

Announcing Stratagy Software Release 3.2

In a dynamic and rapidly changing communications marketplace, there are two important things that remain unchanged: the need for dependability and the ease of operations for the end user. With these ideas in mind, Toshiba is proud to announce the latest software release for the Stratagy voice processing family of products, Release 3.2. All of the improvements in Release 3.2 software are a result of feedback from you, the Authorized Toshiba Dealer.

This software contains many new capabilities for enhanced functionality and dependability:

- ◆ Dual-tone Multi-frequency (DTMF) Guard Timer
- ◆ Disk Full Prevention
- ◆ Ability to enable or disable the New User Tutorial on a per-mailbox basis
- ◆ Audio Messaging Interchange Specification (AMIS) Networking Enhancement
- ◆ Updated Plug and Play
- ◆ Host/Remote Enhancements
- ◆ Enhanced file recovery
- ◆ Enhanced Troubleshooting Tools

As of November 6, 2000 all Stratagy voice processing systems will be shipped with Release 3.2 software. Release 3.2 software is also available to upgrade your installed base with the above capabilities.

DTMF Guard Timer

All Stratagy systems with Release 3.2 software will 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 or skipped message.

Stratagy starts the play function when the user presses "1." With the previous Stratagy 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 can be implemented on a system-wide or per-mailbox basis. The amount of time to wait between digits before acknowledging a subsequent digit is also configurable so the precaution can be customized to best fit your customer's application while minimizing impact to system performance.

Disk Full Prevention

Prior to this release of software, Stragy systems would continue to record messages until all of the useable storage space on the drive was used. When a Stragy system boots up, it writes important boot information to log files. If a Stragy system was shut down 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 occurs most often on the Stragy Flash due to the limited storage space available, but the same is possible for the larger Stragy systems.

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

- ◆ 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, Stragy 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.

New User Tutorial Enhancement

Release 3.1 software introduced a New User Tutorial to the Stragy 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 to 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 enable/disable the new user tutorial for either the entire system or individual mailboxes.

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 Stragy would interpret that "0" literally and use it as the amount of minutes allowed for the incoming message. In other words, Stragy 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 Stragy Configuration Utility or Stragy 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. Stragy is still compatible and easily programmed for integration with all previously supported Toshiba telephone systems.

Host/Remote Enhancements

Host and Remote are the programs used on the PC-based Strategy systems to communicate for remote administration. Host is resident on the Strategy system and Remote is loaded on the Administration PC. In some cases, Strategy 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 Strategy system is rebooted.

Directory Converted to a File

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

With Release 3.2 software, the Strategy Flash and Strategy DK recognizes this condition and takes steps to correct it by deleting the bad file. If this happens, a special notification can be sent to the System Administrator's mailbox advising them of the problem. The system recovers from the reboot, however, the user has to re-record his/her name, greeting and security code.

Enhanced Troubleshooting Tools

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

Strategy Model Software Releases

The new software releases are:

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

Also being released are:

- ◆ Strategy Admin software Release VSA.3.2 for the Strategy DK and Strategy Flash products
- ◆ Strategy DK upgrade from Release 2 to Release 3.2
- ◆ Strategy DK upgrade from Release 3.1 to Release 3.2.

Important! *To upgrade a Strategy system to Version Vxx.3.2, the system must already be running Strategy software Version Vxx.212 or higher. Upgrade procedures are included in Technical Bulletin TB40-0030 dated November 2000.*