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Toshiba Strata CIX User Manual

Standard telephone

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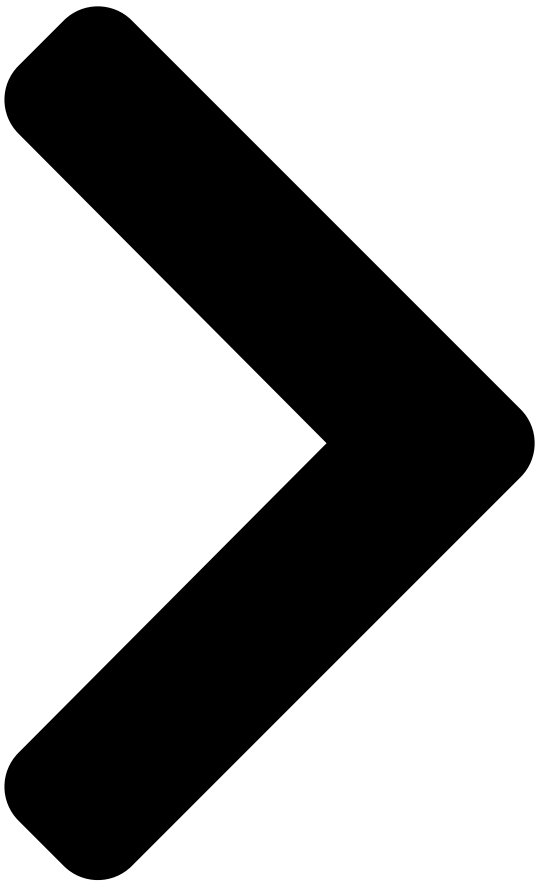
See also: Programming Manual , User Manual



Digital Solutions Division

TOSHIBA

Standard Telephone User Guide

February 2006

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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

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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

Mas release 3 (62 pages)

Telephone Toshiba Strata CIX Installation Manual

Strata cix pc digital attendant console (38 pages)

Software Toshiba STRATA CIX System Administrator Manual

Voice assistant (34 pages)

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

Dkt / ipt telephone (13 pages)

Server Toshiba Strata CIX Product Bulletin

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

Server Toshiba Strata CIX Technical Bulletin

(2 pages)

Telephone Toshiba STRATA CIX DKT User Manual

Strata cix and ctx ipt/dkt telephone (151 pages)

Telephone Toshiba Strata CIX IPT Administrator's Manual

(72 pages)

Summary of Contents for Toshiba Strata CIX

Page 1 Digital Solutions Division Standard Telephone User Guide February 2006...

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Contents Chapter 2 – Advanced Operation Strata CIX Standard Telephone 02/06...

Page 9: Introduction

Introduction This guide provides operating instructions for standard analog telephones connected to a Strata CIX system. Organization This guide is divided as follows: • Chapter 1 – The Basics provides descriptions and operating procedures for all of the features available with standard analog telephones.

Page 10: Conventions

CD-ROM or in print. To find the most current version, check the version/date in the Publication Information on the back of the document’s title page. Refer to the following for more information: • Strata CIX Administration Tools Application Software and Documentation Library CD-ROM Strata CIX Standard Telephone...

Page 11: Chapter 1 - The Basics

Notes • A representative in your company is assigned as the CIX System Administrator for the Strata CIX telephone system. The CIX System Administrator is responsible for assigning telephone features. Be sure to check with your CIX System Administrator and make sure you know which features are enabled on your system.

Page 12: Flash

To flash an outside line 1. Momentarily press the hookswitch for about 1/2 second. After you press the hookswitch, you hear dial tone. This hookflashes the Toshiba system only. 2. Press . You hear Centrex or PBX dial tone. You can now dial a Centrex or PBX feature access code or extension number.

Page 13: Making A Call

Voice mail devices turn Off the indications after a short delay, after you checked all messages. #409 4. To manually turn off your Msg light, lift the handset, then press . Do this step for each message received. Strata CIX Standard Telephone 02/06...

Page 14: Turning On/Off Message Waiting Led On Another Extension

To transfer a call directly to Voice Mail (VM) Flash 1. While on a call, press #407 2. Enter 3. Enter the VM mailbox number (usually the same as the extension number), press . The call transfers immediately and your extension becomes idle. Strata CIX Standard Telephone 02/06...

Page 15: Conference Calls

1. Do Steps 1 and 2 above to add the line you wish to transfer conference control to. See previous Note. 2. Announce the call and hang up to transfer the call. This station now becomes the conference “master” with the ability to add or delete parties. Strata CIX Standard Telephone 02/06...

Page 16: Adding Voice Mail To A Conference

If you receive a busy tone or if the station does not answer, press to return to the original connection. 4. Hang-up. The two outside lines remain connected. Note See the Call Pickup section to pick up a call on hold from another extension. Strata CIX Standard Telephone 02/06...

Page 17: Chapter 2 - Advanced Operation

CIX System Administrator. The code you enter must be on the list for the call to proceed. Non-verified account codes must be of a uniform length specified by the CIX System Administrator. Strata CIX Standard Telephone 02/06...

Page 18: Forced Account Codes

. Your call is interrupted; you and the other party cannot hear each other. You hear feature dial tone. 2. Dial + the account code. After the account code is entered, the connection is restored. Strata CIX Standard Telephone 02/06...

Page 19: Automatic Busy Redial

1. If you hear busy tone after dialing an outside line access code or a station number, press . Busy tone stops, followed by success tone, then busy tone resumes. 2. Hang up. You can make other calls while waiting. Strata CIX Standard Telephone 02/06...

Page 20: Call Forward

Call Forward must be set prior to receiving the call. The following calls to your station can be forwarded: • Internal calls • Auto Attendant calls • Outside lines that ring only your station • Transferred internal or incoming line calls Strata CIX Standard Telephone 02/06...

Page 21: Call Forward Categories

(set by you when you enable the feature). • Call Forward Cancel – Cancels the set Call Forward feature. Notice that each category of Call Forward has a different code for canceling. Strata CIX Standard Telephone 02/06...

Page 22: Call Forward Procedures

#6031 No Answer Lift handset, press (Tone) + Dest. No. + (Tone) + Timer + #6041 Busy No Answer Lift handset, press + Dest. No. + + Timer + #6051 Cancel Lift handset, press (Tone) Strata CIX Standard Telephone 02/06...

Page 23 (Tone) #670 Lift handset, press (Tone) + ext. no. (Tone) + old Pass Code + (Tone) + new Change Pass Code Pass Code (Tone) + Call Forward - System #620 Activate (Tone) #621 Cancel (Tone) Strata CIX Standard Telephone 02/06...

Page 24: Call Park Orbits

ä To retrieve a parked call 1. Lift the handset, press 2. Enter the Orbit Number where the call is parked or to enter the extension from which you are calling. Strata CIX Standard Telephone 02/06...

Page 25: Call Pickup

Picks up a call ringing to the specified extension number only. #5#22 Directory Number + Ext. No. Other lines ringing on the same phone are unaffected. #5#9 Any External Call Picks up any

incoming outside line call. Strata CIX Standard Telephone 02/06...

Page 26: Call Waiting

You must disconnect or transfer the existing call to answer the waiting call. ä To answer a waiting call by disconnecting or transferring the current call ä Hang up or transfer the existing call; the camped-on call rings your station. Strata CIX Standard Telephone 02/06...

Page 27: Direct Inward System Access

ä To activate DND #6091 ä Press (hear Success Tone). When making calls, dial tone is stuttered while DND is active. ä To deactivate DND #6092 ä Press (hear Success Tone). DND mode is de-activated. Strata CIX Standard Telephone 02/06...

Page 28: Setting Dnd For Another Extension

(hear Success Tone). Door Lock(s) ä To unlock a door ä Press + the Door Lock Number (see table). The door unlocks for 3~30 seconds (set in system programming). Door Lock Door Lock Location Location Strata CIX Standard Telephone 02/06...

Page 29: Door Phone(S)

You can also call a door phone and monitor the surrounding area. The number of possible door phones varies by Strata CIX system, with up to 24 as the maximum for larger systems. Check with your CIX Administration Tools programmer to find out the names and locations of your system's door phones and record them...

Page 30: Emergency Ringdown

ä To use Busy Override ä After reaching a busy station, press . A muted tone is heard at the busy station, indicating that a call is waiting. The station number displays. Strata CIX Standard Telephone 02/06...

Page 31: Do Not Disturb Override

You enter a conference with the busy station and the party to whom he was talking. The called parties may hear an optional tone signal prior to your entering the conversation. If you do not have Override privileges, you will camp on. Strata CIX Standard Telephone 02/06...

Page 32: Class Of Service Override

Check with your CIX System Administrator to find out the zone numbers for various paging groups. ä To make a Page Announcement to a phones or external speakers 1. Lift the handset, and enter a paging access code. 2. Make your announcement, then hang up. Strata CIX Standard Telephone 02/06...

Page 33: Answering A Page

An Emergency Page overrides Group Pages or All Call Pages to telephone and external paging devices. ä To make an Emergency Page, lift the handset and press ä To make an Emergency Page to a group, lift the handset, press and enter the Zone number. Strata CIX Standard Telephone 02/06...

Page 34: Privacy

Dial numbers under the exclusive control of the CIX System Administrator. In some cases, System Speed Dial will allow you to reach numbers that you would not be allowed to dial directly from your telephone. Strata CIX Standard Telephone 02/06...

Page 35: Make A Call Using Speed Dial

Pause. When using the Access Code input method (see above) it is also necessary to use to indicate you have finished entering the destination number. This creates 14 functions to be input from the 12 buttons on the dial pad. Strata CIX Standard Telephone 02/06...

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For example, to insert a 17 second pause, enter . The (1~9) display of a pause in the Speed Dial Number shows a "P" without specifying the duration. In this example, you would see "PP." Strata CIX Standard Telephone 02/06...

Page 37: Uniform Call Distribution (Ucd)

The caller may hear the Music on Hold (MOH) or Ring Back Tone (RBT) depending on the configuration. If the call cannot be answered within the preconfigured time, the call is routed to an overflow destination. Strata CIX Standard Telephone 02/06...

Page 38: Login/Logout

Logout — Agent Station (DN) from another station where DN = the Directory number of the agent station. Voice Mail - Direct Transfer The Strata CIX enables you to transfer a call directly to a voice mailbox without first ringing that person’s telephone. ä...

Page 39: Feature Access Codes

Lift handset, press Lift handset, press #6033 + Dest. No. + Timer + # No Answer Lift handset, press #6043 + Dest. No. + Timer + # Busy No Answer Lift handset, press #6053 Cancel Strata CIX Standard Telephone 02/06...

Page 40 Pickup Incoming - Directed Extension Lift handset, press #5#22 + Ext. Number Pickup Lift handset, press #5#71 On hold - Local Retrieve Lift handset, press #5#72 + Remote Ext. No. On hold - Remote Retrieve Strata CIX Standard Telephone 02/06...

Page 41 #63 + Ext. no. without Ringing Cancel MW at another Station #64 + Ext. no. without Ringing Private Network Access Code + Private Network No. #5#39 Night Ring Answer Override Busy, Do Not Disturb Executive Strata CIX Standard Telephone 02/06...

Page 42 Substitution of Dial “ ” Travelling Class Override #471 Enter Code + Index Number + old Code + + new Code + Change Code Voice Mail (VM) #407 + VM Number + Direct Transfer to Voice Mail Strata CIX Standard Telephone 02/06...

Page 43: Index

(see DISA) DISA, background music (BGM), do not disturb, 17, busy override, override, door lock, control, call forward door phone, access codes, calling, any call, Strata CIX Standard Telephone 02/06...

Page 44 (UCD), night ring answer, voice mail access codes, conference, direct transfer, override, voluntary account codes (verified/non- access codes, verified), busy, do not disturb, executive, privacy, travelling class, Strata CIX Standard Telephone 02/06...

This manual is also suitable for:

Strata cix standard telephone