

TOSHIBA

Toshiba Strata CT System Administrator Manual

Digital business telephone solutions

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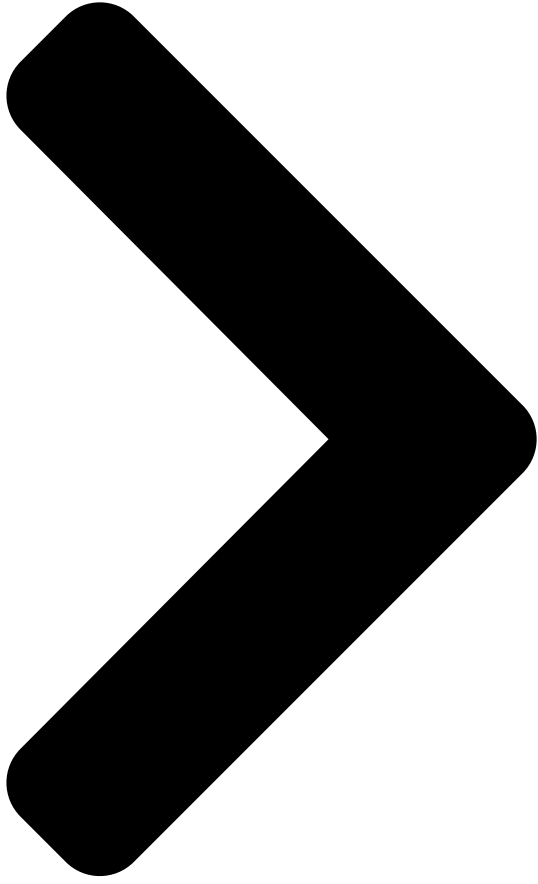
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TOSHIBA

Telecommunications Division



Digital Business Telephone Solutions

System Administrator Guide

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Release 1
October 2000

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Messaging voice mail (36 pages)

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Summary of Contents for Toshiba Strata CT

[Page 1](#) TOSHIBA Telecommunications Division Digital Business Telephone Solutions System Administrator Guide Release 1 October 2000...

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[Page 5](#) Administrator's telephone to perform the procedures in this guide. You are responsible for certain proprietary codes for providing or restricting features to telephones with the Strata CT systems. This guide is not intended for general use; please keep it in a secure place.

[Page 6: Introduction](#)

User Names/ Numbers and Speed Dial memos, and telephone locations and instructions for displaying [DN], physical port, and logical port information. Notes to Users contains an overview of Safety Approval and EMC Compliance details. Strata CT System Administrator Guide October 2000...

[Page 7: Conventions](#)

Denotes the step in a one-step procedure. ► Denotes a procedure. Grey words within the printed text denote cross-references. In the electronic See Figure 10 version of this document (Strata Technical Library CD-ROM), cross-references appear in blue hypertext. Strata CT System Administrator Guide October 2000...

[Page 8: Action/Response Table](#)

Strata CT General Description provides a system overview including hardware and feature information. Strata CT Digital Telephone User Guide provides all the procedures necessary to operate Toshiba-proprietary digital telephones, including Single Line Digital Telephone Liquid Crystal Display (LCD) features. It also includes instructions for using the add-on module/DSS console.

[Page 9](#) Strata CT Standard Telephone User Guide explains all the procedures necessary to operate rotary dial and push-button standard telephones. Strata CT ACD Agent User Guide describes the ACD agent feature operation along with step- by-step procedures for using features. Strata CT ACD Supervisor Guide provides instruction on how to use the ACD supervisor features.

[Page 10](#) Related Documents/Media Introduction viii Strata CT System Administrator Guide October 2000...

[Page 11: Chapter 1 Setting System Parameters](#)

Auto Attendant Direct Inward System Access (DISA) Security Code Night Transfer Setting Date/Time/Day Soft Keys Station Relocation System Messages, Names and Memos System Speed Dial Numbers Toll Restriction Override/Travelling Class Codes Verified Account Codes Strata CT System Administrator Guide October 2000...

[Page 12: Auto Attendant](#)

The Auto Attendant can be configured (in system programming) to answer Exchange line calls on a delayed basis (12 or 24 seconds) if the call is not answered at a ringing station(s). Strata CT System Administrator Guide October 2000...

[Page 13: System Auto Attendant Dialling Plan](#)

System Auto Attendant Dialling Plan The Auto Attendant dialling plan is assigned in system programming. Use Table 1 to record your system Auto Attendant dialling plan. Toshiba

recommends using single digits. (See Table 2 for a list of default [DNs] for Strata CT systems.)

[Page 14: Auto Attendant Announcement Recording Recommendations](#)

All primary announcements should play the same message/dial prompts, and all secondary should play the same secondary announcement. Follow the announcement device manufacturer's instructions to record the auto attendant announcements. Strata CT System Administrator Guide October 2000...

[Page 15: Direct Inward System Access \(Disa\) Security Code](#)

The telephone returns to the idle mode. ► To cancel the DISA security code #658 1. Press [DN] + You hear a confirmation tone. Redial 2. Press The telephone returns to the idle mode. Spkr 3. Press Strata CT System Administrator Guide October 2000...

[Page 16: Night Transfer](#)

In order for the Administrator station or the attendant console to perform such routing, it must be Night Transfer NT Lock Night assigned with buttons via system programming. Up to four Transfer NT Lock buttons are allowed. Check with the system installer for any additional information. Strata CT System Administrator Guide October 2000...

[Page 17: Night Transfer Lock Mode](#)

NT Lock 2. Press The NT Lock LED flashes. The LCD NO.200 prompts you to enter your password. ENTER PASSWORD 3. Enter your password and press = Password digits NO.200 NT Lock again. YYYY Strata CT System Administrator Guide October 2000...

[Page 18: Setting Date/Time/Day](#)

2. Enter the date (YYMMDD). 651 ENTER DATE 001125 Redial 3. Press You hear a confirmation tone. NO. NNN MAY 24 MON 12: 05 Spkr 4. Press The telephone returns to the idle mode. Strata CT System Administrator Guide October 2000...

[Page 19](#) = Friday 7 7 7 7 = Saturday Redial 3. Press You hear a confirmation tone. NO. NNN MAY 24 MON 12: 05 Spkr 4. Press The telephone returns to the idle mode. Strata CT System Administrator Guide October 2000...

[Page 20: Soft Keys](#)

With LCD telephones, you use the LCD after relocation, to confirm the desired location of the calling or called [PDNs]. Always turn this feature off promptly after relocation is finished to avoid accidental CAUTION! relocation. Strata CT System Administrator Guide October 2000...

[Page 21: Automatic Relocation](#)

You hear confirmation tone. If you hear a busy tone, the #6281 station, press [DN] + Station Relocation feature was already turned off, or you did to turn off Auto Station not dial from the Administrator station. Spkr Relocation, then press Strata CT System Administrator Guide October 2000...

[Page 22: Relocation By Special Dial](#)

Relocation, then press Note After the relocation is completed, exchange the keystrips of the two telephones, if they are different, because a 10-button telephone replaced with a 20-button type telephone, retains the 10-button assignments. Strata CT System Administrator Guide October 2000...

[Page 23: System Messages, Names And Memos](#)

Table 3 Dial Pad Key Equivalent Letter Key Equivalent Letter Key Equivalent Letter Key Equivalent Symbol Key Equivalent 1000 10000 - 100000 1000000 Strata CT System Administrator Guide October 2000...

[Page 24: User Lcd Name/Number Display](#)

Before entering names for other users, turn the Soft Key feature OFF by pressing Note when your telephone is idle. After the names have been entered, turn the feature back on by Mode Mode Mode Mode pressing when your telephone is idle. Strata CT System Administrator Guide

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[Page 25](#) After the clear, a name is displaced by NO. 200 a message and call forward settings if DATE DAY TIME they are set. This procedure does not erase the name/number. To Note #621 restore the display, press [DN] + Strata CT System Administrator Guide October 2000...

[Page 26](#) Current information for station which the name/number appears on the bottom line. DESK EKT NO. NNN information is to be recorded. Page 5. Press You are prompted for the user name. USER NAME? Strata CT System Administrator Guide October 2000...

[Page 27](#) Your Soft Keys are turned ON. telephone is idle. ► To erase other station name/number displays ► From the Administrator station, repeat Steps 1~6 of the previous procedure and press , in the alpha mode in Step 6. Strata CT System Administrator Guide October 2000...

[Page 28: System Speed Dial Numbers](#)

Accessing the Stored Number ► Speed Dial Press + its associated Speed Dial access code ...or press the button associated with the code. Write down the Speed Dial codes and telephone numbers for future reference. Note Strata CT System Administrator Guide October 2000...

[Page 29: Speed Dial-Advanced Features](#)

If your telephone does not have a Speed Dial, press "*" instead of Speed Dial and enter 44 instead of # in all feature sequences. [PDNs] can be stored in speed dial sequences but [PhDNs] and [SDNs] cannot. Strata CT System Administrator Guide October 2000...

[Page 30](#) [PDN] + #5#2 + [X X X X] Pickup a held or ringing [PDN] or [PhDN] where: (not available on all systems) [X X X X] = [PDN] or [PhDN] to be picked up Strata CT System Administrator Guide October 2000...

[Page 31: Speed Dial Pause And Flash/Recall Storage](#)

...or if Spd Dial Pause is not on the on the LCD as "F-". telephone, press Flash to store a Press Flash pause..or enter the hookflash dial code (Cnf/ Trn + #45). Strata CT System Administrator Guide October 2000...

[Page 32: Speed Dial Number Linking](#)

(max. 17 digits). Redial 6. Press The number is stored and is automatically dialed when the optional linked station button is pressed or the linked Station Speed Dial access code is dialed. Strata CT System Administrator Guide October 2000...

[Page 33](#) 3. Press is the System Speed Dial Code. Dial Speed Dial is the System Speed Dial Code that is being linked 99017145553700 to code Redial 17145553700 is the telephone number with area code. Strata CT System Administrator Guide October 2000...

[Page 34: Speed Dial Memo](#)

, then The LCD displays: #* NNN SPEED DIAL 2. Enter the Speed Dial number. The current name/memo and its code displays (see Tables Mode 3. Press The name/memo appears as you enter it. Strata CT System Administrator Guide October 2000...

[Page 35](#) If telephones use direct appearing Exchange line Note buttons to place outgoing calls-do not press [PDN] in Step 6. Redial 7. Press The data is recorded into memory. 8. Repeat Steps 1~7 to enter more names/memos. Strata CT System Administrator Guide October 2000...

[Page 36](#) 8. The LCD displays a "+" sign if there are more than 16 digits. Scroll 2. Enter a speed dial code. If the number is longer than 16 digits, press Note display the remaining digits. 3. To see the next number, press Page Strata CT System Administrator Guide October 2000...

[Page 37: Toll Restriction Override/Travelling Class Codes](#)

TR Class 01~08 Travel Class Codes respectively. #654 #655 ...or enter the Toll Restriction represent override Codes 1 and 2 respectively. #654~#655 Override access code 3. Enter the desired four-digit override code. Strata CT System Administrator Guide October 2000...

[Page 38](#) You hear a confirmation tone. assigned toll restriction override change access code: #691 #698 #654 #655 Redial 2. Press You hear confirmation tone. Spkr 3. Press The telephone returns to the idle mode. Strata CT System Administrator Guide October 2000...

[Page 39: Verified Account Codes](#)

4. Press You hear a confirmation tone. The NO.NNN code is stored. DATA PROGRAMMED Spkr 5. Press 6. Repeat Steps 1~4 to enter more The telephone returns to the idle mode. verified account codes. Strata CT System Administrator Guide October 2000...

[Page 40](#) 2. Enter the three-digit verified account You hear a confirmation tone. code reference number (or () to be deleted. Redial 3. Press The telephone returns to the idle mode. Spkr 4. Press Strata CT System Administrator Guide October 2000...

[Page 41: Appendix A Access Codes](#)

If you press in a system programmed with LCR, you may not hear internal dial tone, depending on system programming. See your System Administrator for the code which applies to your telephone. Strata CT System Administrator Guide October 2000...

[Page 42: Feature Access Codes](#)

B2CAU/B2CBU & B3CAU/B3CBU #7001 #7200 B5CAU/B5CBU Notes 9 accesses LCR or general line group. 801~816 accesses line groups 1~16, respectively. #7001~#7200 accesses individual lines 1~200, respectively. Feature Access Codes Table 4 on page Strata CT System Administrator Guide October 2000...

[Page 43: Paging Group Codes](#)

Zone A Zone C Zone B Zone D B5CAU/B5CBU #351 #355 Zone A Zone E #352 #356 Zone B Zone F #353 #357 Zone C Zone G #354 #358 Zone D Zone H Strata CT System Administrator Guide October 2000...

[Page 44: Speed Dial Access Codes](#)

B2CAU/B2CBU & B3CAU/B3CBU 100~139 200~999 Large B5CAU/B5CBU Table 9 System Speed Dial Number Linking System Speed Dial Codes that can be Linked to other Processor Speed Dial Codes 990~999 B1CU, B2CAU/B2CBU & B3CAU/B3CBU 990~999 B5CAU/B5CBU Strata CT System Administrator Guide October 2000...

[Page 45: Appendix B Directories/Record](#)

D A Y T I M E _____ Station #: D A T E D A Y T I M E _____ Station #: D A T E D A Y T I M E Strata CT System Administrator Guide October 2000...

[Page 46: Speed Dial Memo Directory](#)

This directory is provided for recording Speed Dial numbers with memos from the Administrator station. Code: 11-Character Memo Example * 6 0 0 - M E M O H E R E S P E E D D I A L # H E R E Strata CT System Administrator Guide October 2000...

[Page 47: Telephone Location Record](#)

(NNN = directory number of button). It is recommended that each location, [PDN], and user name are recorded in the table Note provided below. Room/Office Location Primary Directory Number User's Name Strata CT System Administrator Guide October 2000...

[Page 48](#) Telephone Location Record Setting System Parameters Room/Office Location Primary Directory Number User's Name Strata CT System Administrator Guide October 2000...

[Page 49: Notes To Users](#)

Notes to Users Step 1: Safety Approval Toshiba Information System (U.K.) Ltd declare that the Strata CT complies with the EEC's LVD directive, (Directive No. 73/23/EEC). The product has been assessed and found to comply with EN60950:2000. The notes listed below form part of the products compliance with the aforementioned European Norm.

[Page 50](#) 1-3. The system must hardwired into a switched fused spur, this spur must be installed in accordance with 16th edition of the IEE wiring regulations, aka BS7671:1992. 1-4.

Environmental Installation details. The Strata CT is designed to work within the following environmental conditions: Strata CT System Administrator Guide October 2000...

[Page 51](#) Under no circumstances must the cells be removed or replaced. Step 2: EMC Compliance Toshiba Information Systems (U.K.) Ltd declare that the Strata CT complies with the EEC's EMC directive, Directive No. 89/366/EEC as amended by directive 92/31/EEC. The product has been...

[Page 52](#) Public Network Services and the right to place the Product on the market. The Strata CT is classified as "Call Routing Apparatus" it is intended to be connected to the various Public Telecommunications Network Services for the purpose of generating and terminating "calls".

[Page 53](#) Notes to Users Network Planning Information Step 4: Network Planning Information 4-1. Strata CT Tone Plan. Table A3 below lists the characteristics of the tones and signals used in Strata CT. Tones/Signal to: Frequency Cadence Meaning Exchange Line Music On Hold...

[Page 54](#) -6.2 -5.2 -5.2 -Values indicate a transmission loss. 4-3. Loudness Rating. The table below lists the measured loudness rating of the Toshiba proprietary terminals. SLR and RLR @ 0km PSTN. (All values are +/-dB) System Port Type PDKU2F ITS-A PCOU2F...

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2 user name/number 35 menu 3 DISA system dialling plan 3 access 3 automatic station relocation outgoing calls 3 physically 11 security code 1 swap buttons/features 11 cancel 5 enter/change 5 Strata CT System Administrator Guide October 2000...

[Page 56](#) 22 enable/disable 6 example 23 lock mode 7 store exchange line access code 23 lock/unlock password 6 use new link 24 assign/change 7 pause and flash storage 21 routing (ringing) patterns 6 Strata CT System Administrator Guide October 2000...

[Page 57](#) 23 delete 28 travelling class codes 1 add/delete/change 27 delete 28 user LCD name/number display 14 clear 15 erase 16 other stations/devices enter name/number display 16 erase name/number display 17 write 13 Strata CT System Administrator Guide October 2000...