

TOSHIBA
Leading Innovation >>>



IP *edge*®

Experience the Edge

IPedge—The Right Call

Sophisticated IP Communications Made Easy and Affordable.

Your business communications system is more than connecting with colleagues, customers and vendors. It projects an image. It sends a strong message about the efficiency, productivity and professionalism of your business. With Toshiba's IPedge® technology, every location and every branch office, from a few to thousands of users, can present an enterprise-class face to the world.

The IPedge business communications server uses the IP network for call processing. Voice over Internet Protocol (VoIP) technology has revolutionized voice communications for businesses by transporting voice digitally over the Internet, rather than via the traditional public switched telephone network.

VoIP paves the way to simpler, smarter and more affordable communications for businesses of all sizes. Included with VoIP:

- **Streamlined Communications.** Transmitting both voice and data packets over the same bandwidth utilizes resources efficiently for significant savings.
- **Business Continuity.** Connecting multiple offices over an IP network unifies your locations to act as a single system and enables failover for service continuity.
- **Next-generation Collaboration.** IP communications opens the door to the latest converged solutions such as mobility, instant messaging, Web collaboration and video.



High Performance for Your Business

A Single Server for Multiple, Advanced Productivity Applications

Toshiba's award-winning IPedge delivers advanced capabilities on a single, secure Linux® based or VMware® server. One industry-standard server runs all of your call control, productivity and communications needs. This includes call processing, unified messaging, unified communications, mobility and centralized administration.

IPedge delivers a comprehensive feature suite based on 140+ years of industry experience—all the communication tools a business needs to communicate effectively, including:

- **Complete Call Control.** A full range of basic and advanced call processing features, including Caller ID, hold, transfer, pick-up, speed dial, conference and hundreds of other IPedge phone features.
- **Unified Messaging.** Standard voicemail and auto attendant features, voicemail access from an email inbox, message notifications, soft key navigation of mailbox menus and the Follow Me feature for flexible call control.
- **Mobility and Unified Communications.** Convenient call management, presence, instant messaging, consolidated call and IM history and much more from multiple device types, including smartphones, tablets and PCs.
- **Centralized Administration.** Embedded Enterprise Manager for Web-based personal user, single system and enterprise-wide administration of all applications.
- **Contact Center.** Efficient and effective customer service with Toshiba's enhanced call center feature set.



Collaborate with Ease

Advanced Capabilities at Your Fingertips to Improve Productivity and Gain a Competitive Edge

Imagine the productivity boost for your business as you unleash the next-generation collaborative capabilities that will enable you to be more competitive in today's challenging business environment.

In addition to hundreds of standard call processing features, voicemail and unified messaging with voicemail-to-email notification and Follow Me, IPedge® supports advanced unified communications and collaboration that will improve your operation. This collaboration allows employees to be more productive and improves your customer service—all of which mean more revenue for your business.

Mobilize Your Workforce with UCedge Unified Communications

Work smarter, faster and more effectively with UCedge® client software you can easily download from the Internet to selected Android™ and iOS® smartphones and tablets, Windows® PCs or Mac® OS X® computers.

With a built-in softphone enabled, mobile and desktop devices function like any other extension on the system. You gain new levels of convenience, productivity and cost savings, no matter how you choose to access your Toshiba business communications solution. Free trial licenses are available on select applications.*

- Work from anywhere using a mobile device as your business phone extension
- Enable easier connections with one-number reach, in or out of the office
- Protect mobile number privacy by displaying only the office phone number in caller ID
- Manage office voicemails and fax messages easily and quickly with a visual interface on a mobile device
- View presence status and exchange Instant Messages, even with some external to the system**
- Rapidly find contacts with user-uploaded avatars in a list synchronized with the office phone system
- Access consolidated call and IM history information stored in the Google cloud
- Remotely control a Toshiba IP5000 or DP5000 desk phone using your smartphone or tablet device

Download and install the UCedge app on an Android or iOS smartphone or tablet to use the mobile device as your business telephone.

Collaborate Using Audio, Web and Video Options

Take advantage of easy, natural and intuitive multimedia collaboration with your Toshiba IPedge phone system. You have the option to blend multiple types of media in ways that enable more collaborative and productive interactions:

- Quickly set up meet-me conferences
- Visually connect with video
- Share your Windows® desktop, applications or documents
- Discuss and edit materials together, while talking on the phone
- Send and receive text messages, documents and images during the conference

Improve Customer Satisfaction with Toshiba's Contact Center

Combine call control and contact center on a VMware server for capital, operational and energy savings.

Enable efficient and cost-effective customer service with Toshiba's enhanced call center feature set that includes priority and skills-based routing, intelligent announcements and an Interactive Voice Response (IVR) self-service capability. Generate reports to analyze agent performance, group activity and system status. Optionally add Web Callback and Web Chat to facilitate your online customer interactions. These features and many more will ensure a positive customer experience.

Toshiba's IPedge Virtual Server runs your contact center software and reporting alongside call control on a single virtualized server for a more efficient use of hardware and computing resources—consolidated hardware means cost and operational savings. Administration is simple since all software is managed using the same Web-based administration tool (IPedge Enterprise Manager). Licensing is also simpler with just a single license file for both IPedge and the contact center functionality; free agent trial licenses are available.* Toshiba's contact center applications can also run separately from IPedge on an external server.

Flexible Deployment, Simple Management

As Business Needs Change, Toshiba's IPedge System Grows With You

Linux based VMware Server

The Linux based IPedge® system is easy to deploy in one of three server sizes depending on your business requirements. The largest model comes with a dual hard drive and dual power supplies to ensure reliability and continuity in the event of a hardware failure. The latest IPedge release*** boasts impressive network performance and includes advanced security software that protects against vulnerabilities and injection attacks.

Models include:

- IPedge EM for up to 1,000 users per server
- IPedge EC for up to 200 users per server
- IPedge EP for up to 40 users per server

IPedge software can also be pre-installed on a Toshiba-provided server running VMware virtualization technology. This turnkey package provides the full array of Linux based IPedge call control and unified communications alongside Toshiba's contact center applications—all on a single VMware server.

Server configuration options include the IPedge EP, EC and EM server capacities that handle 40, 200 or 1,000 users and also support up to 360 (EP) or 720 (EC/EM) licensed agents and supervisors if the Toshiba contact center capability is integrated and activated.

Multi-site Hybrid Networking

You can network multiple IPedge servers to expand capacity as you grow or to unify geographically dispersed locations into one system. Up to 128 systems and 128,000 networked users can function as one company-wide network.

For even more flexibility, you can create a hybrid network of on-site servers and cloud services according to the needs of your organization. Deploy an IPedge business phone system in some sites, while subscribing to the VIPedge® cloud-based unified communications service (based on the same IPedge technology) at other locations, creating a hybrid network with feature transparency and common unified messaging and unified communications applications across all locations. Toshiba's traditional Toshiba Strata® CIX phone systems can also be tied in seamlessly.

Since both IPedge and VIPedge are based on the same software stream, you use the same phones and endpoints, the same feature-rich functionality and the same administration software whether you choose a cloud, premises or hybrid deployment—this is maximum investment protection.

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Enterprise-wide Management

IPedge uses the Enterprise Manager Web-browser administration tool to unify the programming of both the call processing features and the messaging voice processing features. Since management and administration are always accessible over the Internet, it is easy to log-in from any remote location. Enterprise Manager is also the same administration software used by the VIPedge cloud-based unified communications service which creates a consistent and familiar customer experience across a hybrid network that includes both cloud and on-premises deployments.

SIP Trunking Services

SIP (Session Initiation Protocol) is an open signaling protocol that allows for transmission of voice, video and data over a single broadband connection. This means better resource utilization and reduced long distance charges which translate into significant savings for you.

As an IPedge customer, you can tie in the Toshiba-branded SIP Trunking I-VoIP Service for free local and long distance calling among all networked locations. Unlike some other supported SIP trunking services, I-VoIP enables more functionality due to specialized Toshiba-developed integrations with its phone systems, namely DID Failover Forwarding for service continuity and 2 additional channels (free), for sporadic increases in capacity.

* IPedge R1.7 or later includes one free system trial license with six applications accessible (Unified Messaging, UCedge, ACD Agent, ACD Unifier, ACD MMQ and IPedge-Net); system trials can be renewed once for 60 days. Note: ACD trial licenses require the ACD-Ready IPedge Virtual Server.

** XMPP server integration supports federation with Microsoft Skype for Business (Lync) Server and other organizations using Toshiba software.

*** IPedge Release 1.7 supports the CentOS 6.6 operating system for network performance and disk I/O improvements with maintenance updates through November 2020.

A Nationwide Network of Experts at Your Service

Toshiba's award-winning cloud-based services and on-site phone systems, IP and digital phones and advanced applications are available exclusively through the nationwide network of Authorized Toshiba Dealers. Our certified dealers have the training and expertise to deliver quality deployments, technical support and top-notch service. Toshiba offers among the industry's longest warranties since its products deliver substantial reliability and durability. Our standard manufacturer warranty can be optionally extended for five or seven years.

Toshiba's National Accounts Program makes it easy for multi-location companies to standardize on one phone system by offering simplified purchasing, installation and service, as well as standardized equipment, paperwork, and pricing—all through the Toshiba Authorized Dealer Network.

Fulfilling Our Responsibility as a Global Enterprise

For Toshiba's Telecommunication Systems Division, the imperative to reduce, reuse and recycle is central to our product and process design.

Reduce. By meeting or exceeding high industry environmental standards, Toshiba keeps tons of target chemicals and other substances out of the ecosystem. We have reduced the energy consumption of Toshiba business communications systems—good for the environment and a cost-savings to you.

Reuse. For years, Toshiba has designed its telecommunications products with smart migration in mind. When upgrading and expanding a system, you can retain many components which avoids needless e-waste.

Recycle. To minimize waste going into landfills, Toshiba's packaging uses eco-friendly and recyclable materials with no loss to product protection. We also participate in nationwide recycling programs for equipment trade-ins.

Thinking globally. By seamlessly connecting distant locations, making telecommuting easy and providing rich multimedia experiences, our products help people bridge the earth's distances without having to fuel cars or airplanes. That's a positive lifecycle impact for the earth and its inhabitants.

To find out more, visit www.telecom.toshiba.com or contact your Authorized Toshiba Dealer today.



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