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Strategy Flash Voice Processing System

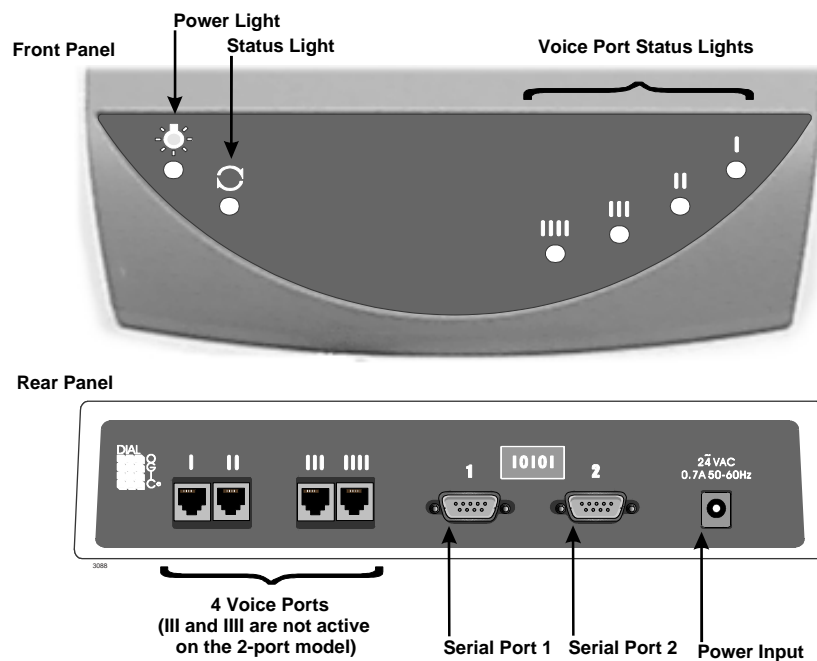
This bulletin describes the new Strategy Flash Voice Processing system. (This bulletin supersedes bulletin TB40-0021B.)

The Strategy Flash is a new model that enhances the current range of Strategy products. It is a smaller voice mail configuration with up to approximately four hours of voice storage and is intended for use by small businesses with fewer users and lower call volumes.

For details on any of the following subjects, see the *Strategy Flash Installation Guide*.

Hardware Description

The Strategy Flash (shown below) is a stand-alone, two- or four-port, solid-state voice messaging platform that combines Strategy software with flash memory and an integrated CPU, all enclosed in a compact and easily installed unit manufactured by Dialogic® Corporation.



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Both models, the two-port (SG-F-2) and the four-port (SG-F-4), are equipped with a flash memory cartridge that provides up to approximately four hours of voice storage. Upgrading the Strategy Flash to four ports does not require any hardware. The upgrade is performed remotely by Toshiba, following a similar procedure used for upgrading ports on the Strategy DK.

The Strategy Flash comes preprogrammed for operation with the Strata DK14 and DK40 systems, and can be plug-and-play configured to work with other Strata DK telephone systems or configured to work with other manufacturers' telephone systems.

The Strategy Flash supports these Toshiba telephone systems:

- ♦ Strata DK14/DK8 – all releases
- ♦ Strata DK40/DK16e/DK16 – all releases
- ♦ Strata DK424/DK280 – all releases
- ♦ Strata DK24/DK56/DK96 – Release 4

The Strategy Flash system can be placed on a table top or wall mounted, if desired. Two wall mounting screws and anchors are included with the system.

Flash Memory

The Strategy Flash has 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 Flash database information remains secure through power outages *without* employing on-board batteries.

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 has no moving parts, is fast, noiseless, light and rugged. It operates in the Strategy Flash as an industry standard Integrated Drive Electronics (IDE) hard disk drive.

It uses the same 512-byte sector size employed in all PC hard disk drives and emulates the disk drive file structure. However, unlike disk drives, the operating speed of the flash memory data storage device does not decrease with increasing amounts of data stored on the drive; nor does disk storage fragmentation occur.

Software Description

The Strategy Flash is the first Strategy system to be shipped with Release 3 Strategy software. It requires Strategy Admin software, installed on a separate IBM-compatible portable/desktop computer, for local or remote administration and maintenance.

Feature Description

New Release 3 Features

The following features have been added to the Strategy Flash Release 3 software:

- ♦ Year 2000 compliance
- ♦ Pending messages in New Message queue
- ♦ Administration mailbox options via the telephone:
 - ♦ Adding a user name to the system directory
 - ♦ Resetting user security codes.

- ◆ User Interface Enhancements:
 - ◆ From the last message in the queue, the user can press **1** to go to the top of a queue.
 - ◆ From the first message in the queue, the user can press ***2** to go to the bottom of a queue.
 - ◆ If no messages are in the queue, the user is not prompted to “press **1** to play messages.”
 - ◆ When a user logs on to his/her mailbox, the Stratagy states the user’s name in addition to the number of messages in each queue, “Jane Doe. You have three new messages...”
 - ◆ When listening to a reply message, a prompt now notifies the user that the message is a reply message.
 - ◆ Messages marked for Return Receipt Requested send a receipt announcement for Pending messages.

The Return Receipt Requested announcement now plays the original message along with the date and time that the message was played by the receiving mailbox. This assists the user in identifying the message.
 - ◆ While recording a message to another mailbox in the system, the user can press **4** at any time to pause the recording. The message resumes recording as soon as **4** is pressed again. Stratagy prompts “Begin recording... (Beep).”
 - ◆ If **4** is not pressed, Stratagy gives the user an additional 30 seconds (default). If during this time no key is pressed, Stratagy cancels the message. Pressing **#** returns the user to the Send Messages Menu.
 - ◆ If new messages arrive while the user is accessing his/her mailbox, Stratagy notifies the user, upon returning to the Main Menu, that a new message is in the queue.
- ◆ Automatic System Recovery – To ensure successful startups and assist in debugging configuration problems, an Archive directory is now part of the Stratagy system. The Archive directory consists of three subdirectories (i.e., Original, Good, and Suspect), each containing a version of the Stratagy batch files, configuration files and voice mailbox database.

If an unsuccessful startup is detected by the program, Stratagy copies the files in question to the Suspect subdirectory, shuts down and reboots using the files in the Good subdirectory. The Suspect files can be used to debug configuration problems.
- ◆ Panic Notification Type – The Panic notification type has been added to the drop-down menu for the *Type* field on the Notify menu screen. This notification type can be set to notify you when an unsuccessful restart occurs during the Automatic System Recovery.
- ◆ Trace Data Filter/Expander – The TRACE.OUT file on the Stratagy system software no longer contains readable trace messages. Instead, it contains encoded trace messages that are unintelligible to the user.

Using a new Trace Filter Setup screen (Retrieve Trace File function), you can specify the filtering rules for selecting the desired trace records. After Stratagy Admin filters the trace data, it decodes and expands the data into readable records containing the information requested by you.

- ◆ New Parameters:
 - ◆ The *area_office* parameter identifies the call as an internal or external call when Simplified Message Desk Interface (SMDI) is being used on a Centrex switch.
 - ◆ The *play_caller_id* parameter determines whether an outside Caller ID is announced in the header message when the Caller ID is available.
 - ◆ The controls for the new Pending message type is in the *msg_pending_threshold* parameter.
 - ◆ To configure the new Automatic System Recovery function, the *error_box*, *restore_config* and *restore_original* are added.
- ◆ The Strategy Flash can be shut down by the System Administrator using the telephone dial pad. New reserved User IDs 982 and 983 have been added to facilitate the telephone shutdown procedure. This feature cannot be used if Strategy Admin is connected.
- ◆ New Replaced %K Token – Using the %K token, Strategy can recognize the Calling Party Identification as sent from the connected switching systems through SMDI connection.

Exclusive Strategy Flash Features

The default maximum message length for the Strategy Flash is 60 seconds and the default maximum greeting length for the Strategy Flash is 30 seconds (for both the current and custom busy greetings).

These features are configurable on a mailbox-by-mailbox basis.

Messaging Complaint Improvements

Strategy Release 3 software contains, as will all future releases of Strategy software, the same messaging complaint improvements announced with the Strategy Vxx.225, V4.2N, VDK.2N, and VSA.2N software. See Strategy bulletins SB40-0013 and TB40-0019 for details on the improvements.

Unsupported Features

The Strategy Flash does not support the following features: Future Delivery, Guest User IDs, Fax Messaging, Audio Messaging Interchange Specification (AMIS), Bilingual prompts, and some Interactive Voice Response (IVR) related prompts (e.g., monies).

SMDI Calling Party Identification

When the Strategy Flash is integrated via SMDI with the Strata DK telephone systems that support caller ID, new applications are available.

See the *Strategy Flash Installation Guide* for details on the new applications.

Installing and Accessing the Strategy Flash

Installation instructions and accessing procedures are included in the new *Strategy Flash Installation Guide*.

Strategy Flash Brochure

With the release of the Strategy Flash, a Strategy Flash brochure has been created and is enclosed with the launch package.

Stratagy Library CD-ROM

An allocation of updated Stratagy Library CD-ROMs (version C) containing electronic files of all new and existing Stratagy documents (excluding the brochure) is being sent to every dealer's office-of-record.

Documentation

New Stratagy documents are:

- ♦ *Stratagy Flash Installation Guide*
- ♦ *Stratagy Flash Wall-Mounting Template and Instructions*
- ♦ *Stratagy User Guide (Release 3)*
- ♦ *Stratagy Quick Reference Guide (Release 3)*

Stratagy Flash Training Presentation

A Stratagy Flash Training Presentation is included on the Stratagy Library CD-ROM. This presentation covers hardware configuration, installation, and programming and is highly recommended for sales personnel as well as installation technicians.

This presentation is intended only as a basic system overview. It is not meant to take the place of training offered by the Toshiba TSD Training Department for factory certification.