

Stratagy Release 1.21 Software Upgrade (Supersedes TB40-0005 dated Feb. 5, 1996 in its entirety.)

General

This bulletin is to announce an upgrade version of software for all Stratagy voice processing systems. The software is called Stratagy System Software Version 1.21 and provides improved operation of Stratagy voice processing systems in several areas, as described below.

IMPORTANT !

To provide you and your customers with quality support, Toshiba America Information Systems (TAIS)/Telecommunication Systems Division (TSD) is requiring all Stratagy voice processing systems be upgraded to either Version 1.21 or Version 2 (scheduled for release in April, 1996) software. Beginning September 1, 1996 TAIS/TSD will no longer support earlier versions. Only Version 1.21 or later and Version 2 will be supported beyond September 1, 1996.

Stratagy Activation Module (SAM) Software Protection

A new method of Stratagy software protection has been implemented to allow any Stratagy voice board to be removed and replaced without requiring a new activation key number. This method will make it easier to configure Stratagy systems by swapping the appropriate Stratagy two or four-port voice boards as required in any system that has been upgraded to Version 1.21 software.

Version 1.21 software requires a Stratagy Activation Module (SAM), manufactured for TAIS/TSD by Rainbow Technologies, that plugs onto the printer port of the Stratagy system and must be installed at all times in order for Stratagy to operate. The printer port can still be used with the SAM installed.

Strategy Release 1.21 Software Upgrade

There is one SAM for each Strategy model. It replaces the Strategy activation key number that was tied to the Strategy voice board and is color-coded for your convenience.

- Strategy 4 SAM: gray (part number of SG-SAM-4).
- Strategy 6 SAM: red (part number of SG-SAM-6).
- Strategy 24 SAM: turquoise (part number of SG-SAM-24).

A SAM can only be ordered separately if the original SAM was damaged or is defective. The original SAM must be returned for credit, regardless of condition. In addition, a Strategy 6 SAM will replace the new activation key number when ordering a Strategy 4 to Strategy 6 system upgrade (part number SG-4UP6). The original Strategy 4 SAM must be returned for credit.

Your dealership has received the appropriate number of SAMs for your entire installed base since Strategy began shipping in September 1994. Your installed base must be upgraded to SAMs and Version 1.21 software for continued support by September 1, 1996. At that time TAIS/TSD will no longer support Strategy systems with 1.10 or 1.11A software, utilizing the activation key number located on the back of each system.

Strategy Voice Boards

There are intermittent Message Waiting light problems that exist with the long version of the Strategy voice board (both two-port and four-port). This problem has been corrected by a modification from Rhetorex. We are requesting that all unmodified long voice boards be exchanged for modified boards by May 1, 1996.

We have been shipping the modified long version of Strategy voice boards since March 1995. These voice boards are identified by an "M" marked on the metal plate as seen from the rear of the Strategy system. Contact your TAIS/TSD Technical Support Representative for exchange information if you have unmodified long voice boards.

IMPORTANT !

Before exchanging and installing modified long voice boards in a Strategy system you must upgrade the system to Version 1.21 software. Version 1.21 software uses the new SAM that enables you to swap voice boards without obtaining a new activation key number. Therefore, activation key numbers will not be given out for this exchange program.

The Strategy half-size voice boards that started shipping in July 1995, do not have the above problem (see either Technical Bulletin TB40-0003 or Sales Bulletin SB40-0003). They, therefore, do not require modification. Strategy half-sized voice boards will **not** be exchanged for long voice boards.

A disconnect (D-tone) conflict with the half-size card has been fixed in Version 1.21 software.

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Fax Messaging

There are several improvements in Version 1.21 software that address fax messaging applications. The fax application problems we have experienced are intermittent and random and do not always appear on all Stratagy systems under similar conditions. The Stratagy Version 1.21 software improvements fix all problems that have been reported.

CAUTION !

*We know that with high traffic and/or high capacity systems, and systems with multiple page fax transmission, there **may** be improper system operation with your application. Therefore, a call to TAIS/TSD Technical Support as a precautionary measure is recommended for these types of applications, as there are some factory-only settings that may require changing to prevent improper system operation.*

FAX Application Software

New Stratagy fax application installation software, included with this package, has been developed to assist you in installing and configuring fax applications. You can make additional copies as required. See the bulletin included with this package for additional information on the new Stratagy fax application software.

Upgrade Requirements

Stratagy System Software Version 1.21 replaces Versions 1.10, 1.11A, and 1.18 software and one copy for each Stratagy 4, 6, and 24 system type is included with this bulletin. Both Remote Software Version 1.5 and Prompt Software Version 1.04 are compatible with Stratagy System Software Version 1.21.

Follow the procedures described in this bulletin to upgrade Stratagy voice processing systems for each Stratagy system in your installed base. Remember, you may instead choose to upgrade your installed base with Version 2 software when it becomes available in April 1996. You must, however, upgrade your installed base with either Version 1.21 or Version 2 by September 1, 1996 for continued support.

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Upgrade Procedures

Prior to Installation

1. Toshiba recommends that you back up your database prior to starting this procedure (see the *Stratagy Installation and Maintenance Manual*, Chapter 8—Backup and Filecopy for instructions).
2. Make sure the set of upgrade software you received is the correct version for your system. There is a different version of software for each of the configurations available—Stratagy 4, 6, and 24.
3. It is also recommended that you make a copy of the Installation Disks as a backup.

Please read this document in its entirety before attempting this procedure.

Installation Instructions

1. Shut the Stratagy system down by pressing the **ALT** and **s** keys simultaneously. Enter the system's [Password] and type **y**. Stratagy requests you reconfirm shutdown by typing **y** again.
2. From the Stratagy Configuration Utility menu, press the **Ctrl** and **C** keys simultaneously. "Terminate Batch Job" displays. Type **y**, press **Enter** and the **C: \STRATAGY>** prompt appears on the screen.
3. Insert the Installation Disk 1 into A: drive, type: **a:install** and press **Enter**.
4. You are asked to confirm that the software version on your system and the upgrade are for the same system configuration. Press **Esc** to stop the installation or any other key to continue.
5. The following choices are displayed on your screen:
 - Select **Install Complete NEW System**, if you do not wish to retain your current Stratagy database and would like to start with a new database.
 - Select **Upgrade an Existing System**, if your Stratagy has data that you wish to retain or if you are upgrading a system that is currently installed and operational.

Note:

Screen Demonstration Only should not be used at any time.

Once you highlight a selection, press **Enter** to start the installation.

6. The software checks your computer for the proper components and for conflicts, then gives a definition of additional components. Press **Esc** to stop the installation or any other key to continue.

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7. The installation starts. During the process, you are prompted to remove disk 1 and insert disk 2. After exchanging the disks, press any key (except **Esc**) on the keyboard to continue.
8. The software prompts you to remove disk 2 and re-insert disk 1. After exchanging the disks, press any key (except **Esc**) on the keyboard to continue.
9. When the installation is complete, remove the last disk from the floppy drive and reboot the Stratagy system by pressing any key on the keyboard.

Stratagy goes through its normal boot-up procedure and restarts operation. Store the installation software disks in a safe place.

If you have questions or require assistance with this procedure contact Toshiba Technical Support.

VGA Card/Answer Detection Upgrade (UPGCARD.BAT)

With the release of 1.21 software, a utility program called **UPGCARD.BAT** has been included in the software that will perform the following two procedures.

VGA Video Card Upgrade - Modifies memory in the Stratagy to enable a monochrome video card to be upgraded to a VGA video card. This procedure will only be necessary with the Stratagy 4 and 6 since the Stratagy 24 already contains a VGA video card. If this procedure is not implemented when a monochrome video card is upgraded to a VGA video card, the Stratagy system will not be able to successfully load driver software for the Rhetorex linecards, causing Stratagy to not boot up properly.

Answer Detection Enhancement - Modifies Rhetorex linecard configuration parameters. These parameters control voice recognition sensitivity, so that when a supervised transfer is performed by Stratagy, the interval between the called party answering and Stratagy releasing the call will be accelerated.

IMPORTANT !

Stratagy must be running 1.21 software to perform this utility program.

Please read this document in its entirety before attempting this procedure.

Installation Instructions

1. Shut the Stratagy system down by pressing the **ALT** and **S** keys simultaneously. Enter the system's [Password] and type **Y**. Stratagy requests you reconfirm shutdown by typing **Y** again.
2. From the Stratagy Configuration Utility menu, press the **Ctrl** and **C** keys simultaneously. "Terminate Batch Job" displays. Type **Y**, press **Enter** and the **C:\STRATAGY>** prompt appears on the screen.

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- From the `C:\STRATAGY>` prompt, type `CD\` and press **Enter**.
- From the `C:\>` prompt, type `UPGCARD` and press **Enter**. The following message is displayed:

```
You are about to perform the Video Card Upgrade.  
Be sure the new Video Card is plugged in.  
Do you want to continue?  
  
C:YN[Y,N]?
```

Note:

This program is used for both the Video Card Upgrade and for Answer Detection Enhancement. If performing UPGCARD for Answer Detection Enhancement, disregard the Video Card statement and continue on. UPGCARD does not effect monochrome card functionality.

- Type **Y** for yes. The system will reboot and display the message:

```
The Video Card Upgrade is finished.  
The System must now reboot and reconfigure memory.  
  
Press <spacebar> to continue.
```

Press the **spacebar** and the system will reboot again to reconfigure memory. Stratagy will display the Main Menu screen.

IMPORTANT !

If performing this procedure on a Stratagy 4 or 6 that does not have a monitor and keyboard installed, there will not be a display with the Remote software until the Stratagy has rebooted for the second time. The Host program on Stratagy is not loaded during the first boot-up sequence.

- If performing the UPGCARD utility program for the Video Card Upgrade this concludes the procedure.

If performing the UPGCARD utility program for the Answer Detection Enhancement, Stratagy must be shutdown one more time. If performing this procedure on a Stratagy 4, skip to "Installation on Stratagy 4."
- Shut the Stratagy system down by pressing the **ALT** and **s** keys simultaneously. Enter the system's [Password] and type **Y**. Stratagy requests you reconfirm shutdown by typing **Y** again.
- From the Stratagy Configuration Utility menu, press **6** for "Other Switch Integrations." Verify the Telephone System Dial Codes and Toshiba Switch Integration Patterns screens for their established settings. If they are standard settings proceed to the next step. If modifications have been made, note them now.

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9. Press **Esc** to return to the Stratagy Configuration Utility menu.
10. Press **5** for "Toshiba Switch Integrations."
11. Re-select the PBX type that Stratagy is currently installed on.
12. If modifications were previously established as noted in step 7, make the pertinent changes in the appropriate screen.
13. Reset Stratagy by pressing the **RESET** button. Stratagy will display the Main Menu screen. This concludes the procedure for Answer Detection Enhancement.

Installation on Stratagy 4

If performing this procedure on a Stratagy 4 system, "Toshiba Switch Integration" is not available. Therefore, this task must be manually accomplished by performing the following steps:

1. From the Stratagy Configuration Utility menu, press the **Ctrl** and **C** keys simultaneously. "Terminate Batch Job" displays. Type **y**, press **Enter** and the **C:\STRATAGY>** prompt appears on the screen.
2. Type **cd pbx.db** and press **Enter**. The **C:\STRATAGY\PBX.DB>** prompt will appear.
3. Type **copy 2001.ton 1001.ton /y** and press **Enter**.
4. A message of "1 file(s) copied" will display.
5. Reset Stratagy by pressing the **RESET** button. Stratagy will display the Main Menu screen. This concludes the procedure for Answer Detection Enhancement.