



Stratagy ES Voice Processing

System Administrator Guide

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Introduction

This guide has been customized for your use and describes how to use the Strategy System Administrator User ID Mailbox (User ID 999) for the Strategy ES systems.

Organization

This System Administrator User Guide includes one or more of the following topics.

- **System Administrator** describes the available System Administration Menu functions.
- **Voice Processing** covers in detail Strategy call processing control and the use of User Agents, Class of Service, and mailboxes. It also covers the Mailbox Editor menu options in detail.

Conventions

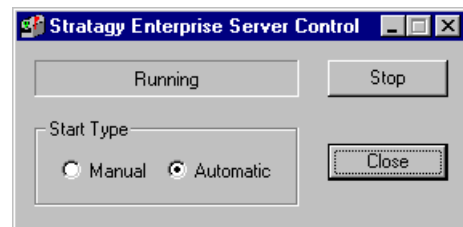
Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	<i>Calls attention to important instructions or information.</i>
CAUTION!	Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.
Courier	Shows a computer keyboard entry or screen display.
Helvetica Bold	represents tokens. For example: M() .
<i>Italics</i>	represent parameter and menu/screen field names, and book titles. For example: <i>hot_box</i> parameter, <i>Extension</i> field.
“Type”	Indicates entry of a string of text.
“Press”	Indicates entry of a single key. For example: Type prog then press Enter .
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: Esc + Enter . Entries with spaces between them show a sequential entry. Example: # + 5 .
Tilde (~)	Means “through.” Example: 350~640 Hz frequency range.
➤	Denotes the step in a one-step procedure.

Conventions	Description
➤	Denotes a procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata DK Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

Action/Response Table

1. *Actions* you perform appear in this column. They can consist of either a single step or a series of numbered steps.
2. When the action you perform results in a screen, menu, etc., the screen displays to the right.

The *immediate response to the action* performed appears in this column. Additional notes and comments are also included.



Related Documents/Media

Note Some documents listed here may appear in different versions on the CD-ROM, FYI, or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

You can find additional detailed information about Strategy in the following companion documents:

- Strata CIX and CTX General Description
- Strata CIX and CTX Installation and Maintenance Manual
- Strata CIX and CTX Programming Manual (Vol. 2) Strategy ES Voice Mail Application
- Strata CIX Strategy ES User Guide
- Strata CIX Strategy ES Quick Reference Guide
- Strata CIX Application and Documentation Library CD-ROM

For *authorized users*, Internet site FYI (<http://fyi.tsd.toshiba.com>) contains all current Strategy ES documentation and enables you to view, print, and download current publications.

Overview

Stratagy ES has a special mailbox known as the System Administrator mailbox. It is Mailbox 999, and you access it through the telephone just as any other mailbox.

Note The System Administrator mailbox 999 cannot be assigned to another mailbox number.

In addition to normal options available on the Main Menu, the System Administrator's Main Menu includes a System Administration option (**8**).

All procedures in this chapter assume that you are logged on to the System Administrator's mailbox.

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 Technical Service Representative will perform the remaining functions. System Administrator functions may include:

- Initial setup (assisting the Installer with defining your company's configuration and customization requirements)
- Customizing mailboxes
- Customizing special mailboxes
- Generating reports
- Performing system shutdown and restart
- Backing up the system
- Using the System Administrator mailbox

System Administrator Menu

System Administration is an option designed for the System Administrator to create system lists and to manage system-wide functions (see Figure 1).

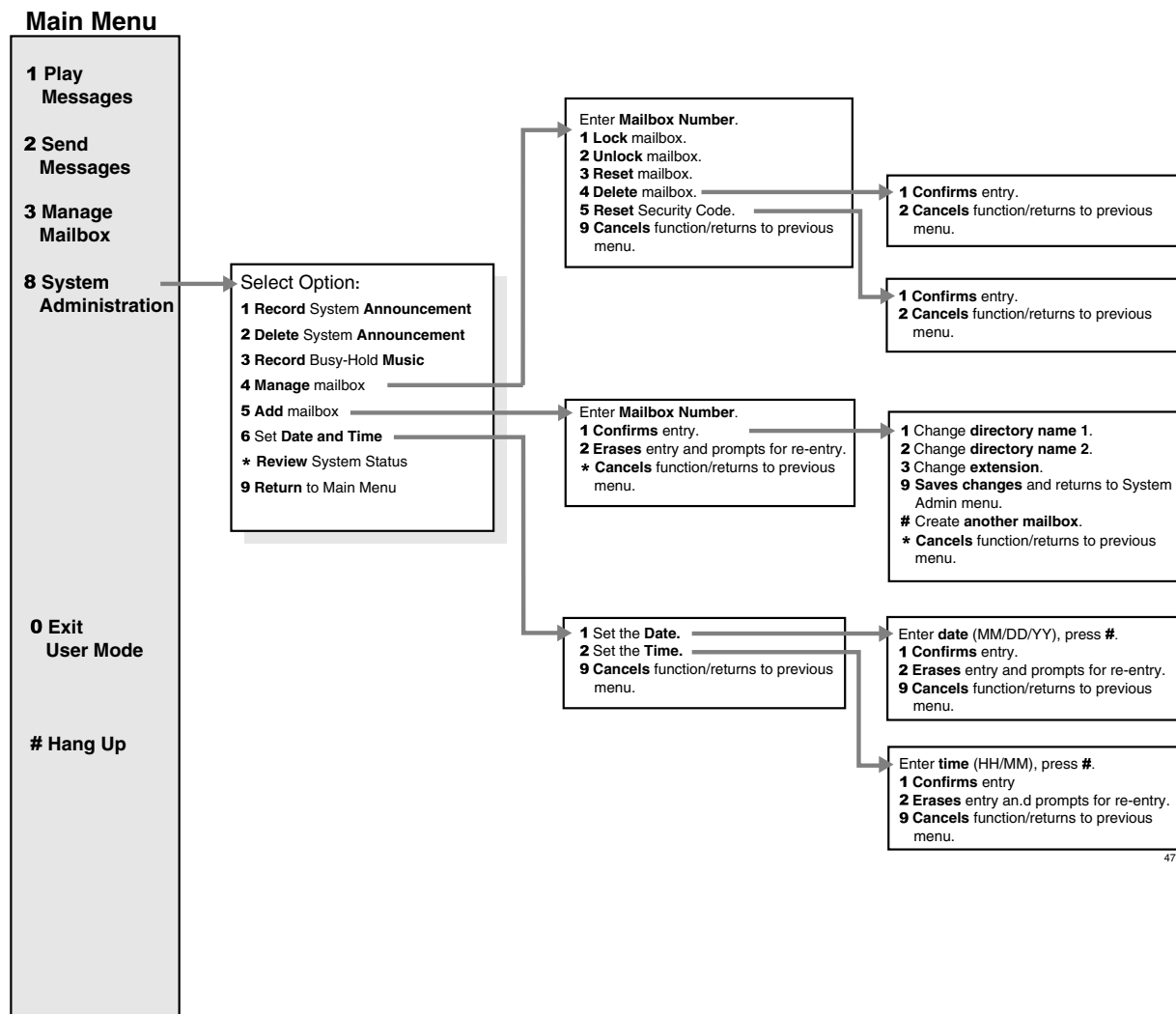


Figure 1 System Administrator Menu

Notes

- Instructional greetings can be recorded by logging into the answering User Agent and pressing **3** Manage Mailbox + **6** Record Instructional Greeting. The greetings can be recorded using the same procedure as recording a Personal Greeting for a mailbox. Up to 7 greetings can be recorded. See the *Strategy ES User Guide* for details.
- System Distribution Lists are created using the Distribution List option on the User Agent Menu from the Strategy E Administration Menu. See the *Strategy ES Installation and Maintenance Manual* for details.

Select Option on System Administration Menu

- | | |
|---|--|
| <ol style="list-style-type: none">1. From the Main Menu, press 8.2. From the System Administration Menu, press:<ol style="list-style-type: none">1 Record system announcement2 Delete system announcement3 Record busy-hold music4 Manage mailbox5 Add mailbox6 Set date and time* Review system status9 Return to Main Menu | <p>The System Administration Menu plays.</p> |
|---|--|

Features

Record System Announcement

System announcements are useful in disseminating system-wide information. With this option, you can record an announcement that Strategy ES plays to every user when he/she accesses his/her mailbox.

Users can interrupt the system announcement by selecting from the User Main Menu during playback. However, the announcement plays each time the user accesses his/her mailbox until it has completely played. Once played in its entirety, Strategy ES deletes the announcement from the user's mailbox.

1. From the Main menu, press 8 System Administration.	You are prompted to enter the mailbox number.
2. From the System Administration menu, press 1 Record System Announcement.	Strategy ES prompts you to record the system announcement.
3. After recording, you can press: 1 Review recording 2 Rerecord Press # when done. 3 Append recording Press # when done. 4 Cancel recording 9 Save recording	You can repeat options 1~3 as many times as you wish. The complete greeting plays. The system prompts you to record at the beep. The appended greeting plays after the already recorded portion of the greeting. The system prompts you to record at the beep.
4. When finished, press 9 .	The greeting is canceled. The system returns to the previous menu. Strategy ES tells you that greeting (number) has been recorded and returns to the previous menu. Again, you are given the option to review or record over the greeting you have just recorded. Returns to the main menu.

Delete System Announcement

With this option, you can purge a previously recorded system announcement.

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- | | |
|--|---|
| 1. From the Main menu, press 8 System Administration. | You are prompted to enter the mailbox number. |
| 2. From the System Administration menu, press 2 Delete System Announcement. | Stratagy ES confirms the deletion. |
| 3. When finished, press 9 . | Returns to the main menu. |

Record the Busy-Hold Music

By pressing *****, the busy-hold music is heard by callers when they elect to hold for a busy extension. Strategy ES plays the entire recording before re-trying the busy extension.

When the system is delivered, it plays approximately 30 seconds of music. You can replace this music with another recording which plays either music or recorded information about your company or its products and services. To make a recording, you can use the telephone handset. We recommend that you prepare a professional recording.

-
- | | |
|--|---|
| 1. From the Main menu, press 8 System Administration. | You are prompted to enter the mailbox number. |
| 2. From the System Administration menu, press 3 Record Busy-Hold Music. | Strategy ES confirms the deletion. |
| 3. When finished, press 9 . | Returns to the main menu. |

Manage Mailbox

Manage Mailbox enables you to perform special mailbox functions.

1. From the Main menu, press 8 System Administration.	You are prompted to enter the mailbox number.
2. From the System Administration menu, press 4 Manage Mailbox.	Strategy ES prompts you to enter the mailbox number.
3. Enter the mailbox number to be added and press # .	Strategy ES repeats the mailbox number entered.
4. Select one of the following: 1 Lock Mailbox 2 Unlock Mailbox 3 Reset Mailbox	Prohibits user access to the mailbox. Unlocks a locked mailbox. Clears the mailbox specified. Resets the Info/Status field values to 0. Changes the Users Menu and Auto and Notify record field values to those specified in the Defaults Box (default User ID 997). See Chapter 6 – Messaging Voice Processing in the <i>Strategy ES I&M</i> for information on creating a User Mailbox.
4 Delete Mailbox	Enter mailbox number to be deleted and press # . You are asked to confirm the number: 1 - Confirms entry and returns you to the previous menu. 2 - Cancels functions and returns to previous menu.
5 Reset Security Code	Resets security code to security code designated in default Mailbox (999). Enter mailbox number and press # . You are asked to confirm the number: 1 - Confirms entry and returns you to the previous menu. 2 - Cancels functions and returns to previous menu.
9 Cancel	Cancels function and returns to the System Administration menu.

Add Mailbox

<ol style="list-style-type: none"> From the Main menu, press 8 System Administration. 	<p>You are prompted to enter the mailbox number.</p>
<ol style="list-style-type: none"> From the System Administration menu, press 5 Add Mailbox. 	<p>Strategy ES prompts you to enter the mailbox number.</p>
<ol style="list-style-type: none"> Enter the mailbox number to be added and press #. 	<p>Strategy ES repeats the mailbox number entered and prompts you to confirm your entry.</p>
<ol style="list-style-type: none"> Select one of the following: 	
<ol style="list-style-type: none"> <ol style="list-style-type: none"> Confirm 	<p>Confirms and assigns the mailbox number, and returns you to the System Administration menu.</p>
<ol style="list-style-type: none"> <ol style="list-style-type: none"> <ol style="list-style-type: none"> Change directory name 1 	<p>Strategy ES prompts you to enter the User's first name.</p> <p>Using the telephone's dial pad, enter the user's first name. When finished, press #. Use 7 for Q and 9 for Z.</p> <p>Note Entries made using this option display as numeric characters in the Directory Name 1 field of the User Mode Options Menu.</p>
<ol style="list-style-type: none"> <ol style="list-style-type: none"> <ol style="list-style-type: none"> Change directory name 2 	<p>Strategy ES prompts you to enter the User's last name.</p> <p>Using the telephone's dial pad, enter the user's last name. When finished, press #. Use 7 for Q and 9 for Z.</p> <p>Note Entries made using this option display as numeric characters in the Directory Name 2 field of the User Mode Options Menu.</p>
<ol style="list-style-type: none"> <ol style="list-style-type: none"> <ol style="list-style-type: none"> Change Extension 	<p>Changes the extension number for the mailbox.</p> <p>Enter the extension number and press #. Strategy ES repeats the extension number entered and prompts you for the following:</p> <ul style="list-style-type: none"> 1 – Confirms and assigns the extension number with a supervised transfer and returns you to Add Mailbox menu. 2 – Erases first entry and prompts you to re-enter the correct number. 3 – Confirms and assigns the extension number for a blind transfer. Returns you to the Add Mailbox menu. 4 – Confirms and assigns the extension number for a blind transfer with supervised busy. Returns you to the Add Mailbox menu. * – Cancels function and returns to the System Administrator menu.
<ol style="list-style-type: none"> <ol style="list-style-type: none"> <ol style="list-style-type: none"> <ol style="list-style-type: none"> Save changes 	<p>The changes are saved and Strategy ES returns to the System Administrator menu.</p>

Features

Add Mailbox

# Create another mailbox	The beginning to the Add Mailbox menu restarts.
* Cancel	Cancels function and returns to the previous menu.
2 Erase	Erases first entry and prompts you to re-enter the correct number.
* Cancel	Cancels function and returns to the System Administrator menu.

Set Date and Time

<ol style="list-style-type: none"> 1. From the Main menu, press 8 System Administration. 2. From the System Administration menu, press 6 Set Date and Time. 3. Select one of the following: <ol style="list-style-type: none"> 1 Set Date 2 Set Time 9 Cancel 	<p>You are prompted to enter the mailbox number.</p> <p>Strategy ES prompts you to enter the mailbox number.</p> <p>System prompts you to enter the date in the following format MM/DD/YY (MM = month, DD = day, YY = year). When finished, press #.</p> <p>System repeats your entry and asks you to confirm by pressing:</p> <ul style="list-style-type: none"> 1 - Confirms and changes the date. Returns you to the System Administration menu. 2 - Erases entry and enables you to re-enter the date. 9 - Cancels function and returns you to the System Administrator menu. <p>System prompts you to enter the date in the following format HH/MM (HH = hour, MM = minutes). When finished, press #.</p> <p>System repeats your entry and asks you to confirm by pressing:</p> <ul style="list-style-type: none"> 1 - Confirms and updates the time. Returns you to the System Administration menu. 2 - Erases entry and enables you to re-enter the time. 9 - Cancels function and returns you to the System Administrator menu. <p>Cancels function and returns to the System Administrator menu.</p>
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Features

Set Date and Time