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Stratagy iES32, ES, IVP8, DK, Flash Frequently Asked Questions – Version 1

This is the first version of Frequently Asked Questions on the Stratagy. This will be published periodically and will include updated information as new questions come up.

Q: Can the storage hours on the Stratagy IVP8 be increased?

A: Yes. The approximate amount of storage hours depends on the size of the compact flash. Toshiba is stocking a 256 MB compact flash unit that can provide up to approximately 16 hours of storage. Total upgrade time involved is approximately 30 minutes.

Q: Can the Stratagy IVP8/DK/Flash systems support the Call Record and Voicemail Soft Keys on the Strata CTX phone systems?

A: The IVP8/DK/Flash can support the Call Record feature (with the BSIS card for the SMDI integration), but they cannot support the Voicemail Soft Keys because there is no NIC card on these systems to support the network connection. However, keep in mind that the recordings are stored as voicemail messages and that, unless upgraded, the IVP8 only has approximately 4 hours of voice storage. The Stratagy DK comes with approximately 130 hours of storage. The Stratagy Flash/DK systems must be at Release 3.3 software level to support the Call Record feature. The IVP8 was introduced to the market at software level Release 3.3.

Q: What is needed to connect the Stratagy iES32 or ES to CTX systems for voice mail soft key operation?

A: The iES32 in an integrated (“in-skin”) voicemail for the Strata CTX systems. The iES32 or ES require the Toshiba proprietary SMDI integration (BSIS card) and a network connection to the NIC on the CTX. The iES32 has a NIC already built onto the card. A 10base-T network hub may be required for connection to the CTX NIC for multiple network connections.

Q: Can the Stratagy IVP8 also work backwards on the Strata DK/DKi phone systems?

A: Yes. The IVP8 will work on most Strata DK/DKi phone systems (except the DK8 & DK14 because there are no actual card slots). We recommend that DK/DKi systems be at Release 4.3 software. The basic rule of thumb is that the IVP8 will work in any DK/DKi phone system that supports the Stratagy DK or Stratagy Flash voicemail systems.

Q: How many personal greetings are supported on each users mailbox?

A: Each user can record up to seven personal greetings on all Stratagy systems.

Q: Is SMDI integration required for Direct Transfer to Voice Mail?

A: No. SMDI integration is not required, however this feature is only available on Strata CTX systems.

Q: What software level does the Strata CTX need to be at to support the Stratagy iES32?

A: The Strata CTX needs to be at a software level of at least 1.02. To upgrade to the latest software please go to OPG ONLINE and download the latest CTX software and CTX WinAdmin.

Q: How many mailboxes are on a Strategy iES32/ES/IVP8/DK/Flash voicemail systems?

A: The iES32/ES/IVP8/DK/Flash systems have the same number of software mailboxes as the other Strategy voice mail systems – 999,999,999. Because of this number, we say that all Strategy systems have “virtually unlimited” mailboxes. Obviously, you could never use all of these for subscribers. You can, however, use them for routing purposes, or for special token programming applications.

Q: What is the difference between the SVR and WKS models on the Strategy ES and iES32 systems?

A: The SVR models support and come with Unified Messaging and the WKS models do not. It has to do with a client licensing issue on Windows NT Server (SVR) software and Windows NT Workstation (WKS) software.

Q: Can multiple Automated Attendant Greetings be programmed?

A: Yes, each mailbox on all Strategy systems is also an Auto-Attendant, so you can have thousands of greetings. To program the phone system for multiple companies, you would direct the incoming lines of Company #1 to the voice mail hunt group (i.e., 850). For Company #2, 3, etc., direct their lines to a phantom extension. Use Call Forward All Calls to send these PhDN's to a different voice mailbox (such as 500, 501,...) with a different AA greeting. This only works in systems with PhDN's available (CTX/DK and DK Release 3 and above). Prior to that, you would need to send Company 2, 3, 4 to a real analog or digital extension that is Call Forwarded All Calls.

Q: Can the Strategy iES32 voicemail system work on the Strata DK phone systems?

A: No. Because of the network connection requirement on the iES32, it cannot integrate on the Strata DK systems. The DK systems do not have a NIC. The external Strategy ES systems do work with both the DK and CTX systems because they still integrate through analog station ports and DTMF, as well as the optional SMDI link.

Q: Can the Strategy iES32/ES/IVP8/DK/Flash support caller id integration?

A: Yes. The Strategy IVP8/DK/Flash require Release 3.2 or greater to support caller id integration. The Strategy iES32 and ES both support caller id integration. Both the Strata CTX and DK require SMDI integration. This will enable the caller id info to be played in the header of each message. For the Strategy iES32 or ES systems that are integrated to a CTX it will also be displayed on the LCD of a DKT2000 series or DKT3000 series phone.

Q: What does the new user tutorial do on a Strategy?

A: A first time user of a Strategy automatically hears a user friendly tutorial upon logging in to his or her mailbox. The tutorial walks the user through the process of:

- Recording his/her name
- Recording a personal greeting
- Changing the security code

This capability can also be turned off for non user mailboxes, like single digit menus.

Q: What is the maximum amount of storage hours on the Strategy ES and Strategy iES32 voicemail systems?

A: The external Strategy ES systems and the internal iES32 have 900 and 600 hours of voice storage respectively.

Q: What are the part numbers for adding Unified Messaging and Fax capabilities to the Strategy iES32?

A: The Unified Messaging and Fax feature group part numbers for the iES32 are the same as the ones for the external Strategy ES systems, except that the fax resource board is not required. As well, Unified Messaging and 5 Seats of Unified Messaging are enabled on every iES32-SVR system. The iES32 has built-in “SoftFax” resource channels that are used instead. When licensed for the Fax Feature Group, two channels of Fax will be available for each eight channels of voice. For example, a 4-8 port system has 2 fax channels, a 12-16 port system has 4 fax channels, a 20-24 port system has 6 fax channels, and a 28-32 port system has 8 fax channels. The part numbers are:

- Unified Messaging – SES-FG-UM – UM Feature Group and 5 Seats for UM (Included on iES32-SVR systems)
- Unified Messaging – SES-UM-25-SEATS – Unified Messaging 25 Seat License
- Unified Messaging – SES-UM-50-SEATS – Unified Messaging 50 Seat License
- Fax Feature Group – SES-FG-FAX – Fax Feature Group

Q: Can calls be transferred off site from the Strategy voicemail system?

A: All Strategy systems can use token programming to send callers to off site locations. This is done by setting up menu choices for that mailbox that are defined by the mailbox greeting as to what digit to press (for example, “Press 1 to reach me on my cell phone”). When the caller presses “1”, they are transferred to another mailbox that is set up with a Token Programming string to perform the desired function.

The best method is by using the CO facility, such as Centrex. This method uses the Central Office to transfer the caller, and does not utilize any lines on the Strata after the transfer is complete. It also maintains an acceptable volume level for the call. The caller on the Strategy is sent to a mailbox programmed to Flash, dial #45, Pause, then dial the phone number of the external location.

The second method operates in much the same way, but uses 2 lines on the phone system for a trunk-to-trunk transfer. The 2 lines are in use the entire time the parties are talking, and there may be some volume loss, depending on the type of lines/trunks. In order to minimize volume loss, you can use the external amplified conferencing option available for Strata DK systems (the CTX systems have built-in PADs that can be set to adjust for volume loss). There is a maximum to the number of these transfers per system. The DK40/40i/424A allows 4. The BA/BB, C/D, B1, B2 and B3 allow 10, and the E/F and B5 allow 20. The Strata CTX supports 132.

Q: Can we get additional fax channels on the Strategy iES32 without adding additional voice ports?

A: No. The fax channels are automatically assigned by the iES32 system based on the number of voice ports. There is no way to add additional fax channels separately.

Q: What type of remote maintenance is available for the Strategy?

A: All Strategy systems have the capability to provide remote access. The Strategy iES32, ES, IVP8 and DK all have a remote maintenance modem built in allowing for seamless remote access. The Strategy Flash requires the installation of an external modem.

Q: Can the Strategy systems notify a pager, cell phone, etc. when a message has been recorded in a mailbox?

A: Yes. All Strategy systems have cascade notification, with up to 10 different notification numbers available (ES and iES32 unlimited). These can be programmed by the system administrator, or from the individual user’s mailbox. The notification can be for only urgent messages or for all messages.

Q: How many message folders are available on a Strategy?

A: The Strategy ES and iES32 both support 9 message folders, one new, one saved and seven personal message folders. The personal message folders can be given a name identifying to the user which message folder they are retrieving or saving their message in. The Strategy IVP8/DK/Flash have one new and one saved message folder.

Q: Can the Strategy ES or Strategy iES32 be shared by two or more companies? Can they have their own separate voicemail / auto-attendant systems?

A: Yes. This can be set up two different ways. The first way would be to program the Toshiba phone system to point the different company lines to different Phantom DNs (PhDNs) that are Call Forward All Calls to different mailboxes set up as different auto-attendants. The second way is to segregate the ports on the ES or iES32 between the different companies. The Toshiba phone system would be programmed to point the line(s) for the different companies to the different voicemail hunt groups that are associated with the various segregated voicemail ports. The various company mailboxes that are set up as auto-attendants would answer each group of voicemail ports. In either case, careful programming steps need to be taken to ensure that callers can be sent back to the appropriate company's main auto-attendant mailbox if necessary.

Q: What features does the new Strategy iES32 support?

A: The Strategy iES32 supports all the same features as the Strategy ES. The same software is used on both systems, the only difference is the hardware that the software runs on. As well, Automatic Speech Recognition is only supported on the Strategy ES server as specific hardware boards are required to enable that functionality.

Q: Does the Strategy iES32 require DTMF receivers?

A: No. The iES32 is a digital integration with the Strata CTX systems. The CTX identifies the iES32 as a BDKU/BDKS card combination. Since the ports on the iES32 are digital, no DTMF receivers are required. DTMF receivers are only required for analog port devices. The Strategy ES will require DTMF receivers as the integration to a Toshiba CTX is via analog ports.

Q: What prepackaged configurations is the Strategy iES32 available as?

A: The Strategy iES32 is available in the following configurations:

- iES32-04-WKS-C – Strategy iES32 4 Port NT Workstation
- iES32-08-WKS-C – Strategy iES32 8 Port NT Workstation
- iES32-04-SVR-C – Strategy iES32 4 Port NT Server
- iES32-08-SVR-C – Strategy iES32 8 Port NT Server
- iES32-20-SVR-C – Strategy iES32 20 Port NT Server

All models (under 16 ports) can be soft upgraded to the appropriate port configurations by applying the appropriate number of 4 port upgrades. For example if a customer requires 12 ports of voice mail, then a 8 port model and a 4 port upgrade are required to be ordered. The voice mail will be field upgraded at the dealer's or customer's location via Toshiba's Technical Support department.

To upgrade a 16 port Strategy iES32 system with more ports, a second optional 16-port daughterboard can be added to reach the maximum 32 ports. This daughterboard ships with four ports already installed to make a total of 20 ports. An iES32 with a second daughterboard installed requires two card slots in the Strata CTX base or expansion cabinet. Additional ports are added remotely as electronic upgrades.