



PRODUCT
OVERVIEW

VIPedge® App Service

Cloud-based unified messaging and unified communications for Strata® CIX

Organizations using a Strata CIX business phone system can take advantage of the latest unified messaging, unified communications and mobility applications available through the Toshiba VIPedge cloud telephony solution. Customers simply subscribe to **Toshiba's VIPedge Application Service** to get advanced applications as a service for a modest monthly fee* per user. There is no need to install additional hardware or software on site (accessing these applications by installing the Toshiba IPedge® Application Server will continue to remain an option).

With the VIPedge Application Service, Strata CIX users benefit from the latest unified communications and mobility solutions, without any upfront purchase. The cloud-based VIPedge Application Service is ideal for organizations that:

- Prefer to budget communications as a monthly operating expense instead of an upfront capital expense.
- Plan to add staff or locations in the future and want flexibility to expand on demand.
- Support traveling or work-at-home employees in multiple locations.
- Want the benefits of advanced IP-based applications without having to overhaul the phone system.
- Need consistent feature interworking in a multi-site network with distributed Toshiba phone systems.

Upgrade Without Upfront Investment

As technology moves forward, Toshiba's Strata CIX customers are not left behind. Gain the latest features and functionality by subscribing to a VIPedge Application Service package as a service for a monthly per user fee. There is no need to add servers, voicemail cards, unified communications appliance or other hardware/software on site, so it is easy to get started.

The application intelligence resides in a secure, centralized cloud server, so advanced call processing features—including unified messaging and unified communications—work seamlessly across the company, even if you use a mix of cloud and on-premise Toshiba phone systems.

Find out more at www.telecom.toshiba.com.

System Requirements

- Strata CIX V5.20 or higher with MIPU02_12 interface unit
- Strata CTX processor upgrade to Strata CIX V5.20 with MIPU02_12 interface unit
- IPedge V1.6 or higher

CHOOSE THE PACKAGE THAT MEETS YOUR BUSINESS NEEDS

Unified Messaging (UM) Package (includes these capabilities):

Standard voice mail	Receive, send, forward and save voice messages. Easily manage, sort and filter voice messages with a few keystrokes.
Auto-attendant	Enable callers to route their own calls and leave messages without assistance.
Unified Messaging	Manage voice, fax, and e-mail messages from your PC or telephone.
Message notifications	Know when a message arrives by any combination of message waiting light, pager, or a call to any office or cellular phone.
Soft key navigation	Manage your voice mailbox through your phone with LCD display, using intuitive menus and soft keys.
Call recording	Record calls directly into your voice mailbox with a single button. Start, pause and stop a recording by pressing a key.
Follow Me	Configure a mailbox to forward calls to an internal or external phone number based on caller ID or calendar information. Redirect a caller or record a conversation that has been answered at the follow-me number.
IPMobility Client	Enable iOS® and Android™ smartphones to be extensions of the Toshiba phone system. Get single-number reach, call control and visual voicemail from a smartphone.

Unified Communications (UC) Package (includes these capabilities):

Unified Messaging	Manage voice, fax, and e-mail messages from your PC or telephone.
UCedge™ Unified Communications	Control calls and multimedia communications from selected Android and iOS smartphones and tablets and Windows® and Mac® devices. ¹ Access popular business phone system features (extension dialing, hold, transfer, etc.). Give out only your business number to be reached on your mobile or desktop device. Access UC capabilities such as presence, group instant messaging and visual voice mail. Share presence and instant messaging with users inside or outside the company. Consolidate call and instant messaging (IM) history information across multiple devices. Use the built-in softphone to make calls through the office phone system. ² Click to dial outbound calls from any application. ³ Integrate with CRM systems for screen pops of caller information. ³ Integrate with automatic call distribution (ACD) systems. ³ See the UCedge datasheet for a full list of UCedge features and functionality.

Cloud-based Survivability (available to subscribers of either package above):

Toshiba's SIP Trunk iVoIP Service	If the business phone system is unavailable, incoming calls continue to reach the user at an external (usually mobile) number designated by the user via the Follow Me feature. ⁴
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¹ Mac support in fourth quarter 2014.

² Feature initially available on Android only, coming soon on iOS, Windows and Mac.

³ Click-to-dial and integration with CRM and ACD systems supported on Windows devices; coming soon for Android, iOS and Mac devices.

⁴ In a future release, VIPedge will serve as a full standby system, ensuring continuity of all calls and applications even if the on-premises system becomes unavailable.

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