TOSHIBA



B U S I N E S S T E L E P H O N E S O L U T I O N S **Strata** DK

-11-1

Digital Business Telephone Systems

PC Attendant Console Quick Reference Guide

Telephone Directory

Name	Number		

Telephone Systems

This quick reference guide applies to the PC Attendant Console for Microsoft® Windows® as used with the Strata DK280/DK424 systems with all processors except the RCTUA.

See the *Strata DK PC Attendant Console User Guide* for more details.

Conventions

Note Elaborates specific items or references other information.

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

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

Bracketed letters also represent variables. For instance, instructions for pressing an **Alt** + a keyboard letter will be shown as **Alt** + [letter].

courier letters represent PC Attendant Console keyboard keys. For example: **Dial**.

Words that are capitalized represent a specific dialog box button. For example: Transfer button.

"Select" means to choose a specific keyboard *or* dialog box button.

"Click" means to press and then release the mouse button without moving the mouse.

"Press" means to touch a specific keyboard button.

Soft keys are on-screen keys which change according to the current conditions.

- denotes the step in a one-step procedure.
- ~ means "through". For example: 5~10.

Incoming Calls

- ➤ To answer Calls by Priority
 - Select the Answer button.

➤ To select which Incoming Call to answer

- Highlight the call type to answer from the Incoming Call box, such as "Dial 0" or "Line Group 1."
- 2. Select the **Answer Incoming** button.

Holding Calls

- ➤ To place a call on Hold
 - Select the Hold button.

➤ To retrieve a held call

Double-click on the held call in the Loop box

...or

- 1. Highlight the held call in the Loop box.
- Select the Retrieve button.

➤ To use Automatic Hold*

While on a call, select the **Answer Incoming** button to hold the existing call and answer a new call.

➤ To switch between held calls*

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

...or

- 1. Select the held call.
- 2. Select the **Retrieve** button.

^{*} The "Automatic Hold" option must be selected in the Setup Menu or calls may drop.

Transferring Calls

- ➤ To make a direct ("blind") transfer using the Busy Lamp Field (BLF) directory
 - Double-click on a name.

➤ To make an Announced Transfer

- 1. Click on a name.
- Announce the call when the called party answers.
- 3. Select the Transfer button.

➤ To transfer a call using the keyboard

- While connected to the current call, type a name, (first or last) or an extension number.
- If Auto Dial is on and a match is found, the system Auto Transfers
 - ...or if Auto Dial is off and a match is found, press **Enter**. A Blind Transfer or an Announced Transfer is based on Setup menu options.
- If no match is found in the Conference/ Transfer dialog box, highlight the name in the Number drop-down box. Then select Transfer.
 - ...or to Camp-on, select the Transfer button.
 - ...or to Announce a call, select the Conference button, announce the call, then select the Transfer button.
 - ...or to Supervise a call, select the Supervised button.
 - ...or to transfer to Voice Mail, select the Transfer VM soft key.
 - ...or to change the ringing station to Voice Announce, select the Voice soft key.
 - ...or to return to the original party, close the Transfer dialog box by selecting Cancel or press the **Esc** key.

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

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

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

- If no directory entry exists, enter the outside number in the Number field.
- 3. Click on the arrow next to the drop-down Number field. Then, select a line or line group, or Least Cost Routing (LCR).
- 4. Click on Conference.
- 5. Click on the Join soft key.
- Click Exit to leave the two parties connected ...or click Split to return to the original caller.

➤ To transfer to a PBX or Centrex system

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

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

- 2. Select the **Flash** button.
- Wait for an answer, select the Release button.

To transfer a call to a department

- From the Main Screen, select the Dept Select user button.
- From the Department Transfer dialog box, select the desired name
 - ...or enter the department name.

You have the following options:

- To transfer, select the Transfer button.
- To announce the call, select the Conference button, announce the call, then select the Transfer button.
- To supervise the call, select the Supervised button.

Taking Notes About a Call

➤ To Take a Note

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

Note The Take Note button must be assigned to your console.

- 2. In the Line Note dialog box, enter a short note (16 characters max.) about the call.
- 3. Select the Save button (or press **Enter**) to save the note.

The note appears in the Loop box if the call is held, or in the Notes box if the call recalls.

Using Voice Mail

➤ To transfer a call to a voice mailbox

- When you are on a call, select the Voice Mail button
 - ...or press the Transfer VM button in the Conference/Transfer dialog box or Dialing dialog box after selecting a name.
- From the Voice Mail Number dialog box, select a name from the directory or type a name or number.
- 3. Select the OK button.
- 4. Wait for voice mail to answer, then click on the Transfer button.

➤ To manually connect to Voice Mail

- Dial the Voice Mail code.
- Select the **Tone** button and dial to the voice mail.
- 3. Select the OK button to close the Outdialing Dialog box when done sending DTMF tones.

Placing Calls

➤ To dial with the Busy Lamp Field (BLF)

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

➤ To dial with the Keyboard or Dial button

- Type the name or number of the party to call
 ...or select the on-screen Dial button, then
 select a name from the directory.
- (Optional) If you are dialing an outside number, dial the trunk access code or select a Line, Line Group, or LCR. ("X" is selected.)
- (Optional) Enter a toll restriction override code; select the T. R. Override Code box. Enter the code.
- (Optional) Enter an account code: Select the entry box and enter a code.
- From the Dialing dialog box, select the onscreen Dial button.

Call Forward

To set Internal Call Forward

- From the Menu Bar, choose Console, then Call Forward.
- From the Call Forward / Voice Mail dialog box, click an "X" into the desired Call Forwarding box.
- 3. Choose Destination and enter a number

- ...or select a number from the Fixed Destination drop-down box.
- (Optional) Select No Answer Time in Seconds and enter the seconds the call rings before forwarding.
- Select OK.

➤ To toggle Fixed Call Forward

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

➤ To set Call Forward to an external station or device

- From the Menu Bar, select Console, then Call Forward.
- From the Call Forward/Voice Mail box, enter the destination telephone number (outside the system) into the External Call Forwarding box.
- 3. Click an "X" into the External Set box.
- 4. If the Call Forward destination is over a tie or CO line, place the CO line access code in front of the external telephone number.

Other Features

➤ To set Night Transfer

- 1. From the Menu Bar, select Console then Night Transfer.
- 2. From the Night Transfer dialog box, select a Night Mode from the Tenant 1 drop-down box. Either two or three settings are allowed (Day, Day2, Night), depending on the Telephony Setup parameter for Night Modes.
- 3. If there is more than one Tenant, choose the next Tenant box and select a Night Mode and Day, Day2, Night settings.
- (Optional) To control Night Transfer automatically, toggle Enable Automatic ON ("X" in the box).

- (Optional) To control Night Transfer manually, toggle Enable Automatic OFF (No "X" in the box).
- 4. Select the OK button.

➤ To toggle Console Overflow

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

