

Notes:

If a caller says their phone doesn't ring on incoming calls but goes directly to their voice mail box it is because they have DND turned on inside their mailbox.

To remove flashing message waiting lights when there is no voice mail messages in the box. Press intercom #409 and speaker to end.

TOSHIBA

TELELINK

COMMUNICATIONS INC.

Toshiba Quick Start Guide

DKT 424/16/14



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User Guide

Toshiba DK424 / 14/16 Telephone user guide.

To Answer a Call, Handset or Speaker:

- Lift the handset or press the **speaker** key.

To Place a Call:

- Dial 9, or press the line button.

To Place a Internal Call:

- Press intercom and dial the extension number or press speaker and dial the extension number.

Microphone Button:

- Disable microphone in you phone. Only works when you are on a speakerphone conversation. Toggle between on and off by pressing the mic button.

To Transfer a Call:

- With the caller on the line press the **Conf/Trn** key, dial the extension or press the **DSS** key.. At this point you may **hang up** (*unsupervised*) or wait for them to pick up and then **announce the call** (*supervised*).
- If you wish to return to the caller, press the flashing **intercom** or **line appearance** key on your phone.

To Make a Conference Call:

- *You have a maximum of 5 parties. The person who initiates the conference is called the master. If the master hangs up control is automatically transferred to the first internal station added to the conference call.*
- While talking to caller A, press the **Conf/Trn** button and dial **9** to access an outside line.
- Dial the number of caller B. When they answer, press the **Conf/Trn** key again to join yourself and the callers A and B together.
- When adding an inside party press **Conf/Transfer** and dial the extension number, press **Conf/Transfer** to join all parties.
- If you receive a busy or no answer, press the flashing **intercom** or **line appearance** key to return to the last party in the conference.
- Intercom callers must be added after all external calls have been established.

To Use All Page:

- Lift handset and press the **All Page** key on your phone, or...Lift the handset and dial **#30**.
- If paging zones are set up press the all call page button and enter the zone number.

Redial:

- If calling an extension number keep the handset down press intercom and press redial. If an outside line was called press the line button then press redial.

To Use the DND Feature:

- Press the **DND** key to activate Do Not Disturb. Press **DND** key to cancel Do Not Disturb.

To Transfer to Voicemail:

- Press **CNF/TRN**, then dial the voice mail port number (400).
- When voice mail answers dial 998#.
- The message will say "enter destination id (this is the mailbox number) hang up. (For example: conf/trans 998#100 hang up).
- Newer software version you can press the **Conf/Transfer**, then dial **8** wait for voice mail to answer then enter the extension number plus # hang up.

To Park a Call:

- To park a call for someone with the caller on the line press the **Park** key, then dial the desired extension number . To pick a call up off of park, press **Park** then dial the extension number or park orbit where the call is parked.

To Use the Hold Feature:

- Press the **Hold** key to place a caller on hold on your phone.
- Press the flashing **intercom** or **line appearance** key to pick the caller up from any handset.
- Pressing the hold button twice will put the caller on an exclusive hold that only can be picked up from the station that placed the call on hold.

Night Button:

- This button is used to put the phones in night mode and voice mail answers on the first ring.

To Use Call Pickup:

- To pick up a ringing phone or a call that is on hold at another station.
- Go to any phone and press # 5 # 2 plus the ext number of the ringing phone. Or the ext number where the call is on hold.

Flash Button:

- With the first caller on the line press the flash button wait for dial tone, then dial the number you are forwarding the phone to and press flash again to connect the call.

To Create Personal Speed Dials:

- Each individual station has 20 personal speed dials that can be set up, these are stored in bin numbers. (10-49 personal and 60—99 system).
- To program personal speed dials.
- With the handset down **press redial** then **press the speed dial button** enter the 2 digit bin number and the telephone number you are storing.
- Press speaker to save.

To Use Personal Speed Dials:

- Press an available line button, press the speed dial button and enter the bin number.
- Example press line 1, press speed dial button, enter 10.

To Name a Display:

- Press intercom and #621 (display will say user name).
- Press # to toggle into alpha mode (# toggles between alpha and numeric mode).
- Press 0 (scrolls alpha characters on keypad).
- Press 1 to add a space (in alpha mode only).
- Press * to backspace.

To Erase Names in Displays:

- Press intercom #621.
- Press #.
- Press 1 to enter blanks.
- Press speaker to end.