TOSHIBA

Announcing Release 3 Software
and New Stratagy ES Platform

Toshiba America Information Systems - Telecommunication Systems Division is proud to announce its latest version of software for the Stratagy Enterprise Server (ES) and a new Stratagy ES model.

Release 3 software offers a number of enhancements to its current Automatic Speech Recognition Automated Attendant (ASR AA) and Text-to-Speech (TTS)/Email Feature Groups, as well as improvements in the overall functionality of the Stratagy ES. However, its most important advancement is a Toshiba Proprietary Integration with the new Strata CTX telephone system.

We are also introducing a new Stratagy ES platform called Model C1. This new platform was developed to meet the needs of smaller businesses requiring a maximum of only four ports of voice mail, yet desiring the feature benefits of Toshiba Proprietary Integration. It comes factory equipped with the Messaging Voice Processing (MVP) Application Suite and a ProLine/2V, Dialog/4, or D/41ESC voice board.

This bulletin also includes information concerning the changing of the current naming conventions for the Stratagy ES platforms to include the number of voice board slots. With these changes we hope to make it easier for our Dealers to determine each system's voice port capacity. For example, the new Model C1 has one Industry Standard Architecture (ISA) slot.

To assist you in selecting a Stratagy voice processing system that is appropriate with either Strata CTX system we have included a positioning matrix in this bulletin (see).

Last but not least, in this bulletin we have made improvements to purchasing requirements for all Stratagy products regarding Technical Support and Technical Training necessities .

Toshiba Proprietary Integration

Utilizing a newly designed proprietary integration, Strata CTX and Stratagy ES impart comprehensive information between systems. This integration provides:

- Liquid Crystal Display (LCD) feature display and control using soft keys available on 3000 and 2000-series LCD digital telephones.

- A Call Record feature that enables the recording of telephone conversations directly into a voice mailbox.

Soft Key Control of Voice Mail

The LCD of digital telephones on the Strata CTX, provide a visual presentation of the options within Stratagy ES mailbox menus (sample shown at right). Depending on the size of the LCD screen, some or all of the menu options are available by pressing corresponding soft keys located next to the desired option or function.

When the digital phone is idle and a message arrives for an extension on the phone, the Message Light Emitting Diode (LED) is activated and the LCD shows the number of new and saved messages that are currently in the Stratagy ES mailbox. If any of the messages are marked urgent, the LCD shows the number of new and urgent messages.

After a successful login to a mailbox, the LCD presents the Stratagy ES mailbox Main Menu options—play messages, send messages, and manage mailbox. Selecting any one of these options presents a new LCD with the next available menu options.
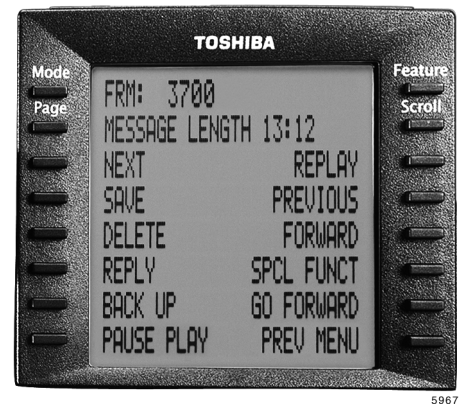
Call Record to Stratagy ES

While on an active call, a station user can record the conversation and store it in a Stratagy ES voice mailbox by pressing an optionally programmed **Record** feature key on the telephone.

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.

To stop recording, the user only has to press the **Record** key again. Recordings can also be paused and restarted by pressing an optionally programmed **PS/RES** feature key on the phone. Users can be given the ability to have the recordings go to their personal mailbox or to an alternate mailbox.

Strata CTX and Voice Mail Users

Strata CTX provides all voice mail users the following new features—Direct Transfer to Voice Mailbox and Voice Mail Conferencing. The Toshiba Proprietary integration is *not* required to use these features. These features can be implemented with either Simplified Message Desk Interface (SMDI) or Dual Tone Multi-frequency (DTMF) inband integration.

Direct Transfer to Voice Mailbox

Internal users of the Strata CTX can transfer a call directly to another user's Stratagy ES mailbox without having to wait for the call to first forward from the called party's telephone.

This feature provides an efficient means to deliver callers to voice mail users, for example outside sales personnel, who have not been assigned an active telephone extension within the Strata CTX. In addition, the Direct Transfer to Voice Mailbox feature does not require a phantom extension number to be programmed within the CTX.

Voice Mail Conference

Voice mail ports included in conference calls can now receive DTMF commands from CTX digital telephones that have been designated as Conference Masters. This provides the ability of conference members to be able to record conference calls into Stratagy ES mailboxes, as well as playback voice messages to conference members.

Note This feature is mutually exclusive from the Call Record feature, which is not functional during conference calls.

New Stratagy ES Platform – Model C1

We are excited to announce the new Stratagy ES Model C1. This system provides a more cost-efficient solution for your customers that desire the features available with the Toshiba Proprietary integration, but do not require the large port capacities of the other Stratagy ES models.

Note For performing remote maintenance and troubleshooting on the Model C1, Toshiba strongly suggests the purchase of the optional Remote Maintenance Kit (Part No. SES-REMOTE-KIT). The kit comes complete with an internal 56Kbps Internal PCI modem and Symantec® pcANYWHERE™ remote maintenance software.

We are offering the new Model C1 in three bundled configurations. The following table provides the bundled part number along with the bundled components. See the *Stratagy ES General Description* for more details.

Bundled Part Number	Bundled Components
SES-C1-WKS-2P	• Model C1 platform • Proline/2v • Microsoft Windows NT Workstation
SES-C1-WKS-4P	• Model C1 platform • Dialog/4 • Microsoft Windows NT Workstation
SES-C1-SVR-4P*	• Model C1 platform • D/41ESC • Microsoft® Windows NT® Server
* This model can be upgraded with these Stratagy ES Feature Groups: • Automatic Speech Recognition Automated Attendant (ASR AA) • Unified Messaging (UM) • Text-To-Speech/Email (TTS) Please note that due to the limitation of one ISA slot in this chassis, the Fax Server Feature Group is not available, since the GammaLink Fax board cannot be installed.	

New Model Names for Stratagy ES Systems

All of the model names for the Stratagy ES platforms will now include a number that indicates the quantity of available board slots each system provides for Intel®/Dialogic® voice boards. All current part numbers have also been changed to reflect the new model names (see table below). Please note that the new model and part numbers retain the original model letters, e.g. Model A8 and Model B5. See the *Stratagy ES General Description* for more details.

Old Model Name	New Model Name	New Part Numbers	Number of available ISA board slots
Model A	Model A8	SES-MVP-SVR-A8 SES-MVP-WKS-A8	8
Model B	Model B5	SES-MVP-SVR-B5 SES-MVP-WKS-B5	5
	Model C1	SES-C1-WKS-2P SES-C1-WKS-4P SES-C1-SVR-4P	1
N/A	Model Rack6	SES-MVP-RACK6 *	6
* Only available with Windows NT Server			

Stratagy/Strata CTX Positioning Information and Matrix

With the introduction of new Stratagy ES models and the Strata CTX telephone systems there are now more selections available to satisfy your customer's requirements. In addition, Toshiba Proprietary Integration with the Strata CTX enhances the blended capabilities of both systems with features such as: Soft Key Control of Voice Mail and Call Record to Voice Mail.

Pricing and capabilities are usually the two leading factors in choosing between varying product models. To assist you in this selection process we have developed the Stratagy/Strata CTX Positioning Matrix below for all Stratagy Voice Processing models and the two new Strata CTX systems.

Key differentiating features and capabilities are highlighted with a relative price position represented by $. The $ indicates a relative price category and should not be used to determine the actual price (i.e., $$ does not indicate one model is twice the price of $). Pricing also varies dependent upon options selected.

The suggested Stratagy models for the new Strata CTX systems have also been outlined in the matrix. However, another Stratagy model may be more appropriate dependent upon specific customer requirements.

Stratagy/Strata CTX Position Matrix

	Ports		Call Record*	Voice Mail Softkeys	Max. Storage Hours	Unified Messaging	Text To Speech	ASR AA	Fax Mail	Operating System	Price	
	Min	Max										
Stratagy Flash	2	4	Yes	No	4	No	No	No	No	DOS	$	C T X 1 0 0
Stratagy IVP8	2	8	Yes	No	4**	No	No	No	No	DOS	$	
Stratagy ES Model C1 - WKS	2	4	Yes	Yes	900	No	No	No	No	Win NT	$	
Stratagy ES Model C1 - SVR	4	4	Yes	Yes	900	Yes	Yes	Yes	No	Win NT	$$	
Stratagy 6D	2	6	Yes	No	130	No	No	No	No	DOS	$$	
Stratagy DK	2	8	Yes	No	130	No	No	No	No	DOS	$$	C T X 6 7 0
Stratagy 24D	4	24	Yes	No	130	No	No	No	Yes	DOS	$$	
Stratagy ES Model B5 - WKS	4	48	Yes	Yes	900	No	No	Yes	Yes	Win NT	$$	
Stratagy ES Model B5 - SVR	4	48	Yes	Yes	900	Yes	Yes	Yes	Yes	Win NT	$$$	
Stratagy 24 Plus	4	24	Yes	No	130	No	No	No	Yes	DOS	$$$	
Stratagy ES Model A8 - WKS	4	96	Yes	Yes	900	No	No	Yes	Yes	Win NT	$$$	
Stratagy ES Model A8 - SVR	4	96	Yes	Yes	900	Yes	Yes	Yes	Yes	Win NT	$$$	

* Available on Stratagy DOS systems 1Q02
** Optional 12 Hours
Some Capabilities may require optional equipment and/or costs.

Release 3 Enhancements

ASR Automated Attendant

New functions added to the Stratagy ES Administration Release 3 for the ASR AA Feature Group are:

- The ability of creating and managing synonyms for a user's name. For example, a user with a name of John Dart can also be assigned alternative names, i.e. Johnny, Jonathan, and if spoken by a caller will still route to the proper mailbox. In prior releases, this could only be implemented by creating other "phantom" mailboxes that would then steer the call back to the proper mailbox.

Note Synonym names are not included in the 250 name limit of the ASR AA. The mailbox user name and all synonyms for that user name are counted as one.

- Option settings for assigning a mailbox's ASR AA privileges; e.g., auto attendant transfer, user log in, and direct messaging. For example, the Log in setting would facilitate users who wish to use ASR to log into their mailbox, but wish to restrict callers from using the ASR feature to reach their extension, or leaving them a message.

Text-to-Speech (TTS) Enhancements (Forward and Reply)

With the introduction of Release 3 software for the Stratagy ES, the TTS/Email Feature Group has been enhanced to enable Stratagy ES users to forward and reply to e-mail messages that have been read to them via text to speech.

Forwarding TTS Messages

While listening to a TTS message, users can press **5** to forward the e-mail message to the e-mail address of other Stratagy ES users that have UM enabled for their mailbox. A forwarding comment can also be recorded and attached as a .wav file to the original e-mail message. Receiving mailboxes must have UM enabled, so that Stratagy ES can ascertain the destination e-mail address. Forwarded messages are sent to a user's e-mail address, not the voice mailbox.

Replying to TTS Messages

Users listening to e-mail read by TTS on the Stratagy ES can send a reply in the form of an e-mail message with a .wav file attachment. Stratagy ES records the .wav file in an industry standard format so it can be listened to on any multimedia equipped PC without requiring any special drivers.

New Stratagy ES Purchase Requirements

Effective with the shipment of Stratagy ES Release 3 Software the purchasing requirements for all Stratagy ES systems will be as follows:

- Stratagy ES Technical Training Certification will no longer be required to purchase Stratagy ES systems.

- Beginning April 1, 2002, Stratagy ES Technical Training Certification will be required to receive Technical Support for Stratagy ES systems at no charge. However, during the interim period Stratagy ES Technical Certification is *not* required to receive Technical Support for Stratagy ES systems at no charge.

- Beginning April 1, 2002, Technical Support for Stratagy ES systems without Stratagy ES Technical Training Certification will be charged at the prevailing labor rate of $150.00 per hour and billed in one-half hour increments.

The grace period, until April 1, 2002, will allow your dealership the time to ensure Stratagy ES Technical Training Certification is successfully completed to receive Technical Support for Stratagy ES systems without incurring the prevailing labor rate charges.

Remember, there are several methods to receive Stratagy ES Technical Training Certification. Check the FYI website for these details.

Documentation

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.

- Stratagy Enterprise Server (ES) General Description (R3)
- Stratagy Enterprise Server (ES) Installation & Maintenance Manual (R3)
- Stratagy Enterprise Server (ES) User Guide (R3)
- Stratagy Enterprise Server System Administrator Guide
- Stratagy Enterprise Server (ES) Quick Reference Guide (R3)
- Stratagy Enterprise Server (ES) Library CD-ROM (R3)
- Stratagy Enterprise Server (ES) Advisor/Stratagy Enterprise Server (ES) eBrochure

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

New Stratagy ES Installation Guides

An installation guide expressly written for each model (Model A8, B5, C1 and Rack6) is included in the Stratagy ES container. Each guide provides technicians with only the information specific to the Stratagy ES being installed.

The Stratagy ES Installation Guides were designed as a joint effort between the various support groups within Toshiba TSD to minimize problems that may arise during installation and, therefore, shorten installation times.

New Online Stratagy ES Presentation

A new online presentation will be added to the Toshiba Online Test And Learning (TOTAL) website that covers the design differences between Microsoft MS-DOS®-based Stratagy and the Windows NT-based Stratagy ES. This presentation will also be included on the Documentation Library CD-ROM that ships with every Stratagy ES system.

This new presentation was created to point out those differences, so that technicians that are knowledgeable about Stratagy from MS-DOS system installations will feel more at ease with the installation of Stratagy ES.

Important!   *Please keep in mind that this presentation should not be considered a substitute for Stratagy ES training. However, due to the expected response for the features of the Strata CTX and Stratagy ES Proprietary Integration, Toshiba TSD felt the need to provide this information for the benefit of our Authorized Dealers and their technicians.*