

Stratagy[®]

Voice Processing Systems

Release 2

User Guide

Publication Information

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Introduction

Stratagy manages multiple voice processing functions simultaneously 24 hours a day, seven days a week. *Your mailbox, known as a User ID in Stratagy*, is always available for callers to leave private voice or fax (optional feature) messages. In addition, you can update your greeting at your convenience or send and receive messages from any tone-dialing telephone.

Callers control their own progress through the system. They no longer have to wait for a person to answer the telephone. If your extension is busy or you do not answer, callers can transfer to an operator, call another extension, or record a private, detailed message.

This guide is for mailbox users of the Stratagy Voice Processing System. It describes the voice messaging capabilities and procedures for making the Stratagy system work for you.

Organization

This guide is divided as follows:

Chapter 1 – Getting Started provides instruction on those features you need when accessing Strategy for the first time, including changing your security code and recording your name.

Chapter 2 – Play Messages contains step-by-step instructions on playing messages.

Chapter 3 – Send Messages details how to send, forward, and reply to a message.

Chapter 4 – Manage Mailbox provides step-by-step instructions on recording greetings, using destination (distribution) lists, and activating options such as Do Not Disturb and Call Screening.

Chapter 5 – Using Strategy with a Toshiba Telephone System explains how to program your Toshiba proprietary telephone for Call Forward and Message Retrieval when using your integrated Strategy system.

Glossary defines frequently-used Strategy voice processing system features and functions.

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How to Use This Guide

We suggest that you read this entire guide and use it in conjunction with the *Strategy Quick Reference Guide* and *Strategy User Flowchart* (attached to this guide's inside cover). The following conventions are used to simplify your understanding of the Strategy system.

Conventions

The left column gives you the single or numbered steps you need to perform a procedure.

The right column gives the immediate response to your action. This column also includes additional notes and comments.

Note Elaborates specific items or references other information.

Important! *Calls attention to important instructions or information.*

1 Play Messages Menu selections are represented with bold type.

Letters in [brackets] represent buttons which have Directory Numbers on them:

[PDN] Primary Directory Number button (the Extension or Intercom Number). In older versions of selected systems, this button may also represent **INTERCOM** or **INT** buttons.

[PhDN] Phantom Directory Number button (an additional Directory Number).

Extra bold letters represent telephone buttons. For example: **999#**.

➤ denotes the step in a one-step procedure.

~ means "through". For example: 5~10.

+ is used for multiple key entries. For example: Enter your security code + # means enter your security code, then press #.

Related Documents

Related documents include:

♦ **Strategy Quick Reference Guide**

This guide includes a tear-out wallet-size Quick Reference Guide.

One side contains instructions for messaging features—Play and Send Messages. The other side shows the Manage Mailbox Menu’s selections for Changing Your Greeting, Changing Your User Options, Managing Your Lists, and Managing Guest User IDs.

♦ **Strategy User Flowchart**

A quick reference flowchart outlining Strategy’s features and operation is on the inside of the back cover. You can tear it out for easy at-a-glance viewing.

Important! *Read this User Guide first, then use it with the Quick Reference Guide and Flowchart.*

Other related documents:

- ♦ *Strategy Voice Processing General Description*
- ♦ *Strategy Voice Processing Installation and Maintenance Manual*
- ♦ *Strategy Voice Processing Features Description Manual*

A representative in your company has been assigned as the System Administrator for the Strategy system. The System Administrator is responsible for configuring the system and your mailbox to suit your company's needs. The configuration affects how and which features you can access. Whenever possible, this guide provides information concerning feature exceptions and which features may be configured to work differently.

Before you begin using the messaging features, you should read through this chapter and perform a few basic steps.

We suggest you:

- ♦ Change your security code to ensure privacy. You should change it on a regular basis.
- ♦ Record your name (and extension, if required) for the directory. Your name is automatically selected as the greeting to play whenever your mailbox is selected by another mailbox user logged on to the system or when you have selected the system greeting.

Begin by accessing your mailbox.

Access Your Mailbox

When you access your User ID (mailbox), Strategy plays the number of messages you have in your message queue(s) followed by a prompt for the Main Menu choices. (See [Figure 1](#).) The Main Menu is your starting point for all of Strategy’s messaging features.

Pressing 999 from most menus returns you to the Main Menu.

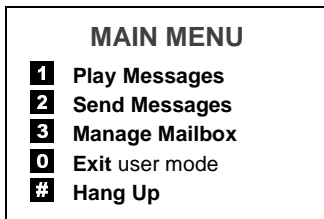


Figure 1 Main Menu

Notes

To access your mailbox, you need to know:

- The telephone number to access Strategy
- Your User ID number
- Your security code

Please ask your System Administrator if you do not have this information.

Step 1: Call Strategy

-
1. From an internal telephone, call Strategy on _____.
or...
From an external telephone, call Strategy on _____.

Once you dial into Strategy, the system answers with your standard company greeting.

2. When Strategy answers, press *****.

Strategy prompts you to enter your User ID.

Step 2: Enter Your User ID

- Enter your User ID + **#**.

Entering **#** tells the system when you're done so you can immediately progress to the next step. If you do not enter **#**, Strategy waits, and then progresses to the next step.

Strategy prompts you to enter your security code.

Note If your Strategy system is designed with a fixed length number for your User ID, do not press # after entering a User ID. See your System Administrator for specific operation of your system.

Step 3: Enter Your Security Code

- Enter your security code + **#**.

Entering **#** tells the system when you're done so you can immediately progress to the next step. If you do not enter **#**, Strategy waits, and then progresses to the next step.

You are now in your mailbox. Strategy plays the number of messages you have and then prompts you with a list of choices from the Main Menu. (See [Figure 1](#).)

Change Your Security Code

You can change your security code as often as you wish to ensure the privacy of your messages and personal greetings. Even if you are not asked to change your security code, you should change it from the pre-assigned security code and on a regular basis thereafter. You will be using the Change Your User Options Menu (Figure 2).

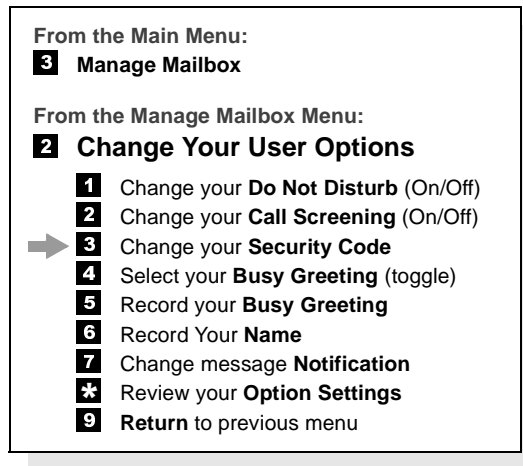


Figure 2 Change Your Security Code

Step 1: Access the Change Your User Options Menu

- | | |
|--|--|
| 1. From the Main Menu, press 3 Manage Mailbox . | Strategy prompts with a list of options from the Manage Mailbox Menu. |
| 2. From the Manage Mailbox Menu, press 2 Change Your User Options . | Strategy prompts with a list of options from the Change Your User Options Menu. (See Figure 2 .) |

Step 2: Change Your Security Code

1. Press **3** to change your security code.
2. Enter your new security code + **#**.
3. Again, enter your new security code + **#**.

Stratagy prompts you to enter your new security code.

The minimum number of digits for the security code is determined by your System Administrator. Please ask your System Administrator for confirmation on the number. The maximum security code length is 15 digits.

Stratagy prompts you to re-enter your new security code for verification.

After entering the security code a second time, Stratagy announces that your security code has been changed.

Record Your Name

Your name is announced whenever the directory is accessed, the system greeting is selected, or when a message is sent by another Strategy user. When you first enter your mailbox, you may need to record your name. Strategy prompts you through the entire recording sequence. You can re-record your name at any time simply by repeating these steps.

Note Your system may be programmed such that you need to record your extension as well as your name. Ask your System Administrator for the requirements of your system.

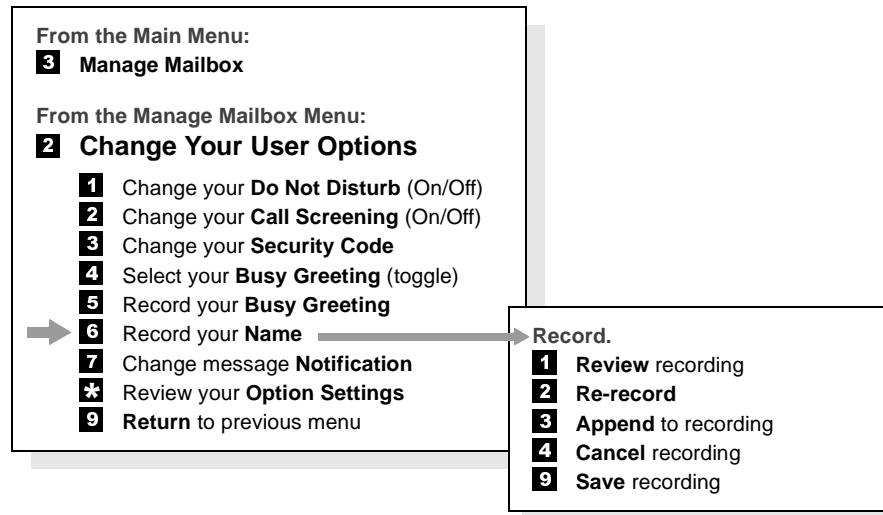


Figure 3 Record Your Name

Step 1: Access the Change Your User Options Menu

1. From the Main Menu, press **3 Manage Mailbox**.

You can record your name (and optionally your extension) from the same Change Your User Options Menu used for changing your security code. If you are already in this menu, skip to Step 2: Record Your Name.

2. From the Manage Mailbox Menu, press **2 Change Your User Options**.

Strategy prompts with a list of options from the Change Your User Options Menu. (See [Figure 3.](#))

Step 2: Record Your Name

- Press **6** to record your name.

At the tone, state your name slowly and clearly (and your extension, if required). Press **#** when done.

Strategy prompts you to record your name.

Step 3: Review or Change Your Recording (optional)

- 1 Review** recording.
- 2 Re-record.**
Press **#** when done.
- 3 Append** to recording.
Press **#** when done.
- 4 Cancel** recording.
- 9 Save** recording.

Your newly recorded name (and extension) plays.

You can re-record your name (and extension) as often as you wish.

You can add a short comment which will play at the end of the recording (for example, a vacation announcement).

You can cancel your newly recorded name (and extension), and return to the previous menu.

Strategy confirms that your name (and extension) has been recorded. You return to the previous menu.

When your mailbox is accessed, you can select either the system or personal greeting to play.

See [Chapter 4 – Manage Mailbox](#) for instructions on selecting and creating greetings.

Exit Your Mailbox

Step 1: Return to the Main Menu

- Press **999** to return to the Main Menu.

Stratagy plays the Main Menu options.

Step 2: Exit Your Mailbox or User Mode

- For Toshiba telephone systems, press **#** to hang up.
For other manufacturer's telephone systems, press **999#** to hang up.
or...
Press **0** to exit user mode.

When you press **#** to hang up, you hear "Thank you for calling. Good-bye."

Stratagy can be configured so that you can exit your mailbox without leaving the Stratagy system. Please ask your System Administrator to find out if your system is configured for this or some other function when pressing **0**.

If you have the "0 to EXIT User Mode" capability, you will hear Stratagy's company greeting. You can now access another user or a different mailbox.

This chapter explains how to use the Play Messages feature. It discusses:

- ♦ Play Your Messages
- ♦ Basic Functions
- ♦ Special Functions

The Strategy voice processing system provides around the clock call coverage. You can access your mailbox from any tone-dialing telephone to listen to your messages. After you access Strategy, you hear the number of messages you have in your message queue(s), followed by a prompt from the Main Menu options.

Messages play in FIFO (first-in first-out) or LIFO (last-in last-out) order. Ask your System Administrator to find out how your mailbox is configured.

Your messages reside in one of two queues:

- ♦ **New Message Queue:** unheard and partially heard messages.

When you press **1** from the Main Menu to play messages, Strategy automatically accesses the New Message Queue. A new message begins to play based on the type (urgent messages play first) and order received (FIFO/LIFO). If no new messages exist, Strategy automatically accesses the Saved Message Queue. If you are in the Saved Message Queue, you can toggle back to the New Message Queue by pressing **77**.

- ♦ **Saved Message Queue:** messages that you saved or that were automatically saved by Strategy at the end of the message.

Access the Saved Message Queue from the Main Menu by pressing **177** or from the New Message Queue by pressing **77**. Strategy automatically accesses the Saved Message Queue when no new messages exist. Saved messages play based on order received (FIFO/LIFO).

Note Ask your System Administrator to find out if your mailbox is configured with one or two (New and Saved) message queue(s).

New and Saved Messages can consist of the following special types of messages:

- ♦ **Urgent:** messages stamped urgent by the sender.

When playing new messages, urgent messages always play first in the New Message Queue. After the message plays, the urgent status is removed.

- ♦ **Private:** messages stamped private by the sender.

The same options, such as saving and deleting, apply to the private messages; however, a private message cannot be forwarded. Once a message is sent, the private status cannot be removed.

- ♦ **Fax:** fax messages sent to your mailbox.

With the optional fax mail feature, your mailbox can receive, store, and forward fax messages along with voice messages. When you access your mailbox, Strategy tells you the number of fax messages in your mailbox; and when you play the message, states the number of pages received. *You cannot listen to the actual fax information.*

You can forward the fax to other users as you would a voice message, including sending a message prefix. You can print the fax. See “[Step 3: Use Special Functions \(optional\)](#)” on [Page 14](#) for details. For more information about the fax feature, see your System Administrator.

Note If you have a Toshiba telephone system, see [Chapter 5 – Using Strategy with a Toshiba Telephone System](#) for further instructions on using the Call Forward and Message Retrieval features. If you have one of the telephones listed in that chapter, you may need to program your telephone (once) so that the message waiting key will work properly.

Depending upon your telephone system and telephone, a message waiting light will be lit on your telephone when a voice message has been left for you on the Strategy system.

If configured, Strategy automatically turns off your message waiting light on your telephone when your new message queue is empty. All new messages must be deleted or saved for Strategy to turn off the message waiting light on your telephone. Unheard and partially heard messages will remain in the new message queue with the message waiting light on as a reminder.

Play Your Messages

When you access your mailbox, Strategy tells you the number of urgent, new, saved, and fax messages (if supported by your system; check with your System Administrator).

Use the Play Messages Menu (Figure 4) to play your messages.

From the Main Menu:

1 Play Messages

- 1** Play the next message
- 2** Save the current message
- 3** Delete the current message
- 5** Forward the current message
- 6** Reply to the current message
- 7 Special Functions**
 - 0** Immediate Fax print of all fax messages[†]
 - 1** Immediate Fax print of current fax message[†]
 - 2** Send Fax to fax machine for print[†]
 - 4** Message Date and Time
 - 5** Future Delivery Review (Play, Save, Delete)
 - 6** Continuous Delete
 - 7** New/Saved message queue (toggle)
 - 8** Continuous Play
 - 9** Return to previous menu
 - * 1** Replay the current message
 - * 2** Play the Previous message
 - 9** Return to Main Menu (number of messages to be deleted plays)

Message Controls

While playing a message, press:

- 4** Pause/Resume (toggle or 30 seconds)
- 8** Turn Up volume[†]
- 0** Turn Down volume[†]
- *** Back Up (rewind)
- #** Go Forward (advance)
- # #** Change Speed (toggle)[†]

[†] Not supported by all systems.

Figure 4 Play Messages Menu

Step 1: Play Your Message(s)

- From the Main Menu, press **1 Play Messages**.

Message Controls

While playing a message, you can pause, control the volume, location, and speed of playback using the following keys.

- 4 Pause/Resume** (toggle or 30 seconds).
- 8 Turn Up** volume.
- 0 Turn Down** volume.
- * Back Up** (rewind).
- # Go Forward** (advance).
- ## Change Speed** (toggle).

A message plays.

You can decide how to handle the message immediately or press **1** to listen to the next message. Once you play a message, Strategy prompts you with the Play Messages Menu until you exit from it by pressing **9** or until you activate another selection.

Note Some Strategy systems do not support the following message controls: **8 Turn Up** volume, **0 Turn Down** volume, and **## Change Speed** (toggle). See your System Administrator for specific operation of your system.

At any time while playing messages, you can press 4 to pause for 30 seconds. The message resumes playing as soon as you press 4 or automatically at the end of 30 seconds.

Each time you press **8** or **0**, the volume of messages and prompts adjusts one increment until the maximum number of increments is reached. Strategy saves the current level when you exit.

The message backs up/rewinds and then begins playing. The default is five seconds (set for the system by the System Administrator).

The message goes forward/advances and then begins playing. The default is five seconds (set for the system by the System Administrator).

Two speeds are available for playing messages and prompts: normal and fast (level set for your mailbox by the System Administrator). When you exit the Play Messages Menu, the system returns to the default speed.

Step 2: Use Basic Functions (optional)

While the message is playing or immediately after, you can select one of the following basic functions.

<p>1 Play the next message.</p>	<p>Skips to the beginning of the next message.</p>
<p>2 Save the current message.</p>	<p>Saves the current message. The Play Messages Menu plays.</p>
<p>3 Delete the current message.</p>	<p>The current message is flagged to be deleted and the Play Messages Menu plays. When you exit play messages, Strategy tells you the number of messages to be deleted. If you do not want to delete a message, save the message before exiting your mailbox.</p>
<p>5 Forward the current message.</p>	<p>Note Strategy may be programmed to delete a message after a preset length of time. Consult your System Administrator. Strategy notifies you before purging messages.</p> <p>With the exception of private messages, all messages can be forwarded to a single user, multiple users, or a destination list. “Forward the Current Message” leads to several menus of options, detailed in “Forward a Message” on Page 24.</p>
<p>6 Reply to the current message.</p>	<p>Your reply is sent to the originator of the message. In addition, you can send your reply to a single user, multiple users, or a destination list. See “Reply to the Current Message” on Page 29 for details on this feature.</p>
<p>*1 Reply the current message.</p>	<p>The current message plays from the beginning.</p>
<p>*2 Play the previous message.</p>	<p>The previous message plays from the beginning.</p>

9 Return to the Main Menu.

Stratagy tells you the total number of messages that will be deleted when you log out of your mailbox, and then returns to the Main Menu.

Step 3: Use Special Functions (optional)

➤ Press **7 Special Functions** and then press an option number.

Stratagy prompts with the options.

Note Some Stratagy systems do not support the **Immediate Fax** and **Send Fax** options. See your System Administrator for the specific operation of your system.

0 Immediate Fax print of all fax messages.

Retrieve (print) all the faxes from your mailbox while calling from a fax machine (or other device capable of receiving a fax) with a handset.

1 Immediate Fax print of current fax message.

Retrieve (print) the current fax from your mailbox while calling from a fax machine (or other device capable of receiving a fax) with a handset.

2 Send Fax to fax machine for print.

The system sends a fax message to a fax machine (or other device capable of receiving a fax) for retrieval (print). Stratagy prompts for the fax machine's telephone number.

4 Message Date and Time.

You first hear the date and time the message was received and the message begins playing from the beginning. If your System Administrator programmed an automatic date and time stamp for all messages, the stamp plays automatically at the beginning of each message.

5 Future Delivery Review.

Review a message you sent for future delivery. Stratagy plays your name, the future delivery time/date the message will be sent and plays the entire message. Stratagy automatically saves the message for future delivery.

While the message is playing or immediately after, you can select any of the following options.

1 Play the next message.

Skips to the beginning of the next future delivery message.

2 Save the current message.

Saves the current future delivery message.

3 Delete the current message.

The current future delivery message is flagged to be deleted. When you exit the future delivery review, Strategy tells you the number of messages to be deleted. If you do not want to delete a message, save the message before exiting the future delivery review.

9 Return to the Special Functions Menu.

Strategy tells you the total number of messages that will be deleted when you log out of your mailbox, and then returns to the Special Functions Menu.

6 Continuous Delete.

Deletes many messages at a time without additional action from you.

Important! *See the Continuous Play feature on (see [Page 16](#)) before using Continuous Delete.*

The number of messages deleted is based on a preset length of recorded time (designated in minutes) and therefore varies. (Your System Administrator sets the length of time on a system-wide basis.) The messages deleted are those whose cumulative time is equal to, or less than, the designated number of minutes.

7 New/Saved message queue (toggle).

8 Continuous Play.

9 Return to the previous menu.

Important! *The deletion starts with the first message in the queue and continues until the preset time has expired. Both heard and unheard messages are deleted. If there are two queues—new and saved—the deletion occurs only in the queue you are in when you press **6** for continuous delete.*

Ask your System Administrator to verify that you have this option.

This feature operates as a toggle; use it to move back and forth between the New and Saved Message Queues.

Plays many messages at a time in your New or Saved Message Queue without additional action from you.

The number of messages played is based on a preset length of recorded time (designated in minutes) and therefore varies. (Your System Administrator sets the length of time on a system-wide basis.) The messages played are those whose cumulative time is equal to, or less than, the designated number of minutes.

Important! *The playback starts with the first message in the queue and continues until the preset time has expired. If there are two queues—new and saved—the playback occurs only in the queue you are in when you press **8** for continuous playback.*

Ask your System Administrator to verify that you have this option.

Strategy returns to the Play Messages Menu.

You can record and send a message from any tone-dialing telephone to a user, several users, or to a personal or system distribution list.

This chapter covers:

- ♦ Sending a Message
- ♦ Forwarding a Message
- ♦ Replying to the Current Message

Sending a message requires you to perform three steps:

- ♦ Select a Destination
- ♦ Record a Message
- ♦ Send the Message

When forwarding a message, recording a message (comment) is optional. When replying to the current message, Stragy does not prompt you to select the destination since it “remembers” the source. (The Reply feature only works if the original message is sent from a Stragy user logged on to his/her mailbox.)

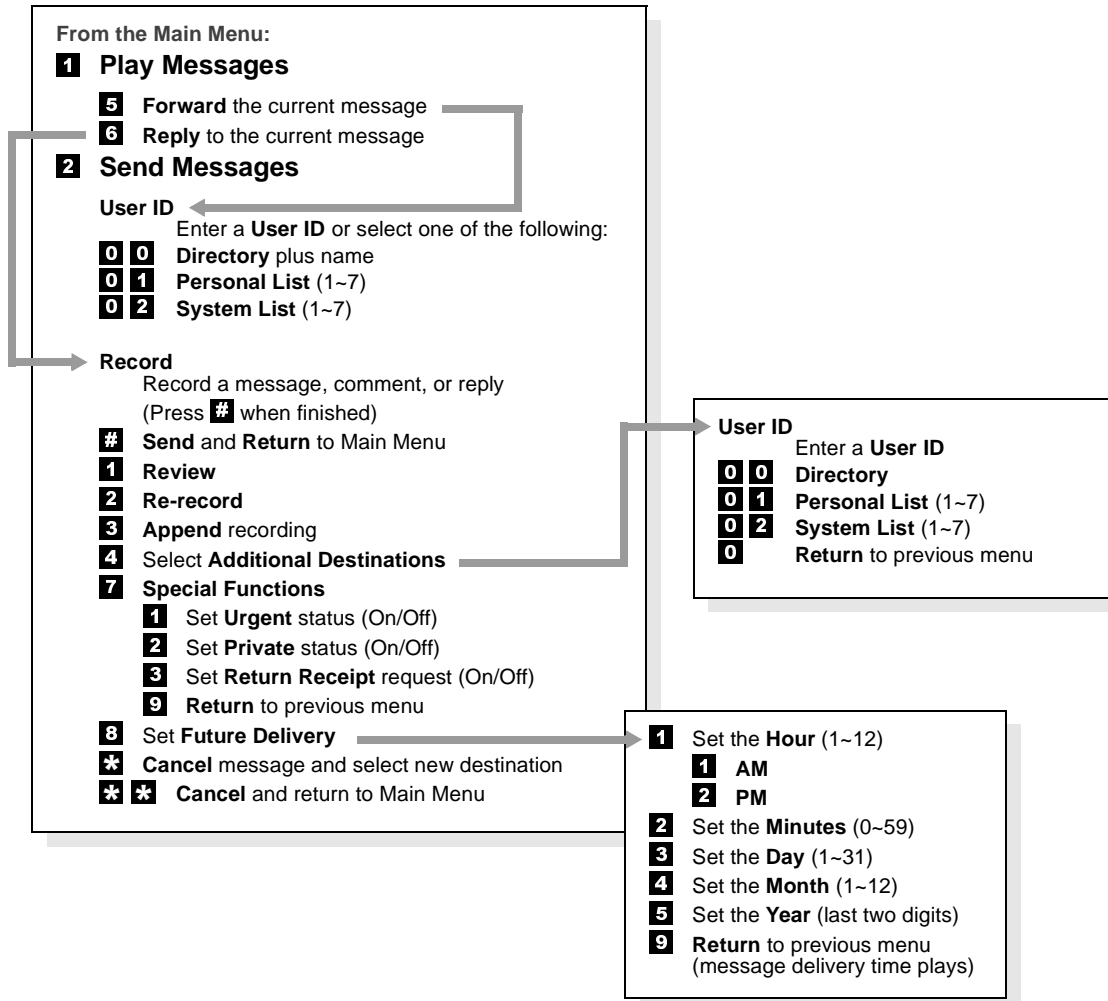


Figure 5 Send Messages Menu

Send a Message

Step 1: Access the Send Messages Menu

- From the Main Menu, press **2 Send Messages**.

You are prompted to enter a destination for your message.

Step 2: Select a Destination

- Select **one** of the following destinations:

Stratagy prompts for the User ID. Select a single destination: an individual mailbox (User ID number), the directory, or a personal or system distribution list.

Note You can choose additional destinations once you select this destination and record your message.

User ID.

Enter a **User ID** and press **#**.

Stratagy plays the user's name or User ID for confirmation. Pressing **#** again will play the tone to record a message without playing the user's name.

Note If your Stratagy system is designed with a fixed length number for your User ID, do not press **#** after entering a User ID. See your System Administrator for specific operation of your system.

00 Directory.

Press **#** to select the name as the destination. Press **1** to hear the next name.

You are prompted to enter one or more letters of the person's first or last name. After entry, Stratagy plays a name.

01 Personal List.

Enter a number between **1~7**.

You are prompted for the destination list number.

Strategy plays the list comment or number for confirmation. See [“Manage Your Lists”](#) on [Page 50](#) to create or revise a destination (distribution) list.

02 System List.

Enter a number between **1~7**.

You are prompted for the destination list number.

Strategy plays the list comment or number for confirmation. Ask your System Administrator for more information about System Lists.

Step 3: Record a Message

- Record a message after the tone. After recording, press **#**.

Step 4: Send the Message

- Press **#** to **Send** the message **immediately**.

or...

Before sending the message, you can use all of the recording and sending options in any combination as often as desired.

1 Review recording.

2 Re-record.

Press **#** when done.

Important! *If you press **#** to send your message, you cannot use the special recording and sending options.*

Strategy tells you that your message has been sent and returns you to the Main Menu.

The recording plays.

The system prompts you to record at the beep.

3 Append to recording.

Press **#** when done.

The appended recording plays after the already recorded portion of the message. The system prompts you to record at the beep.

4 Send to Additional Users.

Send the message to additional destinations. (See “[Step 2: Select a Destination](#)” on [Page 19](#) for step-by-step instructions.) You may repeat this step as often as necessary.

Step 5: Use Special Functions (optional)

➤ Press **7 Special Functions** and enter an option number.

You can send a message as urgent, private, or with a return receipt request. The settings may be used in any combination and may be changed prior to sending the message.

1 Urgent status (toggle).

To remove the urgent status, press **7** then **1** again.

Urgent messages always play first in the New Message Queue.

2 Private status (toggle).

To remove the private status, press **7** then **2** again.

Private messages cannot be forwarded.

3 Return Receipt request (toggle).

To remove the return receipt request, press **7** then **3** again.

Stratagy notifies you when and by whom the message was received.

9 Return to previous menu.

Stratagy returns you to the previous menu.

Step 6: Set the Message for Future Delivery (optional)

- Press **8 Future Delivery**.

Enter an option number and press **#**.

- 1** Set the **Hour** (1~12).
 - 1** AM
 - 2** PM
- 2** Set the **Minutes** (0~59).
- 3** Set the **Day** (1~31).
- 4** Set the **Month** (1~12).
- 5** Set the **Year** (last two digits).
- 9** **Return** to previous menu.

Strategy may be configured so that you can arrange for your message to be delivered at a specific time and date in the future.

Strategy prompts you with the following options allowing you to choose/change any or all of the selections.

Each of these settings default to the current time/date. To set a future delivery time, you do not need to enter all the options. For example, you have recorded a message and you want to have it delivered that afternoon at 2:30 PM. You only need to enter the hour (2), select PM and enter the minutes (30) using options 1 and 2.

Strategy prompts you to select AM or PM.

For example, enter **96** to set 1996.

Strategy plays the message delivery time and date and returns you to the previous menu.

Note Once the message has been sent, you can review, continue to send (save), or delete this message using the Future Delivery Review option of Play Messages (See [Chapter 2 – Play Messages](#)).

Step 7: Cancel the Message (optional)

* **Cancel** message.

Cancels the message and returns you to
“[Step 2: Select a Destination](#)” on [Page 19](#).

* * **Cancel** and **Return** to the
Main Menu.

Cancels the message and returns you to the Main
Menu.

Forward a Message

Step 1: Access the Send Messages Menu

- From the Play Messages Menu, press **5 Forward** while the message is playing.

You are prompted to enter a destination for your message.

Step 2: Select a Destination

- Select **one** of the following destinations:

Stratagy prompts for the User ID. Select a single destination: an individual mailbox (User ID number), the directory, or a personal or system distribution list.

You can choose additional destinations once you select this destination and record a comment (optional).

User ID.

Enter a **User ID** and press **#**.

Stratagy plays the user's name or User ID for confirmation. Pressing **#** again will play the tone to record a message without playing the user's name.

Note If your Stratagy system is designed with a fixed length number for your User ID, do not press **#** after entering a User ID. See your System Administrator for specific operation of your system.

00 Directory.

Press **#** to select the name as the destination. Press **1** to hear the next name.

You are prompted to enter one or more letters of the person's first or last name. After entry, Stratagy plays a name.

01 Personal List.

Enter a number
between **1~7**.

You are prompted for the destination list number.

Strategy plays the list comment or number for confirmation. See “[Manage Your Lists](#)” on [Page 50](#) to create or revise a destination (distribution) list.

02 System List.

Enter a number
between **1~7**.

You are prompted for the destination list number.

Strategy plays the list comment or number for confirmation. Ask your System Administrator for more information about System Lists.

Step 3: Record a Message Comment (optional)

- Record a message after the tone. After recording, press **#**.

Step 4: Forward the Message

- Press **#** to **forward** the message **immediately**.

or...

Before forwarding the message, you can use all of the recording and sending options in any combination as often as desired.

- 1 Review** forwarding comment.

Important! *If you press **#** to forward your message, you cannot use the special recording and sending options.*

Strategy tells you that your message has been forwarded and returns you to the Main Menu.

The forwarding comment plays.

- | | |
|--|--|
| <p>2 Re-record forwarding comment.
Press # when done.</p> <p>3 Append forwarding comment.
Press # when done.</p> <p>4 Send to Additional Users.</p> | <p>The system prompts you to record the comment at the beep.</p> <p>The appended forwarding comment plays after the already recorded message comment. The system prompts you to record at the beep.</p> <p>Send the forwarded message to additional destinations. (See “Step 2: Select a Destination” on Page 24 for step-by-step instructions.) You may repeat this step as often as necessary.</p> |
|--|--|

Step 5: Use Special Functions (optional)

- | | |
|---|---|
| <p>➤ Press 7 Special Functions and enter an option number.</p> <p>1 Urgent status (toggle).
To remove the urgent status, press 7 then 1 again.</p> <p>2 Private status (toggle).
To remove the private status, press 7 then 2 again.</p> | <p>You can forward a message as urgent, private, or with a return receipt request. The settings may be used in any combination and may be changed prior to sending the message.</p> <p>Urgent messages always play first in the New Message Queue.</p> <p>Private messages cannot be forwarded.</p> |
|---|---|

3 Return Receipt
request (toggle).

To remove the return receipt request, press **7** then **3** again.

9 Return to previous menu.

Strategy notifies you when and by whom the message was received.

Strategy returns you to the previous menu.

Step 6: Set the Message for Future Delivery (optional)➤ Press **8 Future Delivery**.

Enter an option number and press **#**.

1 Set the Hour (1~12).**1** AM**2** PM**2 Set the Minutes**
(0~59).**3 Set the Day** (1~31).**4 Set the Month** (1~12).**5 Set the Year** (last two digits).

Strategy may be configured so that you can arrange for your message to be delivered at a specific time and date in the future.

Strategy prompts you with the following options allowing you to choose/change any or all of the selections.

Each of these settings default to the current time/date. To set a future delivery time, you do not need to enter all the options. For example, you have recorded a message and you want to have it delivered that afternoon at 2:30 PM. You only need to enter the hour (2), select PM and enter the minutes (30) using options 1 and 2.

Strategy prompts you to select AM or PM.

For example, enter **96** to set 1996.

9 Return to previous menu.

Strategy plays the message delivery time and date and returns you to the previous menu.

Note Once the message has been sent, you can review, continue to send (save), or delete this message using the Future Delivery Review option of Play Messages (See [Chapter 2 – Play Messages](#)).

Step 7: Cancel the Message (optional)

* **Cancel** message.

Cancels the message and returns you to “[Step 2: Select a Destination](#)” on [Page 24](#).

* * **Cancel** and **Return** to the Main Menu.

Cancels the message and returns you to the Main Menu.

Reply to the Current Message

Stratagy lets you reply to a message that you are currently playing. When you reply to a message, you will not have to select the source of the message as a destination since Stratagy “remembers” it. You can send the reply to additional destinations.

Important! *The Reply feature only works if the original message is sent from a Stratagy user logged on to his/her mailbox. When an outside caller or a Stratagy user that has not logged on to his/her mailbox leaves a message for you, you will have to “send” a message to respond.*

Step 1: Access the Send Messages Menu

- From the Play Messages Menu, press **6 Reply** while the message is playing.

You are prompted to record your reply to the message.

Step 2: Record Your Reply

- Record your reply after the tone. After recording, press **#**.

Step 3: Send the Reply

- Press **#** to **send** the reply **immediately**.
or...
Before sending the reply, you can use all of the recording and sending options in any combination as often as desired.
1 Review reply.

Important! *If you press # to send your reply you cannot use the special recording and sending options.*

Stratagy tells you that your reply has been sent and returns you to the Main Menu.

The recording plays.

2 Re-record reply.

Press **#** when done.

3 Append reply.

Press **#** when done.

4 Send to Additional Users.

Select **one** of the following destinations:

User ID.

Enter a **User ID** and press **#**.

00 Directory.

Press **#** to select the name as the destination. Press **1** to hear the next name.

The system prompts you to record your reply at the beep.

The appended reply plays after the already recorded portion of the reply. The system prompts you to record at the beep.

Send the message to additional destinations. You may repeat this step as often as necessary.

Strategy prompts for the User ID. Select a single destination: an individual mailbox (User ID number), the directory, or a personal or system distribution list.

Note You can choose additional destinations once you select this destination and record your message.

Strategy plays the user's name or User ID for confirmation. Pressing **#** again will play the tone to record a message without playing the user's name.

Note If your Strategy system is designed with a fixed length number for your User ID, do not press **#** after entering a User ID. See your System Administrator for specific operation of your system.

You are prompted to enter one or more letters of the person's first or last name. After entry, Strategy plays a name.

01 Personal List.

Enter a number
between **1~7**.

You are prompted for the destination list number.

Stratagy plays the list comment or number for confirmation. See [“Manage Your Lists”](#) on [Page 50](#) to create or revise a destination (distribution) list.

02 System List.

Enter a number
between **1~7**.

You are prompted for the destination list number.

Stratagy plays the list comment or number for confirmation. Ask your System Administrator for more information about System Lists.

Step 4: Use Special Functions (optional)

➤ Press **7 Special Functions** and enter an option number.

You can send a message as urgent, private, or with a return receipt request. The settings may be used in any combination and may be changed prior to sending the message.

1 Urgent status (toggle).

To remove the urgent status, press **7** then **1** again.

Urgent messages always play first in the New Message Queue.

2 Private status (toggle).

To remove the private status, press **7** then **2** again.

Private messages cannot be forwarded.

3 Return Receipt request (toggle).

To remove the return receipt request, press **7** then **3** again.

Stratagy notifies you when and by whom the message was received.

9 Return to previous menu.

Stratagy returns you to the previous menu.

Step 5: Set the Reply for Future Delivery (optional)

- Press **8 Future Delivery**.

Enter an option number and press **#**.

- 1** Set the **Hour** (1~12).
 - 1** AM
 - 2** PM
- 2** Set the **Minutes** (0~59).
- 3** Set the **Day** (1~31).
- 4** Set the **Month** (1~12).
- 5** Set the **Year** (last two digits).
- 9** **Return** to previous menu.

Strategy may be configured so that you can arrange for your message to be delivered at a specific time and date in the future.

Strategy prompts you with the following options allowing you to choose/change any or all of the selections.

Each of these settings default to the current time/date. To set a future delivery time, you do not need to enter all the options. For example, you have recorded a message and you want to have it delivered that afternoon at 2:30 PM. You only need to enter the hour (2), select PM and enter the minutes (30) using options 1 and 2.

Strategy prompts you to select AM or PM.

For example, enter **96** to set 1996.

Strategy plays the message delivery time and date and returns you to the previous menu.

Note Once the message has been sent, you can review, continue to send (save), or delete this message using the Future Delivery Review option of Play Messages (See [Chapter 2 – Play Messages](#)).

Step 6: Cancel the Reply (optional)

* **Cancel** reply.

Cancels the reply and returns you to
“[Step 2: Record Your Reply](#)” on [Page 29](#).

* * **Cancel** and **Return** to the
Main Menu.

Cancels the message and returns you to the Main
Menu.

Stratagy provides special options to customize and manage your mailbox features. (See [Figure 6](#).) These include:

- ♦ Change your Greeting
- ♦ Change Your User Options
- ♦ Manage Your Lists
- ♦ Manage Your Guest User IDs

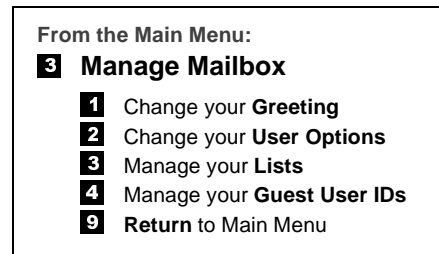


Figure 6 Manage Mailbox Menu

Change Your Greeting

You can select either a personal or system greeting to play callers when you do not answer or when your telephone is busy. Personal greetings consist of a greeting that you record for callers. A system greeting is pre-recorded and adds your recorded name (and extension, if required) to the system greeting: “Please leave a message for (name).”

Note Depending upon how your system is configured, callers hear a separate busy greeting—the system or the custom busy greeting. See “[Change Your User Options](#)” on [Page 44](#) for details.

This section discusses the four basic greeting controls shown in Figure 7:

- ◆ Create or Record over a Personal Greeting
- ◆ Change Your Personal Greeting Selection
- ◆ Select the System Greeting
- ◆ Review a Greeting

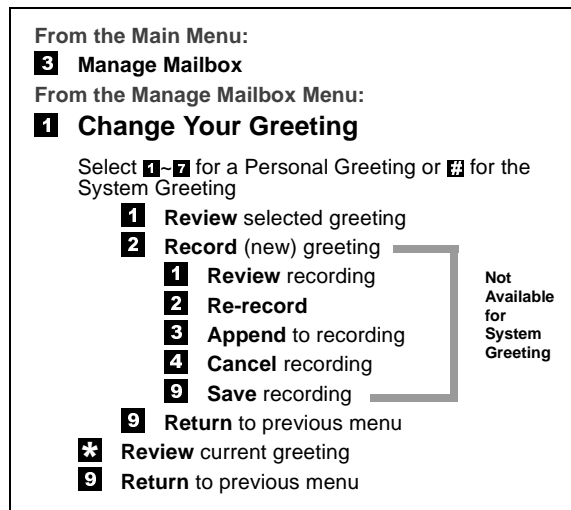


Figure 7 Change Your Greeting Menu

Create or Record Over a Personal Greeting

Personal greetings should be informative and advise callers when you will be available to return their calls or respond to their messages. You can update personal greetings as often as you want. You can store up to seven different recorded greetings from which you can choose as your personal greeting. The System Administrator can also schedule your greetings to play automatically at different times.

Step 1: Access the Change Your Greeting Menu

- | | |
|---|---|
| 1. From the Main Menu press 3 Manage Mailbox . | Strategy prompts with a list of options from the Manage Mailbox Menu. |
| 2. From the Manage Mailbox Menu press 1 Change Your Greeting . | Strategy prompts with a list of options from the Change Your Greeting Menu. (See Figure 7.) |

Step 2: Select Personal Greeting Number

- | | |
|------------------------------------|---|
| ➤ Enter a number from 1~7 . | Your greeting will be identified by the number chosen. For example, you can record a general greeting as greeting 1, then record a greeting for holidays as greeting 2. Later, you can choose which one will be played. You can re-record a greeting at any time. |
|------------------------------------|---|

Step 3: Record the Greeting

- | | |
|--|--|
| ➤ Press 2 to record the greeting (speak slowly and clearly).

Press # when done. | The following information should be included in your Personal Greeting: <ul style="list-style-type: none"> ◆ Your name ◆ Company and/or department ◆ Date ◆ Your availability ◆ Instructions to leave a detailed message ◆ Call coverage options |
|--|--|

<p>After recording, you can press:</p> <ul style="list-style-type: none">1 Review recording.2 Re-record. Press # when done.3 Append to recording. Press # when done.4 Cancel recording.9 Save recording.	<p>Sample Greeting</p> <p>“Hi. This is Mary Smith of the Toshiba Marketing Department. It is Monday, June 19, and I am in the office today. I am either on the telephone or have stepped away for a few minutes and your call has been forwarded to my voice mailbox. If at the tone you leave a detailed message and a telephone number where I can reach you, I will be happy to return your call.”</p> <p>You can repeat options 1 through 3 as many times as you wish.</p> <p>The complete greeting plays.</p> <p>The system prompts you to record at the beep.</p> <p>The appended greeting plays after the already recorded portion of the greeting. The system prompts you to record at the beep.</p> <p>The greeting is canceled. The system returns to the previous menu.</p> <p>Stratagy 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.</p>
---	--

Step 4: Record Another Greeting (Optional)

- Press **9** to return to the previous menu and select/record another greeting (Step 3).

You are given the option to record another greeting. To record another greeting, select another personal greeting number from **1** through **7** and repeat the previous steps, beginning with “[Step 3: Record the Greeting](#)” on [Page 37](#).

Important! *The last greeting selected or recorded will be the greeting that callers hear as your User ID greeting.*

Step 5: Exit the Menu

- Press **9** to return to the Manage Mailbox Menu.
or...
Press **99** to return to the Main Menu.

You are given the choice to select another Manage Mailbox option.

You are given the choice to select another Main Menu option.

Change Your Personal Greeting Selection

Once greetings have been created, Strategy stores those greetings until you change or delete them. You can select from your bank of greetings the one which will play. The System Administrator can also automatically schedule your greetings to play at different times. You can override their function with the following steps until the next greeting is scheduled to play.

Step 1: Access the Change Your Greeting Menu

1. From the Main Menu press **3 Manage Mailbox**.
2. From the Manage Mailbox Menu press **1 Change Your Greeting**.

Strategy prompts with a list of options from the Manage Mailbox Menu.

Strategy prompts with a list of options from the Change Your Greeting Menu.
(See Figure 7.)

Step 2: Select Personal Greeting Number

- Enter a number from **1~7**.

The selected greeting plays until you select a different greeting.

Note To hear the currently selected greeting, press ***** to review the current greeting.

Important! *The last greeting selected or recorded is the greeting that callers hear as your User ID greeting.*

Step 3: Exit the Menu

- Press **9** to return to the previous menu.

or...

Press **99** to return to the Manage Mailbox Menu.

or...

Press **999** to return to the Main Menu.

Strategy returns to the previous menu.

You are given the choice to select another Manage Mailbox option.

You are given the choice to select another Main Menu option.

Select the System Greeting

The system greeting can be used by any user on the Strategy system. The greeting is pre-recorded and adds your recorded name (and extension, if required) to the system greeting: "Please leave a message for (name)." You cannot re-record the system greeting.

Step 1: Access the Change Your Greeting Menu

1. From the Main Menu press **3 Manage Mailbox**.
2. From the Manage Mailbox Menu press **1 Change Your Greeting**.

Strategy prompts with a list of options from the Manage Mailbox Menu.

Strategy prompts with a list of options from the Change Your Greeting Menu. (See Figure 7.)

Step 2: Select the System Greeting

- Press **#** to select the system greeting.

Note To hear the currently selected greeting, press ***** to review the current greeting.

Important! *The last greeting selected or recorded is the greeting that callers hear as your User ID greeting.*

Step 3: Exit the Menu

- Press **9** to return to the previous menu.

or...

Press **99** to return to the Manage Mailbox Menu.

or...

Press **999** to return to the Main Menu.

Stratagy returns to the previous menu.

You are given the choice to select another Manage Mailbox option.

You are given the choice to select another Main Menu option.

Review a Greeting

Step 1: Access the Change Your Greeting Menu

1. From the Main Menu press **3 Manage Mailbox**.
2. From the Manage Mailbox Menu press **1 Change Your Greeting**.

Strategy prompts with a list of options from the Manage Mailbox Menu.

Strategy prompts with a list of options from the Change Your Greeting Menu.
(See Figure 7.)

Step 2: Review a Greeting

- Press ***** to review the current greeting.
or...

 1. Enter a number from **1~7**.
 2. Press **1** to **Review** the greeting.
 3. Press **9** to return to previous menu.

The current greeting plays.

Note Pressing ***** will not affect the current greeting.

Greeting plays. You are given the options to review or record over the greeting.

Step 3: Exit the Menu

- Press **9** to return to the Manage Mailbox Menu.
or...

Press **99** to return to the Main Menu.

After reviewing the current greeting, you can select which greeting to create/change, review the current greeting, or press **9** to return to the Manage Mailbox Menu.

Change Your User Options

Stratagy provides a number of special options to improve time management and productivity. (See [Figure 8](#).) For example, the Do Not Disturb feature can provide blocks of time for meetings or projects uninterrupted by the ringing of a telephone.

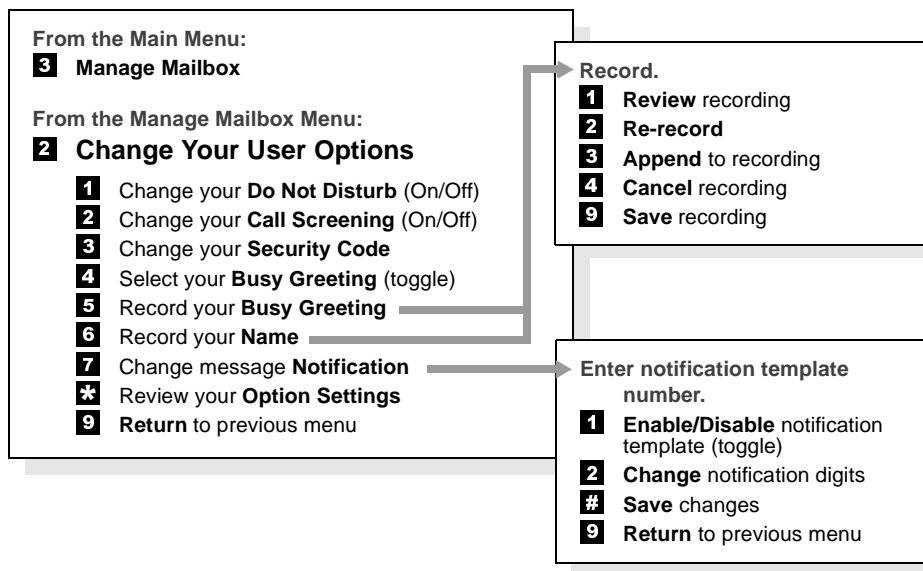


Figure 8 Change Your User Options Menu

Step 1: Access the Change Your User Options Menu

1. From the Main Menu, press **3 Manage Mailbox**.
2. From the Manage Mailbox Menu, press **2 Change Your User Options**.

Stratagy prompts you with the Manage Mailbox options.

If you do not hear all the options for this menu, they may not be configured for your telephone or system. Please ask your System Administrator to verify which user options are available to you.

Step 2: Select a Menu Option(s)**1 Do Not Disturb** (On/Off).

Pressing **1** toggles the Do Not Disturb (DND) feature between On and Off. After pressing **1**, a prompt verifies the current status of the feature.

When DND feature is activated by the System Administrator, you may select it at any time. Set to On, Stratagy automatically sends calls to your User ID (mailbox) without first ringing your telephone.

Important! *Do Not Disturb on the Stratagy voice processing system is different from the Do Not Disturb features for your telephone system. If your telephone comes with a Do Not Disturb button or feature, it will work independently from this feature on Stratagy.*

2 Call Screening (On/Off).

Pressing **2** toggles the Call Screening feature between On and Off. After pressing **2**, a prompt verifies the current status of the feature. The System Administrator may also automatically schedule Call Screening to turn On/Off at different times.

When the Call Screening feature is activated by the System Administrator, you may select it at any time. Set to On, Stratagy asks callers for their name and company. Without the caller's knowledge, the system relays that information to you. You can decide to receive the call, let the call forward to your mailbox, or transfer the call to another extension with or without announcement.

3 Change your **Security Code**.

1. Enter your new security code + **#**.

2. Again, enter your new security code + **#**.

4 **Select** your **Busy Greeting** (toggle).

Important! *We recommend that you change your security code often to prevent unauthorized access to your personal Strategy User ID (and messages), and possibly your telephone system and network.*

Strategy prompts you to enter your new security code.

The minimum number of digits for the security code is pre-configured by your System Administrator. Please ask your System Administrator for confirmation on the number. The maximum security code length is 15 digits.

You are prompted to verify your entry by entering your security code again and pressing **#**. After entering the security code a second time, Strategy announces that your security code has been changed.

Pressing **4** toggles between selecting your custom busy greeting and the system busy greeting.

If the Busy Greeting feature is activated by the System Administrator, you can select your custom or system busy greeting for callers to hear when your telephone is busy.

While your callers are listening to the busy greeting, they can enter a different User ID, press ***** to hold (if configured for your mailbox by the System Administrator), or remain on the line to leave a message.

You must first record a custom busy greeting before you can choose between your custom and the system busy greeting.

5 Record your Busy Greeting; press **#** when done.

After recording, you can press:

- 1 Review** recording.
- 2 Re-record.**
Press **#** when done.
- 3 Append** to recording.
Press **#** when done.
- 4 Cancel** recording.
- 9 Save** recording.

6 Record your Name.

State your name slowly and clearly. Press **#** when done.

After recording, you can press:

- 1 Review** recording.
- 2 Re-record.**
Press **#** when done.

Stratagy prompts you to record your custom busy greeting. Begin recording at the tone.

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.

The greeting is canceled. The system returns to the previous menu.

Stratagy tells you that greeting (number) has been recorded and returns to the previous menu.

Stratagy prompts you to record your name.

Begin recording your name (and your extension, if required) at the tone.

This information is used for the directory, the system greeting, and user identification name announcement when a message is sent by another Stratagy user. See [Chapter 1 – Getting Started](#) for options you can use after recording.

The complete recording plays.

The system prompts you to record at the beep.

- 3 Append** to recording.
Press **#** when done.
- 4 Cancel** recording.
- 9 Save** recording.
- 7 Change message Notification.**

Enter the notification template number.

The appended recording plays after the already recorded portion. The system prompts you to record at the beep.

The recording is canceled. The system returns to the previous menu.

Strategy tells you that your name has been recorded and returns to the previous menu.

Using the change message notification option, you can change the notify phone number and whether the notification method is enabled for each notification template.

The notification feature enables Strategy to automatically call a user to notify him of messages. There are ten notification templates available for each User ID; each template represents one method of notifying the user of new messages.

For each notification template, the System Administrator can specify the notification method (pagers, inside telephone extensions, outside telephone numbers, etc.), the times of the day and days of the week when notification is applicable, and the repeat count and interval for retrying the notification.

Strategy confirms the template number, spells the template title, states whether the template is enabled or disabled, and tells you the phone number (if applicable).

Note To select the correct notification template, you need to keep a written record of the template number and function for each template you will be changing.

1 Enable/disable notification template (toggle).

Pressing **1** toggles the notification template between Enable and Disable. After pressing **1**, a prompt verifies the current status.

2 Change notification digits.

Strategy verifies the telephone number entered.

Enter the new notification telephone number's digits and press **#**.

Save changes.

Strategy tells you that the notification template changes have been recorded. Strategy returns to the previous menu.

9 Return to the previous menu.

Strategy cancels the change message notification options and returns to the previous menu.

Step 3: Review Your Option Settings

➤ Press ***** to **Review** your **option settings**.

Strategy verifies the status of your Do Not Disturb, Call Screening options and plays your selected busy message and name recording.

Step 4: Exit the Menu

➤ Press **9** to return to the Manage Mailbox Menu.

You are given the choice to select another user Manage Mailbox option.

or...

Press **99** to return to the Main Menu.

You are given the choice to select another Main Menu option.

Manage Your Lists

Strategy provides the ability to create and manage lists, such as Destination and Guest User IDs. You may create up to seven personal destination lists that consist of your most frequently accessed User IDs. These lists may be created by an individual User ID or groups of User IDs. (See [Figure 9](#).)

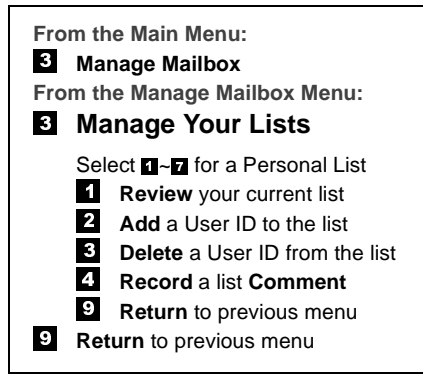


Figure 9 Manage Your Lists Menu

Step 1: Access the Manage Your Lists Menu

1. From the Main Menu, press **3** **Manage Mailbox**.
2. From the Manage Mailbox Menu, press **3** **Manage Your Lists**.

Strategy prompts with a list of options from the Manage Mailbox Menu.

From the Manage Your Lists Menu, you can review the list contents, add and delete User IDs to the list, and record a list comment to help you identify the list.

Step 2: Select the List

- Select the desired list number **1~7**.

You are prompted to enter an option.

Step 3: Use the Options

➤ After selecting a list, you can press:

- 1 Review** your current list.
- 2 Add** a User ID to the list. Press **#** when done.
- 3 Delete** a User ID from the list.
- 4 Record** a list **Comment**. Press **#** when done.

The system prompts you with the name (and extension) of each User ID on the list.

Strategy prompts you to enter the User ID. Once you enter the User ID, that name (and extension) plays. You can add additional User IDs as needed.

Strategy prompts “Enter the User ID. Finish by pressing the **#** sign.” Once the User ID is entered, that name (and extension) plays. The system prompts “Deleted.”

The list comment identifies or names the list. Strategy prompts “Enter the comment. Finish by pressing the **#** sign.” This comment plays each time the list destination is selected when sending a message.

Strategy continues to repeat your options.

Step 4: Exit the Menu

➤ Press **9** to return to the previous menu.

or...

Press **99** to return to the Manage Mailbox Menu.

or...

Press **999** to return to the Main Menu.

You are given the option to manage another list.

You are given the choice to select another Manage Mailbox option.

You are prompted with the Main Menu options.

Manage Guest User IDs

Guest User IDs provide limited access to the Strategy system for temporary and project-oriented employees, such as consultants and contractors. Guest users may only send messages to their Host User ID and other guests of their Host User ID.

The Guest User IDs are selected from a system-generated list and assigned on a per-use basis. See your System Administrator for details if you have this feature.

Managing Guest User IDs involves creating and deleting these IDs. (See [Figure 10](#).)

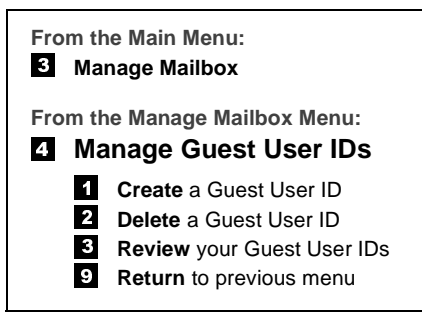


Figure 10 Manage Guest User IDs Menu

Step 1: Access the Manage Guest User IDs Menu

- | | |
|--|---|
| 1. From the Main Menu, press 3 , Manage Mailbox . | Strategy prompts with a list of options from the Manage Mailbox Menu. |
| 2. From the Manage Mailbox Menu, press 4 , Manage Guest User IDs . | Strategy prompts with a list of options from the Manage Guest User IDs Menu. (See Figure 10.) |

Step 2: Select a Guest User ID

➤ Select one of the following:

1 Create a Guest User ID.

2 Delete a Guest User ID.

3 Review your Guest User IDs.

The system prompts with a Guest User ID number. Be sure to make a note of the number and the person you assign that Guest User ID.

Stratagy prompts you to enter the User ID. Once the Guest User ID is entered, the system confirms the Guest User ID is deleted.

The system lists your Guest User ID numbers.

Step 3: Exit the Menu

➤ Press **9** to return to the Manage Mailbox Menu.

or...

Press **99** to return to the Main Menu.

You are given the choice to select another Manage Mailbox option.

You are prompted with the Main Menu options.

Use Guest User IDs

Instruct your guest users to call the Strategy system and identify themselves as guest users of your mailbox. Only then may they use Strategy to send, receive, and reply to the messages with your mailbox (Host ID) as a typical Strategy user.

► Access Strategy

See “[Access Your Mailbox](#)” on [Page 2](#) for more detailed instructions of the following steps.

-
1. Call the Strategy system.
 2. Enter **998 + #**.
 3. Enter the Host User ID + **#**.
 4. Enter ***** + the Guest User ID + **#**.
 5. Enter the security code + **#**.

This identifies the caller as a guest user.

This identifies the caller as your guest for sending messages to your mailbox (Host ID).

Using Strategy with a Toshiba Telephone System

5

This chapter explains the procedures for programming Toshiba proprietary telephones for Call Forward and Message Retrieval when using a Strategy Voice Processing System with one of the following Toshiba telephone systems:

- ♦ Strata DK424/DK280, DK16e
- ♦ Strata DK24/56/96, DK8/16

Note Strategy 4 systems can only be used with Strata DK8 or DK16.

Once programmed, your Strategy voice processing system can answer calls when you are busy or not available. It can give callers choices when you do not answer, such as: recording a message, dialing another extension, or dialing 0 for assistance.

Note This chapter does not include the procedures for Call Forward and Message Retrieval with a standard telephone. Consult the appropriate Toshiba Standard Telephone User Guide for these instructions.

If you have a Strata telephone system, you need to program your telephone only once for the Call Forward and Message Retrieval functions. Then you can follow the appropriate steps for using Call Forward and Message Retrieval.

Notes

- If you do not have Call Forward keys, you can use access codes instead. Refer to the appropriate User Guide for the Call Forward access/cancellation codes or check with your System Administrator.

- With most Toshiba proprietary telephones, you can store the sequence of steps on a Speed Dial button for quick access. Refer to the appropriate Quick Reference or User Guide for your telephone for information and instructions on using Speed Dial buttons.

Call Forward

To direct forwarded calls to your mailbox and to ensure that callers receive your personal greeting, additional internal access digits must be programmed initially from your telephone for your [PDN] and for each [PhDN] by your telephone. These digits are called voice mail code.

Note Your telephone must be the owner of the [PhDN] to store a voice mail ID code for the [PhDN].

Set Call Forward to Strategy

Skip to “[To forward calls to Strategy](#)” if you have already performed this function. Once programmed, this code is automatically sent to the Strategy system whenever calls are forwarded to the Strategy system from your telephone, allowing callers direct access into your mailbox.

► To program the Strategy Voice Mail Code from a Strata DK telephone

1. Press [PDN] or [PhDN].	You hear dial tone.
2. For Strata DK24/56/96 and DK8/16, enter 656 .	If you have a Strata DK24/56/96 system, you have completed programming and you hear a confirmation tone. Display telephones show “656 I.D. CODE SET.”
For Strata DK424/DK280, DK16e enter #656 .	You hear a confirmation tone. Display telephones show “#656 I.D. CODE SET.”
3. Enter 91 .	
4. Enter your Strategy User ID.	
5. Press Redial .	You hear a confirmation tone. Display telephones show “DATA PROGRAMMED.”

6. Press **Spkr**.

Resets your telephone to the idle condition.

Notes

- To change the voice mail code, repeat steps.
- In order for the **#** button to function properly while using the Strategy system with a Toshiba Strata system, the **Speed Dial (REP, SDS)** button and the **Redial (RDL)** button must be provided on your Toshiba proprietary telephone.

► To forward calls to Strategy

1. Press the appropriate **Call Forward** button

or...

press [PDN] or [PhDN],
then enter the appropriate
Call Forward access code.

The Call Forward LED flashes, or you hear a confirmation tone.

You hear a confirmation tone if an access code is dialed. Display telephones show “CALL FORWARD TO.”

Call Forward Access Codes

	Strata DK24/ 54/96 and DK8/16	Strata DK424/ DK280/ DK16e
Call Forward All Calls	601	#601
Call Forward Busy	602	#602
Call Forward No Answer	603	#603
Call Forward Busy No Answer	604	#604

2. Dial the Strategy system number _____.

Press **Speed Dial** if you pressed [PhDN] + an access code.

For Call Forward No Answer and Call Forward Busy No Answer, you can set the number of seconds that your telephone will ring before forwarding.

To do this, press **Speed Dial** (see Note 1), enter the number of seconds (08~60), then press **Redial**. (See Note 2.)

3. Press the same **Call Forward** button or **Spkr (SPEAKER)**.

Notes

- If you pressed **Speed Dial**, you do not have to press it again before entering the number of seconds.
- Some older telephones do not have **Speed Dial** and **Redial** buttons. You may need to press **SDS** (or **REP**) + the number of seconds (08~60) + **RDL** or ***** + the number of seconds (08~60) + **#**.

The Call Forward LED lights steady.

Cancel Call Forward

1. Press the appropriate **Call Forward** button
or...
press [PDN] or [PhDN].
2. For Strata DK24/56/96 and DK8/16, press **601**.

The Call Forward LED turns OFF, or you hear a confirmation tone. Call Forward registration is canceled.

You hear a confirmation dial tone.

Display telephones show “CALL FORWARD TO.” Dialing **601** (or **#601** for Strata DK280) and no station number cancels any Call Forward type.

For Strata DK424/DK280,
DK16e press **#601**.

3. Press **Spkr (SPEAKER)**.

Cancel the Programmed Call Forward Voice Mail Code

1. Press [PDN] or [PhDN].

You hear a dial tone.

2. For Strata DK24/56/96 and DK8/16, press **656**.

You hear a confirmation tone. Display telephones show “656 (or #656 for DK280) ID CODE SET.”

For Strata DK424/280,
DK16e, press **#656**.

3. Press **Redial**.

You will hear a confirmation tone. Display telephones show “DATA PROGRAMMED.” The voice mail code is canceled.

4. Press **Spkr (SPEAKER)**.

Message Retrieval

You can program your **Msg** button to automatically retrieve your voice mail messages when you press it.

Skip to “[To retrieve messages with Msg](#)” if you have already performed this function. Once programmed, this key does not need to be programmed again.

► To program your **Msg** button to retrieve messages

1. Press [PDN] or [PhDN].

You hear a dial or confirmation tone after you press the button.

2. For Strata DK24/56/96 and DK8/16, press **657**.

You hear a confirmation tone. “657” or “#657” is the Strategy System Identification code for message retrieval from voice mail.

For Strata DK424/DK280,
DK16e, press **#657**.

Your telephone must have the **Speed Dial** button for the **#** button to function properly with the Strategy system.

3. Press **92**.
4. Enter your Strategy User ID + **##**.

5. Enter your security code + **#**.

6. Press **Redial**.
7. Press **Spkr**.

Note Your telephone must have the **Speed Dial (REP, SDS)** button and the **Redial (RDL)** button for the **#** button to function properly while using the Strategy system.

Important! *Storing your security code enables you to bypass entering your security code every time you access your mailbox. However, this also enables anyone to retrieve your messages from your phone. Skip this step if you do not want to store your security code.*

You hear a confirmation tone.

➤ **To retrieve messages with Msg**

- When the Message LED flashes...
For Strata DK424/DK280, DK16e press **Msg**.
For the Strata DK24/56/96 and DK8/16, press [PDN] + **Msg**.

Strategy is called and you are automatically connected to your mailbox.

The system automatically calls Strategy.

Note Pressing **Msg** before [PDN] cancels the message waiting notification (e.g., the message light goes OFF even though the registered messages may not have been retrieved).

Glossary

This glossary defines frequently-used Strategy voice processing system features and functions.

TERM	DEFINITION
Busy Greeting	You can select your custom busy or the system busy greeting for callers to hear when your telephone is busy. If you do not record your custom busy greeting, the system busy greeting automatically plays.
Call Screening	Call Screening operates in On/Off mode. When On, Strategy asks callers for their name and company. Without the caller's knowledge, the system relays that information to you. You can decide to receive the call, let the call forward to your mailbox, or transfer the call to another extension with or without announcement.
Caller	Someone who calls into the Strategy system. A caller can obtain information, leave a message for someone, and/or provide information.
Called Party	The telephone user the caller reached. See "User."
Directory	A caller enters digits corresponding to the first few letters of a user's name and Strategy plays the recorded name (and optionally extension) that matches the entered digits. Strategy offers the caller the option of selecting the name and being transferred or hearing the next name.

TERM	DEFINITION
Do Not Disturb	Do Not Disturb operates in On/Off mode. When On, Stratagy automatically sends calls to your User ID (mailbox) without ringing your telephone first.
Fax Messages	Fax messages sent to your mailbox. With the optional fax mail feature, your mailbox can receive, store, and forward fax messages along with voice messages. When you access your mailbox, Stratagy tells you the number of fax messages in your mailbox; and when you play the message, states the number of pages received. You cannot listen to the actual fax information. If you are calling from a fax machine, the fax can be transmitted on the same telephone connection; otherwise, you can direct the fax to a fax machine's number. The system redials the designated fax number and transmits the document.
FIFO (First-In First-Out)	Messages play in either FIFO or LIFO order. FIFO plays messages from oldest to newest.
Future Delivery	With future delivery, you can arrange for your message to be delivered at a specific time and date in the future. Once you send the message, you can use the Play Messages—Future Delivery Review option to review, continue to send, or delete the message.
Guest User ID	Guest User IDs provide limited access to the Stratagy system for temporary and project-oriented employees, such as consultants and contractors. Guest users can only send messages to their Host User ID and other guests of their Host User ID.

TERM	DEFINITION
LIFO (Last-In First-Out)	Messages play in either LIFO or FIFO order. LIFO plays messages from newest to oldest.
Mailbox (User ID)	See User ID.
Name Recording	Your name (and optionally, extension) recording is used for the directory, system greeting, and User ID.
New Message Queue	There are two message queues: new and saved. The new message queue contains unheard and partially heard messages. When playing new messages, urgent messages always play first.
Personal Greetings	<p>You may record up to seven personal greetings which are played for callers when you are unavailable. Although only one greeting can be in effect at any one time, you can switch between the greetings by entering the greeting number, or pre-schedule different greetings to play at a certain time and/or day.</p> <p>Greetings can be reviewed or re-recorded. You can also select the default system greeting.</p>
Personal List	You can create/modify up to seven personal destination (distribution) lists of User IDs and record a list comment for identification. When sending messages, you can select a User ID, personal list, system list, and/or the directory as the destination.
Private Messages	You can mark a message “private,” meaning the message cannot be forwarded by the recipient to another user. The recipient is told the message has the Private attribute set when listening to his/her messages.

TERM	DEFINITION
Return Receipt	When sending, forwarding, or replying to a message, you can request a return receipt. Stragy notifies you when and by whom the message was received. The recipient is not notified that receipt verification was requested and cannot circumvent the procedure.
Saved Message Queue	There are two message queues: new and saved. The saved message queue contains messages that you saved or that were automatically saved by the system. Messages flagged to be saved are moved to the saved message queue after you have logged out of your mailbox.
Security Code	Each User ID in the system has a security code. You must enter your security code to access your mailbox. The security code ensures the privacy of your messages, personal greetings, etc.
System Administrator	The representative in your company responsible for configuring the Stragy system and your mailbox to suit you and your companies needs.
System Greeting	Pre-recorded greeting that adds your recorded name (and extension, if required): "Please leave a message for (name)." Can be used by any user on the Stragy system. Based on your selection, callers hear the system greeting or a personal greeting.
System List	Destination (distribution) list of User IDs that the System Administrator creates that any user on the Stragy system can select. When sending messages, you can choose a User ID, personal list, system list, and/or the directory as the destination.
Tone-dialing Telephone	DTMF (dual tone multi-frequency) push-button tone dialing telephone.

TERM	DEFINITION
Urgent Messages	<p>Messages are stamped Urgent by the sender and by default, are played first, followed by all other messages. The System Administrator can set a notification record to use pager notification exclusively whenever Urgent messages are received.</p>
User	<p>Subscriber of the mailbox, also known as a mailbox user. A user has access to one or more User IDs in the system by knowing the security codes. Once a user accesses his/her User ID, he/she can play back messages, delete those messages, send them to other User IDs, etc.</p>
User ID/User ID Mailboxes	<p>Number for the mailbox user, also known as a voice mailbox.</p> <p>A user mailbox records messages from callers. A user periodically checks the mailbox for messages, etc., or a variety of automatic notification methods can be employed. There is generally one mailbox for each extension, although several mailboxes can share a single extension when multiple users share the same telephone line.</p>
User Notification	<p>Each User ID can have up to ten notification records set by the System Administrator to automatically call and notify you of messages. You can enable/disable the notify method for each of these records or change the notification telephone number.</p>

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TOSHIBA

Strategy

Voice Processing System
Release 2

Quick Reference Guide

Access Strategy

Call Strategy at _____.

Press *** ***, enter your User ID and press **#**.

Enter your security code, press **#**.

Strategy plays the number of messages you have and prompts you with Main Menu choices.

MESSAGE CONTROLS

While playing a message, press:

4 **Pause/Resume** (toggle or 30 secs)

8 **Turn Up** volume[†]

0 **Turn Down** volume[†]

***** **Back Up** (rewind)

**Go Forward** (advance)

**Change Speed** (toggle)[†]

[†]Not supported by all Strategy systems

MAIN MENU

- 1** Play Messages
- 2** Send Messages
- 3** Manage Mailbox
- 0** Exit user mode
- #** Hang Up

PLAY MESSAGES

- 1** Play the next message
- 2** Save the current message
- 3** Delete the current message
- 5** Forward the current message
- 6** Reply to the current message
- 7** Special Functions
 - 0** Immediate Fax print of all fax messages[†]
 - 1** Immediate Fax print of current fax message[†]
 - 2** Send Fax to fax machine for print[†]
 - 4** Message Date and Time
 - 5** Future Delivery Review
 - 6** Continuous Delete
 - 7** New/Saved message queue (toggle)
 - 8** Continuous Play
 - 9** Return to previous menu
- * 1** Replay the current message
- * 2** Play the Previous message
- 9** Return to Main Menu

SEND MESSAGES

User ID

Enter a **User ID** or select one of the following:

- 0 0** Directory plus name
- 0 1** Personal List (1~7)
- 0 2** System List (1~7)

Record

Record a message, comment or reply (Press **#** when finished.)

- #** Send and Return to Main Menu
- 1** Review
- 2** Rerecord
- 3** Append recording
- 4** Select Additional Destinations

User ID

Enter a **User ID**

- 0 0** Directory
- 0 1** Personal List (1~7)
- 0 2** System List (1~7)
- #** Return to previous menu

7 Special Functions

- 1** Set Urgent status (On/Off)
- 2** Set Private status (On/Off)
- 3** Set Return Receipt request (On/Off)
- 9** Return to previous menu

8 Set Future Delivery

- *** Cancel message and select new destination
- * *** Cancel and Return to Main Menu

MESSAGING HINTS

New Messages play before **Saved Messages** unless you press **7 7**.

Urgent Messages play first in the New Message Queue.

Message Forward Comments play first, followed by the original message.

Private Messages cannot be forwarded.

Pause/Resume: Press **4** while playing a message to pause (30 seconds); press **4** to resume playing.

To send a **Direct Message** from the Company Greeting, press **9 9 8** or _____ followed by the User ID.

To access the **Directory**, press **4 1 1** from the Company Greeting.

Strategy may be configured so that you can press **0** from the Main Menu and enter another User ID without having to hang up (exit User Mode).

1 Set the Hour (1~12)

1 AM

2 PM

2 Set the Minutes (0~59)

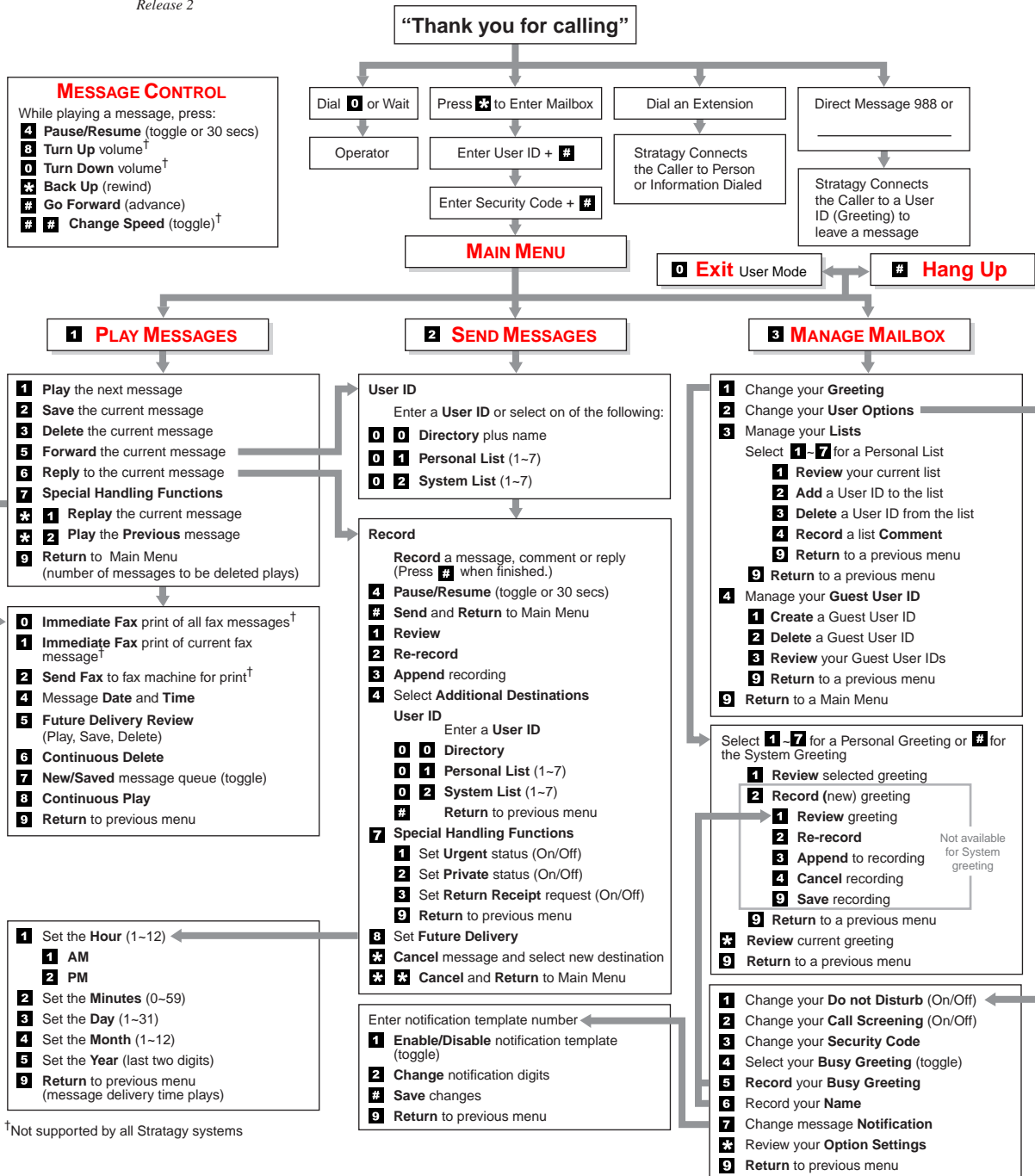
3 Set the Day (1~31)

4 Set the Month (1~12)

5 Set the Year (last two digits)

9 Return to previous menu

User Flowchart



[†]Not supported by all Strategy systems