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Stratagy IVP8 Storage Upgrade Procedure

The Stratagy IVP8 is a two to eight port voice processing system that installs inside the cabinet of the Strata CTX or Strata DK telephone system. The IVP8 uses a solid state CompactFlash® card to provide up to four hours of storage. In some applications, your customer may require more hours of storage.

This bulletin announces the availability of pre-formatted 256MB CompactFlash cards directly from Toshiba (part number SG-256MB-UP) and explains the procedure to upgrade the systems using the Toshiba supplied CompactFlash card. The CompactFlash card offered by Toshiba comes already formatted. The procedure copies all files, including company and user greetings and any messages that existed in the database at the time the files were copied.

Required Equipment

In order to perform the upgrade procedure you need the following equipment:

- ♦ A portable computer running on Microsoft® Windows® 98 or higher with an available PCMCIA CompactFlash PC Card Adapter (preferred option) or a CompactFlash card adapter that connects to the PC using a USB connector.

...or Windows 95 with an available PCMCIA card slot and a PCMCIA CompactFlash PC Card Adapter

- ♦ A 256MB CompactFlash card supplied by Toshiba (part number SG-256MB-UP).

Note The Stratagy system will be out of service while performing this upgrade. The total time required for this upgrade should be less than 30 minutes. A time should be scheduled with the end user to perform this upgrade that will have a minimal impact on his customers and business.

Upgrade Procedure

Note If the system has not been installed at a customer site and has no customer information programmed, skip Steps 1~6 and start with Step 7.

1. Connect to the Stratagy system with Stratagy Admin.

Note See page 3-2 of the *Stratagy Installation and Maintenance Manual* for details on accessing the system using Stratagy Admin.

2. Back up the customer database using the correct version of Stratagy Admin.

NOTICE TO THE USER

This document contains technical data that may be controlled under the Canadian Export Control Laws and Regulations and may be subject to the approval of External Affairs prior to export. Any export of such data, directly or indirectly, in contravention of these Laws and Regulations is strictly prohibited.

Note See page 11-3 of the *Strategy Installation and Maintenance Manual* for details on the Backup Utility.

3. From Strategy Admin, press **ALT+S** to shut the system down.
4. Enter the system password.
5. Select “Shutdown and STOP for power off” from the Shutdown menu and press **Y** when prompted. All of the Port LED’s light solid when the Strategy system has completed its shutdown.
6. Remove the IVP8 from the slot in the Strata CTX/Strata DK telephone system.
7. Place the IVP8 on a clean antistatic surface before proceeding.

CAUTION! You will be handling the Strategy when it is most fragile — unpacked and exposed. The Strategy, 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 Strategy with care. Mechanical shock from dropping, shaking, excessive force when seating the IVP8 into the slot, rocking a connector on or other activities can severely damage the assembly.**
- ♦ **Wear an anti-static wrist strap when working on any Strategy system with exposed printed circuit boards. An anti-static wrist strap is included with every Strategy IVP8. It can also be re-used and left with the Strata CTX or Strata DK cabinet. An electrostatic charge from your body can damage the circuitry permanently.**
- ♦ **Hold the Strategy by the edges or the strap and never touch the board’s surface. Pressure on the printed circuit board or contaminants from your hands can cause component failure.**

8. Remove the original CompactFlash card from the socket by applying pressure with your thumb on the label of the Compact Flash card. Slide the card up toward the top and remove it from the socket.
9. Insert the original CompactFlash into the portable PCs’ CompactFlash PC card adapter. From the portable PC, double-click on the “My Computer” icon to confirm the PC recognizes the adapter and CompactFlash card as a local disk. Windows assigns a drive letter to the adapter and CompactFlash card if it is recognized (e.g., **I:**).
10. Close the “My Computer” window.
11. Start Windows Explorer.
12. If one doesn’t already exist, create a folder on the portable PC’s primary drive (e.g., **c:**) to which to copy the files from the original CompactFlash card (e.g., **c:\upgrade\AbcCmpny**).
13. Using Windows Explorer, highlight all files on the original CompactFlash card drive by clicking on the drive, then click **EDIT >SELECT ALL** or press **CTRL+A**.
14. Using the Windows Explorer “Copy & Paste” procedure, transfer a copy of all the files from the Compact Flash drive (e.g., **I:**), to the folder created earlier for that company (e.g., **c:\upgrade\AbcCmpny**). See the addendum page (last page) for a pictorial description of the "Copy & Paste" procedure.

CAUTION! When the adapter is active (has a CompactFlash card installed in it), there will be a utility on the PC toolbar to deactivate or eject the drive. Use this utility any time a CompactFlash card is removed from the adapter and the computer is on. Not doing this could result in permanent damage to the CompactFlash card.

15. Select Stop and/or Eject & then remove the Compact Flash card from the adapter. If using an USB adapter, select Stop or Eject, which ever is available, wait till the PC has stopped accessing the card & then remove the card.
16. Insert the 256MB CompactFlash card into the adapter. From the portable PC, double-click on the “My Computer” icon to confirm the PC recognizes the adapter and CompactFlash card as a local disk. Windows assigns a drive letter to the adapter and CompactFlash card (e.g., I:\).
17. Start Windows Explorer (or press F5 to refresh if it is still running) and navigate to the folder that contains the files of the company being upgraded. In this example it is **c:\upgrade\AbcCmpny**.
18. Highlight all files and folders within the folder. Copy & Paste the files to the 256MB CompactFlash card. During the file copy, several errors will be displayed stating folders already exist with that name in this destination folder. Choose **Yes to all** to overwrite those files.
19. Select Stop or Eject, wait till the PC stops accessing the CompactFlash & then remove the card from the adapter.
20. Insert the new CompactFlash card into the Stratagy systems CompactFlash socket. Make sure the orientation of the card is correct in the socket. The Compact Flash card will click into place when it is completely seated.
21. Install the IVP8 back into the slot of the Strata CTX/Strata DK telephone system. The Status LED blinks amber and green while the system is booting up. When the boot process is complete the Status LED is solid green. The IVP8 can be inserted into a “live” slot of the Strata CTX/Strata DK telephone system.
22. Connect the Stratagy system to the Stratagy Admin PC using Stratagy Admin. When the Main Menu displays, the system’s storage hours are shown on the screen in the *Space* field. Confirm the updated storage hours.
23. Place test calls into the system to confirm the system answers, transfers, records and makes message waiting calls.

Warranty

The 256MB Toshiba CompactFlash comes with a 1 year warranty and can be sent in without the Strategy IVP8 if it is defective. To determine if the 256MB CompactFlash is defective retain the original 64MB CompactFlash and plug it into the Strategy IVP8. If it boots up then the problem is with the new CompactFlash and not the Strategy IVP8.

Your dealership must keep the original Strategy IVP8 64MB CompactFlash card for warranty and repair purposes. If the Strategy IVP8 system is sent in for repair or warranty replacement, it will only be accepted with the original 64MB CompactFlash card installed. Receipt of a Strategy IVP8 sent in for repair or warranty replacement with anything other than the original 64MB CompactFlash card installed will be returned without repairs being performed.

Important! *The CompactFlash cards are not interchangeable from one IVP8 to another.*

In the event of a system failure, Strategy systems that are sent out as Advanced Board Exchange will only ship with the standard CompactFlash card installed, 64MB in the Strategy IVP8. It will be necessary for you to reinstall the larger CompactFlash card in the replacement system.

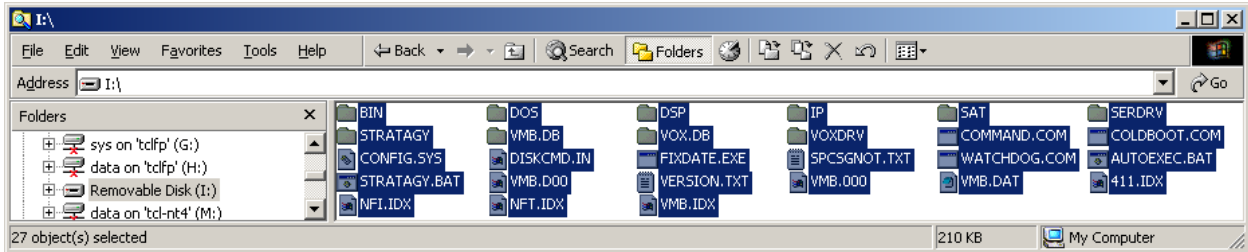
Troubleshooting

If a system fails that has been upgraded, it is recommended you re-install the original CompactFlash card into the system and attempt to restart it. If the system boots to an operational state with the original CompactFlash card installed, it is probable the software on the upgraded CompactFlash card has been corrupted.

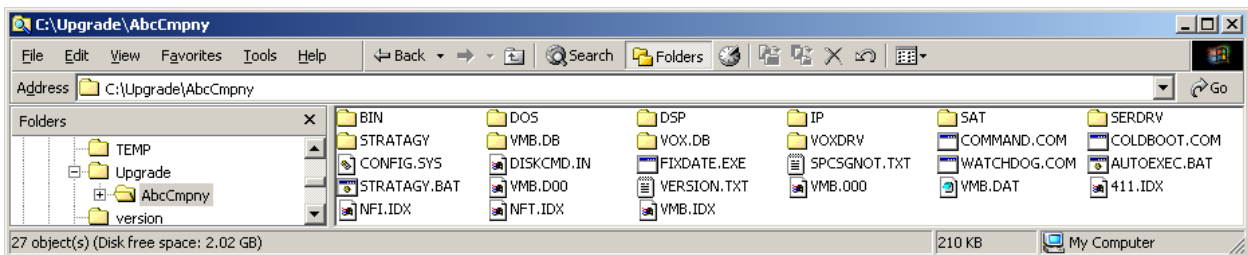
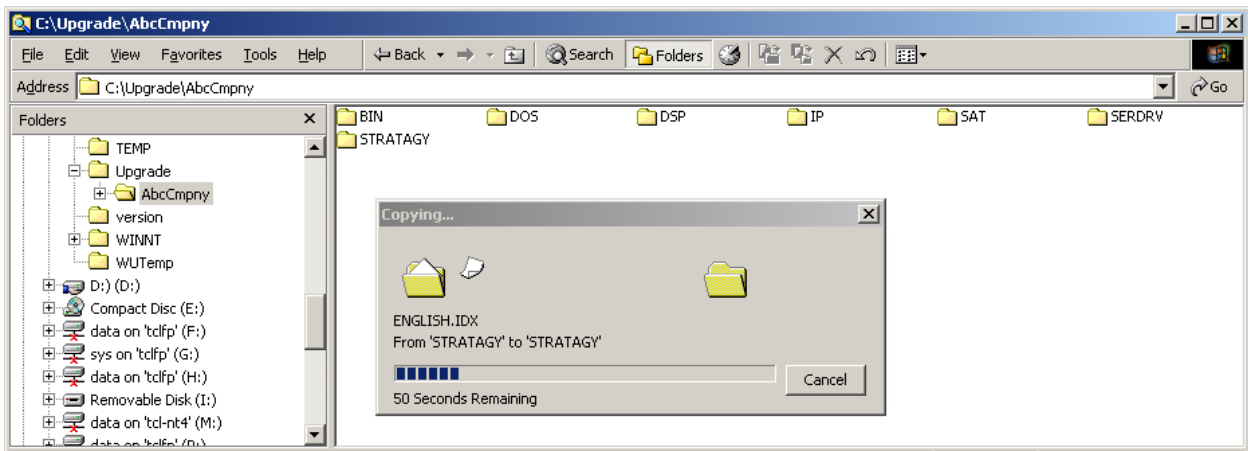
Note The system is considered operational if, when connected to the Strategy Admin PC, the Main Screen displays and the system answers and transfers calls and performs message waiting notifications. If the software on the upgraded CompactFlash card gets corrupted, this procedure can be performed again to validate the integrity of the new card. If the system works with the new card installed after the software has been reloaded on it, the card might still be good and can continue to be used in the Strategy system. If the upgraded CompactFlash card does not work after the software is reloaded on it, or if the same card fails multiple times, the upgraded CompactFlash card should be sent in for repair. If the software is reloaded on the upgraded card using old files that were copied from the original CompactFlash card in the early life of the system, the database, greetings and messages will be old. The current database and greetings can be restored to the system from a current backup.

Addendum to TTB02-19R – Description of the “Copy & Paste” Procedure using Windows Explorer

- A1. On the “Folders” panel on the left, click on the drive letter assigned to the 64M Compact Flash card by the operating system – in this example the Compact Flash card is drive **I:** – verify it is highlighted.
- A2. Also verify that the right panel of the explorer window (displaying the files & sub-folders) shows the files “Autoexec.bat” and “Config.sys”. Otherwise, click on Tools > Folder Options (on the menu bar), open the “View” tab, select “Show hidden files and folders”, uncheck “Hide protected operating system files” and click on the “OK” button. “Autoexec.bat” and “Config.sys” should now be visible.
- A3. Press **Ctrl-A** to select all the contents of the source drive (64M Compact Flash). Verify that all items in the right panel are highlighted, as in figure below. Press **Ctrl-C** to copy all the items to clipboard.



- A4. In the “Folders” panel, click on the destination folder that was created before. If the destination folder has not yet been created, create the folder now. Verify that this destination folder is highlighted – see the figures below. In this example the folder is **c:\upgrade\AbcCmpny**.
- A5. Press **Ctrl-V** to paste the items from the clipboard (to which they were previously copied with **Ctrl-C**) to the highlighted destination folder. Wait till the “Copying...” process finishes and the window closes.



- A6. Select Stop and/or Eject and then remove the 64M Compact Flash card. Insert the 256M Compact Flash card in the adapter. Using the folder **c:\upgrade\AbcCmpny** as the source, all its contents will be copied to the 256M Compact Flash card drive (**I:**), the destination, by a “Copy & Paste”.
- A7. Click on the folder **c:\upgrade\AbcCmpny**. Press **Ctrl-A** to select & highlight all items in this folder. Then press **Ctrl-C** to copy all the highlighted items to clipboard. Next, click on the Compact Flash drive **I:** and highlight its icon. Then press **Ctrl-V** to paste all the copied items to the Compact Flash card – wait till the copying finishes. Finally, Select Stop and/or Eject, then remove the 256M Compact Flash card. Install it on the same IVP8 that had the 64M Compact Flash and verify proper operation.