



Toshiba IP EDGE User Manual

Ip5000-series ip telephone, messaging and call manager

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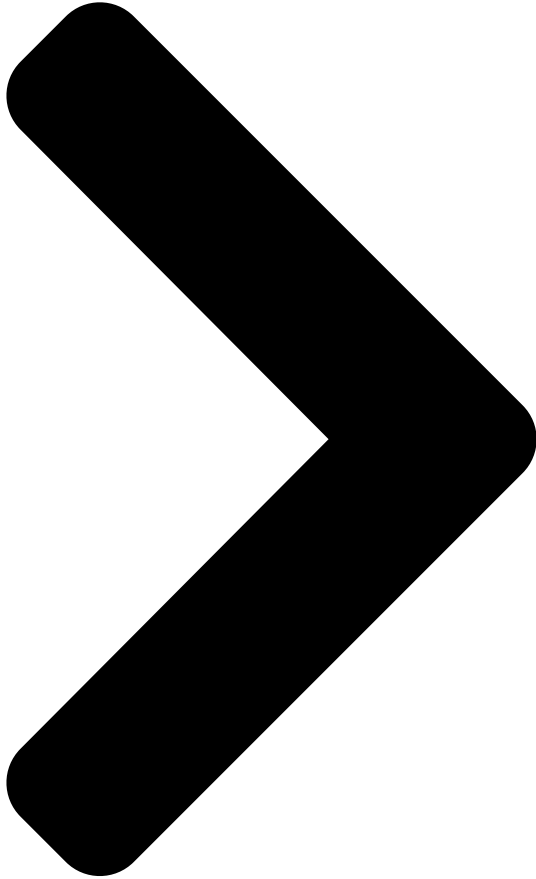
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TOSHIBA

Telecommunication Systems Division

IP Telephone, Messaging and Call Manager User Guide

November 2011

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[IP Phone Toshiba IP EDGE Description](#)

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[Conference System Toshiba IP Edge Quick Reference Manual](#)

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[Telephone Toshiba IP5000 Series User Manual](#)

Ip telephone, messaging and call manager user guide (322 pages)

[IP Phone Toshiba VIPedge IP5131-SDL User Manual](#)

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[Page 4](#) **WARRANTIES FOR NON-TOSHIBA BRANDED THIRD PARTY PRODUCTS** A valuable element of Toshiba's product strategy is to offer our customers a complete product portfolio. To provide this value to our customers at the most optimal prices, we offer both Toshiba-branded and third- party manufactured products that support our Toshiba IPedge product portfolio.

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[Page 13: Organization](#)

Introduction This guide describes the Toshiba IP5000-series telephones and various other user operations for applications that are integrated with the IPedge system. Organization This guide is divided as follows: is an overview of the telephones supported • Chapter 1 – The Grand Tour by the IPedge system.

[Page 14: Conventions](#)

(Library CD-ROM), cross- references appear in blue hypertext. Related Some documents listed below may appear in different versions on the Toshiba FYI site or in print. To find the most

current version, check the version/date in the Documents/Media Publication Information on the back of the document's title page.

[Page 15: Chapter 1 - The Grand Tour](#)

• 4 line LCD with back light option • Full duplex Speakerphone • Headset I/F • Ringing LED 20 Button IP Telephone: • 4 line LCD with back light option • Full duplex Speakerphone • Headset I/F • Ringing LED TOSHIBA IPedge UG 11/11...

[Page 16](#) 10 Button ADM for IP5000-series • LCD programmable key strip with back light 20 Button ADM for IP5000-series • Paper Key Strip 60 Button DSS for IP5000-series • Paper Key Strip IP5522-SD, IP5531-SDL and IP5622-SD can not connect ADM/DSS. Note: TOSHIBA IPedge UG 11/11...

[Page 17: Ip5000-Series Telephone Overview](#)

C. Softkeys Hold Button D. Programmable Feature Buttons Microphone E. Message Waiting LED Button K. Tilt stand Microphone LED Button The fixed buttons on the dial pad help perform standard functions quickly and Fixed Buttons easily. TOSHIBA IPedge UG 11/11...

[Page 18](#) Microphone (Mic/Mute) button toggles between Mic and Mute. When Mic key is lit, Mute is disabled. When Mic is pressed again and light is off, Mute is enabled on the microphone in the telephone and the micro- phone in the handset. TOSHIBA IPedge UG 11/11...

[Page 19](#) Hold Hold Press to place an internal or external call on Exclusive hold. If your telephone is programmed for Automatic Hold, existing calls are automatically placed on hold when you answer a call or make another call. TOSHIBA IPedge UG 11/11...

[Page 20: Programmable Feature Buttons](#)

Note: This feature applies to the IP5131-SDL telephone. Browser Toshiba's IP5131-SDL with it's large display screen also supports an HTML browser to allow navigation on the World Wide Web or a company's intranet. The phone can have a homepage setup that allows navigation to begin just like a homepage in your internet browser.

[Page 21: 4-Line Lcd Display](#)

A plus sign + on the LCD indicates there is more data to display. Press NEXT to advance through the information. Line 4 will display the soft keys available in idle state. Press DSPLY to switch from the Call Forward display to the User Name display. TOSHIBA IPedge UG 11/11...

[Page 22: Soft Keys](#)

Soft Keys dynamically change their functions and label depending on the state of the telephone. The dynamic feature associated with the Soft Key is displayed on the bottom line of the LCD display directly above each Soft Key button. TOSHIBA IPedge UG 11/11...

[Page 23: Chapter 2 - The Basics](#)

Announce simultaneously. To adjust handset Beep Tone 1. With the handset off-hook, dial the Beep Tone Adjustment Code #6101 (default code). You hear beep tone. 2. Press Vol \square or Vol \square to reach the desired level. TOSHIBA IPedge UG 11/11...

[Page 24: Lcd Contrast](#)

IP5631-SDL 1. Press Hold+3+6+9 (simultaneously). Others 2. Press the softkey. BL Bright 3. Press the softkey. 4. Enter a value of 0~3 using the dialpad. (0 = dim; 3 = brightest) 5. Press the softkey twice. TOSHIBA IPedge UG 11/11...

[Page 25: Backlight On/Off](#)

IP5000-series telephone. The Adjustment default is normal sensitivity. 1. Press 3+6+9+Hold (simultaneously). 2. Press 0. 3. Press Hold. 4. Press Programmable Feature Button 3 (FB3) to toggle On/Off. 5. FB3, LED On: Lower sensitivity TOSHIBA IPedge UG 11/11...

[Page 26: Telephone Terminology](#)

LED, and turns on the Spkr and Mic LED's. When Hot Dialing is not turned on the handset should

be lifted or Spkr should be pressed in order to make a call. TOSHIBA IPedge UG 11/11...

[Page 27: Making A Call](#)

EXTR = System Speed Dial 4 Line LCD Display Names INTR = Directory Number Names Dial = Cancel directory, get dial tone. 2. Choose the directory you wish to access and use the dial pad to enter the name. TOSHIBA IPedge UG 11/11...

[Page 28](#) BOB LAWVER BRAD FISHER BILL THOMAS BRIAN SMITH ONE TOUCH ONE TOUCH PICKUP ONE TOUCH CFAC ONE TOUCH ONE TOUCH Ext. 4227 ONE TOUCH NEXT BACK CNCL 9 Line LCD Display - Dial by Name Screen TOSHIBA IPedge UG 11/11...

[Page 29: Answering A Call](#)

Perform the same steps you normally would to answer a call: press the Spkr button, the flashing DN button or lift the handset. Handsfree MIC setting needs to be enabled by your System Administrator. • TOSHIBA IPedge UG 11/11...

[Page 30: On A Call](#)

LED flashes. 1. While on a call, press Cnf/Trn. The call goes on hold. Consultation Hold 2. Dial another line. 3. Transfer the call or return to the held call by pressing its Line button. TOSHIBA IPedge UG 11/11...

[Page 31: Message Waiting](#)

Spkr or hang up to release your telephone. Your LCD shows the extension and "MW CANCEL." ...or dial the extension that you set the Message LED on, then press Spkr . Then press or hang up to release your telephone. TOSHIBA IPedge UG 11/11...

[Page 32: Led Indicator Details](#)

2 pulses/second After disconnecting first call... 10 pulses/second steady Conference LEDs on the telephone flash at different speeds depending on the Note: function performed. Flash rates can be found under "LED Indicator Details" on page 2-28. TOSHIBA IPedge UG 11/11...

[Page 33: Softipt Icons](#)

SoftIPT Directory - Clicking this icon enables you to access the directory you create using MS Outlook. Refer to "Using the Directory" on page 3-35. SoftIPT Configurations - Double click this icon to open the Configuration window. This enables you to view and change SoftIPT settings. TOSHIBA IPedge UG 11/11...

[Page 34: Fixed Buttons](#)

There are two types of LCD button functions: LCD Control Buttons and Soft LCD Control Buttons Keys. When the Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature. TOSHIBA IPedge UG 11/11...

[Page 35: Configuring Softipt](#)

When a call is made using the SoftIPT directory, SoftIPT automatically attaches the outgoing prefix for local calls, or long- distance prefix for long-distance calls, respectively. See "Using the Long distance prefix Directory" on page 3-35 for details. TOSHIBA IPedge UG 11/11...

[Page 36](#) SoftIPT, through Windows, of receiving a reply message after sending a broadcast message. Therefore, Toshiba recommends using Manual mode if SoftIPT cannot find the IPedge by Broadcast. Network If there are multiple network adapters, select the one for SoftIPT.

[Page 37](#) 1. Go to Start > Control Panel > Mail 2. Double-click the Mail icon 3. Click the Show Profiles... button 4. Here are all the profiles setup on your PC (see Figure on page Figure 2 Mail Setup - Outlook TOSHIBA IPedge UG 11/11...

[Page 38: Basic Softipt Functions](#)

2. Dial the phone number - click the on-screen dial pad buttons, input numbers (asterisk key, pound key) from PC keyboard, or use the key pad on the USB handset, if available. 3. To end the call, go on-hook (put down the receiver or press the hookswitch button). TOSHIBA IPedge

UG 11/11...

[Page 39: Answering A Call](#)

4. Type in the contact information, click Save and Close. Add as many entries as desired. To edit an entry, double click on the name to open. 5. Start Soft Phone. 6. Click Directory icon. The directory displays (see below). 7. Click on the name. The SoftIPT calls the contact. TOSHIBA IPedge UG 11/11...

[Page 40: Using Echo Cancellor](#)

To use Echo Cancellor, click the Audio Setting of SoftIPT and check the Using Echo Cancellor box as shown below. Enabling Echo Cancellor TOSHIBA IPedge UG 11/11...

[Page 41: Chapter 4 - Feature Operations](#)

_____ Voluntary Account Codes are optional. They can be entered during a call and are Voluntary Account used for tracking selected calls using Station Message Detail Report (SMDR) call Codes (Verified/Non- detail recording option. Verified) TOSHIBA IPedge UG 11/11...

[Page 42: Voluntary Account Codes](#)

System Administrator. Advisory Message Default Code Table Msg No. Characters Displayed Additional Digits OUT TO LUNCH IN A MEETING CALL _____ Directory Number (e.g.,220) BACK AT _____ Time (e.g., 1030) RETURN ON _____ Date (e.g., 10 20) TOSHIBA IPedge UG 11/11...

[Page 43](#) 1. Go off-hook or press your extension button to hear the dial tone. Clear Registered Message 2. Press #412. 3. Go on-hook or press Spkr to release the line. 1. Login to the EMPA. Display Preset Advisory Messages 2. Select System Info then the Advisory Message tab. TOSHIBA IPedge UG 11/11...

[Page 44: Alarm Notification](#)

Automatic Callback. If the activator does not answer Automatic Callback for a predetermined time, Automatic Callback is automatically canceled. In either case, when Automatic Callback is completed or canceled, the ACB lamp button turns off. TOSHIBA IPedge UG 11/11...

[Page 45: Background Music \(Bgm\)](#)

Station Call Forward extension on your telephone to override the telephone's System Call Forward settings. Each extension can be independently set up to Station Call Forward to a unique destination. You can set a Programmable Feature Button to TOSHIBA IPedge UG 11/11...

[Page 46](#) DND mode or when you don't answer a call within a preset number of rings. - Cancels the set Call Forward feature. Notice that • Call Forward Cancel each category of Call Forward has a different code for canceling. TOSHIBA IPedge UG 11/11...

[Page 47: Call History](#)

Incoming calls with Caller ID or ANI information can be optionally recorded Call History into a rolling list for the station where the call is ringing. The call is placed in the list along with the number, name (if provided), time and date of the call, TOSHIBA IPedge UG 11/11...

[Page 48: Call Park](#)

When a parked call recalls your telephone, the LCD shows the line or extension that is recalling and the orbit number. 1. Press Park in Orbit or press your extension button + #32. Retrieve a Parked Call TOSHIBA IPedge UG 11/11...

[Page 49](#) 2. Enter the Orbit Number where the call is parked or # for the extension from which you are calling. You cannot use to retrieve a parked call. The extension LED flashes at the in-use rate when the call is retrieved. TOSHIBA IPedge UG 11/11...

[Page 50: Call Pickup](#)

(on the bottom left-hand side) of a multi-button telephone. If more than one call is on hold, the call on the telephone's lowest button • number is picked up. Ringing calls are picked up over

held calls as a priority. TOSHIBA IPedge UG 11/11...

[Page 51: Call Transfer](#)

1. While on a call, press Cnf/Trn. Transfer A Call Directly To Vm With A Dss Button 2. Press the DSS button programmed to the voice mail number. 3. Hang up and the caller is connected to the VM mailbox. TOSHIBA IPedge UG 11/11...

[Page 52: Call Waiting](#)

Information 2. Use the soft keys (Next, Prev, Call or Exit). Caller ID is displayed when a call is first answered and displays for Note: the first 15 seconds of the telephone call. TOSHIBA IPedge UG 11/11...

[Page 53: Conference Call](#)

Only the Master can control the VM with Soft Keys. 1. While talking on an outside call, press Cnf/Trn. You hear a dial tone. The Supervising a Tandem extension LED flashes (conference rate). Call 2. Dial an outside telephone number. TOSHIBA IPedge UG 11/11...

[Page 54](#) Soft Key. The party that you are talking to privately (the party Drop the Split party from a DROP which you have Split from the conference) will be disconnected (Dropped) conference and you will rejoin the conference. TOSHIBA IPedge UG 11/11...

[Page 55: Direct Station Selection \(Dss\)](#)

#6091 (hear Success Tone). The LED lights steady red and DND mode is activated for that extension on your telephone. To deactivate DND Do Not Disturb #6092 • Press (hear Success Tone). The LED lights goes out and DND mode is de-activated. TOSHIBA IPedge UG 11/11...

[Page 56: Setting Dnd For Another Extension](#)

Each station is programmed with its specific emergency ringdown destination. A station number or a group pilot number can be specified as an emergency ringdown destination. In a private network, the station or pilot number must be in the same network node. TOSHIBA IPedge UG 11/11...

[Page 57: Message Waiting](#)

4. Press Spkr. Your Msg LED turns Off. The Msg LED on the called telephone flashes until the called party presses the flashing Msg button which calls you back. 5. Turn off the Message LED. The two ways to turn Off a Message LED are: Method 1 TOSHIBA IPedge UG 11/11...

[Page 58: Microphone Cut-Off](#)

3. Press Mic or Microphn Cut-off again to reconnect to the second caller. You can toggle as often as you choose. If you do not want the first TOSHIBA IPedge UG 11/11...

[Page 59: Override](#)

Executive Override enables you to enter an established conversation. Your Executive Override telephone can also be programmed to block Executive Override from other telephones. To perform Executive Override After reaching a busy station, press 3 • TOSHIBA IPedge UG 11/11...

[Page 60: Paging](#)

Station users can make page announcements to telephones. Check with your Paging System Administrator to find out the zone numbers for various paging groups. Verify with your System Administrator if there are sufficient vacant media resources for successful paging. To make a Page announcement to telephones: TOSHIBA IPedge UG 11/11...

[Page 61: Privacy](#)

Your telephone may be equipped with a Privacy Release and/or a Privacy on Line button. On a normally private telephone, Privacy Release allows other appearances of your line to join the conversation. On a TOSHIBA IPedge UG 11/11...

[Page 62: Redial](#)

2. Set up / Store your personal Speed Dial numbers. 3. Assign names to personal Speed Dial

numbers (on supported models). There are two ways to begin a Speed Dial Call. Making a Call Using Speed Dial TOSHIBA IPedge UG 11/11...

[Page 63](#) Only the Administrator telephone can store System Speed Dial numbers. • Web-based User Administration Assign Station Speed Dial Names 1. Login and select Speed Dial, then select or enter the desired Speed Dial Index and set the number and name. TOSHIBA IPedge UG 11/11...

[Page 64: Time And Date Setting \(Local\)](#)

The telephone does not ring when it is being called, rather a long tone is Voice First Signalling heard, followed by the caller's voice coming through the speaker. This method automatically starts in a hands free mode and allows both parties to speak with each other. TOSHIBA IPedge UG 11/11...

[Page 65: Uniform Call Distribution](#)

Login - Key is On Steady • Logout - Key is Off • The Login/Logout feature is applied to the call which terminates to UCD pilot only. Therefore, the call can terminate to agent Prime or Phantom PDN TOSHIBA IPedge UG 11/11...

[Page 66](#) Login - from Agent Station #6062 Logout - from Agent Station #6161 Login - Agent Station (DN) from another station #6162 Logout - Agent Station (DN) from another station where DN = the Directory number of the agent station. TOSHIBA IPedge UG 11/11...

[Page 67: Access Your Mailbox By Phone](#)

Once you have completed this set up process, the system notifies you there are any new messages in your mailbox. To access the New User Setup at any time in the future, press 7 from the main system options menu. TOSHIBA IPedge UG 11/11...

[Page 68: Check New Messages](#)

(in increments of five seconds or as programmed by the system administrator). You can also press 5 to pause the message and 5 again to resume it (it automatically resumes after 60 seconds or as programmed by the administrator). TOSHIBA IPedge UG 11/11...

[Page 69: Volume /Speed Control](#)

This option will ring their phone rather than send a message to their mailbox. 1. Press 7 while listening to a message or after the message has finished playing. 2. You now have a few options: TOSHIBA IPedge UG 11/11...

[Page 70: Redirect A Message](#)

Chapter 3 – Sending Messages to learn about these delivery options. to continue, 2 to send to additional 5. The message is now sent. Press destinations, or 7 to additional destinations with the same comment. TOSHIBA IPedge UG 11/11...

[Page 71: Erase / Delete And Retrieve A Deleted Message](#)

Your mailbox number • Your security code (password) 2. From the subscriber's menu, press 2 to record a message. 3. Press any key when you are done recording. Press 2 to review your message before sending • TOSHIBA IPedge UG 11/11...

[Page 72: To Mark A Message As Confidential](#)

When you send a message as priority, you will also be provided with the option to send the message with return receipt and/or schedule it for future delivery. See this chapter for more information on these options and follow the prompts in the system to use these features. TOSHIBA IPedge UG 11/11...

[Page 73: To Mark A Message As Priority And Confidential](#)

1. Call the voice messaging system and select 2 from the subscriber's menu to record a message. Press any key when you are done recording. 2. Select your delivery option. 3. Select the mailbox destination and confirm. 4. Press 2 for future delivery. TOSHIBA IPedge UG 11/11...

[Page 74: To Send A Message Using Directory Assistance](#)

1. From the subscriber's menu, press 2 to record a message. 2. Press any key when you are done recording and press 1 to continue. 3. Follow the voice prompts to select directory assistance. Many organizations use 9 but some system administrators change this key press. TOSHIBA IPedge UG 11/11...

[Page 75: To Send A Message To A Group Distribution](#)

2. Enter in the mailbox number you wish to check and the system will play the first unheard message you left for the recipient. 3. To delete the message press 3, to replay the message press 1, to hear the next message press 2. TOSHIBA IPedge UG 11/11...

[Page 76](#) This page is intentionally left blank.

[Page 77: Chapter 6 - Greetings](#)

The system will advise you whether your Extended Absence Greeting is activated or deactivated. 2. If an Extended Absence greeting has already been recorded, you can press 1 to activate the greeting. TOSHIBA IPedge UG 11/11...

[Page 78: Deactivate Your Extended Absence Greeting](#)

2. To listen to your name before saving, press 1. 3. To record your name, press 2. 4. To delete your name, press 3. 5. To save your recorded name simply hang up or press to exit. TOSHIBA IPedge UG 11/11...

[Page 79: Chapter 7 - Other Messaging Applications](#)

2. Enter the list number you wish to make changes to, followed by # 3. To add a new member, press 2 and the new mailbox number. The system will confirm the addition. 4. Continue entering any additional members. Press when finished. TOSHIBA IPedge UG 11/11...

[Page 80: Delete Members From A Private Group Distribution List](#)

1. Call the voice messaging system and record a new message or forward a received message. 2. When you address the message for delivery, you have the option of inputting a mailbox number or selecting # # for a public distribution list. TOSHIBA IPedge UG 11/11...

[Page 81: Personal Options](#)

2. If it is not already activated, press 1. You may also activate or deactivate individual schedule lines. You will need to know the notification schedule each schedule line refers to. TOSHIBA IPedge UG 11/11...

[Page 82: Set A Wake Up Call](#)

1. Call the voice messaging system and select 3 1 1. The system will tell you whether or not your entire message notification is activated. 2. To activate or deactivate a specific schedule line, press 2. 3. Enter the schedule line number 4.

[Page 83: Personal Assistant](#)

3. To activate this call-out number, press 1 or to enter a new call-out number, press 2. Once the call-out number is activated, all calls stop ringing at your office phone and will automatically be forwarded to your call-out number. TOSHIBA IPedge UG 11/11...

[Page 84: Accepting Or Rejecting Calls At A Call-Out](#)

You can have calls sent directly to your voicemail when you do not want your Setting up "Do not office phone to ring. Disturb" 1. Call the voice messaging system and select 4 1 2. To deactivate and have calls transferred back to your phone, press 1 again. TOSHIBA IPedge UG 11/11...

[Page 85: Setting Up A Personal Schedule](#)

If Unified Messaging is available in your organization all of your voicemails will Voicemails through be accessible through your email inbox. Each time you receive a voicemail an email will be sent to your inbox with an attachment that includes a recording of Email TOSHIBA IPedge UG 11/11...

[Page 86](#) Click the “Link to message” to play your message using the telephone. The following options display. Click on the appropriate button. TOSHIBA IPedge UG 11/11...

[Page 87: Chapter 8 - Fax Capabilities](#)

3. Select File > Print from the program’s menu bar, and from the printer dialog box select the MessagingFax option from the Printer Name drop-down. 4. The Fax dialog screen (web-based) will open. Complete the following fax sending information. TOSHIBA IPedge UG 11/11...

[Page 88: Recipient](#)

This information will be used in the fax cover letter if you choose to send one. This section will also show you the size (in kilobytes/KB) of your fax. • TOSHIBA IPedge UG 11/11...

[Page 89: Options](#)

To set up the internal address book you must have access to Web book Access. 1. Log into Web Access 2. Select Mailboxes > Fax > Fax Contacts from the drop down menu. 3. From this screen you can input new contacts TOSHIBA IPedge UG 11/11...

[Page 90: Fax Options](#)

Fax options 1. Log into your Personal Administration page. Contact your System Administrator for the IP address and log in instructions. 2. Select Mailboxes > Fax. The following options display : Fax Settings Fax Contacts Fax Log Fax Queue Cover Information The details for each of the settings is explained below.

[Page 91: Fax Confirmation](#)

Displays any faxes currently being processed. Fax Queue Cover page Information (entered when printing a fax). You can use this page Cover Information to maintain cover page information that is used when sending a fax from your desktop. TOSHIBA IPedge UG 11/11...

[Page 92: Redirect Fax Messages](#)

4. Press 1 to send to the fax machine; press 2 to enter a different number. TOSHIBA IPedge UG 11/11...

[Page 93: Chapter 9 - Call Manager Basics](#)

It can easily interface with many popular programs (like Microsoft Outlook, • Goldmine, ACT, etc.). This allows you to dial from and “screen-pop” into these programs or the Internet / Intranet. TOSHIBA IPedge UG 11/11...

[Page 94: The Main Screen](#)

Hides Call Manager into the system tray. Double- click on the Call Manager icon (shown right) in the system tray to return the Call Manager to the screen. Maximize Button Used to change the phone to/from its “Compact” view and its “Expanded” view. TOSHIBA IPedge UG 11/11...

[Page 95](#) Call Forward Key and Displays the current “PBX call forwarding” status for your Indicator phone. Hover the mouse over this area to see the entire FWD status. Click to change your PBX forwarding status and destination. TOSHIBA IPedge UG 11/11...

[Page 96](#) Call Manager. The list of Shortcut keys can be found using the menu selection Setup>Shortcut Keys. Note: The F1 key is the HELP key a can be pressed at any time to access the Help document. TOSHIBA IPedge UG 11/11...

[Page 97: Expanded View](#)

You may use Call Notes with an IVR to attach a Customer Name, Credit Card Number, and Zip Code to the call before you answer, saving you from asking the caller for this information. TOSHIBA IPedge UG 11/11...

[Page 98: Screen Docked Views](#)

The Main menu screen menu item expands into an ability to Change the Login settings, an ability to reset the phone to its default settings, access help, and check the Call Manager

version and serial number. TOSHIBA IPedge UG 11/11...

[Page 99: Shortcuts](#)

Quick Access Toolbar. Tools on the QAT respond to Alt+1, Alt+2, etc. SCM also has “Hot Keys” for dialing and popping up (to quickly answer calls), Hot Keys which can be set in Preferences > Hot Keys. TOSHIBA IPedge UG 11/11...

[Page 100: The Side Window Screen](#)

25 user-programmable buttons for the user. User Programmable Buttons – A number of keys can be easily configured • by the user as Feature keys, Speed Dial keys, Call keys, User Action keys, ACD keys, etc. TOSHIBA IPedge UG 11/11...

[Page 101: Companion Application Windows](#)

Screen Colors The Call Manager has three color schemes. To change the color of your display, click the Color drop down and select either Blue, Silver or Black. Color icon TOSHIBA IPedge UG 11/11...

[Page 102](#) This page is intentionally left blank.

[Page 103: Chapter 10 -Using Call Manager Features](#)

Using Call Manager Dialpad 1. Click the dialpad button to expose the dialpad. 2. Enter the number to be dialed including a trunk access code; the call will proceed automatically once a valid number is entered. TOSHIBA IPedge UG 11/11...

[Page 104: Answering Calls](#)

While talking on an existing call and another call rings in (not marked • “Campon”), click the Answer button or double-click on the ringing call in the Calls View Window TOSHIBA IPedge UG 11/11...

[Page 105: Hangup](#)

Calls Window onto a DSS button for immediate transfer to another station. or use the mouse to drag and drop the call from the LCD display window onto a DSS button for immediate transfer to another station. TOSHIBA IPedge UG 11/11...

[Page 106: Call Forwarding](#)

3. Enter a Destination for the forwarded calls. 4. Click Save to complete the setting. To Clear Call Forwarding 1. Click the. button 2. Choose <None> from the pull-down listing. 3. Click Save to remove the previous setting. TOSHIBA IPedge UG 11/11...

[Page 107: Status Messages And Dnd](#)

5. Click the Save button when done. The status message will appear on the DSS keys throughout the system. Turning Off DND or Message Only 1. Click the button to bring up the or Status Message window. 2. Click the Msg Off radio button to remove the Status Message. TOSHIBA IPedge UG 11/11...

[Page 108: Viewing Extra Call Information](#)

ACD queue; the caller could define a Preferred Agent by entering an agent’s ID into the Preferred Agent Information field. When the call is transferred this information is available to be used by the ACD application. TOSHIBA IPedge UG 11/11...

[Page 109: Call Center Features](#)

3. The ACD Key will display the number of ACD groups the extension is logged into and the total number of ACD groups you are a member. To Log Out 1. Highlight the group name(s) in the left-hand box and click the >>Log Out button. 2. Click Done when finished. TOSHIBA IPedge UG 11/11...

[Page 110: Changing Agent Status](#)

1. Click Set WrapUp button. 2. Click Done. The Set WrapUp button is NOT available on all installations. Note: To End WrapUp 1. Click the ACD Status button. 2. Click the End WrapUp

button. 3. Click Done. TOSHIBA IPedge UG 11/11...

[Page 111: Preferences](#)

To access Preferences click on Preferences tab. The settings in Preferences are divided between four tabs each defined below. Depending on your configuration you may not be able to change the Note: Preferences, in which case you should check with your System Administrator. TOSHIBA IPedge UG 11/11...

[Page 112: General](#)

When checked, KeyTips will be disabled, allowing you to use the ALT key without them popping up. Enable Call Logging – To have Call Manager collect and display Call Call History • History, Call Logging must be enabled. TOSHIBA IPedge UG 11/11...

[Page 113](#) Static Information Fields – These fields will have a fixed area within the Call • Notes window for the information to be displayed. You have the ability to Add, Change an existing or Remove any field. TOSHIBA IPedge UG 11/11...

[Page 114](#) Preferences screen with the following options: Enable Outlook Integration – This main option enables/disables the • Outlook Integration features. This must be checked for any Outlook features to work. If you're not using Outlook, then this should be disabled. TOSHIBA IPedge UG 11/11...

[Page 115](#) Outlook Phone Link – With the Outlook Link application installed, click the • Setup button to access the Setup Configuration for Outlook Link. For details on setting up Outlook Link see the Application Note “Screen Pop Outlook”. TOSHIBA IPedge UG 11/11...

[Page 116: Dialing Tab](#)

Home Area Code – Your local area code should be defined here. This is • used only when you choose to use the Local Dial Plan. TOSHIBA IPedge UG 11/11...

[Page 117](#) Optionally, the label can be changed to meet your needs. Call Results – Enable the Action button and select the Action to be performed • when the button is pressed. Optionally, the label can be changed to meet your needs. TOSHIBA IPedge UG 11/11...

[Page 118](#) If you chose to use the Local Dialing Plan, you need to create a dialing plan. If you chose SERVER Dial Plan, then you should check with your System Administrator if you have questions. TOSHIBA IPedge UG 11/11...

[Page 119](#) Add+1 – Check the box if you need to dial a leading 1 before the number for • calls within your Home Area Code. Dial Area Code Plus the Number – Check the box when the home area code • is also to be dialed. TOSHIBA IPedge UG 11/11...

[Page 120](#) Dialing plans can become complex. Use these boxes to enter different Test a Phone Number telephone numbers and check to see the number that will be dialed. The dialed number should be identical to what you need to dial when using your phone. TOSHIBA IPedge UG 11/11...

[Page 121: Docking Tab](#)

Once you've changed the screen-docking settings, the new settings will Note: not be used until the Call Manager is 'undocked' (if it's already screen- docked) and then re-docked. TOSHIBA IPedge UG 11/11...

[Page 122: Advanced Tab](#)

Technical Support for debugging problems encountered. The TAPI Service Provider should not be changed unless your System Administrator has instructed you to update the settings for finding Net Server for your application. TOSHIBA IPedge UG 11/11...

[Page 123](#) Hostname – Enter the name of the Server PC where Net Server resides. • Use Remote Access Port – Check this box only when connecting remotely through the Internet. When connected locally through your LAN, do not check this box. TOSHIBA IPedge UG 11/11...

[Page 124](#) "Send Directly to FTP Site". As an option, when direct Internet access is not available from that PC, the files can be zipped into smaller files, saved on your PC in your Local Settings folder, typically "C:\Documents and Settings\<user name>\Local Settings\Application Data\Toshiba\Call Manager\Zip". These files can then be e-mailed to. TOSHIBA...

[Page 125: Setting Up Hot Key Dialing & Popup](#)

Many applications use various "hot keys" or keyboard shortcuts. These Note: keys are defined in advanced settings that your administrator can change if you encounter a conflict with another application. See "Call Manager System Administration Manual" for details. TOSHIBA IPedge UG 11/11...

[Page 126: Skin Editor](#)

Title Bar – change title bar logo to another image file. Supported image • formats are PNG, BMP, JPEG, GIF. Application Menu – change the application menu logo to another image • file. It supports similar file formats as those of Title Bar. TOSHIBA IPedge UG 11/11...

[Page 127: Skins Files](#)

With the Skin loaded to be deleted, click the Delete icon. Click Yes in the dialog To Delete a Skin box to confirm the action. The system should have at least one skin; deleting the last skin will be rejected. TOSHIBA IPedge UG 11/11...

[Page 128: The Skin Editor](#)

These settings can be found in Preferences tab > General > Extra Call Information. Right-click on the LCD area to bring up the menu options: Change background color • Change Top Line Text color • Change High Priority Text Color • Change Medium Priority Text Color • TOSHIBA IPedge UG 11/11...

[Page 129: Insert Your Logo Into The Skin](#)

Reset: Click this button to reset to the default colors for the specific ACD • status. Click Hide Colors when done. Finish by Saving your Design • Use the Save or Save As commands to save your design before exiting. See • above for details. TOSHIBA IPedge UG 11/11...

[Page 130: Email Skins](#)

To send the skin using email, click on the email Email skins skin button (shown right). A Microsoft Outlook message dialog box displays (shown below). Email skins Enter the appropriate address(s) to send the skin. Microsoft Outlook is required when using this function. TOSHIBA IPedge UG 11/11...

[Page 131: Tab Settings](#)

Update Tab tooltip of each tab in your tab view. The 'Name' or 'Tooltip' can be changed by clicking in the cell and typing. Use the Up and Down buttons to move the tabs appropriately, then click OK. TOSHIBA IPedge UG 11/11...

[Page 132: Delete Tab](#)

Browser tab the browsing history may be lost, since deleting a web browser tab and adding a new one always starts on a new blank page. Click the revert button to bring all the companion applications back to the Revert main window as tabs. TOSHIBA IPedge UG 11/11...

[Page 133: Chapter 12 -Buttons](#)

/ undock button on the left. You can create tabs of more buttons. There are 8 banks with a total of up to 64 buttons each. Each Buttons application can be assigned to one of these TOSHIBA IPedge UG 11/11...

[Page 134: User Programmable Keys](#)

Selecting an Action from the pull down listing will present additional parameters needed to define the choice. Details for each Action follow this procedure. TOSHIBA IPedge UG 11/11...

[Page 135](#) 0~9 and * and # digits. You can include commas to insert a 2- second pause in the dial string, i.e., setting up a key to call V-mail (x2502) and logon to a mailbox (1000 with

password 12345) then enter "2502, *1000,12345". TOSHIBA IPedge UG 11/11...

[Page 136](#) Key window. Some of the features listed are dependant upon Call Manager System Administration settings such as the Auto Call Record/Tracer Recording features, which only appear when the System Administrator enables those items. Others are dependant upon the PBX used by Call Manager. TOSHIBA IPedge UG 11/11...

[Page 137](#) Actions that have been defined will be available in the pull down list. Keys Click to view the actions list to add/edit actions To create a new action, go to the User Actions section, click the View/Change action button on right (shown above). The following screen displays. TOSHIBA IPedge UG 11/11...

[Page 138](#) 3. Select the contact from your directory, as it is shown in the little popup on the side. This will set the label for you. You can then change the colors and edit the name for easy identification. TOSHIBA IPedge UG 11/11...

[Page 139](#) "projects" Excel spreadsheet by simply setting the "Program or Document Filename" to: PROJECTS.XLS. Program unused keys by simply dragging phone numbers or feature codes from Creating Keys using other programs. Some examples include: Drag & Drop TOSHIBA IPedge UG 11/11...

[Page 140](#) Drag a Contact from Microsoft Outlook to a key to create a Speed Dial • button Drag a call from the Call History to create a Speed Dial button • Drag an entry from the Contacts application to create a Speed Dial button • TOSHIBA IPedge UG 11/11...

[Page 141: Chapter 13 -Actions](#)

User's Local Settings Call Manager folder. Thus, it is wise to save new actions by exporting the action for backup (see "Exporting Actions Importing Actions). TOSHIBA IPedge UG 11/11...

[Page 142: Attach Account Code](#)

(typically the 'Main Listed Phone #') before they press SAVE to export the information to the centralized database. Path & Filename – Enter the complete path name for writing the exported • file or browse to find the path. TOSHIBA IPedge UG 11/11...

[Page 143: Log Info To File](#)

12/02/04 16:28 In 1027 949-853-3351 Katz Yamag Yes This action will lookup the phone number in Microsoft Outlook and then selectively Lookup in Outlook opens a contact, creates a new contact, or adds a journal entry. TOSHIBA IPedge UG 11/11...

[Page 144: Minimize Phone Screen](#)

Name – Enter a name for the caller to be used as the Caller ID name. • This replaces an existing name or adds a name, if blank. Account # – Enter an account code for the call. This replaces an existing • number or adds a number, if blank. TOSHIBA IPedge UG 11/11...

[Page 145: Play Wav File](#)

Works with Netscape Navigator and Microsoft Internet Explorer. URL – Enter the complete URL name for the Web site to be opened in your browser. The URL can contain Action Variables to make the lookup use call information. TOSHIBA IPedge UG 11/11...

[Page 146: Pop Internal Web Browser](#)

This action uses the specified tab as the parent window. URL (Param1) – Enter a URL or other Param1 parameters as indicated in • the table below. The URL can contain Action Variables as part of the entry. TOSHIBA IPedge UG 11/11...

[Page 147: Popup Call Info Screen](#)

Standard Call Information window Popup Info Screen Type – Choose either Standard Info or Extra Info. When • Extra Info is selected, choose when the popup will occur: Always, Any Info Attached, or Any Priority Info. TOSHIBA IPedge UG 11/11...

[Page 148: Popup Phone Screen](#)

Parameters – Enter any additional parameters that may be accepted as • part of the command line to startup the program. The example above uses Outlook to pop open a “sticky note” with data and time recorded. TOSHIBA IPedge UG 11/11...

[Page 149: Send Dde Msg](#)

Run Program and Program EXE – If the target program is NOT found to be • running, you can have the action attempt to automatically start the program. TOSHIBA IPedge UG 11/11...

[Page 150: Send Keystrokes To A Program](#)

Note: command-line parameter “/calls.txt” to be used. The result is that the file “calls.txt” will open, if not open, and popup with the cursor at the end of the file allowing additional entries to be made. TOSHIBA IPedge UG 11/11...

[Page 151](#) {F7} Help {HELP} {F8} Home {HOME} {F9} {INS} {F10} Left Arrow {LEFT} {F11} Num Lock {NUMLOCK} {F12} Page Down {PGDN} {F13} Page Up {PGUP} {F14} Right Arrow {RIGHT} {F15} Scroll Lock {SCROLLLOCK} {F16} Spacebar Control Shift TOSHIBA IPedge UG 11/11...

[Page 152: Set Phone Status Message](#)

Custom 2nd Line – Optionally enter a second line to display on the lower • line of the phone’s display message. Action Variables may be used including the time variable plus ‘x’ Note: minutes to set a current time plus 60 minutes in the example above. TOSHIBA IPedge UG 11/11...

[Page 153: Set Phone Forwarding](#)

(Immediate, Busy, No Answer, Busy/No Answer, or Off) and the destination. Choose Forwarding – Select from the drop down list the forwarding action to • use. Destination – Define the number for the destination of the forwarding. This is • left blank when using Forwarding Off. TOSHIBA IPedge UG 11/11...

[Page 154: System/Pbx Command](#)

Recommend using Transfer Call action. Recording Option When Recording is active on Call Manager. RECORD RECORDBKMAKR Substitute your bookmark text for “Text” “Text RECORDSTOP ACD Option When ACD is available on some PBXs. ACD HELP ACD PU SET WORKUNITS TOSHIBA IPedge UG 11/11...

[Page 155: Transfer Call](#)

Voice mailbox, or to an outside phone number (i.e. 9,4969040). Transfer To – Enter an extension number or outside number to be called. • Transfer Mbox – Enter a mailbox number if going to a Voice Mail number. • TOSHIBA IPedge UG 11/11...

[Page 156: Action Variables](#)

Action Variables replaces the variable token code with the appropriate value when the action executes. For example, %P becomes ‘4804969040’ when you receive a call from Toshiba. Refer to the table below for call variables and their values. Call Variables...

[Page 157](#) ‘x’ or leftmost characters. Insert -x to restrict the variable value to the last ‘x’ or rightmost characters. For example, to pass the first 8 characters of the Calling Party Name, enter: %+8N. To send the last 4 digits of the Calling Phone Number, enter: %-4P. TOSHIBA IPedge UG 11/11...

[Page 158: System Variables](#)

LUNCH message and a second line of UNTIL &U+’30’. If this action is used at 11:55 AM, then the resulting message on Call Manager is OUT TO LUNCH UNTIL 12:25 PM. Examples for Text Reader/ Announcer: SPEAK,Reminder,%OR("SUBJ"),Starting %OR("DIFF"),&V1,&V2 Speak Appointment: SPEAK,Appointment,%OC("SUBJ"),Starting Now",&V1,&V2 Announce Call: CA,%T,&F,"%N",%H,&V1,&V2 TOSHIBA IPedge UG 11/11...

[Page 159: Exporting Actions](#)

This file is exported into the user's application data folder (typically, "C:\Documents and Settings\<user name>\Local Settings\Application Data\Toshiba\Strata Call Manager"). In order to identify the file more easily you may want to use Explorer to rename that file to something more appropriate (i.e.

[Page 160: Testing Actions](#)

Handler you may want to open the Main Menu Icon > Setup > Advanced > Show Events screen (see your System Administrator if you do not have the Advance menu item) to see what is actually occurring when that action is being used. TOSHIBA IPedge UG 11/11...

[Page 161: Chapter 14 -Personal Call Handler](#)

Then you can create a Personal Call Handling Rule and choose which event will trigger the action(s) and then refine this by setting the conditions for when the trigger will occur. TOSHIBA IPedge UG 11/11...

[Page 162: Creating Personal Call Handling Rules](#)

1. Click the Personal Call Handler icon > Personal Call Handler tab. The following screen displays. To Delete a Rule Highlight the rule to delete and click Delete. • To Add or Change a Call Handling Rule 1. Click the Add button TOSHIBA IPedge UG 11/11...

[Page 163](#) For the last two options, enter a specific number in the box including wildcard characters when needed. See Like Matches and Unlike Matches for use of wildcards. TOSHIBA IPedge UG 11/11...

[Page 164](#) See Like Matches and Unlike Matches for use of wildcards. Call Disconnect – Whenever a call leaves the phone (whether the caller • hung up or the call was transferred or forwarded). TOSHIBA IPedge UG 11/11...

[Page 165](#) Account Code – Select the account code type to be used. For the last two options, enter a specific number in the box including wildcard characters when needed. See Like Matches and Unlike Matches for use of wildcards. TOSHIBA IPedge UG 11/11...

[Page 166](#) Account Code – Select the account code type to be used. For the last two options, enter a specific number in the box including wildcard characters when needed. See Like Matches and Unlike Matches for use of wildcards. TOSHIBA IPedge UG 11/11...

[Page 167](#) For the item with a message to match, enter the beginning characters of the message. See Like Matches and Unlike Matches for use of wildcards. • Affected Phone – Select whether this rule will be based upon My Phone or My Secondary Extension. TOSHIBA IPedge UG 11/11...

[Page 168](#) See Like Matches and Unlike Matches for use of wildcards. Outlook Calendar may also send a 'Tentative' status setting which is Note: treated using the 'Any' setting. TOSHIBA IPedge UG 11/11...

[Page 169: Like Matches](#)

To Export Call Handler Rule – Click the Export Rule to create a.RUI file in the PC user's "C:\Document and Settings\Application Data\Toshiba\Strata Call Manager" folder. Each rule created can be saved as a file for backup purposes and copying to another PC to allow the same rule to be used by other users.

[Page 170: Export Rules](#)

(i.e. 2.ACI). The file is exported into the user's application data folder (typically, "C:\Documents and Settings\<user name>\Application Data\Toshiba\Strata Call Manager"). In order to identify the file more easily you may then want to use Explorer to rename that file to something more appropriate (i.e. PLAYBELL.RUI).

[Page 171: Chapter 15 -Using Microsoft Outlook](#)

Open Contact or Add Contact or Add Journal options. Now, when a call is ringing on your phone, a small "User Options" window will pop up showing the Contacts that match the phone number

(if any) as well as buttons that let you manually "Open/Add Contact" or "Add Journal". TOSHIBA IPedge UG 11/11...

[Page 172: While On A Call](#)

Handler rule using a trigger to run the "Popup Call Info Screen" action (i.e. whenever you answer a call). A feature may also be available to you, depending upon support for your system, to divert the call (Divert Call) to another destination. Contact Match found Contact Match not found TOSHIBA IPedge UG 11/11...

[Page 173: Integrating With Outlook Calendar](#)

Status Message can be modified Message to become something very simple to allow for the Subject to become the predominant part of the message. The second Action will clear the message when the appointment ending time is reached. TOSHIBA IPedge UG 11/11...

[Page 174: Create Personal Call Handler Rules](#)

Calendar Status including 'Free' and the clear command would be followed by a command to set the message, thus the message would never clear. The final set of PCH rules should be in the order of items 3 and 4 in the PCH Rules screen. TOSHIBA IPedge UG 11/11...

[Page 175: Chapter 16 -Using Companion Applications](#)

The default search method is "Starts with", where only entries starting with the same letters as the search criteria will be shown. Other search methods are available, and can be accessed with the button to the left of the search area. Search criteria button Search criteria TOSHIBA IPedge UG 11/11...

[Page 176: Cix Directory](#)

Enable the Hide Names option • to enable the filter. To Add a Filter Entry – Place • the cursor in the text box. Type in the characters to be filtered and press Enter or click the Add button. TOSHIBA IPedge UG 11/11...

[Page 177: Personal / Speed Dial Directory](#)

Groups" is personal and you can create their own. "System Groups" applies to all and only a user with "Admin" right can create and change the group entry. To manage the Presence Viewer 1. Click the Group tab assigned for the Presence Viewer. TOSHIBA IPedge UG 11/11...

[Page 178](#) 2. Right click on an entry for options to either call, chat, broadcast, edit or delete group. 3. When you select Edit group, the following dialog box displays. Use the double arrow buttons to add or remove users from the group (shown right). To use view Presence Status TOSHIBA IPedge UG 11/11...

[Page 179](#) IPedge Using Companion Applications The Presence status shows the status of users, such as Idle, Busy, etc. Right click the member to start Chat or call the person through Call Manager. TOSHIBA IPedge UG 11/11...

[Page 180: History](#)

Call History logs the current Account Code when the call leaves the Call Manager extension. TOSHIBA IPedge UG 11/11...

[Page 181](#) Lookup in Outlook – Look up the telephone number in Microsoft Outlook and open any matching Contact. • Listen to Call – When the Tracer Integration is provided, this button provides a link to Replay to allow the recording to be played back. TOSHIBA IPedge UG 11/11...

[Page 182](#) Account Codes – Choose "All" for calls with any or no account code. Use the "Starting with" option to limit the search to calls matching or starting with a specific account code. For example, '123' returns calls with account codes 123 and 123xxx. TOSHIBA IPedge UG 11/11...

[Page 183](#) Clear Filters Button – Resets all filters to 'Off'. Press Search to re-load all Call • History record. Or, select new filter settings and start a new Filter search. Cancel Button – Closes the filters screen with no update to the "Calls • Display". TOSHIBA IPedge UG 11/11...

[Page 184: Acd Viewer](#)

The ACD actions can be used to Log In / Log Out to/from ACD groups. Going temporarily unavailable and an ability to end wrap times can be part of the features available. Additional Call Center features are possible using User Programmable buttons. TOSHIBA IPedge UG 11/11...

[Page 185: Logging In Or Out](#)

1. Right click My Status once you have expanded the views in the ACD Viewer pane. The following ACD Agent Status window will appear: To Make Agent Unavailable 1. Use pull-down list and choose a reason. 2. Click the Make Unavailable button. 3. Click Done. TOSHIBA IPedge UG 11/11...

[Page 186](#) The ACD View has many configuration options that allow you to customize it to your needs. When the ACD Viewer is operating and visible you can configure it's settings by clicking on the wheel icon in the upper left hand corner and selecting the Setup menu. TOSHIBA IPedge UG 11/11...

[Page 187: Acd Group Status](#)

ACD Group Status button will turn Yellow. The available conditions are: Calls Waiting > 'x' calls Longest Waiting Call > 'x' Secs Waiting Calls / Agent > 'x' % TOSHIBA IPedge UG 11/11...

[Page 188: Notifications](#)

Show the ACD Viewer if it is hidden on your screen when a Status is met. This will bring the Call Manager and the ACD Viewer to the forefront of your screen. Click Save to save all changes. TOSHIBA IPedge UG 11/11...

[Page 189: Cm Lcd](#)

% % – Percent Sign %Q – # of Waiting Calls %Z – Calls per agent %Y – # of Agents Available %C – Total Calls %X – Total Agents %G Urgent Message %Q Waiting Calls: Longest Waiting Call: %L TOSHIBA IPedge UG 11/11...

[Page 190: Miscellaneous](#)

Yellow (Warning) = Default: one call waiting and at least one agent logged in. But this threshold is configurable. Red (Urgent) = Default: Two or more calls waiting OR no agents logged-in and available. But this threshold is configurable. TOSHIBA IPedge UG 11/11...

[Page 191](#) 3. The last line in the expanded view is the "My Status" line. This not only shows your personal status in this ACD group but allows you to change your status and perform functions using right-click menus as described in the following section. TOSHIBA IPedge UG 11/11...

[Page 192](#) Request Help Call to Supervisor – while you are on an ACD call, you can • use this to initiate a request for a help call to a supervisor in the ACD group. This is further explained below. TOSHIBA IPedge UG 11/11...

[Page 193: Requesting Supervisor Help](#)

If the supervisor accepts your request for help you will receive notification. If the supervisor denies your request you will receive a rejection notification. If a supervisor or supervisors do not respond to your request you will see the following: TOSHIBA IPedge UG 11/11...

[Page 194: Chat](#)

Using Chat Messaging communicate with that person, how to answer an incoming Chat communication, and how to send Broadcast messages. To Access Chat – Click the Chat tab on Call Manager. The following • screen will display. TOSHIBA IPedge UG 11/11...

[Page 195](#) 2. You must respond within 30 seconds to this message or the caller will get a message "User did not respond. However, the 30 seconds setting is configurable. 3. Ongoing conversations follow those described in To Send a Text Message and Options During a Chat Conversation. TOSHIBA IPedge UG 11/11...

[Page 196](#) From the Edit menu, click either Copy or Copy All to copy the highlighted or all of the conversation to the Windows Clipboard for pasting into another application. To End the Conversation • Press the Close button to end the conversation. TOSHIBA IPedge UG 11/11...

[Page 197: To Send A Broadcast Message](#)

1. To initiate a broadcast message, double click on any group name in the Chat Window and click on the Broadcast icon or Right click on any group name or select Broadcast. 2. Enter a message into the Message box. TOSHIBA IPedge UG 11/11...

[Page 198](#) NoteBe aware that when using the "Chat Back" option sending to a group of people, all recipients will have the Chat back option and if everyone responds, it could result in a large number of simultaneous chat calls back to you. 5. Click Send. TOSHIBA IPedge UG 11/11...

[Page 199: Chat Feature Operation](#)

Available" along with any return message they provided. If they didn't setup a return message, the text "Do Not Disturb" will be shown. To Clear Do Not Disturb To Clear the DND Status - Clear the DND checkbox.. • TOSHIBA IPedge UG 11/11...

[Page 200: Response Buttons](#)

Send Text Message Immediately - Check the box if you are sending text and you would like to send it immediately, without clicking on the Send button. • Click OK to save the changes you have made to your Response Button. TOSHIBA IPedge UG 11/11...

[Page 201: Personal Groups](#)

To Delete A Personal Group To delete a group, right-click the group in the Chat List and choose the Delete Group option. A confirmation box will appear and needs to be affirmed before the group is actually deleted. TOSHIBA IPedge UG 11/11...

[Page 202: Whiteboard Operation](#)

Print - prints the whiteboard • Exit. • Similar to the above, you can use the Edit menu to cut, copy, edit, paste, delete, clear and clear highlighting. The View menu contains Chat Box, Canned Replies, and Whiteboard. TOSHIBA IPedge UG 11/11...

[Page 203: Whiteboards Setup](#)

The screen opens to a "Save" window to allow you to choose the file name and Save As... location for the file to be saved. The default location is under your "...Documents and Settings/<user name>/Local Settings/Application Data/Toshiba/Strata Call Manager". The Chat application Setup menu provides access to the Whiteboards...

[Page 204: Configuring Chat](#)

Chat beep each time a new line arrives into the conversation. Click Test to verify operation. • Timestamp Each Line - Check the box to show a time stamp Message Box each time a new message is received. TOSHIBA IPedge UG 11/11...

[Page 205](#) Send button. Once a communication channel is established, you just click the Response Button with the message you want to send. • Define the Number of rows to create response buttons. TOSHIBA IPedge UG 11/11...

[Page 206](#) •Send Text Message Immediately - Check the box if you are sending text and you would like to send it immediately, without clicking on the Send button. Click OK to save the changes you have made to your Response Button. • TOSHIBA IPedge UG 11/11...

[Page 207](#) Save As Local Machine Data - Click to enable this option if the settings are to apply to all users of this PC. • Save As Current User Data - Click to enable this option if the settings are unique for each user of this PC. TOSHIBA IPedge UG 11/11...

[Page 208: Interfacing With Other Programs](#)

These types of operations are supported by a DDE Command interface. This section defines the format for the DDE Command Interface, its supported commands with examples with how they

can be used. TOSHIBA IPedge UG 11/11...

[Page 209: Format Of The Dde Command Interface](#)

2. Choose a key on Call Manager, right-click and select Change Key. Name the key, choose the colors, and select a type as User Defined Actions. Select "Visitor Waiting" from the list of actions and Save. TOSHIBA IPedge UG 11/11...

[Page 210](#) 2. Choose a key on Call Manager, right-click and select Change Key. Name the key, choose the colors, and select a type as User Defined Actions. Select "Notify Jan - Abusive Call" from the list of actions and Save. TOSHIBA IPedge UG 11/11...

[Page 211](#) In DDE Message enter: DND,ON,"In Meeting Until &U+'60'" We are using the same time parameter used for setting Call Managers Note: DND which uses another User Defined Action that also includes &U='60' to set the time to 60 minutes from now. TOSHIBA IPedge UG 11/11...

[Page 212](#) 1. In Chat a Personal Group is created containing the members of <Tech Support>. 2. In Call Manager create a User Defined Action using the type Send DDE Msg and name it appropriately. In App Name|Topic enter: MSGPOP|SYSTEM TOSHIBA IPedge UG 11/11...

[Page 213](#) Calendar Reminder event occurs and the Subject matches Group Meeting. This trigger will result in the action Group Meeting Broadcast to be taken. The assumption is the Outlook meeting reminder is provided 15 minutes prior to the scheduled meeting. TOSHIBA IPedge UG 11/11...

[Page 214: Dialer](#)

Using your mouse, you can resize and reposition these headers to customize your viewing area. This area shows each call that is either (1) yet to be placed or (2) that has Calls Display Area already been completed. The available columns include: TOSHIBA IPedge UG 11/11...

[Page 215: Functions](#)

Lookup in Outlook - lookup this number in Microsoft Outlook and open the • matching contact. Print Listing - print a listing of all entries shown in the calls window. The • position and width of the columns can be changed to format the printout as desired. TOSHIBA IPedge UG 11/11...

[Page 216: Sorting Entries](#)

Okay will place the call back into the list. As was done in the Ready to Dial screen, an optional "User-defined" button can be provided with an action to be performed at the end of the call. This TOSHIBA IPedge UG 11/11...

[Page 217: Adding Calls To The Dialer](#)

Any time can be entered or any elapsed time frame can be entered. The pull down list shows some common elapsed times for placing the call. The call record will need to be enabled to be dialed at the appointed time. TOSHIBA IPedge UG 11/11...

[Page 218](#) Drag-and-Drop MS Excel file In Microsoft Excel it is quite easy to create and keep a list of desired contacts and add them into the power dialer. In MS Excel simple create a spreadsheet TOSHIBA IPedge UG 11/11...

[Page 219](#) Note: Alternatively, if you save this file from MS Excel directly into the "..\PDimport" sub- folder of Call Manager the entries will be automatically imported into the power dialer . TOSHIBA IPedge UG 11/11...

[Page 220: Configuration Settings](#)

For example the user may want to set his phone into "Do-Not- Disturb" mode to stop all incoming calls but still continue using the power dialer to place outgoing calls. Note: On some phone systems the Call TOSHIBA IPedge UG 11/11...

[Page 221: Adding Action Buttons To Ready To Dial And Results Screens](#)

"Results" screens in Dialer. To setup these buttons, go to the Call Manager main Ready to Dial menu select Setup then Preferences, go into the Dialing Tab. Under the Dialer, and Results

enable either or both of the "Action" buttons and select the Action to be performed Screens
TOSHIBA IPedge UG 11/11...

[Page 222: Advanced Topics](#)

The Dialer will automatically import any file in the above-described format if Automatic Imports the file is (1) named with ".TXT" suffix and (2) saved into the "PDimport" sub-folder in the Call Manager folder. Once the file is imported, it will immediately be deleted. TOSHIBA IPedge UG 11/11...

[Page 223: Buttons](#)

Feature Code • Speed Dial • System/PBS Commands • User Defined Actions • ACD keys • DSS Extension Key • Web Key • Run Program • For more information, refer to Chapter 4 – Buttons. TOSHIBA IPedge UG 11/11...

[Page 224: Web Browser](#)

The Call Manager Web Window is based on Microsoft Internet Explorer. You must have Internet Explorer 6.0 or higher installed on the PC. Click the setup icon to set Home URL and the tools to display in the toolbar (home, stop, refresh, go back, go forward, URL). TOSHIBA IPedge UG 11/11...

[Page 225: Chapter 17 -Enterprise Manager Personal Administration](#)

Your System Administrator can assign different User levels. Prerequisites Check with your System Administrator your user level (Normal or Super • User). Log in path/URL for the Web. • Security Code (password) – By default password assigned by your System • Administrator. TOSHIBA IPedge UG 11/11...

[Page 226: Log In](#)

Security Code/ 2. Check "Change Password". Password 3. Enter a password in the New Login Password field confirm it. 4. Click the Save icon. Click on Log Out at the right corner of the screen. Log Out TOSHIBA IPedge UG 11/11...

[Page 227: Home](#)

Set Distinctive ringing patterns • Assign new keys or change keys • Change button labels • Change the display name • List your name in the directory • Turn Do Not Disturb (DND) on or off • TOSHIBA IPedge UG 11/11...

[Page 228: Keystrip Labels](#)

Assign and Submit a button as a One Touch button. Once the One Touch button is created, double click the button to enter the programming dialog box. Blank – Clear button assignment. • TOSHIBA IPedge UG 11/11...

[Page 229: Dnd Activating](#)

3. Enter the digits or special buttons for the function to be dialed. You can include the following in the dial string: Dial pad digits 0~9.To program special characters, see • Table 9 on Page 226. • A maximum of 32 characters. TOSHIBA IPedge UG 11/11...

[Page 230: To Use A One Touch Button](#)

– gets new dial tone on the PDN – code for All Call Page which allows the user to page the location of the orbited call. On your telephone, press the labeled One Touch button. To Use a One Touch Button TOSHIBA IPedge UG 11/11...

[Page 231: Ring Tones](#)

1300/1780 Hz 1 sec. On, 3 sec. Off, repeat 1300/1780 Hz 1 sec. On, 1 sec. Off, repeat 860/1180 Hz 0.5 sec. On, 1300/1780 Hz 3 sec. Off, repeat 860/1180 Hz 0.5 sec. On, 1300/1780 Hz 1 sec. Off, repeat TOSHIBA IPedge UG 11/11...

[Page 232: Settings](#)

1. After you have entered the settings in the parameters. 2. Click the Save icon. Hover over the bubbles located above the parameters to read the Note: flyover text for information to be

entered in each field. TOSHIBA IPedge UG 11/11...

[Page 233: Call Forward](#)

To set up Station Call Forward 2. Enter the appropriate fields. Hover over the bubbles located above the parameters to read the flyover Note: text for information to be entered in each field.
3. Click the Save button. TOSHIBA IPedge UG 11/11...

[Page 234](#) Note: If Direct Line Call Forward is activated on your telephone, calls to your direct line telephone number will not forward to this destination; they will forward to the direct line CF destination - if activated. TOSHIBA IPedge UG 11/11...

[Page 235](#) "Internal Call and Line Call" destinations. 2. Your telephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your telephone. TOSHIBA IPedge UG 11/11...

[Page 236: Speed Dial](#)

This is a view only screen. System Info Advisory messaging enables you to store an informative message for LCD Display Advisory Messages telephones that call your telephone. This is view only under System Info. TOSHIBA IPedge UG 11/11...

[Page 237: Voice Mail](#)

If 1~16 is set, the DRL of the station will change to the DRL selected here when the station dials the account code - in this case the DRL set for the station in Prg 200/260 etc. will be overridden to the call. TOSHIBA IPedge UG 11/11...

[Page 238: Preferences](#)

1. Log into EMPA as a user. 2. Select Applications > Meeting. You have access to all Meeting functions. Refer to the IPedge Meeting Audio and Web Conferencing User Guide or Help for procedures on using the Meeting application. TOSHIBA IPedge UG 11/11...

[Page 239](#) Index A ~ C Index fixed, 13, flexible, account code, Hold, account codes, navigation, forced, one touch, verified/non-verified, programmable, account number, Redial, ACD, shift, ACD call ringing, speed dial, ACD key view, user programmable, ACD Keys, buttons mode, ACT, action keys, action variables, calendar, actions...

[Page 240](#) Index D ~ K call handler mode, do not disturb call handler rules, 96, override, add or change, Do-Not-Disturb, creating, door lock, delete, drag and drop, 100, call hold, drop, call info DSS, export, DSS message, call pickup, 46, call waiting, calling, emergency calling from SoftIPT, 34,...

[Page 241](#) Index L ~ P ACD, Msg button/LED, action, mute, 14, change, copy, DSS extension, name, feature code, names initialize, storing speed dial, label, navigation key, PBX command, Net Phone run program, expanded view, speed dial, main menu, swap, main screen, system, shutdown, web,...

[Page 242](#) Index R ~ W preferences user, tabs presence, advanced, privacy dialing, override, docking, programmable keys, general, TAPI service provider, TASKE Contact, ready to dial, testing actions, re-dial, tone signaling, redial, 15, transfer, 133, ringing trunk access code, distinctive settings, two (tandem) CO line connection, line preference, ringing line preference, run program,...

This manual is also suitable for:

[lpedgeIp5522-sdIp5622-sdIp5531-sdIp5631-sdIp5022-sd](#)