

## Strategy Software Release 3.2

This bulletin announces the latest software releases for the Strategy Voice Processing product line. The new software releases are:

- ♦ Strategy DK – VDK.3.2
- ♦ Strategy Flash – VFL.3.2
- ♦ Strategy 6D – V6.3.2
- ♦ Strategy 24D and Strategy 24 Plus – V24.3.2

Also being released is Strategy Admin software Release VSA.3.2 for the Strategy DK and Strategy Flash products.

**Important!** *To upgrade a Strategy system to Version Vxx.3.2, the system must already be running Strategy software Version Vxx.212 or higher.*

## Upgrades

### Strategy DK

There are two different Strategy DK upgrades, one to upgrade a Strategy DK from Release 2 to Release 3.2 and one to upgrade a Strategy DK from Release 3.1 to Release 3.2. Each of the software upgrades consists of one disk.

When upgrading from Release 2 to Release 3.2 it is necessary to upgrade the system prompts (six disk set) at the same time. The prompt upgrade takes approximately four hours. It is not necessary to upgrade the system prompts when upgrading from Release 3.1 to Release 3.2.

Refer to the *Strategy DK Installation Guide* for detailed instructions on upgrading the software.

### Strategy Flash

The Strategy Flash upgrade consists of one disk and does not require a change to the system prompts. Refer to the *Strategy Flash Installation Guide* for detailed instructions on upgrading the software.

## Strategy Admin

To support the new features in the Strategy Flash and Strategy DK systems, a new Strategy Admin software is also being released. It's important to use the new Strategy Admin software when performing the upgrade procedure on the Strategy Flash or Strategy DK.

## Strategy 6D, 24D and 24 Plus

The Strategy 6D, 24D and 24 Plus (Release 3.1) upgrade consists of six disks. When upgrading these systems, it is not necessary to upgrade the system prompts. Refer to the *Strategy Release 3 Installation and Maintenance Manual* for detailed instructions on upgrading the software.

## Strategy Release 2 Systems

The following Strategy Release 2 products can be upgraded to Strategy Release 3.2 software and hardware: Strategy 4, 6, 6L, 12L, 16, 24, and Strategy 24 Plus.

Dialogic® voice boards must be installed to upgrade from Strategy Release 2 products to Strategy Release 3.2. The number of voice ports and type of Dialogic boards supported are listed below:

Strategy System	Dialogic Boards
Strategy 4, 6, 6L	Maximum 6 voice ports Combination of Dialog/4 and ProLine/2V boards
Strategy 12L, 16, 24, 24 Plus	Maximum 24 voice ports Combination of Dialog/4 and ProLine/2V boards

**Note** See Chapter 16 – Maintenance and Upgrades in the *Strategy Release 3 I&M* for details.

In order to perform this upgrade procedure, the Strategy Release 2 system must be operating on Version Vxx.212 software or higher. User messages are lost during the upgrade; however, all user greetings, busy greetings, name recordings, list comments, and distribution lists are saved.

Since the customer's database is retained when upgrading from Strategy Release 2, User ID mailboxes 982 and 983 must be created manually to support the "Shutdown using the Telephone Dial Pad" feature. If they are not added, the Shutdown using the Telephone Dial Pad feature is not functional.

Refer to the *Strategy Release 3 Installation and Maintenance Manual* for detailed instructions on upgrading from Release 2 to Release 3.2.

## Dual-tone Multi-frequency (DTMF) Guard Timer

All Strategy systems now have protection against double digits being sent from the telephone system, or digit bouncing. Digit bouncing can give the perception to the end user of a delayed message. On the previous Strategy software levels, if another "1" came into the system on the same port immediately following the first "1," the second "1" would also be executed, thereby skipping the first message.

To prevent this from happening, a new DTMF Guard Timer feature is available on a system-wide or per-mailbox basis. To support this feature, the following have been added:

- ◆ *Dtmf\_guard\_time* parameter sets the amount of time Strategy waits between digits before acknowledging a subsequent digit.
- ◆ *Dtmfuid.txt* file sets the feature for "All" mailboxes or specific mailboxes.

The flexibility of the parameter and file enables you to customize this feature to best fit your customer's application while minimizing impact to system performance.

## Dtmf\_Guard\_Time Parameter

The *dtmf\_guard\_time* parameter has been added to the Stratagy System Configuration Menu. The parameter defaults to "0," which disables the feature.

To enable the feature, you must set the amount of time Stratagy waits between digits before acknowledging a subsequent digit. Possible values are "1~9" that translate into 100 millisecond increments (e.g., an entry of "3" in the *dtmf\_guard\_time* equals 300 milliseconds, or 3/10ths of a second). The only mailboxes affected by this setting are those listed in the *dtmfuid.txt* file.

## Dtmfuid.Txt File

To also support the DTMF Guard Timer feature, a *dtmfuid.txt* file has been added to the C:\Stratagy system directory. The text file defines the mailboxes that require this function. Valid entries are All (default) that enables the feature for all mailboxes programmed on the Stratagy system, or any valid Stratagy mailbox number(s), enabling the feature for only those mailboxes.

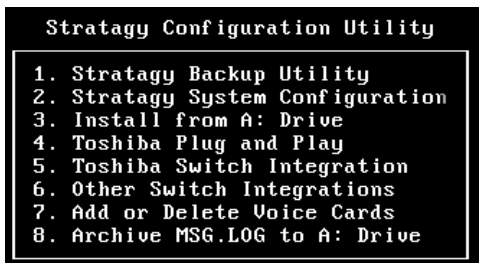
### Notes

- The *dtmfuid.txt* file is automatically added to the system during the upgrade.
- The following procedure can be used when there is one or more Stratagy users regularly experiencing skipped messages.

### ► To edit the *dtmfuid.txt* file using MS-DOS® Editor

<ol style="list-style-type: none"> <li>1. From the Main Menu, select Shutdown by pressing <b>Alt+S</b>.</li> <li>2. Type the password and press <b>Enter</b>. (The default password is <b>Stratagy</b> with the first letter uppercase.)</li> <li>3. Type <b>Y</b>.</li> <li>4. Type <b>Y</b> again.</li> </ol>	<p>Stratagy prompts: <b>Password?</b></p> <p><b>Note</b> We recommend that you change this password in the Stratagy System Configuration before exiting the Stratagy Configuration Utility.</p> <p>Stratagy prompts: <b>Shutdown the entire system? [NY]</b></p> <p>Stratagy confirms: <b>Really SHUTDOWN the entire system? [NY]</b></p> <p>Stratagy starts shutdown. If any ports are in use, Stratagy delays shutting down the system for 60 seconds. At that time, Stratagy completes shutdown, cutting off any callers or users that are still active.</p>
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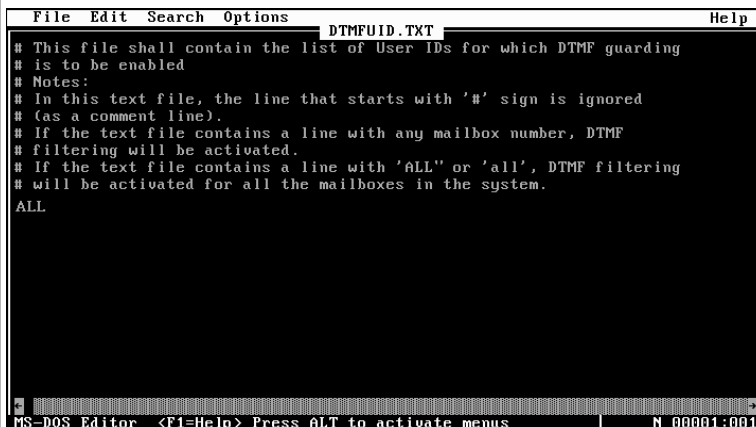
When shutdown is complete, the menu displays.



5. Press **Ctrl+C** to exit the Strategy Configuration Utility menu.
6. Type **Y**.
7. At the **C:\Strategy>** prompt, type **cls** and press **Enter**.
8. Type **edit dtmfuid.txt** and press **Enter**.

Terminate batch job? (Y/N)?

The screen clears.



9. Arrow down past the comment lines, and type a **#** before the word **All**.
10. Starting on the next line, type a mailbox number and press **Enter**.  
  
For additional mailboxes, continue typing one mailbox number per line.
11. Save and exit the editor.

**Note** Any line in a Disk Operating System (DOS) text file that begins with a **#** is viewed by DOS as a comment line and therefore ignored.

This activates the DTMF Guard Timer for the user(s) who is having a problem but will not affect any other user(s) on the system.

When editing the dtmfuid.txt file for a Strategy Flash or Strategy DK, use the Strategy Admin Tools Menu Filecopy option to copy the file to and from the Admin PC. This enables the file to be edited and copied back to the Strategy Flash or Strategy DK without shutting down the system and interrupting service.

## Disk Full Prevention

When a Stratagy system boots up, it writes important boot information to log files. Prior to this release of software, Stratagy systems would continue to record messages until all of the useable storage space on the drive was used. If a Stratagy system was re-started with no storage space available on the drive to write to these log files, the system would not successfully boot to an operating state. This would occur most often on the Stratagy Flash due to the limited storage space available, but the same was possible for the larger Stratagy systems.

With Stratagy software Release 3.2, Stratagy reserves a small portion of the available disk space to ensure a successful system start up. When the storage reaches the reserved limit, Stratagy goes into protection mode where Stratagy:

- ◆ Advises callers that it is unable to take a message.
- ◆ Deactivates the system trace and message log files, if they are running at the time.

Once there is available disk space, Stratagy resumes recording. However, since disk space may still be marginal, the system trace and message log files will not resume until the next system start up.

This feature is intended to work in conjunction with the Disk Space Notification feature that automatically notifies the System Administrator whenever the available system disk space falls below a defined threshold.

See the *Stratagy Installation and Maintenance Manual*, Chapters 3 and 5, for more information on the Disk Space Notification feature.

## New User Tutorial Enhancement

Release 3.1 software introduced a New User Tutorial to the Stratagy product line. The New User Tutorial walks a first time user through the recording of his/her name and greeting, and changing the security code for the mailbox.

Requiring these items be completed before allowing access to the mailbox can be inconvenient in some cases, such as informational mailboxes or mailboxes that are used in Token Programming applications. Release 3.2 software makes it possible to disable the tutorial for the entire system or individual mailboxes.

To make the New User Tutorial more flexible, a new parameter *sys\_tutorial* has been added to the Stratagy Configuration Utility and a new utility called TUTORST.EXE has been added to the C:\Stratagy system directory.

### Sys\_Tutorial Parameter

The *sys\_tutorial* parameter has the following possible values:

- ◆ True – The New User Tutorial plays on all user mailboxes the first time the user logs on.
- ◆ False – Disables the New User Tutorial for all user mailboxes. Setting this parameter to False, disables the Tutrst.exe Utility.

**Note** The New User Tutorial can never be enabled for the system mailboxes (e.g., 990, 991, 997, 411, etc.).

## Tutrst.Exe Utility

A new utility, TUTRST.EXE, has been created to enable/disable the New User Tutorial for all or individual mailboxes. This utility is designed to be run from the DOS prompt of the Stratagy system and uses commands, called switches, to specify how you want the utility to work.

- ◆ **-a** – Automatically enables or disables the New User Tutorial. If the User ID has a name and greeting recorded, the New User Tutorial will be disabled. If the User ID does not have a name and a greeting recorded the New User Tutorial will be enabled. This allows for the New User Tutorial to be disabled if a new system is restored from a previous backup. Otherwise, even though the names and greetings were restored to the new system, the users would have to complete the New User Tutorial again when they log onto the new system for the first time.
- ◆ **-d** – Disables the New User Tutorial for all mailboxes currently built, regardless of whether there is a name and greeting recorded for the User ID. New mailboxes still have the New User Tutorial enabled. If used in conjunction with the **-iXXX** switch, only one box is disabled (e.g., `tutrst -d -i211` disables box 211).
- ◆ **-e** – Enables the New User Tutorial for all mailboxes, regardless of whether there is a name and greeting recorded for the User ID. When used in conjunction with the **iXXX** switch, only one box is enabled (e.g., `tutrst -e -i211` enables bot 211).
- ◆ **-iXXX** – Specifies which User ID to modify. Must accompany another switch. Cannot be used by itself.

If the utility is run without any switches, the utility defaults to the **-a** switch and enables or disables the New User Tutorial for all User ID mailboxes, depending on whether or not a name and greeting are recorded for the User IDs.

**Note** The New User Tutorial is never set for the system User IDs (990, 991, 997 etc.).

### ► To use the Tutorial Reset Utility on a Stratagy 6D, Stratagy 24D or Stratagy 24 Plus

1. Edit the dtmfuid.txt file by following Steps 1~7 starting on page 3.
2. Type `tutrst`, the switch you want to use (e.g., `tutrst -d` disables the New User Tutorial for all User IDs), and press **Enter**.  
  
...or the switch plus a mailbox number (e.g., `tutrst -d -i210` disables the New User Tutorial for User ID 210), and press **Enter**.

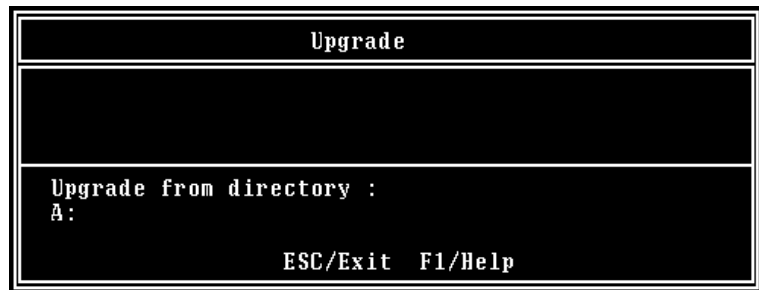
```
C:\STRATAGY>tutrst -d
Scanning UMB.DAT to disable Tutorial for all mailboxes
Box 0: 1->0
Box 999: 1->0
Box 12: 1->0
Box 11: 1->0
Box 10: 1->0
Box 890: 1->0
Box 200: 1->0
Box 400: 1->0
Box 17: 1->0
Box 16: 1->0
Box 15: 1->0
Box 14: 1->0
Box 13: 1->0
Old data saved in C:\UMB.001
TutRst Done.
```

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► To use the Tutorial Reset Utility on a Stratagy DK or Stratagy Flash

1. Place the Stratagy DK or Stratagy Flash Tutorial Utility disk into the Admin PC's floppy disk drive.
2. From the Main Screen, press **Alt+T** , type the system password and press **Enter**.
3. From the Tools menu, press **3**.

The Tools Menu displays.



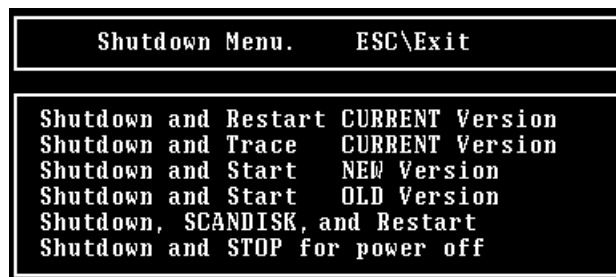
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4. From the command line "Upgrade from directory A:," press **Enter**.

► To reset the tutorial on a specific mailbox on a Stratagy DK upgraded to Release 3.2 software

1. From Stratagy Admin's Main Menu, select Shutdown by pressing **Alt+s**.
2. Enter the password (the default is **Stratagy**) and press **Enter**.

Stratagy DK asks for the password.



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3. From the Shutdown Menu, highlight Shutdown and STOP for power off and press **Enter**.

4. Stratagy DK asks you to confirm the shutdown. Type **Y** for shutdown.
5. Start a communications program on the Stratagy Admin PC (e.g., PCPLUS or HYPER TERMINAL).
6. Once the Stratagy DK has taken all ports off hook (all of the port LEDs are lit), turn the power off on the Strata telephone system and remove the Stratagy DK card.
7. On the Stratagy DK card, move the strap on jumper J4 from being strapped across the fourth set of pins to being strapped across the third set of pins.
8. Re-insert the Stratagy DK into the Strata DK telephone system.
9. Connect the Stratagy Admin cable to COM 1 on the Stratagy DK.
10. Turn on the power to the Strata telephone system. As the system boots it prompts you to adjust the date and time. Press **Enter** to skip these two procedures.
11. From the **C:\** prompt, type **cd\sat** and press **Enter**.
12. From the **C:\SAT** prompt, type **killtime** and press **Enter**. This keeps the Stratagy DK from thinking there was a system failure and rebooting.

The Stratagy Admin session is terminated.

**Note** The settings for communication with a Stratagy DK which doesn't have the Stratagy application running are:

- ◆ baud rate = 9600 bps
- ◆ parity = None
- ◆ data bits = 8
- ◆ stop bits = 1

**Note** This enables a local connection on COM 1 and stops the Stratagy DK boot process at DOS.

**Note** This enables you to watch the Stratagy DK's boot process.



13. From the `c:\sat` prompt, type `cd\strategy` and press **Enter**.
14. From the `cd\strategy` prompt, type `tutrst`, the switch you want to use and press **Enter**.
15. Once the Tutorial Reset Utility has completed it's operation and the DOS prompt is displayed on the communication software, turn the power off on the telephone system, remove the Strategy DK, return jumper J4 to it's original position, reinstall the Strategy DK in the telephone system and turn the power back on.

For example, `tutrst -d -i210` disables the New User Tutorial for User ID 210, `tutrst -d` disables the New User Tutorial for all User IDs.

```
C:\STRATAGY>tutrst -d
Scanning UMB.DAT to disable Tutorial for all mailboxes
Box 0: 1->0
Box 999: 1->0
Box 12: 1->0
Box 11: 1->0
Box 10: 1->0
Box 090: 1->0
Box 200: 1->0
Box 400: 1->0
Box 17: 1->0
Box 16: 1->0
Box 15: 1->0
Box 14: 1->0
Box 13: 1->0
Old data saved in C:\UMB.001
TutRst Done.
```

➤ **To reset a specific mailbox on a Strategy Flash upgraded to Release 3.2 software**

1. From Strategy Admin's Main Menu, select Shutdown by pressing **Alt+s**.
2. Enter the password (the default is **Strategy**) and press **Enter**.

Strategy Flash asks for the password.

```
Shutdown Menu.      ESC\Exit
-----
Shutdown and Restart CURRENT Version
Shutdown and Trace  CURRENT Version
Shutdown and Start  NEW Version
Shutdown and Start  OLD Version
Shutdown, SCANDISK, and Restart
Shutdown and STOP for power off
```

3. From the Shutdown Menu, highlight Shutdown and STOP for power off and press **Enter**.
4. Strategy Flash asks you to confirm the shutdown. Enter **Y** for shutdown.

The Strategy Admin session is terminated.

5. Start a communications program on the Stratagy Admin PC (e.g., PCPLUS or HYPER TERMINAL).
6. Restart the Stratagy Flash by removing the power cord from the back of the unit and reinserting it.
7. From the boot option menu, choose option 2 to boot to a DOS prompt.
8. From the **D:\** prompt, type **C:** and press **Enter**.
9. From the **C:\** prompt, type **cd\stratagy** and press **Enter**.
10. From the **cd\stratagy** prompt, type **tutrst** and the switch you want to use.

**Note** The settings for communication with a Stratagy Flash which doesn't have the Stratagy application running are:

- ◆ baud rate = 115200 bps
- ◆ parity = None
- ◆ data bits = 8
- ◆ stop bits = 1

During the boot process, the Stratagy Flash displays a boot option menu:

- 1) Normal Start-Up (Flash drive boot)
- 2) Exit to ROM-DOS (ROM drive boot)

Stratagy boots to a special portion of the Flash Read Only Memory (ROM) reserved for special system files and ROM-Disk Operating System (DOS). This portion of the Flash ROM is designated as the systems "D" drive.

For example, **tutrst -d -i210** disables the New User Tutorial for User ID 210, **tutrst -d** disables the New User Tutorial for all User IDs.

## AMIS Networking Enhancement

Some Voice Mail manufacturers do not supply the maximum message length information when delivering an AMIS message. Instead they fill in the message length field with a "0." Previously Stratagy would interpret that "0" literally and use it as the amount of minutes allowed for the incoming message. In other words, Stratagy wouldn't record the message at all. AMIS Networking has been enhanced to replace the "0" with "9" to allow up to nine minutes for the incoming message.

**Note** Nine minutes is the maximum recording time allowed for AMIS messages in the industry standard AMIS Protocol Specification.

## Toshiba Plug and Play

The Toshiba Plug and Play option screen, accessed from the Stratagy Configuration Utility or Stratagy Admin Tools Utility, has been updated to include the most current Toshiba Strata DK telephone systems – the Strata DK14/DK40i and the Strata DK424i with a B1, B2, B3 or B5 processor. Stratagy is still compatible and easily programmed for integration with all previously supported Toshiba telephone systems.

For the Stratagy 6D, 24D and 24 Plus, all legacy Strata telephone system integration patterns are available from the Toshiba Switch Integration Menu selection in the Stratagy Configuration Utility. Refer to the *Stratagy Installation and Maintenance Manual* for specific instructions on using the Toshiba Switch Integration menu.

The Stratagy Flash and Stratagy DK can be configured for legacy Strata systems by selecting the type of Strata telephone system from the *pbx\_type* parameter in the Stratagy System Configuration. The entry in this parameter is what is shown on the main screen of the Stratagy system when an Admin PC is connected. It does not build the mailbox database. The mailbox database should be built either by Plug and Play or manually, prior to changing this parameter. If Plug and Play is run after this parameter has been set, the procedure resets this parameter to the system chosen. Refer to the *Stratagy Flash* or *Stratagy DK Installation Guides* for more information on using the *pbx\_type* parameter.

## Host/Remote Enhancements

Host and Remote are the programs used on the PC-based Stratagy systems to communicate for remote administration. Host is resident on the Stratagy system and Remote is loaded on the Administration PC. In some cases, Stratagy was not able to successfully reboot when a modem was connected to the COM port used by the Host program. To correct this, the Host program was enhanced to initialize the modem more efficiently during the system start up. This ensures that a call in progress on the Host COM port disconnects if the Stratagy system is rebooted.

## Directory Converted to a File

Earlier Release 3 Stratagy Flash and Stratagy DK systems have exhibited a symptom where a mailbox directory would be converted to a file in the previous directory. When this occurred the Stratagy system would fail to reboot.

With Release 3.2 software, the Stratagy Flash and Stratagy DK recognize this condition and take steps to correct it by deleting the bad file. The system recovers from the reboot, however, the user has re-record his/her name and greeting.

## Enhanced Troubleshooting Tools

Toshiba has included more detailed information in the Stratagy trace and log files. This enables Toshiba to quickly identify and resolve problems that may be encountered in the field.