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Toshiba Strata CIX Programming Manual

Application release 5

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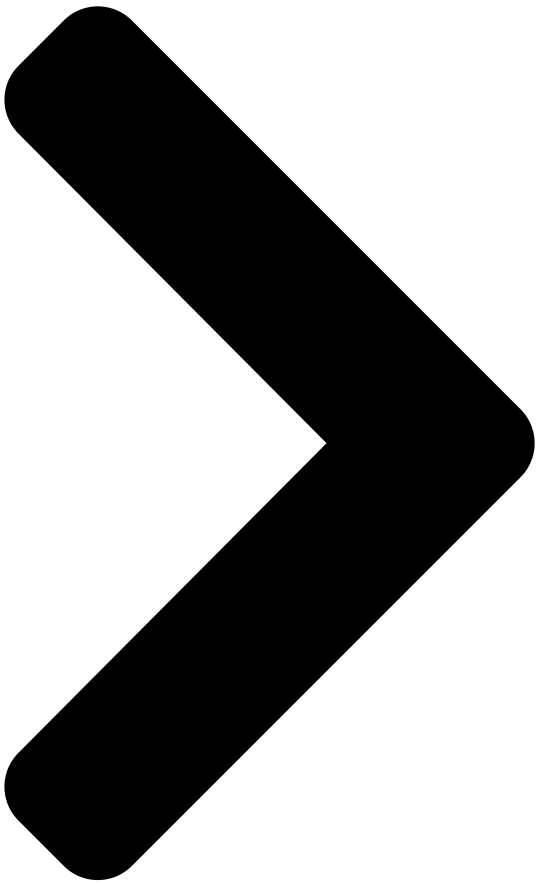
See also: System Administrator Manual , User Manual



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Strata CIX
Programming Manual
Volume 2
Stratagy ES Voice Mail Application

Release 5

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Related Manuals for Toshiba Strata CIX

Telephone Toshiba STRATA CIX User Manual

Ipt/dkt telephone (179 pages)

Telephone Toshiba DKT3220-SD - Digital Phone - Charcoal User Manual

Ipt/dkt telephone (151 pages)

Telephone System Toshiba Strata CIX Programming Manual

Telephone button programming manual (144 pages)

Telephone Toshiba CIX User Manual

Strata cix and ctx ipt/dkt telephone (141 pages)

Software Toshiba Strata CIX Programming Manual

Application implementation (100 pages)

Music Mixer Toshiba Strata CIX User Manual

Ip windows operator console, business communications division (89 pages)

DJ Equipment Toshiba Strata CIX User Manual

Digital attendant console user guide (80 pages)

Server Toshiba Strata CIX Installation And Maintenance Manual

Mas release 3 (62 pages)

Telephone Toshiba Strata CIX User Manual

Standard telephone (44 pages)

Telephone Toshiba Strata CIX Installation Manual

Strata cix pc digital attendant console (38 pages)

Software Toshiba STRATA CIX System Administrator Manual

Voice assistant (34 pages)

Telephone Toshiba STRATA CIX-CTX-QRG-VB VERSION B1 Quick Reference Manual

Dkt / ipt telephone (13 pages)

Server Toshiba Strata CIX Product Bulletin

Media application server hardware (mas) for strata cix (6 pages)

Server Toshiba Strata CIX Technical Bulletin

(2 pages)

Software Toshiba Strata CS User Manual

For strata cs communication server (378 pages)

Software Toshiba Strata CTX ACD Application Manual

Overhead page action (1 page)

Summary of Contents for Toshiba Strata CIX

Page 1 ® Strata CIX Programming Manual Volume 2 Stratagy ES Voice Mail Application Release 5...

Page 2 To view the latest version of this or other documents please refer to the Toshiba FYI web site. Toshiba America Information Systems shall not be liable for any commercial losses, loss of revenues or...

Page 3 Means of Connection: The Federal Communications Commission (FCC) has established rules which permit the Strata CIX system to be connected directly to the telephone network. Connection points are provided by the telephone company—connections for this type of customer-provided equipment will not be provided on coin lines.

Page 4 TOSHIBA AMERICA INFORMATION SYSTEMS, INC. (“TAIS”) Telecommunication Systems Division License Agreement IMPORTANT: THIS LICENSE AGREEMENT (“AGREEMENT”) IS A LEGAL AGREEMENT BETWEEN YOU (“YOU”) AND TAIS. CAREFULLY READ THIS LICENSE AGREEMENT. USE OF ANY SOFTWARE OR ANY RELATED INFORMATION (COLLECTIVELY, “SOFTWARE”) INSTALLED ON OR SHIPPED WITH A TAIS DIGITAL SOLUTIONS PRODUCT OR OTHERWISE MADE AVAILABLE TO YOU BY TAIS IN WHATEVER FORM OR MEDIA, WILL CONSTITUTE YOUR ACCEPTANCE OF THESE TERMS, UNLESS SEPARATE TERMS ARE PROVIDED BY THE SOFTWARE SUPPLIER.

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Page 7: Table Of Contents

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Page 13 Stratagy ES system. A complete list of tokens and descriptions are included. • Chapter 12 – System Reports covers running, viewing, saving and printing reports. • Chapter 13 – Maintenance/Troubleshooting contains instructions on Backup, Restore, VM Tracer functions. • Index Strata CIX Voice Mail Programming 01/07...

Page 14 Start > Settings > Printers screen you should select. Grey words within the printed

text denote cross-references. In the See Figure 10 electronic version of this document (Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext. Strata CIX Voice Mail Programming 01/07...

Page 15 Strata CIX Stratagy Voice Processing Quick Reference Guide • Strata CIX Stratagy Voice Processing System Administrator Guide For authorized users, Internet site FYI (http://fyi.tsd.toshiba.com) contains all current voice processing documentation and enables you to view, print, and download current publications. Strata CIX Voice Mail Programming...

Page 16 This page is intentionally left blank.

Page 17: Chapter 1 - Overview

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 18: Voice Messaging

When extensions are busy or do not answer, the system plays the appropriate busy or personal greeting and offers the caller the choices of leaving a message, calling another extension, holding, call queuing, or receiving assistance. Chapter 4 – Voice Processing for more details. Strata CIX Voice Mail Programming 01/07...

Page 19: Fax Tone Detection

This section will include some detail on the technology of Feature Groups. Enabling Feature Groups Feature Groups are enabled by purchasing a license for the feature group through the Toshiba FYI site at http://fyi.tsd.toshiba.com. Once you have purchased the license, follow the detailed instructions in "MAS Licensing"...

Page 20: Automatic Speech Recognition (Asr) Automated Attendant (Aa)

Outlook Inbox screen. When a voice message is selected, a Toshiba designed edit screen is automatically presented that enables voice playback through the multimedia speakers of the user's PC, or if desired, through the user's telephone.

Page 21: Text-To-Speech (Tts)

The TTS/Email Feature Group enables e-mail messages to be read back to users via the Telephone User Interface (TUI) and requires voice mail to be equipped with the UM Feature Group. TTS/Email capabilities are delivered in a host-based configuration. The Media Application Server provides the processing power for TTS. Strata CIX Voice Mail Programming 01/07...

Page 22: System Software

• Enable and disable configuration and mailbox features • Define and configure features • View status of voice ports • Define and generate system reports • Define telephone system integration • Program user mailboxes Strata CIX Voice Mail Programming 01/07...

Page 23: System Integration

The Proprietary Integration between the Stratagy ES software and a Strata CIX system only requires the IP network connection between the two systems. If a company has a Toshiba Strata CIX phone system and Toshiba Strata 2000- or 3000-series digital phones, this proprietary integration provides interoperability between the Stratagy ES and the Strata CIX.

Page 24: Maintenance

Maintenance Maintenance Toshiba Voice Mail Application hardware and software base platforms are easily maintained by a Toshiba authorized dealer. Procedures for backing up, restoring and maintaining the system, Feature Groups, and call processing database information are efficient and easily performed by trained administrators and technical personnel.

Page 25: Chapter 2 - Emanager

• Local Area Network (LAN) – System Administrators can connect their PC to Strata CIX via a network interface jack or modem. eManager views the Strata CIX system and Stratagy ES as a

LAN providing a stable environment in which to program and access data.

Page 26: Log On To Emanager

MAS (Media Application Server) and log onto the voice mail portion of the eManager program. Check the Strata CIX Programming Manual Volume 2 for Stratagy ES Voice Mail System for instructions on starting Stratagy ES.

Page 27: Emanager Profile

Be sure to change the default password to protect the system from unauthorized access. Record all your passwords that use Internet Explorer. Possible values: Alphanumeric characters. Confirm Password Repeat password entered in Password field. Possible values: Alphanumeric characters. Strata CIX Voice Mail Programming 01/07...

Page 28

Directory Folder Name If left blank, system uses the user's name from the first field. Assign to Self Assigns equipment control to this user. Allowed to Mod/Del Allows this user to modify or delete equipment. Strata CIX Voice Mail Programming 01/07...

Page 29

Format: xxx.xxx.xxx.xxx Community Enter the Community password. Possible values: Alpha characters Default: communityName Confirm Community Re-enter the Community password. IP Address Enter the IP Address of the SES. For example: 192.168.254.252 (default). Format: xxx.xxx.xxx.xxx Strata CIX Voice Mail Programming 01/07...

Page 30

...or uncheck the "Apply to All Equipments" field and highlight the equipment in the Assigned box that applies to the revised defaults. Click Set. In this manner, you can set different defaults for different pieces of equipment. Strata CIX Voice Mail Programming 01/07...

Page 31: Backup Database Utility

3. In the Backup/Restore File Name field, type a file and pathname (e.g., c:\backup.bak). 4. Click Backup. The system creates a backup database and the screen displays the progress. 5. When the backup is complete, click Disconnect and close the screen. Strata CIX Voice Mail Programming 01/07...

Page 32: Restore Database Utility

3. (Optional) Type a new directory folder name in the next field. 4. Click Modify to save the changes. Select Equipment Click Select Equipment and the Select CIX screen displays (see Step page 2-2). Strata CIX Voice Mail Programming 01/07...

Page 33: Mas Licensing

MAS Licensing MAS Licensing See Chapter 10 in the Strata CIX Programming Manual Volume 1 for CIX Licensing. This option enables you to manage, issue and activate MAS licenses in the eManager server host. It is required that administrators should be able to manage licenses for all applications in the MAS.

Page 34: Upload Licenses

MAS is disconnected. In order not to disrupt daily activity in your customer's business, you can choose to do the activation process unattended during the evening/early morning hours by scheduling the procedure using the Windows scheduling process. 2-10 Strata CIX Voice Mail Programming 01/07...

Page 35: Delete Licenses

• 0 – New license was issued, but not activated yet. • 1 – The license activation during the startup procedure was successful. • 2 – The license activation during the startup procedure failed. Strata CIX Voice Mail Programming 01/07...

Page 36: Logout Of Emanager

Versions Program Menu 7593 Notes • You can verify the Strata CIX system type and the software version on the Title screen shown above. • The software version is organized as follows: Example: AR3.00.MJ033.00 A = Country code (USA, Canada, Mexico).

Page 37: Program Menu

From the eManager Main menu, click Help > Help Topics or Context Help. A help screen displays with the following options: Contents, Index, and Search. About CIX eManager From the eManager Main menu, click Help > About CIX eManager. A screen displays with software version numbers. Strata CIX Voice Mail Programming 01/07...

Page 38: Client Pc

3. Accept the defaults on the following screens by clicking Next. 4. When the installation is complete, click Finish. 5. Restart the Stratagy ES Server. Run eManager from Network (Client) PC Type IE//http://<PC Name>/eManager (example: http://WEBFOOT/eManager) and press <Enter>. The Welcome screen displays. 2-14 Strata CIX Voice Mail Programming 01/07...

Page 39

PC-cillin™ Internal Security 2005 Should not be run in batch mode when running any other applications. Symantec's Norton Anti-Virus™ 2005 Script blocking option must be un-checked. McAfee® Virusscan® 2005 Ver. 9.0 Script blocking option must be un-checked. Strata CIX Voice Mail Programming 01/07...

Page 40

This page is intentionally left blank.

Page 41: Chapter 3 - Voice Mail Configuration

The Advanced Configuration menu consists of the following voice mail options: • Telephone Systems • Answer Methods • Voice Ports • Serial Ports • Notification Groups • Port Statistics • Scheduler • Language • Voice Menu • Parameters Strata CIX Voice Mail Programming 01/07...

Page 42: Configuration Menu Screens

Primary greeting heard by the caller and defines the number of rings the system must wait before it answers an incoming call on the voice port. 3. Voice Ports – Assigns the Answer Method along with an extension number to the Voice Port. Strata CIX Voice Mail Programming 01/07...

Page 43: Main Menu

Mbx Info/Status Mbx Msg Statistics System Information Mailbox Template AMIS/VPIM Template Help Help Topics Context Help About CIX eManager Switch Equipment Back to eManager Log in Screen. Log Out Figure 3-1 eManager Menu Structure Strata CIX Voice Mail Programming 01/07...

Page 44: Change System Date/Time

A "+" sign next to a date designates a recurring holiday date (e.g., July 4). The right side of the screen includes a drop-down calendar and the Add, Delete and Copy to functions. Strata CIX Voice Mail Programming 01/07...

Page 45: Add Holidays

4. Highlight the desired list. 5. Click Copy Now. Your changes are saved and the screen remains open. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted. Strata CIX Voice Mail Programming 01/07...

Page 46: Configuration Wizard

Note drop-down menu. If you select "Any Type," the wizard scans all types of station interface cards for available spots, and on an LIPU card it prefers to create an IPT-L type Primary Extension. Strata CIX Voice Mail Programming 01/07...

Page 47: Telephone Systems

Each Stratagy ES system has been pre-configured at the factory for out-of-box operation Note with a Toshiba Strata CIX telephone system. This includes the required programming for CTX Proprietary Integration, Reserved Mailboxes (e.g., 990, 998, etc.), and the factory recorded company and instructional greetings for mailbox 990.

Page 48

If you accidently enter only spaces in this field, voice mail does not reject it. Instead, voice mail accepts the invalid pure space name and uses it as a switch type. Defaults to Strata CIX. Possible values are: Strata CIX, <Create/save Switch Type>. Integration Type Defaults to

CTX Proprietary.

Page 49

Strata CIX. © IPU IP Address — change address to the one assigned to the Strata CIX (LIPU)) Note If an LIPX is installed, enter the IP of the LIPU. Strata CIX Voice Mail Programming...

Page 50: Add Integration Group

Move arrows to the right of the screen. For Strata CIX only, scroll down to the bottom of the Integration Dial Codes list to locate three parameters: Call Agent IP Address, Simple Network Management Protocol (SNMP) Community, LIPU IP Address (MAS).

Page 51: Add Or Delete Switch Type

System Integration screen displays without the deleted group in the Switch Type drop-down box. Click Submit. The changes are added to the database the next time voice mail service is shutdown and restarted. 3-11 Strata CIX Voice Mail Programming 01/07...

Page 52: Answer Methods

Number of rings the system waits before it answers an incoming call on the voice Answer port. Defaults to 1. Telephone System The integration group to which the answer method is linked. Integration Name 3-12 Strata CIX Voice Mail Programming 01/07...

Page 53: Add Answer Methods

4. Click Submit. The changes are saved, the screen remains open for use, and the Answer Method listing is removed from the screen. A dialog box displays. 5. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted. 3-13 Strata CIX Voice Mail Programming 01/07...

Page 54: Voice Ports

“Notification Groups” on page 3-18). Statistical Groups (Display only) Port assignment in a Statistical Group. Voice mail obtains this value from the information assigned in Statistical Groups Tab screen (see “Port Statistics” on page 3-20). 3-14 Strata CIX Voice Mail Programming 01/07...

Page 55: Add Voice Port Definition

Voice Ports Status screen. 3. Click Refresh to update the Statistics screen at any time ...or click Close to close the screen. The Voice Ports Status screen remains on the desktop. 7628 3-15 Strata CIX Voice Mail Programming 01/07...

Page 56: Serial Ports

Serial Ports Serial Ports Important! This screen is not required by the Strata CIX. Serial ports in the Stratagy ES are used in three ways: • Available – Serial ports not running within voice mail and available for Windows XP use.

Page 57: Add Serial Port Definition

9. Click Submit. Your changes are saved and the screen remains open. A dialog box displays. 10. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted. 3-17 Strata CIX Voice Mail Programming 01/07...

Page 58: Notification Groups

Group Limit (%) field is set to 75%. When eight ports of the IVR port group are busied by incoming calls, notification requests for the group are suspended until the number of busy ports diminishes. 3-18 Strata CIX Voice Mail Programming 01/07...

Page 59: Add Notification Group

5. Click Submit. Your changes are saved and the screen remains open. A dialog box displays. 6. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted. 3-19 Strata CIX Voice Mail Programming 01/07...

Page 60: Port Statistics

Port Statistics Screen Fields IELD ESCRIPTION Group ID Any number starting with 1. Group of

Voice Ports Ports in the group. Entry can be a single, multiple or a range of ports (e.g., 1~4, 10, 12). 3-20 Strata CIX Voice Mail Programming 01/07...

Page 61: Add Port Statistics Group

5. Click Submit. Your changes are saved and the screen remains open. A dialog box displays. 6. Click Yes. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted. 3-21 Strata CIX Voice Mail Programming 01/07...

Page 62: Scheduler

Time in hh:mm:ss format. Designates whether action is to be Repeat or a One Time Only action. Every Number of times per minute, hour, day, week, month or year. Active Days Days of the week to which the change is restricted. 3-22 Strata CIX Voice Mail Programming 01/07...

Page 63: Add Scheduled Action

For that reason the OSShutdown routine cannot be deleted from the Scheduler's list of Scheduled Actions. If desired, the timetable for this action can be extended to a date and time in the future. 3-23 Strata CIX Voice Mail Programming 01/07...

Page 64: Language

(part number SES-SPANISH-SYS). Other languages for system prompts, as well as the Voice Mail Soft Keys, is a custom option that is available from Toshiba DSD's Integrated Software Solutions Group. Please contact a TSD Regional Sales Manager for more details.

Page 65: Change System Language Setting

5. You can now move the file up or down in the list using the Move Up/ Down buttons. 6. Click OK and the new file appears on the screen. 7. When finished, click Submit. 3-25 Strata CIX Voice Mail Programming 01/07...

Page 66: Voice Menu

IELD ESCRIPTION Prompt Recording Phone Number: Enter the extension number of the telephone that can be used for recording the corresponding command. Once entered, this number remains consistent for administration of other mailboxes. 3-26 Strata CIX Voice Mail Programming 01/07...

Page 67: Add Voice Command

4. Click Submit when you are finished. A pop-up box displays asking if you want to synchronize the change(s) with ASR files now. 5. Click OK. 3-27 Strata CIX Voice Mail Programming 01/07...

Page 68: Parameters

Important! • You must contact Toshiba Technical Support if you need to add or delete a parameter to/from the Parameters List. A parameter added to the system must be an already recognized system parameter and cannot be created by the individual installer/technician.

Page 69: Methods For Modifying The Parameters

(move up/ down). Important! If you are deleting 7632 an element value from the box, make sure the correct value is highlighted before clicking Delete. You are not asked to confirm the deletion. 3-29 Strata CIX Voice Mail Programming 01/07...

Page 70: Modify Parameters

2. Click Remove. The Delete the System Parameter screen displays. 3. Click OK. The parameter is deleted and is removed from the list on the screen..or Cancel. The parameter is not deleted and the dialog box closes. 3-30 Strata CIX Voice Mail Programming 01/07...

Page 71

Maximum number of remote nodes (Gateway and Proxy User Agents) that can be in the network. If the actual number exceeds this value, some nodes are inaccessible. Possible values: 1~256 (default = 255) 3-31 Strata CIX Voice Mail Programming 01/07...

Page 72

Stratagy performs answering machine detection on outgoing calls. False: (default) Stratagy does not perform answering machine detection on outgoing calls. Note Do not modify the default value unless instructed to do so by Toshiba personnel. sys_asr_enabled Enables

system to recognize human speech.

Page 73 Default: blank comment line sys_company_name The name that will appear in the fax header for sent faxes. This field is limited to 32 characters. Note This parameter is not currently supported. Default: blank comment line 3-33 Strata CIX Voice Mail Programming 01/07...

Page 74 Specifies whether voice mail resends a fax if it detects a failure during transmit. Note This parameter is not currently supported. Possible values: no resent resends starting from the first page resends starting from the failure page Default: 0 3-34 Strata CIX Voice Mail Programming 01/07...

Page 75 Check all mailboxes, including users, guests, and reserved (411, 990, etc.) Possible values: 1~8 Default: 8 3-35 Strata CIX Voice Mail Programming 01/07...

Page 76 Check all mailboxes, including users, guests, and reserved (411, 990, etc.) Possible values: 1~8 Default: 8 3-36 Strata CIX Voice Mail Programming 01/07...

Page 77 Gateway User Agent number that represents the local AMIS node. Messages addressed to this node are delivered directly to the real local box number instead of being shipped out on the network. Possible values: valid User Agent number. Default: blank comment line 3-37 Strata CIX Voice Mail Programming 01/07...

Page 78 Possible values: True: (default) Plays prompt, “finish by...” False: Does not play prompt. sys_max_call_scr_name_dur Defines the maximum duration for a recording caller’s name when call screening is enabled on a mailbox. Default: 5000 ms 3-38 Strata CIX Voice Mail Programming 01/07...

Page 79 Possible values: 1~16 Default: 3 sys_minimum_message_length Minimum message length in milliseconds for the system to be able to recognize the message. Default: 1000 ms sys_minimum_record_length Minimum record length in milliseconds. Default: 100 ms 3-39 Strata CIX Voice Mail Programming 01/07...

Page 80 © The better the quality, the more disk space is taken by the recordings. © In order to not have to install the Toshiba audio codec on a user PC, this parameter must be set to 5. Possible values: Dialogic ADPCM at 6KHz sampling (3000 bps)

Page 81 English. It does not preclude you from changing the prompt file during the call. Possible values: valid prompt file. The brackets are required. Default: {C:/StratagyES/prompts/english2 0} 3-41 Strata CIX Voice Mail Programming 01/07...

Page 82 Default: 1000 sys_smtp_retry_count Defines the maximum number of retries for sending voice messages to the E-mail server. Default: 5 sys_smtp_retry_delay Number of milliseconds voice mail waits between retries for sys_smtp_retry_count. Default: 60 (milliseconds) 3-42 Strata CIX Voice Mail Programming 01/07...

Page 83 “stratagyes,” then an UM message from mailbox 200 would have a source address of “200@stratagyes”. In most cases using the computer name of the Stratagy ES server is sufficient. However, Toshiba recommends that you confirm the appropriate host name for the Stratagy ES SMTP server with your site System Administrator.

Page 84 Possible values: number in milliseconds Default: 2000 (ms) sys_tmo_dtmf_start_timeout Specifies the timeout in milliseconds that voice mail waits before receiving the first digit. Possible values: number in milliseconds Default: 4000 (ms) 3-44 Strata CIX Voice Mail Programming 01/07...

Page 85 Possible values: number of milliseconds Default: 10000 (ms) sys_tsp_host Default: localhost sys_tsp_port Default: 4001 sys_tts_playback_order Table 8-1 on page 8-3 Chapter 8 — Text-to-Speech (TTS) for complete description of this Text-to-Speech (TTS) parameter. 3-45 Strata CIX Voice Mail Programming 01/07...

Page 86 VPIM can exchange both voice messages as long as they are of the format dictated by the VPIM standard. Possible values: 0 disabled (default), 1 (enabled) 3-46 Strata CIX Voice

Mail Programming 01/07...

Page 87: Chapter 4 - Voice Processing

“VPIM Networking” on page 10-13 • Direct Send Voice (see “Direct Send Voice” on page 4-50 • Direct Send Fax (see “Direct Send Fax” on page 4-51 This feature is not currently supported. Note Strata CIX Voice Mail Programming 01/07...

Page 88: Voice Mail Menu

Defined User Agents Stratagy ES comes with several defined User Agents. Each of the following User Agents have been defined by Toshiba to perform a specific function. User Agent 900: ASR Auto Attendant default User Agent – ASR Automated Attendant default User Agent.

Page 89: Class Of Service (Cos)

Inherited box displays, check the box. “Reset Function” on page 4-8 for instructions on resetting a group of fields to the Note inherited features for the mailbox. Strata CIX Voice Mail Programming 01/07...

Page 90: Explore Function

...or type the mailbox number in the mailbox header at the top of the screen and click Refresh. The Mailbox COS Editor screen displays the data for the mailbox number. 3. Edit the mailbox fields. 4. Click Submit. The changes are saved and the screen remains open. Strata CIX Voice Mail Programming 01/07...

Page 91: User Mailbox

COS number. The field defaults to No COS. 5. Click OK. The Creating dialog box displays while the program creates the User Agents. When the process is complete, the screen indicates whether the creation of the User Agent(s) was successful. Strata CIX Voice Mail Programming 01/07...

Page 92: Modify User Mailbox

3. Click Copy UA. The Copy User Agent screen displays. 4. Type the new mailbox numbers you want to create in the To field. Click OK. The new mailbox(es) are created. 5. Click Exit. Strata CIX Voice Mail Programming 01/07...

Page 93: User Mailbox Reports

This function enables you to manually refresh the screen with the most up-to-date database information. From the Mailbox Editor screen, click Refresh (bottom of screen). The screen displays the current data for the mailbox. Strata CIX Voice Mail Programming 01/07...

Page 94: Lock Function

3. Click Start. System shows search results in a list and displays the first matching mailbox in the editor pane. 4. You can view the listing for any existing mailbox using << >>. Strata CIX Voice Mail Programming 01/07...

Page 95: Mailbox Editor Screens

The information in these fields (see Table on page 4-10) are shared among all the Mailbox Editor screens. Screen Tabs Explore Mailbox COS Button Header Function Buttons Figure 4-13 Mailbox Editor Menu — Mailbox Header Strata CIX Voice Mail Programming 01/07...

Page 96

Mailbox ID field. If no name recording is available, depending on the sys_directory_app_uid setting, voice mail does not present an entry or play the digits of the Mailbox ID field. 4-10 Strata CIX Voice Mail Programming 01/07...

Page 97

COS. Choose “No COS” if the mailbox has no COS parent. © Highlight a COS on the explore list using the Explore button (see Figure 4-14). The list shows a detailed view of the available COS mailboxes in the system. 4-11 Strata CIX Voice Mail Programming 01/07...

Page 98: User Mode

Defines whether voice mail pauses between mailbox menu choices when stating them to the user (e.g. Main Menu options). Possible values: Add extra time between menu choices. Off:

(Default) Do not add extra time. 4-12 Strata CIX Voice Mail Programming 01/07...

Page 99 The system does not mark partially heard messages as Pending. All messages (partially heard and new) are stored in the new message folder, the Message Waiting LED remains on and a Return Receipt is not sent, if applicable. 4-13 Strata CIX Voice Mail Programming 01/07...

Page 100 Deletes the message from the original target mailbox after copying the message to the destination mailbox. Possible values: Deletes a message after copying to another mailbox. Off: (Default) Does not delete a message after copying it to another mailbox. All New Messages 4-14 Strata CIX Voice Mail Programming 01/07...

Page 101 Possible values: 00:00~23:59 Default: 00:00~23:00 Delay Length of time voice mail delays after the urgent message arrives at this mailbox before copying the message to the destination mailbox. Possible values: 0~999 (seconds) Default: 4-15 Strata CIX Voice Mail Programming 01/07...

Page 102: Auto Attendant

System Integration groups are added using the eManager's Advanced Configuration > Systems > VM Phone Systems option (see "Telephone Systems" on page 3-7 Select integration group from drop-down menu. Default: Default (Strata CIX) 4-16 Strata CIX Voice Mail Programming 01/07...

Page 103 Note This field may be modified by the Auto Scheduler. Any changes to the field's value (including directly changing the value or reverting the value to the parent's COS) is only temporary, and lasts only until the next scheduled change. 4-17 Strata CIX Voice Mail Programming 01/07...

Page 104 If this field is set to On, the system uses DOAI to find out whether the extension is busy or not. Possible values: (Default) Plays recording while transferring a call. Off: Does not play recording. 4-18 Strata CIX Voice Mail Programming 01/07...

Page 105 Maximum greeting length (seconds) for the custom busy greeting recorded by the seconds user. Whether the user can change the busy greeting. Possible values: 0 (user cannot record or change greeting), 1~999 Default: 45 (seconds) 4-19 Strata CIX Voice Mail Programming 01/07...

Page 106: Unified Messaging

Enable/Disable the Unified Messaging for this mailbox. Email configuration Email account E-mail account number assigned by the server. Example: jdart@toshiba.com Default: blank Email username Alternative e-mail user name. If this field is filled in, voice mail uses it to log into the e-mail server for IMAP4 and POP3 functions.

Page 107 Post Office Protocol 3 (POP3) Default for Target Email Service. POP3 will be used by the TTS feature to access and read e-mail messages to users. No UM synchronization is provided by POP3. Note Cannot be chosen if IMAP4 is already selected. 4-21 Strata CIX Voice Mail Programming 01/07...

Page 108 Only sends e-mail password if Authenticated Post Office Protocol (APOP) encryption is supported. Try: Tries sending password if APOP encryption is supported, otherwise sends password as text. Note APOP is a POP3 setting that encrypts the user's password and name. 4-22 Strata CIX Voice Mail Programming 01/07...

Page 109: Notify

By having mailboxes share templates, you can make changes to all notification records for those mailboxes by simply changing one template. Voice mail provides a group of preset templates covering notification methods for Toshiba telephone systems, and paging applications. The paging Templates use the Variable field for the callout number.

Page 110 Notification ends when the user picks up messages or when the maximum number of tries (Max Times) has been reached. 4-24 Strata CIX Voice Mail Programming 01/07...

Page 111 Notify user that there was a fax Stratagy ES transmission error. Fax Success Notify

user that a Stratagy ES fax was transmitted successfully. Note Fax Failure and Fax Success is best used with the EmailFaxNotify template (see previous page). Default: None 4-25 Strata CIX Voice Mail Programming 01/07...

Page 112 (Default) Disable the current Notify record. Important! Using Stratagy's User Notification option for his/her mailbox, a user can enable or disable an existing Notify record and modify the contents of the record's Variable field. 4-26 Strata CIX Voice Mail Programming 01/07...

Page 113 Inactive:Holiday table is excluded from the selected Active Days. For example, if a holiday occurs on a selected Active Day, the record becomes inactive on that day. 4-27 Strata CIX Voice Mail Programming 01/07...

Page 114 Group Note Notification port groups are added using the Notification Port Groups option (see "Notification Groups" on page 3-18 Possible values: Available groups are in a drop-down menu for the field. Default: blank 4-28 Strata CIX Voice Mail Programming 01/07...

Page 115 Notify screen displays. 2. Highlight a record in the notify record summary section of the screen. 3. Click Delete. The notify record line disappears from the notify record summary section of the screen. 4-29 Strata CIX Voice Mail Programming 01/07...

Page 116 You can only edit the Application Name Note and Parameter fields. 5. Modify the parameter, if required. 6. Click OK. The changes to the template is saved to the server and the previous screen displays. 4-30 Strata CIX Voice Mail Programming 01/07...

Page 117: Chains/Groups/Fax

Mailbox 999 (which defaults to disconnect, @H) and never change the Mailbox 999 default. Voice mail permits you to program chains, giving you the flexibility you need to provide call routing solutions to many varied customer applications. 4-31 Strata CIX Voice Mail Programming 01/07...

Page 118 Possible values: blank, mailbox number, variables required by application Default: blank Chain busy Instructs voice mail where to send a caller when this mailbox's extension is Busy. Possible values: RECORD, applications found in field's drop-down menu Default: blank 4-32 Strata CIX Voice Mail Programming 01/07...

Page 119 Number of tenths of seconds voice mail waits after playing this mailbox's greeting before continuing processing. Callers can enter DTMF to transfer processing to another mailbox. This field is three-digits long. Possible values: 0~999 (milliseconds) Default: 0 (no additional delay) 4-33 Strata CIX Voice Mail Programming 01/07...

Page 120 Stratagy ES operating system. Message playback and future delivery are based on this selection. Drop-down menu lists all global Time Zones, based on Greenwich Mean Time (GMT). 4-34 Strata CIX Voice Mail Programming 01/07...

Page 121 If this box is checked, the language must be set in the eManager screens. Phone If this box is checked, the language must be set using the telephone. Language Selects the default language for this mailbox. Possible values: American English, French 4-35 Strata CIX Voice Mail Programming 01/07...

Page 122: Asr Auto Attendant

The bottom section of the page provides the ability of adding synonyms for the main user name for the mailbox. Also included in this section is an interface for making a recording that is assigned to the synonym. Figure 4-19 ASR Auto Attendant Tab Screen with Sample Data 4-36 Strata CIX Voice Mail Programming 01/07...

Page 123 Red circle — Indicates that a recording does not exist and the synonym is not active. Phone # Extension number for telephone to be used for recording the corresponding synonym name. Once entered, this number remains consistent for administration other mailboxes. 4-37 Strata CIX Voice Mail Programming 01/07...

Page 124 ASR Attendant screen displays. 2. Select the mailbox you want to change. 3. Highlight the synonym on the screen you want to delete. 4. Click Delete. The synonym is

removed. 4-38 Strata CIX Voice Mail Programming 01/07...

Page 125: Info

Number of new voice messages and number of seconds for playback of these stored messages. Maximum Maximum number of messages (voice) stored at the same time since the mailbox was created. Total Number of voice messages stored since the mailbox was created. 4-39 Strata CIX Voice Mail Programming 01/07...

Page 126 System Report, using the Report option on the Main Menu, or by using the System Administrator Mailbox option of Reset Mailbox Number. If this field is left blank, tab screen reflects all statistics that has been collected. 4-40 Strata CIX Voice Mail Programming 01/07...

Page 127: Menus

Voice Processing Mailbox Editor Screens Menus Figure 4-21 Menus Tab Screen with Sample Data 4-41 Strata CIX Voice Mail Programming 01/07...

Page 128 Select from the drop-down list the voice command to execute this application. Voice Menu If this option is checked, call screening is turned on. If not, call screening is disabled. Default: Disabled (unchecked) 4-42 Strata CIX Voice Mail Programming 01/07...

Page 129: Auto (Scheduling)

And Every—12 Months • Active Days: MTWTFSS NNNYNNN Voice mail checks for the next Thursday after 11/25/99 and displays Next Change:11/23/00, which is the next day that meets the criteria specified in the record. 4-43 Strata CIX Voice Mail Programming 01/07...

Page 130 Enable or disable the scheduling record from the COS parent. schedule entries for Possible values: this User Agent Mailbox inherits the scheduling record from the COS parent. (Default) Mailbox does not inherit the scheduling record from the COS parent. 4-44 Strata CIX Voice Mail Programming 01/07...

Page 131 When the change occurs, the maximum number of rings voice mail must wait when transferring a call to this mailbox before determining a RNA. Possible values: blank (uses system default), 1~9 Default: blank 4-45 Strata CIX Voice Mail Programming 01/07...

Page 132 0 (no instructional greeting plays). The Instructional Greeting will only play when the mailbox has been defined in the Answer Method screen as a Greeting User Agent. Possible values: 0, 1~7 Default: 0 (no instructional greeting plays) 4-46 Strata CIX Voice Mail Programming 01/07...

Page 133 1. From the Auto tab screen, highlight a record in the auto record summary section of the screen. 2. Click Delete. The auto record line disappears from the auto record summary section of the screen. 3. Click Submit. The information is saved. 4-47 Strata CIX Voice Mail Programming 01/07...

Page 134: Distribution List (System)

3766 cannot use this Distribution List to send messages. Default: 1 Distribution List Members Enter valid user mailbox number(s). Numbers can be separated using commas (,), dashes (—) or spaces. Possible values: Any valid mailbox number. Default: blank 4-48 Strata CIX Voice Mail Programming 01/07...

Page 135: Create Distribution List

4. Click OK. A dialog box displays while the program deletes the distribution list. When the process is complete, the screen indicates whether the deletion of the list was successful. 5. Click Exit. The list is removed from the screen. 4-49 Strata CIX Voice Mail Programming 01/07...

Page 136: Direct Send Voice

8. Type an identifying name in the Name 1/2 fields (shown right). 7340 9. Type a comment in the Comment field. 10.Click Submit. The data is saved. 11. Repeat Steps 2~10 for any other agents you created. 4-50 Strata CIX Voice Mail Programming 01/07...

Page 137: Direct Send Fax

Field defaults to 1. 8. Type an identifying name in the 7339 Name 1/2 fields. 9. Type a comment in the Comment field. 10.Click Submit. The data is saved. 4-51 Strata CIX Voice Mail Programming 01/07...

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Page 139: Chapter 5 - Fax Server

Stratagy ES be selected for voice processing instead of the MAS. Toshiba is currently working on T.38 in both the CIX and the MAS, and will make it available for upgrade in a subsequent release of both systems.

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Page 141: Chapter 6 - Automatic Speech Recognition (Asr)

For example, the Log in setting would facilitate users who wish to use ASR to log into their mailbox, but wish to restrict callers from using the ASR feature to reach their extension, or leaving them a message. Strata CIX Voice Mail Programming 01/07...

Page 142: Asr Aa With Continuous Speech Processor

The following requirements apply for an ASR system: • a license (part number MAS-FG-ASR-AA) for the feature group must be purchased through the Toshiba FYI site at http://fyi.tsd.toshiba.com. Once you have purchased the license, follow the detailed instructions in “MAS Licensing”...

Page 143: Asr Installation

5. Select Dialogic CSP in the Integration Type field and click OK. 6. Click Finish. 7. Select ScanSoft March Update. Follow the prompts. 8. Click Finish. The setup is complete. 9. Reboot the server. Strata CIX Voice Mail Programming 01/07...

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2. Using the drop-down menu, select the ASR_AA in the Answer Method field. 3. Click Submit. A dialog box displays. 4. Click OK. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted. Strata CIX Voice Mail Programming 01/07...

Page 145

4. Click Submit. The changes are added to the voice mail database the next time voice mail service is shutdown and restarted. Step 9: Record Greetings for ASR AA For more details on recording greetings, see the Strata CIX Stratagy ES User Guide. Note 1. Enter voice mail’s extension. The Stratagy ES answers.

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‰ To modify the User Login and/or Quick Message features Modify the system parameter settings shown in the table below. See “Modify Parameters” page 3-30 for instructions on modifying the settings for these ASR parameters. Strata CIX Voice Mail Programming 01/07...

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3. In the provided box labeled “#Phone,” enter the extension number of the telephone that can be used for recording the corresponding synonym name. Once entered, this number remains consistent for administration of other mailboxes. 4. Type in the new synonym name. 5. Click Add. A new line becomes active. Strata CIX Voice Mail Programming 01/07...

Page 148: Automatic Directory Synchronization For Asr Aa Feature Group

When ASR AA V.5 software is installed on the Media Application Server, a routine is added to the Scheduler table to automatically synchronize these two directories on a daily basis. Strata CIX Voice Mail Programming 01/07...

Page 149: Chapter 7 - Unified Messaging (Um)

Voice Mail Outlook Integration software (for Microsoft Outlook users) • Toshiba Audio CODEC driver In addition, the following remote upgrades must be electronically activated by Toshiba: • The Unified Messaging Feature Group (MAS-FG-UM). The UM Feature Group includes five free

UM client seats.

Page 150: Feature Description

“seen.” This includes messages that are marked by Stratagy as Pending and kept in the New Message folder. Messages marked as Deleted are not actually deleted until the user logs out from his or her UM-enabled mailbox. Strata CIX Voice Mail Programming 01/07...

Page 151: Message Disposition Notification (Mdn)

Client Components The Stratagy ES provides two solutions for UM, called Microsoft Outlook Integration and Internet Protocol (IP) Integration. These two solutions depend on the e-mail client that a customer is using. Strata CIX Voice Mail Programming 01/07...

Page 152 Microsoft Outlook presents messages in screen images called Forms. Microsoft Outlook enables developers to create custom Forms for specific types of messages. Toshiba uses this ability to create a proprietary Form that launches exclusively when voice messages are selected. This Form (see example below) contains feature buttons that enable a user to control the playback of voice messages.

Page 153 Messages can optionally be played over a telephone. Messages can only be played over multimedia speakers. Provides an additional Address Book for Outlook that Individual user must manually add addresses to an synchronizes with voice mail mailbox directory. Address Book. Strata CIX Voice Mail Programming 01/07...

Page 154: Installation

To verify the version of software currently installed, view the version.txt file in the voice mail directory. From the Software Menu screen, select Software Component Update. The update prompts you for the pathname etc. Accept the defaults. When the installation is complete, you are asked to restart your computer. Strata CIX Voice Mail Programming 01/07...

Page 155 “200@stratagyes”. In most cases using the computer name of the Stratagy ES server is sufficient. However, Toshiba recommends that you confirm the appropriate host name for the Stratagy ES SMTP server with your site System Administrator.

Page 156 Configures a name for unknown senders in SES. Example: Anonymous, unspecified sys_um_unknown_name Note Some anti-spam filters do not pass on e-mail from ambiguous sources. Check with your e-mail administrator for acceptable entries. Default: unknown Strata CIX Voice Mail Programming 01/07...

Page 157: Client Pc Installation

1. Insert the Software CD-ROM into the CD-ROM drive of the client computer. The Software Installation Menu displays. 2. Click on the icon labeled SES Outlook Integration. The Welcome Screen displays. 3. Click Next. The Address Book Work Directory screen displays. Strata CIX Voice Mail Programming 01/07...

Page 158: Using Outlook 2000/98

This Address Book can only be installed after the Stratagy ES Proprietary Outlook Integration has been successfully installed. 1. From the Outlook menu click Tools > Services tab. 2. From the Services page, click Add. The Add Service to Profile box opens. 7-10 Strata CIX Voice Mail Programming 01/07...

Page 159: Using Outlook Xp/2002/2003

4. From the Other Address Book Types page, select Stratagy ES Address Book. Click Next. A configuration page displays with the user information greyed out because it was entered during the installation of 7-11 Strata CIX Voice Mail Programming 01/07...

Page 160 Telephone handset – When a play command is issued for a voice message within the Voice Mail Proprietary Form, voice mail calls the number defined in the Telephone Number field and proceeds to play the voice message over the telephone handset. 7-12 Strata CIX Voice Mail Programming 01/07...

Page 161: Smtp Dedicated Gateway Server

Gateway is not configured, the SMTP Server can be configured to reside on the Stratagy ES PC. When the SMTP Server is configured on the Stratagy ES PC the default TCP port number of 25 cannot be used. Toshiba recommends using a TCP port number higher than 1000. See “Configuration” on page 7-14 for details.

Page 162: Configuration

25 for the Gateway server if it resides in the same PC as the Stratagy ES (port 25 is being used for Stratagy’s own SMTP server). 6. Click OK. 7. In the Advanced dialog box, click OK. 8. On the General tab, click Apply. 7-14 Strata CIX Voice Mail Programming 01/07...

Page 163: Record Voice Messages (Using Windows Sound Recorder)

8.000 KHz, 4 Bit, Mono. 8. Click OK to close the Sound Selection window. The Save As window displays. 9. If the target folder information is correct, click Save. Strata CIX Voice Mail Programming 01/07...

Page 164: Send Wav File As Voice Message

Stratagy ES voice mail user, add that address to your personal address book. If other Stratagy ES mailbox addresses are entered in either the To:, cc:, or bcc: fields, those mailboxes also receive your message. 7-16 Strata CIX Voice Mail Programming 01/07...

Page 165: Chapter 8 - Text-To-Speech (Tts)

The following requirements apply for TTS: • a license (part number MAS-FG-TTS-ETI) for the feature group must be purchased through the Toshiba FYI site at http://fyi.tsd.toshiba.com. Once you have purchased the license, follow the detailed instructions in “MAS Licensing” page 2-9 to activate the license.

Page 166: Installation

Step 2: Stop Stratagy Enterprise Server 1. Click the StartStratagy icon on the desktop. The Stratagy Enterprise Server Control screen displays. 2. Click Stop. The screen displays “Stop Pending” and then “Stopped.” Strata CIX Voice Mail Programming 01/07...

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System wide setting that determines the order in which the SES selects email messages to be read to users via the TTS feature group. The possible sys_tts_playback_order settings are: 0 = FIFO First In, First Out (Default) 1 = LIFO Last In, Last Out Strata CIX Voice Mail Programming 01/07...

Page 168: Client Pc Programming

Notes • Without the password, the TTS/Email feature does not work. • This password must match the e-mail server (e.g., Exchange) account password for the TTS feature to work. Strata CIX Voice Mail Programming 01/07...

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2. Follow the instructions in the Program Administrator Manual for logging on to the program. 3. From the menu, click Voice Mail Settings > Mailbox Settings. The Mailbox Settings screen displays (shown right). 4. Type in your Email address, username and password. 5. Click Apply. Strata CIX Voice Mail Programming 01/07...

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Page 171: Chapter 9 - Interactive Voice Response (Ivr)

Notes • Only an Administrator or higher level user can create/delete/edit a User Agent. • IVR User Agent is not Class of Service (COS) dependent. 7307 Figure 9-24 IVR Screen Strata CIX Voice Mail Programming 01/07...

Page 172: Create Ivr User Agents

The file name can be entered with forward slashes (/) or backward slashes (\). Note 11. Click Submit. The data is saved. The IVR User Agent screen remains. 12. Repeat Steps 6~11 for any other agents you created. Strata CIX Voice Mail Programming 01/07...

Page 173: Delete Ivr User Agents

The IVR Answer Methods must be set. See “Answer Methods” on page 3-12 for procedures. Voice Ports The IVR Answer Methods must be assigned to a port and extension number. See “Voice Ports” on page 3-14 for procedures. Strata CIX Voice Mail Programming 01/07...

Page 174: Ivr Alias Editor

2. Select an IVR Alias name from the drop-down list. Click Edit. The IVR Alias screen displays. 3. Make the required changes to the Application Name and/or Parameter field. 4. Click OK. The data is saved and the IVR Alias Editor screen displays. Strata CIX Voice Mail Programming 01/07...

Page 175: Run Ivr Alias

3. When finished, click Submit. The data is saved and the IVR Alias screen remains open. 4. You must now shutdown and restart the voice mail for any deletion or addition to take effect. Strata CIX Voice Mail Programming 01/07...

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Page 177: Chapter 10 - Advanced Integrations And Applications

Configuration menu or you can follow the steps below to configure your Stratagy ES system. Step 1: Program CIX for Integration The following Strata CIX programs must be configured for Voice Mail to work with the CIX: Set up Telephone Station Ports •...

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FB00 – Enter VM Port DN from list. • FB01 – Select VM Control = SMDI. • FB02 – Enable A/D Tones. • FB04 – Enable End-to-End Signaling • FB07 – VM to VM Call Blocking (non-blocking = default) 10-2 Strata CIX Voice Mail Programming 01/07...

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6. Change the “CIX/CTX IP Address” to the IP address that has been assigned to the Strata CIX (LCTU). Default is 192.168.254.253. 7. Enter the SNMP Community name that has been assigned in the target Strata CIX. Default is communityName.

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4. Enter the desired number of rings that the Stratagy ES should wait before answering the port, or leave this value at its default of 1. 5. Enter the Integration Group Name that was assigned in Step 1 for the Strata CIX. 6. Click Submit.

Page 181: Amis Networking

(node 40) does the following: 1. Accesses its Gateway User Agent (node 40) and uses the information stored there to contact the remote voice mail system (node 33). 2. Provides some handshake signals requesting User Agent 200. 10-5 Strata CIX Voice Mail Programming 01/07...

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The Dallas voice mail system would receive the message and store it in address 2300. Important! It is not necessary for the remote address to match the Proxy User Agent number in voice mail. 10-6 Strata CIX Voice Mail Programming 01/07...

Page 183: Destination System Number

Default: Q1 Notify After (min) Number of minutes after the message has been sent to the Gateway/Proxy User Agent that voice mail should attempt to contact the remote node. Default: 0 (Gateway), 5 (Proxy) 10-7 Strata CIX Voice Mail Programming 01/07...

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Second, the nodes use the Destination System Number, which is part of the AMIS protocol, to identify themselves to each other during AMIS connections. 10-8 Strata CIX Voice Mail Programming 01/07...

Page 185: Configuring Voice Mail For Amis

Agent is sent back to the sender, if accessible from this voice mail system. Possible values: valid User Agent number. Default: 989 sys_amis_max_msg Maximum number of messages the AMIS system can receive. Default: 1000 10-9 Strata CIX Voice Mail Programming 01/07...

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Comment should consist of GATEWAY or PROXY USER AGENT and any other identifying information. 8. Check “Enabled” box on the screen. 9. In the Destination System

Number field, type the Destination System Number. 10-10 Strata CIX Voice Mail Programming 01/07...

Page 187: Testing Amis

NODE = up to eight digits remote address = up to 16 digits 4. The user records the message and presses to stop recording. 5. The user presses again to send the message to the specified node. 10-11 Strata CIX Voice Mail Programming 01/07...

Page 188: Private/Urgent Message Handling

If a notify task was started as the result of an urgent message being placed in the Gateway mailbox, it is only allowed to deliver the urgent message to the remote node. The urgent status is stripped from the message when it is sent. 10-12 Strata CIX Voice Mail Programming 01/07...

Page 189: Amis User Agent Reports

10-14). The node identifies itself to voice mail by a local telephone number (i.e., Destination System Number) that is sent to the receiving voice mail system during the transmission process. 7310 Figure 10-28 VPIM Gateway Screens 10-13 Strata CIX Voice Mail Programming 01/07...

Page 190 Continue Every (min) Number of minutes between each retry attempt to contact the remote node. Default: 1 Notify Max Time Number of times Stratagy should attempt to contact the remote node. Default: 5 10-14 Strata CIX Voice Mail Programming 01/07...

Page 191 11. Using the spin button, set the Notify After(min), Continue Every(min) and Notify Max Time fields. 12. Click Update. The data is saved. The Edit VPIM User Agent screen closes. 13. Repeat Substeps 6~12 above for any other agents you created. 10-15 Strata CIX Voice Mail Programming 01/07...

Page 192: Vpim Operation

5. The user presses again to send the message to the specified UA. The message is sent out as an e-mail through the Internet and saved in the designated mailbox at the remote server. 10-16 Strata CIX Voice Mail Programming 01/07...

Page 193: Chapter 11 - Token Programming

To program the Extension or Parameter fields, enter a series of commands, or tokens, that instruct voice mail what actions to perform. A field would, therefore, contain TokenTokenToken...Token, where Token defines how to perform the actions. 11-1 Strata CIX Voice Mail Programming 01/07...

Page 194: Singular Tokens

Chapter 3 — Voice Mail Configuration.) 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. 11-2 Strata CIX Voice Mail Programming 01/07...

Page 195 Test event — message waiting light control–tests for the existence of the LIGHT.ON file in the mailbox's directory. If the file is there, immediately stops processing the rest of the tokens for this mailbox. 11-3 Strata CIX Voice Mail Programming 01/07...

Page 196: Replaced Or Variable Tokens

Value held in the Calling Party ID buffer. Syntax Number of messages–replaces with the total number of messages for the current mailbox. Syntax %M Number of new messages–replaces with the number of new messages for the current mailbox. Syntax %N 11-4 Strata CIX Voice Mail Programming 01/07...

Page 197 Stratagy ES should dial, e.g., pager/beeper telephone numbers. Syntax %V Current day of the week–replaces with the current day of the week, where: Sunday5 Thursday Monday6 Friday Tuesday7 Saturday Wednesday Syntax %W 11-5 Strata CIX Voice Mail Programming 01/07...

Page 198 Length–replaces with the total number of characters in the %Sn variable. Syntax LEN[%Sn] where: LEN[ ] One of the %S storage variables (range: 0~19). Example

P(LEN[%S1],N) Says the number of characters in %S1 as a number. 11-6 Strata CIX Voice Mail Programming 01/07...

Page 199: Defined Tokens

Does not continue processing at Mailbox 1000 and instead continues with the next token. I("%S1",=,"1234",2000) Continues processing at Mailbox 2000 only if %S1 has the value 1234. I("%S1",=,"SPANISH",2000) Continues processing at Mailbox 2000 only if %S1 = SPANISH. 11-7 Strata CIX Voice Mail Programming 01/07...

Page 200 New Message Queue Saved Message Queue Valid mailbox. Can be a variable. Defaults to current mailbox if not specified. Example KD(2,U) Deletes message number 2 in the Urgent Message Queue for the current mailbox. 11-8 Strata CIX Voice Mail Programming 01/07...

Page 201 “answering” mailbox, and the Night Transfer on the DSS console is On. Syntax: KT(XXX)G(YYY) KT( ) where: Box number used when Night Transfer is On. Box number used when Night Transfer is Off. 11-9 Strata CIX Voice Mail Programming 01/07...

Page 202 DOS suffix .IDX. L( ) Examples L(ENGLISH) Uses the ENGLISH.IDX system prompt file in the C:\Stratagy ES directory. L(SPANISH) Uses the SPANISH.IDX system prompt file in the C:\Stratagy ES directory. 11-10 Strata CIX Voice Mail Programming 01/07...

Page 203 Menu 5 field. © If the caller makes no selection, Stratagy ES continues processing at the next token. © If the caller makes an invalid selection, Stratagy ES continues processing at the Done chain. 11-11 Strata CIX Voice Mail Programming 01/07...

Page 204 Searches ORDERS.DOC for the first record that has the value of %S1 in field 5. © Replaces the current value of field 9 with %S2. © Replaces the current value of field 12 with %S5. © Saves the record back to the database. 11-12 Strata CIX Voice Mail Programming 01/07...

Page 205 %Sn, F The same as %Sn, $ except Stratagy ES uses francs and centimes. %Sn, P The same as %Sn, $ except Stratagy ES uses pesos and centavos. 11-13 Strata CIX Voice Mail Programming 01/07...

Page 206 Mailbox 9000), records nine responses, and stores the responses as one message. Q(G1,G2,E,G3,E) Stratagy ES groups the responses to greetings 1 and 2 as one message and the response to greeting 3 as a different message. 11-14 Strata CIX Voice Mail Programming 01/07...

Page 207 Tab, or Ctrl+I Backslash, the actual \ character One of the %S storage variables (range: 0~19), which stores any response from the serial port. If omitted, Stratagy ES does not wait for a response. 11-15 Strata CIX Voice Mail Programming 01/07...

Page 208 Stratagy ES implements the defined tokens to transfer the call to the Stratagy ES so fax transmission can begin. Typically it would be P(G1), which plays greeting 1: “Start your fax machine at the tone.” 11-16 Strata CIX Voice Mail Programming 01/07...

Page 209 C:\Stratagy ES\NEW.TXT, use C:\\Stratagy ES\\NEW.TXT. CAUTION! When creating applications using the J( ), T( ), and >( ) tokens, you must use the identical syntax for file identification. Otherwise, fax transmission or reception may fail. 11-17 Strata CIX Voice Mail Programming 01/07...

Page 210 © Stores the contents of field 2 in variable %S2. P(G2)P(%S2,$) P(G2) Plays Greeting 2: “Your credit line is” P(%S2,$) Says the value stored in %S2 as a dollar amount: “five thousand dollars.” 11-18 Strata CIX Voice Mail Programming 01/07...

Page 211 Z( ) file Valid DOS file name. Can be a variable. Example Z(CHECK.TXT) Stratagy ES checks if the file CHECK.TXT exists. The file exists, and Stratagy ES executes the RNA chain mailbox. 11-19 Strata CIX Voice Mail Programming 01/07...

Page 212 Note Use two backslashes \\ to signify one backslash \. For example, to specify the file name C:\Stratagy ES\NEW.TXT, use C:\\Stratagy ES\\NEW.TXT. Syntax ?(item,fsile,uid) where: item Any alphanumeric string. Can contain %S variables. file ASCII text file specified by a

DOS file name. Can be a variable. Valid mailbox. 11-20 Strata CIX Voice Mail Programming 01/07...

Page 213 Note Use two backslashes \\ to signify one backslash \. For example, to specify the file name ¦( ) C:\Stratagy ES\NEW.TXT, use C:\\Stratagy ES\\NEW.TXT. Syntax ¦(file) where: file Valid DOS file name. 11-21 Strata CIX Voice Mail Programming 01/07...

Page 214 Options Tab screen's Playback Volume field and by the user with the Play Message Controls ^( ) (Chapter 4 — Voice Processing). Syntax (n) where: Volume of current port (range: -8~8). -8 is the softest 0 is the default initial volume 8 is the loudest. 11-22 Strata CIX Voice Mail Programming 01/07...

Page 215 Note Use two backslashes \\ to signify one backslash \. For example, to specify the file name C:\Stratagy ES\NEW.TXT, use C:\\Stratagy ES\\NEW.TXT. Syntax {file} where: file ASCII text file containing valid Stratagy ES tokens. Valid DOS file name. 11-23 Strata CIX Voice Mail Programming 01/07...

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Page 217: Chapter 12 - System Reports

Mailbox Message Statistics • System Information The Reports option also provides custom reports that enable you to customize a report for: • Mailboxes • AMIS Gateway and Proxy Mailboxes • VPIM Gateway and Proxy Mailboxes 12-1 Strata CIX Voice Mail Programming 01/07...

Page 218: Report Elements

Enables you to better configure the number of reserved outgoing ports for notification. 12-2 Strata CIX Voice Mail Programming 01/07...

Page 219 Number of Busy in Total number of seconds port was found busy. Seconds Number of Times Out of Total number of times port was placed out-of-service by the system due to failure. Service 12-3 Strata CIX Voice Mail Programming 01/07...

Page 220 © 2 Ports — Total busy time in seconds for two ports during the time period. © 3 Ports, etc. — Total busy time in seconds for xx ports during the time period. 12-4 Strata CIX Voice Mail Programming 01/07...

Page 221 © 2 Ports — Total busy time in seconds for two ports during the time period. © 3 Ports, etc. — Total busy time in seconds for xx ports during the time period. 12-5 Strata CIX Voice Mail Programming 01/07...

Page 222: Mailbox Information And Statistics

Number of times the callers entered another mailbox or extension. Abandons Number of times callers hung up after reaching the mailbox extension without leaving a message, transferring to an operator or calling another extension. 12-6 Strata CIX Voice Mail Programming 01/07...

Page 223 Logon Time (min) Total time in minutes this mailbox has been logged in. Accessed Time (min) Total time in minutes this mailbox has been accessed by a caller or transferred to another extension. 12-7 Strata CIX Voice Mail Programming 01/07...

Page 224 Indicates the date/time when the mailbox was created. Format: MM/DD/YY HH/MM/SS. Last Log On Indicates the date/time when the last log-on occurred for the mailbox. Format: MM/DD/YY HH/MM/SS Mailbox Comment Mailbox comment line. 12-8 Strata CIX Voice Mail Programming 01/07...

Page 225 Date of the oldest message. Fax Count Total number of fax messages. Total Fax Count Total number of fax pages. New Msg Length Message length of new messages. Last Time Call Time when last call received. 12-9 Strata CIX Voice Mail Programming 01/07...

Page 226: System Information

"Distribution List (System)" on page 4-48 Boxes Date Time Current system date/time. Format MM/DD/YY HH:MM. Last Startup Time Date system last started up. Format MM/DD/YY. Next

Scheduled Shutdown Next scheduled shutdown for system (date/time). 12-10 Strata CIX Voice Mail Programming 01/07...

Page 227: Custom Reports

Mailbox Number: 1 Dir Name 1: 3 Maximum Rings: 2 Chapter 4 – Voice Processing for report field definitions. 5. Click Save. The template is saved. 12-11 Strata CIX Voice Mail Programming 01/07...

Page 228: Edit Voice Mailbox Template

4. Type user IDs in the First User ID and Last User ID fields. These fields default to 0 and 99999999 respectively. 5. From the Format field, select HTML or Excel. 12-12 Strata CIX Voice Mail Programming 01/07...

Page 229 9. (Optional) Click Back to return to the report entry screen. You can then change the format or the report dates and rerun the report. 10.When you are finished, you can save the report to disk, or simply close the window. 12-13 Strata CIX Voice Mail Programming 01/07...

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Page 231: Chapter 13 - Maintenance/Troubleshooting

6. Select the networked drive that was set up in the previous step, opening the Stratagy ES folder. Save the registry key in this folder. Give it an obvious name such as StratagyRegBackup. 13-1 Strata CIX Voice Mail Programming 01/07...

Page 232: Restore Procedure

5. Right-click on one of the folders and select Copy from the pop-up menu. 6. On the target Stratagy system, Open My Computer and drill down to the StratagyES folder. 7. Right-click in the StratagyES folder and select Paste from the pop-up menu. 13-2 Strata CIX Voice Mail Programming 01/07...

Page 233: Utilities/Tools

13-1) consists of three elements: date/time, producer name list and message text. You can view, save, or print the data. Trace files that are not saved cannot be recaptured. Figure 13-1 Voice Mail Tracer Data Screen 13-3 Strata CIX Voice Mail Programming 01/07...

Page 234 From the Advanced Filter screen, you can add, remove or edit a Producer on the display list. You can override the Producers list entirely and display all trace data or you can select specific producers from the list to appear on the Trace Data screen. 13-4 Strata CIX Voice Mail Programming 01/07...

Page 235 If you selected special colors, the listing also displays in your color selection. 7. Click OK. The Advanced Filter screen closes and only trace data generated by producer */*/ 205 will display on the Trace Data screen. Strata CIX Voice Mail Programming 01/07...

Page 236: Asr Sync

ASR Sync This mechanism synchronizes the voice mail database with that of the ASR engine directory. See Chapter 6 – Automatic Speech Recognition (ASR) for instructions on using this option. 13-6 Strata CIX Voice Mail Programming 01/07...

Page 237: Ses Restart

(shown below). 2. Click Yes and a warning/confirmation box displays telling you that by restarting SES you will disconnect the eManager session. 3. To continue, click Yes. To cancel the process, click No. Strata CIX Voice Mail Programming 01/07...

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This manual is also suitable for:

Strata cix stratagy es voice mail