

TOSHIBA



My Phone Manager

User Guide

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INTRODUCTION

This user guide describes how to use the My Phone Manager software when connected to a Server PC or a Media Application Server that is connected to a Strata CIX Office.

Organisation

This guide is divided as follows:

- **Chapter 1 – Overview** familiarizes you with the My Phone Manager software.
- **Chapter 2 – Normal User** gives you details on the typical Normal User features. This chapter covers the typical and the optional Normal User features.
- **Chapter 3 – Super User** includes features that are for users with Super User access only.

CONVENTIONS

Conventions	Description
Note:	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	<i>Calls attention to important instructions or information.</i>
Extension Number	Press to answer a call to the Extension Number. Each station can have multiple extension buttons. Incoming calls ring the extension button(s) from the top down. For example, station 10's extensions ring 10-1 first, then 10-2, 10-3, and 10-4. A station is considered busy when all extensions are being used. Note: The naming convention for DKT assignments within Toshiba is Directory Numbers. For clarity and ease of understanding, the terms Extension Number and Phantom Extension Number will be used in this document in lieu of PDN and PhDN.
Arial bold	Represents featurephone buttons.
Courier	Shows a computer keyboard entry or screen display.
"Type"	Indicates entry of a string of text.
"Press"	Indicates entry of a single key. For example: Type prog then press Enter .
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: Esc+Enter . Entries with spaces between them show a sequential entry. Example: # + 5 .
Tilde (~)	Means "through." Example: 350~640 Hz frequency range.
▶	Denotes the step in a one-step procedure.
▶	Denotes a procedure.
See Figure 10	Cross-references appear in blue.

RELATED DOCUMENTS/MEDIA

Note:

Some documents listed here may appear in different versions. To find the most current version, check the version/date in the Publication Information section at the start of this document.

Refer to the following for more information:

- Strata IPT/DKT Featurephone User Guide
- Quick Reference – applies to Strata CTX and Strata CIX Office system

CHAPTER 1 - OVERVIEW

This chapter familiarizes you with the My Phone Manager software.

My Phone Manager

My Phone Manager is a Microsoft® Windows®-based telephone administration system for use by individual phone users. It allows you to manage your communication devices through a Web Browser from even remote locations.

Important:

- *This manual contains end-user information only. Refer to the My Phone Manager chapter in the Strata CIX and CTX Programming, Volume III - Application Implementation Manual for information regarding Administrator functions.*
- *At this time My Phone Manager only supports Microsoft® Internet Explorer 5.5 or above. Other browsers are not supported.*

Users

My Phone Manager application supports two types of users:

- Normal User – As a Normal User you will have access to typical features, such as, Phone settings, Call Forward/DND, Display Dial Code, Advisory Message and System Speed Dial. In addition to the typical features, you may also have access to Optional Features, such as Voice Mail Setting depending on the type of Security Code assigned to you by your System Administrator.
- Super User – has access to all Normal user features plus access to configuring features such as Account Codes and DISA codes. A Super User will also have an additional parameter under Telephone Settings; two additional parameters in the Key Programming tab under Telephone Settings; and will have Edit access under Advisory Messages and System Speed Dial (see [page 50](#)).

The number of concurrent users who can use the program depends on the server platform on which the program is installed. Windows 2000 Professional and Windows XP Professional are limited to 10 connections per server—MAS or PC. The Windows 2000/2003 server can have up to 256 simultaneous users.

When the maximum number of users are logged on to the program, the next user who attempts to log on will see the message “Error Message: HTTP 403.9 – Access Forbidden: Too many users are connected.”

Prerequisites

Your System Administrator can assign different User levels.

- Check with your System Administrator your user level (Normal or Super User).
- Log in path/URL for the Web.
- Security Code (password) – By default your voice mailbox security code is the password to log into the program. Changing the password on My Phone Manager automatically changes the security code of your voice mailbox and vice versa.

The Password depends on the ability to use the telephone system (Strata CIX Office) or voice mail or both. Your System Administrator assigns you a password.

Log In

1. Start Microsoft Internet Explorer.
2. Enter the URL in the Address field. For example, `http://<System Name or IP>/My Phone Manager`. The My Phone Manager screen displays (shown below).
3. In the *Telephone System* field, select your system from the drop-down menu.
4. Enter your Extension and Security code.
5. Click Sign In.



The screenshot shows the My Phone Manager login page. The page has a blue header with the Toshiba logo and 'My Phone Manager' text. Below the header is a navigation bar with 'Strata CIX' and 'Optimize Communication'. The main content area contains a login form titled 'Sign in with your Extension and Security code'. The form has three input fields: 'Telephone System' (a dropdown menu), 'Extension', and 'Security code'. Below these fields is a checkbox labeled 'Change security code or password'. At the bottom of the form are 'Sign In' and 'Clear' buttons.

► To change your Security Code

1. Follow steps 1~4 of the Log In procedure above.

Important!

If using voice mail, changing the Security Code on this screen automatically changes the password/security code of your voice mailbox and vice versa.

2. Check the “Change Security Code or password box.”
3. Click Sign In.
4. A Change Security code dialog box displays (shown below).
5. Enter the new password and confirm it.
6. Click the appropriate radio button depending on whether you want to change the password of your featurephone only or both your featurephone and voice mailbox.

You have logged into:

Mailbox 304
Extension 304

Please input the new security code to change it.

New security code

Confirm security code

For Mailbox and Telephone access

For Telephone access Only

Apply Cancel

Notes:

- [Step 6](#) may or may not be available depending on your existing security code access.
- Selecting the “For Telephone access only” radio button changes your security code only for your featurephone and not voice mail. If you select this radio button, you will have a different security code for your mailbox and a different one for the featurephone.

7. Click Apply. The My Phone Manager main screen displays.

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.



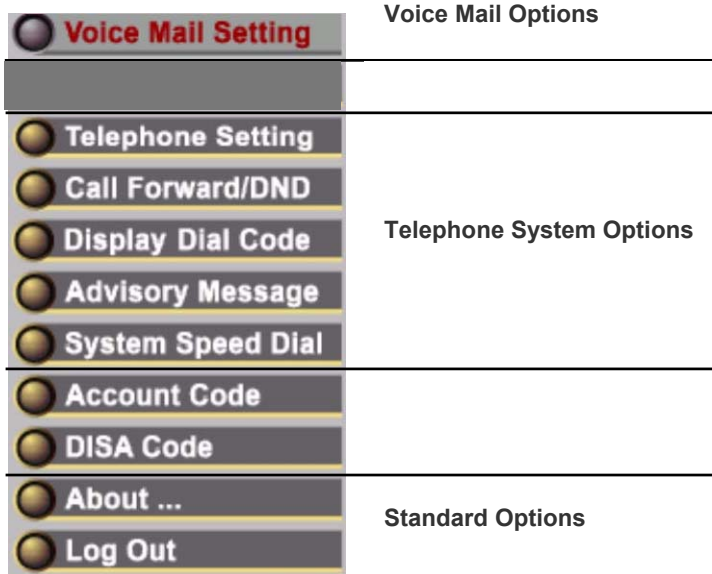
Program Menu

The Program Menu is the primary tool used to navigate through My Phone Manager. The Program Menu changes depending on the User level assigned to you by your System Administrator. Click a selection to open the options available.

The Program Menu can display any of the following:

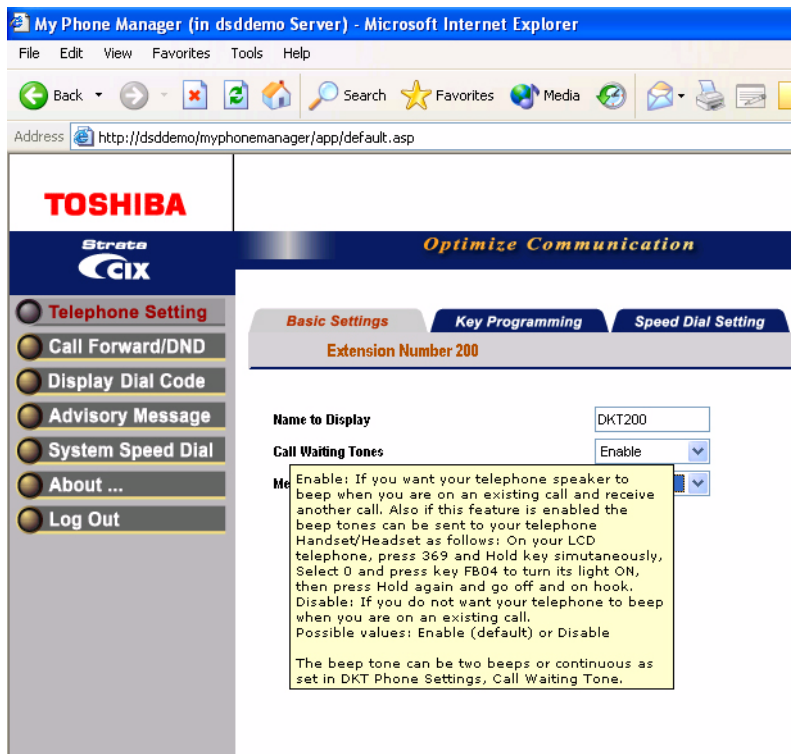
- Normal Telephone System options
- Normal Featurephone and Voice Mail options (includes Voice Mail options)
- Super User options (includes the Normal options plus Account Code and DISA Code).

The figure below shows the various options.



Pop-up Windows

Entering information on all screens is made easy with the help of pop-up windows/ flyovers. You will be able to find parameter descriptions by placing the mouse cursor over the program or parameter. See the screen below as an example.



Telephone System

The user can access the Telephone system to personalize phone settings, retrieve information and remotely activate/deactivate phone features. The following are the phone features:

- Phone Setting
 - Basic Settings
 - Key Programming
 - Speed Dial Setting
 - Advanced Settings
 - DKT Phone Settings
- Call Forward/DND
 - DND Activating
 - Call Forward Setting
- Display Dial Code (for display only)

Super User Options

- DISA Code (access limited to Super user)
- Account Code (access limited to Super user)

About

- ▶ Click on About and the Main Screen displays (shown on [page 14](#)).

Log Out

- ▶ Click on Log Out and the Login screen displays (shown on [page 12](#)).

CHAPTER 2 – NORMAL USER

The first part of this chapter gives you details on the typical Normal User features and the second part of this chapter gives you details on the Normal User Optional features. The Optional Features include Voice Mail Settings.

Important!

To access any of the features found in this chapter and the next, make sure you have logged into the My Phone Manager Program using the Log In steps found in the previous chapter. Also, use the previous chapter to understand the layout of the screens.

Phone Settings

You can modify your phone settings using this screen. You can click on the different tabs to access different phone settings.

► To change settings on the Basic Settings tab

1. From the Program Menu, select Telephone Settings.
The Telephone Settings screen with all the Tabs displays (shown below).
2. Change the settings. Refer to [Table 1](#) for parameter details.
3. Click Submit.

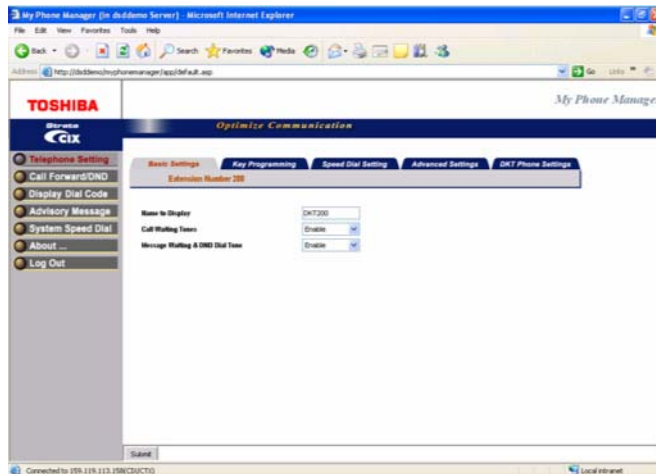


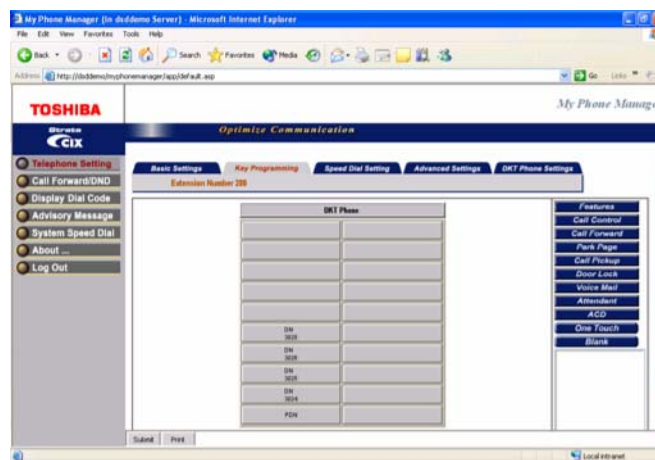
Table 1: Phone Settings Data

FIELD	DESCRIPTION
Name to Display	<p>Enter Station Name to be displayed on this PDNs LCD</p> <p>Possible values: Max. 16 character (default = no value)</p>
Call Waiting Tones	<p>Enable: If you want your featurephone speaker to beep when you are on an existing call and receive another call. Also if this feature is enabled the beep tones can be sent to your featurephone Handset/Headset.</p> <p>Disable: If you do not want your featurephone to beep when you are on an existing call.</p> <p>Possible values: Enable (default) or Disable</p>
Message Waiting and DND Dial Tone	<p>Enable: When you access internal dial tone, your featurephone will receive stuttered dial tone when it has a message waiting indication; and you will receive a busy tone burst before dial tone when your featurephone is in the DND mode.</p> <p>Disable: This station will receive normal dial tone when it has a message waiting or when it is in the DND mode.</p> <p>Possible values: Enable (default) or Disable</p>
List My Name in Directory	<p>This field displays only when logged in as a Super User.</p> <p>Enable: The featurephone User Name will appear in the large display featurephone Direct SS dial directory.</p> <p>Possible values: Enable (default) or Disable</p>

Key/Button Programming

The Feature Key or Button assignments enable each button on the featurephone to be addressed and coded to represent a function or feature to be performed. The featurephone button layout on the screen will look like the featurephone connected to this extension. Some feature buttons require additional parameters to completely define the key (e.g., a Phantom DN needs a directory number, ringing assignment, and the tone pitch when ringing occurs).

1. From the Program Menu, click Telephone Settings > Key tab.
2. Click on the Key to change a button.
3. Click the desired option from the panel that displays on the right of this screen.
 - Directory No (displays only when logged in as a Super User) – Assign a Primary DN key, Secondary/Phantom DN, Phantom DN Message Waiting, or DSS key to this Key.
 - CO Line (displays only when logged in as a Super User) – Assign FB as a CO, GCO or a Pooled Line.
 - CO Line (displays only when logged in as a Super User) – Assign FB as a CO, GCO or a Pooled Line.
 - Features – Assign Automatic Busy Redial (ABR), Automatic Call Back (ACB), Do Not Disturb (DND), Short Flash, Long Flash, Privacy, Privacy Release, BGM Key, DSS Key, Program, Account Code, Microphone Cut Off, and Application Starting are available selections.
 - Call Control – Activate Speed Dial, Release Button, Release/Answer, Cancel, Source Party, Destination Party, CLID or Night Transfer are available selections.
 - Call Forward – Set Call Forwarding assignments for this FB. Forward All Calls, Forward Busy, Forward No Answer, Forward Busy No Answer, Forward Ext/All Call, Forward Ext/Busy, Forward Ext/No Answer and Forward Ext/ Busy No Answer and PhDN Message Waiting are available selections.



- Park Page – Assign Call Park Orbit, All Paging, Group Paging, All Emergency Paging, Individual Emergency Paging and Paging Answer Feature access are available selections.
- Call Pickup – Assign FB to a Pickup-Group, Pickup-Directed Terminal, Pickup-Directed Group, Pickup-Directed DN, Pickup-Any External, Pickup- CO Retrieve, Pickup-Local Retrieve, Pickup-Remote, Pickup-Directed DN Retrieve and Pickup-On Hold and Incoming.
- Door Lock – Enable button to unlock Door Lock.
- Voice Mail – Enable button to Record or Pause/Resume Voice Mail.
- Attendant – Assign Out Dial, Attendant Answer, Overflow, Position Busy, Trunk Test, Attendant Loop or Supervised Loop Key Attendant features to this button.
- ACD – Assign FB as either Log In/Out, Available/Unavailable, Work Unit, ACD Help, ACD PickUp, End WrapUp, Join ACD Call, Monitor ACD Call, Start/End Shift, or Display status.
- One Touch – One Touch buttons can be used for storing frequently used features or dialed numbers. 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.

Note:

End user needs to be aware that My Phone Manager allows them to alter the featurephone key template.

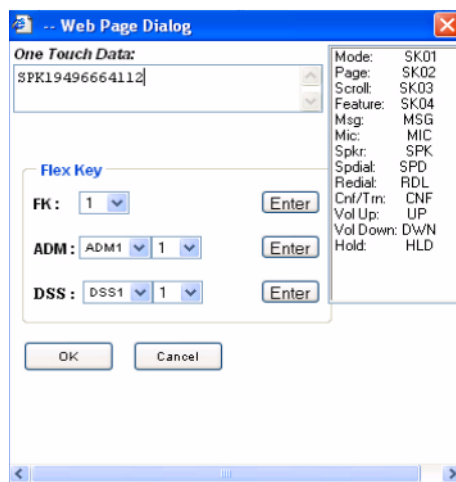
► **To modify an existing feature button/key**

1. Double-click the feature button on the Key Assignment screen. A dialog box displays (shown below).

Note:

The dialog box is dynamic and may vary depending on the feature button selected.

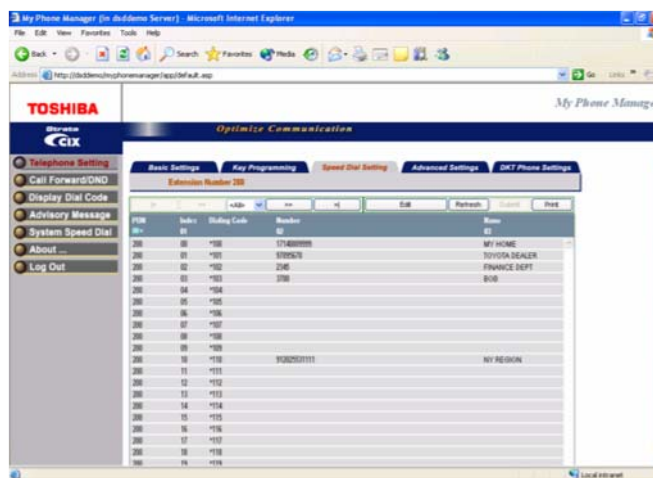
2. Make the change in the appropriate dialog box that displays.
3. Click OK.
4. Click Submit to apply the changes



Speed Dial Setting

Your featurephone must have Station Speed Dial numbers enabled by your System Administrator to provide the Station Speed Dial feature. You can have a maximum of 100 Station Speed Dial Numbers (up to 32 digits each) assigned to each station. Only the Speed Dial numbers that are assigned to you by your System Administrator appear on this screen.

1. From the Program Menu, click Telephone Settings > Speed Dial Setting tab. The Station Speed Dial screen displays (shown below).
2. Select the row/number to program.
3. Click Refresh/Print button on the top of the table depending on the function you wish to perform.



Advanced Settings

From the Program Menu, click Telephone Settings > Advanced Setting tab.

The Advanced Settings screen displays (shown below).

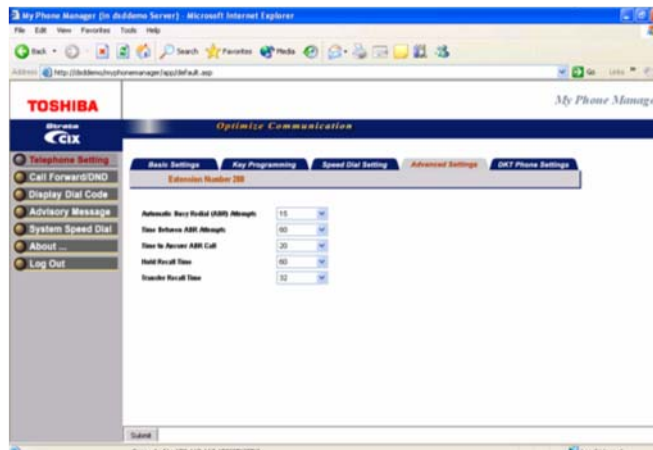


Table 2: Advanced Featurephone Settings

FIELD	DESCRIPTION
Automatic Busy Redial (ABR) Attempts	<p>Enter the number of times your featurephone should try calling a busy number.</p> <p>When you call a busy phone number, you can set ABR on your featurephone and your phone will automatically redial the number and check if it is still busy. If it is still busy your phone will continue to redial periodically. If the number is not busy, your phone will beep to notify you that the call was made successfully.</p> <p>Possible values: 2~20 (default = 15)</p>
Time Between ABR Attempts	<p>Select the amount of time (in seconds) ABR waits between dialling attempts.</p> <p>Possible values: 30~180 (default = 60)</p>
Time to Answer ABR Call	<p>Select the number of seconds ABR will call back (beep) your phone to notify you the called number is not busy and is ringing.</p> <p>Possible values: 5~60 (default = 20)</p>
Hold Recall Time	<p>When you place a call on Hold the call can recall (beep) your phone as a reminder that it is on Hold. Select the number of seconds that a call should remain on Hold before it recalls your phone.</p> <p>Possible values: 0~255 (default = 60). 0 prevents Held calls from recalling your phone.</p>
Transfer Recall	<p>When you transfer a call, the call will recall your phone if it is not answered within a specified number of seconds. Enter the number of seconds that transferred calls should ring the transferred-to-station before it recalls your phone.</p> <p>Possible values: 1~600 (default = 32 seconds)</p>

Strata DKT Phone Setting

► From the Program Menu, click Telephone Settings > Strata DKT Phone Setting tab. The Strata DKT Phone Settings screen displays (shown below).

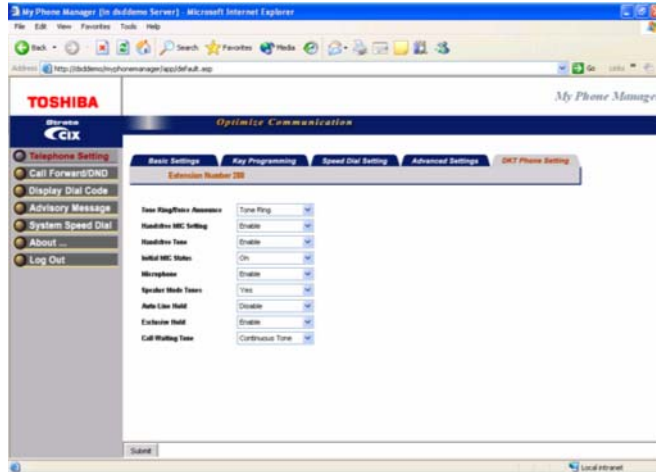


Table 3: Strata DKT Phone Settings

FIELD	DESCRIPTION
<p>Tone Ring/Voice Announce</p>	<p>When an internal phone calls your phone, your phone can be set to ring continuously until answered (tone ringing) or ring once and then go to the voice announce mode. In the voice announce mode, the calling phone can talk to you directly through your phone speaker and you can talk back through your phone microphone. Set your phone to receive internal calls with Tone Ringing or Voice Announce signalling.</p> <p>Note: If set to Voice Announce, callers will be able to monitor the noise or conversation in the vicinity of your phone.</p> <p>Possible values: Tone or Voice (default = Voice Announce).</p> <p>Service personnel only: For each iES32 PDN, set to 'Tone Ringing', if set to 'Voice Announce' iES32 will not answer.</p>

Table 3: Strata DKT Phone Settings (continued)

FIELD	DESCRIPTION
Handsfree MIC Setting	<p>On internal Voice Announce calls to your phone you can talk back to the calling phone directly through your phone microphone without picking up your handset. To do this your phone must be Handsfree MIC enabled; however, internal callers will also be able to monitor any noise or conversation in the vicinity of your phone.</p> <p>Possible values: Enable (default) or Disable.</p>
Handsfree Tone	<p>When your featurephone is set to receive internal calls with Voice Announce signalling, a warning tone can be enabled to sound through the featurephone speaker before it switches to the Voice Mode. If the warning tone is disabled, callers will be able to monitor the noise or conversation in the vicinity of your featurephone silently.</p> <p>Possible values: Enable (default) or Disable.</p>
Initial MIC Status	<p>Turn the Initial MIC Status on to originate outgoing speakerphone calls with the handset on-hook. In this case you will be able to talk using the featurephone microphone - the Mic light will be on.</p> <p>Possible values: On (default) or Off.</p>
Microphone	<p>You can completely disable your featurephone microphone so all communication from your featurephone must be made using the phone Handset or Headset.</p> <p>Possible values: Enable (default) or Disable</p>
Speaker Mode Tones	<p>Select yes to enable your featurephone to receive beep tones when you receive a new call while on the an existing speakerphone call.</p> <p>Select no if you do not want beeps tones to sound when receiving new calls while you are on speakerphone calls.</p> <p>Possible values: Yes (default) or No</p>
Auto Line Hold	<p>Automatic Line Hold. Allows a station to 'line hop' from one call to another automatically placing the first call on hold.</p> <p>Note: This feature only applies if you have line keys.</p> <p>Possible values: Enable or Disable (default)</p>

Table 3: Strata DKT Phone Settings *(continued)*

FIELD	DESCRIPTION
Exclusive Hold	<p>Exclusive Hold allows you to place a call on hold and prevent it from being picked up by other phone users. To place a call on exclusive hold, press the Hold button twice quickly. The held line button LED will flash rapidly on your phone to indicate that it is on Exclusive Hold.</p> <p>Note: This feature only applies if you have line keys.</p> <p>Possible values: Enable (default) or Disable</p>
Call Waiting Tone	<p>When you are busy on an existing call and receive another call, Call Waiting beep tones can be sent to your featurephone.</p> <p>Call waiting tones sent to your featurephone can be set for two beep tones or continuous beep tones.</p> <p>Possible values: Two Cycles or Continuous (default)</p> <p>Also, to Enable or Disable Call Waiting beep tones, see Call Waiting Tones in the Phone Settings Basic Settings screen.</p>

Call Forward/DND

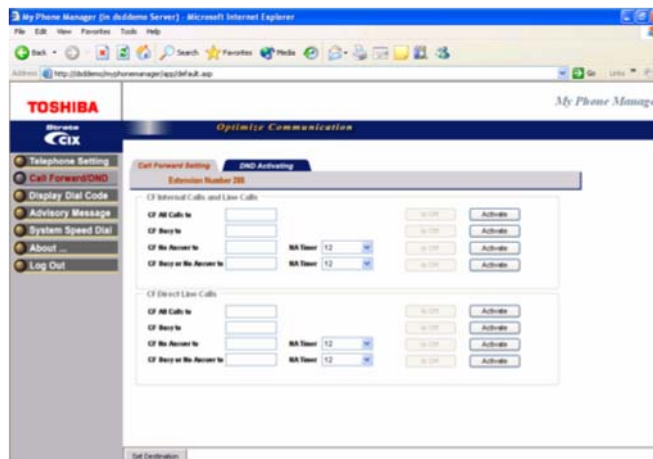
This feature enables you to assign Call Forward (CF) destinations for each extension on your phone that will override the telephone’s System CF settings.

► **To set up Station Call Forward**

1. From the Program Menu, select Call Forward/DND.

The Call Forward Setting screen (default) and the DND Activating tabs displays (shown below).

2. Enter the Call Forward data. Refer to Table 4 for parameter details.



Notes:

- Click **Set Destination**. To preset the CF destination without activating CF; enter the destination and click “Set Destination.” Once the destination is set; CF can be activated or cancelled easily without having to set the destination each time.
- Click **Activate** depending on the CF type. Refer to [Table 5](#) for the appropriate Activate button details.

Call Forward Setting

This screen has two parts that are described below. The table following the description gives you details on each of the parameters found on this screen.

CF Internal and Line Calls

This Call Forward option allows you to forward internal calls and outside line calls that come to your extension to another destination. The destination can be voice mail, another phone extension connected to your telephone system or private network; or, an external phone number connected through the public telephone network.

Definitions:

1. Line calls are calls that come to your extension through the public telephone network lines. If your phone has a direct line and the “CF Direct Line Calls” option is activated, direct line calls to your extension will forward to the “CF Direct Line Calls” destination – not to the destination set in this option.
2. Internal calls are calls that come to your phone from the Operator Console, other phones and voice mail devices connected to your telephone system or telephone system private network.
3. Your featurephone may call forward even if you do not activate it; this is because your system administrator has activated System Call Forward on your phone.

CF Direct Line Calls

This Call Forward option allows you to forward direct line calls to another destination. When you activate this CF option, only line calls to your direct line phone number will forward calls to the destination set in this option. Internal calls will not forward to the destination set in this option. The destination can be voice mail, another phone extension connected to your telephone system or private network; or, an external phone number connected through the public telephone network.

Definitions:

1. Direct Line calls are calls that ring your extension when outside callers dial your direct line phone number. They do not include internal calls from phones that dial your extension number or outside line calls that ring multiple phones on your telephone system.
2. When this option is activated, direct line calls forward to this destination and ignore the destination set in the “CF Internal and Line Calls” option.
3. Internal calls are calls that come to your phone from the Operator Console, other phones and voice mail devices connected to your telephone system or telephone system Private Network.
4. Your featurephone may call forward even if you do not activate it; this is because your system administrator has activated System Call Forward on your featurephone.

Table 4: Call Forward Internal Calls and Line Calls, CF Direct Line Calls

FIELD	DESCRIPTION
CF All Calls to	Call Forward Destination.
CF Busy to	The call forward destination is the phone number that should be called when your phone call forwards.
CF No Answer to CF Busy or No Answer to	<p>The call forward destination can be:</p> <ol style="list-style-type: none"> 1. Any extension number connected to your telephone system or telephone system private network. 2. The extension number of the Voice Mail device on your telephone system or telephone system private network. 3. Any external phone number that you are allowed to dial from your phone. When you forward calls to an external phone number you must enter the outgoing line access code in the destination. Your featurephone LCD will display EXTERNAL CALL FORWARD when set CF to an external phone number. <p>Example: If you want to forward calls to external number 5833700 and if you dial 9 to access an outside line, enter: 95833700 as the destination when you set CF to an external phone number. If the number is a long distance number, you must enter 1+ Area Code before the other digits.</p>
NA Timer (CF No Answer to)	This timer determines how long your phone will ring before it forwards to the CF No Answer destination. The timer value is in seconds.
NA Timer (CF Busy or No Answer to)	If your phone is not busy, this timer determines how long your phone will ring before it forwards to the CF Busy/No Answer destination. The timer value is in seconds.

Activate Button

The Activate buttons found on the Call Forward screen perform different functions based on the type of Call Forward selected. The following table gives you information on each of Call Forward Activate buttons.

Table 5: Call Forward Activate Button

FIELD	DESCRIPTION
CF Internal – CF All Calls to	<p>When Call Forward All Calls is activated on your featurephone, your featurephone will not ring; all internal calls and incoming line calls will be sent directly to the CF All Calls destination.</p> <p>Note: If Direct Line Call Forward is activated on your featurephone, calls to your direct line phone number will not forward to this destination; they will forward to the direct line CF destination - if activated.</p>
CF Internal – CF Busy to	<p>When Call Forward Busy is activated and your phone is busy on an existing call, new internal calls and incoming line calls will not ring your phone; all new calls will be sent directly to the CF Busy destination.</p> <p>Note: If Direct Line Call Forward is activated on your featurephone, calls to your direct line phone number will not forward to this destination; they will forward to the direct line CF destination - if activated.</p>
CF Internal – CF No Answer to	<p>When Call Forward No Answer is activated on your phone and your phone receives internal calls and incoming line calls, your phone will ring; if the call is not answered within a predetermined amount of time, the call will be sent to the CF No Answer destination. The amount of time your phone will ring before it forwards is the amount of time set in the Ring No Answer timer.</p> <p>Note: If Direct Line Call Forward is activated on you phone, calls to your direct line phone number will not forward to this destination; they will forward to the direct line CF destination - if activated.</p>

Table 5: Call Forward Activate Button *(continued)*

FIELD	DESCRIPTION
CF Internal – CF Busy or No Answer to	<p>When Call Forward Busy or No Answer is activated on your featurephone and your featurephone receives an internal call or incoming line call the following call forward operation occurs:</p> <p>If your featurephone is busy on an existing call, new internal calls and incoming line calls will not ring your featurephone; all new calls will be sent directly to the CF Busy or No Answer destination.</p> <p>If your featurephone is idle, your featurephone will ring; if the call is not answered within a predetermined amount of time, the call will be sent to the CF Busy or No Answer destination. The amount of time your featurephone will ring before it forwards is the amount of time set in the Ring No Answer timer.</p> <p>Note: If Direct Line Call Forward is activated on you featurephone, calls to your direct line phone number will not forward to this destination; they will forward to the direct line CF destination - if activated.</p>
CF Direct Line Calls – CF All Calls to	<p>When Direct Line, CF All Calls is activated on your featurephone, and you receive a call on your direct line phone number, your phone will not ring; the call will be sent directly to the CF All Calls destination.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Internal calls will not forward to the direct line destination. Internal calls only forward to the “Internal Call and Line Call” destinations. 2. Your phone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your phone.
CF Direct Line Calls – CF Busy to	<p>When Direct line CF Busy is activated and your featurephone is busy on an existing call, new calls to your direct line phone number will not ring your featurephone; direct line calls will be sent directly to the CF Busy destination.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Internal calls will not forward to the direct line destination. Internal calls only forward to the “Internal Call and Line Call” destinations. 2. Your featurephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your featurephone.

Table 5: Call Forward Activate Button *(continued)*

FIELD	DESCRIPTION
<p>CF Direct Line Calls - CF No Answer to</p>	<p>When Direct Call CF No Answer is activated on your featurephone and your featurephone receives a call to your direct line phone number, your featurephone will ring; if the direct line call is not answered within a predetermined amount of time, the call will be sent to the CF No Answer destination. The amount of time your featurephone will ring before it forwards is the amount of time set in the Ring No Answer timer.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Internal calls will not forward to the direct line destination. Internal calls only forward to the "Internal Call and Line Call" destinations. 2. Your featurephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your featurephone.
<p>CF Direct Line Calls – CF Busy or No Answer to</p>	<p>When Call Forward Busy or No Answer is activated on your featurephone and your featurephone receives an internal call or incoming line call the following call forward operation occurs: If your featurephone is busy on an existing call, new calls to your direct line phone number will not ring your featurephone; all new direct line calls will be sent directly to the CF Busy or No Answer destination.</p> <p>If your featurephone is idle, your featurephone will ring; if the direct line call is not answered within a predetermined amount of time, the call will be sent to the CF Busy or No Answer destination. The amount of time your featurephone will ring before it forwards is the amount of time set in the Ring No Answer timer.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Internal calls will not forward to the direct line destination. Internal calls only forward to the "Internal Call and Line Call" destinations. 2. Your featurephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your featurephone.

DND Activating

When you activate Do Not Disturb (DND), internal and external calls do not ring your featurephone. Callers may be blocked and receive DND busy tone when they call your featurephone; or, calls will call forward busy or no answer depending on how many appearances of your extension button are on your featurephone. You can continue to make calls normally when in the DND mode.

Your featurephone dial tone will sound a stuttered tone when in the DND mode. Stuttered dial tone can be turned off from the Basic Settings screen by disabling Message Waiting & DND Dial Tone.

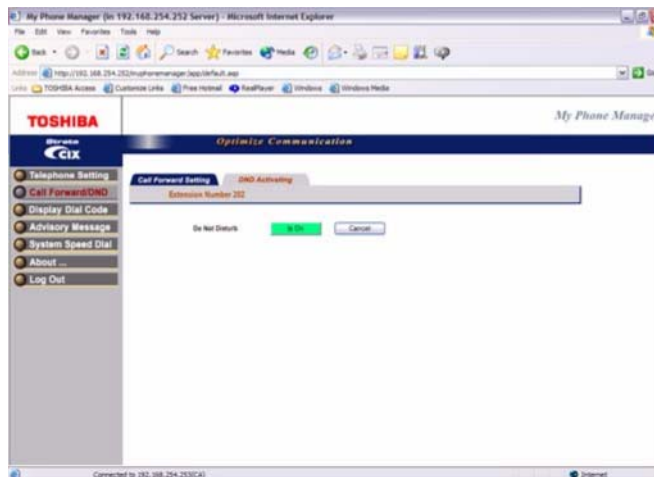
► To activate DND on your Featurephone

1. From the Program Menu, click Call Forward/DND > DND Activating tab. The DND screen displays (shown below).

Note:

The DND default is Off.

2. Click the Activate button.



Display Dial Code

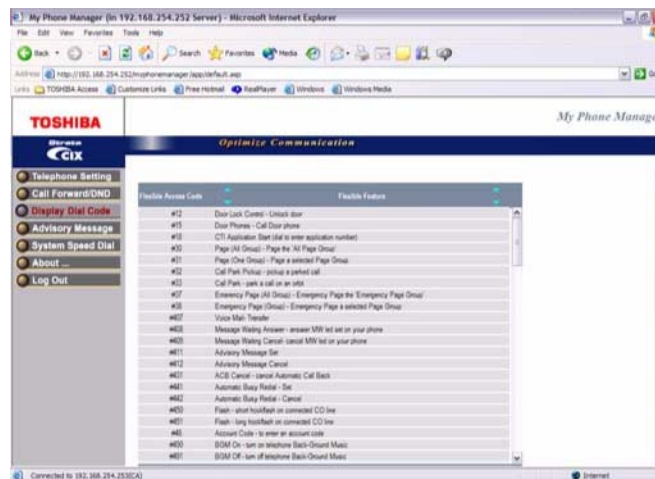
The Strata Telephone system comes with pre-assigned Flexible Access Codes that the featurephone dials to access features. This screen lets you view Flexible Access Codes for various feature.

Important!

You must be a Super User to make changes to Flexible Access Codes.

- ▶ From the Program Menu, select Display Dial Code.

The Telephone Settings screen with all the Tabs displays (shown below).



- ▶ **To change a Feature Access Code Assignment**
- ▶ Double click on the row to make the change.

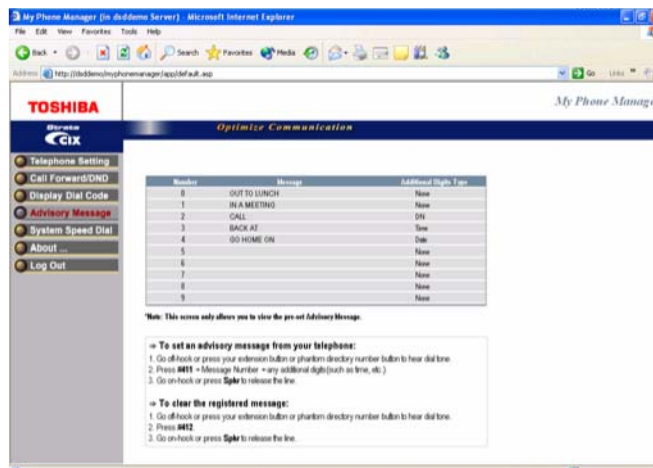
Advisory messages

Advisory messaging enables you to store an informative message for LCD featurephones that call your featurephone. The messages can be up to 16 characters long. These messages will display on the calling featurephone's LCD. The Strata CIX Office/CTX telephone system provides a number of stored messages, shown in the table below. Message numbers 5~9 can be defined by your System Administrator. This is a view only screen for a Normal user and can be edited only by a Super User.

To access the advisory message screen:

- ▶ From the Program Menu, select Advisory Message.

The Advisory Message screen displays (shown below).



Note:

You can follow the instructions found on the Advisory Message screen or follow the instructions below. They are the same in both places.

▶ **To set an advisory message**

1. Go off-hook or press your extension button or phantom directory number button to hear dial tone.

Note:

A phantom directory number button is similar to an extension button that is shared on other featurephones.

2. Press **#411** + Message No. (see table) + any additional digits (such as time, etc.)
3. Go on-hook or press **Spkr** to release the line.

► **To clear the registered message**

1. Go off-hook or press your extension button or phantom directory number button to hear dial tone.
2. Press #412.
3. Go on-hook or press Spkr to release the line.

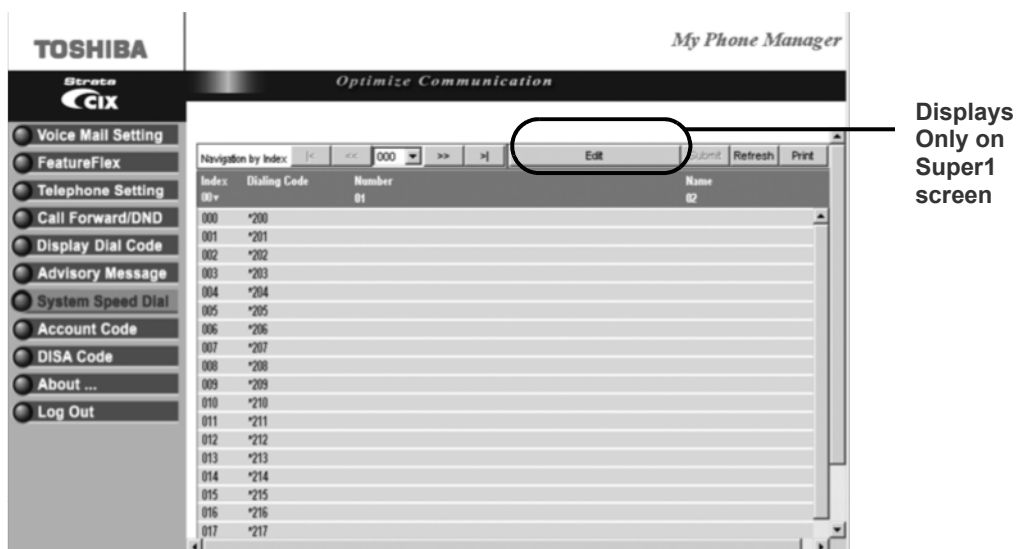
System Speed Dial

All featurephones in your system can share a list of up to 800 System Speed Dial numbers under the exclusive control of the System Administrator. In some cases, System Speed Dial enables you to reach numbers that you would not be allowed to dial directly from your featurephone.

- From the Program Menu, select System Speed Dial.

The following screen displays. This is a view only screen for a Normal user and can be edited only by a Super user.

Figure 1: System Speed Dial Screen



Important!

The following features may or may not be available. These features are dependant on the Security Code assigned to you by your System Administrator.

Voice Mail Settings

You can modify your Voice Mail settings using this screen. Click on the different tabs to access different voice mail settings.

From the Program Menu, select Voice Mail Settings.

The Voice Mail Settings screen with all the tabs displays (shown below).

Note:

The One Number Access tab will display under Voice Mail Settings only if this feature has been programmed in eManager by your System Administrator.

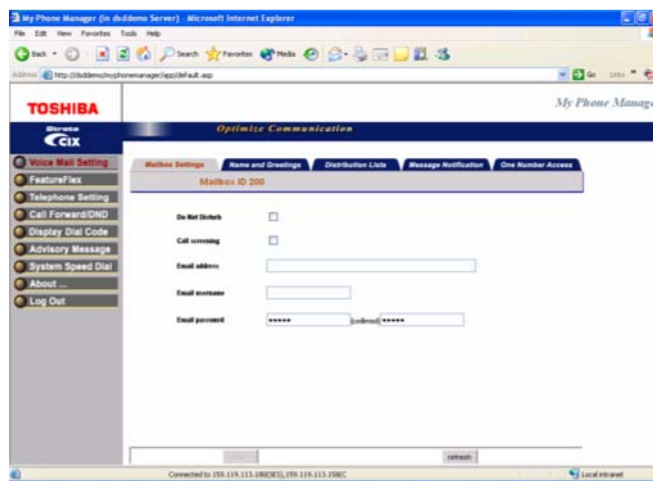


Table 6: Mailbox Settings Data

FIELD	DESCRIPTION
Do Not Disturb	If you set this feature to On, Strategy ES automatically sends calls to your mailbox without first ringing your featurephone. This does not impact your featurephone.
Call Screening	If you set this feature to On, Strategy ES asks callers for their name and company. Without the caller's knowledge, the system relays that information to you and provides you with special options to handle the call. Possible values: Accept or Send to Voice Mail
Email Address	E-mail account number assigned by the server. Allows you to receive email notifications of voicemail messages, not voice mail. Example: jdart@toshiba.com blank
Email username	Alternative e-mail user name. If this field is filled in, voice mail uses it to log into the e-mail server for IMAP4 and POP3 functions. If this field is left blank, voice mail uses the user name preceding the @ of the existing <i>Email</i> account field.
Email password	Password for Email Account

Name and Greetings

You can select either a personal or system greeting to play to callers when you do not answer or when your featurephone is busy. You can record up to seven personal greetings that are played when you are unavailable.

Depending on how your system is configured, callers may hear a separate busy greeting — the system or the custom busy greeting.

Name Recording – Your name is announced whenever the directory is accessed, you select the system greeting, or a message is sent by another Strategy ES user.

Personal Greetings – You can record up to seven personal greetings that are played when you are unavailable. Using the greeting number, you can select which greeting plays.

The System Administrator can also schedule your greetings to automatically play at different times. If you choose, you can override the automatic schedule by selecting a Personal Greeting.

- **Busy Greetings** – If your mailbox is configured for a personal busy greeting, you can record a custom busy greeting that plays when your extension is busy. If a custom greeting is not recorded, the default system busy greeting plays.

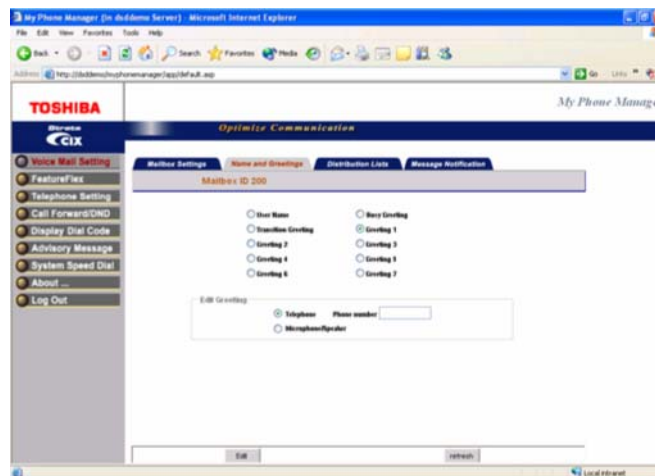
Recording or Changing Greetings

You can use either the Featurephone or Microphone/Speaker to record or change greetings.

► **To access the Name and Greetings screen**

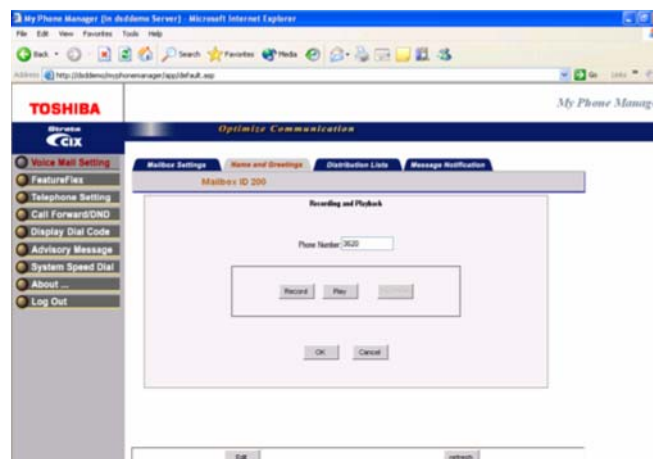
► From the Program Menu, select Voice Mail Settings > Name and Greetings tab.

The Mailbox Name and Greetings screen displays (shown below).



► **To make changes to the Name and Greetings settings using your featurephone**

1. From the Name and Greetings screen, select the greeting you wish to record or change by clicking the appropriate radio button.
2. Click the Telephone radio button. This is the media by which you wish to record your greeting.
3. Enter the Phone Number or Extension.



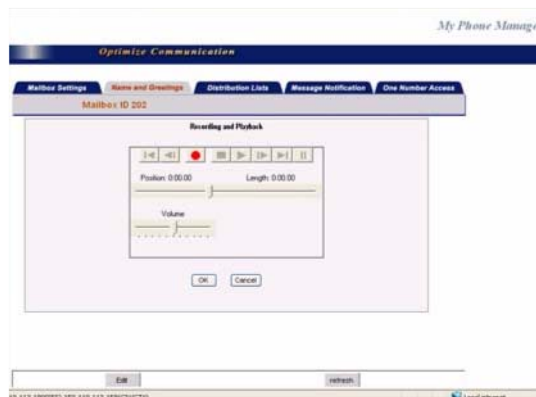
4. Click Edit.
The Recording and Playback dialog box displays.
5. Click Record or Play button. Your phone rings.
6. Pick up your Featurephone handset or press Speaker. You hear a beep.
7. Record or listen to you message.
8. Click Stop.
9. Click Disconnect.
10. Click OK.

► **To make changes to the Name and Greetings settings using your Computer Microphone**

1. From the Name and Greetings screen, select the greeting you wish to record or change by clicking the appropriate radio button.
2. Select the Microphone/Speaker radio button.
3. Click Edit.
A software download screen displays.
4. Click Yes to download the software.
The Recording and Playback dialog box displays (shown below).
5. Click the Red record button to record ...or the Play button to listen to the greeting.
6. Use your PC Microphone to record the greeting.
7. Click OK.

Important!

When you are done recording the greeting, make sure the current greeting you want to play is selected.



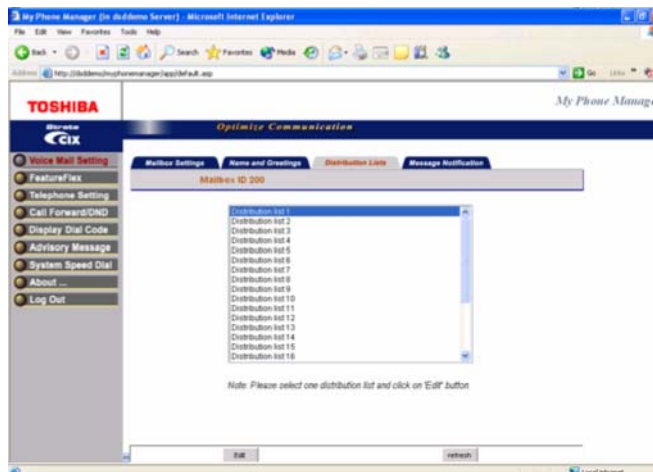
Distribution Lists

You can create up to 25 Personal Distribution Lists consisting of other system users. You can add or delete users at any time. The lists are for only your use.

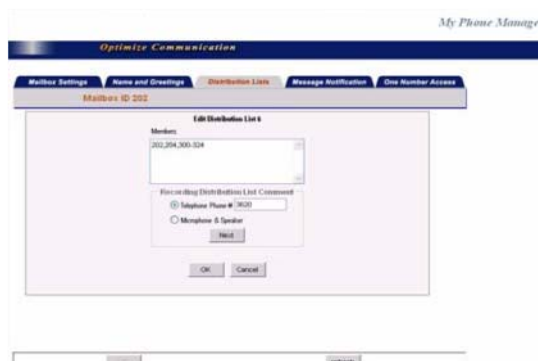
At the time you create a list, you are given the option of recording a “list comment” that serves as the title or name for the list. The comment plays each time you use the list to confirm that you have chosen the correct distribution list.

- ▶ From the Program Menu, select Voice Mail Settings > Distribution Lists tab.

The Distribution List screen displays (shown below).



- ▶ To make changes to the Distribution List
 1. From the Distribution List screen, click on the appropriate list.
 2. Click the Edit button. A dialog displays (shown below).
 3. Under Members, enter mailboxes and separate them by comma, no space between them, such as 123,234,140 and/or a range of continuous boxes such as 250-255.
 4. Click OK.



► **To change comments/messages for Distribution lists**

Note:

To record comments/messages you can use one of two media (Featurephone or Microphone & Speaker).

1. Follow step 1 and 2 from the previous procedure.
2. Click the appropriate radio button.
3. Depending on your selection, refer to the instructions found under [Recording or Changing Greetings](#) on [page 38](#) or [page 39](#).

Message Notification

This screen enables you to program voice mail to automatically call a user to notify him/her of messages. Each record represents one method of notifying the user of new messages. The voice mail allows an unlimited number of notification records for each mailbox.

Events (normal, relay, pickup, disk, and urgent) are based on the action that activates the notification.

Notification can occur based on the following:

- Days of the week
- Hours of the day
- Time interval between notifications (e.g., every 30 minutes)
- Number of times to repeat notification process (e.g., two times)

► From the Program Menu, select Voice Mail Settings > Message Notification tab.

The Message Notification screen displays (shown below).

Note:

Use the scroll bar found on this screen to view the additional columns.

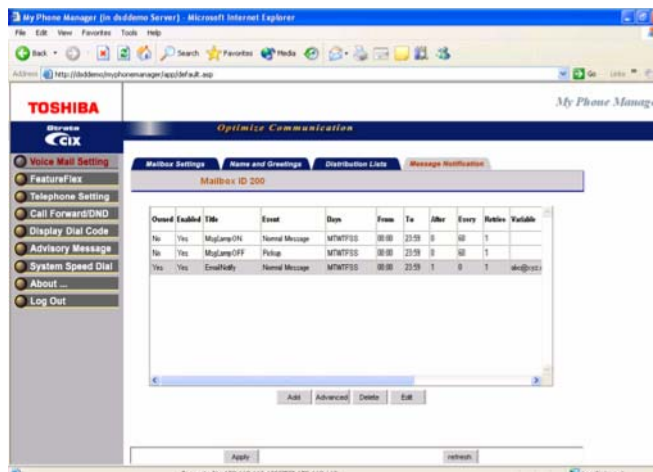


Table 7: Mailbox Settings Data

FIELD	DESCRIPTION
<p>Event</p>	<p>Notification type for this record.</p> <p>Possible values:</p> <p>Normal Message: Notify user of new messages in his mailbox by lighting the message light or calling a phone number.</p> <p>Notification begins when a message is left in the mailbox. User notified of new messages in his mailbox by lighting the message light, calling a home phone, calling a cellular phone, or calling any off-premise location.</p> <p>Notification ends when the user picks up messages or when the maximum number of tries (Max Times) has been reached.</p> <p>Relay: Notify user by relaying the caller's phone number to the user's beeper display.</p> <p>Notification begins when a caller uses the relay paging feature to record a phone number. Voice mail prompts the caller to:</p> <ol style="list-style-type: none"> 1. Press # while connected to the personal greeting of the mailbox. 2. Enter his/her phone number and press #. <p>Voice mail stores the phone number in the Method field token %R. User notified when the caller's phone number is relayed to the user's beeper display or forwarded to a voice answered phone. Notification ends when the maximum number of tries (Maximum Times) has been reached.</p> <p>Pickup: Turn off a message waiting light after a user has retrieved messages from his/her mailbox.</p> <p>Notification begins after the user picks up all new messages and exits from the Play Messages selection.</p> <p>Notification ends when the maximum number of tries (Maximum Times) has been reached. Therefore, be sure to enter 1 when you define Maximum Times.</p> <p>Disk Space: Notify user (usually System Administrator) when available hard drive space is low.</p> <p>Notification begins when the available hard drive storage space reaches the predefined limit. Notification ends when the maximum number of tries (Maximum Times) has been reached.</p> <p>There are four possible settings for this event–Disk Space <5%, Disk Space <10%, Disk Space <20%, and Disk Space <30%. You can program one notification record to warn you of disk low or if you want, you can program multiple notification records to notify you at different stages of disk low. For example, you can have voice mail notify you at 20%, 10% and again at 5%.</p>

Table 7: Mailbox Settings Data (continued)

<p>Event (continued)</p>	<p>Urgent Message: Notify user of an urgent message in his/her mailbox.</p> <p>Notification begins when a mailbox receives a message the caller marked as urgent.</p> <p>Notification ends when the maximum number of tries (Maximum Times) has been reached.</p> <p>Fax Failure: Notify user that there was a fax Strategy ES transmission error.</p> <p>Fax Success: Notify user that a Strategy ES fax was transmitted successfully.</p> <p>Fax Failure and Fax Success is best used with the EmailFaxNotify template (see previous page).</p> <p>None (default)</p>
<p>Title</p>	<p>The title of the Template or application that performs notification. The voice mail comes with six preconfigured Templates:</p> <p>AUTOMATICFAX — Transmits any new incoming fax messages of a mailbox to an external fax device using the digits in the <i>Variable</i> field.</p> <p>MsgLampON — Turns on the message waiting lamp of a phone.</p> <p>MsgLampOFF — Turns off the message waiting lamp of a featurephone.</p> <p>PagerNotify — Calls a pager using the digits stored in the <i>Variable</i> field.</p> <p>TokenNotify — Allows the free use of tokens to perform custom notifications.</p> <p>VoiceHome — Calls a residence using the digits in the <i>Variable</i> field. Notifies user that new messages have arrived in their mailbox.</p> <p>EmailNotify — E-mails the user at a valid e-mail address entered in the <i>variable</i> field. Notifies user that voice messages are in his/her mailbox.</p> <p>Email Fax Notify — E-mails the user at a valid e-mail address entered in the <i>variable</i> field. Notifies user that a fax message has been sent. Use this title with Fax Failure and Fax Success events.</p> <p>Email Notify Urgent — E-mails the user at a valid e-mail address entered in the <i>variable</i> field. Notifies user that urgent voice messages are in his/her mailbox.</p> <p>None</p>

Table 7: Mailbox Settings Data (continued)

<p>Enabled</p>	<p>Enable or disable the current Notify record.</p> <p>Yes: Enable the record. Voice mail carries out the instructions defined by the record.</p> <p>No: (Default) Disable the current Notify record. Using Stragy's User Notification option for his/her mailbox, a user can enable or disable an existing Notify record and modify the contents of the record's Variable field.</p>
<p>Variable</p>	<p>Value voice mail inserts in place of the %V in a Token Notify string. The Variable is also used by the other Notify templates to insert pager or home phone numbers and e-mail addresses. Typically, this is pager or similar value associated with the record rather than the template.</p> <p>The uses include: Enables notification templates to be used for many users.</p> <p>Enables field personnel to be notified at different destinations during the day or week.</p> <p>Using Stragy's User Notification option for his/her mailbox, a user can enable or disable an existing Notify record and modify the contents of the record's Variable field.</p> <p>For users that are in a remote node of Strata Net where the dialling plan is NOT transparent, you must enter the node number plus the extension number in the Variable field. For example, if to reach a remote node user you must dial :</p> <p>10 = node number 3752 = user extension number then enter 103752 in mailbox 3752's Notification Variable field. any digit strings (e.g., phone number, extension, Token Programming Language) up to 17 characters long. blank</p>
<p>Active Days</p>	<p>Days of the week to which notification is restricted. Highlighted days are active. Days not highlighted are inactive. Mon~Sun All days</p>
<p>From</p>	<p>Start notification time (hh:mm). Military format (24-hour clock); e.g., 5:30 p.m. is represented as 17:30. Always less than To field. To specify 24 hours, set From at 00:00 and To at 23:59. 00:00~23:59 (Default = 00:00)</p>
<p>To</p>	<p>End notification time (hh:mm). Military format (24-hour clock). Always more than From field. To specify 24 hours, set From at 00:00 and To at 23:59. 00:00~23:59 (Default = 23:59)</p>

Table 7: Mailbox Settings Data (continued)

Holidays always	<p>Whether voice mail uses the system “Holiday Table” in conjunction with the days selected in <i>Days of Week</i> field. (See “Holidays” on page 14 for instructions on assigning holidays.)</p> <p>Ignored:(Default) Days defined in the Holiday table are not included in the selected <i>Active Days</i>.</p> <p>ActiveDays defined in the Holiday table are included with the selected <i>Active Days</i> for this record. For example, if a holiday occurs on an inactive day the record becomes active on that day(s). Inactive:Holiday table is excluded from the selected <i>Active Days</i>. For example, if a holiday occurs on a selected <i>Active Day</i>, the record becomes inactive on that day.</p>
After	<p>Number of minutes before voice mail attempts the first notification to a user after someone leaves a new message. 0~ 60 (minutes) 0 (immediately)</p>
Every	<p>Number of minutes before voice mail re-attempts notification after the first notification. For example, every 60 minutes means notify this user every hour after the first notification. 0~60 60 (minutes)</p>
Maximum times	<p>Number of notification attempts when new messages exist in this mailbox. Voice mail counts only successful tries; i.e., successfully performing each action in the Method field. 0~999 0 (Voice mail continues until the user has played every new message.)</p>
User mode accessible	<p>Whether the specific record can be accessed by the user via mailbox’s User Mode Options Tab screen. On: (Default) User can access record via mailbox’s user mode menu. Off: User can not access record via mailbox’s user mode menu.</p>
Status	<p>You can add new notifications and the status will display if this is a New, Modified or EXISTING (default) entry.</p>

► **To add a Message Notification**

► Click the Add button on the Message Notification screen, then follow the Wizard.

► **To modify an existing Message Notification**

1. Select the existing Message Notification row.
2. Click the either the Edit or Advanced button, then follow the Wizard
...or see instructions below on the next page.

► To change Message Notification settings using the Advanced button

1. Click the Edit button on the Message Notification screen to edit the Notification using the wizard.

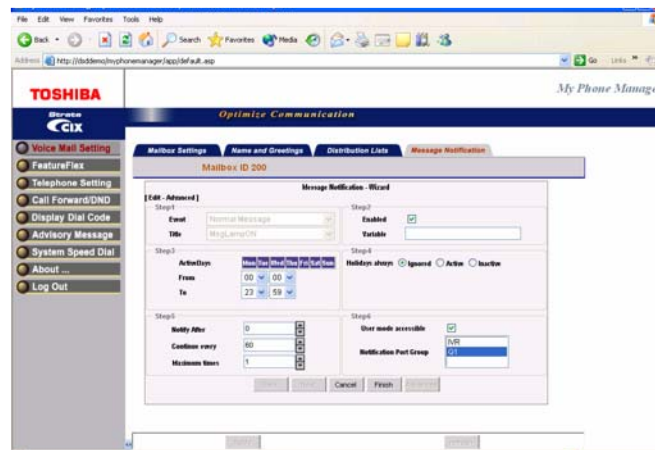
The Message Notification - Wizard dialog box displays.

2. Click the Advanced button.

The Advanced Message Notification - Wizard screen displays (shown below).

3. Make the appropriate changes.

4. Click Finish.



One Number Access

Important!

- This feature is available and displays on the Voice Mail Settings screen only if it has been programmed/enabled by your System Administrator in CIX eManager.

Important!

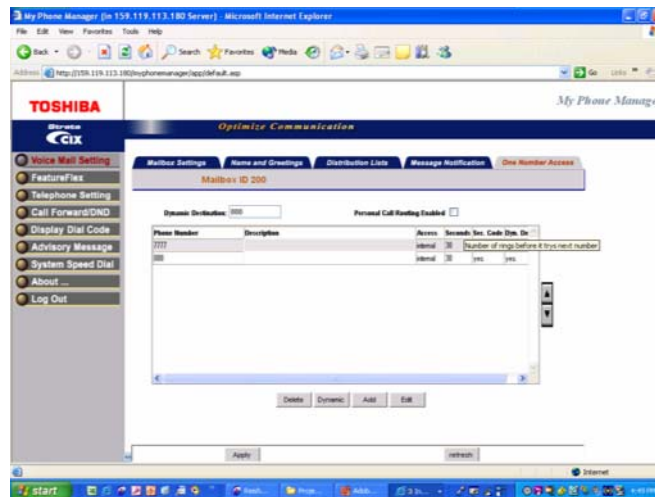
One Number Access can be considered as a Find me, Follow me feature. You can select destinations to be reached at when the caller tries to call your extension. The destinations can be internal or external, such as a cell phone, home phone, etc.

► From the Program Menu, select Voice Mail Settings > One Number Access tab.

The One Number Access screen displays (shown below).

Note:

Use the scroll bar found on this screen to view all the columns.



► To add/edit a Destination

1. Click the Add button
...or click on a row to select it and click Edit button.

The Add/Edit One Number Access Destination Settings dialog box displays (shown below).

2. Enter the data (see Table 8).
3. Click OK.



Table 8: Add/Edit Destination Data

FIELD	DESCRIPTION
Description	This is a text field. You can enter the type of Phone Number that will be in the Phone Number field. Example: Mobile phone, Home, etc.
Phone Number	Enter the phone number you want your calls to be transferred to. Note: When entering an external long distance phone number, enter 1+ area code + phone number.
Number of Seconds	The number of seconds after which the call should transfer.
Access Type	Select the radio button depending on whether the phone number listed is external or internal.
Check Security Code	Select Yes if you want it to be password enabled
Dynamic Destination	Do not change the default. This indicates if this location is enabled as the dynamic destination.

CHAPTER 3 – SUPER USER

The features described in this chapter are for users with Super User access only. As a Super User, you have access to the features described in [Chapter 2 – Normal User](#) and the following features.

Phone Settings

The parameter “List My Name in Directory” in the Phone Settings screen is only available to a Super User only. See [page 17](#) for information on Phone Settings.

Directory Number and CO Line

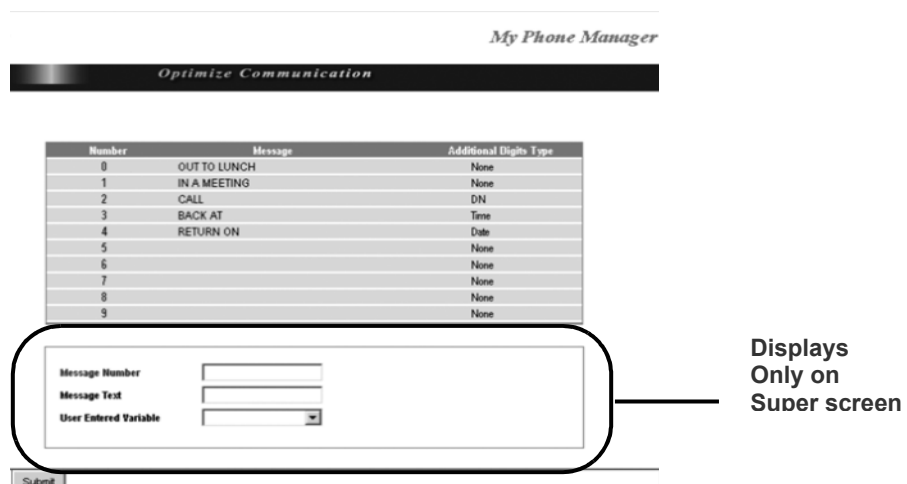
These options are available to a Super User under Telephone Settings > Key Programming tab. See “[Key/Button Programming](#)” on [page 19](#) for details.

Advisory Message Edit Screen

For details about Advisory Message, refer to [page 34](#).

► **To Edit an Advisory Message**

1. From the Program Menu, select Advisory Message. The following screen displays for a Super user only.



2. Select the Message.
3. Enter the appropriate field data.
4. Click Submit.

Table 9: Mailbox Settings Data

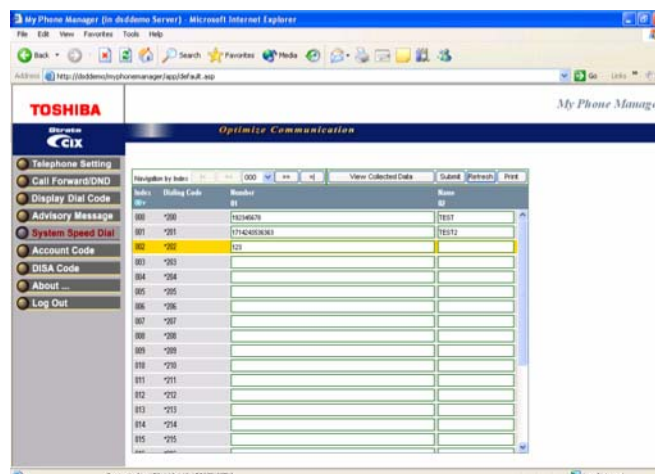
FIELD	DESCRIPTION
Message Text	Defines the text portion of the LCD Advisory Message to be displayed. The total message text, plus the user entered variables (4 - digit time or date; 1~5 digit DN) cannot exceed 16 characters total.
User Entered Variable	Defines the text portion of the LCD Advisory Message to be displayed. The total message text, plus the user entered variables (4- digit time or date; or 1~5 digit DN) cannot exceed 16 characters total. Possible values: Up to 16 ASCII characters (default = no value).

System Speed Dial

For details about System Speed Dial, refer to [page 35](#).

► **To edit a system speed dial number (Super User only)**

1. From the Program Menu, select System Speed Dial.
2. Click on the row to be changed. An editable screen displays (shown below).
3. Make the appropriate changes.
4. Click Submit



Account Code

Account Codes can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are assigned in the system as a fixed length (default is six digits) and are recorded by the system, along with the details of the calls, which can be printed on a Station Message Detail Recording (SMDR) report.

The list of accounting codes that can be verified is limited to 800. Each code entered may be flagged whether it is to be used for verification prior to the call be placed or whether it is used for changing the restriction level for that call or both.

► From the Program Menu, select Account Code.

The Account Code screen displays (shown below).

Note:

The Account code digit length is defined by your System Administrator.

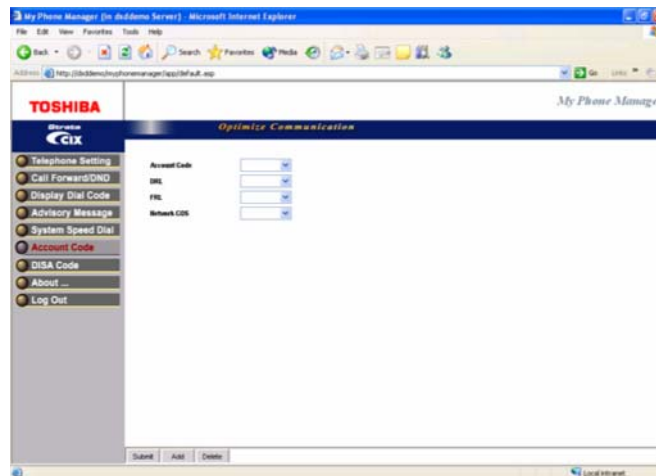


Table 10: Account Code Data

FIELD	DESCRIPTION
Account Code	Enter the code to be used as a valid accounting code that the user will be expected to dial. The Registered Digit Length (FB02) must be greater than or equal to the Verified Digit Length (FB01). Possible values: 4~15 (default = 6)
DRL	This option allows a station user change the DRL assigned to the station (in Prg.200/260 etc.) by dialling an account code. The DRL of the an account code will be applied to a call when this Verified Account Code is entered. Possible values: 0~16 (default = 0) Notes: If 0 is set, the DRL of the station will not change when the station dials the account code - in this case the DRL set for the station in Prg 200/260 etc. will be applied to the call even if the station dials the account code. 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.
FRL	This option allows a station user change the FRL assigned to the station (in Prg.200/260 etc.) by dialling an account code. The FRL of the an account code will be applied to a call when this Verified Account Code is entered. Possible values: 0~16 (default = 0) Notes: If 0 is set, the FRL of the station will not change when the station dials the account code - in this case the FRL set for the station in Prg 200/260 etc. will be applied to the call even if the station dials the account code. If 1~16 is set, the FRL of the station will change to the FRL selected here when the station dials the account code - in this case the FRL set for the station in Prg 200/260 etc. will be overridden to the call.
Network COS	This Network COS will be applied to a call when this Verified AccountCode is entered. Possible values: 0~32 (default = 0)

DISA Code

This screen lets you change DISA codes.

- ▶ From the Program Menu, select DISA Code.

The DISA Code screen displays (shown below).

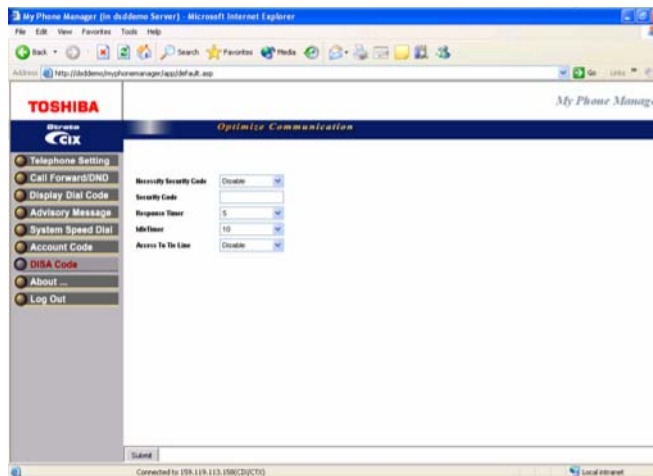


Table 11: DISA Code Data

FIELD	DESCRIPTION
Necessity Security Code	Select whether a DISA security code is required or not required. Possible values: Enable or Disable (default)
Security Code	Enter DISA security code up to 15 digits (1~9). Only required if DISA Security Code is marked as necessary. Possible values: Up to 15 digits (default = no value)
Response Timer	Choose the time, in seconds, the CTX will wait before answering an incoming DISA call. Possible values: 0~30 (default = 5)
Idle Timer	Choose the time, in seconds, the CTX will wait for the first DTMF tones after answering a DISA call. Possible values: 0~60 (default = 10)
Access to Tie Line	Enable this feature to allow DISA callers to access Tie lines when they call into the system. Possible values: Enable or Disable (default)

NOTES TO USERS

1. Safety Approval.

Toshiba Information System (U.K.) Ltd declare that the Strata CIX Office complies with the EEC's LVD directive, (Directive No. 73/23/EEC). The product has been assessed and found to comply with EN60950:2000. The notes listed below form part of the products compliance with the aforementioned European Norm.

IMPORTANT SAFETY NOTES:

1.1. The system must have an earth connection and it must be hardwired to a main distribution point. The main cabinet must be earthed.

1. 2. Table1 below identifies and classifies the ports available on the system:

Type of Circuit (EN60950 Classification)	Port Location	Port Description
SELV	Processor Board LCTU1C	For connection of external Music-On-Hold source and Ethernet LAN connection
SELV	BDKU1A/BDKS1A/BWD KU1A	For connection of Toshiba proprietary terminals.
SELV	BSIS1A	For connection of Voice Mail and Call Logging Equipment. RS232 ports.
TNV3	RSTU1F/BSTU1F/RST U2F/RSTU3F/BSLU1F/ BSL1F	For connection of Approved 2 wire devices.
TNV3	RCOU3A/RCOS3A	For connection to PTO provided Loop Calling Unguarded Clear exchange lines.
TNV1	RBSU1A/RBSU2A	2 Cct ISDN2, (TBR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSS1A/RBSS2A	2 Cct ISDN2, Basic Rate I/F. For connection to approved Euro-ISDN devices.
TNV1	RPTU1F/RPTU2F/ BPTU1F	1 ccts ISDN30, (TBR4), primary rate I/F. For connection to euro-ISDN services.
TNV2	REMU1A/ REMU2A	4 Cct DC5 Private Circuit I/F, (TBR 17). For connection to PTO Private Circuit services.
TNV2	PACU2F	AC15 Tie Line I/F
SELV	BIOU1A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment.
SELV	BVPU1A/BIPUM2A/ BIPQ1A	Voice Over IP interface cards. House Ethernet/R ports.
SELV	BPC1A	USB port for connection of PC for CTI
SELV	DKT2500/DKT3000/ DKT3500	Headset ports on any of the range of key featurephones.
SELV	IPT 1000/2000 series	Headset ports on any of the IP range of key featurephones.
SELV	Strategy DK	Integrated Voice Mail unit. Houses RS232 ports.
SELV	GVMU1F	Integrated Voice Mail unit. Houses RS232 ports.
SELV	LIPU-X/LIPS-X	IP Interface and Subassembly
TNV3	LSLU	For connection of Approved 2 wire devices.
SELV	LCNU-A1A/LCNU-B1A/	Front panel extender for BDKU1A, PDKU1A,

	LCNU-C1A/LCNU-D1A/ LCNU-E1A	BSTU1A, RSTU3A, BWDKU1A, RCOU3A, RGLU3A, RDDU2A, RBSU1A, RBUU1A, REMU2A, RCIU2A
TNV3	LPFU1A	8-port Power Failure Transfer Unit for RSTU1A, RSTU3A, RCOU3A

Any peripheral apparatus connected to the above ports must have the same EN60950 classification. ie.
 -SELV ports must only be connected to SELV type ports.
 -TNV ports must only be connected to TNV type ports.

1.3. The Strata CIX Office system must be hardwired into a switched fused spur, (which should comply with the requirements of a disconnecting device as specified in the standard EN60950), the switch on the fused spur outlet shall be considered the AC power disconnection device. This spur must be installed in accordance with 16th edition of the IEE wiring regulations, aka BS7671:1992 or the latest edition of this standard.

1.4. Environmental Installation details.

The Strata CIX Office is designed to work within the following environmental conditions:

- Operating temperature 0°C to 40°C
- Humidity 20% to 80%

2. EMC Compliance.

Toshiba Information Systems (U.K.) Ltd declares that the Strata CIX Office complies with the EEC's EMC directive, Directive No. 89/366/EEC as amended by directive 92/31/EEC. The product has been assessed and found to comply with the following product specific standards:

- EN55022:1998-9, EN/IEC61000-3-2/1995, EN/IEC61000-3-3/1995 (Emissions)
- EN52024:1998, EN61000-4-2/1995+A1:1998, EN61000-4-3/1997+A1:1998, EN61000-4-4/1995+A1:2001, EN61000-4-5/1995+A1:2001, EN61000-4-6/1995+A1:2001, (Immunity)

The notes listed below form part of the products' compliance with the aforementioned European Norm.

To ensure EMC compliance the system must installed in accordance with the instructions in the "Installation and Maintenance" manual. In order to maintain compliance any shielded cables supplied and/or ferrite suppression cores must be used.

Equipment details Strata CIX

Base Cabinet Dimensions-	Expansion Cabinet Dimensions-
Height 89mm	Height 89mm
Width 483mm(with ears)	Width 483mm(with ears)
440mm (without ears)	440mm (without ears)
Depth 410mm	Depth 410mm
Weight 7.2 kg (Cabinet & PSU only)	Weight 7.0 kg (Cabinet & PSU only)

WARNING:

This is a Class A product. In a domestic environment this Product may cause radio interference in which case the User may be required to take adequate measures.

3. Type Approval Declaration.

Toshiba Information Systems (UK), Ltd, (TIU), hereby declares that the Strata CIX Office product complies with the requirements of the EC Directive 1999/5/EC, (aka Radio & Telecommunications Terminal Equipment Directive). A manufacture's Declaration under this Directive allows connection to the relevant Public Network Services and the right to place the Product on the market.

The Strata CIX Office is classified as “Call Routing Apparatus” it is intended to be connected to the various Public Telecommunications Network Services for the purpose of generating and terminating “calls”. Table 2 below lists the intended purposes of the relevant system network interfaces.

Table 2:

INTERFACE TYPE	PUBLIC NETWORK SERVICE
RCOU	Analogue Loop Calling Unguarded Lines. PD7002
RPTU1F/RPTU2F/BPTU1F	Euro ISDN30 service. Compliant with TBR 4 & TBR12
RBSU1A & RBSU2A	Euro ISDN2 service. Compliant with TBR 3.
PACU2F/PACU3F	Analogue 4 wire Private Circuits, uses AC15 signalling. Compliant with TBR 17.
REMU	Analogue 4 wire Private Circuits, uses DC5 signalling. Compliant with TBR 17.

The system must be installed in accordance with BS6701 parts 1 and 2, the latest issue shall apply.

Toshiba Information Systems claim approval to OFTEL general variation NS/V/1235/P/100020. The information contained in this paragraph supports Toshiba’s claim:

The following features require the interconnection of 2 or more exchange lines.

- Multi-party conferencing
- Call Forward External*
- Translation of Un-used Extension numbers*
- DISA*

*** WARNING:** These features can allow an Incoming callers access to an outgoing exchange line. There is an engineering programming parameter that can disable these features. In addition the DISA feature can be “password” protected. **USERS SHOULD BE AWARE THAT THESE FEATURES CAN BE USED FOR FRAUDULENT PURPOSES. Please consult your supplier to ensure any necessary security measures are enabled.**

4. Network Planning Information.

Strata CIX Office Tone Plan.

Table 3 below lists the characteristics of the tones and signals used in Strata CIX.

Table 3:

Tones/Signal to:	Frequency	Cadence	Meaning
Exchange Line	Music On Hold 1209Hz	N/A 0.12s ON 2s Off	Call on Hold Internal Hold Tone
DKT	1. 500/640Hz 2. 1240/1560Hz 3. 840/1060Hz 4. 840/1060Hz (T1) & 1240/1560Hz (T2) 5. 2000Hz mod by 10Hz 1. 500Hz 2. 1300Hz 7. 1000/800Hz 8. 1000/800Hz 9. 660/500 10. 2000Hz 11. 2000Hz 10Hz Intrpt 12. 860/1180Hz (T1) &	1s On 3s Off OR 1s On 1s Off 1s On 3s Off OR 1s On 1s Off 1s On 3s Off OR 1s On 1s Off T1-0.5s ON T2-0.5s On 3s Off OR T1-0.5s ON T2-0.5s On 3s Off 1s On 3s Off 1 s On 1 S Off 0.6s On 1000Hz/0.6s On 800Hz 0.6s On 1000Hz /0.6s 800Hz 0.7s On 660Hz/0.7s On 500Hz 1s On 3s Off 1 s On 1 S Off T1-0.5s ON T2-0.5s On Repeat	I/C PSTN call Opt.1& 2 I/C PSTN call Opt 3 & 4. I/C PSTN call Opt 5 & 6. I/C PSTN call Opt 7 I/C PSTN call Opt 8 I/C PSTN to Busy DKT I/C Int call Opt 1 I/C Int call Opt 2

	1300/1780Hz (T2)		Call from D/phone A Call from D/phone B Call from D/phone B Busy/DND Override Recall Indication Emergency Ring down Call
2 Wire extns	<ol style="list-style-type: none"> 1. 20Hz 2. 20Hz 3. DTMF A 4. DTMF D 5. DTMF B 6. MWI Signal 7. 20Hz 8. 1209Hz 9. 1209Hz 	<p>0.4s On 0.2s Off 0.4s On 3s Off</p> <p>1s On 3s Off</p> <p>80 or 160mS</p> <p>80 or 160mS</p> <p>80 or 160mS</p> <p>0.9s ON/0.1s OFF</p> <p>1 s On 1 S Off</p> <p>2 bursts 0.16s On twice then 3s Off</p> <p>2 bursts 0.5s On twice then 3s Off</p>	<p>Ringing Signal Internal</p> <p>Ringing Signal External</p> <p>Voice Mail Answer</p> <p>Voice Mail Disconnect</p> <p>Voice Mail Recall</p> <p>Message Waiting Signal</p> <p>Recall Ringing signal</p> <p>External Call waiting</p> <p>Internal Call waiting</p>
Internal General	<ol style="list-style-type: none"> 1. 350/440Hz 2. 400(T1), 350/440Hz(T2) 3. 350/440Hz 4. 400/450Hz 5. 400Hz 6. 400Hz 7. 400Hz 8. 440Hz 9. 350/440Hz 10. 1209Hz (T1), 500Hz(T2) 11. 350/440Hz 12. 2000Hz 13. 2000Hz 14. 350/440Hz 	<p>Continuous</p> <p>4 bursts of 0.125s T2-3sOn</p> <p>5 bursts of 0.1s 3s On</p> <p>0.4s On, 0.2s Off 0.4s On 2s Off</p> <p>0.375s On/0.375s Off Repeated</p> <p>0.375s On/0.375s Off Repeated</p> <p>0.375s On/0.375s Off Repeated</p> <p>1s On</p> <p>3 bursts of 0.1s</p> <p>T1-3 bursts of 0.25s, T2 0.25s three times</p> <p>3 bursts of 0.125s</p> <p>2 bursts of 0.125s</p> <p>0.75s On</p> <p>1s On 2s off repeat</p>	<p>Dial Tone</p> <p>DND Stutter Dial Tone</p> <p>MW Stutter Dial Tone</p> <p>Ringing Back Tone</p> <p>Normal Extension Busy</p> <p>Busy- Extension in DND</p> <p>NU/Reorder Tone</p> <p>Executive override</p> <p>Entry Tone</p> <p>Operation rejected. In call</p> <p>Operation accepted In call</p> <p>Prgmg Operation accepted</p> <p>Prgmg Operation rejected</p> <p>CFD stutter dial tone</p>

14.1 System Port to Port losses.

Table 4 below lists the various “typical” transmission gains/losses when inter-connecting the various port types.

Table 4:

Sys Port: Type:	RCOU3R/PC OU2F		RBSU2A		RPTU1F/ RPTU2F		PEMU2F/ REMU		PACU2F/ PACU3F		RSTU3F/ ASTU	
	to	fm	to	fm	to	fm	to	fm	to	fm	to	fm
PCOU2F/ RCOU	3.7	3.7	1.8	1.9	1.8	1.9	3.1	3.2	-0.7	-1.5		
RPTU1F/2F	1.9	1.8	0	0	0	0						
RBSU2A	1.9	1.8	0	0	0	0						
PEMU2F/ REMU	3.1	3.2	1.3	1.3	1.3	1.3	2.6	2.6	-2.0	-2.0		
PACU2F/ PACU3F	-0.7	-1.5	-3.4	-2.5	-3.4	-2.5	-2.0	-2.0	-6.0	-6.0		
RSTU3F/ ASTU	-0.5	-1.0	-2.4	-2.8	-2.4	-2.8	-1.1	-1.5	-5.9	-6.2	-5.2	-5.2

- Values indicate a transmission loss.

14.1. Loudness Ratings.

The table below lists the measured loudness rating of the Toshiba proprietary terminals. SLR and RLR @ 0km PSTN. (All values are +/-1dB)

Table 5:

Sys Port: Type:	PDKU2A/BDKU/BDKS ITS-A	
	SLR	RLR
PCOU2F/RC OU3F	1dB	-5dB to -16dB
RPTU1F/ RPTU2F/RB SU1A/	6dB	2dB to -10dB
PEMU2F/ REMU	4dB	-2dB to -14dB
PACU2F/ PACU3F	8dB	0dB to -9dB

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