Strata® DK8 & DK16

ADD-ON MODULE AND DIRECT STATION SELECTION CONSOLE USER GUIDE

Release 1

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Introduction

GENERAL DESCRIPTION

The Add-on Module (ADM) for Strata DK8 and DK16, and the Direct Station Selection (DSS) console for Strata DK16 enable you to process a heavy load of calls quickly and efficiently.

ADD-ON MODULE (ADM)—STRATA DK8 AND DK16

The ADM attaches to a 2000-series Digital Telephone to provide the following: For Strata DK8, it provides 10 DSS buttons, eight Speed Dial buttons, a Night Transfer button, and an All Call Page button. For Strata DK16, it provides 20 Direct Station Selection (DSS) buttons. With a DSS button, you can call a station or transfer outside calls to stations with just the push of a button. Each DSS button is associated with a particular station and has an LED which indicates whether the station is busy or idle.

DIRECT STATION SELECTION (DSS) CONSOLE—STRATA DK16 ONLY

The DSS console operates alongside a digital telephone (2000 or 1000 series), or an electronic telephone for a dedicated answering position. The DSS console has 60 buttons which allow immediate access to features frequently used by an attendant. In addition to having DSS buttons (like the ADM does), the DSS console may have CO line buttons, Speed Dial buttons, an All Call Page button, and a Night Transfer button.

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ORGANIZATION

This user guide is divided into the following sections:

The Introduction provides a general description of the Strata DK8 and DK16 ADM, and the DK16 DSS console. It also describes the organization of this user guide and offers suggestions on how to use it.

Chapter 1, "Add-on Module," contains a description and operating instructions for the ADM. The instructions explain how to access stations with the DSS buttons that appear on the ADM (as well as on the DSS console for Strata DK16). This chapter also provides an explanation of the DSS button LEDs/indications.

Chapter 2, "DSS Console," applies only to the Strata DK16 and contains operating procedures and an explanation of the LEDs/indications for the DSS console. (The DSS buttons on the DSS console operate like the DSS buttons on the ADM; so refer to Chapter 1 for DSS button operating procedures.)

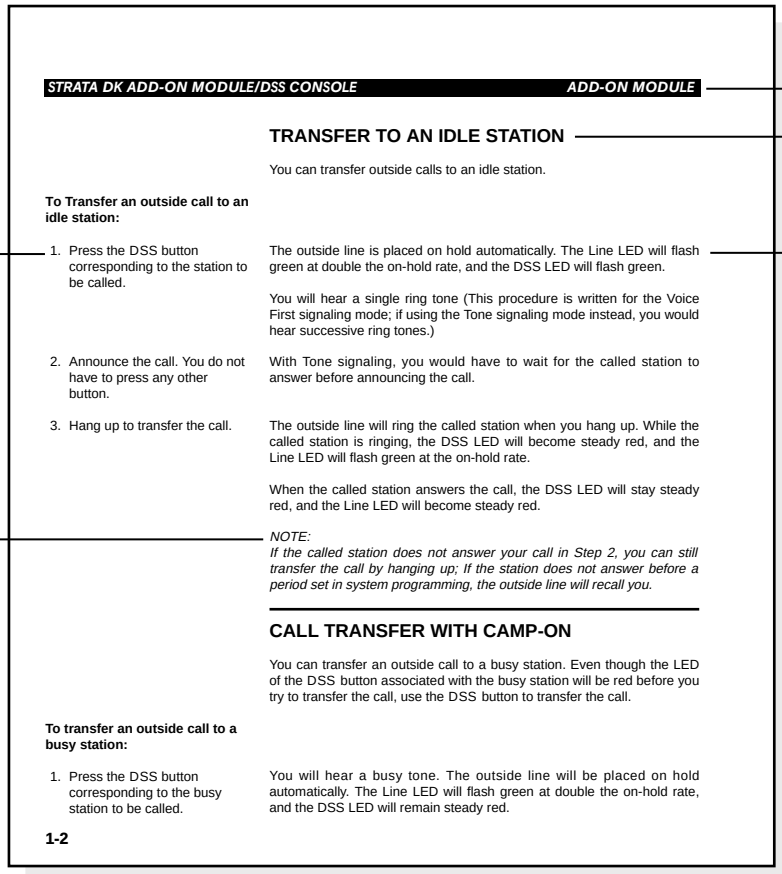
HOW TO USE THIS GUIDE

Your DSS console's features are determined by assignments made in system programming. Your system administrator can provide details on DSS console button function assignments. Once you are aware of the features that are available to you, review each feature's description and operational procedure contained in this guide.

To assist you in achieving greater performance efficiency, the information in this user guide is divided into distinct areas of content. Instructions for various procedures are referred to as Action Text and appear in the left-hand column of the page. Instructions appear in numerical sequence, enabling you to quickly perform a specific task. More detailed descriptions of these procedures, or explanations of their effects, are located in the right-hand column. Figure I-1 shows you the structure followed for each feature.

It is recommended that you first read the user guide for your particular type of telephone. Once you understand the telephone operation, the terms in this user guide will be more clearly understood.

ACTION TEXT
SPECIFIC INSTRUCTIONS ON HOW TO PERFORM A PROCEDURE ARE NUMBERED AND ENTERED IN THE LEFT-HAND COLUMN.



STRATA DK ADD-ON MODULE/DSS CONSOLE *ADD-ON MODULE*

TRANSFER TO AN IDLE STATION

You can transfer outside calls to an idle station.

To Transfer an outside call to an idle station:

1. Press the DSS button corresponding to the station to be called.
   The outside line is placed on hold automatically. The Line LED will flash green at double the on-hold rate, and the DSS LED will flash green.
   You will hear a single ring tone (This procedure is written for the Voice First signaling mode; if using the Tone signaling mode instead, you would hear successive ring tones.)
2. Announce the call. You do not have to press any other button.
   With Tone signaling, you would have to wait for the called station to answer before announcing the call.
3. Hang up to transfer the call.
   The outside line will ring the called station when you hang up. While the called station is ringing, the DSS LED will become steady red, and the Line LED will flash green at the on-hold rate.
   When the called station answers the call, the DSS LED will stay steady red, and the Line LED will become steady red.

NOTE:
If the called station does not answer your call in Step 2, you can still transfer the call by hanging up; If the station does not answer before a period set in system programming, the outside line will recall you.

CALL TRANSFER WITH CAMP-ON

You can transfer an outside call to a busy station. Even though the LED of the DSS button associated with the busy station will be red before you try to transfer the call, use the DSS button to transfer the call.

To transfer an outside call to a busy station:

1. Press the DSS button corresponding to the busy station to be called.
   You will hear a busy tone. The outside line will be placed on hold automatically. The Line LED will flash green at double the on-hold rate, and the DSS LED will remain steady red.

1-2

CHAPTER TITLES

FIRST LEVEL HEADINGS

RESULTS OR DETAILS
EXPLANATIONS OR DETAILS OF THE ACTION TEXT.

NOTES AND WARNING MESSAGES

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Figure I-1
Sample Page

Chapter 1

ADD-ON MODULE

This chapter provides operating procedures and information for the Add-on Module (ADM), model DADM2020, when it is attached to a digital 2000-series telephone operating with a Strata DK8 or DK16 system.

Figure 1-1 shows an illustration of the Strata DK8 and DK16 ADM button assignments. The Strata DK16 DSS button assignments are fixed and cannot be changed. The Strata DK8 button assignments for the following are also fixed and cannot be changed: DSS (10-19), Speed Dial (SD10 ~ 17), All Call Page, and Night Transfer button.

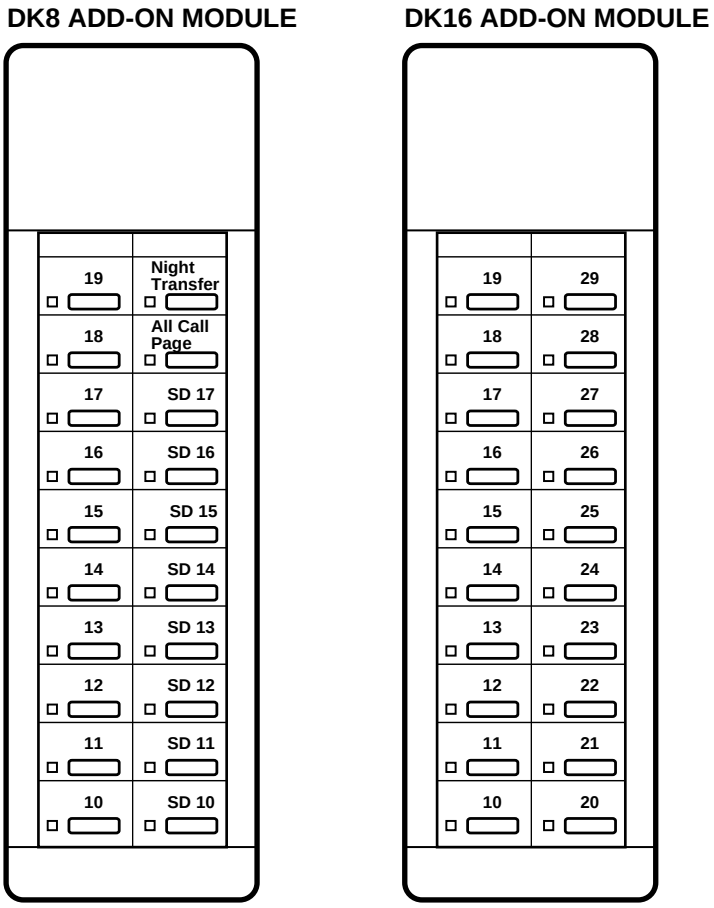

Figure 1-1
Strata DK8 and DK16 Add-on Module Button Assignments

FEATURE BUTTONS

For the Strata DK8 ADM, the Night Transfer button places the system in the Night mode, the All Call Page button accesses All Call Page, and the eight personal Speed Dial buttons provide one touch dialing of frequently used telephone numbers or feature access codes.

DSS buttons are used to call a station or transfer an outside call to a station. A label identifies the station associated with each DSS button.

The ADM for Strata DK16 is equipped with 20 Direct Station Selection (DSS) buttons. Each button has a label that identifies the station that is associated with the button. Only DSS buttons can appear on the Strata DK16 ADM.

BUTTON LED INDICATIONS

A DSS button LED on the ADM will be green and flashing when calling or transferring an outside call to a station. (If calling a station, the LED will turn red and steady when the called station answers; if transferring to a station, the LED will turn red and steady when you hang up to complete the transfer.)

CALLING A STATION

To call a station with a DSS button, only press the button associated with the station—Do not press the Intercom button on your telephone. A station call with a DSS button can be made on-hook or off-hook, and with Voice First signaling or Tone signaling. After pressing the button, treat the call like any other station call made with a digital or electronic telephone.

Each DSS button has an LED which indicates whether the associated station is idle or busy. The LED will be lit and red if the station is busy and not lit if idle.

TRANSFER TO AN IDLE STATION

You can transfer outside calls to an idle station.

To Transfer an outside call to an idle station:

1. Press the **DSS** button corresponding to the station to be called.

   The outside line is placed on hold automatically. The Line LED will flash green at double the on-hold rate, and the DSS LED will flash green.

   You will hear a single ring tone. (If using the Tone signaling mode, you will hear successive ring tones.)

2. Announce the call. You do not have to press any other button.

   With Tone signaling, you would have to wait for the called station to answer before announcing the call.

3. Hang up to transfer the call.

   The outside line will ring the called station when you hang up. While the called station is ringing, the DSS LED will become steady red, and the Line LED will flash green at the on-hold rate.

   When the called station answers the call, the DSS LED will stay steady red, and the Line LED will become steady red.

   NOTE:
   If the called station does not answer your call in Step 2, you can still transfer the call by hanging up. If the station does not answer before a period set in system programming, the outside line will recall you.

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CALL TRANSFER WITH CAMP-ON

You can transfer an outside call to a busy station. Even though the LED of the DSS button associated with the busy station will be red before you try to transfer the call, use the DSS button to transfer the call.

To transfer an outside call to a busy station:

1. Press the **DSS** button corresponding to the busy station to be called.

   You will hear a busy tone. The outside line will be placed on hold automatically. The Line LED will flash green at double the on-hold rate, and the DSS LED will remain steady red.

2. Hang up.

The outside line will ring the called station once with the camp-on tone after you hang up. While the called station is receiving this tone, the Line LED will flash green at the on-hold rate, and the DSS LED will remain steady red.

When the called station answers the transferred call, the Line LED will become steady red. The DSS LED will remain steady red.

NOTES:

1. *The call will recall you and camp-on is cancelled if the station does not pick it up within a pre-determined time. Repeat the procedure (if necessary).*
2. *You may reconnect to a transferred line (anytime before it is answered) by pressing the appropriate* Line *button.*
3. *You can use The Busy Override feature instead of Call Transfer with Camp-on. See the Digital or Electronic Telephone User Guide for details.*

SPEED DIAL
(STRATA DK8 ONLY)

Refer to the *Strata DK8 & DK16 Digital Telephone User Guide* for instructions on using Speed Dial feature, as well as assigning numbers to the Speed Dial buttons. Only the ADM speed dial buttons (SD) are assigned personal speed dial numbers, from 10 ~ 17 only.

ALL CALL PAGE AND NIGHT TRANSFER
(STRATA DK8 ONLY)

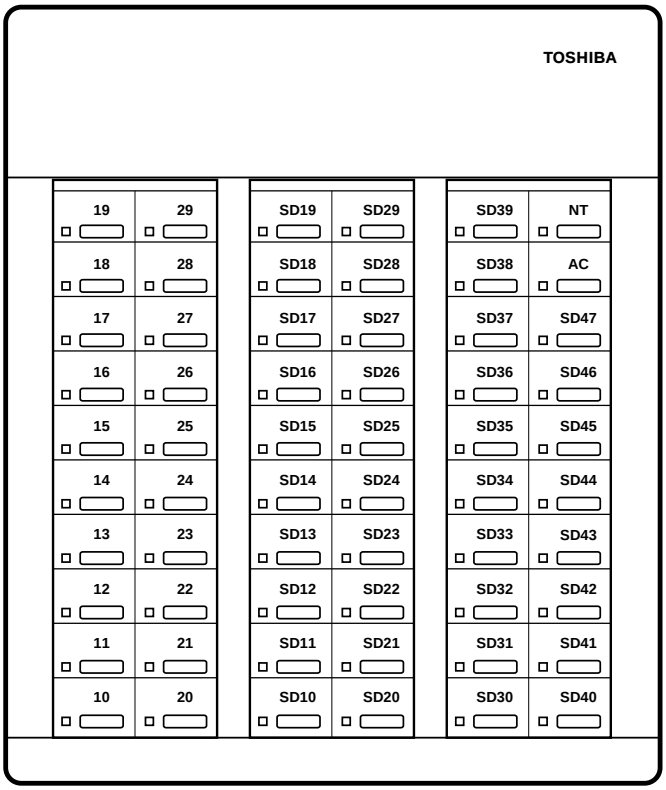
Refer to the "Feature Buttons" section at the beginning of Chapter 2 in this guide for information on the All Call Page and Night Transfer feature buttons. Also see the "All Call Page" and "Night Transfer" sections in Chapter 2 of this guide for instructions on performing these functions.

Chapter 2

DSS CONSOLE
(STRATA DK16 ONLY)

This chapter includes operating procedures and information for the following types of Direct Station Selection (DSS) console models: DDSS2060, DDSS1060, and HDSS6560.

These DSS console models look slightly different from each other, but the only operational difference between the consoles is the LED color indications, as noted in the "DSS Console LED Indications" section later in this chapter. Figure 2-1 shows an illustration of a DSS console.



Console button assignments for the DK16 are flexible and may be changed by service personnel.

Figure 2-1
Strata DK16 Initialized DDSS Console Button Assignments (DDSS2060 shown)

FEATURE BUTTONS

The DSS console has 60 buttons which can be assigned with any of the following features:

All Call Page
Press the All Call (or AC) button to page a group of telephone speakers assigned in system programming.

Night Transfer
Press the Night 1 (or NT) button to change the ringing pattern of incoming calls.

CO Line Access
Press a Line (or CO) button to answer an incoming call or to seize a CO line to make an outgoing call.

Direct Station Selection (DSS)
Press a DSS button to transfer an outside call to a station or to make a call to a station. The label of each DSS button is designated by the intercom number of the station to which it is assigned. (See Chapter 1 for DSS button operation with the DSS console, as well as with the Add-on Module.)

Speed Dial
Press a SD button to speed dial a telephone number or feature access code(s) assigned to the button. SD buttons can be either for System Speed Dial numbers or Station Speed Dial numbers. Refer to the *Strata DK8 & DK16 Digital Telephone User Guide* for instructions on assigning Speed Dial numbers and for feature access codes.

DSS CONSOLE LED INDICATIONS

The button LEDs on the DDSS2060 and the DDSS1060 DSS console models light as red or green. The LEDs will light green during the following conditions:

- A Line (CO) button LED will be green and winking when the CO line is in-use by the console user.
- A DSS button LED will be green and flashing when calling or transferring an outside call to a station. (If calling a station, the LED will turn red and steady as soon as the called station answers; if transferring to a station, the LED will turn red and steady as soon as the DSS console attendant hangs up to complete the transfer.)

The LEDs will light red during all other conditions. The LEDs of the HDSS6560 model DSS console are always red when lit, no matter what the condition. Status distinctions are indicated by different flash rates.

NOTE:
The LED color indications described in this chapter apply specifically to the DDSS2060 and DDSS1060 models. Flash conditions described in this chapter apply to all three DSS console models.

DSS BUTTON OPERATION

The DSS buttons on the DSS console operate the same way as they do on the Add-on Module. See Chapter 1 for DSS button operating instructions for the following features:

- Calling a Station
- Transfer to an Idle Station
- Call Transfer with Camp-on

ALL CALL PAGE

You can deliver a page to a group of station telephone speakers selected in system programming with the touch of a button on the DSS console.

To deliver an All Call Page announcement:

1. Lift the telephone handset.
2. If on a CO line, press the Hold button on the telephone.

   The All Call LED will light steadily and be red.
3. Press the All Call button on the DSS console.
4. Make your announcement in a normal voice level.

   The LED will turn off.
5. Hang up when you have completed your announcement.

CALL ANSWERING (CO LINE OR INTERCOM)

Use the same procedures as with a digital or electronic telephone. See the *Digital* or *Electronic Telephone User Guides* for more details.

DSS CONSOLE CALL FORWARD OVERRIDE

Either your telephone or your DSS console can be set in system programming to ring stations that are in the Call Forward mode, instead of being forwarded. Typically, manually dialing from the telephone overrides the call forward feature. Among other applications, this feature can be used to notify a person who forgets to deactivate the Call Forward feature after returning to the office.

To override Call Forward with your telephone dialpad (typical program setting):

1. Call the station set for Call Forward by dialing from your telephone.

   Make this call like you would any other station call.

   Your call will forward if you attempt to call the station by pressing a DSS button on the DSS console.

   or, if system programming allows:

To override Call Forward with your DSS console:

1. Call the station set for Call Forward by pressing the associated DSS button on your DSS console.

   Your call will forward if you attempt to call the station by dialing from your telephone.

NIGHT TRANSFER

At night, or at different times of the day, you can make the system ring different telephones for incoming calls. The set of telephones ringing is referred to as a ringing pattern.

Different ringing patterns are chosen by pressing the Night button (or the Night 1 or Night 2 button; see notes that follow). Each ringing pattern has distinct CO line-to-station ringing assignments.

Depending upon system programming, either two or three ringing patterns are available. The active pattern is shown by the state of the Night button LED:

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

NOTES:

1. *For Non-tenant Service: The ringing state can be changed by any DSS console(s).*
2. *For Tenant Service: CO lines are assigned and controlled independently:*
   Night 1, *TENANT 1 CO Lines*
   Night 2, *TENANT 2 CO Lines*
3. *In Tenant Service, one system is split so two businesses can use their telephones independently of each other.*

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DATE/TIME/DAY ADJUSTMENT

This operation is possible from Station 10 (usually), which must always be a Digital telephone for Strata DK8 or DK16. Station 10 is typically an attendant station with an Add-on Module (ADM) or DSS console (DK 16 only).

To set the Date:

DATE SETTING

1. Make sure the handset is on-hook.

2. Press the Intercom button and dial 6 5 1.

   Listen for confirmation tone.

3. Enter the date in the "YYMMDD" format.

   YYMMDD = Year/Month/Day. Enter a leading 0 for any single digit entered. Example: To enter January 2, 1993, enter "930102".

4. Press the Redial button.

TIME SETTING

To set the Time:

1. Make sure the handset is on-hook.	
2. Press the Intercom button and dial 6 5 2.	Listen for confirmation tone.
3. Enter the time in the 24-hour clock format (HHMMSS).	HHMMSS = Hour/Minutes/Seconds. Enter a leading 0 for any single digit entered. Example: To enter 1:30 p.m and 07 seconds, enter "133007".
4. Press the Redial button.	

DAY OF THE WEEK SETTING

To set the Day of the Week:

1. Make sure the handset is on-hook.	
2. Press the Intercom button and dial 6 5 3.	Listen for confirmation tone.
3. Enter the code representing the day that you wish to set:	Use the following codes in Step 3 for setting the day of the week. 1 = Sunday 2 = Monday 3 = Tuesday 4 = Wednesday 5 = Thursday 6 = Friday 7 = Saturday
4. Press the Redial button.	

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