



**My Phone Manager
User Guide**

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CIX-UG-MPMGR-VA

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Contents

Introduction

| | |
|------------------------------|-----|
| Organization..... | iii |
| Conventions | iv |
| Related Documents/Media..... | v |

Chapter 1 – Overview

| | |
|-------------------------|---|
| My Phone Manager..... | 1 |
| Users | 1 |
| Prerequisites | 2 |
| Log In..... | 3 |
| Main Screen | 4 |
| Program Menu | 5 |
| Pop-up Windows | 6 |
| Telephone System..... | 7 |
| Super User Options..... | 7 |
| About..... | 7 |
| Log Out | 7 |

Chapter 2 – Normal User

| | |
|-----------------------------|----|
| Telephone Settings..... | 9 |
| Key/Button Programming..... | 11 |
| Speed Dial Setting | 14 |
| Advanced Settings | 14 |
| DKT Phone Setting..... | 16 |

Contents

Chapter 3 – Super User

| | |
|--------------------------------------|----|
| Call Forward/DND..... | 19 |
| Call Forward Setting..... | 19 |
| Activate Button..... | 22 |
| DND Activating..... | 25 |
| Display Dial Code..... | 26 |
| Advisory Messages..... | 27 |
| System Speed Dial..... | 28 |
| Voice Mail Settings..... | 29 |
| Name and Greetings..... | 30 |
| Recording or Changing Greetings..... | 31 |
| Distribution Lists..... | 33 |
| Message Notification..... | 35 |
| One Number Access..... | 42 |
| FeatureFlex..... | 44 |
| Alarm Clock – Edit..... | 45 |
| Call Monitor - Edit..... | 46 |
| Return Call - Edit..... | 48 |
| Screen Call - Edit..... | 49 |

Chapter 3 – Super User

| | |
|-----------------------------------|----|
| Telephone Settings..... | 51 |
| Directory Number and CO Line..... | 51 |
| Advisory Message Edit Screen..... | 52 |
| System Speed Dial..... | 53 |
| Account Code..... | 54 |
| DISA Code..... | 56 |

| | |
|-------------------|-----------|
| Index..... | 57 |
|-------------------|-----------|

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.

Organization

- **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 | <p>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.</p> <p>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.</p> |
| Arial Bold | Represents telephone buttons. |
| + | <p>shows a multiple PC keyboard or telephone button entry. Entries without spaces between them show a simultaneous entry.</p> <p>Example: Delete+Enter.</p> <p>Entries with spaces between them show a sequential entry.</p> <p>Example: # + 5.</p> |
| Tilde (~) | Means "through." Example: 350~640 Hz frequency range. |
| See Figure 10 | Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext. |

Related Documents/Media

Note Some documents listed here may appear in different versions on the CD-ROM or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

Refer to the following for more information:

- Strata CIX and CTX IPT/DKT Telephone User Guide
- Strata CTX DKT3001/2001 Digital Single Line Telephone User Guide
- Strata CTX DKT/IPT Telephone Quick Reference Guide
- Strata CIX Application Software and CIX Documentation Library
- Strata CTX WinAdmin Application Software and CTX/DK/Partner Products Documentation Library CD-ROM

Introduction

Related Documents/Media

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, Telephone 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 and FeatureFlex 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 53](#)).

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) 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 right).
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.

► 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 right).
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 telephone only or both your telephone and voice mailbox.

Overview

Main Screen

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 telephone 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 telephone.
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:

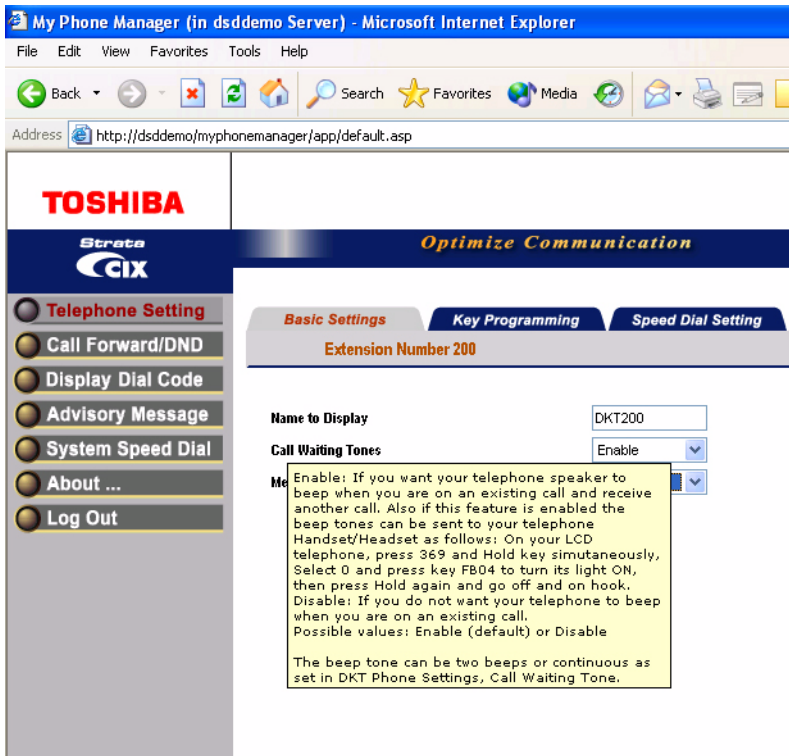
- Normal Telephone System options
- Normal Telephone and Voice Mail options (includes Voice Mail and FeatureFlex options)
- Super User options (includes the Normal options plus Account Code and DISA Code).

The figure below shows the various options.

| | |
|---|---------------------------------|
|  Voice Mail Setting | Voice Mail Options |
|  FeatureFlex | FeatureFlex Options |
|  Telephone Setting | Telephone System Options |
|  Call Forward/DND | |
|  Display Dial Code | |
|  Advisory Message | |
|  System Speed Dial | |
|  Account Code | Super Options |
|  DISA Code | |
|  About ... | Standard Options |
|  Log Out | |

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 telephone settings, retrieve information and remotely activate/deactivate phone features. The following are the phone features:

- Telephone 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 4](#)).

Log Out

- Click on Log Out and the Login screen displays (shown on [page 3](#)).

Overview

Log Out

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 and FeatureFlex.

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.*

Telephone Settings

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

2. Change the settings. Refer to [Table 1](#) for parameter details.
3. Click Submit.

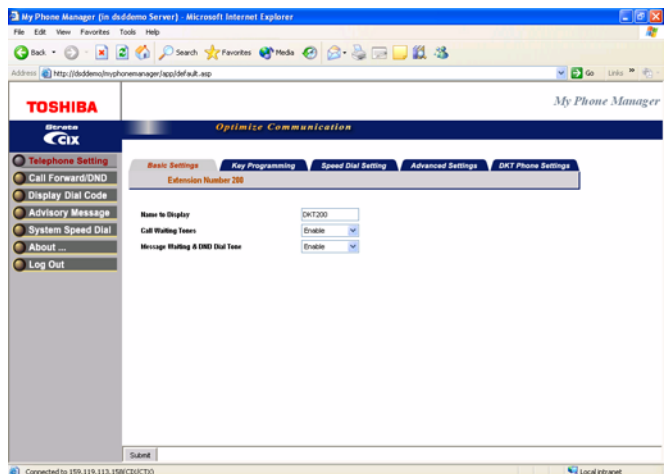


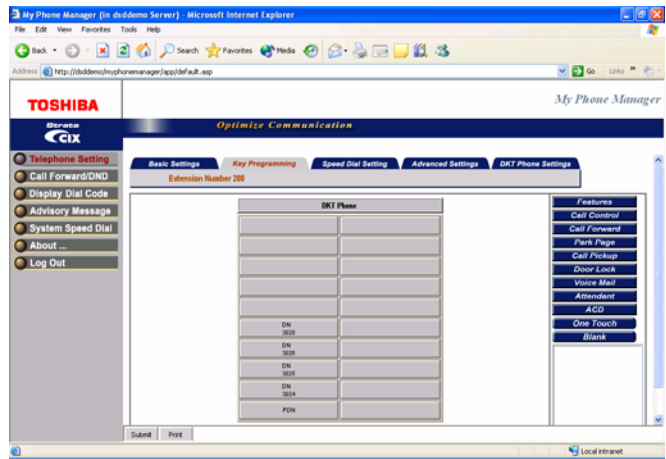
Table 1 Telephone Settings Data

| FIELD | DESCRIPTION |
|--|---|
| Name To Display | Enter Station Name to be displayed on this PDNs LCD. Possible values: Max. 16 characters (default = no value) |
| Call Waiting Tones | Enable: If you want your telephone 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 telephone Handset/Headset. Disable: If you do not want your telephone to beep when you are on an existing call. Possible values: Enable (default) or Disable |
| Message Waiting and DND Dial Tone | Enable: When you access internal dial tone, your telephone 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 telephone is in the DND mode. Disable: This station will receive normal dial tone when it has a message waiting or when it is in the DND mode. Possible values: Enable (default) or Disable |
| List My Name in Directory | This field displays only when logged in as a Super User. Enable: The telephone User Name will appear in the large display telephone Direct SS dial directory. Possible values: Enable (default) or Disable |

Key/Button Programming

The Feature Key or Button assignments enable each button on the telephone to be addressed and coded to represent a function or feature to be performed. The telephone button layout on the screen will look like the telephone 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.
 - 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.

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

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

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

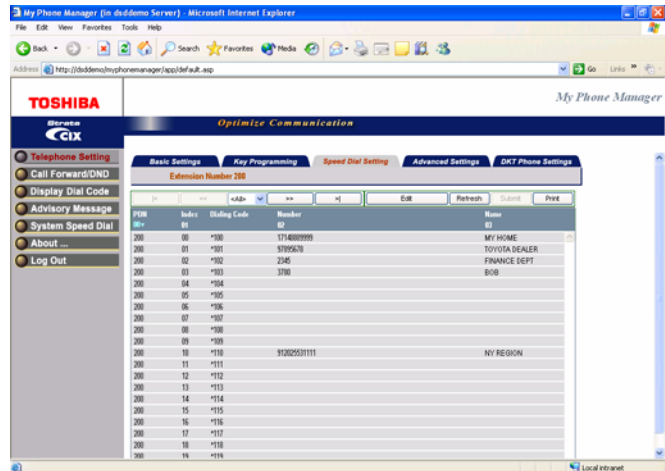
2. Make the change in the appropriate dialog box that displays.
3. Click OK.
4. Click Submit to apply the changes.

The screenshot shows a 'Web Page Dialog' window with a blue title bar. It contains two main sections: 'One Touch Data' and 'Flex Key'. The 'One Touch Data' section has a text input field containing 'SPK19496664112'. The 'Flex Key' section has three rows of settings, each with a dropdown menu and an 'Enter' button: 'FK:' with '1', 'ADM:' with 'ADM1' and '1', and 'DSS:' with 'DSS1' and '1'. To the right of these sections is a list of feature buttons with their corresponding SK codes: Mode: SK01, Page: SK02, Scroll: SK03, Feature: SK04, Msg: MSG, Mic: MIC, Spkr: SPK, Spdial: SPD, Redial: RDL, Cril/Trr: CNF, Vol Up: UP, Vol Down: DWN, Hold: HLD. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Speed Dial Setting

Your telephone 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 right).
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 right).

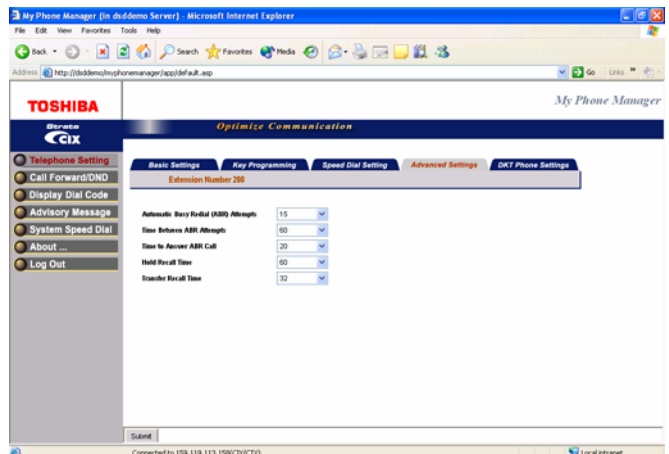


Table 2 Advanced Telephone Settings

| FIELD | DESCRIPTION |
|---|--|
| Automatic Busy Redial (ABR) Attempts | <p>Enter the number of times your telephone should try calling a busy number.</p> <p>When you call a busy telephone number, you can set ABR on your telephone and your telephone will automatically redial the number and check if it is still busy. If it is still busy your telephone will continue to redial periodically. If the number is not busy, your telephone 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 dialing 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 telephone 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 telephone as a reminder that it is on Hold. Select the number of seconds that a call should remain on Hold before it recalls your telephone.</p> <p>Possible values: 0~255 (default = 60). 0 prevents Held calls from recalling your telephone.</p> |
| Transfer Recall Time | <p>When you transfer a call, the call will recall your telephone 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 telephone.</p> <p>Possible values: 1~600 (default = 32 seconds)</p> |

DKT Phone Setting

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

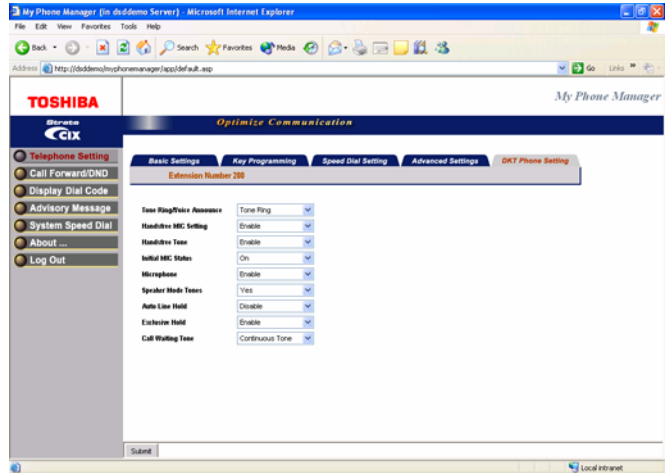


Table 3 DKT Phone Settings

| FIELD | DESCRIPTION |
|---------------------------------|--|
| Tone Ring/Voice Announce | <p>When an internal telephone calls your telephone, your telephone 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 telephone can talk to you directly through your telephone speaker and you can talk back through your telephone microphone. Set your telephone to receive internal calls with Tone Ringing or Voice Announce signaling.</p> <p>Note: If set to Voice Announce, callers will be able to monitor the noise or conversation in the vicinity of your telephone.</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 **DKT Phone Settings***(continued)*

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

Table 3 **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 telephone users. To place a call on exclusive hold, press the Hold button twice quickly. The held line button LED will flash rapidly on your telephone 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 telephone.</p> <p>Call waiting tones sent to your telephone 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 Telephone Settings Basic Settings screen.</p> |

Call Forward/DND

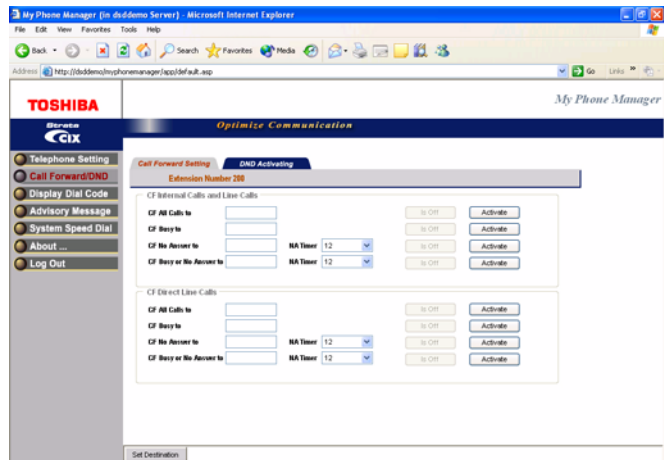
This feature enables you to assign Call Forward (CF) destinations for each extension on your telephone that will override the telephone's System CF settings.

► 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 right).

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 telephone extension connected to your telephone system or private network; or, an external telephone 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 telephone 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 telephone from the Attendant Console, other telephones and voice mail devices connected to your telephone system or telephone system private network.
3. Your telephone may call forward even if you do not activate it; this is because your system administrator has activated System Call Forward on your telephone.

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 telephone 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 telephone extension connected to your telephone system or private network; or, an external telephone 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 telephone number. They do not include internal calls from telephones that dial your extension number or outside line calls that ring multiple telephones 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 telephone from the Attendant Console, other telephones and voice mail devices connected to your telephone system or telephone system Private Network.
4. Your telephone may call forward even if you do not activate it; this is because your system administrator has activated System Call Forward on your telephone.

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 telephone number that should be called when your telephone call forwards. |
| CF No Answer to | The call forward destination can be: |
| CF Busy or No Answer to | <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 telephone number that you are allowed to dial from your telephone. When you forward calls to an external telephone number you must enter the outgoing line access code in the destination. Your telephone LCD will display EXTERNAL CALL FORWARD when set CF to an external telephone 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 telephone 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 telephone 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 telephone is not busy, this timer determines how long your telephone 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 telephone, your telephone 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 telephone, calls to your direct line telephone 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 telephone is busy on an existing call, new internal calls and incoming line calls will not ring your telephone; all new calls will be sent directly to the CF Busy destination.</p> <p>Note: If Direct Line Call Forward is activated on your telephone, calls to your direct line telephone 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 telephone and your telephone receives internal calls and incoming line calls, your telephone 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 telephone 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 telephone, calls to your direct line telephone 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 telephone and your telephone receives an internal call or incoming line call the following call forward operation occurs:</p> <p>If your telephone is busy on an existing call, new internal calls and incoming line calls will not ring your telephone; all new calls will be sent directly to the CF Busy or No Answer destination.</p> <p>If your telephone is idle, your telephone 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 telephone 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 telephone, calls to your direct line telephone 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 telephone, and you receive a call on your direct line telephone number, your telephone 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 telephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your telephone. |
| CF Direct Line Calls – CF Busy to | <p>When Direct line CF Busy is activated and your telephone is busy on an existing call, new calls to your direct line telephone number will not ring your telephone; 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 telephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your telephone. |

Table 5 Call Forward Activate Button *(continued)*

| FIELD | DESCRIPTION |
|---|---|
| CF Direct Line Calls – CF No Answer to | <p>When Direct Call CF No Answer is activated on your telephone and your telephone receives a call to your direct line telephone number, your telephone 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 telephone 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 telephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your telephone. |
| CF Direct Line Calls – CF Busy or No Answer to | <p>When Call Forward Busy or No Answer is activated on your telephone and your telephone receives an internal call or incoming line call the following call forward operation occurs:</p> <p>If your telephone is busy on an existing call, new calls to your direct line telephone number will not ring your telephone; all new direct line calls will be sent directly to the CF Busy or No Answer destination.</p> <p>If your telephone is idle, your telephone 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 telephone 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 telephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your telephone. |

DND Activating

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

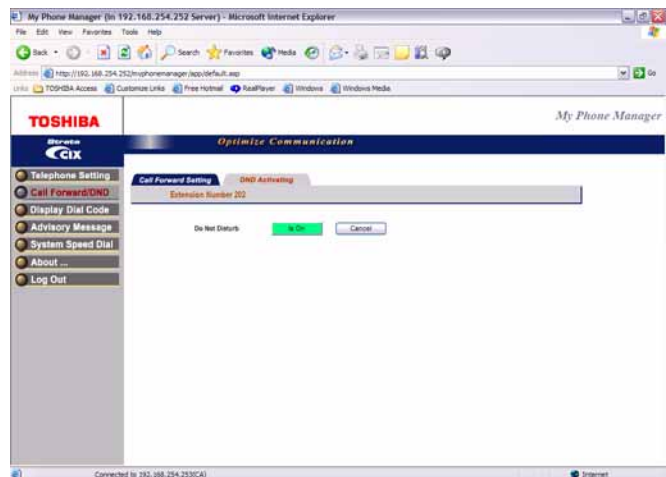
Your telephone dial tone will sound a stuttered tone when in the DND mode. Stuttered dial tone can be turned off from the Basic Settings screen by disabling Message Waiting & DND Dial Tone.

► To activate DND on your Telephone

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

Note The DND default is Off.

2. Click the Activate button.



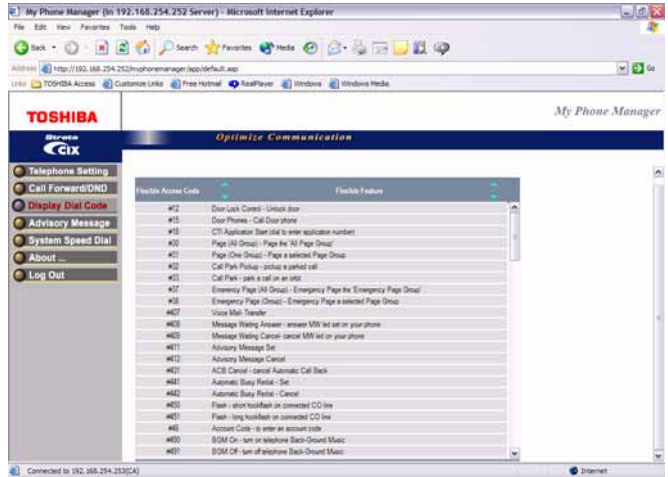
Display Dial Code

The Strata Telephone system comes with pre-assigned Flexible Access Codes that the telephone 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 right).



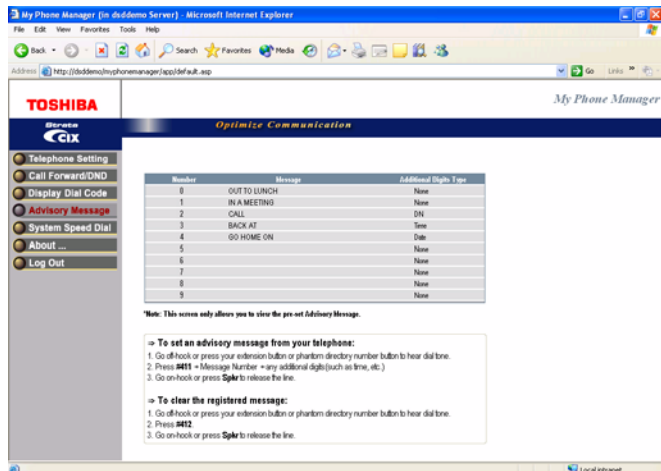
- To change a Feature Access Code Assignment
 - Double click on the row to make the change.

Advisory Messages

Advisory messaging enables you to store an informative message for LCD telephones that call your telephone. The messages can be up to 16 characters long. These messages will display on the calling telephone's LCD. The Strata CIX/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 right).



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 telephones.

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.

Normal User

System Speed Dial

► 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 telephones 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 telephone.

- 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.

The screenshot displays the 'System Speed Dial' screen in the Toshiba My Phone Manager interface. The interface includes a left sidebar with navigation options such as 'Voice Mail Setting', 'FeatureFlex', 'Telephone Setting', 'Call Forward/DND', 'Display Dial Code', 'Advisory Message', 'System Speed Dial', 'Account Code', 'DISA Code', 'About ...', and 'Log Out'. The main content area shows a table of speed dial entries. The table has columns for 'Index', 'Dialing Code', 'Number', and 'Name'. The first row is highlighted, showing Index 000, Dialing Code *200, Number 01, and Name 02. Above the table, there are navigation controls including 'Navigation by Index', a search box containing '000', and buttons for 'Edit', 'Submit', 'Refresh', and 'Print'. The 'Edit' button is circled in red, and an arrow points to it with the text 'Displays only on Super1 screen.'

| Index | Dialing Code | Number | Name |
|-------|--------------|--------|------|
| 000 | *200 | 01 | 02 |
| 001 | *201 | | |
| 002 | *202 | | |
| 003 | *203 | | |
| 004 | *204 | | |
| 005 | *205 | | |
| 006 | *206 | | |
| 007 | *207 | | |
| 008 | *208 | | |
| 009 | *209 | | |
| 010 | *210 | | |
| 011 | *211 | | |
| 012 | *212 | | |
| 013 | *213 | | |
| 014 | *214 | | |
| 015 | *215 | | |
| 016 | *216 | | |
| 017 | *217 | | |

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 right).

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.

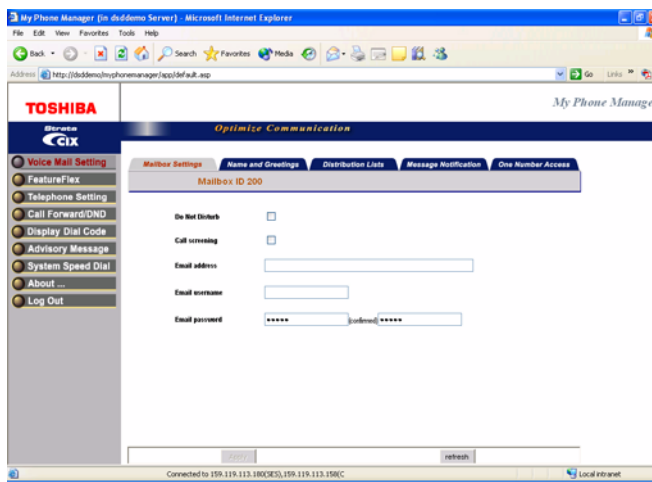


Table 6 Mailbox Settings Data

| FIELD | DESCRIPTION |
|-----------------------|--|
| Do Not Disturb | If you set this feature to On, Strategy ES automatically sends calls to your mailbox without first ringing your telephone. This does not impact your telephone. |
| 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 |

Table 6 Mailbox Settings Data

| FIELD | DESCRIPTION |
|-----------------------|---|
| 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 account</i> 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 telephone 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.
- **Transition Greetings** – Greetings for “One Number Access” – FeatureFlex feature. You can record a greeting for every transition while One Number Access is trying to locate you.

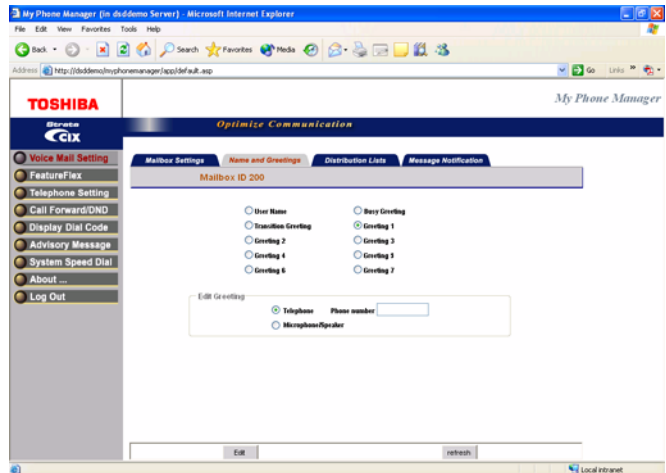
Recording or Changing Greetings

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

➤ To access the Name and Greetings screen

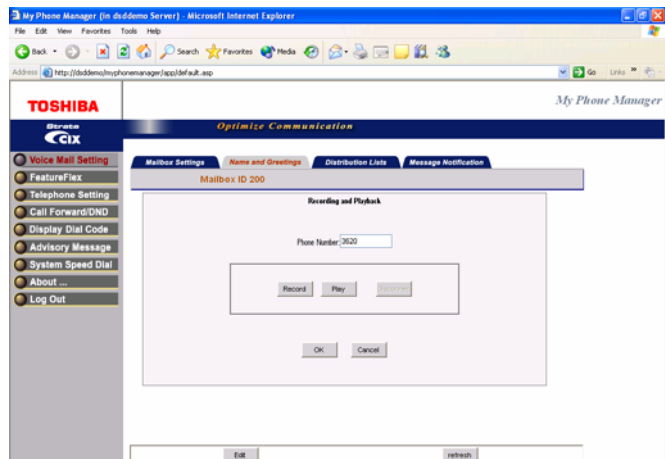
- From the Program Menu, select Voice Mail Settings > Name and Greetings tab.

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



➤ To make changes to the Name and Greetings settings using your telephone

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 Telephone Number or Extension.



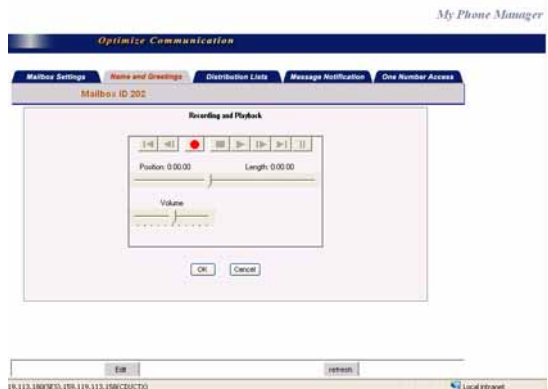
Normal User

Name and Greetings

4. Click Edit.
The Recording and Playback dialog box displays.
5. Click Record or Play button. Your telephone rings.
6. Pick up your Telephone 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 right).
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.*

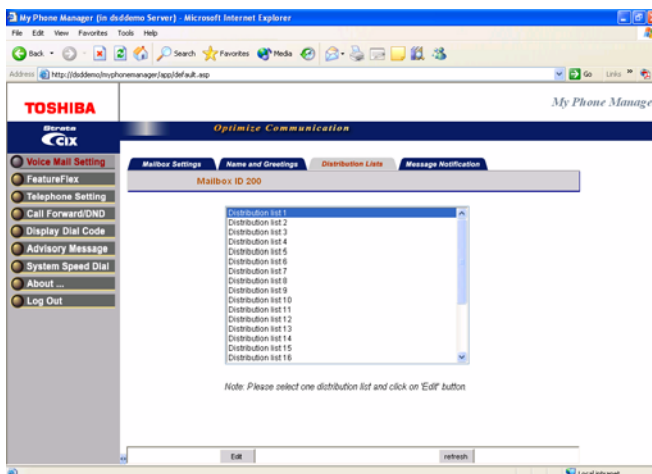
Distribution Lists

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.

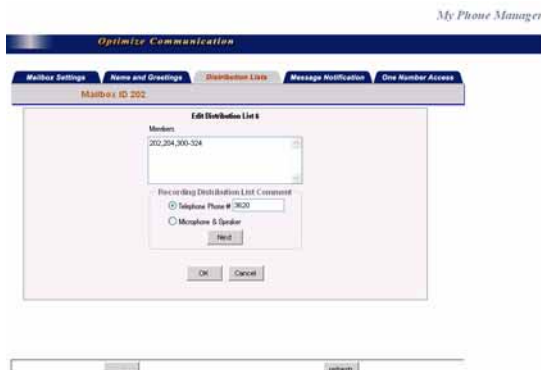
- From the Program Menu, select Voice Mail Settings > Distribution Lists tab.

The Distribution List screen displays (shown right).



➤ 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 right).
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 (Telephone 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 31](#) or [page 32](#).

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 right).

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

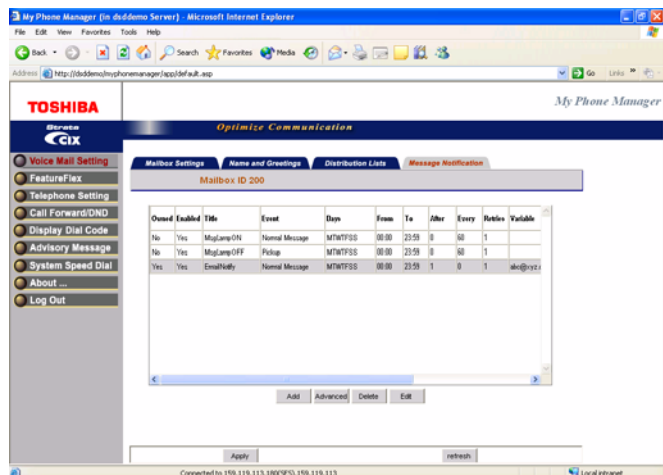


Table 7 Mailbox Settings Data

| FIELD | DESCRIPTION |
|---------------------|---|
| <p>Event</p> | <p>Notification type for this record. Possible values:</p> <p>Normal Message: Notify user of new messages in his mailbox by lighting the message light or calling a telephone number. 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 telephone, calling a cellular telephone, or calling any off-premise location. 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 telephone number to the user's beeper display. Notification begins when a caller uses the relay paging feature to record a telephone 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 telephone number and press #. <p>Voice mail stores the telephone number in the <i>Method</i> field token %R. User notified when the caller's telephone number is relayed to the user's beeper display or forwarded to a voice answered telephone. 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. Notification begins after the user picks up all new messages and exits from the Play Messages selection. 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> |

Table 7 Mailbox Settings Data*(continued)*

| FIELD | DESCRIPTION |
|---------------------------------|---|
| Event <i>(continued)</i> | <p>Disk Space: Notify user (usually System Administrator) when available hard drive space is low. 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. 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> <p>Urgent Message: Notify user of an urgent message in his/her mailbox. Notification begins when a mailbox receives a message the caller marked as urgent. 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. Fax Failure and Fax Success is best used with the EmailFaxNotify template (see previous page).</p> <p>None (default)</p> |

Table 7 Mailbox Settings Data *(continued)*

| FIELD | DESCRIPTION |
|----------------|---|
| Title | <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 telephone.</p> <p>MsgLampOFF – Turns off the message waiting lamp of a telephone.</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 variable 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 variable 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 variable field. Notifies user that urgent voice messages are in his/her mailbox.</p> <p>None</p> |
| Enabled | <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.</p> <p>Using Stragay’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> |

Table 7 Mailbox Settings Data *(continued)*

| FIELD | DESCRIPTION |
|--------------------|--|
| Variable | <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. Enables field personnel to be notified at different destinations during the day or week.</p> <p>Using Strategy'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 dialing 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., telephone number, extension, Token Programming Language) up to 17 characters long. blank</p> |
| Active Days | <p>Days of the week to which notification is restricted. Highlighted days are active. Days not highlighted are inactive.</p> <p>Mon~Sun All days</p> |
| From | <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.</p> <p>00:00~23:59 (Default = 00:00)</p> |
| To | <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.</p> <p>00:00~23:59 (Default = 23:59)</p> |

Table 7 Mailbox Settings Data *(continued)*

| FIELD | DESCRIPTION |
|-----------------------------|---|
| 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 4 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).</p> <p>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.</p> <p>0~ 60 (minutes)</p> <p>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.</p> <p>0~60</p> <p>60 (minutes)</p> |
| Maximum times | <p>Number of notification attempts when new messages exist in this mailbox.</p> <p>Voice mail counts only successful tries; i.e., successfully performing each action in the Method field.</p> <p>0~999</p> <p>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.</p> <p>On: (Default) User can access record via mailbox’s user mode menu.</p> <p>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**

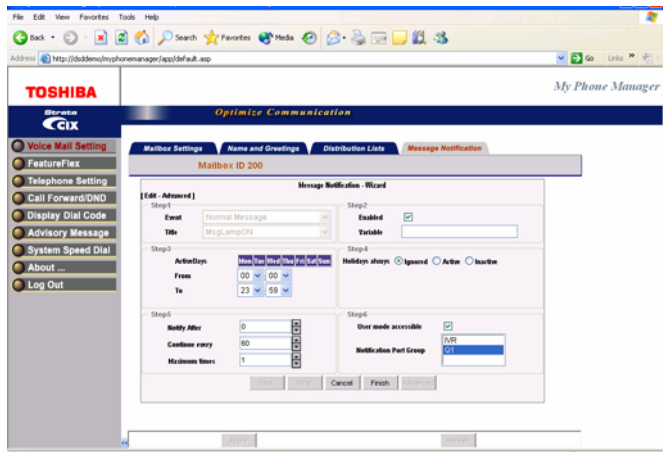
1. Select the existing Message Notification row.
2. Click the either the Edit or Advanced button, then follow the Wizard ...or see instructions below.

➤ **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 right).

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.*

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 telephone, etc.

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

The One Number Access screen displays (shown right).

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 right).

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

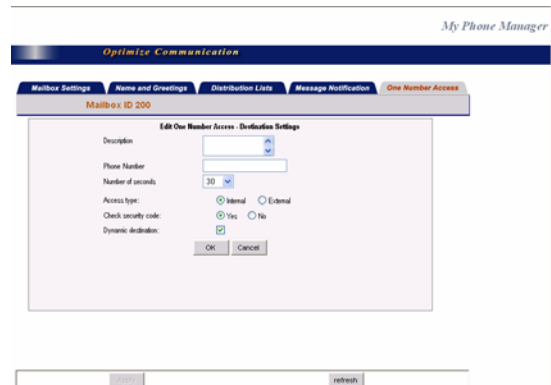
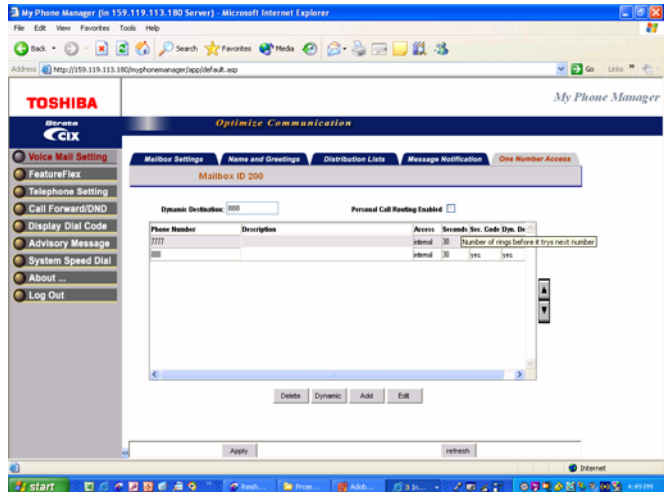


Table 8 Add/Edit Destination Data

| 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: Cell phone, Home, etc. |
| Phone Number | Enter the telephone number you want your calls to be transferred to. Note When entering an external long distance telephone 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 is 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. |

FeatureFlex

FeatureFlex enables you to change settings for features that have been customized for you by your System Administrator. You can edit the FeatureFlex features using My Phone Manager software. The features that can be access using FeatureFlex are: Alarm Clock, Call Monitor, Return Call and Call Screen. These features can also be accessed using you Telephone. For telephone user instructions, refer to the *Strata CIX and CTX Telephone User Guide*.

Important!

- *Your System Administrator must first create the FeatureFlex feature for them to display on the FeatureFlex screen in My Phone Manager. Once they have been created, you can edit or make changes to these features.*
- *One Number Access is also a FeatureFlex feature. However, this feature is described before FeatureFlex since it is accessed via Voice Mail Settings.*

► To Change or Edit a Feature

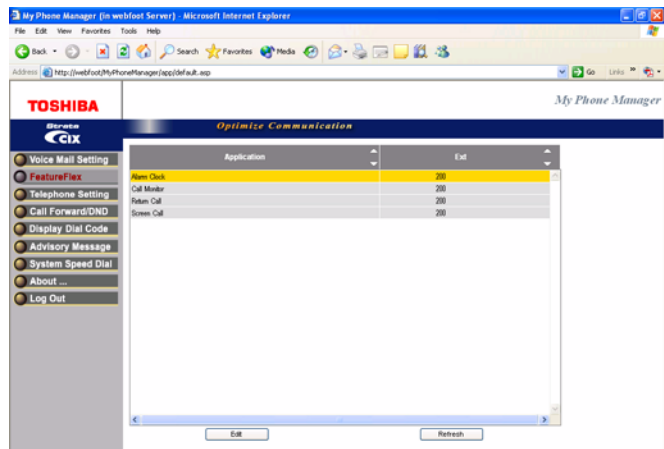
1. From the Program Menu, select FeatureFlex.

The FeatureFlex screen displays (shown right) with Features that have been programmed by your System Administrator in eManager.

2. Click on a Feature to select it.
3. Click the Edit button.
4. The Edit screen for the appropriate feature displays. Make the appropriate changes.

Note The Edit screens for each feature are described below.

5. Click OK.



Alarm Clock – Edit

1. From the FeatureFlex screen, click/select the Alarm Clock feature.
2. Click the Edit button.

The Alarm Clock Edit screen displays. Make the appropriate changes.

3. Modify the feature properties/values found on the right section of the screen. See table below for information on these fields.

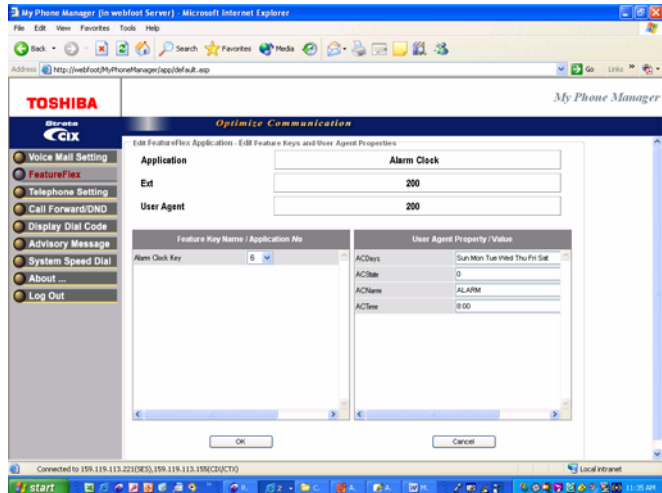


Table 9 Alarm Clock Edit Data

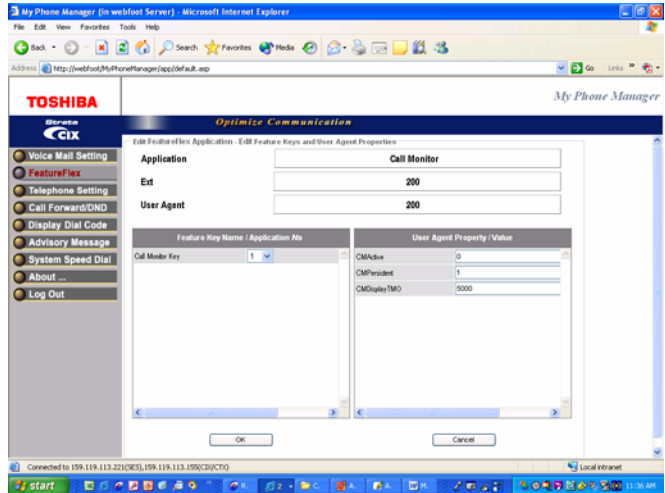
| FIELD | DESCRIPTION |
|----------------|--|
| ACDays | The days the alarm clock feature is active. This is a space-delimited list of three-character day abbreviations. Note If you add commas or semicolons in this field, it won't work. |
| ACState | Note The value in this field should not be changed. It is set to the correct value when the user presses the key. |
| ACName | The information you want displayed on the LCD when the alarm clock feature is alarming the station. Possible values: Can be any string up to 24 characters long. |
| ACTime | The time the alarm is set for (this is normally changed from the telephone). Possible values: Can be 12 or 24 hour format Example: 12 hour format: 6:00 pm, 6:00 am 24 hour format: 6:00, 18:00 |

Call Monitor - Edit

1. From the FeatureFlex screen, click/select the Call Monitor feature.
2. Click the Edit button.

The Call Monitor Edit screen displays (shown right).

3. In the left section of the screen, select the Feature Key Name/ Application No. from the drop-down menu. This will map to an application location in Key Map configurations.



4. See table below for information on the fields that are on the right side of the screen.

Table 10 Call Monitor Edit Data

| FIELD | DESCRIPTION |
|----------------------|---|
| CMActive | Note You should not change this field. It is set to the correct value when you press the key. |
| CMPersistent | If this is 1, then Call Monitor is enabled. This is done from the telephone. Possible values: 1 and 0. |
| CMDisplay TMO | Do not change this field from the default, unless instructed by your Administrator. This is the number of milliseconds that Call Monitor shows LCD messages before reverting to the normal phone display. |

► **To reassign the Call Monitor Key**

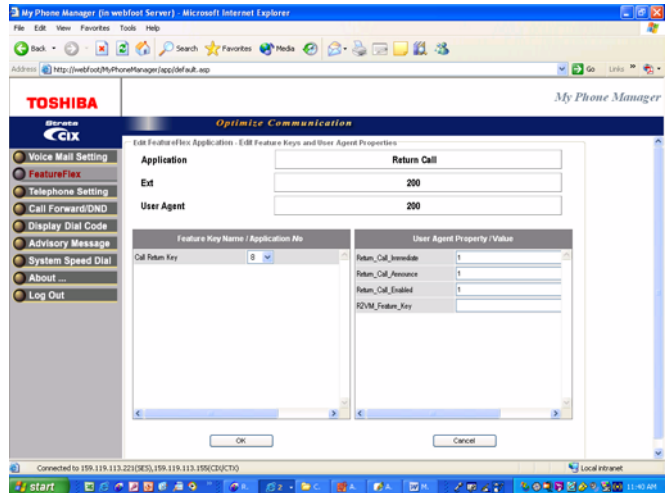
1. Turn off Call Monitoring on the phone.
2. Change the definition of the old key (either to 000 or to a new function).
3. Change the definition of the new key to Application Starting, with the proper application number. This may be done via Station Programming on the telephone, via eManager System Admin, or via My Phone Manager (refer to Step 3 on [page 1](#)).
4. Press the new key to re-enable Call Monitoring on the phone.

Return Call - Edit

1. From the FeatureFlex screen, click/select the Return Call feature.
2. Click the Edit button.

The Return Call Edit screen displays (shown right).

3. In the left section of the screen, select the Feature Key Name/ Application No. from the drop-down menu. This will map to an application location in Key Map configurations.



4. See table below for information on the fields that are on the right side of the screen

Table 11 Return Call Edit Data

| FIELD | DESCRIPTION |
|------------------------------|--|
| Return_Call_Immediate | If 1, it means that as soon as the reply call finishes (either end hangs up), then Return Call will immediately connect to voice mail. If 0, the user must press the feature key to return to voice mail. Possible values: 1 or 0 |
| Return_Call_Announce | Controls whether the system plays the (rather annoying) prompt that says "I'll retain your place in your mailbox if you wish to return." |
| Return_Call_Enabled | Note You should not change this field. The value in this field should be 1. |
| R2VM_Feature_key | This field may be left blank, especially if Return_Call_Immediate is 1. However, if you want to press a key to return to voice mail, then this field should be set to the physical key location that is to be used. |

Screen Call - Edit

1. From the FeatureFlex screen, click/select the Screen Call feature.

2. Click the Edit button.

The Screen Call Edit screen displays (shown right).

3. See table below for information on the fields.

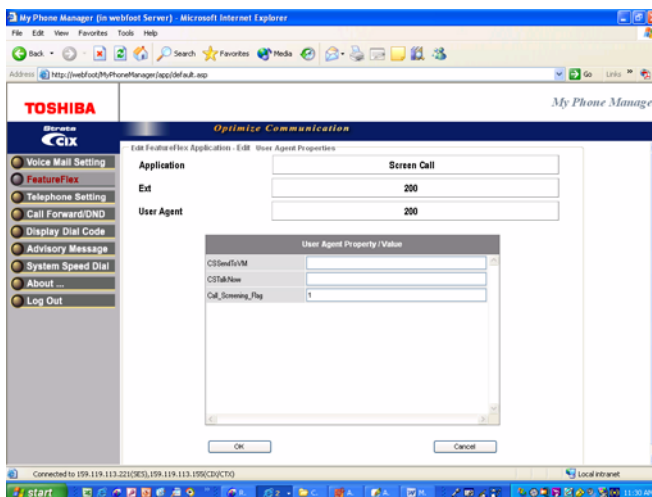


Table 12 Screen Call Edit Data

| FIELD | DESCRIPTION |
|----------------------------|---|
| CSSendToVM | <p>These are extensions and Caller ID that you would like to send directly to voice mail and not ring your telephone.</p> <p>Note This field is a space-delimited list of extensions and caller IDs. If you add commas or semicolons in these fields, they won't work.</p> |
| CSTalkNow | <p>These are extensions and Caller IDs that will ring your telephone and bypass Call screening.</p> <p>Note This field is a space-delimited list of extensions and caller IDs. If you add commas or semicolons in these fields, they won't work.</p> |
| Call_Screening_Flag | <p>Note Do not change this field. The value in this field should be 1.</p> |

Normal User

FeatureFlex

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.

Telephone Settings

The parameter “List My Name in Directory” in the Telephone Settings screen is only available to a Super User only. See [page 9](#) for information on Telephone 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 11](#) for details.

Advisory Message Edit Screen

For details about Advisory Message, refer to [page 27](#).

► **To Edit an Advisory Message**

1. From the Program Menu, select Advisory Message.

The following screen displays for a Super user only.

My Phone Manager

Optimize Communication

| Number | Message | Additional Digits Type |
|--------|--------------|------------------------|
| 0 | OUT TO LUNCH | None |
| 1 | IN A MEETING | None |
| 2 | CALL | DN |
| 3 | BACK AT | Time |
| 4 | RETURN ON | Date |
| 5 | | None |
| 6 | | None |
| 7 | | None |
| 8 | | None |
| 9 | | None |

Message Number

Message Text

User Entered Variable

— Displays only on Super screen.

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

Table 13 Mailbox Settings Data

| FIELD | DESCRIPTION |
|-----------------------|---|
| Message Number | Enter the Advisory Message Number 0~9. Note: All messages (0~9) can be edited; the first five messages have commonly used default values. Possible values: 0~4 = Pre-programmed messages; 5~9 = custom messages (default = 0) |

Table 13 Mailbox Settings Data

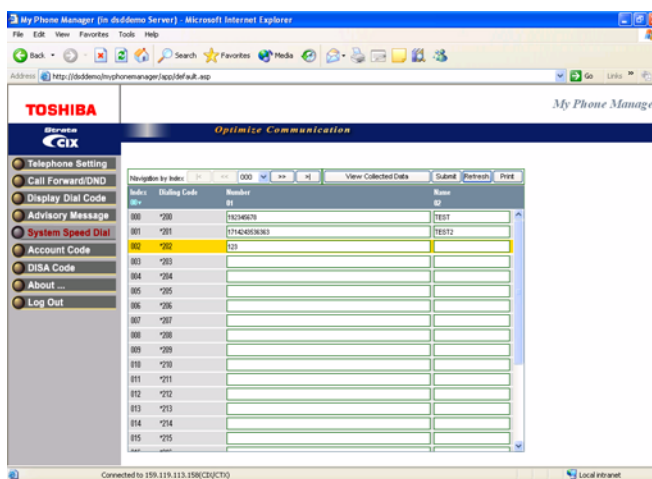
| FIELD | DESCRIPTION |
|------------------------------|--|
| Message Text | Defines the text portion of the LCD Advisory Message to be displayed. The total message text, plus the user entered variables (4 - digit time or date; 1~5 digit DN) cannot exceed 16 characters total. |
| User Entered Variable | 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 28](#).

➤ 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 right).
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 right).

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

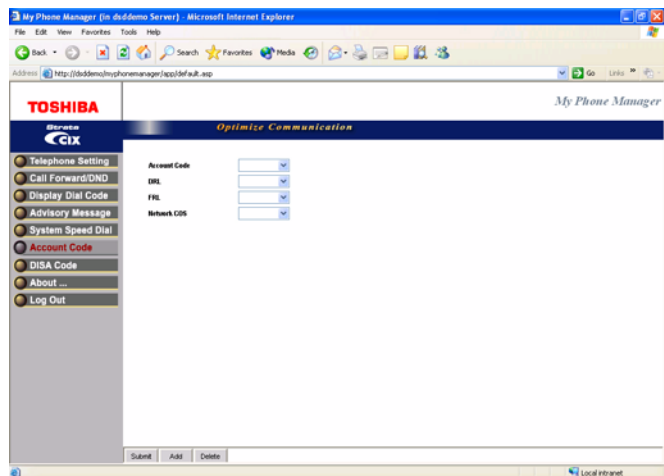


Table 14 Account Code Data

| FIELD | DESCRIPTION |
|---------------------|---|
| Account Code | <p>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).</p> <p>Possible values: 4~15 (default = 6)</p> |
| DRL | <p>This option allows a station user change the DRL assigned to the station (in Prg.200/260 etc.) by dialing an account code. The DRL of the an account code will be applied to a call when this Verified Account Code is entered.</p> <p>Possible values: 0~16 (default = 0)</p> <p>Notes:</p> <p>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.</p> <p>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.</p> |
| FRL | <p>This option allows a station user change the FRL assigned to the station (in Prg.200/260 etc.) by dialing an account code. The FRL of the an account code will be applied to a call when this Verified Account Code is entered.</p> <p>Possible values: 0~16 (default = 0)</p> <p>Notes:</p> <p>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.</p> <p>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.</p> |
| Network COS | <p>This Network COS will be applied to a call when this Verified Account Code is entered.</p> <p>Possible values: 0~32 (default = 0)</p> |

DISA Code

This screen lets you change DISA codes.

- From the Program Menu, select DISA Code.

The DISA Code screen displays (shown right).

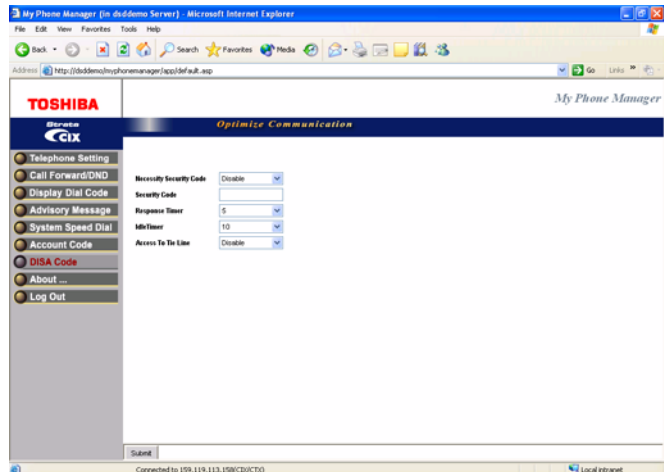


Table 15 DISA Code Data

| 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) |

Index

A

about this book

conventions, [iv](#)

organization, [iii](#)

related documents, [v](#)

ACD, [12](#)

alarm clock, [45](#)

attendant, [12](#)

auto line hold, [17](#)

Automatic Busy Redial (ABR), [15](#)

B

buttons

extension, [iv](#)

C

call control, [11](#)

call forward, [11](#)

direct line calls, [20](#)

internal and line calls, [19](#)

Call Monitor - Edit, [46](#)

call pickup, [12](#)

call waiting, [10](#)

call waiting tone, [18](#)

CO line, [11](#)

D

directory number, [11](#)

door lock, [12](#)

dynamic destination, [43](#)

E

edit a destination, [42](#)

e-mail

notification, [38](#)

exclusive hold, [18](#)

extension number, [iv](#)

F

fax

fax failure, [37](#)

fax success, [37](#)

feature button, [13](#)

features, [11](#)

G

greetings

busy, [30](#)

personal, [30](#)

transitional, [30](#)

H

handsfree tone, [17](#)

hold

auto line, [17](#)

exclusive, [18](#)

Index

I ~ V

holidays, [40](#)

I

idle timer, [56](#)

M

message waiting, [10](#)

MIC, [17](#)

microphone, [17](#)

N

name recording, [30](#)

normal user, [1](#)

notification type

 disk space, [37](#)

 fax failure, [37](#)

 fax success, [37](#)

 normal, [36](#)

 pickup, [36](#)

 port out of service, [37](#)

 relay, [36](#)

 urgent message, [37](#)

O

one number access

 add a destination, [42](#)

 edit a destination, [42](#)

one touch, [12](#)

P

park page, [12](#)

R

response timer, [56](#)

S

screen call, [49](#)

security code, [3](#), [56](#)

super user, [1](#)

T

tie line, [56](#)

Time to Answer, [15](#)

tone ring, [16](#)

Transfer

 recall time, [15](#)

V

voice announce, [16](#)

voice mail, [3](#), [12](#)