SB40-0014C **4 1 1 0 0 2 8**
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Announcing the Stratagy Flash

Toshiba America Information Systems is proud to announce its newest member to the Stratagy Voice Processing family of products, the Stratagy Flash. (This bulletin supersedes bulletin SB40-0014B.)

The Stratagy Flash is targeted for small businesses with fewer users and lower call volumes. It delivers significant voice processing capabilities without the investment, expense, and administrative overhead of larger voice processing systems. It does not replace any current Stratagy model, but instead provides you with a competitively priced, entry level voice processing system.

The Stratagy Flash is a stand-alone two or four-port, solid-state voice processing system with up to approximately four hours of storage. It uses solid-state flash memory technology and is year 2000 compliant. It is a turnkey, dedicated communication solution with many rich, voice processing features that improve communication and enhance business efficiency. As communication requirements change, you can migrate your customers easily and readily from a two to a four-port configuration.

The Stratagy Flash comes in a compact and easily installed unit that is preprogrammed for operation with the Strata DK14 and DK40 systems. It can be plug-and-play configured to work with other Strata DK telephone systems, or configured to work with other manufacturers' telephone systems.

The Stratagy Flash supports these Toshiba telephone systems:

♦   Strata DK14/DK8 – all releases

♦   Strata DK40/DK16e/DK16 – all releases

♦   Strata DK424/DK280 – all releases

♦   Strata DK24/DK56/DK96 – Release 4

Like all other Stratagy products, the Stratagy Flash can incorporate Dual Tone Multi-frequency (DTMF) in-band signaling or Simplified Message Desk Interface (SMDI) integration with the Strata DK and other manufacturers' telephone systems.

The Stratagy Flash also includes the same two-year warranty offered on all Stratagy systems. The new Stratagy Flash provides you with a substantial competitive edge in the rapidly growing, low-end market. Its design reflects our continued commitment to quality, reliability, performance and value. It is consistent with our commitment to you to provide the best competitive products available.

Hardware Description

The Stratagy Flash 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.

Both models, the two (SG-F-2) and 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. The upgrade is performed remotely by Toshiba, following a similar procedure used for upgrading ports on the Stratagy DK.

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

Software Description

The Stratagy Flash is the first Stratagy system to be shipped with Release 3 Stratagy software. It requires Stratagy Admin software, installed on a separate IBM-compatible portable/desktop computer, for local or remote administration and maintenance.

Feature Descriptions

The following are the new Release 3 features available on the Stratagy Flash system. For new technical features, see Technical Bulletin TB40-0021B.

Year 2000 Compliance

The Stratagy Flash system is year 2000 compliant. Features that operate based on date such as auto schedules will continue to function without interruption as we enter the twenty-first century.

User Interface Enhancements

The enhancements include the following:

♦ From the last message in the queue, the user can press **1** to go to the top of a queue.

♦ From the first message in the queue, the user can press **∗2** to go to the bottom of a queue.

♦ If no messages are in the queue, the user is not prompted to "press **1** to play messages."

♦ When a user logs on to his/her mailbox, the Stratagy states the user's name, in addition to the number of messages in each queue, "Jane Doe. You have three new messages..."

♦ When listening to a reply message, a prompt now notifies the user that the message is a reply message.

♦ Messages marked for Return Receipt Requested send a receipt announcement for Pending messages.

  The Return Receipt Requested announcement now plays the original message along with the date and time that the message was played by the receiving mailbox. This assists the user in identifying the message.

♦ While recording a message to another mailbox in the system, the user can press **4** at any time to pause the recording. The message resumes recording as soon as **4** is pressed again. Stratagy prompts "Begin recording... (Beep)."

If **4** is not pressed, Stratagy gives the user an additional 30 seconds (default). If during this time no key is pressed, Stratagy cancels the message. Pressing **#** returns the user to the Send Messages Menu.

♦ If new messages arrive while the user is accessing his/her mailbox, Stratagy notifies the user, upon returning to the Main Menu, that a new message is in the queue.

♦ When the Stratagy Flash is integrated via SMDI with the Strata DK telephone systems that support Calling Party Identification, new features are available such as playing the Calling Party ID in the header information of the message.

Enhanced Administration Mailbox Options

The System Administrator User ID mailbox is enhanced to include the following features via the telephone:

♦ Adding a User name to the system directory

♦ Resetting the user security codes

Pending Messages

A new message classification called Pending has been added to the New Message Queue.

The New Message Queue is divided into two classifications:

♦ New – A message that has never been played or played for less time than the time set in Stratagy Admin (the default is five seconds). The message remains in the New Message Queue, and the Message Waiting Light remains ON.

♦ Pending – A message played for longer than the time set in Stratagy Admin. The Message Waiting Light is turned OFF, the message remains in the New Message Queue, and a Return Receipt is sent, if applicable.

New Shutdown Procedure

The Stratagy Flash can be shut down by the System Administrator using the telephone dial pad. New reserved User IDs 982 and 983 have been added to facilitate the telephone shutdown procedure. This feature cannot be used if Stratagy Admin is connected.

Messaging Complaint Improvements

Stratagy Release 3 software contains, as will all future releases of Stratagy software, the same messaging complaint improvements announced with the Stratagy Vxx.225, V4.2N, VDK.2N, and VSA.2N software. See Stratagy bulletins SB40-0013 and TB40-0019 for details on the improvements.

Unsupported Features

The Stratagy Flash does not support the following features: Future Delivery, Guest User IDs, Fax Messaging, Audio Messaging Interchange Specification (AMIS), Bilingual prompts, speed control for message playback and prompts, and some Interactive Voice Response (IVR) related prompts (e.g., monies).

Upgrading Stratagy Flash Voice Ports

Upgrading the number of voice ports on the Stratagy software does not require any additional hardware. The port will be activated by Toshiba remotely. Just place a call to Customer Service with the following information:

♦   Dealer's name and number

♦   Order number

♦   Dealer contact and telephone number

♦   Site telephone number

♦   Stratagy Flash's modem telephone number, if different from the site telephone number

♦   Remote system's password

Stratagy Flash Brochure

With the release of the Stratagy Flash, a Stratagy Flash brochure has been created and is enclosed with the launch package.

Stratagy Library CD-ROM

An allocation of updated Stratagy Library CD-ROMs (version C) containing electronic files of all new and existing Stratagy documents (excluding the brochure) is being sent to every dealer's office-of-record.

Documentation

New Stratagy documents are:

♦   *Stratagy Flash Installation Guide*

♦   *Stratagy Flash Wall-Mounting Template and Instructions*

♦   *Stratagy User Guide (Release 3)*

♦   *Stratagy Quick Reference Guide (Release 3)*

Stratagy Flash Training Presentation

A Stratagy Flash Training Presentation is included on the Stratagy Library CD-ROM. This presentation covers hardware configuration, installation, and programming and is highly recommended for sales personnel as well as installation technicians.

This presentation is intended only as a basic system overview. It is not meant to take the place of training offered by the Toshiba TSD Training Department for factory certification.