

TOSHIBA

Leading Innovation >>>

THE BEST OF BOTH WORLDS

Toshiba has the right solution for your business communication needs:
Choose from pure IP or converged IP solutions



www.telecom.toshiba.com



The Best of Both Worlds

Toshiba Telecommunication Systems Division is a technology leader focused on providing businesses with customer-driven world-class IP communication solutions and services. Toshiba is a technology innovator, and together with its channel partners, we are committed to supporting business transition into the IP world. Whether you need a pure IP, server-based communication system, or a converged IP communication system that also accommodates the connection of digital telephones, Toshiba has the right solution for small and large businesses, retail locations, and branch offices of multi-site enterprises.

IPedge® & Strata® CIX™ IP Systems

Toshiba's IP business communication systems provide sophisticated communication features for businesses of all sizes. From a few users to thousands, Toshiba has the right solution.

- Toshiba IPedge systems are software-centric unified communications platforms designed for organizations who want to deploy on an all IP network infrastructure to realize the benefits of managing a single network.
- Toshiba Strata CIX systems provide converged solutions for organizations who want a mix of IP, digital, and analog endpoint devices connected to their system along with IP telephony and unified communications applications.
- Toshiba IPedge and Strata CIX systems can also work together as networked systems, to dramatically expand capacity and improve integration between decentralized locations.

IP & Digital Endpoints and Mobility Solutions

Choose the device to meet your needs. With a common user interface, various types of devices deliver the same features to all devices in all locations, seamlessly. This reduces training costs and support expenses. It enables employees to work anywhere with improved productivity.

- IP & Digital desk telephones
- Attendant Console for high-volume call answering
- IP wireless telephones that work over a wireless LAN
- SoftlIPT® soft phone for PCs works anywhere you have Internet access





Advanced Applications

A variety of applications integrate with the voice features to form one comprehensive, integrated communication solution.

- Presence, IM/Chat, call control from your PC, CRM integration with screen pops
- Meet-me audio conferencing with web collaboration and video
- Browser-based system administration for system managers
- Browser-based telephone administration for individual users
- uMobility Fixed Mobile Convergence provides PBX call mobility beyond a Wireless LAN to cellular coverage, using your dual-mode smart cell phone

Unified Communications

The Toshiba Unified Communications Suite combines presence, IM/Chat, call control from your PC, CRM integration with screen pops, customized call handling, unified messaging, conferencing and web collaboration, and other essential applications into a package that is

easy to deploy, manage, and use. Multiple applications run on one UC server platform, dramatically decreasing the cost and complexity of deploying multiple applications, minimizing total cost of ownership and maximizing return on investment.

Contact Center Capabilities

A contact center doesn't have to be complex to be powerful, and Toshiba's Contact Center Suite is simplicity at its finest. Running as an application on the Media Application Server, connected to an IPedge or Strata CIX system, a robust array of Automatic Call Distribution (ACD) features like skills-based routing, balanced call counts, time and depth in queue announcements, priority queuing, web chat and web call back multimedia capabilities, online inquiry and reporting, call recording/archiving and more makes it easy to manage inbound calls, optimize contact center operations, and increase customer satisfaction.



Use Your Smartphone to Learn More About The Best of Both Worlds!

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Toshiba Authorized Dealer Network

Toshiba Telecommunication Systems Division sells award-winning IP communication solutions, IP and Digital telephones, video collaboration tools, office mobility products, and voice mail systems through our Authorized Dealers. Toshiba Dealers focus on providing the best possible customer experience. With over 40 years of experience, Toshiba's Telecommunication Systems Division and our authorized dealer network can provide your business with world-class IP communication solutions.

Fulfilling Our Responsibility as a Global Enterprise

Toshiba is committed to playing a leading role in helping establish a sustainable society. At Toshiba, we recognize the Earth is an irreplaceable asset, and we believe it is the duty of humankind to hand it over to future generations as we found it, if not in better condition. Accordingly, Toshiba promotes solid environmental management practices across all our products and business processes focusing on: prevention of global warming, control of chemical substances, and efficient utilization of resources.

At Toshiba, we are very proud of our commitment and our ongoing activities to help protect the environment. We firmly believe in the importance of a commitment to environmental excellence as well as a clear understanding of how our environment is affected by what we do. With this in mind, Toshiba strives at all times to create products that will have minimal environmental impact throughout their lifecycles. Toshiba's products passed a rigorous environmental performance survey, and we're proud to offer them to you as part of our Green-compliant portfolio.



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Toshiba America Information Systems, Inc.
Telecommunication Systems Division

9740 Irvine Blvd., Irvine, CA 92618-1697
To locate an Authorized Dealer, call: (800) 222-5805
National Accounts (800) 234-4873
www.telecom.toshiba.com

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