

Strategy Release 2 Software

This bulletin announces **Release 2** software for the entire family of **Strategy** Voice Processing Systems. The new software contains many new feature enhancements and improvements.

This bulletin contains a brief description of those features and improvements.

Important! *The Strategy Release 2 General Description dated October 1995 and Strategy brochures require the following corrections: The warranty period is now 2 years. AMIS Networking is **not** included in Release 2. AMIS will be included in the next version of software, Release 3, targeted for the fourth quarter of calendar year 1996. The Strategy 24 photographs displaying administration screens are Release 1 instead of Release 2. We apologize for this inconvenience and will correct these documents in the next printing.*

Description

New Strategy User Interface

A new User Interface has been introduced with Strategy Release 2 software that improves both subscriber mailbox and outside caller interaction.

The new User Interface simplifies the steps for "Playing or Sending Messages" without eliminating any functionality. See the Release 1 and 2 functional differences at the end of this bulletin for more detail. There are also additional capabilities within the new User Interface that are described under New User Features in this bulletin.

A Release 2 *Strategy User Guide* is included with this package for your information. Please take the time to review this new guide with your staff. It describes new menu trees that include new features and have been streamlined for more efficiency.

New Directory Operation

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

Strategy Release 2 Software

Strategy 16 Upgrade Kit

The Strategy 6 Voice Processing System can now be upgraded to a Strategy 16 using a Strategy 16 Upgrade Kit. The upgrade enables expansion of voice ports from 6 to 16 (voice boards are purchased separately). With the upgrade, all features of the Strategy 24, including Fax Back, Fax on Demand and Fax Messaging, will be available (fax features may require an optional SG-COM 4 serial communications board). The Strategy 16 is only available as an upgrade kit for the Strategy 6.

New User Features

In addition to the new User Interface, there are several new user features (described below). Many of the new user features can be controlled by the individual user mailbox, while others are controlled by the System Administrator.

| | |
|---------------------------------------|--|
| New and Saved Message Queues | All voice messages are presented in one of two message queues: new messages or saved messages. All messages remain in the new message queue unless they are saved or deleted by the user or automatically saved by the system. Messages flagged to be saved are moved to the save message queue after the user has exited the mailbox. A user can transfer between the new and saved message queues by entering the appropriate DTMF digits. This feature is controlled by the System Administrator. |
| 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 Notification template/record's Method field. |
| Hot Zero | Outside callers can dial the digit "0" at any time, during the recording of a message. This will transfer the outside caller to the operator or other destination designated by "0". |
| Future Delivery Review | A user that has recorded a future delivery message can now review the message. During or after message review, the user can save the message for future delivery or delete the message. |
| Message Order | Enables each user the choice of message playback order, either First In-First Out (FIFO) or Last In-First Out (LIFO). This parameter is set by the System Administrator. |
| Alternate Rate (Speed Control) | Each user can toggle between the defaulted prompt and message playback speed and a faster alternate rate of speed. The System Administrator sets the prompt and message faster speed to one of four alternate rates (pitch correction is not available for the faster speed alternate rates). If the user desires, the System Administrator can also assign the prompt and message faster speed (alternate rate) to begin at the time of log on to the mailbox. The user can then toggle to the slower (defaulted) prompt and message speed. |
| Slow Menu | A user now has the choice of inserting an additional one-half second of time between prompts. This feature slows the menu prompting playback enabling new users to become familiar with menu selections. This parameter is set by the System Administrator. |

Stratagy Release 2 Software

Caller Menu

Enables each user the choice of the edit menu playing after an outside caller has recorded a message. The edit menu enables outside callers to review, re-record, and append the message, add additional destinations, and set urgent and private status. If the edit menu is disabled, the outside caller can only send the message.

This parameter is enabled or disabled by the System Administrator.

User Screens

Additional features have been added to the user administration screen. Lack of space on the current screen, along with dealers' request to make the screens less "busy," required the present user administration screen to be split into three screens. They 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.
- ♦ Info/Status - contains the status information concerning mailbox activity.

Functional Differences Between Stratagy Release 1 and Release 2

Message Waiting Light Operation Change

In Stratagy Release 1.21 software, the message waiting light is turned "off" once all messages have been heard or accessed by the user. In Stratagy Release 2 software, that operation has been changed to turn off the message waiting light once all New messages have been either saved or deleted. If a user decides to listen to only a portion of a New message, the message will remain as a new message and the message waiting light will stay "on" as a reminder.

Stratagy Release 2 Software

User Interface Changes

The most prevalent change was made to the Main Menu. The Release 1 software had six possible menu selections in addition to exiting the user mode and hang up. The Release 2 software has only three selections: Play Messages, Send Messages, Manage Mailbox. In addition, each of these three selections have feature enhancements, providing more efficiency in operation. The changes are:

Play Messages

The procedures to play messages have been enhanced in the new Release 2 software. The following is a comparison between Release 1 and Release 2 Play Message features:

| Release 1 | Release 2 |
|---|---|
| After logging on to a mailbox, Stratagy plays the Main Menu options. The users must press 1 to find out how many messages they have. If the user exits the Play Message Menu, then presses 1 again, the number of messages is replayed. | After logging on to a mailbox, Stratagy immediately plays the number of messages in the mailbox. This improvement eliminates the users pressing 1 to find out how many messages they have. The number of messages cannot be replayed unless the user logs out and then back in to the mailbox. |
| Once a new message is partially listened to, it is immediately marked as saved. | A new message can only be marked as saved, if either 2 is pressed for Save or the message has been listened to in its entirety. If New and Saved Message Queues is enabled in the mailbox, a newly saved message will stay in the new message queue until the user exits the mailbox. It then moves to the saved message queue. |
| Once a message is marked for delete, it is removed from the mailbox and could not be retrieved without using the Undelete feature. | When messages are marked for delete, or Continuous Delete, they stay in the message queue until the user exits the mailbox. Pressing 9 to return to the Main Menu, will tell the user how many messages are to be deleted. Messages can be saved by pressing 2. |
| When 7 is pressed for Special Functions, Stratagy will not prompt for the menu choices that are available. The 7 doubles as the Pause feature. | After pressing 7, Stratagy will now prompt for menu options. The Pause feature is now activated by 4. |
| Stratagy only prompts users to press 1 to play their messages if there are messages in the queue. | Stratagy prompts users to press 1 to play messages whether there are messages or not. This enables the user to access the new Release 2 feature Future Delivery Review. |

Strategy Release 2 Software

| Release 1 | Release 2 |
|--|--|
| <p>Strategy has only one message queue. When users press 1 to play messages, the oldest message in the queue plays first. New messages can be accessed by pressing 75.</p> | <p>Strategy has two possible message queue formats: a single message queue and New and Saved message queues. They are mutually exclusive from each other and from Release 1.</p> <p>Single message queue – The user logs on and presses 1 to play messages. The user hears first new message (pending FIFO/LIFO option) and continues to press 1 for next message. New messages are followed by saved messages. No end of queue prompt. After all messages are played, the user returns to first new message.</p> <p>New and Saved message queues – The user logs on, presses 1 to play messages and hears first new message (pending LIFO/FIFO option). If there are no new messages, the user is presented to the saved message queue. After listening to all new (saved) messages, the user receives an end of queue prompt. The user is then prompted to press 1 to listen to the next message. If 1 is pressed, the user is returned to the first message in the queue. The user can press 77 to toggle between the new and saved message queues.</p> |
| <p>The Continuous Delete feature immediately deletes all messages. To retrieve messages, the user uses the Undelete feature.</p> | <p>Continuous Delete now prompts the user to verify if deletion is desired. With New and Saved Message queues enabled, Continuous Delete only deletes messages within the queue that the user is currently in when Continuous Delete is requested. Messages are not deleted until the user exits the mailbox.</p> |
| <p>To replay the current message, a user must press 2. To replay the previous message, the user must press 4.</p> | <p>To replay the current message, a user must press *1. To replay the previous message, a user must press *2. The digit 2 is now for saving a message, and 4 pauses the message during playback.</p> |

Send Messages

The procedures to send messages have been enhanced in the new Release 2 software. The following is a comparison between Release 1 and Release 2 Send Message features:

| Release 1 | Release 2 |
|---|--|
| <p>After pressing 4 from the Main Menu to send a new message, the user must press 1 for a User ID or 4 for a list. After pressing 1, the user enters the desired User ID destination for the message.</p> | <p>After pressing 2 from the Main Menu to send a new message, the user is prompted to enter the desired User ID destination for the message. The directory, personal lists and system lists are also available selections.</p> |
| <p>After entering a valid destination for the message, the user is prompted to press 2 to start recording the message.</p> | <p>After entering a valid destination for the message, the user is automatically prompted to begin recording the message.</p> |

Stratagy Release 2 Software

| Release 1 | Release 2 |
|---|---|
| Users are not able to add additional addresses for a message, unless the <i>new_send</i> parameter is set to true in the Stratagy System Configuration. | After recording a message, users can add additional addresses for a message. No additional parameter settings are required. |
| After recording a message, a user can press 4 to cancel the message and return to the Main Menu. | After recording a message, a user can press * to cancel the message and return to the Main Menu. |
| After recording a message, the user is prompted to press 9 to save and then 3 to send the message. Outside callers who press # when finished recording a message, must press 9 to send the message. | After recording a message, the user is prompted to press # to send the message. If outside callers press # after recording a message, the message is either immediately sent or the caller must press # again to send the message. This is dependent on the Caller Menu parameter in the mailbox recording the message. |

Manage Mailbox

The procedures to manage your mailbox have been enhanced in the new Release 2 software. The following is a comparison between Release 1 and Release 2 Manage Mailbox features:

| Release 1 | Release 2 |
|---|--|
| To change a greeting, the user presses 2 from the Main Menu. | To change a greeting the user presses 3 from the Main Menu and then presses 1. The repositioning of this feature streamlines the Main Menu options. |
| To change a pager telephone number for notification, a user needs to contact the System Administrator or Maintaining Dealer to make the change. | To change a pager telephone number for notification, a user presses 2 from the Manage Mailbox Menu and then presses 7 to access the new User Notification feature. |

For more information, see the *Stratagy Release 2 User Guide*, *Quick Reference Guide*, and *Feature Description Manual*.