TOSHIBA

Stratagy®
Sales Bulletin

Announcing Increased Voice Storage, Improved BIOS and Voice Driver, and New Part Numbers for Stratagy DK

This bulletin announces a number of new improvements to the Stratagy DK voice processing system. These improvements benefit the Stratagy DK in regards to its voice storage capacity, reliability, and its performance.

As of May 20, 1999, all new Stratagy DK systems shipped will have an increased voice capacity of approximately 85 hours of storage. That's over 60 additional hours over the current capacity of 24 hours!

Included in these new Stratagy DK systems are improvements to:

♦ The system clock to provide greater accuracy and reliability.

♦ Refinements in the system's ability to more efficiently handle message recordings that terminate with reorder tone from the telephone network.

These two enhancements are also available in software form for any existing Stratagy DK installation that reports issues with clock accuracy and reorder tone detection. Availability and details are discussed later in this bulletin.

BIOS Improvements

In order to obtain the increased voice storage in the Stratagy DK, a new Basic Input Output System (BIOS) was required. BIOS is firmware embedded on an integrated circuit chip. It provides important information for system functions such as boot up, hard drive control, and system time.

This new BIOS enables the Stratagy DK to use the entire capacity of its hard drive. Previously, BIOS constraints inhibited the use of hard drives larger than 540 megabytes. The new BIOS also provides a refined clock algorithm which improves the overall accuracy of the Stratagy DK's system clock.

The BIOS chip is a delicate component installed in a specialized socket located beneath the hard drive on the Stratagy DK circuit board. Due to its sensitivity, there is a strong potential for system failure if it is removed or installed improperly. For this reason, TSD will not offer upgrade kits to retrofit Stratagy DK systems in the field.

Improved Voice Driver - Version 1.07

Included with new models of the Stratagy DK, and available for installed systems, is a new release of the Stratagy DK Voice Driver, Version 1.07. The voice driver is software that translates voice port commands between the hardware and the software.

This new voice driver, has been improved to more efficiently handle message recordings that terminate with reorder tone from the telephone network. Stratagy DK will now more accurately detect reorder tone while recording a message, then stop recording and trim any recorded reorder tone from the end of the message.

Packaged within this new voice driver is an algorithm that provides improvements for system clock accuracy. This algorithm is very similar to the routine that is embedded within the new BIOS. However, this driver has the intelligence to disable itself if it realizes that the new BIOS is running, thereby eliminating any possible conflicts between the two algorithms.

For current installations of the Stratagy DK that report issues with system clock accuracy or reorder tone detection, this new driver can be downloaded from our Internet FYI website. From the Home Page, click on "Software," "Voice Processing," then "Free." A copy can also be procured through TSD Technical Support. Using Stratagy Admin this new driver can be uploaded to any Stratagy DK.

New Stratagy DK Part Numbers

Due to the likelihood that the Stratagy DK's voice storage will increase as industry hard drives become larger and more cost effective, the Toshiba part numbers for Stratagy DK need to be changed.

As of May 20, 1999 the following part numbers take effect for all new Stratagy DK systems with increased voice storage and the improved BIOS and voice driver.

Old Part Number	New Part Number
SG - DK - 2 / 24	SG - DK - 2
SG - DK - 4 / 24	SG - DK - 4
SG - DK - 6 / 24	SG - DK - 6
SG - DK - 8 / 24	SG - DK - 8

As you can see, the change consists of simply removing the reference of voice storage from the end of the part numbers.

In the future, as larger drives are incorporated in the latest models of Stratagy, TSD will publish a Product Specification Matrix that will include the latest storage capacities. This matrix will be found on the "Product Info." page available under the "Voice Processing" link of TSD's Internet FYI website.

Keep in mind, that the voice storage capacity of any Stratagy can always be verified by simply viewing the Main Administration Menu screen (shown below) of the system. The voice storage is listed next to the parameter labeled "Space."

```
 Users   Reports   Shutdown   Tools   Date/Time   Quit          KSU time  | Main

 ─────────────────────────   Usage:     0/94%       Time: 05/21/99 13:54:52
      STRATAGY VDK.2G/1.01    Users: 101          Started: 05/21/99 11:07:10
        Voice Processing      Space: 24:00  92%   Shutdown: 05/26/99 01:30
   TAIS, Inc. Copyright 1994  Calls: 1013
         Strata DK 424        Notify
 ─────────────────────────      At NEVER
   Port User ID  Status    Calls Last      Port User ID   Status     Calls Last
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