TOSHIBA

Technical Bulletin

TBCTX-0049
October 2004

What's New in Strata CTX Release 2.22

This bulletin contains the programming updates and operational instructions for Strata CTX Release 2.22 features. The Strata CTX R2.22 feature enhancements for CTX100-S, CTX100, and CTX670 are described briefly below. Details for programming these features follow the descriptions.

Software Requirements

The following software is required and is available on Toshiba Internet FYI.

1. CTX R2.22 operating software version MH214 for CTX100 and CTX670 (not available for CTX28 at this time).

2. WinAdmin version 2.22A.09 Administration software.

   Important!

   - *This version of WinAdmin is required for CTX R2.22 programming. This software is also compatible with all previous releases of CTX software.*

   - *Prior to installing this new version of CTX WinAdmin, you must:*

     - *Remove the existing version of WinAdmin using the Add/Remove programs in the Windows Control Panel.*

     - *After removing the existing version, be sure to restart your computer.*

     - *Install the new version of CTX WinAdmin.*

     - *Restart your computer again.*

3. WinCTX version 2.22 MH213 Off-line programming software.

New R2.22 Features

Strata CTX Software Release 2.22, provides the following new features and enhancements for the Strata CTX100-S, CTX100 and CTX670 telephone systems.

- **Spanish LCD displays –** Provides CTX system LCD prompts and Soft Keys in the Spanish language.

- **CSTA ACD improvement to deflect camp-on and ring transfer recalls** – ACD calls that are transferred out of the queue to an extension are returned to the queue if the extension does not answer.

- **Attendant Console Enhancement –** Attendant Consoles can overflow to Multiple Call Groups.

- **PRI Call-By-Call Min./Max. –** This feature permits the grouping of individual PRI B-channels to be shared among various types of services (DID, WATTS, POTS, etc.) specified by the customer, instead of having to dedicate each channel to a particular type of service. Using this common pool of channels provides much improved traffic handling than using dedicated channels.

- **ANI and DNIS Enhancement –** As an option, Toshiba LCD telephones display either Calling Number and Called Name or Calling Number and Calling Name simultaneously on incoming calls.

- **Pooled Line Key Options –** Pooled Line Keys only flash if they are ringing on the telephone (No flash/No Ring).

- **Voice Mail Caller ID Digit Length** – The maximum number of Caller ID digits that can be sent over SMDI to Voice Mail for Caller Identification on Voice and Fax messages extended from 10 to 20 digits.

- **CTX Administrator Telephones** - Password Protected - Allows the user of any Toshiba LCD telephone to edit personal/system speed dial names. Primary Ext. names, CO line/DNIS names, and door phone names.

- **Large LCD Enhancement–** The Dial Directory enhancement can be used even if the telephone has CO line off-hook preference.

- **DSS key Override Call Forward** – This option allows a digital telephone or attendant console user to call stations with Call Forward activated by calling the station with a DSS button as opposed to calling the station using the dial pad. When calling with the DSS key, calls will not forward.

- **Improved LCD Information –** Identifies the source of Transferred, Call Forward and Recalled calls on the called telephone LCD.

- **DSS LED Option -** The DSS appearance of a telephone will not flash on other telephones when the telephone is ringing (local and remote nodes).

- **StrataNet Caller ID –** Station Caller ID (CLID) can now be sent across StrataNet nodes to the local PSTN PRI line of another node (optional). This occurs when making outgoing calls over StrataNet that terminates on local PRI lines in the far end node. The PSTN must allow non-registered CLID numbers to be accepted for this feature to function.

- **Add/Delete Verified Account Codes** – enables you to add/delete account codes using your analog or digital telephone.

Tips and Limitations for MH214 Version

ABR Programming Tip

In this release it is recommended to change the Automatic Busy Redial Timer (Program 104-15) from 5 sec. to 7 sec.

Limitations

- **User Name and Caller ID** – In this version of software Toshiba recommends limiting the PDN user name in Program 200-09 to 12 characters if Call Forwarding calls with Caller ID across Strata Net nodes is required. If Caller ID number (10 characters) and User Name exceeds 22 characters (total), the call will not forward across Strata Net nodes.

- **Elapsed Timer** – On outgoing ACD calls the call time elapsed timer may be inaccurate.

- **Call History** – will register StrataNet station to station calls, but calling back is not possible using CLID button.

CTX Administrator Telephone

- **Edit System Names** (password protected) – Allows user of any Toshiba LCD telephone to edit personal/system speed dial names, Primary Extension names, CO line/DNIS names, and door phone names.

  1. PHONE NAME

  2. DOOR NAME

  3. SYSTEM SD/NAME

  4. STATION SD/NAME

  5. CO LINE NAME

  6. DNIS NAME

Programming

- Program 204-34: DKT Parameters (To enable the DKT to have Administrator functions 1: Enable, 2: Disable, Default=2.
- Program 110 – Password Assignments: The Administrator functions are protected by the Level 1 password set in this program. Default is 0000.

Administrator Functions

The information below can also be found in the *DKT/IPT Telephone User Guide*. It contains some of the functions that can performed using Administrator Mode.

Important!   *These functions require Strata CTX release 2.22 or higher software.*

You can access the Administrator mode using any Toshiba LCD telephone.

To access the Admin mode, the telephone must be enabled for this function in system programming by your telephone system administrator.

Functions

Using the soft keys on your telephone, you can program the following functions in Administrator mode:

- Phone Name – enter the Extension (PDN) name for any telephone in the Strata CTX
- Door Name – enter door phone name
- System SD/Name[1] – enables you to program system speed dial names
- Station SD/Name[1] – enables you to program station speed dial names for any station in the system
- CO Line Name – program CO line names
- DNIS Name – program DNIS names

1   The Admin telephone mode allows speed dial names to be programmed but the actual speed dial numbers are programmed using the speed dial programming procedures in this guide.

General Operation

➤ Use these buttons to navigate the different functions

Navigation Button	Function
Mode	Previous Menu; exit Admin mode
Scroll	Next Item/screen (Forward) or move cursor to Right column
Page	Previous Item/screen (Back) or move cursor to Left column
Hold	Enter

Notes

• You can use Scroll/Page button to select Menu and Hold key to enter the Menu.

• You can enter digits or alphanumeric Name from Dial Pad.

• You can use the Mode button to back a screen
...or
you can use the Mode button while entering a Name or Number to go back to a Prompt Screen.

You can enter alphanumeric characters from the dial pad (shown in Table 1).

Note When using the Alphanumeric dial pad, use Page to Back Space and delete a character; use Scroll to enter a space in a name.
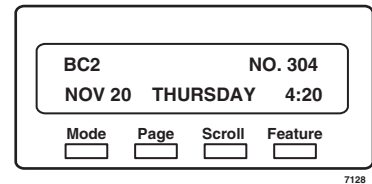
Table 1   Dial Pad Alphanumeric Characters

Dial Pad Buttons	Number of times to press the dial pad button				
	1	2	3	4	5
1	-	.	:	,	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	&	4
5	J	K	L	*	5
6	M	N	O	#	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	(	)	&	/	0

Administrator Mode

➤ **To enter Administrator Mode**

1. Press the **Mode** button.

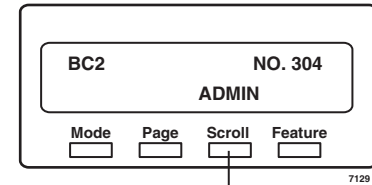| BC2	NO. 304
NOV 20 THURSDAY	4:20
Mode	Page	Scroll	Feature

7128

2. Press **Scroll**. (**Scroll** is the "ADMIN" Soft Key. The "Password" prompt appears.

   ...or to return to the first screen, press **Mode**.

3. Enter the password + **Hold**.
   Default password = 0000

BC2	NO. 304
	ADMIN
Mode	Page	Scroll	Feature

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Press Scroll, the ADMIN Soft Key

➤ **To view the following Administrator Functions or LCD screens**

Refer to "General Operation" on page 12 to navigate between functions.

PHONE NAME	Press **Hold**.	
	Enter the DN ID number.	**DN ID**
	This is the extension number (PDN) of the telephone.	
	Enter the Phone Name that corresponds with that DN ID.	
	Press **Hold,** pressing Hold will register the name and let you make the next Phone name entry.	
	Press **Mode** to cancel or go back. Note: Once the name is registered you cannot cancel the entry.	
	Press **Page** to move to the previous display or **Scroll** to move to the next display.	
DOOR NAME	Press **Hold**.	**DOOR PHONE NO.**
	Enter the Door Phone number (01~24).	**01**
	Enter the Door name that corresponds with that Door Number.	
	Press **Hold,** pressing Hold will register the name and let you make the next Phone name entry.	
	Press **Mode** to cancel or go back. Note: Once the name is registered you cannot cancel the entry.	
	Press **Page** to move to the previous display or **Scroll** to move to the next display.	
SYSTEM SD/NAME	Press **Hold**.	**IDX**
	Enter the Speed Dial Index (000~799).	**000**
Note To enter a speed dial number, refer to Speed Dial in the Advanced section of this guide.	Press **Mode** to return to the previous screen.	
	Enter the alphanumeric name.	**IDX 000 04258536**
	Press **Hold** to register alphanumeric name corresponding to the entered speed dial index.	**TOSHIBA BC2**

STATION SD/ NAME **Note** To enter a speed dial number, refer to Speed Dial in the Advanced section of this guide.	Press **Hold**. Enter the DN ID. This is the extension number (PDN) of the telephone. Pressing **Mode** lets you return to the previous screen and **Hold** registers the entry. Enter the speed dial index (00~99). Enter the alphanumeric name. Press **Hold** to register alphanumeric name corresponding to the entered speed dial index.	**DN ID** **304** **DN 304 IDX 00** **TOSHIBA BC2** **304**
CO LINE NAME	Press **Hold**. Enter the CO Line number (1~264). Pressing **Mode** lets you return to the previous screen and **Hold** registers the entry. Enter the alphanumeric name that corresponds to the CO Line Number.	**CO LINE** **304**
DNIS NAME	Press **Hold**. Enter the ILG number (1~128). Pressing **Mode** lets you return to the previous screen and **Hold** registers the entry. Enter the DID number Enter the alphanumeric name that corresponds to the DID Number Press **Hold** to register the entry.	**ILG** **003** **ILG 003 DID**