

Toshiba Strata DK280 and DK424

Overview

This file gives basic information on integrating the Duvoice voicemail with the Toshiba 280 and 424. Refer to the Toshiba Programming & Use Manual for more information.

Switch Hardware Required

- One Toshiba Control Unit, (PSTU card) for each 8 VPS ports. The (PESU card) provides two 2500 circuits.
- One DTMF Receiver unit (RRCS-4), (RRCS-8). Recommend that each voice mail port.
- Connect external music source to music RCA jack. This will provide music on hold while a call is being transferred. Press #602 in programming.
- One extension on a single line port for the modem is recommended. If no extensions are available wire a trunk line to the modem using a TKM switch.

Programming

Switch Programming

Program from a Toshiba 6520SD 20 Key LCD set.

Unless otherwise directed, start a program by pressing [SPKR] XX [HOLD] [SPKR], where

XX represents the 2 digit program number.

Unless otherwise directed, save a program by pressing [HOLD] [SPKR] # # [HOLD].

Start System Programming by pressing [SPKR], when you hear intercom dial tone press

***# [HOLD].

Program 03, Flexible PCB Slot Assignments:

Press [SPKR] [HOLD]. Enter the two digit slot number for the PSTU or PESU cards followed

by the card type ID, 31 for PSTU and 25 for PESU card. End programming and turn the power

off wait 5 seconds and re-power.

Re-Enter System Programming by pressing [SPKR], when you hear intercom dial tone press

***# [HOLD].

Program 10-1 System Assignments Part 1:

Start programming by pressing [SPKR] 10 [HOLD] [SPKR] 1.

LED 07 On to allow for ringing

LED 01 Off to enable voice first, the voice mail system needs tone-first calling.

Save programming.

Program 10-2 System Assignments Part 2:

Start programming by pressing [SPKR] 10 [HOLD [SPKR] 2.

LED 04 On for lamping on code 64, extension number.

LED 06 Off to select 160 ms DTMF.

LED 11 Off to enable DTMF returned to VMP.

Save programming.

Program 15 Station Class of Service:

Start programming by pressing [SPKR] 15 [HOLD [SPKR] 0.

LED 01-20 On for the CO Lines that are assigned to the voice mail.

Program 30 Station Class of Service:

Start Programming.

Enter the 2 digit extension number for the first voice mail port, followed by the * key.

Enter the 2 digit extension number for the last voice mail port, followed by the # key.

LED 11 Off, so that DTMF Dialing is enabled on the voice mail extensions.

Save Programming.

Program 31 Station Class of Service:

Start Programming.

Enter the 2 digit extension number for the first voice mail port, followed by the * key.

Enter the 2 digit extension number for the last voice mail port, followed by the # key.

LED 05 On to make the voice mail ports part of Voice Mail Group 1.

LED 09 On to disable voice conferencing on the voice mail extensions.

LED 15 On to enable voice mail DTMF A and D tones for the voice mail extensions. If

you're using call screening, then LED 15 must be Off.

LED 16 On to turn on voice mail ID codes for the voice mail extensions.

LED 17 On to turn on end to end conferencing for the voice mail extensions.

LED 18 On to turn on executive and privacy override blocking.

LED 19 Off to turn off voice mail DTMF B tones.

LED 20 Off to turn off voice mail DTMF B tones.

LED 04 OFF to turn off voice mail to voice mail call blocking.

Save Programming.

Program 33 Station Hunting:

Start Programming.

Enter the 2 digit extension number for the first voice mail port, followed by the # key.

Enter the 2 digit extension number for the 2nd voice mail port, followed by the # key.

Press the HOLD key. This causes voice mail port 1 to hunt to voice mail port 2.

If you have more voice mail ports, set the hunting for 2 to 3, then 3 to 4, etc.

If you desire the voice mail to overflow to the operator when all the voice mail ports are

busy, Enter the 2 digit extension number for the last voice mail port followed by the # key.

Save Programming.

Program 35 Station Class of Service:

Start Programming.

Enter the 2 digit extension number for first extension number that will have voice mail

service. This is usually 00 for the operator.

Press the # key.

Enter the 2 digit extension number for the last extension that will have voice mail service.

Press the # key.

Press the HOLD key.

LED 01 On to enable the Message Waiting Indicator.

LED 02 On to enable the Message Waiting Indicator.

LED 04 On to enable the Message Waiting Indicator.

Save Programming.

Program 37 Ring Transfer Recall Time:

Start Programming.

Enter the 2 digit extension number for first extension number that will have voice mail

service. This is usually 00 for the operator.

Press the # key.

Enter the 2 digit extension number for the last extension that will have voice mail service.

Press the # key.

Press the HOLD key.

Dial 025 to set the recall time for the users extensions to 25 seconds.

Save Programming.

Program 40 Station CO Line Access:

Start Programming.

Enter the 2 digit extension number for the first voice mail port, followed by the * key.

Enter the 2 digit extension number for the last voice mail port, followed by the # key.

LED 01-20 On for the CO Lines that are assigned to the voice mail.

Save Programming.

Program 41 Station Outgoing Call Restriction:

Start Programming.

Enter the 2 digit extension number for the first voice mail port, followed by the * key.

Enter the 2 digit extension number for the last voice mail port, followed by the # key.

LED 01-20 Off for the CO Lines that are assigned to the voice mail.

Save Programming.

Program 81 Day Immediate Ringing:

Start Programming.

If the Duvoice voicemail is to answer incoming calls during the day (Auto Attendant Day

Immediate mode), then turn on immediate day ringing for each CO line the voice mail is to answer.

Enter the 2 digit extension number for the first voice mail port, followed by the * key.

Enter the 2 digit extension number for the last voice mail port, followed by the # key.
LED 01-20 On for the CO Lines that are assigned to the voice mail.
Save Programming.

Program 82 Day Delay 1 Ringing:

If the Duvoice voicemail is to answer calls only after the operator has had a chance to (Auto Attendant Day Delayed mode), then turn on delayed day ringing for each CO line the voice mail is to answer.
Start Programming.
Enter the 2 digit extension number for the first voice mail port, followed by the * key.
Enter the 2 digit extension number for the last voice mail port, followed by the # key.
LED 01-20 On for the CO Lines that are assigned to the voice mail.
Save Programming.

If the Duvoice voicemail is to answer calls during the day, with overflow to the operator, then turn on delayed day ringing for the operator on each CO line the voice mail is to answer.
Start Programming.
Enter the 2 digit extension number for the operator (usually 00).
LED 01-20 On for the CO Lines that are assigned to the voice mail.
Save Programming.

Program 87 Night Immediate Ringing:

If the Duvoice voicemail is to answer calls immediately at night (Auto Attendant Night Immediate mode), turn on immediate night ringing for each CO line the voice mail is to answer.
Start Programming.
Enter the 2 digit extension number for the first voice mail port, followed by the * key.
Enter the 2 digit extension number for the last voice mail port, followed by the # key.
LED 01-20 On for the CO Lines that are assigned to the voice mail.
Save Programming.

Stop System Programming by pressing [SPKR] # # [HOLD].

Individual Station Programming

Programming for a Toshiba Digital (DKT series) telephone.

Follow Along ID.

Each extension that will be forwarded to a mailbox , must provide it's own Follow
Along ID

to identify from where the call originated. Program each extension as follows.

Press [INT].

Press #656.

Press #.

Enter the extension number.

Press the redial key.

Press [INT].

Call Forwarding.

Set each extension to call forward to it's voice mailbox on a BNA or RNA.

Press [INT].

Press #603.

Enter the lead voice mail extension number.

Press the Speed Dial key.

Press [INT].

Press #604.

Enter the lead voice mail extension number.

Press the Speed Dial key.

Mailbox Access.

The [MW/FL] key can be programmed to retrieve messages.

Press [INT].

Press #657.

Press *.

Enter the extension number.

Press the redial key.

Press [INT].

Programming for a Toshiba Electronic (EKT series) telephone.

To program an EKT telephone, it is necessary to program 2 of your 10 (or 20 depending on the model you have.) programmable keys to be a * and a #.

Follow Along ID.

Each extension that will be forwarded to a mailbox , must provide it's own Follow
Along ID to

identify from where the call originated. Program each extension as follows.

Press [INT].

Press #656.

Press #.

Enter the extension number.

Press the redial key.

Press [INT].

Call Forwarding.

Set each extension to call forward to it's voice mailbox on a BNA or RNA.

Press [INT].

Press #603.

Enter the lead voice mail extension number.
Press the Speed Dial key.
Press [INT].
Press #604.
Enter the lead voice mail extension number.
Press [INT].

Mailbox Access.

The [MW/FL] key can be programmed to retrieve messages.
Press [INT].
Press #657.
Press *.
Enter the extension number.
Press [INT].

No Programmable Keys Available.

If there are not any programmable keys available to make into a * and a #, you can make the system wide mailbox access and message taking prefix keys to be 6 and 7 instead of * and #. This will require minor changes in the voice mail. After making these changes to the voice mail, you will not be able to have Main Greeting Touch Tree options that begin with the same digit as your extension numbers. For example if you have extension 100 to 130, you will not be able to have the 1 key on your Main Greeting speed dial to sales.

If you have DuVoice version 1.88.

Call into Main Greeting.
Enter * and 91.
Enter password 8000.
Press 3 for System Configuration.
Press 3 for Touch Tree Menu.
Press 2 to edit the Business hours menu.
Press 6 to program the 6 key.
Press 5 for User access action type.
Press 2 to edit the Business hours menu.
Press 7 to program the 7 key.
Press 3 to take a message into a mailbox.
Press 4 to edit the Non-Business hours menu.
Press 6 to program the 6 key.
Press 5 for User access action type.
Press 4 to edit the Non-Business hours menu.
Press 7 to program the 7 key.
Press 3 to take a message into a mailbox.
Press * to back out one level.
Press 4 to set the touch tree menu time out.
Press 1 to set the time to wait for mailbox digit in touch tree menus.
Press 2 to change the setting.
Press 0 to turn the time to wait off.
Press 1 to accept your change.
Star out to main greeting and hang up.

If you have DuVoice version 2.XX.

Call into Main Greeting.

Enter * and 97.
Enter password 8000.
Press 2 for Greeting Administration.
Press 3 to edit the main menus.
Press 1 to edit the Business Hours Menu.
Press 2 to edit the Menu.
Press 6 to edit the 6 key.
Press 8 for more options.
Press 3 for user access.
Press 7 for the 7 key.
Press 8 for more options.
Press 2 for Prompt to go to a mailbox.
Press * twice to back up two levels.
Press 2 to edit the Non-Business Hours Menu.
Press 2 to edit the Menu.
Press 6 to edit the 6 key.
Press 8 for more options.
Press 3 for user access.
Press 7 for the 7 key.
Press 8 for more options.
Press 2 for Prompt to go to a mailbox.
Press * twice to back up two levels.
Press 3 to set the Global Menu Options.
Press 1 to set the Global Menu Delay.
Press 2 to change the setting.
Press 0 to set the delay to zero seconds.
Press 1 to accept the new setting.
Star out to the Main Greeting and hang up.

CO flash code:

When programming an off premis transfer as part of an outdialing string, use #45 to invoke a CO Flash on the KSU.