

# Strata CTX100



Strata CTX100 is an intelligent communication solution for today's enterprises. Suitable for both small to medium sized businesses or branch offices, Strata CTX100 is a cost effective solution with high productivity features.

Scaleable up to 112 ports Strata CTX100 can be expanded in both capacity and functionality as the needs of your business change. This means that Strata CTX100 will not only meet your needs today, but for years to come, protecting your investment.

Strata CTX100 is expandable from 8 to 72 extensions, with up to 60 exchange lines, allowing you to grow your business with complete confidence.

## key customer benefits

- Strata CTX100's modular design is a flexible and cost effective solution, growing in features and functionality when your business requires it to.
- Strata CTX100 has been designed for continuous technical enhancement, so you will always have access to the latest technology supporting your business to maintain its competitive advantage.
- Strata CTX is IP enabled offering you the option of VoIP, allowing you to migrate easily to IP based telephony solutions.
- Strata CTX100 offers investment protection; it can be upgraded with ease to the Strata CTX670 with all of the handsets, applications and most of the system hardware compatible between both systems.

## core features

### The complete telephony solution

Strata CTX100 has been designed as a complete telephony solution offering all the optional facilities of the Strata CTX system including:

### automatic call distribution

The Strata CTX100 ACD package provides sophisticated contact centre functionality. Up to 100 ACD groups can be set-up and features such as alpha-tagging and multiple DDI numbers for ACD groups make the ACD package highly flexible.

### voice processing

Toshiba can offer a range of Strategy voice processing solutions for use with Strata CTX to meet all business needs. This cost-effective approach allows you to choose the Strategy system that best meets your needs in terms of capacity and sophistication.

### desktop CTI

An individual user's phone is linked to their computer, so when a call is received from someone logged on the computer's address book, the name and number of the caller is presented to the user on screen. The user can also use their address book for making outgoing calls.

### system CTI

Strata CTX100 can be linked to a computer system to facilitate information sharing between the telephone system and computer system over a LAN (local area network). This allows users to identify, control and transfer calls using their computer.



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## core features (cont.)

### VoIP (voice over Internet protocol)

Strata CTX100 can be configured to automatically route voice traffic over a data network (LAN, WAN etc) that uses IP signalling.

### WinAdmin

Strata CTX100 simplifies system changes and by putting you in control, maintenance costs can be greatly reduced.

Strata CTX WinAdmin software runs on a PC making system changes easy and simple, it can also operate over a LAN or even the Internet for remote operation.

## branch offices

Strata CTX100 is the perfect solution for businesses with remote workers and branch offices. StrataNet software allows multiple Strata CTX100 systems to be linked together with a common extension numbering plan. With access to all the features and functions of the Strata CTX100 it increases the freedom and flexibility of your work force.

### ongoing access to latest technology

As new technology becomes available, Strata CTX has been designed for continuous software enhancement, so your business will always be able to take advantage of the latest telecoms advances. Strata CTX100 uses Smart Media so upgrades are not disruptive and enhancements can be downloaded automatically, outside of working hours.

system features
Account Codes
Automatic Busy Redial (Optional)
Automatic Callback Intercom
Automatic Dialling Buttons
Automatic Hold
Automatic Hold/Park Recall
Automatic Release From Hold
Automatic Release From Voice Mail
Busy Override
Busy Station Transfer/Ringing
Call Park to Station
Call Park Orbits
Call Pickup
Camp-On busy
Call Waiting
Caller Line Identity
Call History List
Redial from List
Internal User Name
Flexible Extension Numbering
Delayed Ringing
Conferencing (8 Party)
Day/Night Modes with Auto Switching
Direct Dial Inward for maximum 450 numbers
Direct Inward System Access
Distinctive Ringing
Do Not Disturb
Do Not Disturb Override
Door Lock Control
Door Phones

system features (cont.)
Exclusive Hold
Executive Override (Break-in)
Executive Override Blocking
Extension hunt groups (90 groups maximum)
Flexible Access Code Assignment
Flexible Port Assignment
Group Paging
Handsfree Answerback Intercom
Headset Interface (Optional)
Hearing Aid Compatible
Hot Dialling
Hotline Service (Emergency Ringdown)
Least Cost Routing
Live System Programming
Loud Ringing Bell (Optional)
Memory Protection
Message Waiting Indication (light and tone)
Microphone Control Button
Multiple Directory Numbers
Music-On-Hold Multiple Interface (Optional)
Networking Multiple Systems - StrataNet (Optional)
Alternate Routing/Hop-off
Centralised Attendant
Centralised Voice Mail
Coordinated Numbering Plan
Network SMDR
Path Replacement
Private Tie Line Networking
Q-Sig Extended Call Control
Night Ringing Answer Code

system features (cont.)
Night Ringing Over External Page (Optional)
Night Ringing Over Selected Page Zones (Optional)
Non-Blocking Dialling
Non-Blocking Intercom
Off-Hook Call Announce
On-Hook Dialling
Outgoing Call Barring
Paging (Optional)
Remote Administration/Maintenance (Optional)
Repeat Last Number Dialed
Reserve Power (Optional Battery Backup)
Ringing Line Preference
Speed Dial Extension/System
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
Tenant Service
Tie Line Transfer Recall
Tie Lines
Toll (Destination) Restriction
Restriction Override
Restriction Override Revision
Voice Over IP (Optional)
Wall or Floor Mountable Cabinets