

Announcing Strategy Release 3.1 and Strategy Advisor Tutorial

We are proud to announce the software release of 3.1 for the Strategy Voice Processing product line and the introduction of the new Dialogic based hardware platforms for Strategy 6D, 24D and 24 Plus.

As your business grows, we know how critical it is for us to offer you a variety of integrated platforms for voice processing. We are confident this Dialogic-based Strategy can offer you the most reliable, cost effective, and high performance voice processing solutions.

To assist you in training your customers on how to effectively use the new Strategy, we have included an interactive end-user tutorial called Strategy Advisor in all the systems shipped with Release 3.1 software.

The new software contains many new features for enhanced functionality and capability:

- ♦ AMIS networking
- ♦ New user tutorial
- ♦ User interface enhancements
- ♦ New administration mailbox options
- ♦ Pending messages
- ♦ New shutdown procedure
- ♦ Optional system wide name announcement
- ♦ Improved prompting for forwarding messages
- ♦ New message destination selection

The new releases will provide you with more selections and functionality for your customers, and more sales opportunities for you. We certainly hope you will share our excitement about these significant new products.

Hardware Description

The Strategy 6D and 24D are PC-based voice processing systems with voice ports built into a custom motherboard manufactured by Dialogic. The PC consists of:

- ♦ Custom PC-based motherboard
- ♦ 3.5" floppy disk drive
- ♦ Built-in VGA card
- ♦ One serial port for Strategy 6D, and four serial port sfor Strategy 24D

Toshiba America Information Systems, Inc.

Telecommunication Systems Division
9740 Irvine Blvd., Irvine, CA 92618-1697 (949) 583-3700
<http://telecom.toshiba.com>

Hardware Description

The following highlights the new hardware for Release 3.1. For more detailed information on all Release 3.1 hardware, please reference the new R3 *Strategy General Description* dated November 1999.

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- ♦ Custom PC-based motherboard
- ♦ 3.5" floppy disk drive
- ♦ Built-in VGA card
- ♦ One serial port for Strategy 6D, and four serial ports for Strategy 24D
- ♦ Hard drive providing up to 120 hours of message storage

Strategy 6D

Strategy 6D comes standard with two voice ports to connect to the telephone system. Using an optional Dialogic ProLine/2V™ or Dialog/4™ voice board, the system can be expanded to four or six ports. An optional keyboard and monitor can be purchased from TSD or your local supplier. Strategy 6D can support one of the two following serial communication port capabilities:

- ♦ SMDI Integration
- ♦ IVR Host Connectivity

Strategy 24D

Strategy 24D comes standard with four voice ports. It can be expanded to 24 ports using a combination of optional Dialogic ProLine/2V, Dialog/4, or D/160SC-LS™ voice boards. An optional keyboard and monitor can be purchased from TSD or your local supplier.

The Fax Messaging, Fax Back, and Fax on Demand features are no longer standard features on the Strategy 24D and can be purchased as an optional capability in addition to one or two fax modems. Strategy 24D can support four out of the five following serial communication port (RS-232) options:

- ♦ Fax/Modem 1
- ♦ Fax Modem 2
- ♦ Remote Maintenance
- ♦ SMDI Integration
- ♦ IVR Host Connectivity

Strategy 24 Plus

The Strategy 24 Plus is a desktop PC with an Intel® Pentium® processor located on a Single Board Computer (SBC) with passive backplane architecture. The PC comes equipped with a 3.5" floppy disk drive, a hard drive (providing up to 120 hours of message storage), a VGA white monitor, a keyboard, and a Strategy Activation Module (SAM) that enables the Strategy system to function.

The Fax Messaging, Fax Back, and Fax on Demand features are standard features on the Strategy 24 Plus; however, one or two fax modems must be purchased as an option.

The Strategy 24 Plus comes standard with a four port Dialog/4 voice board. It can be expanded to 24 ports using optional ProLine/2V and Dialog/4 voice boards. Strategy 24 Plus supports four out of the five following serial communication port (RS-232) options:

- ♦ Fax/Modem 1
- ♦ Fax/Modem 2
- ♦ Remote Maintenance
- ♦ SMDI Integration
- ♦ IVR Host Connectivity

New Feature Descriptions

The following are the new Release 3.1 features available. For more details on all Release 3.1 and Strategy features and benefits, please reference the new R3 *Strategy General Description* and *Strategy User Guide* dated November 1999.

New User Tutorial

Upon logging in to his/her mailbox, a first time user of Strategy Systems automatically hears a friendly Strategy tutorial. The tutorial walks the user through the process of recording his/her name, recording a personal greeting for his/her mailbox, and changing the default security code. Once the Strategy tutorial session is completed successfully, it cannot be replayed. For additional details, see the R3.1 *Strategy User Guide* dated November 1999.

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 the 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 listening to a reply message, a new prompt 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. Strategy prompts “Begin recording...(Beep).”

If **4** is not pressed, Strategy gives the user an additional 30 seconds (default). If during this time no key is pressed, Strategy cancels the message. Pressing **#** returns the user to the Send Messages Menu.
- ♦ If new messages arrive while the user is accessing his/her mailbox, Strategy notifies the user, upon returning to the Main Menu, that a new message is in the queue.
- ♦ When the Strategy system 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.

- ♦ A new entry has been added to the Send Message main menu—Multiple Destinations. At the beginning of the Send Messages menu, the user can now press **04** to enter multiple destinations. Entering the Multiple Destinations option enables the user to address a message to all the recipients prior to recording the message. After recording a message, a user can still enter additional destinations by pressing **4**.

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 Strategy 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 Strategy Admin. The Message Waiting Light is turned off, the message remains in the New Message Queue, and a Return Receipt is sent, if applicable.

Optional System-wide Name Announcement

When a user logs on to his/her mailbox, Strategy states the user's name, in addition to the number of messages in each queue, "Jane Doe. You have three new messages..." This is the default setting. You can now optionally disable this feature by setting the *skip_name_announce* parameter to True.

Improved Message Forwarding Prompting

The order of the message forwarding prompting is revised for a more efficient message flow. The new prompt sequence is as follows:

- ♦ "To record the forwarding comments, press two"
- ♦ "To forward the message and return to the main menu, press pound"
- ♦ "To add more destinations, press four"
- ♦ "To set urgent, private, or return receipt, press seven"
- ♦ "To set the future delivery time, press eight"
- ♦ "To cancel this message, press star. To cancel and return to the main menu, press star"

AMIS Networking

Audio Messaging Interchange Specification (AMIS) is the analog networking protocol that enables Strategy to exchange voice messages with remote voice mail systems or voice mail systems manufactured by other vendors that support the AMIS protocol. With Release 3.1 software, AMIS is available on all Strategy systems except Strategy Flash.

New Shutdown Procedure

The Strategy 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 Strategy Admin is connected.

Documentation

New Strategy Release 3.1 documents available on FYI and the Strategy CD-ROM Library:

- ♦ *Strategy General Description*
- ♦ *Strategy User Guide/Strategy Quick Reference Guide*
- ♦ *Strategy Installation and Maintenance Manual*
- ♦ *Strategy Flash Installation Guide*
- ♦ *Strategy DK Installation Guide*
- ♦ *Strategy System Administrator Guide*

Notes

- The *Strategy Feature Description Manual* has been discontinued. Feature description and controls are in the *Strategy General Description* and Chapter 5 – Feature Programming of the *Strategy I&M*.
- The *Strategy User Guide*, *Quick Reference Guide*, and *Strategy Advisor* CD-ROM are included in the Strategy documentation packs.

Strategy Advisor

An interactive End User Tutorial CD-ROM called Strategy Advisor is included with every system shipped with Release 3.1 software. This Tutorial can assist you in providing training for your customers on the most commonly used Strategy features.

Strategy Advisor covers topics on how to personalize a user's mailbox; how to play, forward, reply, and send messages; ways to add additional destinations; set urgent delivery; manage mailbox; set security code; and re-record a name. To make it easy for users to get additional information on all of the Strategy's features, we have also included an on-line user guide in Strategy Advisor.