



# Toshiba Stratagy IVP8 Installation And Maintenance Manual

Voice processing systems



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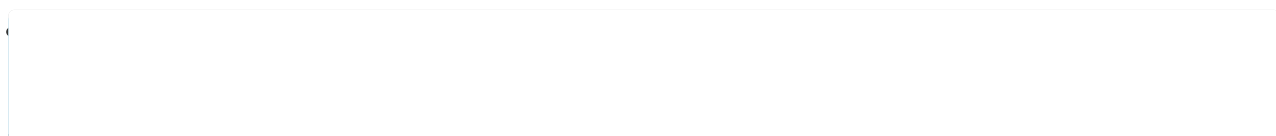
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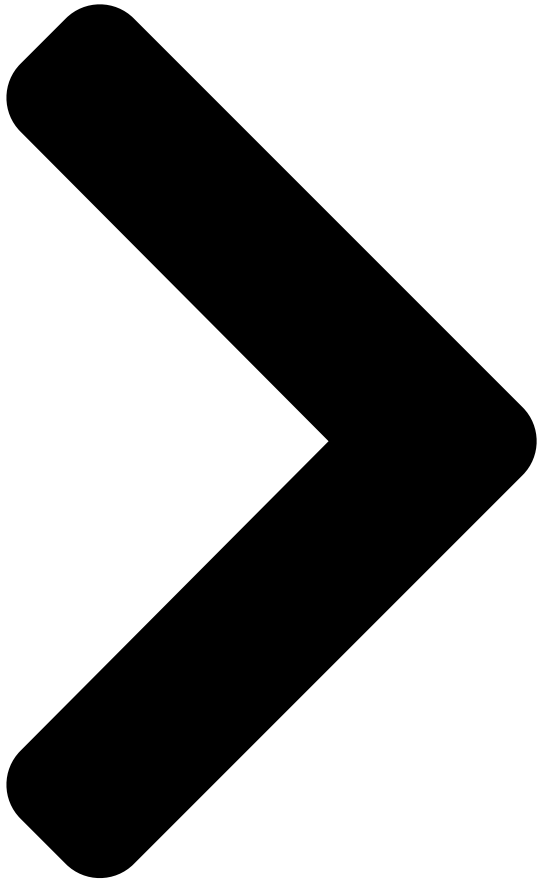
Troubleshooting

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## Bookmarks

## Quick Links

[Download this manual](#) See also: [User Manual](#), [Installation Manual](#)



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Voice Processing Systems

**Stratagy Flash, IVP8**

**Installation and**

**Maintenance Manual**

June 2002

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## Related Manuals for Toshiba Strategy IVP8

### [Voicemail Toshiba IVP8 User Manual](#)

Strategy flash voice processing systems (98 pages)

### [Computer Hardware Toshiba Strategy Flash General Description Manual](#)

Voice processing systems (71 pages)

### [Computer Hardware Toshiba Strategy IVP8 Installation Manual](#)

Voice processing (60 pages)

### [Voicemail Toshiba IVP8 Quick Start Manual](#)

(2 pages)

### [Computer Hardware Toshiba Strategy Flash Installation Manual](#)

Voice processing system (56 pages)

### [Voicemail Toshiba IP Business Communication System Specifications](#)

Toshiba ip business communication system specifications (2 pages)

### [Voicemail Toshiba Strategy DK Installation & Programming Manual](#)

(84 pages)

### [Voicemail Toshiba Strategy DK Manual](#)

(38 pages)

### [Voicemail Toshiba Strata CTX28 User Manual](#)

Voice processing system (96 pages)

### [Voicemail Toshiba CIX Voicemail Quick Start Manual](#)

Toshiba telephone quick start guide (2 pages)

### [Voicemail Toshiba CTX100 Quick Reference](#)

(3 pages)

### [Voicemail Toshiba CIX40 Quick Start Manual](#)

Toshiba answering machine user manual (2 pages)

### [Voicemail Toshiba DK40 Quick Reference Instructions](#)

(2 pages)

### [Voicemail Toshiba Strata CTX28 System Administrator Manual](#)

Voice processing system (21 pages)

### [Voicemail Toshiba Strata CTX28 Quick Reference Manual](#)

Voice processing system (3 pages)

### [Voicemail Toshiba Strata GVMU/LVMU User Manual](#)

Voice processing system (103 pages)

## Summary of Contents for Toshiba Strategy IVP8

[Page 1](#) 726+,%\$ Telecommunication Systems Division © Voice Processing Systems Strategy Flash, IVP8 Installation and Maintenance Manual June 2002...

[Page 2](#) FCC. required to correct the interference. Service or Repair: For service or repair,

contact your local Toshiba This system is listed with Underwriters Laboratory.  
telecommunications distributor. To obtain the nearest Toshiba ®...

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[Page 4](#) Strategy ES or the use of a UPS not equivalent to that specified by TAIS are not covered by this warranty. The sole obligation of TAIS or Toshiba Corporation under this warranty, or under any other legal obligation with respect to the equipment, is the repair or replacement by TAIS or its authorized dealer of such defective or missing parts as are causing the malfunction with new or refurbished parts (at their option).

[Page 5](#) Local Administration on the Flash requires a portable or desktop PC with MS DOS® 6.2, Strategy Admin software, 5MB available hard disk space, a 3.5" 1.44 floppy disk drive and 580KB free RAM. You'll also need a 9-pin null-modem serial cable or Toshiba SG-ADM CBL cable to connect your PC to the Flash.

[Page 6](#) Install and program serial card BSIS in the Strata CTX. Refer to the Strata CTX Programming Manual. □ A serial cable must be installed between the BSIS card and the Strategy. Toshiba's PPTC-9 (with six- conductor line-cord) is recommended. □...

[Page 7](#) Local Administration on the Flash requires a portable or desktop PC with MS DOS® 6.2, Strategy Admin software, 5MB available hard disk space, a 3.5" 1.44 floppy disk drive and 580KB free RAM. You'll also need a 9-pin null-modem serial cable or Toshiba SG-ADM CBL cable to connect your PC to the Flash.

[Page 8](#) COM 3 or 4 port. □ Toshiba suggests that you do not write over the Strategy Admin directory when installing a newer version of Strategy Admin. Always retain previous versions of the Strategy Admin software for use with other Flash systems.

[Page 9](#) □ Local Administration? You'll need a PC, 5MB hard drive space, 3.5" 1.44 floppy drive, and 580KB free RAM. You'll also need a 9-pin null-modem serial cable or Toshiba's SG-ADM CBL cable to connect your PC to the Strategy. □...

[Page 10](#) Install and program serial card BSIS in the Strata CTX. Refer to the Strata CTX Programming Manual. □ A serial cable must be installed between the BSIS card and the Strategy. Toshiba's PPTC-9 (with six- conductor line-cord) is recommended. □...

[Page 11](#) □ Local Administration? You'll need a PC, 5MB hard drive space, 3.5" 1.44 floppy drive, and 580KB free RAM. You'll also need a 9-pin null-modem serial cable or Toshiba's SG-ADM CBL cable to connect your PC to the Strategy. □...

[Page 12](#) □ Set code 43 in Program 03 for PIOUS/PIOUS/RSSU or code 49 for RSIU/RSIS. □ A serial cable must be installed between the PIOUS/PIOUS/RSSU/RSIU card and the Strategy. Toshiba's PPTC-9 (with six-conductor line cord) is recommended. □ Strategy's serial Port 1 is reserved for SMDI communication.

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## **Page 21: Introduction**

**Introduction** This Installation and Maintenance (I&M) Manual provides detailed step-by-step instructions for installing, programming, and maintaining Stratagy Flash and IVP8 voice processing systems. It is intended for qualified Service Technicians (Installers) and System Administrators. Unless noted otherwise in this book, references to Stratagy apply to Stratagy Flash and IVP8. **Organization** This manual is divided into the following chapters: •...

## **Page 22: Conventions**

**Introduction Conventions** Conventions This manual uses these conventions: **Conventions Description** Elaborates specific items or references other information. **Within Note** some tables, general notes apply to the entire table and numbered notes apply to specific items. **Important!** Calls attention to important instructions or information. **Advises you** that hardware, software applications, or data **CAUTION!** could be damaged if the instructions are not followed closely.

## **Page 23: Related Documents/Media**

**Stratagy Quick Reference Guide • Stratagy System Administrator Guide** 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. **Stratagy eBrochure and Advisor CD-ROM** Packaged with every Stratagy shipped is a CD-ROM containing Stratagy eBrochure, and an end- user tutorial, Stratagy Advisor.

## [Page 25: Chapter 1 - Overview](#)

Overview This chapter covers the qualifications of Installers and System Administrators and provides an overview of the Strategy Flash and IVP8. Installers and System Administrators Service Technicians install, upgrade, and maintain the Strategy system. System Administrators' functions vary by company. Installer This manual is designed for a trained installer with some familiarity of PCs, an understanding of telephone systems and a general knowledge of Strategy.

## [Page 26: System Administrator](#)

Your company will assign all or some System Administrator functions to an employee who knows your telephone system, organizational structure, and the needs of your customers and employees. The Toshiba Dealer's Technical Service Representative will perform the remaining functions. System Administrator functions may include: •...

## [Page 27: Strategy Flash](#)

Upgrading the Flash to four ports does not require additional hardware. The upgrade is performed remotely by Toshiba. Each Flash has been pre-programmed at the factory for out-of-box (plug-and-play) operation on the Strata DK14 and DK40i/DK40. This includes the integration and configuration parameters, default station (extension number) User ID mailboxes, and company greeting and instructions.

[Page 28](#) Overview Strategy Flash Power Light Status Light Voice Port Status Lights Front Panel Rear Panel 3088 4 Voice Ports (III and IIII are not active on the 2-port model) Serial Port 1 Serial Port 2 Power Input Figure 1-1 Flash Front and Back Panels On/Off The Flash is not equipped with an On/Off switch.

## [Page 29: Exclusive Flash Features](#)

Overview Strategy Flash Voice Port Status Lights Each port has a status light labelled I~IIII on the front of the Flash unit (see Figure 1-1) that indicates the hookswitch and ring states of the port. The lights are On/Off based on the following Voice Port Signal (Loop Current On) Status Lights...

## [Page 30: Unsupported Flash Features](#)

Overview Strategy Flash Unsupported Flash Features In order to preserve storage space, the following features are not supported by the Flash system software. • Future Delivery (User ID Mailbox 995) • Guest User IDs (User ID Mailbox 996) • Fax Mail (fax tone detect and transfer is supported) •...

## [Page 31: Strategy Ivp8](#)

Overview Strategy IVP8 Strategy IVP8 The Strategy IVP8 voice processing circuit card (shown at right) supports up to eight ports, and installs in selected card slots of a Strata CTX or DK Base or Expansion Cabinet/Key Service Unit (KSU). Each IVP8 has been preprogrammed at the factory for out-of-box (plug-and-play) operation on the CTX.

[Page 32](#) Overview Strategy IVP8 Backplane Connector Side View Flash Drive Status Port 2 Port 1 Port LEDs Light Strap Front View Port LEDs Figure 1-2 IVP8 Hardware Components Internal Modem The IVP8 has an internal (soft) modem that operates at up to 2400 baud and can be used for remote maintenance.

## [Page 33: Amis Networking](#)

Overview Strategy IVP8 Voice Port Status Lights Each port has a status light labelled 1~8 on the front of the IVP8 unit that indicates the hookswitch and ring states of the port. The lights are On/Off based on the following:...

[Page 34](#) Overview Strategy IVP8 Tokens As with all Strategy systems, the IVP8 retains all of the robust application programming that is provided by tokens. There are two tokens supported only by the IVP8. These are: • - Enables a Strategy Admin PC's modem to communicate with the IVP8 internal modem (2400 baud).

## [Page 35: Chapter 2 - Installation](#)

Installation This chapter provides step-by-step instructions on installing the Strategy systems.  
Pre-installation Instructions The pre-installation requirements include: • Conduct a pre-installation survey to determine how to configure and customize the Strategy system. • Determine Strategy hardware sizing. • Select and prepare the hardware site. •...

[Page 36](#) Installation Pre-installation Instructions It is essential to understand the application fully before sizing port quantity. Issues to be taken into consideration when calculating the number of ports required for an application are: Primary Answering Position Will Strategy be responsible for answering all or a majority of the incoming calls? If so then: •...

## [Page 37: Determine Strategy's Configuration And Integration](#)

DK14, DK40i, DK40 Note Older Strata DK products are not listed on the Toshiba Plug and Play menu but are configured by using the set\_pbx\_type parameter in the Strategy System Configuration Menu. The option does not build a system database or message waiting strings for the mailboxes.

## [Page 38: Fill Out Checklists And Forms](#)

Strategy Admin Cable (SG-ADMCBL) RJ11 cable for each port used for communicating with computer or modem (available from Toshiba) 3. Inspect all equipment for damage. If equipment is missing or damaged, contact your supplier immediately. 4. Remove any shipping tape and packing material used to protect the system during shipment.

## [Page 39: Step 2: Program Strata](#)

1. Install and program serial card BSIS in the Strata CTX. Refer to the Strata CTX Programming Manual. 2. A serial cable must be installed between the BSIS card and the Strategy. Toshiba's PPTC-9 (with six-conductor line-cord) is recommended. 3. Strategy's serial Port 1 is reserved for SMDI communication.

## [Page 40: Strata Dk Systems](#)

Installation Step 2: Program Strata Important! The Strata CTX may need to be reset to initialize some Strata programming assignments. It is important that you make all such assignments before installing the IVP8. ► Program slot in Strata CTX before installing the IVP8. Refer to Strata CTX Programming Manual for details.

## [Page 41: Step 3: Shut Down Strata Ctx/Strata Dk](#)

Installation Step 3: Shut Down Strata CTX/Strata DK • Enable the Strata DK to receive DTMF signalling from the IVP8: • For DK40i/DK40/DK16e/DK16: Set code 92 for slot 00 for the K5RCU, K5RCU2, or K4RCU3. • For DK424i/DK424/DK280: Set codes 92, 93, or 94 for slot 00 for the RRCS installed on the RCTU.

## [Page 42: Ivp8](#)

Installation Step 4: Install Strategy Set up Flash System Hardware 1. If you are wall-mounting the Flash, see the Strategy Flash Wall-Mounting Template and Instructions included in the package for instructions on wall mounting the unit ...if the Flash is not going to be wall mounted, place the unit in the site determined. 2.

[Page 43](#) Installation Step 4: Install Strategy Table 2-1 IVP8 Strata DK Slot Assignments DK40i/DK40/DK16e/DK16 Install the IVP8 in any slot in the Expansion KSU where an eight-port card can be inserted. For DK40i/ DK40/DK16e, see Chapter 2 - DK40i Configuration in the Strata DK I&M Manual for all possible configurations.

## [Page 44: Step 5: Restart Strata Ctx/Strata Dk And Verify Strategy Is Functioning Properly](#)

Answer and play the Toshiba Plug and Play company greeting ("Thank you for calling..."), greeting 1 in User ID mailbox 990. • Continue to play the Toshiba Plug and Play caller instructions greeting ("If you know the extension of the person you wish to reach..."), greeting 1 in User ID mailbox 991. 2-10 Strategy I&M...

## [Page 45: Step 7: Install Strategy Admin Software \(Vsa.3X\)](#)

Installation Step 7: Install Strategy Admin Software (VSA.3x) Step 7: Install Strategy Admin Software (VSA.3x) Note Loading the Strategy Admin software can be done before/after connecting the Strategy Admin PC to the Strategy. The Strategy Admin PC, connected to the Strategy (see Step 8 "Connect Strategy Admin PC to Strategy"...

## [Page 46: Local Connection](#)

Strategy Admin PC Figure 2-2 Strategy Flash/Strategy Admin PC Local Connection Note If you wish to purchase individual cabling/connectors/adapters in lieu of purchasing the Toshiba Strategy Admin cable, we have provided the wiring diagrams (see Figures 2-3 2-4). 9-pin 9-pin...

## [Page 47: Remote Connection](#)

Installation Step 8: Connect Strategy Admin PC to Strategy Remote Connection Remote communication with the Strategy requires the installation of a modem on the Strategy Admin PC (if a modem does not already exist). The IVP8 comes equipped with an internal modem of 2400 baud and does not require any additional equipment.

## [Page 48: Step 9: Configure Strategy Admin Software](#)

► To install an external modem 1. Equip the Strategy with a Hayes-compatible 14.4KB V32.bis modem. Toshiba's fax/modem (SG-FMOD) has been tested for consistent operation and is recommended. Use of other modem models cannot be guaranteed for trouble-free operation.

## [Page 49: Smdi Calling Party Identification](#)

Installation Step 13: Program the Applications SMDI Calling Party Identification The Strata CTX/Strata DK telephone system only provides the Strategy with incoming Calling Party ID via SMDI integration. Data messages or packets are sent into the system to provide information concerning the type of call and the calling party ID. Note When configuring the Strategy for SMDI, make sure both the Strategy and the telephone system are configured concurrently.

## [Page 50: Exclusive Ivp8 Tokens](#)

Installation Step 13: Program the Applications Exclusive IVP8 Tokens Tokens available exclusively for the IVP8 are: • - Enables a Strategy Admin PC's modem to communicate with the IVP8 internal modem (2400 baud). This token is factory programmed in User ID 993. Example: @KM •...

## [Page 51: Step 14:Record Special Greetings](#)

Installation Step 14: Record Special Greetings 2. In the Strategy System Configuration file: • Set the box\_grt parameter for the specific port and type in 900. Remember to program a User ID (e.g., User ID 991) as the Done Chain of the Important! mailbox designated in the box\_grt parameter (in this example 900) to prevent the IVP8 from entering a loop that can cause IVP8 software to lock up.

[Page 52](#) Installation Step 16: (Optional) Back up Database, Mailbox Names and Greetings 2-18 Strategy I&M 06/02...

[Page 53](#) Access and Use Strategy This chapter discusses how to start up, use and shut down the Strategy system for maintenance and other functions. More specifically, this chapter discusses: • Access Strategy - Compares the two methods for accessing Strategy: locally, or remotely. •...

## [Page 54: Chapter 3 - Access And Use Strategy Access Strategy](#)

Access and Use Strategy Access Strategy Access Strategy There are two ways to access the Strategy system: local and remote: Method Description Requirements • Local Access Strategy via a cable connecting Customer-supplied portable/desktop PC the Strategy system with a portable or •...

## [Page 55: Remote Access](#)

Access and Use Strategy Remote Access Remote Access Remote access refers to accessing the Strategy system via modem from a portable or desktop PC located at this or another site.To perform remote access, you must prepare the Strategy system by installing and connecting the

modem and preparing the portable/desktop PC by configuring the modem (see Chapter 2 -...

### [Page 56: Use Strategy Remotely](#)

Access and Use Strategy System Startup Manual Dialing Mode 1. Press Enter to go to the Manual Dialing Mode screen. 2. Go off-hook on the standard telephone and dial the telephone number. Once connection is made to the Strategy external modem, a carrier tone is heard. 3.

[Page 57](#) Access and Use Strategy Use Strategy Save Copy Delete Users Menu (Info/Status Save Auto Menu Options Group/Chains) Save Notify Menu Templates BoxList Table Main Menu Enter AMISNodeList (select menu item) Password Load Reports Menu Save 6230 View Shutdown Print File Tools Date/Time Quit...

### [Page 58: Online Help Function](#)

Access and Use Strategy Online Help Function Online Help Function Strategy's online help function is content-specific and is available on a field-by-field basis. Strategy provides two types of online help—the help line and detailed help. Help Line The help line automatically displays the information about the current field at the bottom of the screen.

[Page 59](#) Access and Use Strategy System Shutdown 7. Press the spacebar to change the field from On to Off. Note Changing the Do Not Disturb option enables the token programming residing in the Extension field of the mailbox. It is the token string in this mailbox that performs the shutdown procedure.

### [Page 60: Main Menu Options](#)

Access and Use Strategy Main Menu Options Notes • This option is not available when accessing Strategy remotely. • The Strategy is completely shut down when the status light is Out and all port LEDs are • IVP8 - This is the only option on the Shutdown menu that parks the head. 3.

### [Page 61: Change System Date And Time](#)

Access and Use Strategy Main Menu Options Change System Date and Time 1. From the Main Menu, select Date/Time by pressing Alt+D. Strategy prompts: Password? 2. Type the password and press Enter. (The default password is Strategy, with the first letter uppercase.) The system date/time screen displays (shown at right).

### [Page 62: Main Menu Field Descriptions](#)

Access and Use Strategy Main Menu Field Descriptions Main Menu Field Descriptions KSU Time displays if enabled for the IVP8. Menu Bar System Information Port Activity Statistics Figure 3-2 Main Menu with Sample Data Table 3-2 Main Menu Screen Fields Menu Bar Access Options (select).

[Page 63](#) Main Menu Screen Fields (continued) System Information (Display only, in addition to the fields, the screen displays the Strategy voice processing model number, software version, voice board driver, and TAIS, Inc. Toshiba telephone system name and model number.) Usage System usage (n/pp%).

[Page 64](#) Access and Use Strategy Main Menu Field Descriptions Table 3-2 Main Menu Screen Fields (continued) Status Function system is performing on the port. Includes: IDLE: Port is idle and available for calls. GREETING: Mailbox greeting is currently playing. RECORDING: Message currently being recorded. DIAL: Strategy is dialing out.

### [Page 65: Chapter 4 - Configure Strategy](#)

This chapter provides detailed information about configuring Strategy and discusses: • Configuring Strategy Admin software • Toshiba Plug and Play • Telephone System Configuration • Strategy System Configuration •...

### [Page 66: Configuring Strategy Admin Software](#)

Configure Strategy Configuring Strategy Admin Software Configuring Strategy Admin Software Settings for the communication port in Strategy Admin must match the corresponding parameters set in the Strategy System Configuration file on the IVP8. For example, the Strategy Admin PC serial port settings made in the Serial Port field of this procedure must be identical to the serial port definitions (i.e., set serial\_port) set in the IVP8's System Configuration file (see



“System Configuration”...

[Page 67](#) Configure Strategy Configuring Strategy Admin Software Table 4-1 Strategy Admin PC Configuration Fields (continued) Field Description/Default Port number Serial Port Possible values: Default: 2 Baud rate of serial port. Baud Rate Possible values: 1200, 2400, 9600 Default: 9600 Sets modem initialization string. The modem initialization string can be changed to work with specific brand modems.

### [Page 68: Tools Utility](#)

Existing messages and mailbox greetings are not deleted when Plug and Play is selected. For example, if Mailbox 200 has messages and greetings and Toshiba Plug and Play for Strata CTX is run, then Mailbox 200 retains the messages and greetings from the previous database.

### [Page 69: Telephone System Configuration](#)

Esc. 4079 Note Select a default dial code only for non-Toshiba telephone systems and only during initial configuration. 4. After making the selection, press ESC. The Telephone System Configuration screen displays. 5. From the Telephone System Configuration screen, press 1. The changes are transmitted to Strategy and Strategy is shut down and restarted.

[Page 70](#) Configure Strategy Tools Utility ...or 2.The changes are transmitted to Strategy but Strategy is not shut down or restarted. Until you restart Strategy, the changes do not take effect..or 3. The changes you made are cancelled and not saved. 6.

[Page 71](#) Configure Strategy Tools Utility Table 4-2 Telephone System Dial Codes - Definitions and Settings (continued) Parameter/Description # Dial code to return to caller after Ring No Answer: The code Strategy dials, during supervised call transfers, to request the telephone switch reconnect the caller to Strategy when: The attempted extension rings -and-...

[Page 72](#) Configure Strategy Tools Utility Table 4-2 Telephone System Dial Codes - Definitions and Settings (continued) Parameter/Description # Which DTMF tone to listen to for hangup detection: Some telephone systems play a specific DTMF tone whenever a caller hangs up. This provides faster hang up detection and call processing.

### [Page 73: System Integration Patterns](#)

Configure Strategy Tools Utility System Integration Patterns If your telephone system supports integration, this selection controls the definition of its integration. Perform this step only to refine, verify, or modify the integration of the Strategy system with your telephone system. Some of the pre-defined telephone system dial codes already contain integration information, while others are configurable.

[Page 74](#) Configure Strategy Tools Utility Table 4-3 Telephone System Integration Patterns - Definitions and Settings Parameter/Definitions Direct call Integration strings that Strategy should match for a Direct call. \*\*\*1eee Example: Forward from Ring No Answer Integration strings that Strategy should match for a forward from Ring No Answer. #02#sss#rrr# Example: Forward from Busy...

[Page 75](#) Configure Strategy Tools Utility ...or 2.The changes are transmitted to Strategy but Strategy is not shut down or restarted. Until you restart Strategy, the changes do not take effect..or 3. The changes you made are cancelled and not saved. 7.

[Page 76](#) Configure Strategy Tools Utility • Forward from Busy The Forward from Busy is modified in the same way as the Forward from Ring No Answer above except that you use character code b instead of r. Different Masks Check that the integration patterns do not have the same “mask.” If you do have one or more masks that are the same, you must modify them to be different or delete the extra ones.

### [Page 77: System Configuration](#)

Configure Strategy System Configuration System Configuration Use this function to change Strategy’s system options and parameters, define timeout values and computer configurations, and control per port options. See “System Parameters” on page 4-14 a list of the parameters, their definitions and default settings. Most Strategy System Configuration options do not require modification.

## [Page 78: System Parameters](#)

Configure Strategy System Parameters System Parameters Most Strategy System Configuration options do not require modification. We recommend that you modify the system password immediately. All other options have default values, but can be modified as required. Parameter Description Specifies whether Strategy should accept 0 as valid mailbox number. If the parameter is set to "false,"...

[Page 79](#) Configure Strategy System Parameters Parameter Description When SMDI is being used on a Centrex switch, the value set in this parameter identifies which calls are from voice mail subscribers by specifying the first few digits (e.g., area and office codes) that are shared by all subscribers. Example: In this example, the area\_office parameter is set to '714583'.

[Page 80](#) Configure Strategy System Parameters Parameter Description Sets the Direct Message User ID for all ports or for specified ports. The Direct Message ID enables Strategy to record a message for a User ID without having to execute the Extension field and/or hear the User ID's greeting. This is particularly useful for an Operator transferring directly to voice mail.

[Page 81](#) Configure Strategy System Parameters Parameter Description Identifies to IVP8 the physical slot in the Strata DK that contains the PDKU programmed for DSS console in Program 03 (type 64). The IVP8 monitors this slot for the busy lamp field (see dss\_active parameter), and Night Transfer. For Strata DK40i/DK40/DK16e/DK16 and DK24, DK56, and DK96: the console\_slot\_id is always set to 0 (zero).

[Page 82](#) Configure Strategy System Parameters Parameter Description Designates the User ID Defaults Box Strategy uses for the default values when creating a new User ID. The field values in the Defaults Box User ID are copied into a new User ID upon initialization. •...

[Page 83](#) Configure Strategy System Parameters Parameter Description Controls the time between DTMF tones when Strategy is dialing. The time is country-dependent (50 ms in the US, 80 ms in the UK). This is dtmf\_dly appropriate for almost all cases. Possible values: 0, 3~19 (units of 10 ms) Default: 0 IVP8 only Strategy, before dialing any User ID Extension field, first verifies that DTMF was...

[Page 84](#) Configure Strategy System Parameters Parameter Description Designates the Guest User ID Defaults Box Strategy uses when creating a new Guest User ID. The field values in the Guest Defaults User ID are copied into a Guest User ID upon initialization. •...

[Page 85](#) Configure Strategy System Parameters Parameter Description User ID Strategy "jumps" to when Strategy detects a specific tone. Used to handle incoming faxes, detect connections from TDD machines for deaf communication, etc. Up to 24 tones can be detected and directed to a mailbox by entering a User ID followed by a number (1~24).

[Page 86](#) Configure Strategy System Parameters Parameter Description Delay that must occur after dialing a digit string and before the RDSP driver considers the loop current drop to be answered. In 10 ms units. lvalid Default: comment line (#set lvalid 10) To enable, remove the starting # and set the value. Delay that must occur after loop current drops and before the RDSP driver posts event 18 to the System Event Queue.

[Page 87](#) Configure Strategy System Parameters Parameter Description Maximum number of seconds for recording a User ID's name and extension. The name and extension recording is used for directory access and whenever Strategy tries to identify the User ID. nam\_maxlen Possible values: 1~99 (seconds) Default: 5 Threshold for message count.

[Page 88](#) Configure Strategy System Parameters Parameter Description Determines whether outside Caller ID is announced when the Caller ID is available. Note This parameter works in conjunction with SMDI integration. True: When a message plays from an outside caller and a caller ID is available, play\_caller\_id the ID is announced in the place of the from field during the message header playback.

[Page 89](#) Configure Strategy System Parameters Parameter Description If the Strategy system encounters a panic error on startup, this parameter determines whether Strategy restores the original configuration during the Automatic System Recovery process. restore\_original True: System restores the original configuration if it panics on start-up. False: System does not

restore the original configuration if it panics on start-up.

[Page 90](#) Configure Strategy System Parameters Parameter Description When a User selects option  (Play Messages), and then  (continuous play) or  (continuous delete), this parameter defines the total number of minutes to play or delete. Usually defines the length of one side of a tape that might be used for recording a set of messages in a User ID.

[Page 91](#) Configure Strategy System Parameters Parameter Description When this value is greater than 0, it enables a special function in Strategy to go off-hook and back on-hook whenever a port is idle for the specified number of seconds. This is necessary only when under rare circumstances a telephone switch may not release a station that is connected to Strategy even after Strategy has tmo\_idle gone on-hook.

### [Page 92: Serial Port Definition](#)

Configure Strategy System Parameters Parameter Description Whether the system makes an entry in the specified log file whenever a User ID is accessed via DTMF. The log entry consists of the date, time and User ID. This is useful for creating a data file that can later be analyzed for call distributions and dates, days, and times mailboxes are accessed.

### [Page 93: Serial Port Definition \(Remote Pc - Strategy Admin\)](#)

Configure Strategy System Parameters Parameter Description Number of stop bits to use for logical serial port 1. stopbits1 Possible values: 0, 1, 2 Default: 1 Number of stop bits to use for logical serial port 2. stopbits2 Possible values: 0, 1, 2 Default: 1 Serial Port Definition (Remote PC —...

### [Page 94: Fixed Length User Ids](#)

Configure Strategy System Parameters Parameter Description Number of rings to wait before answering per port. This is useful for those telephone systems that do not allow incoming lines to ring in a station hunt group or do not provide delayed ringing. Also, it may be used to set up backup answering for a secondary attendant operation.

[Page 95](#) Configure Strategy System Parameters Parameter Description Maximum digits Strategy expects when a caller dials a User ID beginning with three. When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if fixed\_len3 there are five digit User ID mailboxes that begin with this digit, then you should not set the value of this parameter less than five.

### [Page 96: Smdi Serial Integration](#)

Configure Strategy SMDI Serial Integration Parameter Description Maximum digits Strategy expects when a caller dials a User ID beginning with nine. When changing this value, make certain that it is still possible to log in and send messages to all existing User ID mailboxes that begin with this digit. For example, if there are five digit User ID mailboxes that begin with this digit, then you should not fixed\_len9 set the value of this parameter less than five.

[Page 97](#) Configure Strategy SMDI Serial Integration Step 1: Enable SMDI 1. Select the appropriate Strata DK system with SMDI integration from the Toshiba Plug and Play screen. (See "Toshiba Plug and Play" on page 4-4 for instructions.) 2. Define parameters in Strategy System Configuration for SMDI/Serial Integration (see Table 4-4).

[Page 98](#) Strategy. To validate the link, you must perform the following procedure. Note For further assistance, contact Toshiba Technical Support. 1. Connect a portable or desktop PC to the RS-232 serial connection from the Host telephone system.

### [Page 99: Smdi Calling Party Identification](#)

Configure Strategy SMDI Serial Integration If packets are not seen, the host phone system may not be sending the packets or there is a Note bad cable or connection. 3. Re-check configuration parameters in the Strategy. Validate the data protocol parameters and COM port are properly defined in the Serial Port Definition of the Strategy System Configuration.

[Page 100](#) Configure Strategy SMDI Serial Integration Example Application In this example, mailbox 900 answers incoming calls to the Strategy system. The Caller ID information is temporarily stored as the token. Using the token, Strategy searches the CALLERID.TXT file for

the telephone number saved as .

[Page 101](#) Configure Strategy SMDI Serial Integration 11. From the Users Menu, The example mailbox 900 looks like this: create and save the Caller Mailbox ID greeting mailbox (890). Extension @KFV("CALLERID.TXT",1,%K,2,%S2) Set the Do Not Disturb G(%S2) (DND) field to On for this Suppress normal process.

[Page 102](#) Configure Strategy SMDI Serial Integration 4-38 Strategy I&M 06/02...

[Page 103](#) How Strategy Operates Strategy connects to standard analog extensions on the telephone system. To the telephone system, Strategy looks like several ordinary telephones, not special digital or "fancy" telephone sets. The telephone system controls the incoming calls until it directs them to Strategy by ringing its "telephone"...

### [Page 104: Chapter 5 - How Strategy Operates User Ids](#)

How Strategy Operates User IDs Reserved User IDs Strategy comes with several pre-defined User IDs. Only User ID 999 cannot be assigned to another User ID number. Each of the following User ID mailboxes performs a specific function. Most of the mailbox numbers of the pre-defined User IDs can be changed, if required, to better meet your customers needs.

### [Page 105: Call Processing Control](#)

How Strategy Operates Call Processing Control User ID 999: System Administrator User ID - Enables the System Administrator to create system lists, record and delete system announcements, record the busy-hold music or message, manage User IDs, and review system status. See System Administrator Guide for details. This mailbox has a pre-programmed extension of H( ) for Hang-up.

### [Page 106: User Id Mailboxes](#)

How Strategy Operates User ID Mailboxes User ID Mailboxes Types of Mailboxes User IDs fall into one of several general categories, based on how they are customized. User A typical User ID mailbox records messages from callers. A user can periodically check the User ID for messages, or be notified by a variety of automatic notification methods.

### [Page 107: How Strategy Processes](#)

Menus. See Chapter 8 - Customization Examples for sample customized User ID mailboxes. If you have questions about customizing User ID mailboxes, please contact Toshiba Technical Support. How Strategy Processes User IDs Whenever a call rings a port on Strategy, Strategy answers and begins processing the call starting at a predefined User ID.

[Page 108](#) How Strategy Operates How Strategy Processes 5. Operator User ID (Default User ID 0) - This is the end of the Company Instructions User ID's Done chain. If a caller presses after recording a message for a User ID, the message is sent to the destination mailbox, the prompt, "message sent"...

[Page 109](#) How Strategy Operates How Strategy Processes Start Strategy directs call to this User ID. Do Not Disturb Is Do Not Disturb ON? Call Screening Records Caller's Name Is Screen Calls ON? Evaluate Extension Suppress Normal Process Successful Is the first Processes Token character "@"? Programming Language...

### [Page 110: User Id Mailboxes](#)

How Strategy Operates How Strategy Processes User ID Mailboxes Strategy processes a User ID mailbox (see Figure 5-2) based on: • User ID mailbox field settings • Whether an Answer, Busy, or RNA condition exists. How Strategy Processes User ID Mailboxes 1.

[Page 111](#) How Strategy Operates How Strategy Processes Table 5-1 Call Flow (continued) Answer Busy Ring No Answer Play Caller Name - User Accepts, Caller Response - Strategy directs Store Messages - Strategy Rejects, or Transfers. Strategy plays the call depending upon the caller's determines if Store Messages is "To accept..."

### [Page 112: Feature Programming](#)

How Strategy Operates Feature Programming Feature Programming This chapter lists (in alphabetical order) Strategy's programmable features and gives instructions on programming

each feature. All features are categorized as:

- System – Features set on a system-wide basis.
- User ID Mailbox – Features set on a User ID mailbox basis. For descriptions of these features, see the Strategy General Description.

### [Page 113: Busy Station Identification For Ivp8](#)

How Strategy Operates Feature Programming Busy Station Identification for IVP8 System-wide Feature To use this feature you must configure the console\_slot\_id and dss\_active parameters, program the DSS Port field (see Chapter 4 – Configure Strategy Chapter 6 – Menus), and install/program a PDKU as the DSS console (see “Busy Station Identification”...

### [Page 114: Call Transfer](#)

How Strategy Operates Feature Programming Call Transfer Mailbox Feature All Strategy call transfers are controlled by the User ID and Extension fields (Users Menu Options screen). Entering only the destination extension results in a supervised call transfer. Other call transfer types are implemented with Tokens. XXXH = blind transfer to extension XXX.

### [Page 115: Extensions-Scheduled](#)

How Strategy Operates Feature Programming Extensions—Scheduled Mailbox Feature Set the scheduled extensions in the Auto (Scheduling) Menu. Fax Tone Detection System-wide Feature This feature sends fax tone detection to User ID 994 (default). To change the User ID, set the hot\_box parameter for the new destination extension of the fax machine.

### [Page 116: Greeting-Port-Selectable](#)

How Strategy Operates Feature Programming Greeting—Port-Selectable System-wide Feature This feature defaults to User ID Mailbox 990 for all ports. This feature should be configured to start processing with the appropriate User ID based on the expected use of the Strategy ports. If you need to change the default, use the box\_grt parameter.

### [Page 117: Interactive Voice Response \(Ivr\)](#)

How Strategy Operates Feature Programming Interactive Voice Response (IVR) System-wide Feature All of the IVR features are implemented using Strategy’s flexible token programming language. This means that a combination of User IDs can be used to implement a sophisticated IVR application.

### [Page 118: Message Notification](#)

How Strategy Operates Feature Programming Message Notification Mailbox Feature Activate the Notify Menu. Notification records can become templates and used repeatedly (e.g., pager notification, turning on/off a message waiting light, etc.). Since the Method field (Notify Menu) can consist of a number of different programming tokens, an almost unlimited range of actions is available.

### [Page 119: Messages-New, Pending And Saved](#)

How Strategy Operates Feature Programming Messages—New, Pending and Saved Mailbox Feature Set Saved Msg Que field (Users Menu Options Screen) to Yes to create two queues, new and saved, or No for one queue for all messages. Pending Messages Any message listened to for a shorter amount of time than that specified in the msg\_pending\_threshold parameter is kept as a new message.

### [Page 120: Networking \(Amis\)](#)

How Strategy Operates Feature Programming Networking (AMIS) System-wide Feature An AMIS Analog protocol must be implemented on the other voice messaging system for AMIS networking to function. If the networking feature is being used to network Strategy with another vendor’s systems, planning and coordination between the two locations’ Administrators is required to create a workable numbering plan.

### [Page 121: Shared Extensions](#)

How Strategy Operates Feature Programming Shared Extensions Mailbox Feature Each User ID is set to have the same shared Extension number, and the ID Call? field must be set to Yes. Shutdown using the Telephone Dial Pad System-wide Feature Change Security Code for User ID 983 and set DND to Off. Single-digit Menus Mailbox Feature Define the single-digit menu numbers (up to 10) for each User ID on the Group/Chains screen of...

## [Page 122: User Id Security Code](#)

How Strategy Operates Feature Programming User ID Security Code Mailbox Feature Specify the initial security code in the Security Code field (Users Menu Options screen). Minimum and maximum length restrictions can be set using the security\_min\_length (default = 1, values 1~8) and security\_max\_length parameters (default = 16, valid entries are 1~16).

[Page 123](#) Menus This chapter covers the screens used to configure the individual User ID mailboxes in the Strategy system. See Figure 3-1 page 3-5 for a diagram of the Strategy menu system. Users Menu The Users Menu screens is where User IDs are created, modified, saved, and deleted. Features available through the Users Menu include: •...

## [Page 124: Chapter 6 - Menus Users Menu](#)

Menus Users Menu Exit Users Menu 1. Press Alt+S. Your changes are saved. Important! To save your modifications to the current User ID mailbox, you must press Alt+S before pressing Esc. 2. Press Esc. The Main Menu displays. Users Menu Options The Users Menu (see Figure 6-1 Table 6-1 on page...

## [Page 125: Modify User Id Mailbox](#)

Menus Users Menu Modify User ID Mailbox 1. From the Users Menu, Options screen, type the User ID mailbox number in the User ID field. Press Enter. Strategy automatically loads the User ID mailbox. If the User ID does not exist, Strategy assumes that you are creating a new User ID mailbox (see "Create a Mailbox"...

## [Page 126: Delete Mailbox](#)

Menus Users Menu Delete Mailbox Important! When you delete an existing User ID mailbox, all messages and recordings for the mailbox are deleted. CAUTION! Delete all Guest User IDs of this User ID mailbox before deleting the User ID mailbox. 1.

## [Page 127: Users Menu Field Descriptions](#)

Menus Users Menu Users Menu Field Descriptions Menu Bar User's Information 4067 Figure 6-1 Options Screen with Sample Data Table 6-1 Users Menu Screen Fields Menu Bar Access and viewing options. Save Press Alt+S to save the current User ID mailbox. Delete Press Alt+D to delete the current User ID mailbox.

[Page 128](#) Menus Users Menu Table 6-1 Users Menu Screen Fields (continued) User's Information Minimum information Strategy requires for a standard User ID that transfers calls and takes messages. User ID User ID mailbox number. Usually associated with a telephone extension (for simplicity). Employees without a telephone extension can have a mailbox from which they can send and receive messages.

[Page 129](#) Menus Users Menu Table 6-1 Users Menu Screen Fields (continued) Security Code Password that permits the user access to this User ID mailbox. The security code ensures that only appropriate users can change greeting, record custom busy message, listen to messages left for this User ID, or change option settings. The initial value is the number of the new mailbox plus the value in the Defaults Box User ID (default 997) Security Code field.

## [Page 130: Options Screen](#)

Menus Users Menu Options Screen Menu Bar User's Information Basic Options Message Volume field (not supported by IVP8 AMIS Options (not supported by Flash) 3436 DSS Port field ( Guests not supported by the (not supported Flash by Flash Figure 6-2 Options Screen with Sample Data Table 6-2 Options Screen Fields...

[Page 131](#) Menus Users Menu Table 6-2 Options Screen Fields (continued) Do Not Disturb (DND) Do Not Disturb Whether Strategy transfers callers directly to a user's mailbox without ringing the user's phone. If Lock Do Not Disturb is set to Off, the user can toggle this feature on or off through the telephone.

[Page 132](#) Menus Users Menu Table 6-2 Options Screen Fields (continued) Messages and Greetings Store Messages Whether Strategy enables the User ID mailbox to store messages. Certain applications require a User ID mailbox to play information only and not record messages. To prevent Strategy from taking messages after the User ID's greeting plays, set

Store Messages to No and Copy Messages To to blank.

[Page 133](#) Menus Users Menu Table 6-2 Options Screen Fields (continued) Message Pending Messages that a user partially hears (five seconds or longer set by msg\_pending\_threshold parameter) are called Pending messages. They remain in the New Message Queue, the Message Waiting LED is turned off, and a Return Receipt is sent, if applicable.

[Page 134](#) Menus Users Menu Table 6-2 Options Screen Fields (continued) Busy Hold Whether a caller can press to hold when the extension is busy. Yes: The caller can press to hold. The caller cannot hold. Possible values: Yes, No Default: Play Date/Time? During message playback, play the date and time a message was recorded.

[Page 135](#) Menus Users Menu Table 6-2 Options Screen Fields (continued) DSS Port This field is indicative of the button position of a DSS console with default programming. (available only on IVP8 Simply put, the IVP8 assumes that the programming of the DSS console is fixed and menu) cannot be changed.

### [Page 136: Group/Chains Screen](#)

Menus Users Menu Group/Chains Screen Menu Bar User's Information Chains/ Groups Menus 4671 Figure 6-3 Groups/Chains Screen with Sample Data Table 6-3 Groups/Chains Screen Fields Menu Bar "Users Menu Field Descriptions" on page 6-5 for a definition of the fields. User's Information "Users Menu Field Descriptions"...

[Page 137](#) Menus Users Menu Table 6-3 Groups/Chains Screen Fields (continued) By default, if there is no caller DTMF action, all Strategy User IDs return to Caller Instructions User ID 991 when done. User ID 991 defaults to dtmf\_gate, which defaults to True. At dtmf\_gate, Strategy asks the caller to say "yes" if he would like to transfer to the Operator.

[Page 138](#) Menus Users Menu Table 6-3 Groups/Chains Screen Fields (continued) Groups Group information for the User ID mailbox. Groups control which User IDs a call can access. Each User ID mailbox user can be a member of up to four groups. To be able to access another User ID, the caller User ID must share at least one group number with the currently accessed User ID.

[Page 139](#) Menus Users Menu Table 6-3 Groups/Chains Screen Fields (continued) Menus Menu information for the User ID mailbox. Menus define the destination the call is sent when the caller presses 1 of the 10 possible menu options while listening to the mailbox's greeting. Menus can accommodate an unlimited number of special applications.

### [Page 140: Info/Status Screen](#)

Menus Users Menu Info/Status Screen Menu Bar User's Information User's Statistics Message Statistics/ Faxes Statistics 4063 Figure 6-4 Info/Status Screen with Sample Data (this screen is for display only) Table 6-4 Info/Status Screen Fields (Display Only) Menu Bar "Users Menu Field Descriptions" on page 6-5 for a definition of the fields.

[Page 141](#) Menus Users Menu Table 6-4 Info/Status Screen Fields (Display Only) (continued) Faxes Not supported. Total Faxes Statistics Call, transfer, log in and notify statistics for the User ID mailbox. Statistics Started Last time statistics were reset. Statistics can be reset by selecting reset after running a System Report, using the Report option on the Main Menu, or by using the System Administrator User ID option of Reset User ID.

### [Page 142: Auto \(Scheduling\) Menu](#)

Menus Auto (Scheduling) Menu Auto (Scheduling) Menu Customizing User ID mailboxes involves defining User IDs using the Users, Auto (Scheduling), and Notify Menus. This chapter discusses the following Auto (Scheduling) Menu functions: • How Strategy uses Auto Scheduling records • Access and exit the menu •...

### [Page 143: Access/Exit The Auto \(Scheduling\) Menu](#)

Menus Auto (Scheduling) Menu Access/Exit the Auto (Scheduling) Menu "Users Menu" on page 6-1 for information about accessing and exiting the Users Menu. Access Auto Menu ► While viewing a specific User ID mailbox record, press Alt+A. The Auto Menu displays. Exit Auto Menu 1.

## [Page 144: Modify Auto Scheduling Records](#)

Menus Auto (Scheduling) Menu Modify Auto Scheduling Records 1. In the Auto Scheduling Record Summary section of the Auto Menu, highlight the record you want to define. Use the PgDn and PgUp keys to move between lines. Note 2. If appropriate, press the spacebar to toggle the Auto Scheduling Record Options Enabled field to YES.

## [Page 145: Auto \(Scheduling\) Menu Field Descriptions](#)

Menus Auto (Scheduling) Menu Auto (Scheduling) Menu Field Descriptions Menu Bar User's Information Auto Scheduling Record Summary Auto Scheduling Record Options 4068 Figure 6-5 Auto Menu with Sample Data Table 6-5 Auto Menu Screen Fields Menu Bar Access and viewing options. Save Press Alt+S to save the current Auto record.

[Page 146](#) Menus Auto (Scheduling) Menu Table 6-5 Auto Menu Screen Fields (continued) Auto Scheduling Record Options Auto fields for the record highlighted in the Auto Scheduling Record Summary. Enabled Enable or disable the current Auto record (auto scheduling). Enable the record. Strategy carries out the instructions defined by the record. Disable the current Auto Schedule record.

[Page 147](#) Menus Auto (Scheduling) Menu Table 6-5 Auto Menu Screen Fields (continued) Days of the Week Restricted To Days of the week to which the change is restricted. Change occurs on this day of the week. Change does not occur on this day of the week. Strategy adjusts the next event time forward one day at a time until the first valid day is found, regardless of the values in the Frequency of Change fields.

[Page 148](#) Menus Auto (Scheduling) Menu Table 6-5 Auto Menu Screen Fields (continued) Call Screening Value for Call Screening when the change occurs, even if the Users Menu's Lock Call Screening is On. Strategy asks the caller to record his name, and then attempts to reach the user.

## [Page 149: Notify Menu](#)

Menus Notify Menu Notify Menu Customizing User ID mailboxes involves defining User IDs using the Users, Auto (Scheduling), and Notify Menus. This chapter discusses the following Notify Menu functions: • How Strategy uses Notify records • Templates • Access/exit the menu •...

## [Page 150: Templates](#)

User ID mailboxes. By having User IDs share templates, you can make changes to all notification records for those User IDs by simply changing one template. Strategy provides a group of preset templates covering notification methods for Toshiba telephone systems, SMDI, AMIS, and paging applications. These default templates can be used as is or modified for other related purposes.

## [Page 151: Create Notify Records/Templates](#)

Menus Notify Menu Create Notify Records/Templates 1. In the Notify Record Summary section of the Notify Menu, highlight the first available <Disabled> description line. Use the PgDn and PgUp keys to move between lines. Note 2. Press the spacebar to toggle the Notify Record Options Enabled field to YES. 3.

## [Page 152: Disable Notify Records/Templates](#)

Menus Notify Menu A: (add) Add this Notify record to the template database as a new template. Replacing an existing template affects all User ID mailboxes currently using the Important! template unless the change is confined to the Notify record's Variable field. 5.

## [Page 153: Notify Menu Field Descriptions](#)

Menus Notify Menu Notify Menu Field Descriptions Menu Bar User's Information Notify Record Summary Notify Record Options 4065 Figure 6-6 Notify Menu with Sample Data Table 6-6 Notify Menu Screen Fields Menu Bar Access and viewing options (select). Save Press Alt+S to save the current new or modified Notify record. Templates Press Alt+T to view existing template (pre-set notification instructions).

[Page 154](#) Menus Notify Menu Table 6-6 Notify Menu Screen Fields (continued) Notify Record Options Notify fields for the record highlighted in the Notify Record Summary area. Enabled Enable or disable the current Notify record. Yes: Enable the record. Strategy carries out the



instructions defined by the record. Disable the current Notify record.

[Page 155](#) Menus Notify Menu Table 6-6 Notify Menu Screen Fields (continued) Notify Features Title Comment or reminder that identifies the type or purpose of this Notify record/template. For example, message light on, digital pager, home. (Field is 16 characters long.) Type Notification type for this record.

[Page 156](#) Menus Notify Menu Table 6-6 Notify Menu Screen Fields (continued) Variable Value Strategy inserts in place of the %V in the Method field. Typically, this is pager or similar value associated with the record rather than the template. The uses include: •...

## [Page 157: Chapter 7 - Token Programming](#)

Token Programming Strategy's Token Programming Language consists of commands, or tokens, that instruct Strategy what actions to perform. The tokens that are generally used are simple and perform standard expected actions such as dialing an extension. The Token Programming Language gives the system versatility. Its capabilities include, but are not limited to: •...

## [Page 158: Singular Tokens](#)

Token Programming Singular Tokens Singular Tokens Singular Tokens are single character commands that perform a single action that cannot be modified. For example, the token performs the action of playing DTMF 1. Table 7-1 Singular Tokens Token Syntax Description Suppress normal process—prevents Strategy from normally processing an Extension or Method field.

[Page 159](#) Token Programming Singular Tokens Table 7-1 Singular Tokens (continued) Token Syntax Description Go on hook—immediately hangs up. If entered after an extension number, performs an immediate hang-up without waiting for system tone cadences. This is called a Blind Transfer. Return to transferring User ID if Extension field number busy—if entered after a number in the Extension field, performs a partially supervised transfer.

## [Page 160: Replaced Or Variable Tokens](#)

Token Programming Replaced or Variable Tokens Replaced or Variable Tokens Replaced or Variable Tokens are specified with a preceding sign and cause Strategy to replace the token given with the value associated with the token. For example, The token would be replaced with the current number of messages for the current User ID being accessed.

[Page 161](#) Token Programming Replaced or Variable Tokens Table 7-2 Replaced Tokens (continued) Token Description Value held in the Calling Party ID buffer. Syntax Number of messages—replaced with the total number of messages for the current User ID. Syntax %M Number of new messages—replaced with the number of new messages for the current User ID. Syntax %N Previously accessed User ID—replaced with the User ID previously accessed Syntax %P...

[Page 162](#) Token Programming Replaced or Variable Tokens Table 7-2 Replaced Tokens (continued) Token Description Variable—replaced with the value of the current Notify record's Variable field. Useful for defining notification templates for User IDs that perform the same type of notification with a difference only in the telephone number that Strategy should dial, e.g., pager/beeper telephone numbers.

## [Page 163: Defined Tokens](#)

Token Programming Defined Tokens Defined Tokens Defined Tokens are expressed with left and right parentheses surrounding one or more definitions that determine how the token should work. For example, the Goto token G( ) only takes one definition. Strategy immediately "goes to" the User ID specified for processing. For G(123), Strategy continues processing at User ID 123.

[Page 164](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description Plays a tone on the channel. Syntax KB(freq,ms) KB( ) where: freq Frequency of the tone. Duration (in milliseconds) of the tone. Compare security code—the KC( ) token compares value of sec to the security code for the User ID. If equal, processing continues with the next token.

[Page 165](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token

Description Suppresses DTMF\_gate function. Syntax @KFV(CALLERID.txt,field,%K,field,%Sn)G(%Sn) where: Suppress normal process. Suppress DTMF gate function. Searches Callerid.txt file. Callerid.txt File to be searched. field Field in Callerid.txt file that is searched for %K match (e.g., phone number). Value held in Calling Party ID buffer.

[Page 166](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description Logs caller into User ID. Note Cannot be used in the Notify Menu. Syntax KL(uid) KL( ) where: Valid User ID. Example KL(239) Logs the caller into User ID 239 Enables a Strategy Admin PC's modem to communicate with the IVP8 internal modem (2400).

[Page 167](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description Directs calls to a designated User ID when DSS function is active (dss\_active = true), the DSS port is assigned in the "answering" mailbox, and the Night Transfer on the DSS console is On. Syntax: KT(XXX)G(YYY) KT( )

[Page 168](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description Audiotex menu—the M( ) token enables you to specify fast single-digit entry for audiotex menu selections. While Strategy processes this token, it plays (or says) the specified greeting while waiting for a single DTMF digit to be pressed by the caller.

[Page 169](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description N( ) Examples (continued) Suppose an ASCII file contains a listing of dealers, available parts, and orders on those parts. You could use the R( ) token to obtain information about how many parts the dealer wants to order and then use the N( ) token to update the database.

[Page 170](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description Play—the P( ) token enables you to communicate information in a variety of ways to a caller or to a user when used in a Notify record's Method field. While Strategy is playing, the skip (, ) and volume (□, □) keys on the telephone work.

[Page 171](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description Question and answer (Voice Forms)—the Q( ) token enables you to ask a caller a series of questions and store all the caller's responses as a single message or multiple messages in the current User ID. Record each question as a greeting.

[Page 172](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description Serial port access—the S( ) token gives Strategy access to serial ports. By communicating over serial ports, Strategy can access other computers and store and/or retrieve information from remote databases.

[Page 173](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description Search for value—the V( ) token searches the specified file, in the specified field, for the value given by item. If Strategy finds the value, it stores the contents of the second field into variable %Sn. If Strategy does not find the value, the token terminates and returns to the Done state.

[Page 174](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description Wait (pause) for event—general wait token that enables Strategy to wait for confirmation of specific events. It is useful for confirming dial tone and for notification to confirm that the appropriate answer has occurred.

[Page 175](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description Addition—enables you to perform modifications to values for calculation and control. Ideal for controlling limits and loops. Syntax +(%Sn[,item]) +( ) where: One of the %S storage variables (range: 0~19). item Positive or negative value or another %S variable.

[Page 176](#) Token Programming Defined Tokens Table 7-3 Defined Tokens (continued) Token Description Read %S variables state—reads the values of all twenty %S variables (%S0~%S19) from the specified file. The format expected is a one line, comma delimited, ASCII file where the first value is %S0, the second is %S1, etc.

[Page 177](#) Customization Examples Using Strategy, you can customize User IDs to record messages from callers, provide information to callers, or direct the flow of a call. With this type of flexibility, you can define virtually any call handling method. Strategy provides reserved User

ID mailboxes that have common features pre-programmed, including future delivery and guest defaults.

### [Page 178: Chapter 8 - Customization Examples Users Menu Examples](#)

Customization Examples Users Menu Examples Using a Status User ID to Check Message Count for Multiple User IDs The creation of the status User ID involves using an optional argument. Suppose that one person owns several User IDs that he/she has given out to different classes of callers (personal friends one number, business clients another, etc.).

### [Page 179: System Paging A User For Special Callers](#)

Customization Examples Users Menu Examples System Paging a User for Special Callers Perhaps you would like to create a special User ID for family, friends, or special customers that would: 1. When accessed, page you over the telephone paging system in your office. 2.

### [Page 180: System Paging For Ring No Answer](#)

Customization Examples Users Menu Examples System Paging for Ring No Answer Strategy can call a user's extension and then, after receiving a Ring No Answer, give the caller the option to page the user through the office paging speakers. Strategy can then transfer the caller to an extension where the call can be picked up by the user using Direct Call Pick Up.

[Page 181](#) Customization Examples Users Menu Examples 4. For User ID 501 (Back To Original Extension), define the user's record to contain: Extension @G(%S0) Suppresses normal process. G(%S0) Goes to the User ID stored in %S0. How It Works The user's greeting says "... leave a message after the tone, or to page me press 5..." If the caller presses , he/she is routed to User ID 5.

### [Page 182: Switching And Maintaining Languages \(Ivp8\)](#)

Customization Examples Users Menu Examples Every User ID using this feature would be required to have a corresponding message taking User ID, with a first digit of 7. In this example, the User ID mailbox 734 would be programmed as follows: Do Not Disturb Store Messages...

[Page 183](#) Customization Examples Users Menu Examples Greeting 1: "To reach the person you are calling, enter his extension. For information..." 4. For User ID 980, define the user's record to contain: Extension @L(FRENCH)=(%S1,"FRENCH")G(981) Suppresses normal process. L(FRENCH) Switches the system prompts to the file FRENCH.IDX in the C:\STRATAGY directory.

[Page 184](#) Customization Examples Users Menu Examples New Call Company Greeting User ID (default is User ID 990) "Thank you for calling our company. Caller presses For English please stay on the line. [In French] For French, please press now." User ID 980 Menu 1 : 980 Extension: @L(FRENCH)=(%S1,"FRENCH")G(981)

### [Page 185: Order Shipment Information](#)

Customization Examples Users Menu Examples Order Shipment Information This example illustrates how you can interact with data files to retrieve useful information that Strategy gives to callers by request. Strategy does the following: 1. Asks the caller to enter an order number. 2.

[Page 186](#) Customization Examples Users Menu Examples 4. For User ID 2002, define the user's record to contain: @?(%S1,SHIPPED,2003)P(G1) Extension Suppresses normal process. ?(%S1,SHIPPED,2003) If variable %S1 exists in file shipped, goes to User ID 2003. P(G1) Plays greeting 1. 5. Access the User ID mailbox via telephone. Record: Greeting 1: "Sorry, but your order has not yet shipped.

### [Page 187: Holiday Greetings-Holiday Divert Mailbox](#)

ID 900's RNA chain for normal call processing. • User ID 980: Holiday Greeting • Greeting 2 plays: "Toshiba is closed for the holiday..." • DOS text file HOLIDAYS.TXT lists all holiday dates. • Strategy System Configuration's per Port Definitions box\_grt parameter is configured to start at User ID 900 for all valid ports.

[Page 188](#) ID 980. Otherwise, the call is routed to the RNA chain (User ID 990) for normal call processing. User ID 980 acts as the generic holiday mailbox, having a greeting like "Toshiba is closed for the holiday..." User ID 980 could also have its own Auto schedule that changes the

greeting each holiday season.

### [Page 189: Transferring A Caller Directly To A Mailbox](#)

Customization Examples Users Menu Examples Transferring a Caller Directly to a Mailbox Without customizing Strategy or the telephone system, the procedure an Operator uses to transfer a caller to a user's personal greeting involves dialing: <Strategy pilot voice mail number> + 998# + <User ID> + # User ID 998 (Direct Message) is the reserved User ID that enables Strategy to record a Note message for a User ID without executing the Extension field or hear the User ID's...

### [Page 190: Notify Menu Examples](#)

Customization Examples Notify Menu Examples Notify Menu Examples The following examples are included in this section: • "Message Waiting Light Control When Light On and Off Codes Differ" on page 8-14 • "Message Waiting Light Control When Light On and Off Codes Are the Same" on page 8-15 •...

### [Page 191: Message Waiting Light Control When Light On And Off Codes Are The Same](#)

Customization Examples Notify Menu Examples How It Works If your telephone system uses different codes for turning on and off the message light, Strategy: 1. Turns on the light at the extension defined by the User ID's Extension field. 2. Turns off the light at the extension defined by the User ID's Extension field. Message Waiting Light Control When Light On and Off Codes Are the Same If your telephone switch uses the same code to turn on the message waiting light as it does to turn...

### [Page 192: Voice Notification](#)

Customization Examples Notify Menu Examples How It Works When Strategy turns on the message light, it: 1. Checks if the light is already turned on (if the LIGHT.ON file exists in the User ID's directory). If it exists, Strategy stops processing the Method field. 2.

### [Page 193: Notification To A Pager](#)

Customization Examples Notify Menu Examples Notification to a Pager You can program Strategy to notify a user via his digital pager. In the example below, assume you want Strategy to notify the user of the total number of messages and the number of new messages in his User ID mailbox. Program Example In the following example: •...

### [Page 194: Notification To A Pager On Urgent Messages Only](#)

Customization Examples Notify Menu Examples Notification to a Pager on Urgent Messages Only You can program Strategy to light a message waiting light for all messages, while paging or calling the user offsite when he receives a message marked Urgent. To do this, for the particular paging Notify record, change the Type field from Normal to Urgent.

### [Page 195: Relay Paging To A Pager](#)

Customization Examples Notify Menu Examples Relay Paging to a Pager With relay paging, the caller enters his/her number on the telephone dial pad and Strategy notifies the user by relaying the caller's telephone number to the user's pager display. A caller can page without redialing, or even knowing, the user's pager number.

### [Page 196: Emergency Lists](#)

Customization Examples Notify Menu Examples Emergency Lists In an emergency list, Strategy is programmed to notify a series of users if a new message is not picked up. If the original recipient, after a specified time interval, has not picked up the new message, Strategy continues to notify him/her but also begins notification to a second person.

### [Page 197: Auto Menu Examples](#)

In the following example, the User ID 990 (Company Greeting) assumptions are as follows. The greetings: Greeting 1 plays: "Thank you for calling Toshiba." Greeting 2 plays: "Good morning. Thank you for calling Toshiba." Greeting 3 plays: "Good afternoon. Thank you for calling Toshiba." The schedules: morning greeting schedule starts at: 8:00 a.m.

### [Page 198](#) Customization Examples Auto Menu Examples For the afternoon greeting, define

the Auto record as follows: Enabled Change On (date) 08/15/98 Change At (time) 12:01 (12:01 p.m.) Every Month(s) Every Day(s) Every Hour(s) Every Minute(s) Restricted To (MTWTFSS) YYYYYNN Extension (leave blank) Rings (leave blank) Do Not Disturb...

[Page 199](#) Greeting Access the User ID mailbox via telephone. Record: Greeting 1: "Thank you for calling Toshiba." Greeting 2: "Good morning. Thank you for calling Toshiba." Greeting 3: "Good afternoon. Thank you for calling Toshiba." How It Works If a caller accesses User ID 990 (Company Greeting) during the morning (8:01 a.m. to 12:00 noon Monday through Friday), Strategy: 1.

### [Page 200: Holiday Greetings-Same Day Each Year](#)

Customization Examples Auto Menu Examples Holiday Greetings—Same Day Each Year Certain holidays, such as Independence Day (July 4th), Christmas (December 25), and New Year's day (January 1st), occur on the same date each year. To inform callers that your offices are closed for the holiday, you can record a greeting that plays only on the holiday.

### [Page 201: Holiday Greetings-Different Day Each Year](#)

Customization Examples Auto Menu Examples 3. Plays User ID 991's greeting 4 (Christmas greeting). To guarantee that Strategy programs the holiday schedule after the open greeting schedule, the holiday schedule starting time was scheduled one minute after the regular open greeting schedule. Holiday Greetings—Different Day Each Year Certain holidays, such as Thanksgiving and Labor Day, occur on different days each year.

### [Page 202: Extension Change](#)

Customization Examples Auto Menu Examples How It Works Every year on Thanksgiving, if a caller accesses User ID 990 (Company Greeting) after 8:01 a.m., Strategy: 1. Plays User ID 990's greeting 1 (Company Greeting). 2. Follows the User ID 990 chain to User ID 991 (Caller Instructions). 3.

### [Page 203: Unsupervised Conferencing](#)

Customization Examples Auto Menu Examples Unsupervised Conferencing If your telephone system supports unsupervised conferencing, you can schedule Strategy to call an off-premise location for the conference call. Program Example In the following example: • Conference code: \*3 • Operation required to connect to calls in a conference: F-F- •...

### [Page 204](#) Customization Examples Auto Menu Examples 8-28 Strategy I&M 06/02...

### [Page 205: Amis Mailboxes](#)

AMIS Networking Strategy Flash does not support AMIS. Note Audio Messaging Interchange Specification (AMIS) is the analog networking protocol that enables Strategy to pass voice messages to any remote voice mail system that supports the AMIS protocol. This chapter discusses the following: •...

### [Page 206: Proxy Mailboxes](#)

AMIS Networking AMIS Node The remote system (node 33) receives the message and stores it in mailbox 200. An exception occurs if the 33200 destination address also exists on the local Strategy system. The user must follow the node number with "\*" (e.g., 33\*200) when entering the destination. This flags the message as an AMIS message and the Strategy system delivers the message to Gateway mailbox 33 at Los Angeles instead of Dallas mailbox 33200.

### [Page 207: System Identification Number](#)

AMIS Networking System Identification Number System Identification Number The System Identification Number consists of a country code (the digit "1" in North America), area code, and seven-digit phone number. This number not only identifies the calling system, but can also be used by the administrator to configure the local system to enable message replies. Configuring Strategy for AMIS There are three steps to configuring Strategy to act as an AMIS node: 1.

[Page 208](#) AMIS Networking Configuring Strategy for AMIS Table 9-1 AMIS Parameters  
Parameter Description amis\_diskfull Percentage of the flash drive that must be free in order for Strategy to accept new AMIS messages. If free space is less than this figure, Strategy tells the calling AMIS system that the flash drive is full.

[Page 209](#) AMIS Networking Configuring Strategy for AMIS Step 2: Create and Program AMIS Mailboxes Messages are forwarded to, or received from, the remote User ID mailboxes via the Gateway or Proxy mailboxes. The Gateway and Proxy mailboxes must be programmed for AMIS networking to operate properly and involves defining Users and Notify Menu fields.

[Page 210](#) AMIS Networking Configuring Strategy for AMIS 7. Access the User ID mailbox via telephone and record Greeting 1: <explains that this is a network mailbox>. ► To create and program a Proxy mailbox 1. From the Users Menu, define the following Users Menu fields (see Chapter 6 –...

### [Page 211: Testing Amis](#)

AMIS Networking Testing AMIS Testing AMIS One method of testing AMIS involves using the AMIS Loopback User ID (default 989). When enabled using the Strategy system configuration parameter amis\_ltm, this User ID can be used by other AMIS nodes for testing the network. Strategy sends any AMIS message to this User ID back to the sender, assuming the sending system is accessible from the Strategy system.

### [Page 212: Private/Urgent Message Handling](#)

AMIS Networking AmisNodeList Private/Urgent Message Handling Because AMIS does not support Special Delivery Options, the Strategy proprietary options such as “private” or “urgent” are striped off when the message is sent via AMIS. These messages at the receiving mailbox are handled as normal messages. However by using the Notify record, Strategy can use the “urgent”...

[Page 213](#) AMIS Networking AmisNodeList View AMIS Node User IDs 1. Press Alt+T. 2. Use the arrow keys (↑↓) to highlight AmisNodeList. 3. Press Enter. AMIS node User IDs list in numerical order. For field definitions, see the “Options Screen” on page 6-8 for screen fields descriptions.

[Page 214](#) AMIS Networking AmisNodeList 9-10 Strategy I&M 06/02...

### [Page 215: Chapter 10 - System Reports](#)

System Reports Tracking the Strategy system involves analyzing system operation and User ID activity. This chapter discusses: • View system/user activity • Listen to system activity • Report types • Report definitions • Run, view, print a report • Save report to floppy disk •...

### [Page 216: Users Menu Statistics](#)

System Reports Listen to System Activity Users Menu Statistics The Users Menu (Info/Status Screen) displays (shown at right) the User ID statistics. In addition to the screen display, a report can also be generated based on the statistics shown. (“Report Definitions” on page 10-3.) The menu provides: •...

### [Page 217: Users Menu Information](#)

System Reports Report Definitions • User ID - Logs the date, time, and User ID number whenever a User ID is accessed via DTMF. Useful for creating a data file which can later be analyzed for call distributions and accesses by dates, days, and times.

### [Page 218: Create Report Definitions](#)

System Reports Report Definitions Create Report Definitions 1. From the Main Menu, press Alt+R. 2. Type the password and press Enter. (The default password is Strategy, with the first letter uppercase.) The Reports screen displays (see Figure 10-2). 3. Number the Report Definition Fields in the column order you want them to appear on the report.

### [Page 219: Run Report](#)

System Reports Run Report Run Report When you run a report, Strategy compiles the report according to the report definition and User ID mailboxes you selected. The reports are compiled in columns, displaying each column’s title across the top of the page. User IDs are listed in increasing order. See Figure 10-1 for a sample report.

### [Page 220: View Report](#)

System Reports View Report View Report 1. From the Reports Menu, press Alt+V. Note Viewing is restricted to 80 characters across. If your report is too wide for the screen, only the columns

that fit display. 2. Use the arrow keys (↑ ↓) or Page Up and Page Down to view different parts of the report. 3.

### [Page 221: Report Menu Field Descriptions](#)

System Reports Report Menu Field Descriptions Report Menu Field Descriptions Menu Bar Report 3257 Definition Fields 4069 Figure 10-2 Reports Menu with Sample Data Table 10-1 Reports Menu Screen Fields Menu Bar Access Options (select) Load Press Alt+L to load a previously saved report definition. Save Press Alt+S to save current report definition.

### [Page 222](#) System Reports Report Menu Field Descriptions 10-8 Strategy I&M 06/02...

### [Page 223: Chapter 11 - Maintenance, Upgrades And Troubleshooting](#)

Change the Toshiba Plug and Play option • Modify codes and integration patterns using the Telephone System Configuration option For instructions on using the Strategy System Configuration, Toshiba Plug and Play, and Note Telephone System Configurations options, see Chapter 4 - Configure Strategy •...

### [Page 224: Tools](#)

Upgrade Strategy Software • Retrieve Trace File • Filecopy Figure 11-1 shows the complete Tools menu. For the Telephone System Configuration, Toshiba Plug and Play, and Strategy System Configuration options, see Chapter 4 - Configure Strategy details. Backup Utility Restore Utility...

### [Page 225: Backup Utility](#)

Because of possible errors that can be induced through the telephone network, CAUTION! Toshiba advises that you perform the Backup Utility on site. Backup functions are available for either a customer's database or mailbox names and greetings, or both. They consist of: •...

[Page 226](#) Maintenance, Upgrades and Troubleshooting Tools Strategy Admin PC for the Flash and C:\ADMIN3\BACKUP for the IVP8. If you want the back up to be stored in a different directory, type over the default. Press Enter. We recommend that the new directory name represent the site that is being backed up. For example, if backing up ABC Company, you can enter the directory name "...

### [Page 227: Restore Utility](#)

CAUTION! Because of possible errors that can be induced through the telephone network, Toshiba advises that you perform the Restore Utility on site. The Strategy Restore Utility is used to restore previously backed up names, greetings and/or database from the Strategy Admin PC to the Strategy.

### [Page 228: Upgrade Strategy Software](#)

To upgrade Strategy system software, you need the correct set of upgrade disk(s). Because of possible errors that can be induced through the telephone network, CAUTION! Toshiba advises that you perform the Upgrade Utility on site. 1. From the Tools menu, press 3. The Upgrade screen displays (shown at right).

### [Page 229: Retrieve Trace File](#)

Maintenance, Upgrades and Troubleshooting Tools Retrieve Trace File This function copies the trace data log file (TRACE.OUT) to the Strategy Admin PC's hard drive. As part of this function, a new Trace Filter Setup screen (see Figure 11-1 page 11-8) enables you to specify the filtering rules for selecting the desired trace records.

### [Page 230: Trace Filter Setup Screen](#)

Maintenance, Upgrades and Troubleshooting Tools Trace Filter Setup Screen Figure 11-2 Trace Filter Setup Screen with System Defaults The following fields appear on the screen: Categories Categories/classes of the traced records. Use the spacebar to toggle between Yes for inclusion of data or No for exclusion.

### [Page 231: Filecopy](#)

Maintenance, Upgrades and Troubleshooting Tools Parameters Limiting factors (date/time range, channel information, mailbox information). Time From Starting date and time for trace

data. Enter in dd/mm/yy hh:mm:ss format. Time To Ending date and time for trace data. Enter in dd/mm/yy hh:mm:ss format. Channel numbers.

### [Page 232: Upgrading Strategy Voice Ports](#)

• Strategy system's password • Strategy system serial number The port upgrade is activated by Toshiba remotely. Note The Strategy must be reset for the new ports to be activated. Troubleshooting This section discusses procedures to identify and correct faults within the Strategy Voice Processing system.

### [Page 233: Initial Power Up](#)

Make sure you are operating under the specified environmental conditions. These points serve as a guide. They are not definitive problem solving techniques. Some problems require the assistance of Toshiba Technical Support, but before you call, make sure of all the facts surrounding the problem.

### [Page 234: Strategy Diagnostic Utilities](#)

Maintenance, Upgrades and Troubleshooting Troubleshooting Strategy Diagnostic Utilities Strategy has several very powerful troubleshooting tools—TRACE.OUT, STRATAGY.LOG, and MSG.LOG. All three of these files are stored in the Strategy directory and are best utilized in combination with each other. For example, if you are looking for actions related to a specific message, enable MSG.LOG and start a trace.

[Page 235](#) Maintenance, Upgrades and Troubleshooting Troubleshooting MSG.LOG If you need to check actions related to specific types of messaging, you can enable MSG.LOG in the System Configuration file. In this file, Strategy logs every message received and every mailbox that checks for messages along with the DTMF entered. Important! Since the MSG.LOG file continuously collects information, we recommend that you do not enable the file unless you are looking for specific information.

### [Page 236: Automatic System Recovery](#)

Maintenance, Upgrades and Troubleshooting Troubleshooting Automatic System Recovery This feature is controlled by two parameters in the Strategy System Configuration file, restore\_original and restore\_config. The parameters default to TRUE and enable the Strategy to create an Archive directory (c:\Strategy\Archive). The directory contains copies of the files used for system startup (i.e., Strategy batch and configuration files, and mailbox database) and is divided into three subdirectories: Original, Good and Suspect.

[Page 237](#) Checklists/Forms This appendix provides surveys, checklists and forms to assist you in the installation of the Strategy systems. Survey/Checklists • Pre-installation Company Survey • Strategy Pre-installation Checklist • Strategy Installation Checklist Forms • Users Form • Auto (Scheduling) Form • Notify Form •...

### [Page 238: Appendix A - Checklists/Forms Pre-Installation Company Survey](#)

Checklists/Forms Pre-installation Company Survey Pre-installation Company Survey Company Number of employees Number of employees using mailboxes Number of locations Telephone System (to which you will connect Flash) Manufacturer, model, and software release Voice mail integration capabilities Types of Hunt Groups for single-line stations Number of Central Office lines Number of single line stations Auto Attendant Information...

### [Page 239: Pre-Installation Checklist](#)

Checklists/Forms Pre-installation Checklist Pre-installation Checklist ✓ Done Item Know the Reference Documentation (See Chapter 2 - Installation.)  Know Strategy's features.  Know Strategy operation, customization, and administration.  Know Strategy installation.  Know how to configure the voice mail system settings for your telephone system. Conduct the Pre-installation Company Survey (See "Pre-installation Company Survey"...

### [Page 240: Installation Checklist](#)

"Restore Utility" on page 11-5.)  Define Strategy system configuration options.  Define Strategy integration options. For a Toshiba telephone system, selected the appropriate system. For a non-Toshiba telephone system, define:  Telephone system dial codes.  Telephone



system tone patterns.

### [Page 241: Users Form](#)

Checklists/Forms Users Form Users Form User ID Copy as needed User ID: Comment: Extension: Directory Name 1: Directory Name 2: Security Code: Basic Options: Max: Maximum Rings: (default is 4) Current Greeting: Do Not Disturb: Lock: Busy Greeting: Max: Screen Calls: Lock: ID Call?: Busy Hold :...

### [Page 242: Auto \(Scheduling\) Form](#)

Checklists/Forms Auto (Scheduling) Form Auto (Scheduling) Form ser ID Copy as needed Enabled Change On: Restrict To: M T W T F S S And Every: month(s) day(s) hour(s) minute(s) Next Change: Extension: Rings: Do Not Disturb: Call Screening: Greeting #: Enabled Change On: Restrict To: M T W T F S S...

### [Page 243: Notify Form](#)

Checklists/Forms Notify Form Notify Form User ID Copy as needed Enabled M T W T F S S From Notify After Continue Every Max Times Title: Type: Variable: Method: Enabled M T W T F S S From Notify After Continue Every Max Times Title:...

### [Page 244: Greeting Scripts Form](#)

Checklists/Forms Greeting Scripts Form Greeting Scripts Form User ID Copy as needed Greeting 1 Greeting 2 Greeting 3 Greeting 4 Greeting 5 Greeting 6 Greeting 7 2439 Strategy I&M 06/02...

### [Page 245: Appendix B - Special Greeting User Id Mailboxes](#)

Special Greeting User ID Mailboxes Strategy contains four special greeting User ID mailboxes: • Initial Greeting Mailboxes • Company Greeting The salutation that lets the caller know which company he called. Default is User ID 990. • Caller Instructions Gives the caller options for reaching departments or information. Default is User ID 991. •...

### [Page 246: Initial Greeting Mailboxes](#)

Special Greeting User ID Mailboxes Initial Greeting Mailboxes 9. (Optional) After recording, you can press: Review recording The complete greeting plays. Re-record Press when done. The system prompts you to record at the beep. Append recording Press when done. Appending a greeting enables you to add information to the end of your already recorded greeting.

### [Page 247: Caller Instructions](#)

Special Greeting User ID Mailboxes Initial Greeting Mailboxes Caller Instructions By default, Strategy plays the caller instructions directly after the company greeting. In addition, Strategy plays the caller instructions whenever it has nowhere else defined to continue processing. Typically, caller instructions give the caller options for reaching departments or information. Providing this information is important to help process the call.

### [Page 248: Directory Mailbox](#)

Special Greeting User ID Mailboxes Directory Mailbox Directory Mailbox Strategy ships with User ID 411 predefined as the access box for the directory. The User ID and port number for the directory can be specified using the Strategy system configuration parameter box\_idx (Chapter 4 -...

### [Page 249: Operator Mailbox Greeting](#)

Special Greeting User ID Mailboxes Operator Mailbox Greeting Operator Mailbox Greeting The default for the Operator or general mailbox is User ID mailbox 0. Strategy provides the Operator User ID mailbox for after hour callers who are unable to direct their own calls (rotary dial telephone) or do not know the extension of the party they want to reach.

[Page 250](#) Special Greeting User ID Mailboxes Operator Mailbox Greeting Strategy I&M 06/02...

### [Page 251: Index](#)

Index records create 6-21 accessing Strategy disable 6-22 local how Strategy uses 6-20 remote modify 6-22 direct dialing mode options 6-24 manual dialing mode auto\_report parameter 4-15

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