

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 your return on investment.

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 smartphones, wireless IP telephones, add-on modules, DSS consoles, attendant consoles, as well as SIP telephones, analog telephones, and Toshiba digital telephones.

Strata Call Manager — 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 smartphone. 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 and iES16 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.

Survivability & Redundancy

The Toshiba Strata® CIX™ offers real time survivability for IP telephones and SoftIPT® soft phones with the ability to re-register to a secondary (backup) system if the primary Strata CIX system fails. Both the outgoing and incoming calls automatically follow the IP telephones to their new location on the secondary Strata CIX system.

Your IP telephones will receive incoming and make outgoing calls seamlessly, while re-registered to the secondary system.



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.

Multimedia Web Callback

Multimedia Web Callback capabilities enable online customers to initiate a "call-me-back" request by providing their name and phone number on a company's website. When a company's contact center

representative becomes available, this Strata ACD application then automatically calls the customer. Enabling customers another method of accessing a company's contact center, this application can provide better customer service, can reduce contact center hold times and can help reduce companies' contact center operation costs.

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	Flash Button	Primary Rate Interface (PRI)	Speaker (Optional)
Forced	Multi-Line Access and Control	Call-By-Call Service Selection	Off-Premise Stations
Voluntary	Class of Service Override	D-Channel Sharing	One Touch Button
Verifiable	CO Line Groups	LCD Alphanumeric Messaging	On-Hook Dialing
Account Code Button	CO Line Queuing	LCD Automatic Callback Number Display	Outgoing Call Restriction
Account Code Revision	Conferencing (8 party)	LCD Automatic Number Identification	Paging (Optional)*
Administration/Programming (Optional)*	Multi-Stations	LCD Automatic Park In Orbit	All Call Voice Page
Live System Programming	Multi-CO Lines	LCD Backlit Display*	External Page Interface
Personal Administration	Continuous DTMF Signal Time*	LCD Call Duration Display	External Zone Paging
Remote Access	Credit Card Calling ("0"+ Dialing)	LCD Call Forward Source/Destination	Group Paging
Alternate Answer Point	Day/Night Modes with Auto Switching	LCD Call Forwarded-From Display	Pooled CO Lines
Automatic Busy Redial (Optional)	Delayed Ringing	LCD Caller ID (Optional)*	Pooled Line Buttons
Automatic Call Distribution (Optional)*	Dialed Number ID Service (DNIS)*	Abandoned Call Storage	Privacy/Non-Privacy
Advanced Call Routing	Direct Inward Dialing	Call History	Privacy Override
Skills-Based Routing	Direct Inward System Access	Indication While Busy	Private CO Lines
Priority Queuing	Direct Inward Termination	Name	Relay Service (Optional)
Multiple Group Agent Login	Direct Station Select/Busy Lamp Buttons	Telephone Number	Door Lock Control
Call Recording	Direct Station Selection Console (Optional)	LCD Calling/Called Number Display	External Page
Voice Assistant ODBC Database	All Call Voice Page	LCD Clock/Calendar Display	Music-On-Hold Source Control
Text-To-Speech	Automatic Line Hold	LCD CO Line Identification	Night Relay Service
MIS Interface (Optional)*	DND Status Indication	Incoming/Outgoing	Release Button
Automatic Callback Intercom	DND Override	LCD Dial Input Verification	Release/Answer Button
Automatic Dialing Buttons	CO Line Button Assignment	LCD Directory Assistance	Repeat Last Number Dialed
Automatic Hold	Expanded Line Appearance	LCD Feature Prompting with Soft Key Operation	Ringing Line Preference
Automatic Hold/Park Recall	Multiple DSS Consoles	System and Station Features	SIP Trunks**
Automatic Line Selection	Night Transfer	Voice Mail Features	Speakerphone On/Off Control
Automatic Number Identification	Speed Dial Button Assignment	LCD Intercom User Name Display	Standard Telephone Compatibility with Message Waiting
Automatic Release From Hold	Voice or Tone Signaling	LCD Message Waiting Station Display	Speed Dial
Automatic Release From Voice Mail	DISA Security Code Revision	LCD Multiple Languages (E-F-S)	Station
Auxiliary Device Interface (Optional)	Distinctive LED Indicators	LCD Override Station Number Display	System
Background Music Interface with Station Control*	I Called	LCD Recalling Station Identification	Station Hunting
Busy Override	I Hold	LCD Search By Name and Dial	Station Message Detail Recording Interface (Optional)
Busy Station Transfer/Ringing	I Use	LCD Speed Dial Directory Dialing	Survivability of IP Telephones*
Call Forward	Distinctive Ringing	LCD Station Status Display	System Maintenance
All Calls	Do Not Disturb	Least Cost Routing	Error Logs
Busy	Do Not Disturb Override	Loop Start Lines	Automatic Fault Recovery
No Answer	Door Lock Control	Loud Ringing Bell (Optional)*	Maintenance and Administration via LAN
Busy/No Answer	Door Phones	Make Busy	System Administration Logs
Fixed	DTMF and Dial Pulse Compatible	Trunk	System Trace (Multi-level)
External with Remote Setting	DTMF Signal Time (160/80 ms)	Station	SNMP Traps
System-Wide	Dual Color LEDs	Memory Protection	System Alarms (eMonitor)
Call Park to Station	E911-CAMA and ISDN PRI	Message Waiting Indication	Traffic Measurements and Reporting
Call Park Orbits	End-To-End Signaling	Station Light	System Program Upload/Download*
Call Pickup	Exclusive Hold	Stutter Dial Tone	Tandem CO Line Connections
On-Hold/Park	Executive Override (Break-In)	Microphone Control Button	TAPI Compliant
Ringing At Other Stations	Executive Override Blocking	Modular Handset and Line Cord	Tenant Service
Meet-Me Page	External Amplified Speaker (Optional)	Multiple Directory Numbers	Tie Line Transfer Recall
Directed	FeatureFlex Adaptability/Customization (Optional)*	Primary DN	Tie Lines
Station Group	Flash Button (Centrex/PBX Transfer or CO Dial Tone Recall)	Secondary DN	Toll (Destination) Restriction
CO Line Group	Flexible Access Code Assignment	Phantom DN	Restriction Override
Call Record to Voice Mail*	Flexible Button Assignment By User	Pilot DN	Restriction Override Revision
Call Transfer	Flexible Station Numbering	Multiple FCC Registration	Transfer Privacy
Camp-On	Flexible Line Ringing Assignment	Music-On-Hold Multiple Interface*	Traveling Class of Service
External Calls	Delay 1	Networking Multiple Systems – Strata Net (Optional)	T1/DS-1 Interface (Optional)
Internal Calls	Delay 2	Alternate Routing/Hop-Off	Uniform Call Distribution (UCD)
Recall	Immediate	Centralized Attendant	User Programmable Feature Buttons
Call Waiting	Flexible Port Assignment	Centralized Voice Mail	Voice Mail Integration
Caller Identification (Optional)*	Ground Start Lines (Optional)	Centralized Network SMDR	Call Record to Voice Mail
Abandoned Call History	Group Paging	Distributed Network SMDR	In-band DTMF Signaling
Call History List	Handsfree Answerback Intercom	Coordinated Numbering Plan	Simplified Message Desk Interface (SMDI) (Optional)
Redial from List	Headset Interface*	Path Replacement	LCD Soft Key Voice Mail Control
Indication While Busy	Hearing Aid Compatible	Private Tie Line Networking	Transfer Direct to Voice Mailbox
Internal User Name	Hot Desking	Extended Call Control	Voice Mail Conference
ISDN BRI and PRI	Hotel/Motel Features*	Night Ringing Answer Code	Voice or Tone Signaling
Centrex Application/PBX Compatibility	Hot Dialing	Night Ringing Over External Page*	Volume Control
Centrex Ringing Repeat	Hotline Service (Emergency Ringdown)	Night Ringing Over Selected Page Zones (Optional)*	Busy Override Tone
Flexible Station Numbering	Integrated Services Digital Network (ISDN)	Non-Blocking Dialing	
Delayed Ringing	Basic Rate S/T-Interface (BRI)	Non-Blocking Intercom	
One-Button Centrex Feature Access	Basic Rate U-Interface (BRI)	Off-Hook Call Announce	
Centrex/CO Line Call Pickup	Auto SPID	Handset	
Centrex/CO Line ID			

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
 - VPIM
 - 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 "0" 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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