

# TOSHIBA

Strata Wireless IP Telephone  
Quick Reference Guide



**Strata**  
**CIX**

The Full-Featured IP Telephone Solution

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Digital Solutions Division**

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## **Safety and Compliance Instructions**

Review the Safety and Compliance Instructions sheet found in your Wireless IP Telephone box and all the other product safety instructions that are included on the product.

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# Introduction

This quick reference guide applies to Toshiba Strata Wireless IP Telephone (WIPT) connected to a Strata CIX/CTX system. The WIPT handset supports 11 fixed buttons, four LCD Control Buttons/Soft Keys and 10 Flexible buttons (Programmable buttons).

This telephone has 160 x 100 pixel Graphic LCD Display which supports Toshiba's two-line by 24-character and 10 Flexible Buttons display. The LCD also includes a Local Status bar update. See "[Strata Wireless IP Telephone](#)" on page 4.

**Important!** *Your handset may not have all of the features mentioned in this manual. See your Strata CIX/CTX System Administrator for more information. Use the check boxes or blank lines to enter the variable selections for your telephone.*

## Packaging List

Your Toshiba WIPT package includes the following:

|                 |  |
|-----------------|--|
| WIPT2000        | Strata Wireless IP Handset                 |
| WIPT2000A-BTT   | Battery pack                               |
| WIPT2000A-CHG   | Charger for handset and spare battery pack |
| WIPT2000A-CLP   | Belt clip                                  |
| WIPT2000A-ACA-A | AC adapter for the Charger (North America) |
| WIPT2000A-CVR   | Battery cover plate                        |
| CIX-QR-WIPT2-VA | Quick reference guide (QRG)                |
| CIX-SC-WIPT2-VA | Safety and Compliance Instruction Sheet    |



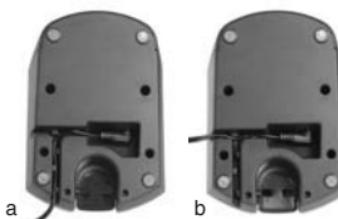
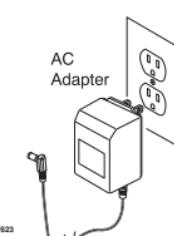
### CAUTION

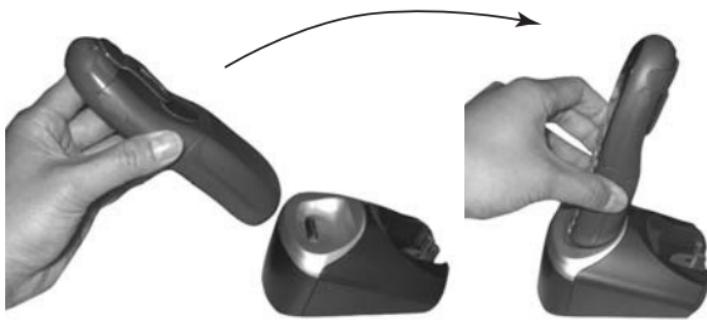
**Do not use cleansers that contain benzene, paint thinner, alcohol or other solvents on the telephone charger's rubber feet. The color of the rubber may transfer to the desk or mounting surface.**

# Battery Charging

**Important!** *You must charge the battery continuously for five hours before using the telephone for the first time.*

## ► To charge the Battery

1. Remove the battery cover on the back of the handset by pressing the latch and sliding the cover down and off the handset.
2. Slide the battery pack into the handset.
3. Securely close the battery compartment cover by sliding it up until it snaps into place.
4. Plug the AC adapter cord into the input jack on the charging unit (shown right). You can wire the AC adapter cord either to the rear (figure a) or to the left side (figure b).  
  

5. Plug the AC adapter into a standard 120VAC wall outlet.
6. Place the handset in the charging unit (shown below).



7. Ensure that the HANDSET CHARGE LED lights steady Red. If it does not, make sure that the AC adapter is plugged in and that the handset is making good contact with the charging unit contacts.

**Note** You can place the handset in the charging unit with or without the belt clip attached.

## ⚠ CAUTION

**Use only the supplied AC adapter.**

**Refer to Packaging List on page 1 for the proper type.**

## ⚠ CAUTION

**Always route the power cord where it is not a trip hazard, and where it cannot become chafed and create a fire or electrical hazard.**

## Spare Battery Pack

You can purchase an additional battery pack from Toshiba. The charging unit is equipped to charge the spare battery pack with or without the telephone in the back slot.

### ➤ To charge the Spare Battery Pack

Place the additional battery pack in the back slot of the Charging unit (shown right).



## ⚠ CAUTION

**Use only the rechargeable battery type listed in the Packaging List on Page 1.**

## Belt Clip

Use the belt clip to attach the handset to your belt or pocket.

**Note** The belt clip is designed to fit snugly onto the handset.

1. On the back of the handset, snap the belt clip clasps onto the holes on either side of the handset. (See “[Strata Wireless IP Telephone](#)” on page 4.)
2. Press firmly until it snaps into place.

# Headset (Optional)

With the headset installed, you can use the belt clip to carry the telephone and conduct a hands-free conversation.

- Open the cover over the headset jack that is located on the right side of the telephone and plug in the headset.

**Important!** *Only use headsets especially designed or modified for use with radio frequency equipment.*

# Strata Wireless IP Telephone

Learn your Strata Wireless IP Telephone (WIPT)



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## Strata Wireless IP Telephone

# Setup for New Users

**Important!** Ask your System Administrator if your WIPT has been setup and ready to use. If the telephone is not setup, then you will require the following information – SSID, DHCP, Telephone IP address, subnet mask, router address, Station ID, and the IP Address for the BIPU.

## ► To View your Wireless IP Setup

1. Press Setup button. The Local Setup screen displays.
2. Use the ▲ and ▼ arrows to go through the different screens or press End (On Hook).

**Note** The following screens display when using the Up/Down arrows:

- SSID screen
- Boot option DHCP screen – To edit this screen press the Edit soft key, make the change, then press SK1 (OK soft key).
- IP Settings screen
- Network Information and MAC Address screen
- LCD Contrast – You can adjust the contrast on your screen using SK2 and SK3
- Flexible Button Label Editor screen – You can change the labels of the flexible buttons on your screen. See “[To Label Flexible Buttons](#)” on page 8.

## Vibrate Mode

- To enable, press Mute and ▲ arrow.
- To disable, press Mute and ▼ arrow.

# What's My Line?

Throughout this guide, the word “line” is mentioned. Check mark which Line type you have. For example, you will be instructed to “select a line.” “Line” can be:

- Line button
- Pooled Line Group
- Group Line button
- Line out requiring an access code – where you enter an outside line or line group access code (e.g., dial 9).

# Which Outgoing/Incoming Call Features Do I Have?

Check mark here which outgoing/incoming feature you have on your system. Then go through the rest of this guide and check mark that feature where it's noted.

- Automatic Line Selection (ALS):** For *outgoing* calls: You have ALS if you hear dial tone and the Line LED lights steady green when you press Off-hook or press Spkr.
- Ringing Line Preference:** You answer an *incoming* Line ringing your station by pressing Off-hook or Spkr.
- Tone Signaling:** Internal/External *incoming* call: you hear successive ring tones, then press Off-hook or Spkr.
- Voice First Signaling:** Internal *incoming* call: your phone does not ring; instead you hear a long tone, then the caller's voice. Talk in the direction of your phone, or answer the call as you normally would by pressing Off-hook or Spkr.

**Note** You can change between Tone and Voice Signaling on a call-by-call basis by pressing 1 after dialing an internal telephone number.

- Hot Dialing:** If your telephone is programmed for “hot dialing,” you do not have to press Spkr or go Off-hook before dialing internal or external calls. When you dial a number, the speakerphone automatically turns on and the Spkr lights up.

# 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.

## Unlock Telephone

The telephone will auto lock in a preset time.

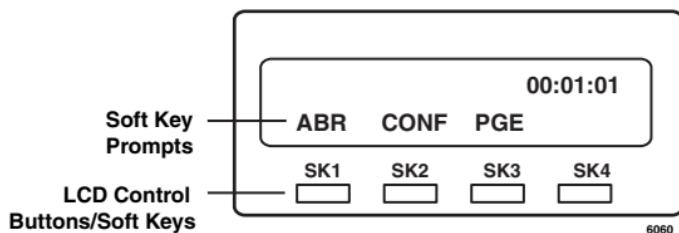
### ► To Unlock

1. Hold down the setup button for two seconds.
2. Enter your password, then press #.

## Soft Keys

When Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature. In this document we refer to Soft Key/LCD Control Buttons as SK1~SK4, starting from Left to Right. Here's an example of how Soft Keys work.

When an outside call is in progress, the LCD appears as shown below.



**ABR** = Automatic Busy Redial

**CONF** = Conference

**PAGE** = Paging

Press SK2 to select CONF, then the display changes.

# Flexible Buttons

There are 10 Flexible Buttons on your telephone. These buttons are virtual buttons located on your telephone display that can be used to store System features.

## ► To Access your Flexible Buttons

1. Press Flexible Button Access (FBA).
2. Use the dial pad to press any number associated with a Flexible Button feature.

### **Important!**

- *Contact your System Administrator to find out the default features assigned to the Flexible Buttons on your telephone.*
- *You cannot program your telephone flexible buttons features, however, you can label the Flexible buttons using your Telephone.*

## ► To Label Flexible Buttons

1. Press the Setup button. The Local Setup screen displays.
2. Use the ▼ arrow until the “Flexible Label Editor” screen displays.

This screen displays the soft key labels.

3. Press SK2 or SK3 to move up or down to select a key.
4. Press SK1 to Edit.
5. Change the label. You can use the soft keys to Backspace, Clear and switch to lower and upper case.
6. Press SK1 to OK.

# Making a Call

1. To make a call, press Speaker or Off Hook.
2. Dial the number. The display indicates that it is calling. When connected, you can talk.  
...or

➤ Press FBA, then press the associated Flexible button number.

# Answering a Call

➤ Press either Spkr or Off-hook or FAB and the PDN.

# Account Code Calls

## ➤ To dial with a Forced Account Code (FAC)

1. Place a call in the normal method.
2. After the tone burst, enter the Account Code.  
If the code is invalid, you hear re-order tone and the call is rejected.

## ➤ To use an Emergency Override of an FAC

You can bypass Forced Account Code requirements with three emergency numbers, including 911. See your System Administrator for these numbers: \_\_\_\_\_

## ➤ To dial with Voluntary Account Codes

1. After accessing a CO line, press Account Code  
...or Cnf/Trn + #46 \_\_\_\_\_.  
You can enter it at any time during a call.

2. Enter the Account Code.

You should hear confirmation tone if the code is valid or two short tones if it is invalid.

3. Dial a telephone number if you entered the code after accessing an outside line or resume talking or hang up if you entered the code after the call.

# Call Transfer

1. While on a call, press Cnf/Trn.
2. Dial the extension and announce the call or “blind transfer” (hang up).  
During call transfer, you can reconnect to the original caller by pressing **question what???**.
3. **Camp on to a busy station:** If the station is busy, hang up. The called station receives a tone. Once the busy **line (why was this underlined)** is free, the transferred line is called back.

# 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 conference.
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.

# Hold

1. To place a call on Hold, press the Hold button.
2. To return to the held call, press FBA and the held line's button.

If you do not return to the held call, it rings 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.

3. If you have additional lines at your station to hold, repeat Step 1 above.

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

- While on a call, press Hold twice. (No one can accidentally pick up your call.)

## ➤ **To place a call on Automatic Hold**

- While on a call, press another extension button to receive/originate a new call. You can switch between calls without having to press Hold. **Is this statement true???**

Make sure this feature is programmed on your system; if not, existing calls will drop.

## ➤ **To place a call on Consultation Hold**

If you have multiple extensions on your phone, you can hold a different call on each extension.

- Press Cnf/Trn.

# Call Forward - Any Calls

## ► To perform each Call Forward for any call – Internal/External

- Enter the button sequence below

**All Calls:** Press Off Hook + #6011 (Tone) + Destination No./Extension + # (Tone)

**Busy:** Press Off Hook + #6021 (Tone) + Dest. No./Extension + # (Tone)

**No Answer:** Press Off Hook + #6031 (Tone) + Dest. No./Extension + # (Tone) + Timer (seconds, 2-digits) + #

**Busy No Answer:** Press Off Hook + #6041 + Dest. No. + # + Timer (seconds, 2-digits) + #

**Cancel:** Press Off Hook + #6051 (Tone)

# Call Park Orbits

## ► To park a call

1. While on a call, press Park in Orbit flexible button  
...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 flexible button  
...or press Off Hook button + #32 or \_\_\_\_\_ .
2. Enter the Orbit Number where the call is parked.

# Call Pickup

1. Press the Off Hook 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 the Off Hook button, and enter:  
#30 or \_\_\_\_\_ (all groups)  
..or #31 or \_\_\_\_\_ + \_\_\_\_\_ the Group page access code.  
See “[Vibrate Mode](#)” for more paging codes.
2. Make your announcement, then press the On-hook button.

► **To make an All Call Page**

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

## Redial

Use this button to redial the last number dialed from your phone.

- To redial the last number, press Redial or \*0.

## Speed Dial

### ➤ To store a Station Speed Dial Number

We suggest storing Speed Dial numbers on a One Touch button; use Speed Dial Codes to store more numbers.

- Dial #66 + nnn + Phone No. + #  
nnn = 100~199 SD bin numbers

### ➤ To clear a number from a Station Speed Dial code

- How do we do this ???

### ➤ To make a call using Speed Dial

- Press Spdial. Then dial the Station Speed Dial Number.

## One Touch Buttons

This feature is useful for storing frequently dialed numbers.

### ➤ To change a One Touch Button

1. Press #9876 to enter User Programming Mode.
2. Press the One Touch button to set.
3. Enter the digits or special buttons to be stored.
4. Press the One Touch button to save the entry.

If these steps do not work, you may have to create a One Touch button (see “[Vibrate Mode](#)” ).

### ➤ To Use a One Touch Button, just press it.

# Voice Mail Call Monitor

## ► 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.

## LCD Features

### ➤ To use Speed Dial or Directory Menus

1. Press the Soft Key next to the Speed Dial (**SD**) or Directory (**DIR**) to view the first screen.
2. To view the other pages, press the soft keys **MORE** or **PREVIOUS** ...or **LEFT** or **RIGHT**.
3. Select someone from the list by pressing the Soft Key next to the name.

|                     |                 |              |
|---------------------|-----------------|--------------|
| <b>FRED J</b>       | <b>NO. 3371</b> |              |
| <b>FEB 18</b>       | <b>MONDAY</b>   | <b>12:00</b> |
| <b>DIRECT SS</b>    |                 |              |
| <b>SYSTEM SD</b>    |                 |              |
| <b>PERSONAL SD</b>  |                 |              |
| <b>EXTERNAL DIR</b> |                 |              |
| <b>INTERNAL DIR</b> |                 |              |

### ➤ To Use Direct Station Selection

1. Press the **DIRECT SS** Soft Key to view the first screen.
2. To view other pages, press the **MORE** or **PREVIOUS** Soft Keys.
3. To select someone from the list, press the Soft Key next to the name.

|                  |                 |              |
|------------------|-----------------|--------------|
| <b>FRED J</b>    | <b>NO. 3371</b> |              |
| <b>MAR 18</b>    | <b>MONDAY</b>   | <b>01:35</b> |
| <b>BOB T</b>     |                 |              |
| <b>DON U</b>     |                 |              |
| <b>CAROL F</b>   | <b>FRED M</b>   |              |
| <b>CUST SERV</b> | <b>GRAY W</b>   |              |
| <b>PREVIOUS</b>  | <b>MORE</b>     |              |
| <b>EXIT</b>      |                 |              |
| <b>CALLING</b>   |                 |              |
| <b>BOB T</b>     | <b>NO. 3200</b> |              |



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