TOSHIBA

What's New in Stratagy Release 2?

This bulletin describes an upgrade version of software for all Stratagy voice processing systems called Stratagy System Software Version 2. This software version adds many new and improved features which greatly increase Stratagy's functionality. These features include:

Important!   *All Stratagy systems must be currently at (or upgraded to) Version 1.21 software before upgrading to Version 2. 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 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 16 Upgrade Kit

The Stratagy 6 voice processing system may now be upgraded to a Stratagy 16 by way of the Stratagy 16 Upgrade Kit. The upgrade enables the expansion of voice ports from 6 to 16 and all features of the Stratagy 24, including Fax Back, Fax on Demand and Fax Messaging. If using Remote software for administration, an optional SG-COM4 serial communications board will be required. The Stratagy 16 is only available as a kit. There will be no preloaded version of this model.

User Interface

This refers to the menu trees that a user manipulates after log on. The menus have been greatly streamlined for more efficient functionality. See the new Release 2 *Stratagy User Guide* and Sales Bulletin (SB40-0004) for more details.

Hot Zero

This feature allows the digit "0" to be dialed at any time during the recording of a message, transferring callers to an operator for assistance.

New and Saved Message Queues

Enables messages to be categorized as new or saved. When a user logs on to a mailbox with this feature enabled, new messages are always played first. The user can toggle between the new and saved message queues by entering the digits **77**.

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Future Delivery Review

Users that have recorded future delivery messages may now review or delete the message prior to delivery.

New Directory Operation

In Release 2, the caller will enter a name via the dial pad. Stratagy will search the directory for a match and if it finds one, it will play the name or the mailbox number (if no name has been recorded). The caller can press **#** to select the name, **1** to hear the next name or ✳ to re-enter. If the caller presses **#**, they are sent to the selected mailbox and perform what ever function is assigned there.

Message Notification

Users can change a number for notification from their mailbox. This number can be a pager number, a home phone number, or other application specific variables in the Method field of the Notification template/record.

Message Waiting Light

Release 2 software will only turn off the message waiting light if there are no new messages. Messages that have been partially listened to and not either saved or deleted will remain as new messages in the mailbox. The message waiting light stays on as a reminder to the user that new messages are still present in the mailbox.

New Installation and Maintenance Manual

With Release 2 software, comes a new and improved Installation and Maintenance manual. The manual has been completely reworked with new sections covering fax installation and applications, and troubleshooting. The troubleshooting section includes diagnostic procedures and a fault finding chapter that will be routinely supplemented with new troubleshooting hints and solutions from Toshiba Technical Support and dealer technicians. In addition, an Index has been added to give a technician quick access to desired information. This manual will be available when Release 2 software begins shipment.

Important! *To expedite the availability of Release 2 software, AMIS networking is not included in this version. AMIS will be available in a subsequent release due in the fourth quarter of 1996. Please note that though AMIS is not available in Release 2, AMIS parameters will be present in some of the administration screens and documentation.*

User Screens

Additional features have been added to the user administration screen.

Due to the lack of space on one screen, along with a request from dealers to make the screens less "busy," the user administration information will now be shown on three screens. The three screens are: Options - contains the basic option assignments (e.g., DND, Call Screening, and Greeting assignment), Groups/Chains - contains the single digit menus and Group restriction assignments, and Info/Status - contains information and statistics concerning mailbox activity.

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```
┌──────────────────────────────────────────────────────────────────────┐
│                      S T R A T A G Y                                   │
├──────────────────────────────────────────────────────────┬────────────┤
│ Save      Delete      Copy   │  Esc/EXIT      PgDn/NEXT   │ Options    │
│ Auto      Notify      Table  │  Info/Status               │            │
├──────────────────────────────────────────────────────────┴────────────┤
│   User ID:      215                      Comment:                      │
│ Extension: 215                                                         │
│ Directory Name 1: Smith            Directory Name 2: Pat               │
│   Security Code:                                                       │
├────────────────────────────────────────────────────────────────────────┤
│ Basic Options:                                                         │
│                                                                        │
│   Maximum Rings: 0 (default is 4) Current Greeting: 1   Max: 45 sec    │
│   Do Not Disturb: OFF Lock:OFF        Busy Message: SYS Max: 45 Sec    │
│     Screen Calls: OFF Lock:OFF          ID Call ?: NO      Busy Hold : NO │
│   Store Messages: YES Max:180 sec   Play Date/Time?: NO     Slow Menu : NO │
│   Copy Message To:                    Record Name?: YES Saved Msg Que : YES │
│   Message Volume: 0  Guests: 0      Message Order : FIFO   Caller Menu: NO │
│                                     Alternate Rate: 0    Use At Login : NO │
│                                                                        │
│ Amis Options:      Gateway Box: NO   AmisSysNumber:                    │
└──────────────────────────────────────────────────────────────────────┘
                                                              0087STG
```

Options Screen with Sample Data

```
┌──────────────────────────────────────────────────────────────────────┐
│                      S T R A T A G Y                                   │
├─────────────────────────────────────────────────────────┬─────────────┤
│ Save      Delete      Copy  │  Esc/EXIT      PgDn/NEXT   │ Groups/     │
│ Auto      Notify      Table │  Options                   │ Chains      │
├─────────────────────────────────────────────────────────┴─────────────┤
│   User ID:      215                      Comment:                      │
│ Extension: 215                                                         │
│ Directory Name 1: Smith            Directory Name 2: Pat               │
│   Security Code:                                                       │
├────────────────────────────────────────────────────────────────────────┤
│ Chains:                          Groups:                               │
│     Chain Done:                      Group1: 1                         │
│     Chain RNA :                      Group2: 0                         │
│     Chain Busy:                      Group3: 0                         │
│     Chain Delay: 0                   Group4: 0                         │
│                                                                        │
│ Menus:                                                                 │
│             1:              2:              3:                         │
│             4:              5:              6:                         │
│             7:              8:              9:                         │
│                            0:                                          │
└──────────────────────────────────────────────────────────────────────┘
                                                              0088STG
```

Group/Chains Screen with Sample Data

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```
┌─────────────────────────────────────────────────────────────────────────┐
│                        S T R A T A G Y                                    │
├─────────────────────────────────────────────────────┬─────────────────────┤
│  Save      Delete      Copy   │  Esc/EXIT    PgDn/NEXT    PgUp/PREV │ Info/ │
│  Auto      Notify      Table  │  Group/Chains              Options  │ Status│
├─────────────────────────────────────────────────────┴─────────────────────┤
│   User ID:     215                          Comment:                       │
│ Extension: 215                                                             │
│ Directory Name 1: Smith              Directory Name 2: Pat                 │
│   Security Code:                                                           │
├───────────────────────────────────────────────────────────────────────────┤
│ User's Statistics:                                                        │
│  Box Created: 06/15/95  At: 12:42          Connected Secs:   277          │
│    Box Saved: 07/13/9   At: 15:40           User Secs:Max:   7011         │
│ Messages:                                                                 │
│     Current:    3,    0 new ( 32 sec)   Faxes:                            │
│     Maximum:    3     Total  11             Total Faxes:     0            │
│ Statistics:                                                               │
│                      Statistics Started:  06/15/95  At: 12:42            │
│             Calls:   9        Last Called:  07/06/95  At: 17:01          │
│         Transfers:   0   Last Transfered:  NEVER     At:                 │
│            Logins:  73        Last Login:  07/06/95  At: 17:01           │
│          Notifies:  18     Last Notified:  06/20/95  At: 15:53           │
└───────────────────────────────────────────────────────────────────────────┘
```

0086STG

Info/Status Screen with Sample Data

New User Features (features defined as they appear in new User Options screen)

Busy Hold	Allows administrator to enable or disable the ability for a caller to press ∗ to hold.
Slow Menu	Inserts a 500 ms pause between prompts, to slow down the menu prompt playback.
Saved Msg Que	Allows administrator to enable the new and saved message queueing for the mailbox.
Message Order	Allows administrator to enable FIFO (first in first out) or LIFO (last in first out) message playback order for the mailbox.
Caller Menu	Allows administrator to enable or disable the edit menu that plays after a caller is finished recording a message.
Alternate Rate	Allows the administrator to assign a rate of speed (0 ~ 4) for prompts and messages to be played. The user can then toggle between the assigned rate and the default standard rate within the mailbox. The administrator can also assign alternate rate to begin at the time of log on of the mailbox.

New Administrator Functions

Some of the ways that the administrator performs functions in the User screens have changed. To access the three screens, the administrator must press **Alt+I** for the User Info/Status screen, **Alt+G** for the Groups and Menus screen and **Alt+O** for the User Options screen. The system always displays the Options screen first.

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New Configuration Parameters

There are new parameters in the Stratagy System Configuration screen for feature and operation enhancements. These include:

set advertising	Programs an advertising message that floats on the screen during screen saver.
set auto report	Assigns a file name that is used as a template for an automatic report to run.
set auto report time	Designates a time that the auto report should run in 24-hour cycles.
set cancel busy hold	Disables the Busy Hold function system wide. Supervised transfers to a busy extension will be handled like ring no answers.
set db locking	Determines whether Stratagy tries to lock a database's records before reading them.
set dir play uid	Controls whether or not the directory feature (411) will play the recorded name and the User ID of the mailboxes that it finds or just play the name that has been recorded.
set login pound	Determines whether or not the prompt "Finish by pressing the pound sign" will be heard, when requesting the User ID or the Security code during log ons. This feature works in conjunction with the fixed digit length feature. (See set fixed len0-9 parameter.)
set minmsg	Sets the length that a recorded message must be before it is considered valid. Shorter recordings are discarded.
set partial q ok	This option allows the **Q( )** token to save the message even if not all the prompts are completed.
set screen_save	Assigns a file name that will receive trace information whenever the trace is manually enabled from the Main screen.
set tmo dtmf login	Defines the amount of time Stratagy waits to determine that the user has finished entering DTMF digits (provided **#** was not pressed) when entering the User ID and Security code during the log in process. This feature works in conjunction with the fixed digit length feature.
set tmo 2digit menu	Specifies the time to wait after receiving the first digit of a two-digit menu selection within the new user interface.
set tmo resume	Specifies amount of time message playback will pause after pressing **4**. After time elapses, message continues playback from the point of pause.
set use pvc	Controls whether Stratagy enables the Rhetorex driver's "Positive Voice Control" feature when dialing and expecting a voice to answer.
set fixed len0-9	This parameter has a listing for 0 through 9. Sets a fixed digit length for the defined leading digit. Removes the user's and caller's requirement of entering **#** after a User ID to expedite processing.

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Fax Configuration

set fax id pad	Some modems ignore the first four characters of the fax_id. If this value is set to true, the fax_id will be padded with the string "1111," so that all digits in the fax_id will be used.
set fax fail retry	This option defines the choice of resending a fax if a failure was detected during transmission.

New Tokens and Modified Tokens

Some new Tokens have been added to Release 2 software as well as some modifications to existing Tokens. These include:

KB(freq,ms)	Plays a tone on the channel. The value *freq* is the frequency of the tone and *ms* is the duration in milliseconds of the tone.
KC(uid,sac)	Compares value of *sac* (which may be a variable) to the security code for the User ID defined as *uid* (which may be a variable). If they are equal, processing continues to next token; otherwise processing is sent to value defined in Done chain.
KD(msg,msgq [,uid])	Deletes a message from the current mailbox or from specified User ID *[,uid]*. The value *msg* specifies the message number, and *msgq* may be: U Urgent message queue N New message queue S Saved message queue Any of the parameters may be variables.
KI(substring,string,%Sn)	Searches *string* for the first occurrence of *substring*. The result of the search is the position of the substring within the string, and is stored as the variable. For example, KI("d","abcdefg",%S0) will result in %S0 variable containing 4, because "d" is the fourth character in the string. The string and the substring may be variables
KL(uid)	Immediately logs caller into the specified *uid*. **Note** *Cannot be used in the Notification screen.*
KR(dest)	Creates a recording. If the destination defined as *dest* is an existing User ID, then the recording is inserted into that mailbox as a new message. Otherwise, the destination is assumed to be the name of an existing file and the recording is placed there. The destination can be a variable.
KV(file, field,value)	Deletes a record from a database. If *file* is a filename ending with .dbf, then it is assumed to be in dBase format. Otherwise, it is the name of an ASCII file with columns separated by commas. The first record with the *value* in that column (if any) will be deleted. For ASCII files, *field* is actually a column number. All parameters may be constants or variables.

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N(filename, search-field,search-value, repl-field,new-value [,repl-field,new-value]..)	This token can be used for updating the values of a database record. It searches a *filename*, which may be a .dbf (dBase) or ASCII file, for a record that has *search-value* in *search-field.* It then updates that record by replacing the existing *repl-field* with the *new-value*, and saving that record back to the database. ASCII files must be comma delimited. The *search-field* in a dBase file is the name of the dBf field. All parameters may be variables.
X(filename)	Creates a zero length file called *filename.*
Y(filename)	Deletes the defined *filename.*
Z(filename)	Checks for the existence of filename. If the file exists, the Done chain is executed. If the file does not exist, the system processes additional tokens.

New "Replaced" Tokens

%A	Allows the fax_dl_string (pbx access) value of the Stratagy Configuration Utility screen to be accessible as a token.
%C	Plays the current port number.
%F(n [,uid])	Reads fields from a User ID screen. If *n* is 1 then the Name1 field is read. If *n* is 2 then Name2 is read. If *n* is 3 the comment field is read. No other values of *n* are permitted. If the optional *[,uid]* is defined, fields are read from that mailbox; otherwise, they are read from the current mailbox.
%W	New Variable Token that represents the day of the week. Sunday is 1, Monday is 2, etc.
%X	Allows the defined value within the Telephone System Dial codes that puts a caller on transfer hold to be accessible as a token.

Enhanced Tokens

I(string,relationship, string,uid)	The *uid* may now be a variable.
+(%Sn[,item])	The *item* value is now optional. It defaults to the value of 1.
P(X,filename)	This addition to the P token makes it possible to play any voice file defined by *filename.*
P(Mn [,uid])	Plays the numbered message *n* in the saved message queue, if enabled, or the numbered message *n* in the saved message queue of the current User ID or the optionally defined *[,uid].*
P(MUn [,uid])	Plays the numbered message *n* in the urgent message queue of the current User ID, or the optionally defined *[,uid].*
P(MNn [,uid])	Plays the numbered message *n* in the new message queue of the current User ID, or the optionally defined *[,uid].*
P(MSn [,uid])	Plays the numbered message *n* in the saved message queue of the current User ID, or the optionally defined *[,uid].*
P(nn,V)	Plays a system prompt *nn*.

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P(A, string)	Plays an alphanumeric string.
Q(G1,G2,E,G3,E)	New parameter *E* that enables a caller to edit the answers to the questions that were posed. If an *E* is entered in the middle of a string then the answers to the questions that were posed will be grouped together. For example: Q(G1,G2,E,G3,E). The answers to questions posed in Greetings 1 and 2 are grouped together and the answer to the question in Greeting 3 is in a separate group.
V(filename,field,item,field, %Sn [,field, %Sn]..)	It is now possible for multiple fields *[,field, %Sn]* to be retrieved from an ASCII file or a .dbf database. There may be several pairs of fields and %Sn values, and all will be retrieved from the database. The filename, field, and item parameters may all be variables. **Note** *It is a new feature that allows the V token to read dBase formatted files. If the filename ends with '.dbf' the field numbers become field names, and dBase file processing is invoked (including record locking, if specified)*
?(item, file, uid)	The *file* parameter can now be a variable (%Sn).