Strata ®

CIX ™

Voice Processing System

LVMU

Installation and Programming Guide

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Telecommunication Systems Division

Publication Information

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Before You Install the LVMU in Strata CIX...

please read and complete this checklist before starting your installation.

This checklist only highlights important installation information. Please reference the LVMU Installation Guide for details on programming individual features, etc.

1 Are you aware of the prescribed handling precautions for the LVMU?

*Whenever handling the LVMU, always wear an **anti-static wrist strap** (not included). Keep the strap by the unit.*

❑ **Always hold the unit by its edges.** Remember that an electrostatic charge from your body, even your own body oils can damage the LVMU.

❑ **Never drop or jar the LVMU!** Care should be taken whenever handling the unit.

❑ Temperature changes greater than 10°C can cause condensation on the LVMU. If there is such a temperature variation, wait 24 hours before installation.

❑ Always keep the LVMU in its individual shipping box until it's time to install it in the Strata CIX.

❑ Never transport the LVMU inside the Strata CIX.

2 Do you have everything you need for programming the LVMU using Stratagy UAdmin 2.1?

Stratagy UAdmin Release 2 software is compatible with the LVMU, GVMU, IPV8 and Stratagy DK R3.X. UAdmin does not support Release 2 Stratagy DK systems.

❑ **Local Administration?** You'll need a PC, 5MB hard drive space, and 580KB free RAM. You'll also need Toshiba's PPTC-9 to connect your PC to the LVMU.

❑ **Remote (modem) Administration?** Use UAdmin software with the internal (soft) 33.6Kbps-baud modem. No additional equipment is necessary.

3 All set? Just a few more things...

❑ Be sure to change the default password of the Shutdown Mailbox User ID 983 (see the *LVMU Installation Guide*).

❑ Don't forget to wear an **anti-static wrist strap** (not included) during handling.

❑ When using an internal modem in the Admin PC, remember that UAdmin **does not** work with COM 3 or 4. Do not write over the UAdmin subdirectory on your remote PC when installing the newer version of UAdmin. Always retain previous versions of UAdmin.

❑ Make sure your *Strata CIX I&M/Programming Manuals and Stratagy I&M Manuals* are handy. **Be sure to read the entire LVMU Installation Guide before installing.**

❑ Remember to back up your database after installation.

If you have read and completed this checklist, installation will be a breeze!
OK, let's get started!

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Introduction

This Installation Guide introduces you to the LVMU Voice Mail System and serves as a supplement to the Stratagy I&M Manual. All information concerning the LVMU is contained in this document. Applicable references can be found in the Stratagy I&M Manual.

Organization

- **Chapter 1 – The Grand Tour** gives you a general description of the LVMU's capabilities and basic operations. Features exclusive to the LVMU are described in detail.
- **Chapter 2 – Installation** contains vital information on how to install the LVMU, load and configure UAdmin software, and access and configure LVMU software.
- **Chapter 3 – Maintenance** provides instructions on how to use the Tool Utility for backing up, restoring, upgrading software, and performing file copies. Also describes the LVMU's trace diagnostics.

Related Documents/Media

Note Some documents listed here may appear in different versions on the Toshiba FYI web site, 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.

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

- **Stratagy Voice Processing General Description** provides a system overview, available hardware, and features of the Stratagy systems.
- **Stratagy Installation and Maintenance Manual** provides installation and maintenance requirements and procedures for the Stratagy system. Also includes System Administration forms and instructions on how to configure the system.
- **Stratagy User Guide** provides the procedures necessary to operate the Stratagy system. The Guide includes a tear-out (wallet-size) Quick Reference Guide and a quick reference map (flowchart) outlining Stratagy's features and operation.
- **Stratagy Quick Reference Guide** provides a quick reference of frequently-used features.

For authorized users, the Toshiba FYI web site contains all current documentation and enables you to view, print, and download current publications.

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The Grand Tour

LVMU

A brand new voice mail circuit card, the LVMU was designed by Toshiba specifically for the Strata CIX100, 200 and 670 systems, which provides comprehensive Auto Attendant/Voice Mail capabilities. The features include:

- Up to 8 Voice Ports in 2 port increments
- 40 hours voice storage, allowing up to 10,000 total messages
- 360 mailboxes
- The LVMU has similar features and operation as the popular Stratagy IVP8 & DK, but includes newer features
  - CIX integration through the backplane. No serial port SMDI required.
  - Voice Mail LCD Feature Prompting with Soft Key Operation – operates like Stratagy iES32.
  - Call Record – A station user can record the coversation and store it in a voice mailbox by pressing an optionally programmed key on the station
  - Call Monitor – A station user can listen to a caller while the caller records a message in the voice mailbox and intercept the call.
  - Bilingual Language Support – English and Spanish Voice Mail LCD Feature Prompting with Soft Key Operation (English and Spanish).
  - Onboard remote maintenance modem (AMDS1A).
  - Remote software update and prompt update capability.
  - Embedded Backup and Restore utility - Stores Names, Greetings, Mailbox numbers, and all other database parameters

There is a RS232 maintenance jack to connect an Admin PC. Administration requires the LVMU UAdmin 2.1 Administration Software. This is a new version of UAdmin for the LVMU that also can be used for Stratagy Flash, DK R3.X, IVP8, and GVMU.

The LVMU is pre-programmed with default mailboxes 200 ~ 217, adding simplicity to any installation.

This document covers how to install the LVMU into the CIX cabinet slot and how to program the CIX.

For further information please refer to the CIX Installation, Maintenance and Programming manuals.

Before starting the installation, read through these instructions thoroughly. Important information is included in this guide that is crucial to a successful installation.

CIX Software Requirements

The LVMU requires programming in the CIX database.

- The CIX software requirement is R4.20MP026 or later.
- The eManager must be Release 4.2A09 or later.
- The LVMU requires up to eight voice mail port licenses in two port increments.
- One CIX basic port license is required for each LVMU port.
- The LVMU is programmed in a CIX card slot with Prog 100, card type 35.

UAdmin2.1

The LVMU uses UAdmin2.1 (UADM2) software to configure and maintain its voice processing system. This chapter discusses how to start up, use and shut down the UADM2 Admin software for maintenance and other functions. More specifically, this chapter discusses:

- Access UADM2 Admin – Compares the two methods for accessing the UADM2 Admin software: locally, or remotely.
- Local Access – Access UADM2 Admin software via a cable connecting the LVMU with a portable or desktop PC.
- Remote Access – Access LVMU via a modem from a portable or desktop PC.
- System Startup – How the Strata CIX voice processing system starts up.
- Use UADM2 Admin software – Navigating through the menus and using online help.
- Online Help Function – Describes help line and detailed help.
- System Shutdown – Exiting the UADM2 Admin program and accessing the Stratagy Configuration Utility.
- Main Menu Options – Using the Main Menu for customization and administration.
- Main Menu Field Descriptions – shows the main menu and gives a definition of each field.

Installation

Installation

Before starting the installation, read through these instructions thoroughly. Important information is included in this guide that is crucial to a successful installation.

Step 1: Unpack and Inspect the LVMU

1. When you receive the system, examine all packages carefully and note any visible damage. If you find any damage, do not open the packages. Contact the delivery carrier immediately and make the proper claims.

2. Check the items contained in the packages against the packing list.

3. Inspect all equipment for damage. If equipment is missing or damaged, contact your supplier immediately.

4. Remove any shipping tape and packing material used to protect the system during shipment. Retain the packing materials for re-use when transporting system hardware.

CAUTION!

You will be handling the LVMU when it is most fragile — unpacked and exposed. The LVMU, if handled properly, will give long, reliable service. To ensure that the unit is not damaged during installation or maintenance, follow these precautions.

Damage may not always be immediately evident (e.g., no physical damage on the outside of the unit) and system failure may result weeks or months later.

- **Handle the LVMU with care. Mechanical shock from dropping, shaking, excessive force when seating the board into the slot, rocking a connector on or other activities can severely damage the printed circuit board.**

- **Wear an anti-static wrist strap (not included). An electrostatic charge from your body can damage the drive or circuitry permanently.**

- **Hold the LVMU by the edges or the strap and never touch the board's surface. Pressure on the printed circuit board or contaminants from your hands (e.g., skin oil, food particles, hand lotion) can cause component failure.**

Built-in modem

Status

CH8
CH7
CH6
CH5
CH4
CH3
CH2
CH1

Serial cable
connector

LVMU   1A   V.1

Battery Jumper
(Strap shown in ON position)

SW2   SW3

SW1
Language Selection
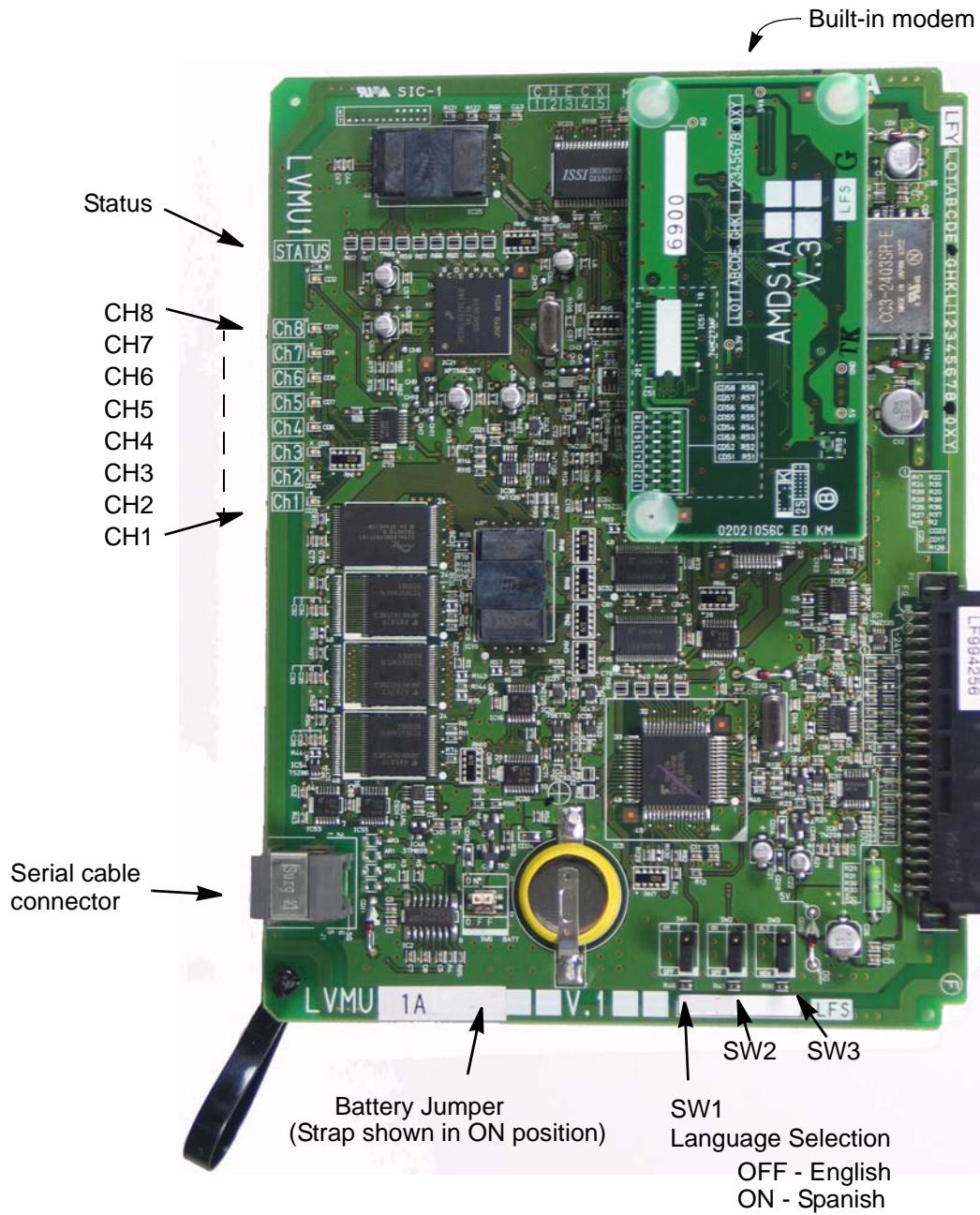OFF - English
ON - Spanish

Figure 1   LVMU Circuit Card

Step 2: Program the Strata CIX

Important! When installing the LVMU, the Strata CIX system software must be **version 4.20MP026 or higher**. Refer to "CIX Software Requirements" on page 2 for software and license requirements.

To the Strata CIX processor, the LVMU functions as an analogue card.

The LVMU uses information passed along the backplane of the CIX for it's integration so there are no special program settings required for the LVMU. In addition no additional equipment is required (i.e. the BSIS).

Important! Should the Strata CIX need to be reset to initialize any Strata CIX programming assignments, it is important that you make all such assignments before installing the LVMU.

If more detailed information is required around the CIX programming please refer to the Strata CIX Programming manual.

1. Log into the Strata CIX via eManager

2. Configure the nominated CIX slot that the LVMU will be installed into is set as a LVMU.

3. Assign the LVMU ports in CIX Program 200.
   Ensure that the LVMU ports are configured as follows:

   - The station type is enabled for SLT working (FB 02)

   - The circuit type is set to Voice Mail (FB 03).

   - The display DN (FB 15) is set to that of the number assigned to the Pilot Hunt Group that the LVMU ports will be assigned to.

4. Set up the Pilot Hunt Group for the LVMU Voice Mail ports, (CIX Program 209/Group Tab). Ensure the following:

   - The Pilot Number (FB 02) matches the Number to Display (FB 04)

   - The Number to Display (FB 04) matches that programmed for the LVMU Voice Mail ports Display DN (Program 200, FB 15)

   - The DHG Auto Camp On (FB 07) is Enabled.

5. Assign the LVMU Voice Mail Ports to the Pilot Hunt Group, (CIX Program 209/Member Tab).

6. Using CIX Program 579, System Voice Mail Data, ensure the following is programmed:

   - the Output of Class/ANI and DNIS (FB 04) is Enabled

   - the Pilot DN of the Voice Mail is set as a direct transfer destination by entering the Pilot Hunt Group Number, assigned in CIX Program 209, as the Transfer Direct to VM DN (FB 16).

7. Using CIX Program 580, Voice Mail Port Data, configure each of the LVMU Voice Mail ports. Ensure that:

   - The Control Method (FB 01) is set to SMDI

   - Send A/D Tone (FB 02) is Enabled

   - End to End Signalling (FB 06) is Enabled

   - VM to VM Call Blocking (FB 05) is set for Blocking

8. Still using CIX Program 200, program up the Strata CIX extensions that are to use Voice Mail.

    Ensure the following is assigned to each extension using Voice Mail:
    -   Assign the VMID code (FB 19) to match the User ID/Mailbox number allocated to that extension.
    -   Set the VM MW Center Port (FB 22) to be that of the Pilot Hunt Group number assigned to the LVMU Voice Mail ports, (CIX Programs 209 and 218).

9. (Optional) Set up Call Record.
    Ensure the following:
    -   In CIX Program 205, assign "Call Record" (Code 630) to any flexible key, additionally "Pause/Resume" (Code 640) can be optionally assigned to an additional flexible key.
    -   In CIX Program 204, the Mailbox Selection (FB 23) set the recording to Manual or Automatic as required

10. (Optional) Set up Voice Mail Call Monitor (Code 870) feature to any flexible key (CIX Program 205).

Step 1: Shut Down Strata CIX

➤ Turn off the main power switch to the Strata CIX system.

Step 2: Install the LVMU

Strata CIX Systems

CAUTION! **See cautions under "Step 1: Unpack and Inspect the LVMU" on Page 3 before proceeding.**

1. Set the battery jumper to the ON position. The jumper is located on the bottom, left corner of the circuit card, as shown in Figure 1.

2. Locate the proper slot for the LVMU. (The LVMU can be installed in any Strata CIX slot.)

3. Insert the card into the appropriate slot, and apply firm, even pressure to ensure proper mating of connectors.

Important! If the battery jumper on the LVMU is not placed in the ON position all new programming will be lost if power to the system is interrupted or the LVMU is removed from the cabinet.

CAUTION! **Do not hit the board for proper seating. This can damage the LVMU components.**

Step 3: Restart Strata CIX and Verify LVMU is Functioning Properly

Note   Each LVMU has been preprogrammed at the factory for out-of-box (plug-and-play) operation on the Strata CIX. This includes the integration and configuration parameters, default station (extension number) User ID mailboxes, and company greeting and instructions.

➤ Turn on the main power switch to the Strata CIX. The LVMU performs a self test while booting-up. Let it proceed without any action from you.

During this process the LEDs numbered 1 to 8 flash in sequence while the red status and heart-beat LEDs flash.

Step 4: Verify that Voice Playback, Basic Auto Attendant and Ports are Functioning Correctly

➤ Dial the extension number for each port. LVMU should (for each port):

- Answer and play the Toshiba Plug and Play company greeting ("Thank you for calling…"), greeting 1 in User ID mailbox 990.
- Continue to play the Toshiba Plug and Play caller instructions greeting ("If you know the extension of the person you wish to reach…"), greeting 1 in User ID mailbox 991. Install Admin Software (UAdmin 2.1).

Note   Loading the Admin software can be done before/after connecting the Admin PC to the LVMU.

The Admin PC, connected to the LVMU, must meet the following specifications:

- IBM-compatible
- 3.5" 1.44 (high-density) floppy-disk drive (optional)
- Hard drive with a minimum of 5MB of available disk space
- 580KB RAM free memory

Step 5: Install & Configure the Admin Software

➤ **To configure UAdmin software**

1. From the **C:\UADMIN21** DOS prompt, type **admin** and press **Enter**. The UAdmin screen displays.
2. From the UAdmin Main screen, press **2** or highlight the Configure Admin option and press **Enter**. The Admin PC Configuration screen displays.

Note   Press **F1** for help with any settings in the UAdmin Configuration screen.

3. Make any changes needed, the default settings work in most situations.

Note   Press **F2** in the *Serial Port* and *Baud Rate* fields to display a pop-up box with valid entries.

4. To save your changes, you must have the cursor in the last field (i.e., Modem Init String), and press **Enter** or the arrow down (↓) key

...or to exit without saving your changes, press **Esc** at any time.

The program returns to the UAdmin Main screen.

Step 6: Access the LVMU

Prior to accessing the LVMU, verify that the LVMU is operational by making a test call into the system.

Local Access

1. From the DOS prompt (`C:\UADMIN21`), type: **admin** and press **Enter**. The UAdmin screen displays.

Important! The Admin PC must be configured for the correct serial port in UAdmin prior to performing Substep 2.

2. Press **Enter**.The UAdmin software prompts for the LVMU's system password.

3. Type the password (the default is **Stratagy**) and press **Enter**.

If a modem is not detected, UAdmin establishes a direct connection (local access) and a version of the standard Main Menu displays If a modem is detected, the LVMU displays the screen shown at right:

```
┌─────────────────────────────────────────┐
│        Remote Stratagy Connection        │
├─────────────────────────────────────────┤
│                                          │
│ Enter the phone number for the remote    │
│ Stratagy. For manual dial just press     │
│ Enter.                                   │
│                                          │
│ Phone number:                            │
│                                          │
│                                          │
├─────────────────────────────────────────┤
│           ESC/Exit  F1/Help              │
└─────────────────────────────────────────┘
```
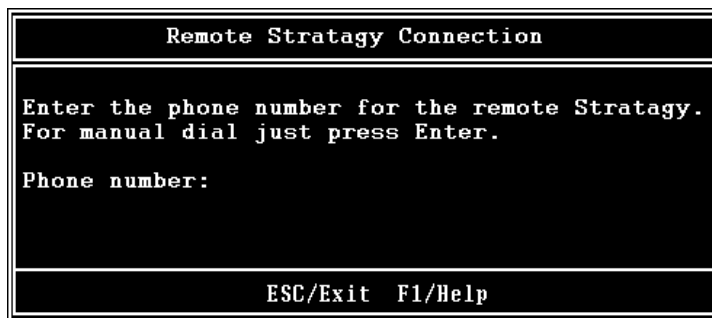
Remote Access

UAdmin software version 2.1 has two modes of accessing the LVMU remotely:

• Direct Dialing Mode — the LVMU has a built-in modem reached by accessing user 993 from the auto-attendant.

• Manual Dialing Mode — an operator must transfer the call to the auto-attendant.

Note Manual dialing requires a standard telephone be connected to the Admin PC modem.

Direct Dialing Mode

➤ Type the telephone number plus , , , , , 993# (50 digits maximum). Do not use dashes (e.g., 9,9054703500,,,,,993#). Press **Enter**. Each comma produces a pause of about two seconds. Five commas will pause the dialing for about 10 seconds to allow the Auto-attendant to answer. The pause (number of commas) may need to be adjusted based on how long it takes the system to answer.

Once the connection is made to the LVMU modem, a carrier tone is heard. UAdmin synchs up to the modem. A message reading **Connection established** appears briefly on the screen and the Main Menu displays. Proceed to Step 7 "Configure the LVMU".

Manual Dialing Mode

1. Press **Enter** to go to the Manual Dialing Mode screen.

2. Go off-hook on the standard telephone and dial the telephone number. If necessary ask the operator to transfer the call to the voice mail pilot DN, then dial 993. Once connection is made to the LVMU built-in modem, a carrier tone is heard.

3. Press **Enter**. UAdmin synchs up to the modem. A message reading **Connection established** appears briefly on the screen and the Main Menu displays.

Step 7: Configure the LVMU

To configure the LVMU, you may need to use the following menu selections available from the Tools option on the Main Menu:

- Toshiba Plug and Play
- Telephone System Configuration
- Stratagy System Configuration

For a complete description of the standard menu selections and field descriptions, see the Stratagy Installation & Maintenance manual on OPGONLINE.

➤ **To access Tools Option**

1. Press **Alt+t**.
2. Type the password (the default password is **Stratagy**) and press **Enter**.

Toshiba Plug and Play

The LVMU is pre-installed for the Strata CIX100 processors. If you need to change this selection to a different Strata CIX telephone system, change it now using this selection.

Note If you only want to change the PBX type, do not use this function. Instead, set the *pbx_type* parameter in the Stratagy System Configuration screen.

Selecting this function:

- Changes all the settings to the new Toshiba telephone system default values.
- Deletes any User ID mailbox customizations.
- Installs the LVMU default mailboxes.

Note Existing messages and mailbox greetings are not deleted when Plug and Play is selected. For example, if Mailbox 200 has messages and greetings and Toshiba Plug and Play for Strata CIX is run, then Mailbox 200 retains the messages and greetings from the previous database.

Change Toshiba Plug and Play Option

1. From the Tools menu, press **5**.

2. From the Toshiba Plug and Play screen, enter the number of the selection.

   The LVMU utility automatically defines the telephone system dial codes and tone patterns, system integration patterns and default mailboxes for the specific telephone system.

Note Strata CTX28 is not supported.

3. When the process is complete, press any key to reboot. The DOS prompt displays.
4. To continue, re-enter UAdmin.The Main Menu displays with the new telephone system designation.
5. Press **Alt+t** to access the Tools submenu.

Telephone System Configuration

This function modifies the following codes/integration patterns:

- Telephone System Dial Codes – The LVMU performs certain actions on your telephone system by using defined telephone system dial codes. To define the dial codes, you must modify the telephone system dial code parameters.

- System Integration Patterns – Enables modification to the telephone system integration patterns.

Note   The telephone system configuration is set using the *pbx_type* parameter (see Stratagy Installation & Maintenance manual on OPGONLINE for details).

If your system is to be configured for system dial codes or system integration patterns, you should edit them now. As an example:

If your Toshiba telephone system is configured for tone first, you would:
Press `1` to Edit System Dial Codes.
From the Telephone System Dial Codes screen, delete the suffix –`1` from the line `What to dial AFTER dialing the User ID extension`.
Press `Esc`.
Press `1` to save your changes, and restart the LVMU

.

> **CAUTION!**   **In most cases the default codes need not be changed. Take care when making changes and then restarting the LVMU. In some cases, if invalid information has been entered, The LVMU may not reboot correctly.**

Stratagy System Configuration

Use this function to change the LVMU's system options and parameters. Most Stratagy System Configuration options *do not* require modification.

We recommend that you modify the system password immediately. All other options have default values, but can be modified as required.

Configure the LVMU Software

1. From the Tools menu, press `6`. The system configuration file displays. The parameters are listed in alphabetical order.

2. Make changes to the parameters. See the Stratagy Installation & Maintenance manual for instructions on changing the parameters.

3. Press `ESC`.

4. From the Stratagy System Config screen, press `1.` The changes are transmitted to the LVMU and the LVMU is shut down and restarted. By shutting down and restarting the LVMU, the changes take effect.

   ...or `2`. The changes are transmitted to the LVMU but the LVMU is not shut down or restarted. Until you restart the LVMU, the changes do not take effect.

   ...or `3`. The changes you made are cancelled and not saved.

5. If you pressed **1** to save the changes, press any key to reboot. The DOS prompt displays. To continue, you must re-enter UAdmin.

Step 8: Program the Mailboxes

➤ Program the User mailboxes for the customer's application.

Step 9: Program the Applications

Note   See the Stratagy Installation & Maintenance manual on OPGONLINE for details.

Step 10: (Optional) Back up Database, Mailbox Names and Greetings

When you finish the installation process, we recommend you back up your new database, mailbox names and greetings. See "Backup Utility" on page 17 for instructions.

LVMU Playback Audio Level Adjustment

Customers may experience lower LVMU1A playback audio levels when internally calling from one model / style of Toshiba phone (e.g. IPT phones) than other Toshiba phones. The following procedure describes how to create PAD levels and adjust the LVMU1A voice playback levels between various model phones or extensions, using the CIX pad table in eManager.

Preparation in advance:

1. Ensure your eManager version is V4.20 A09.

2. Make a note of the DN numbers assigned to the LVMU1A.
   These DN numbers are available in station assignment window.

3. Make sure the equipment number shows the slot number the LVMU1A is programmed into.

4. Use eManager to find an idle PAD group number by the following operation.

   • Go to **Advanced Configuration** > **System** > **PAD Table**
     then click on **PAD Group – Table View**.
     You will see following window.
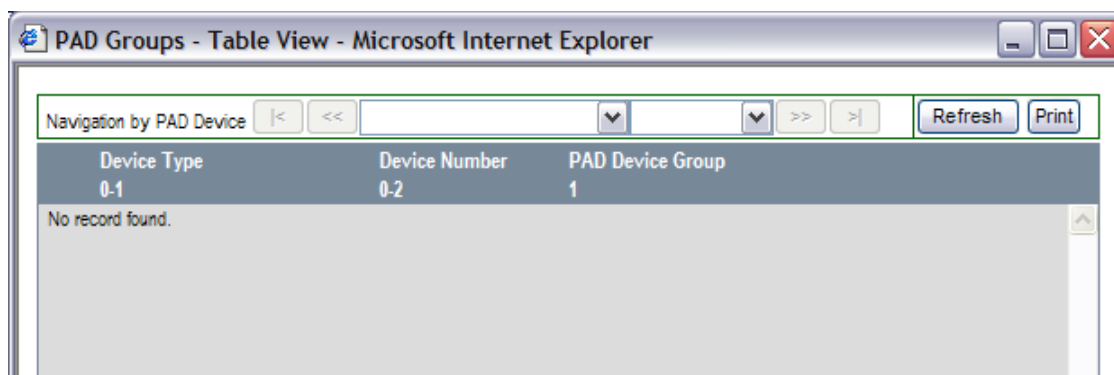
This procedure uses PAD group 1 as am example. Use a PAD group for the LVMU1A that has not been assigned for other use.

5. Close PAD group table window.

6. Assign PAD group for each VM port. Select **Station** from pad group device type drop down list

7. Enter the Prime DN number of the VM port that you noted in Step 2.

8. Select PAD group number from the Pad Group Number drop down list.

9. Click on the **Submit** button.

10. Assign the PAD group for all LVMU1A ports.

You can see the completed PAD group setting in PAD group table of view window.

11. Fill PAD value in the PAD table. Open **PAD values table of view** by clicking the **PAD Values – Table View** icon. The PAD values table view window will open.

PAD Values - Table View - Microsoft Internet Explorer

Net Gain < 0dB < Net Loss | Compared to default | [Change Compare] | [Undo] | [Load Default] | [Import] [Export]

Sender PAD Device Number		1	2	3	4	5	6	7	8	9	10	11	12	13	14	101	102
														Receiver PAD Device Number			
Analog Telephone	1	0	0	0	6	6	6	X	-	0	0	0	0	0	0	0	0
DKT	2	0	0	0	6	6	6	0	-	0	3	0	0	0	0	0	0
Analog Trunk	3	0	0	6	6	6	6	X	-	6	0	0	0	0	0	0	0
T1 Trunk	4	6	6	6	0	0	0	0	-	6	3	0	0	0	0	0	0
ISDN Station	5	6	6	6	0	0	0	0	-	6	3	0	0	0	0	0	0
ISDN Trunk	6	6	6	6	0	0	0	0	-	6	3	0	0	0	0	0	0
Conference Bridge	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Music Source	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Paging Device	9	0	0	6	6	6	6	0	0	0	0	0	0	0	0	0	0
IPT1000 Telephone	10	-6	3	-6	0	0	0	-6	-	-6	0	0	0	0	-6	0	0
IPT2000 Telephone	11	12	3	12	12	12	12	12	-	6	0	0	0	0	9	0	0
LIPU-StrataNet	12	12	0	12	12	12	12	12	6	6	0	0	0	0	9	0	0
BIPU-StrataNet	13	0	0	-3	-3	-3	-3	-3	-3	-3	0	0	0	-6	-6	0	0
PRI-StrataNet	14	3	3	3	3	3	3	3	3	3	0	0	0	0	0	0	0
PAD Group 1	101	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAD Group 2	102	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAD Group 3	103	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAD Group 4	104	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAD Group 5	105	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAD Group 6	106	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAD Group 7	107	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PAD Group 8	108	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PAD Group 9	109	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PAD Group 10	110	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Done

12. Fill PAD values in the boxes which are red-circled in below. You can change a PAD value by clicking the box and selecting arrow up or down. When done, click the submit button in PAD values table view window.

PAD Values - Table View - Microsoft Internet Explorer

Net Gain < 0dB < Net Loss | Compared to default | [Change Compare] | [Undo] | [Load Default] | [Import] [Export] [Submit] [Refresh]

Sender PAD Device Number		1	2	3	4	5	6	7	8	9	10	11	12	13	14	101	102	103	104	105
															Receiver PAD Device Number					
Analog Telephone	1	0	0	0	6	6	6	X	-	0	0	0	0	0	0	0	0	0	0	0
DKT	2	0	0	0	6	6	6	0	-	0	3	0	0	0	0	0	0	0	0	0
Analog Trunk	3	0	0	6	6	6	6	X	-	6	0	0	0	0	0	0	0	0	0	0
T1 Trunk	4	6	6	6	0	0	0	0	-	6	3	0	0	0	0	6	0	0	0	0
ISDN Station	5	6	6	6	0	0	0	0	-	6	3	0	0	0	0	6	0	0	0	0
ISDN Trunk	6	6	6	6	0	0	0	0	-	6	3	0	0	0	0	6	0	0	0	0
Conference Bridge	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Music Source	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Paging Device	9	0	0	6	6	6	6	0	0	0	0	0	0	0	0	0	0	0	0	0
IPT1000 Telephone	10	-6	3	-6	0	0	0	-6	-	-6	0	0	0	0	-6	-6	0	0	0	0
IPT2000 Telephone	11	12	3	12	12	12	12	12	-	6	0	0	0	0	9	12	0	0	0	0
LIPU-StrataNet	12	12	0	12	12	12	12	12	6	6	0	0	0	0	9	12	0	0	0	0
BIPU-StrataNet	13	0	0	-3	-3	-3	-3	-3	-3	-3	0	0	0	-6	-6	0	0	0	0	0
PRI-StrataNet	14	3	3	3	3	3	3	3	3	3	0	0	0	0	0	3	0	0	0	0
PAD Group 1	101	0	0	0	6	6	6	0	0	0	-6	-6	-6	-6	0	0	0	0	0	0
PAD Group 2	102	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAD Group 3	103	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAD Group 4	104	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAD Group 5	105	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAD Group 6	106	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAD Group 7	107	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PAD Group 8	108	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PAD Group 9	109	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PAD Group 10	110	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

13. Close the PAD values table view window.

14. Check voice levels at IPT stations.

   • From IPT phone, call VM pilot number and hear the prompt. The prompt level should be same level as DKT's prompt.

   • Repeat until all LVMU1A ports are confirmed.

   • If you hear a high or low prompt level, please make sure the correct PAD group and PAD table are assigned.

End of PAD level adjustment.

Maintenance

The UAdmin software provides the utility and diagnostic programs to maintain and monitor the LVMU.

This section discusses:

- **Tools Utility** – Available from the Main Menu, this utility consists of procedures that:
  - Back up and restore databases and/or mailbox names and greetings
  - Upgrade LVMU software
  - Retrieve trace files
  - Copy files to and from the storage of the LVMU.
  - Configure the LVMU software
  - Change the Toshiba Plug and Play option
  - Modify codes and integration patterns using the Telephone System Configuration option
- **Shut down the LVMU** – This function consists of multiple shutdown options: Shutdown and Restart Current Version; Shutdown and Trace Current Version; Shutdown and Start New Version; Shutdown and Start Old Version; Shutdown, Scandisk and Restart; Shutdown and Stop for Power off, and Backup and shutdown for power off (This final option can take 32 minutes).
- **Diagnostics** – The LVMU has powerful troubleshooting tools. The following three files assist you in determining the source of a problem:
  - TRACE.OUT logs the LVMU's activity.
  - STRATAGY.LOG contains information on how many channels (ports) the system started up with and the CKDB execution summary (tells you basically that all of your messages have a home), etc.
  - MSG.LOG logs all messages received and every mailbox that checks for messages along with the DTMF entered.

Tools

This section discusses the Tools menu (shown below).

```
                            ┌──────────────────────┐
                            │   Backup Utility     │
                            └──────────────────────┘

                            ┌──────────────────────┐
                            │   Restore Utility    │
                            └──────────────────────┘

                            ┌──────────────────────┐
                            │  Upgrade Stratagy    │
                            │  Software            │
                            └──────────────────────┘
                                                        Edit Telephone Systems Dial Codes
                            ┌──────────────────────┐    (select dial codes)
                            │  Telephone System    │
                            │  Configuration       │    Edit System Integration Patterns
                            └──────────────────────┘
┌──────────────────────┐                                Strata CIX40
│   Tools Menu         │                                Strata CIX40 w/SMDI
│   (select menu item) │                                Strata CIX 100
└──────────────────────┘                                Strata CIX 100 w/SMDI
   7404_A                 ┌──────────────────────┐     Strata CIX 670 Basic / CIX200
                          │  Toshiba Plug and Play│     Strata CIX 670 Basic / CIX200 w/SMDI
                          └──────────────────────┘     Strata CIX 670 Expanded
                                                        Strata CIX 670 Expanded w/SMDI

                          ┌──────────────────────┐
                          │  Stratagy System     │     Parameters
                          │  Configuration       │
                          └──────────────────────┘

                          ┌──────────────────────┐
                          │  Retrieve Trace File │
                          └──────────────────────┘

                          ┌──────────────────────┐
                          │   Filecopy           │
                          └──────────────────────┘
```

Backup Utility

The LVMU Backup Utility is used to back up information from the LVMU's flash memory to the hard drive of the Admin PC.

CAUTION! **Because of possible errors that can be induced through the telephone network, Toshiba advises that you perform the Backup Utility on site.**

Backup functions are available for either a customer's database or mailbox names and greetings, or both. They consist of:

- **Database**
  All mailbox settings and information, LVMU system configuration settings, notification templates, auto schedules, and all information concerning the selected telephone system's integration information.

- **Mailbox names and greetings**
  All names and greetings that have been recorded for all programmed mailboxes (personal and company).

Backing up your LVMU system regularly enables you to restore the system with minimal data loss if the system fails.

Note   Messages cannot be backed up to the Admin PC.

CAUTION!   During the Backup and Restore procedures, the LVMU cannot process calls. When any Backup or Restore function is selected, UAdmin queries the LVMU concerning calls currently in progress. If calls are in progress, UAdmin asks if the calls can be terminated. If call termination is selected, any current connection is disconnected, and all ports are commanded to go off-hook to prevent any further calls. If call termination is denied, the Backup or Restore procedure is halted.

If the connection between the Admin PC to the LVMU is lost, communication can be re-established by simply shutting down and restarting UAdmin in the usual manner.

Back up the Database(s)/Names/Greetings

1. From the Tools menu, press **Enter**.

2. From the Backup screen (shown at right), enter the selection number.

   A second screen requesting a backup directory displays.

   ```
   ┌─────────────────────────────────────────┐
   │                 Backup                  │
   ├─────────────────────────────────────────┤
   │ 1.Backup Database                       │
   │ 2.Backup Names & Greetings              │
   │ 3.Backup Database, Names & Greetings    │
   └─────────────────────────────────────────┘
   ```
   3234

3. The directory defaults to **C:\UADMIN21\BACKUP** on the Admin PC. If you want the back up to be stored in a different directory, type over the default. Press **Enter**.

   We recommend that the new directory name represent the site that is being backed up. For example, if backing up ABC Company, you can enter the directory name "**C:\UADMIN21\BACKUP\ABC**".

   Notes
   - You cannot back up files to the Admin PC's floppy disk drive.
   - Be sure to enter the complete path, including the drive letter.

4. (Optional) If you entered selection 2 "Backup Names & Greetings" in Step 2, you are asked to enter a beginning and ending mailbox number. Type the mailbox numbers and press **Enter** after each entry.

Note   Leaving both fields blank defines all mailboxes.

...or if you entered selection 3 "Backup Database, Names & Greetings" in Step 2, press **Enter** in the mailbox fields to leave them blank.

Important!   This selection backs up the entire database and all names and greetings. You cannot backup selective mailboxes.

Before the backup starts, UAdmin calculates the time the backup takes and displays a status message (sample shown at right).

```
Backup time 4 min 30 sec. Continue? [NY]
```
3235

5. Verify that the Admin PC has enough available disk space to accommodate the backup file.

Based on the LVMU's estimated Backup time (shown on your screen), use the calculations shown below to estimate the required hard drive space.

Transmitting at: Bytes Per Second (bps) written to hard drive:

9600 bps800 bytes
4800 bps400 bytes
2400 bps200 bytes

Example: If UAdmin displays a five minute backup time and communication is at 9600 bps, then:

5 minutes = 300 seconds
300 seconds x 800 bytes = 240,000 bytes

BPS values are not exact. Additional amounts have been factored in to estimate a higher quantity of space than is actually required.

6. If your Admin PC's hard drive has enough available disk space, press **Y** to backup the files

```
Would you like to shut down active voice channels? [NY]
```
3236

...or if not, press **N** to cancel the backup procedure.

7. Press **Y** to continue.

CAUTION!   If the LVMU is not rebooted, all ports remain in an off-hook condition.

---

8. When the backup is complete, press **Y** to reboot the LVMU. The Admin PC returns to the **C:\UADMIN21** DOS prompt.

Note   You cannot reconnect to the LVMU using UAdmin until the LVMU has finished rebooting. Any attempt prior to that time fails.

Restore Utility

> **CAUTION!** **Because of possible errors that can be induced through the telephone network, Toshiba advises that you perform the Restore Utility on site.**

The LVMU Restore Utility is used to restore previously backed up names, greetings and/or database from the Admin PC to the LVMU.

Restore the Database(s)/Names/Greetings

> **CAUTION!** **LVMU Voice Processing is suspended during the restore procedure. Any existing connection is broken.**

1. From the Tools menu, press **2**.

2. From the Restore screen (shown at right), enter the selection number. A second screen displays requesting the source directory.

```
                    Restore

     1.Restore Database
     2.Restore Names & Greetings
     3.Restore Database, Names & Greetings
```
3240

3. The directory defaults to **C:\UADMIN21\BACKUP** on the Admin PC. If you have the file(s) backed up to a different directory, type over the default. Press **Enter**.

   Notes

   - Restoring files from the Admin PC's floppy disk drive is not supported.
   - Be sure to enter the complete path, including the drive letter.

4. (Optional) If you entered selection 2 "Restore Names & Greetings" in Step 2, you are asked to enter a beginning and ending mailbox number. Press **Enter** after each entry

Note Leaving both fields blank defines all mailboxes.

...or if you entered selection 3 "Restore Database, Names & Greetings" in Step 2, press **Enter** in the mailbox number fields to leave them blank.

Important! This selection restores the entire database and all names and greetings. You cannot restore selective mailboxes.

Before the restore starts, UAdmin calculates the time the process takes and displays a status message (sample shown at right).

```
Restore time 3 min 50 sec. Continue? [NY]
```
3239

5. Press **Y** to restore the files

   ...or **N** to cancel the procedure.

```
Would you like to shut down active voice channels? [NY]
```
3236

6. Press **Y** to continue.

> **CAUTION!** **If the LVMU is not rebooted, all ports remain in an off-hook condition.**

7. When the restore is complete, press **Y** to reboot the LVMU. The Admin PC returns to the `C:\UADMIN21` DOS prompt. When the LVMU port LEDs stop cycling, the LVMU is operational.

Note You cannot reconnect to the LVMU using UAdmin until the LVMU is operational. Any attempt prior to that time fails.

Upgrade the LVMU Software

To upgrade the LVMU system software, you need the correct set of files obtained from Toshiba.

CAUTION! **Because of possible errors that can be induced through the telephone network, Toshiba advises that you perform the Upgrade Utility on site.**

---

1. From the Tools menu, press **3**. The Upgrade screen displays (shown at right).

2. Copy the upgrade files to the `C:\UADMIN21` folder

3. The default directory is **A:**. Your Admin PC uses a different drive, change it to `C:\UADMIN21`. Press **Enter**.

```
                    Upgrade


 Upgrade from directory :
 A:

              ESC/Exit  F1/Help
```
3251

4. When the upgrade procedure is complete, press any key. The Admin PC returns to the `C:\UADMIN21` DOS prompt.
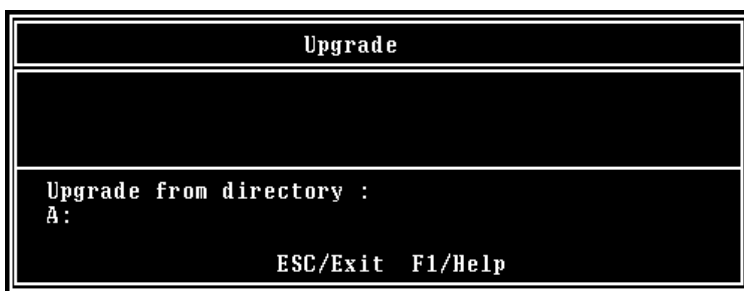
Note You cannot reconnect to the LVMU using UAdmin until the LVMU is operational. Any attempt prior to that time fails.

Retrieve Trace File

This function copies the trace data log file (TRACE.OUT) to the Admin PC's hard drive. As part of this function, a Trace Filter Setup screen enables you to specify the filtering rules for selecting the desired trace records.

After UAdmin filters the trace data, it decodes and expands the data into readable records containing the information requested by you in the Trace Filter Setup screen.

1. From the Tools menu, press **7**.

2. The trace file name defaults to **TRACE.OUT**. From the Retrieve Trace File screen, press **Enter**.

3. Enter the directory where you want to copy the file. The default is: **C:\UADMIN21**.

```
                    Retrieve Trace File

   Trace file name :
   TRACE.OUT

   Retrieve to directory :
   C:\UADMIN21

                          ESC/Exit   F1/Help
```
0033-sc

   If you need a different directory, type over the default. Press **Enter**. Be sure to enter the complete path. If the directory already exists, you are given the option of entering a new directory or overwriting the file. The Trace Filter Setup screen displays.

4. Select the items you want included in the **TRACE.OUT** file. Refer to the field descriptions in the Stratagy Installation & Maintenance manual on OPGONLINE.

5. When you are finished, press **Alt+e**.

   Once the data has been expanded, the LVMU copies the file to the directory/file specified in Step 3 of this procedure. A dialogue status box displays (shown at right).

```
   File copying: Stratagy → Local, Received 8192 bytes (53%)
```
3253

   When the copy is complete, another status box displays (shown at right):

```
   Finished copying file in 2.32 minutes, press any key to continue.
```
3254

   You can use any text editor to review the file.

Filecopy

Use UAdmin's Filecopy option to copy files to and from the flash drive of the LVMU and the Admin PC's hard drive.

1. From the Tools menu, press **8**. The Filecopy screen displays (shown right).

```
┌─────────────────────────────────────────┐
│                 Filecopy                 │
├─────────────────────────────────────────┤
│  Source System:                          │
│                                          │
│  Copy From:                              │
│                                          │
│  Copy To:                                │
│              ESC/Exit  F1/Help           │
└─────────────────────────────────────────┘
                                      3249
```

2. In the *Source System* field (where the file currently resides), press **F2** to display a pop-up box of selections.
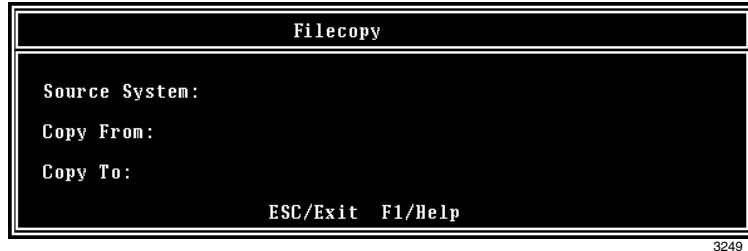
3. Highlight **PC** to copy from the Admin PC or **Stratagy** to copy from the LVMU. Press **Enter**.

4. In the *Copy From* field, type the directory name, if necessary, and the file name.

Note   If a directory name is not entered, Filecopy searches the Stratagy or UAdmin21 directory (Admin PC) for the file to be copied.

5. Press **Enter** when finished.

6. In the *Copy To* field, type the directory name, if necessary, and the file name.

Note   If a directory name is not entered, Filecopy assigns the destination for the file to the Stratagy or UAdmin directory.

7. Press **Enter** when finished. While the LVMU copies the file, a dialogue status box displays (shown at right).

   When the copy is complete, this status box displays (shown right):

```
┌─────────────────────────────────────────────────────────┐
│ File copying: Stratagy → Local, Received 8192 bytes (53%)│
└─────────────────────────────────────────────────────────┘
                                                      3253
```

```
┌─────────────────────────────────────────────────────────┐
│ Finished copying file in 2.32 minutes, press any key to continue.│
└─────────────────────────────────────────────────────────┘
                                                      3254
```

8. Press any key to continue.

Note   Do not enter a drive letter when the Copy From or Copy To is the LVMU

Shut Down the LVMU

Occasionally you need to shut down, or exit the LVMU call processing. Circumstances include:

- Turning power off to perform hardware maintenance
- Moving the system to another location

CAUTION!   **Never shut the LVMU down by turning off the Strata CIX's power. Doing so may corrupt the system files that are in use and damage the storage media.**

Methods of Shutdown

The LVMU can be shut down in two ways:

- From a telephone dial pad
- From the Shutdown function on the UAdmin Main Menu

Shutdown Using the Telephone Dial Pad Method

Important! System shutdown using the telephone dial pad is not operable if UAdmin is connected.

➤ **To enable shutdown procedure and change mailbox 983 security code**

Important! It is extremely important that the security code for mailbox 983 be changed. If the security code is not changed, it is possible for someone who knows the LVMU's default password scheme to call into the system and shut it down.

1. Using UAdmin, log on to the LVMU. The UAdmin Main Menu displays.

2. Press **Alt+U**. The Users Menu, Options screen displays.

3. In the *User ID* field, type **983** and press **Enter**. The Options screen displays for box 983.

4. Using the arrow down key, place the cursor in the *Security Code* field.

5. Type the new security code.

Note For added security, the security code does not appear on the screen as you type it.

6. Navigate to the *Do Not Disturb* field.

7. Press the spacebar to change the field from On to Off.

Note Changing the Do Not Disturb option enables the token programming residing in the *Extension* field of the mailbox. It is the token string in this mailbox that performs the shutdown procedure.

8. Press **Alt+S** to save the changes.

➤ **To shut down the LVMU using the telephone dial pad**

1. From the telephone dial pad, call the LVMU. Once you dial into the LVMU, the system answers with the enter your security code greeting. Press # to bypass. The LVMU prompts you to enter the User ID.

2. Enter 983. The LVMU prompts you to enter the security code.

Important! You must wait until the entire prompt has been played before entering the security code. If the code is entered prior to the completion of the prompt, the shutdown does not occur.

3. Enter the new security code (the default is 983997) and press #. All inactive channels are taken off-hook. All active channels are given a 60 second time delay to complete processing the current activity. After 60 seconds, they are disconnected and the system shuts down.

Note The LVMU is completely shut down when the status light is Out and all port LEDs are On.

Important! For security reasons, you should change the default security code.

Shutdown Using UAdmin's Main Menu

1. From UAdmin's Main Menu, select Shutdown by pressing **Alt+s**. The LVMU asks for the password.

2. Enter the password (the default is **Stratagy**) and press **Enter**. The screen enables you to select one of the following options:

   • Shutdown and Restart CURRENT Version — Restarts the LVMU.

   • Shutdown and Trace CURRENT Version — Shuts down, then restarts LVMU in the TRACE mode (TRACE.OUT file is created) on the LVMU's flash drive.

- Shutdown and Start NEW Version —Shuts down, then restarts LVMU using the new database and new system software, if any. Use Hardware Jumper SW3 NEW.

- Shutdown and Start OLD Version — Shuts down, then restarts LVMU using the software version previous to the upgraded software. Use Hardware Jumper SW3 NEW.

- Shutdown, SCANDISK, and Restart — Not Applicable to the LVMU. Running this will simply Shutdown and Restart the CURRENT Version.

- Shutdown and STOP for power off — Takes the LVMU off-line and does not restart it.

- Backup and Shutdown for power off — Backs up LVMU Database/Names/Greetings to the on-board flash ROM. This process can take up to 32 minutes and does not restart it.

  Notes

  - The LVMU is completely shut down when the status light is Out and all port LEDs are On.

  - This option is not available when accessing LVMU remotely.

3. From the Shutdown Menu, highlight your selection and press **Enter**.

4. If you chose the "Shutdown and STOP for power off" or "Backup and Shutdown for power off" option, LVMU asks you to confirm the shutdown. Type **Y** to confirm. The DOS prompt (`C:\UADMIN21`) displays.

➤ **To restart/reset the LVMU system after selecting "Shutdown and STOP for power off" option**

Note If you select any of the first five options on the Shutdown Menu, the LVMU automatically restarts.

1. Holding the LVMU by the edges or the strap, gently pull the card part way out of the slot. The card needs only to be pulled out so that the connectors do not meet.

2. Wait a few seconds and then gently push the card back into place. Apply firm, even pressure to ensure proper mating of the connectors. This automatically restarts the system and puts all channels on-hook and ready to accept calls.

Diagnostics

The LVMU has several very powerful troubleshooting tools—TRACE.OUT, STRATAGY.LOG, and MSG.LOG. All three of these files are stored in the Stratagy directory and are best utilized in combination with each other. For example, if you are looking for actions related to a specific message, enable MSG.LOG and start a trace. If you think you have a site with a power problem, viewing STRATAGY.LOG and TRACE.OUT would be the best course of action.

This is the last page of the document.