

TB40-0019
December 16, 1999 (Revised)

4 1 0 0 0 3 6

Strategy Software Upgrades (Vxx.225, V4.2N, VDK.2N, VSA.2N) and Strategy I&M Manual Updates

This bulletin announces the new software releases for the Strategy voice processing product line. The new software releases are version Vxx.225 for Strategy 4, 6, 6 Lite, 12 Lite, 16 and 24 systems (xx = model type, for example, V24.225 for the Strategy 24); version VDK.2N for the Strategy DK system, and version V4.2N for the Strategy 4 Lite system. Also being released is the Strategy Admin software version VSA.2N for the Strategy DK and Strategy 4 Lite products.

This software contains several new features that greatly increase Strategy's functionality. The software is now year 2000 compliant and supports Audio Messaging Interchange Specification (AMIS) analog networking.

In addition, new enhancements to the Strategy 4 Lite version V4.2N software make it fully compatible with the Strategy Admin software version VSA.2G (or later). The Tools Utility Menu, once available only to the Strategy DK, is now accessible to the Strategy 4 Lite systems. To take advantage of these enhancements, we recommend that all Strategy 4 Lite systems be upgraded to version V4.2N software.

For *Strategy I&M Manual* updates and attachments to this bulletin, see Page -11 for details.

CAUTION! To upgrade a Strategy system to version Vxx.225, the system must already be running Strategy software version Vxx.209 or Vxx.212. (See Technical Bulletin TB40-0013 dated 12/20/96 for instructions on upgrading earlier software.)

Strategy Admin Software Compatibility

Strategy 4 Lite V4.2N system software supports all of the Tools Utility options of Strategy Admin, when used with software version VSA.2G (or higher). These features were previously only available to the Strategy DK users.

With the V4.2N software, the Strategy 4 Lite system can fully use the Tools menu of the Strategy Admin. The functions are:

- ◆ Backup and restore utilities for user database, names, and greetings
- ◆ Upgrade procedure for Strategy system software

Toshiba America Information Systems, Inc.

Telecommunication Systems Division
9740 Irvine Blvd., Irvine, CA 92618-1697 (949) 583-3700
<http://telecom.toshiba.com>

- ◆ Telephone system configuration screens for telephone system dial codes and system integration patterns
- ◆ Plug-and-play capabilities for Toshiba Strata DK telephone systems
- ◆ Strategy System Configuration file access
- ◆ Trace file retrieval
- ◆ Filecopy capabilities

For detailed information on using the Tools Utility with the Strategy 4 Lite, see the *Strategy I&M Manual* Release Vxx.225 updates.

The following table lists Strategy 4 Lite/Strategy Admin compatible versions:

Strategy 4 Lite System Software Version	Compatible Strategy Admin Software Version
V4.2B	VSA.2C
V4.2E	VSA.2E, VSA.2G ¹
V4.2N	VSA.2G ² or later

¹ Strategy 4 Lite V4.2E software does not support some of the utilities available in Admin VSA.2G's new menu selection called Tools. If ONLY performing mailbox programming in the Strategy 4 Lite (version V4.2E), Admin VSA.2G can be used.

² Strategy 4 Lite V4.2N software is totally compatible with the Admin VSA.2G software.

New Features

Year 2000 Compliance

Many telecommunications and computer systems record and store dates in their databases using only the last two digits of the year (e.g., 89 for 1989). This means that on January 1, 2000, unless modified, these systems will see the year as 1900, instead of 2000. As a consequence, any date sensitive functions and applications are potentially at risk.

When Strategy systems are upgraded to software version Vxx.225/V4.2N/VDK.2N, features that operate based on the time of day (e.g., future delivery messages, message waiting notification, auto schedules) will not be adversely affected by the coming of the new millennium.

If Strategy systems are *not* upgraded to version Vxx.225/V4.2N/VDK.2N software, the features or functions that would be affected are:

- ◆ Message Header Playback – If the year is played as part of the message header, the pronunciation is confusing. For example, the year 2000 will be pronounced “twenty zero.”

Note The year only plays in a message header when the year the message was sent differs from the year the message is played.

- ◆ Auto Schedule Menu – In the Auto Schedule screen of a mailbox, the *Next Change* field will display the year 2000 incorrectly, and the text may extend beyond the confines of the screen's margins.
- ◆ Future Delivery – Scheduling a message for delivery in the year 2000 would require a user to enter the digits 100 for 2000, 101 for 2001, etc.

- ◆ Tokens for Playing Date –If the **P** (Play) token is programmed to play a value as a date and the value presents the year in two-digit format, entries that begin with 00 will be interpreted as the year 1900 and beyond. For example, P(%S0,D) where %S0 is equal to 091200, the date will be interpreted as September 12, 1900. As a workaround, programmers can enter the value with four digits (mmddyyyy) representing the year (e.g., 09122000). This will play the year correctly.
- ◆ System BIOS – Some of the earliest Strategy platforms (specifically the Strategy 4, 6 and 24) shipped with a motherboard BIOS (manufactured by American Megatrends, Inc.) will show the year as 1980 when the year rolls to 2000. If these systems are upgraded to version Vxx.225, the new software will automatically correct this error. Strategy systems that are not upgraded will require the system's date to be manually changed to the year 2000.

AMIS Analog Networking

Note AMIS analog networking will not be available on the Strategy DK until the release of the Strategy DK Release 3 software later this year. The Strategy 4 Lite software does not support AMIS analog networking.

Strategy software version Vxx.225 supports industry standard AMIS analog networking. The AMIS analog networking protocol enables Strategy to pass voice messages to any remote voice mail system that supports the AMIS analog protocol. AMIS enables a Strategy mailbox user to send, receive and reply to *relayed* voice messages over an analog telephone network.

Note The AMIS analog networking specification does not support transmission of a fax message over the AMIS analog network.

Strategy implements AMIS by using two specific mailboxes – Gateway and Proxy – that contain information and direction about a remote voice mail system or node. The node identifies itself to Strategy by a local telephone number that is sent to the receiving voice mail system during the transmission process.

Voice messages are forwarded to, or received from, the remote User ID mailboxes via the Gateway or Proxy mailboxes. The Gateway and Proxy mailboxes must be programmed for AMIS analog networking to operate properly and involves defining Users and Notify Menu fields. See the *Strategy Installation and Maintenance Manual*, Chapter 13 – AMIS Networking, for detailed information on using AMIS.

Strategy DK Head Park Feature

As part of the “Shutdown and STOP for power off” function on the Strategy Admin Shutdown Menu, Strategy now parks the read/write head of the hard drive before completely shutting down. Parking the head improves drive reliability.

This feature only helps protect the drive from damage. It is still important to handle the unit with special care. When not operational, the hard disk drive, can withstand only 250 Gs before damage occurs. See Technical Bulletin TB40-0014 for more details on the proper handling of the Strategy DK.

Important! *Strategy performs the parking procedure only when the “Shutdown and STOP for power off” option is used.*

To park the head, Strategy moves the head to an assigned position (over a portion of the disk that stores no data) and locks it in place until the system is restarted. With the Strategy DK still

connected to the Strata DK and the head parked, the Status LED is OUT and the Port LEDs are all ON.

Note All Strategy DK systems that began shipping in June, 1998 have this feature.

Messaging Complaints

A number of items have been identified in the Strategy user interface that could cause the end user to think Strategy was not functioning correctly. In some cases, users have thought that a delayed message delivery occurred.

We have found that a messaging complaint can be caused by several situations. In an effort to make Strategy systems easier to use and understand as well as more secure, this version of software corrects several of the messaging complaints.

Note Strategy Release 3 software will contain these same messaging complaint improvements, as will all future releases of Strategy software.

The following table summarizes our findings. In the left column, the type of messaging complaint a customer might have experienced is listed. In the right column, is the corresponding improvements made to this software that should prevent these user messaging complaints.

Messaging Complaints	Software Improvements
<p>The user receives a message but the Message Waiting light is not lit.</p> <p>If a collision occurs on the notification port (an incoming call to Strategy at the same time it is going off-hook to send Dual Tone Multi-frequency (DTMF) for message waiting notification), the DTMF is not received, preventing the message waiting light from turning ON. When the message waiting light is turned ON with a subsequent message, the customer then believes the previous message had a delayed arrival and complains of a delayed message.</p>	<p>Modified Notification Template</p> <p>The default DTMF in-band light ON and light OFF notification templates have been modified. These notification templates now wait up to five seconds for dial tone after going off-hook. This avoids call collision during notification that could result in a delayed message notification. If the port does not get dial tone within the five seconds, the Strategy system goes back on-hook and retries the notification.</p>
<p>When playing back messages, a user accidentally deletes a message. The user then thinks that the messages are being delayed or lost.</p> <p>In previous Strategy software releases, if a user presses 2 (save) or 3 (delete) while listening to the prompts, "Message saved" or "Message deleted," Strategy saves or deletes both the current message and the <i>next</i> message. This results in the user saving/deleting messages that have not been heard; thereby giving the user the impression that he/she has experienced delayed or lost messages.</p>	<p>Delete/Save Option Modifications</p> <p>The Strategy saves or deletes <i>only</i> the <i>current</i> message when a user presses 2 or 3 while listening to the prompts, "Message saved" or "Message deleted."</p>

Messaging Complaints	Software Improvements
<p>When playing back messages, a user enters a sequence of entries that causes the message waiting light to turn OFF even though a message remains. The user then thinks that the messages are being delayed or lost.</p> <p>In the user’s mailbox, there are two new messages (vmb->msgnew = 2). The user logs in to the mailbox and presses 1 to play the first message. The user presses 3 to delete the message before the entire message has been heard. (This makes vmb->msgnew = 1.)</p> <p>The user then decides to replay the message and presses *1. (Stratagy does not say “This message will be deleted” because the msghdr > new is True.) The user again presses 3 to delete the message before the entire message has been heard. (This makes the vmb->msgnew = 0.)The user then presses 9 to exit the mailbox without hearing the second message.</p> <p>Note The second message is still new and never heard.</p> <p>Stratagy correctly prompts “1 message will be deleted” (because the delete message counter is handled correctly) and turns off the message waiting light (because vmb->msgnew = 0).</p> <p>Now the user thinks the mailbox is empty! Stratagy automatically corrects the new message counter to the correct value (1) during the log-out process.</p> <p>When the user logs in to the mailbox later, he/she thinks the second message was delayed since there was no message waiting light.</p>	<p>Message Counter Modification</p> <p>The vmb->msgnew counter has been fixed to correctly calculate the number of new messages in a mailbox.</p>
<p>An outside caller tells the user that a message was sent but the user never receives it.</p> <p>After recording a message, the outside caller enters 0 to immediately transfer to the operator and the outside caller thinks the message was sent. Instead, the Hot-zero feature treats the message as cancelled, discards it and sends the outside caller to the operator.</p>	<p>Hot-zero Feature</p> <p>The enhanced Hot-zero feature does not discard the message, but sends it to the destination mailbox and plays a prompt “Message sent” before transferring the outside caller to the operator.</p> <p>Note The Hot-zero feature is only available during the original recording of a message. Once the outside caller finishes the original recording by pressing #, there is no Hot-zero feature. Instead, if the outside caller presses 0 while rerecording or during the Message menu prompts, the Stratagy system reacts as if the outside caller had pressed #.</p>

Messaging Complaints	Software Improvements
<p>The user does not change default security code and accidentally logs on to the wrong mailbox.</p> <p>The default mailbox, User ID 997, has a default security code of 997. Initially, all users have the 997 default security code. If a user attempts to log on to his/her mailbox and makes a mistake (for example User ID 3723 presses 3722 unknowingly), then presses 997 as the correct (default) security code, the Strategy system prompts; "That security code is invalid, enter your User ID."</p> <p>If the user now presses 997 instead of 3723 because he/she thought the prompt was asking them to enter the security code, the user logs on to User ID (mailbox) 997. Of course, User ID (mailbox) 997 does not have any messages, so the user thinks he/she has no messages.</p> <p>When the user later logs on to the correct mailbox, he/she may find a message that was sent prior to the time they logged on to mailbox 997 and complain of a delayed message.</p>	<p>User Name Announcement Upon Log On</p> <p>Strategy now announces the users name and mailbox number when the user logs in to his/her mailbox. This confirms that the user has logged on to the correct mailbox.</p> <p>Unique Default Security Code</p> <p>The default security code for each mailbox is now unique. The new default security code is the mailbox number followed by the security code for the defaults box. For example, if the new mailbox is 234 and the defaults box is 997 (assuming the security code for mailbox 997 is 997), the security code for mailbox 234 is 234997.</p> <p>The rules governing the new default security code:</p> <ul style="list-style-type: none"> ◆ If the security code of the <i>defaults_box</i> is changed, only the new mailboxes created after rebooting the system have the new default security code. ◆ If the System Administrator creates or resets a User ID via the System Administration menu, the mailbox would have the new default security code. <p>Security Code Re-entry</p> <p>If a user dials an incorrect security code while attempting to log on to his/her mailbox, they are given the opportunity to re-enter the security code without re-entering the mailbox number. If the user realizes he/she has entered an incorrect security code prior to hearing the Strategy prompt "That security code is invalid," he/she can press * * to re-enter the security code. If the user waits until after the prompt is played, he/she can press * and re-enter the security code.</p>
<p>The user, upon log out from his/her mailbox, forgets that message(s) are being purged. He/she hears the announcement that "x" number of messages will be deleted and thinks that unheard or saved messages are being lost.</p> <p>The Strategy system can be configured to "purge" or delete messages on a system-wide level in "x" number of days after being saved.</p> <p>The user logs in to his/her mailbox and hears the announcement that there are "x" number of messages (urgent/new/saved) in the message queues and that "x" number of messages are going to be purged (deleted) from the mailbox.</p> <p>The user listens to his/her messages and deletes some of the messages in the new/saved queues. On log out from the mailbox, the user hears the number of messages that will be deleted (includes both deleted <i>and</i> purged) from the mailbox. The user, forgetting the "purge" announcement, thinks that too many messages are being deleted and unheard or saved messages are being lost.</p>	<p>Message Purging Reminder</p> <p>Upon log out, the user now hears a separate prompt for the number of messages that will be purged.</p>

MSG.LOG/Trace File Changes

To assist you in researching and checking customer messaging complaints in the future, the following Strategy features have been added or enhanced:

- ♦ **MSG.LOG and Trace Files**

The MSG.LOG and Trace files in Strategy software version Vxx.225/V4.2N/VDK.2N have been enhanced to contain more detailed information to assist in troubleshooting messaging complaints.

- ♦ **Archive MSG.LOG to A:Drive**

Note This feature is not available on the Strategy DK or Strategy 4 Lite systems.

A new option called “Archive MSG.LOG to A:Drive” has been added to the Strategy Configuration Utility Menu.

To copy the MSG.LOG file to a floppy disk in earlier versions of Strategy software the Strategy system had to be shut down and the file copied using MS DOS® commands.

In the latest version of software, the technician can simply choose option seven, “Archive MSG.LOG to A: Drive.” Strategy prompts the technician to insert a formatted disk into the A: Drive, copy the file to the disk and return to the Strategy Configuration Utilities Menu.

If the file is larger than 1.4MG, a customer-supplied PKZIP.EXE program must be loaded on the Strategy system in the C:\STRATAGY directory. Strategy will use PKZIP to compress the file and copy it onto the floppy disk in the A: Drive.

Note PKZIP™ is a shareware utility program that compresses files. Compressed files have the extension .zip. PKUNZIP, a companion program, is required to uncompress the compressed files.

Once the file is copied, Strategy changes the name of the copied MSG.LOG file on the hard drive to MSG.BKP and continues logging messages using a new MSG.LOG file.

Software Versions Prior to Vxx.225/VDK.2N/V4.2N

In order to avoid messaging complaints on systems that are not upgraded to Vxx.225/VDK.2N/V4.2N (or later) software, the following countermeasures can be easily used:

- ♦ We recommend that the **W** token (wait for dial tone) be inserted at the beginning of the notification method string for turning ON message waiting lights in the telephone system. This ensures that Strategy has received dial tone before sending the DTMF digits to turn ON message waiting lights. Also, ensure that all programming of notification and message waiting lights in both Strategy and Strata is complete and correct per our documentation.
- ♦ Ensure that the default security code is changed by every user once they have accessed their mailbox. See Chapter 1 – Getting Started of the *Strategy Release 2 User Guide*.

New Parameters

Two new parameters have been added to the software:

- ♦ *n_msg_scan* – monitors message counts. When a user logs onto his/her mailbox, if the total number of messages (i.e., new, saved, pending) is less than the number defined in this parameter, Strategy scans the number of messages and reconciles the message count if an error is encountered.

- ♦ *daylight_savings_time* – by setting this parameter to TRUE, Strategy sets the system automatically to daylight savings time at 2:00 a.m. the first Sunday in April and the last Sunday in October.

Debugging Information

Two new troubleshooting tools have been added to Strategy in the Vxx.225 software.

The first is called CTASK.LOG. Strategy will now write debugging information to a file called CTASK.LOG if the system encounters a fatal error caused by an invalid pointer.

An invalid pointer error can occur when the Strategy system tries to access information that has been stored in the system's temporary memory but is no longer available (e.g. file corruption due to power failure or other system interruption). The purpose of this file is to assist in determining the reason the Strategy system is unable to access the stored information.

The second new troubleshooting tool is a modification to the Strategy's boot up process. Every time the Strategy system restarts, the current TRACE.OUT file, which is used to monitor Strategy's system functions, will be saved as TRACE.OLD. This prevents the TRACE.OUT file that is essential to expediting the resolution of performance issues from being overwritten.

Toshiba Plug and Play

The Toshiba Plug and Play option screen, accessed from the Strategy Configuration Utility or Strategy Admin Tools Utility, has been updated to include the most current Toshiba Strata DK telephone systems—the Strata DK14/DK40, the Strata DK424 with an A, B or C/D processor, and the Strata DK424 with an E/F processor. Strategy is still compatible and easily programmed for integration with all previously supported Toshiba telephone systems.

Software Issues

The following issues have been addressed in Vxx.225, V4.2N, and VDK.2N software:

- ♦ Message Waiting Notification – On earlier versions of the Strategy software when a user deleted a message, forwarded that message and then logged out of the Strategy system by dialing **9#**, the Strategy system would not dial the Message Pickup Digit string in the notification template. This resulted in the Message Waiting light remaining ON at the user's station. However, if the user's mailbox still has messages in the new message queue, Strategy does not turn OFF the Message Waiting light until those messages have been played and either saved or deleted.

- ♦ SMDI Integration – The SMDI integration intermittently failed on Strategy systems in use under heavy traffic conditions.

The SMDI integration has also been enhanced to accept any SMDI integration patterns between 2 and 10 digits.

- ♦ MSG.LOG – A time-stamp for “Shutdown” has been added to the log item.
- ♦ Strategy System Configuration file – The *ca_file* and *ca_port* parameters are deleted.
- ♦ Prompt for Message Copy feature – A User ID mailbox's incoming messages can be automatically copied to a second mailbox by programming the *Copy Message To* field on the Options screen. When the copied messages are listened to in the second mailbox, the user now hears the date/time and original mailbox number in the prompt, “Message recorded today at 10:09 am for User ID 205.”

Note There is one identified instance where a Strategy system operating on software version Vxx.225 may display the date incorrectly. If the Strategy system is reset on

January 1, 2000, the American Megatrends BIOS (referred to on Page 3 of this bulletin) resets the system date to January 4, 2000. This can be corrected by simply pressing **Alt+D**, entering the system password and changing the date back to the correct date.

Upgrading Software

CAUTION! To upgrade a Strategy system to version Vxx.225, the system must already be running Strategy software version Vxx.2.12. (See Technical Bulletin TB40-0013 dated 12/20/96 for instructions on upgrading earlier software to version Vxx.2.12).

Important!

- Make a copy of the new software disks as a backup. Destination disks should be scanned first for viruses and the new disks write protected after the copies are made.
- Due to the potential for error during any upgrade process, we recommend that all upgrade procedures be performed locally.
- It is recommended that you back up any database prior to starting any upgrade procedure.

Strategy DK/Strategy 4 Lite

Important! If the Strategy 4 Lite is not currently running version V4.2E, you must upgrade the software before performing this function (see Technical Bulletin TB40-0013 for instructions).

Step 1: Load Strategy Admin Software (VSA.2N)

1. Insert disk 1 of 1 of the Strategy Admin software into the floppy-disk drive of the remote PC.
2. Type `a:install c:\admin3` to begin the installation procedure.

Note If currently running Windows®, you will need to obtain a DOS prompt (**C: **). Do this by shutting down Windows or by using the MS-DOS program or shell.

Notes

- Strategy Admin VSA.2C: If a directory is not specified, the default directory is C:\STRATAGY. To avoid any confusion with the C:\STRATAGY directory on the Strategy 4 Lite PC, it is recommended you not use the default.
- Strategy Admin VSA.2E or later: The default is C:ADMIN3.

The following messages are displayed:

```
Install Remote Strategy Admin software package to C:\Admin3??
Press Ctrl+C to abort or press any key to continue...
```

3. Press any key to continue and the Strategy Admin program is installed on drive C: in subdirectory ADMIN3.

The Strategy Admin software upgrade process is now complete.

Important! *The new Admin (ADMIN3) parameters are set to the factory defaults. If necessary, you must now edit the new admin.cfg file parameters so that they match the parameters set in the install.cfg file for the Strategy system.*

Step 2: Upgrade Strategy DK (VDK.2N)/Strategy 4 Lite (V4.2N) Software

1. From the DOS prompt (C:\ADMIN3), type **admin** and press **Enter**.

The following screen is displayed:

```

Stratagy Admin Version VSA.xx Aug 18 1998

1.Connect to Stratagy
2.Configure Admin

ESC/Exit F1/Help

```

Important! *The portable/desktop computer must be configured for the correct serial port in Strategy Admin prior to performing the next step. (See the Strategy I&M, Chapter 4 – Configuring Strategy for configuration instructions.)*

2. Press **1** or highlight the Connect to Strategy option and press **Enter**.
3. Enter the password (the default is **Strategy**) and press **Enter**.

The Admin software prompts for the system password.

The following messages are displayed while the Strategy Admin software checks for the portable/desktop computer's connection to Strategy:

```

Preparing for connection. Please wait.

STRATAGY Vxx.xx/x.x Aug 15 1998 17:46:49
Copyright (c) 1994-8 Toshiba America Information Systems, Inc.
Portions copyright (c) 1991-1995 The Automatic Answer, Inc.
All Rights Reserved.

```

The Main Menu displays.

4. Press **Alt+t** for the Tools submenu.
5. Enter the password (the default is **Strategy**) and press **Enter**.

You are prompted for your password.

The Tools submenu displays.

6. From the Tools menu, press 3.

The following menu is displayed:

```

Upgrade
-----
WARNING:  Strategy Voice Processing will be
          suspended. Any existing connection
          will be broken.
-----
Upgrade from directory :
A:
-----
          ESC/Exit  F1/Help
  
```

7. Place the upgrade disk into the portable/desktop computer's floppy-disk drive.
8. The default directory is A:. If you need a different drive, type over the default. Press **Enter**.
9. Press any key.

When the upgrade procedure is complete, the following message is displayed:

```

Upgrade successful. Press any key to reboot Strategy.
  
```

The portable/desktop computer returns to the **C:\ADMIN3** DOS prompt.

All Other Strategy Systems

Upgrade procedures can be found in the Maintenance and Upgrades section of the *Strategy Release 2 I&M Manual*.

Important! *Strategy software must be at Version 2.12 before performing the upgrade.*

Strategy I&M Manual Updates

Starting with this Strategy software release, a Strategy Library CD-ROM containing electronic files of all Strategy documents (e.g., *User Guide*, *Feature Description*, *General Description*, etc.) is being mailed to all manual holders. Only office-of-record recipients will receive a hard copy of the revised *Strategy I&M Manual* pages.

Updating Your Office-of-record I&M

Office-of-record recipients receive with this bulletin a revised copy of the entire *Strategy I&M Manual* (insides only) and a Strategy Library CD-ROM containing electronic files of all Strategy documents. These copies reflect all additions and changes made to the software.

To update the hard copy of the *Strategy I&M Manual*, follow these steps:

1. Remove the Version B insides from your I&M Manual binder. Discard these pages, or if you like, save them in your archives.
2. Insert the new Version C manual into the binder.

Note Due to the amount of manual pages affected by the software revisions, you are receiving an entire copy of the manual. In future releases, only updated pages will be sent.

Updating Your Field I&M Manual

If you are a manual holder, you receive with this bulletin a Strategy Library CD-ROM that includes not only the electronic files for these updates but also electronic files for the latest versions of all Strategy documents (i.e., *General Description*, *Installation Guides*, *User Guides*, and *Feature Description*). Copies of updated pages to the *Strategy I&M Manual* are not attached.

This provides you electronic access to this valuable reference information and enables you to print these documents as you need them. If you want to update your hard copy of the manual, use one of the following methods.

Method #1:

- Refer to [Table 1](#) for a list of revised pages. Copy the pages listed from the updated office-of-record copy and insert them into your manual.

Method #2:

Use the electronic update package on the Strategy Library CD-ROM, Version A, September 1998:

1. Follow the instructions on the Strategy Library to access Adobe™ Reader® and the Home Page.
2. From the Home Page, click Installation & Maintenance, then click “Version C I&M Update Pages.” See [Table 1](#) for a list of revised pages.
3. Click File, then Print. If your printer is capable of duplex printing, be sure to select the two-sided setting. Or, print single-sided sheets and make two-sided photocopies.

Important! *The update files mentioned in the previous steps are intended for printing only. Therefore some buttons, hypertext links and extended search capabilities do not function.*

Table 1 Update Checklist

Chapter/ Section	Updated Pages	Description
Title Page		Updated.
Intro	vii~viii	Added <i>Strategy DK Installation Guide</i> reference.
Installation Section TOC	Entire TOC	Updated.
Chapter 1	1-3~1-4	Added references to new Strata DK products.
Chapter 2	2-1~2-12, 2-15~2-16, 2-21~2-22	Added Strategy DK information, revised information on Strategy 4, 6, 16 and 24. Added references to new Strata DK products.
Accessing Strategy Section TOC	Entire TOC	Updated.

Table 1 Update Checklist (Continued)

Chapter/ Section	Updated Pages	Description
Chapter 3	Entire chapter	Added information on Strategy DK and Strategy Admin compatibility. Strategy 4 Lite software version V4.2K is compatible with Strategy Admin VSA.2G or later software. Revised documentation to include new features available through Strategy Admin (e.g., menus for local and remote access). Added information on Main Menu's Daylight time field and Tools submenu available through Strategy Admin.
Configuring Strategy Section TOC	Entire TOC	Updated.
Chapter 4	Entire chapter	Revised Strategy System Configuration Parameters to include Strategy DK references and two new parameters (i.e., amis_max_attempts, amis_rna). Added instructions on configuring Strategy 4 Lite with V4.2K software. Inserted information on new Strategy Configuration Utility feature called Archive MSG.LOG to A:Drive.
Programming Section TOC	Entire TOC	Updated.
Chapter 5	5-3/5-4	Added Hot-zero feature modification.
Chapter 6	6-7~6-18	Updated default security code information and Options screen to include Message Pending, Alternate Rate, DSS Port, and Message Volume field information.
Chapter 8	8-3~8-4, 8-7~8-8	Correction made to default on Method field. Changed Figure 8-1 Method Field data.
Chapter 10	10-1~10-4, 10-7~10-10	Updated chapter to include Strategy DK references and KM and KT tokens.
Chapter 11	11-1~11-2	Added Strategy DK references.
Chapter 12	Entire chapter	Added Strategy DK references.
Chapter 13	Entire chapter	Added Strategy DK reference and new parameters. AMIS components and operation sections were added to the chapter.
Fax TOC	Entire TOC	Updated.
Maintenance & Upgrades Section TOC	Entire TOC	Updated.
Chapter 16	Entire chapter	Added backup and restore instructions on using the Strategy 4 Lite (V4.2K) with the Strategy Admin (VSA.2G) Tool Utility.
Chapter 17	17-3~17-4	Added Strategy DK reference.
Chapter 18	Entire chapter	Added notes on Strategy DK.
Chapter 19	Entire chapter	Added Strategy DK references. Added instructions for upgrading Strategy 4 Lite with V4.2K software. Revised upgrading procedures for Strategy 4 Lite and 6 Lite.
Fault Finding Section TOC	Entire TOC	Updated.

Table 1 Update Checklist (Continued)

Chapter/ Section	Updated Pages	Description
Chapter 20	Entire chapter	Added Strategy DK information in Screen Save and Trace Out features.
Chapter 21	Entire chapter	Added Strategy DK and Strategy 4 Lite information on ScanDisk and Defrag functions. Added descriptions and instructions on using the STRATAGY.LOG and MSG.LOG utilities.
Index	Entire index	Updated.