Strata® CT

Digital Business Telephone Solutions

ACD Agent Guide

Release 2

Publication Information

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Introduction

This guide is designed to provide instructions for the ACD Agent regarding the use of Automatic Call Distribution (ACD) on Toshiba's Strata CT system. It provides step-by-step instructions on how to use the ACD Agent buttons on the Agent station.

For instructions on using the non-ACD features of your telephone, refer to the appropriate Quick Reference Guide or User Guide (see "Related Documents" on Page v).

This guide does not provide instructions for the ACD Supervisor features. See the *Strata CT ACD Supervisor Guide* for information on Supervisor telephone procedures.

Organisation

This user guide is divided as follows:

♦ **Chapter 1 – The Grand Tour** describes each available ACD Agent feature button.

♦ **Chapter 2 – Features** provides a description and step-by-step operational procedure for each individual ACD Agent feature.

♦ **Appendix A – Access Codes** provides instructions for programming a sequence of steps or access codes onto feature buttons.

♦ **Notes to Users** contains an overview of Safety Approval and EMC Compliance details.

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!	*Calls attention to important instructions or information.*
CAUTION!	Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.
WARNING!	Alerts you when the given task could cause personal injury or death.
[DN]	Represents any Directory Number button, also known as an extension or intercom number.
[PDN]	Represents any Primary Directory Number button (the extension number for the telephone). An extra appearance of the PDN on the same phone is not considered as a SDN.
[SDN]	Represents any Secondary appearance of a PDN. A PDN which appears on another telephone is considered an SDN.
[PhDN]	Represents any Phantom Directory Number button (an additional DN).
Arial Bold	Represents telephone buttons.
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: **Esc**+**Enter**. Entries with spaces between them show a sequential entry. Example: **#** + **5**.
Tilde (~)	Means "through." Example: 200~200 station range.
➤	Denotes the step in a one-step procedure.
➤	Denotes a procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata CT Library CD-ROM), cross-references appear in blue hypertext.

Action/Response

The left column gives you single or numbered steps that you need to perform a procedure. These steps apply to both mouse or keyboard use.	The right column gives the immediate response to your action. This column also includes additional notes and comments.

Related Documents

The following user guides can be referenced for additional information:

♦ **Strata CT General Description** provides a system overview including hardware and feature information.

♦ **Strata CT System Administrator Guide** gives instructions for the System Administrator to manage the system. Contains instructions for Station Relocation, System Speed Dial, and other features only activated by the System Administrator.

♦ **Strata CT Digital Telephone User Guide** provides all the procedures necessary to operate Toshiba-proprietary digital telephones, including Single Line Digital Telephone Liquid Crystal Display (LCD) features. It also includes instructions for using the add-on module/DSS console.

♦ **Strata CT Digital Telephone Quick Reference Guide** provides a quick reference for frequently-used digital telephone features.

♦ **Strata CT Electronic Telephone User Guide** explains all the procedures necessary to operate Toshiba-proprietary electronic telephones, including all LCD features. It also includes instructions for using the electronic DSS console.

♦ **Strata CT Electronic Telephone Quick Reference Guide** provides a quick reference for frequently-used electronic telephone features.

♦ **Strata CT Standard Telephone User Guide** explains all the procedures necessary to operate rotary dial and push-button standard telephones.

♦ **Strata CT ACD Supervisor Guide** provides instruction on how to use the ACD supervisor features.

♦ **Strata Technical Library CD-ROM** enables you to view, print, navigate and search publications for Strata DK40 and Strata CT digital business telephone systems. It also includes Strata CT ACD Documentation, including the *ACD Agent Guide* and *ACD Supervisor's Guide.* ACD Installation and Programming instructions are included in the *Strata CT Installation and Maintenance Manual* and the *Strata CT Programming Manual*.

The Grand Tour 1

Automatic Call Distribution (ACD) for Toshiba Strata CT systems provides a quick, efficient means of handling a large volume of incoming calls. The calls can be automatically connected to ACD Agent Groups, bypassing an operator. Calls are served in order of arrival and are automatically distributed among the Agents. The ACD features also provide announcements to incoming calls when no Agent positions are available.

ACD Group Agent

An Agent in an ACD Group can use a Toshiba proprietary digital or electronic telephone. Toshiba telephones have feature buttons that access the special ACD features.

The Strata CT digital telephone with an LCD and typical ACD Agent feature buttons is shown in Figure 1 on Page 2 on the following page. The button names are recommended by Toshiba. If your button names are different, see the System Administrator or your ACD Supervisor for the definitions.

If your telephone does not have the ACD Agent feature buttons shown, you can enter access codes to perform the same functions (see "Access Codes" on Page 19).
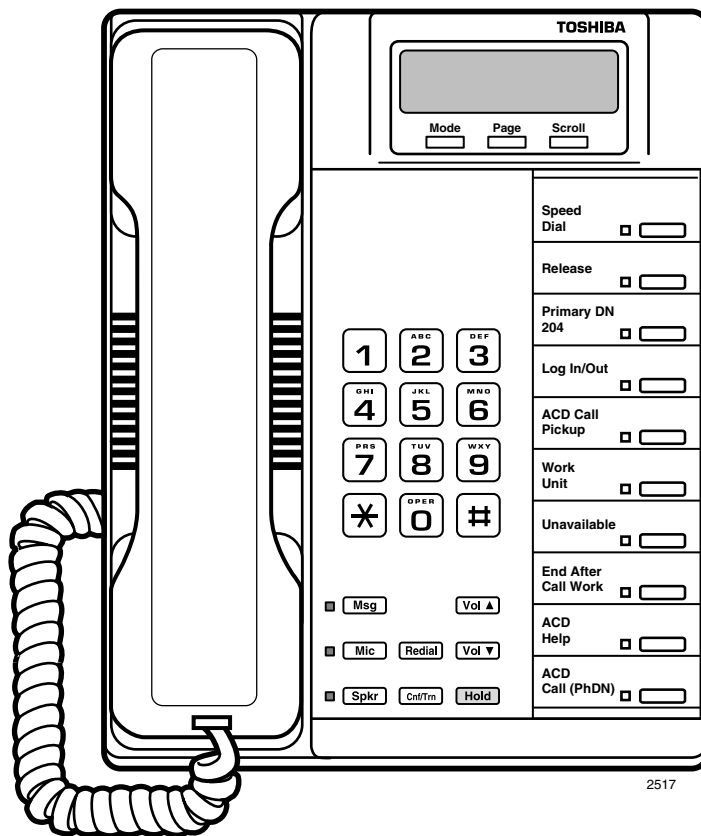
2517

Figure 1   Sample ACD Agent Telephone with ACD Feature Buttons

Buttons

There are two sets of buttons: flexible and fixed. The flexible buttons consist of Directory Number (Primary and Phantom) and feature buttons. The number of pre-programmed flexible buttons varies by telephone. The fixed buttons (e.g., **Mic**, **Msg**, **Redial**, **Hold**, **Conf/Trn**, **Vol▲**, and **Vol▼**) are standard to every 2000 & 2500-series digital telephone (see Figure 1 on Page 2).

Fixed Buttons

The fixed buttons are located on your dial pad and enable you to perform standard functions quickly and easily (see Table 1).

Table 1   Fixed Button Definitions

Button	Definition
Cnf/Trn (Conference/Transfer)	Sets up conference and transfer calls.
Hold	Holds internal or outside calls. The Line LED flashes green at the internal hold rate.
Mic (Microphone)	Toggles the microphone ON/OFF while the telephone is in use. The LED indicates the status of the microphone.
Msg (Message)	Calls back the station or voice mail device that activated the LED.
Redial	Dials the number you originally called (use the same [DN] or **Line** that you used to dial the original number).
Spkr (Speaker)	Toggles the speaker ON/OFF. The LED indicates the status of the speaker.
Vol▲ **Vol▼**	Adjusts volume levels.

Flexible Buttons

All flexible buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your telephone keystrip, see your System Administrator. Table 2 describes each ACD button.

Table 2   Flexible Button Definitions

Button	Definitions
ACD Call	Enables an agent to receive ACD calls, make/receive PBX calls, and Log In/Out of the ACD Group. After an agent has logged out, the button can be used to make/receive non-ACD and non-PBX calls.
ACD Help	Places a ACD call on hold and automatically rings the Supervisor.
ACD Call Pickup	Enables an Agent to pick up ACD calls ringing at any Agent's telephone in the same group. Calls remain registered as an ACD call after being picked up.
End After Call Work Time	Ends After Call Work Time (system programming feature) and the Agent's telephone becomes available to take ACD calls.
Log In/Out	Logs an Agent in and out of the ACD Group and is used with the **ACD Call** button.
Release	Releases calls from the Agent telephone.
Unavailable	Stops ACD calls from ringing the Agent telephone temporarily.
Speed Dial	Enables an Agent to call a telephone number using a brief access code.
Transfer to ACD Group	Transfers Exchange Line calls (non-ACD or ACD) to an ACD Group.[1]
Work Unit	Assigns a tracking code to an ACD call.

[1]   Can be programmed onto an **SD** button for one-touch access (see Appendix A – Access Codes on Page 19 for instructions).

Soft Keys

If you have a Strata 2000-series LCD digital telephone, the Soft Key features are deactivated while you are logged in as an ACD Agent. Only ACD displays are functional during ACD telephone sessions. When you log off from the ACD Group, Soft Key features become available again. Refer to the *Strata Digital Telephone User Guide* for more information on Soft Keys.

Features

2

This chapter lists all the ACD features applicable to an Agent's station in alphabetical order beginning on Page 11. These features can be performed on digital or electronic telephones with or without LCDs.

♦   ACD Call

♦   ACD Call Pickup

♦   ACD Help

♦   Auto Answer with Zip Tone

♦   End After Call Work Time

♦   Log In/Out

♦   Log Out/Unavailable Pending

♦   Transfer to ACD Group

♦   Unavailable

♦   Work Unit

Feature Interaction

Strata CT provides the ACD features from system-resident software. These features are affected when your station is logged in as Agent:

♦ Call Forwarding – All types of Call Forwarding from [PDNs] and [PhDNs] are allowed. ACD calls do not forward, but PBX and non-ACD calls do forward in the normal manner.

♦ Message and Display – Soft Key labels and LCD messages unrelated to ACD do not display at your station. All other types of messages do display.

♦ Station Do Not Disturb – The Station DND feature does not operate when your station receives an ACD call. DND only applies to non-ACD or PBX calls directed to the [DN].

♦ Executive Override – If you are talking on an ACD or PBX call, executive override of ACD/PBX calls is not allowed, but the Supervisor can call your [PDN] or an idle [PhDN].

Quick Reference

The following pages are a quick reference for using your telephone's ACD features.

Agent Calls

The types of calls handled by Agents are described in Table 3.

Table 3   Types of ACD Agent Calls

Type of Call	Description
ACD	External call that is routed and/or transferred to an ACD Group and rings on your **ACD Call** button.[1]
PBX	External or internal call that is routed and/or transferred directly to your **ACD Call** button directory number [PhDN]; or a call made from the **ACD Call** button. You cannot receive ACD calls when you are on a PBX call.[1]
Non-ACD	Any call received or made from a [DN] or Exchange **Line** button that is not your **ACD Call** button. The calls are not registered on MIS reports. You continue to receive ACD calls if you are logged into the ACD group.

[1]   Registered on MIS reports.

Agent Telephone Status

You can make and receive different types of calls depending upon the status of your ACD Agent telephone.

♦ Available – If you are logged in as an ACD agent, you can receive ACD or PBX calls and non-ACD calls to other [DNs].

♦ Unavailable – You are unavailable to take ACD calls when you press **Unavailable** or do not respond to two successive ACD calls. For more information, see "Unavailable" on Page 17. Your telephone can still receive and make non-ACD or PBX calls when it is in the unavailable status.

♦ After Call – When you disconnect from an ACD call you are automatically allowed an amount of time to do your paperwork. You can receive non-ACD or PBX calls if your telephone has been programmed to receive these calls. For more information on the procedure to end After Call, see "End After Call Work" on Page 14.

♦ Talk – When you are talking on an ACD call or have one on hold, you can receive non-ACD calls on other [DNs] or Exchange Lines.

♦ Log Out – You are logged out of the ACD Group. You can still receive and make non-ACD calls.

♦ PBX Call – When you are talking on a PBX call or have one on hold, you can receive non-ACD calls.

Placing Calls on Hold

You can place your current call on hold, whether it is an ACD or PBX call, and return to it later. To establish a three-way call with your Supervisor and your ACD caller, see "ACD Call Pickup" on Page 12.

➤ **To place an ACD call on Hold**

➤ Press **Hold**.	The ACD Call LED flashes at the I-Hold rate and your LCD displays the message on the right.	HOLD LINE 5 JUL 27 TUE 02 : 27
	Note Incoming ACD or PBX calls are not routed to **ACD Call**, because it has a call on Hold and PBX calls are blocked.	

➤ **To retrieve an ACD call on Hold**

    ➤ Press **ACD Call**. | The call is retrieved and your LCD displays the message on the right.

> ```
> QUE#000 AGT GP01
>      USING LINE 3
> ```

Note   Incoming ACD calls are not routed to **ACD Call**, because it has a call on Hold and PBX calls are blocked.

Logging In/Out

You log in and out of an ACD Group by using **ACD Call** and **Log In/Out**. By entering a valid ACD Agent ID, your telephone becomes available for incoming ACD calls, and the ACD feature buttons and codes are activated. Every Agent ID code is unique and is always associated with a particular ACD group, unless the ID is re-assigned to another group in system programming.

Any Toshiba telephone can be used to log into an ACD Group providing that the telephone has a unique, single-appearing [PhDN] button. The [PhDN] that is used to log into an ACD Group becomes the telephone's **ACD Call**. You can only be logged into one ACD Group at a time. Your telephone must be assigned as the owner of the **ACD Call** [PhDN] button in system programming.

When you log out, the ACD features are deactivated on your telephone, but the regular features still continue to work. For example, you can use the **ACD Call** button to make and receive non-ACD calls after logging out. These kinds of calls are not registered as ACD or PBX calls for MIS reporting purposes.

When all of the Agents in a group log out, the shift ends for that group, and calls are routed to the after-shift destination. The new calls are automatically sent to the after-shift destination, which can be a voice mailbox, another ACD Group, or an announcement.

Important!   *When the Supervisor ends the shift, all Agents must be logged out before the next (new) shift can start. The next shift starts once an Agent logs in.*

Log In/Out only works from the idle state, a non-ACD or PBX call hold, or After Call Work mode. Your action is ignored if you press the **Log In/Out** button while the station is in any other status.

ACD does not allow you to log out if you are the last active agent in the ACD Group, and there are calls waiting in the queue. These calls must be cleared before you can log out. Once all calls in the queue are cleared, the Log In/Out LED turns off and your telephone is logged out of the ACD Group (see).

➤ **To log in**

1. Press **ACD Call** + **Log In/Out**	The ACD Call LED is steady green, but the Log In/Out LED flashes red.	
...or **ACD Call** + **#4031**		
	You are prompted to enter your ID code by the LCD display and a short burst of dial tone.	NO. 203 ENTER ID CODE
2. Enter your four-digit Agent ID code.	A one-second burst of dial tone confirms successful log in. The Log In/Out LED turns steady red.	QUE# 000 AGT GPXX JUN 16 WED 02:27
	QUE #000 = Number of calls in queue **XX** =ACD Group number (01~16).	
	If the Agent ID code is invalid, a fast busy tone is heard. The Log In/Out LED stops flashing and turns off.	NO. 203 LOG IN ERROR
	The LCD displays the message on the right. Repeat Step 2. If you continue to get the error message, contact your Supervisor.	

➤ **To cancel log in**

  ➤ Press **Log In/Out** at any time.

➤ **To log out**

➤ Press **Log In/Out**	The Log In/Out LED turns off and the Agent is logged out of the ACD Group.
...or **ACD Call** + **#4031**, then **Spkr** or hang up	**Note** If the Log In/Out LED flashes, there are calls remaining in queue and you are the only Agent logged in (see "To Log out when you are the last active agent" on Page 10.

Log Out (Pending)

This feature enables you to end the ACD shift if your telephone is the only one logged in to the ACD Group, and your Supervisor has not ended the shift. Log Out (Pending) or Unavailable (see "Unavailable" on Page 17) prevents new calls from entering the ACD queue and redirects the calls to the after-shift destination or the overflow-point destination as assigned in the system programming.

For example, if it is time for your ACD shift to end, but calls are continuing to arrive into the ACD queue, use the Log Out Pending or Unavailable feature so that you can eventually log out.

➤ **To use log out (pending)**

➤ Press **Log In/Out**.	The Log /InOut LED flashes and the status changes to the Log Out Pending mode. When the last call is cleared from the queue, your status changes to logged out.

➤ **To log out when you are the last active agent**

➤ Press **Log In/Out** ...or **ACD Call** + **#4031**, then **Spkr** or hang up	The Log In/Out LED flashes. New ACD calls are routed to the after-shift destination. **Note** Calls in the queue are directed to your station, because you are the last active Agent. You are logged out when all of the calls in the queue have been answered.

Auto Answer with Zip Tone

Auto Answer with Zip Tone is an ACD feature that alerts you to a call by sounding a one-second dial tone and automatically connecting you to the ACD call. You must have a Toshiba digital or electronic telephone.

Note Toshiba recommend this feature is used only with telephones fitted with headsets.

ACD Call

When an ACD call rings at your idle station, the ACD Call LED flashes and your LCD displays the message to the right (**XXX** = Line number).

> QUE#000 AGT GP01
> LINE XXX ACD CALL

If you receive a PBX call, your ACD Call LED flashes similar to an ACD call and the LCD displays the message to the right (**XXX** = Line number).

> QUE#000 AGT GP01
> LINE XXX RINGING

➤ **To answer an ACD call**

1. Press **ACD Call**	The LED lights steady and the LCD displays one of the messages below depending upon the type of call and system programming.

Notes

♦ If Auto Answer with zip tone is enabled, a zip tone (a short burst of dial tone) is heard and the call is connected (see "ACD Call Pickup" on Page 12).

♦ If you are on a [DN] or Exchange Line when the ACD Call line rings or attempts auto answer with zip tone, the ACD call rings and the ring is muted.

♦ The **Spkr** and **Mic** functions are automatically turned on, and the LCD displays ACD call status information.

If you use a headset, the **Spkr** and **Mic** functions are turned off (see "ACD Call Pickup" on Page 12).

The duration of each call is displayed every 15 or 60 seconds (determined by system programming) after you have answered the call.

> QUE#000 AGT GP01
> HH:MM:SS

➤ **To view Queue Status instead of name/number**

➤ Press **Page** (LCD button) four times.

ACD Call Pickup

You can pick up an ACD call ringing at another Agent's telephone by using your station's **ACD Call Pickup** button. These calls are detailed in the MIS/SMIS reports.

To use this feature:

♦   Both stations must be in the same ACD Group.

♦   The incoming call must be an ACD call for that group.

♦   The **ACD Call** button must be idle.

♦   Your telephone must be in an available state.

You cannot pick up some types of calls, such as non-ACD calls (internal office calls) or PBX calls. Another type of pick up button (code) can be provided for these calls.

➤ **To pick up an ACD call ringing at another station**

➤ Press **ACD Call Pickup** ...or **ACD Call** + **#4036**	The LCD confirms that the line has been answered. The ACD Call LED is on. **Note** If your telephone is in an unavailable mode (LED is on), you must press **Unavailable** before you can use **ACD Call Pickup**.	**QUE#000 AGT GP01** **ANSWERED LINEXXX**

ACD Help

You can call your Supervisor for assistance during an ACD call by pressing the **ACD Help** button. ACD Help does not apply to PBX or non-ACD calls. This button enables you to:

♦   Talk to your Supervisor while the ACD call is on hold.

♦   Establish a three-way conversation with your Supervisor and the ACD caller.

♦   Drop out of the three-way ACD call while your Supervisor and the ACD caller remain connected.

➤ **To call your Supervisor for help**

1. Press **ACD Help** ...or **Cnf/Trn** and **#4033**	The call is automatically placed on consultation-hold and your Supervisor's telephone rings. Your LCD displays the held line number and the **SUPRVSR ASSIST** message.	```HOLD LINE 5``` ```SUPRVSR ASSIST```
	HELP appears on your Supervisor's LCD.	
	When your Supervisor answers the Help call, you can talk to the Supervisor and the ACD Call remains on consultation-hold.	
	Note If your Supervisor is not logged in, this feature is not available. If the Supervisor's telephone is busy or is in monitor mode, your Help call overrides and rings your Supervisor's telephone.	
2. After the Supervisor answers Press **Conf/Trn**	You and your Supervisor are connected to the caller.	
...or hang up	Your Supervisor and the ACD caller are connected.	
...or press **ACD Call**.	Your Supervisor's telephone receives a busy tone. You and the ACD caller are connected without the Supervisor.	

➤ **To override your Supervisor's DND**

1. Press **ACD Help** ...or **Cnf/Trn** and **#4033**	The ACD call is automatically placed on consultation-hold. You receive DND busy tone. **Note** You must have the DND Override option to override the DND feature.
2. Press **2**.	The DND is overridden and the Supervisor's LCD displays **HELP**.
3. After the Supervisor answers, press **Conf/Trn**	You and your Supervisor are connected to the ACD caller. The LCD displays the line number in use.
...or hang up	Supervisor and ACD caller are connected.
...or press **ACD Call**.	Your Supervisor's telephone receives a busy tone. You and the ACD caller are connected without the Supervisor.

End After Call Work

When you have completed an ACD call, your telephone automatically enters After Call Work mode. This is a pre-defined mode with a time limit that enables you to process paperwork or complete items related to your last ACD call without interruption. ACD calls are routed to you again when the After Call Work time limit expires or you end it.

When you have completed your paperwork, you can end the After Call Work time period by pressing **End After Call Work** or making/receiving a non-ACD call.

You can make/receive PBX calls during the After Call Work time period.

➤ **To automatically activate After Call Work**

➤ Complete your ACD call.	The After Call Work time remaining is displayed in one-second increments.	**151** **00 : 00 : 04**

➤ **To automatically deactivate After Call Work**

➤ Make/receive a PBX call ...or a non-ACD call.	After Call Work is automatically deactivated and your LCD displays your queue and agent group number, date, day of the week, and the time.	**QUE#000 AGT GP01** **JUL 27 TUE 02:27**

➤ **To end the After Call Work time period**

➤ Press **End After Call Work** ...or a [DN] + **Spkr** ...or go off hook, then on hook.	After Call Work is deactivated by you. Your LCD displays the queue number, agent group, date, day of the week, and the time.	**QUE#000 AGT GP01** **JUL 27 TUE 02:27**

Transferring Calls to an ACD Group

Calls answered from a station or attendant console can be transferred to an ACD Group, a specific Agent, or your Supervisor.

➤ Press **Cnf/Trn** + **#406** + **YY**	The call is transferred to the designated group.
	YY = ACD Group number (01~16).
	Notes
	• If no Agent is logged in or available, the call routes to the group's after-shift or queue-overflow-point destination as assigned in system programming.
	• If all Agents in the "transferred to" ACD Group are busy, the call is placed at the end of the group's queue and routed as a normal incoming ACD call in the queue.
	• After dialling the last digit of the ACD Group number, the call is disconnected from the transferring station.

➤ **To transfer a call to another Agent or Supervisor**

➤ Press **Cnf/Trn** + Agent or Supervisor [PDN] or [PhDN]	**Notes**
	• Transferring a call to the Supervisor's or another Agent's [PDN] in your group works just like a regular, non-ACD call transfer. These calls are not tracked for MIS purposes.
	• Calls transferred to an Agent's ACD Call [PhDN] directory number are tracked as PBX calls for MIS purposes.

Unavailable

This feature enables temporary unavailability for ACD calls without logging out. You can use this feature for breaks, such as lunch and coffee breaks, and extended times away from your telephone. To enter the Unavailable mode:

♦   You must be logged in to the ACD Group.

♦   The station must be idle or you can be talking on a non-ACD or PBX call.

➤ **To use Unavailable**

➤ Press **Unavailable** ...or **ACD Call** + **#4032**	The Unavailable LED light is steady. If the Unavailable LED flashes, calls are still in the queue and you are the only available Agent in the group. When calls in the queue are cleared, Unavailable is activated and the Unavailable LED lights steady. **Notes** • If you are on an ACD call when you press **Unavailable**, the Unavailable LED flashes and puts you in the Unavailable pending mode. When the ACD call ends, Unavailable mode is activated automatically. • If two successive ACD calls are not answered at your telephone, your telephone automatically goes into Unavailable mode. • If all Agents in group enter Unavailable mode, new calls to that group will follow either overflow or end of shift destination, dependant on system programming.

➤ **To cancel Unavailable mode**

➤ Press **Unavailable** ...or, **ACD Call** + **#4032**.	When the Unavailable LED goes off, the station is returned to available status.

Work Unit

The Work Unit feature enables tracking of ACD calls by assigning Work Unit codes. The tracking is useful, because of the information that can be collected, for example, response to sales campaigns, calls from a particular area, etc.

The coded information is recorded by Management Information Systems (MIS) (if the system is equipped with MIS) and sent to the system Station Message Detail Report (SMDR) for printing.

Work Unit codes must be entered correctly for proper registration. If you only enter one digit, and the code is two digits, the call is not registered until you have recorded the second digit. You are not allowed to re-enter a code to correct an inaccurate entry until the correct number of digits has been entered even if they are incorrect.

Multiple Work Units can be entered for the same call, but only the last code entered is the one registered in the system SMDR report. Only the current code is shown on the MIS displays, but all of the entered codes are listed on the MIS reports.

Work Units are not registered on PBX or non-ACD calls.

➤ **To enter a Work Unit code**

1.	Press **Work Unit** ...or **Cnf/Trn** and **#4038**	You are prompted to enter the Work Unit code. Conversation is not interruped and the Work Unit LED does not turn on. This feature works only during an ACD call.	QUE#000 AGT GP01 ENTER STRK DIAL
2.	Enter the Work Unit digits.	The digits are displayed on the LCD as entered, and the LCD returns to a normal display after the last digit is entered.	

Access Codes A

This appendix provides a list of feature/button names and the corresponding access code sequences. If your telephone does not have the ACD feature buttons shown in the left hand column, you can enter the access code sequence to perform the same function (see Table 4).

Toshiba proprietary telephones must have an **ACD Call** button to log into an ACD Group and receive ACD calls and originate/receive PBX calls.

Table 4   ACD Feature Access Codes

Features	Access Code Sequence
ACD Call Pickup	**ACD Call**[1] + **#**[3]**4036**
ACD Help	**Cnf/Trn**[2] + **#**[3]**4033**
End After Call Work	**ACD Call**[1] (Off-hook/On-hook)
Log In/Out	**ACD Call**[1] + **#**[3]**4031** + **XXXX**[4]
Transfer to ACD Group (Speed Dial Button)	**Cnf/Trn**[2] + **#**[3]**406YY**[5]
Unavailable	**ACD Call**[1] + **#**[3]**4032**
Work Unit	**Cnf/Trn**[2] + **#**[3]**4038**

[1] The **ACD Call** button can be any [PhDN] button that appears only on the Agent telephone. If using a standard telephone, go off-hook and dial the access code after receiving an internal dial tone.

[2] If using a standard telephone, hook-flash (1/2 second on/off hook) and dial the access code after receiving internal dial tone.

[3] For rotary telephones, dial **44** instead of **#**.

[4] XXXX = Agent ID code.

[5] YY = ACD Group (01~16 on large systems and 01~08 on small systems).

Notes to Users

Step 1: Safety Approval

Toshiba Information System (U.K.) Ltd declare that the Strata CT complies with the EEC's LVD directive, (Directive No. 73/23/EEC). The product has been assessed and found to comply with EN60950:2000.

The notes listed below form part of the products compliance with the aforementioned European Norm.

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

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

Table A1

Type of Circuit (EN60950 Classification)	Port Location	Port Description
SELV	Power Supply BPSU672F	For connection of external 24 volt batteries.
SELV	Processor Boards: B1CU1F, B2CAU1A, B3CAU1A, B5CAU1A	For connection of external Music-on-Hold source
SELV	PDKU2A	For connection of Toshiba propriety terminals.
SELV	PEKU2F	For connection of Toshiba Visually Handicapped Console terminals.
TNV3	RSTU1F	For connection of approved 2 wire devices.
TNV3	RSTU3F	For connection of approved 2 wire devices.
TNV3	PCOU2F/PCOUS2F	For connection to PTO provided Loop Call Unguarded Clear exchange lines.
TNV3	RCOU3F/RCOS3F	For connection to PTO provided Loop Call Unguarded Clear exchange lines.

Table A1   *(continued)*

Type of Circuit (EN60950 Classification)	Port Location	Port Description
TNV1	RBSU2A	2 Cct ISDN2, (CTR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSU1A	2 Cct ISDN2, (CTR3), Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RBSS1A & RBSS2A	2 Cct ISDN2, Basic Rate I/F. For connection to euro-ISDN services.
TNV1	RPTU1F	1ccts ISDN30, (CTR4), primary rate I/F> For connection to euro-ISDN services.
TNV2	PACU2F	4Cct AC15 Private Circuit I/F, (CTR17). For connection to PTO Private Circuit services.
TNV2	PEMU2F	4Cct AC15 Private Circuit I/F, (CTR17). For connection to PTO Private Circuit services.
SELV	PEPU2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment.
SELV	PIOU2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment,two RS232 ports for connection to PCs or printers.
SELV	PIOUS2A	Contains various ports for connection of audio paging amplifiers, dry relay contacts to control external equipment,two RS232 ports for connection to PCs or printers.
SELV	RSIU1A	Serial port board, (1 x V24), for programming/Call Logging.
SELV	RSIS1A	Serial port board, (1 x V24), for programming/Call Logging. Fits on RSIU1A.
SELV	RRCU1A	Optical interface board for connecting remote cabinets.
SELV	EKT and DKT	Headset ports on any of the range of key telephones.

Any peripheral apparatus connected to the above ports must have the same EN60950 classification. ie.

- ♦ SELV ports must only be connected to SELV type ports.

- ♦ TNV ports must only be connected to TNV type ports.

1-3.   The system must hardwired into a switched fused spur, this spur must be installed in accordance with 16th edition of the IEE wiring regulations, aka BS7671:1992.

1-4.   Environmental Installation details.

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

- ♦ Operating temperature 0oC to 40oC

- ♦ Humidity 20% to 80%

1-5.   Lithium Batteries

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

Step 2: EMC Compliance

Toshiba Information Systems (U.K.) Ltd declare that the Strata CT complies with the EEC's EMC directive, Directive No. 89/366/EEC as amended by directive 92/31/EEC. The product has been assessed and found to comply with the following generic standards, in the present absence of any product specific standards:

- ♦ EN55022:1998, (Emissions)

- ♦ EN52024:1998 (Immunity)

The notes listed below form part of the products' compliance with the aforementioned European Norm.

To ensure EMC compliance the system must installed in accordance with the instructions in the "Installation and Maintenance" manual. In order to maintain compliance any shielded cables supplied and/or ferrite suppression cores must be used.

Equipment details

Base Cabinet Dimensions:	Expansion Cabinet Dimensions:
Height - 296mm	Height - 254mm
Width - 672mm	Width - 672mm
Depth - 270mm	Depth - 270mm
Weight - 14.1kg (fully equipped)	Weight - 14.1kg (fully equipped)

Warning!   *This is a Class A product. In a domestic environment this Product may cause radio interference in which case the User may be required to take adequate measures*

Step 3: Type Approval

Toshiba Information Systems (UK), Ltd, (TIU), hereby declares that the Strata CT product complies with the requirements of the EC Directive 1999/5/EC, (aka Radio & Telecommunications Terminal Equipment directive). A manufacture's Declaration under this Directive allows connection to the relevant Public Network Services and the right to place the Product on the market.

The Strata CT is classified as "Call Routing Apparatus" it is intended to be connected to the various Public Telecommunications Network Services for the purpose of generating and terminating "calls". Table A2 below lists the intended purposes of all the system interfaces.

Table A2

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

The system must be installed in accordance with BS6701 parts 1 and 2, the latest issue shall apply.

Toshiba Information Systems claim approval to OFTEL general variation NS/V/1235/P/100020. The information contained in this paragraph supports Toshiba's claim:

The following features require the interconnection of 2 or more exchange lines.

♦   Multi-party conferencing

♦   Call Forward External*

♦   Translation of Un-used Extension numbers*

♦   DISA*

*Warning!   *These features can allow an Incoming callers access to an outgoing exchange line. There is an engineering programming parameter which can disable these features. In addition the DISA feature can be "password" protected. USERS SHOULD BE AWARE THAT THESE FEATURES CAN BE USED FOR FRAUDULENT PURPOSES. Please consult your supplier to ensure any necessary security measures are enabled.*

Step 4: Network Planning Information

4-1.   Strata CT Tone Plan.

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

Table A3

Tones/Signal to:	Frequency	Cadence	Meaning
Exchange Line	Music On Hold	N/A	Call on Hold
DKT	500/640Hz modul.10Hz 1300/1780Hz modul.10Hz 860/1180Hz modul.10Hz 2000Hz mod by 10Hz 500Hz 1000/800Hz 1000/800Hz 660/500 2000Hz	1s On 3s Off 1s On 3s Off 1s On 3s Off 1s On 3s Off 1s On 3s Off 0.6s On 1000Hz/0.6s On 800Hz 0.6s On 1000Hz/0.6s 800Hz 0.7s On 660Hz/0.7s On 500Hz 1s On 3s Off	I/C PSTN call Opt.1. I/C PSTN call Opt.2. I/C PSTN call Opt.3. I/C PSTN to Busy DKT I/C Int call Call from D/phone A Call from D/phone B Call from D/phone B Busy/DND Override
2 Wire extns	20Hz DTMF A DTMF D DTMF B MWI Signal	1s On 3s Off 80 or 160mS 80 or 160mS 80 or 160mS 0.9 ON/0.1s Off	Ring Signal Voice Mail Answer Voice Mail Disconnect Voice Mail Recall Message Waiting Signal
Tie Lines	400Hz 350/440Hz 400/450Hz 400HZ	0.375s On/0.375s Off Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off	Extension Busy Dial Tone Ring Tone Delay Busy Tone
DISA calls	400Hz 350/440Hz 4000/450Hz 400Hz	0.375s On/0.375s Off Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off	Extension Busy Dial Tone Ring Tone Delay Busy Tone
Internal general	350/400Hz 400/450Hz 400Hz 400Hz 400Hz	Continuous 0.4 On/0.2s Off/0.4s On/2s Off 0.375s On/0.375s Off 0.375s On/0.375s Off 1s On	Dial Tone Ringing Tone Extension Tone NU/Reorder Tone Executive override

4-2.   System Port to Port losses.

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

Table A4

Sys Port Type	PCOU2F		RBSU1A		RPTU1F		PEMU2F		PACU2F		RSTU3F	
	to	fm	to	fm	to	fm	to	fm	to	fm	to	fm
PCOU2F/RCOU3F/ RCOS3F	3.7	3.7	1.8	1.9	1.8	1.9	3.1	3.2	-0.7	-1.5		
RPTU1F	1.9	1.8	0	0	0	0						
RBSU2A	1.9	1.8	0	0	0	0						
PEMU2F	3.1	3.2	1.3	1.3	1.3	1.3	2.6	2.6	-2.0	-2.0		
PACU2F	-0.7	-1.5	-3.4	-2.5	-3.4	-2.5	-2.0	-2.0	-6.0	-6.0		
RSTU3F	_0.5	-1.0	-2.4	-2.8	-2.4	-2.8	-1.1	-1.5	-5.9	-6.2	-5.2	-5.2

-Values indicate a transmission loss.

4-3.   Loudness Rating.

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

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

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

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