

Announcing Strategy IVP8 and Strategy Software Release 3.3

Toshiba America Information Systems, Telecommunications System Division is pleased to announce the latest additions to the Strategy family of products, the new Strategy IVP8 system and Release 3.3 software.

The new software releases are versions VDK.3.3 for the Strategy DK, VFL.3.3 for the Strategy Flash, V6.3.3 for the Strategy 6D and V24.3.3 for the Strategy 24D and Strategy 24 Plus. The Strategy IVP8 will ship with software version VDK.3.31. Also being released is Strategy Admin software version VSA.3.3 for the Strategy IVP8, Strategy DK and Strategy Flash products.

There are two different versions of the Strategy DK upgrade, one for use when upgrading a Strategy DK from Release 2 to Release 3.3 and one to use when upgrading a Strategy DK from an earlier version of Release 3 to Release 3.3.

This bulletin contains a description of the new Strategy IVP8 system, the new features and improvements included in Strategy software version 3.3, upgrade instructions and detail on implementing the new features.

Important! *To upgrade a Strategy system to version Vxx.3.3, the system must already be running Strategy software version Vxx.212 or higher.*

Strategy IVP8

The new Strategy IVP8 combines the functionality and form factor of the Strategy DK with the price point and reliability of the Strategy Flash. The hard disk drive has been replaced with a compact flash drive, which provides approximately four hours of voice storage. In the future, a 12-hour upgrade option will be available.

The Strategy IVP8 does not replace any current Strategy model, but enhances the entire product line. The Strategy IVP8 provides the customer with a low-cost integrated voice processing solution that also has the benefit of being installed inside the Base or Expansion Cabinet of a Strata CTX or Strata DK telephone system.

The Strategy IVP8 runs the new Release 3.3 software. The system supports the same feature set as the Strategy DK and has the same out-of-box configuration. The Strategy IVP8 system supports two~eight ports. Port upgrades are performed electronically by Toshiba, utilizing the internal modem that is standard with the Strategy IVP8.

The Strategy IVP8 achieves voice and data storage by utilizing a solid-state Flash memory data storage device that uses non-volatile, semiconductor, read/write storage technology. This means that if power is interrupted, the database is not lost. The Strategy IVP8 database information remains secure through power outages without employing on-board batteries. Since the Strategy IVP8 is a circuit card that is inside the

new Strata CTX or Strata DK with the battery back-up option, Strategy IVP8 system operation will be maintained.

The flash memory has very high-data integrity with automatic bad-spot management and sparing, and full Error Correction Coding (ECC) for high reliability. The flash memory data storage device contains no moving parts, is fast, noiseless and light. It operates in the Strategy IVP8 like an industry standard Integrated Drive Electronics (IDE) hard disk drive. However, unlike disk drives, flash memory speed does not decrease with increasing amounts of data stored; nor does disk storage fragmentation occur.

New Release 3.3 Features

Call Record to Strategy

All Strategy systems operating on Release 3.3 software now support the Call Record feature when connected to a Strata CTX telephone system with Simplified Message Desk Interface (SMDI) integration.

While on an active call, a station user can record the conversation and store it in a Strategy Release 3.3 voice mailbox by pressing an optionally programmed **Record** feature button on the telephone.

Note Once **Record** is pressed, the Record LED flashes rapidly and there is approximately a one-second interval (in extreme busy conditions, up to five seconds) before the recording starts and the Record LED changes to the in-use interval flash rate.

To stop recording, the user only has to press **Record** again. Recordings can also be paused and restarted by pressing an optionally programmed **PS/RES** feature button on the phone. Users can be given the ability to have the recordings go to their personal mailbox or to an alternate mailbox.

See the *Strategy Release 3 I&M Manual* and *Strata CTX I&M Manual* for detailed information on configuring both systems for SMDI integration.

AMIS Networking

As more advanced features have been added to the DOS®-based Strategy systems, memory management has become a critical issue in software development. Because of this, TAIS/TSD looks toward feature interaction as a way to create more operating system memory when developing new features. With the addition of the Call Record feature to the DOS-based products with Release 3.3 software, the number of default AMIS networking nodes has been reduced to 200. In addition, further restriction to the number of AMIS networking nodes will be required to support Strategy IVP8 and Strategy DK systems with multi-lingual prompts.

The fewer AMIS nodes configured in the system the more operating system memory is available for other features. The Strategy systems reserve enough operating system memory to run the number of AMIS nodes specified in the *amis_max_nodes* parameter in the Strategy System Configuration.

A system using more features and a higher configuration requires more operating system memory. For example, an eight port Strategy DK system with a high amount of call traffic using the new Call Record feature requires more operating system memory than a system with fewer ports and/or less traffic. Multi-lingual prompts have been specifically identified as a feature that requires a reduction in the number of AMIS nodes to increase Operating System (OS) memory for proper system operation.

Due to the number of feature configurations possible in a Strategy system, it is not possible for TAIS/TSD to accurately identify the correct number of AMIS nodes in each case. If the system you are working on runs out of OS memory, the failure causes the system to reboot. To correct this, the number of AMIS nodes must be reduced.

Enhancements

Auto Schedules

On April 1, 2001 a number of Stratagy systems in the field experienced an anomaly when the systems had the *set_daylight_savings* parameter in the Stratagy System Configuration Menu set to TRUE. When Stratagy adjusted the system time, the times in the Auto Schedule tables were also adjusted for daylight savings, causing them to execute one hour later than expected.

Investigation revealed this problem only happened if the daylight savings time change occurred exactly on April 1. Therefore, the next time this would happen is April 1, 2007. This has been fixed in Release 3.3 software.

KSU Time

Due to several improvements in the new Strata CTX telephone system, the Stratagy DK and Stratagy IVP8 require SMDI integration to support the KSU Time feature.

Occasionally Stratagy DK systems would be installed in the Strata DK telephone system and the time would be 12 hours off. This has been identified to happen when:

- The Stratagy DK has the time set for AM and the *ksu_time* parameter in the Stratagy System Configuration menu set to TRUE (default).
- The time on the Strata DK telephone system is set for PM.

To stop this from happening in the future, the default for the *ksu_time* parameter has been changed to FALSE in Release 3.3 software.

SMDI Notification Templates

SMDI message waiting notification templates have been modified to be 10 digits when Plug and Play is selected for a Strata CTX system with SMDI integration. This was done to make the default value the same for both systems.

Stratagy DK/Stratagy Flash Software Upgrades

Stratagy DK

There are two different upgrade procedures for the Stratagy DK. Each of the software upgrades is one disk. The disk to use when upgrading from Release 2 to Release 3.3 is labeled "Stratagy DK 3.3 Upgrade for Release 2." When upgrading a Stratagy DK from Release 2 to Release 3.3 it is necessary to upgrade the system prompts at the same time. The Stratagy DK system prompts are a six-disk set and the upgrade takes approximately four hours.

When upgrading from an earlier version of Release 3 to Release 3.3, the disk to use is labeled "Stratagy DK 3.3 Upgrade for Release 3." It is not necessary to upgrade the system prompts.

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

Stratagy Flash

The Stratagy Flash upgrade consists of one disk. System prompts do not need to be upgraded. Refer to the *Stratagy Flash Installation Guide* for detailed instructions on upgrading the software.

► To upgrade Stratagy DK or Stratagy Flash system software

CAUTION! Because of possible errors that can be induced through the telephone network, Toshiba advises that you perform the Upgrade Utility on site.

1. From the Tools menu, press 3.
2. Place the upgrade disk into the Stratagy Admin PC's floppy disk drive.
3. The default directory is **A:**. If your Stratagy Admin PC uses a different drive, type over the default. Press **Enter**.

When the upgrade procedure is complete, the following message displays: **Upgrade successful. Press any key to reboot Stratagy.**

4. Press any key. The Stratagy Admin PC returns to the **C:\ADMIN3** DOS prompt.

Note When the Stratagy DK status light becomes a solid green, Stratagy DK is operational. You cannot reconnect to Stratagy DK using Stratagy Admin until the Stratagy DK status light is green. Any attempt prior to that time fails.

Stratagy Admin

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

Stratagy 6D, 24D or 24 Plus Software Upgrades

The Stratagy 6D, 24D and 24 Plus (Release 3.1 or higher) upgrade consists of six disks. When upgrading one of these systems it is not necessary to upgrade the system prompts. The system database, greetings and messages are retained during the upgrade procedure. Refer to the *Stratagy Release 3 Installation and Maintenance Manual* for detailed instructions on upgrading the software.

► To upgrade Stratagy 6D, 24D or 24 Plus system software

CAUTION! It is strongly recommended that the system be backed up prior to performing the software upgrade. Everything not backed up may be lost during the procedure.

1. Shut down Stratagy by pressing **Alt+S** from the Main Menu.
2. From the Stratagy Configuration Utility Menu, press 3. The following message displays: **System about to reboot. Insure that no diskette is in the A: drive. Press any key to continue....**
3. When prompted, insert the first floppy disk and press any key.
4. Press any key to continue.
5. Press **1~3** to choose the Stratagy system.
6. Highlight **Yes - Start configure voice ports** and press **Enter**
...or **No - Skip configure voice ports** and press **Enter**. Go to [Step 11](#).

7. Type the number of ProLine/2V boards you have added.
8. Type the number of Dialog/4 boards you have added.
9. Type the number of D/160SC-LS boards you have added.

Note These boards can only be installed in the Strategy 24D.

10. Press any key to continue. The software gives you the choice of:

- **Install Complete NEW System** if your Strategy has no database that you wish to retain and would like to start with a new database.
- **Upgrade an Existing System** if your Strategy has data that you wish to retain.
- **Screen Demonstration Only** should never be used at any time.

...or **Esc** to quit.

Note If you have entered the wrong configuration, you must return to [Step 5](#) and begin the process again.

11. Highlight **Upgrade an Existing System** and press **Enter**. The program checks the computer for proper components and conflicts and begins the installation.
12. Press any key except **Esc** to continue. Follow the system prompts. When complete, remove the floppy disk.

Strategy Release 2 Systems Software Upgrades

The following Strategy R2 systems can be upgraded to Strategy R3.3 software and hardware: Strategy 4, 6, 6Lite, 12Lite, 16, 24 and Strategy 24 Plus.

Dialogic® voice boards must be installed to upgrade from Strategy Release 2 products to Strategy Release 3.3. 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.

When upgrading a Strategy system from Release 2 to Release 3, it is necessary to upgrade the system prompts at the same time. Make sure you have a set of Release 3 system prompts on hand when you're ready to perform the upgrade.

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.

Related Documents/Media

Note Some documents listed here may appear in different versions on the CD-ROM, FYI, or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

You can find additional detailed information about Stratagy in the following companion documents:

- Stratagy User Guide
- Quick Reference Guide
- Stratagy Installation and Maintenance Manual
- Stratagy IVP8 Installation Guide
- Stratagy Flash Installation Guide
- Stratagy DK Installation Guide
- Stratagy System Administrator Guide
- Stratagy Library CD-ROM

For *authorized users*, Internet site FYI (<http://fyi.tsd.toshiba.com>) contains all current Stratagy documentation and enables you to view, print, and download current publications.

New Online Stratagy ES Presentation

A new online presentation will be added to the Toshiba Online Test And Learning (TOTAL) website that covers the design differences between Microsoft MS-DOS®-based Stratagy and the Windows NT-based Stratagy ES.

This new presentation was created to point out those differences, so that technicians that are knowledgeable about Stratagy from MS-DOS system installations will feel more at ease with the installation of Stratagy ES.

Important! *Please keep in mind that this presentation should not be considered a substitute for Stratagy ES training. However, due to the expected response for the features of the Strata CTX and Stratagy ES Proprietary Integration, Toshiba TSD felt the need to provide this information for the benefit of our Authorized Dealers and their technicians.*