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Introduction

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

Organization

This guide is divided as follows:

♦ **Chapter 1 – The Grand Tour** is an overview of the Stratagy system. Topics covered are: features to personalize 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 instructions on those features you need when accessing Stratagy 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 (DND) and Call Screening.

♦ **Appendix – Using Stratagy with a Toshiba Telephone System** explains how to program your Toshiba proprietary telephone for Call Forward and Message Retrieval when using your integrated Stratagy system.

♦ **Glossary** defines frequently-used Stratagy voice processing system features and functions.

♦ **Index**
# Conventions

<table>
<thead>
<tr>
<th>Conventions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note</strong></td>
<td>Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.</td>
</tr>
<tr>
<td><strong>Important!</strong></td>
<td><em>Calls attention to important instructions or information.</em></td>
</tr>
<tr>
<td>[PDN]</td>
<td>Represents any Primary Directory Number button (the extension number for the telephone).</td>
</tr>
<tr>
<td>[PhDN]</td>
<td>Represents any Phantom Directory Number button (an additional DN).</td>
</tr>
<tr>
<td><strong>Arial bold</strong></td>
<td>Represents telephone buttons.</td>
</tr>
<tr>
<td><strong>Courier</strong></td>
<td>Shows a computer keyboard entry or screen display.</td>
</tr>
<tr>
<td><strong>“Type”</strong></td>
<td>Indicates entry of a string of text.</td>
</tr>
<tr>
<td><strong>“Press”</strong></td>
<td>Indicates entry of a single key. For example: Type <code>prog</code> then press <code>Enter</code>.</td>
</tr>
<tr>
<td><strong>Plus (+)</strong></td>
<td>Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: <code>Esc + Enter</code>. Entries with spaces between them show a sequential entry. Example: <code># + 5</code>.</td>
</tr>
<tr>
<td><strong>Tilde (~)</strong></td>
<td>Means “through.” Example: 350 ~ 640 Hz frequency range.</td>
</tr>
<tr>
<td>➤</td>
<td>Denotes the step in a one-step procedure.</td>
</tr>
<tr>
<td>➤</td>
<td>Denotes a procedure.</td>
</tr>
<tr>
<td><strong>See Figure 10</strong></td>
<td>Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.</td>
</tr>
</tbody>
</table>
**Introduction**

**Related Documents/Media**

**Action/Response Table**

*Actions* you perform appear in this column. They can consist of either a single step or a series of numbered steps.

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.

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

- **Stratagy Quick Reference Guide** is a tear-out wallet-size Quick Reference Guide. One side contains instructions for messaging features—Play and Send Messages. The other side shows the Manage Mailbox Menu’s selections for Changing Your Greeting, Changing Your User Options, Managing Your Lists, and Managing Guest User IDs.

- **Stratagy Voice Processing General Description** provides a system overview, available hardware, and features of the Stratagy systems.

- **Stratagy Voice Processing Installation and Maintenance Manual** provides installation and maintenance requirements and procedures for the Stratagy system.

- **Stratagy DK Installation Guide** provides installation and maintenance requirements and procedures for the Stratagy DK.

- **Stratagy Flash Installation Guide** provides installation and maintenance requirements and procedures for the Stratagy Flash.

- **Stratagy System Administrator Guide** provides instructions on using the System Administrator User ID mailbox. The Guide is only available on the library CD-ROM and is interactive with applicable *Stratagy I&M* chapters.

- **Stratagy Library CD-ROM** contains a copy of all Stratagy documentation and enables you to view, print, navigate and search publications.
Introduction

Related Documents/Media

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.

Stratagy Advisor (CD-ROM)

An end-user tutorial called Stratagy Advisor is available on CD-ROM (covers all R3 or higher Stratagy systems). The tutorial can be used as a learning tool for the new user or as a refresher course for the Stratagy user who wants to learn more about the system or the new features.
This chapter provides an overview of the system and covers the following general topics:

- Features to personalize your mailbox
- Message queues
- Message types
- Greetings
- Special delivery options
- Future delivery
- Message destination selections
- User options
- User prompts
- User tutorial (New User)

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-dialing telephone.

Callers control their own progress through the system. They no longer have to wait for a person to answer the telephone. If your extension is busy or you do not answer, callers can transfer to an operator, call another extension, or record a private, detailed message.
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-dialing 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.)
Figure 1    Stratagy Main Menu
Features to Personalize Your Mailbox

The Stratagy Voice Processing System offers a variety of features to personalize 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 18).

♦ **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 Stratagy user. When you first enter your mailbox, you need to record your name (see “Record Your Name” on Page 16).

♦ **Personal Greetings** – You can record up to seven personal greetings that are played when you are unavailable (see “Change Your Greeting” on Page 46).

♦ **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 62).

**Note** The Guest User feature is not supported by all Stratagy 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.

**Note** The Pending messages feature is available on a mailbox-to-mailbox basis. Check with your System Administrator to find out if your mailbox is configured for this feature.

When you press 1 from the Main Menu to play messages, Stratagy 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, Stratagy 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, Stratagy prompts, “End of messages.” You can choose to return to the top of the queue, go to the top of the other queue, etc.

**Saved Message Queue**

Saved messages are messages that you saved or that were automatically saved by Stratagy 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. Stratagy 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, Stratagy 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.

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

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 voice comment with the fax to provide information about the message. You can also print the fax. See “Special Functions” on Page 27 for details.
Greetings

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

Depending on 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 51 for details.

Personal

Personal greetings are greetings that you record for callers. Stratagy 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 49.

System

The system greeting is a standard prerecorded greeting with all Stratagy systems. It cannot be recorded over or deleted. The greeting states, “Please leave a message for (name).” Stratagy adds your name from the name recording that you have made (see “Record Your Name” on Page 16).

Busy

If your User ID mailbox is configured for a personal busy greeting, you can record a custom busy greeting that plays when your extension 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 55 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 56).

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

**Future Delivery**

Stratagy can be configured so that your message is delivered at a future time and date specified by you. 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 Stratagy systems. Check with your System Administrator to find out if your system is configured for this feature.
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 User ID, you can locate the ID on Stratagy’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. Stratagy 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, Stratagy 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.

Whenever you enter the list number, the “list comment” for the selected system list plays to confirm that you have chosen the right list.

Directory

You can enter the Dual Tone Multi-frequency (DTMF) digits corresponding to the first few letters of a user’s name and Stratagy 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 51 for more detailed information.

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

♦ DND – Stratagy automatically sends calls to your User ID (mailbox) without first ringing your telephone.

♦ Call Screening – Stratagy asks callers for their name and company. Without the caller’s knowledge, the system relays that information to you. You can decide to receive the call, let the call forward to your mailbox, or transfer the call to another extension with or without 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, stutter dial tone, pagers, voice, etc.) and the time/day when that notification record applies.

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

---

**User Prompts**

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

♦ Not supported by your Stratagy 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)**

A first time user of Stratagy systems automatically hears a user-friendly Stratagy 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 Stratagy tutorial is completed successfully, it cannot be replayed.
When you log on to the Stratagy Voice Processing system for the very first time, you hear a tutorial that walks you through the following basic steps:

- Record your name (if required). 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 2) is your starting point for all of Stratagy’s messaging features. Pressing 999 from most menus returns you to the Main Menu.

<table>
<thead>
<tr>
<th>MAIN MENU</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Play Messages</td>
</tr>
<tr>
<td>2 Send Messages</td>
</tr>
<tr>
<td>3 Manage Mailbox</td>
</tr>
<tr>
<td>0 Exit user mode</td>
</tr>
<tr>
<td>4 Hang Up</td>
</tr>
</tbody>
</table>

Figure 2   Main Menu

To access your mailbox, you need to know:

♦ The telephone number to access Stratagy
♦ Your User ID number
♦ Your default security code

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

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

♦ Your name (and extension, if applicable)

Note Some Stratagy 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

Stratagy then plays the Main Menu options (see Figure 2).

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

### Step 1: Access Your Mailbox

1. From an internal telephone, call Stratagy on __________.
   ...or from an external telephone, call Stratagy on __________.

   The system answers with your standard company greeting.


   Stratagy prompts you to enter your User ID.

3. Enter your User ID + #.

   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.

   Stratagy prompts you to enter your security code.

4. Enter the default security code + #.

   If you make a mistake while entering the code, press * to re-enter.

   You are now in your mailbox. Stratagy plays your name and the number of messages you have and then prompts you with a list of choices from the Main Menu (see Figure 2).
## 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 Stratagy user.

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

When you first enter your mailbox, the Stratagy 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 57).

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>At the tone, state your name slowly and clearly (if you like, you can also state your extension).</td>
</tr>
<tr>
<td>2.</td>
<td>Press # when done. Stratagy plays your name recording.</td>
</tr>
</tbody>
</table>
| 3.   | After your name plays, press:  
  1. To accept the recording  
  2. Re-record  
   - Your recording becomes part of your mailbox and Stratagy prompts you to record your personal greeting.  
   - Stratagy 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 47 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 greeting.
2. Press # when done.
3. After your greeting plays, press:
   1 To accept the recording
   2 Re-record

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

Your greeting becomes Personal Greeting #1 and Stratagy prompts you to change your security code. Stratagy returns you to the record your greeting prompt.
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 54).

1. Enter your new security code + #.
   
   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.
   
   Stratagy prompts you to re-enter your new security code for verification.

2. Re-enter your new security code + #.
   
   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 a Toshiba telephone system.

...or **999#** to hang up from another manufacturer’s telephone system.

...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.
Getting Started

Step 5: Exit Your Mailbox or User Mode
Play Messages

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

♦ Access Messages
♦ Playback Controls
♦ Play your messages
♦ 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 Stratagy system.

If configured, Stratagy 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 4). 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 4), 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.
Play Messages

Playback Controls

*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, Stratagy 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 3).

Note Some Stratagy 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 adjusts one increment until the maximum number of increments is reached. Stratagy 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 Messages Menu, the system returns to the default speed.
Play Your Messages

When you access your mailbox, Stratagy 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 Stratagy prompts do not include “press 1 to play messages.”

When you press 1 from the Main Menu to play messages (Figure 4), Stratagy automatically accesses the New Message Queue. If no messages exist in the New Message Queue, Stratagy 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
   4. Forward the current message
   5. Reply to the current message
   6. Special Functions
      0. Immediate Fax print of all fax messages†
      1. Immediate Fax print of current fax message†
      2. Send Fax to fax machine for print†
      3. Message Date and Time
      4. Future Delivery Review (Play, Save, Delete)
      5. Continuous Delete
      6. New/Saved message queue (toggle)
      7. Continuous Play
      8. Return to previous menu
   7. While playing a message, you can press:
      4. Pause/Resume (toggle or 30 seconds)
      9. Turn Up volume†
      0. Turn Down volume†
      X. Backup (rewind)
      4. Go Forward (advance)
      4. Change Speed (toggle)†
   8. Return to the Main Menu

† Not supported by all systems.
Play Messages
Play Your Messages

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

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

   While the message plays, you can select 4 pause/resume, 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

   3   Delete the current message

   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.

   Flags the current message for deletion. The Play Messages Menu plays. When you exit Play Messages, Stratagy 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.

   **Note** Stratagy can be programmed to delete messages after a preset length of time. Consult your System Administrator. Stratagy notifies you before purging messages.
**Play Messages**

*Play Your Messages*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5</strong></td>
<td>Forward the current message</td>
</tr>
<tr>
<td></td>
<td>With the exception of private messages, all messages can be forwarded to a single user, multiple users, or a destination list. See “Forward a Message” on Page 37 for details on this feature.</td>
</tr>
<tr>
<td><strong>6</strong></td>
<td>Reply to the current message</td>
</tr>
<tr>
<td></td>
<td>Your reply is sent to the originator of the message. In addition, you can send your reply to a single user, multiple users, or a destination list. See “Reply to the Current Message” on Page 40 for details on this feature.</td>
</tr>
<tr>
<td><strong>7</strong></td>
<td>Special Functions</td>
</tr>
<tr>
<td></td>
<td>Stratagy prompts with the options. See “Special Functions” on Page 27 for instructions on using this option.</td>
</tr>
<tr>
<td><em>1</em></td>
<td>Replay the current message</td>
</tr>
<tr>
<td></td>
<td>The current message plays from the beginning.</td>
</tr>
<tr>
<td><em>2</em></td>
<td>Play the previous message</td>
</tr>
<tr>
<td></td>
<td>The previous message plays from the beginning.</td>
</tr>
<tr>
<td><strong>9</strong></td>
<td>Return to Main Menu</td>
</tr>
<tr>
<td></td>
<td>Stratagy tells you the total number of messages that will be deleted when you log out of your mailbox, and then returns to the Main Menu.</td>
</tr>
</tbody>
</table>

**Note** If you are at the top of the message queue, pressing *2 takes you to the bottom of the same queue.
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 Stratagy 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:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Immediate Fax print of all fax messages</td>
</tr>
<tr>
<td>1</td>
<td>Immediate Fax print of current fax message</td>
</tr>
<tr>
<td>2</td>
<td>Send Fax to fax machine for print</td>
</tr>
<tr>
<td>4</td>
<td>Message Date and Time</td>
</tr>
<tr>
<td>5</td>
<td>Future Delivery Review</td>
</tr>
</tbody>
</table>

- **0** Immediate Fax print of all fax messages: Retrieve (print) all the faxes from your mailbox while calling from a fax machine (or other device capable of receiving a fax) with a handset.

- **1** Immediate Fax print of current fax message: Retrieve (print) the current fax from your mailbox while calling from a fax machine (or other device capable of receiving a fax) with a handset.

- **2** Send Fax to fax machine for print: The system sends a fax message to a fax machine (or other device capable of receiving a fax) for retrieval (print). Stratagy prompts for the fax machine’s telephone number.

- **4** Message Date and Time: 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: Stratagy plays your name, the future delivery time/date the message will be sent and the entire message. Stratagy automatically saves the message for future delivery.
### Play Messages

#### Special Functions

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

1. **Play the next message**
   - Skips to the beginning of the next future delivery message.

2. **Save the current message**
   - Saves the current future delivery message.

3. **Delete the current message**
   - Flags the current future delivery message for deletion. When you exit the future delivery review, Stratagy tells you the number of messages to be deleted. If you do not want to delete a message, save the message before exiting the future delivery review.

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

6. **Continuous Delete**
   - Deletes multiple messages at one time in your New or Saved Message Queue without additional action from you.

**Note** See the Continuous Play feature on Page 29 before using Continuous Delete.

The number of messages deleted is based on a preset length of time (designated in minutes) set on a system-wide basis by your System Administrator.

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

**7** New/Saved message queue (toggle)  
This feature operates as a toggle; use it to move back and forth between the New and Saved Message Queues.

**8** Continuous Play  
Plays multiple messages at one 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.
From any tone-dialing telephone, you can record and send a message to a user, several users, or to a personal or system distribution list. See Figure 6 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 (see Figure 5).

![Pause/Resume (toggle or 30 secs.)](image)

3096

**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 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.

**# End Recording**

After recording a message, press # to end the recording.
Send a Message

Using the Send Messages Menu (Figure 6), 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 to a message sent you.

Figure 6  Send Messages Menu
### Send Messages

*Send a Message*

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

2. Enter one of the following destinations:
   - **User ID** and press #. Press # again to record a message without playing the user's name.
   - **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.
   - **Personal List**
     Enter a list number (**1-7**).
   - **System List**
     Enter a list number (**1-7**).

<table>
<thead>
<tr>
<th>Destination</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User ID</td>
<td>Stratagy prompts you to enter the destination (i.e., User ID, Personal, System List, or Multiple Destinations). Stratagy plays the user's name or User ID for confirmation. <strong>Note</strong> 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. You are prompted to enter the person's name. Stratagy plays the first name that matches the combination of letters you entered.</td>
</tr>
<tr>
<td>Directory</td>
<td>You are prompted for the destination list number. Stratagy plays the list comment or number for confirmation. See “Manage Your Lists” on Page 60 to create or revise a destination (distribution) list. You are prompted for the destination list number. Stratagy plays the list comment or number for confirmation. Ask your System Administrator for more information about System Lists.</td>
</tr>
<tr>
<td>Personal List</td>
<td>You are prompted for the destination list number. Stratagy plays the list comment or number for confirmation. You are prompted for the destination list number. Stratagy plays the list comment or number for confirmation. Ask your System Administrator for more information about System Lists.</td>
</tr>
</tbody>
</table>
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

...or before sending the message, you can use any of the following options:

1. Review recording
   The recording plays.

2. Re-record
   Press # when done.

3. Append recording
   Press # when done.

4. Select Additional Destinations

7. Special Delivery Options

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.

Stratagy 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.*

The system prompts you to record at the beep.

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

Send the message to additional destinations. (See Step 2 on Page 34 for instructions.)

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

See “Special Delivery Options” on Page 43 for instructions on using this option.
Send Messages
Send a Message

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.

*  Cancel message and select new destination
Cancels the message and returns you to Step 2 on Page 34.

** 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 one of the following destinations:
   - User ID and press #. Press # again to record a message without playing the user’s name.
   - Directory You are prompted to enter the person’s name. 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.
   - Personal List Enter a list number (1~7).

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

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.

You are prompted for the destination list number.

You are prompted for the destination list number.

Stratagy plays the list comment or number for confirmation. See “Manage Your Lists” on Page 60 to create or revise a destination (distribution) list.
Send Messages
Forward a Message

- **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

...or before sending the message, you can use any of the following options:

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

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

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.

Stratagy 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.

The forwarding comment plays.
The system prompts you to record the comment at the beep.
The appended forwarding comment plays after the already recorded message comment. The system prompts you to record at the beep.
### Send Messages

**Forward a Message**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Select Additional Destinations</td>
</tr>
<tr>
<td>7</td>
<td>Special Delivery Options</td>
</tr>
<tr>
<td>8</td>
<td>Set Future Delivery</td>
</tr>
<tr>
<td>*</td>
<td>Cancel message and select new destination</td>
</tr>
<tr>
<td>**</td>
<td>Cancel and Return to the Main Menu</td>
</tr>
</tbody>
</table>
Send Messages
Reply to the Current Message

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. When a Stratagy user that has not logged on to his/her mailbox leaves a message for you, you have to enter a destination 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.
3. Press # again to send the reply immediately
   ...or before sending the reply, you can use any of the following options:
   1 Review reply
   2 Re-record
   Press # when done.

You are prompted to record your reply to the message.

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.
3. **Append reply**
   Press # when done.

4. **Select Additional Destinations**
   Enter one of the following destinations:
   - User ID and press #. Press # again to record a reply without playing the user’s name.

   - **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).

   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.

   You are prompted to enter the person’s name.
   Stratagy plays the first name that matches the combination of the letters you entered.

   You are prompted for the destination list number.
   Stratagy plays the list comment or number for confirmation. See “Manage Your Lists” on Page 60 to create or revise a destination (distribution) list.
Send Messages

Reply to the Current Message

- **02** System List
  Enter a list number (1–7).
  You are prompted for the destination list number.
  Stratagy plays the list comment or number for confirmation. Ask your System Administrator for more information about System Lists.

- **7** Special Delivery Options
  You can send a message as urgent, private, or with a return receipt request. The settings can be used in any combination and 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.

- **Cancel reply**
  Cancels the reply and returns you to Step 2 on Page 40.

- **Cancel and Return to the Main Menu**
  Cancels the message and returns you to the Main Menu.
### Special Delivery Options

You can send a message as urgent, private, or with a return receipt request. The settings can be used in any combination and 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.

<table>
<thead>
<tr>
<th>➤ Enter an option number:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Set Urgent status (toggle)</td>
<td>Urgent messages play first in the New Message Queue.</td>
</tr>
<tr>
<td>To remove the urgent status, press 7 then 1 again.</td>
<td></td>
</tr>
<tr>
<td>2 Set Private status (toggle)</td>
<td>Private messages cannot be forwarded.</td>
</tr>
<tr>
<td>To remove the private status, press 7 then 2 again.</td>
<td></td>
</tr>
<tr>
<td>3 Set Return Receipt request (toggle)</td>
<td>Stratagy notifies you when and by whom the message was received and plays the original message.</td>
</tr>
<tr>
<td>To remove the return receipt request, press 7 then 3 again.</td>
<td><strong>Note</strong> A message that is only partially heard (for five seconds or longer) sends back a return receipt to the sender.</td>
</tr>
<tr>
<td>9 Return to previous menu</td>
<td>Stratagy returns you to the previous menu.</td>
</tr>
</tbody>
</table>
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 Hour (1~12)
  - 1 AM
  - 2 PM
- 2 Set Minutes (0~59)
- 3 Set Day (1~31)
- 4 Set Month (1~12)
- 5 Set the Year (last two digits)
- 9 Return to previous menu

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.

Two-digit numbers under 80 will be set for the next century. For example, enter 59 to set 2059.

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

Note 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).
Stratagy provides special options to customize and manage your mailbox features (see Figure 7). These include:

♦ Change your Greeting
♦ Change your User Options
♦ Manage your Lists
♦ Manage your Guest User IDs
♦ Use Guest User IDs

From the Main Menu:

3 Manage Mailbox
  1 Change your Greeting
  2 Change your User Options
  3 Manage your Lists
  4 Manage your Guest User IDs
  9 Return to Main Menu

Figure 7  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 8:

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

Figure 8  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 1 Change your Greeting.
   Stratagy prompts with a list of options from the Change your Greeting Menu (see Figure 8).
2. Enter a number from 1–7.
   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 2 to record the greeting (speak slowly and clearly).
   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
4. Press # when done.
Manage Mailbox
Change Your Greeting

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 47.
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 canceled. 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 3 Manage Mailbox.

2. Press 1 Change your Greeting.

3. Enter a personal greeting number (1~7)
   ...or # to select the system greeting.

   Stratagy plays the Manage Mailbox Menu.

   Stratagy prompts with a list of options from the Change Your Greeting Menu (see Figure 8).

   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.

   Note  If you have recorded a busy greeting, this greeting does not play when your telephone is busy (see “Create or Record Over your Busy Greeting” on Page 55 for details).

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

   The current greeting plays.

   Stratagy returns to the previous menu.

   You can select another user Manage Mailbox option.

   You can select another Main Menu option.

4. Press 9 to return to the previous menu
   ...or 99 to return to the Manage Mailbox Menu
   ...or 999 to return to the Main Menu.
**Manage Mailbox**  
*Change Your Greeting*

## Review a Greeting

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>From the Main Menu, press <strong>3</strong> Manage Mailbox.</td>
<td>Stratagy plays the Manage Mailbox Menu.</td>
</tr>
<tr>
<td>2.</td>
<td>Press <strong>1</strong> Change your Greeting.</td>
<td>Stratagy plays a list of options from the Change Your Greeting Menu (<em>Figure 8</em>).</td>
</tr>
<tr>
<td>3.</td>
<td>Press * to review the current greeting</td>
<td>The current greeting plays. Stratagy prompts you with the Change Your Greeting Menu options.</td>
</tr>
<tr>
<td></td>
<td>...or enter a number from 1~7, then press <strong>1</strong> to review the greeting. Press <strong>9</strong> to return to previous menu.</td>
<td>The greeting plays. Stratagy prompts you with the Change Your Greeting Menu options.</td>
</tr>
<tr>
<td>4.</td>
<td>Press <strong>9</strong> to return to the Manage Mailbox Menu ...or <strong>99</strong> to return to the Main Menu.</td>
<td>You can select another user Manage Mailbox option.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>You can select another Main Menu option.</td>
</tr>
</tbody>
</table>
Change Your User Options

Stratagy provides a number of special options to improve time management and productivity (see Figure 9). For example, the DND feature can provide blocks of time for meetings or projects uninterrupted by the ringing of a telephone.

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.

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>From the Main Menu, press 3 Manage Mailbox.</td>
</tr>
<tr>
<td>2.</td>
<td>Press 2 Change your User Options.</td>
</tr>
<tr>
<td>3.</td>
<td>Press 1 Change your Do Not Disturb (On/Off).</td>
</tr>
<tr>
<td>4.</td>
<td>(Optional) Press 1 again to reset the feature, if required.</td>
</tr>
<tr>
<td>5.</td>
<td>Press 9 to return to the Manage Mailbox Menu ...or 99 to return to the Main Menu.</td>
</tr>
</tbody>
</table>

---

**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, Stratagy 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 10).

![Figure 10 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.

1. From the Main Menu, press 3 Manage Mailbox.
2. Press 2 Change your User Options.
3. Press 2 Change your Call Screening (On/Off).
4. (Optional) Press 2 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 options.

A prompt verifies the current status of the feature.

Pressing 2 toggles the Call Screening feature On and Off.

You can select another user Manage Mailbox option.

You can select another Main Menu option.
Manage Mailbox

Change Your User Options

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 to access 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 3 Manage Mailbox.
   Stratagy prompts with a list of options from the Manage Mailbox Menu.

2. Press 2 Change your User Options.
   Stratagy prompts with a list of options from the Change your User Options Menu (see Figure 9).

   Stratagy prompts you to enter your new security code.

4. Enter your new security code + #.
   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.
   Stratagy prompts you to re-enter your new security code for verification.

5. Re-enter your new security code + #.
   After entering the security code a second time, Stratagy 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.

Note Depending on the configuration of your telephone and telephone system, Stratagy may not receive a busy tone when callers reach your extension. If Stratagy doesn’t receive a busy tone, your selected personal greeting plays instead.

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

1. From the Main Menu, press 3 Manage Mailbox.
2. Press 2 Change your User Options.
3. Press 5 Record your Busy Greeting.
5. (Optional) After recording, you can press:
   1. Review greeting
   2. Re-record
      Press # when done.
   3. Append recording
      Press # when done.
   4. Cancel recording
   9. Save recording

Stratagy plays the Manage Mailbox options.
Stratagy prompts you to record your custom busy greeting.
The complete greeting plays.
The system prompts you to record at the beep.
The system prompts you to record at the beep. The appended greeting plays after the already recorded portion of the greeting.
The greeting is canceled. The system returns to the previous menu.
Stratagy tells you that the greeting has been saved and returns to the previous menu.
<table>
<thead>
<tr>
<th>Manage Mailbox</th>
<th>Change Your User Options</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6.</strong> Press 9 to return to the Manage Mailbox Menu ...or 99 to return to the Main Menu.</td>
<td>You can select another user Manage Mailbox option. You can select another Main Menu option.</td>
</tr>
</tbody>
</table>

## Select Your Busy Greeting

| 1. From the Main Menu, press 3 Manage Mailbox. | Stratagy plays the Manage Mailbox options. |
| 2. Press 2 Change your User Options. | A prompt verifies the current status of the feature. |
| 3. Press 4 Select your Busy Greeting (toggle). | Pressing 4 toggles between selecting your custom busy greeting and the system busy greeting. |
| 4. (Optional) Press 4 again to reset the feature, if required. | You can select another user Manage Mailbox option. You can select another Main Menu option. |
| 5. Press 9 to return to the Manage Mailbox Menu ...or 99 to return to the Main Menu. | |
## 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 Stratagy user.

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

### Notes
- Some Stratagy 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.

### Steps

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

   Stratagy prompts with Change your User Options Menu (see Figure 9).

2. Press **6** Record your Name.

   Stratagy prompts you to 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
   - **2** Re-record
     
     Press # when done.
   - **3** Append recording
     
     Press # when done.

   Your newly recorded name (and extension) plays.
   
   You can re-record your name (and extension) as often as you wish.
   
   You can add a short comment that plays at the end of the recording (for example, a vacation announcement).
Manage Mailbox
Change Your User Options

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

9 Save recording
Stratagy confirms that your name (and extension) has been recorded and returns to the previous menu.

Change Your 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. 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, Stratagy 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.

1. From the Main Menu, press 3 Manage Mailbox.
2. Press 2 Change your User Options.
3. Press 7 Change message Notification.
4. Enter the notification template number (1-10).
Stratagy plays the Manage Mailbox options.

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).

Note To select the correct notification template, you need to keep a written record of the template number and function for each template you will be changing.
5. Press an option number:
   - **1** Enable/disable notification template (toggle)
   - **2** Change notification digits. Enter the new notification telephone number’s digits and press #.
   - # Save changes

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

   Stratagy tells you that the notification template changes have been saved. Stratagy returns to the previous menu.

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

   You can select another user Manage Mailbox option.

   You can select another Main Menu option.

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

   Stratagy plays the Manage Mailbox options.

   Stratagy verifies the status of your DND, Call Screening options and plays your selected busy message and name recording.

   You can select another user Manage Mailbox option.

   You can select another Main Menu option.

---

**Review Your Option Settings**

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

   Stratagy plays the Manage Mailbox options.

2. Press **2** Change your User Options.

   Stratagy verifies the status of your DND, Call Screening options and plays your selected busy message and name recording.

3. Press ***** to Review your Option Settings.

4. 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.
Manage Your Lists

Stratagy provides the ability to create and manage up to seven personal distribution lists. The lists consist of the User IDs to which you most frequently send messages.

At the time you create a list, you are given the option of recording a “list comment” that serves as a 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.

From the Manage Your Lists Menu (see Figure 11), 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 11  Manage Your Lists Menu

1. From the Main Menu, press 3 Manage Mailbox.                   Stratagy plays the Manage Mailbox Menu.
2. Press 3 Manage your Lists.                                     
3. Select the desired 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. Stratagy prompts you to record the comment.

      Record your comment. Press # when done.

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

      Stratagy returns to the previous menu.

      ...or 99 to return to the Manage Mailbox Menu

      You can select another Manage Mailbox option.

      ...or 999 to return to the Main Menu.

      You can select another Main Menu option.
Manage Guest User IDs

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

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 12).

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

---

**Figure 12** Manage Guest User IDs Menu

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>From the Main Menu, press 3 Manage Mailbox.</td>
</tr>
<tr>
<td>2.</td>
<td>Press 4 Manage Guest User IDs.</td>
</tr>
<tr>
<td>3.</td>
<td>Select one of the following:</td>
</tr>
<tr>
<td>1.</td>
<td>Create a Guest User ID</td>
</tr>
</tbody>
</table>

Stratagy plays the Manage Mailbox Menu.

Stratagy plays the Manage Guest User IDs Menu.

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

Instruct your guest users to call the Stratagy system and identify themselves as guest users of your mailbox. Only then can 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 14 for more detailed instructions of the following steps.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Call the Stratagy system.</td>
</tr>
<tr>
<td>2.</td>
<td>Enter <strong>998</strong> + #.</td>
</tr>
<tr>
<td>3.</td>
<td>Enter the Host User ID + #.</td>
</tr>
<tr>
<td>4.</td>
<td>Enter * + the Guest User ID + #.</td>
</tr>
<tr>
<td>5.</td>
<td>Enter the security code + #.</td>
</tr>
</tbody>
</table>

**Note** Check with your System Administrator for the User ID (default **998**) configured for your system.

The Host User ID’s greeting plays.

**Note** Stratagy uses the combination of the Host User ID and the Guest User ID to identify the caller as your guest.

Stratagy prompts you to enter the User ID.

The system confirms the Guest User ID is deleted.

The system lists your Guest User ID numbers.

You can select another user Manage Mailbox option.

You can select another Main Menu option.
Manage Mailbox

Use Guest User IDs
Appendix – Using Stratagy with a Toshiba Telephone System

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

♦ Strata DK424/DK280, DK40i/DK40/DK16e, DK14
♦ Strata DK24/56/96, DK8/16

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

**Note**  This appendix 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.
Manage Mailbox

Call Forward

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

Call Forward

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

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

Set Call Forward to Stratagy

Skip to “To forward calls to Stratagy” on Page 67 if you have already performed this function. Once programmed, this code is automatically sent to the Stratagy system whenever calls are forwarded to the Stratagy system from your telephone, enabling callers direct access into your mailbox.

➤ To program the Stratagy Voice Mail Code from a Strata DK telephone

1. Press [PDN] or [PhDN].
   You hear a dial tone.

2. For Strata DK424/ DK280, DK40i/DK40/ DK16e, and DK14, enter 
   You hear a confirmation tone. Display telephones show “#656 I.D. CODE SET.”
   ...or for Strata DK24/56/ 96 and DK8/16, enter 
   You have completed programming and hear a confirmation tone. Display telephones show “656 I.D. CODE SET.” 
   656.

3. Enter 91.

4. Enter your Stratagy User ID.
5. Press **Redial**. 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 Stratagy 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 Stratagy**

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

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

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

<table>
<thead>
<tr>
<th>Call Forward Access Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strata</strong></td>
</tr>
<tr>
<td>DK24/54/96, and DK8/16</td>
</tr>
<tr>
<td>Strata DK424, DK280,</td>
</tr>
<tr>
<td>DK16e/DK40i/DK40, and DK14</td>
</tr>
<tr>
<td>Call Forward All Calls</td>
</tr>
<tr>
<td>Call Forward Busy</td>
</tr>
<tr>
<td>Call Forward No Answer</td>
</tr>
<tr>
<td>Call Forward Busy No</td>
</tr>
<tr>
<td>Answer</td>
</tr>
</tbody>
</table>
Manage Mailbox

Call Forward

2. Dial the Stratagy system number ______________.

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 [PhDN] 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.

   You hear a confirmation tone.

   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.
Manage Mailbox
Call Forward

Cancel Call Forward

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

2. Press Spkr.

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

You hear a confirmation dial tone. Display telephones show “CALL FORWARD TO.”

Dialing the access code (e.g., #601) and no station number cancels any Call Forward type.

See “To forward calls to Stratagy” on Page 67 for access codes.

Cancel the Programmed Call Forward Voice Mail Code

1. Press [PDN] or [PhDN].

You hear a dial tone.

2. For Strata DK424/280, DK40i/DK40/16e and DK14, press #656.
   ...or for Strata DK24/56/96 and DK8/16, press 656.

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

3. Press Redial.

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

4. Press Spkr.
**Message Retrieval**

You can program your **Msg** or (PhDN/MW) buttons to automatically retrieve your voice mail messages when you press it.

Skip to “To retrieve messages with Msg or PhDN/MW button” on Page 71 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**

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Press [PDN] or [PhDN].</td>
<td>You hear a dial or confirmation tone after you press the button.</td>
</tr>
<tr>
<td>2.</td>
<td>For Strata DK24/56/96 and DK8/16, press 657. For Strata DK424/DK280, DK40i/DK40/DK16e, and DK14, press #657.</td>
<td>You hear a confirmation tone. Your telephone must have the Speed Dial (REP, SDS) button and the Redial (RDL) button for the # button to function properly while using the Stratagy system.</td>
</tr>
<tr>
<td>3.</td>
<td>Press 92.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Enter your Stratagy User ID + #.</td>
<td>By storing your security code, you avoid having to enter your code every time you access your mailbox; however, this also enables anyone to retrieve your messages from your phone. If a security code is not desired, do not include it.</td>
</tr>
<tr>
<td>5.</td>
<td>Enter your security code + #.</td>
<td>You hear a confirmation tone. Display telephones show, “DATA PROGRAMED.”</td>
</tr>
<tr>
<td>6.</td>
<td>Press <strong>Redial</strong>.</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Press <strong>Spkr</strong>.</td>
<td></td>
</tr>
</tbody>
</table>
### To retrieve messages with Msg or PhDN/MW button

<table>
<thead>
<tr>
<th>When the Message LED flashes…</th>
<th>Stratagy is called and you are automatically connected to your mailbox.</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Strata DK424/ DK280, DK40i/DK40/ DK16e, and DK14, press <strong>Msg</strong> or [PhDN/MW]</td>
<td>The system automatically calls Stratagy.</td>
</tr>
<tr>
<td>...or for the Strata DK24/ 56/96 and DK8/16, press [PDN] + <strong>Msg</strong>,</td>
<td><strong>Note</strong> Pressing <strong>Msg</strong> before [PDN] cancels the message waiting notification (e.g., the message light goes off even though the registered messages may not have been retrieved).</td>
</tr>
</tbody>
</table>

### To cancel automatic retrieval

| For Strata DK424/ DK280, DK40i/DK40/ DK16e, and DK14, press [PDN] or [PhDN] + **#657** + **Redial** | |
| ...or for the Strata DK24/ 56/96 and DK8/16, press [PDN] or [PhDN] + **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 Stratagy system.
If configured, Stratagy 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 Stratagy to turn off the message waiting light on your telephone.
This glossary defines frequently-used Stratagy voice processing system features and functions.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Busy Greeting</td>
<td>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.</td>
</tr>
<tr>
<td>Call Screening</td>
<td>Call Screening operates in on/off mode. When on, Stratagy asks callers for their name and company. Without the caller’s knowledge, the system relays that information to you. You can decide to receive the call, let the call forward to your mailbox, or transfer the call to another extension with or without announcement.</td>
</tr>
<tr>
<td>Caller</td>
<td>Someone who calls into the Stratagy system. A caller can obtain information, leave a message for someone, and/or provide information.</td>
</tr>
<tr>
<td>Called Party</td>
<td>The telephone user the caller reached. See “User.”</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Directory</td>
<td>A caller enters digits corresponding to the first few letters of a user’s name and Stratagy plays the recorded name (and optionally extension) that matches the entered digits. Stratagy offers the caller the option of selecting the name and being transferred or hearing the next name.</td>
</tr>
<tr>
<td>Do Not Disturb (DND)</td>
<td>Do Not Disturb operates in on/off mode. When on, Stratagy automatically sends calls to your User ID (mailbox) without ringing your telephone first.</td>
</tr>
<tr>
<td>DTMF</td>
<td>Dual Tone Multi-frequency.</td>
</tr>
<tr>
<td>Fax Messages</td>
<td>Fax messages sent to your mailbox. With the optional fax mail feature, your mailbox can receive, store, and forward fax messages along with voice messages. When you access your mailbox, Stratagy tells you the number of fax messages in your mailbox; and when you play the message, states the number of pages received. You cannot listen to the actual fax information. If you are calling from a fax machine, the fax can be transmitted on the same telephone connection; otherwise, you can direct the fax to a fax machine’s number. The system redials the designated fax number and transmits the document.</td>
</tr>
<tr>
<td>FIFO (First In, First Out)</td>
<td>Messages play in either FIFO or LIFO order. FIFO plays messages from oldest to newest.</td>
</tr>
<tr>
<td>Future Delivery</td>
<td>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.</td>
</tr>
<tr>
<td>Guest User ID</td>
<td>Guest User IDs provide limited access to the Stratagy system for temporary and project-oriented employees, such as consultants and contractors. Guest users can only send messages to their Host User ID and other guests of their Host User ID.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>LIFO (Last In, First Out)</td>
<td>Messages play in either LIFO or FIFO order. LIFO plays messages from newest to oldest.</td>
</tr>
<tr>
<td>Mailbox (User ID)</td>
<td>See User ID.</td>
</tr>
<tr>
<td>Name Recording</td>
<td>Your name (and optionally, extension) recording is used for the directory, system greeting, and User ID.</td>
</tr>
<tr>
<td>New Message Queue</td>
<td>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.</td>
</tr>
<tr>
<td>Personal Greetings</td>
<td>You may record up to seven personal greetings that 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. Greetings can be reviewed or re-recorded. You can also select the default system greeting.</td>
</tr>
<tr>
<td>Personal List</td>
<td>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.</td>
</tr>
<tr>
<td>Private Messages</td>
<td>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.</td>
</tr>
<tr>
<td>Return Receipt</td>
<td>When sending, forwarding, or replying to a message, you can request a return receipt. Stratagy 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.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Saved Message Queue</td>
<td>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.</td>
</tr>
<tr>
<td>Security Code</td>
<td>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.</td>
</tr>
<tr>
<td>System Administrator</td>
<td>The representative in your company responsible for configuring the Stratagy system and your mailbox to suit you and your companies needs.</td>
</tr>
<tr>
<td>System Greeting</td>
<td>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.</td>
</tr>
<tr>
<td>System List</td>
<td>Destination (distribution) list of User IDs created and maintained by the System Administrator. Any user on the Stratagy system can use the list. When sending messages, you can choose a User ID, personal list, system list, and/or the directory as the destination.</td>
</tr>
<tr>
<td>Tone-dialing Telephone</td>
<td>DTMF push-button tone dialing telephone.</td>
</tr>
<tr>
<td>Urgent Messages</td>
<td>Messages are marked 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.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>User</td>
<td>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.</td>
</tr>
<tr>
<td>User ID/User ID Mailboxes</td>
<td>Number for the mailbox user, also known as a voice mailbox. 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.</td>
</tr>
<tr>
<td>User Notification</td>
<td>Each User ID can have up to 10 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.</td>
</tr>
</tbody>
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