



# TOSHIBA

Toshiba CIX Installation Manual

Ip attendant console



1  
2  
3  
4  
5  
6  
Table Of Contents  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17

18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28



•

- 

Troubleshooting

•

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# Installation Manual

IP Attendant Console

Title Page

The Power of IP. The Reliability of



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# CIX



[Table of Contents](#)

[Next Page](#)

1  
2  
3  
4  
5

## Related Manuals for Toshiba CIX

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

Strata cix and ctx ipt/dkt telephone (141 pages)

### [IP Phone Toshiba CIX series User Training Reference](#)

(23 pages)

### [Telephone Toshiba STRATA CIX-CTX-QRG-VB VERSION B1 Quick Reference Manual](#)

Dkt / ipt telephone (13 pages)

### [Telephone Toshiba CIX Quick Start Manual](#)

Telephone (2 pages)

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Ip attendant console (8 pages)

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

Ip attendant console (8 pages)

## Summary of Contents for Toshiba CIX

[Page 1](#) Installation Manual IP Attendant Console Title Page IMPORTANT! Installing Technician! Please read the entire contents of this Guide before starting installation! The Power of IP. The Reliability of Toshiba. S T R A T A...

[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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connection with such third party products or services. If you have questions about compatibility, we recommend and encourage you to contact the third-party software, hardware and peripheral product manufacturer directly.

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

Step 2F: Set Up LAN .....1-5 Step 2G: Create Dial 0 Destination ..... 1-6  
Step 2H: Direct CO Lines to Ring CIX Attendant Console .....1-6 Attendant Console Operator  
Without Admin Rights.....1-7 Step 3: Connect Hardware to Strata CIX ..... 1-8  
Step 4: Run the CIX Attendant Console.....

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

## [Page 9: Organization](#)

Introduction This manual provides installation instructions for one or more Strata CIX IP Attendant Consoles. It also contains maintenance and administration information. Organization This manual is divided into these chapters: • Chapter 1 - Installation contains programming and installation instructions for the Strata CIX IP Attendant Console.

## [Page 10: Related Documents/Media](#)

Strata CIX IP Attendant Console Application Software and Documentation Library on CD-ROM For authorized users, Internet site FYI (<http://fyi.tsd.toshiba.com>) contains all current Strata CIX documentation and enables you to view, print and download current publications. Strata CIX IP Attendant Console Installation...

## [Page 11: Chapter 1 - Installation](#)

Attendant Console. Please refer to the release notes for possible special instructions before proceeding. The Strata CIX IP Attendant Console is sold as a turnkey package that includes a PC with Microsoft® Windows® 2000 operating system. The PC Attendant Console connects to the Strata CIX processor via the LAN as a Customer Supported Telephony Application (CSTA).

## [Page 12: Step 1: Obtain License For The Console](#)

Step 2: Program CIX for the Console Certain programming assignments are required in the Strata CIX for the CIX Attendant Console; others are preferred or recommended assignments for proper operation. You can use eManager or CIX telephone button programming.

## [Page 13: Step 2B: Make Station Assignments On Cix](#)

4. In the 01 Type field pull down list select ATT. 5. Toshiba recommends entering COS 10 at the following three prompts: "COS DAY1=10", "COS DAY2=10" and "COS Night=10" (preferred). 6. For Call Progress Tones assign Dial Tone. This assigns Dial Tone as the tone heard after LCR access codes are dialed (required).

## [Page 14: Step 2C: Make Dkt Data Assignments On Cix](#)

FB19 and FB30 settings can be changed within the CIX Attendant Console application (see Administration view, Admin tab in the console). These two settings can be changed in CIX programming or from the CIX Attendant Console. The console has precedence; the console overrides programming data.

## [Page 15: Step 2E: Make Attendant Group Assignments On Cix](#)

Spkr to access this parameter. Then enter a device port number. Note If you change the LAN port, you must reset the CIX by performing a Power Cycle or Level 2 Reset. 2. Use Program 801 and the following FBs to assign the properties of each LAN port: FB00 –...

## [Page 16: Step 2G: Create Dial 0 Destination](#)

Enter Program 102, then enter data for the FB listed below: FB00 – In CIX eManager, click the Create button to assign Attendant Console Group DN. In the pop-up window, enter an Index value of 0 (zero), click OK. Most sites will use 0;...

## [Page 17: Attendant Console Operator Without Admin Rights](#)

4. Right-click on WMI Control under Servers and Applications 5. Click on Property then, select snmp under the Security tab. 6. Click on Security and check the boxes to give full permission to

each Attendant Console login name. Strata CIX IP Attendant Console Installation 01/09...

### [Page 18: Step 3: Connect Hardware To Strata Cix](#)

Step 3: Connect Hardware to Strata CIX □ If you are not using a network hub, use an RJ45 cross-pinned cable to connect the Strata CIX Network Interface Card (NIC) jack on the xCTU processor card and to the CIX Attendant Consoles PC's NIC jack (see...

### [Page 19: Step 4: Run The Cix Attendant Console](#)

Step 4: 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.

[Page 20](#) Step 4: Run the CIX Attendant Console The Attendant Console window opens (shown below).The console is now ready for use. Refer to the Strata CIX IP Attendant Console User Guide for operating instructions. 6594 Strata CIX IP Attendant Console Installation...

### [Page 21: Chapter 2 - Maintenance And Troubleshooting](#)

"Install Attendant Console Software" on page If there is an existing earlier version of CIX Attendant software on the target machine, the installer removes the old and installs the new software version onto the target machine. (This even includes installing an IP version over a DKT version.) If there is an existing software that is the same version as the release version, the installer prompts you to Remove or Cancel the installed software.

### [Page 22: Remove Database](#)

Upgrade completed," if the backup database is not the latest version. Running the Attendant Console Offline There may be instances when you want to run the CIX Attendant application offline, such as when you want to add users to the Directory Database without interruption by the Call Monitor.

### [Page 23: Software Recovery](#)

Software Recovery Software Recovery All Windows 2000 and Strata CIX PC Attendant Console software is pre-loaded at the factory before shipment. Use the following steps if it becomes necessary to reload the software. Note It is required that you back up your system prior to starting this uninstall procedure. You should also make sure that you have the correct version of the windows software for your system.

[Page 24](#) 5. Click Next, then OK. Installation begins. You may be prompted to enter the Windows OS disk. Step 3: Install Attendant Console Software 1. Insert the Strata CIX IP Attendant Console CD-ROM into your CD-ROM drive. From the Main menu (shown below), click on "Install Strata CIX IP Attendant Console."...

[Page 25](#) During the Secondary Type installation, when you are prompted to configure the Database Link Properties, click on the Connection tab (see below). Note This dialog can also be run by going to C:\program files > toshiba > PCATT > NHSATT > Datalink > Testlink.U DL.

[Page 26](#) 1. Modify the TSP configuration data to fit with your environment (the default appears). You can do this step later when the Attendant Console starts up and or via the short cut by selecting Start > Programs > Strata CIX Attendant > Strata CIX IP Attendant Console TSP Config Utility (see below).

[Page 27](#) This is the last page on the document.

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