

TOSHIBA

Leading Innovation >>>

Discover
the Power
of Toshiba's IP
Communication
Solutions



THINK BUSINESS. THINK VOIP. THINK TOSHIBA.

Business Process Integration and Unified Communications

Your voice communications system is one of your biggest assets, with the power to attract customers, enhance the image projected to your customers, save money, increase productivity, and improve customer satisfaction. This is why so many leading companies choose Toshiba. Toshiba's IP communication solutions are designed to drive business process integration and unified communications to create value, efficiency, and maximize return on investment for our customers.

Toshiba Strata CIX – The Innovative IP Communication Solution

Whether you're just getting started or are growing or adding new locations, communication is key to keeping your customers, employees, and vendors connected. Toshiba offers a full line of Strata® CIX™ communication platforms that give you the flexibility to grow, add applications, and customize functions as needed. Plus, Toshiba's Strata Net technology lets you network multiple decentralized locations, dramatically expanding capacity or improving integration between locations.



Toshiba's innovative system architecture allows you to implement an all IP solution, all digital, or a mix of IP and digital telephones that meet your needs. You can migrate to IP capabilities as your organization's needs change.

The Toshiba Strata CIX Includes:

CIX40	CIX100	CIX200	CIX670	CIX1200
Supports 4-11 trunks or 8-40 voice endpoints depending upon configuration.	Supports up to 64 trunks or 72 voice endpoints and combinations up to 112 total.	Supports up to 96 trunks or 160 voice endpoints and combinations up to 192 total.	Supports up to 264 trunks or 560 voice endpoints and combinations up to 672 total.	Supports up to 440 trunks or 1,000 voice endpoints and combinations up to 1,152 total.

COMMUNICATE — ON-SITE OR OFF-SITE

IP and Digital Endpoints

The Toshiba Strata CIX IP communication system helps you communicate where and when you need to, keeping your customers connected and employee productivity at its peak. This versatile system supports many types of endpoints and devices, including a complete line of Toshiba IP telephones, SoftIPT® soft phones on notebook computers and PDAs, wireless IP telephones, add-on modules, DSS consoles, attendant consoles, as well as SIP telephones, analog telephones, and Toshiba digital telephones.

Net Phone — Call Control From Your PC

Combine the capabilities of your computer and Toshiba telephone into one powerful communication tool that gives you the ability to dial, answer or transfer calls, and more, using your mouse without ever picking up the telephone. The integration provides screen popping with CRM programs such as Act!®, Goldmine®, Microsoft® Outlook™, etc. Use your PC for Chat instant messaging, broadcast message to multiple users, and simultaneous Chat sessions. Presence capabilities let users see the current status of co-workers and who's available, quickly relay and transmit important information, and best serve your customer through an easy, intuitive interface.

Network Connection Choices

Strata CIX also supports a full range of network connections, from IP network interfaces and SIP trunks** to analog and digital Public Switched Telephone Network (PSTN) interfaces. With the configuration flexibility you want, you can build the communication system you need.

Mobility Solutions

Strata CIX integrates voice, video, and data applications over your IP network, making it possible to extend full telephone functionality to local and remote users.

On-site Mobility - Unwire Your World

Take productivity to a whole new level. Toshiba offers a powerful line of wireless telephones and soft phones. Answer your calls, access voice mail, and take advantage of virtually all the system's advanced calling features almost anywhere you go within your facility.

Off-site Mobility - Stay Mobile and Connected

Stay connected using your Wireless Local Area Network (WLAN) with a wireless IP telephone, or the SoftIPT soft phone client that operates on your laptop, tablet PC, or PDA. You can roam anywhere your WLAN provides coverage, and with the SoftIPT, anywhere you can access your WLAN via the Internet.

Video Collaboration

Toshiba has made video applications virtually as easy to use as traditional telephones with the Video Communication Solution (VCS®). It's 100 percent compatible with Strata CIX systems and Toshiba telephones, delivering a very affordable entry point into video communication and collaboration. Users can share Windows desktops and applications with each other, allowing them to enjoy an affordable, easy to deploy multimedia collaboration experience.



THE POWER TO DO MORE — TOSHIBA VOICE MAIL APPLICATIONS

Integrated Voice Mail

Voice processing applications help you improve customer service by providing callers with instant attention, responsiveness, and access to information.

Capabilities:

- Simplify voice mailbox operation through a Toshiba IP or digital telephone with LCD display and soft keys
- Record calls directly into your voice mailbox with a single button on your telephone
- Unified Messaging manages voice, fax, and e-mail messages from your PC or telephone
- Fax Integration, Text-To-Speech, Speech Recognition, and Interactive Voice Response applications enable you to add advanced options as needed
- Communicate effectively both in and out of the office with other employees and customers 24 hours-a-day, 365 days-a-year

Toshiba's LVMU, iES16, and iES32 models seamlessly integrate your voice message processing on a single printed circuit card inside your Strata CIX system — with no need for external connections, standard telephone ports, or separate power backup systems.

Media Application Server

Toshiba's Media Application Server supports voice processing and all value-added applications integrated within one platform that connects to the Strata CIX via Ethernet.

Applications:

- Auto Attendant
- Voice Mail
- Automated Speech Recognition
- Text-To-Speech
- Unified Messaging
- Fax Integration
- Interactive Voice Response
- Automatic Call Distribution (ACD)
- ACD Reporting
- Toshiba-approved 3rd party Computer Telephony Integration (CTI) and CRM applications
- Info Manager® Web-based telephone applications
- FeatureFlex® adaptability tools
- eManager® browser-based system administration
- My Phone Manager® browser-based personal telephone administrator
- Video Communication Solution (VCS)



COMPREHENSIVE SYSTEM MANAGEMENT TOOLS

Browser-Based Administration

Authorized personnel can easily maintain the system via your LAN/WAN from any location with the browser-based eManager, or via modem or direct connection. Network eManager enables centralized installation/maintenance of all Strata CIX systems in the network.

Personal Administration

Using the My Phone Manager personal administration tool and Microsoft® Internet Explorer Web browser, users can program buttons, personalize telephone functions, and work smarter than ever – freeing the system administrator to perform other tasks.

Voice Mail Customization

Custom programming makes it easy to personalize your voice mail capabilities. This powerful scripting language performs functions as sophisticated as IVR applications, enabling you to add or enhance such features as recording and playback, audio files, or use DTMF entries by callers to provide data response or special call routing.

Feature Personalization

Toshiba's innovative FeatureFlex technology is a revolutionary way of personalizing your telephone system with just the right capabilities. It enables you to modify virtually any existing features or create new ones – even those that work between system applications and resources, including voice mail and CTI applications. So you get the features you want now, without waiting for the next product version.



CALL CENTER CAPABILITIES

For Companies Large or Small

A well-managed call center can serve customers quickly, efficiently, and cost-effectively, providing an important competitive advantage. Toshiba's Strata ACD solutions can help you manage your calls and call distribution – even if you don't have or need a large call center.

Automatic Call Distribution

Toshiba's Strata ACD is simplicity at its finest, running as an application on the Toshiba Media Application Server, along with ACD reporting, voice mail, and other value-added applications. ACD, with its sophisticated capabilities including skills-based routing and balanced call counts, priority queuing, and more, directs calls in a variety of ways to suit your customers and ensures calls are handled quickly and efficiently.

Network Applications

Strata ACD applications enhance multi-site contact centers enabling them to work together as one integrated call routing system. Strata ACD enables contact centers to distribute agents over the network and route calls to available agents on any CIX system on the network. Strata ACD provides look ahead routing to check the status of agents in other nodes before it routes the call to those agents. The MIS reports include agents and calls over the network. It also extends the functionality of Net Phone over the network to support features such as Network DSS/BLF and/or Chat between users in multiple nodes.

Reporting Capabilities

Your call statistics and management reports are conveniently accessible online. View customized reports on everything from call statistics and agent performance to forecasting tools, scheduled reports, and more using any of several PC-based reporting solutions that are ideal for use with Strata ACD applications.

Desktop Productivity Tools

Computer Telephony Integration (CTI) combines the power of the Strata CIX IP communication system with computer-based custom functionality. This technology works systemwide, enabling users to access applications from their own PCs.

Call Recording and Monitoring Tools

CTI-enabled digital call recording and logging systems record, store, organize, and play back telephone calls to avoid communication disputes that can result in business liabilities. Recording applications can also help improve the quality of your business operations, from training and quality control to customer service.



THE CHOICE IS PERFECTLY CLEAR

Expand At Will, Migrate Without Worries

When you need to expand your system or upgrade to a larger Toshiba CIX platform in the future, you'll be able to reuse telephones and many system components, protecting your investment in your communication system.

Nationwide Authorized Dealer Network

Toshiba products are sold through a nationwide network of authorized dealers that are carefully selected and thoroughly and professionally trained on Toshiba telecommunication products. You can always count on receiving excellent technical, sales, and service support.

Industry-Leading National Accounts Program

Toshiba's National Accounts Program for organizations with multiple locations provides standardized pricing to make planning, budgeting, and implementation easy.

This program is a simple, reliable, and cost-effective way to select, purchase, install, and service your communication systems no matter where your offices are located. This helps you minimize your communication system's total cost of ownership and maximize your return on investment.

Best Warranty in the Business

Toshiba's industry-leading optional ValuePlus™ Extended Warranty Plan extends Toshiba's standard warranty coverage to protect your telecommunication investment. Choose from either a 7-year or a 5-year warranty option.

Toshiba offers award-winning communication systems coupled with cutting-edge programs to provide you with the power to manage your business communications expertly and efficiently.



FEATURE HIGHLIGHTS

System Features

Account Codes	Centrex/CO Line ID	Basic Rate U-Interface (BRI)	Non-Blocking Intercom
Forced	Flash Button	Auto SPID	Off-Hook Call Announce
Voluntary	Multi-Line Access and Control	Primary Rate Interface (PRI)	Handset
Verifiable	Class of Service Override	Call-By-Call Service Selection	Speaker (Optional)
Account Code Button	CO Line Groups	D-Channel Sharing	Off-Premise Stations
Account Code Revision	CO Line Queuing	LCD Alphanumeric Messaging	One Touch Button
Administration/Programming (Optional)*	Conferencing (8 party)	LCD Automatic Callback Number Display	On-Hook Dialing
Live System Programming	Multi-Stations	LCD Automatic Number Identification	Outgoing Call Restriction
Personal Administration	Multi-CO Lines	LCD Automatic Park In Orbit	Paging (Optional)*
Remote Access	Continuous DTMF Signal Time*	LCD Backlit Display*	All Call Voice Page
Alternate Answer Point	Credit Card Calling ("O"+ Dialing)	LCD Call Duration Display	External Page Interface
Automatic Busy Redial (Optional)	Day/Night Modes with Auto Switching	LCD Call Forward Source/Destination	External Zone Paging
Automatic Call Distribution (Optional)*	Delayed Ringing	LCD Call Forwarded-From Display	Group Paging
Advanced Call Routing	Dialed Number ID Service (DNIS)*	LCD Caller ID (Optional)*	Pooled CO Lines
Skills-Based Routing	Direct Inward Dialing	Abandoned Call Storage	Pooled Line Buttons
Priority Queuing	Direct Inward System Access	Call History	Privacy/Non-Privacy
Multiple Group Agent Login	Direct Inward Termination	Indication While Busy	Privacy Override
Call Recording	Direct Station Select/Busy Lamp Buttons	Name	Private CO Lines
Voice Assistant ODBC Database	Direct Station Selection Console	Telephone Number	Relay Service (Optional)
Text-To-Speech	(Optional)	LCD Calling/Called Number Display	Door Lock Control
MIS Interface (Optional)*	All Call Voice Page	LCD Clock/Calendar Display	External Page
Automatic Callback Intercom	Automatic Line Hold	LCD CO Line Identification	Music-On-Hold Source Control
Automatic Dialing Buttons	DND Status Indication	Incoming/Outgoing	Night Relay Service
Automatic Hold	DND Override	LCD Dial Input Verification	Release Button
Automatic Hold/Park Recall	CO Line Button Assignment	LCD Directory Assistance	Release/Answer Button
Automatic Line Selection	Expanded Line Appearance	LCD Feature Prompting with Soft	Repeat Last Number Dialed
Automatic Number Identification	Multiple DSS Consoles	Key Operation	Ringing Line Preference
Automatic Release From Hold	Night Transfer	System and Station Features	SIP Trunks**
Automatic Release From Voice Mail	Speed Dial Button Assignment	Voice Mail Features	Speakerphone On/Off Control
Auxiliary Device Interface (Optional)	Voice or Tone Signaling	LCD Intercom User Name Display	Standard Telephone Compatibility
Background Music Interface with	DISA Security Code Revision	LCD Message Waiting Station Display	with Message Waiting
Station Control*	Distinctive LED Indicators	LCD Multiple Languages (E-F-S)	Speed Dial
Busy Override	I Called	LCD Override Station Number Display	Station
Busy Station Transfer/Ringing	I Hold	LCD Recalling Station Identification	System
Call Forward	I Use	LCD Search By Name and Dial	Station Hunting
All Calls	Distinctive Ringing	LCD Speed Dial Directory Dialing	Station Message Detail Recording
Busy	Do Not Disturb	LCD Station Status Display	Interface (Optional)
No Answer	Do Not Disturb Override	Least Cost Routing	System Maintenance
Busy/No Answer	Door Lock Control	Loop Start Lines	Error Logs
Fixed	Door Phones	Loud Ringing Bell (Optional)*	Automatic Fault Recovery
External with Remote Setting	DTMF and Dial Pulse Compatible	Make Busy	Maintenance and Administration
System-Wide	DTMF Signal Time (160/80 ms)	Trunk	via LAN
Call Park to Station	Dual Color LEDs	Station	System Administration Logs
Call Park Orbits	E911-CAMA and ISDN PRI	Memory Protection	System Trace (Multi-level)
Call Pickup	End-To-End Signaling	Message Waiting Indication	System Traps
On-Hold/Park	Exclusive Hold	Station Light	System Alarms (eMonitor)
Ringing At Other Stations	Executive Override (Break-In)	Stutter Dial Tone	Traffic Measurements and Reporting
Meet-Me Page	Executive Override Blocking	Microphone Control Button	System Program Upload/Download*
Directed	External Amplified Speaker (Optional)	Modular Handset and Line Cord	Tandem CO Line Connections
Station Group	FeatureFlex Adaptability/	Multiple Directory Numbers	TAPI Compliant
CO Line Group	Customization (Optional)*	Primary DN	Tenant Service
Call Record to Voice Mail*	Flash Button (Centrex/PBX Transfer or	Secondary DN	Tie Line Transfer Recall
Call Transfer	CO Dial Tone Recall)	Phantom DN	Tie Lines
Camp-On	Flexible Access Code Assignment	Pilot DN	Toll (Destination) Restriction
External Calls	Flexible Button Assignment By User	Multiple FCC Registration	Restriction Override
Internal Calls	Flexible Station Numbering	Music-On-Hold Multiple Interface*	Restriction Override Revision
Recall	Flexible Line Ringing Assignment	Networking Multiple Systems –	Transfer Privacy
Call Waiting	Delay 1	Strata Net (Optional)	Traveling Class of Service
Caller Identification (Optional)*	Delay 2	Alternate Routing/Hop-Off	T1/DS-1 Interface (Optional)
Abandoned Call History	Immediate	Centralized Attendant	Uniform Call Distribution (UCD)
Call History List	Flexible Port Assignment	Centralized Voice Mail	User Programmable Feature Buttons
Redial from List	Ground Start Lines (Optional)	Centralized Network SMDR	Voice Mail Integration
Indication While Busy	Group Paging	Distributed Network SMDR	Call Record to Voice Mail
Internal User Name	Handsfree Answerback Intercom	Coordinated Numbering Plan	In-band DTMF Signaling
ISDN BRI and PRI	Headset Interface*	Path Replacement	Simplified Message Desk Interface
Centrex Application/PBX Compatibility	Hearing Aid Compatible	Private Tie Line Networking	(SMDI) (Optional)
Centrex Ringing Repeat	Hot Desking	Extended Call Control	LCD Soft Key Voice Mail Control
Flexible Station Numbering	Hotel/Motel Features*	Night Ringing Answer Code	Transfer Direct to Voice Mailbox
Delayed Ringing	Hot Dialing	Night Ringing Over External Page*	Voice Mail Conference
One-Button Centrex Feature Access	Hotline Service (Emergency Ringdown)	Night Ringing Over Selected Page Zones	Voice or Tone Signaling
Centrex/CO Line Call Pickup	Integrated Services Digital Network (ISDN)	(Optional)*	Volume Control
	Basic Rate S/T-Interface (BRI)	Non-Blocking Dialing	Busy Override Tone

Voice Mail Features

- Audiotex
- Automated Attendant (AA)
- Automatic Message Copy with
 - Optional Delete
- Automatic Message Copy with
 - Start/Stop Time and Delay
- Called Identification
- Caller ID with SMDI
- Caller Confirmation Prior to Transferring
- Call Record to Mailbox
- Call Record Over Strata Net
- Call Queuing
- Call Screening
- Class of Service (COS)
- Copy Mailbox
- Copy Range
- Directory
- Direct Transfer to Voice Mailbox
- Disk Space Notification
- Distribution Lists
- Do Not Disturb (DND)
- Extensions—Scheduled
- Fax Tone Detection
- Feature Groups (optional)
 - Automatic Speech Recognition (ASR)*
 - Fax Integration*
 - Text-To-Speech (TTS)*
 - Unified Messaging*
- Future Delivery
- Guest User Mailboxes
- Independent Port Greetings
- Interactive Voice Response (IVR)
 - via Token Programming
- Mailbox
 - Function Lock
 - Groups
 - Security Code
 - Personal Greetings
 - Time Zone Setting
- Mailbox Number – Varied/Fixed Length
- Message
 - Continuous Delete
 - Continuous Playback
 - Date and Time
 - Forwarding
 - Notification
 - Pause During Playback
 - Pause During Recording
 - Playback Control
 - Private
 - Purging
 - Reply
 - Retrieval Control
 - Return Receipt Verification
 - Speed Control
 - Urgent
 - Volume Control
- Message Storage
 - Personal Folders
 - Message Queues
- Multiple System Languages
- Networking
 - AMIS
 - VPIIM
 - Centralized Voice Mail
 - Soft Key Control Over Strata Net
 - Paging
 - Office
 - Relay

- Remote Administration
- Reports
- Shutdown using the Telephone
 - Dial Pad
- Single-Digit Menus
- Soft Key Control with LCD Feature
 - Prompting*
- System Administrator's Mailbox
- System Backup
- Token Programming
 - (custom applications, IVR, etc.)
- Toshiba Plug and Play Integration
- User Tutorial (New User)
- Varied Sampling Rates
- Voice Forms

Attendant Console Features

- Alarm Reset
- Answer Button
- Answer Prompting by CO Line or DNIS
- Attendant Conference Setup
- Day/Night Mode Switching
- Busy Lamp Field (BLF) Display
 - Station Directory Number
 - Station User Name
 - Station Advisory Message Display
- Call Answer Priority
- Call Statistics
 - Incoming and Total
 - Export to Excel File
 - Print by Range
- Call Waiting Count
- Caller ID/ANI Display
- Calling/Called Number and Name Display
- Color CRT Display
- Dial "O" For Attendant
- Dial by Name/Number
- Dialing an Outside Number for
 - Station User
- Direct Station Selection
- Directory Display and Dialing
 - Directory Entry Attribute Information
 - Directory Entry Contact Information
- Door Phone Calling
- Door Unlock
- DTMF Tone Signaling from Dial Pad Key
- Emergency Call
- Emergency Page
- Feature On-Line Help
- Flexible Programmable Buttons
- Headset Operation*
- Hold Calls
- Hold Timer Display
- Incoming Call Identification
- Interposition Call Transfer
- Join/Split Calls
- Keyboard or Mouse Operation
- Load Sharing of Multiple Attendants
- Loop Buttons
- Loop Hold Display
- Message Entry and Display
 - E-mail to Station User
 - Print Messages
- Message Waiting Set and Cancel
- Multi-Tasking
- Notes Entry and Display for Calls
- Overflow
- Override
- Position Busy Mode
- Release Button

- Remote Operator (IP connection)
- Speed Dial Calling
 - Internal Calls
 - External Calls
 - Dial From Caller ID List
- Supervised Loop Operation
- Three-Way Calling
- Through Dialing
- Transfer Direct to Voice Mailbox
- Trunk Group Control and Busy Indication
- Trunk Test and Verify
- Windows PC Operation

Video Communication

- Solution Features
- 3-Way Video with 3-Way Voice
 - Conference
- Desktop/Application Sharing
- File Transfer
- Message Board
- Select Default Video Settings
 - (on/off and automatic start)
- Self Video Preview
- Station Hunting
- Video Conferencing
- Video Forward
- Video Hold
- Video Park/Pickup (local node only)
- Video Transfer

Note: Optional features may or may not be extra cost items.

* Some feature implementation may require additional auxiliary equipment.

** SIP trunks available with selected carriers.

THE COMPLETE TOSHIBA SOLUTION FOR TODAY'S BUSINESS

Toshiba Leading Innovation

Toshiba delivers technology and products that make life safer, more comfortable, and more productive. We bring together the spirit of innovation with our passion and conviction to shape the future and help protect the global environment – our shared heritage. We foster close relationships, rooted in trust and respect, with our customers, business partners, and communities around the world.

Toshiba's "Total Office" Solution

Toshiba's "Total Office" solution begins with our telecommunication systems as the cornerstone of any efficient business operation. As a world-renowned leader in innovation and technology Toshiba also delivers other reliable business solutions such as, industry-leading notebook computers, projectors, storage products, copiers, facsimiles, multifunction printing products, network controllers, and toner products.

With over 40 years of experience, Toshiba's Telecommunication Systems Division and our authorized dealer network can provide your business with world-class IP communication solutions.



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Toshiba Authorized Dealer Network

Toshiba Telecommunication Systems Division sells award-winning IP communication solutions, IP and Digital telephones, video collaboration tools, office mobility products, and voice mail systems through our Authorized Dealers. Toshiba Dealers focus on providing the best possible customer experience. With over 40 years of experience, Toshiba's Telecommunication Systems Division and our authorized dealer network can provide your business with world-class IP communication solutions.

Fulfilling Our Responsibility as a Global Enterprise

Toshiba is committed to playing a leading role in helping establish a sustainable society. At Toshiba, we recognize the Earth is an irreplaceable asset, and we believe it is the duty of humankind to hand it over to future generations as we found it, if not in better condition. Accordingly, Toshiba promotes solid environmental management practices across all our products and business processes focusing on: prevention of global warming, control of chemical substances, and efficient utilization of resources.

At Toshiba, we are very proud of our commitment and our ongoing activities to help protect the environment. We firmly believe in the importance of a commitment to environmental excellence as well as a clear understanding of how our environment is affected by what we do. With this in mind, Toshiba strives at all times to create products that will have minimal environmental impact throughout their lifecycles. Toshiba's products passed a rigorous environmental performance survey, and we're proud to offer them to you as part of our Green-compliant portfolio.



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