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Announcing Strata CTX28 Big Capabilities for Small Business

The Strata CTX product family once again expands to better serve and increase your market. Toshiba is proud to announce the latest addition to the Strata CTX family of products, the Strata CTX28. The CTX28 is a richly-featured, competitively priced small system solution designed for the small business market segment.

And what about voice mail? You guessed it! A new, equally feature-rich, competitively priced, 4-port, 20-hour integrated plug and play Toshiba Voice Processing system (GVMU) plugs into the Strata CTX28 cabinet. This integrated combination of the Strata CTX28 and GVMU is one of the most powerful and cost-effective small business solutions ever available.

The CTX28 is easy and very cost effective to install. The CTX28 and GVMU voice mail system are pre-programmed to match all related parameters. This includes station numbers, mailboxes, voice mail hunt groups, voice mail station IDs and many other items which are listed in the CTX28 installation documentation. The pre-programmed data is set when the processor is initialized even if the expansion cards or GVMU Voice Mail system is not installed prior to system initialization.

The CTX28 does not require processor licenses for Line/Station ports, DTMF Receivers, etc.

Hardware

Here are the major highlights of the Strata CTX28 hardware.

KSU Cabinet

The Strata CTX28 is a compact, single-cabinet system that is designed for wall mounting and occupies very little space. All standard and optional expansion components, including the GVMU voice mail card, plug into the CTX28 cabinet (CHSU28A).

The CTX28 comes with built-in circuitry for eight digital telephone ports, three CO line ports with Caller ID Interface, one standard telephone port, and one power failure transfer relay. As well as the interfaces built on the processor listed below.

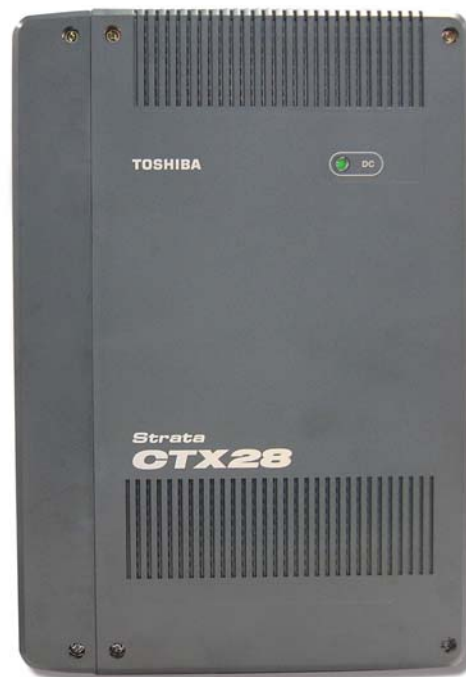


Figure 1 Strata CTX28 Cabinet

Toshiba America Information Systems, Inc.

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System CO line and station capacity can be expanded by adding one each or both of the following expansion components without the concern of dealing with licenses:

- 3-Loop Start CO lines with Caller ID interface and 8-Digital Station Interface (GCDU).
- 1-port Analog Standard Telephone Interface (GSTU).

The fully expanded system provides the following capacities:

- Six Loop Start line ports with Caller ID.
- 16 Digital station ports.
- Two standard telephone ports.
- Four Voice Mail Ports with 20 hours of message storage and 40 mailboxes.

Processor

The Strata CTX28 processor (GCTU) is a standard part that is shipped inside the CTX28 cabinet shipping box. The GCTU processor plugs into a dedicated cabinet slot.

The Strata CTX28 uses a high-speed 32-bit RISC processor, DRAM working memory, SRAM with lithium battery to back-up memory.

The Strata CTX28 processor has the following standard components built-in:

- SmartMedia memory card interface for program data backup, software upgrades, alarms, error logs, and admin logs done locally or remotely.
- 33.6 Kbps/V.34 maintenance modem for connecting the CTX WinAdmin administration tool locally or remotely.
- One Music-on-hold (MOH)/Background Music (BGM) RCA jack to interface with external MOH and/or BGM sources. The CTX28 can have up to three MOH/BGM source interfaces by adding two additional MOH/BGM input sources, connected to the Standard Telephone interfaces.
- One External Page RCA jack to interface with a Toshiba External Amplified Speaker (HESB) or a customer-supplied page amplifier and speaker(s) for external paging, night ring over external page, and external BGM applications.
- One Relay control interface that provides an interface to a normally open relay contact which can be programmed to control a Night Bell, door lock or to mute BGM during an external page.
- Memory Protection Battery that protects data and the customers programmed configuration from memory loss. This information will be maintained in a powerless system for at least six years.
- 16 DTMF receivers.
- 16 Busy Tone (BT) detector circuits for Auto Busy Redial (ABR).
- 64 conference circuits.
- Digital volume PAD technology enables audio volume to be adjusted in eight steps to compensate for conference and/or CO line network losses.

The following optional components can be added to the Strata CTX28 processor:

- Network Interface Card subassembly (GETS) provides one circuit for 100base-TX Ethernet LAN connection of the CTX WinAdmin computer, ACD Server, CTX Attendant Console, Stratagy ES, and CSTA applications.
- Serial Port Interface Subassembly (BSIS1A) Provides up to two RS-232 interface ports for SMDR interface to Call Accounting devices, SMDI for external Voice Mail devices, and future applications. The BSIS1A is not needed for the GVMU voice mail system because the GVMU1A uses built-in SMDI through the back plane.

Integrated Voice Mail (GVMU)

With the release of Strata CTX28, Toshiba is excited to introduce a brand new plug and play voice mail circuit card (GVMU) designed by Toshiba specifically for the Strata CTX28 cabinet. It provides comprehensive Auto Attendant/Voice Mail capabilities, including:

- 4-Voice Ports
- 20 hours voice storage, allowing up to 1,024 total messages
- 40 mailboxes
- GVMU has similar features and operation as the popular Strategy IVP8, but includes one new feature exclusive to the GVMU and two features found in the more advanced Strategy ES products:
 - Built-in SMDI through the backplane. No serial port required.
 - Voice Mail Call Monitor – answering machine like operation to monitor and optionally pick-up a call when someone is leaving a voice message.
 - Voice Mail LCD Feature Prompting with Soft Key Operation – operates like Strategy ES/iES32.
 - Call Record – enables the user to record live calls (operates like Strategy ES/iES32).
- Installs in a dedicated cabinet slot with SMDI integration built-in on backplane – no other hardware is needed for interface or for its full set of features.
- RS232 maintenance jack to connect an Admin PC or external maintenance modem. Administration requires the GVMU XADM, 4.0 Administration Software. This is a new version of Strategy Admin exclusively for the GVMU.
- Pre-programmed with default mail boxes that match CTX28 default stations numbers, adding simplicity to any installation.

Battery Backup

For battery backup applications, the optional Battery Backup Module (HPFB-6) can be added. Either one or two of these modules can be attached to the CTX28. This is the same unit currently used with the Strata DK14. Up to three hours of uninterrupted service can be provided if the AC power is lost or disconnected from the system.

Telephone and Console Support

The Strata CTX28 supports all current Toshiba 2000-series and 3000-series digital telephones, Add-on Module, DSS Console, CTX Attendant Console, and generic single-line telephones (2500-sets).

In addition the Strata CTX28 supports a new Toshiba 7-button LCD digital speakerphone model (DKT3007-SD).

The DKT3007-SD telephone provides the same functionality as the 10-button LCD digital speakerphone model (DKT3010-SD), except with fewer buttons and at a lower price.

The DKT3007-SD is designed only for use on Strata CTX28 systems and is not upward compatible with CTX100 or CTX670 systems.

The Strata CTX28 does not support analog electronic telephones (6500-series, 6000-series, etc.) or IP telephones.



Figure 2 DKT3007-SD Telephone

Features

The Strata CTX28 has two important feature advantages over the other Strata CTX systems. It supports the following capabilities that CTX100 and CTX670 systems do not support:

- Caller ID built-in to CO line interface.
- GVMU Voice Mail Call Monitor – answering machine like operation to monitor and optionally pick-up a call when someone is leaving a voice message (not yet available on other Strata models).

Installation time is reduced considerably because of the default plug and play configuration that integrates and matches the CTX28 telephone program parameters and GVMU voice processing program parameters.

The Strata CTX28 uses the same Release 2.21 software as Strata CTX100 and CTX670 systems, so functionality and features are the same between them, with some exceptions that are listed below.

Features Not Supported

The Strata CTX28 does not support the following capabilities:

- Strata Net Multi-system Networking
- T1, PRI and BRI digital trunk interfaces
- DID, Ground start and Tie line analog trunk interfaces (supports Loop start with Caller ID)
- Dialed Number Identification Service (DNIS)
- Speaker Off-hook Call Announce (OCA) (supports Handset OCA)
- Transferring Conference Calls to Voice Mailboxes
- Zone Page Interface
- VoIP Trunks, IP Telephones

Installation and Programming

The CTX28 is easy and very cost effective to install. The CTX28 does not require processor licenses for Line/Station ports or for any optional features.

Installation time is reduced considerably because of the default plug and play configuration that integrates and matches the CTX28 telephone program parameters and GVMU voice processing program parameters.

The current version, CTX WinAdmin 2.10 that is available on Internet FYI supports all Strata CTX systems, including the CTX28. The CTX28 software is based on the CTX100 and CTX670 software; the database programming using CTX WinAdmin is the same as the earlier CTX systems.

System Configuration

CTX28 configuration guidelines are provided below. CTXQuote 8.00 and above is needed for CTX28 quick quotes.

- Pre-programmed to initialize and match CTX28 extension numbers with GVMU voice mailboxes. So the system is ready for use when it is powered up the first time.
- Supports all CTX Release 2.21 Features

Note CTX28 does not support Speaker OCA or Transferring Conference Calls to Voice Mailboxes.

- Fully Licensed for: 32 Ports, and 16-DTMF/ABR circuits.
- Maximum Capacity: 16 Digital telephones, 6 loop start lines with Caller ID Interface, 2 Standard telephone interfaces and 4 Voice Mail Ports.
- Digital Telephone Compatibility: supports DKT3007-SD, 7-button digital telephones and all other DKT3000 and DKT2000 series telephones, Add-on-Modules and DSS consoles.
- CO Line Compatibility: Loop start lines with Caller ID.
- Non-Compatibility: IP telephones, IP QSIG, ISDN PRI/BRI, T1, Ground start, DID, Tie lines. iES32
- GVMU1A Voice Mail (optional plug in VM card)
 - 4-Ports (initial release), 40 mailboxes.
 - Works similar to IVP8 – plugs into CTX28 dedicated cabinet slot.
 - 20 hours storage and up to 1,024 saved messages, 40 mailboxes.
 - SMDI integration built-in on back plane – no other hardware needed.
 - RS-232 jack or external modem (dealer supplied modem) to connect a PC with XADM, 4.0 Administration Software.

Table 1 CTX28 System Configuration

Basic Configuration – No Licenses needed	Basic Capacity
CHSU28A Cabinet, includes Power supply, Mother Board and plug-in GCTU1A Processor.	3 CO line w/CLID, 8 Digital Telephones and 1 Standard Telephone. Includes: WinAdmin Maintenance Modem, Page interface, MOH interface, Control relay, 16 DTMF/ABR circuit, 1 Power Failure Transfer interface and a Smart Media card interface.
Expanded Configuration – No Licenses needed	Expanded Capacity/Feature Option
Add - GCDU1A (3CO line/8DKT expansion card)	6 CO line w/CLID, 16 Digital telephones, 1 Standard telephone (total).
Add - GVMU1A (plug-in card)	4 Port Toshiba Plug-in Voice Mail system
Add - GSTU1A (standard telephone plug-on card)	1 Standard Telephone (total 2 standard telephones)
Add - GETS1A (Ethernet interface plug-on card)	Ethernet Interface for ACD, Attendant Console, Strategy ES, WinAdmin on Ethernet Interface (Local/Remote Maintenance)
Add - BSIS1A (4-port RS-232 interface plug-on card)	SMDR for Call Accounting or SMDI for external Voice Mail
Add - HPFB-6 one or two HPFB6 Battery with built-in Chargers	Reserve Power (Battery Backup)

System Packages

The following CTX28 system packages, with and without the GVMU Auto Attendant/Voice processing system, are available upon the initial release of CTX28. CTXQuote 8.00 and above is needed for CTX28 package quick quotes.

CTX28 Package Systems with GVMU Voice Mail

- 4 DKT3007-SD Digital Telephones plus GVMU Package
- 8 DKT3007-SD Digital Telephones plus GVMU Package
- 4 DKT3010-S Digital Telephones plus GVMU Package
- 8 DKT3010-S Digital Telephones plus GVMU Package
- 4 DKT3010-SD Digital Telephones plus GVMU Package
- 8 DKT3010-SD Digital Telephones plus GVMU Package
- 4 DKT3020-SD Digital Telephones plus GVMU Package
- 8 DKT3020-SD Digital Telephones plus GVMU Package
- 4 DKT3010-S & 4 DKT3010-SD Digital Telephones plus GVMU Package
- 4 DKT3010-SD & 4 DKT3020-SD Digital Telephones plus GVMU Package

CTX28 Package Systems without Voice Mail

- 4 DKT3007-SD Digital Telephone Package
- 8 DKT3007-SD Digital telephone Package
- 4 DKT3010-S Digital telephone Package
- 8 DKT3010-S Digital telephone Package
- 4 DKT3010-SD Digital telephone Package
- 8 DKT3010-SD Digital telephone Package
- 4 DKT3020-SD Digital telephone Package
- 8 DKT3020-SD Digital telephone Package
- 4 DKT3010-S & 4 DKT3010-SD Digital Telephones
- 4 DKT3010-SD, 4 DKT3020-SD Digital telephone Package

Note Each CTX28 Package includes: Four or eight digital telephones, cabinet with power supply and interfaces for: 3 CO lines with Caller ID, 8 digital telephones, 1 standard telephone, External Page, MOH, Control Relay, Power Failure Telephone and a modem for WinAdmin.

Product Line Strategy

The new Strata family consists of the CTX28, CTX100-S/CTX100, and CTX670. The Strata CTX28 replaces the DK14 in the Strata product line, expanding both the features and maximum capacity for smaller users. The Strata DK14 and DK40i systems will be manufacturer discontinued in a separate communication.

The 7-button LCD speakerphone (DKT3007-SD) joins the Toshiba 3000-series digital telephones product line. However, the DKT3007-SD is designed only for use on Strata CTX28 systems and is not upward compatible with CTX100 or CTX670 systems.

Pricing

The price of the Strata CTX28 is less than the DK14, DK40i, and CTX100-S in equivalent configurations, both with and without auto attendant or voice mail. With all the additional capabilities of the Strata CTX28 and GVMU voice mail, you now have a more competitive solution than ever for small users.

The new Strata CTX/DK/CS Authorized Toshiba Dealer Price Book has all new packages and all the details and will become available soon on Internet FYI.

A new CTXQuote, version 8.00 program automates configuring and pricing of Strata CTX28 systems. CTXQuote, version 8.00 will be available on Internet FYI when the CTX28 is released.

Documentation

Strata CTX General Description and *Strata CTX Installation & Maintenance Manual* have been revised to include the Strata CTX28, CTX100-S/CTX100, and CTX670 documentation and will be available on Internet FYI by product release. All revised documentation that includes the CTX28 will also be included in the new Strata CTX Library CD-ROM.

A Strata CTX28 full color, glossy brochure is available and enclosed with the Strata CTX28 launch package.

Training

Training requirements for the Strata CTX28 are the same as those for the other Strata CTX products. Technicians with current certifications on Strata CTX will be considered certified on CTX28. A live on-line Technical Summit Installation session will be recorded and saved on Toshiba's TUTOR website.

Availability

The Strata CTX28 is scheduled to begin shipping this month. Orders are now being accepted.

