

## More Let's Talk Strategy

This is the second in a series of technical bulletins created to provide our dealers and their technicians with the most up-to-date information on the Strategy Voice Processing system product line. This bulletin addresses some of the more frequently asked questions about the new features available with the Strategy DK, the newest member of the Strategy family of products. It also contains valuable information concerning all Strategy Voice Processing systems.

### DSS/BLF Console Monitoring

**Did you know...** The DSS/BLF Busy Station Monitoring feature available in the Strategy DK, when activated, monitors the DSS console on the Strata DK. Strategy DK checks the status of the DSS key that corresponds to the station port of the User ID's extension.

How the Strategy DK processes the call depends on whether or not the key on the DSS console for that station port is lit.

If...	then...
the DSS key is lit	the Strategy DK does not transfer the call but proceeds directly to the busy mode for that User ID. Strategy DK either takes a message or executes the Busy Chain, if programmed.
the DSS key is not lit	Strategy DK executes the extension field for the User ID.

What does this mean to the installer, trainer and user? It means the Strategy DK Voice Processing system can be programmed to *not* attempt to transfer a call to a busy station, even if that User ID is programmed for blind transfer. The Busy Station Monitor function occurs before Strategy DK attempts to transfer the call.

**Did you know...** The DSS/BLF Busy Station Monitor feature can only monitor a total of 58 stations. To configure the Strategy DK to monitor the correct key on the DSS console, enter the DSS console's key number (key 0~57) where the station port appears into the *DSS\_Port* field of the User ID's Options screen. For example, if using a default keystack on the DSS console, port 000 (station 200) appears on key 0. If Strategy DK is to monitor the DSS console for the busy status of station 200, the entry in *DSS\_Port* for User ID 200 would be 0. For station 201 on a default DSS console would be 1, and so on.

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Strategy DK is not informed by the Strata DK which port is represented by the DSS key, only whether the key is lit or not; therefore, Strategy uses a default keystrip assignment as reference.

If monitoring a port number higher than 057 is required, it is necessary to remove one of the lower ports from the DSS console in the Strata DK programming. For example, if the application requires port 065 be monitored but not port 020. Replace port 020, which defaults to key 20, with port 065 in Program 29 of the Strata DK. The Strategy DK *DSS\_Port* field for this mailbox would be 20.

**Important!** *If there are multiple DSS consoles installed on the system, it is important to remember the DSS/BLF Busy Station Monitoring feature can only monitor station ports that appear on the first DSS console associated with the operator's station. It is also important to remember that Strategy DK can only monitor stations for a busy condition if they appear on the DSS console. This means Phantom [DNs] **cannot** be monitored for a busy condition.*

Key 59 on the DSS console cannot be used for the DSS/BLF Busy Station Monitoring feature. Key 59 is monitored for control of the Night Transfer Alternate Routing feature which will be discussed later in this bulletin.

**Did you know...** When using the **KT** token for Night Transfer Alternate Routing, the Night Transfer key must appear on key 59 of the DSS console. Strategy DK monitors key 59 on the DSS as a reference console to see if the Strata DK is in the Night mode.

Does this mean the Strata DK must have a DSS console installed? No, both the Busy Station Monitor and the Night Transfer Alternate Routing features will work without the DSS Console installed. The Night Transfer key may appear on the keystrip of a station. The Strata DK **must** have a PDKU installed and programmed as a 64 in Program 03 to support a DSS console. This DSS console **must** have an appearance of the Night Transfer key on key 59.

When the station that has the Night Transfer key appearing on the keystrip activates Night mode, the Night Transfer key on the DSS console also lights. When the Strategy DK system looks to button 59 on the DSS console for the ring mode of the Strata DK, it is able to tell the system is in the Night mode.

Here is how the Strategy DK handles a call when using the **KT** token:

1. Strategy DK Automated Attendant receives an incoming call.
2. Strategy DK checks the 'set\_box\_grt' parameter in the Strategy System Configuration to see what User ID to execute for an incoming call. For our example, let's use User ID 900.
3. Strategy DK checks User ID 900's options for the Do Not Disturb (DND) parameter.

if...	then...
DND is on for User ID 900	Strategy DK plays the greeting specified by the Auto Schedule table for User ID 900.
DND is off for User ID 900	Strategy DK executes the extension field of the User ID.

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4. If the extension field for User ID 900 contains the **KT** token, **@KT(901)G(990)**, and the *console\_slot\_id* and *dss\_active* parameters are both programmed in the Strategy System Configuration, Strategy DK checks LED 59 on the DSS console to verify whether or not it is lit.

if...	then...
the LED is ON	the call will follow the <b>KT</b> token and route to User ID 901 for further instructions.
the LED is OFF	the call follows the <b>G</b> token and routes to User ID 990, operating just as the Strategy DK system would by default.

The Day2 mode for ringing on the DK cannot be enabled when using the **KT** token. Remember, when using the **KT** token, the Strategy DK checks the status of LED 59. The Day2 ring mode of the Strata DK causes the night button to flash at a one-second-on, one-second-off rate. This is a different LED state than ON/OFF. Strategy DK can only monitor the LED for ON or OFF; it is not designed to act on a flashing LED.

**Did you know...** You should always have a valid User ID as the Done Chain for the User ID that has the **KT** token in the extension field, User ID 900 in our example above.

This sets the default Done Chain system-wide for User ID's that do not have a Done Chain defined. It is recommended the Done Chain route to the instructions mailbox (system default = 991) for the system.

Refer to the *Strategy DK Installation Guide* for more details on programming the Busy Station Monitoring and Night Transfer Alternate Routing features.

### Strategy DK Notification

**Did you know...** Reports of intermittent message waiting notification can be caused by a Strategy DK system dialing the notification string before getting dialtone from the Strata DK.

This occurrence is not specific to any Strata DK, processor or component, nor is it specific to any Strategy DK hardware or software. Since adding the delay to the beginning of the template does not cause any adverse affects, it is advisable to enter a one- to two-second pause at the beginning of the notification templates.

To add the delay, insert dashes (-) for 1/2 second increments or a comma (,) for a two-second delay. A modified notification template for "Strata DK 280 Light On" could look like this: **--#63**. Currently the default template for DK280 message waiting light ON and OFF has pauses inserted in front of the string. Pauses will be inserted in front of all notification templates in a future release of Strategy software.

### Accessing the Strategy DK's Internal Modem

**Did you know...** Strategy DK has an internal "soft" modem.

The modem is activated by the **KM** token. To access the modem, dial the User ID (system default = 993) that has the **KM** token in the extension field. Remember, you must be using Strategy Admin software version VSA.2G to communicate with the Strategy DK.

The dealer may choose to add the **KM** token to a new mailbox and delete it from the default 993. This reduces the possibility of unauthorized remote access of the Strategy DK system.

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### Adding Strategy DK Ports

**Did you know...** Upgrading port capacity on the Strategy DK is performed remotely by Toshiba.

When purchasing a port upgrade for the Strategy DK, please provide the following information:

- ♦ the telephone number of the site, preferably a direct line into the Strategy DK so the soft modem can be activated
- ♦ the system password and
- ♦ the system serial number.

The serial number on the Strategy DK system can be found on a label on the bottom edge of the Strategy DK system. Since it is not encoded on the system hardware or software, Strategy DK can not access it through the use of Token Programming. If the serial number cannot be accessed remotely, the Strategy DK must be removed from the Strata DK to be able to read the serial number.

### Remotely Accessing the System Serial Number

**Did you know...** There are a couple of ways to set up the Strategy DK so that the system serial number can be read remotely. These methods can be used on any Strategy system but pertain mostly to the Strategy DK due to the port upgrade procedure.

Probably the easiest way is to record the serial number as a greeting in the system administration mailbox, User ID 999, when the system is first installed. It would be a good idea to use a greeting that a caller would not hear, if they accidentally dialed a wrong extension, such as greeting 7. To hear the serial number of the Strategy DK, simply log onto the mailbox and listen to greeting 7.

Another way would be to program it in the extension field of a User ID, using the **P** token. For example, the installer would program the extension field to read: **@P(A,BO10196)G(991)**, where BO10196 is the Strategy DK serial number. The system administrator can call into the Strategy DK system and dial the User ID that has the Token string in the extension field. Strategy DK reads the alphanumeric string in the extension field to the caller, then routes to User ID 991. This method will also allow access to the system serial number from the technicians Admin terminal by viewing the extension field.

### Testing and Troubleshooting

**Did you know...** Monitoring a voice mail port is a great way to troubleshoot notification problems.

On "stand alone" voice processing systems, the process is easy. Clip the old test set on the voice mail port to which the call is connected and you're off and monitoring.

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To do this on a Strategy DK, program a station near the Admin PC for Privacy Override. This is done by lighting LED 19 in Program 31 on the Strata DK. This station should also have direct appearances of the CO line(s) the Strategy DK would use to dial.

if...	then...
troubleshooting a notification problem	leave a message in the users' mailbox. When the Strategy DK goes off-hook on a CO line, press the CO line appearance on the station being used for testing. This will allow you to hear the digits being dialed by the Strategy system.

This is not exclusive to Strategy DK and the Strata DK. This method can be used for testing any of the Strategy Voice Processing systems.

### Rotary Detection

**Did you know...** With standard two- or four-port Rhetorex voice boards installed, Strategy 4 Lite and 6 Lite Voice Processing systems can use rotary detection.

Rotary detection is not supported on the Duet/Quartet Rhetorex voice boards or the Strategy DK system. Do not mix Duet or Quartet boards with standard two- or four-port Rhetorex boards if rotary detection is required. This results in intermittent failures of the feature.

### VMBEDIT

**Did you know...** The VMBEDIT program examines the Strategy mailbox database (VMB.DAT) and its backup file (VMB.D00) for a variety of problems. Because VMBEDIT may make changes to both files, make a copy of VMB.DAT for use as a backup.

VMBEDIT, which mainly consists of a scan that examines each mailbox in the database, **must** be run from the Strategy directory (C:\Strategy>). Running it from any other directory in the system, may cause other problems within the mailbox database.

For example:

if...	then...
VMBEDIT is run from the root directory (C:\>)	all notification templates that exist in all User ID's will be deleted and have to be reprogrammed.

To run VMBEDIT, shut down Strategy (**ALT+S**). At the **C:\Strategy** prompt, type **VMBEDIT**. If the program finds any problems within the mailbox database, VMBEDIT will prompt the user with options to fix the mailbox. Contact Toshiba Technical Support, if errors are encountered while running VMBEDIT.

See the Fault Finding section of the *Strategy Installation and Maintenance Manual* for more information on VMBEDIT as well as other troubleshooting tools and diagnostic utilities available on Strategy systems.