

# Toshiba Business Phones Quick Reference Guide



<b>STRATA</b> <sup>®</sup>	Business Telephones
<b>CIX</b>	Helping You Communicate Better

# Index

Phone Button Overview .....	3
Making A Call .....	4
Answering A Call .....	4
Placing a Call on Hold .....	5
Muting A Call .....	5
Paging .....	5
Call Transfers .....	6
Call Parking .....	6
Adjusting Volume .....	6
Speed Dials .....	7
Conference Calls .....	8
Caller ID .....	8
Using Voicemail .....	9
Call Forwarding .....	10

## DP 5000 Series Telephone Button Overview



20 Programmable Feature Buttons  
4-Line LCD

- A. Status LED (message and ringing)
- B. LCD Display
- C. Softkeys
- D. Programmable Feature Buttons
- E. Message Waiting LED
- F. Microphone Mute Button
- G. Speaker Phone Button
- H. Volume Adjustment Button
- I. Hold Button
- J. Microphone
- K. Adjustable Tilt Stand

## Making a Call

### *Using the Handset*

1. To make an outside call, lift the handset, then dial **9** followed by the number.
2. To make an inside call, lift the handset, then dial the **extension** number of the station you want to call. If you have a feature button for the station you can lift the handset and press the feature button.

Once connected, you can continue to use the handset or switch to speakerphone by pressing

**“Spkr”** and replacing the handset.

### *Using the Speaker Phone*

1. To make an outside call, press **“Spkr”**, then dial the 9 followed by the number.
2. To make an inside call, press **“Spkr”**, then dial the extension number of the station you want to call. If you have a feature button for the station you can just press the feature button.

When connected, you can continue to use the speakerphone or lift the handset and continue the conversation.

## Answering a call

Incoming calls will ring on your telephone and be accompanied by a green flashing PDN button (your extension button). The status light on the top of your phone will also flash:

RED for incoming external call

GREEN for incoming internal call.

1. To Answer lift the handset or press **“Spkr”**.

## Hold

### *To place a call on Hold*

1. To place a call on Hold, press the **“Hold”** button.
2. To return to the held call, press the held line’s flashing line or Intercom button.

If you do not return to the held call after a few minutes, the call begins to ring back to your phone.

If you are busy on another call, you hear two tone bursts. If the held party hangs up, the call is released.

### *To place a call on Exclusive Hold*

1. While on a call, press **Hold** twice. This places the call on Exclusive Hold; no one else will be able to access that line.

## Microphone Mute Button

Mute on the DP5000-series telephones mutes not only the microphone but also the handset microphone as well. The MIC button on the telephones toggles between Mic and Mute.

### *To Mute a Call*

1. During a conversation, press the **“Mic”** key, the red indicator will turn off; the microphone and handset are muted.
2. Press the **“Mic”** key again to resume communication, the red indicator will turn on.

## Paging

### *To make an All Call Page*

1. With the handset off-hook, press the **All Page** button. 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.

*NOTE: The page button will be one of your programmable feature buttons, and its location may vary between different phone systems. Not all systems may have this feature enabled.*

## Call Transfer

### *Simple Transfer (unsupervised)*

1. While on a call, press “Cnf/Trn”.
2. Dial the **extension** number and the call is transferred and hand up.

### *Transfer with Announcing the call (supervised)*

1. While on a call, press “Cnf/Trn”.
2. Dial the **extension** number who you want to transfer the call to. Stay on the line to announce the call. If the party you are transferring to wants the call just hang up. If they do not want the call press the green flashing line or intercom button to get the original caller back.

## Call Parking

### *To Park a Call*

While on the call press "**PARK**" and then the **EXTENSION** of whom you wish to park it to.

Press "**Page**" and announce who the call is parked for and what extension you parked it on.

Hang up when you are done.

### *To Answer a Parked Call*

- A. *If you are at the extension the call was parked to , Press the "**PARK**" key. You now have the call.*
- B. *If you are at another phone, Press the "**PARK**" key, then dial the extension the call was parked to. You now have the call.*

## Volume Control

### *To adjust handset volume*

1. During a call, press and hold “**Vol**” up or down. When you hang up, volume returns to a default level.

### *To adjust the speaker volume for internal/external calls and background music*

1. Press “**Spkr**” , press and hold “**Vol**” up or down to adjust volume level.
2. Press “**Spkr**” to exit.

### *To adjust Ring Tone volume*

1. With an idle phone and handset on-hook, press and hold “**Vol**” until the ring volume is satisfactory

# Speed Dials

Speed dials are organized into "Personal" and "System Wide" categories. Personal will only be available from the phone they were programmed on. System wide speed dials are available on any phone. The speed dials are each assigned a 3 digit code.

**100-199** Are Personal Speed dial numbers

**200-899** Are System Speed Dials

## *Dialing a Speed Dial*

1. To dial a speed dial number hit the "**Spdial**" key then the 3 digit number of the speed dial you wish to dial.

## *Speed Dial Storage*

### **To save a Speed Dial:**

1. Press **#9876**
2. Press "**Spdial**" Key
3. Enter 3 digit speed dial code you wish to save
4. Press 9 then dial the phone number
5. Press "**Spdial**" Key to save
6. Repeat starting at Step 2 as necessary

## **To Add a Name to a Speed Dial entry**

1. Press **#9876**
2. Press "**Spdial**" Key
3. Enter 3 digit code of entry you wish to modify
4. Press "**Spkr**" Key
5. Enter Name using DialPad, The
6. Press "**Spdial**" Key to Save
7. Repeat starting at step 2 as necessary

## Conference Calls

### *To setup a conference call*

1. While on a call, press **“Cnf/Trn”**.
2. Call another station or outside line.
3. When the called party answers, press **“Cnf/Trn”**. All parties are conferenced.

*Note: If you receive a busy tone or if the station does not answer, press the flashing green line button to return to the original call.*

4. Repeat Steps 1~3 to add more lines. You can conference up to eight parties.

### *To conference two outside callers*

1. While talking on an outside call, press **“Cnf/Trn”**.
2. Access an outside line by dialing 9 followed by the number you wish to dial.
3. After the party answers, press **“Cnf/Trn”** twice and hang up.

*Note: If you receive a busy tone or if the station does not answer, press the flashing green line button to return to the original call.*

## Caller ID

### *To scroll through a list of numbers that called your telephone*

*Note: The following steps require your telephone to have a programmed feature button for Caller ID.*

1. Press the **“Caller ID”** button.
2. Use **“Vol”** Key or NEXT and PREV softkeys below the LCD screen to scroll through the numbers.
3. Press the CALL softkey to dial the number.



# Using Voicemail

## *To log into voicemail the first time*

1. Dial **850** or press the **V.M. Login** key if it is programmed
2. Voicemail will answer and ask for a security code. The default code is your **extension + 997**. Example, Your extension is **2005**. Your security code would be **2005997**.
3. The system will greet you with a new user tutorial. It will guide you through recording your name, personal greeting and changing the security code.

## *To check messages*

1. Dial **850** or press the **V.M. Login** key if it is programmed.
2. Voicemail will answer and ask for your security code. Enter your voicemail security code followed by #. If you have not setup voicemail before refer to the above instructions.
3. The system will greet you with the number of messages you have. Press **1** to play messages. Listen to the prompts or use the softkeys below the LCD to save or delete messages.
4. Hang up when you are done.

## *To check messages from outside the system*

1. Call into voicemail. To do this will depend on how your system is configured. If a human answers the phone during the day the easiest way is to ask them to transfer you to any voicemail box. If you have a personal DID call your number and wait for your own voicemail to pick up. At night time most systems will have the voicemail answer the calls.
2. When you hear the voicemail greeting play press the \* key.
3. The system will ask you for your user ID. This is your extension number.
4. The system will ask you for your security code. Enter it now.
5. You will now hear the voicemail menu for your mailbox. You can check messages, or change your greeting just as if you were internal to the system.

## Call Forwarding

Call Forwarding allows you to forward calls to your office phone to an outside number.

### ***To Program your Call Forwarding Button***

1. Press the Intercom Key, Then # 9 8 7 6 . The phone will say "User Programing Mode"
2. Press the Call Forward key
3. Press 9, Type in the number you wish to forward to, press #
4. Press the Call Forward key again. The phone will say "Data Programed"
5. Lift the handset and hang it back up again. Your phone will exit programing mode.

### ***To Use the Call Forwarding Key***

1. To enable call forwarding press the Call Forward button. The light next to the button will light red when it is enabled. Your phone is now forwarding to the number you programed.
2. To disable call forwarding press the Call Forward button so the light goes out next to the button.

### ***Notes about Call Forwarding***

When your phone is forwarding to an external number your internal voicemail will not pickup. As an example lets say your forwarding to your cell phone. When you get a call at your office phone it will forward to your cell phone and your cell phone voicemail will be what answers if you do not pick up the call.

Depending on the system configuration the Caller ID of the forwarded call will appear to come from your office phone system. If this is happening it is a limitation of the phone company and can not be changed.