



Toshiba CIX/CTX

Tracer/Talkument

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Americas Headquarters

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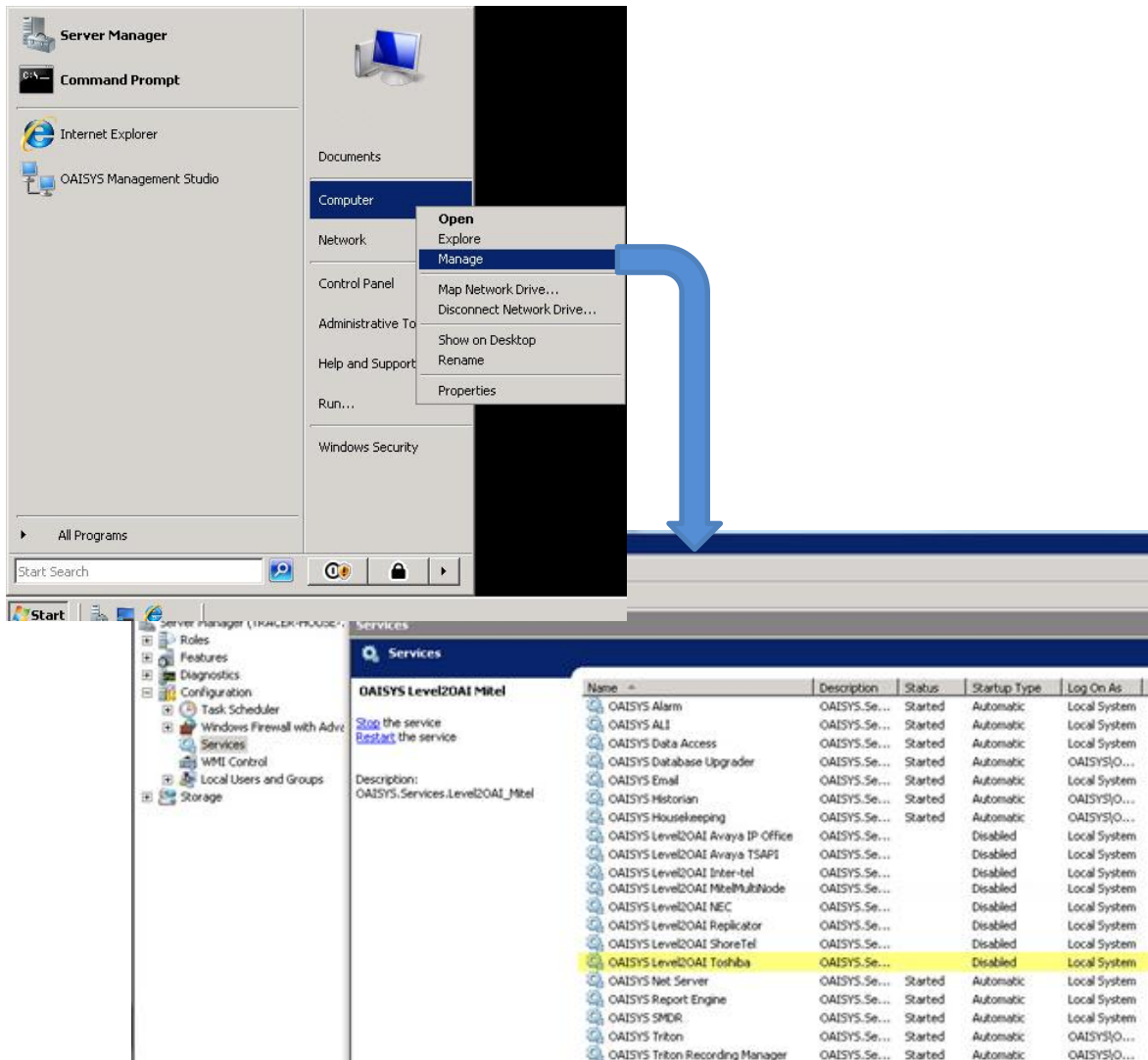
OVERVIEW

OAISYS products integrate with Toshiba CIX/CTX systems to provide a robust call logging and call recording solution. This Guide describes the connection and Trunk Numbering requirements when using OAISYS integration with a Toshiba CIX/CTX.

SECTION 1

TOSHIBA LEVEL2 SERVICE

- Navigate to Services Manager
- Find the level2 OAI Toshiba service

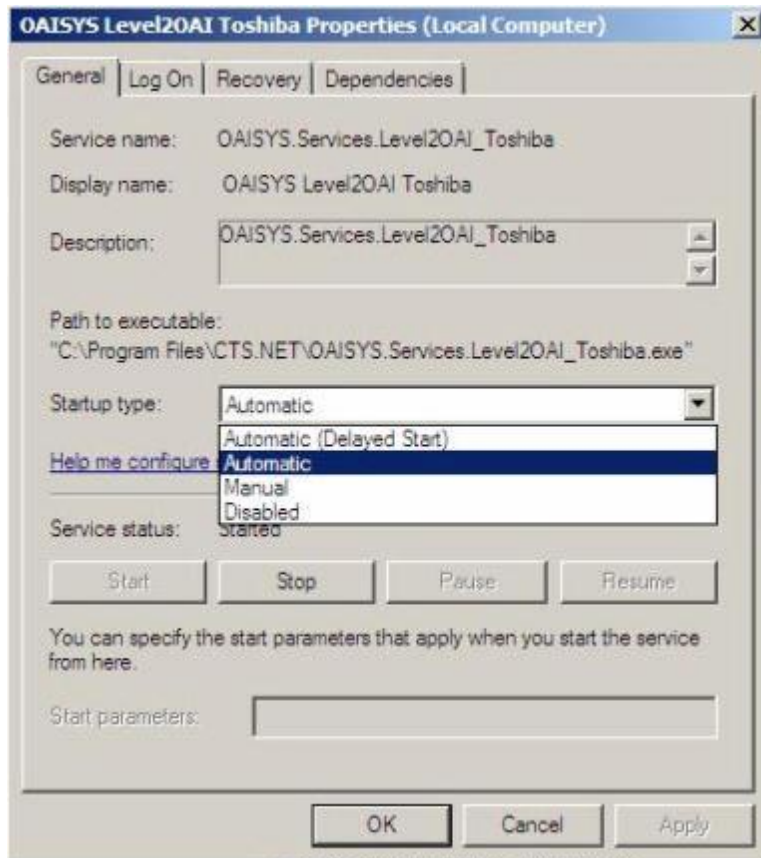


The screenshot shows a Windows Server 2008 desktop environment. The Start menu is open, and the 'Computer' option is selected, with the 'Manage' sub-option highlighted. A blue arrow points from the 'Manage' option to the Services console window. The Services console window is open, displaying a list of services. The service 'OAI Level2OAI Toshiba' is highlighted in yellow.

Name	Description	Status	Startup Type	Log On As
OAISYS Alarm	OAISYS.Se...	Started	Automatic	Local System
OAISYS ALL	OAISYS.Se...	Started	Automatic	Local System
OAISYS Data Access	OAISYS.Se...	Started	Automatic	Local System
OAISYS Database Upgrader	OAISYS.Se...	Started	Automatic	OAISYS(O...
OAISYS Email	OAISYS.Se...	Started	Automatic	Local System
OAISYS Historian	OAISYS.Se...	Started	Automatic	OAISYS(O...
OAISYS Housekeeping	OAISYS.Se...	Started	Automatic	OAISYS(O...
OAISYS Level2OAI Avaya IP Office	OAISYS.Se...	Disabled	Local System	Local System
OAISYS Level2OAI Avaya TSAP1	OAISYS.Se...	Disabled	Local System	Local System
OAISYS Level2OAI Inter-tel	OAISYS.Se...	Disabled	Local System	Local System
OAISYS Level2OAI MtelMultiNode	OAISYS.Se...	Disabled	Local System	Local System
OAISYS Level2OAI NEC	OAISYS.Se...	Disabled	Local System	Local System
OAISYS Level2OAI Replicator	OAISYS.Se...	Disabled	Local System	Local System
OAISYS Level2OAI ShoreTel	OAISYS.Se...	Disabled	Local System	Local System
OAI Level2OAI Toshiba	OAISYS.Se...	Disabled	Local System	Local System
OAISYS Net Server	OAISYS.Se...	Started	Automatic	Local System
OAISYS Report Engine	OAISYS.Se...	Started	Automatic	Local System
OAISYS SMDR	OAISYS.Se...	Started	Automatic	Local System
OAISYS Triton	OAISYS.Se...	Started	Automatic	OAISYS(O...
OAISYS Triton Recording Manager	OAISYS.Se...	Started	Automatic	OAISYS(O...



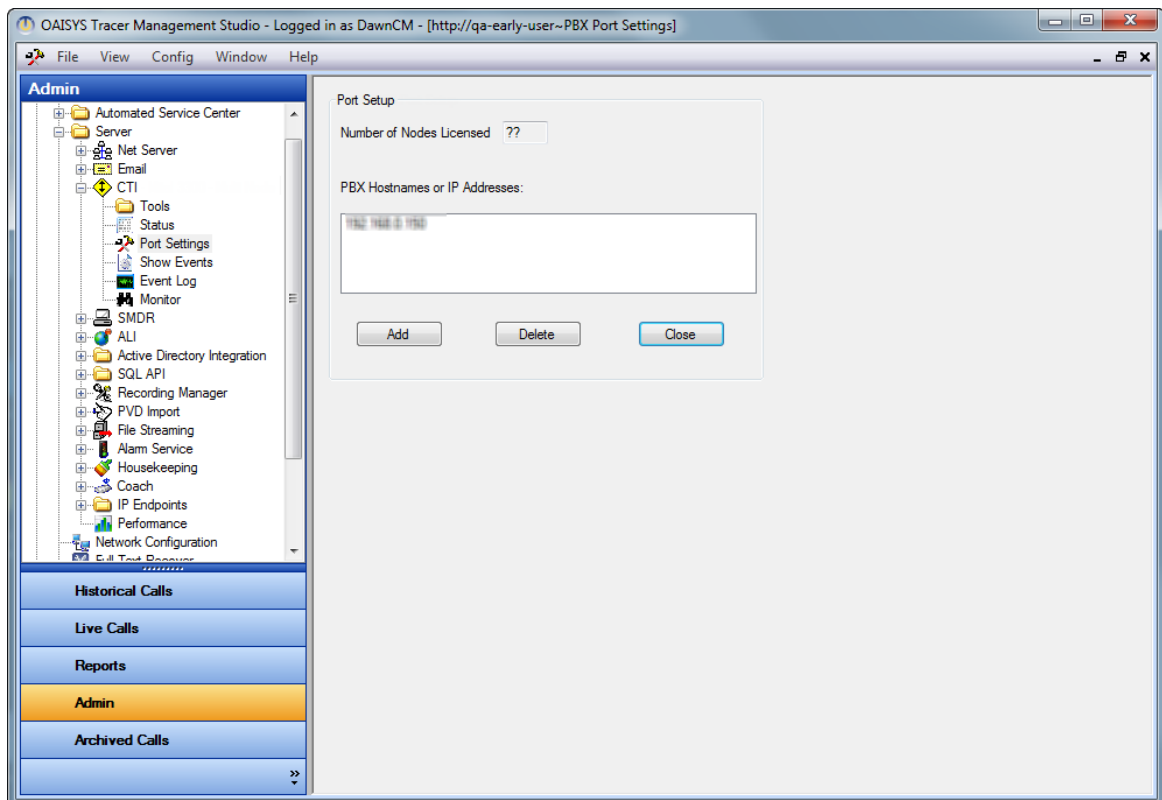
If connecting through another Net Server, choose the Level2OAI Replicator service regardless of the PBX type → right-click → select Properties and change Startup type to “Automatic” Startup → press Start to begin running



SECTION 2

PROGRAMMING THE CTI INTEGRATION

Enter the PBX Hostname or IP Address



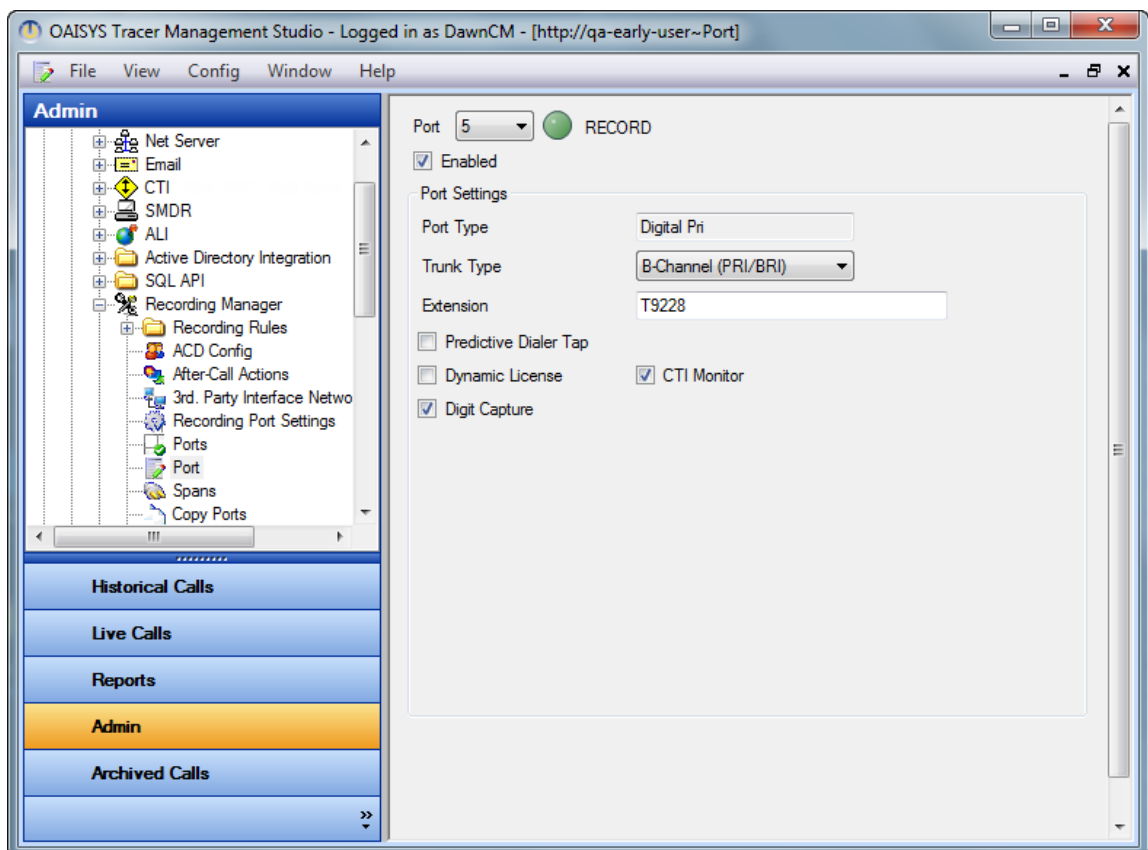
SECTION 3

TRUNK ID PROGRAMMING WITH TOSHIBA CIX/CTX

Required Numbering Convention

- The letters in the trunk IDs must be capitalized
- Trunk IDs for Analog or T1 lines should appear like T01, T02; up to T192
- Trunk IDs for PRI lines look like C01B01, C01B02; up to C01B23, and if you have a second channel they should look like C02B01 up to C02B23

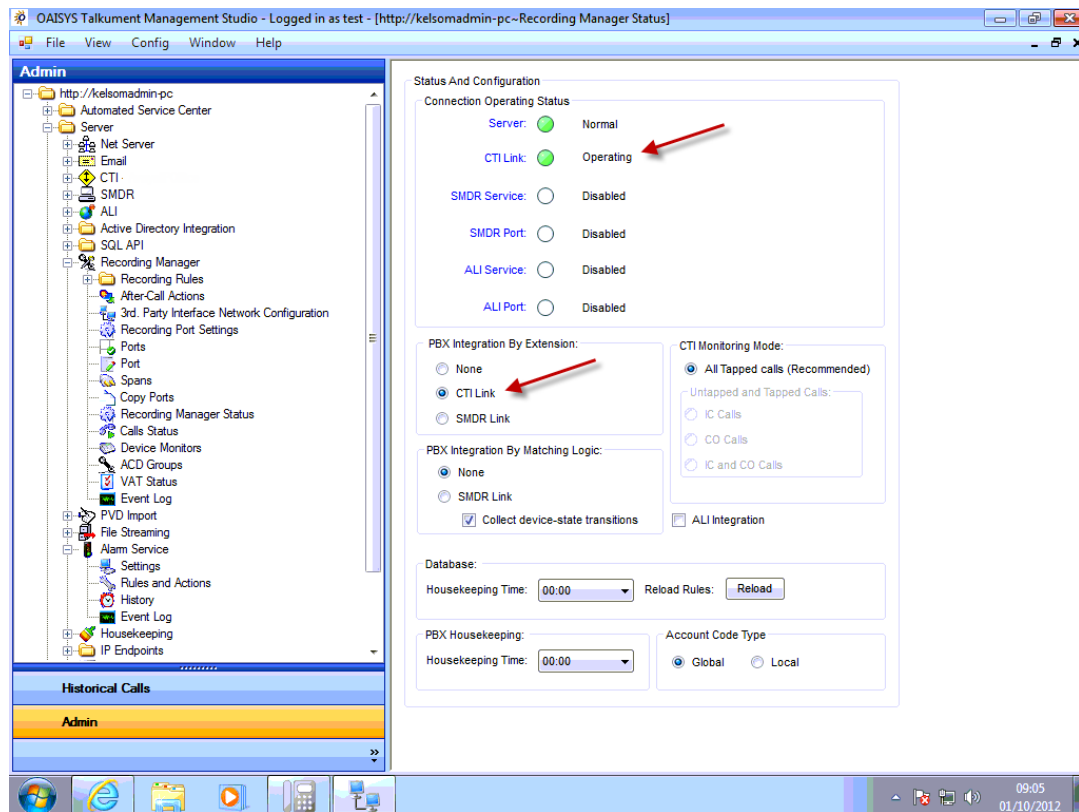
Here is an example of what a PRI trunk should look like in Tracer/Talkument:





Navigate to Recording Manager → Recording Manager Status

- Program to CTI Mode



If Technical Assistance is required, please call 888-496-9040, Option 4 for Support.