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Toshiba Strata CIX Programming Manual

Application implementation

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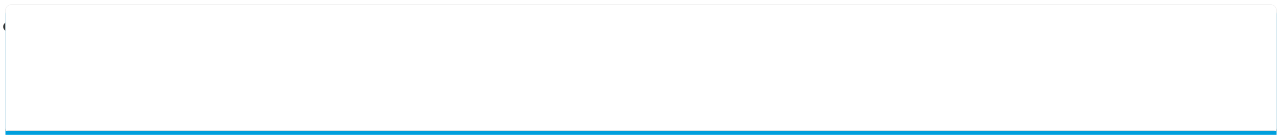

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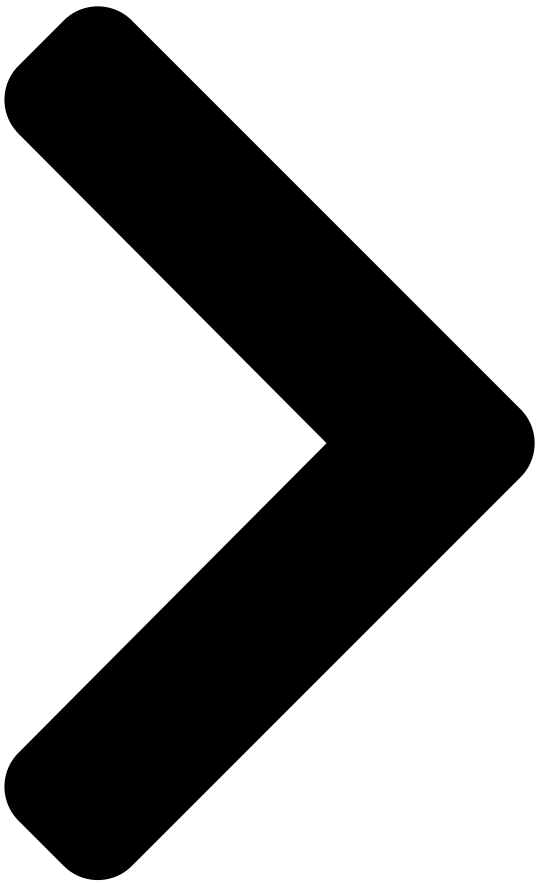

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Telecommunication Systems Division

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Strata CIX Programming Manual Volume 3

Application Implementation

October 2007

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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)

Telephone Toshiba CIX User Manual

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

Music Mixer Toshiba Strata CIX User Manual

Ip windows operator console, business communications division (89 pages)

DJ Equipment Toshiba Strata CIX User Manual

Digital attendant console user guide (80 pages)

Server Toshiba Strata CIX Installation And Maintenance Manual

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Telephone Toshiba Strata CIX User Manual

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Strata cix pc digital attendant console (38 pages)

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Voice assistant (34 pages)

Telephone Toshiba STRATA CIX-CTX-QRG-VB VERSION B1 Quick Reference Manual

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Server Toshiba Strata CIX Product Bulletin

Media application server hardware (mas) for strata cix (6 pages)

Server Toshiba Strata CIX Technical Bulletin

(2 pages)

Software Toshiba Strata CTX Insight CTX Supervizor's Manual

(108 pages)

Software Toshiba Strata CS User Manual

For strata cs communication server (378 pages)

Summary of Contents for Toshiba Strata CIX

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Page 8 Do Not Disturb .....4-6 Dialed Number Identification Service.....4-6 Station Hunting.....4-6 Offhook Call Announce (OCA), Handset Offhook Call Announce.....4-6 Private Networking.....4-6 Multiple Calling.....4-6 Door Phone .....4-6 Class of Service .....4-6 Lost Call Treatment .....4-6 Intercept .....4-7 Strata CIX Application Implementation Vol 3 10/07...

Page 9 Abandoned Calls.....6-8 Hourly Traffic Reports (Program 921) .....6-9 Traffic Measure.....6-9 I/O Device Setup .....6-10 Specified Traffic Reports (Program 922).....6-10 Chapter 7 – Telephone Keystrip Printing eManager Data Download .....7-2 DESI Label Printer Software.....7-4 Strata CIX Application Implementation Vol 3 10/07...

Page 10 This page is intentionally left blank.

Page 11 The notification can be sent over a network connection to an eMonitor system, other application, and, optionally, to a feature button on a telephone. This chapter also includes the instructions for using the Strata CIX Network eMonitor. • Chapter 6 – Traffic Measurement and Reporting includes the description of the feature, Initialization, Output Statistics, Capacities, Reports, and other details.

Page 12 Strata CIX Installation and Maintenance Manual • Strata CIX Programming Manual (Volume 1) • Strata CIX Programming Manual (Volume 2) Stratagy ES Voice Mail Application • Strata CIX Application and Documentation Library CD-ROM For authorized users, Internet site FYI (http://fyi.tsd.toshiba.com) contains all current Stratagy ES documentation and enables you to view, print, and download current publications.

Page 13: Chapter 1 - My Phone Manager

My Phone Manager™ This chapter serves as a companion document to the My Phone Manager User Guide. It is written for the Administrator who will be installing, configuring and administering the program. All feature descriptions and how to use the features are in the user guide. My Phone Manager™...

Page 14: My Phone Manager Server Pc Hardware/Software

Requirements

Client PCs able to access it over the Internet. Configuration 2 has a PC server on the network that has My Phone Manager software installed on it. Configuration 1 (with eManager and Strata CIX My Phone Manager) VPN/ Internet Client PC...

Page 15: Installation

My Phone Manager™ Installation Installation Note You need to uninstall any existing My Phone Manager software before starting this procedure. 1. Insert the CD-ROM into the CD-ROM drive. The Installation screen displays. 2. Click Install My Phone Manager and the installation begins. 3.

Page 16: Step 2: Log In As Administrator

My Phone Manager™ Configure My Phone Manager 4. Set the following parameters (sample screen shown at right): • Set System Speed Dial – Set to Enable (allows the Super1 user to make changes to the system speed dial through My Phone Manager or the phone).

Page 17 My Phone Manager™ Configure My Phone Manager The defined equipment is saved in a file and stored on the server. Note This file is not combined with the equipment entered on the Equipment Editor screen from the eManager Profile. 1. Select a Telephone System from the Equipment drop-down menu. If the desired equipment name is not found, type in a name in the Equipment Name field and click Add.

Page 18: Run My Phone Manager

My Phone Manager™ Run My Phone Manager Table 1 Equipment Editor Screen Fields (continued) IELD ESCRIPTION Enter the IP Address of the Media Server. For example: 192.168.254.252. IP Address Format: xxx.xxx.xxx.xxx Run My Phone Manager 1. Start the Internet Explorer. 2.

Page 19: My Phone Manager Main Screen

My Phone Manager™ My Phone Manager Main Screen My Phone Manager Main Screen After you log in to My Phone Manager, the main screen displays (shown below). Verify the information on this screen. It contains the System type and Software version. Software Versions Program Menu...

Page 20: Voice Mail Settings

My Phone Manager™ Program Menu Voice Mail Settings The user can access the Media Server to customize their mailbox settings. The features are: • Mailbox settings • Name and Greetings • Message Notification • Distribution Lists • One Number Access (must be enabled by System Administrator in the CIX eManager) FeatureFlex The user can access FeatureFlex to customize the features.

Page 21: Super1 Options

My Phone Manager™ About • System Speed Dial (shown below) — user can only display, Super1 can display and edit Displays only on Super1 screen. Figure 1-2 System Speed Dial Screen Super1 Options • DISA Code (access limited to Super1 user) •...

Page 22 This page is intentionally left blank.

Page 23: Chapter 2 - Featureflex

Configure the Stratagy ES system for CTX Proprietary Integration per Chapter 10 of the Strata CIX Voice Programming Manual Volume 2. Step 2: Use eManager to Configure FeatureFlex 1. Log in to eManager. From the Strata CIX/CTX Network panel, click the Default folder to expand the folder, then click CIX_and_SES folder.

Page 24: Step 3: License Requirement

Step 3: License Requirement 1. A FeatureFlex license for CIX (LIC-CIX-FF) must be purchased. 2. Follow the procedures in MAS Licensing in Chapter 2 – eManager of the Strata CIX Voice Programming Manual Volume 2. Strata CTX Application Implementation Vol 3...

Page 25: Step 4: Program Strata Cix For Adaptability

FeatureFlex™ Set up FeatureFlex Step 4: Program Strata CIX for Adaptability 1. Using eManager, click Advanced Configuration > System > I/O Device. Program 803 I/O Device screen displays (shown at right). 2. Click IO Logical Device tab and set Program 803 I/O Device.

Page 26: Access Featureflex

FeatureFlex™ Access FeatureFlex Access FeatureFlex You must be connected to the Media Application Server (MAS) in order to see the Important! FeatureFlex menu option. 1. From the eManager Main screen, click Advanced Configuration > FeatureFlex. 2. Click Configuration and the FeatureFlex Configuration screen displays (shown below). The first time you access this screen it is blank.

Page 27: Add Featureflex Application To Phone

FeatureFlex™ Add FeatureFlex Application to Phone Add FeatureFlex Application to Phone 1. From the FeatureFlex Configuration screen, click Add. The Add FeatureFlex Application screen displays (shown below). 2. Highlight the Application, Ext., and User Agent you want to assign to a phone. Highlighting an application displays the description at the bottom of the screen.

Page 28: Edit Featureflex Application

3. Change the field(s) and click OK. 4. If you changed the FeatureFlex feature key assignment, you must set the key assignment for the Strata CIX using eManager. Click Advanced Configuration > Station > Assignments, and set the key assignment.

Page 29: Remove Featureflex Application

FeatureFlex™ Remove FeatureFlex Application Remove FeatureFlex Application This function removes the feature from the system. To delete a feature from an individual phone, use the Delete feature instead. 1. From the eManager Main menu, click Advanced Configuration > FeatureFlex > Removal. The Remove FeatureFlex screen displays (shown above).

Page 30: Customizing Feature Applications

FeatureFlex™ Customizing Feature Applications Customizing Feature Applications FeatureFlex comes with preconfigured applications that you and the phone user can customize. The following features are standard. Note You can also customize these features using My Phone Manager. From the FeatureFlex Configuration screen, click Add. The Add FeatureFlex Application screen displays (shown on page 2-5).

Page 31: Call Monitor

FeatureFlex™ Customizing Feature Applications Call Monitor Note This feature must be enabled/disabled from the end-user’s station device. 1. Highlight Call Monitor > Extension > User Agent. Click Add. The Web Page Dialog box for the Call Monitor feature displays (shown below). 2.

Page 32: Return Call

FeatureFlex™ Customizing Feature Applications Return Call 1. Highlight Return Call > Extension > User Agent. Click Add. The Web Page Dialog box for the Return Call feature displays (shown below). 2. In the left section of the screen, select the Feature Key Name/Application No. from the drop- down menu.

Page 33: One Number Access

FeatureFlex™ Customizing Feature Applications One Number Access 1. Highlight One Number Access > Extension > User Agent. Click Add. The Web Page Dialog box for the One Number Access feature displays (shown below). 2. Do not edit the User Agent Property/Values. You must edit these properties using the My Phone Manager program.

Page 34: Screen Call

FeatureFlex™ Customizing Feature Applications Screen Call 1. Highlight Screen Call > Extension > User Agent. Click Add. The Web Page Dialog box for the Screen Call feature displays (shown below). 2. You may edit the fields in this screen or use the My Phone Manager program. See My Phone Manager User Guide for instructions.

Page 35: Hot Desk

FeatureFlex™ Customizing Feature Applications Hot Desk To setup a Hot Desk environment, you must apply this FeatureFlex application to a pool of DKT stations that can be used by users. These stations do not have actual phones associated with them. You can also create voice mail boxes for each Hot Desk station. In order to swap extensions a valid equipment number that will never be used for a real extension is required.

Page 36 FeatureFlex™ Customizing Feature Applications Create Hot Desk Stations Hot Desk stations do not need to be associated with any hardware. 1. Using eManager, click Advanced Configuration > System > Card Assignment. Assign the Equipment Numbers (cards to slots). Note No physical hardware is used for Hot Desk stations, however,...

Page 37 FeatureFlex™ Customizing Feature Applications 7. Leave ToshibaHotDeskExtension field blank. This field is used by the system to swap and store the Hot desk telephone's extension. 8. Click Assign to save your edits. To create a One Touch button for Hot Desk Assignment on the phone, use Station > Assignments, Key tab.

Page 38: Simultaneous Ring

If neither phone answers the call, the call is forwarded to voice mail. The alternate destination can be configured through eManager or My Phone Manager. Strata CIX PSTN User cell...

Page 39 FeatureFlex™ Customizing Feature Applications To set up Simultaneous Ring Make sure Tone First is selected, see steps below. 1. Using eManager, click Advanced Configuration > Station > Assignments. 2. Click the DKT tab. Select the extension. 3. Select Tone first in 05 Tone Ring/Voice Announce parameter.

Page 40 FeatureFlex™ Customizing Feature Applications Table 2-1 Field Definitions Field Description Secondary Destination The other phone will ring simultaneously when the desktop rings. Number If this box is checked, user must enter Mailbox password before line gets connected. Check Security Code If this box is checked Simultaneous Ring is enabled.

Page 41: Featureflex Application Interactions

FeatureFlex™ FeatureFlex Application Interactions FeatureFlex Application Interactions The following table shows how the FeatureFlex Applications interact with other FeatureFlex Applications and some CIX features. Simultaneous Alarm Call Screen Call Call Return Number Hot Desk Ring Clock Monitor Access (See Note 7) Alarm Clock Screen Call See Note 1...

Page 42 This page is intentionally left blank.

Page 43: Chapter 3 - Info Manager

CIX. You can both configure and view them using the telephone's LCD or a network PC. See the Strata CIX DKT/IPT Telephone User Guide for instructions on using this program with the phone.

Page 44: Step 1B: Install Info Manager Software

Info Manager™ PC Software Requirements Step 1B: Install Info Manager Software 1. From the Installation Menu, select Install Info Manager Application option. 2. Follow the instructions on the install screens. When the installation reaches 100%, the installer runs a Info Manager setup application. Do not close or exit the installation wizard at this time. It will close automatically upon completion of the Info Manager setup.

Page 45: Step 2: Create/Edit Databases

Info Manager™ PC Software Requirements 6. The screen displays the Tomcat installation directory (shown right). Click next. 7. When the installation is complete, the install program runs the Info Manager application and displays the database screen (see Figure 3-2). You can choose to program the settings and parameters at this time (follow Step 2) or select Exit to complete the Installation Wizard.

Page 46: Add/Edit Company

Info Manager™ PC Software Requirements Add/Edit Company 1. From the Directory Tab Screen (see Figure 3-1 on page 3), click Add in the Company section of the screen. The Company screen displays (shown right). 2. Type the company information into the fields and click OK to

save the information and exit the screen.

Page 47: Configure Calendar Properties

Info Manager™ PC Software Requirements Configure Calendar Properties To configure the Calendar Properties if you chose to skip the configuration during the installation: 1. Run the InfoManagerApp_Config utility from the Start >All Program menu. 2. Click on the Parameters tab and you should see the following. 3.

Page 48: Stock Quote

Info Manager™ Stock Quote Stock Quote The Stock Quote application allows you to view selected stock prices. You can add as many stocks as you want. Weather The Weather application allows you to get a weather report from selected weather stations (sample shown at right).

Page 49: Calendar

Info Manager™ Calendar Calendar The Calendar application allows you to view your Outlook Calendar appointments. Note Changes to the entries on the calendar must be made in Microsoft® Outlook. The Calendar function on the Info Manager works using Outlook Web Access.

Page 50: Configure Settings

Info Manager™ Configure Settings Configure Settings From the main menu on the left, click configure. The Configure screen displays (shown right). Properties 1. Click edit under Properties. The Properties screen displays (shown right). 2. Fill in the fields and click Submit. Stock Quote Add Stock to Display 1.

Page 51

Info Manager™ Configure Settings 2. Click Add under Stock Quote. Type in the stock symbol (can be 2, 3, or 4 letters). Note If the symbol you enter is not valid, the display will show it with 000 in the price column.

Page 52: Configure Company News

Info Manager™ Configure Settings Configure Company News Add Company News Story to Display 1. From the main menu on the left, click Configure. The Configure screen displays. 2. Click Add under Company News. Set the date (current date displays automatically) using the drop-down menus.

Page 53: Chapter 4 - Uniform Call Distribution

Uniform Call Distribution Uniform Call Distribution (UCD) provides ACD-like service based on the simplified Distributed Hunt feature. Incoming calls are answered by Voice Mail as the Auto Attendant function or they can be directly routed to the UCD (Distributed Hunt) Pilot number. The caller will dial the UCD Pilot station in response to a prompt.

Page 54: Login/Logout

If no agents are available (e.g., all agents are in the busy state), a call is queued to the UCD pilot. It will be delivered to the agent when the agent becomes available. While it is queued, the caller hears MOH which is assigned to the UCD pilot (see Program 209 in the Strata CIX Programming Manual Vol. 1).

Page 55: Ucd Group Setup

Uniform Call Distribution UCD Group Setup Note Ring-No-Answer overflow for each agent can be established by setting Call Forward-No- Answer (CFNA) on the UCD DN button. The agent’s UCD button will ring for the time set in the CFNA timer, then hunt to the next available agent. The CFNA destination must be set to the next agent in the UCD group rotation.

Page 56

Uniform Call Distribution Programming Note If station Call Forward No-Answer is not registered on the agent station (PDN or PhDN), a call to an agent station will continue to ring until answered or the caller hangs up. Set SCF assignments (Prog 500/504) From eManager, click Advanced Configuration >...

Page 57: Capacity

Uniform Call Distribution Capacity Capacity • Total waiting calls in the system – The number of calls waiting in the queue times the number of agents in the system must be less than 128. For example, there are two UCD groups and group #1 has 10 agents and group #2 has 15 agents.

Page 58: Interaction With Other Features

Uniform Call Distribution Interaction with Other Features Interaction with Other Features Call Forward, System Call Forward UCD calls do not forward per the station's call forward assignments. Calls routed directly to the agent's station, not through the UCD pilot, will forward when Call Forward or System Call Forward is set.

Page 59: Intercept

Uniform Call Distribution Interaction with Other Features Intercept If UCD is assigned as the intercept position, the call terminates to UCD agent according to the hunting rule even if the agent is not logged in. Phantom DN If the phantom DN is assigned to the UCD group, Login/Logout and DND are controlled by the owner of the phantom DN.

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Page 61: Chapter 5 - Emonitor/Alarm Notification

ISDN, T1, and System Resources. This section provides a description of Alarm types the Strata CIX system sends to eMonitor and describes how eManager R5.0 or later is used to set up the CIX system to send alarm notifications to the eMonitor application.

Page 62

Notification Alarm Notification Indicator (Button) Recommended Configuration Install eMonitor and the Strata CIX system on the same LAN. Strata CIX CIX Processor Network Jack BDKU eMonitor SNMP Trap Data Alarm Buffer SMTP Server Configuration with NAT Strata CIX Public IP Address...

Page 63: Alarm Notification Setup And Programming

Set to Disable to shut off alarm notification output. When this feature is enabled the Strata CIX system will send the contents of the alarm buffer to the eMonitor servers as an Alarm Summary every 10 minutes. The Alarm Summary is a list of alarms stored in the Strata CIX alarm buffer.

Page 64: Strata Cix Network Emonitor

CAUTION! function before installing a new version eMonitor. It is recommended you go through the Toshiba eMonitor training module prior to installing and using eMonitor V1.08. To access the training module, perform the following steps: 1. Log into Toshiba University, Technical College.

Page 65: Prior To Installation

Notification Strata CIX Network eMonitor Important! Microsoft .NET Service Pack 1 (SP!) must be installed before running eMonitor. • IE Browser V6.0 -This component version is a required by CIX Network eMonitor. • If this version is not loaded the CIX Network eMonitor installer detects this missing component version and prompts for installation.

Page 66: Step 4: Install Cix Network Emonitor On Pc

Remove Software function before installing eMonitor. All firewalls and anti-virus programs must be stopped. eMonitor can be installed from a CD-ROM or as a download from the Toshiba FYI web site. Download eMonitor Software The basic steps for downloading then, installing eManager from are listed below: 1.

Page 67

Notification Strata CIX Network eMonitor 3. Open the folder the files were uncompressed into. Double click the Autorun file. 4. The installation program checks the supporting OS: • The installer terminates the installation process if the target machine OS is not supported.

Page 68

Notification Strata CIX Network eMonitor If all of the required software is detected, the system will perform some data setup then start the Installation Wizard. 5. The Install Wizard dialog box will open. Click on <Next>. 6. When prompted select install for Everybody then click on <Next>.

Page 69: Step 5: Log In As Administrator

Notification Strata CIX Network eMonitor Step 5: Log In as Administrator 1. Start the Internet Explorer. 2. Type http://localhost/cixalarmmonitor and press <Enter>. The Login screen displays (shown right). 3. In the User Name field, type in Administrator. 4. In the Password field, type in the word password.

Page 70 Notification Strata CIX Network eMonitor 1. Select a Telephone System from the CIX equipment list displayed on the screen. If the desired equipment name is not found, type in a name in the CIX Name field and click Add.

Page 71 Notification Strata CIX Network eMonitor Buttons • Add – Create CIX Equipment and store in Profile Database. • Modify – Modify CIX Equipment from Profile Database. • Delete – Remove CIX Equipment from Profile Database. • Test Connection – Get connection results by using IP Address and Community Name.

Page 72: Step 8: Set Up Vbalarm Notification

Notification Strata CIX Network eMonitor Step 8: Set up vbAlarm Notification Alarm Notification Setup Screen This screen sends commands to add/remove alarm traps and enables/disables alarm notification. Note If the CIX is behind a NAT router and eMonitor is not on the same LAN as CIX, eMonitor cannot administer CIX Alarm programs.

Page 73: Step 9: Monitor Alarms

Notification Strata CIX Network eMonitor Step 9: Monitor Alarms Alarm Monitor Screen This screen displays an alarm list based on the equipment in the Profile Database. Note The same alarm only counts once., Table 5 Alarm Monitor Screen Fields...

Page 74 Notification Strata CIX Network eMonitor If you double-click on a listing for a Command/Monitor mode CIX, a pop-up window displays (shown below) with detail cabinet and slot error information. Administer's CIX Program 920. If you click in the Major, Minor or Warning...

Page 75: Step 10: View And Maintain Alarms

Notification Strata CIX Network eMonitor Step 10: View and Maintain Alarms Alarm Viewer (Browser and Maintenance) Screen Using this screen you can: • Save the current event log as a backup file using the Save button. • Export the current event log file as a tab delimiter text file using the Export button.

Page 76: Step 11: Email Notification

Notification Strata CIX Network eMonitor Step 11: Email Notification Email Notification Description The email notification feature allows eMonitor to automatically send email alarm notifications to designated mail boxes. The email notifications can be sent to multiple mail boxes and can be sent, or not sent, depending on the CIX Alarm type.

Page 77 Strata CIX Network eMonitor Summary Monitoring The Strata CIX system has a buffer that stores alarms as they are generated. The contents of the alarm buffer can be automatically sent to the eMonitor as a Summary report, at 10 minute intervals, by enabling the Alarm Buffer Status parameter in the CIX.

Page 78 Notification Strata CIX Network eMonitor Email Configuration Use the email configuration screen to perform the following: • View existing configured email addresses. • Add a new email address, • For each email address the user can select: – ALL or –...

Page 79 5-21. Note Only Strata CIX systems setup in the eMonitor Profile will display on this screen. Systems can only be added from the "eMonitor Profile," not from this screen. Modify: Used to modify an existing item, select an email address from the list and click modify.

Page 80 Notification Strata CIX Network eMonitor Test: Initiates the email test mode; in this mode the first alarm received from the CIX system will be forwarded to the destination email address. When an alarm is forwarded the email test is reset.

Page 81 When the user clicks on either the Add or Modify buttons the following screen appears. The CIX Name and the IP address of the Strata CIX systems setup in the eMonitor

profile will be present on one screen. Click to highlight a CIX system then, click to check-mark the type of alarms that will cause notification email to be sent.

Page 82

Notification Strata CIX Network eMonitor The verify button is used to verify that the SMPT email server is valid and reachable, it does not guarantee that the email account is valid or can receive messages. If the address can be reached a test email is sent to that address for the user to check.

Page 83: Chapter 6 - Traffic Measurement And Reporting

Traffic Measurement and Reporting The Traffic Measurement (TM) feature provides a method of recording the traffic in a Strata CIX system and a method of reporting the system traffic statistics to a system administrator. System traffic statistics are mandatory for the system administrator to both monitor the effectiveness of the system and determine whether the system is over dimensioned, under dimensioned, or has improper traffic balance.

Page 84: Tm Output Statistics

Traffic Measurement and Reporting TM Output Statistics TM Output Statistics The TM information collected is sent from the report buffer each hour. It is compiled into the output format, then output to specified output port, and the SD/SM card if installed. Reports are sent to the I/O or LAN port and the SD/SM card at the same time.

Page 85: Measurement Categories And Items

Traffic Measurement and Reporting Measurement Categories and Items Measurement Categories and Items In each report the requested categories will be measured, The report will show all of the following items in each category. Category Items Description OLG (Analog CO) Station to Trunk Calls Number of calls by stations to OLG trunks attempted Counts each attempt to access a trunk in the OLG.

Page 86

Traffic Measurement and Reporting Measurement Categories and Items Category Items Description (continued) ILG (ISDN CO) Incoming Calls Same as ILG (CO) DID No. nnnn Same as ILG (CO) Call CCS Refer to the Traffic Intensity Calculation Abandoned Calls Same as ILG (CO) ILG (Strata Net) Incoming calls Same as ILG (CO)

Page 87: Traffic Measurement Reports

Traffic Measurement and Reporting Traffic Measurement Reports Traffic Measurement Reports When Traffic Measurement is setup the system will output a report, example shown below, for each hour of the requested measurement period. The example shown below is a printout of the 08011300.trf file.

Page 88

Traffic Measurement and Reporting Traffic Measurement Reports Measurement Period 1300 1400 Incoming Line Group 2002 Group Size Incoming Calls Call CCS 67.8 Abandoned Calls Measurement Period 1300 1400 Incoming Line Group 2003 Group Size Incoming Calls Call CCS Abandoned Calls Measurement Period 1300 1400...

Page 89: Traffic Intensity Calculation

Traffic Measurement and Reporting Traffic Intensity Calculation Traffic Intensity Calculation Analog Trunk Traffic Intensity is calculated based on how long each trunk is in use during the measurement hour. The time a trunk circuit is in use is called hold time. Holding time is measured per trunk. Holding time T_hold (seconds) is calculated as below;...

Page 90: Isdn Trunk Traffic Intensity

Traffic Measurement and Reporting Traffic Intensity Calculation For example, if three calls seize trunks 1, 2, and 3 belonging to OLG1 during a measured hour (refer Figure 6-1) traffic intensity A [CCS] carried by the OLG1 is calculated as below; ∑...

Page 91: Hourly Traffic Reports (Program 921)

Traffic Measurement and Reporting Hourly Traffic Reports (Program 921) Hourly Traffic Reports (Program 921) TM, when ON, sends data each hour. The data is stored in the SD/SM card on the processor in a TRAFFIC folder or it can be sent to an external device via LAN or RS-232. Each file is named: MMDDHHNN.trf.

Page 92: I/O Device Setup

Traffic Measurement and Reporting I/O Device Setup I/O Device Setup For TM output to an external device, set the I/O Device. 1. In eManager go to Advanced Configuration > System > I/O Device. (Program 803) 2. In (00) Logical Device No. select 600-traffic Report. In (01) Device Connection select LAN or RS232.

Page 93: Chapter 7 - Telephone Keystrip Printing

This feature supports DESI Telephone Labels, Inc. products only and requires DESI Print Engine 2.74 software or later and Toshiba format Keystrip paper. DESI keystrip paper is available for all Toshiba DKT2000/DKT3000/DKT3200/IPT2000 series telephones DSS consoles and Add-On-Modules. To order DESI Software and Keystrip paper for Toshiba telephone products go to www.DESI.com.

Page 94: Emanager Data Download

Telephone Keystrip Printing eManager Data Download eManager Data Download To generate to data file that will be used by the DESI software. 1. Log ion to eManager then connect to the CIX system. 2. Select Advanced Configuration > Station > Assignments. 3.

Page 95 Telephone Keystrip Printing eManager Data Download 5. In the Select Telephone Label Default dialog box select either the Default Label Definition or Custom Label Definition file. If you select the Use custom definition file a dialog box to select the file will open. Refer to the Custom Definition Label File section for more information.

Page 96: Desi Label Printer Software

Telephone Keystrip Printing eManager Data Download DESI Label Printer Software Import Data The DESI Label software can import the file created by eManager to create and print telephone labels. The labels will have all of the key assignments that are programmed in the data base. The labels can be printed ‘as is’...

Page 97 Telephone Keystrip Printing eManager Data Download 6. Click on an extension in the list to display the label. 7. The label can be printed or edited then printed. Strata CTX Application Implementation Vol 3 10/07...

Page 98 In Meeting or Out of Office, the definition could be changed. Make a Custom Definition File 1. Download the Default Label Definition file from the Toshiba FYI web-site. Rename the file when saving it the PC that will be used to download the Keystrip Data in eManager.

Page 99 Telephone Keystrip Printing eManager Data Download Key Label Examples Refer to Figure 7-1, row 16, column C define the label for a Long Flash. On an IPT2008 cell E15 defines the long flash label as two lines. The next cell to the right is the definition for a DKT3010. On that station keystrip label will be one line, as shown below.

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