's park number both via the LCD and through the voice prompt. Make a note of this number and hang up.

## Phone Page

1. Pick up the handset and press the **Phone Page** button on the DKT flexible keys.
2. The Strata CS prompts you to dial either a station or station group.
3. Dial the station or station group followed by the **#** key. A warning tone is heard.
4. Announce your page.

## Pick Up Parked Call

- To retrieve a parked call, pick up any extension, press **Park/Unpark** (programmed feature button) and dial the park orbit number where the call is parked. The extension button's LED flashes at the in-use rate when the call is retrieved. The display is now in the connected state.

## Release

- When you are in “Handsfree Answer” mode, press **Release** (programmed feature button) to release the call and return the line to an idle state. You hear a short burst of dial tone to indicate that the line has been cleared. The DKT display returns to idle.
- When terminating a call, press **Release** to drop the current call and receive dial tone. A new station or outside number may now be dialed.
- When returning a call in voice mail, press **Release** to drop the current call and return to the voice mail position that you left, without logging in again.

## Retrieve Held Call

- To retrieve a call on hold, press the extension button that has the call on hold. The display changes back to the connected state.

Held calls can also be picked up at any Secondary Extension number of the same Primary Extension number that is on hold.

## Send Caller to Voice Mail

1. While on a call, send the caller to the voice mail of any other user by pressing **Send to Voice Mail (SVM)** (programmed feature button).
2. Enter the mailbox number of the user and the message “sent to voice mail” plays. The caller is connected to the user’s voice mailbox.
3. Hang up. The phone returns to idle.

# Set Call Forwarding

If the Call Forwarding (CFD) button is programmed on your DKT:

- To activate the Call Forwarding feature, press **Call Forwarding (CFD)** and the LCD displays the call forward location. When the Call Forward key is activated, the Client Graphical User Interface (GUI) is updated to show your phone in a call forward state in the system tray and user pane.

If no Call Forwarding button is pre-programmed on your DKT:

1. Pick up your handset and press **MSG** and Dial password to log in.
2. Press **5** to Call Forward.
3. Press **2** to enter an extension and enter the “forward to” extension number  
...or press **3** to forward to an external number and enter the number.

Users can configure their Call Forwarding button settings using only the telephone buttons as follows:

1. Press **Redial**.
2. Press the **Call Forwarding** button you want to set. The LCD (if you have one) reads “Enter Number.”
3. Enter the Call Forwarding number (including access code if it is an outside number).
4. Press **Redial**.

**Note** The button must already be programmed as a Call Forward button before programming a call forward number using the phone.

## Set Personal Status

### ► To set a personal status using the telephone

1. Press any one of the pre-programmed Set Personal Status buttons to set your use mode to one of the following personal statuses:
  - Do Not Disturb
  - In a Meeting
  - Out of Office
  - On Vacation
  - Available–Queue Calls only (for Call Center Agents only)
  - Available–Non-Queue Calls (for Call Center Agents only)
  - On Break (for Call Center Agents only)
2. Once the button is pressed, it is set to your chosen personal status and the button's LED stays lit.
3. If the same button is pressed again, your personal status is restored to Available mode.

### ► To add/change a set personal status button using the ViewPoint desktop

1. Select Tools > Options.
2. Under the Phone section, select Station Features.
3. Double-click your button choice and highlight Set Personal Status.
4. Double-click the Parameter column on the right. Your personal status choices display.
5. Highlight your personal status choice, then click OK.
6. Your choice is saved and is effective immediately.

**Note** You cannot assign custom personal statuses to your telephone feature buttons. To set custom personal statuses, you must use the telephone commands or ViewPoint.

# Speed Dial

- ▶ While in an on-hook state, press **Speed Dial (SD)** (programmed feature button) to speed dial a pre-programmed internal or external number or temporary user interface digit string.

## ▶ To set Speed Dial numbers

- ▶ Speed Dial numbers are defined in the client or admin Graphical User Interface (GUI) screens under User/Phone settings. Each Speed Dial key can support one speed dial internal or external number or telephony user interface digit string.

...or

Users can configure their Speed Dial settings using only their telephone buttons as follows:

1. Press **Redial**.
2. Press the **Speed Dial** button you want to set. The LCD (if you have one) reads "Enter Number."
3. Enter the number to be speed dialed (including access code if it is an outside number).
4. Press **Redial**.

**Note** The button must already be programmed as a Speed Dial button before programming a speed dial number using the telephone.

## Volume Control

Your telephone has a volume increase and decrease button for controlling speaker and handset volume levels.

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 ▼** and others require additional buttons.

### ► To adjust the handset volume

► During a call, press the **Vol ▲** to increase volume and **Vol ▼** to decrease volume. When you hang up, the volume returns to the default setting. This default setting can be adjusted to higher/lower in system programming.

### ► To adjust Ring Tone, incoming Handsfree Answerback, and Voice-first Answering

► With the handset on-hook, the phone idle, the **Spkr** depressed and the handset in the cradle, press the **Vol ▲** to increase volume and **Vol ▼** to decrease volume.

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