



## Business Telephone System Administration

### For Toshiba's IP Business Phone Systems

Your system administrator, facilities manager or communications manager need effective ways to keep tabs on system traffic and resources and to add or change phone system users and features. Toshiba makes this system administration and management easy.

For IPedge® business phone system and VIPedge® cloud-based phone solution, administration functions are built right into the system. No software installation or separate server are needed. For the hybrid IP-and-digital Strata® CIX™ system, administration capabilities reside on a companion server—either Toshiba's Media Application Server (MAS) or IPedge Application Server.

### Simplify Management of One Site— Or All Your Sites

Toshiba's VIPedge/IPedge Enterprise Manager and Strata CIX Network eManager® are simple yet powerful tools for deploying and maintaining telephone system features and voice mail features. From one unified interface, authorized administrators can easily:

- Simultaneously create a telephone system user (DN, etc.), set up a corresponding voice mail account (mailbox, etc.), and authorize an account for user self-service administration
- Use wizards to quickly create new users, set system parameters, assign system options and perform advanced operations
- Get instant on-line help for data entry with mouse-over functionality

Having one browser-based interface to manage multi-system or multi-site configurations offers important benefits:

- Reduces management costs by streamlining administration tasks.
- Increases productivity through centralized, simultaneous management of multiple systems
- Maximizes system reliability with network-wide monitoring and notifications
- Frees system administrators from the burden of programming users' phone features

### Centralized Administration Advantages

Whether you have one Toshiba phone system or many networked together, Enterprise Manager and Network eManager make system maintenance easy from anywhere via your LAN/WAN or locally via a direct connection with the phone system server.

#### Save time and improve accuracy

- Simultaneous system-wide back-ups eliminate the need to back up each server individually
- Simultaneous upgrades push new software to all systems at once for faster deployment
- Simultaneous log-in to any or all systems saves time and increases data accuracy
- Concurrent system changes to all systems, regardless of system type or location, ensure data consistency
- Copy wizards make branch office and multi-site deployments faster and reduce errors
- A .csv file import utility speeds data entry and increases accuracy

#### Get immediate notification of issues

Toshiba's Strata CIX Network eMonitor application provides system monitoring and alarm functions, either locally or remotely over TCP/IP. System alarms can be logged and/or sent to multiple IP addresses, so system administrators and/or dealer support personnel can be alerted and take swift corrective action.

### Empowering Individual Users

With Toshiba's IPedge Enterprise Manager Personal Administration (EMPA) feature or the Strata CIX My Phone Manager® personal administration feature, users can customize their own telephone functions without help from a system administrator. Using an intuitive Web browser interface, users can:

- Program function buttons on their phones
- Enter and update speed dial numbers
- Change settings for directory name listing, language, ring tones, etc.
- Set parameters for voice mail, meetings, phone preferences, etc.
- Set or cancel call forwarding and Do-Not-Disturb functions
- View call history and more

Users appreciate the flexibility to “program” their own phones, while the system administrator is freed from routine user-level account management.

With Toshiba’s IPedge and VIPedge systems, designated “super-users”—such as department managers or team leaders—can also customize telephony and unified messaging features for other users.

## SPECIFICATIONS

<b>System Compatibility</b>	Enterprise Manager is compatible with IPedge EP, EC, and EM systems. Network eManager and My Phone Manager are compatible with Strata CIX40, CIX100, CIX200, CIX670, and CIX1200 systems.
<b>Web Browser Compatibility</b>	Enterprise Manager requires Windows® Internet Explorer Version 7 (IE7), Version 8 (IE8) or Version 9 (IE9) and Firefox version 3.5 or later. Network eManager and My Phone Manager require Windows Internet Explorer 6.0 or above.
<b>Server Requirements</b>	Enterprise Manager is a system resident application on the IPedge system. Network eManager and My Phone Manager are browser-based applications that reside on the Strata MAS. They can also be loaded on a separate PC/server connected to the Strata CIX network.
<b>Local Access</b>	Via Local Area Network (LAN).
<b>Remote Access</b>	Via the Internet (with proper network security).
<b>Alarm Notification</b>	The Strata CIX can send alarm notifications to a monitoring PC/Server or send an alarm notification to a telephone. <ul style="list-style-type: none"> <li>■ The eMonitor application can monitor alarm conditions from multiple Strata CIX systems over a WAN or the Internet from any location via SNMP traps sent over TCP/IP.</li> <li>■ System alarms can be sent to up to 11 unique eMonitor PC consoles IP addresses from Strata CIX SNMP traps and up to 3 on IPedge systems.</li> <li>■ Trunk alarms include failures on ISDN PRI, T1, or IP interfaces.</li> <li>■ System resource alarms include cooling fan failure (CIX200 only), MIPU interface data set problem, SMDR memory buffer full, SMDR link down (LAN/RS-232c), SMDI link down (LAN only), CTI link down (Attendant Console, ACD, external Strategy system), and Expansion cabinet power supply failures.</li> </ul>
<b>Traffic Measurement</b>	Technicians and System Administrators can use traffic statistics to monitor the effectiveness of the system resources for proper traffic balance. <ul style="list-style-type: none"> <li>■ Traffic Measurement setup and reporting is done using system programming commands.</li> <li>■ Approximately five days of Traffic Measurement reports can be stored on the IPedge hard drive or the Strata CIX SD flash memory card.</li> </ul>
<b>Traffic Reports</b>	Traffic reports can be sent from all systems to remote locations over a WAN or the Internet from any location. <ul style="list-style-type: none"> <li>■ New traffic reports include outgoing and incoming trunk group usage, “all circuits busy” reporting DTMF and conference circuits, and abandoned calls.</li> <li>■ Traffic reporting is set up based on day of week and time of day.</li> <li>■ Reports are easy to read, time-stamped files that are generated and sent out hourly.</li> <li>■ Reports include traffic intensity on incoming/outgoing line groups and system resources such as DTMF and Conference circuit usage.</li> <li>■ Reports can measure traffic in Centum Call Seconds (CCS) or Erlangs.</li> <li>■ The reports are stored on the IPedge hard drive or CIX processor’s Secure Digital (SD) flash memory card locally, and reports can also be sent to a remote device over a TCP/IP or RS-232 connection.</li> </ul>
<b>Centralized SMDR</b>	An external call will generate a call record at the terminating node for that call. <ul style="list-style-type: none"> <li>■ Call Accounting software on a single server can receive SMDR call data from each Strata CIX node via TCP/IP on the IPedge Net and/or Strata Net network.</li> <li>■ Users with Call Accounting client software can retrieve reports from the server from any location.</li> </ul>
<b>Network SMDR</b>	An external call will generate a call record at the terminating node for that call. Transit nodes will not generate records. <ul style="list-style-type: none"> <li>■ The records can be stored in customer-supplied servers at each node.</li> <li>■ Polling call accounting software can gather and organize the data from multiple nodes.</li> <li>■ Local buffering provides survivability in the event of network disruption.</li> </ul>
<b>Multi-Site Administration</b>	Managing multiple systems in a networked configuration is easy. <ul style="list-style-type: none"> <li>■ Simultaneous system-wide back-ups save time by eliminating the need to back-up each system individually.</li> <li>■ Simultaneous system changes to all systems, regardless of the type of system or location, ensure data consistency across all systems.</li> <li>■ Simultaneous log-in to all systems or any combination of telephone systems saves time and increases data accuracy.</li> <li>■ Copy wizards make branch office and multi-site deployments faster and reduce errors.</li> <li>■ Simultaneous upgrades push new software to all systems, eliminating the need to individually upgrade each system.</li> <li>■ Excel spreadsheet import utility also speeds data entry and increases input accuracy.</li> <li>■ Active Directory Services sync databases and speeds setup and programming.</li> </ul>

**TOSHIBA**  
Leading Innovation >>>

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

© 2014 Toshiba America Information Systems, Inc. All product, service and company names are trademarks, registered trademarks or service marks of their respective owners. Information including without limitation specifications, availability, content of services, and contact information is subject to change without notice.

Literature #:TSD-POC-BR-SysMgmt-DS-VG/4500160