TOSHIBA
Leading Innovation >>>

Strata CIX™

Discover the Power of Toshiba's IP Communication Solutions
Strata CIX Family

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 unified communications 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.
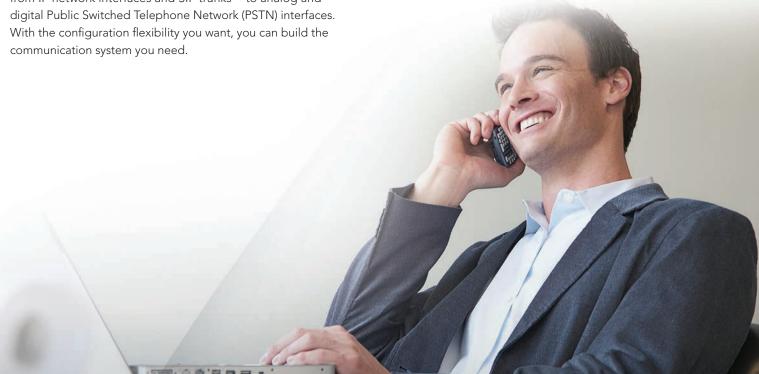
On-site Mobility—Unwire Your World

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.

Meet-me Conferencing and Collaboration

The Strata 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.

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.

Strata Messaging

Voice Mail, Unified Messaging, Follow-me, Call Recording, and LCD display and soft key integration applications run on a Linux® operating system-based unified communications appliance that connects via SIP to Strata CIX.

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
- Strata Call Manager Unified Communications
- FeatureFlex® adaptability tools
- Network eManager® browser-based system administration
- My Phone Manager® browser-based personal telephone administrator

THE POWER TO DO MORE

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 Network 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.

Contact Center Capabilities

For Companies Large or Small

A well-managed contact 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 and Web Chat

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. Web Chat enables customers to initiate an instant messaging chat session with a contact center agent. These multimedia web technologies increase customer access to the contact center, provide better service, and reduce hold times and 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
    Forced
    Voluntary
    Verifiable
    Account Code Button
    Account Code Revision
Administration/Programming (Optional)*
    Live System Programming
    Personal Administration
    Remote Access
Alternate Answer Point
Automatic Busy Redial (Optional)
Automatic Call Distribution (Optional)*
    Advanced Call Routing
    Skills-Based Routing
    Priority Queuing
    Multiple Group Agent Login
    Call Recording
    Voice Assistant ODBC Database
    Text-To-Speech
    MIS Interface (Optional)*
Automatic Callback Intercom
Automatic Dialing Buttons
Automatic Hold
Automatic Hold/Park Recall
Automatic Line Selection
Automatic Number Identification
Automatic Release From Hold
Automatic Release From Voice Mail
Auxiliary Device Interface (Optional)
Background Music Interface with
    Station Control*
Busy Override
Busy Station Transfer/Ringing
Call Forward
    All Calls
    Busy
    No Answer
    Busy/No Answer
    Fixed
    External with Remote Setting
    System-Wide
Call Park to Station
Call Park Orbits
Call Pickup
    On-Hold/Park
    Ringing At Other Stations
    Meet-Me Page
    Directed
    Station Group
    CO Line Group
Call Record to Voice Mail*
Call Transfer
    Camp-On
    External Calls
    Internal Calls
    Recall
Call Waiting
Caller Identification (Optional)*
    Abandoned Call History
    Call History List
    Redial from List
    Indication While Busy
    Internal User Name
    ISDN BRI and PRI
Centrex Application/PBX Compatibility
    Centrex Ringing Repeat
    Flexible Station Numbering
    Delayed Ringing
    One-Button Centrex Feature Access
    Centrex/CO Line Call Pickup
    Centrex/CO Line ID
    Flash Button
    Multi-Line Access and Control
Class of Service Override
CO Line Groups
CO Line Queuing
Conferencing (8 party)
    Multi-Stations
    Multi-CO Lines
Continuous DTMF Signal Time*
Credit Card Calling ("O"+ Dialing)
Day/Night Modes with Auto Switching
Delayed Ringing
Dialed Number ID Service (DNIS)*
Direct Inward Dialing

Direct Inward System Access
Direct Inward Termination
Direct Station Select/Busy Lamp Buttons
Direct Station Selection Console (Optional)
    All Call Voice Page
    Automatic Line Hold
    DND Status Indication
    DND Override
    CO Line Button Assignment
    Expanded Line Appearance
    Multiple DSS Consoles
    Night Transfer
    Speed Dial Button Assignment
    Voice or Tone Signaling
DISA Security Code Revision
Distinctive LED Indicators
    I Called
    I Hold
    I Use
Distinctive Ringing
Do Not Disturb
Do Not Disturb Override
Door Lock Control
Door Phones
DTMF and Dial Pulse Compatible
DTMF Signal Time (160/80 ms)
Dual Color LEDs
E911-CAMA and ISDN PRI
End-To-End Signaling
Exclusive Hold
Executive Override (Break-In)
Executive Override Blocking
External Amplified Speaker (Optional)
FeatureFlex Adaptability/
    Customization (Optional)*
Flash Button (Centrex/PBX Transfer or
    CO Dial Tone Recall)
Flexible Access Code Assignment
Flexible Button Assignment By User
Flexible Station Numbering
Flexible Line Ringing Assignment
    Delay 1
    Delay 2
    Immediate
Flexible Port Assignment
Ground Start Lines (Optional)
Group Paging
Handsfree Answerback Intercom
Headset Interface*
Hearing Aid Compatible
Hot Desking
Hotel/Motel Features*
Hot Dialing
Hotline Service (Emergency Ringdown)
Integrated Services Digital Network (ISDN)
    Basic Rate S/T-Interface (BRI)
    Basic Rate U-Interface (BRI)
    Auto SPID
    Primary Rate Interface (PRI)
    Call-By-Call Service Selection
    D-Channel Sharing
LCD Alphanumeric Messaging
LCD Automatic Callback Number Display
LCD Automatic Number Identification
LCD Automatic Park In Orbit
LCD Backlit Display*
LCD Call Duration Display
LCD Call Forward Source/Destination
LCD Call Forwarded-From Display
LCD Caller ID (Optional)*
    Abandoned Call Storage
    Call History
    Indication While Busy
    Name
    Telephone Number
LCD Calling/Called Number Display
LCD Clock/Calendar Display
LCD CO Line Identification
    Incoming/Outgoing
LCD Dial Input Verification
LCD Directory Assistance
LCD Feature Prompting with Soft
    Key Operation
      System and Station Features
      Voice Mail Features
LCD Intercom User Name Display
LCD Message Waiting Station Display
LCD Multiple Languages (E-F-S)

LCD Override Station Number Display
LCD Recalling Station Identification
LCD Search By Name and Dial
LCD Speed Dial Directory Dialing
LCD Station Status Display
Least Cost Routing
Loop Start Lines
Loud Ringing Bell (Optional)*
Make Busy
    Trunk
    Station
Memory Protection
Message Waiting Indication
    Station Light
    Stutter Dial Tone
Microphone Control Button
Modular Handset and Line Cord
Multiple Directory Numbers
    Primary DN
    Secondary DN
    Phantom DN
    Pilot DN
Multiple FCC Registration
Music-On-Hold Multiple Interface*
Networking Multiple Systems–Strata Net (Optional)
    Alternate Routing/Hop-Off
    Centralized Attendant
    Centralized Voice Mail
    Centralized Network SMDR
    Distributed Network SMDR
    Coordinated Numbering Plan
    Path Replacement
    Private Tie Line Networking
    Extended Call Control
Night Ringing Answer Code
Night Ringing Over External Page*
Night Ringing Over Selected Page Zones
    (Optional)*
Non-Blocking Dialing
Non-Blocking Intercom
Off-Hook Call Announce
    Handset
    Speaker (Optional)
Off-Premise Stations
One Touch Button
On-Hook Dialing
Outgoing Call Restriction
Paging (Optional)*
    All Call Voice Page
    External Page Interface
    External Zone Paging
    Group Paging
Pooled CO Lines
Pooled Line Buttons
Privacy/Non-Privacy
    Privacy Override
    Private CO Lines
Relay Service (Optional)
    Door Lock Control
    External Page
    Music-On-Hold Source Control
    Night Relay Service
Release Button
Release/Answer Button
Repeat Last Number Dialed
Reserve Power Battery Backup*
Ringing Line Preference
SIP Trunks**
Speakerphone On/Off Control
Standard Telephone Compatibility
    with Message Waiting
Speed Dial
    Station
    System
Station Hunting
Station Message Detail Recording
    Interface (Optional)
Survivability of IP Telephones*
System Maintenance
    Error Logs
    Automatic Fault Recovery
    Maintenance and Administration via LAN
    System Administration Logs
    System Trace (Multi-level)
    SNMP Traps
    System Alarms (eMonitor)
    Traffic Measurements and Reporting
System Program Upload/Download*

Tandem CO Line Connections
TAPI Compliant
Tenant Service
Tie Line Transfer Recall
Tie Lines
Toll (Destination) Restriction
    Restriction Override
    Restriction Override Revision
Transfer Privacy
Traveling Class of Service
T1/DS-1 Interface (Optional)
Uniform Call Distribution (UCD)
User Programmable Feature Buttons
Voice Mail Integration
    Call Record to Voice Mail
    In-band DTMF Signaling
    Simplified Message Desk Interface
      (SMDI) (Optional)
    LCD Soft Key Voice Mail Control
    Transfer Direct to Voice Mailbox
    Voice Mail Conference
Voice or Tone Signaling
Volume Control
    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
    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 "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

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.

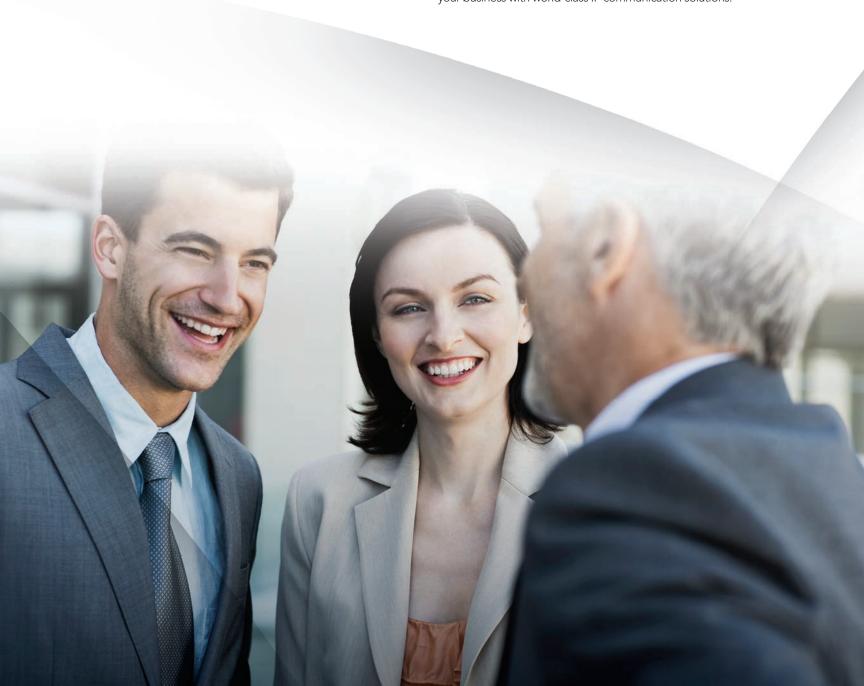# The Complete Toshiba Solution for Today's Business

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.

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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