



Voice Processing Systems

Release 3.3

General Description

Stratagy Voice Processing

General End User Information

The Stratagy Voice Processing Systems are registered in accordance with the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

FCC Requirements

Means of Connection: The Federal Communications Commission (FCC) has established rules which permit the Stratagy systems to be connected directly to the telephone network. Connection points are provided by the telephone company—connections for this type of customer-provided equipment will not be provided on coin lines. Connections to party lines are subject to state tariffs.

Incidence of Harm: If the system is malfunctioning, it may also be disrupting the telephone network. The system should be disconnected until the problem can be determined and repaired. If this is not done, the telephone company may temporarily disconnect service. If possible, they will notify you in advance, but, if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Service or Repair: For service or repair, contact your local Toshiba telecommunications distributor. To obtain the nearest Toshiba telecommunications distributor in your area, call Toshiba America Information Systems, Inc., Telecommunication Systems Division in Irvine, CA (949) 583-3700.

Telephone Network Compatibility: The telephone company may make changes in its facilities, equipment, operations, and procedures. If such changes affect the compatibility or use of the Stratagy system, the telephone company will notify you in advance to give you an opportunity to maintain uninterrupted service.

Notification of Telephone Company: Before connecting a Stratagy system to the telephone network, the telephone company may request the following:

- Your telephone number.
- FCC registration number:
Stratagy Flash: EBZUSA-25267-VM-T
Stratagy 6D/Stratagy 24D: EBZTAI-23157-VM-T
Stratagy DK: 3Y6USA-21691-KX-T
Stratagy IVP8: Tested to comply with FCC standards
Stratagy 24 Plus: FCC File #MC1080
- **Ringer equivalence number:** 0.6B. The ringer equivalence number (REN) is useful to determine the quantity of devices

which you may connect to your telephone line and still have all of those devices ring when your number is called. In most areas, but not all, the sum of the RENs of all devices connected to one line should not exceed five (5.0B). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to ascertain the maximum REN for your calling area.

- **Network connection information USOC jack required:** RJ-11C, RJ-14C.

Radio Frequency Interference

Warning: This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the manufacturer's instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case, the user, at his/her own expense, will be required to take whatever measures may be required to correct the interference.

This system is listed with Underwriters Laboratory.



Stratagy Flash



Stratagy 6D/Stratagy 24D



Stratagy 24 Plus

Important Notice — Busy-hold Music

In accordance with U.S. Copyright Law, a license may be required from the American Society of Composers, Authors and Publishers, or other similar organization, if radio or TV broadcasts are transmitted through the busy-hold music feature of this voice processing system. Toshiba America Information Systems, Inc., hereby disclaims any liability arising out of the failure to obtain such a license.

Publication Information

Toshiba America Information Systems, Inc., Telecommunication Systems Division, reserves the right, without prior notice, to revise this information publication for any reason, including, but not limited to, utilization of new advances in the state of technical arts or to simply change the design of this document.

Further, Toshiba America Information Systems, Inc., Telecommunication Systems Division, also reserves the right, without prior notice, to make such changes in equipment design or components as engineering or manufacturing methods may warrant.

STG-GD-SYSR3-VC
4010459

Version C, December 2001

© Copyright 2001

Toshiba America Information Systems, Inc. Telecommunication Systems Division

All rights reserved. No part of this manual, covered by the copyrights hereon, may be reproduced in any form or by any means—graphic, electronic, or mechanical, including recording, taping, photocopying, or information retrieval systems—without express written permission of the publisher of this material.

Stratagy is a registered trademark of Toshiba America Information Systems, Inc.

Strata is a registered trademark of Toshiba Corporation.

Trademarks, registered trademarks, and service marks are the property of their respective owners.

TOSHIBA AMERICA INFORMATION SYSTEMS, INC. ("TAIS")

Telecommunication Systems Division License Agreement

IMPORTANT: THIS LICENSE AGREEMENT ("AGREEMENT") IS A LEGAL AGREEMENT BETWEEN YOU ("YOU") AND TAIS. CAREFULLY READ THIS LICENSE AGREEMENT. USE OF ANY SOFTWARE OR ANY RELATED INFORMATION (COLLECTIVELY, "SOFTWARE") INSTALLED ON OR SHIPPED WITH A TAIS TELECOMMUNICATION SYSTEM PRODUCT OR OTHERWISE MADE AVAILABLE TO YOU BY TAIS IN WHATEVER FORM OR MEDIA, WILL CONSTITUTE YOUR ACCEPTANCE OF THESE TERMS, UNLESS SEPARATE TERMS ARE PROVIDED BY THE SOFTWARE SUPPLIER. IF YOU DO NOT AGREE WITH THE TERMS OF THIS LICENSE AGREEMENT, DO NOT INSTALL, COPY OR USE THE SOFTWARE AND PROMPTLY RETURN IT TO THE LOCATION FROM WHICH YOU OBTAINED IT IN ACCORDANCE WITH APPLICABLE RETURN POLICIES. EXCEPT AS OTHERWISE AUTHORIZED IN WRITING BY TAIS, THIS SOFTWARE IS LICENSED FOR DISTRIBUTION ONLY TO END-USERS PURSUANT TO THIS LICENSE AGREEMENT.

1. License Grant. The Software is not sold; it is licensed upon payment of applicable charges. TAIS grants to you a personal, non-transferable and non-exclusive right to use the copy of the Software provided under this License Agreement. You agree you will not copy the Software except as necessary to use it on one TAIS system at a time at one location. Modifying, translating, renting, copying, distributing, transferring or assigning all or part of the Software, or any rights granted hereunder, to any other persons and removing any proprietary notices, labels or marks from the Software is strictly prohibited; You agree violation of such restrictions will cause irreparable harm to TAIS and provide grounds for injunctive relief, without notice, against You or any other person in possession of the Software. You and any other person whose possession of the software violates this License Agreement shall promptly surrender possession of the Software to TAIS, upon demand. Furthermore, you hereby agree not to create derivative works based on the Software. TAIS reserves the right to terminate this license and to immediately repossess the software in the event that You or any other person violates this License Agreement.

2. Intellectual Property. You acknowledge that no title to the intellectual property in the Software is transferred to you. You further acknowledge that title and full ownership rights to the Software will remain the exclusive property of TAIS and/or its suppliers, and you will not acquire any rights to the Software, except the license expressly set forth above. You will not remove or change any proprietary notices contained in or on the Software. The Software is protected under US patent, copyright, trade secret, and/or other proprietary laws, as well as international treaties. Any transfer, use, or copying of the software in violation of the License Agreement constitutes copyright infringement. You are hereby on notice that any transfer, use, or copying of the Software in violation of this License Agreement constitutes a willful infringement of copyright.

3. No Reverse Engineering. You agree that you will not attempt, and if you employ employees or engage contractors, you will use your best efforts to prevent your employees and contractors from attempting to reverse compile, reverse engineer, modify, translate or disassemble the Software in whole or in part. Any failure to comply with the above or any other terms and conditions contained herein will result in the automatic termination of this license and the reversion of the rights granted hereunder back to TAIS.

4. Limited Warranty. THE SOFTWARE IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, TAIS AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES WITH REGARD TO THE SOFTWARE, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE WARRANTY OF NON-INFRINGEMENT OF THIRD PARTY RIGHTS, THE WARRANTY OF YEAR 2000 COMPLIANCE, AND THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE SOFTWARE IS WITH YOU. NEITHER TAIS NOR ITS SUPPLIERS WARRANT THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE. HOWEVER, TAIS WARRANTS THAT ANY MEDIA ON WHICH THE SOFTWARE IS FURNISHED IS FREE FROM DEFECTS IN MATERIAL AND WORKMANSHIP UNDER NORMAL USE FOR A PERIOD OF NINETY (90) DAYS FROM THE DATE OF DELIVERY TO YOU.

5. Limitation Of Liability. TAIS' ENTIRE LIABILITY AND YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LICENSE AGREEMENT SHALL BE AT TAIS' OPTION REPLACEMENT OF THE MEDIA OR REFUND OF THE PRICE PAID. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL TAIS OR ITS SUPPLIERS BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL OR INDIRECT DAMAGES FOR PERSONAL INJURY, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION/DATA, OR ANY OTHER PECUNIARY LOSS OF ANY KIND ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE, EVEN IF TAIS OR ITS SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL TAIS OR ITS SUPPLIERS BE LIABLE FOR ANY CLAIM BY A THIRD PARTY.

6. State/Jurisdiction Laws. SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE/JURISDICTION TO STATE/JURISDICTION.

7. Export Laws. This License Agreement involves products and/or technical data that may be controlled under the United States Export Administration Regulations and may be subject to the approval of the United States Department of Commerce prior to export. Any export, directly or indirectly, in contravention of the United States Export Administration Regulations, or any other applicable law, regulation or order, is prohibited.

8. Governing Law. This License Agreement will be governed by the laws of the State of California, United States of America, excluding its conflict of law provisions.

9. United States Government Restricted Rights. The Software is provided with Restricted Rights. Use, duplication, or disclosure by the United States Government, its agencies and/or instrumentalities is subject to restrictions as set forth in subparagraph (c)(1)(ii) of The Rights in Technical Data and Computer Software Clause at DFARS 252.227-7013 (October 1988) or subparagraphs (c)(1) and (2) of the Commercial Computer Software - Restricted Rights at 48 CFR 52.227-19, as applicable.

10. Severability. If any provision of this License Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions hereof shall not in any way be affected or impaired.

11. No Waiver. No waiver of any breach of any provision of this License Agreement shall constitute a waiver of any prior, concurrent or subsequent breach of the same or any other provisions hereof, and no waiver shall be effective unless made in writing and signed by an authorized representative of the waiving party.

YOU ACKNOWLEDGE THAT YOU HAVE READ THIS LICENSE AGREEMENT AND THAT YOU UNDERSTAND ITS PROVISIONS. YOU AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS. YOU FURTHER AGREE THAT THIS LICENSE AGREEMENT CONTAINS THE COMPLETE AND EXCLUSIVE AGREEMENT BETWEEN YOU AND TAIS AND SUPERSEDES ANY PROPOSAL OR PRIOR AGREEMENT, ORAL OR WRITTEN, OR ANY OTHER COMMUNICATION RELATING TO THE SUBJECT MATTER OF THIS LICENSE AGREEMENT.

Toshiba America Information Systems, Inc.
Telecommunication Systems Division

9740 Irvine Boulevard
Irvine, California 92618-1697
United States of America

Toshiba America Information Systems, Inc.

Telecommunication Systems Division

Limited Warranty

Toshiba America Information Systems, Inc., ("TAIS") warrants that this voice processing equipment (except for fuses, lamps, and other consumables) will, upon delivery by TAIS or an authorized TAIS dealer to a retail customer in new condition, be free from defects in material and workmanship for twenty-four (24) months after delivery. This warranty is void (a) if the equipment is used under other than normal use and maintenance conditions, (b) if the equipment is modified or altered, unless the modification or alteration is expressly authorized by TAIS, (c) if the equipment is subject to abuse, neglect, lightning, electrical fault, or accident, (d) if the equipment is repaired by someone other than TAIS or an authorized TAIS dealer, (e) if the equipment's serial number is defaced or missing, or (f) if the equipment is installed or used in combination or in assembly with products not supplied by TAIS and which are not compatible or are of inferior quality, design, or performance.

Customer will, at its sole cost and expense, provide the necessary Uninterruptible Power Supply (UPS) equipment as specified by TAIS in the *Strategy ES General Description* for use with the Strategy ES system at all times. System failures and/or damages resulting from either not using a UPS with the Strategy ES or the use of a UPS not equivalent to that specified by TAIS are not covered by this warranty.

The sole obligation of TAIS or Toshiba Corporation under this warranty, or under any other legal obligation with respect to the equipment, is the repair or replacement by TAIS or its authorized dealer of such defective or missing parts as are causing the malfunction with new or refurbished parts (at their option). If TAIS or one of its authorized dealers does not replace or repair such parts, the retail customer's sole remedy will be a refund of the price charged by TAIS to its dealers for such parts as are proven to be defective, and which are returned to TAIS through one of its authorized dealers within the warranty period and no later than thirty (30) days after such malfunction, whichever first occurs.

Under no circumstances will the retail customer or any user or dealer or other person be entitled to any direct, special, indirect, consequential, or exemplary damages, for breach of contract, tort, or otherwise. Under no circumstances will any such person be entitled to any sum greater than the purchase price paid for the item of equipment that is malfunctioning.

To obtain service under this warranty, the retail customer must bring the malfunction of the machine to the attention of one of TAIS' authorized dealers within the twenty-four (24) month period and no later than thirty (30) days after such malfunction, whichever first occurs. Failure to bring the malfunction to the attention of an authorized TAIS dealer within the prescribed time results in the customer being not entitled to warranty service.

THERE ARE NO OTHER WARRANTIES FROM EITHER TOSHIBA AMERICA INFORMATION SYSTEMS, INC., OR TOSHIBA CORPORATION WHICH EXTEND BEYOND THE FACE OF THIS WARRANTY. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND FITNESS FOR USE, ARE EXCLUDED.

No TAIS dealer and no person other than an officer of TAIS may extend or modify this warranty. No such modification or extension is effective unless it is in writing and signed by the vice president and general manager, Telecommunication Systems Division.

Contents

Introduction

Organization.....	v
Conventions.....	v
Related Documents/Media.....	vi
Stratagy Advisor (CD-ROM)	vi

Chapter 1 – Overview

Stratagy IVP8.....	3
Stratagy Flash.....	4
Stratagy DK.....	5
PC-based Stratagy	6
Stratagy 6D.....	6
Stratagy 24D.....	7
Stratagy 24 Plus	8
Software	9
Operating System	9
Diagnostic Programs.....	9
Stratagy Admin.....	9

Chapter 2 – Operation

Call Processing Control.....	11
Mailboxes	11
Token Programming Language	12
Administrative Menus	12
Basic Applications	13
Automated Attendant (AA)	13
Call Routing.....	13
Telephone Answering.....	13
Voice Messaging	14
Advanced Applications	14
User Menus	15
User-definable Features	15
Features to Personalize the Mailbox.....	15
User Options	16
Maintenance	16

Chapter 3 – Features

Audiotex.....	18
Automated Attendant (AA).....	18
Automatic Gain Control.....	18

Automatic Scheduler.....	19
Automatic System Recovery.....	19
Calling Party Identification.....	20
Caller Confirmation Prior to Transferring.....	20
Call Queuing.....	20
Call Record.....	21
Call Screening.....	21
Call Transfer.....	21
Chaining.....	22
Copy Range.....	22
Directory.....	22
Disk Full Prevention.....	23
Disk Space Notification.....	23
Distribution Lists.....	23
Do Not Disturb (DND).....	24
DTMF Guard Timer.....	24
Extensions—Scheduled.....	25
Fax Messaging.....	25
Fax Messaging—Immediate Retrieve.....	25
Fax Messaging—Send Retrieve.....	26
Fax On Demand/Fax Back.....	26
Fax Tone Detection.....	26
Future Delivery.....	27
Greetings.....	27
Busy Greeting.....	27
Company Greeting.....	27
Personal Greeting.....	28
Greeting—Port-Selectable.....	28
Greeting Restart.....	28
Group Partitions—Call Blocking.....	29
Guest Users.....	29
Integration.....	30
In-band.....	30
SMDI/RS-232.....	30
Dual.....	30
Interactive Voice Response (IVR).....	31
Message Copy.....	31
Message Copy with Delete.....	31
Message Date and Time.....	32
Message Delete—Continuous.....	32
Message Forwarding.....	32
Message Length Control.....	32
Message Pause During Playback.....	33
Message Pause During Recording.....	33
Message Playback—Continuous.....	33
Message Playback Control.....	34
Message Purging.....	34
Message Return Receipt Verification.....	34
Message Reply.....	35
Message Retrieval Control.....	35

Message Speed Control.....	35
Message Undelete	35
Message Volume Control.....	36
Messages—New, Pending and Saved	36
Messages—Private	36
Messages—Urgent	37
Messaging—Voice	37
Multiple System Languages	37
Name (and Extension) Control.....	38
Networking (AMIS)	38
Notification—Message	38
Frequency of Notification.....	39
Urgent Messages.....	39
Disk Space	39
Panic	39
Office Paging	40
Personal Operator.....	40
Programmable Dial Actions	40
Real Time Screen Information	40
Relay Paging	41
Remote Administration	41
Reports	41
Ring Duration.....	42
Screen Advertisement	42
Shared Extensions	42
Shutdown Using the Telephone Dial Pad	43
Single-digit Menus	43
System Administrator’s Mailbox	43
System Backup.....	44
Token Programming Language.....	44
Toshiba Plug and Play.....	45
Universal Ports	45
User ID Option Locks	46
User ID Security Code	46
User ID—Varied/Fixed Length.....	46
User Tutorial (New User).....	47
Varied Sampling Rates.....	47
Voice Forms	47
Stratagy IVP8/Stratagy DK Exclusive Features	48
Battery Backup Option	48
Busy Station Identification	48
Night Transfer Alternate Routing.....	48
Stratagy IVP8/Stratagy DK System Time	48
Stratagy Feature List	49

Chapter 4 – Specifications

Stratagy IVP8.....	53
Stratagy Flash.....	53
Stratagy DK.....	54
Stratagy 6D.....	54
Stratagy 24D.....	54
Stratagy 24 Plus.....	55
Optional Equipment	56
Stratagy Environmental/Electrical Specification	57
Glossary	59
Index	61

Introduction

This booklet is an overview of the Strategy® Voice Processing Systems and provides general information describing the systems' hardware, applications, and features. For more detailed information, see the related documentation.

Organization

This booklet is divided into the following major topics:

- **Chapter 1 – Overview** outlines system capabilities, technology and standard and optional system features. It provides general descriptions of system hardware, internal components, and software.
- **Chapter 2 – Operation** describes call processing control, administrative menus and basic and advanced applications that can be created.
- **Chapter 3 – Features** gives descriptions for all Strategy features.
- **Chapter 4 – Specifications** provides details of the physical and functional characteristics of the Strategy system equipment.
- **Glossary** defines terms commonly used when discussing the Strategy system.

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.
Tilde (~)	Means “through.” Example: 350 ~ 640 Hz frequency range.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

Related Documents/Media

Note Some documents listed here may appear in different versions on the CD-ROM, FYI, or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

You can find additional detailed information about Stratagy in the following companion documents:

- Stratagy User Guide
- Quick Reference Guide
- Stratagy Installation and Maintenance Manual
- Stratagy IVP8 Installation Guide
- Stratagy Flash Installation Guide
- Stratagy DK Installation Guide
- Stratagy System Administrator Guide
- Stratagy Library CD-ROM

For *authorized users*, Internet site FYI (<http://fyi.tsd.toshiba.com>) contains all current Stratagy documentation and enables you to view, print, and download current publications.

Stratagy Advisor (CD-ROM)

An interactive end-user tutorial called Stratagy Advisor is available on CD-ROM (covers all R3 or higher Stratagy systems). The tutorial can be used as a training tool for the new user or as a refresher course for the Stratagy user who wants to learn more about the most commonly used Stratagy features.

The Strategy system is a multi-application voice processing system that is tailor-made for small- to large-sized businesses. It is designed to be flexible and easy to use, while offering a full range of features (see [Figure 1](#)).

Strategy's hardware varies depending upon the configuration. See [Table 1](#) on [page 10](#) for a comparison of the systems' key features.

Strategy systems easily integrate with most telephone systems, providing call coverage and routing for an entire organization. It also provides enhanced integration with Toshiba telephone systems. [Chapter 3 – Features](#) includes general information on all Strategy features and integration capabilities with telephone systems.

Strategy provides basic applications such as Automated Attendant (AA) to answer incoming calls, Call Routing to direct calls, Telephone Answering to take messages when an individual is unavailable or busy, and Voice Messaging to create, send, receive, forward, and save voice messages.

Additionally, Strategy's Token Programming Language provides the flexibility to design custom individual features and applications such as Fax Integration and Interactive Voice Response (IVR).

Strategy is a turnkey voice processing system that runs on a personal computer (PC), a circuit-card based platform, or a solid-state voice messaging platform using flash memory. All service, including installation and maintenance, is performed by an Toshiba authorized dealer.

Note All telephone system connectors and wiring used for Strategy are customer-supplied.

This chapter describes the main components of Strategy. It provides general descriptions of the following:

- Strategy IVP8
- Strategy Flash
- Strategy DK
- PC-based Strategy
- Software

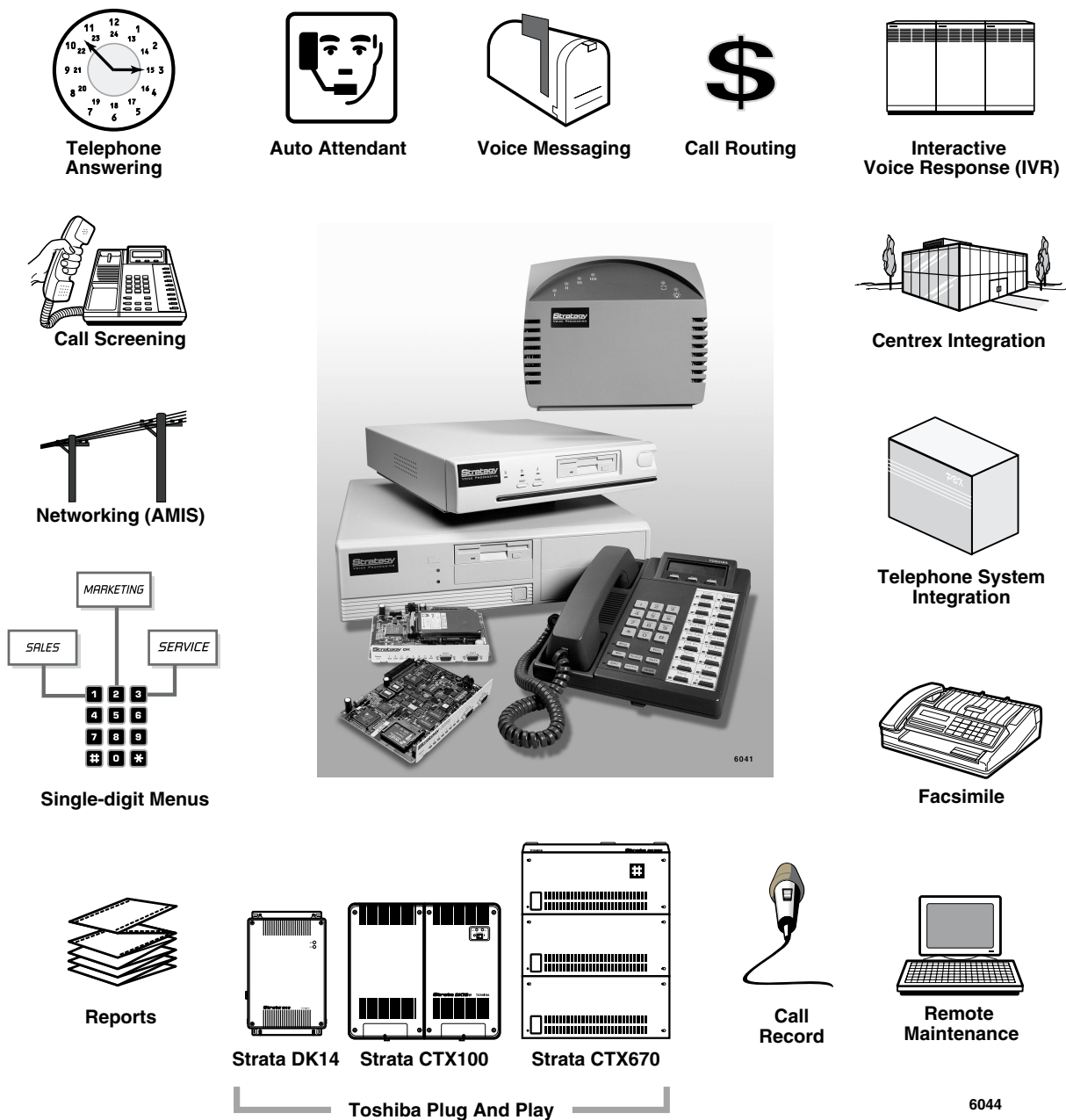
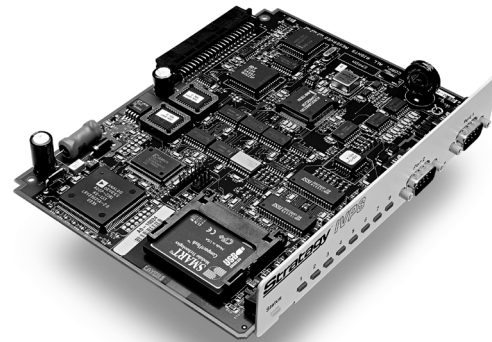


Figure 1 Strategy Applications

Stratagy IVP8

The Stratagy IVP8 (shown right) is an integrated voice processing solution designed to be installed in a base/expansion cabinet card slot of a Strata CTX or Strata DK telephone system.



The Stratagy IVP8's circuit card architecture is a Toshiba proprietary design utilizing state-of-the-art embedded processing capabilities. The card has flash memory and two RS-232 ports (operating at speeds ranging from 1200 to 9600 bps) for local or remote interface with a PC.

The Stratagy IVP8 is a Strata-compatible circuit card for small- to medium-sized businesses that supports up to eight ports and provides approximately four or twelve hours of storage.

The flash memory has very high-data integrity with automatic bad-spot management and sparing, and full Error Correction Coding (ECC) for high reliability. The flash memory data storage device contains no moving parts, is fast, noiseless and light. It operates in the Stratagy IVP8 like an industry standard Integrated Drive Electronics (IDE) hard disk drive. However, unlike disk drives, flash memory speed does not decrease with increasing amounts of data stored; nor does disk storage fragmentation occur.

Because it is installed directly in the telephone system, the Stratagy IVP8 has the ability to monitor the status of extensions for busy/idle status, and a DSS/BLF console's Night Transfer key for alternate incoming call routing applications. The Stratagy IVP8 can also be synchronized with the Strata CTX/Strata DK KSU (KSU time) or run on its own system clock. The Stratagy IVP8's system clock can automatically make Daylight Savings Time adjustments.

Upgrading the Stratagy IVP8 to additional ports does not require any hardware. The upgrade is performed remotely by Toshiba.

Basic administrative functions (e.g., adding User IDs, resetting passwords) can be performed by the System Administrator using a touchtone telephone (see "[System Administrator's Mailbox](#)" on [page 43](#) for details). For detailed administration interface and customer database storage, a separate IBM-compatible PC equipped with a keyboard and monitor is required. A prefabricated cable (SG-ADMCBL), designed expressly for Stratagy Admin communication, is available from Toshiba.

Important! *In order to maintain Stratagy system integrity, customer-supplied anti-virus software should be resident and active on any PC that is connected for any reason to Stratagy.*

Stratagy Flash

The Stratagy Flash is designed for small businesses with fewer users and lower call volumes. It delivers the power of voice processing without the investment, expense, and administrative overhead of many larger voice processing systems.

The Stratagy Flash (shown right) is a stand-alone, two- or four-port, solid-state voice messaging platform that combines Stratagy software with flash memory and an integrated CPU, all enclosed in a compact and easily installed unit manufactured by Dialogic® Corporation.

The flash memory has very high-data integrity with automatic bad-spot management and sparing, and full Error Correction Coding (ECC) for high reliability. The flash memory data storage device contains no moving parts, is fast, noiseless, light and rugged. It operates in the Stratagy Flash like an industry standard Integrated Drive Electronics (IDE) hard disk drive. However, unlike disk drives, flash memory speed does not decrease with increasing amounts of data stored; nor does disk storage fragmentation occur.

Each Stratagy Flash has been preprogrammed at the factory for out-of-box (plug-and-play) operation on the Strata DK14 and DK40i.

Both models, the two-port (SG-F-2) and the four-port (SG-F-4), are equipped with a flash memory cartridge that provides approximately four hours of voice storage. In the event of a power failure, Stratagy Flash *does not* require additional batteries to retain its memory.

Upgrading the Stratagy Flash to four ports does not require any hardware and is performed remotely by Toshiba.

The Stratagy Flash system can be placed on a table top or wall mounted, if desired. Two wall mounting screws and wall anchors are included with the system.

Basic administrative functions (e.g., adding User IDs, resetting passwords) can be performed by the System Administrator using a touchtone telephone (see [“System Administrator’s Mailbox”](#) on [page 43](#) for details). For detailed administration interface and customer database storage, a separate IBM-compatible PC equipped with a keyboard and monitor is required. A prefabricated cable (SG-ADMCBL), designed expressly for Stratagy Admin communication, is available from Toshiba.

Important! *In order to maintain Stratagy system integrity, customer-supplied anti-virus software should be resident and active on any PC that is connected for any reason to Stratagy.*



3671

Stratagy DK

The Stratagy DK (shown right) is an integrated voice processing solution designed to be installed in an expansion cabinet card slot of a Strata CTX or Strata DK.

The Stratagy DK's circuit card architecture is a Toshiba proprietary design utilizing state-of-the-art embedded processing capabilities. The card has two RS-232 ports (operating at speeds ranging from 1200 to 9600 bps) for local or remote interface with a PC.

The Stratagy DK is a Strata DK-compatible circuit card for small- to medium-sized businesses that supports up to 8 ports and provides 130 hours of storage.

Because it is installed directly in the telephone system, the Stratagy DK has the ability to monitor the status of extensions for busy/idle status, and a DSS/BLF console's Night Transfer key for alternate incoming call routing applications. The Stratagy DK can also be synchronized with the Strata CTX/Strata DK KSU (KSU time) or run on its own system clock. The Stratagy DK's system clock can automatically make Daylight Savings Time adjustments.

Upgrading the Stratagy DK to additional ports does not require any hardware. The upgrade is performed remotely by Toshiba.

Basic administrative functions (e.g., adding User IDs, resetting passwords) can be performed by the System Administrator using a touchtone telephone (see ["System Administrator's Mailbox"](#) on [page 43](#) for details). For detailed administration interface and customer database storage, a separate IBM-compatible PC equipped with a keyboard and monitor is required. A prefabricated cable (SG-ADMCBL), designed expressly for Stratagy Admin communication, is available from Toshiba.

Important! *In order to maintain Stratagy system integrity, customer-supplied anti-virus software should be resident and active on any PC that is connected for any reason to Stratagy.*



PC-based Strategy

The Strategy 6D and Strategy 24D use custom Personal Computer (PC)-based architecture to form the basis of their design. The Strategy 24 Plus consists of a Single Board Computer (SBC), passive backplane architecture and an Intel® Pentium® processor. Strategy's operating system and the Strategy customer's configuration information, greetings, and messages (database) are stored on an internal hard drive.

Important! *In order to maintain Strategy system integrity, customer-supplied anti-virus software should be resident and active on any PC that is connected for any reason to Strategy.*

PC-based Strategy systems use voice ports to convert, compress and store analog voice signals on the internal hard drive. Optional Dialogic Voice Boards can be used to expand any of the systems and are connected to the telephone system using the board's RJ11C or RJ14C connectors.

Basic administrative functions (e.g., adding User IDs, resetting passwords) can be performed by the System Administrator using a touchtone telephone (see ["System Administrator's Mailbox"](#) on [page 43](#) for details). An optional monitor and keyboard or a separate IBM-compatible PC equipped with a keyboard and monitor is required for detailed administration interface and customer database storage.

Strategy 6D

The Strategy 6D (shown right) is a desktop PC consisting of a:

- Custom PC-based motherboard
- 3.5" floppy-disk drive
- Built-in VGA video card
- Internal modem
- One serial port
- Hard drive providing up to 130 hours of message storage.



The Strategy 6D comes standard with two voice ports to connect to the telephone system. The voice ports are built into a custom motherboard manufactured by Dialogic. Using an optional Dialogic ProLine/2V or Dialog/4 voice board purchased from Toshiba, the voice ports can be expanded to four or six ports.

Strategy 6D can support one of the following two serial communication port (RS-232) options:

- IVR Host Connectivity
- Simplified Message Desk Interface (SMDI) Integration

The following equipment is available as options:

- VGA white (monochrome) monitor
- PS-2 keyboard for local maintenance
- ProLine/2V and Dialog/4 voice boards

Strategy 24D

The Strategy 24D (shown right) is a desktop PC consisting of a:

- Custom PC-based motherboard
- 3.5" floppy-disk drive
- Built-in VGA video card
- Four serial ports
- Hard drive providing up to 130 hours of message storage.



The Strategy 24D comes standard with four voice ports to connect to the telephone system. The voice ports are built into a custom motherboard manufactured by Dialogic. Using a combination of optional Dialogic ProLine/2V, Dialog/4 or D/160SC-LS voice boards, the voice ports can be expanded up to 24 ports.

Strategy 24D can support four out of the five following serial communication port (RS-232) options:

- Fax/Modem 1 (Available as optional equipment. Also requires purchase of fax features.)
- Fax/Modem 2 (Available as optional equipment. Also requires purchase of fax features.)
- Remote Maintenance
- IVR Host Connectivity
- Simplified Message Desk Interface (SMDI) Integration

The following equipment is available as options:

- VGA white (monochrome) monitor
- PS-2 keyboard for local maintenance
- 2400 baud external modem for remote maintenance/administration
- ProLine/2V, Dialog/4 and D/160SC-LS voice boards
- Station Adapter and Toshiba D/160SC-LS Adapter Cable for use with the D/160SC-LS voice board
- One or two fax modem(s) to support Fax Messaging, Fax Back and Fax on Demand capabilities.

Note These optional features are activated remotely by Toshiba.

Strategy 24 Plus

The Strategy 24 Plus (shown right) is a desktop Intel Pentium PC with a processor speed of 200 MHz located on a SBC with passive backplane architecture. The PC comes equipped with a 3.5" floppy-disk drive and a hard drive, providing up to 130 hours of message storage, a VGA white (monochrome) monitor, a keyboard, and a Strategy Activation Module (SAM) that enables the Strategy system to function.

The Strategy 24 Plus comes standard with a Dialog/4 (four ports) voice board to connect to the telephone system. Using a combination of optional Dialogic ProLine/2V and Dialog/4 voice boards, the voice ports can be expanded up to 24 ports.



4693

Strategy 24 Plus supports four out of the five following serial communication port (RS-232) options:

- Fax/Modem 1 (Available as optional equipment. Fax features are standard.)
- Fax/Modem 2 (Available as optional equipment. Fax features are standard.)
- Remote Maintenance
- IVR Host Connectivity
- Simplified Message Desk Interface (SMDI) Integration

The following equipment is available as options:

- 2400 baud external modem for remote maintenance/administration
- ProLine/2V and Dialog/4 voice boards
- Fax Modem(s)

Software

Stratagy's flexibility is largely a result of its software. The following provides a brief overview of the Stratagy system software. Refer to the *Stratagy Installation and Maintenance Manual* for more details.

Operating System

Controls all real-time voice processing functions through the use of simple administrative menus, diagnostics, system activity, and collection and reporting of data.

Diagnostic Programs

Online diagnostic tests run continuously to detect and report errors in operation. The tests run in the background and do not interfere with normal system operation. Other diagnostic tests can be run upon demand, either from a directly-connected or remote terminal.

Stratagy Admin

For the Stratagy IVP8, Stratagy Flash and Stratagy DK, a program called Stratagy Admin resides on a separate customer-supplied IBM-compatible PC. The Admin software is composed of the administrative and configuration menus for the system. Operating software, greetings, and messages (database) are stored in the Stratagy IVP8 and Stratagy Flash's flash memory and on Stratagy DK's hard drive.

Note In order to maintain Stratagy system integrity, customer-supplied anti-virus software should be resident and active on any PC that is connected for any reason to the Stratagy system (e.g., system administration via Stratagy Admin).

Table 1 Strategy Feature Comparison

Features	Strategy Systems					
	Flash	IVP8	DK	6D	24D	24 Plus
Base Ports	2	2	2	2	4	4
Maximum Number of Ports	4	8	8	6	24	24
Port Upgrade Option	Electronic	Electronic	Electronic	ProLine/ 2V, Dialog/4	ProLine/ 2V, Dialog/4, D/160SC- LS	ProLine/ 2V, Dialog/4
Message Storage (approx. hours)	4	4 ⁶	130	130	130	130
3.5" floppy-disk Drive				S	S	S
Keyboard				O	O	S
VGA Video Capability				S	S	S
VGA Monitor (white monochrome)				O	O	S
Strata CTX, DK40i and DK424 Card Slot Integration	S	S	S	S	S	S
Strata CTX Call Record with SMDI	S	S	S	S	S	S
Other Telephone System Integrations	S			S	S	S
Interactive Voice Response	S ¹	S	S	S	S	S
Integration – Dual				S	S	S
Integration – In-band	S	S	S	S	S	S
Integration – SMDI/RS-232	S	S	S	S	S	S
Fax Tone Detection	S	S	S	S	S	S
Fax Messaging					O ⁴	S ⁵
Fax on Demand					O ⁴	S ⁵
Fax Back					O ⁴	S ⁵
External 2400 Baud Modem (for remote maintenance)	O ²	O ²	O ²		O	O
Internal 2400 Baud Modem (for remote maintenance)		S	S	S		
Portable Computer (for local/remote maintenance)	O ³	O ³	O ³	O	O	O
Legend S = Standard O = Optional Blank = Not Available						
¹ The Strategy Flash does not support some IVR functions (e.g., monies). ² A 9600 baud modem can be used for remote maintenance. ³ A separate IBM-compatible PC (not included with the system) is required for performing administrative/configuration functions. ⁴ Optional fax modem(s) (SG-FMOD) and optional fax features are required. ⁵ Optional fax modem(s) (SG-FMOD) are required. Fax features are standard. ⁶ Optional 12-hour storage provided by additional flash memory.						

This chapter describes the main operating components of Strategy. It provides descriptions of the following:

- Call Processing Control
- Basic Applications
- Advanced Applications
- User Menus
- User-definable Features
- Maintenance

Call Processing Control

Call processing in Strategy involves mailboxes (User IDs), the Token Programming Language, and a series of administrative menus.

Mailboxes

Mailboxes, also called User IDs, are an integral part of Strategy. Mailboxes that are set up by the System Administrator store messages, greetings, information, etc., and control the call processing for the system.

All of Strategy's mailboxes are uniquely numbered from 0 ~ 99,999,999. When a caller enters an extension, Strategy always accesses the same mailbox.

Note All 100 million Strategy mailboxes may not be installed due to Strategy's storage limitations. The maximum number of mailboxes installed is dependent on the type of mailbox used for the customer application.

Mailboxes fall into one of four general categories:

User Mailbox

A typical mailbox records messages from callers. There is generally one mailbox for each extension, although several mailboxes can share a single extension when multiple users share the same telephone line. A user can periodically check the mailbox for messages, or a variety of automatic notification methods (e.g., message waiting light, pager, etc.) can be programmed by the Installer or System Administrator.

Information Mailbox

An information mailbox does not accept messages from callers. Instead, the caller hears a message providing information such as the company's hours of business and its location. No designated user or telephone extension corresponds to this type of mailbox.

Control Mailbox

This mailbox controls the flow of a call. Typically, it interacts with the caller and directs the call, using the Token Programming Language, to one or more additional mailboxes for processing.

System Administrator Mailbox

This mailbox uses User ID 999 and is accessed through the telephone just as any other User ID mailbox. In addition to normal options available on the Main Menu, the System Administrator's Main Menu includes a System Administration option. The option enables the System Administrator to record or delete a system announcement; record busy-hold music; add, reset and delete User IDs; reset User passwords; set the system date and time; lock or unlock User IDs; and add a user's name to the directory.

Token Programming Language

Stratagy's Token Programming Language expands the standard capabilities of Stratagy by using a series of tokens that tell the system what actions to perform. Using this token language, enables Stratagy to perform the advanced applications described on [page 14](#) and in [Chapter 3 – Features](#).

Tokens are used as field values in the administrative menus. To program these fields, the Installer or System Administrator enters a series of programming language tokens that direct Stratagy in what actions to perform.

Administrative Menus

A series of Stratagy menus enable an Installer or System Administrator to customize system configuration options and individual User IDs. These menus, along with the call processing control structures discussed above, provide voice processing capabilities for telephone users and multiple application solutions for customers.

Note Stratagy IVP8, Stratagy Flash and Stratagy DK systems' administrative menus are available through the Stratagy Admin software that resides on a separate IBM-compatible PC equipped with a keyboard and monitor.

Refer to the *Stratagy Installation and Maintenance Manual*, *Stratagy IVP8 Installation Guide*, *Stratagy Flash Installation Guide*, and *Stratagy DK Installation Guide* for more details on administrative menus.

Basic Applications

This section describes the four basic Strategy applications: Automated Attendant (AA), Telephone Answering, Call Routing and Voice Messaging.

Automated Attendant (AA)

Strategy's AA application can be set up to solve various answering requirements.

Answer Company Lines

Callers do not have to wait when the operator is busy with other calls. Company lines are answered quickly and courteously by customized, automated greetings. If callers have a rotary telephone or do not know the extension, they are directed to an operator for assistance.

Available All of the Time

Callers can reach Strategy from any touchtone telephone 24-hours-a-day, 365-days-a-year.

Provides Callers with Information

Callers can receive recorded information such as the company address, directions, product specifications or service offerings and price information (also described as an Audiotex feature).

Call Routing

Once a call is answered by Strategy, callers are routed to the extension, department, etc., they enter. If the extension number is not known, a company directory can be accessed by dialing a name.

Strategy can also be set up to direct rotary callers to an operator for assistance. Additionally, if the called extension is unanswered or busy, the call can be routed to another extension, to the company operator or to a personal operator set up for that particular mailbox (see Personal Operator in the Advanced Applications section).

If all called extensions are unavailable, callers can hold, hang up, or leave a message. If they hold, they are placed in a queue. They are then periodically told of their position in the queue and are offered options to hold for the next available assistant, leave a message or dial another extension.

If a fax tone is detected by the AA, Strategy automatically transfers the call to a fax machine connected to a telephone system extension.

Telephone Answering

Strategy offers comprehensive message taking capabilities by providing telephone answering when an individual is busy or unavailable.

The user can record up to seven personal greetings for his/her mailbox and the greetings can be scheduled to play at various times of the day. This ensures call coverage has accurate information 24-hours-a-day, 7-days-a-week.

When extensions are busy or do not answer, the system plays the appropriate busy or personal greeting and offers the caller the choices of leaving a message, calling another extension, holding, call queuing, or receiving assistance.

Voice Messaging

Stratagy voice messaging features enable users to create, send, receive and save voice messages. Users access their messages from any touchtone telephone and perform many voice messaging functions (e.g., play, edit, delete, or forward messages). The Stratagy 24D and Stratagy 24 Plus users can also use many of the same functions for an optional fax messaging feature.

All Stratagy systems have a per-mailbox capacity of 351 messages per Message Queue (i.e., New, Saved, Urgent), for a possible total of 1,053 messages per mailbox.

Advanced Applications

The following is a partial list of the advanced applications supported by Stratagy. Refer to [Chapter 3 – Features](#) and the *Stratagy I&M Manual* for a complete listing.

- **Audio Messaging Interchange Specification (AMIS)** – Stratagy software supports industry standard AMIS analog networking.

Note Not supported by the Stratagy Flash.

- **Call Queuing** – When a user's extension is busy, Stratagy offers the caller the option of leaving a message or holding until the called extension becomes available. If more than one caller chooses to hold for the same extension, Stratagy queues the callers in the order their calls were received.
- **Integration**
 - ♦ **In-band** – Many telephone systems (PBXs) can be configured to provide information to Stratagy about an incoming call by preceding it with one or more DTMF digits. These DTMF strings are known as In-band Integration or In-band Signaling.
 - ♦ **SMDI/RS-232** – SMDI integration is available on all Stratagy systems. SMDI is an industry standard method of integrating a PBX with voice mail or other peripheral systems.
 - ♦ **Dual** – All Stratagy systems, except Stratagy IVP8, Stratagy DK and Stratagy Flash, can be configured to work with two different telephone systems simultaneously (two systems with In-band Integration or one system with In-band Integration and one system with SMDI/RS-232 Integration).
- **Interactive Voice Response (IVR)** – The Stratagy IVP8, Stratagy Flash (not all IVR related prompts are supported), Stratagy 6D, Stratagy 24D, Stratagy 24 Plus and Stratagy DK have a number of powerful features that enable them to be used for Interactive Voice Response (IVR) applications.
- **Multiple System Languages** – Stratagy systems (except Stratagy Flash) can be configured with any number of different audio prompt files and communicate in different languages on different ports simultaneously.
- **Personal Operator** – Users can specify a personal operator extension to provide callers with personal call coverage when they are unavailable.
- **Reporting** – The System Administrator can generate an almost unlimited number of different reports covering system activity and programming.
- **Token Programming** – In addition to conventional DTMF digits, Stratagy supports over 80 programming tokens. These tokens can perform functions as simple as a hookflash, and as complicated as sending a fax document in the background. But the real power of the Token Programming Language is that the tokens and the User IDs can be combined in new and sophisticated ways to provide application solutions.

User Menus

Stratagy manages multiple voice processing functions simultaneously 24-hours-a-day, 7-days-a-week.

The user can access his/her mailbox from any touchtone telephone using the User ID mailbox security code. After accessing Stratagy, the user hears the number of messages that are in the message queue(s), followed by a prompt for the Main Menu options (see [Figure 2](#)).

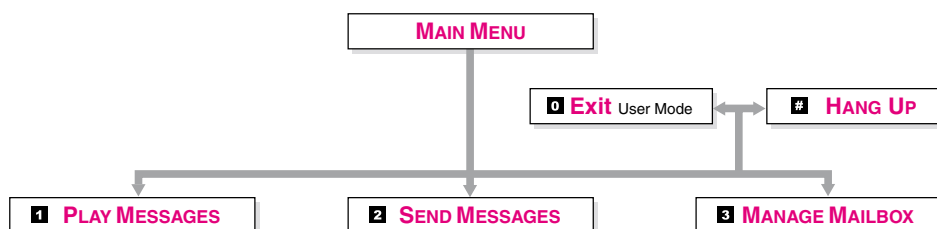


Figure 2 Stratagy Main Menu

The user can then: listen to messages, send or forward messages, reply to messages, or manage the mailbox (e.g., change greetings, create distribution lists, etc.).

User-definable Features

The Stratagy Voice Processing System offers a variety of features that can be tailored to suit the user's individual needs.

Features to Personalize the Mailbox

Stratagy provides features to personalize the User ID Mailbox. The following are a few of those features:

- **User ID Mailbox Security Code** – Each User ID mailbox has a security code. The code must be entered by the user in order to “log into” his/her User ID mailbox, giving the user access to the messages, settings, greetings, etc.
- **Name Recording** – The user's name is announced whenever he/she logs into the mailbox, the directory is accessed, the system greeting is selected, or when a message is sent by another Stratagy user. When the user first enters the mailbox, he/she needs to record his/her name.
- **Personal Greetings** – The user can record up to seven personal greetings that are played when the user is unavailable.
- **Guest Users** – The user can create Guest User IDs that can be used by clients, friends, etc. Users frequently use this feature to create guest IDs for clients, so that they may easily exchange confidential information.

Note The Guest User feature is not supported by all Stratagy systems.

- **Personal Distribution Lists** – The user can originate up to seven Personal Distribution Lists (consisting of other system users) to be used in sending broadcast messages. The user can add or delete other users from a list at any time.

User Options

The user can set his/her mailbox for Do Not Disturb (DND) or call screening, select or record a busy greeting (plays when the telephone is busy), and designate where or how he/she will be notified of a message.

Important! *The System Administrator must activate these features for them to be available.*

The following is a brief description of each of the options.

- **DND** – If a user enables the mailbox DND option, the Strategy AA automatically sends calls directly to the User ID (mailbox) without first ringing the telephone.
- **Call Screening** – Strategy asks callers for their name and company. Without the caller's knowledge, the system relays that information to the user. The user can then decide to receive the call, let the call forward to the mailbox, or transfer the call to another extension with or without an announcement.
- **Busy Greeting** – The user can record his/her own custom busy greeting that plays when callers reach the extension, and it is busy.
- **Message Notification** – Each User ID can have up to 10 notification records programmed by the System Administrator with a specific notification method (message waiting lights, stutter dial tone, pagers, voice, etc.) and the time/day when that notification record applies.

Once the user has turned on a specific notification record, Strategy automatically calls the user at the designated number and with the chosen method to notify him/her of the messages.

Maintenance

Strategy systems are easily maintained by a Toshiba authorized dealer. Procedures for backing up, restoring and maintaining the system software and/or database are efficient and easy to perform.

This chapter presents an overview of all available Stratagy features. All features are categorized as:

- **System:** Standard available features accessible by all callers and subscribers.
- **System Administrator:** Features accessible to the System Administrator. These features control user features (e.g. availability of features, length of greetings, etc.) or are used in the administration of the system (e.g., system distribution lists, company greetings, etc.).
- **User:** Features accessible from the subscriber's mailbox by means of a User ID.

Some features apply to more than one category.

Some features are not available on all Stratagy systems, see [“Stratagy Feature List”](#) on [page 49](#) for a feature list.

Important! *Basic administrative functions (e.g., adding User IDs, resetting passwords) can be performed by the System Administrator using a touchtone telephone (see [“System Administrator’s Mailbox”](#) on [page 43](#) for details).*

To perform all System Administrator features locally or remotely (using an optional external modem), the following is required: a keyboard and monitor (standard on the Stratagy 24 Plus, optional on all other Stratagy systems), or a portable computer with Stratagy Remote software installed.

Stratagy IVP8, Stratagy Flash and Stratagy DK must have Stratagy Admin software installed on a separate, optional IBM-compatible PC equipped with a keyboard and monitor to perform these features. Refer to the Stratagy IVP8, Stratagy Flash or Stratagy DK Installation Guides for details.

Audiotex

[System/System Administrator/User]

By entering select DTMF digits, as directed by audio prompts, a caller can play prerecorded information from Strategy. This information can consist of general information about the company, such as its address, telephone number and fax number, or it can include specific product descriptions or other information that may be of interest to callers.

The information/greetings are recorded in each of the applicable User IDs by the System Administrator, if desired. Recordings can be configured to change on an automatic, scheduled basis (e.g., holiday greetings, etc.).

Benefit(s)

Provides a company with an automated, cost-effective method to answer customers' most frequently-asked questions.

Automated Attendant (AA)

[System]

The system answers incoming lines and lets callers route their own calls by entering a User ID or a Single-digit Menu. If the User ID is recognized by the system, the call is handled according to the configuration of that User ID. This configuration may direct Strategy to dial an extension and, after performing Call Screening (if enabled), pass the call on to the user or execute an application using the Strategy Token Programming Language.

Strategy's AA feature is configured by the System Administrator. The user can also control some features, such as DND and Call Screening, if configured by the System Administrator.

Features can be changed automatically based on the time of day. For example, the User ID can be put into the DND mode automatically after hours and turned off at the beginning of the next business day.

Benefit(s)

- Enables callers to direct their own calls and leave accurate and complete messages for the called party.
- Extends the company's telecommunications capabilities and frees receptionists and other personnel to perform duties other than answering the telephones.

Automatic Gain Control

[System]

While recording a message, Strategy performs Automatic Gain Control (AGC). AGC helps to compensate for variations in voice volume, telephone handsets, and other factors that can cause messages to be recorded at low or varying volumes. A message recorded using AGC plays at a consistent, standard volume level.

Benefit(s)

Enables the user to play messages without constantly adjusting the playback volume.

Automatic Scheduler

[System/System Administrator]

By using the Automatic Scheduler, designated features of each User ID can be configured by the System Administrator to change automatically at pre-scheduled days and times. For example, a user who works in two different locations on a regular basis can have his/her telephone ring automatically at the correct location by scheduling the extension.

The following features can be programmed by the System Administrator for each User ID. Features can be set to occur automatically at a preset time, day or date:

- Audiotex
- Call Screening
- Company Greeting
- Personal Greeting
- DND
- Extensions – Scheduled
- Notification – Message
- Ring Duration

Benefit(s)

Enables the System Administrator to customize Strategy for the individual user.

Automatic System Recovery

[System/System Administrator]

An Archive directory, consisting of three subdirectories (i.e., Original, Good, and Suspect), is part of the Strategy system. Each subdirectory contains a version of the Strategy batch files, configuration files and voice mailbox database.

If an unsuccessful startup is detected by the program, Strategy copies the files in question to the Suspect subdirectory, shuts down and reboots using the files in the Good subdirectory. The Suspect files can be used to debug configuration problems.

Benefit(s)

- Ensures successful startups.
- Assists in debugging configuration problems.

Calling Party Identification

[System Administrator/User]

Announces the called party prior to connecting the call. For example, calls directed to a single extension for both “Sales” and “Service” can be answered appropriately, since the words “Sales” or “Service” play before the caller is connected. The System Administrator sets this feature on a per-User ID basis.

Benefit(s)

- Enables two people or departments to share a single extension.
- Message Pooling is also an advantage of this feature. All messages left after hours can be stored in a single User ID, eliminating the process of checking multiple User IDs for messages.

Caller ID

When a Strategy system is integrated via SMDI with the Strata DK telephone systems that support caller ID, new features are available. One feature plays the Calling Party ID in the header information of the message. The Strategy can also play a specific greeting or route a call based on the telephone number received from the SMDI/Caller ID information.

Caller Confirmation Prior to Transferring

[System]

When a caller stays on the line and does not enter any DTMF digits, the system assumes that the caller is using a rotary telephone and the call is transferred to the operator for assistance. In some cases, a “no response” call is caused by a caller hang up that has gone undetected by the telephone system.

Strategy can be configured to handle both possibilities by asking for oral confirmation from the caller. Depending on whether there is a response, the call is either transferred to the operator or disconnected.

Benefit(s)

- Eliminates calls being transferred to the operator when the outside caller has already hung up, making more effective use of the ports and personnel.
- Makes Strategy easily adaptable to a variety of different telephone environments.

Call Queuing

[System/System Administrator/User]

When a user’s extension is busy, Strategy can be configured to offer the caller the option of either leaving a message or holding until the called extension becomes available. If the caller opts to hold, Strategy plays “on-hold music” (or other information such as company name, product name or information). If more than one caller chooses to hold for the same extension, Strategy queues the callers in the order their calls were received. Callers are periodically informed of their position in the queue.

Benefit(s)

- Provides callers an efficient and friendly method to “wait in line” for the called party.
- Callers hear music/information while they wait and all calls are connected on a first-come basis.

Call Record

[System Administrator/User]

By utilizing a programmable feature button on the digital telephones of the Strata CTX, users have the ability of recording live telephone conversations directly into their personal voice mailboxes on the Strata. A secondary feature button can be programmed to pause/resume the recording.

Note Once the **Record** button is pressed, the Record LED flashes rapidly and there is approximately a one second interval (in extreme busy conditions, up to five seconds) before the recording starts and the Record LED changes to the in-use interval flash rate.

Benefit(s)

The user can keep a record of important phone calls for reference.

Call Screening

[System Administrator/User]

When a caller enters a User ID with Call Screening enabled, the system requests the caller state his/her name and the name of the company he/she represents. Strata records the information, dials the extension, and announces the calling party by playing the recording.

The user enters DTMF digits to accept or reject the call or to route the caller to another user, including an announcement. A rejected caller is prompted to leave a voice mail message for the user.

The System Administrator must activate this feature and can configure a User ID to switch automatically to Call Screening mode during certain hours of the day or on certain days of the week.

Benefit(s)

Enables users to:

- Take important calls while routing other calls to their voice mailbox where they can be played at a more convenient time.
- Prioritize their time more efficiently.
- Reserve certain times or days for specific tasks.

Call Transfer

[System/System Administrator]

The AA call routing feature provides supervised, blind and other types of Call Transfers to the destination extension in the telephone system. A Call Transfer is controlled by both the User ID and extension field. Entering only the destination extension, results in a supervised Call Transfer. Other Call Transfer types are implemented with tokens.

Benefit(s)

- A flexible Call Transfer capability enables the Strata to automatically provide the correct type of Call Transfer for the appropriate application.
- A supervised transfer holds a port longer than a blind transfer because it is checking the condition of the destination extension.

Chaining

[System Administrator]

The User ID's Extension field can contain tokens that direct the flow of control during call processing from one User ID to another. The System Administrator can define each of the three possible chaining conditions: Busy, RNA, or Done.

Benefit(s)

Combined with Strategy's Token Programming Language, this feature is used to create sophisticated call processing and IVR applications.

Copy Range

[System Administrator]

The Copy Range feature enables the System Administrator to create any number of new User IDs at one time by copying an existing User ID. The new User IDs must be sequential numbers.

Benefit(s)

Saves the System Administrator time when installing new systems, upgrades and/or system reprogramming by providing a template for creating User IDs.

Directory

[System/System Administrator/User]

A caller enters the DTMF digits corresponding to the first few letters of a user's name and Strategy plays the recorded name (User ID and optionally the extension) that matches the entered digits. The caller is offered the option of selecting the name and being transferred or hearing the next name.

Each User ID can be identified with up to two names. These names are entered into the automated directory by the System Administrator and enhance the directory's search/find capabilities. Common choices for the names are the first and last names of the user or the last name of the user and a commonly misspelled version of the last name. In some cases, users may not wish to be listed or User IDs that are used for special purposes should not appear.

Benefit(s)

Speeds call processing, by enabling callers to find the person they want to reach without requiring operator assistance.

Disk Full Prevention

[System]

Starting with Strategy Release 3.2 software, Strategy reserves a small portion of the available disk space to ensure a successful system start up. When the storage reaches the reserved limit, Strategy goes into protection mode. In protection mode, Strategy:

- Advises callers that it is unable to take a message.
- Deactivates the system trace and message log files, if they are running at the time.

Once there is available disk space, Strategy resumes recording. However, since disk space may still be marginal, the system trace and message log files will not resume until the next system start up.

This feature is intended to work in conjunction with the Disk Space Notification feature that automatically notifies the System Administrator whenever the available system disk space falls below a defined threshold.

Benefit(s)

Makes Strategy more reliable by assuring there is always enough available disk space for a successful system start-up.

Disk Space Notification

[System Administrator]

Automatically notifies the System Administrator whenever available system disk space falls below a defined threshold. During installation and configuration, the System Administrator sets the percentage of available disk space that should always remain on the hard drive. When the available space falls below this value, the notification feature is activated. Under normal conditions, the system is checked automatically once per hour to determine the remaining disk space storage.

Benefit(s)

Assists the System Administrator in monitoring the system by automatic notification when disk space reaches a threshold for recording messages.

Distribution Lists

[System Administrator/User]

Users can originate up to seven Personal Distribution Lists consisting of other system users. The originator can add or delete people at any time. At the time a list is created, the originator is given the option of recording a “list comment” that serves as the title or name for the list. The comment plays each time the list is used to confirm that the correct distribution list has been chosen.

In addition to Personal Distribution Lists, Strategy supports system-wide distribution lists available for use by all system users. The “list comment” for the selected system list is played to confirm that the right list has been chosen, just as with Personal Distribution Lists. The System Administrator creates the System Distribution Lists for the System Administrator User ID using the same method as the personal lists.

Benefit(s)

- Provides the user with a quick-and-easy method of sending messages to large groups of people. Lists such as the “sales force” or “marketing department” eliminates rekeying each time they are needed.
- System-wide lists:
 - ♦ Save system disk space by eliminating duplication of standard lists.
 - ♦ Offer the user preset lists that they do not have to maintain.

Do Not Disturb (DND)

[System Administrator/User]

When the Strategy DND feature for the User ID is activated, calls are processed as if the called extension is not available (RNA). The caller is given the chance to leave a voice mail message for the user, provided that the User ID is configured to accept messages.

The System Administrator can configure the User ID to turn this feature on or off automatically at pre-scheduled times and/or days of the week.

Benefit(s)

- By having this feature automatically turn on and off at specified times, a user can reserve those times for meetings or other quiet times without having to dial into the voice mail system and manually setting the option.
- By setting DND to on at the end of the business day and off at the beginning of the next, call processing is more efficient. Calls during off-hours go directly to voice mail and
- callers do not have to wait for the extension to ring.

DTMF Guard Timer

[System]

All Strategy systems with Release 3.2 software have protection against double digits being sent from the telephone system, or digit bouncing. Digit bouncing can give the perception to the end user of a delayed or skipped message.

Strategy starts the play function when the user presses “1.” With the previous Strategy software levels, if another “1” came into the system on the same port immediately following the first “1,” the second “1” would also be executed, thereby skipping the first message. To prevent this from happening, a new DTMF Guard Timer can be implemented on a system-wide or per-mailbox basis. The amount of time to wait between digits before acknowledging a subsequent digit is also configurable so the precaution can be customized to best fit your customer’s application while minimizing impact to system performance.

Benefit(s)

Makes the Strategy integration with the host telephone system more reliable by not reacting to double digits.

Extensions—Scheduled

[System Administrator/User]

A User ID can be configured to change the Extension field automatically at a certain time and/or day. Automatically scheduled Extension field changes are useful, for example, when a user works from two different locations on a regular basis. (See “Glossary” on [page 59](#) for a definition of Extensions.)

Benefit(s)

The system rings the telephone at the correct location automatically, without the user manually entering any call forwarding information.

Fax Messaging

[System/User]

This feature is available only on the Strategy 24D and Strategy 24 Plus. To support the feature, the Strategy 24D requires the purchase of optional fax/modem(s) and fax features; Strategy 24 Plus comes standard with the fax features and requires only the purchase of optional fax/modem(s).

With Fax Messaging, the system accepts a fax document in place of a voice message. Just as with the voice recording, the fax is “recorded” and stored in the recipient’s mailbox on the system’s hard drive. A typical page of fax text is equal to approximately 15 seconds of voice storage. When the user picks up messages, those containing faxes are identified.

The messages are retrieved in one of two ways: Fax Message Immediate Retrieve or Fax Message Send Retrieve. If the user is calling from a fax machine (or other device capable of receiving a fax), the fax can be transmitted (printed) on the same telephone connection. If the user is not calling from a fax machine, the fax can be directed to a remote fax machine’s number. The system redials the designated fax number and transmits the document.

Benefit(s)

This feature is particularly useful for business people who travel frequently. Callers wishing to send faxes “upload” the fax messages into the Strategy system.

When the business person picks up messages, any fax messages can be retransmitted to a fax device such as a portable computer or a hotel fax machine. The user’s greeting should provide the caller with instructions for transmitting a fax.

Fax Messaging—Immediate Retrieve

To immediately retrieve a fax message, the user must call from a fax machine with a handset or other device capable of receiving a fax where prompts can be heard and DTMF tones transmitted. The user reviews the message and is notified that the message contains a fax and how many pages the fax contains. The system prompts the user to press the fax machine’s Start key, whereupon Strategy transmits the fax over the connection. When the fax transmission is complete, the call is disconnected.

Fax Messaging—Send Retrieve

To send retrieve a fax message, the user can call from any DTMF telephone. The user reviews the message, and is notified that the message contains a fax, and how many pages the fax contains. The system prompts the user to enter the telephone number of a fax machine (e.g., a machine made available by a hotel) and the fax message is queued for immediate delivery.

A number of fax messages can be queued during one call. Each message is sent separately to the indicated telephone number(s), with automatic retry if the destination fax machine is busy or does not answer.

Fax On Demand/Fax Back

[System/User]

This feature is available only on the Strategy 24D and Strategy 24 Plus. To support the feature, the Strategy 24D requires the purchase of optional fax/modem(s) and fax features; Strategy 24 Plus comes standard with the fax features and requires only the purchase of optional fax/modem(s).

Similar to Audiotex, Fax on Demand and Fax Back enable a caller to receive printed information from the Strategy system. The transmission can be done over the same telephone call (“single-call”), or the fax can be queued for later transmission (a “two-call” arrangement), whichever makes better use of a single fax/modem. Multiple fax documents can be transmitted in a single-fax telephone call, depending upon the system’s programming.

Fax on Demand and Fax Back can be used separately or in conjunction with each other.

Benefit(s)

- Enables a caller to retrieve automatically “printed” information from the Strategy system.
- The availability of fax documents complements informational audio recordings.
- Provides the customer with the best method for their application—“one” or “two-call” method.

Fax Tone Detection

[System]

All Strategy systems using the AA feature listen for an incoming fax tone when answering incoming lines. If a fax tone is detected, Strategy transfers the call to the destination extension (designated by the User ID) of the fax machine.

Benefit(s)

- Improves call processing speed.
- Provides flexibility in call handling.
- Eliminates the need for a separate dedicated Central Office (CO) line for the fax machine.

Future Delivery

[User]

A user can create and address a message to another user, and then mark it for future delivery. The message is not delivered until the designated date and time has been reached by the system clock. A user can also review and/or delete a future delivery message.

Note Not supported by the Strategy Flash.

Benefit(s)

Enables users to take advantage of Strategy's pre-set future time/day/date capability for sending messages. This is very useful for meeting notices or sending reminders to yourself or others.

Greetings

Strategy offers a variety of greetings that can be played to callers. The greetings address different situations—busy extension, company announcement and personalized greetings for when the user is unavailable.

Busy Greeting

[System Administrator/User]

When the Strategy AA transfers a caller to an extension that is busy, Strategy plays a pre-recorded “busy” greeting.

The system default busy greeting says “That extension is busy. To hold press *. To try another extension enter it now. To leave a message please stay on the line.” Instead of the default greeting, users can record their own custom busy greeting; however, if a custom greeting is not recorded, the default system busy greeting plays.

If a custom busy greeting has been recorded, the user can “toggle” between the standard system and the recorded custom busy greeting by entering DTMF commands. The custom busy greeting can be re-recorded as often as desired.

The length of the custom Busy Greeting is defined on a per-User ID basis by the System Administrator. If the System Administrator sets the Busy Greeting length to zero, the user is restricted from recording or changing a custom Busy Greeting.

Benefit(s)

- Provides the user with a personalized method for handling calls.
- Offers callers alternatives – holding or leaving a message.

Company Greeting

[System Administrator]

The Company Greeting is the announcement callers hear after Strategy answers. A simple version is provided with the system but a new greeting can be recorded over it. A User ID can be configured to play a specific company greeting automatically at pre-scheduled times and/or days of the week.

The System Administrator records all company greetings, using the “Information User IDs” such as the initial greeting User ID (typically “990”).

Benefit(s)

- Enables a company to play a standard greeting during regular business hours, and a second greeting after hours that informs callers that the business is closed, etc.
- Plays holiday greetings automatically on each holiday. Holidays can be programmed up to a year in advance, and repeat automatically at one year intervals.

Personal Greeting

[System Administrator/User]

Each user can record up to seven personal greetings that are played when the user is unavailable. Although only one greeting can be in effect at any one time, the user can switch between the greetings by entering the greeting number, or the System Administrator can pre-schedule different greetings to play at a certain time and/or day.

Greetings can be reviewed or re-recorded. The user can also select the default system greeting.

The System Administrator can set a maximum recording time (in seconds) for the greetings. This limits the total time that can be allotted for user greetings and enables the System Administrator to effectively manage available disk space.

Setting this field to zero prevents the user from recording or changing the “current” user greeting.

Benefit(s)

Enables users to take advantage of having multiple pre-recorded greetings to address different situations - at work but out of the office, in a meeting, home for the day, on vacation, etc. By choosing the appropriate greeting, the user can give more information to callers.

Greeting—Port-Selectable

[System/System Administrator]

The system can be configured to direct all incoming calls for a given voice port to a specified User ID. Callers hear the greeting recorded for that User ID when the port receives a call. Each voice port in the system can be configured to begin processing with a different User ID, and play different initial greetings, menu options, processing paths, etc.

Benefit(s)

This feature can be used, for example, by two companies sharing the same Strategy system or by a company that needs to dedicate ports for specific purposes, such as information lines versus regular AA and voice mail lines.

Greeting Restart

[System/System Administrator/User]

After a caller has left a voice message for a User ID, the call can either be transferred back to the initial “company” greeting User ID or the system can say “Thank you for calling, good-bye” and disconnect. Callers often appreciate the opportunity to return to the User’s Main Menu so that they can leave a message for another system user.

Benefit(s)

The System Administrator controls this feature on a per-User ID basis, giving the system maximum flexibility and providing for the best use of processing time. For example, calls placed to fax machine extensions can disconnect if unanswered or busy.

Group Partitions—Call Blocking

[System Administrator/User]

Groups control which User IDs a caller can access to leave messages, etc. Each User ID can belong to as many as four different “groups” designated by the System Administrator. When Strategy transfers a call, it first determines if the calling User ID has any groups in common with the destination User ID. If it does, the transfer proceeds. Otherwise, Strategy switches to a default User ID for processing based on the current system port number and either blocks or reroutes the call.

Benefit(s)

- Group Partitions can be used effectively by two companies sharing a single Strategy system. Using two different group partition numbers for their respective User IDs, calls can be blocked between the companies and prevent callers from inadvertently transferring calls from one company to the other.
- Controls Guest User IDs. Each guest is placed in a group that is shared by the Host User ID as well as guests of that user. Guests can exchange messages with each other as well as their “sponsor,” but cannot access other User IDs on the system.

Guest Users

[System Administrator/User]

Each user can create Guest User IDs for use by clients, friends, etc. The maximum number of Guest User IDs allowed is set by the System Administrator on a per-User ID basis; therefore, conserving available system disk space.

The IDs can be deleted by the Host User ID or by the System Administrator. Guest users are generally restricted by the group partition to exchanging messages with the Host User ID and other guests of that user, though this is under the control of the System Administrator.

Note The Strategy Flash does not support this feature.

Benefit(s)

- Enables the exchange of confidential information with clients, sales representatives, etc.
- Provides flexibility in creating guest users. In some environments, it can be desirable to allow some users to create guests while others cannot, and/or to allow some users to create more guest users than others.

Integration

[System/User]

In-band

Many telephone systems (PBXs) can be configured to provide information to Strategy about an incoming call by preceding it with one or more DTMF digits. Strategy can then be configured to receive and interpret these DTMF strings. These DTMF strings are known as In-band Integration or In-band Signaling.

If Strategy is configured for In-band Integration, the Strategy system routes calls based on the patterns of the digits received and answers the call with a company greeting, directs the call to begin recording a message for a user who is unavailable, etc.

Data is passed in both directions: the PBX informs the AA/Strategy system about each incoming call, and Strategy sends instructions to the PBX to turn message waiting lights on or off, as appropriate.

The patterns for many telephone systems are available from the Strategy Configuration Utility Menu during the installation process.

Benefit(s)

- Enables users to see when they have messages in their mailbox by lighting the message waiting light.
- Provides joint handling of call transfers by the telephone system and Strategy, enabling callers to go directly to the users mailbox and personal greeting when busy or RNA.
- Processes calls faster so that Strategy voice ports can be used for answering additional calls rather than monitoring transfers.

SMDI/RS-232

SMDI integration is available on all Strategy systems. SMDI is an industry standard method of integrating a PBX with Strategy or other peripheral systems. This interconnection is made via an RS-232 data connection that passes the integration information “packets,” dependent upon the PBX capabilities. Data is passed in both directions: the PBX informs the AA/Strategy system about each incoming call, and Strategy sends instructions to the PBX to turn message waiting lights on or off, as appropriate.

Benefit(s)

SMDI integration provides better call handling since the Strategy system is informed about each call as it arrives, and performs the appropriate call processing. Depending upon the telephone system, this method is faster and more efficient than DTMF inband integration.

Dual

All Strategy systems, except Strategy IVP8, Strategy Flash and Strategy DK, can be configured to work with two different telephone systems simultaneously (two systems with In-band Integration or one system with In-band Integration and one system with SMDI/RS-232 Integration).

Benefit(s)

This configuration is appropriate for use in offices where two different companies, with two different telephone systems, would like to share the costs and benefits of a single Strategy system.

Interactive Voice Response (IVR)

[System/User]

The Strategy systems have a number of powerful features that enable them to be used for Interactive Voice Response (IVR) applications.

Using programming tokens, the system prompts the user for input (using a custom prompt), waits for the user to enter a DTMF response (stored as a variable), and then uses that information to access a database to formulate a response.

Databases can be on Strategy's hard drive or reside on a mainframe or other data server and accessed through Strategy's serial ports. Queries can be constructed in a free-form fashion, by using variables that are entered by the caller.

Once a response has been determined from the database, Strategy can be programmed to play this data back to the caller in a number of different ways: as a date, time, monetary value (in dollars and cents), or simply as a number.

The value can be combined with other custom-recorded prompts, so that the system could, for example, respond to a caller with the message "Your order for six items will be shipped on July 17, 1997." The number six and the date in this example is provided by the database, while the phrases "Your order for" and "items will be shipped on" are recordings made by the System Administrator.

Note The Strategy Flash does not support some IVR functions.

Benefit(s)

Strategy provides a rich programming language for expressing system actions and interactions with the caller, as well as database and serial port access. See ["Token Programming Language"](#) on [page 44](#) for details.

Message Copy

[System Administrator/User]

A User ID can be configured to automatically copy all incoming messages into a second designated User ID's queue of messages. Both User IDs retain a copy of the messages. If additional User IDs require a copy, Strategy's chaining feature can be used.

Message Copy with Delete

[System Administrator/User]

This feature is identical to the Message Copy feature except after copying the incoming message, it deletes it from the originating User ID's message queue. The second designated User ID has the only remaining copy of the message.

Benefit(s)

- Enables several different User IDs to forward any received mail to a central User ID. Small companies find this feature useful since it can make them appear to have more personnel than they actually have.
- Provides a forwarding feature for User IDs. For example, when an employee has left a company, any new messages can be forwarded to the person's replacement.

Message Date and Time

[System Administrator/User]

The System Administrator can configure each User ID or group of User IDs to automatically play the date and time a message was recorded prior to playing the message.

After playing a message, a user can also enter a DTMF command to play the date/time of the current message.

Benefit(s)

Enables the user to effectively answer messages (e.g., a message states “I will be in the office for the next hour”).

Message Delete—Continuous

[System Administrator/User]

A user can enter a DTMF command that deletes several messages at one time. The messages deleted are those whose cumulative time is equal to, or less than, the preset length of recorded time (in minutes) configured by the System Administrator. The number of messages deleted therefore varies.

Important! *The deletion starts with the first message in the queue and continues until the preset time has expired. Both heard and unheard messages are deleted. If there are two queues - new and saved - the deletion occurs only in the queue the user is in when he/she presses **6** for continuous delete.*

Benefit(s)

Transcription services that are accustomed to working from audio tape recordings rather than directly from voice mail recordings would find this feature useful. This feature can be used in conjunction with the Message Playback—Continuous feature.

Message Forwarding

[User]

Strategy enables a user to forward a played message to other users. The sender can record a comment that the recipient(s) hears prior to the forwarded message.

A message cannot be forwarded to a user who does not share a common group number with the sender or if the original message is marked “private.”

Benefit(s)

Enables users to easily share message information.

Message Length Control

[System Administrator]

The System Administrator can set the maximum message length (in seconds) of each incoming message for a given User ID. If a caller attempts to leave a message longer than the maximum time allotted, the system stops recording and informs the caller that the maximum message length has been reached.

Benefit(s)

- Enables the System Administrator to better manage the available disk space.
- Prevents a “runaway” message (such as an undetected hangup) from consuming all of the remaining disk capacity on the system.

Message Pause During Playback

[User]

While playing a message, a user at anytime can pause the playback for a predetermined amount of time (default is 30 seconds) by pressing the appropriate key on the DTMF telephone dial pad. Pressing any key before the thirty seconds has transpired, resumes playback immediately. While the playback is paused, Strategy is silent.

Benefit(s)

Enables a user to pause a message when an interruption occurs (e.g., someone coming into the office) and resume playback without losing continuity in the message.

Message Pause During Recording

[User]

While recording a message, a user at anytime can pause the recording for a predetermined amount of time (default is 30 seconds) by pressing the appropriate key on the DTMF telephone dial pad. Pressing any key before the thirty seconds has transpired, resumes the recording immediately. While the recording is paused, Strategy is silent.

Benefit(s)

Enables a user to pause a recording when an interruption occurs (e.g., someone coming into the office) and resume recording without losing continuity in the message.

Message Playback—Continuous

[System Administrator/User]

A user can enter a DTMF command that plays several messages at one time, without stopping between each message. The number of played messages is those whose cumulative time is equal to, or less than, the preset length of recorded time (in minutes) configured by the System Administrator. The number of played messages therefore varies.

Messages remain in the new message queue and are not saved automatically by Strategy.

Important! *The playback starts with the first message in the queue and continues until the preset time has expired. If there are two queues - new and saved - the playback occurs only in the queue the user is in when he/she presses **8** for continuous playback.*

Benefit(s)

Transcription services that are accustomed to working from audio tape recordings rather than directly from voice mail recordings would find this feature useful. This feature can be used in conjunction with the Message Delete—Continuous feature.

Message Playback Control

[User]

The user controls message playback by pressing the appropriate keys on a DTMF telephone dial pad. The following options are available:

- Replay the current message from the beginning.
- Play the previous message. If the first message in the queue is playing, Strategy goes to the bottom of the queue and plays the last message.
- Play the next message. If the last message in the queue is playing, Strategy goes to the top of the queue and plays the first message.
- Skip forward or backward in the current recording.

Benefit(s)

- Useful to users who want to write down a long phone number or other information in a message.
- Enables a user to skip forward in a previously-heard message to get one particular piece of information.

Message Purging

[System/System Administrator]

Strategy can be configured to “purge” (delete) played messages on a system-wide level. The System Administrator sets the number of days a message will be purged after it has been played. The system default value is zero days, meaning that no purging is ever performed. Unheard messages are never purged.

A user, logging into his/her mailbox, is informed of any messages(s) that will be purged. Before exiting the mailbox, the user is reminded of the message deletion.

Benefit(s)

- Enables the System Administrator to have better control of system disk space utilization.
- Guarantees that old messages are eventually deleted.

Message Return Receipt Verification

[User]

When a user sends, forwards, or replies to a message from another user, the message can be marked for return receipt verification. When the recipient plays the message (partially or completely), Strategy automatically sends a notification message to the sender. The recipient is not notified that receipt verification was requested and cannot circumvent this procedure.

The sender, upon playing the notification announcement, hears the original message and the date and time the message was heard.

Benefit(s)

Confirms that important instructions or information included in a message have been heard.

Message Reply

[User]

When one Strategy user sends a voice mail to another, the recipient can enter a single DTMF digit to record and send a reply message. The recipient does not have to select the source of the message as a destination since Strategy “remembers” it. Additional destinations can also be added.

Benefit(s)

Makes Strategy easier and faster to use by reducing the amount of digits that must be keyed into the system when replying to a message.

Message Retrieval Control

[User]

Selects the order in which messages play. By default, Strategy plays messages marked Urgent first, followed by all other messages in the order received (in “FIFO” first-in first-out order). Using this feature, the Urgent messages still play first but the user can elect to have all other messages played in reverse order, from most recent to least recent (“LIFO” last-in first-out order).

Benefit(s)

Enables users to play messages in the desired order, while ensuring that urgent messages are heard first.

Message Speed Control

[System Administrator/User]

Strategy permits real time speed control of messages during playback. While listening to messages and prompts, a user can press the appropriate DTMF keys on the telephone dial pad to change playback speed. The playback increase speed (1~4) is selected by the System Administrator.

This feature incorporates pitch control to maintain voice quality during faster message playback.

Note The Strategy IVP8 and Strategy DK do not support this feature.

Benefit(s)

Expedites message playback by listening to long messages at a faster speed.

Message Undelete

[User]

After listening to a message, a user can mark it for deletion. All messages marked for deletion are deleted when the user logs out of the mailbox. Prior to logging out, a user can “undelete” a message by flagging the message to be saved.

Benefit(s)

Gives the user the option of preventing a message from being deleted (removed) from the system when accidentally marked for deletion.

Message Volume Control

[User]

Stratagy permits real time volume control of messages during playback. While listening to messages, a user can press the appropriate DTMF keys on the telephone dial pad to increase or decrease the volume. There are seventeen levels of volume control. Each step increases or decreases the playback volume by 3 dB. The system default is the middle position, allowing eight steps in either direction.

Note The Stratagy IVP8 and Stratagy DK do not support this feature.

Benefit(s)

Users can use this feature to compensate for overly loud or soft recordings, to overcome unusually loud background noise level (e.g., a busy airport), or to compensate for telephones that play back at a low level (e.g., some cellular phones).

Messages—New, Pending and Saved

[System/System Administrator/User]

New messages consist of messages that are unheard or partially heard (less than five seconds). They remain in the New Message queue, the Message Waiting LED remains on, and a Return Receipt is not sent, if applicable.

Messages that you have partially heard (five seconds or longer) are called Pending messages. They remain in the New Message Queue, the Message Waiting LED is turned off, and a Return Receipt is sent, if applicable.

Saved messages are messages that you saved or that were automatically saved by Stratagy after the entire message has been played. They reside in the Saved Message Queue.

A user may transfer between the New and Saved Message queues by entering the appropriate DTMF digits.

Benefit(s)

Storing new and saved messages in separate queues enables the user to better manage messages.

Messages—Private

[User]

A caller can mark a message “private,” meaning the message cannot be forwarded by the recipient to another user. The recipient is told the message has the Private attribute set when listening to messages.

Benefit(s)

Ensures the confidentiality of the information in a message.

Messages—Urgent

[System Administrator/User]

A caller can mark a message Urgent. The message is placed at the beginning of the User ID's message queue and the recipient, upon entering the mailbox, is informed of the Urgent message.

In addition, the System Administrator can set a notification record to use pager notification exclusively whenever messages are received in the Urgent Message Queue (see Notification—Message feature).

Benefit(s)

Ensures that Urgent messages are heard as soon as possible.

Messaging—Voice

[System/System Administrator/User]

All Strategy systems provide the Voice Messaging feature, enabling users to send, receive, reply, forward and broadcast messages to other users in the system. Voice Messaging functions can be controlled by either the System Administrator or the individual user.

Whether Strategy acts as an AA, a Voice Messaging system, or both, depends on the programming of the telephone system (e.g., when callers are directed to the Strategy system) and the configuration of the User IDs. For example, configuring a User ID in DND mode, but setting it to accept voice messages, has the effect of making that User ID Voice Messaging only, while the opposite settings make it AA only.

Benefit(s)

The Strategy system provides maximum flexibility by enabling the System Administrator to configure each User ID separately for AA and Voice Messaging functions. This flexibility helps Strategy meet the needs of a wide variety of potential customers.

Multiple System Languages

[System/System Administrator]

Strategy can be configured with any number of different audio prompt files and to communicate in different languages on different ports simultaneously. The standard file provides prompts in American English with French-Canadian offered as an option. By configuring the default prompt file and using the appropriate system programming, a caller can select a preferred language by entering DTMF digits.

Note The Strategy Flash does not support this feature.

Benefit(s)

Provides companies who do business with overseas customers with a multi-language voice mail system.

Name (and Extension) Control

[System/System Administrator/User]

A user can record a “spoken name”—a recording of the user’s name (and optionally the extension). The user’s name is announced whenever he/she logs into his/her mailbox, the directory is accessed, the system greeting is selected, or when a message is sent by another Strategy user.

The System Administrator can configure a User ID so that a user cannot record his/her name (and extension). If no name (or extension) is recorded for a User ID, Strategy plays “User ID...” followed by the number of that User ID.

Benefit(s)

- The System Administrator can record a preferred name for a given User ID, then stop (lock) the user from recording over it.
- Prevents users from recording his/her name. Strategy plays the standard system message of the User ID number.

Networking (AMIS)

[System/System Administrator]

Strategy software supports industry standard AMIS analog networking. The AMIS analog networking protocol enables Strategy to pass voice messages to any remote voice mail system that supports the AMIS analog protocol.

Strategy implements AMIS by using two specific mailboxes – Gateway and Proxy – that contain information and direction about a remote voice mail system or node. The node identifies itself to Strategy by a local telephone number that is sent to the receiving voice mail system during the transmission process.

Notes

- The AMIS analog networking specification does not support transmission of a fax message.
- The Strategy Flash does not support this feature.

Benefit(s)

AMIS enables a Strategy mailbox user to send, receive and reply to *relayed* voice messages over an analog telephone network.

Notification—Message

[System Administrator/User]

Each User ID can have up to 10 notification records. The System Administrator programs each User ID with a specific notification method (message waiting lights, pagers, voice, etc.) and the time/day when that notification record applies. The repeat count and interval for retrying the notification is also set.

Each notification method is a flexible dial string enabling Strategy to be used with almost any kind of PBX or notification method, including cascade notification. Users can change certain variables (i.e., telephone number) of a notification record or cancel a record from any tone-dialing telephone.

Notifications can be triggered by a number of different events. The most common event is the receipt of a new message. Notification types are:

- Normal - A message is left. The user can be notified in any number of ways—lighting a message waiting light, calling a home phone, cellular phone or any off-premise location, etc.
- Relay - The caller is prompted to enter their telephone number. The telephone number is then forwarded to the Strategy user's display pager.
- Pickup - Turns off the Strategy user's message waiting light after new messages are played.
- Urgent - Notifies the user of an Urgent message's receipt.
- Disk - Alerts the System Administrator when available hard drive space is low.
- Panic - Alerts the System Administrator in the event of a system error.

Benefit(s)

- Flexible notification records enable Strategy to be used with almost any kind of PBX or notification method.
- Enables users to receive notification by the best possible method. For example, someone in the field can receive a pager notification while another person in the office receives a message waiting light.
- Urgent message notification enables users to be notified by pager, for example, when an Urgent message arrives.

Frequency of Notification

Using the Notify Menu, the following frequencies can be set for any notification record:

- Days of the week (Monday through Sunday)
- Hours of the day, expressed in military time (00:00 - 23:59), using From and To fields.
- Number of minutes after someone leaves a message before Strategy attempts the first notification.
- The time interval between notifications.
- The number of times to repeat the notification process (counts only successful attempts).

Urgent Messages

One or more of the notification records for each User ID can be configured specifically for Urgent Message calls. When an Urgent message is received, the system checks the User ID notification records. If one is found with a notification type set to URGENT, the programmed procedure for that record is followed. If not, the record with notification type set to NORMAL is used.

For example, Urgent messages received during normal working hours can be sent to the user's mailbox, follow the normal template to light the Message Waiting LED on the telephone, page the user when a Urgent message is received after-hours, or use pager notification exclusively whenever Urgent messages are received.

Disk Space

A notification record can be set to automatically notify the System Administrator whenever available system disk space falls below a defined threshold (see Disk Space Notification feature for more information).

Panic

A notification record can be set to automatically alert the System Administrator or support personnel that an error has occurred on the system whenever an unsuccessful restart occurs during the Automatic System Recovery.

Office Paging

[System Administrator/User]

This feature enables individual users to receive a page over the office telephone system or overhead paging system automatically via Strategy. Strategy places the call on hold or park and makes a prerecorded page announcement using the DTMF access codes. The System Administrator configures this feature for each User ID using tokens.

Benefit(s)

Assures users that they will not miss important telephone calls.

Personal Operator

[User]

Users can specify a personal operator extension to provide callers with personal call coverage when they are unavailable. If desired, callers can be automatically transferred to this extension, or can have the option of either leaving a message or being transferred to a company operator for assistance.

Programmable Dial Actions

[System Administrator]

The User ID's Extension field can contain tokens that perform a variety of tasks from the simple (such as performing a hookflash) to the complex (accept an incoming fax for the current user). These tokens, called Programmable Dial Actions, can be combined by the System Administrator to create an almost unlimited number of application solutions.

Real Time Screen Information

[System Administrator]

This is a standard feature on the Strategy IVP8, Strategy Flash, Strategy DK and Strategy 24 Plus, and an optional feature on the Strategy 6D and Strategy 24D. It enables the System Administrator to monitor the status of the system by means of the Main Menu (e.g., activity on each audio port or any connected fax/modems, the amount of free disk space, etc.).

As long as the Main Menu is displayed, information is instantly updated on the screen. When a Users Menu is displayed, any changes to the User ID (call time, number of log ins, number of accesses, etc.) made by the system is instantly updated to reflect the change.

Note The Strategy IVP8, Strategy Flash and Strategy DK support this feature through Strategy Admin.

Benefit(s)

The System Administrator can better manage the system as changes occur.

Relay Paging

[System Administrator/User]

Relay Paging streamlines Notification—Message by permitting the caller to enter a telephone number while the user's greeting plays. The system pages the user but the pager displays only the telephone number entered by the caller.

Benefit(s)

Shortcuts the normal procedure, enabling the user to return calls more promptly.

Remote Administration

[System/System Administrator]

The Remote Administrator has full screen access to the system (protected by two different passwords), including all available system features. The Remote Administrator can at any time dial into the system, via modem, from any PC running the Stratagy remote access software.

Note Stratagy Flash, Stratagy 24D and Stratagy 24 Plus require an optional external 2400 baud modem to support this feature (see [Table 1](#) on [page 10](#)).

Benefit(s)

Assists the System Administrator in diagnosing problems and managing Stratagy from different remote sites.

Reports

[System Administrator]

The System Administrator can generate an almost unlimited number of different reports covering system activity and programming. The report's columns represent fields of the User screen, and can cover either all or a subset of User IDs in the system.

Benefit(s)

- Produces a written record of statistical information recorded for each User ID.
- Measures system activity and usage.
- Using a report as a template eliminates re-keying new reports.

Ring Duration

[System Administrator/User]

The System Administrator can set the ring duration for each mailbox. Ring duration is defined as the number of times a supervised call transfer from the Strategy AA to the user's extension must ring before the user is considered unavailable (RNA) and routed to the user's voice mailbox. This value can be changed automatically on a per-User ID basis via the Auto Scheduler.

Benefit(s)

- Meets user's specific needs—amount of time needed to reach the telephone, time of day, day of the week, etc.
- Directs callers to voice mail faster than if a single, system-wide value were used.
- Changes ring duration automatically (e.g., six times during normal working hours and two times after hours) using the Automatic Scheduler.

Screen Advertisement

[System Administrator]

This is a standard feature on the Strategy 24 Plus, available on the Strategy Admin portable/desktop computer for the Strategy IVP8, Strategy DK and Strategy Flash and an optional feature on the Strategy 24D and Strategy 6D, when a monitor is installed.

Video monitors should not constantly display the same image. The image can become “burned in” on the phosphor display, and be visible even when other information is being displayed—the monitor is then permanently damaged.

To avoid burn-in, the system can be configured to blank the screen or randomly display a custom message (e.g., advertisement or slogan) after a predetermined period of keyboard inactivity. The screen instantly reactivates as soon as any key on the keyboard is pressed.

Benefit(s)

Prolongs the life of the monitor.

Shared Extensions

[System Administrator/User]

This feature is typically used when:

- More than one person, each with a separate Strategy User ID, shares a single-telephone extension. If the call is answered, the called name is announced. If not answered, a private message can be recorded. Strategy announces “This call is for...” followed by the recorded name of the called User ID. The System Administrator sets this feature on a per-User ID basis and can enhance this feature by activating the Call Screening feature.
- A single person is functioning in more than one capacity in a company. Since the called name is announced prior to connection, the person taking the calls knows how to greet each caller.
- A single user ID is needed to store all messages left after hours, eliminating the process of checking multiple User ID's for messages.

Shutdown Using the Telephone Dial Pad

[System Administrator]

This feature enables the System Administrator to shut down the Stratagy system software using the telephone dial pad. To use the feature, the System Administrator accesses User ID mailbox 983 and enters the security code.

At the time of the shutdown request, all inactive channels are taken off-hook. All active channels are given a 60 second time delay to complete processing the current activity. After 60 seconds, they are disconnected and the Stratagy system software shuts down. Stratagy's power remains on.

Benefit(s)

- Provides the System Administrator with a safe way to shut down the Stratagy system for power off without having to directly access the system.
- Prevents file corruption that could occur if Stratagy software is still running when the system is powered off.

Single-digit Menus

[System/System Administrator/User]

The System Administrator can define the single-digit menu number(s) for a User ID. While a user's greeting plays, a caller can enter a DTMF digit to select an option on the menu, such as Audiotex, a personal assistant, Call Queuing or the operator. Stratagy immediately transfers processing to the User ID associated with that menu item.

This enables callers single digit access to the user's personal assistant, a different user or an application such as office paging or Audiotex.

Benefit(s)

- Enables Audiotex menu hierarchies. Each User ID can be configured as an "Information-only User ID." The User ID plays the information and then processes the call to another User ID, either chosen by the caller by selecting a menu number, or to a default User ID specified by the User ID's *Chain* field.
- Redefines the Operator (O). Callers can press O and be transferred to a personal assistant rather than the general corporate operator.

System Administrator's Mailbox

[System Administrator]

Stratagy has a special User ID mailbox known as the System Administrator User ID mailbox. It is User ID 999 and the System Administrator can access it through the telephone just as any other User ID mailbox. The mailbox cannot be assigned to another User ID number.

Through the mailbox, the System Administrator can perform the following functions:

- Record or delete a system announcement
- Record busy-hold music
- Lock and unlock User IDs
- Review the system status
- Add, delete or reset User IDs

- Reset security code
- Set the system date and time
- Add the user's name to the directory

Benefit(s)

Enables the System Administrator to perform System Administrator functions from a telephone, without the need of a monitor/keyboard.

System Backup

[System/System Administrator]

Database information, greetings, and messages can be backed up onto floppy disks individually or in any combination. Stratagy estimates the number of floppy disks required.

In the event of a replaced system or fatal error, the backup disks would be needed to restore the system configuration.

Benefit(s)

- Greatly reduces the programming time of a repaired or upgraded system.
- Reduces the downtime of the customer's system.

Token Programming Language

[System/System Administrator]

Stratagy supports over forty programming tokens. These tokens can perform functions as simple as a hookflash, and as complicated as sending a fax document without interruption to normal call processing. But the real power of the Token Programming Language comes from combining the tokens with the User IDs in new and sophisticated ways to provide application solutions.

All tokens are supported by the Stratagy 24D and Stratagy 24 Plus. Fax tokens are *not* supported by the Stratagy IVP8, Stratagy Flash, Stratagy 6D and Stratagy DK systems. Some IVR tokens are *not* supported by the Stratagy Flash.

Benefit(s)

With the versatility and power of the Token Programming Language, Stratagy can be used to accomplish many tasks which cannot be accomplished using other voice mail/AA systems.

Toshiba Plug and Play

[System]

Each Strategy system has been preprogrammed at the factory for plug and play (out-of-box) operation with the following Toshiba telephone systems:

- Strategy IVP8 — Strata CTX
- Strategy Flash — Strata DK14 and DK40i
- Strategy DK — Strata DK424i
- Strategy 6D — Strata DK40i
- Strategy 24D, Strategy 24 Plus — Strata DK424i

By using these plug-and-play configurations, the installer does not have to program in-band integration strings, ringback patterns, or make other system configuration changes. In addition, the Strata DK default extension numbers and user parameters are also preprogrammed in Strategy.

Complete integration with the following Strata DK plug-and-play configurations (without default User IDs and extension mailbox installations) is also available from a menu.

- Strata DK14/DK40i
- Strata DK424i (A, B, C/D processors)
- Strata DK424i (E/F processors)

Benefit(s)

Speeds up the installation process and greatly reduces the chance of errors, since it uses pre-installed configuration files already tested with each Toshiba telephone system.

Universal Ports

[System]

Frequently, notification is performed by dialing out on one of the Strategy audio ports, perhaps to send a page or light a message waiting light by transmitting the correct sequence of DTMF codes. Strategy provides the following three methods of allocating audio ports for the notification process:

- One or more ports are dedicated to perform out-dialing for notification. This method eliminates a collision between an outgoing notification and an incoming call that is routed to the same port at the same time.
- All Strategy ports are configured to accept incoming calls, and when not in use to perform an out-dial. This method has a clear advantage over the first, particularly for small systems with only a limited total number of ports. However, it introduces the possibility of a collision.
- The third method is similar to the second, except only one specific port is designated to perform notifications. If the one port is busy, Strategy must wait until it is free and cannot use any of the remaining ports.

Benefit(s)

The flexible way Strategy allocates ports for notification enables it to be adapted to a wide variety of environments.

User ID Option Locks

[System Administrator/User]

A Strategy user can change his/her user option settings over the telephone by selecting the appropriate DTMF commands (e.g., toggling the DND or Call Screening attributes, changing the current greeting number, etc.). However, in some situations, the System Administrator may need to lock the field so that the user cannot change the setting or use the option.

Benefit(s)

Offers flexibility for setting options by User ID. For example, there might be a company policy against setting the User ID to the DND mode. For users affected by this policy, the System Administrator sets DND to No, and the associated Lock? field to Yes, so that users are not given the opportunity to change the setting.

User ID Security Code

[System Administrator/User]

Each User ID in the system has a security code. The code must be entered by the user in order to “log into” his/her User ID, enabling access to messages, settings, greetings, etc. If a user dials an incorrect security code, the user is given the opportunity to re-enter the security code without re-entering the mailbox number.

Once logged in, a user can and should change the security code periodically (maximum length 16 digits). The System Administrator specifies the initial security code for each User ID and can set a minimum and maximum length restriction for the code.

Note The System Administrators can set varied/fixed security codes. With systems using a “fixed-digit” security code, the user no longer has to press # after entering a security code during log on.

Although the System Administrator can change the code at any time, he/she does not have access to existing User ID security codes.

Benefit(s)

Restricts access to mailbox features and messages to the authorized user of the mailbox.

User ID—Varied/Fixed Length

[System/System Administrator]

Strategy supports User IDs of up to eight digits, or 100 million different possible User IDs. Due to hard drive storage limitations, not all 100 million Strategy mailboxes can be installed. The maximum number of installed mailboxes is dependent on the customer application.

Varied Length User IDs: User ID numbers can vary in length and are non-conflicting. That is, both “111” and “1111” can be separate User IDs, and both can be used by the system. Thus, no User IDs are ever precluded.

Fixed Length User IDs: User ID numbers can also be set to a specific length based on the first digit (0~9) used. For example: all User IDs starting with 1 are 3 digits long. Therefore, “111” is a valid User ID and “1111” is not. Fixed Length User IDs enable Strategy to process calls immediately after the last fixed length digit is dialed, and does not require a # digit or time-out to indicate the end of a User ID.

Benefit(s)

Provides flexibility in User ID numbering.

User Tutorial (New User)

[User]

A first time user of Strategy systems automatically hears a user-friendly Strategy tutorial upon logging in to his/her mailbox. The tutorial walks the user through the process of:

- Recording his/her name (if required)
- Recording a personal greeting for the mailbox
- Changing the security code

Once the Strategy tutorial is completed successfully, it cannot be replayed.

Benefit(s)

The User Tutorial walks the new Strategy user through the steps of customizing his/her mailbox, thereby reducing training time for new Strategy users.

Varied Sampling Rates

[System]

The system can be programmed to play different types of recordings at different “sampling rates.” In general, the higher the sampling rate, the more accurate the digital recording of the incoming sound, and the better the reproduction. However, using a high sampling rate means that more disk space is taken by a given recording.

Since companies wish to present the best possible “appearance” to their callers, and greetings usually represent only a small fraction of the system’s disk space, Strategy is configured to record greetings at a higher sampling rate (64 kilobits per second) than regular voice messages (32 kbps). The sampling rate for greetings and for voice message recordings can, however, be individually set by the System Administrator during system installation and configuration.

Note Strategy IVP8, Strategy DK and Strategy Flash do not support this feature. The Strategy IVP8 and Strategy DK sampling rates are fixed at 64 kbps for system prompts and greetings, and 32 kbps for voice message recordings. The Strategy Flash sampling rates are fixed at 24 kbps for system prompts, greetings and voice message recordings.

Voice Forms

[System Administrator/User]

The system can be configured to prompt a caller with a series of questions and the voice responses concatenated and stored as a single message in the associated User ID. Questions are recorded as greetings, either in that User ID or in others. The “Q” token is used to implement this feature (for more details see Token Programming in the *Strategy Installation and Maintenance Manual*).

Benefit(s)

Voice Forms are an excellent way to collect information from a caller. Questions could be “What is your name?”, “What is your address?”, and “What is your phone number?” In response, a single message containing the responses are stored, e.g., “John Smith, 123 Apple Drive, Irvine, California 92718, (949) 555-1234.”

Stratagy IVP8/Stratagy DK Exclusive Features

Battery Backup Option

[System]

Since the Stratagy IVP8 or Stratagy DK is installed inside the Strata system, the Strata CTX or Strata DK battery backup feature also applies to the Stratagy system.

Busy Station Identification

[System/System Administrator]

The Busy Station Identification feature enables the Stratagy IVP8 or Stratagy DK to determine if a station is “busy” without performing a “hookflash” and transfer. The Stratagy system “reads” the data of a DSS console and knows instantly if the station is busy or in DND mode.

A station in DND mode returns a “busy” condition. DND and busy is processed the same way by the Stratagy IVP8/Stratagy DK (i.e., the Busy chain is executed).

Due to the Strata CTX/Strata DK architecture, only 58 stations can be monitored. User IDs without this feature will transfer calls in the normal fashion.

Benefit(s)

Faster transfer to voice mail if the station is busy.

Night Transfer Alternate Routing

[System/System Administrator]

The Stratagy IVP8 or Stratagy DK monitors the Strata CTX/Strata DK DSS Night Transfer button in order to activate token programming for alternate routing applications.

Benefit(s)

Provides flexibility in call handling.

Stratagy IVP8/Stratagy DK System Time

[System/System Administrator]

The Stratagy IVP8 or Stratagy DK can be synchronized with the Strata CTX/Strata DK KSU (KSU time) or run on its own system clock enabling the automatic Daylight Savings Time adjustment.

Note This feature requires SMDI.

Strategy Feature List

Strategy Features	System	System Administrator	User
Audiotex	×	×	×
Automated Attendant (AA)	×		
Automatic Gain Control	×		
Automatic Scheduler	×	×	
Automatic System Recovery	×	×	
Calling Party ID		×	×
Caller Confirmation Prior to Transferring	×		
Call Queuing	×	×	×
Call Record (with Strata CTX)		×	×
Call Screening		×	×
Call Transfer	×	×	
Chaining		×	
Copy Range		×	
Directory	×	×	×
Disk Full Prevention	×		
Disk Space Notification		×	
Distribution Lists		×	×
Do Not Disturb (DND)		×	×
DTMF Guard Timer	×		
Extensions—Scheduled		×	×
Fax Messaging	×		×
Fax on Demand/Fax Back	×		×
Fax Tone Detection	×		
Future Delivery			×
Greetings—Busy		×	×
Greetings—Company		×	

Features

Strategy Feature List

Strategy Features	System	System Administrator	User
Greetings—Personal		×	×
Greeting—Port-Selectable	×	×	
Greeting Restart	×	×	×
Group Partitions—Call Blocking		×	×
Guest Users		×	×
Integration	×		×
Interactive Voice Response (IVR)	×		×
Message Copy		×	×
Message Copy with Delete		×	×
Message Date and Time		×	×
Message Delete—Continuous		×	×
Message Forwarding			×
Message Length Control		×	
Message Pause During Playback			×
Message Pause During Recording	×	×	×
Message Playback—Continuous		×	×
Message Playback Control			×
Message Purging	×	×	
Message Return Receipt Verification			×
Message Reply			×
Message Retrieval Control			×
Message Speed Control		×	×
Message Undelete			×
Message Volume Control			×
Messages—New, Pending and Saved	×	×	×
Messages—Private			×
Messages—Urgent		×	×

Strategy Features	System	System Administrator	User
Messaging—Voice	×	×	×
Multiple System Languages	×	×	
Name (and Extension) Control	×	×	×
Networking (AMIS)	×	×	
Notification—Message		×	×
Office Paging		×	×
Personal Operator			×
Programmable Dial Actions		×	
Real Time Screen Information		×	
Relay Paging		×	×
Remote Administration	×	×	
Reports		×	
Ring Duration		×	×
Screen Advertisement		×	
Shared Extensions		×	×
Shutdown using the Telephone Dial Pad		×	
Single-digit Menus	×	×	×
System Administrator's Mailbox		×	
System Backup	×	×	
Token Programming	×	×	
Toshiba Plug and Play	×		
Universal Ports	×		
User ID Option Locks		×	×
User ID Security Code		×	×
User ID—Varied/Fixed Length	×	×	
User Tutorial (New User)			×
Varied Sampling Rates	×		

Features

Stratagy Feature List

Stratagy Features	System	System Administrator	User
Voice Forms		×	×
Stratagy IVP8/Stratagy DK Exclusive Features			
Battery Backup Option	×		
Busy Station Identification	×	×	
Stratagy IVP8/Stratagy DK System Time	×	×	
Night Transfer Alternate Routing	×	×	

This chapter provides details of the physical and functional characteristics of the Strategy system equipment.

Strategy IVP8

Configuration	Dimensions	Weight	Power Requirements
<ul style="list-style-type: none">Two~eight ports (upgrades performed electronically)Storage capacity of approx. four hoursSupports only Fax Tone Detection featureIntegrated board for Strata CTX telephone systemInternal (soft) Modem (2400 baud)Two COM Ports (RS-232)	Height: 7.5" Width: 1.3" Depth: 6.0"	13 oz. (.8 lbs.)	Uses Strata CTX power supply

Strategy Flash

Configuration	Dimensions	Weight	Power Requirements ¹
<ul style="list-style-type: none">48MB of Flash MemorySupports only Fax Tone Detection featureTwo or four ports²Message capacity of approx. 4 hoursTwo COM Ports (RS-232)	Height:2.25" Width:10.75" Depth:9.25"	4 lbs.	120VAC at 27w (60 Hz)
<p>¹ In areas where the power source is not stable (i.e., frequent power failures, brown outs, etc.), a customer-supplied power Uninterruptible Power Supply (UPS) is also required.</p> <p>² Port upgrades are performed electronically.</p>			

Stratagy DK

Configuration	Dimensions	Weight	Power Requirements
<ul style="list-style-type: none"> Two~eight ports (upgrades performed electronically) Storage capacity of 130 hours Supports only Fax Tone Detection feature Integrated board for Strata DK telephone system Internal (soft) Modem (2400 baud) Two COM Ports (RS-232) 	Height: 7.5" Width: 1.3" Depth: 6.0"	13 oz. (.8 lbs.)	Uses Strata DK power supply

Stratagy 6D

Configuration	Dimensions	Weight	Power Requirements ¹
<ul style="list-style-type: none"> One 3.5" floppy-disk drive (1.44 MB) Internal modem (2400 baud) Supports only Fax Tone Detection feature Two, four, or six ports Message capacity of 130 hours VGA Video Board (SB-VC24) Two COM Ports (RS-232) 	Height: 3" Width: 13" Depth: 15.5"	13 lbs.	115VAC at 6 amps (50/60 Hz) 230VAC at 3.5 amps (50/60 Hz)
¹ In areas where the power source is not stable (i.e., frequent power failures, brown outs, etc.), a customer-supplied power Uninterruptible Power Supply (UPS) is also required.			

Stratagy 24D

Configuration	Dimensions	Weight	Power Requirements ¹
<ul style="list-style-type: none"> One 3.5" floppy-disk drive (1.44 MB) Four~24 ports Storage capacity of 130 hours Supports Fax Tone Detection feature VGA Video Board (SB-VC24) Four COM Ports (RS-232) 	Height: 4.1" Width: 16.4" Depth: 16.8"	18 lbs.	115VAC at 6 amps (50/60 Hz) 230VAC at 3.5 amps (50/60 Hz)
¹ In areas where the power source is not stable (i.e., frequent power failures, brown outs, etc.), a customer-supplied power Uninterruptible Power Supply (UPS) is also required.			

Stratagy 24 Plus

Configuration	Dimensions	Weight	Power Requirements ¹
<ul style="list-style-type: none"> • A Pentium computer running at 200 MHz • One 3.5" floppy-disk drive (1.44 MB) • Four~24 ports • Keyboard and VGA white monitor² (SG-MM) • Storage capacity of 130 hours • Four COM Ports (RS-232) • SAM (turquoise) • Supports all Fax features: Fax Messaging, Fax on Demand, Fax Back³ 	Height: 6.5" Width: 16.5" Depth: 16.5"	23 lbs.	100~120VA C at 7 amps (50/60 Hz) 200~240VA C at 4 amps (50/60 Hz)
¹ In areas where the power source is not stable (i.e., frequent power failures, brown outs, etc.), a customer-supplied power Uninterruptible Power Supply (UPS) is also required. ² Dimensions: 13.3"H, 12.8"W, 12.6"D Weight: 20 lbs. ³ One or two fax modems (SG-FMOD) are required to support these features.			

Optional Equipment

System	Options
Stratagy Flash	9600 baud modem for remote maintenance ¹ Cable for connection of IBM-compatible PC (SG-ADMCBL)
Stratagy DK	9600 baud modem for remote maintenance ¹ Cable for connection of IBM-compatible PC (SG-ADMCBL)
Stratagy IVP8	9600 baud modem for remote maintenance ¹ Cable for connection of IBM-compatible PC (SG-ADMCBL) 12-hours of message storage provided by additional flash memory
Stratagy 6D	PS-2 Keyboard (SG-KBD-PS2) and VGA white monitor ² (SG-MM) Four-port voice boards (Dialog/4) Two-port voice boards (ProLine/2V)
Stratagy 24D	PS-2 Keyboard (SG-KBD-PS2) and VGA white monitor ² (SG-MM) 2400 baud modem (SG-RMOD) for remote maintenance Two-port voice boards (ProLine/2V) Four-port voice boards (Dialog/4) 16-port voice board (D/160SC-LS) Station Adapter and D/160SC-LS Adapter Cable for use with D/160SC-LS board For Fax capability the following items are required: <ul style="list-style-type: none"> Fax/modem(s) (SG-FMOD)- system accommodates up to two modems Fax features
Stratagy 24 Plus	2400 baud modem (SG-RMOD) for remote maintenance Two-port voice boards (ProLine/2V) Four-port voice boards (Dialog/4) Fax/modem(s) (SG-FMOD)- system accommodates up to two modems ³
All	ONEAC Power Conditioner and Uninterruptible Power Supply.
¹ Stratagy Admin and Stratagy Flash/Stratagy DK can communicate at up to 9600 baud. If 9600 baud communication is desired, use the fax/modem (SG-FMOD) or a 9600 baud Hayes-compatible modem. (The SG-FMOD has been tested by Toshiba for consistent operation. Use of other modem models cannot be guaranteed for trouble free operation.) ² Dimensions: 13.3"H, 12.8"W, 12.6"D Weight: 20 lbs. ³ The Stratagy 24 Plus comes standard with fax features. Only the optional fax/modems are required.	

Stratagy Environmental/Electrical Specification

Environmental Conditions	Operating Temperature	39.2°F~104°F (4°C~40°C)
	Storage Temperature	104°F~140°F (40°C~60°C)
	Operating Humidity	20%~80% (non-condensing)
Electrical Requirements (AC Input)	Optional Monitor	115VAC at 0.5 amps (50/60 Hz)
	Provide host system with 15 A circuit breaker and dedicated circuit.	
Heat Dissipation	Optional Monitor	Maximum 50 watts, 200 BTU per hour
Analog Interface	Telco types	Loop Start, OPX
	Connection	Single line, RJ14C jacks
	Impedance	600 ohm nominal
	Frequency response	300~3200 Hz
	Ring detect	40~ 30 Vrms, 15.3~68.0 Hz
	Loop current range	20~120 mA polarity insensitive
	Transfer signaling	Hookflash
	Input level	-30 dB~-3 dB
	Output level	-30 dB~-3 dB
	DTMF receive Minimum tone duration Minimum tone detect Twist range	16 tones (0~9, *, #, A~D) 45 ms -29 dB/minimum ±10 dB
	DTMF transmit Minimum tone duration Transmit level Twist range	16 tones (0~9, *, #, A~D) 50 ms -7 dBm nominal 2~3 dB
	Progress Tones	Standard and proprietary, in 350~640 Hz frequency range
	Frequency response	200~300 Hz ±3 dB/minimum
	Speech Parameters	-13 dB/minimum average transmit level for a -32 dBm receive level
	Voice Coding Scheme	64 Kbs u-Law PCM, 32 Kbs ADPCM compression

Specifications

Stratagy Environmental/Electrical Specification

Glossary

Term	Definition
AA	Automated Attendant.
AMIS	Audio Messaging Interchange Specification.
Company Greetings	<p>The Company Greeting is the announcement callers hear after Strategy answers. A simple version is provided with the system: "Thank you for calling. Please stay on the line for assistance, or if you know the extension you wish to reach, please dial it now."</p> <p>A new company greeting can be recorded to replace the default greeting. Greetings can be specific to a group of ports or used during different times of day, different days of the week, and for holidays.</p>
DND	Do Not Disturb.
DTMF	Dual Tone Multi-frequency.
ECC	Error Correction Coding.
Extensions	Extensions are telephones connected to the telephone system. In Strategy's configuration, an extension also refers to the digits that the system dials. These digits are usually an extension number, but they may be any sequence that can be dialed on the PBX. This includes speed dial numbers or access digits, such as 9, used to access outgoing lines for calls.
Fax/modem	Device used for transmitting and receiving fax messages. Used for fax applications. Also see modem.
FIFO	First-in, First-out.
IDE	Integrated Drive Electronics.
IVR	Interactive Voice Response.
LIFO	Last-in, First-out.
Mailbox	<p>Mailboxes are a central element of Strategy. Messages, greetings, and other information are recorded, stored, and activated in a mailbox. Each extension receiving messages is assigned a mailbox. The mailbox number represents the digits a caller enters, usually the same as the extension number.</p> <p>Not all mailboxes have associated extensions. Some do not even receive messages, such as company greeting and information mailboxes.</p>
Modem	Modulator-Demodulator – Device used primarily for converting digital signals into quasi-analog signals for transmission, and reconvertng upon reception. Used for accessing Strategy remotely. Also see fax/modem.
PBX/Telephone System	Strategy integrates with most business telephone systems: Private Branch Exchange (PBX), Centrex (usually used to refer to a Central Office located exchange), and hybrid key systems. For convenience, the terms "telephone system" or "PBX" refer to the telephone systems to which Strategy connects.

Term	Definition
Ports	Stratagy is connected to the telephone system as a series of DTMF tone dialing single-line extensions (2500-type sets). The Stratagy DK connections are internal and do not require single-line extensions. The number of ports configured determines the maximum number of calls Stratagy can handle simultaneously.
RAM	Random Access Memory – Type of system memory that holds individual system configuration and features programming. RAM is read/write memory, and can easily be revised in programming.
SMDI	Simplified Message Desk Interface – type of integration that uses an RS-232 serial link.
User	User refers to a subscriber of a mailbox, also known as a mailbox user.
User ID	The User ID indicates the number (0 to 99,999,999) for that user.

Index

A

about this book
 conventions, [v](#)
 organization, [v](#)
 related documentation, [vi](#)
advanced applications
 AMIS, [14](#)
 call queuing, [14](#)
 integration, [14](#)
 IVR, [14](#)
 multiple system languages, [14](#)
 personal operator, [14](#)
 reporting, [14](#)
 token programming, [14](#)
AMIS, [14, 38](#)
audiotex, [18](#)
automated attendant, [13, 18](#)
automatic gain control, [18](#)
automatic scheduler, [19](#)
automatic system recovery, [19](#)
 archive directory, [19](#)

B

basic applications
 automated attendant, [13](#)
 call routing, [13](#)
 telephone answering, [13](#)
 voice messaging, [14](#)

C

call blocking, [29](#)
call processing control
 administrative menus, [12](#)
 mailboxes, [11](#)
 mailbox types, [11](#)
 token programming, [12](#)

call queuing, [14, 20](#)
call record, [21](#)
call screening, [21](#)
call transfer, [21](#)
called identification, [20](#)
caller confirmation prior to transferring, [20](#)
chaining, [22](#)
copy range, [22](#)

D

directory, [22](#)
disk full prevention, [23](#)
disk space notification, [23](#)
distribution lists, [23](#)
 personal, [15](#)
 system, [23](#)
do not disturb, [24](#)
DTMF guard timer, [24](#)

E

electrical requirements, [57](#)
environmental conditions (see hardware)
extensions (scheduled), [25](#)

F

fax back, [26](#)
fax messaging, [25](#)
 immediate retrieve, [25](#)
 send retrieve, [26](#)
fax on demand, [26](#)
fax tone detection, [26](#)
feature comparison, [10](#)
features, [15, 17](#)
 personalize mailbox, [15](#)
future delivery, [27](#)

G

greeting
 busy, 27
 busy greeting length control, 27
 company, 27
 length control, 28
 personal, 15, 28
 port-selectable, 28
 restart, 28
group partitions, 29
guest users, 15, 29

H

hardware
 analog interface, 57
 heat dissipation, 57

I

integration, 30
 dual, 14, 30
 in-band, 14, 30
 SMDI, 14, 30
IVR, 14, 31

M

mailbox
 personalize, 15
 security code, 15
mailbox types
 control mailbox, 12
 information mailbox, 12
 user mailbox, 11
maintenance, 16
message and prompt speed control, 35
message copy, 31
 with delete, 31
message date and time
 by request, 32
 control, 32
message delete (continuous), 32
message forwarding, 32
message length control, 32
message pause
 during playback, 33
 during recording, 33
message playback

 continuous, 33

 control, 34

message purging, 34

message receipt verification, 34

message reply, 35

message retrieval control, 35

message undelete, 35

message volume control, 36

messages

 new, pending, saved, 36

 notification, 38

 private, 36

 urgent, 37, 39

messaging (voice), 37

multiple system languages, 37

N

name (and extension) control, 38

name recording, 15

networking, 38

notification

 disk space, 39

 panic, 39

 urgent messages, 39

O

office paging, 40

optional equipment, 56

P

personal operator, 40

programmable dial actions, 40

R

real time screen information, 40

relay paging, 41

remote administration, 41

reports, 41

ring duration, 42

S

screen advertisement, 42

shared extensions, 42

shutdown

 using telephone dial pad, 43

single-digit menus, 43

SMDI, 14, 20, 30

- software
 - diagnostic programs, 9
 - operating system, 9
 - Stratagy admin, 9
 - specifications, 53
 - Stratagy Advisor, vi
 - Stratagy IVP8
 - battery back up option, 48
 - busy station identification, 48
 - call record, 21
 - night transfer alternate routing, 48
 - system time, 48
 - Stratagy systems
 - Stratagy 24 Plus, 6, 8, 14, 40, 44, 55
 - Stratagy 24D, 7, 54, 55
 - Stratagy 6D, 6, 54
 - Stratagy DK, 5, 9, 12, 14, 17, 30, 35, 36, 42, 44, 47, 54
 - Stratagy Flash, 3, 4, 9, 10, 12, 14, 17, 29, 31, 37, 38, 42, 44, 53, 56
 - Stratagy IVP8, 3, 9, 12, 14, 17, 30, 35, 42, 44, 47, 48, 53
 - system
 - administrator's mailbox, 43
 - backup, 44
 - technology
 - pc-based architecture, 6
- T**
- token programming, 12
 - token programming language, 44
 - Toshiba plug and play, 45
 - tutorial
 - new user, 47
 - Stratagy Advisor, vi
- U**
- universal ports, 45
 - user ID
 - option locks, 46
 - security code, 46
 - variable/fixed length, 46
 - user menus, 15
 - user options, 16
 - busy greeting, 16
 - call screening, 16
 - do not disturb, 16
 - message notification selection, 16
 - user tutorial (new user), 47
 - user-definable features, 15
- V**
- varied sampling rates, 47
 - voice forms, 47

