

# TOSHIBA

Leading Innovation >>>

# IPedge™

The Future begins with IPedge





# 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



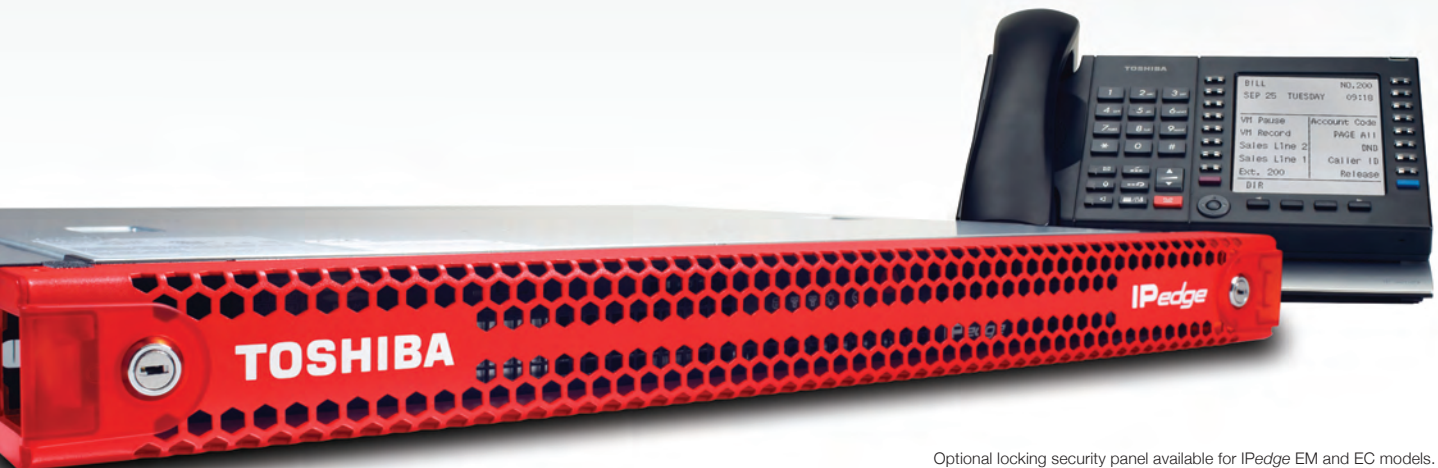
### IPedge EC

Supports up to 200 users per server



### IPedge EM

Supports up to 1,000 users per server



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.

Applications include:

- Call Processing
- Voicemail
- Unified messaging
- Meet-me audio conferencing and web collaboration
- Call Manager—unified communications client application
- Centralized system administration

### Designed For Performance

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

- Call Processing supports features like SIP trunking, administration and maintenance, traffic reports and more
- Linux operating system provides higher levels of security
- Survivability within or across the network ensures business continuity
- Use of SIP trunks doesn't require any gateway
- A single IP address provides cost-effective deployment
- Future endpoint devices and applications will be compatible with the IPedge, protecting your investment
- Sleek 1U low-profile server chassis occupies minimum rack space

### Management Tools Made Easy

Enterprise Manager built into the IPedge server platform means there's no software installation necessary. With its administration accessed via web browser, Enterprise Manager offers the key benefits:

- Centralized management and installation of all your locations, eliminating database errors between network nodes
- Enable users to program buttons, personalize telephone functions and free the system administrator to perform other tasks

### 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 without picking up the phone's handset.

- CRM integration with program like Salesfore.com, Microsoft® Outlook™ and more
- Use PC for chat instant and broadcasting messages to multiple users
- Presence capabilities let users see the current status

IPedge Integrated Solution	
Call Processing	
Meeting Collaboration	Messaging
Enterprise Manager	Call Manager UC Apps
Webmin/Bacula	
Java/Apache/MySQL	
Linux	



## 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 is 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

The IPedge messaging applications helps 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 is flexible, enabling you to tailor your voice processing as needed.

Comprehensive capabilities:

- Unified Messaging manage your voice and e-mail messages from your PC or telephone
- Text-to-Speech, Speech Recognition and Interactive Voice Response applications
- Record calls directly into your voice mailbox with a single button on your telephone
- Powerful scripting lets you customize your voicemail with enhance features like recording, playback and audio file

## 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

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.

### Off-site Mobility

Toshiba's uMobility Fixed Mobile Convergence (FMC) allows a mobile worker's smart cell phone to function as their extension phone via the wireless LAN in the office and via a cellular network when out of the office.





## The Power of Toshiba IP Telephone

### Advanced IP Telephones That Help You Work Smarter

Step up the efficiency and functionality of your IP communications system with the IP5000 Series telephones from Toshiba. Equally suited to a single location or large, distributed enterprises with branch or virtual and remote sites, the IP5000 Series is your best choice in a full-featured IP telephone system.

IP5000 Series offers:

- Integrated Ethernet Switch for fastest access to high speed network connections
- Large, backlit display for superior readability in variable light environments
- Sleek low profile design and unique tilt-base for versatile phone placement
- Programmable one-touch buttons for fast access to calling functions
- Full-duplex speakerphone
- HTML and Java support with customizable applications
- Integrated Headset Interface



**IP5022D-SD\***  
**IP5522F-SD**

10-button IP Speakerphone  
4 lines x 24 characters  
LCD



**IP5122D-SD\***  
**IP5622F-SD**

10-button IP Speakerphone  
4 lines x 24 characters  
Backlit LCD



**IP5132D-SD\***

20-button IP Speakerphone  
4 lines x 24 characters  
Backlit LCD



**IP5531F-SDL**

20-button IP Speakerphone  
9 lines x 24 characters  
Large LCD



**IP5131D-SDL\***  
**IP5631F-SDL**

20-button IP Speakerphone  
9 lines x 24 characters  
Large Backlit LCD



**LM5110**

10-button Add-on-module  
Backlit LCD key labels



**KM5020**

20-button Add-on-module



**IDM5060F**

60-button  
IP Direct Station Select Console

### Toshiba SoftIPT

IPedge maximizes customers' wireless Local Area Network (WLAN)\* to deliver cost effective mobility solutions. With the SoftIPT installed on the laptop or smartphone, user can enjoy true mobility with the same functionality of desktop telephone. It can operate on your laptop or tablet PC with Windows™ XP Professional, Windows™ Vista and Windows™ 7 via Intranet, Internet or Wireless.



\* Support Gigabit Ethernet.

# Toshiba's IPedge system and 5000-series IP telephones are RoHS (Restriction of Hazardous Substances) compliance.



## 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. 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.

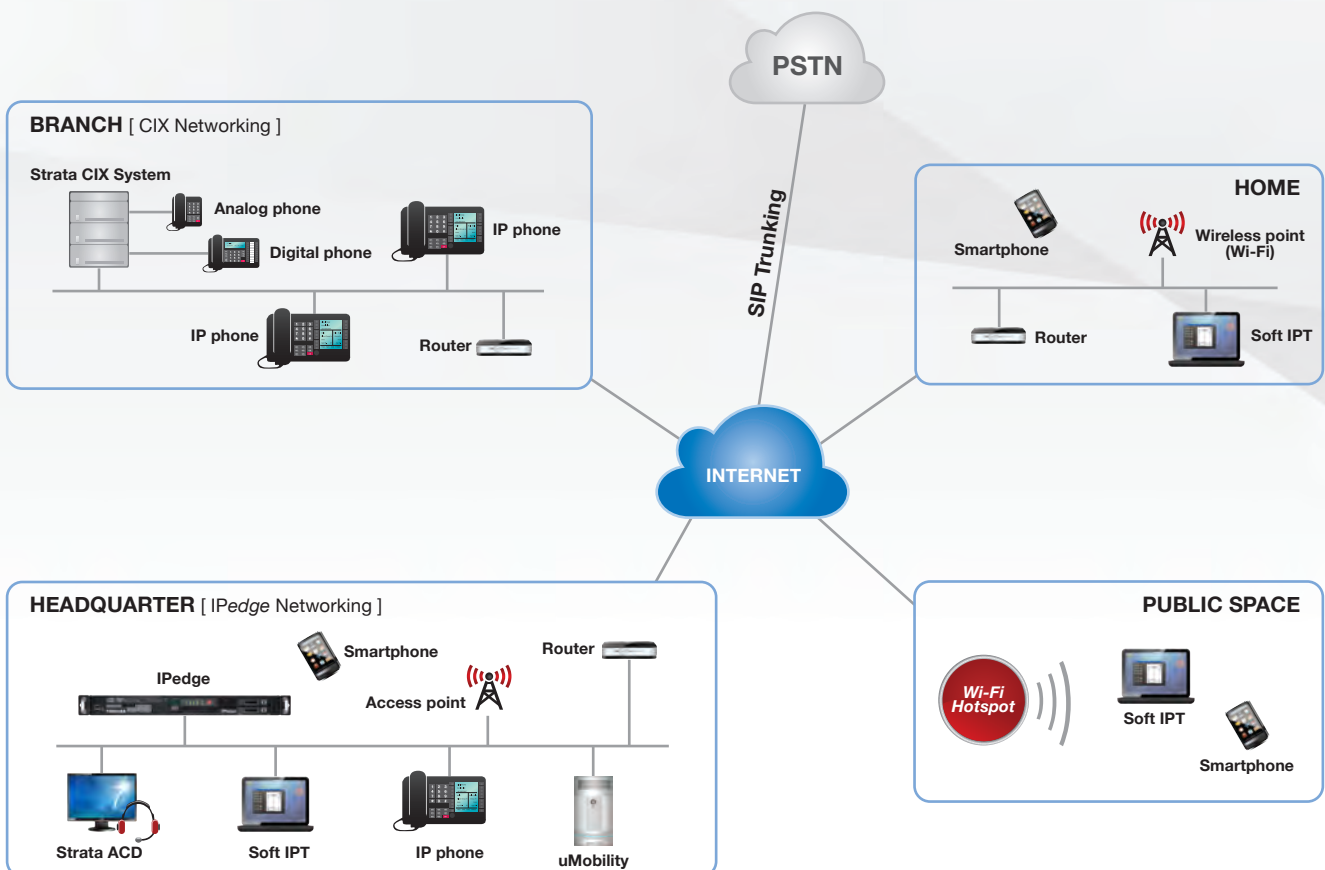


## Best of Both Worlds

Whether you need a pure IP, server-based voice communication system, or a converged IP voice communication system that also accommodates the connection of digital telephones, Toshiba has the solution for you.

Toshiba Strata CIX systems provide excellent converged solutions for organizations who want a mix of IP, digital, and analog endpoint devices connected to their system with IP telephony and unified communications applications. Toshiba IPedge systems are software-centric Unified Communications platforms designed for organizations who want to deploy on all IP network infrastructure to realize the savings of managing a single network.

Toshiba Strata CIX and IPedge systems can also work together as networked systems, to dramatically expand capacity and improve integration between decentralized locations.



## Toshiba Authorized Distributor Network

Toshiba Business Communication Systems sells award-winning IP communication solutions, IP and Digital telephones, video collaboration tools, office mobility products, and voice mail systems through our Authorized Distributors. Toshiba Distributors focus on providing the best possible customer experience. With over 40 years of experience, Toshiba's Business Communication Systems and our authorized distributors 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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