Windows Operator Console

Installation and Quick Reference Guide

Issue 4

Publication Information

Toshiba Information Systems (UK) Ltd. reserves the right to change any of this information including, but not limited to, product characteristics and operating specifications, without prior notice.

It is intended that the information contained within this manual is correct at the time of going to print, however all liability for errors or omissions is excluded.

Version 4, November 2001

Contents

Chapter 4 - User Quick Reference Guide

Appendix

Notes to Users

Index

Windows Operator Console Computer Telephony Integration

1

This chapter gives you information about Computer Telephony Integration (CTI). Currently, it includes the procedures for assigning the Telephony Setup that enables the Toshiba Strata CT & DK280 Windows Based Operator Console to operate correctly. This application can be installed onto a computer running either Microsoft® Windows® 98, 95, Windows 3.1 or Windows 3.11 for Workgroups.

Windows Telephony is a component of Windows Open Services Architecture. This architecture provides telephony services when connected to many different telephone switches. Therefore, an application needs to know only the definition of the API (Application Program Interface) and not its implementation.

For the Toshiba Strata CT & DK280 Windows Based Operator Console to operate correctly the appropriate telephony driver and Windows Operator Console (WOC) configurations must be set up and installed.

On completion of installing the Windows Operator Console application software onto the PC a dialogue box will ask whether you wish to complete the Telephony Setup. If yes is selected, continue, by following the instructions outlined in this chapter.

Note   If you wish to complete the Telephony Set-up at a later date this can be accessed by selecting the 'Telephony Setup' icon in the PC Attendant Application program group, or from the 'Control Panel'.

Important!   *The Windows Operator Console will not function correctly until the Telephony Setup has been successfully completed.*

Requirements

◆   An IBM-compatible personal computer (PC) with a 1.44 floppy disk drive and CD ROM drive and an additional COM port to attach to Toshiba RATI PCB

◆   Windows® 3.1, 95 or 98

◆   Colour VGA monitor

◆   Windows graphics acceleration

◆   Mouse

Note   Minimum requirements for the PC are a 100MHz Pentium® computer with 16MB of RAM (for Microsoft Windows® 3.1) or 32MB of RAM for (Windows® 95 & 98), and 200 MB hard drive. The application uses up to 20MB on the hard drive. A tower PC, placed on the floor, is recommended over a desktop type for visibility.

WOC Telephony Setup for Windows® 95 & 98

Step 1: To Carry Out the WOC Telephony Setup

➤ **To carry out the WOC Telephony Setup**

1. On completion of installing the WOC application software, select Yes from the dialogue box asking if you if you want to continue with the Telephony Setup and proceed to step 4.), if No was selected at the time of installation continue to step 2.),

2. Click the Start button; select Programs .
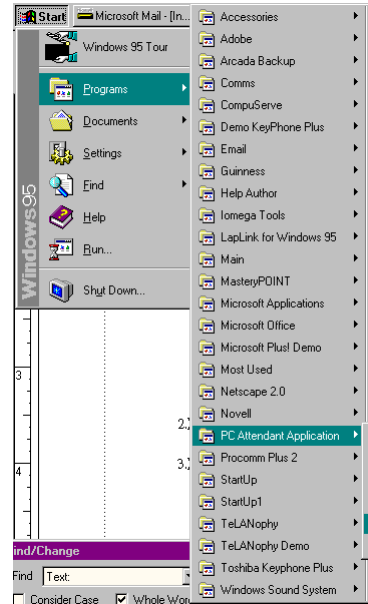
3. Select PC Attendant Application and click on Telephony Setup
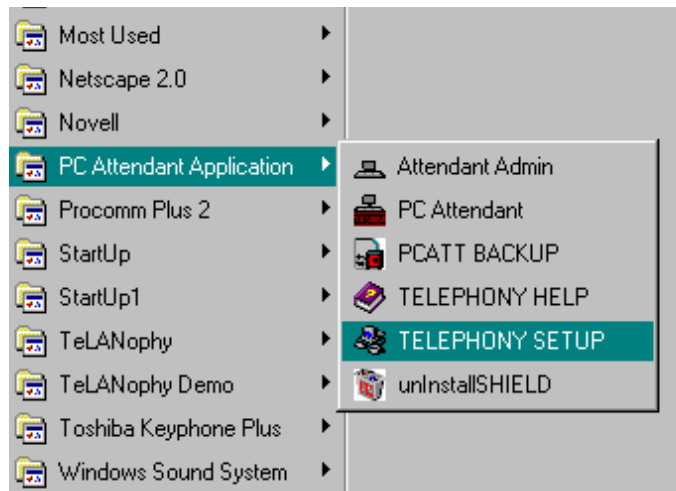
4. If the driver is present, from the Telephony Drivers dialogue box, highlight Toshiba ATT Telephone Telephony SP and click Setup. If the driver is not present, click Add.
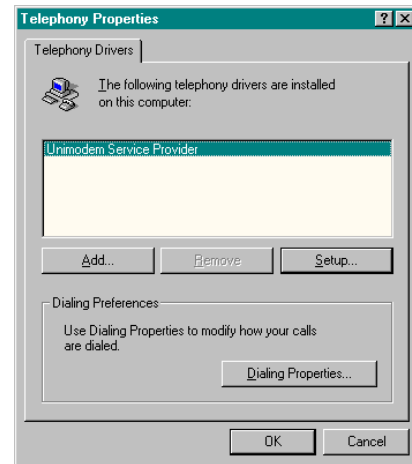
5. From the Add Driver box highlight Toshiba ATT Telephone Telephony SP and select Add.
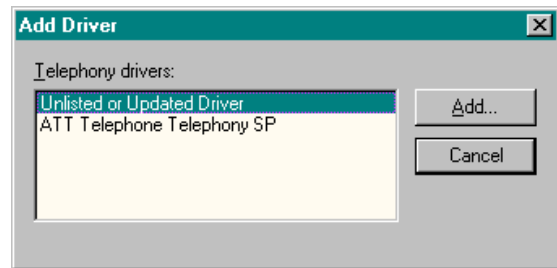
6. From the WOC Configuration dialogue box, select the following:

    ♦   COM port,

    ♦   System Type,

    ♦   CT & DK280 Software Version

    ♦   Enter the additional emergency number if applicable,

    ♦   After assigning the above, each of the settings under the keys on the right must be set-up, (Configure Keys, Access Codes, Class Of Service etc.), see steps 8.) - 10.). If a default configuration is required see step 7.).

    ♦   Once all these have been completed then click on the OK button to complete the telephony setup.
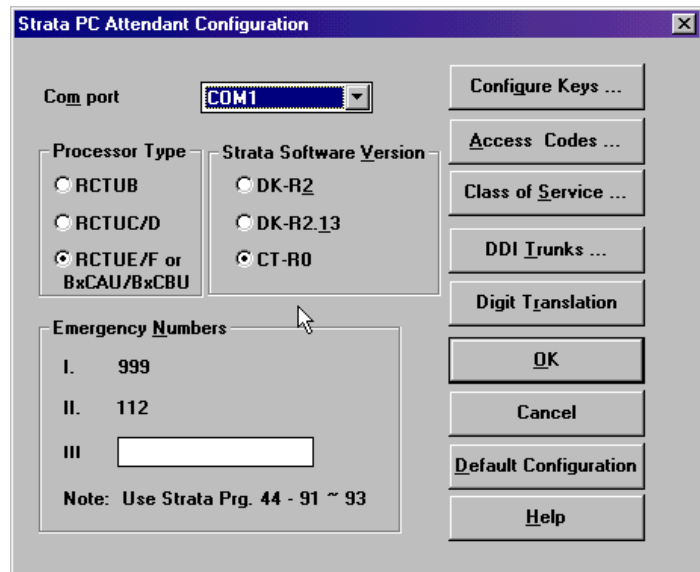
Notes

♦   The DDI Trunk option is not currently supported.

♦   Only WOC Software levels 1.0 and higher will support the Digit Translation option.

CAUTION!   **Please ensure that the correct processor type is selected, as this will determine the access codes and functionality available for the WOC i.e. For Strata CT select RCTUE/F or BxCAU/BxCBU and CT-R0.**

---

7. If the values of the Strata CT & DK280 system programs relevant to the WOC retain their default data, the Default Configuration key may be selected and a dialogue box will appear. Click OK to accept the default configuration and exit the telephony setup.

8. From the PC Attendant Configuration Screen click on Configure Keys.

- ♦ Select the key to be changed by clicking on it, all the choices available for that key will be displayed under the Key Type. Scroll up or down using the arrows on the scroll bar to select the key type required, highlight it and if required, using the name field customise the key label by entering a new name. Continue until all the keys have been assigned.

- ♦ The settings for these keys must match those assigned in Strata CT & DK280 System Program 59. The configuration of these keys will define the operation of the features available to the WOC via the pull down menus and the function keys. On completion of assigning the keys click OK to save and return to the PC Attendant Configuration Screen.

Important! *If the Default Configuration is selected then the keys will be assigned as shown in the figure above and as per the default values of Program 59.*

9. From the PC Attendant Configuration screen Click the Access Codes Key.
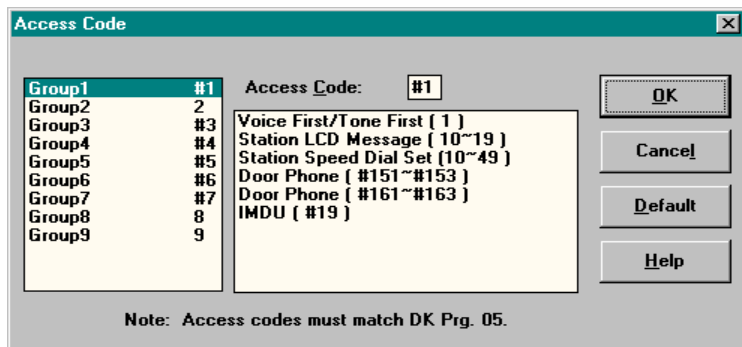
- ♦ To change the settings highlight the group number you want to change and type the new Access Code in the Box.

- ♦ The data entered here must match the data stored in the Strata CT & DK280 system program 05. On completion of assigning the access codes click OK to return to the PC Attendant Configuration Screen.

Important! *If the Default Configuration is selected the access numbering will be as shown and as per the default values of Program 05.*

10. From the PC Attendant Configuration screen select Class Of Service by clicking on the Class Of Service key.

   ♦ Toggle settings ON with an 'X' or OFF blank.

   ♦ The settings assigned here must match those set in Strata CT & DK280 system programs 10-1, 10-2 & 30.

   ♦ Once all selections have been made, click on OK to save any changes and return to the PC Attendant Configuration screen.
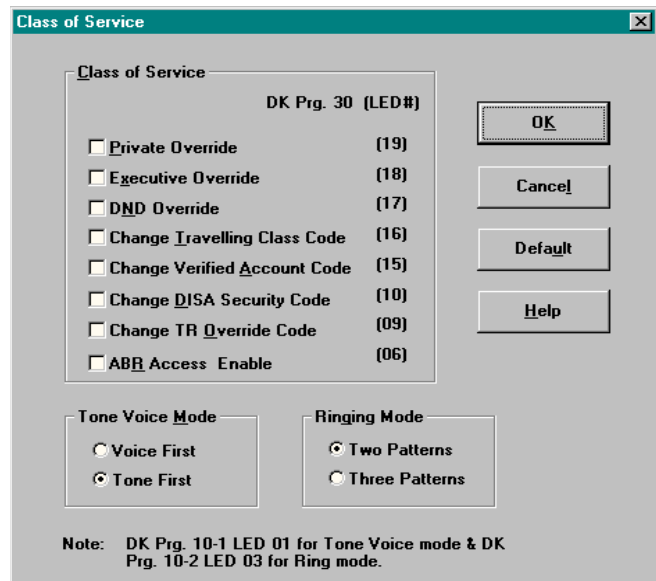
Important! *If the Default option is selected the Class of Service assigned will be as shown and will be the same as the default data stored in Strata CT & DK280 system programs 10-1, 10-2 & 30.*

11. From the PC Attendant Configuration screen select Digit translation by clicking on the Digit Translation key.

   ♦ Select the single or two digit translation required and check the box to enable the translation for those digits.

Note Even if single digit translation is being used, any second digit that could be dialled must be included

   ◆ e.g. If the single digit 7 is selected, 70~79 must be selected as translated

   ♦ The settings assigned here must match those set in Strata CT & DK280 system program *43.

   ♦ Once all selections have been made, click on OK to save any changes and return to the PC Attendant Configuration screen.

Important! *If the Default option is selected the Digit Translation will be enabled but no digits will be actually translated. Only WOC Software Version 1.0U and higher will support digit translation*

WARNING! **On completion of the Telephony Setup the computer must be restarted for any changes to take effect.**

WOC Telephony Setup for Windows® 3.1 or Windows® For Workgroups 3.11

Step 1: To Carry Out The WOC Telephony Setup

➤ **To carry out the WOC Telephony Setup**

1. On completion of installing the WOC application software, select Yes from the dialogue box asking if you if you want to continue with the Telephony Setup and proceed to step 4.), if No was selected at the time of installation continue to step 2.),

2. Open the PC Attendant Program Group and select the Telephony Setup icon by double clicking it.
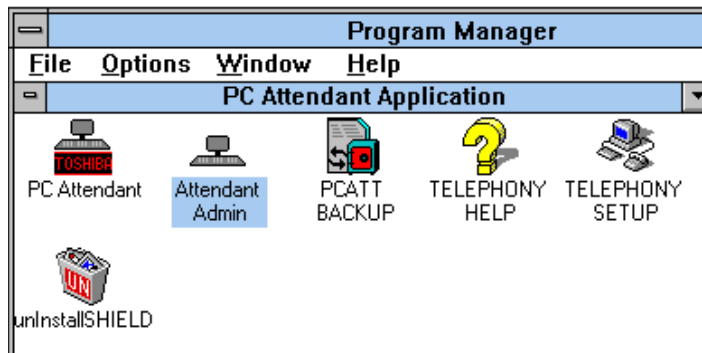
3. If the driver is present, from the Telephony Drivers dialogue box, highlight Toshiba ATT Telephone Telephony SP and click Setup. If the driver is not present, click Driver Setup.

   Important! *The Location Setup and Calling Card Setup are not applicable in the UK.*

4. From the Add Driver box highlight Toshiba ATT Telephone Telephony SP and select Add.
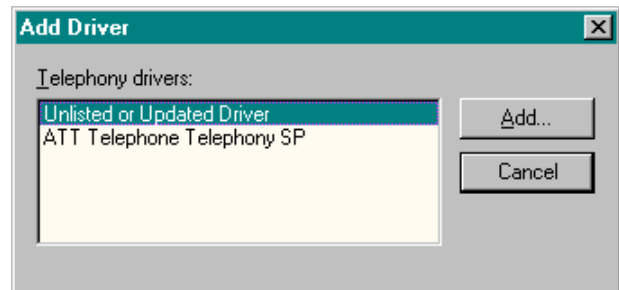
5. From the WOC Configuration dialogue box, select the following:

   ♦ COM port,

   ♦ System Type,

   ♦ Strata CT & DK280 Software Version

   ♦ Enter the additional emergency number if applicable,

   ♦ After assigning the above, each of the settings under the keys on the right must be set-up, (Configure Keys, Access Codes, Class Of Service etc.), see steps 8.) - 10.). If a default configuration is required see step 7.).

   ♦ Once all these have been completed then click on the OK button to complete the telephony setup.
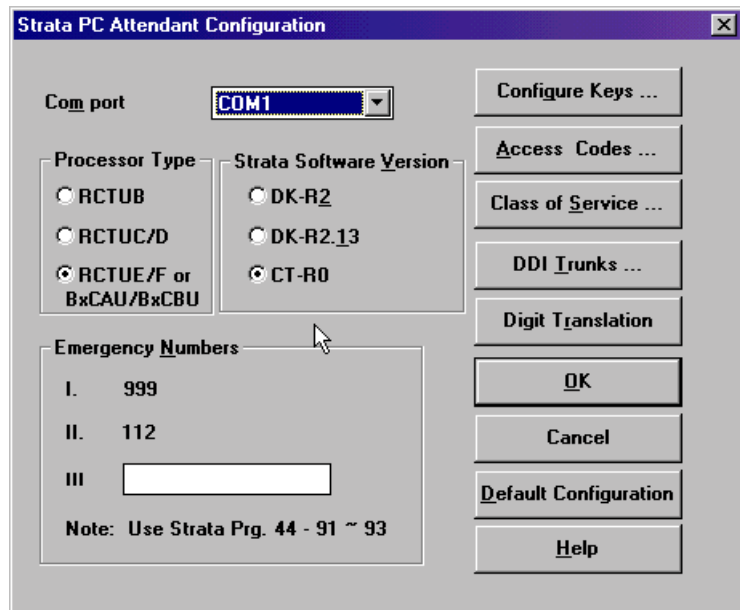
Notes

   ◆ The DDI Trunk option is not currently supported.

   ◆ Only WOC Software levels 1.0 and higher will support the Digit Translation option.

CAUTION! **Please ensure that the correct processor type is selected, as this will determine the access codes and functionality available for the WOC i.e. For Strata CT select RCTUE/F or BxCAU/BxCBU and CT-R0.**

---

6. If the values of the Strata CT & DK280 system programs relevant to the WOC retain their default data, the Default Configuration key may be selected and a dialogue box will appear. Click OK to accept the default configuration and exit the telephony setup.

7. From the PC Attendant Configuration Screen click on Configure Keys.

- ♦ Select the key to be changed by clicking on it, all the choices available for that key will be displayed under the Key Type. Scroll up or down using the arrows on the scroll bar to select the key type required, highlight it and if required, using the name field customise the key label by entering a new name. Continue until all the keys have been assigned.

- ♦ The settings for these keys must match those assigned in Strata CT & DK280 System Program 59. The configuration of these keys will define the operation of the features available to the WOC via the pull down menus and the function keys. On completion of assigning the keys click OK to save and return to the PC Attendant Configuration Screen.

Important! *If the Default Configuration is selected then the keys will be assigned as shown in the figure above and as per the default values of Program 59.*

8. From the PC Attendant Configuration screen Click the Access Codes Key.

   - ♦ To change the settings highlight the group number you want to change and type the new Access Code in the Box.

   - ♦ The data entered here must match the data stored in the Strata CT & DK280 system program 05. On completion of assigning the access codes click OK to return to the PC Attendant Configuration Screen.
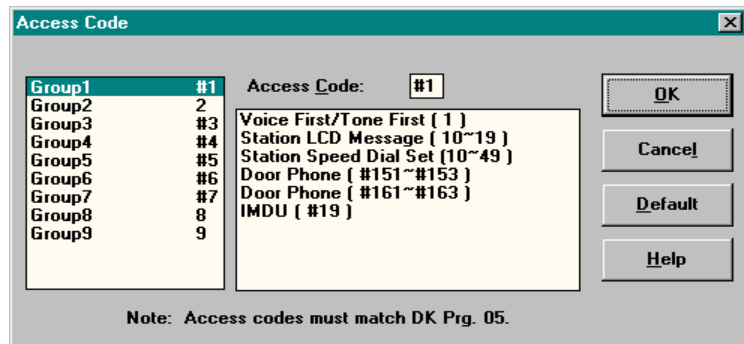
Important! *If the Default Configuration is selected the access numbering will be as shown and as per the default values of Program 05.*

9. From the PC Attendant Configuration screen select Class Of Service by clicking on the Class Of Service key.

   ♦ Toggle settings ON with an 'X' or OFF blank.

   ♦ The settings assigned here must match those set in Strata CT & DK280 system programs 10-1, 10-2 & 30.

   ♦ Once all selections have been made, click on OK to save any changes and return to the PC Attendant Configuration screen.
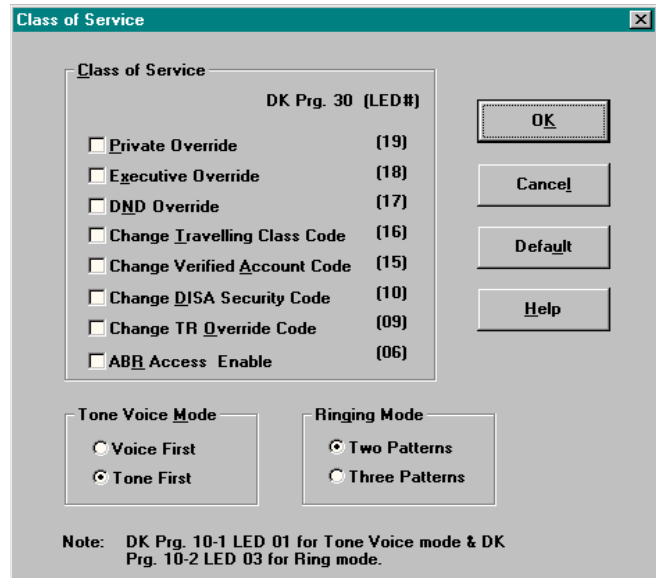
Important! *If the Default option is selected the Class of Service assigned will be as shown and will be the same as the default data stored in Strata CT & DK280 system programs 10-1, 10-2 & 30.*

10. From the PC Attendant Configuration screen select Digit translation by clicking on the Digit Translation key.

   ♦ Select the single or two digit translation required and check the box to enable the translation for those digits.

Note Even if single digit translation is being used, any second digit that could be dialled must be included

   ◆ e.g. If the single digit 7 is selected, 70~79 must be selected as translated

   ♦ The settings assigned here must match those set in Strata CT & DK280 system program *43.

   ♦ Once all selections have been made, click on OK to save any changes and return to the PC Attendant Configuration screen.

Important! *If the Default option is selected the Digit Translation will be enabled but no digits will be actually translated. Only WOC Software Version 1.0U and higher will support digit translation*

WARNING! **On completion of the Telephony Setup the computer must be restarted for any changes to take effect.**

Administration

2

This chapter discusses the features of the Windows Operator Console that apply to the Administrator. The Administrator can add and delete user buttons and set certain codes. Most of the settings should not be changed, so a password may be required to access them.
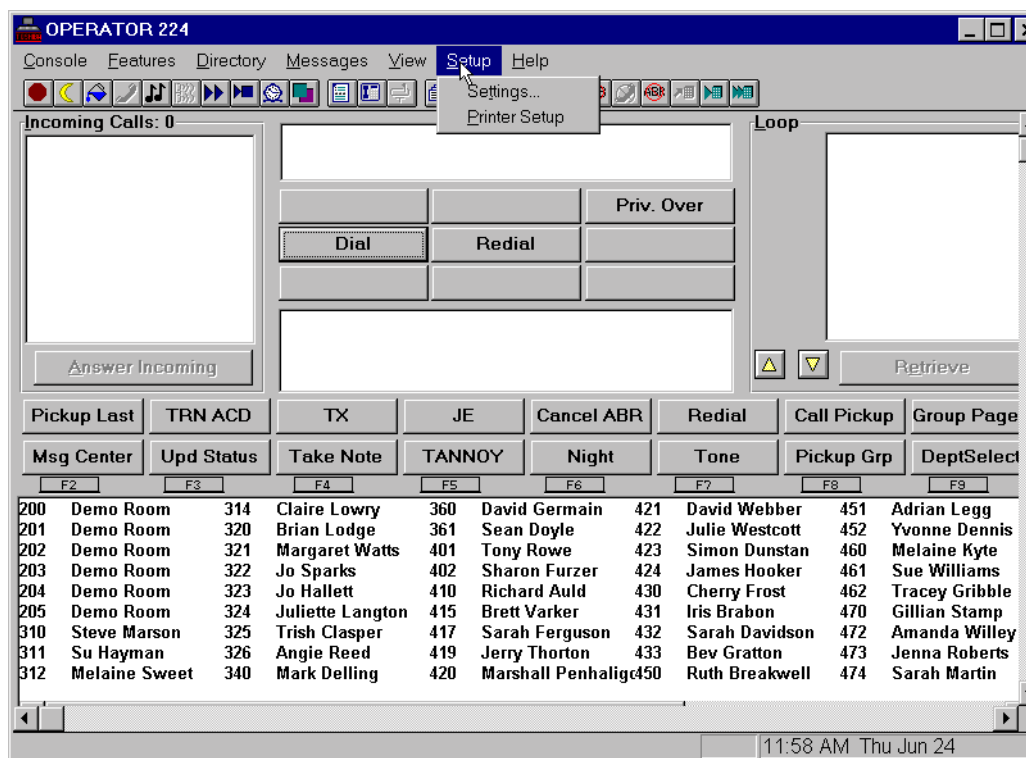
Password

A password is optional to modify all setup codes for the console. For security reasons, we recommend that you set a password so that changes are not accidentally made.

➤ **To enter the password**

1.	From the Menu Bar, select Setup, then select Settings.	

```
Console Settings Password

Login Password: [          ]

    [ OK ]          [ Change ]
    [ Cancel ]      [ Help ]
```
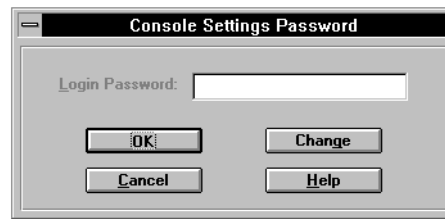
2.	Enter the password, if required.	The cursor is in the password entry box when a password is required. If not required, the OK button is highlighted.
3.	Select the OK button after entering your password.	The Setup Parameters menu appears.

➤ **To change the password**

1.	From the Menu Bar, select Setup, then select Settings. If there is an existing password, you must enter that, then select OK.	The password can be changed from the Password dialogue box.
2.	Select the Change button and enter your new password.	A new dialogue box appears requesting your new password and a confirmation box to ensure it was entered correctly.
3.	Select the second box and enter the password again.	A second entry is requested to ensure the code was entered correctly.
4.	Select the OK button when done.	All future entry into Setup requires entering this password. Please remember the code.

Console Settings Options

The following features can be turned ON or OFF in the Console Settings dialogue box:

Automatic Dialling

Calls can be automatically transferred to the station that has an exact match in the directory. When the console originates a call, this feature causes the station to be dialled upon getting a match. When not marked, calls pause to display the directory information. The attendant needs to press another key to complete the call.

Activate On Incoming

When active and using another application, the Windows Operator Console automatically switches back to Operator Console mode to handle a ringing call. If inactive, you can switch back using Windows PC operation (i.e., **Alt**+**Tab** to switch between applications).

Multiple Attendants

When set, this allows multiple attendant operation by activating the Position Busy function. This should be OFF for single attendant operation to avoid the chance of putting the console in Position Busy without having a backup console to answer the calls.

Automatic Hold

Automatic Hold determines whether the console automatically puts the current call on hold and answers the next incoming call when you use the Answer key. When checked, it functions as Automatic Hold.

ANI Display On

When set, the Caller ID (CLI) information is displayed.

Default Transfer

When set, calls by default, transfer and release when you press **Enter**. When OFF, on conference calls, you must wait for a station response, then the operator must press **Release**.

Changing Console Settings

The name you enter (maximum of 16 characters) uploads into the Strata CT & DK280 System and displays on all display phones when they call your position.

➤ **To change console settings**

1. From the Menu Bar, select Setup and then Settings.

   System Settings

C	Console Settings	N	Change Station User Name
L	Default Line Settings	D	Door Phone Button Labels
U	User Button Settings	B	Door Unlock Button Labels
S	System Code Settings	P	Paging Button Labels
A	Answer Prompt	T	Printer Setup

   OK   Help
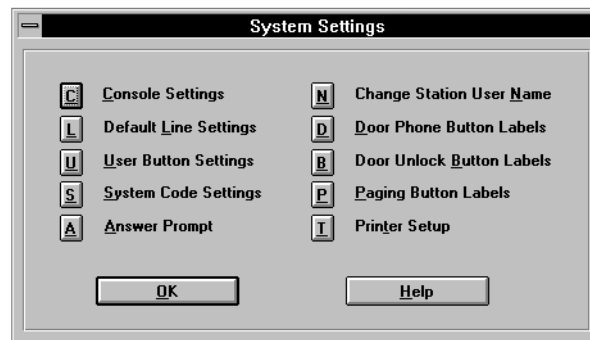
2. Enter a password if needed.

3. From the Console Settings dialogue box, you can:

Console Settings

Console **N**ame: 220 PC ATTENDANT

		Trans VM Settings
Automatic Dialing	☐	
Activate on **I**ncoming	☒	
Multiple Attendants	☐	**V**M Pilot DN: 212
Automatic Hold	☐	VM Box **P**refix: ✳
ANI Display On	☒	
Defa**u**lt - Transfer	☐	
BLF Refresh Rate:	3	Account **C**ode Length: 6

MW/FL Programming

Call **F**wd Code:

M**W** Code:

[**S**ave] [C**l**ose] [**H**elp]

➤ Enter the console name.

The name you enter (max. of 16 characters) uploads into the Strata CT & DK280 System and displays on all display phones when they call your position.

➤ Toggle settings ON with an "X" or OFF (blank).

➤ Turn Default Transfer ON if you want all transfers to go to their destination without a voice announcement.

➤ Set the Busy Lamp Field (BLF) refresh rate (in seconds) for each hundreds group.

This setting affects how often the hundreds group display is updated to show the status (busy/idle) of Directory Numbers in the Strata CT & DK280 System.

The possible settings are 2~9 seconds and a blank setting. When blank, the last hundreds group is the only one used for updates. This is used for maintenance operations when too many activities are expected in the Strata CT & DK280 System.

➤ Select the Account Code Length box and enter the number of digits for valid Account Codes.

Valid entries: 4~15 (digits). Default: 6. This should match system programming (Program 60-4). Please contact your service representative before changing.

Set an Account Code Length

Account Code length determines the minimum length of the Account Codes before the system accepts the code entered for billing, tracking, and line restriction.

Assign a [DN] for Voice Mail and Quick Messages

This defines your company's Voice Mail Pilot [DN] and the voice mail system's prefix code for leaving quick messages (Direct Drop). The PC Attendant uses these codes along with the mailbox number found in the directory to call the Voice Mail system send the prefix for leaving a message followed by the mailbox number to open a specific mailbox.

➤ **To assign a [DN] for Voice Mail and Quick Messages**

1. From the Console Settings dialogue box, select the VM Pilot DN box.

2. Enter the main [DN] for calling the Voice Mail System.

3. Select the VM Box Prefix box and enter the code used by your Voice Mail system to leave a quick message.

Storing Voice Mail ID codes

These codes are the VM ID codes used by the Strata CT & DK280 System (**INT#656** and **INT#657**) to automatically forward and retrieve messages from the Voice Mail system.

➤ **To store Voice Mail ID codes**

1. From the Console Settings dialogue box, select the Call Fwd Code box and enter the Voice Mail ID code for forwarding unanswered calls to your mailbox.

2. Select the MW Code box and enter the code for retrieving your messages.

Exchange Line Names

You can customise the names of lines and line groups as described below. Line Group Names are displayed on the Lines dialogue as the Incoming Call type.

Changing Exchange Line and Line Group Names

You can customise the names of lines and line groups as they appear on the Windows Operator Console list. You can also select a particular exchange line or trunk group as the default selection for outbound calls.

When you change the name of the lines or line groups on the console, it does not change the names in the Strata CT & DK280 System. Thus, names that appear on the LCD displays and in the console's Active Call Window are not changed. The names show whenever lines are selected from the console and Line Group names appear as the call type in the Incoming Call area.

➤ **To change exchange line and line group names**

1. From the menu bar, select Setup, Settings... and OK to access the System Settings dialogue box. Then select Default Line Settings.

2. From the Lines dialogue box, highlight the Line or Line Group to be changed.

3. Select the corresponding edit box and enter a new name.

4. Repeat for all lines or line groups that change names.
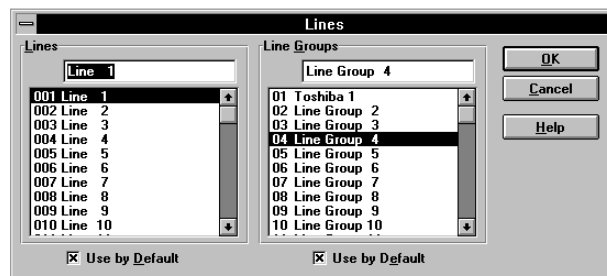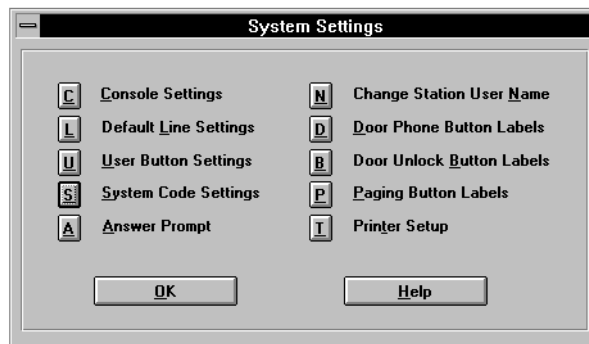
Setting a Default Line or Line Group

One line and one line group can be set as the default for a transfer or outgoing call attempt. This allows quick selection of a line when making calls. For example, if a tie line group is the default selection, then whenever a Directory entry with a "G" prefix is found, then a trunk-to-trunk connection is initiated using the default trunk group unless the attendant chooses another group or specific line.

➤ **To Set a Default Line or Line Group**

1. From the System Settings dialogue box, select Default Line Settings.

2. From the Lines dialogue box, highlight the Line or Line Group to be changed.

3. Select the corresponding Use by Default to mark the setting.

User Buttons

This section discusses the procedures to name and assign user buttons. You can program the 16 user buttons that display on the Main Screen with a variety of feature assignments, trunk access, or as Incoming Call keys.

A default set of button definitions are available to make the selection of User Buttons easier. These include many of the commonly used features.

➤ **To change user buttons**

1. From the System Settings dialogue box, select User Buttons.

2. From the User Buttons dialogue, select the button to be changed.

3. Select either Autodial or Feature to change the button.

4. Enter a feature code for the list by selecting from the pull down list or selecting the Digits box and entering a number.

5. Select Label to change, if necessary.

6. Select the next button to change and repeat the process.

7. Select the OK button when all changes have been made.

A default button exists to allow all buttons to be assigned to a preset standard.
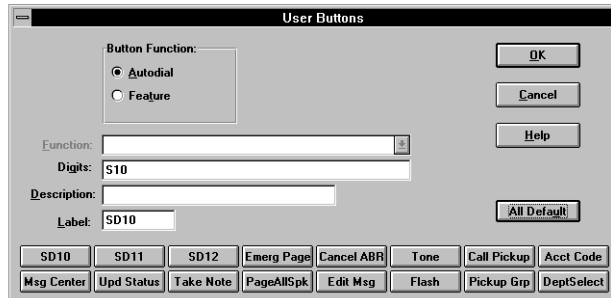
➤ **To clear user buttons**

1. From the System Settings
   dialogue box, select User
   Buttons.

2. From the User Buttons
   dialogue box, select the button
   to be changed.

   A default button exists to allow all buttons to be
   assigned to a preset standard.

3. Select Autodial.

4. Delete the Label.

System Codes

The Strata CT & DK280 System has several system user codes that require administration from time to
time. These codes can be changed, but the system does not allow them to be displayed for protection.

CAUTION! **All changes to system codes download to the Strata CT & DK280.**

DISA Security Code

CAUTION! **If the DISA Security Code is cancelled, outgoing access of exchange lines on DISA
calls are allowed without the security code.**

➤ **To enter a Strata CT & DK280 System code**

1. From the Menu Bar, select
   Setup, Settings..., Console
   Settings and enter password
   (optional).

2. From the System Settings dialogue box, select System Code Settings.

3. From the System Codes dialogue box, select the DISA Code box.

4. Enter the new Strata CT & DK280 System code and select the Close button.

The DISA security code can be 1~15 digits

Travelling Class Code

The Strata CT & DK280 System has eight Travelling Class Codes that can be changed by the System Administrator.

➤ **To change a Travelling Class Code**

1. Select Setup, Settings..., and OK in the Console Settings Password dialogue box.

2. From the System Settings dialogue box, select System Code Settings.

3. Select the Travelling Class Code to be changed.

4. Enter the new code and select the Close button to change the code in the Strata CT & DK280 System.

5. Repeat Steps 1~3 above for another code.

6. Enter each code one at a time. Press the Close button after each code.

Toll Restriction Override Codes

The Strata CT & DK280 System has two Toll Restriction Override Codes that can be changed by the System Administrator.

➤ **To change a Toll Restriction Override Code**

1. From the System Settings dialogue box, select System Code Settings.

2. Select the Toll Restriction Override Code to be changed.

3. Enter the new code and select the Close button to change the code in the Strata CT & DK280 System.

4. Repeat Steps 1~3 above for the second Toll Restriction Override Code.

LCR Authoristaion Codes

The Strata CT & DK280 System has eight LCR Authorisation Codes that can be changed by the System Administrator.

➤ **To program or change a LCR Authorisation Code**

1. From the System Settings dialogue box, select System Code Settings.

2. Select the LCR Authorisation Code to be changed.

3. Enter the new code and select the Close button to change the code in the Strata CT & DK280 System.

4. Repeat Steps 1~3 above for further LCR Authorisation Codes.

Verified Account Codes

The Strata CT & DK280 System allows up to 300 verified account codes that can be changed by the System Administrator. Each code (numbered 000~299) is set in System Programming and can be from 4 to 15 digits in length. The number of verified digits can be less than the number of digits required to be entered by the system.

For example, the system can be set for six-digit account codes with only the first four digits verified, thus the verified account codes are entered as four digits and the user must dial six before the call proceeds. The last two digits allow for an individual break out of the accounting code such as customer number is four digits with a two digit type of charge to that customer.

➤ **To change a Verified Account Code**

1. From the System Settings dialogue box, select System Code Settings.

2. Select the Verified Account Code to be changed.

3. Enter the new code and select the Close button to change the code in the Strata CT & DK280 System.

4. Repeat Steps 1~3 above for another Verified Account Code.

Answer Prompts

Answer Prompts help you identify outside calls. You can write your own answer prompts for exchange lines. When a call comes in on one of those lines, the Answer Prompt appears in the Notes Field in the centre of the main screen.

➤ **To create an Answer Prompt**

1. First, write the prompt.

2. Second, enter the Alpha-tags that have been assigned in Strata CT & DK280 System Programming that require Answer Prompts.

3. Thirdly, link the prompt to the exchange line or Alpha-tag that it should be identified with.

➤ **To write an Answer Prompt**

1. From the System Settings dialogue box, select Answer Prompt.
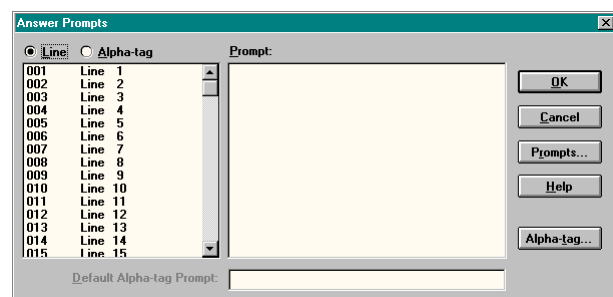
2. From the Answer Prompt dialogue, select the Prompts...button.

3. Select the New button.

Answer Prompt List

Prompt:

Brian's Office.

OK

Cancel

Help

Prompt List:

Brian's Office.
Nancy's Office.
Thank You for calling Toshiba America Information Systems, Teleco
Thank you for calling Toshiba's League of Distinction.

New   Delete
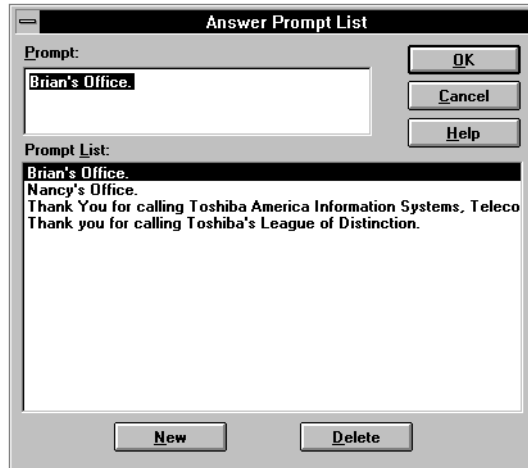
4. Type in a new prompt message in the Prompt box.

Answer prompts can be up to 110 characters. The number of characters that display depends upon where lines break and wrap onto the next line.

5. Select the New button again to enter another prompt or OK to save those entered.

➤ **To delete Answer Prompts**

1. From the System Settings dialogue box, select Answer Prompt.

Any prompt can be deleted from the list by selecting it first and then pressing the delete button.

2. Select the Prompt

Answer Prompt List

Prompt:

OK

Cancel

Help

Prompt List:

New   Delete
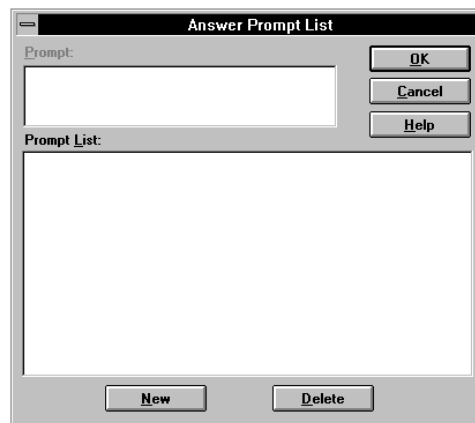
3. Highlight the prompt to remove from a List of Prompts.

4. Select the Delete button.

5. Repeat as necessary or select the OK button to return to Answer Prompts dialogue box.

➤ **To Setup Alpha-tags that require Answer Prompts**

The Strata CT & DK280 sends the console an Alpha-tag to identify the dialled number service. The console uses this tag to link an answering prompt for the operator when answering that type of call. The name tags entered must match those entered in the Strata CT & DK280 System Programming in Program 76-1~2. See previous pages for instructions on writing answer prompts.

1. From the Menu Bar, select Setup, Settings.

2. From the System Settings dialogue box, select Answer Prompt.

3. From the Answer Prompts dialogue box, select the Alpha-tag button from the bottom right hand corner to enter the Alpha-tag as per Strata CT & DK280 system programming.

4. Select the Add button to add an Alpha-tag.

5. Type the Alpha-tag in the Text box.

6. Repeat to add all Alpha-tags assigned that require Answer Prompts.

7. Select the OK button when done.
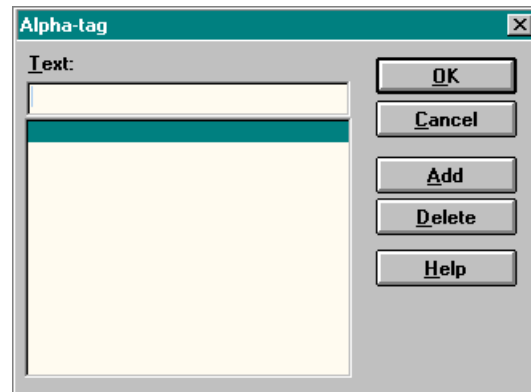
➤ **To Delete Alpha-tags**

.

1. From the Menu Bar, select Setup, Settings.

2. From the System Settings dialogue box, select Answer Prompt.

3. From the Answer Prompts dialogue box, select the Alpha-tag button from the bottom right hand corner to enter the Alpha-tag as per Strata CT & DK280 system programming.

4. Highlight the Alpha-tag to be deleted.
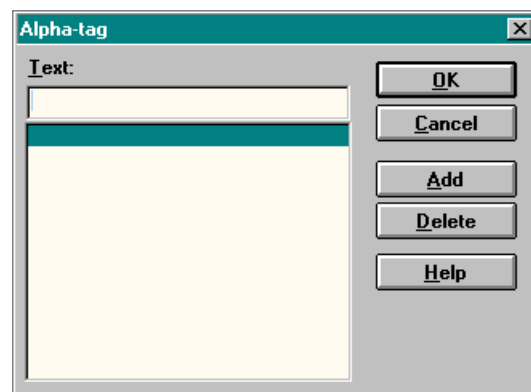
5. Select the Delete button.

6. Repeat to delete all Alpha-tags that require deletion.

7. Select the OK button when done.

➤ **To link Answer Prompts to exchange lines**

Answer prompts must be linked to an exchange line to work. See previous pages for instructions on writing answer prompts.

1. From the Menu Bar, select Setup, Settings.

2. From the System Settings dialogue box, select Answer Prompt.

3. From the Answer Prompts dialogue box, select the Line radio button in the upper left corner.

4. Highlight the Line name in the left box to be linked with a prompt.

If a prompt is already linked to that line or number, it will highlight.

5. In the right box, highlight the prompt to be linked.

The highlighted Exchange Line is linked to the selected prompt.

6. Repeat to create as many links as required.

7. Select the OK button when done.

Whenever that line number receives a new incoming call, the appropriate prompt displays in the centre of the console's main screen.

➤ **To link Answer Prompts to Alpha-tags**

Answer prompts must be linked to an Alpha-tag to work. See previous pages for instructions on writing answer prompts.

1. From the Menu Bar, select Setup, Settings.

2. From the System Settings dialogue box, select Answer Prompt.

3. From the Answer Prompts dialogue box, select the Alpha-tag radio button from the upper left corner.

4. Highlight the Alpha-tag name in the left box to be linked with a prompt.

5. In the right box, highlight the prompt to be linked.

6. Repeat to create as many links as required.

7. Select the OK button when done.
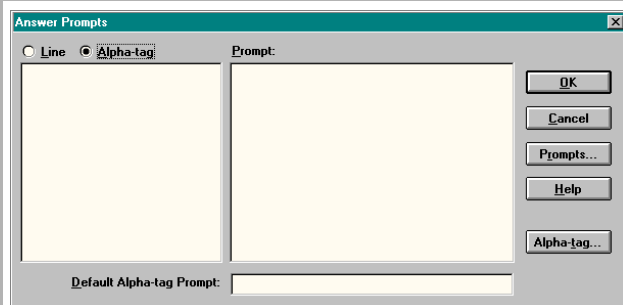
If a prompt is already linked to that Alpha-tag, it will highlight.

The highlighted Alpha-tag is linked to the selected prompt.

Whenever that Alpha-tag receives a new incoming call, the appropriate prompt displays in the centre of the console's main screen.

➤ **To remove Answer Prompt links**

1. From the Menu Bar, select Setup, Settings, OK.

2. From the System Settings dialogue box, select Answer Prompt.

3. Select the Prompts button.

4. Select the prompt to be deleted.

5. Select the Delete button on the bottom right of the dialogue box.

Change Station User Name

Each telephone station in the Strata CT & DK280 System can have a name associated with it that appears on LCD display phones and the console screen. You can edit or add telephone user names from the console.

1. From the System Settings dialogue box, select Change Station User Name.

```
┌─────────────────────────────────────────────────────────┐
│ ▬                    User Name                           │
├─────────────────────────────────────────────────────────┤
│                                                          │
│   Station DN:  [                    ] [▼]  [ Display ]    │
│                                                          │
│   LCD Name:    [                    ]      [ Modify  ]    │
│                                                          │
│         [ Save ]      [ Cancel ]      [ Help ]           │
│                                                          │
└─────────────────────────────────────────────────────────┘
```
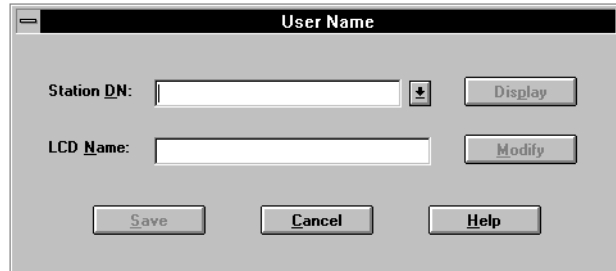
2. Enter station number for name change/entry.

3. Select the Display button to view the current name in the system.

4. Select the Modify button to edit the LCD name.

5. Enter the new name or change the existing name.

6. Select the Save button.

Door Phone Button Labels

All buttons used for Door Phones can be customised with the desired names as needed.   To provide an accelerator key for keyboard entry enter a '&' character preceding the character to use as the quick access key. Example: Change Door Phone 1 can be changed to Warehouse by entering "&Warehouse".

Door Unlock Button Labels

All buttons used for Door Unlock can be customised with the desired names as needed. To provide an accelerator key for keyboard entry, enter a "&" character preceding the character to use as the quick access key. Example: Change Door 1 can be changed to Front Gate by entering "Front &Gate".

➤ **To add/change Door Phone and Door Unlock button labels**

1. From the System Settings dialogue box, select Door Phone Button Labels

   or...

   select Door Phone Unlock.

2. Select the Door Phone button or Door Unlock button to change.

3. Enter a new button name.

4. Select another new button and repeat, or select the OK button to save changes.

Paging Button Labels

All buttons used for paging can be customised with the desired names as needed. To provide an accelerator key for keyboard entry, enter a "&" character preceding the character to use as the quick access key. Example: Change All Groups/Zones can be changed to All Page by entering "All &Page".

➤ **To customise a Paging Button Label**

1. From the System Settings dialogue box, select Paging Button Labels.
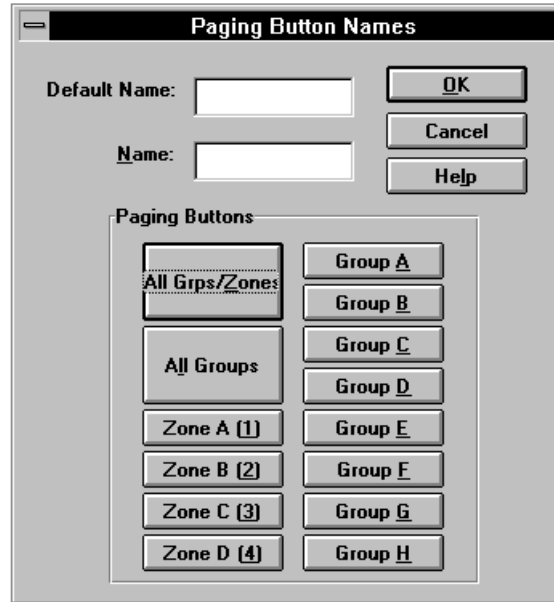
2. From the Paging Button Names dialogue box, select the Paging button to change.

3. Enter a new button name.

4. Select another new button and repeat, or select the OK button to save changes.

Printer Setup

You will be using the printer for Operator Console functions such as printing Message Centre messages and daily Call Statistics. Use printer setup to specify the printer settings (default printer, orientation, paper size, etc.). These settings apply to all Windows print functions.

➤ **To set Printer Options**

1. From the Main Menu select Setup, and then Printer Setup.

2. From the Print Setup dialogue box, select either the Windows default printer or a specific printer.

3. Select the orientation: portrait or landscape.

4. Select the paper size from the drop-down menu.

5. Select paper source from the drop-down menu.

6. (optional) To adjust dithering and darkness, select the Options button, set your preference, then press the OK button.

7. From the Print setup dialogue box, select the OK button.

Backup & Restore Utility 3
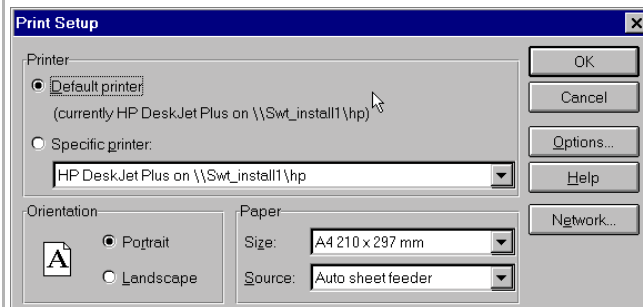
This chapter details the procedure required to carry out a backup and or restore of the Windows Operator Console (WOC) Setup including the Directory.

The backup procedure should be carried out every time changes are made to the WOC directory or setup.

The restore facility is to be used in the event of system failure, software upgrades or installation onto a different computer.

Requirements

To use the Windows Operator Console Backup and Restore facility, you must have a 3.5" floppy disk (1.44Mb format).

Note   More than one disk may be required dependent on the volume of data (i.e. Systems with larger directories)

WOC Backup or Restore for Windows® 95 & 98

Step 1: To Carry Out the WOC Backup or Restore

➤ **To carry out the WOC Backup or Restore**

1. Close the Console Attendant application.

Note If incoming calls are being routed to the WOC application, ensure calls are being routed to an alternative location using Night Transfer or Call Forward before closing the application to run the Backup or Restore.
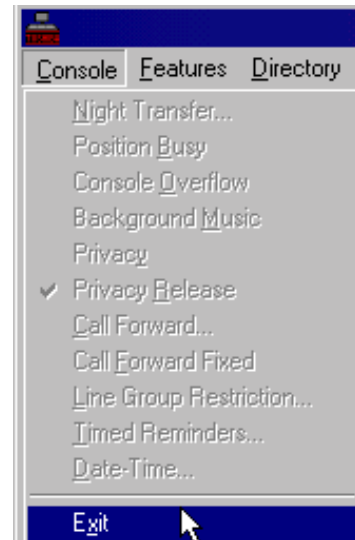
2. Click the Start button; select Programs.
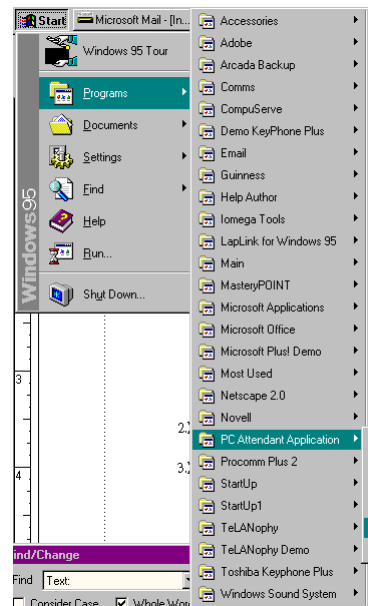
3. Select PC Attendant Application and click on PCATT BACKUP
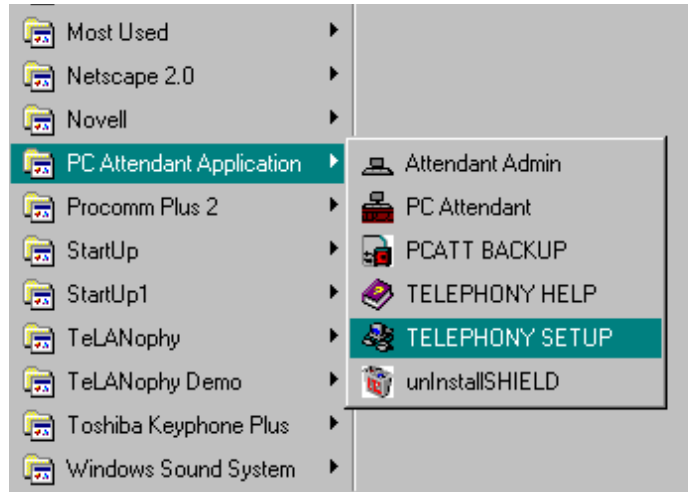
4. The PC Attendant Backup and Restore dialogue box will appear.
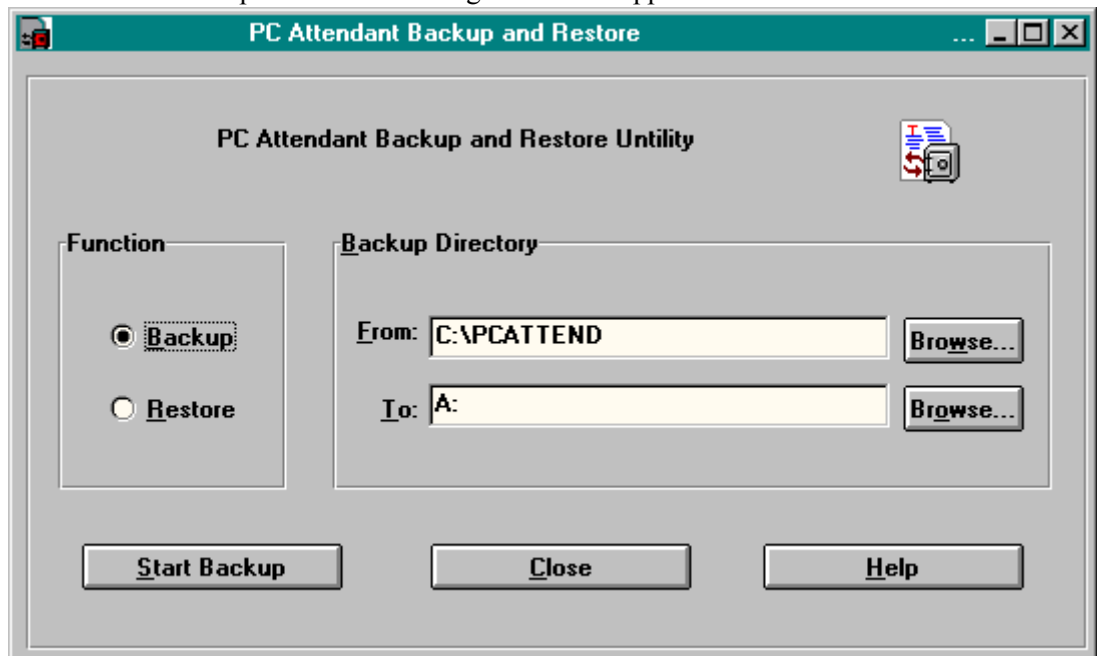
5. Select the function to be carried out (i.e. Backup or Restore) by clicking the relevant radio button.

◆   As soon as the function is selected the From and To source/destination will change accordingly.

Note   You are not restricted to the A: drive or the C:\PCATTEND, as the source and destination for the Backup or the Restore. Either of these options can be changed by clicking the Browse key and selecting the relevant drive and directory.

6. Insert the floppy disk into the A: drive and dependent on the function selected, click on the Start Backup/Start Restore key.

7. If Restore was selected the PC will now upload all the customised data to the directory selected. If Backup was selected the application will copy all customised data to the drive/directory selected.

User Quick Reference Guide   **4**

Telephone Systems

This quick reference guide applies to the Windows Operator Console for Microsoft® Windows® as used with the Strata CT & DK280 system.

See the *Strata CT & DK280 Windows Operator Consoles on line Help Files* for more details.

Conventions

Note   Elaborates specific items or references other information.

Letters in [brackets] represent buttons which have Directory Numbers on them, such as PDN. For example:

[PDN] Primary Directory Number button (the Extension or Intercom Number).

Bracketed letters also represent variables. For instance, if you should press **Alt** + a keyboard letter, it will be shown as **Alt** + **[letter]**, since the letter will be different depending on the desired response.

courier letters represent Windows Operator Console keyboard keys. For example: **Dial**.

•   denotes the step in a one-step procedure.

~   means "through". For example: 5~10.

Incoming Calls

➤ **To answer Calls by Priority**

  ➤   Select the **Answer** button.

➤ **To select which Incoming Calls to answer**

  1. Highlight the call type to answer from the incoming call display, such as "Dial 0" or "Line Group 1."

  2. Select the **Answer Next** button.

Holding Calls

➤ **To place a call on Hold**

  ➤ Select the `Hold` button.

➤ **To retrieve a held call**

  ➤ Double click on the held call in the Loop box

  or...

  1. Highlight the held call in the Loop box.

  2. Select the `Retrieve` button.

➤ **To use Automatic Hold**

  ➤ While on a call, select the `Answer + Hold` button to hold the existing call and answer a new call.

➤ **To switch between held calls**

  ➤ While on a call, highlight the held call in the Loop box

  or...

  1. Select the held call.

  2. Select the `Retrieve` button.

Transferring Calls

➤ **To make a direct ("blind") transfer using the Busy Lamp Field (BLF) directory [Mouse]**

  ➤ Single click on a name.

➤ **To make an Announce Transfer**

  1. Double click on a name.

  2. Announce the call.

  3. Select the `Transfer` button.

➤ **To transfer a call using the keyboard**

  1. While connected to the current call, type a name, (first or last) or an extension number.

  2. If Auto Dial is on and a match is found, the system Auto Transfers

  or...

  If Auto Dial is off and a match is found, press `Enter` to transfer the call.

  3. If no match is found in the Conference/Transfer dialog box, highlight the name desired in the Number drop-down box.

Options for Call Transfers

➤ To Camp-on, select the Transfer button.

➤ To announce a call, select the Conference button, announce the call, then select the Transfer button.

➤ To supervise a call, select the Supervised button.

➤ To transfer to voice mail, select the Transfer VM key.

➤ To return to the original party, close the Transfer dialog box by selecting Cancel or press the `Esc` key.

➤ **To transfer a caller back to another trunk (Trunk-to-Trunk)**

1. While connected to the current call, select the `Conf/Trn` button

   or...

   enter the name of a directory entry setup to include the trunk access code plus the outside number.

2. If no directory entry exists, enter the outside number in the Number field.

3. Click on Conference.

4. Click on the soft key `Join`.

5. Click `Exit` to leave the two parties connected

   or...

   click `Split` to return to the original caller.

➤ **To transfer to a PBX system**

1. While connected to the current call, select the `Conf/Trn` button

   or...

   enter the name (first or last) of the desired party. When you begin typing, the Conference/Transfer dialog box opens for name or number entry.

2. Select the `Flash/Recall` button.

3. Wait for an answer, select the `Release` button.

Using Department Search with Call Transfer

➤ **To transfer a call to a department**

1. From the Main Screen, select the Dept Select user button.

2. From the Department Transfer dialog box, select the desired name

   or...

   enter the department name.

You have the following options:

➤ To transfer, select the Transfer button.

➤ To announce the call, select the Conference button, announce the call, then select the Transfer button.

➤ To supervise the call, select the Supervised button.

Taking Notes About a Call

➤ **To Take a Note**

1. While connected to the call, from the Main Screen, select the Take Note user button.

    Note   If you do not have the Take Note button, it has not been assigned to your console.

2. In the Line Note dialog box, enter a short note (16 characters maximum) to attach to the call.

3. Select the Save button (or press **Enter**) to save the note.

Using Voice Mail

➤ **To transfer a call to a voice mailbox**

1. When you are on a call, select the Voice Mail button

    or...

    press the Transfer VM button in the Conference/Transfer dialog box or Dialing dialog box after selecting a name.

2. From the Voice Mail Number dialog box, select a name from the directory or type a name or number.

3. Select the OK button.

4. Wait for voice mail to answer and you can hear the opening greeting, then click on the Transfer button.

➤ **To manually connect to Voice Mail**

1. Dial the Voice Mail code.

2. Select the **Tone** button.

3. Select the OK button to close the Outdialling Dialog box when done sending DTMF tones.

Placing Calls

➤ **To dial with the Busy Lamp Field (BLF)**

➤ Select the desired station in the BLF directory display on the bottom of the screen.

➤ **To dial with the Keyboard or Dial button**

1. Type the name or number of the party to call

    or...

    select the on-screen Dial button, then select a name from the directory.

➤ (Optional) If you are dialing an outside number, enter or select a Line, Line Group. ("X" is selected.)

➤ (Optional) Enter a toll restriction override code: select the T. R. Override Code box, enter the code.

➤ (Optional) Enter an account code: Select the entry box and enter a code.

2. From the Dialing dialog box, select the on-screen Dial button.

Call Forward

➤ **To set Internal Call Forward**

1. From the Menu Bar, choose Console, then Call Forward.

2. From the Call Forward / Voice Mail dialog box, click an "X" into the desired Call Forwarding box.

3. Choose Destination and enter a number

    or...

    select a number from the Fixed Destination drop-down box.

    (Optional) Select No Answer Time in Seconds and enter the seconds the call rings before forwarding.

4. Select **OK**.

➤ **To toggle Fixed Call Forward**

➤ From the Menu Bar, select Console, then Call Forward Fixed.

➤ **To set Call Forward to an external station or device**

1. From the Menu Bar, select Console, then Call Forward.

2. From the Call Forward/Voice Mail box, enter the destination telephone number (outside the system) into the External Call Forwarding box.

3. Click an "X" into the External Set box.

4. If the Call Forward destination is over a tie or exchange line, place the exchange line access code in front of the external telephone number.

Other Features

➤ **To set Night Transfer**

1. From the Menu Bar, select Console then Night Transfer.

2. From the Night Transfer dialog box, select a Night Mode from the Tenant 1 drop-down box. Either two or three settings are allowed (Day, Day2, Night), depending on the Telephony Setup parameter for Night Modes.

3. If there is more than one Tenant, choose the next Tenant box and select a Night Mode and Day, Day2, Night settings.

4. Optional: To control Night Transfer automatically, toggle Enable Automatic ON ("X" in the box). To control Night Transfer manually, toggle Enable Automatic OFF (No "X" in the box).

5. Select the OK button.

➤ **To toggle Console Overflow**

➤ From the Menu Bar, select Console. Toggle Console Overflow ON (check mark) or OFF (no check mark).

Appendix

Windows Operations

The following table shows you how to perform various Windows operations using your mouse or keyboard.

WINDOWS FEATURE	MOUSE	KEYBOARD
Context Help displays Help screens for the Operator Console item that you selected.	➤ Use the Help button in the Dialog box.	➤ Press **F1**.
Fast Switch to... displays a list of all open applications.		➤ Press **Alt+Tab**.
Size Command displays a four-headed arrow so you can size the active window with the arrow keys. After the pointer changes to the four-headed arrow: **Note** *This command is unavailable if you maximize the window.*	➤ Drag the size bars at the corners or edges of the window.	1. Press an **Arrow** key to move the pointer to the border you want to move. 2. Press an **Arrow** key to move the border. 3. Press **Enter** when the window is the size you want.
Move Command displays a four-headed arrow so you can move the active window or dialog box with the arrow keys. **Note** *This command is unavailable if you maximize the window.*		➤ Press **Ctrl+F7**.
Minimize reduces the Operator Console window to an icon.	➤ Click the minimize icon on the title bar.	➤ Press **Alt+F9**.
Maximize enlarges the active window to fill the available space.	➤ Click the maximize icon on the title bar; or double-click the title bar.	➤ Press **Ctrl+F10** to enlarge a document window.

WINDOWS FEATURE	MOUSE	KEYBOARD
Close the active window or dialog box.	➤ Double-click on this icon or choose the Close button.	➤ Press **Ctrl+F4** to close a document window or... Press **Alt+F4** to close the dialog box.

Windows Controls

Several controls within Windows have an effect on the operation of the Windows Operator Console. These controls are within the Main Program Group under the topic of Control Panel.

Change the Screen Colours

The Windows Operator Console uses the colour settings to determine the highlight, title bar and text colour of many parts of the program. Through Windows, you can choose a colour scheme that provides the type of contrast best suited to the user.

Setup Easy Application Switching

From the Windows Desktop, you can define the **Alt+Tab** key combination to switch between applications that are open on the desktop. You can also choose a cursor blink rate and whether a screen saver is used and the length of the timer used to invoke the screen saver.

Toshiba recommends using a screen saver to protect the video monitor. When calls come into the Operator Console when the screen saver remains ON, a ringing indication will be heard, but the screen saver is not removed until you press a key or click the mouse. Activate on Incoming does not affect the screen saver.

Change the Keyboard Repeat Speed

Two controls can be used on the keyboard, the first is the delay needed to hold a key down before the character will repeat and the second is the speed of repetition once the key repeats.

Change the Mouse Speed

Under the title Mouse, two settings affect the speed of the mouse and the speed of the double click needed to make a selection. If you are familiar with using a mouse, these settings should be appropriate and need not be changed. If the mouse is new to you, Toshiba recommends each setting to be a slower speed for easier operation. Once you gain experience with the mouse, you can use faster settings.

➤ **To change Windows Controls**

1. Minimize the Windows Operator Console.	
2. Switch to Program Manager (**Alt+Tab**).	The screen will show each window currently open including the Program Manager.

	3. From the Program Manager, choose the Control Panel.	
	4. From the Control Panel, you can select the following:	
	To change screen colours, choose the colours icon. Then select a colour setting from the list	A dialog box showing the current colour settings and samples of other colours.
	To set **Alt+Tab**" so that you can use it to switch between applications, from Applications, select enable "Fast **Alt+Tab**" with an "X". Then choose a screen saver pattern and delay time. **Cntrl + Esc in Windows 95 & 98.**	A number of settings are possible within the desktop control. Only two affect the Operator Console. This brings up the Windows 95 & 98 TaskBar.
	To set the keyboard repetition rate, from the Control Panel, choose the Keyboard. Choose the Delay before Repeat and Repeat Rate speed desired.	Two speed settings are possible using slide controls. This controls the rate of change for the **Vol Up/Dn** keys. The slower the repetition, the easier it is to distinguish the level change. This rate also affects how fast you scroll through lists, such as the directory, when using the **Arrow** keys. Toshiba recommends starting at mid-points of each setting and adjusting later as needed.
	To change the mouse tracking and click speeds, choose the Tracking and Double Click speed desired.	Two speed settings are possible using a slide control. Slower operation is for beginning users while faster tracking and double click speeds are for experienced users. The control buttons can be changed for left-handed mouse users.
	5. Select the OK button.	

Important! *This version of the Strata CT & DK280 Windows Operator Console is also compatible with Windows 95 & 98. After the Windows Operator Console is installed in Windows 95 & 98, you can find your old program groups by clicking the Start button (formally Program Manager) and then selecting Programs. Your groups appear as folders. To manage files in Windows 95 & 98, click the Start button, select Programs, and then click Windows Explorer (formally file manager). Your directories appear as folders. The Control Panel is reached by clicking the Start button, selecting Settings and then the Control Panel.*

Notes to Users

1. Safety Approval

Toshiba Information System (U.K.) Ltd declare that the Strata CT 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.

1-1. The system, PCOU/RCOU/RCOS unit, must be earthed. The earth connection must be hardwired to a main distribution point. The main cabinet must be earthed.

1-2. Table A1 below identifies and classifies the ports available on the system:

Table A1

Type of Circuit (EN60950 Classification)	Port Location	Port Description
SELV	Power Supply BPSU672F	For connection of external 24 volt batteries.
SELV	Processor Boards: B1CU1F, B2CAU1A, B3CAU1A, B5CAU1A	For connection of external Music-on-Hold source
SELV	PDKU2A	For connection of Toshiba proprietry terminals.
SELV	PEKU2F	For connection of Toshiba Visually Handicapped Console terminals.
TNV3	RSTU1F	For connection of approved 2 wire devices.
TNV3	RSTU3F	For connection of approved 2 wire devices.
TNV3	PCOU2F/PCOUS2F	For connection to PTO provided Loop Call Unguarded Clear exchange lines.
TNV3	RCOU3F/RCOS3F	For connection to PTO provided Loop Call Unguarded Clear exchange lines.
TNV1	RBSU2A	2 Cct ISDN2, (CTR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSU1A	2 Cct ISDN2, (CTR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSS1A & RBSS2A	2 Cct ISDN2, Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RPTU1F	1ccts ISDN30, (CTR4), primary rate I/F> For connection to euro-ISDN services.
TNV2	PACU2F	4Cct AC15 Private Circuit I/F, (CTR17). For connection to PTO Private Circuit services.
TNV2	PEMU2F	4Cct AC15 Private Circuit I/F, (CTR17). For connection to PTO Private Circuit services.
SELV	PEPU2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment.

Type of Circuit (EN60950 Classification)	Port Location	Port Description
SELV	PIOU2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment,two RS232 ports for connection to PCs or printers.
SELV	PIOUS2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment,two RS232 ports for connection to PCs or printers.
SELV	RSIU1A	Serial port board, (1 x V24), for programming/Call Logging.
SELV	RSIS1A	Serial port board, (1 x V24), for programming/Call Logging. Fits on RSIU1A.
SELV	RRCU1A	Optical interface board for connecting remote cabinets.
SELV	EKT and DKT	Headset ports on any of the range of key telephones.

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 system must hardwired into a switched fused spur, this spur must be installed in accordance with 16th edition of the IEE wiring regulations, aka BS7671:1992.

1-4. Environmental Installation details.

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

♦ Operating temperature 0oC to 40oC

♦ Humidity 20% to 80%

1-5. Lithium Batteries

Warning! *All service personnel are informed that Lithium type battery cells are fitted to the following units - B1CU1F, B2CAU1A, B2CBU1F, B3CAU1A, B3CB1F, B5CAU1A, B5CBU1F. In accordance with safety requirements you are advised that in the event of these cells going faulty, the entire unit must be returned to Toshiba Information Systems for correct disposal. Under no circumstances must the cells be removed or replaced*

2. EMC Compliance

Toshiba Information Systems (U.K.) Ltd declare that the Strata CT 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 generic standards, in the present absence of any product specific standards:

- ♦ EN55022:1998, (Emissions)
- ♦ EN52024:1998 (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

Base Cabinet Dimensions:
    Height - 296mm
    Width - 672mm
    Depth - 270mm

    Weight - 14.1kg (fully equipped)

Expansion Cabinet Dimensions:
    Height - 254mm
    Width - 672mm
    Depth - 270mm

    Weight - 14.1kg (fully equipped)

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

Toshiba Information Systems (UK), Ltd, (TIU), hereby declares that the Strata CT 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 CT 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 A2 below lists the intended purposes of all the system interfaces.

Table A2

Interface Type	Network Service
PCOU2F/RCOU3F/RCOS3F	Analogue Loop Calling Unguarded Lines
RPTU1F	Euro ISDN30 service. Approved to CTR 4.
RBSU1A & RBSU2A	Euro ISDN2 service. Approved to CTR 3.
PACU2F	Analogue 4 wire Private Circuits, uses AC15 signalling. Approved to TBR 17.
PEMU2F	Analogue 4 wire Private Circuits, uses DC5 signalling. Approved to 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 which 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

4-1.   Strata CT Tone Plan.

Table A3 below lists the characteristics of the tones and signals used in Strata CT.

Tones/Signal to:	Frequency	Cadence	Meaning
Exchange Line	Music On Hold	N/A	Call on Hold
DKT	500/640Hz modul.10Hz 1300/1780Hz modul.10Hz 860/1180Hz modul.10Hz 2000Hz mod by 10Hz 500Hz 1000/800Hz 1000/800Hz 660/500 2000Hz	1s On 3s Off 1s On 3s Off 1s On 3s Off 1s On 3s Off 1s On 3s 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	I/C PSTN call Opt.1. I/C PSTN call Opt.2. I/C PSTN call Opt.3. I/C PSTN to Busy DKT I/C Int call Call from D/phone A Call from D/phone B Call from D/phone B Busy/DND Override
2 Wire extns	20Hz DTMF A DTMF D DTMF B MWI Signal	1s On 3s Off 80 or 160mS 80 or 160mS 80 or 160mS 0.9 ON/0.1s Off	Ring Signal Voice Mail Answer Voice Mail Disconnect Voice Mail Recall Message Waiting Signal
Tie Lines	400Hz 350/440Hz 400/450Hz 400HZ	0.375s On/0.375s Off Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off	Extension Busy Dial Tone Ring Tone Delay Busy Tone
DISA calls	400Hz 350/440Hz 4000/450Hz 400Hz	0.375s On/0.375s Off Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off	Extension Busy Dial Tone Ring Tone Delay Busy Tone
Internal general	350/400Hz 400/450Hz 400Hz 400Hz 400Hz	Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off 0.375s On/0.375s Off 1s On	Dial Tone Ringing Tone Extension Tone NU/Reorder Tone Executive override

4-2.   System Port to Port losses.

Table A4 below lists the various "typical" transmission gains/losses when inter-connecting the various port types.

Sys Port Type	PCOU2F/ RCOU3F/ RCOS3F		RBSU1A		RPTU1F		PEMU2F		PACU2F		RSTU3F	
	to	fm	to	fm	to	fm	to	fm	to	fm	to	fm
PCOU2F/ RCOU3F/ RCOS3F	3.7	3.7	1.8	1.9	1.8	1.9	3.1	3.2	-0.7	-1.5		
RPTU1F	1.9	1.8	0	0	0	0						
RBSU2A	1.9	1.8	0	0	0	0						
PEMU2F	3.1	3.2	1.3	1.3	1.3	1.3	2.6	2.6	-2.0	-2.0		
PACU2F	-0.7	-1.5	-3.4	-2.5	-3.4	-2.5	-2.0	-2.0	-6.0	-6.0		
RSTU3F	_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.

4-3.   Loudness Rating.

The table below lists the measured loudness rating of the Toshiba proprietary terminals.

SLR and RLR @ 0km PSTN. (All values are +/-dB)

System Port Type	PDKU2F ITS-A	
	SLR	RLR
PCOU2F/RCOU3F/RCOS3F	1dB	-5dB to -16dB
RPTU1F/ RBSU1A/ TBSU1A	6dB	2dB to -10dB
PEMU2F	4dB	-2dB to -14dB
PACU2F	8dB	0dB to -9dB

Index