



# **TOSHIBA**

Toshiba Strata CIX User Manual

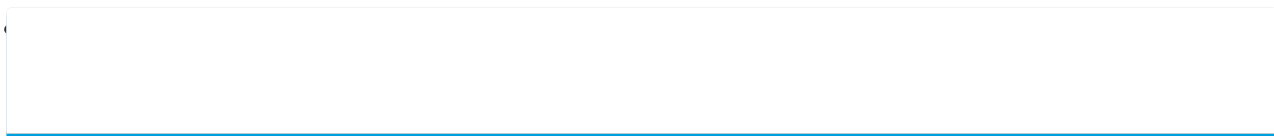
Ip windows operator console, business communications division



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**TOSHIBA**

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**User Guide**

July 2006

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### [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](#)

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

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### [Music Mixer Toshiba Strata CTX Quick Reference Manual](#)

Ip attendant console (8 pages)

### [Music Mixer Toshiba STRATA CTX Quick Reference Manual](#)

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## Summary of Contents for Toshiba Strata CIX

[Page 1](#) TOSHIBA Business Communications Division IP Windows Operator Console User Guide July 2006...

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[Page 5](#) 14.Third Party Rights. No provision of this Agreement shall be enforceable by any third party under the Contracts (Rights of Third Parties) Act 1999 or otherwise. Toshiba Information Systems (UK) Limited. Business Communications Division Toshiba Court Weybridge Business Park...

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[Page 10](#) Contents Appendix – Call List 59 Strata CIX IP Windows Operator Console User Guide  
7/06...

[Page 11](#) Introduction This guide is designed to provide instructions for the Strata CIX  
Attendant Console connected to Toshiba's Strata CIX system. It provides step-by-step  
instructions on how to use the features and buttons of the Operator screens. This user guide is  
divided as follows: •...

## [Page 12: Introduction Conventions](#)

Entries with spaces between them show a sequential entry. Example: Tilde (~) Means  
"through." Example: 350~640 Hz frequency range. ► Denotes the step in a one-step procedure.  
► Denotes a procedure. Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 13: Related Documents/Media](#)

• Strata CIX Operator Console Installation Manual • Toshiba Partner Portal Download For  
authorised users, the Toshiba Partner Portal website contains all current Strata CIX  
documentation and enables you to view, print and download current publications. Strata CIX IP  
Windows Operator Console User Guide 7/06...

[Page 14](#) This page is intentionally left blank.

[Page 15](#) The Grand Tour This chapter describes the Strata CIX IP Operator Console, menu  
options and keyboard. It provides general instructions for PC keyboard operations and for  
navigating through the screens and dialogue boxes. The PC for the console is designed to  
handle all call activity within a single screen. All calls appear in a single list.

[Page 16](#) The Grand Tour The Strata CIX processor via the LAN as a Customer Supported

Telephony Application (CSTA). It also connects internally to an IP station port for the speech path. The console consists of the following items: • Pre-installed CIX Attendant Console software application •...

### [Page 17: Chapter 1 - The Grand Tour Operator Keys](#)

Hold/Retrieve Minus (-) Hold or Retrieve a call Answer Plus (+) Answer or Blind Transfer. Transfer (Blind) Release Enter Release or Supervised Transfer. Transfer (Supv.) Transfer to VM Voice Mail Transfer. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 18: Special Function Keys](#)

(See "Tabs" in the Call Monitor View shown on page Source Connects to the source party. Joins calls in a conference call; splits three-way Join/Split conference. Dest Pg Dn Connects to the destination party. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 19: Function And Volume Keys](#)

These are for frequently used features that you can program onto keys, such as Page, Call Pickup, Park, Park Page, and Door Unlock. See "Feature Keys Tab" on page Left Right 6334 Down Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 20](#) Ctrl + T Turns the sound card Headset or External Speaker Ring Off Ctrl + Z Turns the PC Internal Speaker Ring On Ctrl + X Turns the PC Internal Speaker Ring Off Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 21: Views And Controls](#)

Info Bar Call List Call Attributes Call Status icons (See Appendix for definitions) View Notes about Pane the user Icons highlighted in Directory the Directory. Call Monitor Tabs 6594 Status Bar Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 22: Menu Bar](#)

The Grand Tour Views and Controls Menu Bar The menu bar for the Strata CIX IP Operator consists of the Console, Call, Directory, Statistics, Messages, View, and Help menus. Toolbars The toolbar contains icons for call handling (shown below). It is another option for performing many of the keyboard or menu functions.

### [Page 23: Info Bar](#)

LCD message and the last Park Orbit number. Status Bar This provides a quick overview of the console's status settings on the bottom of your screen. For more information, see "Status" on page Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 24](#) The Grand Tour Views and Controls Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 25: Chapter 2 - Call Processing](#)

Many of the calling features in this chapter take advantage of the "hot" keyboard. When you start typing the name or extension number of an individual, the Strata CIX IP Operator Console begins the dialling process or searches for a match in the directory for the person being dialled.

### [Page 26: Answering Incoming Calls](#)

This is based on priority settings. 6212 Source Call Once a call is answered, that call is marked with the icon and is coloured green while connected to the Operator. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 27: Prompts](#)

Control Panel, Prompts tab. Two, in Administration, on the Admin tab, "Activate Line Prompt" must be checked. Releasing a Call Release ► While on an active call, press (Enter) on the keyboard Release ...or click the icon ...or select Call > Release. Strata CIX IP Windows Operator Console User Guide 7/06...



## [Page 28: Making A Call](#)

...or select Call > Dial > Caller ID List. A list of recently received calls displays. The list shows calling numbers, the time of the calls, and whether each call was answered or abandoned. Dial 2. Select a number, press Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 29: Call Completion](#)

Voice first always or override a busy/DND call. Set Message Waiting light on other phone..or ► Click Call > Call Completion, then select Tone/Voice, Busy Override, Executive Override, Call Back, or Set Message Waiting/Cancel Message Waiting. Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 30: Blf/Dss Dialling](#)

Status icons indicate these calling conditions. Station Idle Station Idle with Advisory Message Station Busy Station Busy with Advisory Message Station DND or "Not attached to the Station DND with Advisory Message local system" Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 31](#) Making a Call Note If your Strata CIX telephone system is networked to another Strata CIX system (using R1.2 or later software), you can see BLF/DSS information for all users. When using versions prior to CIX R1.2, vacant stations and pilot numbers on a remote networked system appear in DND status.

## [Page 32: Directory Dialling](#)

User Directory (see Chapter 3 - User Directory). It is stored in the Strata CIX IP Operator Console Database. The status icons are the same as the BLF/DSS. There's also a field for Notes (far right, not shown) on each entry.

## [Page 33: Show Department/Show All](#)

...or highlight the call to be retrieved, then double-click on the call in the call list ...or highlight the call to be retrieved, select Call > Hold/Retrieve/Return. Hold ...or click the icon again. Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 34: Call Transfer](#)

OK, announce the call. Press Enter to transfer. When selecting the destination party from the BLF/DSS, Directory or Contact tabs, the Strata CIX IP Operator Console automatically transfers the call if the default transfer flag in Admin View is enabled. Strata CIX IP Operator Console performs consultation transfer if the default transfer flag is disabled.

## [Page 35: Conference Calls](#)

Joining and Splitting a Call Join/Split ► With calls on source and destination, press ...or select Call > Join/Split. The Strata CIX IP Operator Console creates a three- way conference. ► To add another destination party to the conference with the Attendant 1.

## [Page 36: Switching Between Source And Destination Parties](#)

► To switch to the source party, press (Delete) ...or select Call > Source. ► To switch to the destination party, press Destination (Page Down) Destination ...or click on the icon. Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 37: Paging](#)

...or select Console > Page > Emergency Page. 2. Click the down arrow and select a paging zone. Emergency 3. Click . Console will override any page going to that zone. Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 38: Call Pickup](#)

Alternate Pickup. 2. From the Call Pickup window, select a category and click the down arrow to select a line or station to pick up. Pick Up 3. Click Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 39: Call Door Phones](#)

Alternate Phone ...or select Console > Door Phone > Alternate Phone. 2. In the Door Phone window, click the drop down arrow to select the door phone, Door Phone click Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 40: Door Unlock](#)

Calls from Door Phones appear as a call in the call window. These calls can be answered in the same way any other call is handled. Some Strata CIX installations provide the ability to unlock the door with the Door Unlock icon.

## [Page 41: Call Park](#)

1. Right click in the call list view area, then select Park Retrieve. 2. In the Call Retrieve dialogue box, type or select an orbit or extension number, Retrieve then click ► ...or select Call > Park Retrieve. Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 42: Status](#)

External calls. All the items are dynamically inserted into the Call Forward menu. Trace ON Ignore. Used for the troubleshooting purposes. If your Strata CIX IP telephone system has the networking feature and the ability to retrieve network BLF Network/Local information, then "BLF Network" displays; otherwise, it displays "BLF Local."...

[Page 43](#) To change date and time 1. Right click on the current time showing. The Date and Time dialogue box displays. Apply 2. Type or select new settings, click 3. Click . Date/Time window closes. Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 44: Messages Tab](#)

4. Tab down to the message area and enter a text message. Save 5. Click the icon to store the message in that person's folder Send MW 6. Click the button to turn on the Message Waiting light on the user's telephone. Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 45: Message Waiting Light](#)

Click OK. The Msg light turns off at that station..or 1. Click the Messages tab. 2. Click the down arrow, and select a user name in the left window. MW Cancel 3. Click the button. Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 46](#) 2. Click on name of a user, select the message, then click the icon. ► To print one or all messages 1. Click the Messages tab. Print 2. Select the message(s), click the icon. Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 47: Contacts Tab](#)

To dial using contact information ► To dial an alternate number from the user directory, right click on an entry in the BLF/DSS or right click in the Directory tab. The Strata CIX IP Operator Console displays the Contacts tab for that entry. ►...

[Page 48](#) Call Processing Contacts Tab This page is intentionally left blank. Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 49: Chapter 3 - User Directory](#)

DESCRIPTION Page number where this entry appears on BLF/DSS. Pos. Position of this entry on the BLF/DSS tab page. First Name The user's first name. Last Name The user's last name. Strata CIX IP Windows Operator Console User Guide 7/06...

## [Page 50: User Directory Dialogue](#)

Directory are stored in the CIX IP Attendant Console Database. ► To add a new user to the directory New User ► Click on the icon ...or select Directory > Add New User. Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 51](#) Close Exit the user directory dialogue. The Operator Attendant can only perform the following operations: Update the Note notes, View the first, previous, next and last user and

close the dialogue. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 52: Directory Lists](#)

2. Click Browse, locate and highlight the directory Excel file to import. 3. Click OK. ► To export a directory list 1. Click Directory > Export Directory. 2. Select a location to export the directory. 3. Click OK. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 53: Chapter 4 - Control Panel](#)

This chapter explains how to set the console control features, such as setting a Call Forward destination, night time call handling, etc. Console control features are generally those that you set at the beginning and end of your shift. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 54: Control Panel View](#)

Control Panel View The Control Panel view contains the Status, Prompts and Feature Keys tabs. Status Tab The status tab enables you to view and edit details of the status bar items. Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 55](#) You can set the console to transfer after-hours calls to a different station. After Hours call routing can be set for three different modes: Day, Day2, and Night mode based upon settings in the Strata CIX IP Office system. Control Panel 1.

[Page 56](#) To set the CIX time to match the PC date and time Control Panel 1. Click the icon. Change CIX 2. Click the button. The time should change in this window and on the associated LCD telephones. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 57: Prompts Tab](#)

4. Click OK or Apply when you are done. ► To clear all items in one row in the DNIS section, click the Clear DNIS button. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 58: Feature Keys Tab](#)

...or write the key function on one of the blank stickers and stick it on the key. ► To use the keys, press the -key and the stored numbers are dialed. You can use these keys in addition to the dial pad. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 59: Chapter 5 - Call Statistics](#)

• number of internal incoming calls received per hour • number of external incoming calls received per hour • total talk time (in seconds) per hour • maximum number of calls in queue (CIQ) each 15-minute interval Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 60: Call Statistics View](#)

3rd Qtr CIQ interval. The maximum number of calls in queue for the fourth 15 4th Qtr CIQ minute interval. Internal Calls The number of internal incoming calls received per hour. Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 61](#) 1. From the View pane click on the Call Statistics icon. Call Statistics view displays. 2. Click the Excel icon. A dialogue box appears. 3. Enter a date range. 4. Browse to select the location for the Excel file. Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 62](#) Call Statistics Call Statistics View This page is intentionally left blank. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 63: Chapter 6 - Administration](#)

Administration This chapter discusses the features of the Strata CIX IP Operator Console that apply to the Administrator. Maintenance and administration of the Strata CIX IP Operator Console is through the Control Panel, User Directory, and Administration work area views.

### [Page 64: Administration View](#)

Administration Administration View Administration View Admin Tab ► To access the Administration tab, click the Administration icon. 6194 Strata CIX IP Windows Operator Console

[Page 65](#) Called Numbers display on the Called List. The valid value is from 0 to 10. Notes • The Administrator can change all the above settings. • The Operator/Attendant can change only PC level settings. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 66: Primary/Alternate Tab](#)

Apply or OK. ► To make the Park feature available to the Attendant Console, click the down arrow in the Primary Park box, select a Park function, then click Apply or OK. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 67: User & Dept. Tab](#)

Attendant console. Operator rights only can access enabled functions. ► To access the User & Dept. tab, click the Administration icon, select User & Dept. tab. 6291 Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 68: Blf Network Control Tab](#)

3. Enter refresh rate (3~30 seconds). Do not change the IP address, Port No., or name unless this data has CAUTION! been changed in the Strata CIX IP programming. This data must match the programmed information or the BLF will not work. 6599...

### [Page 69: Answer Priority Tab](#)

► To assign priorities to specific line groups, highlight a group or groups, then click the up/down arrow to assign a priority to that group. Click OK or Apply when finished. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 70: Blf Sorting Tab](#)

Name, and then priority level 3 users will also be sorted by Last Name. ► To access the BLF Sorting tab, click the Administration icon, select BLF Sorting tab. Click the down arrows to make a selection, then click OK or Apply. 6596 Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 71: Backup Log Files](#)

This is an administrative function that is not performed from the Administration window. Log files are useful for troubleshooting. The Strata CIX IP Operator log files are unrelated to the Database Utility. Actually backing up the files is a simple procedure which can be performed by an Operator.

[Page 72](#) Administration Backup Log Files This page is intentionally left blank. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 73: Appendix - Call List](#)

The call is Park Page Busy. InConference When a Station adds the Console to conference. InDoorPhone The call is in doorphone. Message Station sent a Message Waiting to Console. LineBusy The trunk line is busy. Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 74](#) Name of person calling (inbound calls) or person called (outbound Name calls). Phone number of person calling (inbound calls) or person called Number (outbound calls). Duration Total time of a call. Line Line number of external calls. Strata CIX IP Windows Operator Console User Guide 7/06...

### [Page 75: Notes To Users](#)

Notes to Users Step 1: Safety Approval Toshiba Information System (U.K.) Ltd declare that the Strata CTX and CIX product ranges comply with the EEC's LVD directive, (Directive No. 73/23/EEC). The product has been assessed and found to comply with EN60950-1:2001.

[Page 76](#) Headset ports on any of the range of key telephones. DKT3200/IPT2000 8 port power failure Transfer Unit for BSTU and TNV3 LPFU1A RCOU units. TNV3 LCNU-C1A, LCNU-D1A Passive extender units for CIX product Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 77](#) 16th edition of the IEE wiring regulations, aka BS7671:1992. Or the latest edition of this standard. The Strata CIX Office system must be hardwired into a switched fused spur, (which should comply with the requirements of a disconnecting device as specified in the standard EN60950), the switch on the fused spur outlet shall be considered the AC power disconnection device.

[Page 78](#) Step 2: EU Compliance Step 2: EU Compliance Toshiba Information Systems (U.K.) Ltd declare that the Strata CIX, CTX100 & CTX670 complies with the EEC's EMC directive, Directive No. 89/366/EEC as amended by directive 92/31/EEC. The product has been assessed and found to comply with the following product specific standards: •...

[Page 79](#) Weight 7.0kg (cabinet & PSU) Warning! This is a Class A product. In a domestic environment this Product may cause radio interference in which case the User may be required to take adequate measures Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 80](#) Step 3: Type Approval Step 3: Type Approval Toshiba Information Systems (UK), Ltd, (TIU), hereby declares that the Strata CTX & CIX product range complies with the requirements of the EC Directive 1999/5/EC, (aka Radio & Telecommunications Terminal Equipment Directive). A manufacture's Declaration under this Directive allows connection to the relevant Public Network Services and the right to place the Product on the market.

[Page 81](#) DISA feature can be "password" protected. USERS SHOULD BE AWARE THAT THESE FEATURES CAN BE USED FOR FRAUDULENT PURPOSES. Please consult your supplier to ensure any necessary security measures are enabled. Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 82](#) Notes to Users Step 4: Network Planning Information Step 4: Network Planning Information 4-1. Strata CIX & CTX Tone Plan. Table A-3 below lists the characteristics of the tones and signals used in Strata CIX & CTX. Table A-3 Tones/ Frequency...

[Page 83](#) 2 bursts of 0.125s accepted 12. 2000Hz 0.75s On Prgm Operation rejected 13. 2000Hz 1s On 2s Off Repeated CFD stutter dial tone 14. 350/440Hz 4-2. System Port to Port losses. Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 84](#) -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) Table A-5 System Port Type PDKU2A/BDKU/BDKS ITS-A...

## [Page 85: Index](#)

28, arrow keys, settings, automatic history, dialling, making a call, hold, monitor view, auto park, park, pickup, statistics view, backup log files, transfer, backup log files icon, Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 86](#) 38, cancel msg waiting, directory tab, Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 87](#) 3, answer transfer (blind), overflow, 28, dest, override dial, busy, help, executive, hold/retrieve, join/split, next tab, Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 88](#) Strata CIX IP Windows Operator Console User Guide 7/06...

[Page 89](#) (supv.) key, transfer to VM, key, unlock door alternate, icon, primary, user & dept. tab administration, user directory view, view pane, views administration, call monitor, call statistics, control panel, controls, Strata CIX IP Windows Operator Console User Guide 7/06...