Toshiba STRATA CTX Installation Manual

Attendant console

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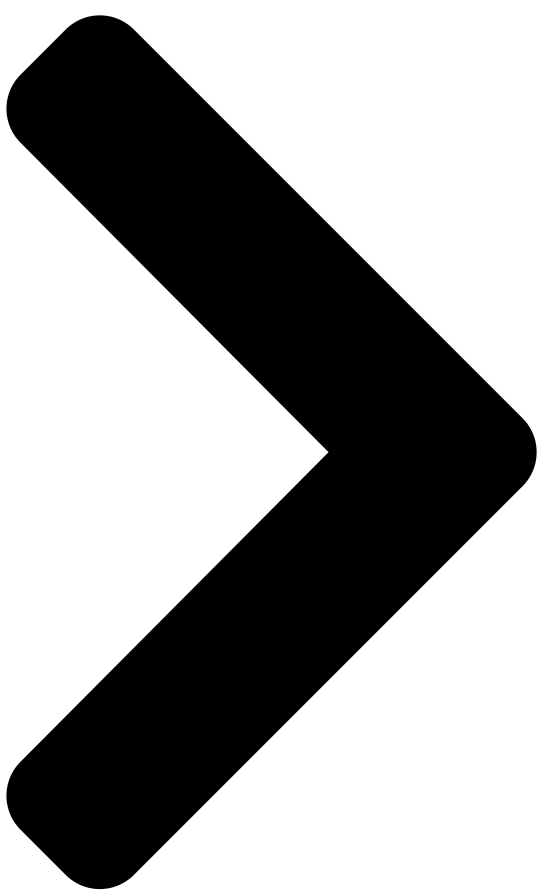-

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[Telephone Toshiba CTX IPT/DKT User Manual](#)

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

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Summary of Contents for Toshiba STRATA CTX

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Page 5: Table Of Contents

Page 6 Contents Maintenance and Administration Strata CTX Attendant Console Installation 03/03...

Page 7: Introduction

Introduction This manual provides installation instructions for one or more Strata CTX 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 CTX Attendant Console.

Page 8: Conventions

• Strata CTX WinAdmin Application Software and Documentation Library on CD-ROM For authorized users, Internet site FYI (http://fyi.tsd.toshiba.com) contains all current Strata CTX documentation and enables you to view, print and download current publications. Strata CTX Attendant Console Installation 03/03...

Page 9: Chapter 1 - Installation

• Color VGA monitor (600x800 pixels) or better • Attendant Console Interface Unit (BATI), which connects to the BDKU or PDKU station interface on the Strata CTX. Plus, a handset and cradle (BATHC). A headset can be ordered ...or a DKT3001 can be used as the station interface. If a headset is used, it connects to the BHEU installed in the DKT3001.

Page 10: Step 1: Obtain License For The Console

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

Page 11 Installation Step 2: Program CTX for the Console FB00 – Specifies the COS, Toshiba recommends using "COS=10" for the Attendant Console (recommended). FB01 – Press to disable Auto Busy Redial (required). FB06 – Press to disable this feature so that calling parties with Do Not Disturb (DND) Override privileges cannot override the Console's DND status (required).

Page 12: Step 2B: Make Station Assignments On Ctx

DKT Station type (required). FB03 – Press to assign Extension (not Voice Mail) attributes to analog ports (required). FB04 – Toshiba recommends entering COS 10 at the following three prompts: "COS DAY1= ", "COS DAY2= " and "COS Night= "...

Page 13: Step 2C: Make Dkt Data Assignments On Ctx

Program 204, FB02, Pattern 3 (key strip assignment) enables the correct assignments for the port (whether the console is connected to a BATI or DKT). No other telephones in the system should have an appearance of the Console's PDN. Note Strata CTX Attendant Console

Page 14: Step 2E: Make Attendant Group Assignments On Ctx

Groups 6440 FB00 – Press (only is allowed in the Strata CTX Release 1.02Mxx) to assign an Attendant Group number (required). FB01 – Press to assign the Call Distribution method (either "1: Most Idle First" or "2: Next Available First" are allowed) (required).

Page 15: Step 2F: Set Up Lan

FB03 – Asynchronous operation (default). FB04 – Assign the port to be a server that is linked to the client (1100~1107 recommended). When you complete all Strata CTX programming, be sure to enter this same port number in "Modify TSP Configuration" on page 13.

Page 16: Step 2G: Create Dial 0 Destination

Do not assign a PDKU or BDKU port as DN = 0. Step 2H: Direct CO Lines to Ring CTX Attendant Console Refer to the Strata CTX Programming Manual for details. The Attendant dialing digit is "0." Strata CTX Attendant Console Installation 03/03...

Page 17: Step 3: Connect Hardware To Strata Ctx

Step 3: Connect Hardware to Strata CTX 1. If you are not using a network hub, use an RJ45 cross-pinned cable to connect the Strata CTX Network Interface Card (NIC) jack and to the CTX Attendant Consoles PC's NIC jack (see Figure ...or if you're connecting to the Strata CTX via a hub or switch, use a straight-pinned RJ45...

Page 18 • When the Attendant Console software is not running, the DKT3001 telephone can be used for regular calling. Calls intended for an Attendant when the software is not running will follow the Alternate Destination programmed in Strata CTX. Only calls directed to the DKT's primary extension number will ring the phone.

Page 19: Step 4: Install Snmp Service

5. Select the Setup Type, then Next. • Primary for single consoles: automatically installs the Console and database utility program at the default location [SystemFileFolder]\Toshiba\CTX Attendant and [SystemFileFolder]\Toshiba\CTX Attendant Database. • Secondary installs the Console program to the target machine without the directory database utility.

Page 20 8. To complete the installation, you need to verify the TSP Configuration Data, which requires restarting your PC. From the InstallShield Wizard Complete screen, select Yes to restart or No to Restart later, click Finish. Strata CTX Attendant Console Installation 03/03...

Page 21: Step 6: Modify Tsp Configuration

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 CTX Attendant > Strata CTX Attendant Console TSP Config Utility (see below).

Page 22 "Local," "Chicago," etc. Then click OK. 6686 The Attendant Console window opens (shown below).The console is now ready for use. Refer to the Strata CTX Attendant Console User Guide for operating instructions. 6594 Strata CTX Attendant Console Installation 03/03...

Page 23: Chapter 2 - Maintenance And Administration

Backing up the current database is a recommended prior to upgrading the CTX Attendant Console software or when removing the database. 1. Select Start > Programs > Strata CTX Attendant > CTX Attendant Database Utility. 2. Click the Backup button (shown right).

Page 24: Remove Database

There may be instances when you want to run the CTX Attendant application offline, such as when you want to add users to the Directory Database without interruption by the Call Monitor. To run the CTX Attendant application offline, click Start > Programs > Strata CTX Attendant > Strata CTX Attendant Console Offline.