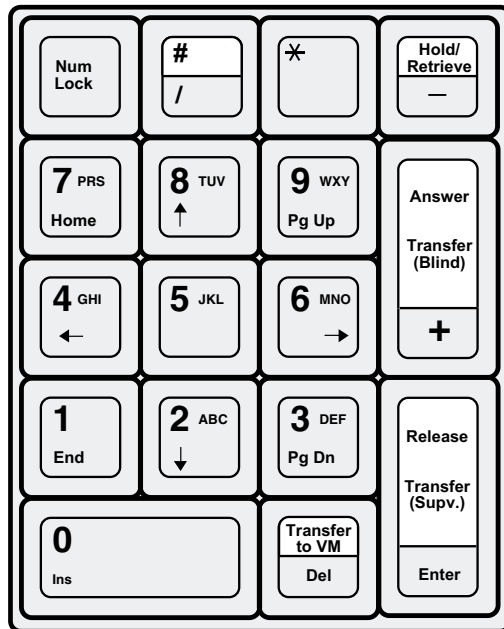


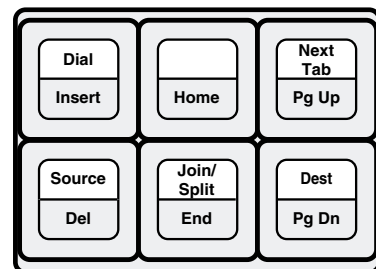
## Attendant Keys

### Numeric Keypad



6204

### Special Function Keys



6205

### Function and Volume Keys



6310

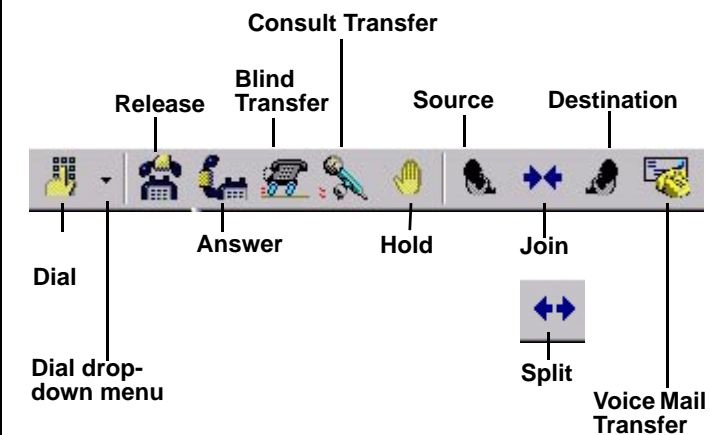
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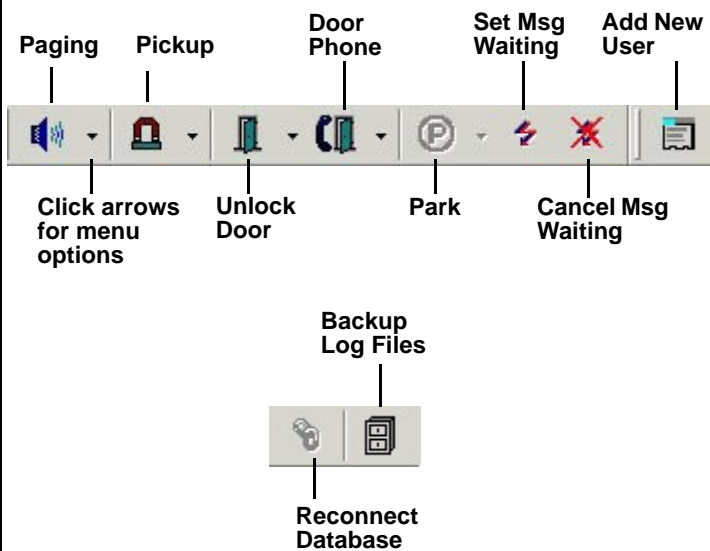
CTX-QR-ATCON-VB  
4010378  
Version B, March 2003

## Toolbar

### Call Handling Toolbar



### Optional Tools



## 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.
  - Retrieve enables you to retrieve the last (or highlighted) parked call.

### 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.

## 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.

**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



- 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.
- Select User ID.
- 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.

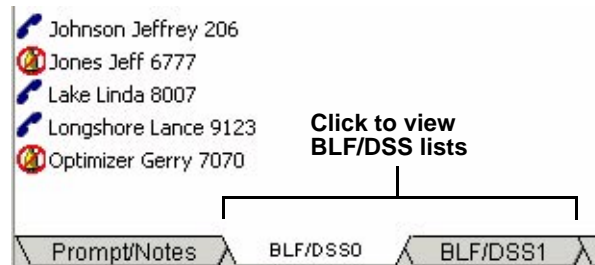
## Call Completion Codes

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

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



- Station Idle
- Station Busy
- Station DND or not available in this system
- Station Idle with Advisory Message
- Station Busy with Advisory Message
- Station DND with Advisory Message

## 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

- 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
- Announce the call (optional).
- 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

- While connected to a call, enter the extension number to transfer to.
- Press **Transfer to VM** (Del) on the keyboard.
- 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



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

## 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

- While in a conference ("conferenced" shows on-screen), dial the extension to add, press **Release** (Enter) or click OK.
- 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.



## Paging



### To page using the Primary Page Zone

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

## 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.



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