STRATAGY
TECHNICAL BULLETIN

PROGRAMMING CAUTION

Avoid programming Stratagy User I.D. "chains" that contain "loops". Stratagy permits you to program User I.D. "chains" allowing the flexibility to provide call routing solutions to many varied customer applications. However, programming Stratagy with "chains" of User I.D.s may lead to operational complications if caution is not taken. Creating "loops" from a "chain" of User I.D.s will eventually cause a Stratagy port to become continuously busy until the system is re-booted. Ultimately all Stratagy ports will become busy and the system will not operate until the system is re-booted. If a "loop" exists, the Stratagy port(s) busy lock-up condition is usually triggered by no caller DTMF action followed by a hang-up.

A description of the most common condition is as follows:

By default, all Stratagy User I.D.s return to User I.D. 991, when complete or "done", if there is no caller DTMF action. User I.D. 991 is defaulted to the DTMF gate, which is defaulted to "true". At the DTMF gate the caller is asked to say "yes" if they would like to be transferred to the Operator. If there is any verbal response detected Stratagy will transfer the caller to the extension for User I.D. 0. If there is no response, Stratagy will disconnect the caller. This is normal operation for Stratagy. However, some applications may require the DTMF gate to be "false" so there is no query of the caller. If the gate is false and User I.D. 0 done chain is set to User I.D. 991 (or no done chain, defaulting to 991), a "loop" has been created and Stratagy port(s) will eventually lock-up. This may be avoided by programming User I.D. 0 to have 999 as it's done chain (User I.D. 999 is defaulted to disconnect, @H).

In addition, programming one or more User I.D.(s) done chain(s) to "loop" back to the same User I.D.(s) will cause Stratagy port(s) to eventually lock-up. For example; User I.D. 200 done chain should not be programmed to User I.D. 200. Or do not program User I.D. 200 done chain to User I.D. 201 and User I.D. 201 done chain to User I.D. 200, etc.

Again, you must avoid programming Stratagy User I.D. "chains" that contain "loops" for normal Stratagy system operation. All programming "chains" must eventually end at User I.D. 999 which is defaulted to disconnect (@H) and User I.D. 999 default should never be changed.

If you have questions or require assistance regarding this bulletin please contact your Toshiba Technical Support representative before you begin programming a Stratagy system.