



# Toshiba Strata CIX Installation Manual

Strata cix pc digital attendant console



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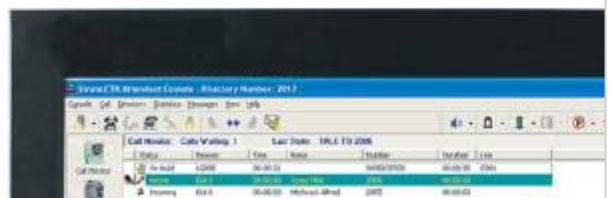
# Installation Manual

Attendant Console

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## Related Manuals for Toshiba Strata CIX

### [Software Toshiba Strata CIX Programming Manual](#)

Application release 5 (248 pages)

### [Telephone Toshiba STRATA CIX User Manual](#)

Ipt/dkt telephone (179 pages)

### [Telephone Toshiba DKT3220-SD - Digital Phone - Charcoal User Manual](#)

Ipt/dkt telephone (151 pages)

### [Telephone System Toshiba Strata CIX Programming Manual](#)

Telephone button programming manual (144 pages)

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### [Server Toshiba Strata CIX Technical Bulletin](#)

(2 pages)

### [Telephone Toshiba Strata CIX Series Quick Reference Manual](#)

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### [Telephone Toshiba DKT User Manual](#)

Strata ctx dkt/ipt telephone (116 pages)

## Summary of Contents for Toshiba Strata CIX

[Page 1](#) Installation Manual Attendant Console Title Page IMPORTANT! Installing Technician Please read the entire content of this guide before starting installation! STRA TA...

[Page 2](#) To view the latest version of this or other documents please refer to the Toshiba FYI web site. Toshiba America Information Systems shall not be liable for any commercial losses, loss of revenues or...

[Page 3](#) Means of Connection: The Federal Communications Commission (FCC) has established rules which permit the Strata CIX system to be connected directly to the telephone network. Connection points are provided by the telephone company—connections for this type of customer-provided equipment will not be provided on coin lines.

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## [Page 7: Table Of Contents](#)

Chapter 1 – Hardware Installation VoIP or Digital Station Talk Path.....1-1 Strata CIX Requirements.....1-1 PC Attendant Console Hardware Requirements.....1-2 PC to Strata CIX Hardware Connection..... 1-2 Digital Speech Path .....1-2 VoIP Speech Path .....1-4 Chapter 2 – Software Installation Turnkey System.....

[Page 8](#) This page is intentionally left blank.

## [Page 9: Voip Or Digital Station Talk Path](#)

The customer must supply a PC that meets the specifications shown below. VoIP or Digital Station Talk Path The Strata CIX system and the PC to CIX system speech path connection can be configured for VoIP or digital line card circuit operation. The system can also be configured and equipped for both.

## [Page 10: Pc Attendant Console Hardware Requirements](#)

CIX Network Interface Card (NIC) jack and to the CIX Attendant Consoles PC's NIC jack (see Figure 1-3)..or if you're connecting to the Strata CIX via a LAN or switch, use a straight-pinned RJ45 cable (see Figure 1-1). Pinouts are shown in Figure 1-2.

[Page 11](#) 8-wire Modular Cord Pinouts Important! • If a DKT telephone is connected to the Strata CIX Attendant Console PC, use the keyboard for all PC operations when the console is running. • When the Attendant Console software is not running, the DKT3x01 telephone can be used for regular calling.

## [Page 12: Voip Speech Path](#)

The following procedure is for a VoIP speech path connection to the PC Attendant Console. Use a headset connected to the PC sound card. 1. Use an RJ45 cable to connect the Strata CIX Network Interface Card (NIC) jack on the xCTU processor card and to the LAN (see Figure 1-4).

## [Page 13: Chapter 2 - Software Installation](#)

PC must be configured as a Workgroup computer. Turnkey System The Strata CIX PC Digital Attendant Console is sold as a turnkey package that includes a PC with Microsoft® Windows® operating system and Strata CIX PC Digital Attendant Console application software is pre-installed at the factory prior to shipment.

## [Page 14: Install Pc Digital Attendant Console Software](#)

PC at the factory, skip to “Strata CIX Database Programming” on page 2-10 The software for the PC Digital Attendant Console is available for download on Toshiba’s FYI web site. Be sure the PC meets the requirements listed in Chapter 1 –...

[Page 15](#) 6. The installation will check for .NET 2.0 Framework. If it is not found the system will launch the .NET 2.0 setup. Follow the .NET 2.0 installation wizard prompts. This will take a while. Strata CIX PC Attendant Console Installation 06/09...

[Page 16](#) This version of CIX Attendant supports both using DKT phones for talk path (speech path) or using VOIP for talk path. When VOIP is selected the application uses the computer speaker/microphone for voice Strata CIX PC Attendant Console Installation 06/09...

[Page 17](#) IP address is enabled to configure the xIPU card IP address. The Attendant DN must be an IP Telephone programmed in the Strata CIX database as an Attendant Console. In the xIPU IP Address field enter the IP address of the Attendant DN IPT station.

## [Page 18: Secondary Installation](#)

Attendant. Enter the server name followed by \PCATT as this is the SQL instance name. 3. When the Install Shield Wizard Complete dialog box appears select Yes, I want to restart my computer now. then, click on Finish. Strata CIX PC Attendant Console Installation 06/09...

## [Page 19: Simple Network Management Protocol Installation](#)

SNMP. If the WMI was detected do not perform this installation. Important! Before installing the Strata CIX Attendant Console 6.0 on a PC that has had no previous versions of the Attendant Console, WMI SNMP must be installed and enabled before starting the console software installation.

[Page 20](#) Install PC Digital Attendant Console Software 3. Windows XP, 2003 – Select Management and Monitoring tools For Vista – Click to check mark the SMNP Features box. 4. Insert the Windows CD if prompted. Strata CIX PC Attendant Console Installation 06/09...

[Page 21](#) Note After installing SNMP WMI on some systems running the Windows Vista operating system the dialog box shown below may appear when the system reatarts. Simply click on Cancel and continue with the installation procedure. Strata CIX PC Attendant Console Installation 06/09...

## [Page 22: Strata Cix Database Programming](#)

Use the FYI license key generator to obtain a license that includes a LIC-ATT license for a each console. 2. Use Network eManager to apply the license code to the Strata CIX processor. The Network Network eManager path is: Utilities > Licensing > License Control.

[Page 23](#) 35 – Enable use of a Long Flash signal over CO lines (required). 36 – Enable the ability to receive Hook Flash over CO lines (required). 38 –Disable the ability of other stations to call the console using Off-hook Call Announce (required). Strata CIX PC Attendant Console Installation 06/09...

## [Page 24: Make Station Assignments On Cix](#)

02 – Select DKT Station type (required). 03 – Select Extension (not Voice Mail). 04 – Toshiba recommends entering COS 10 at the following three prompts: “COS DAY1=10”, “COS DAY2=10” and “COS Night=10” (preferred). 11 – Select Dial Tone - selects Dial Tone as the tone heard after LCR access codes are dialed.

## [Page 25: Dkt Button Assignments](#)

Note No other telephones in the system should have an appearance of the Console’s PDN. IP Station Assignment This procedure programs an IP station in the Strata CIX system for an IP attendant console speech path. 1. Select Stations > Station Assignments.

[Page 26](#) 6. Enter the first four digits of the MIPU (xIPU) card equipment number (cabinet/slot), do not enter a port number. 7. In the 01 Type field pull down list, select ATT. 8. Toshiba

recommends entering COS 10 for the following: • COS DAY1=10 •...

### [Page 27: Make Attendant Group Assignments On Cix](#)

04 – Enter an Overflow Destination for the Attendant group (1~32 characters) (preferred). This overflow destination for a single Attendant or when all multiple Attendants set overflow on. 05 – Enter the Attendant's Voice Mail ID code. Strata CIX PC Attendant Console Installation 06/09...

### [Page 28: Set Up Lan](#)

(1100~1107 recommended). When you complete all Strata 1100 CIX programming, be sure to enter this same port number in "Modify TSP Configuration" on page 05 – 08 Leave at Default values 2-16 Strata CIX PC Attendant Console Installation 06/09...

[Page 29](#) 03 – Asynchronous operation (default). 04 – Assign the port to be a server that is linked to the client (1100~1107 recommended). When you complete all Strata CIX programming, be sure to enter this same port number in "Modify TSP Configuration" on page 25.

### [Page 30: Create Dial 0 Destination](#)

Run the CIX Attendant Console 1. Double-click on the "Strata CIX Attendant Console" desktop icon ...or click Start > Programs > Strata CIX Attendant > Strata CIX Attendant Console (see below). The application should start in a few seconds. 6603...

[Page 31](#) 3. The first time after you install the CIX Attendant Console, you may see the window shown below. Enter the correct IP Address, Port and Name of each node. In the Name field, enter an easily identifiable name, such as "Local," "Chicago," etc. Then click OK. 6686 Strata CIX PC Attendant Console Installation 06/09...

[Page 32](#) Software Installation Run the CIX Attendant Console The Attendant Console window opens (shown below).The console is now ready for use. Refer Strata CIX/CTX Attendant Console User Guide to the for operating instructions. 6594 2-20 Strata CIX PC Attendant Console Installation...

### [Page 33: Chapter 3 - Database Maintenance](#)

Database Maintenance This chapter explains how to perform software upgrades. It also provides basic maintenance procedures for the Strata CIX Attendant Directory Database. Software Upgrade Procedure This procedure is the same a fresh installation. Follow the steps listed under "Install PC Digital Attendant Console Software"...

### [Page 34: Directory Database Maintenance](#)

4. Click Exit when done. Attendant Console V6 Database Backup This procedure creates a backup of the Version 6 or later Attendant Console database. Toshiba recommends a database backup before changing or updating the Attendant Console software. 1. Close the Attendant application.

[Page 35](#) Open as Administrator Click on Allow in the Unknown software dialog box. Record the existing parameters. This information will be used to setup the Attendant console after the new version is installed. Strata CIX PC Attendant Console Installation 06/09...

### [Page 36: Restore Database](#)

If this installation was an upgrade the database must be restored now. 1. Restore database, the new CIX Attendant application is shipped with an enhanced data backup/restore utility. Select Start > All Programs > Strata CIX Attendant > Database Backup and Restore.

[Page 37](#) This is the last page of the document.

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