

# ***Stratagy***<sup>®</sup>

**Voice Processing Systems**

## **User Guide**

*Issue 4*

---

## Publication Information

Toshiba Information Systems (UK) Ltd. reserves the right to change any of this information including, but not limited to, product characteristics and operating specifications, without prior notice.

It is intended that the information contained within this manual is correct at the time of going to print, however all liability for errors or omissions is excluded.

Part Number PCIVM-G

Version 4, November 2001

© Copyright 2001

**Toshiba Information Systems (UK) Ltd.  
Telecommunications Division**

All rights reserved. No part of this manual, covered by the copyrights hereon, may be reproduced in any form or by any means—graphic, electronic, or mechanical, including recording, taping, photocopying, or information retrieval systems—without express written permission of the publisher of this material.

Strata and Strategy are registered trademarks of Toshiba Information Systems (UK) Ltd.

Trademarks, registered trademarks, and service marks are the property of their respective owners.

---

# Contents

---

## Introduction

Organisation .....	vii
Conventions .....	viii
Related Documents .....	ix

## Chapter 1 - The Grand Tour

Features to Personalise Your Mailbox .....	4
Message Queues .....	5
New Message Queue .....	5
Saved Message Queue .....	5
Message Types .....	6
Forwarded Message .....	6
Reply Message .....	6
Fax Message .....	6
Greetings .....	7
Personal .....	7
System .....	7
Busy .....	7
Special Delivery Options .....	8
Urgent .....	8
Private .....	8
Return Receipt .....	8
Future Delivery .....	8
Playback/Recording Controls .....	9

During Playback .....	9
During Recording .....	11
Message Destination Selections .....	12
Personal Distribution Lists .....	12
System Distribution Lists .....	13
Directory .....	13
User Options .....	13
User Prompts .....	14
User Tutorial (New User) .....	14

## **Chapter 2 - Getting Started**

Access Your Mailbox .....	16
Record Your Name .....	18
Record Your Personal Greeting(s) .....	19
Change Your Security Code .....	20
Exit Your Mailbox or User Mode .....	20

## **Chapter 3 - Play Messages**

Access Messages .....	21
Playback Controls .....	22
Play Your Messages .....	24
Special Functions .....	27

## **Chapter 4 - Send Messages**

Recording Controls .....	32
Send a Message .....	33
Forward a Message .....	37
Reply to the Current Message .....	40
Special Delivery Options .....	43
Future Delivery .....	44

## **Chapter 5 - Manage Mailbox**

Change Your Greeting .....	48
Create or Record Over a Personal Greeting .....	49
Change Your Greeting Selection .....	51
Review a Greeting .....	52
Change Your User Options .....	53
Change Your Do Not Disturb (DND) Setting .....	54
Change Your Call Screening Setting .....	55
Change Your Security Code .....	56
Create or Record Over your Busy Greeting .....	56
Select Your Busy Greeting .....	57
Record Your Name .....	58
Change Your Message Notification .....	59
Review Your Option Settings .....	61
Manage Your Lists .....	62
Manage Guest User IDs .....	64
Use Guest User IDs .....	65

## **Appendix A - Using Strategy with a Toshiba Telephone System**

Call Forward .....	68
Set Call Forward to Strategy .....	68
Cancel Call Forward .....	71
Cancel the Programmed Call Forward Voice Mail Code .....	71
Message Retrieval .....	72

## **Glossary**

## **Index**



# Toshiba Strategy Voice Processing System Software

---

## Software Licence

**Important!** *Read carefully before operating and/or using the Strategy® Voice Processing System.*

TOSHIBA INFORMATION SYSTEMS (UK) LIMITED, Toshiba Court, Weybridge Business Park, Addlestone Road, Weybridge, Surrey KT15 2UL (the Licensor) confirms that it is duly authorised to grant this Licence over the Toshiba Strategy Voice Processing System Software (the software), which has been pre-loaded onto the Toshiba Strategy Voice Processing System supplied with this Licence Agreement (the System).

**1. Toshiba Strategy Voice Processing System Software - Acceptance of Licence**

By operating the System you are accepting the terms of this Licence in relation to the Software.

**2. Grant of Licence**

The Licence entitles the Licensee to use one (1) copy of the Software in accordance with clause 4 of this Agreement.

**3. Licence Fee**

A single once only licence fee of one pound (£1.00) is included in the price paid by the Recipient to Toshiba's authorised dealer for the System. Toshiba's authorised dealer is authorised to collect the licence fee on Toshiba's behalf.

**4. Use of Software**

The Licensee is hereby authorised to use one (1) copy of the Software for the purpose of running it on the System in order to utilise its voice processing facilities.

**5. Licensee's Undertakings**

The Licensee undertakes:

- (a) Not to copy, reproduce, translate, adapt, vary or modify the Software without the Licensor's prior written consent;
- (b) To supervise and control the use of the Software in accordance with the terms of this Licence;
- (c) To ensure that its employees, agents and other parties who will use the Software are notified of the terms of this Licence prior to using the Software;
- (d) Not to provide or otherwise make available in any form to any other person without the Licensor's prior written consent;

**6. Warranty**

(1) The Licensee acknowledges that computer software is not error free and agrees that the existence of such errors shall not constitute a breach of this Licence.

(2) In the event that the Licensee discovers a material error which substantially affects the Licensee's use of the same and notifies the Licensor of the error within 90 days from the date on which it has accepted this License in accordance with clause 1 (the Warranty Period), the Licensor shall use all reasonable endeavours to correct the fault by means of a patch or new release (at its sole option) relating to that part of the Software which contains the fault provided that the fault has not been caused by any modification, variation or addition to the software not performed by the Licensor or caused by its incorrect use, abuse or corruption, or by use of the Software with other software or on equipment with which it is incompatible.

(3) The Licensor disclaims all other warranties with respect to the Software, either express or implied, including but not limited to any implied warranties as to suitability or fitness for any specific purpose. In no circumstances shall the Licensor be liable, in contract, tort (including negligence or breach of statutory duty) or otherwise howsoever:

- (i) For any increased costs or expenses;
- (ii) For any loss of profit, business contacts, reviews or anticipated savings;  
or
- (iii) For any special, indirect or consequential damage of any nature whatsoever.

Nothing contained in this Agreement shall exclude the Licensor's liability to the Licensee for death or personal injury by the Licensor's negligence.

#### **7. Intellectual Property Rights**

The Licensee acknowledges that any and all of the trademarks, trade names, copyrights, patents and other intellectual property rights used or embodied in, or used in connection with the Software, are and shall remain the sole property of the Licensor. The Licensee shall not dispute the Licensor's ownership of these rights during the term of this Licence or subsequently.

#### **8. Termination**

The Licensor may terminate this Licence, by notice in writing to the Licensee, if any of the following shall occur:

- (i) If the Licensee is in breach of any term or condition of this Licence
- (ii) Of the Licensee, being a body corporate presents or has a petition presented by a creditor for its winding up, or shall convene a meeting to pass a resolution for voluntary winding up, or shall enter into any liquidation (other than for the purposes of a bona fide reconstruction or amalgamation); calls a meeting of its creditors, or has a receiver of all or any of its undertakings or assets appointed, or shall be deemed to be unable to pay its debts by virtue of section 123 of the Insolvency Act 1986;
- (iii) If the Licensee, being a firm or partnership, shall be dissolved or in any case shall commit any act or bankruptcy or have a receiving order made against him/it, or shall make or negotiate for any composition or arrangement with or assignment for the benefit of its creditors.
- (iv) Termination, howsoever or whenever occasioned, shall be subject to any rights and remedies which the Licensor may have under this licence or in English law.

#### **9. Waiver**

The failure or neglect by either party to enforce any provision of this Licence, at any time, shall not amount to a waiver of that party's rights under this licence, nor in any way affect the validity of the Licence or any part of it and shall not prejudice that party's right to take to take subsequent action.

#### **10. Headings**

The headings of the term and conditions of this licence are inserted for ease of reference and are not intended to be part of or to affect the meaning or interpretation of any of the terms and conditions of this Licence.

#### **11. Severability**

In the event that any of the terms and conditions of this Licence shall be determined to be invalid, unlawful or unenforceable, to any extent, such term or condition shall be severed from the remaining terms and condition, which shall remain in full force and effect.

#### **12. Law**

The parties hereby agree that this licence shall be construed in accordance with English law.



# Introduction

---

This guide describes the voice messaging capabilities and procedures for making the Strategy Voice Processing System work for you.

## Organisation

This guide is divided as follows:

- ◆ **Chapter 1 – The Grand Tour** is an overview of the Strategy system. Topics covered are: features to personalise your mailbox; an explanation of message queues, types and destinations; special delivery options; playback/recording controls; and available user options.
- ◆ **Chapter 2 – 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 3 – Play Messages** contains step-by-step instructions on playing messages.
- ◆ **Chapter 4 – Send Messages** details how to send, forward, and reply to a message.
- ◆ **Chapter 5 – 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.
- ◆ **Appendix – Using Strategy with a Toshiba Telephone System** explains how to program your extension for Call Forward and Message Retrieval when using your integrated Strategy system.
- ◆ **Glossary** defines frequently-used Strategy voice processing system features and functions.
- ◆ **Index**

## 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.*

Letters in [brackets] represent buttons on your telephone 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.

[INT] Intercom Number (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 **#**.

see [Figure 9](#) Grey words within the text denote cross-references. In the electronic version of this manual (Stratagy Library CD-ROM), cross-references appear in blue hypertext.

## Related Documents

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

- ◆ **Strategy Quick Reference Guides** are wallet-sized Quick Reference Guides. 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. There is a Quick Reference Guide available for each Strategy System.
- ◆ **Strategy Voice Processing General Description** provides a system overview, available hardware, and features of the Strategy systems.
- ◆ **Strategy Voice Processing Installation and Maintenance Manual** provides installation and maintenance requirements and procedures for the Strategy system. This book also includes System Administration forms and instructions on how to configure the system.
- ◆ **Strategy DK Installation & Programming Guide** provides installation and maintenance requirements and procedures for the Strategy DK.
- ◆ **Strategy Flash Installation & Programming Guide** provides installation and maintenance requirements and procedures for the Strategy Flash.
- ◆ **System Administrators Quick Reference Guide** provides a quick reference of all features available to the System Administrator.
- ◆ **Strategy Voice Processing Library CD-ROM** contains a copy of all Strategy documentation and enables you to view, print, navigate and search publications.



Stratagy manages multiple voice processing functions simultaneously 24-hours-a-day, 7-days-a-week. *Your mailbox, referred to 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-dialling 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.

A representative in your company has been assigned as the System Administrator for the 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.

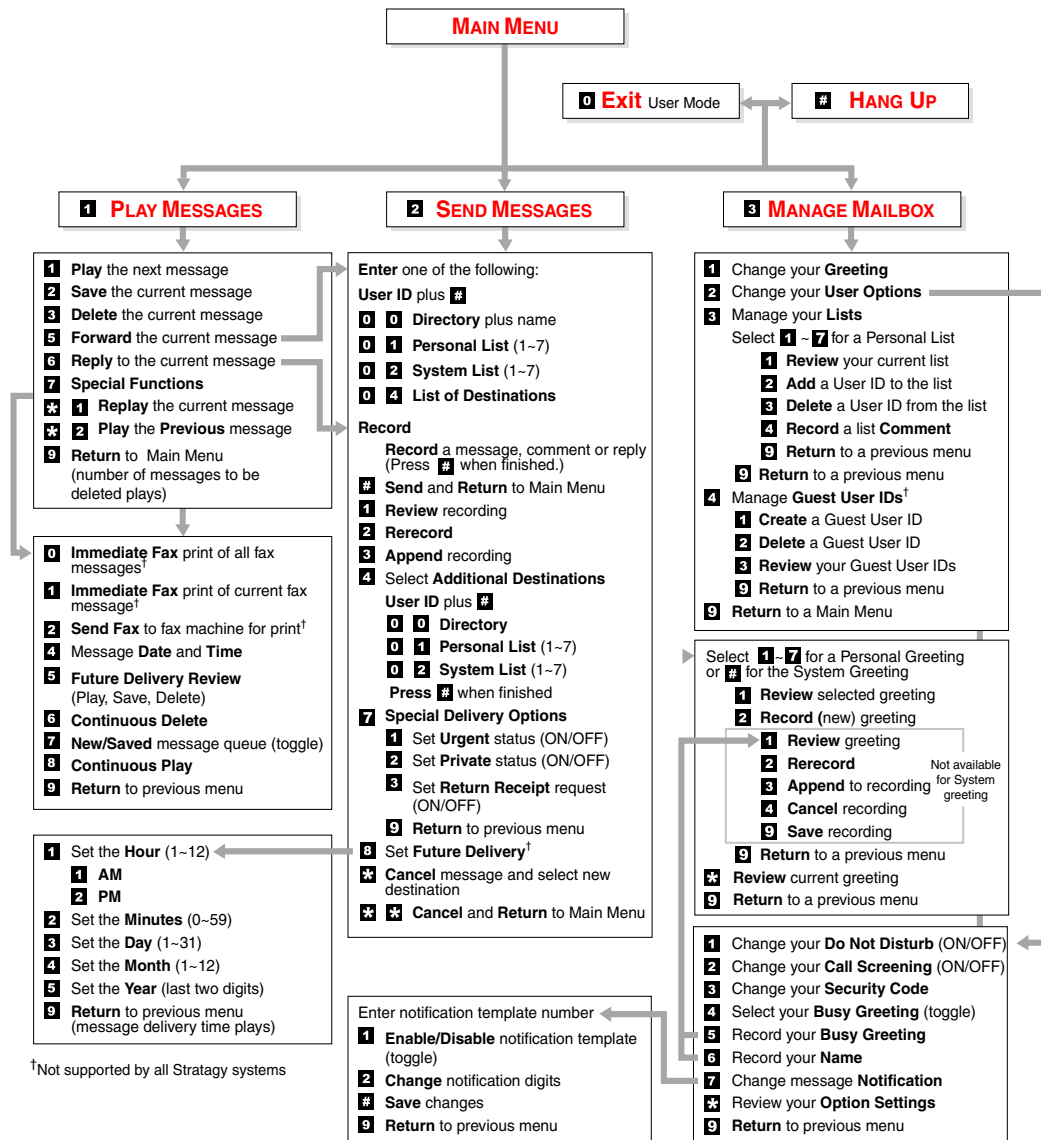
You can access your mailbox from any tone-dialling telephone using your security code. After you access Stratagy, you hear the number of messages you have in your message queue(s), followed by a prompt from the Main Menu options (see [Figure 1](#)). You can then:

- ◆ Listen to your messages
- ◆ Send or forward messages
- ◆ Reply to messages
- ◆ Manage your mailbox (e.g., change your greetings, create distribution lists, etc.)

---

This chapter provides an overview of the system and covers the following general topics:

- ◆ Features to personalise your mailbox
- ◆ Message queues
- ◆ Message types
- ◆ Greetings
- ◆ Special delivery options
- ◆ Playback/recording controls
- ◆ Message destinations
- ◆ User options
- ◆ User prompts
- ◆ User Tutorial (New user)



**Figure 1 Strategy Main Menu**

## Features to Personalise Your Mailbox

The Strategy Voice Processing System offers a variety of features to personalise your User ID Mailbox. The following are a few of those features:

- ◆ **User ID Mailbox Security Code** – Your User ID mailbox has a security code. The code must be entered by you in order to “log into” your User ID mailbox, giving you access to your messages, settings, greetings, etc. (See [“Change Your Security Code” on Page 20](#)).
- ◆ **Name Recording** – Your name is announced whenever you log onto your mailbox, 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 need to record your name (See [“Record Your Name” on Page 18](#)).
- ◆ **Personal Greetings** – You can record up to seven personal greetings that are played when you are unavailable (See [“Change Your Greeting” on Page 48](#)).
- ◆ **Guest Users** – You can create Guest User IDs that can be used by clients, friends, etc. Users frequently use this feature to create guest IDs for clients, so that they may easily exchange confidential information (See [“Manage Guest User IDs” on Page 64](#)).

**Note** The Guest User feature is not supported by all Strategy systems. Check with your System Administrator to find out if your system is configured for this feature.



# Message Queues

Your messages reside in one of two queues—new or saved. Messages play in FIFO (First In, First Out) or LIFO (Last In, First Out) order. Ask your System Administrator to find out how your mailbox is configured.

## New Message Queue

Messages in the New Message Queue are New or Pending messages.

New messages consist of messages that are unheard or partially heard (less than five seconds). They remain in the queue, the Message Waiting LED remains ON, and a Return Receipt is not sent, if applicable, until the message is completely heard.

Messages that you have partially heard (five seconds or longer) are called Pending messages. They remain in the New Message Queue, the Message Waiting LED is turned OFF, and a Return Receipt is sent, if applicable.

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**.

After you play the last message in the queue, Strategy prompts, “End of messages.” You can choose to return to the top of the queue, go to the top of the other queue, etc.

**Note** Pending Messages are not available on all Strategy Voice Processing Systems.

## Saved Message Queue

Saved messages are 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).

After you play the last message in the queue, Strategy prompts, “End of messages.” You can choose to return to the top of the queue, go to the top of the other queue, etc.

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

## Message Types

New and Saved Messages can consist of the following special types of messages—forwarded, message reply and fax.

### Forwarded Message

Any message sent to you can be forwarded to a single destination or a personal or system distribution list. When forwarding a message, recording a message (comment) is optional.

### Reply Message

Messages to which you want to send an immediate answer can be sent as a reply message. When replying to a message, Stratagy 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 Stratagy user logged on to his/her mailbox.

When listening to a reply message, a prompt notifies the user of the name/User ID of the person who sent the reply.

### Fax Message

**Note** Fax Messaging is not supported by all Stratagy systems. Check with your System Administrator to find out if your system is configured for this feature.

Fax messages can be sent to your mailbox and stored or forwarded 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.*

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 [“Special Functions” on Page 27](#) for details.

---

# Greetings

You can select either a personal or system greeting to play callers when you do not answer or when your telephone is busy.

Depending upon how your system is configured, callers may hear a separate busy greeting—the system or the custom busy greeting. See [“Change Your User Options” on Page 53](#) for details.

## Personal

Personal greetings are greetings that you record for callers. Strategy stores all recorded greetings under the personal greeting number (1~7) for your mailbox. Using the greeting number, you can select the greeting which plays.

The System Administrator can also schedule your greetings to automatically play at different times. If you choose, you can override the automatic schedule using the [“Change Your Greeting Selection” on Page 51](#).

## System

The system greeting is prerecorded and is a standard greeting with all Strategy systems. It cannot be recorded over or deleted. The greeting states, “Please leave a message for (name).” Strategy adds your name from the name recording you have made (See [“Record Your Name” on Page 18](#)).

## Busy

If your User ID mailbox is configured for a personal busy greeting, you can record a custom busy greeting that plays when callers reach your extension and it is busy. If a custom greeting is not recorded, the default system busy greeting plays. See [“Create or Record Over your Busy Greeting” on Page 56](#) for details.

The custom busy greeting can also be turned ON/OFF using the Select Your Busy Greeting option on the Change Your User Options Menu (See [“Select Your Busy Greeting” on Page 57](#)).

**Note** The System Administrator must configure your User ID mailbox for the custom busy greeting option to be available.

## Special Delivery Options

In addition to recording and sending a new message, you can mark the message urgent, private, or request a return receipt.

### Urgent

Messages can be stamped urgent by the sender and always play first in the New Message Queue. After the message plays, the urgent status is removed.

### Private

Messages can be 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.

### Return Receipt

You can mark a message Return Receipt if you want verification of its receipt. When a user plays (completely or partially) a message marked for Return Receipt, a notification is sent back to the sender. Strategy notifies the sender when and by whom the message was received and plays the original message.

## Future Delivery

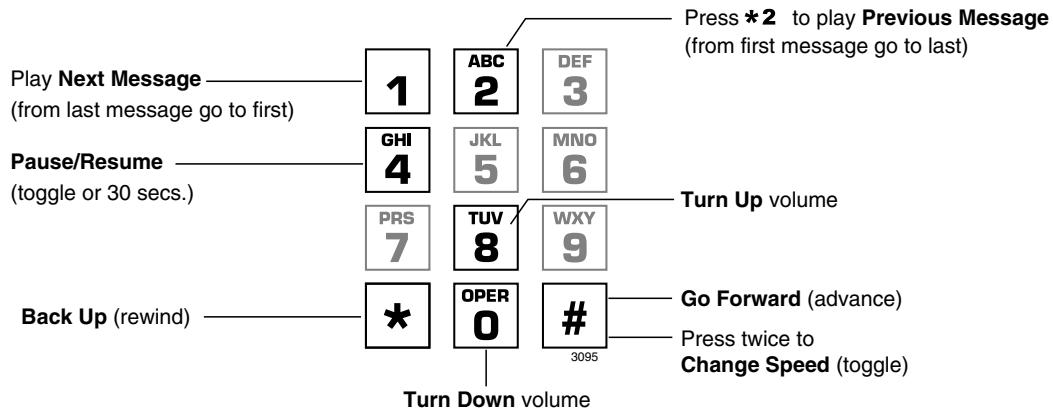
Strategy can be configured so that your message is delivered at a future specified time and date. After marking the message for future delivery, you can review (play, save, delete) the message at any time before it is sent.

**Note** Future Delivery is not supported by all Strategy systems. Check with your System Administrator to find out if your system is configured for this feature.

# Playback/Recording Controls

## During Playback

While playing a message, you can pause, control the volume, location, and speed of playback using the following keys (see Figure 2).



**Figure 2 Playback Controls**

**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.

### 1 Play Next Message

Plays next message in queue. If you are at the last message in the queue, goes to the first message in the same queue.

### \*2 Play Previous Message

Plays previous message in queue. If you are at the first message in the queue, goes to the last message in the same queue.

#### **4 Pause/Resume (toggle or 30 seconds)**

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

#### **8 Turn Up Volume, 0 Turn Down Volume**

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.

#### **\* Back Up (rewind)**

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

#### **# Go Forward (advance)**

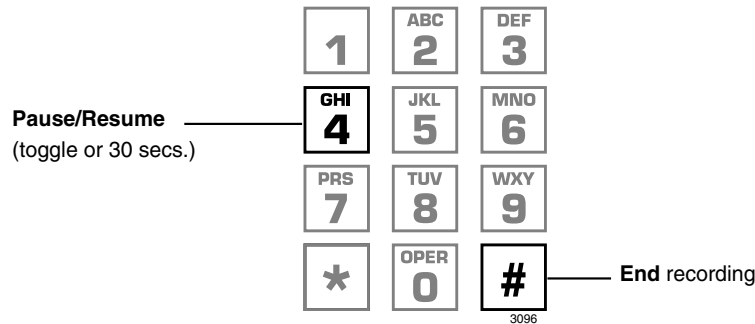
The message goes forward/advances and then begins playing. The default is five seconds (set by the System Administrator).

#### **## Change Speed (toggle)**

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.

## During Recording

While recording a message, you can pause/resume the recording or end the recording using the following keys (see Figure 3).



**Figure 3** Recording Controls

### 4 Pause/Resume (toggle or 30 seconds)

At any time while recording messages to another mailbox in the system, you can press **4** to pause for 30 seconds. The message resumes recording as soon as you press **4**. Strategy prompts you with, "Begin recording... (Beep)."

If within the 30 seconds you do not press **4**, Strategy restarts another 30-second pause. If during the second 30-second pause you:

- ◆ Do not press any key, Strategy assumes you have cancelled the message and returns to the Main Menu.
- ◆ Press **#**, Strategy returns you to the Send Messages Menu and you can send, review or record over the message.

### # End Recording

After recording a message, press **#** to end the recording.

**Note** Some Strategy Systems do not support the '4 Pause/Resume' control.

## Message Destination Selections

At the beginning of the Send Messages menu, you are asked to enter the message destination(s). You can choose to enter a *single* destination (e.g., User ID) or *multiple* destinations (e.g., personal list, User ID, system list). Entering the Multiple Destinations option enables you to address your message to all the recipients at the start of the menu.

You can then record your message and, if desired, add additional destinations when prompted later in the menu. Valid destinations are:

- ◆ User ID

**Note** If you don't know the User's ID, you can locate the ID on Strategy's system-wide directory by pressing **00**.

- ◆ Personal distribution list
- ◆ System distribution list
- ◆ AMIS local node number
- ◆ AMIS Gateway number plus a remote mailbox number

See [“Send a Message” on Page 33](#) for instructions on using these options.

### Personal Distribution Lists

You can originate up to seven Personal Distribution Lists consisting of other system users. You can add or delete users at any time. The lists are for only your use.

At the time you create a list, you are given the option of recording a “list comment” that serves as the title or name for the list. The comment plays each time you use the list to confirm that you have chosen the correct distribution list.

**Important!** *Try not to duplicate users on your distribution lists. Strategy does not check for duplicates when you send a message using more than one list. For example, if you select Personal Distribution List #1 and #3 as destinations for your message and User ID 1001 is on both lists, User ID 1001 receives the same message twice.*



## System Distribution Lists

In addition to Personal Distribution Lists, Strategy supports system-wide distribution lists created by the System Administrator for use by everyone in your company. You should check with your System Administrator to find out which lists are available.

The “list comment” for the selected system list is played whenever you enter the number to confirm that the right list has been chosen.

## Directory

You can enter the Dual Tone Multi-Frequency (DTMF) digits corresponding to the first few letters of a user’s name and Strategy plays the recorded name (User ID and optionally the extension) that matches the combination of entered digits. You can then select the name or go on to the next name in the directory.

Each User ID can be identified with up to two names. These names are entered into the automated directory by the System Administrator and enhance the directory’s search/find capabilities. Common choices for the names are the first and last names of the user or the last name of the user and a commonly misspelled version of the last name.

## User Options

You can set your telephone for Do Not Disturb (DND) or call screening, select or record a busy greeting (plays when your telephone is busy), and designate where or how you are notified of a message.

The following is a brief description of each of the options. Please see [“Change Your User Options” on Page 53](#) for more detailed information.

**Important!** *The System Administrator must activate these features for them to be available.*

- ◆ **Do Not Disturb (DND)** – Strategy automatically sends calls to your User ID (mailbox) without first ringing your telephone.
- ◆ **Call Screening** – 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 an announcement.
- ◆ **Busy Greeting** – You can record your own custom busy greeting that plays when callers reach your extension, and it is busy.

- ◆ **Message Notification** – Your User ID can have up to 10 notification records programmed by the System Administrator with a specific notification method (message waiting lights, pagers, voice, etc.) and the time/day when that notification record applies.

Once you have turned on a specific notification record, Strategy automatically calls you at the designated number and with the chosen method to notify you of your messages.

## User Prompts

The Strategy system prompts only for menu options available to you. You do not hear prompts for options:

- ◆ Not supported by your Strategy system (e.g., fax, future delivery)
- ◆ Not configured for your mailbox by the System Administrator (e.g., guest users, do not disturb).

Check with your System Administrator to verify which user options are available to you.

## User Tutorial (New User)

*(Only Supported by Strategy DK & Flash Software Version 3R and higher)*

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

- ◆ Recording his/her name (if required)
- ◆ Recording a personal greeting for the mailbox
- ◆ Changing the default security code

Once the Strategy tutorial is completed successfully, it cannot be replayed.

When you log on to the Stratagy Voice Prcessing system for the very first time, you hear a tutorial that walks you through the following basic steps:

- ◆ Record your name (if required) for the directory. Your name is announced whenever you log onto your mailbox(varies by system), the directory is accessed, the system greeting is selected, or when another Stratagy user sends a message to you.
- ◆ Record your personal greeting. Your personal greeting automatically plays when you are not available to answer your telephone.
- ◆ Change the default security code for your mailbox to ensure privacy. You should change it on a regular basis.

**Note** If you do not complete the tutorial before hanging up, Stratagy saves any completed portion (e.g., your name recording) and restarts where you left off the next time you log on to your mailbox. Once the Stratagy tutorial is completed successfully, it cannot be replayed.

This chapter instructs you on accessing and exiting your mailbox and outlines the tutorial steps.

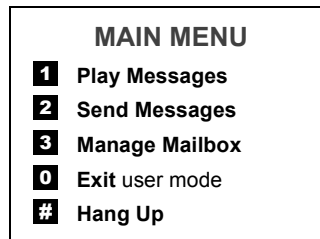
## Step 1: Access Your Mailbox

The Main Menu (see [Figure 4](#)) is your starting point for all of Strategy's messaging features. Pressing **999** from most menus returns you to the Main Menu.

To access your mailbox, you need to know:

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

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



**Figure 4** Main Menu

Each time you access your User ID (mailbox), Strategy announces:

- ◆ Your name (and extension, if applicable)

**Note** Prior to recording your name (and extension), your mailbox number is announced. See [Step 2: "Record Your Name" on Page 18](#) for instructions on recording your name. Some Strategy systems may not be configured to play your name when you log on to your mailbox.

- ◆ The number of new and saved messages you have in your message queue(s)
- ◆ The number of messages that will be purged upon exiting your mailbox, if applicable

Strategy then plays the Main Menu options (see [Figure 4](#)).

If you receive new messages while you are logged on to your mailbox, Strategy informs you that you have new messages when you return to the Main Menu.

- |  |  |
|--|--|
| <ol style="list-style-type: none"><li>1. From an internal telephone, call Strategy on _____<br/>...or from an external telephone, call Strategy on _____.</li><li>2. When Strategy answers, press *.</li><li>3. Enter your User ID + #.</li><br/><li>4. Enter the default security code + #.<br/><br/>If you make a mistake while entering the code, you can press ** to re-enter<br/><br/>...or if you wait until the prompt plays, you can press * and re-enter.</li></ol> | <p>The system answers with your standard company greeting.</p> <p>Strategy prompts you to enter your User ID.</p> <p>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.</p> <p>Strategy prompts you to enter your security code.</p> <p>You are now in your mailbox. Strategy plays your name and the number of messages you have and then prompts you with a list of choices from the Main Menu (see <a href="#">Figure 4</a>).</p> |
|--|--|

## Step 2: Record Your Name

Your name is announced whenever you log onto your mailbox, the directory is accessed, the system greeting is selected, or when a message is sent by another Strategy user.

**Note** Some Strategy systems may not be configured to play your name when you log on to your mailbox.

When you first enter your mailbox, the Strategy tutorial prompts you to record your name and walks you through the entire recording sequence. You can re-record your name at any time ([See “Record Your Name” on Page 58](#)).

- 
1. At the tone, state your name slowly and clearly (if you like, you can also state your extension).
  2. Press **#** when done.
  3. After your name plays, press:
    - 1** To accept the recording
    - 2** Re-record

Strategy plays your name recording.

Your recording becomes part of your mailbox and Strategy prompts you to record your personal greeting.

Strategy returns you to the record your name prompt.

## Step 3: Record Your Personal Greeting(s)

The tutorial now prompts you to record your personal greeting. This greeting becomes your personal Greeting #1. You can record up to six other greetings (See [“Create or Record Over a Personal Greeting” on Page 49](#) for instructions).

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.

### Sample Greeting

“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.”

- 
1. At the tone, begin recording your message

The following information should be included in your Personal Greeting:

- ◆ Your name
- ◆ Company and/or department
- ◆ Date
- ◆ Your availability
- ◆ Instructions to leave a detailed message
- ◆ Call coverage options

2. Press **#** when done.
3. After your greeting plays, press:
  - 1** To accept the recording
  - 2** Re-record

Stratagy plays your greeting.

Your greeting becomes Personal Greeting #1 and Stratagy prompts you to change your security code.

Stratagy returns you to the record your greeting prompt.

## Step 4: Change Your Security Code

The tutorial prompts you to change your mailbox's security code from the preassigned code. You should change your security code on a regular basis thereafter to ensure the privacy of your messages and personal greetings (See "Change Your Security Code" on Page 56).

1. Enter your new security code + #.	The minimum and maximum number of digits for the security code are determined by your System Administrator for confirmation on the number.
2. Re-enter your new security code + #.	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.

You have completed the tutorial. Stratagy announces "mailbox number xxx is enabled," plays your recorded name and announces the number of messages in your mailbox. You can now perform any of the functions available on the Stratagy Main Menu or exit the mailbox.

## Step 5: Exit Your Mailbox or User Mode

➤ To exit your mailbox, press # to hang up from Toshiba telephone systems  ...or to exit the user mode, press 0.	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 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:

- ◆ Access Messages
- ◆ Play your messages
- ◆ Playback Controls
- ◆ Special functions

Depending upon your telephone system and telephone, a message waiting light is 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 or only Pending messages remain (See “[Message Queues](#)” on [Page 5](#)). The Message Waiting LED remains ON only if there are *new* messages in the queue.

## Access Messages

Once you press **1** to play your messages (see [Figure 6](#)), the following telephone keys assist you in going through your messages:

- 1** Takes you to the next message or back to the top of the queue when you have reached the last message in the queue.
- \*1** Replays the current message.

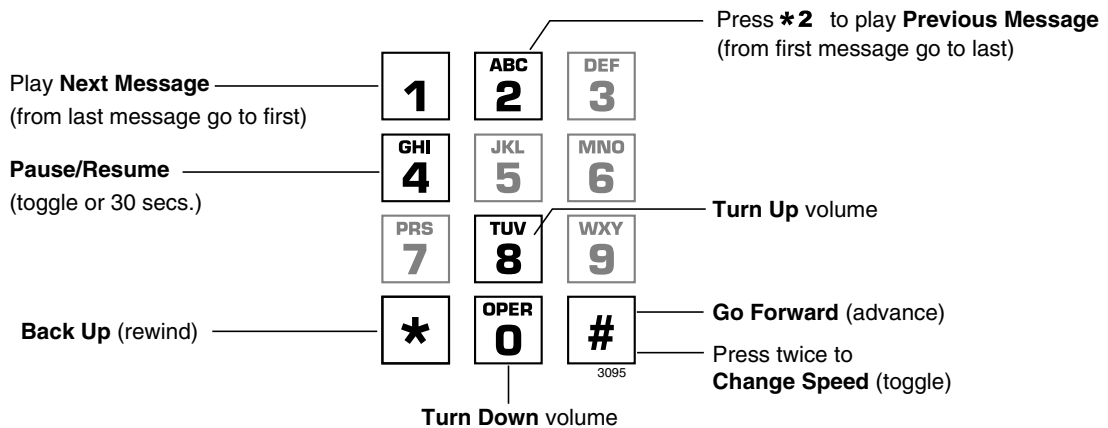
**\*2** Takes you to the previous message or back to the last message in the queue when you have reached the top of the message queue.

**77** Toggles between the New and Saved Message Queues.

If new messages arrive while you are accessing your mailbox, Strategy notifies you that a new message is in the queue upon returning to the Main menu.

## Playback Controls

While playing a message, you can pause, control the volume, location, and speed of playback using the following keys (see Figure 5).



**Figure 5 Playback Controls**

**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.

**1 Play Next Message**

Plays next message in queue. If you are at the last message in the queue, goes to the first message in the same queue.

**\*2 Plays Previous Message**

Plays previous message in queue. If you are at the first message in the queue, goes to the last message in the queue.

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

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

**8 Turn Up Volume, 0 Turn Down Volume**

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

**\* Back Up (rewind)**

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

**# Go Forward (advance)**

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

**## Change Speed (toggle)**

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

# 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) you have in your mailbox. If your mailbox is empty, the Strategy prompts do not include “press **1** to play messages.”

When you press **1** from the Main Menu to play messages (Figure 6), Strategy automatically accesses the New Message Queue. If no messages exist in the New Message Queue, Strategy automatically accesses the Saved Message Queue.

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<sup>†</sup>
    - 1 Immediate Fax** print of current fax message<sup>†</sup>
    - 2 Send Fax** to fax machine for print<sup>†</sup>
    - 4 Message Date and Time**
    - 5 Future Delivery Review** (Play, Save, Delete)<sup>†</sup>
    - 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 the Main Menu

While playing a message, you can press:

- 4 Pause/Resume** (toggle or 30 seconds)
- 8 Turn Up** volume<sup>†</sup>
- 0 Turn Down** volume<sup>†</sup>
- \* Backup** (rewind)
- # Go Forward** (advance)
- # # Change Speed** (toggle)<sup>†</sup>

<sup>†</sup> Not supported by all systems.

**Figure 6** Play Messages menu

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

While the message plays, you can select any of the following options:

- 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

2. (Optional) While the message plays or immediately after, you can select *one* of the following:

- 1** Play the next message
- 2** Save the current message

A message plays.

Once you play a message, Strategy prompts you with the Play Messages Menu until you press **9** to exit the menu or you activate another selection.

Skips to the beginning of the next message.

**Note** If you reach the end of your messages, pressing **1** takes you back to the top of the same queue.

Saves the current message. The Play Messages Menu plays.

- |                                       |   |
|---------------------------------------|---|
| <b>3</b> Delete the current message   | Flags the current message for deletion. 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.<br><br><b>Note</b> Strategy can be programmed to delete messages after a preset length of time. Consult your System Administrator. Strategy notifies you before purging messages. |
| <b>5</b> Forward the current message  | With the exception of private messages, all messages can be forwarded to a single user, multiple users, or a destination list. See <a href="#">“Forward a Message” on Page 37</a> for details on this feature.  |
| <b>6</b> Reply to the current message | 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 <a href="#">“Reply to the Current Message” on Page 40</a> for details on this feature.   |
| <b>7</b> Special Functions            | Strategy prompts with the options. See <a href="#">“Special Functions” on Page 27</a> for instructions on using this option.  |
| <b>*1</b> Replay the current message  | The current message plays from the beginning.   |
| <b>*2</b> Play the previous message   | The previous message plays from the beginning.<br><br><b>Note</b> If you are at the top of the message queue, pressing <b>*2</b> takes you to the bottom of the same queue.   |
| <b>9</b> Return to Main 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 Main Menu.   |

## Special Functions

You can print or send faxes, check the date and time a message was sent, or review a message set for future delivery in the Play Messages menu.

When you play a message, this option is available by pressing **7** Special Functions.

**Note** Some Strategy systems do not support the Immediate Fax, Send Fax or Future Delivery Review options. See your System Administrator for the specific operation of your system.

➤ Press an option number:

**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). Strategy prompts for the fax machine's telephone number.

**4** Message Date and Time

The date and time the message was received plays, followed by the entire message.

**Note** 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

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

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

- |   |   |
|---|---|
| <b>1</b> Play the next message                | Skips to the beginning of the next future delivery message.   |
| <b>2</b> Save the current message             | Saves the current future delivery message.  |
| <b>3</b> Delete the current message           | Flags the current future delivery message for deletion. 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.<br><br><b>Note</b> Future delivery is not supported by all Strategy Systems.   |
| <b>9</b> 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.  |
| <b>6</b> Continuous Delete                    | Deletes multiple messages at one time in your New or Saved Message Queue without additional action from you.<br><br><b>Note</b> See the Continuous Play feature on <a href="#">Page 29</a> before using Continuous Delete.<br><br>The number of messages deleted is based on a preset length of time (designated in minutes) set by your System Administrator on a system-wide basis.<br><br><b>Important!</b> <i>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 <b>6</b> for continuous delete.</i> |
| <b>7</b> New/Saved message queue (toggle)     | Ask your System Administrator to verify that you have this option.<br><br>This feature operates as a toggle; use it to move back and forth between the New and Saved Message Queues.  |



**8** Continuous Play

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.

**9** Return to previous menu

Stratagy returns to the Play Messages Menu.



You can record and send a message from any tone-dialling telephone to a user, several users, or to a personal or system distribution list. See [Figure 8 on Page 33](#) for a list of available options on the Send Messages Menu.

This chapter covers:

- ◆ Recording Controls
- ◆ Send a message
- ◆ Forward a message
- ◆ Reply to the current message
- ◆ Special Delivery Options
- ◆ Future Delivery

# Recording Controls

While recording a message, you can pause/resume the recording or end the recording using the following keys (Figure 7 on Page 32).

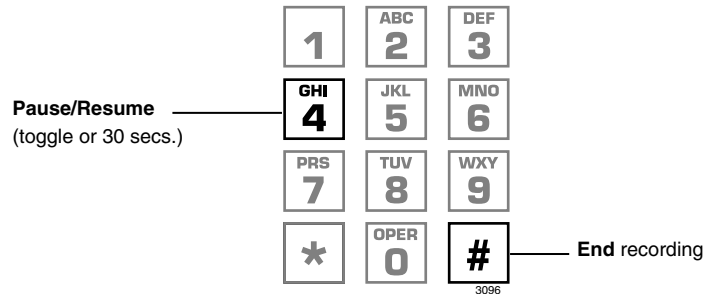


Figure 7 Recording Controls

## 4 Pause/Resume (toggle or 30 seconds)

At any time while recording messages to another mailbox in the system, you can press **4** to pause for 30 seconds. The message resumes recording as soon as you press **4**. Stratagy prompts you with, “Begin recording...(Beep)”.

If within the 30 seconds you do not press **4**, Stratagy restarts another 30-second pause. If during the 30-second pause you:

- ◆ Do not press any key, Stratagy assumes you have cancelled the message and returns to the Main Menu.
- ◆ Press **#**, Stratagy returns you to the Send Messages Menu and you can send, review or record over the message.

## # End Recording

After recording a message, press **#** to end the recording.

# Send a Message

Using the Send Message Menu (Figure 8), you can record a message and send it to a single mailbox or multiple destinations (e.g., personal or system distribution list), forward a message (with a comment), or reply a message sent to you.

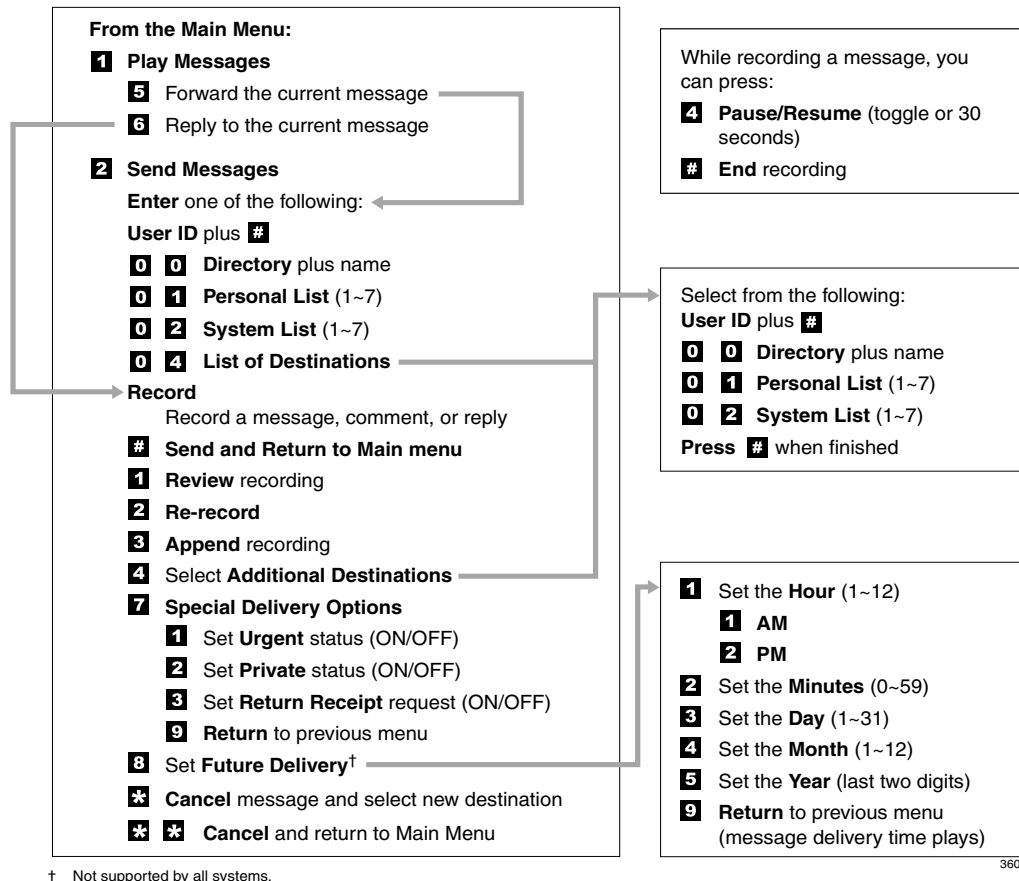


Figure 8 Send Messages Menu

1. From the Main Menu, press **2** Send Messages.
  
2. Enter a User ID and press **#**. Press **#** again to record a message without playing the user's name.  
  
...or select *one* of the following destinations:  
  - 00** Directory  
Enter the first few letters of the first or last name (Q=7, Z=9).  
Press **#** to select the name as the destination  
  
...or **1** to hear the next name  
  
...or **\*** to cancel your entry and re-enter.
  - 01** Personal List  
Enter a list number (**1~7**).

---

Strategy prompts you to enter the destination (i.e., User ID, Personal or System 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.

**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 the person's name.

Strategy plays the first name that matches the combination of letters you entered.

You are prompted for the destination list number.

Strategy plays the list comment or number for confirmation. See ["Manage Your Lists" on Page 62](#) to create or revise a destination (distribution) list.

**02** System List

Enter a list number (**1~7**).

**04** Multiple Destinations

3. Record a message after the tone. When finished, press **#**.

While recording, you can press **4** to pause/resume (toggle or 30 seconds) the recording.

4. Press **#** again to send the message immediately

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.

You are prompted for the destinations: **User ID**, **01** Personal List and/or **02** System List. You can enter up to 33 destinations. A list counts as 1.

**Note** Not all Strategy Systems support the Multiple Destinations feature.

At any time while recording a message, you can press **4** to pause the recording for 30 seconds. The message resumes recording as soon as you press **4** again. Strategy prompts you with, “Begin recording... (Beep).”

If within the 30 seconds you do not press **4**, Strategy restarts another 30-second pause. If during the second 30-second pause you:

- ◆ Do not press any key, Strategy assumes you have cancelled the message and returns to the Main Menu.
- ◆ Press **#**, Strategy returns you to the Send Messages Menu and you can send, review or record over the message.

**Note** Not all Strategy Systems support the pause during recording feature.

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

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

...or before sending the message, you can use all of the following options in any combination as often as desired.

**1** Review recording

The recording plays.

**2** Rerecord

The system prompts you to record at the beep.

Press **#** when done.

**3** Append recording

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

Press **#** when done.

**4** Select Additional Destinations

Send the message to additional destinations. (See [Step on Page 41](#) for instructions.) You may repeat this step as often as necessary.

**7** Special Delivery Options

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.

See [“Special Delivery Options” on Page 43](#) for instructions on using this option.

**8** Set Future Delivery

You can have your message delivered at a future specified time and date. See [“Future Delivery” on Page 44](#) for instructions on using this option.

**Note** Not all Strategy Systems support Future Delivery.

\* Cancel message and select new destination

Cancels the message and returns you to [Step on Page 41](#).

\*\* Cancel and Return to the Main Menu

Cancels the message and returns you to the Main Menu.



## Forward a Message

Any message sent to you can be forwarded to a single destination or a personal or system distribution list. When forwarding a message, recording a message (comment) is optional.

1. From the Play Messages Menu, press **5** Forward the current message.
2. Enter a User ID and press **#**. Press **#** again to record a message without playing the user's name.

...or select *one* of the following destinations:

### **00** Directory

Enter the first few letters of the first or last name (Q = 7, Z = 9).

Press **#** to select the name as the destination

...or **1** to hear the next name

...or **\*** to cancel your entry and re-enter.

### **01** Personal List

Enter a list number (**1~7**).

Strategy prompts you to enter the destination (i.e., User ID, Personal, System List or Multiple Destinations).

Strategy plays the user's name or User ID for confirmation.

**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 the person's name.

Strategy plays the first name that matches the combination of the letters you entered.

You are prompted for the destination list number.

Strategy plays the list comment or number for confirmation. See [“Manage Your Lists” on Page 62](#) to create or revise a destination (distribution) list.

**02** System List

Enter a list number  
(**1~7**).

**04** Multiple  
Destinations

3. (Optional) Record a message (comment) after the tone. When finished, press **#**.

While recording, you can press **4** to pause/resume (toggle or 30 seconds) the recording.

4. Press **#** again to forward the message immediately

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.

You are prompted for the destinations: **User ID, 01** Personal List and/or **02** System List. You can enter up to 33 destinations. A list counts as 1.

**Note** Not all Strategy Systems support the multiple destinations feature.

At any time while recording a message, you can press **4** to pause the recording for 30 seconds. The message resumes recording as soon as you press **4** again. Strategy prompts you with, "Begin recording... (Beep)."

If within the 30 seconds you do not press **4**, Strategy restarts another 30-second pause. If during the second 30-second pause you:

- ◆ Do not press any key, Strategy assumes you have cancelled the message and returns to the Main Menu.
- ◆ Press **#**, Strategy returns you to the Send Messages Menu and you can send, review or record over the message.

**Note** Not all Strategy Systems support the pause during recording feature.

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

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

...or before sending the message, you can use all of the following options in any combination as often as desired.

- |   |   |
|---|---|
| <p><b>1</b> Review recording</p>                          | The forwarding comment plays.   |
| <p><b>2</b> Rerecord<br/>Press # when done.</p>           | The system prompts you to record the comment at the beep.   |
| <p><b>3</b> Append recording<br/>Press # when done.</p>   | The appended forwarding comment plays after the already recorded message comment. The system prompts you to record at the beep.   |
| <p><b>4</b> Select Additional Destinations</p>            | Send the forwarded message to additional destinations. (See <a href="#">Step 2 on Page 37</a> for step-by-step instructions.) You may repeat this step as often as necessary.   |
| <p><b>7</b> Special Delivery Options</p>                  | 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.<br><br><a href="#">See “Special Delivery Options” on Page 43</a> for instructions on using this option. |
| <p><b>8</b> Set Future Delivery</p>                       | You can have your message delivered at a future specified time and date. <a href="#">See “Future Delivery” on Page 44</a> for instructions on using this option.<br><br><b>Note</b> Future Delivery is not supported on all Strategy Systems.                                     |
| <p><b>*</b> Cancel message and select new destination</p> | Cancels the message and returns you to <a href="#">Step 2 on Page 37</a> .  |
| <p><b>**</b> Cancel and Return to the Main Menu</p>       | 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 do not have to select the source of the message as a destination since Stratagy “remembers” it. You can send the reply to additional destinations.

When the originator(s) receives and plays the reply, he/she hears the prompt, “Reply message from [name or User ID].”

**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 have to “send” a message to respond.*

1. From the Play Messages Menu, press **6** Reply to the current message.
2. Record your reply after the tone. When finished, press **#**.

While recording, you can press **4** to pause/resume (toggle or 30 seconds) the recording.

You are prompted to record your reply to the message.

At any time while recording a message, you can press **4** to pause the recording for 30 seconds. The message resumes recording as soon as you press **4** again. Stratagy prompts you with, “Begin recording... (Beep).”

If within the 30 seconds you do not press **4**, Stratagy restarts another 30-second pause. If during the second 30-second pause you:

- ◆ Do not press any key, Stratagy assumes you have cancelled the message and returns to the Main Menu.
- ◆ Press **#**, Stratagy returns you to the Send Messages Menu and you can send, review or record over the message.

**Note** Pause during recording is not supported on all Stratagy systems.

3. Press **#** again to send the reply immediately

...or before sending the reply, you can use the following options in any combination as often as desired.

- 1** Review recording

- 2** Rerecord

Press **#** when done.

- 3** Append recording

Press **#** when done.

- 4** Select Additional Destinations

Enter a User ID and press **#**. Press **#** again to record a reply without playing the user's name.

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

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

The recording plays.

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

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

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

Stratagy plays the user's name or User ID for confirmation.

**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.

...or select *one* of the following destinations:

**00** Directory

Enter the first few letters of the first or last name (Q = 7, Z = 9).

Press **#** to select the name as the destination

...or **1** to hear the next name

...or **\*** to cancel your entry and re-enter.

**01** Personal List

Enter a list number (**1~7**).

**02** System List

Enter a list number (**1~7**).

**7** Special Delivery Options

You are prompted to enter the person's name.

Strategy plays the first name that matches the combination of the letters you entered.

You are prompted for the destination list number.

Strategy plays the list comment or number for confirmation. See [“Manage Your Lists” on Page 62](#) to create or revise a destination (distribution) list.

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.

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.

See [“Special Delivery Options” on Page 43](#) for instructions on using this option.

- |  |  |
|--|--|
| <p><b>8</b> Set Future Delivery</p>          | <p>You can have your message delivered at a future specified time and date. See “Future Delivery” on <a href="#">Page 44</a> for instructions on using this option.</p> <p><b>Note</b> Future Delivery is not supported on all Strategy Systems.</p> |
| <p>* Cancel reply</p>                        | <p>Cancels the reply and returns you to <a href="#">Step 2 on Page 40</a>.</p>   |
| <p>** Cancel and Return to the Main Menu</p> | <p>Cancels the message and returns you to the Main Menu.</p>   |

## Special Delivery Options

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.

When you send, forward or reply to a message, this option is available by pressing **7** Special Delivery Options.

- |   |   |
|---|---|
| <p>➤ Enter an option number:</p>  |   |
| <p><b>1</b> Set Urgent status (toggle)</p> <p>To remove the urgent status, press <b>7</b> then <b>1</b> again.</p>    | <p>Urgent messages play first in the New Message Queue.</p> |
| <p><b>2</b> Set Private status (toggle).</p> <p>To remove the private status, press <b>7</b> then <b>2</b> again.</p> | <p>Private messages cannot be forwarded.</p>                |

- 3** Set Return Receipt request (toggle)

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

- 9** Return to previous menu

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

**Note** A message that is only partially heard (for five seconds or longer) sends back a return receipt to the sender.

Stratagy returns you to the previous menu.

## Future Delivery

Stratagy can be configured so that your message is delivered at a future specified time and date. After marking the message for future delivery, you can review (play, save, delete) the message at any time before it is sent. [See Chapter 3 – Play Messages](#) for instructions on using the Future Delivery Review option.

When you send, forward or reply to a message, this option is available by pressing **8** Set Future Delivery. You can choose any or all of the selections.

**Note** Future Delivery is not supported by all Stratagy systems. Check with your System Administrator to find out if your system is configured for this feature.

- 
- 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**)

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, if you have recorded a message and 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.

Stratagy prompts you to select AM or PM.



**4** Set the Month  
(**1~12**)

**5** Set the Year (last two  
digits)

**9** Return to previous  
menu

For example, enter **00** to set 2000.

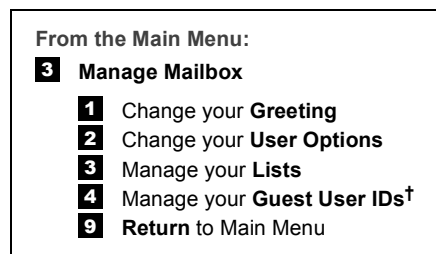
Strategy plays the message delivery time and date and returns you to the previous menu.

**Note** Once the message has been sent, you can review, continue to send (save), or delete this message using the Future Delivery Review option on the Play Messages Menu. (See [Chapter 3 – Play Messages](#)).



Strategy provides special options to customise and manage your mailbox features (see [Figure 9](#)). These include:

- ◆ Change your Greeting
- ◆ Change your User Options
- ◆ Manage your Lists
- ◆ †Manage your Guest User IDs
- ◆ †User Guest User IDs



† Not Supported by all Strategy Systems

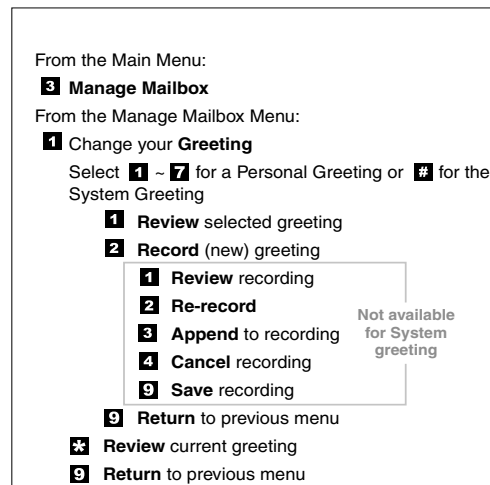
**Figure 9**    **Manage Mailbox Menu**

## 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.

This section discusses the three basic greeting controls shown in [Figure 10](#):

- ◆ Create or record over a personal greeting
- ◆ Change your greeting selection
- ◆ Review a greeting



3608

**Figure 10** 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.

- |   |   |
|---|---|
| 1. From the Manage Mailbox Menu, press <b>1</b> Change your Greeting. | Strategy prompts with a list of options from the Change your Greeting Menu (see <a href="#">Figure 9</a> ).   |
| 2. Enter a number from <b>1~7</b> .                                   | Your greeting is 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 plays. You can re-record a greeting at any time. |
| 3. Press <b>2</b> to record the greeting (speak slowly and clearly).  | The following information should be included in your Personal Greeting:   |
| 4. Press <b>#</b> when done.  | <ul style="list-style-type: none"> <li>◆ Your name</li> <li>◆ Company and/or department</li> <li>◆ Date</li> <li>◆ Your availability</li> <li>◆ Instructions to leave a detailed message</li> <li>◆ Call coverage options</li> </ul>                |

### Sample Greeting

“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.”

5. (Optional) After recording, you can press:
  - 1** Review recording
  - 2** Re-record  
Press **#** when done.
  - 3** Append recording  
Press **#** when done.
  - 4** Cancel recording
  - 9** Save recording
6. Press **9** to return to the previous menu.
7. Press **1** and select another greeting number (**1~7**).
8. Repeat [Step 3 on Page 49](#).
9. To return to the Main menu, press **999**.

The complete greeting plays.

The system prompts you to record at the beep.

Appending a greeting enables you to add information to the end of your already recorded greeting. The system prompts you to record at the beep.

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

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.

You are given the option to record another greeting.

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

Stratagy plays the Main Menu options.

## Change Your Greeting Selection

1. From the Main Menu, press <b>3</b> Manage Mailbox.	Strategy plays the Manage Mailbox Menu.
2. Press <b>1</b> Change your Greeting.	Strategy prompts with a list of options from the Change Your Greeting Menu (see <a href="#">Figure 10</a> ).
3. Enter a personal greeting number ( <b>1~7</b> ) ...or <b>#</b> to select the system greeting.	Your callers hear the selected greeting when you do not answer or when your telephone is busy. Your callers hear the system greeting when you do not answer or when your telephone is busy.
	<p><b>Note</b> If you have recorded a busy greeting, this greeting does not play when your telephone is busy (See <a href="#">“Create or Record Over a Personal Greeting”</a> on <a href="#">Page 49</a> for details).</p> <p><b>Important!</b> <i>The last greeting selected or recorded is the greeting that callers hear as your User ID greeting.</i></p>
...or <b>*</b> to review the current greeting.	The current greeting plays.
4. Press <b>9</b> to return to the previous menu	Strategy returns to the previous menu.
...or <b>99</b> to return to the Manage Mailbox Menu	The Manage Mailbox Menu plays.
...or <b>999</b> to return to the Main Menu.	The Main Menu plays.

## Review a Greeting

1. From the Main Menu, press **3** Manage Mailbox.
2. Press **1** Change your Greeting.
3. Press **\*** to review the current greeting  
  
...or enter a number from **1~7**, then press **1** to review the greeting. Press **9** to return to previous menu.
4. Press **9** to return to the Manage Mailbox Menu  
  
...or **99** to return to the Main Menu.

Stratagy plays the Manage Mailbox Menu.

Stratagy plays a list of options from the Change Your Greeting Menu ([Figure 10](#)).

The current greeting plays. Stratagy prompts you with the Change Your Greeting Menu options.

**Note** Pressing **\*** does not affect the current greeting selection.

The greeting plays. Stratagy prompts you with the Change Your Greeting Menu options.



# Change Your User Options

Strategy provides a number of special options to improve time management and productivity (see [Figure 11](#)). For example, the DND feature can provide blocks of time for meetings or projects uninterrupted by the ringing of a telephone.

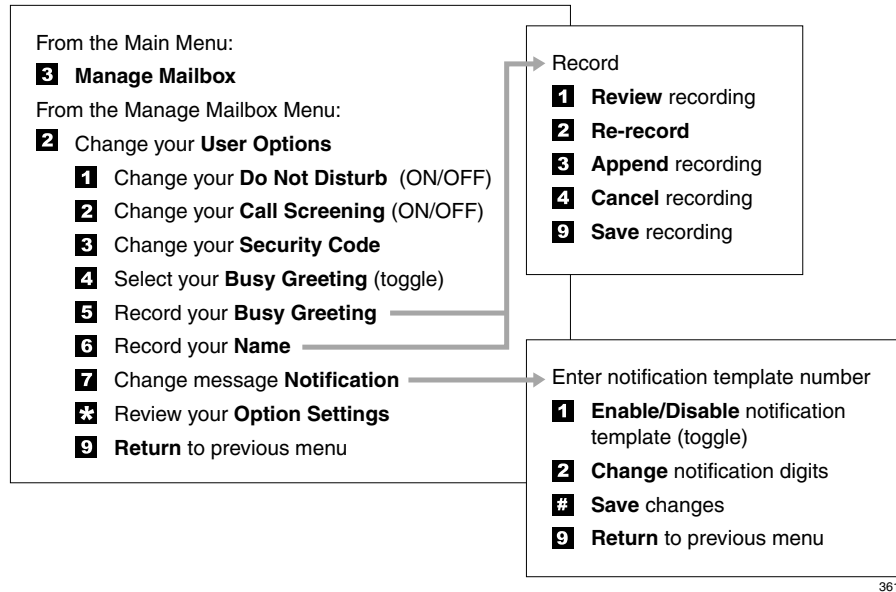


Figure 11 Change Your User Options Menu

**Important!** *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.*

## Change Your Do Not Disturb (DND) Setting

If you set this feature to ON, Stratagy automatically sends calls to your User ID (mailbox) without first ringing your telephone. The System Administrator can also set this feature to turn on or off automatically at pre-scheduled times and/or days of the week.

1. From the Main Menu, press **3** Manage Mailbox.
2. Press **2** Change your User Options.
3. Press **1** Change your Do Not Disturb (ON/OFF).
4. (Optional) Press **1** again to reset the feature, if required.
5. Press **9** to return to the Manage Mailbox Menu ...or **99** to return to the Main Menu.

Stratagy plays the Manage Mailbox Menu.

A prompt verifies the current status of the feature.

**Important!** *DND on the Stratagy voice processing system is different from the DND features for your telephone system. If your telephone comes with a DND button or feature, it works independently from this feature on Stratagy.*

Pressing **1** toggles the DND feature ON and OFF.

You can select another user Manage Mailbox option.

You can select another Main Menu option.

## Change Your Call Screening Setting

If you set this feature to ON, Strategy asks callers for their name and company. Without the caller's knowledge, the system relays that information to you and provides you with special options to handle the call (see Figure 12).

- |   |
|---|
| <ol style="list-style-type: none"> <li><b>1</b> Receive the call</li> <li><b>2</b> Reject the call and let the call forward to your mailbox</li> <li><b>3</b> Transfer the call to another extension with an announcement</li> <li><b>4</b> Transfer the call to another extension without an announcement</li> </ol> |
|---|

**Figure 12 Call Screening Menu**

The System Administrator can also set this feature to turn ON or OFF automatically at pre-scheduled times and/or days of the week.

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. From the Main Menu, press <b>3</b> Manage Mailbox.</li> <li>2. Press <b>2</b> Change your User Options.</li> <li>3. Press <b>2</b> Change your Call Screening (ON/OFF).</li> <li>4. (Optional) Press <b>2</b> again to reset the feature, if required.</li> <li>5. Press <b>9</b> to return to the Manage Mailbox Menu ...or <b>99</b> to return to the Main Menu.</li> </ol> | <p>Strategy plays the Manage Mailbox options.</p> <p>A prompt verifies the current status of the feature.</p> <p>Pressing <b>2</b> toggles the Call Screening feature ON and OFF.</p> <p>You can select another user Manage Mailbox option.</p> <p>You can select another Main Menu option.</p> |
|---|---|

## Change Your Security Code

Each User ID in the system has a security code. The code must be entered by you in order to “log on” to your User ID mailbox, enabling you access to your messages, settings, greetings, etc.

**Note** You can change your security code as often as you wish to ensure the privacy of your messages and personal greetings.

1. From the Main Menu, press <b>3</b> Manage Mailbox.	Strategy prompts with a list of options from the Manage Mailbox Menu.
2. Press <b>2</b> Change your User Options.	Strategy prompts with a list of options from the Change your User Options menu (see <a href="#">Figure 11</a> ).
3. Press <b>3</b> Change your Security Code.	Strategy prompts you to enter your new security code.
4. Enter your new security code + <b>#</b> .	The minimum and maximum number of digits for the security code are determined by your System Administrator. Please ask your System Administrator for confirmation on the number.
5. Re-enter your new security code + <b>#</b> .	Strategy prompts you to re-enter your new security code for verification. After entering the security code a second time, Strategy announces that your security code has been changed.

## Create or Record Over your Busy Greeting

You can record your own custom busy greeting that plays when callers reach your extension and it 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.

If a custom greeting is not recorded, the default system busy greeting plays.

1. From the Main Menu, press <b>3</b> Manage Mailbox.	Strategy plays the Manage Mailbox options.
2. Press <b>2</b> Change your User Options.	

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>3. Press <b>5</b> Record your Busy Greeting.</li> <li>4. Begin recording at the tone. Press <b>#</b> when done.</li> <li>5. (Optional) After recording, you can press:           <ol style="list-style-type: none"> <li><b>1</b> Review greeting</li> <li><b>2</b> Re-record<br/>Press <b>#</b> when done.</li> <li><b>3</b> Append recording<br/>Press <b>#</b> when done.</li> <li><b>4</b> Cancel recording</li> <li><b>9</b> Save recording</li> </ol> </li> <li>6. Press <b>9</b> to return to the Manage Mailbox Menu<br/>...or <b>99</b> to return to the Main Menu.</li> </ol> | <p>Strategy prompts you to record your custom busy greeting.</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 cancelled. The system returns to the previous menu.</p> <p>Strategy tells you that the greeting has been recorded and returns to the previous menu.</p> <p>You can select another user Manage Mailbox option.</p> <p>You can select another Main Menu option.</p> |
|---|---|

## Select Your Busy Greeting

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. From the Main Menu, press <b>3</b> Manage Mailbox.</li> <li>2. Press <b>2</b> Change your User Options.</li> <li>3. Press <b>4</b> Select your Busy Greeting (toggle).</li> <li>4. (Optional) Press <b>4</b> again to reset the feature, if required.</li> </ol> | <p>Strategy plays the Manage Mailbox options.</p> <p>A prompt verifies the current status of the feature.</p> <p>Pressing <b>4</b> toggles between selecting your custom busy greeting and the system busy greeting.</p> |
|--|--|

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

You can select another user Manage Mailbox option.

You can select another Main Menu option.

## Record Your Name

Your name is announced whenever you log onto your mailbox, the directory is accessed, the system greeting is selected, or when a message is sent by another Strategy user.

Strategy prompts you through the entire recording sequence. You can re-record your name at any time simply by repeating these steps.

### Notes

- ◆ Some Strategy systems may not be configured to play your name when you log on to your mailbox.
- ◆ 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.

- 
1. From the Manage Mailbox Menu, press **2** Change your User Options.
  2. Press **6** Record your Name.
  3. At the tone, state your name slowly and clearly (and your extension, if required).  
Press **#** when done.
  4. (Optional) After recording, you can press:  
**1** Review recording

Strategy prompts the Change your User Options Menu ([see Figure 11](#)).

Strategy prompts you to record your name.

Your newly recorded name (and extension) plays.

- |   |  |
|---|--|
| <p><b>2</b> Re-record</p> <p>Press <b>#</b> when done.</p> <p><b>3</b> Append recording</p> <p><b>4</b> Cancel recording</p> <p><b>9</b> Save recording</p> | <p>You can re-record your name (and extension) as often as you wish.</p> <p>You can add a short comment that plays at the end of the recording (for example, a vacation announcement).</p> <p>You can cancel your newly recorded name (and extension) and return to the previous menu.</p> <p>Strategy confirms that your name (and extension) has been recorded and returns to the previous menu.</p> |
|---|--|

## Change Your Message Notification

Your User ID can have up to ten notification records programmed by the System Administrator with a specific notification method (message waiting lights, pagers, voice, etc.) and the time/day when that notification record applies. The repeat count (how many times the notification is attempted) and interval for retrying the notification is also set.

Once you have turned on the notification record numbers, Strategy automatically calls you at the designated number and with the chosen notification method.

Using the Change Message Notification option, you can enable/disable a notification method and/or change the notify phone number.

- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>1. From the Main Menu, press <b>3</b> Manage Mailbox.</li> <li>2. Press <b>2</b> Change your User Options.</li> <li>3. Press <b>7</b> Change message Notification.</li> </ol> | <p>Strategy plays the Manage Mailbox options.</p> |
|--|---|

- |  |   |
|--|---|
| <p>4. Enter the notification template number (<b>1~10</b>).</p>  | <p>Stratagy confirms the template number, spells the template title, states whether the template is enabled or disabled, and tells you the phone number (if applicable).</p> <p><b>Note</b> 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.</p>  |
| <p>5. Press an option number:</p> <ul style="list-style-type: none"><li><b>1</b> Enable/disable notification template (toggle)</li><li><b>2</b> Change notification digits<br/><br/>Enter the new notification telephone number's digits and press <b>#</b>.</li><li><b>#</b> Save changes</li><br/><li><b>9</b> Return to previous menu</li></ul> | <p>Pressing <b>1</b> toggles the notification template between Enable and Disable. After pressing <b>1</b>, a prompt verifies the current status.</p> <p>Stratagy verifies the telephone number entered.</p><br><p>Stratagy tells you that the notification template changes have been recorded. Stratagy returns to the previous menu.</p> <p>Stratagy cancels the change message notification options and returns to the previous menu.</p> |
| <p>6. Press <b>9</b> to return to the Manage Mailbox Menu<br/>...or <b>99</b> to return to the Main Menu.</p>  | <p>You can select another user Manage Mailbox option.</p> <p>You can select another Main Menu option.</p>   |



## Review Your Option Settings

- |   |  |
|---|--|
| 1. From the Main Menu, press <b>3</b> Manage Mailbox.   | Strategy plays the Manage Mailbox options.   |
| 2. Press <b>2</b> Change your User Options.   |  |
| 3. Press <b>*</b> 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. |
| 4. Press <b>9</b> to return to the Manage Mailbox Menu<br>...or <b>99</b> to return to the Main Menu. | You can select another user Manage Mailbox option.<br>You can select another Main Menu option.                                       |

## Manage Your Lists

Stratagy provides the ability to create and manage up to seven personal distribution lists. The lists consist of your most frequently accessed User IDs and are used for distributing your messages.

From the Manage Your Lists Menu (see Figure 13), 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.

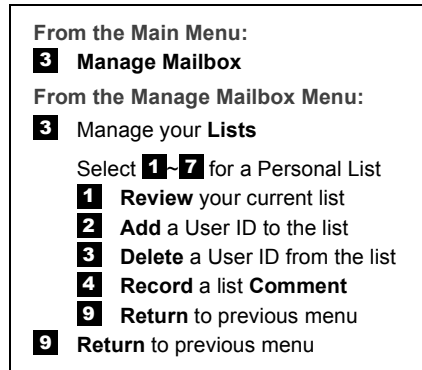


Figure 13 Manage Your Lists Menu

<ol style="list-style-type: none"> <li>1. From the Main Menu, press <b>3</b> Manage Mailbox.</li> <li>2. Press <b>3</b> Manage your Lists.</li> <li>3. Select the desired list number <b>1~7</b>.</li> <li>4. After selecting a list, you can press:             <ol style="list-style-type: none"> <li><b>1</b> Review your current list</li> <li><b>2</b> Add a User ID to the list</li> </ol> </li> </ol>	<p>Stratagy plays the Manage Mailbox Menu.</p> <p>You are prompted to enter an option.</p> <p>The system prompts you with the name (and extension) of each User ID on the list.</p> <p>Stratagy prompts you to enter the User ID.</p>
--	---

- |  |   |
|--|---|
| <p>Enter the User ID.<br/>Press <b>#</b> when done.</p> <p><b>3</b> Delete a User ID<br/>from the list</p> <p>Enter the User ID.<br/>Press <b>#</b> when done.</p> <p><b>4</b> Record a list<br/>Comment</p> <p>Record your<br/>comment. Press <b>#</b><br/>when done.</p> <p>5. Press <b>9</b> to return to the<br/>previous menu</p> <p>...or <b>99</b> to return to the<br/>Manage Mailbox Menu</p> <p>...or <b>999</b> to return to the<br/>Main Menu.</p> | <p>The name (and extension) plays. You can add<br/>additional User IDs as needed.</p> <p>Stratagy prompts you to enter the User ID.</p> <p>The name (and extension) plays. The system<br/>prompts “Deleted.”</p> <p>When sending a message, the comment plays each<br/>time the destination list is selected.</p> <p>Stratagy prompts you to record the comment.</p> <p>Stratagy returns to the previous menu.</p> <p>You can select another Manage Mailbox option.</p> <p>You can select another Main Menu option.</p> |
|--|---|

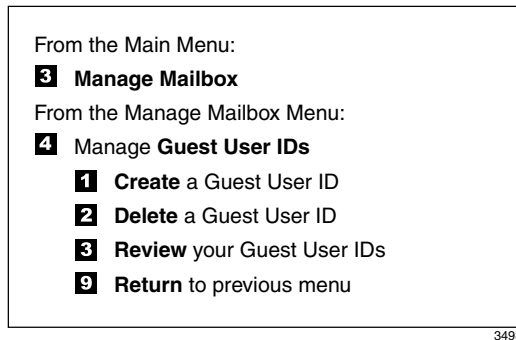
## Manage Guest User IDs

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 14](#)).

**Note** Some Strategy systems do not support the Manage Guest User IDs option. See your System Administrator for the specific operation of your system.



**Figure 14** Manage Guest User IDs Menu

1. From the Main Menu, press <b>3</b> Manage Mailbox.	Strategy plays the Manage Mailbox Menu.
2. Press <b>4</b> Manage Guest User IDs.	Strategy plays the Manage Guest User IDs Menu.
3. Select <i>one</i> of the following: <b>1</b> Create a Guest User ID	The system prompts with a Guest User ID number. Be sure to make a note of the number and the person you assign.

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li><b>2</b> Delete a Guest User ID<br/>Enter the User ID.<br/>Press <b>#</b> when done.</li> <li><b>3</b> Review your Guest User IDs</li> </ol> | <p>Stratagy prompts you to enter the User ID.</p> <p>The system confirms the Guest User ID is deleted.</p>  |
| <ol style="list-style-type: none"> <li>4. Press <b>9</b> to return to the Manage Mailbox Menu<br/>...or <b>99</b> to return to the Main Menu.</li> </ol>                            | <p>The system lists your Guest User ID numbers.</p> <p>You can select another user Manage Mailbox option.</p> <p>You can select another Main Menu option.</p> |

## Use Guest User IDs

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

**Note** See [“Access Your Mailbox” on Page 16](#) for more detailed instructions of the following steps.

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Call the Stratagy system.</li> <li>2. Enter <b>998 + #</b>.</li> <li>3. Enter the Host User ID + <b>#</b>.</li> <li>4. Enter <b>*</b> + the Guest User ID + <b>#</b>.</li> <li>5. Enter the security code + <b>#</b>.</li> </ol> | <p>This identifies the caller as a guest user.</p> <p>This identifies the caller as your guest for sending messages to your mailbox (Host ID).</p> |
|--|--|



# Using Strategy with a Toshiba Telephone System

---

## A

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 DK280
- ◆ Strata CT
- ◆ DK40
- ◆ 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, dialling another extension, or dialling 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. These digits are called voice mail code.

### Set Call Forward to Strategy

Skip to [“To forward calls to Strategy” on Page 69](#) 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, enabling callers direct access into your mailbox.

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

---

1. Press [PDN] or [INT].	You hear a dial tone.
2. For Strata DK280/DK40, enter <b>#656</b> ...or for Strata DK16, enter <b>656</b> .	You hear a confirmation tone. Display telephones show “#656 I.D. CODE SET.”  You have completed programming and hear a confirmation tone. Display telephones show “656 I.D. CODE SET.”
3. Enter <b>91</b> .	
4. Enter your Strategy User ID.	
5. Press <b>Redial</b> .	You hear a confirmation tone. Display telephones show “DATA PROGRAMED.”



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 [INT], 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.”

<b>Call Forward Access Codes</b>		
	<b>Strata DK16</b>	<b>Strata DK280, Strata CT and DK40</b>
Call Forward All Calls	<b>601</b>	<b>#601</b>
Call Forward Busy	<b>602</b>	<b>#602</b>
Call Forward No Answer	<b>603</b>	<b>#603</b>
Call Forward Busy No Answer	<b>604</b>	<b>#604</b>

2. Dial the Strategy system number \_\_\_\_\_.

You hear a confirmation tone.

3. (Optional) For Call Forward-No Answer and Call Forward- Busy/No Answer, you can set the number of seconds that your telephone rings before forwarding.

If you pressed a Call Forward button in Step 1, enter the number of seconds (**08~60**)

...or if you pressed a [PDN] or [INT] in Step 1, press **Speed Dial** and enter the number of seconds (**08~60**).

4. Press the same Call Forward button used in Step 1

...or if you used an access code sequence, press **Redial**, then **Spkr**.

**Note** 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

- |   |   |
|---|---|
| <ol style="list-style-type: none"><li>1. Press the appropriate <b>Call Forward</b> button, then <b>Spkr</b><br/>...or press [PDN] or [INT], then enter the appropriate Call Forward access code.</li><li>2. Press <b>Spkr</b> (<b>SPEAKER</b>).</li></ol> | <p>The Call Forward LED turns OFF, or you hear a confirmation tone. Call Forward registration is cancelled.</p> <p>You hear a confirmation dial tone. Display telephones show “CALL FORWARD TO.”<br/>Dialling the access code (e.g., <b>#601</b>) and no station number cancels any Call Forward type.</p> <p><a href="#">See “To forward calls to Strategy” on Page 69</a> for access codes.</p> |
|---|---|

---

## Cancel the Programmed Call Forward Voice Mail Code

- |  |  |
|--|--|
| <ol style="list-style-type: none"><li>1. Press [PDN] or [INT].</li><li>2. For Strata DK280, Strata CT and DK40, press <b>#656</b>.<br/>...or for Strata DK16, press <b>656</b>.</li><li>3. Press <b>Redial</b>.</li><li>4. Press <b>Spkr</b> (<b>SPEAKER</b>).</li></ol> | <p>You hear a dial tone.</p> <p>You hear a confirmation tone. Display telephones show “#656 (or 656) ID CODE SET.”</p> <p>You will hear a confirmation tone. Display telephones show “DATA PROGRAMED.” The voice mail code is cancelled.</p> |
|--|--|

## 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 or MW button” on Page 73](#) 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 [INT].                                  | You hear a dial or confirmation tone after you press the button.  |
| 2. For Strata DK16, press <b>657</b> .                    | You hear a confirmation tone. “657” or “#657” is the Strategy System Identification code for message retrieval from voice mail.   |
| For Strata DK280, Strata CT and DK40, press <b>#657</b> . | Your telephone must have the <b>Speed Dial (REP, SDS)</b> button and the <b>Redial (RDL)</b> button for the <b>#</b> button to function properly while using the Strategy system.   |
| 3. Press <b>92</b> .                                      |   |
| 4. Enter your Strategy User ID + <b>#</b> .               |   |
| 5. Enter your security code + <b>#</b> .                  | By storing your security code, you avoid having to enter your code every time you access your mailbox; however, this will also enable anyone to retrieve your messages from your phone. If a security code is not desired, do not include it. |
| 6. Press <b>Redial</b> .                                  | You hear a confirmation tone. Display telephones show, “DATA PROGRAMED.”  |
| 7. Press <b>Spkr</b> .                                    |   |

► **To retrieve messages with **Msg** or MW button**

- When the Message LED flashes...

For Strata DK280, Strata CT and DK40, press **Msg** or [MW]

...or for the Strata DK16, press [PDN] or [INT] + **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).

► **To cancel automatic retrieval**

- For Strata DK280, Strata CT and DK40, press [PDN] or [INT] + **#657** + **Redial**

...or for the Strata DK16, press [PDN] or [INT] + **657** + **Redial**

**Note** If you have a Toshiba telephone system, [see Chapter 5 – Manage Mailbox](#) 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 works properly.

Depending upon your telephone system and telephone, a message waiting light is 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 or only partially heard messages remain. All unheard messages must be accessed and partially heard, deleted or saved for Strategy to turn off the message waiting light on your telephone.



# Glossary

---

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

Term	Definition
<b>Busy Greeting</b>	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.
<b>Call Screening</b>	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.
<b>Caller</b>	Someone who calls into the Strategy system. A caller can obtain information, leave a message for someone, and/or provide information.
<b>Called Party</b>	The telephone user the caller reached. See "User."
<b>Directory</b>	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.
<b>Do Not Disturb</b>	Do Not Disturb operates in ON/OFF mode. When ON, Strategy automatically sends calls to your User ID (mailbox) without ringing your telephone first.

---

Term	Definition
<b>Fax Messages</b>	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. 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.
<b>FIFO (First In, First Out)</b>	Messages play in either FIFO or LIFO order. FIFO plays messages from oldest to newest.
<b>Future Delivery</b>	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.
<b>Guest User ID</b>	Guest User IDs provide limited access to the Strategy 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.
<b>LIFO (Last In, First Out)</b>	Messages play in either LIFO or FIFO order. LIFO plays messages from newest to oldest.
<b>Mailbox (User ID)</b>	See User ID.
<b>Name Recording</b>	Your name (and optionally, extension) recording is used for the directory, system greeting, and User ID.
<b>New Message Queue</b>	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.



---

Term	Definition
<b>Personal Greetings</b>	<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>
<b>Personal List</b>	<p>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.</p>
<b>Private Messages</b>	<p>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.</p>
<b>Return Receipt</b>	<p>When sending, forwarding, or replying to a message, you can request a return receipt. Strategy 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.</p>
<b>Saved Message Queue</b>	<p>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.</p>
<b>Security Code</b>	<p>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.</p>
<b>System Administrator</b>	<p>The representative in your company responsible for configuring the Strategy system and your mailbox to suit you and your companies needs.</p>

---

<b>Term</b>	<b>Definition</b>
<b>System Greeting</b>	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 Stratagy system. Based on your selection, callers hear the system greeting or a personal greeting.
<b>System List</b>	Destination (distribution) list of User IDs that the System Administrator creates that any user on the Stratagy system can select. When sending messages, you can choose a User ID, personal list, system list, and/or the directory as the destination.
<b>Tone-dialling Telephone</b>	DTMF (Dual Tone Multi-Frequency) push-button tone dialling telephone.
<b>Urgent Messages</b>	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.
<b>User</b>	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.
<b>User ID/User ID Mailboxes</b>	<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>
<b>User Notification</b>	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.

# Index

---

## A

access messages 21  
access your mailbox 16

## B

basic functions  
    delete 26  
    forward 26  
    play 25  
    replay current message 26  
    reply 26  
    save 25  
busy greeting 7  
    record 57  
    select 57

## C

call screening 55  
change  
    security code 20  
    your greeting 48

    your user options 53

continuous

    delete 28  
    play 29

## D

destination

    additional users 36, 39, 41  
    directory 13, 34, 37, 42  
    multiple destinations 35, 38  
    personal list 12, 34, 37, 42  
    system list 13, 35, 38, 42  
    user ID 34, 37, 41

destinations

    multiple distribution 35, 38

directory 34, 37, 42

do not disturb 54

## E

exit mailbox 20

## F

fax messages 6, 27  
FIFO 5

forward message 6, 26, 37  
future delivery 8  
    review 27  
    setting 44

## G

greeting  
    busy 7, 57  
    change 48  
    personal 7  
        change your selection 51  
        create 49  
        record over 49  
    review greeting 52  
    sample 19  
    system 7  
guest user IDs  
    manage 64  
    use 65

## L

LIFO 5  
lists  
    manage 62  
    personal distribution 34, 37, 42  
    system distribution 35, 38, 42

## M

mailbox  
    access 16  
    exit 20  
    manage options 47  
    personalise 4

    security code 20  
manage  
    guest user IDs 64  
    lists 62  
    mailbox 47  
menu  
    change your user options 18, 53  
    greeting 48  
    main 3, 16  
    manage mailbox 47  
    play messages 24  
    send messages 33  
messages  
    access 21  
    additional destinations 36, 39, 41  
    append 36  
    continuous delete 28  
    continuous play 29  
    control  
        back up (rewind) 10  
        change speed 10  
        go forward (advance) 10  
        pause/resume 10, 11, 35, 38, 40  
        play next 9  
        play previous 9  
        volume 10  
    date and time 27  
    destination 12  
    fax 6, 27  
    forward 6, 26, 37  
    future delivery 8, 27, 44  
    new message queue 5, 28  
    notification 59

- play 21
- private 8, 43
- queues 5
- reply 6, 26, 40
- re-record 36
- return receipt request 8, 44
- review recording 36
- saved message queue 5, 28
- send 31
- special delivery options 8
- types 6
- urgent 8, 43

multiple

- distribution destinations 35, 38

## N

Name

- recording 18

new/saved messages 5, 28

notification 59

## P

pause/resume playback 10, 11, 35, 38, 40

personal

- distribution list 34, 37, 42
- greeting 7
  - change your selection 51
  - create 49
  - record over 49

play messages 21

- special functions 27

playback

- back up (rewind) 10

- change speed 10
- continuous delete 28
- continuous play 29
- controls 9
  - go forward (advance) 10
- next message 9
- pause/resume 10, 11, 35, 38, 40
- previous message 9
- replay 26
  - volume 10

private messages 8, 43

## Q

queues 5, 28

## R

record

- busy greeting 57
- controls 11
- messages
  - append
    - comment 39
    - recording 36
    - reply 41
  - re-record
    - comment 39
    - message 36
    - reply 41
  - review
    - comment 39
    - recording 36
    - reply 41

name 18

- personal greeting(s) 19
- reply message 6, 26, 40
  - additional users 41
  - set future delivery 44
  - special functions 43
- return receipt request 8, 44
  
- S**
- security code 15
  - change 20
- send messages 31
- special delivery options
  - private 43
  - return receipt request 44
  - urgent 43
- special functions 27, 43
  - continuous delete 28
  - continuous play 29
  - date/time 27
  - future delivery review 27
  - immediate print all faxes 27
  - immediate print current fax 27
  - new/saved queue 28
  - send fax 27
- Strata DK24/56/96, 8/16 and 280 telephones
  - call forward 68
  - message retrieval 72
- system
  - distribution list 35, 38, 42
  - greeting 7

**T**

Toshiba telephone systems 73

- tutorial
  - new user 14

**U**

- urgent messages 8, 43
- user ID 17, 34, 37, 41
- user options
  - busy greeting 13, 57
  - busy greeting selection 57
  - call screening 13, 55
  - change 53
  - do not disturb 13, 54
  - message notification selection 14, 59
- user prompts 14
- user tutorial (new user) 14

**V**

- volume control 10