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 return on investment for our customers.

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
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.

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

Net Phone — 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 PDA. 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, iES16, and iES32 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
- 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.

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.

CALL CENTRE CAPABILITIES

For Companies Large or Small

A well-managed call centre can serve customers quickly, efficiently, and cost-effectively, providing an important competitive advantage. Toshiba's solutions can help you manage your calls and call distribution — even if you don't have or need a large call centre.

Automatic Call Distribution

Toshiba's Automatic Call Distribution (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 ACD***

Network ACD applications enhance multi-site contact centres enabling them to work together as one integrated call routing system. Network ACD enables contact centres to distribute agents over the network and route calls to available agents on any CIX system on the network. Network 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.

Reporting Capabilities

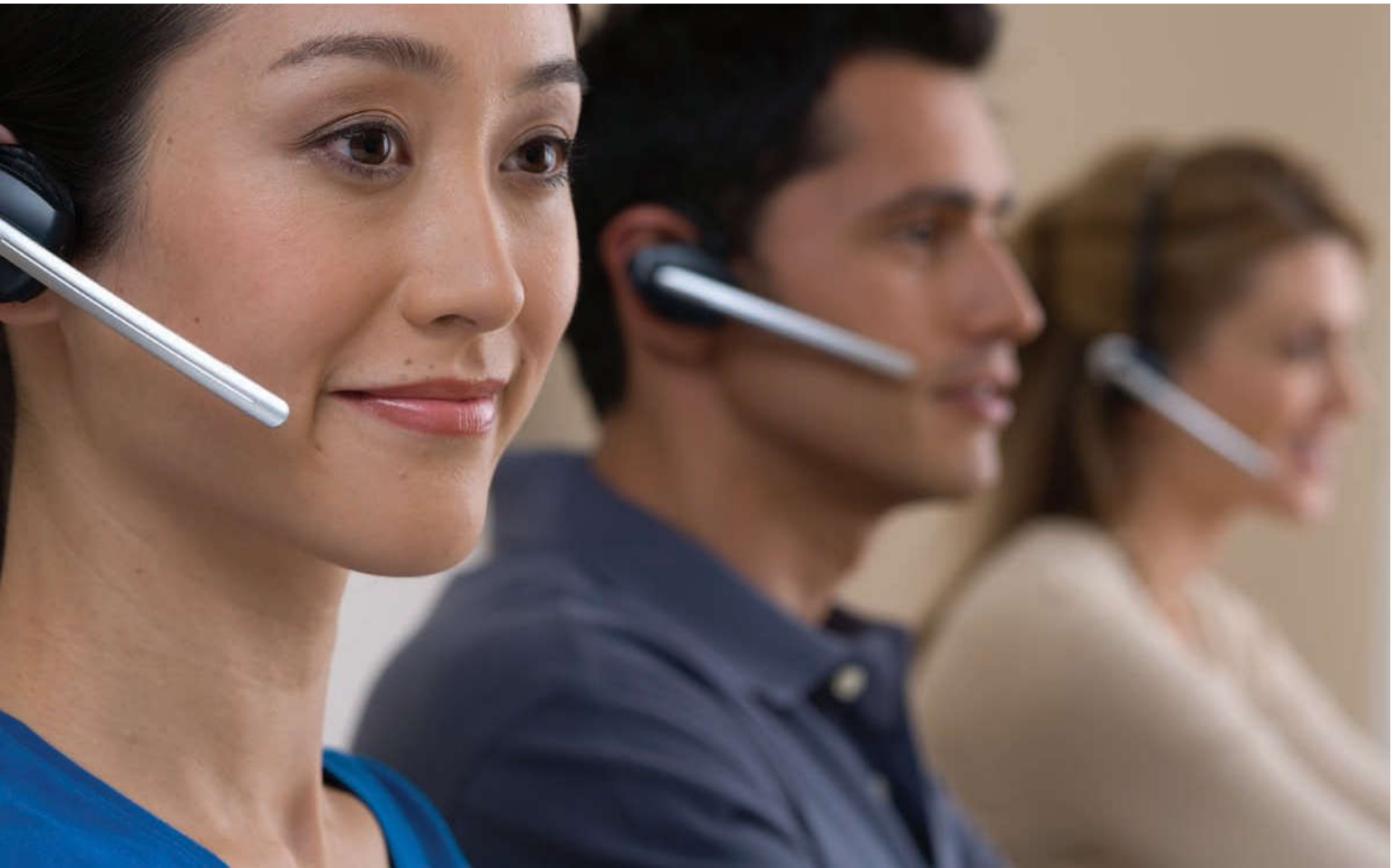
Your call statistics and management reports are conveniently accessible online. View customized reports on everything from call statistics and agent performance to forecasting tools, scheduled reports, and more using any of several PC-based reporting solutions that are ideal for use with ACD applications.

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.

Canada-Wide Authorized Dealer Network

Toshiba products are sold through a Canada-wide 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.

Toshiba offers award-winning communication systems 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 ("0"+ 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 Colour 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
- 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 IC/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
- 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)
- 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 StrataNet
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 StrataNet
  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
Colour 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.

*** Future availability.

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, copiers, facsimiles and multifunction printing products.

With over 40 years of experience, Toshiba and our authorized dealer network can provide your business with world-class IP communication solutions.

TOSHIBA

Leading Innovation >>>

Toshiba Authorized Dealer Network

Toshiba of Canada Limited 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 Office Products Group 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.

FSC
Mixed Sources
Product group from well-managed forests and other controlled sources
www.fsc.org
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Toshiba of Canada Limited, Office Products Group

191 McNabb Street, Markham, Ontario, Canada L3R 8H2 Tel: (905) 470-3500 Fax: (905) 470-3459
18050 Trans Canada Hwy., Kirkland, Quebec, Canada H9J 4A1 Tel: (514) 390-7766 Fax: (514) 390-7770
13551 Commerce Parkway, Suite 110, Richmond, British Columbia, Canada V6V 2L1 Tel: (604) 303-2500 Fax: (604) 303-2501

www.toshiba.ca/opg

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