TOSHIBA
IPedge

Toshiba IP edge General Description Manual

Ipedge systems and virtual server

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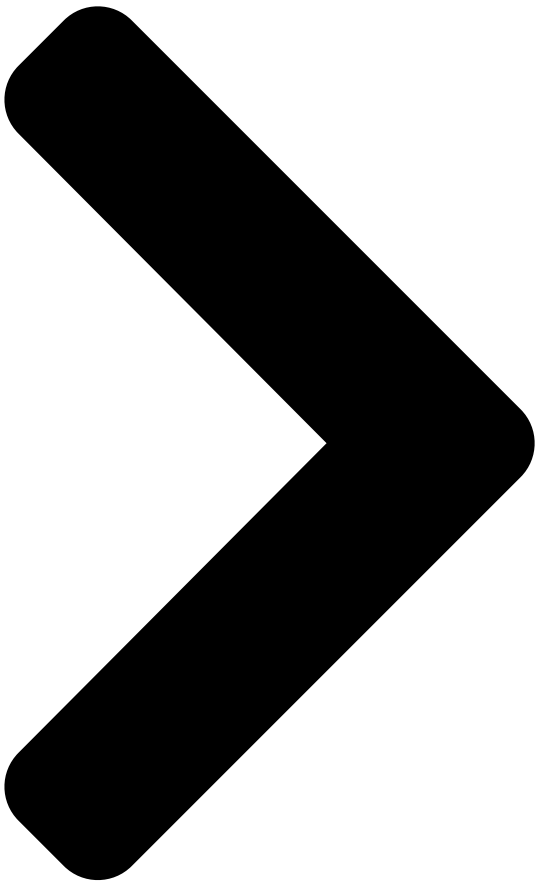

TOSHIBA

Telecommunication Systems Division

IPedge Systems and IPedge Virtual Server (Turn-key)

General Description

March 2016

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Related Manuals for Toshiba IP edge

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

(196 pages)

IP Phone Toshiba IP EDGE Description

(152 pages)

IP Phone Toshiba IPEDGE User Manual

(142 pages)

Conference System Toshiba IPedge Manual

(18 pages)

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

(58 pages)

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

(4 pages)

IP Phone Toshiba ID EDGE Description

(142 pages)

Summary of Contents for Toshiba IP edge

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Page 4 Telecommunication Systems Division, End User Standard User Limited Warranty Refer to “End User Standard Limited Warranty” on page 149 Toshiba America Information Systems, Inc. Telecommunication Systems Division, Redistribution of OpenSource GPL Attribution Refer to Toshiba Internet FYI > IPedge > Documentation. IPedge General Description 03/16...

Page 5 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 and Strata CIX product portfolio.

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Page 7: Table Of Contents

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Page 13: Introduction

• Chapter 3 – Unified Communications describes the IPedge Messaging, Call Manager, Meeting, and Mobility Solutions which together form Toshiba’s Unified Communications product suite. • Chapter 4 – Networking describes the various network related configurations that need to be done when installing the IPedge system.

Page 14: Conventions

• IPedge Telephone, Messaging, and Call Manager Quick Reference Guide • IPedge IP5000-Series Telephone Internet Site For authorized users, Internet site FYI (http://fyi.tsd.toshiba.com) contains all current IPedge documentation and enables you to view, print and download current

publications. IPedge General Description 03/16...

Page 15: Chapter 1 - Ipedge Solutions Overview

Network eManager VMware ESXi 5.5 As part of the IPedge Virtual Server solution, Toshiba is using servers supplied by Dell® – OptiPlex 9020 Micro (9020m), PowerEdge R220 and PowerEdge R430 servers. These servers do not carry the Toshiba name. IPedge General Description...

Page 16

IPedge Solutions Overview By working with Dell, Toshiba is able to fully leverage its industry leading IPedge pure IP communications software with Dell's cost effective, up-to-date and powerful enterprise class servers. The IPedge Virtual Server and IPedge Virtual Application Server are available in three versions: •...

Page 17: Benefits Of Using The Ipedge Server

• Allowing IPedge, Contact Center and TASKE to run on one server reduces cost and complexity. • Toshiba Contact Center software, TASKE, and Network eManager all run on one virtual machine inside the same server. • IPedge Meeting now supported on separate IPedge Meeting Application Server.

Page 18: Operating Environment

IPedge Solutions Overview Operating Environment • Integrated Dell Remote Access Controller (iDRAC) or Basic Management with Lifecycle Controller embedded in Dell servers provides remote management functionality which helps deploy, update, monitor, and maintain Dell PowerEdge servers without the addition of software.

Page 19: Unified System Administration

• Enterprise Manager is also very useful to system administrators, who can administer changes for groups of users. Toshiba has developed "model databases" for the IPedge EC, EM, and EP servers. Model databases may be downloaded and installed using the Data Restore functionality in Enterprise Manager.

Page 20: Interactions

• Extended Warranty Choice – For IPedge Virtual Server Extended Warranty Choice is the only valid option to purchase five or seven warranties on Toshiba IP telephones. Value Plus warranty cannot be used with the IPedge Virtual Server. • Presence and Instant Messaging – For a mixed environment with IPedge and Strata CIX with Unifier, the Strata CIX requires a separate IPedge Application Server (i.e., cannot share the...

Page 21

IPedge Solutions Overview Interactions Scenario 3: IPedge + Strata CIX systems + IPedge Application Server with Unifier Federation IPedge Virtual Application IPedge Native or Virtual Server Server (ACD) with Unifier Strata CIX Strata CIX Call Manager UCedge IP Telephone ADV (8.2) IP Telephone IP Telephone Call Manager...

Page 22: Warranty And Support

The dealer must "Transfer the ownership" to Toshiba "Dealer Name" End Cus- Important! tomer with Dell when it is installed. This must be done so that Toshiba, the dealer, or the customer can request support from Dell. The physical address of the customer server location must also be listed.

Page 23: Ipedge Virtual Licensing Service

Registration and proof of purchase of the original owner of the IPedge system may be required. While Toshiba has made every effort at the time of publication to ensure the accuracy of the information provided herein, this information is subject to change without notice. Toshiba assumes no liability for any damages incurred directly or indirectly from any errors or omissions contained herein.

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Page 25: Chapter 2 - Telephones And Peripherals

Telephones and Peripherals This chapter covers Toshiba's 5000-series Internet Protocol (IP) Telephones and peripherals that are compatible with IPedge telephone systems. IP 5000-Series

IP Telephones The IPedge system supports the IP5000-series telephone product line. Toshiba offers many IP Telephone models with backlight displays (except IP5022-SD), full- duplex speakerphones, and Gigabit Ethernet: •...

Page 26 Telephones and Peripherals IP 5000-Series IP Telephones IP5022-SD & IP5522-SD IP5132-SD 10 programmable buttons, 4-line LCD 20 programmable buttons, 4-line backlit IP5122-SD, IP5122-SDC & IP5622-SD 10 programmable buttons, 4-line backlit LCD IP5131-SDL, IP5531-SDL & IP5631-SDL 20 programmable buttons, large backlit LCD with HTML support and navigation key IPedge General Description 03/16...

Page 27: Features

Telephones and Peripherals IP 5000-Series IP Telephones Features The IP5000-series telephones include a speakerphone and are 802.3af standard compliant for Power-Over-Ethernet (PoE). The IP Telephony product family also includes matching Add-on Module and a DSS Console. The IP5000-series telephones support a very comprehensive and powerful feature set including: •...

Page 28: Capabilities

IP 5000-Series IP Telephones Capabilities The Toshiba IP Telephones also have the following capabilities: • The IP telephones contain two types of codecs (coder/decoder): G.711 and G.729A. The codec determines the IP telephone voice quality and network bandwidth requirements. The G.711 requires the most bandwidth and provides the best voice quality.

Page 29: Liquid Crystal Display (Lcd) Models

Telephones and Peripherals IP 5000-Series IP Telephones Liquid Crystal Display (LCD) Models The IP5022-SD, IP5122-SD, IP5522-SD, IP5622-SD, IP5122-SDC and IP5132-SD models display up to 24 characters times four lines of information and provide four Soft Keys. The IP5131-SDL, IP5531-SDL, IP5631-SDL has 4 soft keys and a 9-line LCD. From the idle screen you can access telephone directories and speed dial lists of names or departments, internal or external to the telephone system.

Page 30: Ip4100 Dect Telephone

Telephones and Peripherals IP4100 DECT Telephone IP4100 DECT Telephone The IP4100 DECT telephone (shown right) supports 8~10 simultaneous call sessions per base and allows for seamless roaming between bases in a multi-base configuration. The High Definition voice enabled speaker and microphone allows for crystal clear speech.

Page 31: Telephone Button Expansion Options

Telephones and Peripherals Telephone Button Expansion Options Telephone Button Expansion Options Upgrade options for the Toshiba IP telephones are described below. LCD Add-on Module (LM5110) The LM5110 adds 10 programmable LCD feature buttons to the 5000-series telephones (except the IP5522-SD and IP5622-...

Page 32: Attendant Console

The Attendant Console runs on a PC with Microsoft® Windows XP Professional or Windows 7 (32 bit) operating system. The Attendant Console PC offered by Toshiba is equipped with an Intel two gigahertz CPU in a small, compact desktop chassis that is just the right size for a receptionist’s desk.

Page 33 Telephones and Peripherals Attendant Console The Attendant Console is designed to handle all call activity within a single Call Monitor screen, shown below. All calls will appear in a single list. Menu Bar Info Bar Toolbar Icons Call List Call Status Call Attributes icons View Pane...

Page 34: Peripherals

Telephones and Peripherals Peripherals Peripherals The IPedge supports a variety of third party peripherals in order to meet specific business needs. Polycom and Spectralink End Points The IPedge call control platform supports a variety of end points from Polycom. The following table lists end points (by type –...

Page 35: Cyberdata

Telephones and Peripherals Peripherals Table 3 Polycom and Spectralink End Points (continued) Type IPedge - End Points Supported Image Polycom SoundStation IP 7000 Conference Phones Polycom SoundStation IP 6000 Note The list of supported end points changes as Polycom and

Spectralink bring new products to market.

Page 36: Gateways

VoIP systems. Other functions of a VoIP gateway include voice compression or decompression, control signaling, call routing, and packetization. VoIP gateways come in many different configurations. Toshiba sells some third party gateways. Audiocodes Mediant 1000 Series (Digital) The Mediant 1000 (shown right) is Audiocodes'cost-effective, converged wireline...

Page 37 Telephones and Peripherals Peripherals Mediapack Series (Analog) The MediaPack Series Analog VoIP Gateways are cost-effective, best-of-breed technology products. These stand-alone analog VoIP Gateways provide superior voice technology for connecting legacy telephones, and PBX systems with IP-based telephony networks, as well as for integration with new IP-based PBX systems.

Page 38 Telephones and Peripherals Peripherals Epygi Gateways The Epygi Gateways (shown right) are available in a sturdy metal rack- mountable housing that permits the inclusion of a built-in power source and cooling fan for heavy duty operation and extended life span. These gateways include call routing and auto attendant capabilities, voice prioritization over data and sophisticated firewall and security elements.

Page 39 Unified Communications This chapter describes IPedge Messaging, Call Manager, Meeting, UCedge client, and Mobility Solutions which together form Toshiba's Unified Communications product suite. The IPedge system supports all Unified Communications (UC) applications on one platform, dramatically decreasing the cost and complexity of deploying multiple applications. This includes Presence, IM/Chat, PC call control, Auto Attendant, Voice Mail, Unified Messaging, Interactive Voice Response (IVR), and Enterprise Manager system administration.

Page 40 Unified Communications dialing, and other functions faster and easier. SCM can be used at your desk with your desk telephone or as a stand-alone IP soft phone providing mobility and remote access. You get the efficiency of combining your telephone and computer into one integrated communication tool. •...

Page 41 It's important to improve employee productivity for all of them no matter where they are. Toshiba provides the tools for remote connectivity and mobility to make them all operate as if they were right there in the office.

Page 42: Chapter 3 - Unified Communications Ipedge Messaging

Unified Communications IPedge Messaging IPedge Messaging Messaging is an integrated voice processing application within the IPedge system that provides standard voice mail and Automated Attendant features as well as Unified Messaging capabilities, Follow Me, Message Notifications, Soft Key navigation of mailbox menus, and Call Recording. Since Messaging is incorporated into the IPedge system, it delivers streamlined user administration and system management.

Page 43: Call Manager

Unified Communications Call Manager Call Manager Call Manager (CM) is a powerful unified communications tool, a PC soft phone designed to enhance productivity for mobile and office users. The Call Manager application runs on a PC with Microsoft® Windows XP, Windows Vista, the Terminal server on Windows Server 2003 ~ Windows Server 2008 R2, Windows 7, Windows 8, or Windows 10 operating systems.

Page 44: Call Manager Advanced

Unified Communications Call Manager Call Manager Advanced Call Manager Advanced provides the following major functions: • Desktop call control from your • Customized call handling – CM allows you to place, answer, handle, view, and manage phone calls using your computer screen, keyboard, and mouse.

Page 45: Call Manager Features

Unified Communications Call Manager Call Manager Features The Call Manager application supports some powerful features. Contacts (Directory, Presence Viewer, Instant Message, and Speed Dial) The Contacts tab (shown below) performs several features: Directory, Instant Messaging, Presence and Speed Dial. The Contacts provide a powerful set of directory features

that allow you to look up and dial IPedge system extensions with a click of the mouse.

Page 46 Call Manager ACD Viewer The Call Manager is tightly integrated with the ACD from Toshiba. The Call Manager ACD Viewer enables users connected to ACD to view the status of all ACD groups in which they belong. This additional functionality does not require MIS software to be installed. Call Manager shows the operating status of each group.

Page 47: Ucedge Client

Unified Communications UCedge Client UCedge Client The UCedge Client is a Unified Communication solution for users of the IPedge system. The UCedge Client is a productivity tool that is integrated with the IPedge business telephone system. It works on the iPhone, Android smartphones, PC's and Mac computers.

Page 48 Unified Communications UCedge Client important call. Or, the user may call another party from a secondary line while on the call on the PDN. • Initial Setup Wizard and New User Tutorial – When the user logs into the device for the first time, the application starts a wizard so that the user can configure the device properly and start using it immediately.

Page 49: Vipedge Application Services

Unified Communications VIPedge Application Services VIPedge Application Services VIPedge Application Services allow premise based IPedge® systems to take advantage of unified messaging and unified communications applications and survivability in the cloud. IPedge systems can use cloud based voicemail so that even if their WAN connection is down, calls can still be answered by voicemail and follow their users to their call manager mobile clients on their cell phones.

Page 50: Ipedge Networking With Vipedge

® ® Toshiba has a plugin that is installed on a customer's PC to integrate with the Microsoft Lync client. This eliminates the complex server configuration that is required for server integration. This integration enables customers who adopt Lync as the Instant Messaging/Presence application to integrate with the IPedge system telephone features.

Page 51 Note Toshiba Plugin should be configured to have the Primary DN only, and Secondary DN/ Shared DN and other GCO/Pool line keys should not be used. When used, the Toshiba Plugin or popup notification may not work properly. IPedge General Description...

Page 52: Salesforce.com Integration

Salesforce application. It provides users with click-to-call capability from the Salesforce Contact. It integrates call control and contact history. The user can add the call results and notes when necessary, and it is also recorded in the history. The Toshiba plug-in can ®...

Page 53: Meet-Me Audio Conference Application

Unified Communications Meet-Me Audio Conference Application Meet-Me Audio Conference Application IPedge Meet-Me Audio Conference application is built-in to IPedge system. This conference application provides a simple, easy-to-use Meet-Me Audio Conference feature. The administrator has to only apply the license to activate the feature. Four resources are included, additional licenses can be purchased.

Page 54: Meeting

Unified Communications Meeting Meeting The Meeting application is integrated into the IPedge system running IPedge 1.6.2.359 or earlier software. For systems with IPedge 1.7 software, a separate Meeting Only Application Server is required. For more details on the Meeting Only Application Server, refer to "Meeting Only Application Server"...

Page 55: Web Collaboration Features

Unified Communications Meeting • Telephone Portal for Moderator and Participants – enables moderators and participants to exercise in-conference controls via DTMF. • Outlook Calendar Integration – allows meetings to be easily scheduled and invitations distributed to all participants. • Web-based Reporting – enables managers to have a view into the impact of audio conferences and web collaboration sessions in their business.

Page 56: Mobility

Unified Communications Mobility Mobility The IPedge delivers virtually every feature to every user, regardless of the type of device they are using, whether they are stationary or mobile. Each individual user can choose the type of device that best meets their communication needs. These devices can be used by local or remote users, so employees can work anywhere, with the same level of functionality and productivity.

Page 57: Wireless Telephones

Unified Communications Wireless Telephones Wireless Telephones The IPedge also works with Toshiba certified SIP telephones, such as Polycom and Spectralink phones over WLAN. Refer to “Polycom and Spectralink End Points” on page • The IP4100 DECT telephone on page • The Polycom, SpectraLink and Kirk Wireless Telephones fully integrate with the IPedge system.

Page 58

Unified Communications IP User Mobility No VPN, and thus, no security • Third party VPN software residing on DHCP gateway server. To connect IP telephones over the • Internet, using third party or Microsoft VPN software residing on a DHCP gateway server, see Figure ATM (IP over ATM virtualization by VC/VP) •...

Page 59: Softipt Client

PC. The SoftIPT client on a PC integrates the power of the PC with most of the features available on an IP5000-series telephone. With the Toshiba SoftIPT installed on a Wi-Fi laptop PC, users can have true mobility with access to voice mail, programmable feature buttons, and a directory that works with Microsoft®...

Page 60

• Internet – A wired or wireless PC at a remote site can connect to a Cable or DSL modem, to an Internet Service Provider (ISP), to a router. • Wireless – The wireless PCs or Toshiba Tablet PC need a Wi-Fi system. The SoftIPT wireless units can operate within range of an access point (dealer-supplied or use existing).

Page 61: Chapter 4 - Networking

Requirements Network Assessment – A network assessment must be carried out to determine whether network or service upgrades are required to support a VoIP deployment. Toshiba recommends carrying out the network assessment with QoS enabled on the network. Site Inventory Analysis – A site survey must be carried out to determine the list of network devices required for a given deployment.

Page 62: Interactions

Interactions While most end customer deployments fit the Toshiba recommended network deployment model, there may be instances where an end customer has unique network infrastructure or security policies which necessitate custom configuration and deployment. As this can potentially increase deployment time and effort it is critical to review end customer deployment environment and policies as part of the planning process.

Page 63: Lan Deployment

Networking LAN Deployment LAN Deployment Benefits Cost savings from using and administering a single IP network infrastructure for both voice and data communications. Requirements Core Network Characteristics for VoIP – In order to maintain voice quality, the underlying IP network must satisfy the characteristics that are listed in the following table. The table lists requirements for delivery over both Local Area Networks (LANs and WLANs) and for delivery over Wide Area Networks (WANs).

Page 64: Interactions

Networking LAN Deployment the network. IPedge can be deployed with a private/static IP address, or it can be deployed with a public/static IP address as long as it is still behind a firewall. DHCP Server – A DHCP server must be installed and configured at each site in order to automatically provision IP addresses for the IP telephones.

Page 65: Remote Administration

Networking Remote Administration Remote Administration Benefits Gives an administrator the ability to manage the system from a remote location, thereby saving time and money. Requirements In order to manage an IPedge system from a remote location, any of the following

mechanisms can be used.

Page 66: Centralized Administration

Networking Centralized Administration Centralized Administration Benefits Centralized administration allows multiple nodes to be managed through a single point, reducing the time it takes to administer multiple servers and also reducing the possibility of miss- configuration. Requirements • VPN – A VPN is required between sites that implement Centralized Administration in order to provide for security of the administration information.

Page 67: Remote Ip Telephones

Networking Remote IP Telephones Remote IP Telephones Benefits • Small office or Home office users can be connected to their work phone system. • When using SoftIPT, enables Road warrior scenarios. Requirements In order to connect a remote IP telephone (or SoftIPT) to an IPedge node, either of the following mechanisms can be used: Media Relay Server (MRS) –...

Page 68: Remote Sip Phones

Networking Remote SIP Phones Remote SIP Phones Benefits SIP end points provide the ability to use application specific devices such as door phones, wireless devices, paging systems, etc. Requirements In order to connect a remote SIP end point to an IPedge node, any of the following mechanisms can be used: •...

Page 69: Toshiba's Sip Trunking I-Voip Service

• IPedge system is able to support SIP Trunking with routers that cannot support SIP ALG. Requirements • SIP trunking service – SIP trunking service needs to be purchased from a Toshiba certified SIP trunk provider. • Configure SIP trunking on IPedge node – SIP trunk parameters provided by the service provider need to be configured within the IPedge administration interface in order to register with and use the service.

Page 70: Web Conferencing

Networking Web Conferencing Web Conferencing Benefits Gives users across geographic boundaries the ability to do audio and web conferencing on demand. This is helpful for purposes of collaboration in distributed team environments; attendees from different locations can view and work on the same information in real time by using features such as desktop and document sharing.

Page 71: Chapter 5 - Contact Center

Contact Center The Automatic Call Distribution (ACD) application is available in Basic and Enhanced feature functionality, along with the number of groups and active agent size increments to provide cost- effective pricing levels according to the user’s needs. Enhanced ACD includes all basic capabilities plus multiple group login, skills-based routing, priority queuing, time scheduled ACD queues, agent and call priority escalation handling, and balanced call count agent search.

Page 72: Multiple Group Agent Login

Contact Center Web-based Contact Center Multiple Group Agent Login ACD agents can be logged into multiple ACD groups, enabling agents to answer calls for multiple groups. This is very useful for back up coverage between groups. It is also the foundation for skills-based routing and agent priority routing, enabling many advanced call center applications.

Page 73: Chapter 6 - Features

Features This chapter contains the IPedge features. They are presented in alphabetical order to make it easy to locate each feature. Account Codes Account Codes are often used for cost allocation of the call or the time the caller was involved on a phone call.

Page 74: Advisory Message

Features Advisory Message One to two KM5020's (20 button) can be attached to the IP5000-series telephones to pro- vide an additional 40 flexible buttons. Note The KM5020 is not supported on the VIPedge system. ADM buttons can be programmed with outside line or Directory Number buttons, Direct Station Selection, One Touch Speed Dial or any other flexible feature button.

Page 75: Automatic Callback (Acb)

Features Automatic Callback (ACB) Automatic Callback (ACB) When a station user dials a busy station DN or outside line access code and receives a busy tone, Automatic Callback (ACB) can be activated by pressing an ACB feature Soft Key or by dialing 4. When the busy DN or outside line becomes available, the station will be automatically called back and be connected to and ring the originally called station or receive a dial tone from an outgoing line.

Page 76: Call Accounting

Features Call Accounting Call Accounting The Call Accounting feature uses the IPedge system SMDR output to record the call detail information, generate reports, search for specific call information, and send notifications based on the call information. The call information, the SMDR data is stored in a database in the IPedge system.

Page 77: Call History

Features Call History having ownership) on the GCO key is ignored, regardless of the type of Call Forward acti- vated. The Call Forward feature may be programmed at IP Telephone base station, attendant con- sole, or online using Enterprise Manager. Call History Incoming calls with Caller ID or ANI information may be optionally recorded into a roll- ing list for the station where the call is ringing.

Page 78: Call Pickup

Features Call Pickup Park and Page This feature enables station users to park a call (in a General or Personal Park Orbit), enter a Page Zone or Group access code, and then announce the orbit number of the waiting call to the Paged party.

Page 79: Call Waiting

It eliminates the need for the caller to enter the desired mailbox number after being connected to the voice mail system. This feature is available using standard DTMF VM integration and does not require Toshiba proprietary VM integration. Call Waiting When a station is busy with a call and another call is directed to that station's...

Page 80: Caller Identification

Features Caller Identification Call Waiting works for calls originating from within or outside the system. The length of the Call Waiting beeps are different for internal and external Call Waiting types. Caller ID, DNIS, or ANI information appears on LCD telephones for 10 seconds. If Caller ID information is not available, the device name, such as the SIP trunk or DNIS name or number is shown.

Page 81: Conference Call

IP5000 Series telephone may establish a conference call with other stations or outside lines. Some models of SIP telephones, including the Toshiba IP4100 Series, also have their own built-in conference feature. Please refer to the device documentation for description and programming instructions.

Page 82: Conference On-Hold

Features Credit Card Calling Conference on-Hold A conference call may be placed on hold where callers remain connected and no Music- on-Hold is applied. The station placing the conference on hold may rejoin the conference Line by pressing the button. "Conference Master"...

Page 83: Day/Night Mode

Features Day/Night Mode Calls are billed to the credit card instead of the IPedge Net line. The "0+" credit card call- ing feature can be enabled selectively or assigned to stations and CO lines capable of sup- porting this service. Day/Night Mode Auto Schedule –...

Page 84: Dial Directory

Schedule. Dial Directory Station users can dial by name using Toshiba's IP5000-series LCD telephones. The Dial by Name feature searches for names much like a cell phone directory and then allows the user to press one button to dial. This feature includes speed dialing and internal directory names.

Page 85: Direct Inward Dialing (Did)

Features Direct Inward Dialing (DID) Direct Inward Dialing (DID) This feature allows external callers to dial directly to individual extensions or groups of telephones without intervention by an operator, IVR, or auto attendant. Each incoming DID number can be routed individually to an extension or other resources, such as pooled or group line button, night bell, voice mail box, or back out over the public or private tele- phone network.

Page 86: Direct Station Selection (Dss)

Features Direct Station Selection (DSS) Telephony Integration (CTI) can control the call. To ensure calls do not get lost in the IPedge Net, a time-out and overflow service is provided to redirect the call when the link is down. Calls being held on the Pilot DN using the CTI link can specify any of the 15 on- hold music sources that are possible on the IPedge Net.

Page 87: Distinctive Ringing

Features Distinctive Ringing Distinctive Ringing IP Telephone users sometimes need to distinguish the ringing of one key on their phone from another key and sometimes stations in close proximity to one another need to distin- guish the calls on one desk from another. Typically, multiple sounds are used to provide Line this distinction.

Page 88: Feature Prompting With Soft Keys

Features Feature Prompting With Soft Keys When the IP telephones are set up in the office properly, 911 will work as intended. How- ever, when the IP telephone is moved to an off-site location, the following warning applies because the call may not connect to the correct PSAP. When the IP telephone is moved 911 will not work correctly, until the appropriate action to update 911 emergency response address is completed.

Page 89: Handsfree Answerback

Headset IP telephones have a built-in headset adapter and therefore require only the headset. Hearing Aid Compatible Toshiba’s IP telephone product line includes telephones that support hearing aids. High Call Volume Buttons Release Release/Answer Cancel , and buttons can be assigned to telephones.

Page 90: Exclusive Hold

Features Hot Dialing Exclusive Hold A call may be placed on Exclusive Hold to ensure the privacy of the connection and that the call may only be retrieved by you, even if the held call appears on buttons on other telephones.

Page 91

Features IPedge Net Advanced networking features include Centralized Voice Mail, Centralized Attendant, Network SMDR, and Station DSS button appearances across all nodes. Alternate routing provides for toll bypass configurations and automatic recovery from network disruptions. IPedge Net provides full connectivity and capabilities over an IP network (VPN WAN, Internet, intranet Frame Relay, fiber, or wireless).

Page 92: Ipmobility

Making Calls For outgoing calls, Toshiba’s IPMobility application uses the host IPedge system’s phone services to reach intended destinations. This feature not only takes advantage of the host system’s telephone service rates, but also masks the user’s cell phone number with the IPedge system office phone number.

Page 93: Line Buttons

Features Line Buttons • Manage mailbox personal greeting and name recordings • Manage mailbox password. • Setup IPMobility’s Make Call functionality, e.g. Call-thru, Callback. Line Buttons Pooled CO Line Button Pooled line keys are used to provide a key appearance for a single URI, DNIS, or DID number expected to handle one call at a time.

Page 94: Mobility

Features Mobility LED Indication Message waiting lights can be activated when a voice mail message has been left or they can be turned on by a calling station. The station user can retrieve messages by pressing the button next to the message waiting light or by dialing an access code from a standard telephone.

Page 95: Empa User Roles

Features Multi User Administration in EMPA EMPA User Roles • Normal User - Normal Users can administer the following allowed items on their own telephones: • Settings – Name to Display, Do Not Disturb On or Off, Feature Button assignments •...

Page 96: Music/Messages On Hold

Features Music/Messages On Hold Music/Messages On Hold This feature provides music or a tone to a station or line that is held by a station with Line Hold or Consultation Hold and the speech path is released. The Media Server has a total of fifteen (15) music sources plus Quiet Tone. The system administrator selects from these 15 internal WAV files on the IPedge/VIPedge system music sources, and quiet tone.

Page 97: Off-Hook Camp On

Features Off-hook Camp On each CO line group. The stations that were ringing initially will continue to ring after the Delayed Ringing begins. This feature is assigned for each line or DN button independently for each DN. You can assign Delayed Ringing to voice mail and auto attendants. This feature can also be used to ring multiple (25 max.) telephones immediately or with a delay by dialing a group pilot number.

Page 98: Privacy Override

Features Paging tem. Executive Override must be allowed in system programming for the called and call- ing station. The Do Not Disturb feature can also be used to block Executive Override; however, sta- tions that are allowed DND Override can use Executive Override on stations in the DND Privacy mode.

Page 99: Power Failure Protection

Features Power Failure Protection Power Failure Protection Reserve Power Battery Backup An Uninterruptible Power Supply (UPS) is required for power backup on an IPedge sys- tem. The UPS is similar to the ones used for Computer systems and Networking equip- ment.

Page 100: Sip Trunk

Features SIP Trunk continuously every three seconds or not sent as a station option. To answer a Ring Over Busy call, the user can hold, transfer, or disconnect the existing call. On Voice First calls to a busy telephone that has an idle DN, the caller will get busy tone. The caller can then dial the digit to cause the idle DN to Ring Over Busy.

Page 101: Security

• Industry standard vulnerability scans are run on IPedge and its software components are updated as required. Provided that Toshiba’s IPedge system is used explicitly as it is intended and as described in Toshiba’s documentation, the IPedge is a minimum security risk for virus attacks. There are no guarantees against all threats that may arise in the future.

Page 102: One Touch Buttons

Features Station Hunting button. Users can program Station Speed Dial and One Touch buttons from their tele- phones. The Web-based User Administration application is required to program System Speed Dial numbers and can also be used to program Station Speed Dial numbers, but not One Touch button numbers.

Page 103: Serial Hunting

Features Station Hunting Serial Hunting In this type of hunt group, calls hunt DNs in a series from first to last in a specific order. When any DN in the series is called, the system will ring the first idle DN in the series, starting with the called DN, hunting to the last DN in the series.

Page 104: Station Message Detail Recording (Smdr)

Features Station Message Detail Recording (SMDR) Station Message Detail Recording (SMDR) For each incoming, outgoing or tandem call, the IPedge system can generate a record that includes details of the call, including the originating station or trunk, the start time of the call, its duration, authorization codes, etc.

Page 105: Messaging Survivability

Features System Fault Finding and Diagnostics Both VoIP Option/SoftIPT and IPT relies on its connections to the Call Processing module to determine whether or not to switch over, and Call Manager relies on the connection to Net Server to determine whether or not to switch over. If a component failure such as Net Server module or Call Processing module shutdown Note takes place instead of the complete server failure, Call Manager and the phone may connect...

Page 106: Event And System Administration Logs

Features Tenant Services Event and System Administration Logs Events such as station buttons pushed or lines accessed are stored in an Event Log. All actions made by the System Administration user are logged. Both logs may be called up at a later time.

Page 107: Transfer Direct To Voice Mail

Features Transfer Direct To Voice Mail Traffic Reports New traffic reports include outgoing and incoming trunk group usage, “all circuits busy” reporting and media server resources. The reports are stored on the IPedge server and can be downloaded through Enterprise Manager or sent to a remote device. Traffic reporting is set up based on day of week and time of day.

Page 108: Uniform Call Distribution

It eliminates the need for the caller to enter the desired mailbox number after being connected to the voice mail system. This feature is available using standard SMDI VM integration and does not require Toshiba proprietary VM integration. Music or Ringing Option This feature enables ringing or music to be heard by the caller when their call is trans- ferred, depending on system programming.

Page 109: Vipedge And Ipedge Networking

Call Manager intercommunication supported. Road map to premise and cloud Call Manager intercommunication in June 2014. Wireless Carrier Internet Network VIPedge Solution PSTN DID Survivability with Toshiba’s SIP Trunking I-VoIP Service Smart Phones IPedge VIPedge IP Phones IPedge Figure 1...

Page 110: Reasons A Company Might Want Vlans

Features Voice / Tone Signaling tual LAN (for example, a VoIP LAN) even though the devices are plugged into the same physical network. VLAN for the IP Telephone (IPT) and data port may be programmed manually using the base station or remotely via Enterprise Manager. There are no settings to set on the IPedge server, however, ensure that the data switch port connected to the IPedge server is config- ured to be in the same VLAN ID as the IPTs.

Page 111: Volume Control

Features Volume Control network. Voice signaling allows handsfree talkback from the called telephone on internal and private network Tie line calls. After calling a directory number that has Voice Signaling, the caller can switch to Tone Signaling by dialing 1. The signaling method can also be switched from Tone to Voice Signaling by dialing 2.

Page 112

Features Messaging Directory Assistance Messaging allows for incoming calls to the auto attendant to dial the first letters of the called party’s first or last name. Do Not Disturb A mailbox owner can set “Do not disturb” to have calls sent directly to voicemail. Follow-Me A mailbox can be set up to forward a call to an external phone number before the call is transferred to voicemail.

Page 113: Fax

Features Messaging Time of Day Greeting Time of day greeting is a time-dependent greeting (e.g., good morning, good afternoon, good evening). All IPedge system models support T.38 communication when the end-to-end communications are entirely SIP. Fax features are licensed on a user level, not a system level basis. An Advanced User license is required for a user to take advantage of the fax mail and personal fax features.

Page 114: Voice Messaging

Features Messaging Voice Messaging Ad-Hoc Groups A mailbox owner can send or forward a message to a group of mailboxes created on the fly, as opposed to predefined groups. See “Distribution Groups” on page 101). Archive Mailbox Messages can be archived by

automatically copying from an originating mailbox to an archive mailbox.

Page 115 It eliminates the need for the caller to enter the desired mailbox number after being connected to the voice mail system. This feature is available using standard DTMF or SMDI VM integration and does not require Toshiba proprietary VM integration. Distribution Groups A new message can be sent, or a message can be redirected to multiple individuals, without having to input individual mailbox numbers.

Page 116 Features Messaging External Message Notification The mailbox owner can schedule notification to external devices when a message is received, such as text message to cell, notification to pager, and call-out to another phone number. First-time User Tutorial (Mailbox Set-up) Assists the mailbox owner with the set-up of her voicemail box (change password, set up personal greeting).

Page 117 Features Messaging Message Delete Confirmation Message delete confirmation requires the mailbox owner to confirm message deletion by pressing an additional key. This option can be enabled or disabled by the system administrator. Message Waiting Indication The system will trigger a light on a phone when a new message is received. In addition, an indication on the phone display shows the mailbox owner how many phone messages are in the mailbox.

Page 118 The subscriber's menu provides the mailbox owner access to all available features of the voicemail system. System and Department Language Selection IPedge Messaging supports multiple languages and can be used independently or simultaneously per system department group. Additional languages available by request. Contact Toshiba Sales Applications Desk for details. IPedge General Description 03/16...

Page 119: Unified Messaging

Features Messaging Variable Extension Length Variable extension length is a configurable option that sets the number of digits that make up a valid extension number. Variable Mailbox Length Variable mailbox length is a configurable option that sets the number of digits that make up a valid mailbox.

Page 120 Features Messaging Messaging as an IMAP Server This is an independent mail server configuration where voice and deleted messages appear in a separate folder from the mailbox owner's primary inbox. Messages are synchronized with IPedge Messaging. Messaging as a POP Server This is an independent mail server configuration where voice messages are displayed in the mailbox owner's primary inbox.

Page 121: Multi-Site Networking

Features Messaging Multi-site Networking VPIM Using the industry standard VPIM protocol, mailbox owners using Messaging can transparently send and reply to messages from mailbox users located on dissimilar, but VPIM-enabled voicemail systems. Administration System administration is done using a web-based application named Enterprise Manager. An administrator's password is required for access to all system administrator functions.

Page 122 Features Messaging Mailbox Swap Mailbox swap is a database swap between mailboxes that includes all feature programming, messages and greetings. Mailbox Transfer A single box or range of boxes may be moved to a new numbering plan. The transfer includes all feature programming, messages and greetings.

Page 123: Reporting

Features Messaging System Monitor Monitors the activity of the channels to display which channel is in use or on stand-by, which mailbox is in use and which mode the Messaging is using. Transfer Supervision Automated Attendant calls can be set to transfer supervision type (none, partial or full). If fully supervised, the number of rings for no-answer result can be defined.

Page 124: Messaging Survivability

Features Messaging Outbound calls This report provides information on all outbound calls placed by IPedge Messaging. The report includes mailbox number, date, time, result (answered/ unanswered), call duration and number dialed. Port Statistics This report indicates summary activity per port on specified dates. Information includes the port or channel number, number of internal versus external calls, total number of calls, total duration, number of transfers and

completions.

Page 125: Security

Features Messaging Nodes can be geographically distributed in various configurations. Each node contains the complete database for the entire cluster, and the Messaging application residing on each node only uses the local copy of the database. Each node is identified by a Node ID. In addition all files, including system greetings, user greetings and messages can be replicated to all nodes (standard cluster) or replicated to a designated subset of nodes (hybrid cluster), depending on cluster size and network capability.

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Page 127: Appendix - Specifications

Appendix – Specifications This appendix includes detailed information on the items listed below. The sections in this appendix apply to the IPedge systems, unless otherwise stated. • Operating Environment. • Power Considerations • Station Dimensions • IP Telephone Power Consumption •...

Page 128: Power Considerations

The IPedge server should have a dedicated AC power circuit. The specific input voltage and current requirements for each server is listed the specifications for each model. UPS Recommendation Toshiba recommends an Uninterruptible Power Supply (UPS) with power conditioning for the IPedge server. The recommended UPS from ONEAC are shown in the Table 6 below.

Page 129: Ip Telephone Power Consumption

Appendix – Specifications IP Telephone Power Consumption IP Telephone Power Consumption The power consumption for the IP5000-series telephones and the Add-on modules is shown in Table Use this information to calculate the Power over Ethernet (PoE) requirements and UPS capacity. Table 8 IP Telephone and Add-On Module Power Consumption Option...

Page 130: Ipedge Component Compatibility

IPedge Component Compatibility IPedge Component Compatibility The IPedge system supports all types of Toshiba IP and third party provided SIP telephones, it provides the configuration flexibility to build the communications system you need, in addition to the investment protection from re-using devices from other Strata systems. It’s a unified communications environment that supports many types of client devices.

Page 131: System Tones

Appendix – Specifications System Tones System Tones Tones which can be heard from speaker or handset are described in Table Table 10 Call Progress Tones Tone Name Conditions Ringing Cadence Prompting to dial [DN] or access code or to Prime Dial Tone press a feature button or to dial 9 + number.

Page 132

Appendix – Specifications System Tones Ring tones are described, along with their cadences in Table 11. Due to the limitation in the tone generation algorithm, the listed tone duration is slightly different from the actual one. Table 11 Ring Tones Tone Name Description Ringing Cadence...

Page 133

Appendix – Specifications System Tones Other types of tones that do not fit in the previous categories are listed in Table Table 12 Administration/Programming Tones Tone Name Description Ringing Cadence During user programming or administration 2 kHz two bursts of 0.125 sec. apart Confirmation Tone mode, indicates the acceptance of input.

Page 134: Ipedge Net And Ip Telephone Bandwidth Requirements

Appendix – Specifications IPedge Net and IP Telephone Bandwidth Requirements IPedge Net and IP Telephone Bandwidth Requirements The amount of bandwidth required for communications over a particular IP network segment depends on the number of voice channels supported, the anticipated call setup traffic, and how much other data network traffic is present.

Page 135

Appendix – Specifications IPedge Net and IP Telephone Bandwidth Requirements When sharing voice and data on the same network segment, the data will cause some jitter in

voice communications, especially on slower segments. Table 14 shows calculations of the amount of jitter assuming a worst case data packet size of 1500 bytes (Maximum Transmission Unit (MTU) = 1500) based on a segment's bandwidth.

Page 136: Capacities

Appendix – Specifications Capacities Capacities The following tables contain IPedge and IPedge Virtual Server capacities. Table 17 Station/Peripherals System Capacities EP Server Stations EC Server EM Server PC Attendant consoles 200 per 1,000 per IP5000-series stations / SIP stations System System 3 per Station 3 per Station...

Page 137 Appendix – Specifications Capacities Table 20 System Feature Capacities Features EC Server EM Server EP Server Pilot DNs 1,024 1,024 Advisory LCD Messages (Set on a Telephone) Advisory LCD Messages Lists (per System) Attendant Groups Call Accounting SMDR Interface Call Forward, System CF Patterns Call Park Orbits (General) Call Park Orbits (Individual) Minimum / Maximum Caller ID per Station...

Page 138 Appendix – Specifications Capacities Table 20 System Feature Capacities(continued) Features EC Server EM Server EP Server Ring Tones (Internal Call Ring Tones for IP telephones) Speed Dial - Station SD numbers per system 8,400 8,400 8,400 Speed Dial - System SD numbers per system Tenants Destination Restriction Level (DRL) Classes Verified Account Codes...

Page 139: Application Capacities

Appendix – Specifications Capacities Application Capacities Table 21 Enterprise Manager EC Server EM Server EP Server Enterprise Manager Simultaneous Sessions Web Based Station Admin Simultaneous Sessions Table 22 Media Server EC Server EM Server EP Server Resources Table 23 Meeting EC Server EM Server EP Server...

Page 140: Mean Time Between Failures (Mtbf)

Appendix – Specifications Capacities Mean Time Between Failures (MTBF) Table 27 MTBF EM Server EC Server EP Server I-EM-1A I-EM-1B MTBF 4.02 years 2.71 years 2.60 years 9.95 years MTBF 4.29 years 19.45 years 17.97 years 1. I-EM-1A and I-EM-1B refer to the IPedge EM server with RAID1 and RAID5 respectively. The calculated value is based on any failure even though there are redundant components.

Page 141: Device Monitor Capacities For Ipedge Systems

Appendix – Specifications Capacities Device Monitor Capacities for IPedge Systems Applications including Strata ACD, Call Manager, Taske, and System TAPI send requests to the IPedge system to monitor the status of the telephones using the respective applications. These requests are sent over the CSTA ethernet link connecting the application and the IPedge system. These requests can produce a heavy load on the IPedge and LAN so there is a limit to the number of telephones and devices that can be setup for monitoring and how many can be active on a monitored call simultaneously.

Page 142: Ipedge Virtual Server Specifications

Appendix – Specifications IPedge Virtual Server Specifications IPedge Virtual Server Specifications IPedge Virtual Server is pre-installed on Dell servers. These Dell servers have VMware ESXi 5.5 pre-installed. This provides a high level of scalability and server utilization. IPedge applications ® run on CentOS Linux 5.4, while ACD and TASKE applications run on Windows 7 64bit operating system.

Page 143: Mobile Device Support For Ipmobility

2.2.1. With the above information in mind, and considering the array of differences among mobile devices in the marketplace including best practices for mobile application development - Toshiba elected to test the IPMobility application with a sampling of popular devices.

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