

TOSHIBA

**Attendant Console
Quick Reference Guide**



Unify Your Business Communications

STRATA

CTX

Introduction

This quick reference guide applies to the Toshiba Strata CTX Attendant Console connected to a Strata CTX system.

See your Telephone System Administrator to find out which features you have.

Answering a Call (Incoming)



- To answer the current call (highlighted), press Answer (+ key) on the keyboard
...or double click on the entry.

Login



1. To login, double click on the Strata CTX Attendant Console icon
...or click on the icon in the Microsoft Windows Start menu bar
...or select Start > Programs > Strata CTX Attendant > Strata CTX Attendant Console.
2. Select User ID.
3. Type the password (default is empty), press Enter or click OK.

Releasing a Call

- While on an active call, press Release (Enter) on the keyboard
...or click the Release icon
...or select Call > Release.



Making a Call

- Type the number on the numeric keypad, press Release/Transfer (Enter) on the keyboard.

Call Completion Codes

NUMERIC KEYPAD BUTTON	DESCRIPTION
1	Always set the ring mode to Tone First or override a busy/DND call.
2	Set the ring mode to Voice First always or override a busy/DND call.
3	Intrude into a busy/DND call (ExecOverride).
4	Set callback on a busy or ringing call.
5	Perform manual OCA or set the ring mode to Voice first always or override a busy/DND call.
7	Set Message Waiting light on another phone.

BLF/DSS Tab

➤ To dial using BLF/DSS

1. Click the BLF/DSS tab.
2. Double-click on an entry or use the up/down arrows to select an entry and press Release/Transfer (Enter) on the keyboard.

The screenshot shows a software interface for BLF/DSS. At the top, there is a list of contacts with status icons: Johnson Jeffrey 206 (idle), Jones Jeff 6777 (DND), Lake Linda 8007 (idle), Longshore Lance 9123 (idle), and Optimizer Gerry 7070 (DND). Below the list is a navigation bar with three tabs: 'Prompt/Notes', 'BLF/DSS0', and 'BLF/DSS1'. A callout box points to the 'BLF/DSS0' tab with the text 'Click to view BLF/DSS lists'. Below the navigation bar is a legend with six entries, each with a status icon and a text description: 'Station Idle' (blue handset), 'Station Busy' (red handset), 'Station DND or not available in this system' (red handset with a red circle and slash), 'Station Idle with Advisory Message' (blue handset with a red circle and slash), 'Station Busy with Advisory Message' (red handset with a red circle and slash), and 'Station DND with Advisory Message' (red handset with a red circle and slash).

Hold

- ### ➤ To put the current call on hold, press Hold/Retrieve



...or click on the HOLD icon. You can also select an active call in the call list, then select Call > Hold.

- ### ➤ To retrieve a held call



- #### ➤ Highlight call to be retrieved, press Hold/Retrieve again

...or highlight call to be retrieved, then double-click on the call in the call list

...or highlight call to be retrieved, select Call > Hold/Retrieve/Return.

Call Transfer



- **To Blind Transfer the source party to the destination party**
 - While on an active call, dial the destination party on the numeric keypad. Press Transfer (Blind) (+) on the numeric keypad
 - ...or select Call > Transfer > Blind transfer. Enter destination party from the numeric keypad.
 - If an exact match is not found, scroll and select a name/number, click OK.



- **To make a Supervised Transfer call**
 1. While on an active call, dial the destination party on the numeric keypad, press Transfer (Supv.) (Enter) on the keyboard
 - ...or select Call > Transfer > Consultation transfer
 2. Announce the call (optional).
 3. Press Transfer (Supv.) (Enter).
- To set up the Supervised Transfer call, select Call > Setup Conference. Enter the destination party, then click OK.
- **To transfer a call to Voice Mail**
 1. While connected to a call, enter the extension number to transfer to.
 2. Press Transfer to VM (Del) on the keyboard.
 3. Press Enter or click OK
 - ...or while connected to a call, select Call > Transfer > Voice Mail Transfer, enter the destination extension, and press Enter.



- ...or
 1. While connected to a call, click the Transfer to VM icon.
 2. Enter the extension number to transfer to.
 3. Press Enter or click OK.

Paging



- **To page using the Primary Page Zone**
 1. Click the Paging icon. The current call is placed on hold, the primary page option opens a path to the paging system.
 2. Make an announcement over the paging system.

Conference Calls



- **To create a conference call**
 - With calls on Source and Destination, press Join/Split
...or select Call > Join/Split. The CTX Attendant creates a three-way conference.
- **To add another destination party to the conference with the Attendant**
 1. While in a conference (“conferenced” shows on-screen), dial the extension to add, press Release (Enter) or click OK.
 2. After the dialed party answers, press Join/Split (End) for the CTX Attendant to join the active call and the consultation call
...or select Call > Join > Join/Split.



- **To split a three-way conference call**
 - Press Join/Split
...or select Call > Join/Split.
- **To release the last party from a conference call**
 - Select Call > Release Last Party.



- **To switch between Source and Destination Parties**
 - To switch to the source party, press Source (Delete)
...or select Call > Source.



- To switch to the destination party or select a destination party, select Call > Destination or click on the Destination icon.

Door Phones



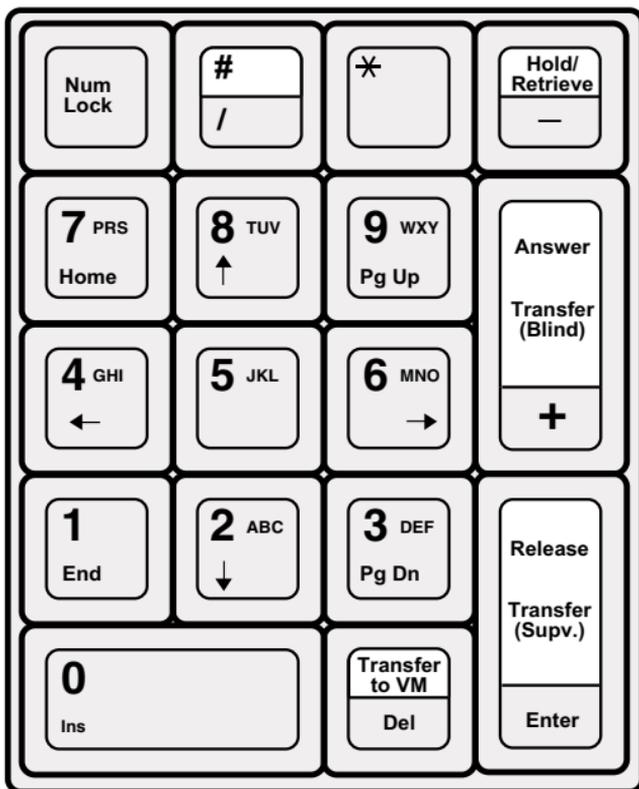
- To call the primary door phone, click the Door Phone icon
...or click the drop-down arrow next to the Door Phone icon to select an alternate door phone or select Console > Door Phone > Primary or Alternate Door Phone.



1. To Unlock a Door, click the Door Unlock icon. The primary door unlocks.
2. If there is more than one door, select a door from the list, click Unlock.

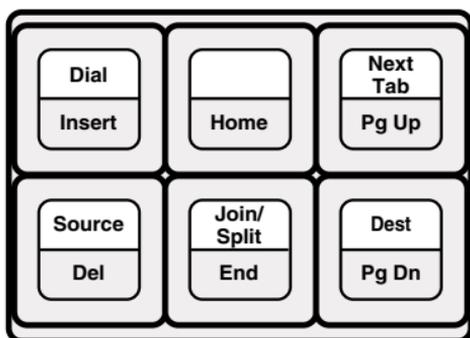
Attendant Keys

Numeric Keypad



6204

Special Function Keys



6205

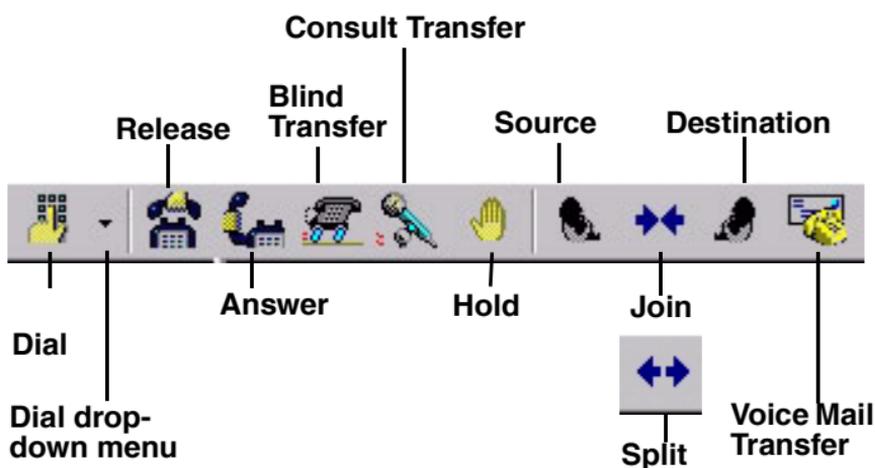
Function and Volume Keys



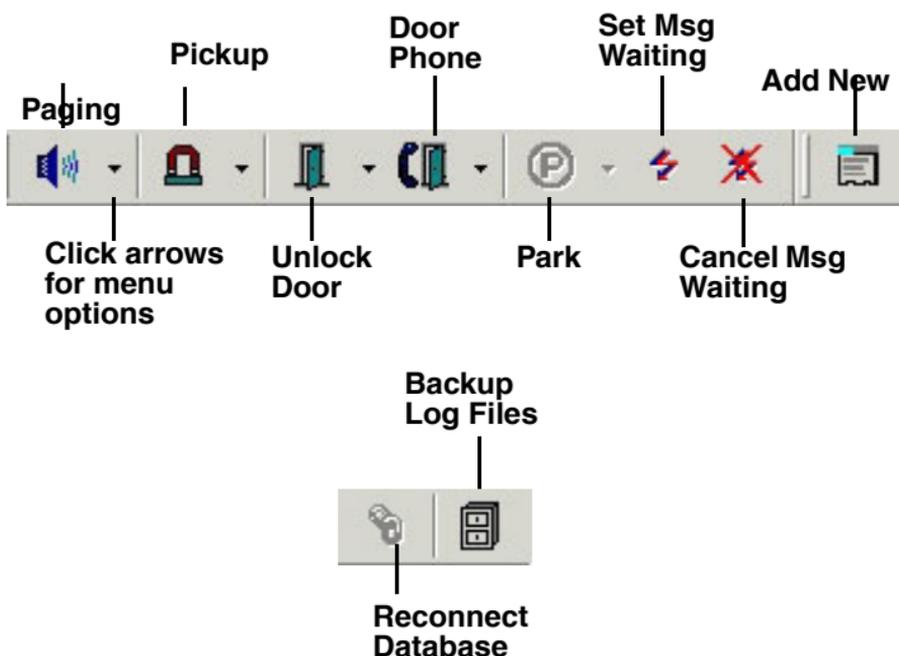
6310

Toolbar

Call Handling Toolbar



Optional Tools



Status

- **To change Console, Overflow or Night Mode Status**
 - Right click on the item on the Status bar, and select the new choice.
- **To change Date and Time**
 1. Right click on the current time showing.
 2. Type or select new settings, click Apply.
 3. Click OK. Date/Time window closes.

Call Park

➤ To Park a call



1. Select a call.
2. Click the Park icon. The call is parked by the system at a location set in the Administration view under the Primary setting.

➤ To select primary park, alternate park or retrieve

1. Select a call.
2. Click the Park icon down arrow, then select a park option. If you select Primary or Alternate Park, you can choose:
 - Station lets you type or select a park station.
 - Auto Park enables the system to select a location to park the call.
 - Park button parks the call and enables you to make a page announcement.
 - Park Page enables you to park the call the call per your selection and then make an announcement.

➤ To retrieve a parked call

1. Right click in the call list view area, then select Park Retrieve

...or select Call > Park Retrieve.
2. In the Call Retrieve dialog box, type or select an orbit or extension number, then click Retrieve.

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