Stratagy®

Voice Processing Systems

Release 3

System Administrator Guide

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Publication Information

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Introduction

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

Organization

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

- **System Administrator** tells how to create a system-wide distribution list and describes the available System Administration Menu functions.
- **How Stratagy Operates** covers in detail Stratagy call processing control and the use of User IDs and User ID mailboxes and how Stratagy processes them.
- **Users Menu** provides detailed information on the three Users Menu screens and how to create, modify, copy, delete and list the User ID mailboxes. Includes instructions on accessing and exiting the menu/screens, menu options, and field descriptions for each screen.
- **Auto (Scheduling) Menu** provides detailed information on the Auto (Scheduling) Menu and how to create, modify or disable a record. Includes instructions on accessing and exiting the menu, menu options, field descriptions, and information on how Stratagy uses the records.
- **Notify Menu** provides detailed information on the Notify Menu and how to create, modify or disable a record or template. Includes instructions on accessing and exiting the menu, menu options, field descriptions and information on how Stratagy uses the records.
- **Checklists/forms** provides the following forms to simplify the System Administrator's duties and functions.

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Conventions

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	*Calls attention to important instructions or information.*
CAUTION!	**Advises you that hardware, software applications, or data could be damaged if the instructions are not followed closely.**
`Courier`	Shows a computer keyboard entry or screen display.

Conventions	Description
Helvetica Bold	represents tokens. For example: **M( )**.
Italics	represent parameter and menu/screen field names, and book titles. For example: *hot_box* parameter, *Extension* field.
"Type"	Indicates entry of a string of text.
"Press"	Indicates entry of a single key. For example: Type **prog** then press **Enter**.
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: **Esc** + **Enter**. Entries with spaces between them show a sequential entry. Example: **#** + **5**.
Tilde (~)	Means "through." Example: 350 ~ 640 Hz frequency range.
➤	Denotes the step in a one-step procedure.
➤	Denotes a procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Strata DK Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.

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Action/Response Table

1. *Actions* you perform appear in this column. They can consist of either a single step or a series of numbered steps. 2. When the action you perform results in a screen, menu, etc., the screen displays to the right.	The *immediate response to the action* performed appears in this column. Additional notes and comments are also included.

Related Documents/Media

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

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

- **Stratagy Voice Processing General Description** provides a system overview, available hardware, and features of the Stratagy systems.
- **Installation and Maintenance Manual** provides installation and maintenance requirements and procedures for the Stratagy system. Also includes System Administration forms and instructions on how to configure the system.
- **Stratagy User Guide (Release 3)** provides the procedures necessary to operate the Stratagy system. The Guide includes a tear-out (wallet-size) Quick Reference Guide and a quick reference map (flowchart) outlining Stratagy's features and operation.
- **Quick Reference Guide (Release 3)** provides a quick reference of frequently-used features.
- **Stratagy Library CD-ROM** contains a copy of all Stratagy documentation and enables you to view, print, navigate and search publications.

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

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Overview

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

Note The System Administrator mailbox (User ID 999) cannot be assigned to another User ID number.

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

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

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System Administrator

Your company will assign all or some System Administrator functions to an employee who knows your telephone system, organizational structure, and the needs of your customers and employees. The Technical Service Representative will perform the remaining functions. System Administrator functions may include:

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

System Administrator Menu

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

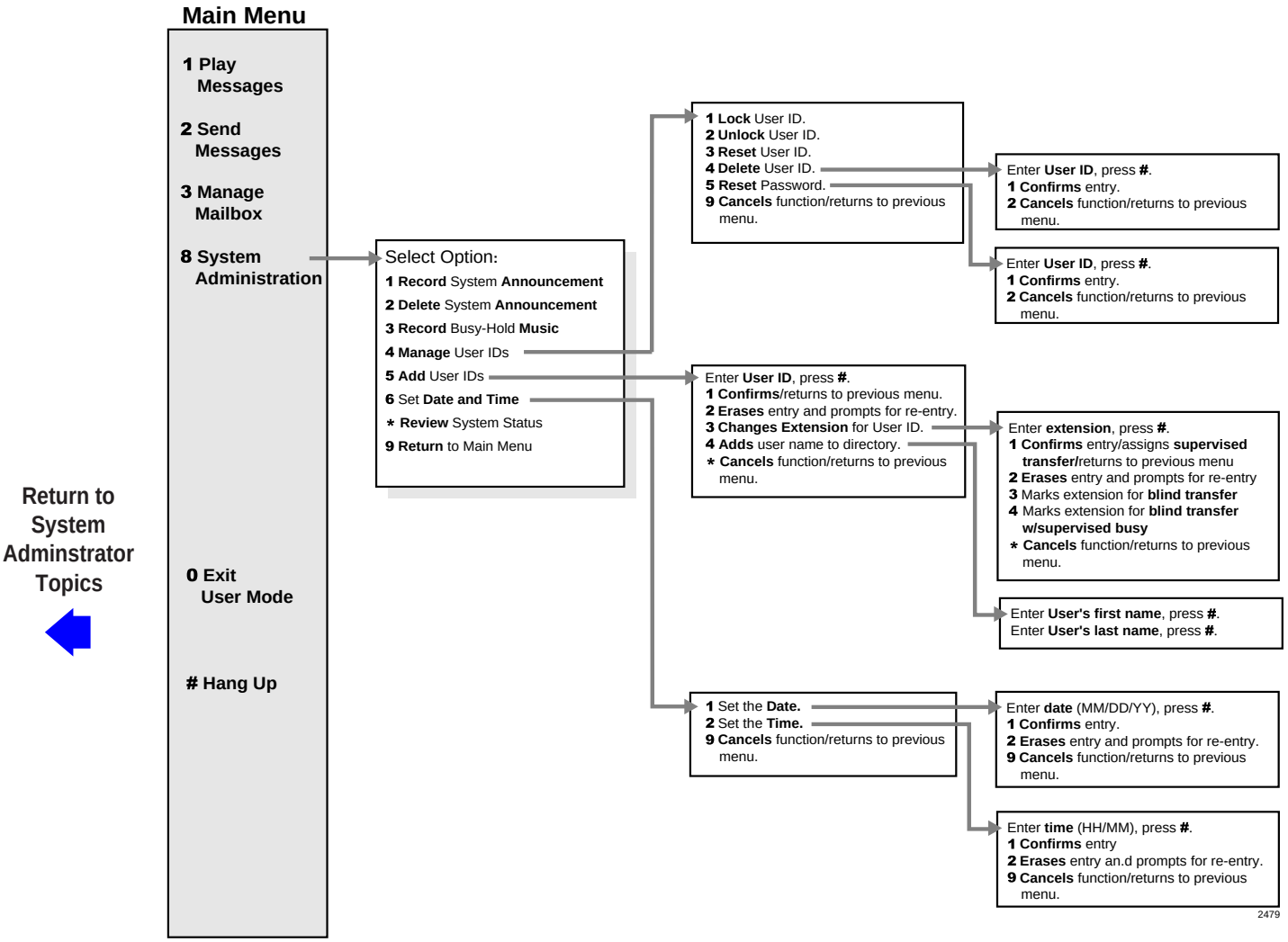

Figure 1 System Administrator Menu

Select Option on System Administration Menu

1. From the Main Menu, press **8**. 2. From the System Administration Menu, press: **1** Record system announcement **2** Delete system announcement **3** Record busy-hold music **4** Manage User IDs **5** Add User IDs **6** Set date and time ***** Review system status **9** Return to Main Menu	The System Administration Menu plays.

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Features

Record System Announcement

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

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

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1. From the Main menu, press **8** System Administration.	You are prompted to enter the User ID.
2. From the System Administration menu, press **1** Record System Announcement.	Stratagy prompts you to record the system announcement.
3. After recording, you can press:	You can repeat options 1~3 as many times as you wish.
1 Review recording	The complete greeting plays.
2 Rerecord Press **#** when done.	The system prompts you to record at the beep.
3 Append recording Press **#** when done.	The appended greeting plays after the already recorded portion of the greeting. The system prompts you to record at the beep.
4 Cancel recording	The greeting is canceled. The system returns to the previous menu.
9 Save recording	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.
4. When finished, press **9**.	Returns to the main menu.

Delete System Announcement

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

1. From the Main menu, press **8** System Administration.	You are prompted to enter the User ID.
2. From the System Administration menu, press **2** Delete System Announcement.	Stratagy confirms the deletion.
3. When finished, press **9**.	Returns to the main menu.

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Record the Busy-Hold Music

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

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

1. From the Main menu, press **8** System Administration.	You are prompted to enter the User ID.
2. From the System Administration menu, press **3** Record Busy-Hold Music.	Stratagy confirms the deletion.
3. When finished, press **9**.	Returns to the main menu.

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Manage User IDs

Manage User IDs enables you to perform special User ID functions.

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

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Add User IDs

1. From the Main menu, press **8** System Administration.	You are prompted to enter the User ID.
2. From the System Administration menu, press **5** Add User IDs.	Stratagy prompts you to enter the User ID.
3. Enter the User ID to be added and press **#**.	Stratagy repeats the User ID entered and prompts you to confirm your entry.
4. Select **one** of the following:	
1 Confirm	Confirms and assigns the User ID, and returns you to the System Administration menu.
2 Erase	Erases first entry and prompts you to re-enter the correct number.
3 Change Extension	Changes the extension number for the User ID. Enter the extension number and press **#**. Stratagy repeats the extension number entered and prompts you for the following: **1** – Confirms and assigns the extension number with a supervised transfer and returns you to Add User ID menu. **2** – Erases first entry and prompts you to re-enter the correct number. **3** – Confirms and assigns the extension number for a blind transfer. Returns you to the Add User ID menu. **4** – Confirms and assigns the extension number for a blind transfer with supervised busy. Returns you to the Add User ID menu. ***** – Cancels function and returns to the System Administrator menu.
4 Add User's Name to Directory	Stratagy prompts you to first enter the User's first name/last name. Using the telephone's dial pad, enter the user's first name. When finished, press **#**. Enter the user's last name. When finished, press **#**. Use **7** for Q and **9** for Z. The User's name is added to the directory. **Note** Entries made using this option display as numeric characters in the Directory Name 1 and Directory Name 2 fields of the Users Menu (see Chapter 6 – Users Menu).
***** Cancel	Cancels function and returns to the System Administrator menu.

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Set Date and Time

1. From the Main menu, press **8** System Administration.	You are prompted to enter the User ID.
2. From the System Administration menu, press **6** Set Date and Time.	Stratagy prompts you to enter the User ID.
3. Select **one** of the following:	
1 Set Date	System prompts you to enter the date in the following format MM/DD/YY (MM = month, DD = day, YY = year). When finished, press **#**. System repeats your entry and asks you to confirm by pressing: **1** - Confirms and changes the date. Returns you to the System Administration menu. **2** - Erases entry and enables you to re-enter the date. **9** - Cancels function and returns you to the System Administrator menu.
2 Set Time	System prompts you to enter the date in the following format HH/MM (HH = hour, MM = minutes). When finished, press **#**. System repeats your entry and asks you to confirm by pressing: **1** - Confirms and updates the time. Returns you to the System Administration menu. **2** - Erases entry and enables you to re-enter the time. **9** - Cancels function and returns you to the System Administrator menu.
9 Cancel	Cancels function and returns to the System Administrator menu.

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System Distribution Lists

System lists are available as a special attribute of the System Administrator Main Menu, and are an excellent means of distributing interoffice memos to a large group of people in a timely manner. The lists also eliminate the need of every user creating a similar personal list.You can create up to seven system-wide lists. Examples of such lists include all users in the system or in a specific department and all company managers.

Stratagy processes mail sent to mailing lists as a low-priority task. Therefore, it may take several minutes to send the message to everyone on a large list, especially if the system is busy.

Create System Distribution List

1. From the Main Menu, press **3** Manage Mailbox.	The Manage Mailbox Menu plays.
2. From the Manage Mailbox Menu, press **3** Manage Your Lists.	The Manage Your Lists Submenu plays.
3. Select the Distribution List number (**1**~**7**).	You are prompted to enter an option.
4. After selecting a list, you can press:	
1 Review your current list	The system prompts you with the name (and extension) of each User ID on the list.
2 Add a User ID to the list	Stratagy prompts you to enter the User ID.
Enter the User ID. Press **#** when done.	The name (and extension) plays. You can add additional User IDs as needed.
3 Delete a User ID from the list	Stratagy prompts you to enter the User ID.
Enter the User ID. Press **#** when done.	The name (and extension) plays. The system prompts “Deleted.”
4 Record a list Comment	When sending a message, the comment plays each time the destination list is selected.
Record your comment. Press **#** when done.	Stratagy prompts you to record the comment.
5. Press **9** to return to the Manage Your Lists Submenu.	You can create another System List or press **99** to return to the Main Menu. Once defined, you can easily add or delete User IDs as needed to the list.

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Send Message Using a System List

Each system distribution list (**1** ~ **7**) in User ID 999 is available to all users and may be accessed when a user sends or forwards a message to a list. For more details, see the *Stratagy User Guide*.

1. Access Stratagy from your telephone by pressing ***** + your User ID number + **#**.	
2. Enter your security code + **#**.	
3. From the Main Menu, press **2**.	The Send Messages Menu plays.
4. Press **02**.	
5. Select the Distribution List number (**1** ~ **7**).	
6. Record your message.	To pause during the recording, press **4**. To restart and continue recording, press **4** again.
7. Press **#** to send your message immediately and return to the Main Menu.	

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