

SB40-0013
September 14, 1998

4 1 1 0 0 2 5

Announcing Strategy Software Releases Vxx.225, V4.2N, VDK.2N, VSA.2N

This bulletin announces the new software releases for the Strategy voice processing product line. The new software releases are version Vxx.225 for Strategy 4, 6, 6 Lite, 12 Lite, 16 and 24 systems (xx = model type, for example, V24.225 for the Strategy 24); version VDK.2N for the Strategy DK system, and version V4.2N for the Strategy 4 Lite system. Also being released is the Strategy Admin software version VSA.2N for the Strategy DK and 4 Lite products.

This bulletin also contains a brief description of the new features and improvements. For a more detailed description, including installation instructions, see the Technical Bulletin TB40-0019 also included in this package.

Important! *To upgrade a Strategy system to version Vxx.225, the system must already be running Strategy software version Vxx.2.12.*

New Features

Year 2000 Compliance

Many telecommunications and computer systems record and store dates in their databases using only the last two digits of the year (e.g., 89 for 1989). This means that on January 1, 2000, unless modified, these systems will see the year as 1900, instead of 2000. As a consequence, any date sensitive functions and applications are potentially at risk.

When Strategy systems are upgraded to software version Vxx.225/V4.2N/VDK.2N, features that operate based on the time of day (e.g., future delivery messages, message waiting notification, auto schedules) will not be adversely affected by the coming of the new millennium.

If Strategy systems are *not* upgraded to version Vxx.225/V4.2N/VDK.2N software, the features or functions that would be affected are:

- ♦ **Message Header Playback** – If the year is played as part of the message header, the pronunciation is confusing. For example, the year 2000 will be pronounced “twenty zero.”

Note The year only plays in a message header when the year the message was sent differs from the year the message is played.

- ◆ Auto Schedule Menu – In the Auto Schedule screen of a mailbox, the *Next Change* field will display the year 2000 incorrectly, and the text may extend beyond the confines of the screen's margins.
- ◆ Future Delivery – Scheduling a message for delivery in the year 2000 would require a user to enter the digits 100 for 2000, 101 for 2001, etc.
- ◆ Tokens for Playing Date – If the P (Play) token is programmed to play a value as a date and the value presents the year in two-digit format, entries that begin with 00 will be interpreted as the year 1900 and beyond.
- ◆ System BIOS – Some of the earliest Strategy platforms (specifically the Strategy 4, 6 and 24) shipped with a motherboard BIOS (manufactured by American Megatrends, Inc.) will show the year as 1980 when the year rolls to 2000. If these systems are upgraded to version Vxx.225, the new software will automatically correct this error. Strategy systems that are not upgraded will require the system's date to be manually changed to the year 2000.

Audio Messaging Interchange Specification (AMIS) Analog Networking

Strategy software version Vxx.225 supports industry standard AMIS analog networking. The AMIS analog networking protocol enables Strategy to pass voice messages to any remote voice mail system that supports the AMIS analog protocol. AMIS enables a Strategy mailbox user to send, receive and reply to *relayed* voice messages over an analog telephone network.

AMIS networking will not be available on the Strategy DK until the release of the Strategy DK Release 3 software later this year. The Strategy 4 Lite software does not support AMIS networking.

New Parameter

A new *daylight_savings_time* parameter has been added. By setting this parameter to True, Strategy sets the system automatically to daylight savings time at 2:00 a.m. the first Sunday in April and the last Sunday in October.

Strategy DK Head Park Feature

As part of the “Shutdown and STOP for power off” function on the Strategy Admin Shutdown Menu, Strategy now parks the read/write head of the hard drive before completely shutting down. Parking the head improves drive reliability.

This feature only helps protect the drive from damage. It is still important to handle the unit with special care. When not operational, the hard disk drive, can withstand only 250 Gs before damage occurs. See Technical Bulletin TB40-0014 for more details on the proper handling of the Strategy DK.

Messaging Complaint Improvements

A number of items have been identified in the Strategy user interface that could cause the end user to think Strategy was not functioning correctly. In some cases, users have thought that a delayed message delivery occurred.

We have found that a messaging complaint can be caused by one of several situations. In an effort to make Strategy systems easier to use and understand as well as more secure, this version of software corrects several of the messaging complaints.

Note Strategy Release 3 software will contain these same messaging complaint improvements, as will all future releases of Strategy software.

The following table summarizes our findings. In the left column, the type of messaging complaint a customer might have experienced is listed. In the right column, is the

corresponding improvements made to this software that should prevent these user messaging complaints.

Messaging Complaints	Software Improvements
<p>The user receives a message but the Message Waiting light is not lit.</p> <p>If a collision occurs on the notification port (an incoming call to Stratagy at the same time it is going off-hook to send Dual Tone Multi-frequency (DTMF) for message waiting notification), the DTMF is not received, preventing the message waiting light from turning ON. When the message waiting light is turned ON with a subsequent message, the customer then believes the previous message had a delayed arrival and complains of a delayed message.</p>	<p>Modified Notification Template</p> <p>The default DTMF in-band light ON and light OFF notification templates have been modified. These notification templates now wait up to five seconds for dial tone after going off-hook. This avoids call collision during notification that could result in a delayed message notification. If the port does not get dial tone within the five seconds, the Stratagy system goes back on-hook and retries the notification.</p>
<p>When playing back messages, a user accidentally deletes a message. The user then thinks that the messages are being delayed or lost.</p> <p>In previous Stratagy software releases, if a user presses 2 (save) or 3 (delete) while listening to the prompts, "Message saved" or "Message deleted," Stratagy saves or deletes both the current message and the <i>next</i> message. This results in the user saving/deleting messages that have not been heard; thereby giving the user the impression that he/she has experienced delayed or lost messages.</p>	<p>Delete/Save Option Modifications</p> <p>The Stratagy saves or deletes <i>only</i> the <i>current</i> message when a user presses 2 or 3 while listening to the prompts, "Message saved" or "Message deleted."</p>
<p>When playing back messages, a user enters a sequence of entries that causes the message waiting light to turn OFF even though a message remains. The user then thinks that the messages are being delayed or lost.</p> <p>In the user's mailbox, there are two new messages (new message counter = 2). The user logs in to the mailbox and presses 1 to play the first message. The user presses 3 to delete the message before the entire message has been heard. (This makes the new message counter = 1.)</p> <p>The user then decides to replay the message and presses *1. The user again presses 3 to delete the message before the entire message has been heard. (This makes the new message counter = 0.)The user then presses 9 to exit the mailbox without hearing the second message.</p> <p>Note The second message is still new and never heard.</p> <p>Stratagy correctly prompts "1 message will be deleted" (because the delete message counter is handled correctly) and turns off the message waiting light (because the new message counter = 0).</p> <p>Now the user thinks the mailbox is empty! Stratagy automatically corrects the new message counter to the correct value (1) during the log-out process.</p> <p>When the user logs in to the mailbox later, he/she thinks the second message was delayed since there was no message waiting light.</p>	<p>Message Counter Modification</p> <p>The new message counter has been fixed to correctly calculate the number of new messages in a mailbox.</p>

Messaging Complaints	Software Improvements
<p>An outside caller tells the user that a message was sent but the user never receives it.</p> <p>After recording a message, the outside caller enters 0 to immediately transfer to the operator and the outside caller thinks the message was sent. Instead, the Hot-zero feature treats the message as cancelled, discards it and sends the outside caller to the operator.</p>	<p>Hot-zero Feature</p> <p>The enhanced Hot-zero feature does not discard the message, but sends it to the destination mailbox and plays a prompt "Message sent" before transferring the outside caller to the operator.</p> <p>Note The Hot-zero feature is only available during the original recording of a message. Once the outside caller finishes the original recording by pressing #, there is no Hot-zero feature. Instead, if the outside caller presses 0 while rerecording or during the Message menu prompts, the Stratagy system reacts as if the outside caller had pressed #.</p>
<p>The user does not change default security code and accidentally logs on to the wrong mailbox.</p> <p>The default mailbox, User ID 997, has a default security code of 997. Initially, all users have the 997 default security code. If a user attempts to log on to his/her mailbox and makes a mistake (for example User ID 3723 presses 3722 unknowingly), then presses 997 as the correct (default) security code, the Stratagy system prompts; "That security code is invalid, enter your User ID."</p> <p>If the user now presses 997 instead of 3723 because he/she thought the prompt was asking them to enter the security code, the user logs on to User ID (mailbox) 997. Of course, User ID (mailbox) 997 does not have any messages, so the user thinks he/she has no messages.</p> <p>When the user later logs on to the correct mailbox, he/she may find a message that was sent prior to the time they logged on to mailbox 997 and complain of a delayed message.</p>	<p>User Name Announcement Upon Log On</p> <p>Stratagy now announces the users name and mailbox number when the user logs in to his/her mailbox. This confirms that the user has logged on to the correct mailbox.</p> <p>Unique Default Security Code</p> <p>The default security code for each mailbox is now unique. The new default security code is the mailbox number followed by the security code for the defaults box. For example, if the new mailbox is 234 and the defaults box is 997 (assuming the security code for mailbox 997 is 997), the security code for mailbox 234 is 234997.</p> <p>Security Code Re-entry</p> <p>If a user dials an incorrect security code while attempting to log on to his/her mailbox, they are given the opportunity to re-enter the security code without re-entering the mailbox number. If the user realizes he/she has entered an incorrect security code prior to hearing the Stratagy prompt "That security code is invalid," he/she can press * * to re-enter the security code. If the user waits until after the prompt is played, he/she can press * and re-enter the security code.</p>

Messaging Complaints	Software Improvements
<p>The user, upon log out from his/her mailbox, forgets that message(s) are being purged. He/she hears the announcement that “x” number of messages will be deleted and thinks that unheard or saved messages are being lost.</p> <p>The Strategy system can be configured to “purge” or delete messages on a system-wide level in “x” number of days after being saved.</p> <p>The user logs in to his/her mailbox and hears the announcement that there are “x” number of messages (urgent/new/saved) in the message queues and that “x” number of messages are going to be purged (deleted) from the mailbox.</p> <p>The user listens to his/her messages and deletes some of the messages in the new/saved queues. On log out from the mailbox, the user hears the number of messages that will be deleted (includes both deleted <i>and</i> purged) from the mailbox. The user, forgetting the “purge” announcement, thinks that too many messages are being deleted and unheard or saved messages are being lost.</p>	<p>Message Purging Reminder</p> <p>Upon log out, the user now hears a separate prompt for the number of messages that will be purged.</p>

To assist you in researching and checking customer messaging complaints in the future, the MSG.LOG and Trace files have been enhanced to contain more detailed information and a new option called “Archive MSG.LOG to A:Drive” has been added to the Strategy Configuration Utility Menu. For more details, see Technical Bulletin TB40-0019.

Strategy Admin Software Compatibility

Strategy 4 Lite V4.2N system software supports all of the Tools Utility options of Strategy Admin, when used with software version VSA.2G (or higher). These features were previously only available to the Strategy DK users.

With the V4.2N software, the Strategy 4 Lite system can fully use the Tools menu of the Strategy Admin. The functions are:

- ◆ Backup and restore utilities for user database, names, and greetings
- ◆ Upgrade procedure for Strategy system software
- ◆ Telephone system configuration screens for telephone system dial codes and system integration patterns
- ◆ Plug-and-play capabilities for Toshiba Strata DK telephone systems
- ◆ Strategy System Configuration file access
- ◆ Trace file retrieval
- ◆ Filecopy capabilities

For detailed information on using the Tools Utility with the Strategy 4 Lite, see Technical Bulletin “Strategy I&M Manual Updates” (TB-40-0019).

Toshiba Plug and Play

The Toshiba Plug and Play option screen, accessed from the Strategy Configuration Utility or Strategy Admin Tools Utility, has been updated to include the most current Toshiba Strata DK telephone systems—the Strata DK14/DK40, the Strata DK424 with an A, B or C/D processor, and the Strata DK424 with an E/F processor. Strategy is still compatible and easily programmed for integration with all previously supported Toshiba telephone systems.

Software Issues

The following issues have been corrected in Vxx.225, V4.2N, and VDK.2N software:

- ♦ Message Waiting Notification – On earlier versions of the Strategy software when a user deleted a message, forwarded that message and then logged out of the Strategy system by dialing **9#**, the Strategy system would not dial the Message Pickup Digit string in the notification template. This resulted in the Message Waiting light remaining ON at the user's station.
- ♦ SMDI Integration – The SMDI integration intermittently failed on Strategy systems in use under heavy traffic conditions. The SMDI integration has also been enhanced to accept any SMDI integration patterns between 2 and 10 digits.
- ♦ Prompt for Message Copy feature – A User ID mailbox's incoming messages can be automatically copied to a second mailbox by programming the *Copy Message To* field on the Options screen. When the copied messages are listened to in the second mailbox, the user now hears the date/time and original mailbox number in the prompt, "Message recorded today at 10:09 am for User ID 205."