



# **TOSHIBA**

Toshiba IPEDGE User Manual



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## Quick Links

[1 Voice Mail](#)

[Download this manual](#)

See also: [Installation Manual](#)



TOSHIBA

Telecommunication Systems Division

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# IP Telephone and Messaging User Guide

December 2015

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## Related Manuals for Toshiba IPEDGE

### [Telephone Toshiba IP5000 Series User Manual](#)

Ip telephone, messaging and call manager user guide (322 pages)

### [IP Phone Toshiba IP EDGE User Manual](#)

Ip5000-series ip telephone, messaging and call manager (242 pages)

### [Server Toshiba IPedge Installation Manual](#)

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### [IP Phone Toshiba IP edge General Description Manual](#)

Ipedge systems and virtual server (170 pages)

### [IP Phone Toshiba IP EDGE Description](#)

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### [Conference System Toshiba IPedge Manual](#)

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### [IP Phone Toshiba DKT3200 Specifications](#)

Toshiba ip telephone specifications (2 pages)

### [IP Phone Toshiba iES16 Brochure](#)

Ip communication solutions (12 pages)

### [IP Phone Toshiba VIPedge IP5131-SDL User Manual](#)

Ip telephone, messaging and call manager (214 pages)

### [IP Phone Toshiba IPedge IP5000 Series Installation Instructions Manual](#)

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### [IP Phone Toshiba IP5000 Series Quick Start Manual](#)

(12 pages)

### [IP Phone Toshiba Strata CIX IP5000-UG-VB User Manual](#)

Toshiba ip telephone user guide (216 pages)

### [IP Phone Toshiba IP Communications System Brochure](#)

Toshiba ip communications system brochure (4 pages)

### [IP Phone Toshiba IP Telephone Brochure](#)

Ip5000 series (4 pages)

### [IP Phone Toshiba IP Telephone Brochure](#)

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### [IP Phone Toshiba ID EDGE Description](#)

(142 pages)

## Summary of Contents for Toshiba IPEDGE

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[Page 2](#) To view the latest version of this or other documents refer to the Toshiba FYI web site. Toshiba America Information Systems shall not be liable for any commercial losses, loss of revenues or...

[Page 3](#) IPedge General End User Information FCC Requirements Means of Connection: The IPedge does not connect directly to the telephone network. All direct connections are made to a gateway. Please refer to the gateway manufacturer's documentation. Radio Frequency

Interference Warning: This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the manufacturer's instruction manual, may cause interference to radio...

[Page 4](#) WARRANTIES FOR NON-TOSHIBA BRANDED THIRD PARTY PRODUCTS A valuable element of Toshiba's product strategy is to offer our customers a complete product portfolio. To provide this value to our customers at the most optimal prices, we offer both Toshiba-branded and third- party manufactured products that support our Toshiba IPedge product portfolio.

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Button .....125 To Use a One Touch Button .....126 Ring  
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## [Page 11: Organization](#)

Introduction This guide describes the Toshiba IP5000-series telephones, Messaging and other user operations for applications that are integrated with the IPedge system. This guide is divided as follows: Organization is an overview of the telephones supported • Chapter 1 - The Grand Tour by the IPedge system.

## [Page 12: Related Documents/Media](#)

See Figure 10 the electronic version of this document (Library CD-ROM), cross-references appear in blue hypertext Some documents listed below may appear in different versions on the Toshiba Related Documents/Media FYI site or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

## [Page 13: Chapter 1 - The Grand Tour](#)

• 4 line LCD with back light option • Full duplex Speakerphone • Headset I/F • Ringing LED 20  
Button IP Telephone: • 4 line LCD with back light option • Full duplex Speakerphone • Headset  
I/F • Ringing LED TOSHIBA IPedge UG 12/15...

[Page 14](#) 10 Button ADM for IP5000-series • LCD programmable key strip with back light 20  
Button ADM for IP5000-series • Paper Key Strip 60 Button DSS for IP5000-series • Paper Key  
Strip IP5522-SD, IP5531-SDL and IP5622-SD can not connect ADM/DSS. Note: TOSHIBA IPedge  
UG 12/15...



## [Page 15: Ip5000-Series Telephone Overview](#)

Hold Button D. Programmable Feature Buttons J. Microphone E. Message Waiting LED Button K. Tilt stand F. Microphone LED Button The fixed buttons on the dial pad help perform standard functions quickly and Fixed Buttons easily. TOSHIBA IPedge UG 12/15...

[Page 16](#) Microphone (Mic/Mute) button toggles between Mic and Mute. When Mic key is lit, Mute is disabled. When Mic is pressed again and light is off, Mute is enabled on the microphone in the telephone and the micro- phone in the handset. TOSHIBA IPedge UG 12/15...

[Page 17](#) (twice) to place an internal or external call on Exclu- sive hold. If your telephone is programmed for Automatic Hold, existing calls are automatically placed on hold when you answer a call or make another call. TOSHIBA IPedge UG 12/15...

## [Page 18: Programmable Feature Buttons](#)

Note: This feature applies to the IP5131-SDL telephone. Browser Toshiba's IP5131-SDL with it's large display screen also supports an HTML browser to allow navigation on the World Wide Web or a company's intranet. The phone can have a home page setup that allows navigation to begin just like a home page in your internet browser.

## [Page 19: 4-Line Lcd Display](#)

A plus sign + on the LCD indicates there is more data to display. Press NEXT to advance through the information. Line 4 will display the soft keys available in idle state. Press DSPLY to switch from the Call Forward display to the User Name display. TOSHIBA IPedge UG 12/15...

## [Page 20: Soft Keys](#)

Soft Keys dynamically change their functions and label depending on the state of the telephone. The dynamic feature associated with the Soft Key is displayed on the bottom line of the LCD display directly above each Soft Key button. TOSHIBA IPedge UG 12/15...

## [Page 21: Chapter 2 - The Basics](#)

Call Announce simultaneously. To adjust handset Beep Tone 1. With the handset off-hook, dial the Beep Tone Adjustment Code #6101 (default code). A beep will be heard 2. Press Vol or Vol to reach the desired level TOSHIBA IPedge UG 12/15...

## [Page 22: Lcd Contrast](#)

1. Press 3+6+9+Hold (simultaneously) Others 2. Press the soft key BL Bright 3. Press the soft key 4. Enter a value of 0~3 using the keypad. (0 = dim; 3 = brightest) 5. Press the soft key twice TOSHIBA IPedge UG 12/15...

## [Page 23: Backlight On/Off](#)

IP5000-series telephone. The Adjustment default is normal sensitivity. 1. Press 3+6+9+Hold (simultaneously) 2. Press 0 3. Press Hold 4. Press Programmable Feature Button 3 (FB3) to toggle On/Off 5. FB3, LED On: Lower sensitivity TOSHIBA IPedge UG 12/15...

## [Page 24: Telephone Terminology](#)

LED, and turns on the Spkr and Mic LED's. When Hot Dialing is not turned on the handset should be lifted or Spkr should be pressed in order to make a call. TOSHIBA IPedge UG 12/15...

## [Page 25: Making A Call](#)

EXTR = System Speed Dial 4 Line LCD Display Names INTR = Directory Number Names Dial = Cancel directory, get dial tone. 2. Choose the directory you wish to access and use the dial pad to enter the name. TOSHIBA IPedge UG 12/15...

[Page 26](#) BOB LAWVER BRAD FISHER BILL THOMAS BRIAN SMITH ONE TOUCH ONE TOUCH PICKUP ONE TOUCH CFAC ONE TOUCH ONE TOUCH Ext. 4227 ONE TOUCH NEXT BACK CNCL 9 Line LCD Display - Dial by Name Screen TOSHIBA IPedge UG 12/15...

## [Page 27: Answering A Call](#)

Perform the same steps you normally would to answer a call: press the Spkr button, the flashing

DN button or lift the handset. Handsfree MIC setting needs to be enabled by your System Administrator. • TOSHIBA IPedge UG 12/15...

### [Page 28: On A Call](#)

LED flashes. 1. While on a call, press Cnf/Trn. The call goes on hold. Consultation Hold 2. Dial another line. 3. Transfer the call or return to the held call by pressing its Line button. TOSHIBA IPedge UG 12/15...

### [Page 29: Message Waiting](#)

Spkr or hang up to release your telephone. Your LCD shows the extension and "MW CANCEL." ...or dial the extension that you set the Message LED on, then Spkr press . Then press or hang up to release your telephone. TOSHIBA IPedge UG 12/15...

### [Page 30: Led Indicator Details](#)

3/4 second on, 1/8 outside call transferred to your Busy Station On/Off second Off busy station from a designated Transfer station or: 10 pulses/second 2 pulses/second After disconnecting first call 10 pulses/second steady Conference call Conference TOSHIBA IPedge UG 12/15...

### [Page 31: Softipt Icons](#)

The special buttons relating to the SoftIPT screen are described below. SoftIPT Icons Table 6: SoftIPT Button Definitions Button Definitions SoftIPT Directory – Clicking this icon enables you to access the directory you create using MS Outlook. Refer to "Using the Directory" on page TOSHIBA IPedge UG 12/15...

### [Page 32: Fixed Buttons](#)

There are two types of LCD button functions: LCD Control Buttons and Soft LCD Control Buttons Keys. When the Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature. TOSHIBA IPedge UG 12/15...

### [Page 33: Configuring Softipt](#)

When a call is made using the SoftIPT directory, SoftIPT automatically attaches the outgoing prefix for local calls, or long- distance prefix for long-distance calls, respectively. See "Using the Long distance prefix Directory" on page 33 for details. TOSHIBA IPedge UG 12/15...

[Page 34](#) IP address of the IPedge system. If Broadcast is selected, the broadcast message is sent on the same subnet, which means SoftIPT can connect to the IPedge on the same subnet using Broadcast mode without designating the IPedge IP address. However, in some PC environments, SoftIPT...

[Page 35](#) 1. Go to Start > Control Panel > Mail 2. Double-click the Mail icon 3. Click the Show Profiles... button 4. Here are all the profiles setup on your PC (see Figure Page -32) Figure 2 Mail Setup - Outlook TOSHIBA IPedge UG 12/15...

### [Page 36: Basic Softipt Functions](#)

(asterisk key, pound key) from PC keyboard, or use the key pad on the USB handset, if available. 3. To end the call, go on-hook (put down the receiver or press the hook switch button). TOSHIBA IPedge UG 12/15...

### [Page 37: Answering A Call](#)

4. Type in the contact information, click Save and Close. Add as many entries as desired. To edit an entry, double click on the name to open. 5. Start Soft Phone. 6. Click Directory icon. The directory displays (see below). 7. Click on the name. The SoftIPT calls the contact. TOSHIBA IPedge UG 12/15...

### [Page 38: Using Echo Canceller](#)

To use Echo Canceller, click the Audio Setting of SoftIPT and check the Using Echo Canceller box as shown below. Enabling Echo Canceller TOSHIBA IPedge UG 12/15...

## [Page 39: Chapter 4 - Feature Operations](#)

\_\_\_\_\_ Voluntary Account Codes are optional. They can be entered during a call and are Voluntary Account used for tracking selected calls using Station Message Detail Report (SMDR) call Codes (Verified/Non- detail recording option. Verified) TOSHIBA IPedge UG 12/15...

## [Page 40: Voluntary Account Codes](#)

Message numbers 5~9 can be defined by your System Administrator. Table 3-1. Advisory Message Default Code Table  
Msg No. Characters Displayed Additional Digits  
OUT TO LUNCH IN A MEETING CALL \_\_\_\_\_ Directory Number (e.g. 220) BACK AT \_\_\_\_\_ Time (e.g. 1030)  
TOSHIBA IPedge UG 12/15...

## [Page 41: Alarm Notification](#)

When the Alarm Notification button displays Call your System Administrator. • This button stops displaying when the alarm clears or when you press the flashing button. If the alarm has not been cleared the Alarm Notification Button flashes every 10 minutes. TOSHIBA IPedge UG 12/15...

## [Page 42: Automatic Callback](#)

Background music may be played over the telephone speaker. There are 15 Background Music (BGM) different music sources (.WAV files) on the IPedge system. If media resources are exhausted, the user will temporarily be unable to hear BGM. 1. Press BGM; the LED turns on.

## [Page 43: Call Forward](#)

NOT make any changes to Station Call Forward settings. System Call Forward directs calls to a destination preset by an administrator for System Call Forward each telephone. This is normally set to send the call to voice mail. TOSHIBA IPedge UG 12/15...

## [Page 44: Call Forward Settings](#)

Call Forward features they choose. These are normally the extensions dialed most frequently, or an external number. Call Forward features may also be programmed using IPedge Enterprise Manager. Note that Call Forward settings must be assigned prior to receiving any call.

## [Page 45: Station Call Forward Procedures](#)

15. Click on the Save icon to save settings To set Call Forward Busy/No Answer from a station: Example: Call Forward to Station extension button + #6041 + XXXX# + 10 extension 1. Press your extension button TOSHIBA IPedge UG 12/15...

## [Page 46: Example: Call Forward To Outside Line](#)

29. In the "Call Forward" window, enter the first destination to which the call should forward (up to 32 digits, default is null) 30. Enter the number for Destination 2. 31. Click OK Button 32. Click Save icon to save settings TOSHIBA IPedge UG 12/15...

## [Page 47: Default Call Forward Codes](#)

+ dial the dest. ext. number (tone) + timer ( ext. (tone) Busy No Answer to Press ext. button + + outside line access code + dest. telephone #6043 outside telephone number + (tone) + timer ( ) (tone) number (Sheet 1 of 3) TOSHIBA IPedge UG 12/15...

[Page 48](#) + dest. telephone number + # (tone) + timer ( ) (tone) Press ext. button + (tone) + dial the other telephone's ext. number + #6052 Cancel enter other telephone's Call Forward pass code + (tone) (Sheet 2 of 3) TOSHIBA IPedge UG 12/15...

## [Page 49: Call History](#)

(answered, abandoned, or redirected). You can access this list from an LCD telephone with a flexible Caller ID button. When your station is idle, press the Caller ID button. The Caller ID LED View Call History • lights green and the latest record displays. TOSHIBA IPedge UG 12/15...

## [Page 50: Call Park](#)

2. Enter the Orbit Number where the call is parked or # for the extension from which you are calling. You cannot use to retrieve a parked call. The extension LED flashes at the in-use rate

when the call is retrieved. TOSHIBA IPedge UG 12/15...

### [Page 51: Call Pickup](#)

- telephone set is defined. Other, non-primary extension numbers may also appear on the telephone. By convention, the Primary extension number is assigned to the first button (on the bottom left-hand side) of a multi-button telephone. TOSHIBA IPedge UG 12/15...

### [Page 52: Call Transfer](#)

1. While on a call, press Cnf/Trn. Transfer A Call Directly To Vm With A Dss Button 2. Press the DSS button programmed to the voice mail number. 3. Hang up and the caller is connected to the VM mailbox. TOSHIBA IPedge UG 12/15...

### [Page 53: Call Waiting](#)

Information 2. Use the soft keys (Next, Prev, Call or Exit). Caller ID is displayed when a call is first answered and displays for the Note: first 15 seconds of the telephone call. TOSHIBA IPedge UG 12/15...

### [Page 54: Conference Call](#)

5. Repeat steps 1-3 until all parties are added (up to eight.) 6. When the conference master hangs up, control is automatically transferred to the first internal station added to the conference call. If no internal IPedge stations were included in the conference call, the call is disconnected. Transfer Conference Control 1.

[Page 55](#) Both Line LEDs turn off and the connection is released. If your telephone service provider offers automatic disconnect Note: supervision, the connection will release automatically when the parties hang up. If not, the lines must be supervised and manually disconnected. TOSHIBA IPedge UG 12/15...

### [Page 56: Direct Station Selection \(Dss\)](#)

DSS button LED shows busy (light steady red) when the station is: Busy on a call on any button.

- Idle but all appearances of the station's extension are in use by other • stations. When the station is in DND, the LED flashes red. • TOSHIBA IPedge UG 12/15...

### [Page 57: Do Not Disturb](#)

# (hear Entry Tone) + new pass code + # (hear Success Tone). Code If you activate DND while a call is ringing, the ringing stops. The LED continues to flash on your telephone and ring on other appearances. TOSHIBA IPedge UG 12/15...

### [Page 58: Emergency Call](#)

Voice mail devices have a short delay in turning off the message waiting indicators. 4. To manually turn off the Msg LED, press your extension button, then enter #409. Repeat this sequence until all the messages are cleared. TOSHIBA IPedge UG 12/15...

### [Page 59: Microphone Cut-Off](#)

When the feature is OFF, the Microphn Cut-off LED is not lit and your microphone works. The Microphn Cut-off functions on Handsfree Answerback and speaker OCA calls for privacy. To turn the microphone ON/OFF Microphn Cut-off • Press to toggle between ON/OFF. TOSHIBA IPedge UG 12/15...

### [Page 60: Off-Hook Call Announce \(Oca\)](#)

Ring Over Busy Override enables you to send a muted ring tone to a busy Busy Override station to indicate a call is waiting. The Busy Override (BOV) muted ring can be programmed for each station to be two muted rings only or continued TOSHIBA IPedge UG 12/15...

[Page 61](#) By dialing a Class of Service (COS) Override code, a user can change a station's Class of Service set of privileges to one associated with the override code. When the call is Override terminated and another is attempted from the same station, the original COS is TOSHIBA IPedge UG 12/15...

## [Page 62: Paging](#)

The original paging is maintained, except in the case where the second page TOSHIBA IPedge UG 12/15...

## [Page 63: Privacy](#)

IPTs belonging to the same group will also hear the paging call. If the SIP phone does not support paging, IPedge will disconnect the call on that SIP terminal. However, members of the same paging group will continue to hear the paging call.

## [Page 64: Redial](#)

SD numbers to appear on the Personal SD Directory display. 1. See your System Administrator to check how many personal Speed Dial Personal Speed Dial numbers are allocated to your telephone and if you have Speed Dial capabilities enabled on your telephone. TOSHIBA IPedge UG 12/15...

[Page 65](#) Speed Dial locations must be assigned to your telephone by your System Administrator before you can store names. Your System Administrator can also associate names with Station Speed Dial numbers. Only the Administrator telephone can store System Speed Dial numbers. • TOSHIBA IPedge UG 12/15...

## [Page 66: Time And Date Setting \(Local\)](#)

To determine the signalling on the telephone circuit. Tone First / Voice First Signalling When the telephone rings and the called party must press Spkr or lift the Tone First Signalling handset in order to receive the call. TOSHIBA IPedge UG 12/15...

## [Page 67: Voice First Signalling](#)

System Administrator. To change the signalling method while placing the call 1. Enter the extension number 2. Press 1 to turn on Tone First Signaling. 3. Press 2 to turn on Voice First Signaling. TOSHIBA IPedge UG 12/15...

## [Page 68: Uniform Call Distribution](#)

Login - from Agent Station #6062 Logout - from Agent Station #6161 Login - Agent Station (DN) from another station #6162 Logout - Agent Station (DN) from another station where DN = the Directory number of the agent station. TOSHIBA IPedge UG 12/15...

## [Page 69: Chapter 5 - Messaging Features](#)

Once you have completed this set up process, the system notifies you there are any new messages in your mailbox. To access the New User Setup at any time in the future, press 7 from the main system options menu. TOSHIBA IPedge UG 12/15...

## [Page 70: Check New Messages](#)

(in increments of five seconds or as programmed by the system administrator). You can also press 5 to pause the message and 5 again to resume it (it automatically resumes after 60 seconds or as programmed by the administrator). TOSHIBA IPedge UG 12/15...

## [Page 71: Volume /Speed Control](#)

This option will ring their phone rather than send a message to their mailbox. 1. Press 7 while listening to a message or after the message has finished playing. 2. You now have a few options: To call the number and delete the message, press 3 • TOSHIBA IPedge UG 12/15...

## [Page 72: Redirect A Message](#)

You can send the message with normal delivery, return receipt and/or priority. to continue, 2 to send to additional 5. The message is now sent. Press destinations, or 7 to additional destinations with the same comment. TOSHIBA IPedge UG 12/15...

## [Page 73: Erase / Delete And Retrieve A Deleted Message](#)

3. Press any key when you are done recording. Press 2 to review your message before sending • Press 3 to Re-record your message • • Press to cancel without sending Press 1 to send. •

### [Page 74: To Mark A Message As Confidential](#)

When you send a message as priority, you will also be provided with the option to send the message with return receipt and/or schedule it for future delivery. See this chapter for more information on these options and follow the prompts in the system to use these features. TOSHIBA IPedge UG 12/15...

### [Page 75: To Mark A Message As Priority And Confidential](#)

4. Press 2 for future delivery. 5. The system will ask you to use your keypad to input a 2-digit month, 2-digit date and 4-digit time. The system will confirm the date and time you specify. TOSHIBA IPedge UG 12/15...

### [Page 76: To Send A Message Using Directory Assistance](#)

2. Enter in the mailbox number you wish to check and the system will play the first unheard message you left for the recipient. 3. To delete the message press 3, to replay the message press 1, to hear the next message press 2. TOSHIBA IPedge UG 12/15...

### [Page 77: Chapter 6 - Greetings](#)

1. Call the voice messaging system and select 3 2 1 from the subscriber's menu to change your default greeting. Press any key when you are done recording. 2. To listen to the greeting you have recorded press 2, to record the greeting press 3. TOSHIBA IPedge UG 12/15...

### [Page 78: Activate Your Extended Absence Greeting](#)

Custom Greetings. 2. Press 1~ 9 to select the Custom Greeting you wish to manage. 3. To listen to the greeting you have recorded press 2, to record the greeting press 3. TOSHIBA IPedge UG 12/15...

### [Page 79: Change Your Recorded Name](#)

Please check with your System Administrator if this feature is available. If available, then your voice mail greetings can be synchronized with your MS Outlook calendar. Appropriate greetings play based on your Presence status in Outlook. This is an optional feature and requires an additional license. TOSHIBA IPedge UG 12/15...

### [Page 80](#) This page is intentionally left blank.

### [Page 81: Chapter 7 - Other Messaging Applications](#)

2. Enter the list number you wish to make changes to, followed by # 3. To add a new member, press 2 and the new mailbox number. The system will confirm the addition. 4. Continue entering any additional members. Press when finished. TOSHIBA IPedge UG 12/15...

### [Page 82: Delete Members From A Private Group Distribution List](#)

1. Call the voice messaging system and record a new message or forward a received message. 2. When you address the message for delivery, you have the option of inputting a mailbox number or selecting # # for a public distribution list. TOSHIBA IPedge UG 12/15...

### [Page 83: Personal Options](#)

2. If it is not already activated, press 1. You may also activate or deactivate individual schedule lines. You will need to know the notification schedule each schedule line refers to. TOSHIBA IPedge UG 12/15...

### [Page 84: Set A Wake Up Call](#)

1. Call the voice messaging system and select 3 4 2 2. The system will ask you to press # to confirm deletion. If you delete your mailbox password your mailbox will not be Important! password-protected. TOSHIBA IPedge UG 12/15...

### [Page 85: Personal Assistant](#)

2. Hand-off: When the user is on the cell phone with the Follow Me call and returns to the office, the call can be easily handed off to the desktop phone by pressing the same button. TOSHIBA

[Page 86](#) Follow Me Advanced routing. Once a call rings through to your call-out number you have the option of Accepting or rejecting accepting or rejecting the call. calls at a call-out TOSHIBA IPedge UG 12/15...

[Page 87](#) “Divert” in the “follow me active” field). If there is no matching schedule, calls will be routed to the user’s greeting. If a schedule exist but without a destination, calls will be routed to the greeting specified in the schedule. TOSHIBA IPedge UG 12/15...

### [Page 88: Setting Up Call Screening](#)

3. To listen to the greeting select 2; to record a greeting select 3 If Unified Messaging is available in your organization, you will be able to Unified Messaging access all of your voice and fax messages directly through your email inbox. TOSHIBA IPedge UG 12/15...

### [Page 89: Access Your Voicemails Through Email](#)

You can open this attachment with any audio player installed on your computer to listen to the recording or on your telephone as shown below. Click the “Link to message” to play your message using the telephone. The following options display. Click on the appropriate button. TOSHIBA IPedge UG 12/15...

### [Page 90: Enhanced Presence](#)

IPedge Other Messaging Applications When a voice message has been left in the IPedge Messaging system, the Enhanced Presence enhanced presence feature will detect the contact information from the Personal Contact list from Microsoft Outlook and send an email with the relevant information to the voicemail recipient via email.

### [Page 91: Msync](#)

Extension + Extension number + “Is not available right now” will be • played. During any of the above cases, if there is a match in the Personal • Schedule table, the greeting defined for the Personal Schedule entry will be played. TOSHIBA IPedge UG 12/15...

[Page 92](#) This page is intentionally left blank.

### [Page 93: Chapter 8 - IPmobility Application](#)

For outgoing calls, IPMobility uses either the Callback or Call-thru process. How it Works  
Callback After a destination number is dialed, IPMobility sends a data signal to the IPedge system over the Internet. IPedge then calls the mobile device and asks the user to TOSHIBA IPedge UG 12/15...

### [Page 94: Before You Begin](#)

Call-Thru After a destination number is dialed, IPMobility sends a data signal to the IPedge system over the Internet. IPMobility then dials a specific number into IPedge. The system dials the destination number and connects both calls. Figure 1 – IPMobility Application Workflow...

### [Page 95: First-Time Setup](#)

Mailbox Number (normally your extension number) • Voicemail Password 1. Tap Enter. 2. If a warning dialog appears saying “Certificate not trusted”, select “Allow/OK. 3. Once you are logged in to IPMobility, tap the My Info tab on the lower right. TOSHIBA IPedge UG 12/15...

[Page 96](#) Inward Dialing (DID) number of the voicemail pilot in the fields highlighted in red. If not already provided to you, see your system administrator for the Note: DID number. 6. Tap to select Dial Using callback or Dial Using Call-thru. TOSHIBA IPedge UG 12/15...

### [Page 97: Mailbox Setup Wizard](#)

1. After launching the app on your mobile device, make a call to a telephone with Test the Application Caller ID capability. 2. Verify that the IPedge Caller ID or DID is displayed (not the mobile phone number.) The setup wizard will guide the user through the voice mailbox setup process.



[Page 98](#) 6. Tap Record; press Stop when complete (The Record button will toggle between functions.) 7. Tap Play to preview the message; tap Record to re-record your full name. 8. When complete, tap the right arrow to advance. TOSHIBA IPedge UG 12/15...

### [Page 99: Mailbox Setup Wizard](#)

Call-thru Send Mailbox If Caller ID is not being sent from the mobile phone or is unsupported by the IPedge system, or Caller ID is not received, the system will prompt the user to manually enter their mailbox number. Select this option to avoid having to enter the mailbox number each time it is accessed.

[Page 100](#) Tap Record. When complete, press Stop. (The Record button will toggle between functions.) 4. Tap Play to preview the message; tap Record to re-record your full name. 5. When complete, tap the right arrow to advance. TOSHIBA IPedge UG 12/15...

### [Page 101: Using Ipmobility](#)

Messages, Call, and My Info. Use these tabs to access the various features of the Application. When logged in to IPmobility, the Messages screen will automatically displays Messages Tab your Inbox, Fax, Saved and Deleted voice mail Items. TOSHIBA IPedge UG 12/15...

[Page 102](#) Select the message to listen to it, or press and hold on any message in the inbox to delete, save, forward, or reply. A fax may be viewed, deleted or forwarded via email. Deleted faxes will be moved to the Deleted Items folder. TOSHIBA IPedge UG 12/15...

### [Page 103: Message Menu](#)

Page -102 A message may be deleted, saved, replied to, or forwarded by either voice mail or Message Menu email from any of the four mailbox screens. Tap and hold the message to access this menu. TOSHIBA IPedge UG 12/15...

[Page 104](#) 1. If forwarding via email, enter the email address of the recipient. Change the subject header, or the email client will send the message with the subject heading "FW: Voicemail". The user will receive the file in WAV format. TOSHIBA IPedge UG 12/15...

[Page 105](#) 3. Tap Message Options. 4. A forwarded message may be tagged as priority, confidential, return receipt, no receipt notification, or future delivery. For no receipt notification and future delivery, users are asked to input a date and time. TOSHIBA IPedge UG 12/15...

[Page 106](#) 1. Tap and hold the message to display the message delivery options window. 2. Select Future Delivery from the menu. 3. Select a date from the calendar wheel. TOSHIBA IPedge UG 12/15...

### [Page 107: Call Tab](#)

Address book icon to select from the contacts list. Contacts Icon Active Call Icon Call Icon Active Call icon is to show the call handled by Call Screening, Follow Me, or Callback/Callthru to allow the user to control the recording and/or transfer the call. TOSHIBA IPedge UG 12/15...

### [Page 108: My Info Tab](#)

Click on the links above for Greeting Management feature descriptions. 1. Tap Greeting Management to access the various system state settings Record Greetings based on your availability. 2. To record a default greeting, tap Default. From the recording screen, follow the steps below TOSHIBA IPedge UG 12/15...

[Page 109](#) Follow-me allows users to setup their voice mailbox to automatically forward a call to a different number prior to sending call to voice mail. These may be internal extensions or external phone numbers and may be entered on the Default Locations screen. TOSHIBA IPedge UG 12/15...

[Page 110](#) Absence greeting - tap the button to activate/deactivate. Once enabled, users are Deactivated notified that the extended absence greeting is playing every time they log into their mailbox. This serves as an ongoing reminder to change the outgoing message to return to default. TOSHIBA IPedge UG 12/15...



[Page 111](#) IPMobility why the call is being forwarded (user is busy). Busy destination numbers may be set to call all destination numbers (follow-me) at the same time, or to direct the call immediately to voice TOSHIBA IPedge UG 12/15...

[Page 112](#) Logout of the IPMobility Application. Logout This allows first-time system users to establish a new mailbox via IPMobility. Setup Wizard Follow the system prompts to setup password, recorded name, and default greeting. (See "Mailbox Setup Wizard" Page -93) TOSHIBA IPedge UG 12/15...

### [Page 113: Call Settings](#)

Call-thru feature uses to access IPedge phone services. See your system Number (DID) administrator for this telephone number. Select this option to have the IPedge system call the mobile device first, ask for Dial using Callback confirmation by pressing 1 or #, then dial the destination number.

### [Page 114: Call Control](#)

Use this function with the Call-thru feature, only if Calling Party Note: Identification is NOT being sent from your mobile device or is unsupported by the service provider for the IPedge. Select this option if you want IPMobility to always intercept outbound dialing and Use IPMobility to call route through IPedge.

### [Page 115: Incoming Calls](#)

DID if the IPedge system will be displayed. The call may be answered or ignored. TOSHIBA...

[Page 116](#) "Simultaneous voice and data" refers to the ability to access the internet while talking on the mobile device. Some carriers do not support this service; contact your system administrator to confirm if your phone supports notification or pop-up notification. TOSHIBA IPedge UG 12/15...

[Page 117](#) The following call flow example assumes that "Ask Every Call" was set 1. A popup screen will display the option to use IPMobility or the phone for dialing. 2. Select IPMobility. TOSHIBA IPedge UG 12/15...

[Page 118](#) 1. A popup screen is presented asking whether to use IPMobility or the phone for out dial 2. Select IPMobility 3. IPMobility will dial the specified number to reach the IPedge and then the destination number. Once the call is connected you have the same menu options as described above.

### [Page 119: Chapter 9 - Fax Capabilities](#)

3. Select File > Print from the program's menu bar, and from the printer dialog box select the MessagingFax option from the Printer Name drop- down. 4. The Fax dialog screen (web-based) will open. Complete the following fax sending information. TOSHIBA IPedge UG 12/15...

### [Page 120: Recipient](#)

This information will be used in the fax cover letter if you choose to send one. This section will also show you the size (in kilobytes/KB) of your fax. • TOSHIBA IPedge UG 12/15...

### [Page 121: Options](#)

To set up the internal address book you must have access to Internal address book Web Access. 1. Log into Web Access 2. Select Mailboxes > Fax > Fax Contacts from the drop down menu. 3. From this screen you can input new contacts TOSHIBA IPedge UG 12/15...

### [Page 122: Fax Options](#)

Accept Incoming Faxes Y/N - This option allows you to select whether Incoming Faxes • to receive or deny faxes. If you select not to receive faxes, this mailbox TOSHIBA IPedge UG 12/15...

### [Page 123: Fax Confirmation](#)

#. 4. Press 1 to send to the fax machine; press 2 to enter a different number. TOSHIBA IPedge

[Page 124](#) This page is intentionally left blank.

### [Page 125: Chapter 10 -IPedge Enterprise Manager](#)

IPedge Enterprise Manager This chapter familiarizes you with the Toshiba IPedge® Enterprise Manager, a web-based system administration tool which allows users to manage communication devices using a web browser. The user may access the IPedge system to personalize telephone settings, retrieve information and remotely activate/deactivate phone features.

### [Page 126: Log In](#)

IPedge IPedge Enterprise Manager 1. Start Microsoft Internet Explorer. Log In 2. Enter the appropriate URL address field (check with your System Administrator). The Enterprise Manager screen displays. 3. Enter the following: User Name: Extension Number Password: Extension Number (default)

### [Page 127: Home](#)

IPedge IPedge Enterprise Manager Using the Home screen, you can do any of the following functions. The buttons Home that display on this screen is based on the your telephone - 10 button or 20 buttons. Set Distinctive ringing patterns •...

### [Page 128: Keystrip Labels](#)

IPedge IPedge Enterprise Manager The Feature Key or Button assignments enable each button on the telephone Keystrip Labels to be addressed and coded to represent a function or feature to be performed. The telephone button layout on the screen will look like the telephone connected to this extension.

### [Page 129: Dnd Activating](#)

IPedge IPedge Enterprise Manager When you activate Do Not Disturb (DND), internal and external calls do not ring DND Activating your telephone. Callers may be blocked and receive DND busy tone when they call your telephone; or, calls will call forward busy or no answer depending on how many appearances of your extension button are on your telephone.

### [Page 130: To Use A One Touch Button](#)

IPedge IPedge Enterprise Manager • Station and System Speed Dial index numbers can be entered. The Speed Dial index number will automatically dial out on the extension or Line programmed on the One Touch button with the associated Speed Dial index number.

### [Page 131: Ring Tones](#)

IPedge IPedge Enterprise Manager Ring Tones To set distinctive ringing 1. Left mouse click the key button. The Station key data dialog box displays. 2. Under Tone Pitch, enter the appropriate levels for External Pitch and Internal Pitch. See table below.

### [Page 132: Settings](#)

IPedge IPedge Enterprise Manager You can modify your telephone settings using Settings screen. You can click Settings on the different tabs to access different telephone settings. 1. After you have entered the settings in the parameters. 2. Click the Save icon.

### [Page 133: Call Forward](#)

IPedge IPedge Enterprise Manager This screen has two parts: Call Forward CF Internal Calls and Line Calls • CF Direct Line Calls • This Call Forward option allows you to forward internal calls and outside line calls CF Internal and Line Calls that come to your extension to another destination.

[Page 134](#) IPedge IPedge Enterprise Manager Table 12: Call Forward Internal Calls and Line Calls, CF Direct Line Calls IELD ESCRIPTION Call Forward Destination. CF All Calls to The call forward destination is the telephone number that should be called CF Busy to when your telephone call forwards.

[Page 135](#) IPedge IPedge Enterprise Manager Table 13: Call Forward Direct Line Calls (continued) IELD ESCRIPTION When Call Forward Busy or No Answer is activated on your telephone and CF Internal – CF Busy or No your telephone receives an internal call or incoming line call the following call...

### [Page 136: Speed Dial](#)

IPedge IPedge Enterprise Manager Table 13: Call Forward Direct Line Calls (continued) IELD ESCRIPTION When Call Forward Busy or No Answer is activated on your telephone and CF Direct Line Calls – CF your telephone receives an internal call or incoming line call the following call...

### [Page 137: Voice Mail](#)

IPedge IPedge Enterprise Manager You can modify your Voice Mail settings using this screen. Voice Mail 1. Make the appropriate changes. 2. Click the Save button. Using this menu, you can make changes to the following: Change the Message Waiting light for the mailbox.

### [Page 138: Preferences](#)

1. Log into EMPA as a user. 2. Select Applications > Meeting. You have access to all Meeting functions. Refer to the IPedge Meeting Audio and Web Conferencing User Guide or Help for procedures on using the Meeting application. TOSHIBA...

### [Page 139: Empa Super User](#)

IPedge IPedge Enterprise Manager The EMPA Super Users can administer certain functions that are allowed, on EMPA Super User their own telephones and the allowed functions on the telephones in their 'other EMPA users' list. 1. Select the EMPA tab. See following screens.

[Page 140](#) IPedge IPedge Enterprise Manager TOSHIBA IPedge UG 12/15...

### [Page 141: Index](#)

47, Hold, call waiting, hold, calling, line hold, 46, calling from SoftIPT, 32, IPedge UG 12/15...

[Page 142](#) (verified/non- class of service, verified), do not disturb, executive, privacy, web access, override calls, paging, park park in orbit, park in orbit, park page, pick up group calls, pickup, privacy IPedge UG 12/15...