# **TOSHIBA**

# Strata® DK Sales Bulletin

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# **Announcing Strata DK40i Release 4.3**

Toshiba is very pleased to announce an exciting new, enhancement to our digital business telephone system. The Strata DK40i Release 4.3 provides Automatic Call Distribution (ACD), Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI), ISDN Basic Rate Interface (BRI-U) U-type, and T1. These are capabilities rarely found in a small business telephone system, making it the most feature rich system of its class.

ACD capabilities make small call center applications more affordable than ever. ISDN PRI, BRI, and T1 enable small system users to take advantage of all types of digital trunk services. With capabilities and features like Multiple Directory Numbers, Tie lines, Direct Inward Dialing (DID), Automatic Number Identification (ANI), and Dialed Number Identification Services (DNIS), small system users can have almost all the capabilities that larger system users enjoy.

#### **Product Overview**

The Strata DK40i Release 4.3 looks the same as the DK40i Release 4.1 system. It uses the same compact, flat-pack, wall mount design. It consists of a Base KSU and an Expansion Cabinet. The Strata DK40i Release 4.3 Base KSU is a modified version of the DK40i Release 4.1 with new processor software. The new software supports the ACD, BRI-U, PRI, and T1 features. The Expansion Cabinet is the same unit used with the DK40 and DK40i Release 4.1.

The DK40i Release 4.3 supports the same maximum capacity of four CO lines, eight digital stations, and four standard stations in the Base KSU, and 12 CO lines and 28 stations with the Expansion Cabinet as with the DK40i Release 4.1.

The Strata DK40i Release 4.3 has a very similar feature set as the Strata DK424 RCTUA Release 4.3 and DK424i B1CU systems. Feature operation is very similar, using the same feature codes, making features uniform between systems.

#### **New Features**

The Strata DK40i Release 4.3 has all the features of the DK40i Release 4.1. In addition, the DK40i Release 4.3 provides new features previously only available on the DK424.

♦ Automatic Call Distribution (ACD) – ACD is provided by an optional feature key. The ACD feature supports up to 28 active agents, 200 agent ID codes, eight ACD groups, and eight supervisor positions. The Call Center Viewer, Software Management Information System (SMIS), Insight DK Lite, Insight DK, and Insight DK Plus Management Information System (MIS) products are also optionally supported with the DK40i Release 4.3 ACD. This makes important ACD/MIS capabilities available to small call center customers.

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♦ ISDN BRI-U Interface – The BRI-U interface will support both station side and trunk side connections. Trunk side network connection using BRI-U interface does not require an external NT-1 device. Each network connection (2B+D) provides two paths (lines) for separate voice calls, or the two paths can be combined for 128KB data calls using a station device that provides ISDN bonding. BRI services are especially important for end user station interfaces. The Strata DK40i Release 4.3 is able to connect ISDN instruments such as a group IV fax, PC, computer terminal or port, a LAN bridge, video conferencing terminal, or other devices that can benefit from an all digital transmission link. Up to 12 BRI channels are supported on the Strata DK40i Release 4.3 system.

- ISDN Primary Rate Interface ISDN PRI is designed as the bulk trunk interface to the ISDN network. PRI connects the Strata DK40i Release 4.3 telephone system to an intra- or inter-Local Access and Transport Area (LATA) communication provider. PRI can be used to send and receive voice and data. More importantly, PRI can save money by enabling the multiple use of eight or 12 channels on the PRI link for a variety of services on demand, such as DID, Tie, Foreign Exchange (FX), Wide Area Telecommunications Service (WATS), 800, etc. on a call-by-call basis.
- ◆ T1 Interface T1 enables the DK40i Release 4.3 to provide eight or 12 simultaneous two-way voice channels for cost-effective connection to high quality, digital CO services. Each T1 channel can be individually configured for ANI, DNIS, loop or ground start, DID, or Tie line operation. T1 can provide cost advantages and users also benefit from the increased quality of digital transmission.

#### **New Hardware**

The Strata DK40i Release 4.3 Base KSU is a modified version of the DK40i Release 4.1 KSU. The Base KSU houses the processor, power supply with battery backup interface, 600 ohm page RCA jack, Music-on-hold (MOH) RCA jack, MOH volume control, one loop start power failure transfer modular connector, and provides eight built-in digital station ports. Because either loop start, DID, or BRI CO line interfaces are available, there are no CO line ports built-in the Base KSU, but four CO line ports can be installed.

The following new BRI-U interface can be used in the DK40i Release 4.3 Base KSU:

- ISDN Basic Rate U Interface Unit (TBUU) provides two BRI-U (two-wire) interfaces that can be used for trunk side network or station side connections.
- Trunk side network connection using BRI-U interface does not require an external NT-1 device.

The existing BRI S/T interface can be used in the DK40i Release 4.3 Base KSU:

- ♦ ISDN Basic Rate S/T Interface Unit (TBSU) provides two BRI S/T (four-wire) interfaces that can be used for trunk side network or station side connections.
- Trunk side network connection using BRI S/T interface requires a customer supplied external NT-1 device.

The existing Strata DK424 BRI cards can be used in the DK40i Release 4.3 Expansion Cabinet:

- Basic Rate U Interface Unit (RBUU) provides two BRI-U (two-wire) interfaces that can be used for network or station side connections. The RBUU has connectors for a two-port add-on subassembly.
- Basic Rate U Interface Subassembly (RBUS) attaches to the RBUU to provide two additional BRI-U interfaces that can be used for station side connections only.
- The combination of the RBUU and the RBUS subassembly can provide four BRI-U interfaces in one card slot.
- ♦ Basic Rate S/T Interface Unit (RBSU) provides two BRI S/T (four-wire) interfaces that can be used for network or station side connections. The RBSU has connectors for a two-port add-on subassembly.

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◆ Basic Rate S/T Interface Subassembly (RBSS) attaches to the RBSU to provide two additional BRI S/T interfaces that can be used for station side connections only.

 The combination of the RBSU and the RBSS subassembly can provide four BRI S/T interfaces in one card slot.

The existing Strata DK424 PRI card can be used in the DK40i Release 4.3 Expansion Cabinet:

- Eight or twelve channels of the Primary Rate Interface Unit (RPTU) can be used to provide PRI service when used with the DK40i Release 4.3.
- Slots are not required to be left vacant in the Expansion Cabinet.

The existing Strata DK424 T1 card can be used in the DK40i Release 4.3 Expansion Cabinet:

- ♦ Eight or twelve channels of the T1/DS-1 Interface Unit (RDTU2) can be used to provide T1 service when used with the DK40i Release 4.3.
- Slots are not required to be left vacant in the Expansion Cabinet.

Optional ACD capabilities are provided on the Strata DK40i Release 4.3 by a feature key that installs on the K5RCU2 in the Base KSU:

- The KKYS2 ACD feature option key provides ACD and also includes the built-in auto attendant.
- The KKYS3 ACD/MIS feature key provides ACD and opens up the MIS channel for connection of an external MIS processor. It also includes the built-in auto attendant.

## **Product Line Strategy**

The new Strata family consists of the DK14, DK40i Release 4.3, and DK424i. The Strata DK40i Release 4.3 replaces the DK40i Release 4.1 in the Strata DK product line. The DK40i Release 4.3 has all the features of the DK40i Release 4.1 it replaces, plus ACD, ISDN PRI, ISDN BRI-U, and T1 capabilities.

#### Compatibility and Upgrades

Strata DK40i Release 4.1 Base KSUs version V.1B or higher are chip upgradeable to a DK40i Release 4.3. The earlier Strata DK40i Release 4.1 systems with V.1A are not usable for ACD because a modification to the motherboard was required to accommodate supervisor monitoring. Version V.1A Strata DK40i systems were only shipped for a short period of time and most of the installed base of DK40i systems are V.1B systems.

Strata DK16e, DK40, DK40i Expansion Cabinets are compatible with DK40i Release 4.3. In fact, the same Expansion Cabinet is used with DK40, DK40i Release 4.1, and DK40i Release 4.3 systems.

All existing Strata DK40i interfaces can be used in the DK40i Release 4.3 Base KSU. Existing Strata DK40i and DK424 interfaces can be used in the DK40i Release 4.3 Expansion Cabinet.

#### **Pricing**

The price of the Strata DK40i Release 4.3 is the same as the DK40i Release 4.1 it replaces.

All this is great news, especially with the all the new capabilities the Strata DK40i Release 4.3 provides. This yields a more competitive product of greater value by bringing more advanced features to an expandable small hybrid telephone system. Specific pricing will be available closer to product release.

Dealer Support Material SBDK-0056

#### **Dealer Support Material**

Our Strata DK System Administration Tools are being updated to support DK40i Release 4.3.

- ◆ DKi Quote supports the Strata DK14, DK40i Release 4.3, and the DK424i.
- ◆ DKi Admin and DKi Backup version 4.3.1 supports the Strata DK40i Release 4.3 and the DK424i, as well as previous Strata DK systems.
- Strata Control will be updated to support the DK40i Release 4.3 with availability later this year.

#### **Documentation**

All existing Strata DK documentation has been updated to include the new DK40i Release 4.3 information and is now available. The following documentation is included in the new Strata DK Library CD-ROM:

- Strata DK General Description
- Strata DK Installation & Maintenance Manual
- Strata DK Programming Manual
- ♦ Strata Feature Description Manual
- ♦ Strata DK User Guides

A new Strata DK14 & DK40i brochure is being created and will be available soon.

## **Training**

Both technical and sales training curriculums for the Strata DK are being updated to include information on the new Strata DK40i Release 4.3. The new curriculum will be taught in the Strata DK Basic I&M Training courses beginning in July, 2000. Field sales training for the Strata DK40i Release 4.3 begins, on a regional basis, in August, 2000.

ISDN training requirements apply to the Strata DK40i Release 4.3 the same as the Strata DK40i Release 4.1 and DK424. You must have an ISDN certified technician on record before ordering BRI or PRI cards from Toshiba.

## **Availability**

The Strata DK40i Release 4.3 systems are scheduled to begin shipping in September, 2000. We will send you updated information later on when you can begin placing orders for DK40i Release 4.3 systems.

The Strata DK40i Release 4.3 upgrade kit (part number DK40I-ROM-R4.3) will become available early. We will begin shipping upgrade kits in June and you can place your orders beginning June 1, 2000.