

TOSHIBA



Unify Your Business Communications

STRATA

CTX670

Flexible

Solutions For Complete Telephone Systems



Strata CTX670 maximizes the communication efficiency of all your employees by bringing the complete functionality of your main-office telephone system to your remote worker groups.

Effective communication is more critical than ever to maintaining your competitive edge, whether your business is large or small. To meet that goal, you need a solution that unifies, coordinates, and streamlines all your communications. And you need a system that cost-effectively lets you access, use, and share vital information with ease and efficiency – in your main office, between branch offices, and remotely.

m Integration



The Strata CTX670 system is the comprehensive solution for your full range of telecommunication needs:

- Multiple system networking
- Remote user access
- Voice Over Internet Protocol
- ACD/MIS call center functions
- Computer Telephony Integration
- Voice Mail/Auto Attendant

Strata CTX670 grows with your needs

You can enhance your Strata CTX670 system with optional features as needed. That means Strata CTX670 provides the exact level of performance your business requires both today and in the future. The system features universal slot architecture that allows you to create almost any combination of trunk lines, telephones, and peripherals. Plus, the system's modular architecture and scalable design give you the flexibility to start with a small configuration and expand up to 560 telephones. You can even grow beyond 560 telephones by networking multiple systems together.

Integrate

Remote Employees Into Your Main System

Toshiba has designed and engineered world-class networking capabilities into the Strata CTX670. Using QSIG protocol and Toshiba specific QSIG elements, networked systems function as one large Strata system. For example, your telephone LCD shows caller information for both internal and external calls from other system nodes in the network.

You can network multiple Strata CTX670 systems – the ideal solution if you have a large system configuration and/or have offices in various geographic regions. You'll provide these capabilities for all your offices:

- One integrated telephone system
- Centralized attendant services
- Share one central voice mail system
- Coordinated extension numbering simplifies network-wide dialing

Strata CTX670 will also enable you to extend your telephone system throughout multiple buildings in a campus-style distributed configuration. It's as easy as connecting expansion cabinets remotely from the base cabinet, with fiber optic cables.

You can even use our branch-office extender products to provide your remote offices with digital telephone extensions from your main facility's Strata CTX670 system. Your remote employees will have the same advanced telecommunication functionality as your main-office employees!

All Your Communications Uni

Strata CTX670 provides a unified system to transmit voice, data, and video throughout your enterprise. By unifying all your communications, you'll reduce infrastructure, capital, and operational costs. This single network also lets you take full advantage of today's most advanced communication applications:

Multiple Office Networking

- Provide one integrated telephone system for all your office locations by networking multiple Strata CTX670 systems to work together.
- Your entire organization benefits from using centralized attendant services, sharing one voice mail system, unifying call center operations, and simplifying internal extension dialing.
- Save money by avoiding costly long-distance charges on calls between your various locations.
- Turn a long distance call into a local call by "hopping off" the network as needed.

Integrated Services Digital Network (ISDN)

- Transmit voice, data, fax, and video at the same time, all on one reliable line.
- Exceptional speed and fast call setup maximizes communication efficiency while reducing cost.
- Primary Rate Interface (PRI) saves money by enabling call-by-call use of channels.
- Basic Rate Interface (BRI) provides high-speed LAN and Internet access, plus video conferencing, at low cost.
- No additional monthly charge for Calling Number Identification Service (CNIS) and Dialed Number Identification Service (DNIS).

Voice Over Internet Protocol (VoIP)

- Eliminates long-distance toll charges between your main office and branch offices.
- Reduce cost by transmitting voice and fax calls via the Internet or your private intranet.
- By sharing applications among all your offices, you'll enhance both cost-effectiveness and customer service.

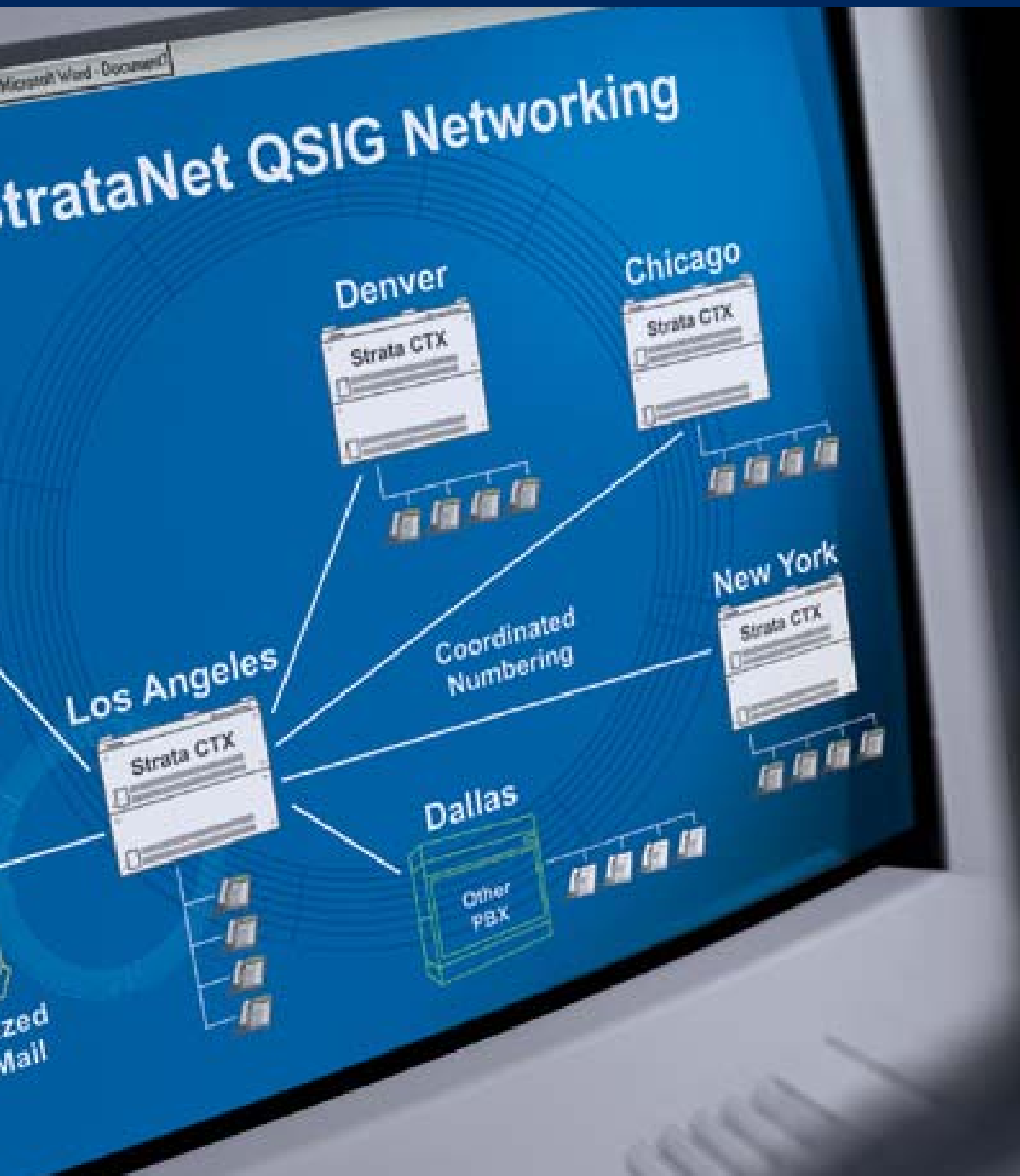
Computer Telephony Integration (CTI)

- CTI increases productivity and reduces cost by creating an integrated business information system.
- Call information and control at the system level is available on the Strata CTX670 LAN, allowing sophisticated CTI applications.
- Enables you to control, handle, and identify calls with ease using computer screen displays.
- Caller identification, automated dialing, automated call routing, and other CTI applications maximize communication efficiency.
- Ideal for streamlining call center operations.



One

fied Over



Transmitting all your communication media over a single network gives you the power to increase productivity through the use of advanced technologies, plus decrease costs.

e Network

Streamline

Line	State	Time	Dest	Seat
L9069	RING	00:10:28		VM (0)
L9070	INC	00:03:48	Denise	CS (0)
L9071	INC	00:40:55	Ed	VM (0)
L9072	INC	00:09:30	Bob	VM (0)
L9073	INC	00:25:32	Dawn	
L9074	IDLE	06:37:48		VM (0)
L9075	IDLE	06:37:48		VM (0)
L9076	INC	00:58:07	Erick	VM (0)
L9077	RING	00:07:18		VM (0)
L9078	RING	00:06:03		VM (0)

CALLS IN PROGRESS	LONGEST WAIT	CALLS HELD
0	00:00	25

CALLS HANDLED	LONGEST WAIT	CALLS HELD
3	10:28	14

Agent	State	Time	Dest
IVR1	LOFF	06:37:48	
IVR2	LOFF	06:37:48	
IVR3	LOFF	06:37:48	
IVR4	LOFF	06:37:48	

CALLS BY AGENT	VM (0)	CS (0)	VM (0)
0	0	0	0
17:43	100:0	100:0	100:0
07:01	100:0	100:0	100:0



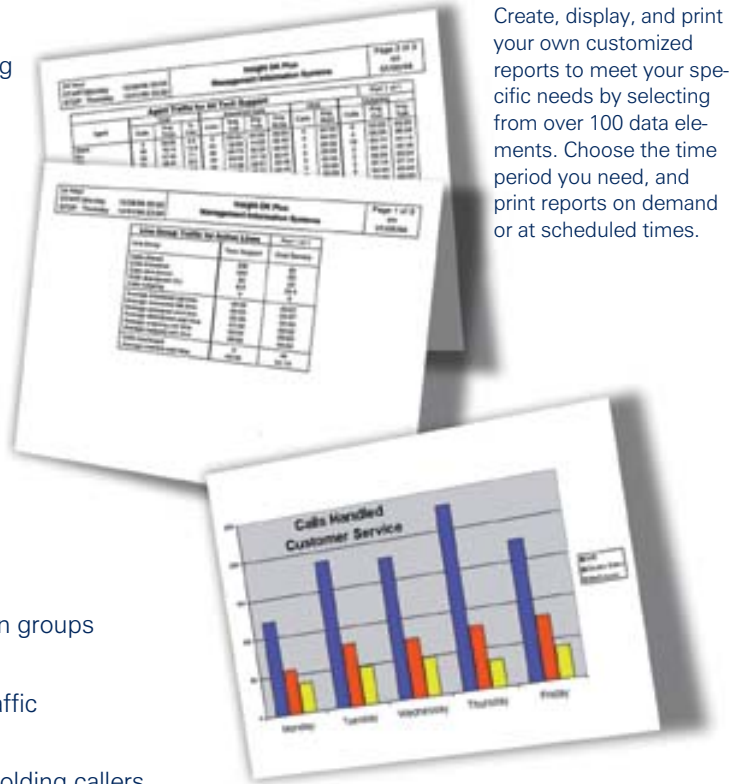
From automated call processing to specialized reports, Strata CTX670 provides all the tools you need to effectively manage your call center.

Call Center Functions For Greater Profitability

With its Automatic Call Distribution (ACD) features, the Strata CTX670 system lets you effectively allocate inbound calls among your call-handling agents. Strata CTX670's flexible new ACD solutions enable your employees to focus on performing productive tasks and providing excellent customer service.

Your call center will operate at peak efficiency, increasing revenues as a result. Strata CTX670 optimizes your call center operations by providing these capabilities:

- Advanced Call Routing routes calls based upon Caller ID, account numbers, private lists, balanced call count, preferred agent treatment, agent priority, time-of-day, day-of-week, day-of-year, and user entered data, providing the utmost in flexibility.
- Skills-based Routing sends calls to the right person to handle the call.
- Priority Queuing enables higher priority calls to be answered sooner.
- Multiple Group Agent Login provides important call coverage between groups and tiered service levels.
- Agent Priority Routing enables you to expand the agent pool when traffic gets heavy.
- Intelligent Announcements play pre-recorded messages and inform holding callers their place in queue or estimated time before answer, as well as offering alternative actions like going to voice mail or invoking a call back reservation.
- IVR Voice Assistant gathers and validates caller input, triggers responses, alerts agents when the queue gets overloaded with calls, and provides many creative application opportunities.
- Call Center reports enable you to analyze agents' performance, call center group activity, and system status, as well as forecast future call center staffing requirements by analyzing call volume patterns.

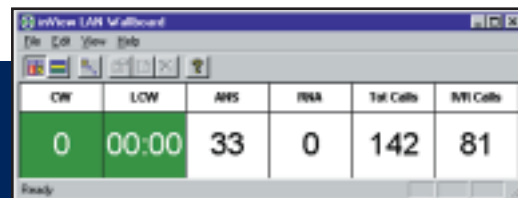


Create, display, and print your own customized reports to meet your specific needs by selecting from over 100 data elements. Choose the time period you need, and print reports on demand or at scheduled times.

Enhance your management effectiveness by exporting data into your other applications or databases. This enables you to integrate call-center data with your other information systems data.



inView Agent Status Display
Status display of the selected agent group.



inView Group Parameters Display
Check call-center status at a glance, even while you're working in other Windows® applications.

A Modular Solution For Your

Future

Today, technology is changing more rapidly than ever. With its modern architecture and high-speed RISC processor, you can rest assured that your Strata CTX670 system will adapt easily to new technological developments – and to your communication needs as they change. Since Strata CTX670 is designed to provide the level of functionality you need, the system will continue to help you control costs and enhance productivity in the future.

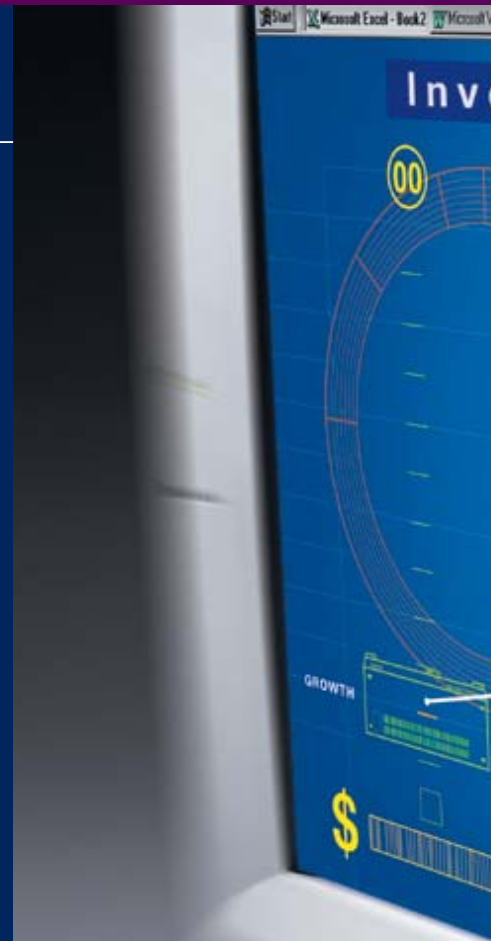
- You can upgrade system features and capacity as needed. Flexible “building block” design allows upgrading at minimal expense.
- Maximize the return on your equipment investment by reusing digital telephones and trunk and station cards from smaller and/or older Strata DK systems. Scalability, migration, and compatibility are the hallmark of the Strata CTX670 system.

Communicate With

Ease

While Strata CTX670 is technologically advanced, it's designed to be easy to use. That means your employees will get the most out of the system's powerful communication capabilities:

- Intuitive interface matches the way your employees naturally use the telephone.
- Displays simple instructions – including voice mail controls – on the telephone's LCD screen.
- Enables employees to use sophisticated features with minimal training.
- Save lots of time by executing frequently used calling features at the touch of one button. User-programmable buttons make it a snap!



Investment Protection



Your investment in Strata CTX670 will continue delivering value for many years. Modular design lets you cost-effectively expand your system as your company grows.

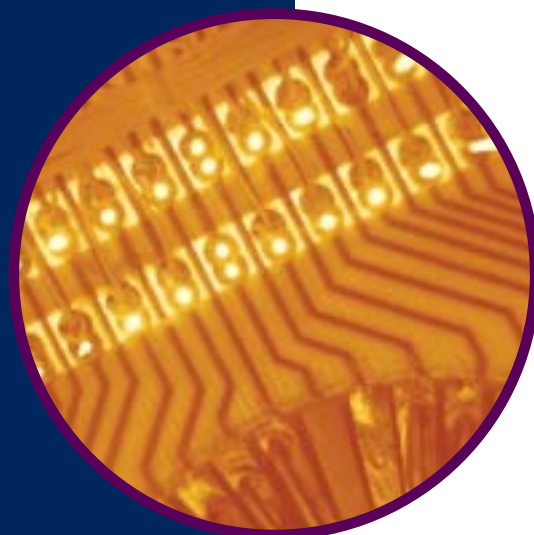
Cost-Saving

Solutions Built In

Strata CTX670 improves both your operational efficiency and your bottom line. Here's how Strata CTX670 helps you control costs:

- Information on every incoming and outgoing call is at your fingertips. Helps you determine cost-saving strategies.
- Control employee access to long-distance calling.
- Calls are routed via your least costly trunk line or long-distance carrier.
- Take advantage of cost-effective high-speed digital services.
- Remote system programming and administration won't disrupt normal business operations.

Together, these Strata CTX670 capabilities combine to provide you with solutions that match your business communication requirements and contribute to your profitability – now and years from now.



Voice Processing

And Voice Mail Solutions

Businesses of all sizes now rely on voice mail and overall voice processing to help manage calls, provide superior customer service, enhance productivity, and facilitate communications. With Toshiba Strategy voice processing, your employees won't miss calls, messages, or opportunities, improving your company's efficiency and bottom line.

- Converged technologies such as Automatic Speech Recognition (ASR), Unified Messaging, Fax Services, Interactive Voice Response (IVR), Text-To-Speech, Networking, and other state-of-the-art features provide you with cost savings solutions for your voice processing requirements.
- To meet your specific needs, Toshiba offers various Strategy systems that match different voice processing needs and budgets, from basic voice messaging to sophisticated applications. Strategy systems have the flexibility to operate on any telephone system; however, Strategy has been designed for full optimal feature integration with Toshiba's business telephone systems.

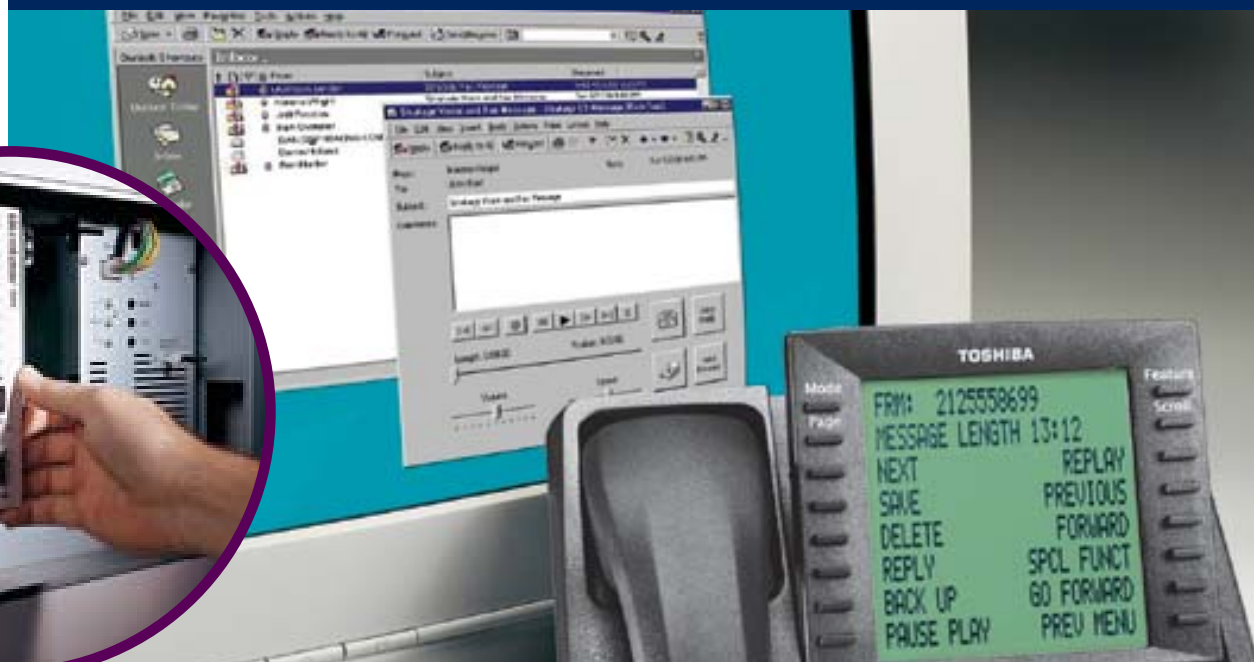
Strategy DK

- Seamlessly integrates all your voice processing functions on a single printed circuit card inside your Strata CTX670 system, designed specifically for use with Toshiba business telephone systems.
- Fast, reliable voice processing performance is assured, since there's no need for external connections, standard telephone ports, outside cabling, or a separate battery backup system.

Strategy ES

- Visual display and voice mailbox operation via the Strata CTX670 telephone LCD display and soft key functionality enhances individual productivity.
- Unified Messaging gives you total control of your communications by enabling you to manage your voice, fax, and e-mail messages from within your PC or your telephone.
- Call Record enables you to record Strata CTX670 telephone conversations directly into your voice mailbox with a single button.

Save time by easily accessing and managing your e-mail, voice mail, and fax messages all from your Strategy Unified Messaging screen.



Systems Features

Account Codes

- Forced
- Voluntary
- Verifiable
- Account Code Button
- Account Code Revision

Alternate Point Answer

- Automatic Busy Redial (Optional)
- Automatic Call Distribution (Optional)*
 - Advanced Call Routing
 - Skills-Based Routing
 - Priority Queuing
- Multiple Group Agent Login
- Call Recording
- Voice Assistant ODBC Database
- Text-To-Speech
- MIS Interface (Optional)*

Automatic Callback Intercom

- Automatic Dialing Buttons
- Automatic Hold
- Automatic Hold/Park Recall
- Automatic Line Selection
- Automatic Number Identification
- Automatic Release From Hold
- Automatic Release From Voice Mail
- Auxiliary Device Interface (Optional)
- Background Music Interface with Station Control*

Busy Override

Busy Station Transfer/Ringing

Call Forward

- All Calls
- Busy
- No Answer
- Busy/No Answer
- Fixed
- External with Remote Setting
- System-wide

Call Park to Station

Call Park Orbits

Call Pickup

- On-Hold/Park
- Ringing At Other Stations
- Meet-Me Page
- Directed

Station Group

CO Line Group

Call Record to Voice Mail*

Call Transfer

- Camp-On
- External Calls
- Internal Calls
- Recall

Call Waiting

Caller Identification

- Caller ID (Optional)
 - Call History List
 - Redial from List
- Internal User Name
- ISDN BRI & PRI

Centrex Application/PBX Compatibility

- Centrex Ringing Repeat
- Flexible Station Numbering
- Delayed Ringing
- One-Button Centrex Feature Access
- Centrex/CO Line Call Pickup
- Centrex/CO Line ID
- Flash Button
- Multi-Line Access and Control

Class of Service Override

- CO Line Groups
- CO Line Queuing
- Conferencing (8 party)
 - Multi-Stations
 - Multi-CO Lines

Continuous DTMF Signal Time (Optional)

- Credit Card Calling ("O"+ Dialing)
- Day/Night Modes with Auto Switching

Delayed Ringing

Dialed Number ID Service (DNIS)*

- Direct Inward Dialing
- Direct Inward System Access
- Direct Inward Termination
- Direct Station Select/Busy Lamp Buttons - DKT

Direct Station Selection Console (Optional)

- All Call Voice Page
- Automatic Line Hold
- DND Status Indication
- DND Override
- CO Line Button Assignment
- Expanded Line Appearance
- Multiple DSS Consoles
- Night Transfer
- Speed Dial Button Assignment
- Voice or Tone Signaling

DISA Security Code Revision

Distinctive LED Indicators

- I Called
- I Hold
- I Use

Distinctive Ringing

Do Not Disturb

Do Not Disturb Override

Door Lock Control

Door Phones

DTMF and Dial Pulse Compatible

DTMF Signal Time (160/80 ms)

Dual Color LEDs

E911-CAMA and ISDN PRI

End-to-End Signaling

Exclusive Hold

Executive Override (Break-In)

Executive Override Blocking

External Amplified Speaker (Optional)

Flash Button (Centrex/PBX Transfer or CO Dial Tone Recall)

Flexible Access Code Assignment

Flexible Button Assignment By User

Flexible Station Numbering (2- to 4-digits)

Flexible Line Ringing Assignment

- Delay 1
- Delay 2
- Immediate

Flexible Port Assignment

Ground Start Lines (Optional)

Group Paging

Handsfree Answerback Intercom

Headset Interface (Optional)

Hearing Aid Compatible

Hot Dialing

Hotline Service (Emergency Ringdown)

Integrated Services Digital Network (ISDN)

- Basic Rate S/T-Interface (BRI)
- Basic Rate U-Interface (BRI)
- Auto SPID

Primary Rate Interface (PRI)

- Call-by-Call Service Selection
- D-channel Sharing

Least Cost Routing

Live System Programming

Loop Start Lines

Loud Ringing Bell (Optional)*

Make Busy

- Trunk
- Station

Memory Protection

Message Waiting Indication

- Station Light
- Stutter Dial Tone

Microphone Control Button

Modular Handset and Line Cord

Multiple Directory Numbers

Multiple FCC Registration

Music-On-Hold Multiple Interface (Optional)* Networking Multiple Systems – StrataNet (Optional)

- Alternate Routing/Hop-off
- Centralized Attendant
- Centralized Voice Mail
- Coordinated Numbering Plan
- Network SMDR
- Path Replacement
- Private Tie Line Networking
- QSIG Extended Call Control

Night Ringing Answer Code

Night Ringing Over External Page*

Night Ringing Over Selected Page Zones (Optional)*

Non-Blocking Dialing

Non-Blocking Intercom

Off-Hook Call Announce

- Handset
- Speaker (Optional)

Off-Premise Stations

On-Hook Dialing

Outgoing Call Restriction

Paging (Optional)*

- All Call Voice Page
- External Page Interface
- External Zone Paging
- Group Paging

Specifications

- Pooled CO Lines
- Pooled Line Buttons
- Privacy/Non-Privacy
 - Privacy Override
 - Private CO Lines
- Relay Service (Optional)
 - Door Lock Control
 - External Page
 - Music-On-Hold Source Control
 - Night Relay Service
- Release Button
- Release/Answer Button
- Remote Administration/Maintenance (Optional)*
- Repeat Last Number Dialed
- Reserve Power (Battery Backup)*
- Ringing Line Preference
- Single Touch Button
- SNMP Network Management
- Speakerphone On/Off Control
- Standard Telephone Compatibility with
 - Message Waiting
- Speed Dial
 - Station System
- Station Hunting
- Station Message Detail Recording Interface (Optional)
- System Maintenance
 - Alarm Logs
 - Error Logs
 - Automatic Fault Recovery
 - Maintenance and Administration via LAN
 - System Administration Logs
 - System Trace (multi-level)
- System Program Upload/Download*
- Tandem CO Line Connections
- Tenant Service
- Tie Line Transfer Recall
- Tie Lines
- Toll (Destination) Restriction
 - Restriction Override
 - Restriction Override Revision
- Transfer Privacy
- Traveling Class of Service
- T1/DS-1 Interface (Optional)
- Voice Mail Integration
 - Call Record to Voice Mail
 - In-band DTMF Signaling
 - Simplified Message Desk Interface (SMDI) (Optional)
 - LCD Soft Key Voice Mail Control
 - Transfer Direct to Voice Mailbox
 - Voice Mail Conference
- Voice or Tone Signaling
- Voice Over IP (Optional)
- User Programmable Feature Buttons
- Volume Control
 - Busy Override Tone
 - Handset
 - Handsfree/Speakerphone
 - Ringing
- Wall or Floor Mountable Cabinets

Digital Telephones

- Single Line Digital Telephone
- 10-Button Speakerphone
- 10-Button Speakerphone with Liquid Crystal Display (LCD)
- 20-Button Speakerphone
- 20-Button Speakerphone with Liquid Crystal Display (LCD)
- 20-Button Full-duplex Speakerphone with Liquid Crystal Display (LCD)
- 14-Button Speakerphone with Large Liquid Crystal Display (LCD)
- 20-Button Add-On Module
- 60-Button Direct Station Selection Console
- Attendant Console
- 900 MHz Digital Cordless Telephones

LCD Features

- Alphanumeric Messaging
- Automatic Callback Number Display
- Automatic Number Identification
- Automatic Park In Orbit
- Call Duration Display
- Call Forward Source/Destination
- Call Forwarded-From Display
- Caller ID (Optional)*
 - Abandoned Call Storage
 - Call History
 - Indication While Busy
 - Name
 - Telephone Number
- Calling/Called Number Display
- Clock/Calendar Display
- CO Line Identification
 - Incoming/Outgoing
- Dial Input Verification
- Directory Assistance
- Feature Prompting with Soft Key Operation
 - System & Station Features
 - Voice Mail Features
- Intercom User Name Display
- Message Waiting Station Display
- Override Station Number Display
- Private CO Line
- Recalling Station Identification
- Speed Dial Directory Dialing
- Station Status Display

Attendant Console Features

- Alarm Reset
- Answer Button
- Answer Prompting by CO Line or DNIS
- Attendant Conference Setup
- Day/Night Mode Switching
- Busy Lamp Field (BLF) Display
 - Station Directory Number
 - Station User Name
 - Station Advisory Message Display
- Call Answer Priority

- Call Statistics
 - Incoming and Total
 - Export to Excel File
 - Print by Range
- Call Waiting Count
- Caller ID/ANI Display
- Calling/Called Number and Name Display
- Color CRT Display
- Dial "O" For Attendant
- Dial by Name/Number
- Dialing an Outside Number for Station User
- Direct Station Selection
- Directory Display and Dialing
 - Directory Entry Attribute Information
 - Directory Entry Contact Information
- Door Phone Calling
- Door Unlock
- DTMF Tone Signaling From Dial Pad Key
- Emergency Call
- Emergency Page
- Feature On-Line Help
- Flexible Programmable Buttons
- Headset Operation*
- Hold Calls
- Hold Timer Display
- Incoming Call Identification
- Interposition Call Transfer
- Join/Split Calls
- Keyboard or Mouse Operation
- Load Sharing of Multiple Attendants
- Loop Buttons
- Loop Hold Display
- Message Entry and Display
 - E-mail to Station User
 - Print Messages
- Message Waiting Set and Cancel
- Multi-Tasking
- Notes Entry and Display for Calls
- Overflow
- Override
- Position Busy Mode
- Release Button
- Speed Dial Calling
 - Internal Calls
 - External Calls
 - Dial From Caller ID List
- Supervised Loop Operation
- Three-Way Calling
- Through Dialing
- Transfer Direct to Voice Mailbox
- Trunk Group Control and Busy Indication
- Trunk Test & Verify
- Windows™ PC Operation

CTI & Data Features*

- Computer Telephony Integration (CTI)
 - TAPI Compliant
 - CSTA CTI 3rd Party LAN (Optional per Application)
- Data Security Groups
- Keyboard Dialing
- Simultaneous Voice and Data
- StrataLink TSPI Call Control



Selection

Of Telephones For Every Application

Toshiba digital telephones are both stylish and efficient. Their high functionality allows your employees to maximize the benefits of the system's capabilities, improving both internal and external communications.

Toshiba offers a wide range of digital telephone models, allowing you to match your telephones to your specific application.

- Available in two colors
- Variety of 10, 14, and 20 button speakerphone or LCD models, including two 900 MHz digital cordless telephone models
- 20-button add-on module, 60-button DSS console, and Strata CTX670 Attendant Console are available for specialized high-volume call answering requirements

Reliability

The Toshiba Difference For Over 100 Years

Your business communications are your company's lifeline. That's why it's crucial to choose a telecommunication systems manufacturer with a proven history of providing reliable performance. For over 100 years, Toshiba has been a worldwide leader in developing business communication solutions. So you can count on Strata CTX670 to deliver exceptional quality, reliability, and value year after year.

Features That Keep Strata CTX670 Operating At Peak Performance

The Strata CTX670 system includes Toshiba engineering innovations like compact component design, circuitry that minimizes power requirements, and power-surge safeguards. As a result, Strata CTX670 provides superior reliability, assuring top performance day in and day out.

With its flexibility, integrated capabilities, and reliability, Strata CTX670 is the smart choice for unifying all your business communications. To discover more about how Strata CTX670 can streamline your operations and save cost, visit the Strata CTX670 web page at www.telecom.toshiba.com/ctx.

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Literature Order #: C67-BR-BROCH-V1/4010102