

Announcing Strategy iES32

Toshiba America Information Systems Telecommunications Systems Division is proud to announce the next generation of the Strategy product line, the Strategy Integrated Enterprise Server, iES32 (shown at right). Strategy iES32, simply stated, is a Strategy ES on a Strata CTX circuit card. The system was designed from the ground up as a feature-rich integrated voice processing system on a card exclusively for the Strata CTX Business telephone system.

Strategy iES32 supports 4~32 ports and exclusively installs in a Strata CTX Base or Expansion Cabinet card slot. The iES32 is configured in increments of four ports (i.e., 4, 8, 12, 16, 20, 24, 28, and 32).

The card consists of a motherboard with an Intel® Pentium® II processor and a daughterboard that supports up to 16-ports and a hard drive with a storage capacity of approx. 300 hours. When 20~32 ports are required, a second daughterboard is pre-installed with the appropriate number of ports configured.

To upgrade a 16 port Strategy iES32 system with more ports, the second optional 16-port daughterboard can be added to reach the maximum 32 ports available. This daughterboard ships with four ports already installed to make a total of 20 ports. An iES32 with a second daughterboard installed requires two card slots in the Strata CTX base or expansion cabinet. Additional ports are added remotely as electronic upgrades by Toshiba.

The iES32 uses a Microsoft® Windows NT®-Embedded (MS NTE) operating system and runs Strategy Enterprise Server (ES) R3 software. As with the Strategy ES, the iES32 will be available with both Server and Workstation versions of MS NTE to better meet the needs of your customers. The Server version is used for customers who require the Unified Messaging feature while Workstation is for those who have a need for robust voice processing without the additional network support.

The iES32 has a 10/100 BaseT Network Interface Connection (NIC), accessible from the front panel of the system. The NIC is used for Toshiba Proprietary Integration (TPI) and connection into the customer's network for Unified Messaging and iES32 administration. There is also an RJ25C (six conductor line cord) serial port on the front panel. This serial port is also used for TPI and maintenance/troubleshooting. The shutdown switch on the iES32 front panel enables the Strategy application to be shutdown without requiring a technician to connect to the system with Strategy ES Administration or calling into the System Administrator's mailbox.



System Software

Stratagy ES Release 3 Software

The iES32 runs Stratagy ES Release 3 software and supports most of the same functionality and capabilities of the external Stratagy ES. See [Table 1 on page 5](#) and the *Stratagy General Description* for more feature description details.

Stratagy ES Release 3 Enhancement

In the continuing effort to make the Stratagy ES standalone and iES32 systems more intuitive and easy to use, a new parameter has been added to the Stratagy ES Configuration menu, *sys_skip_to_record*. This programmable parameter enables the outside caller to press a single # to skip passed the user's greeting and the system prompt to begin recording at the beep. See *Stratagy ES I&M Manual* for more details on this enhancement.

Stratagy ES Administration Software

Stratagy ES Administration software is also required and must be installed on a separate IBM-compatible computer to support the iES32. Administration over a Network connection and via a built-in modem is available on every iES32 system.

Stratagy ES Administration software is available at no charge on the Stratagy Library CD-ROM and for download from FYI. See the *Stratagy General Description* for more details on Admin.

Windows NT Embedded

The iES32 runs on Microsoft Windows NT 4.0 Embedded operating software included on every system.

Feature Groups

Stratagy iES32 supports all the Feature Groups of the Stratagy ES software except for Automatic Speech Recognition (ASR)/Automated Attendant (AA) and Text-to-Speech (TTS)/Email. Both of these Feature Groups will be available in a future software releases.

Fax Feature Group

The optional Fax Feature Group is supported by software called SoftFAX and does not require any additional hardware (i.e., GammaLink Fax board). When licensed for the Fax Feature Group, two channels of Fax will be available for each eight channels of voice.

See the *Stratagy General Description* for an explanation of the available features.

Unified Messaging (UM) Feature Group

The iES32 provides UM as an optional Feature Group. UM enables users to retrieve their voice, fax and e-mail messages from within their e-mail client inbox screen.

To use UM with the iES32, the UM feature must be electronically activated by Toshiba using the SoftSAM. The UM Feature Group includes five free UM client seats. To include the fax features with the UM and gain complete UM functionality, the Fax Server Feature Group must be enabled on the system.

SoftSAM

The SoftSAM is a software-based Strategy Activation Module (SAM). When upgrading the iES32 for increased port capacities and enabling Feature Groups, the same procedures are followed and screens presented as outlined in the *Strategy ES I&M Manual* for the hardware-based SAM.

Exclusive Strategy iES32 Features

Busy Station Identification

The Busy/Idle feature enables the system to detect if a station is busy or idle without dialing it. This enables the iES32 to determine whether to transfer a call or, if the station is busy, immediately ask the caller to leave a message without attempting to reach the station.

Strategy iES32 System Time

The iES32 runs on KSU time when this feature is enabled or the iES32's own system time (standard, daylight savings) when it is disabled.

Night Transfer Alternate Routing

Using the **KT()** token, a feature called Night Transfer Alternate Routing is available. The feature monitors the Strata CTX's Night Transfer Status in order to activate the **KT()** token for alternate routing applications.

Thermal Sensing

The iES32 is equipped with a device that senses the ambient and CPU temperatures. The device checks the temperatures every five minutes and initiates either a Warning notification or proceeds to shut down the system (software) if the temperature exceeds the defined threshold.

KM Token

When a user calls and asks to transfer (by AA) to a User Agent that has this token in the Extension field (**@KM**), the voice port connects to the iES32 internal modem. This token is factory programmed in User ID 993.

Drivers

The following parameter is used to designate the number of ports for which the iES32 is configured.

- *sys_og_timeslot* – Assigns proper timeslots for the iES32 to monitor for information from the Strata CTX based on the number of iES32 voice ports used and the slot the system is installed in.

New Names for Strategy ES Systems

All Strategy ES hardware model names now correspond with the maximum voice port capacity of the specific platform. Doing so provides consistency with the model names of Strata products as well as our legacy Strategy products.

Therefore, with the release of the iES32, all Strategy ES hardware will be revised as follows (see the *Strategy General Description* for more details):

Current Model Name	New Model Name	New Part Numbers
Model C1	Strategy ES4	SES-4-SVR, SES-4-WKS Bundled part numbers: SES-4-SVR-4P, SES-4-WKS-4P, SES-4-WKS-2P
Model B5	Strategy ES80	SES-80-SVR, SES-80-WKS Promotional part numbers: SES-80-SVR-4P, SES-80-WKS-4P
Model A8	Strategy ES96	SES-96-SVR, SES-96-WKS
Model Rack6	Strategy ES96R	SES-96R-SVR

Discontinued Strategy Systems








With the release of the iES32, the following Strategy systems are being discontinued—Strategy 6D, Strategy 24D, Strategy 24 Plus, Strategy DK.

Toshiba TSD will continue to provide Technical Support and spare and add-on parts for seven years for the above discontinued Strategy systems.

Strategy Product Family

Table 1 presents an overview of the various Strategy models, their individual key attributes, as well as a recommendation for which Strategy best complements a specific Strata CTX. For more detailed information, see the *Strategy General Description*.

Table 1 Strategy Models and Key Feature Comparison

Strategy		Flash	IVP8	iES32	ES4	ES80	ES96	ES96R	
									
Ports	Minimum	2	2	4	2	4	4	4	
	Maximum	4	8	32	4	80	96	96	
Port Upgrade Option		Electronic Delivery Method			Intel Voice Board Hardware				
Message Storage (approx. hours)		4 ¹	4 ¹	300	900	900	900	900	
Storage Media		Flash	Flash	HD	HD	HD	HD	HD	
Modem (Remote Maintenance)		O	S	S	O	S	S	S	
CTX Integration	Call Record	S	S	S	S	S	S	S	
	Voice Mail Softkeys			S	S	S	S	S	
Network Interface				S	S	S	S	S	
Feature Groups									
Unified Messaging (UM)				O	O	O	O	O	
Text-to-Speech (TTS)				(future release)	O	O	O	O	
ASR AA				(future release)	O	O	O	O	
Fax Server				O		O	O	O	
Recommended for use with		Strata CTX100							
					Strata CTX670				
Legend		¹ Additional message storage available via optional compact flash memory card.							
S = Standard									
O = Optional									
Blank = Not Available									
Note		This chart serves as a quick reference for Strategy models and key feature comparisons. For detailed information, refer to the appropriate Strategy model and feature description in the General Description as some capacities may be reduced by other feature selections.							

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.

All Strategy Products

- Strategy General Description
- Strategy Library CD-ROM

Strategy ES

- Strategy ES User Guide
- Strategy ES Quick Reference Guide
- Strategy ES System Administrator Guide
- Strategy ES Installation Guide – An installation guide expressly written for each model (Strategy iES32, ES4, ES80, ES96, and ES96R) is included in the Strategy ES container.
- Strategy Enterprise Server (ES) Installation & Maintenance Manual

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

New General Description and Library CD-ROM

All Strategy products will now be combined into one General Description and one Library CD-ROM. Separate user guides, I&Ms, quick reference guides, and System Administrator guides will still exist for the Strategy ES products and the Strategy Flash and IVP8 products.

Strategy eBrochure and Advisor CD-ROM

Packaged with every Strategy shipped is a CD-ROM containing *Strategy eBrochure*, and an end-user tutorial, *Strategy Advisor*. Additional copies of this CD-ROM can be purchased from your Dealer Sales Representative.

eBrochure

The *eBrochure* provides a description of each of the Strategy products along with audio supplemented mini-demonstrations illustrating the capabilities of Strategy voice processing. Also included on the CD-ROM is an electronic copy of this *Strategy General Description*.

Advisor

The *Strategy Advisor* is an end-user tutorial that can be used as a learning tool for the new user or as a refresher course for existing Strategy users.

The *Strategy Advisor* program covers general topics—such as play messages, send messages, etc.—that are applicable to all models of Strategy systems. The Strategy iES32 and Strategy ES tutorials are separated into two sections: the Telephone User Interface (TUI) and Unified Messaging. All presentations interact with the viewer in order to provide a better understanding of how Strategy works.