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DP5000-series Telephone
Quick Reference Guide

ADVANCED
Telecommunications

STRATA®	Business Telephones
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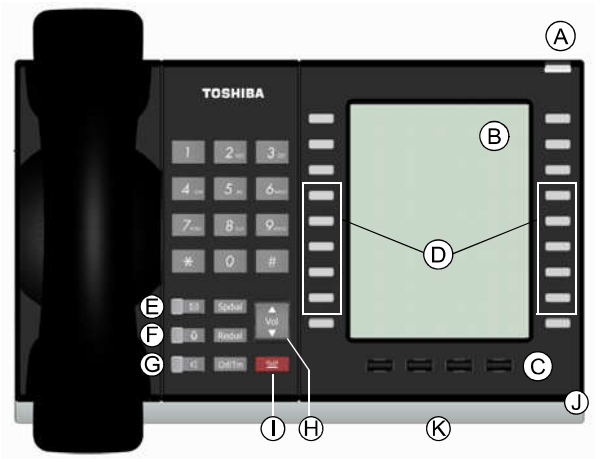
DP5000-Series Telephones



10 Programmable Feature Buttons
9-Line LCD

20 Programmable Feature Buttons
4-Line LCD

Legend >>>

A. Status LED (message and ringing)
B. LCD Display
C. Softkeys
D. Programmable Feature Buttons
E. Message Waiting LED Button
F. Microphone LED Button

10 Programmable Feature Buttons
4-Line LCD

Single Line Telephone
1 Programmable Button

Legend (continued)

G. Speaker LED Button
H. Volume
I. Hold Button
J. Microphone
K. Tilt stand
L. Off-Hook Button (Single Line Telephone)

Personal Preferences

To customize your telephone, you can adjust the following settings.

Volume Control

➤ **To adjust handset volume**

➤ During a call, press down **Vol** ▲ or **Vol** ▼. When you hang up, volume returns to default.

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

➤ Press **Spkr** and use **Vol** ▲ or **Vol** ▼ to adjust volume level. Press **Spkr** to exit.

➤ **To adjust Ring Tone, Handsfree Answerback and Speaker Off-hook Call Announce**

➤ With an idle phone and handset on-hook, press **Vol** ▲ or **Vol** ▼.

LCD Contrast

Available on backlit telephones and backlit add-on module.

➤ **To adjust the LCD contrast on the backlit telephones**

1. Press and hold down the **Mic** button.
2. Press and release **Vol** ▲ or **Vol** ▼ repeatedly.

Note Holding down the Vol key does not continue to change the setting. The key must be pressed for each step of contrast change.

➤ **To adjust the LCD contrast on the Add-on Module**

1. Press **Hold**+**3**+**6**+**9** (simultaneously).
2. Press **Contrast +** or **Contrast -** softkey / button to increase or decrease contrast.
3. Lift the handset off-hook / on-hook to save settings.

Brightness Control

Available on backlit telephones and backlit add-on module.

➤ **To change the LCD back light brightness**

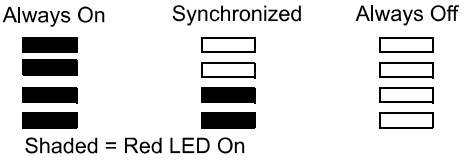
1. Press **Hold**+**3**+**6**+**9** (simultaneously).
2. To increase or decrease brightness, press **Bright** or **Dim** softkey on the telephone, and **Bright** or **Dim** button on the add-on module.
3. Lift the handset off-hook / on-hook to save the settings.

Backlight On / Off

Available on backlit telephones and backlit add-on module.

➤ **To change Backlight Settings**

1. Press **Hold**+**3**+**6**+**9** (simultaneously).
2. Press the **Mic** button.
3. Use table below to choose preferred settings.
4. Press **Hold** to save settings.



Notes

- Use the four programmable feature buttons on the bottom of the row. If you have two rows of buttons, use the ones on the left hand side.
- Synchronized setting turns the backlight on when there is any activity on the telephone, and then keeps the backlight on for 30 seconds (This is the default setting). Refer to *DP5000-series Telephone User Guide* for additional settings.

Quick Reference Features

Below is a list of features to help you with basic telephone functionality.

Making a Call

Handset

1. To make a call, lift the handset, then dial the number.
2. When connected, you can continue to use the handset or switch to speakerphone by pressing **Spkr** and replacing the handset.

Spkr Button

1. To make a call, press **Spkr**.
2. Dial the number.
3. When connected, you can continue to use the speakerphone or lift the handset and continue the conversation.

Dial Directory

1. Press **DIR** soft key to access the Select Directory menu.
2. Choose the directory you wish to access and use the dial pad to enter the name.

   The soft keys on the Select Directory are:
   My = Personal Speed Dial Names
   EXTR= System Speed Dial Names
   INTR = Directory Number Names
   Dial = Cancel directory, get dial tone.

(continued)

- Press **FIND** to start the directory search.
- Press **NEXT** to move forward.
- Press **BACK** to move backwards.
- Press **CALL** to connect to the directory entry selected.
- Press **CNCL** to quit the directory search.

Notes

- If a directory is not selected and a name is entered, all directories will be searched.
- To enter names from the dial pad, press the dial pad button associated with the letter to be entered. Press the button once for the first letter, twice for the second letter, etc. Left and Right Soft Keys are available to move the cursor.

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.

➤ Lift the handset or press **Spkr**.

Note If you don't have Ringing Line Preference: press the flashing line or extension button and lift the handset.

Caller ID Button

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

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

1. Press the Caller ID button.
2. Use **Vol ▲** and **Vol ▼** or **NEXT** and **PREV** softkeys to scroll through the numbers.
3. Press **CALL** to dial the number.

Call Forward - Any Calls (Internal & External)

➤ **Enter the button sequence below**

All Calls: Press Ext. + **#6011** + Destination Number

Busy: Press Ext. + **#6021** + Destination Number

No Answer: Press Ext. + **#6031** + Destination Number + Timer (seconds, 2-digits) + **#**

Busy No Answer: Press Ext. + **#6041** + Destination Number + Timer (seconds, 2-digits) + **#**

Cancel: Press Ext. + **#6051**

Call Park Orbits

➤ **To park a call**

1. While on a call, press **Call Park**.
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 **Call Park**.
2. Enter the Orbit Number where the call is parked.

Call Transfer

➤ **Simple Transfer**

1. While on a call, press TRNS soft key.
2. Dial the extension number and the call is transferred.

➤ **If your telephone doesn't have a display, or if you would like to announce the call**

1. While on a call, press **Cnf/Trn**.
2. Dial the extension number. (Optional: Stay on the line to announce the call).
3. Hang Up.

Note During call transfer you can reconnect to the original caller by pressing your flashing extension button.

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**. All parties are conferenced.

Note If you receive a busy tone or if the station does not answer, press the flashing 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 transfer conference control**

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.

1. Perform 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 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** twice and hang up.

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

Hold

1. To place a call on Hold, press the **Hold** button.
2. To return to the held call, press 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.

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

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

➤ **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**.

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

Mic/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. When Mic button is lit, handsfree communication is supported, when **Mic** is pressed and light is off, Mute is enabled.

➤ During a handsfree conversation, press the Mic key, the red indicator will turn off; the microphone and handset are muted.

➤ Press the Mic key again to resume hands free communication, the red indicator will turn on.

One Touch

➤ **To store a number on the One Touch button**

1. Dial **#9876.**
2. Press a **One Touch** button.
3. Enter the number to be stored.
4. Press the **One Touch** button again.

Note One Touch buttons must be programmed on a Programmable Feature Button.

Paging

➤ **To make an All Call Page**

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

Speed Dial

➤ **To store a Station Speed Dial Number**

1. Dial **#9876.**
2. Press **Spdial**.
3. Enter a Speed Dial Code (**100~199**).
4. Enter the number to be stored (32 digits max.).
5. Press **Spdial** button to store the entry.
6. Repeat steps 2~5 to add more speed dial numbers.
7. To end programming session, lift and replace the handset.

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

➤ Repeat the previous procedure skipping Step 4.

➤ **To make a call using Speed Dial**

1. Lift the handset. Press **Spdial**, then dial the Speed Dial Number.
2. Access a outside line (if necessary).

Note You may need to lift the handset and access an outside line before pressing **Spdial** (depending on your telephone setup).

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

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