

**TOSHIBA**  
Leading Innovation >>>

**IP***edge*™

EXPERIENCE THE

EDGE



# IPedge™

## The Right Call For Your Business

One of your most important business assets is your IP communication system. The right system gives you the power to attract customers, increase productivity, save money, enhance your image and improve customer satisfaction. That's why so many leading companies go with Toshiba.

Toshiba's IPedge offers performance-driven IP architecture, integrated unified communication applications, centralized management, mobility, and more. IPedge communication solutions are designed to integrate business processes and communications to create value, efficiency, maximize your return on investment and minimize total cost of ownership.

Whether your business is just getting started, expanding, or adding new locations, communication is key to keeping your customers, employees, and vendors connected. Toshiba's networking technology lets you network multiple systems together. You can improve integration between decentralized locations and dramatically expand capacity.

To meet your business needs, Toshiba's IPedge offers three models:



### IPedge EP

Supports up to 40 users per server.



### IPedge EC

Supports up to 200 users per server.



### IPedge EM

Supports up to 1,000 users per server.

### Use Your Smartphone to Learn More About the IPedge!

Scan this tag on your smartphone with the FREE MS-Tag Reader at <http://gettag.mobi>



Optional locking security panel available for IPedge EM and EC models.



## The IPedge Advantage

### Single Server Simplicity

Running multiple applications on one unified server, instead of requiring an individual server for each application, delivers significant savings on equipment and ongoing maintenance costs.

Standard applications include:

- Call processing
- Voicemail and unified messaging
- Centralized system administration

Optional applications include:

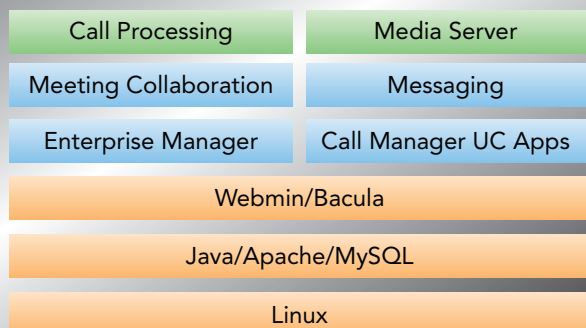
- Meet-me audio conferencing and web collaboration
- Call Manager—unified communications client application

### Designed For Performance

With its IP technology and open standards, the Toshiba IPedge solution offers many important advantages:

- The Linux operating system provides a higher level of security than in other operating systems
- Survivability within or across the network ensures business continuity
- The use of SIP trunks works natively with the IPedge and doesn't require any gateway equipment
- A single IP address provides cost-effective deployment.
- Open standards platform means that future endpoint devices and applications will be compatible with the system, protecting your investment
- The sleek 1U low-profile server chassis occupies minimum rack space

#### IPedge Integrated Solution



### Endpoints To Meet Every Need

IPedge helps you stay connected to your customers no matter where you are located. Users can choose from a complete line of Toshiba IP desk and wall-mountable telephones, soft phone, wireless IP telephones, add-on modules, attendant consoles, as well as SIP telephones and analog telephones. Additionally, Toshiba's IPMobility Application allows a smart phone to act as an extension of the office desk telephone, offering the following features:

- Find-Me Follow-Me: Receive calls made to their desk phone, on your mobile phone
- Outbound Calling: Make business calls from your mobile device while keeping your cell phone number private to the caller
- Visual Voice Mail: Manage your voice mail messages on screen using your smart phone

### Unified Communications

Toshiba's powerful Call Manager application lets you combine the capabilities of your computer and Toshiba telephone into one powerful communication tool. Use your mouse to dial, answer, transfer calls, and more—without ever picking up the phone's handset.

CRM integration provides screen pops with programs such as Salesforce.com, Act!,® Microsoft® Outlook™ and more. Use your PC for Chat instant messaging, broadcasting messages to multiple users, and simultaneous Chat sessions.

Presence capabilities let users see the current status of co-workers, quickly transmit important information, and best serve customers through an easy and intuitive unified communications interface.

### Management Tools Made Easy

Management tools built into the IPedge server platform means there's no software installation necessary. Administration is accessed via web browser. Centralized management of all your locations is more efficient, consistent and eliminates database errors between network nodes.

- Browser-based system administration is provided by the Enterprise Manager application, enabling centralized installation and maintenance of all IPedge systems via your LAN/WAN and from any location.
- Browser-based personal administration is provided by the Enterprise Manager application, enabling users to program buttons, personalize telephone functions, and free the system administrator to perform other tasks.





## Collaborate—Communicate—Connect

Business relationships require personal communication. Toshiba's intuitive communication solutions can help bring your clients and employees together like never before.

### Meeting the Challenge of Collaboration

The IPedge Meeting application provides dial-in audio conferencing and web collaboration with Outlook calendar scheduling, desktop sharing, conference recording, usage reporting, and more. It's web-based, so users can attend a collaboration session from anywhere via the network, and dial-in to an audio conference from anywhere via the PSTN. Plus, users' PCs do not require installation of client software—all they need is Internet access.

### Voicemail Flexibility

Voice processing applications help you improve customer service by providing callers with instant attention and access to information. Voicemail is built right into the IPedge, with no additional equipment necessary. And it's flexible, enabling you to tailor your voice processing as needed.

### Comprehensive Capabilities\*

- Unified Messaging options manage voice, e-mail and fax messages from your PC or telephone
- Follow-me call routing helps important calls reach you wherever you are working
- Visual Voice Mail on your mobile phones, allows you to read messages instead of calling into the voice mail
- Simplify voice mailbox operation through a Toshiba IP telephone with LCD display and soft keys
- Record calls directly into your voice mailbox with a single button on your telephone
- Call Screening asks the caller to state their name and announces the recorded name to the user who can accept or re-route the call
- Powerful scripting language lets you customize your voicemail capabilities; perform IVR functions; add or enhance features like recording and playback, audio files, or use entries by callers to provide data response or special call routing

## High Performance for Small Business

Dozens of productivity and convenience features, right out of the box. One compact server, about the size of a phone book, supports call processing, voice mail and unified messaging, central system administration and optional Call Manager unified communications. The basic server comes packed with features, right out of the box. User-friendly telephones and add-on modules make it easy for you to give every caller instant attention.

### Transform voice mail into a true time-saving and productivity tool

Flexible voice mail capabilities can be tailored to each user's needs. Toshiba IP telephones with display and soft keys make it easy to manage and listen to the contents of your voice

mailbox—or even to record calls. With unified messaging options, you can manage voice mail, fax and email messages from your PC or telephone.

\* Some features require license activation. Some applications may require additional servers. Please contact your Local Authorized Toshiba Dealer for more information.



## Power and Productivity

IPedge integrates a variety of voice communication features over your IP network, allowing you to extend full telephone mobile functionality to local and remote users.

### On-site Mobility

#### IP User Mobility

Allows the user to log-off and log into any Toshiba IP phone without having to make any configuration changes. The user can log into another IP phone with his or her extension even if his or her extension is already in use.

#### Wireless & Soft Phones

Toshiba wireless IP telephones enable you to answer calls, access voicemail, and utilize virtually all the system's advanced calling features anywhere your Wireless Local Area Network (WLAN) provides coverage. The SoftIPT soft phone client operates on your laptop or tablet PC via your WLAN and anywhere via the Internet. Toshiba's Wireless SIP DECT telephones are ideal solutions for the workplace and Toshiba on-premise systems.

### Off-site Mobility

#### IPMobility

(IPedge Systems Only)

Toshiba's IPMobility Application enables a smartphone to act as an extension of the office desk phone, and offers the following features:

- Support for Find-Me Follow-Me feature, which allows you to receive calls made to your desk phone, on your mobile phone
- Outbound calling through the host IPedge System, allows you to make business calls while keeping your cell phone number private to the caller
- Visual Voice Mail, allows you to manage your voice mail messages on screen via your smart phone

#### Follow Me (Twinning)

IPedge Messaging's Follow Me (Twinning) feature enables a single phone number to reach a user's chosen devices, e.g., desk phone, mobile phone, or both (simultaneous ring). Once answered, IPMobility offers call management which provides users with the ability to transfer a call another extension or directly to voice mail. IPMobility also gives users the ability to designate incoming calls if busy or out of the office for an extended absence.

#### Fixed Mobile Convergence

Toshiba's uMobility™ Fixed Mobile Convergence solution empowers mobile workers to make and answer their IP-PBX calls from virtually anywhere. Your smart cell phone (smartphone) functions as your IP-PBX extension phone, both while in the office via the wireless LAN and while out of the office via a cellular network.





## Tailored Efficiency

Every business large and small needs to efficiently manage incoming calls to departments and other groups. Toshiba's contact center solutions\* serve customers quickly, efficiently, and cost-effectively, providing a competitive advantage, no matter what the size of your company.

### Contact Center Efficiency

Toshiba's Contact Center Suite ensures calls are handled efficiently and directs calls to suit your customers. Running as an application on the Toshiba Media Application Server connected to the IPedge, it offers sophisticated capabilities, including skills-based routing, balanced call counts, time and depth in queue announcements, priority queuing and more. It is power and simplicity at its finest.

### Multi-site Savvy

Toshiba ACD applications enable multi-site contact centers to work as one integrated system.

- Look-ahead routing checks agent status in other nodes before routing to those agents
- The functionality of the Call Manager application is extended over the network to features such as Presence status and Chat between users in multiple nodes

### Multimedia Design

Web Callback lets customers request a "call-me-back" on a company's website. When a representative becomes available, the ACD application automatically calls the customer. Web Chat enables customers to initiate an instant messaging chat session with a contact center agent. These technologies increase customer access to the contact center, provide better service, and reduce hold times and operation costs.

### The Scoop on Reporting

Call statistics and management reports on everything from agent performance to forecasting tools and scheduled reports are conveniently accessible from anywhere via browser-based interface.

### The Tools of Productivity

Call agents provide better service using the Call Manager unified communications application. Generate screen-pops with incoming calls through integration with most popular customer relationship management (CRM) applications and databases.

### Record. Store. Relax.

Call recording and logging systems can help improve your operations, from training and quality control to customer service. Record, store, organize, and play back calls to avoid communication disputes that can result in business liabilities.

## **Toshiba Telecommunication Systems Division Vision**

Toshiba represents Quality, Reliability, Innovation and a Secure Pathway to the future for its customers. Together with its Authorized Dealers, we are committed to supporting business transition into the IP world with customer driven communication solutions and world-class services.

## **Philosophy & Commitment**

A sense of obligation to society, the environment and our collective future comes from the highest ranks of Toshiba management. Respecting human rights. Acting with integrity, transparency and accountability. Planning product lifecycles to ease environmental harm. Joining the U.N. Global Compact. At Toshiba, we know that in today's complex global mix, corporate success, personal prosperity, and a greener planet reside along the very same path.

## **Acting with Hearts, Minds and Resolve**

Toshiba is a global company employing nearly 200,000 in 30 countries around the globe. Yet with our unwavering commitment to corporate social responsibility (CSR), we think and act much like a local business—caring for the people, the land and future of the communities where we operate.



## 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.

## Stay Connected

[www.telecom.toshiba.com](http://www.telecom.toshiba.com)



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Toshiba America Information Systems, Inc.  
Telecommunication Systems Division

9740 Irvine Blvd., Irvine, CA 92618-1697  
To locate an Authorized Dealer, call: (800) 222-5805  
National Accounts (800) 234-4873  
[www.telecom.toshiba.com](http://www.telecom.toshiba.com)

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Literature Order #: TSD-IPE-BR-IPedge-VD/4500172