

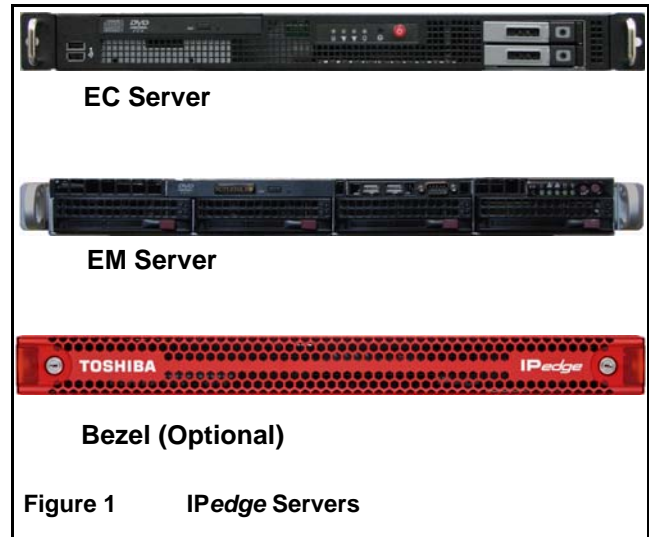
Introducing IPedge – Toshiba’s Next Generation IP Communication System

Toshiba is proud to announce the release of IPedge, a pure IP system. The IPedge system performs call processing, voice mail, unified messaging, media processing which includes conferencing and paging, meet-me conferencing with web collaboration¹, centralized management, Call Manager unified communications, and more. IPedge uses Red Hat Enterprise Linux 5.4 for the base operating system that provides a high level of scalability and security.

Networking between IPedge servers and/or Strata CIX systems is enabled via IPedge Net using one IP address.

The IPedge solution is easy to install and is initially available in two different sizes depending on the number of users, applications, and conferencing needs. At this time Toshiba will release two server sizes – one for applications up to 200 users and the other for up to 1,000 users; the EC and EM size servers (shown right). In the future, the system size will grow by adding more servers.

IPedge can also connect to a MAS or MicroMAS to run ACD and TASKE, and it can connect to uMobility and other external applications.



Product Line Strategy

With the launch of IPedge, Toshiba will be carrying and supporting two separate and complimentary product lines, IPedge and Strata CIX systems. IPedge is a software centric platform designed for customers who want to deploy on an all IP network infrastructure to realize the savings of managing a single network. Strata CIX40, CIX100, CIX200, CIX670 and CIX1200 systems continue to provide excellent converged solutions for customers who want a mix of IP, digital, and analog endpoint devices connected to their system along with IP telephony applications. IPedge and Strata CIX solutions can also work together as networked systems.

1. IPedge Meeting software is integrated into the IPedge system. License activation is available Summer 2011 with announced upgrade.

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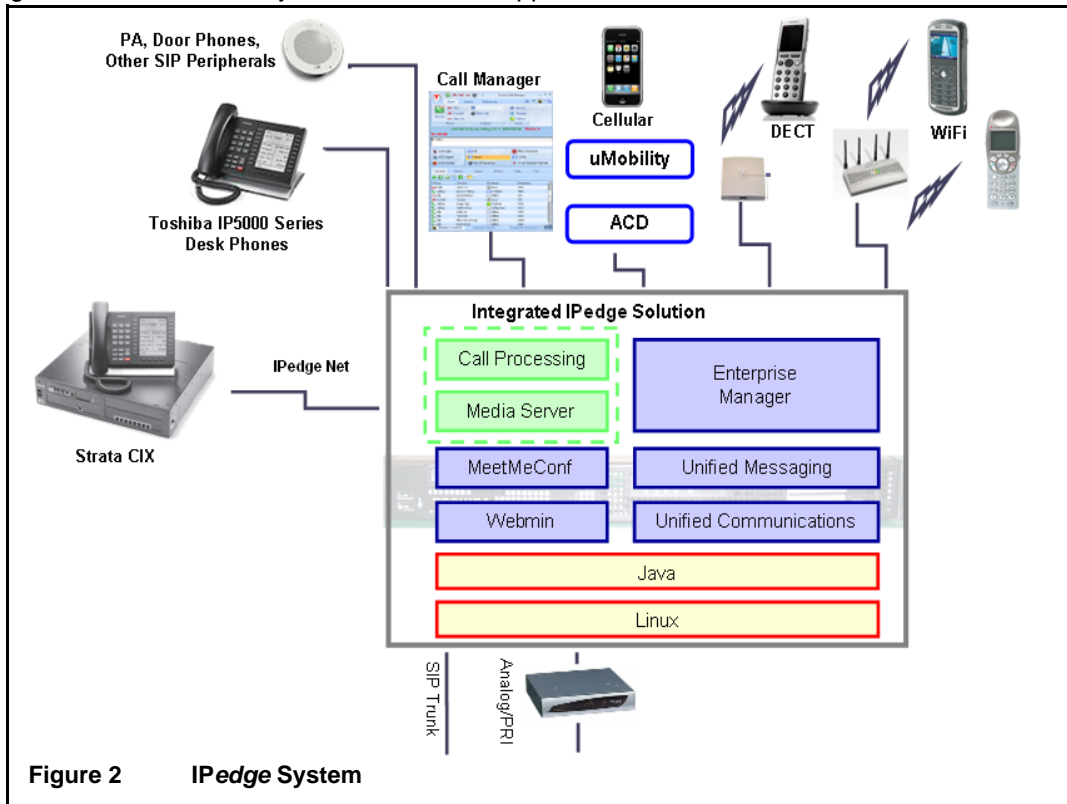
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Basic Characteristics

| EC Server | EM Server |
|--|---|
| Rackmount; 1U; 15" Deep; 19" Wide | Rackmount; 1U; 25.6" Deep; 19" Wide |
| 1 x Core 2 Quad x 2.6GHz Processor, 4GB DRAM | 2 x Quad Core x 2GHz Xeon Processors, 12GB DRAM |
| 1 x 160GB HDD | 2 x 300GB HDDs (RAID 1 standard) |
| Up to 200 Users | Up to 1,000 Users |

Description

Toshiba's IPedge server is an all IP system designed for ease of installation, use and maintenance. It integrates all the necessary customer centric applications as shown below.



IPedge Solutions

On a single server, IPedge provides the following:

- Call Processing – IPedge provides the basic and advanced call processing features with a single IP interface.
- Voice Mail / Unified Messaging – Voicemail is built in and can be configured as either a single centralized voicemail system for the entire enterprise or as a distributed voicemail system for each site.
- Unified Communications – Unified Communications is built in and provides Call Control from PC, Chat and Presence on the desktop (Call Manager). There are two levels of IPedge Call Manager:
 - Call Manager Standard version is free to all users of the IPedge system. The license (I-CM-STD1) for Call Manager Standard is included in the user license bundle at no additional charge.

- Call Manager Advanced version provides enhanced functionality, including full Unified Communications (UC). Purchase Call Manager Advanced license (I-CM-1) when full UC capabilities are required.
- Existing users of the powerful Strata Call Manager (SCM) will continue to enjoy all the features of the SCM in the new IPedge Call Manager. The smart installation procedure will install CM or SCM based on which system the client will connect to.
- Meet-me Conference and Web Collaboration
 - Having a built in conferencing and web collaboration eliminates costly monthly subscription fees. The integrated conferencing and web collaboration tool boasts an extensive list of features including the following all on a simple and easy-to-use GUI.
 - On Demand Conferencing
 - Scheduling One-time Calls
 - Scheduling Recurring Calls
 - Web-based Reporting
 - Telephony User Interface (TUI) for Moderator and Participants
- Centralized Management for Multiple Sites – The Enterprise Manager resides on the IPedge Server and enables an administrator to manage all trunks and stations in all the servers of the enterprise, using one consolidated view. From one central location, the administrator can backup and restore configurations of all sites, and update the firmware on any or all phones in the enterprise.

In addition to the above, the IPedge server can connect to a separate MAS or MicroMAS server to include:

- ACD, Networked ACD (ACD + Unifier), and Call Center Reporting (TASKE or Insight)
- uMobility™

Selling Advantages

The key selling advantages of IPedge are as follows:

- Run multiple communication applications built in to one server platform
 - Call processing
 - Voice mail
 - Unified messaging
 - Meet-me conferencing and web collaboration (future availability, Summer 2011)
 - Call Manager unified communications with Presence, IM, call control from PC, CRM screen-pop integration, outbound dialing from any application, electronic document launch
 - Enterprise Manager web-based centralized system administration is integrated with browser access from your PC
 - Simplifies and integrates multiple forms of communications to optimize business processes
- Leverage server-based technologies
 - Low-profile 1U chassis offers a sleek look and occupies minimum rack space
 - Standard Rack-mount allows mounting on an existing standard 19 inch server rack

- Survivability within or across the network providing business continuity when there is a hardware or network failure, and by allowing IP telephones to fail over to an active server at another location
- Redundant Power Supplies and hard disk drives (RAID) on the EM model ensure business continuation after a single point of hardware failure
- Expanded memory and Ethernet capacity to allow for multiple advanced applications
- LINUX Operating System
 - Provides a high level of scalability and security and is more resistant to virus attacks than common desktop operating systems. However, a secure network with proper monitoring capability is still recommended.
- Session Initiation Protocol (SIP)
 - Open interface to external devices and applications.
 - SIP based gateways are available to connect IPedge to analog and digital interfaces (FXS/FXO/T1/PRI).
 - Gateways are not required for SIP trunking.
 - A variety of SIP endpoints are available for specific needs including wireless, smartphone, door phone, paging, etc.
- NAT Traversal allows VoIP calls to take place easily while each telephone device and the telephone system are all safely behind firewalls.
- Ease of installation and administration using Enterprise Manager
 - An administration software is built into the platform
 - Administration is accessed by web browser
 - Centralized management of all locations, saving time, providing consistency, and eliminating potential mistakes.
 - One administration interface manages both PBX and voice mail, enabling new systems to be setup quickly with less labor and training required
- Strata CIX systems can be networked with IPedge systems via IPedge Net to either add a system to the network, or use the Strata CIX system as a gateway to IPedge for continued use of digital telephones and trunks connected to the Strata CIX system.

Features

Below is a list of Call Processing, Messaging, Call Manager and Meeting features.

| Call Processing Features | | |
|--|---|-------------------------------|
| Account Codes | Transfer (Unscreened) | Flexible Line Ringing |
| Verified /Non-verified Account Codes | Transfer to Voice Mail | Flexible Numbering |
| Forced Account Codes | Call Waiting | Coordinated Numbering Plan |
| Add-on Module (ADM) | Caller Identification | Handsfree Answerback |
| Advisory Messages | Camp on | Headset |
| Alarm Notification | Automatic Camp On | Hearing Aid Compatible |
| Alternate Answer Point | Off-hook Camp On | High Call Volume Buttons |
| Automatic Busy Redial | Camp On Busy | Hold |
| Automatic Call Distribution (ACD) Server | Cancel Button | Automatic Hold |
| Basic ACD Features | Classes of Service (COS) | Call Hold |
| Enhanced ACD Features | Conference Calls | Consultation Hold |
| Web-based Contact Center | Conference On-Hold | Exclusive Hold |
| Automatic Callback (ACB) | Join Button | Hold Recall |
| Automatic Line Selection (ALS) | Split/Join/Drop | Hot Dialing |
| Background Music (BGM) | Voice Mail Conference | Hot Desking/IP User Mobility |
| Call Completion | Credit Card Calling | Hotline Service |
| Call Forward | Day/Night Mode | IPedge Net |
| System Call Forward | Dial Directory | Line Buttons |
| Station Call Forward | Direct Inward Dialing (DID) | Pooled CO Line Button |
| Call History | Dialed Number Identification Service (DNIS) | Group CO Line Button |
| Call Park | Directory Numbers | Live System Programming |
| Call Park Orbits | Primary [DN] Buttons | Message Waiting |
| Park and Page | Phantom [DN] Buttons | Music/Messaging on Hold |
| Call Pickup | Pilot [DN] | Multiple Call/Delayed Ringing |
| Group Pickup | Direct Station Selection (DSS) | Off-Hook Call Announce (OCA) |
| Ringing, Page or Held Call Pickup | Distinctive LED Indicator | Override |
| Call Transfer | Distinctive Ringing | Class Of Service Override |
| Music or Ringing Option | Do Not Disturb (DND) | Do Not Disturb (DND) Override |
| Transfer with Camp On | Emergency Call | Executive Override |
| Transfer Immediate | Enhanced 911 (E911) | Privacy Override |
| Transfer Privacy | Emergency Ringdown | Paging |
| Transfer (Screened) | Feature Prompting with Soft Keys | Telephone Group Paging |

| Call Processing Features (continued) | | |
|---|---|--------------------------------|
| Emergency Page | Serial Hunting | Backup and Restore |
| Power Failure Protection | Circular Hunting | Maintenance and Administration |
| Privacy | Distributed Hunting | Software Upgrade |
| Privacy Override | Camp on to Hunt Groups | Tenant Services |
| Remote Update | Station Message Detail Recording (SMDR) | Traffic Measurement |
| Repeat Last Number Dialed | Survivability | Traffic Reports |
| Ringing | System Fault Finding and Diagnostics | Uniform Call Distribution |
| Ring Over Busy | Alarm Indication of System Faults | Unified Communications |
| Ringing Cadence | Fault Detection and Error Logs | VLAN Tagging |
| Speed Dial | Event and System Administration Logs | Voice or Tone Signaling |
| One Touch Buttons | Automatic Fault Recovery | Volume Control |
| Station Hunting | | |

| Messaging Features | | |
|----------------------------------|---|---------------------------|
| Automated Attendant | First-time User Tutorial (Mailbox Set-up) | Messaging as a POP Server |
| Departments | Forward/Rewind | Multi-site Networking |
| Department Partitioning | Future Delivery | VPIM |
| Departmental Time Zone | Hospitality Mailbox | Administration |
| Directory Assistance | Mailbox Owner Language Selection | Callout Length |
| Do Not Disturb | Mailbox Time Zone | Class of Service (COS) |
| Follow-Me | Message Call Back | Housekeeping |
| Follow-Me Connect Verification | Message Cascading | Import Data |
| Follow-Me Record to Mailbox | Message Delete Confirmation | Mailbox Mapping |
| Follow-Me Transfer Back | Message Waiting Indication | Mailbox Password |
| Holiday/Date-Based Greeting | Notification of Non-Receipt | Mailbox Role |
| No Response Destination | Octel® Prompt Emulation | Mailbox Search |
| Operation Mode | Park and Page | Mailbox Status |
| Simple Single-Digit Dialing | Pause Message | Mailbox Swap |
| Time of Day Greeting | Personal Assistant | Mailbox Transfer |
| Voice Messaging | Personal Automated Attendant | Maximum Greeting Length |
| Ad-Hoc Groups | Play New Messages Automatically | Maximum Message Length |
| Archive Mailbox | Priority Message | Maximum Messages |
| Automatic Message Copy | Programmable Menu Time out | Maximum Silence Timer |
| Call Queuing | Redirecting Messages | Message Playback Order |
| Call Record to Voice Mail | Retrieve a Deleted Message | Minimum Message Length |
| Call Screening | Return Receipt | Push Mailbox |
| Caller ID (CID) Routing | Review Saved Messages | Quick Glance |
| Cancel Operation | Speed Control | System Backup |
| Change Message Time | Soft Key Control of Voice Mail | System Monitor |
| Check Message Count | Subscriber's Menu | Transfer Supervision |
| Codec Support | System and Department Language Selection | Variable Password Length |
| Confidential Message | Variable Extension Length | Web Controller |
| Delete from Subscriber's Mailbox | Variable Mailbox Length | Reporting |
| Direct Transfer to Voice Mailbox | Volume Control | Full Report |
| Distribution Groups | Wake-Up Call | Mailbox List |
| End Recording Key | Unified Messaging | Mailbox Usage by Date |
| Envelope Information | Integration with Email Clients | Mailbox Usage Daily |
| External Message Notification | Messaging as an IMAP Server | Message by Mailbox |

| Messaging Features (continued) | | |
|---------------------------------------|--------------------------|---|
| Message Activity | System Hourly Statistics | Limited Password Entry Attempts |
| Outbound calls | System Statistics | Mailbox Lock and Administrator Notification |
| Port Statistics | Unattended Mailboxes | Secure Authentication for Outgoing Email |
| Scripts | Security | |
| System Group List | Limited Dial-Out Digits | |

| Call Manager Features | | |
|--|---|----------------------------------|
| Companion Applications | Action Variables | Using Companion Applications |
| Screen Colors ¹ | Personal Call Handler | Contacts |
| Using Call Manager Features | Creating Personal Call Handling Rules | History |
| Call Handling Features ¹ | Like Matches | ACD Viewer |
| Call Center Features | Unlike Matches | Chat |
| Preferences | Export Rules | Dialer |
| Config Settings ¹ | Importing Rules | Presence |
| Setting Up Hot Key Dialing & Popup of Call Manager window ¹ | Using Microsoft Outlook | Web Browser |
| Tab Settings | Dialing from within Outlook Contacts ¹ | OASYS Tracer Integration |
| Programmable Buttons ¹ | Incoming Calls | Online Help |
| Actions | While on a Call | CRM Integration with Screen Pops |
| Creating Actions | Integrating with Outlook Calendar | |

¹ Available in Call Manager Standard

| Meeting Features | | |
|--|---|---|
| Audio and Web Conferencing | Conducting Web Conferences | Using the Participants List |
| Creating Users | Starting a Web Conference | Inviting Additional Participants |
| Working with Users | Joining a Web Conference | Managing Participant Private Chat Permissions |
| Using Conferences | Performing the Web Meeting Startup Check | Changing Presentation Control |
| Defined Conferences Page | Understanding the Web Meeting Interface | Setting Your Display Name and Mood |
| Add Conference Page | Installing Screencaster | Removing a Participant from the Meeting |
| The Edit Conference Page | Sharing Your Desktop | Extending a Meeting |
| Inviting Users to Your Conference | Sharing the Whiteboard | Administrative Tools |
| Accepting an Invitation | Whiteboard Navigation | Leaving or Ending the Meeting |
| Conducting Audio Conferences | Sharing Documents | RealView |
| Joining a Conference | Document Navigation | Viewing Real Time Activity |
| Controlling Your Conferences Via The Phone | The Documents Menu | Controlling Conferences with RealView |
| Collecting Votes | Using the Annotation and Presentation Tools | Reports |
| Viewing the End of Conference Summary Report | Public Chat | |

Operating Environment

| | EC Server | EM Server |
|-----------------------|--------------------------------------|--|
| Operating Temperature | 50°F ~ 95°F; 10°C ~ 35°C | 50°F ~ 95°F; 10°C ~ 35°C |
| Operating Humidity | 8% ~ 90% (non condensing) | 8% ~ 90% (non condensing) |
| Storage Temperature | -20 ~ +60°C | -20 ~ +60°C |
| Power | 100 ~ 240 VAC; 50 ~ 60 Hz; 4 ~ 2 Amp | 100 ~ 127 / 200 ~ 240 VAC; 50/60 Hz, 8/4 Amp The IPedge EM server has two redundant, hot-swap power supplies. The server can run indefinitely on one supply. |
| Heat | 785 BTUs | 778 BTU/hour. 867 BTUs max. |

Software

The following software is included and installed on the *IPedge* server:

- Linux Operating System
- Java, Apache TomCat, MySQL platform software
- *IPedge* Core (Call Processing, Media Server)
- Voicemail / Unified Messaging
- Call Manager / Unified Communications
- Meeting / Meet Me Conferencing
- Enterprise Manager / Web-based administration

Deployment

The administration software, Enterprise Manager is built into the platform which reduces installation time. The Enterprise Manager can be securely accessed from any PC with a web-browser. The administrator can view all the servers and all stations connected to each server in the enterprise in one consolidated view which aids in planning the numbering scheme.

A single IP Address is required for *IPedge* Net routing configuration. *IPedge* Net configuration is improved with the use of “Quick Access Guides” to all the programs required to configure *IPedge* Net. It guides the administrator step-by-step through the configuration.

Administration

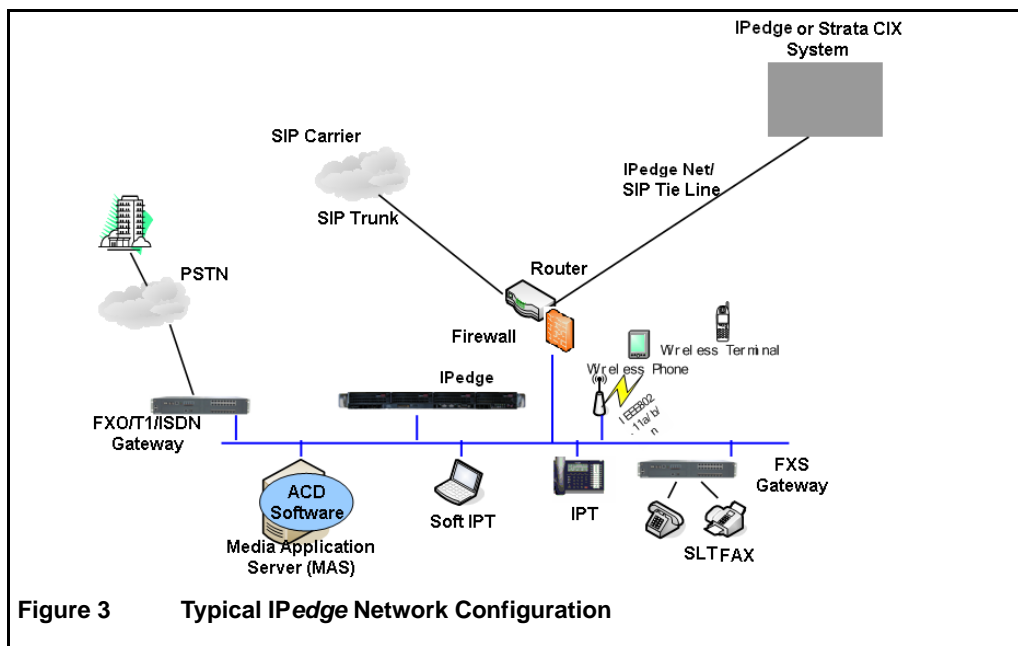
IPedge Enterprise Manager provides a web interface for users to configure data, manage, control and maintain all components of these applications, and to coordinate the configuration of all *IPedge* Solutions in an Enterprise System. The system can be administered remotely over the Internet. No administration application is required on the user’s PC.

In a networked multi-site system, all nodes are administered through a single location which provides centralized administration and database backup for the entire system.

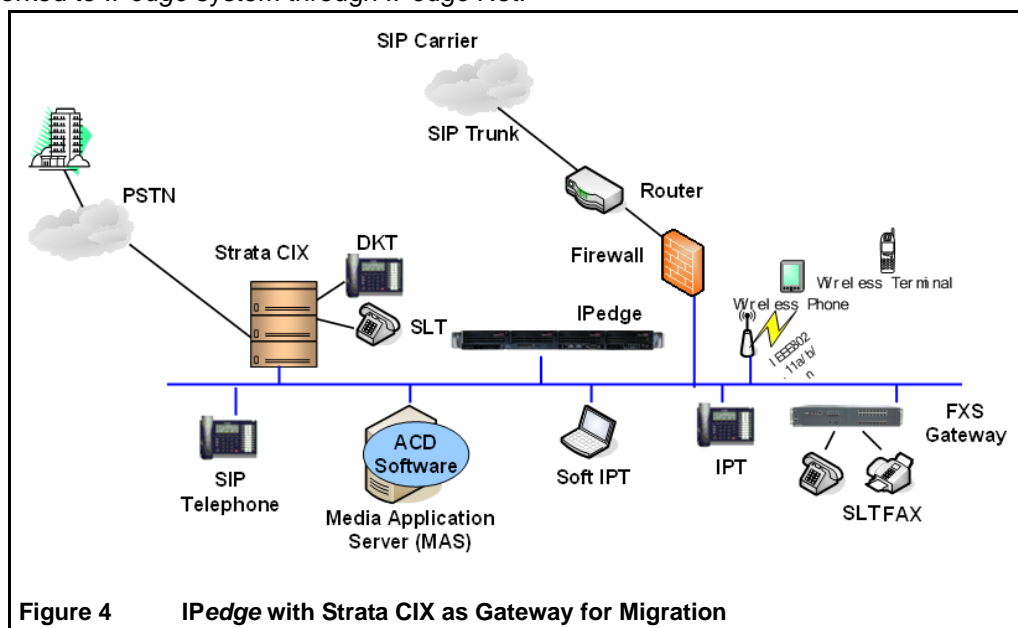
Configuration

In a typical network configuration with IPedge, the IPedge server is placed behind the NAT firewall and given a private IP address.

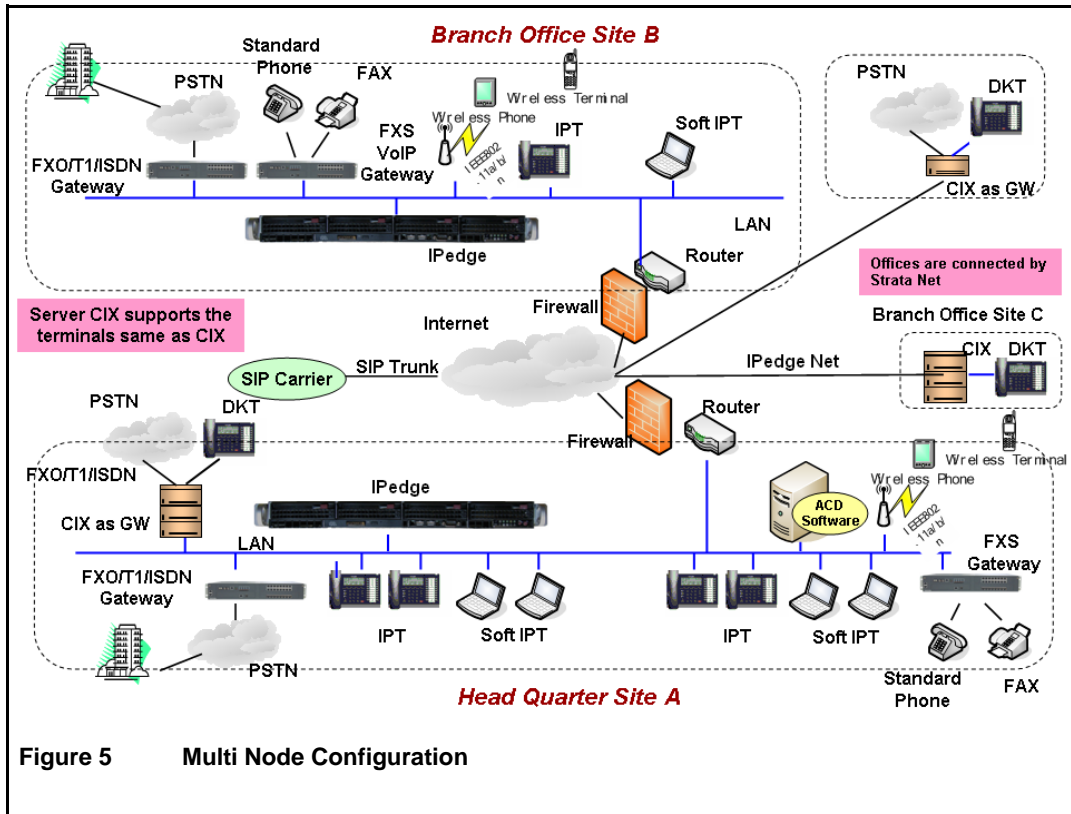
IPedge provides SIP trunking for incoming and outgoing calls. On the LAN, IPedge works with the Soft IPT and IP telephones. An FXO/T1/ISDN gateway is used to connect the all IP IPedge solution to PSTN networks.



Strata CIX system users can migrate to IPedge and minimize their investment by using their Strata CIX system as a gateway for PSTN interfaces and DKT telephones. The Strata CIX system with MIPU cards is networked to IPedge system through IPedge Net.



Multi-node IPedge and Strata CIX systems can be networked together using IPedge Net.



Supported Telephones/Endpoints

The IPedge system supports the following telephones:

- IP telephones that use Megaco +
 - IP-5000 with/without LM5110 or IDM5060, Soft IPT
- Application that uses Megaco +
 - Call Manager
 - PC Attendant Consoles
- 3rd Party SIP telephones – See table below.
- The following endpoints are supported through a Strata CIX system using IPedge Net.
 - Single Line Telephone
 - Digital Telephones – DP5000 and DKT3000 models
 - T1
 - Analog CO
 - PRI

Third Party Devices

The table below contains a list of external devices that can connect to the IPedge system.

| Third Party | Product Name | Product Type |
|-------------|---|---|
| Audiocodes | See "Audiocodes Part Numbers" on page 22 | |
| CyberData | VoIP Intercom | Door Phone |
| Motorola | EWP1000/EWP2000 | SIP WLAN Phone |
| Polycom | IP321, IP331, IP430, IP450, IP550, IP560, IP650 | Desk Phone |
| | IP670 | Color Desk Phone |
| | IP6000, IP7000 | Conference Phone |
| | Spectralink 8002, 8020, 8030 | SIP WLAN Phone |
| | KIRK 2010/4040/5020/5040 | SIP DECT Phone |
| Varaha | uMobility | Select Android, Blackberry, iPhone, Nokia and Windows Mobile devices. |

Capacities

The following tables contain IPedge capacities.

Table 1 Station/Peripherals System Capacities

| Stations | EC Server | EM Server |
|---|--------------------------------|--------------------------------|
| PC Attendant consoles | 2 | 6 |
| IP5000-series stations, SIP stations, Voicemail and Meeting | 200 per System | 1,000 per System |
| DSS Consoles | 5 per Station 24 per System | 8 per Station 24 per System |
| Add-on modules - LM5110, KM5020 | 160 | 800 |
| Simultaneous calls | 148 | 576 |

Table 2 Trunk Capacities

| Trunks | EC Server | EM Server |
|--|-----------|-----------|
| IPedge Net IP channels | 96 | 440 |
| SIP Trunk channels | 96 | 440 |
| Total Analog, T1, and ISDN trunk channels connected by gateways. | 96 | 440 |
| Channel Groups | 220 | 220 |

Table 3 IP Telephone Station Buttons

| Station Buttons per System | EC Server | EM Server |
|---|-----------|-----------|
| Call Forward, Personal CF Buttons | 160 | 1,000 |
| Caller ID (CLID) button (IP telephone only) | 160 | 1,000 |
| Group CO (GCO) Line Buttons ¹ | 96 | 440 |
| Pooled CO Line Buttons ² | 50 | 220 |
| CO Group and Pooled Line Buttons ² | 440 | 440 |
| Flexible Telephone Buttons | 48,000 | 48,000 |
| Line and DN Buttons in use at the same time | 6,000 | 6,000 |
| Message Waiting Registration (DNs with MW) | 1,344 | 1,344 |
| Multiple Appearances of DN on Telephones | 27,000 | 27,000 |
| Night Transfer Buttons | 192 | 192 |
| One Touch Buttons | 24,000 | 24,000 |
| Primary Directory Numbers [PDNs] per system | 200 | 1,000 |
| Phantom Directory Numbers [PhDNs] per system | 4,000 | 4,000 |
| [PhDNs] with Message Waiting Indication LED | 192 | 192 |

¹ This is the total number of all GCO or Pooled Line Buttons allowed in a system. Example: If the GCO1 button appears on 10 telephones, it counts as 10 buttons.

Table 4 System Feature Capacities

| Features | EC Server | EM Server |
|---|-----------|-----------|
| Pilot DNs | 256 | 256 |
| Advisory LCD Messages (Set on a Telephone) | 1 | 1 |
| Advisory LCD Messages Lists (per System) | 10 | 10 |
| Attendant Groups | 1 | 1 |
| Call Accounting SMDR Interface ¹ | 1 | 1 |

Table 4 System Feature Capacities(continued)

| Features | EC Server | EM Server |
|---|--------------------------|--------------------------|
| Call Forward, System CF Patterns | 48 | 48 |
| Call Park Orbits (General) | 96 | 96 |
| Call Park Orbits (Individual) | 576 | 576 |
| Minimum / Maximum Caller ID per Station Max means max records of a station | Min:0, Step:5 Max:200 | Min:0, Step:5 Max:200 |
| Maximum number of Stations that can have Caller ID/ANI/ DNIS Numbers stored (Call History records) | 600 | 600 |
| | 3,000 | 3,000 |
| CO Line Groups - Incoming Line Groups (ILG) | 220 | 220 |
| CO Line Groups - Outgoing Line Groups (OLG) | 220 | 220 |
| Outgoing Line Groups (OLG) Members per system (Trunks + ISDN Line Service Index) | 660 | 660 |
| Conference Channels | 24 | 96 |
| Conferencing (three-parties simultaneously) ² | installed channels/3 | installed channels/3 |
| Conferencing (eight-parties simultaneously) ² | installed channels/8 | installed channels/8 |
| Conference Party types (up to 8 total lines + stations) ² | 8 | 8 |
| Two-CO Line simultaneous Connection ² (Two party only, no telephone or VM channel) | 48 | 220 |
| DID Numbers for Calling Number ID/system | 1,500 | 1,500 |
| DNIS/DID Incoming Numbers (1~7) | 3,000 | 3,000 |
| DNIS/DID Routing Destination Numbers (1~6 digits) ³ | 9,000 | 9,000 |
| DNIS/DID Routing Destination Numbers (7~32 digits) ³ | 1,500 | 1,500 |
| Network DNs | 6,000 | 6,000 |
| Uniform Numbering Plan | 30,000 | 30,000 |
| E911 Groups | 128 | 128 |
| Emergency Call Groups | 128 | 128 |
| Hunt Groups (Serial/Circular/Distributed combined) | 1,100 | 1,100 |
| Hunt Group Size (DNs per group) | 160 | 1,000 |
| Hunt Group Stations (per system) | 5,000 | 5,000 |
| ISDN Line Service Indexes | 220 | 220 |
| Multiple Call Ring Group | 96 | 96 |
| Off-hook Call Announce to Telephone Speakers ⁴ | 200 | 1,000 |
| Page Groups (Phones with or without External Zones) | 24 | 24 |
| Paging – (Group Page – simultaneous stations paged) | 120 | 120 |
| Pickup Groups | 48 | 48 |
| Ring Tones (External Call Ring Tones for IP telephones) | 10 | 10 |
| Ring Tones (Internal Call Ring Tones for IP telephones) | 10 | 10 |
| Speed Dial - Station SD numbers per system ⁵ | 8,400 | 8,400 |
| Speed Dial - System SD numbers per system | 800 | 800 |
| Tenants | 8 | 8 |
| Destination Restriction Level (DRL) Classes | 16 | 16 |
| Verified Account Codes | 4,000 | 4,000 |
| Voice Mail SMDI Interface ¹ | 1 | 1 |

Table 4 System Feature Capacities(continued)

| Features | EC Server | EM Server |
|--------------------------------------|-----------|-----------|
| SIP URI per system | 1,000 | 1,000 |
| SIP Trunk service Index | 128 | 128 |
| LCR Exception Table Size | 2,500 | 2,500 |
| MAX digit number for LCR Route Plans | 19 | 19 |
| MAX Number of LCR Route Plans | 128 | 128 |
| CSTA Device Monitors | 1,152 | 1,152 |
| CSTA Call Monitors | 560 | 560 |

- ¹ SMDI and SMDR require a LAN interface.
- ² Conference channels are used dynamically, so the maximum number of simultaneous conferences is affected by the number of conference members in each conference. The total number of members in simultaneous conferences cannot exceed the total number of conference channels. Each conference can have up to eight members. Two CO line connections do not require a conference channel.
Third party SIP endpoints cannot be the originator of a conference call.
- ³ Each DNIS/DID Number uses up to three Routing Destination Numbers (Day1, Day2 and Night) in any combination of (1~6) and (7~32) digit numbers.
- ⁴ This is not the number of simultaneous OCA but the terminal number of OCA available. (Simultaneous number is limited by maximum capacity of line and call).
- ⁵ Up to 100 Station SD numbers, allocated in increments of 10, can be programmed per station.

Application Capacities

Table 5 Media Server

| | EC Server | EM Server |
|-----------|-----------|-----------|
| Resources | 216 | 480 |

Table 6 Meeting

| | EC Server | EM Server |
|-------------------|-----------|-----------|
| Audio Channels | 24 | 48 |
| Web Sessions | 24 | 48 |
| Conference Record | 4 | 8 |

Table 7 Call Manager

| | EC Server | EM Server |
|-------------------------|-----------|-----------|
| Users with Call Manager | 200 | 360 |

Table 8 Messaging

| | EC Server | EM Server |
|-------------------------|-------------|-------------|
| Departments | 999 | 999 |
| Mailboxes (basic or UM) | 5,000 | 10,000 |
| Script Mailboxes | 20 | 20 |
| Simultaneous Calls | 32 | 80 |
| Hours of Storage | 4,000 hours | 7,000 hours |

Network Requirements

Listed below are the requirements for a successful IPedge implementation.

LAN Requirements

- Network Assessment (Pathview and/or AppCritical or Similar)
- Network topology diagram
- Network Reliability (at the server level – not at the phone level): 99.999%
- POE for IP telephones is recommended
- Layer 3 voice prioritization strongly recommended
 - Layer 3: DiffServ:Enabled
 - Type:DSCP / DSCP for Voice: 46
- Layer 2 can also be supported per network requirements
 - Layer 2: 802.1p/802.1q(VLAN)
802.1p/802.1q support requires networking equipment for IPedge server and is supported by the IP 5000 series phones.
- 88kbps (G.711 audio) in each direction per simultaneous call
- 32kbps (G.729 audio) in each direction per simultaneous call
- Jitter: 10mS or less (+/- 5mSec)
- Packet Loss: <0.1%.
- Full Duplex Ethernet on all ports
- Target MOS (Mean Opinion Score) is 4.0
- Network monitoring with a tool such as WhatsUp Gold, OpenNMS, and Zenoss®.
- For SIP trunking a SIP application layer gateway is required in the firewall

VoIP Requirements for Remote Users

- Network Reliability – on the link that's in the customer's control 99.99%
- Layer 3 voice prioritization recommended
 - Layer 3: DiffServ:Enabled / ToS Type:DSCP / DSCP for Voice: 46
- 88kbps (G.711 audio) in each direction per simultaneous call

Note Media traffic is Peer-to-Peer

- Less than 80 ms latency recommended
- Jitter: 20mS or less (+/- 10mSec)
- Packet Loss: < 1%.

VoIP Requirements for WiFi Users

- VoIP Products and Applications
 - PC's with SoftIPT, Call Manager
 - Polycom 8000 series WiFi phones
 - Motorola TEAM application and phones
 - uMobility on iPhone, Windows Mobile, Android, Blackberry
- QoS
 - 802.11e/WMM recommended
 - Layer 3 DiffServ/DSCP/ToS 46
- Network Reliability: 99.99%
- 88kbps (G.711 audio) in each direction per simultaneous call
- 32kbps (G.729 audio) in each direction per simultaneous call

Note Media traffic is Peer-to-Peer

- Less than 80 ms latency recommended
- Jitter: 20ms or less (+/- 10mSec)
- Packet Loss: < 1%
- Support for 802.11b,g,a & n

Pricing

New IP5000-series Telephone Pricing

With the launch of the IPedge product line the IP5000-series telephones can be used on different platforms. Toshiba is lowering the price of the telephones when purchased separately so that they may be stocked and used with any system. The IP5000 telephones can still be purchased at promotional prices when bundled with licenses for the Strata CIX. See the on-line Price Book on FYI for details.

New Quote

There is a new version of our configuration and quoting tool, now just called Quote, that can be used to generate quotes for IPedge or Strata CIX. After you start up quote you can select Quote > New IPedge Quote or Quote > New Strata CIX Quote. For IPedge quotes, there is also a new tab called Defined Users. This tab allows you to define a user type, for example "Staff", enter the number users with this configuration, select the type of IP5000 telephone, add on module, and license-features. This allows you to Quote IPedge systems in a way that ties more closely to how the customers provide the information.

Table 9 Part Numbers

| Part Number | Description |
|-----------------------|--|
| I-EC-1A | IPedge EC model rack mount server. Factory equipped with a Linux operating system, single 160GB SATA hard drive, 4GB RAM, and all the necessary software to support IPedge features. Optional 4-post and 2-post rail kits sold separately. Requires I-SYS-EC license. |
| I-EC-BZL-1A | Optional custom red front bezel with Toshiba and IPedge logos for I-EC-1A server. Provides a sleek look and secures accessibility. Includes two keys. (Buy extra bezel keys using the I-BEZEL-KEY part number). |
| I-EC-HDD ¹ | Spare 160GB SATA hard drive for IPedge model I-EC-1A servers. |
| I-EC-PWR SUPPLY | Spare power supply for IPedge model I-EC-1A server. |
| I-EC-RL2-1A | Two post rail kit to mount IPedge server model I-EC-1A server in a two post server rack. |
| I-EC-RL4-1A | Four post rail kit to mount IPedge server model I-EC-1A server in a four post server rack. |
| I-EM-1A | IPedge EM model rack mount server. Factory equipped with a Linux operating system, two 300GB SAS hard drives in RAID1 configuration, 12GB RAM, dual redundant power supplies, and all the necessary software to support IPedge features. System ships with one 4-post rail kit. Requires I-SYS-EM license. |
| I-EM-BZL-1A | Optional custom red front bezel with Toshiba and IPedge logos for I-EM-1A server. Provides a sleek look and secures accessibility. Includes two keys. (Buy extra bezel keys using the I-BEZEL-KEY part number). |
| I-EM-HDD | Spare 300GB SAS hard drive for IPedge model I-EM-1A servers. |
| I-EM-PWR SUPPLY | Spare power supply module for IPedge model I-EM-1A server. |
| I-EC-HDD | Spare 160GB SATA hard drive for IPedge model I-EC-1A servers. |
| I-EC-PWR SUPPLY | Spare power supply for IPedge model I-EC-1A server. |
| I-EM-HDD | Spare 300GB SAS hard drive for IPedge model I-EM-1A servers. |
| I-EM-PWR SUPPLY | Spare power supply module for IPedge model I-EM-1A server. |
| I-BEZEL-KEY | One spare key for the bezel locks for I-EC and I-EM custom bezels. Key fits both locks. As needed for spares. |

Table 9 Part Numbers (continued)

| License Part Numbers | |
|-----------------------------|---|
| I-CM-1 | IPedge Call Manager Advanced provides all Call Manager capabilities. VoIP voice plug-in is sold separately per user. |
| I-CM-STD1 | IPedge Call Manager Standard version provides the screen based telephony and Outlook Contact dialing. Bundled with IPedge user license and not required to purchase. |
| I-CM-V1 | IPedge Call Manager voice plug-in license to add VoIP per user. Requires I-CM-1 |
| I-CP-AUX | IPedge Auxiliary Channel license for each channel of Attendant Console, or ACD Voice Announcement channel. |
| I-CP-CSTA | IPedge CSTA license - per application |
| I-CP-SOFTIPT | One required for each SoftIPT user on IPedge. Also requires a user license (I-CP-USR-EM or I-CP-USR-EC). |
| I-CP-IPENET | One required for each IPedge Net channel. |
| I-CP-TRUNK | IPedge Trunk - per channel of SIP, PRI or Analog Gateway |
| I-CP-USR2 | Provides IPedge license for 2 SIP Lines on a single device. |
| I-CP-USR-EC | IPedge user or endpoint license - per endpoint on EC server |
| I-CP-USR-EM | IPedge user or endpoint license - per endpoint on EM server |
| I-MS-1 | IPedge Media Server resource license. One required for each channel of Music-On-Hold, Group Paging, and Call Progress Ring Tones. |
| I-MSG-ADV | IPedge IP Messaging Advanced User - per user. This license includes basic voicemail features plus unified messaging. |
| I-MSG-ADV UP | IPedge IP Messaging Advanced User upgrade- per user. This license requires the I-MSG-BAS and adds unified messaging. |
| I-MSG-BSC | IPedge IP Messaging Basic User - per user. This license includes basic voicemail features. |
| I-MSG-CH | One IPedge Messaging simultaneous channel license required for each simultaneous call into voicemail. |
| I-MSG-DEPT | One IPedge Messaging department license required to enable each department or auto attendant group. |
| I-MSG-SCRIPT | One IPedge Messaging Script license required per script running on the system. |
| I-MT-A | IPedge Meeting meet-me conferencing audio channel License. One required for each simultaneous meet-me audio conferencing participant. Minimum 4. |
| I-MT-RCD | IPedge Meeting Audio Conference Record License. One required for each simultaneous channel of audio conference recording. |
| I-MT-W | IPedge Meeting Web Conference Application - per concurrent user IPedge Meeting meet-me conference web collaboration channel license. One required for each simultaneous web collaboration session participant. |
| I-SYS-EC-DSCNT | IPedge System License for EC server. One required for each system. Special price with bundled licenses: 24 I-CP-USR-EC, 12 I-CP-TRUNK, 13 I-MS-1, 24 I-MSG-ADV, 1 I-MSG-DEPT, 6 I-MSG-CH, 1 I-SYS-PLTFM-EC. This is the discount price version of I-SYS-EC. Also bundled with 24 I-CM-STD1 Call Manager Standard Edition. |
| I-SYS-EC | IPedge System License for EC server. One required for each system. Bundled licenses include: 24 of I-CP-USR-EC, 12 of I-CP-TRUNK, 13 of I-MS-1, 24 of I-MSG-ADV, 1 of I-MSG-DEPT, 6 of I-MSG-CH, and 1 of I-SYS-PLTFM-EC. |
| I-SYS-EM-DSCNT | IPedge System License for EM server. One required for each system. Special price, with bundled licenses: 32 I-CP-USR-EC, 16 I-CP-TRUNK, 18 I-MS-1, 32 I-MSG-BSC, 8 I-MSG-CH, 1 I-MSG-DEPT, 1 I-SYS-PLTFM-EM. This is the discount price of I-SYS-EM. Also includes 32 of the I-CM-STD1 Call Manager Standard. |

Table 9 Part Numbers (continued)

| | |
|-----------------------------|--|
| I-SYS-EM | IPedge System License for EM server. One required for each system. Bundled licenses include: 32 of I-CP-USR-EC, 16 of I-CP-TRUNK, 18 of I-MS-1, 32 of I-MSG-ADV, 8 of I-MSG-CH, 1 of I-MSG-DEPT, and 1 of I-SYS-PLTFM-EM. |
| I-SYS-PLTFM-EC | IPedge EC system Redhat Linux OS and database MySQL and base platform software license. One required per system. Usually purchased as part of the I-SYS-EC bundle. (Not purchasable in FYI as it is included in the bundles). |
| I-SYS-PLTFM-EM | IPedge EM system Redhat Linux OS and database MySQL and base platform software license. One required per system. Usually purchased as part of the I-SYS-EM bundle. (Not purchasable in FYI as it is included in the bundles). |
| I-CP-ACD | IPedge ACD application License (External ACD) |
| LIC-ACD | ACD license. Required to activate ACD support in an IPedge or Strata CIX system (one license is included in ACD turnkey packages and software packages). One license is required for each system in the network ACD system. Also required for Tracer and Talkument system if ACD or Net Phone is not installed. On IPedge an I-CP-AUX license is required for each voice announce channel. On Strata CIX, a basic port license is required for each voice announce channel. |
| I-CP-ATT | IPedge Attendant Console License - per console |
| LIC-ATT | One license is required to activate each Attendant Console on an IPedge or Strata CIX or CTX system. This license is also bundled with Toshiba supplied Attendant Console PCs IPATTCONS, CIX-IPATTCONS and CTX-ATTCONSOLE2 so it is NOT necessary to order the LIC-ATT for these parts. LIC-ATT should only to be ordered separately when using a Dealer or customer supplied PC for the Attendant Console. This license can be used for the Attendant Console with an IP or Digital talk path on Strata CIX And CTX. Attendant Console Software and Documentation is available for download on TSD FYI. On IPedge I-CP-AUX is also required, on Strata CIX or CTX a Basic Port license is required. |
| SUS | Software Support and Upgrade Service (SUS) token. This part is required when purchasing Software Support and Upgrade Service for a system which has a Multi-Year Support Agreement. Quote and FYI will calculate the quantity to be purchased and FYI will prompt the Dealer at time of license generation. Dealer will use this "SUS" license part number to complete the license generation process. |
| User License Bundles | |
| I-USR-ADV-EC | IPedge EC Advanced UC User Bundle IPedge - with user license, advanced (unified) messaging, call manager, and call manager voice. Includes I-CP-USR-EC, I-MGS-ADV, I-CM-1 and I-CM-V1. |
| I-USR-ADV-EM | IPedge EM Advanced UC User Bundle IPedge - with user license, advanced (unified) messaging, call manager, and call manager voice. Includes I-CP-USR-EM, I-MGS-ADV, I-CM-1 and I-CM-V1. |
| I-USR-BASIC-EC | IPedge EC Basic User Bundle with voicemail. Includes I-CP-USR-EC and I-MSG-BSC. |
| I-USR-BASIC-EM | IPedge EM Basic User Bundle with voicemail. Includes I-CP-USR-EM and I-MSG-BSC. |
| I-USR-DSKPC-EC | IPedge EC Desk and PC User Bundle with unified messaging and call manager. Includes I-CP-USR-EC, I-MSG-ADV and I-CM-1. |
| I-USR-DSKPC-EM | IPedge EM Desk and PC User Bundle with unified messaging and call manager. Includes I-CP-USR-EM, I-MSG-ADV and I-CM-1. |
| I-USR-DSKVM-EC | IPedge EC User Bundle with Call Manager and basic voicemail. Includes I-CP-USR-EC, I-CM-1 and I-MSG-BSC. |
| I-USR-DSKVM-EM | IPedge EM User Bundle with Call Manager and basic voicemail. Includes I-CP-USR-EM, I-CM-1 and I-MSG-BSC. |
| I-USR-STD-EC | IPedge EC User bundle with Call Manager Standard. Includes I-CP-USR-EC and I-CM-STD1. |

Table 9 Part Numbers (continued)

| | |
|----------------|---|
| I-USR-STD-EM | IPedge EM User bundle with Call Manager Standard. Includes I-CP-USR-EM, I-CM-STD1. |
| I-USR-STDUM-EC | IPedge EC User bundle with call Manager Standard and Unified Messaging. Includes I-CP-USR-EM, I-CM-STD1 and I-MSG-ADV. |
| I-USR-STDUM-EM | IPedge EM User bundle with Call Manager Standard and Unified Messaging. Includes I-CP-USR-EM, I-CM-STD1 and I-MSG-ADV. |
| I-USR-STDVM-EC | IPedge EC User with Call Manager Standard and Basic Voicemail. Includes I-CP-USR-EC and I-MSG-BSC. |
| I-USR-STDVM-EM | IPedge EM User bundle with Call Manager Standard and Basic Voicemail. Includes I-CP-USR-EC, I-CM-STD1 and I-MSG-BSC. |
| I-USR-UM-EC | IPedge EC User bundle with Unified Messaging. Includes I-CP-USR-EC and I-MSG-ADV. |
| I-USR-UM-EM | IPedge EM User bundle with Unified Messaging. Includes I-CP-USR-EM and I-MSG-ADV. |

¹ Toshiba strongly recommends that dealers carry at least one spare hard drive to support their installed base. Hard drives are field replaceable.

Table 10 Audiocodes Part Numbers

| Part Number | Description |
|-----------------|--|
| MP1122SSIP-BDL | Bundles the MP112/2S/SIP gateway + Audiocodes Enhanced Technical Support + Hardware Replacement Warranty. MediaPack 112 Analog VoIP Gateway, 2 FXS, SIP Package including 2 FXS analog lines, single 10/100 BaseT, AC power supply, G.711/723.1/726/727/729AB Vocoders, SIP. Bundle-includes MP112/2S/SIP Gateway + Ext. Support + AWR. (Can only be purchased as a bundle which includes Enhanced Technical Support and Hardware Warranty Replacement. THERE IS NO OUT-OF-WARRANTY REPAIR available for this item. Unit must be in warranty to qualify for replacement coverage in case of defects. FYI will send a reminder to the dealer to reactivate the warranty for an additional year). |
| MP1142SOSIP-BDL | Bundles the MP114/2S/2O/SIP gateway + Audiocodes Enhanced Technical Support + Hardware Replacement Warranty. MediaPack 114 Analog VoIP Gateway, 2 FXS, 2 FXO SIP Package including 2 FXO and 2 FXS analog lines, single 100/10 BaseT, AC power supply, including G.711/723.1/726/727/729AB Vocoders, SIP. (Can only be purchased as a bundle which includes Enhanced Technical Support and Hardware Warranty Replacement. THERE IS NO OUT-OF-WARRANTY REPAIR available for this item. Unit must be in warranty to qualify for replacement coverage in case of defects. FYI will send a reminder to the dealer to reactivate the warranty for an additional year).Bundle-includes MP114/2S/2O/SIP Gateway + Ext. Support + AWR |
| MP114/4SSIP-BDL | Bundles the MP114/4S/SIP gateway + Audiocodes Enhanced Technical Support + Hardware Replacement Warranty. MediaPack 114 Analog VoIP Gateway, 4 FXS, SIP Package including 4 FXS analog lines, single 10/100 BaseT, AC power supply, life line support (requires additional life line cable), G.711/723.1/726/727/729AB Vocoders, SIP. (Can only be purchased as a bundle which includes Enhanced Technical Support and Hardware Warranty Replacement. THERE IS NO OUT-OF-WARRANTY REPAIR available for this item. Unit must be in warranty to qualify for replacement coverage in case of defects. FYI will send a reminder to the dealer to reactivate the warranty for an additional year). |

Table 10 Audiocodes Part Numbers (continued)

| | |
|----------------|---|
| MP1144OSIP-BDL | <p>Bundles the MP114/4O/SIP gateway + Audiocodes Enhanced Technical Support + Hardware Replacement Warranty.</p> <p>MediaPack 114 Analog VoIP Gateway, 4 FXO SIP Package including 4 FXO analog lines, single 10/100 BaseT, AC power supply, life line support (requires additional life line cable), G.711/723.1/726/727/729AB Vocoders, SIP. (Can only be purchased as a bundle which includes Enhanced Technical Support and Hardware Warranty Replacement. THERE IS NO OUT-OF-WARRANTY REPAIR available for this item. Unit must be in warranty to qualify for replacement coverage in case of defects. FYI will send a reminder to the dealer to reactivate the warranty for an additional year).</p> |
| MP1184S4O-BDL | <p>Bundles the MP118/4S/4O/SIP gateway + Audiocodes Ext. Technical Support + Advance Warranty Replacement.</p> <p>MediaPack 118 Analog VoIP Gateway, 4 FXS, 4 FXO SIP Package including 4 FXO and 4 FXS analog lines, single 100/10 BaseT, AC power supply, including G.711/723.1/726/727/729AB Vocoders, SIP. (Can only be purchased as a bundle which includes Enhanced Technical Support and Hardware Warranty Replacement. THERE IS NO OUT-OF-WARRANTY REPAIR available for this item. Unit must be in warranty to qualify for replacement coverage in case of defects. FYI will send a reminder to the dealer to reactivate the warranty for an additional year).</p> |
| MP1188SSIP-BDL | <p>Bundles the MP118/8S/SIP gateway + Audiocodes Enhanced Technical Support + Hardware Replacement Warranty.</p> <p>MediaPack 118 Analog VoIP Gateway, 8 FXS, SIP Package including 8 FXS analog lines, single 10/100 BaseT, AC power supply, life line support (requires additional life line cable), including G.711/723.1/726/727/729AB Vocoders, SIP. (Can only be purchased as a bundle which includes Enhanced Technical Support and Hardware Warranty Replacement. THERE IS NO OUT-OF-WARRANTY REPAIR available for this item. Unit must be in warranty to qualify for replacement coverage in case of defects. FYI will send a reminder to the dealer to reactivate the warranty for an additional year).</p> |
| MP1188OSIP-BDL | <p>Bundles the MP1188OSIP gateway + Audiocodes Enhanced Technical Support + Hardware Replacement Warranty.</p> <p>MediaPack 118 Analog VoIP Gateway, 8 FXO, SIP Package including 8 FXO analog lines, single 10/100 BaseT, AC power supply, life line support (requires additional life line cable), including G.711/723.1/726/727/729AB Vocoders, SIP. (Can only be purchased as a bundle which includes Enhanced Technical Support and Hardware Warranty Replacement. THERE IS NO OUT-OF-WARRANTY REPAIR available for this item. Unit must be in warranty to qualify for replacement coverage in case of defects. FYI will send a reminder to the dealer to reactivate the warranty for an additional year).</p> |
| M1K-D1-BDL | <p>Bundles the M1K-D1 gateway + Audiocodes Enhanced Technical Support + Hardware Replacement Warranty.</p> <p>Mediant 1000 VoIP Gateway, 1 E1/T1, SIP package including single module of 1 span E1/T1, dual 10/100BaseT Ethernet, and single AC power supply. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723 (Can only be purchased as a bundle which includes Enhanced Technical Support and Hardware Warranty Replacement. THERE IS NO OUT-OF-WARRANTY REPAIR available for this item. Unit must be in warranty to qualify for replacement coverage in case of defects. FYI will send a reminder to the dealer to reactivate the warranty for an additional year).</p> |

Table 10 Audiocodes Part Numbers (continued)

| | |
|------------|---|
| M1K-D2-BDL | <p>Bundles the M1K-D1 gateway + Audiocodes Enhanced Technical Support + Hardware Replacement Warranty.</p> <p>Mediant 1000 VoIP Gateway, 1 E1/T1, SIP package including single module of 1 span E1/T1, dual 10/100BaseT Ethernet, and single AC power supply. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723 (Can only be purchased as a bundle which includes Enhanced Technical Support and Hardware Warranty Replacement. THERE IS NO OUT-OF-WARRANTY REPAIR available for this item. Unit must be in warranty to qualify for replacement coverage in case of defects. FYI will send a reminder to the dealer to reactivate the warranty for an additional year).</p> |
| M1K-D3-BDL | <p>Bundles the M1K-D3 gateway + Audiocodes Enhanced Technical Support + Hardware Replacement Warranty.</p> <p>Mediant 1000 VoIP Gateway, 4 E1/T1, SIP Package including single module of 4 spans E1/T1, dual 10/100BaseT Ethernet, and single AC power supply. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. (Can only be purchased as a bundle which includes Enhanced Technical Support and Hardware Warranty Replacement. THERE IS NO OUT-OF-WARRANTY REPAIR available for this item. Unit must be in warranty to qualify for replacement coverage in case of defects. FYI will send a reminder to the dealer to reactivate the warranty for an additional year).</p> |
| M1K-D4-BDL | <p>Bundles the M1K-D4 gateway + Audiocodes Enhanced Technical Support + Hardware Replacement Warranty.</p> <p>Mediant 1000 VoIP Gateway, 1 Fractional Span SIP Package including a single module of 1 Fractional span E1/T1 (15 voice channels), dual 10/100BaseT Ethernet, and single AC power supply. Supports mixed configurations of Analog and Digital voice modules. Control protocol: SIP, including G.711/723.1/726/727/729AB Vocoders. (Can only be purchased as a bundle which includes Enhanced Technical Support and Hardware Warranty Replacement. THERE IS NO OUT-OF-WARRANTY REPAIR available for this item. Unit must be in warranty to qualify for replacement coverage in case of defects. FYI will send a reminder to the dealer to reactivate the warranty for an additional year).</p> |

Warranty, Software Support and Upgrades

With *IPedge* we are introducing new programs for warranty and software support and upgrades. These programs are designed to carry on Toshiba traditions for quality and low total cost of ownership, while recognizing the expansion from the hardware-centric converged systems to software-centric, server-based unified communications platforms.

Warranty

IPedge servers include a standard 1 year limited warranty on hardware that includes advance replacement. This warranty can be extended for a period of 2 or 3 years. This warranty includes advanced replacement of equipment.

The IP5000-series telephones have a standard 2 year warranty which can be extended up to 7 years.

Refer to Toshiba's third-party warranty for third-party products.

Software Support with Upgrade Service

The purchase of a new *IPedge* system includes 1 year of software support with upgrades. This annually renewed program includes technical support, problem fixes, as well as minor and major software releases. The Software Support and Upgrade program should be renewed on an annual basis, if not renewed, a reinstatement fee of 25% will be applied. Please refer to the *IPedge* General Description for more details.

Documentation

Internet site FYI (<http://fyi.tsd.toshiba.com>) contains all current *IPedge* documentation and enables you to view, print and download current publications. On FYI, see *IPedge* > Documentation for:

- *IPedge* General Description
- *IPedge* Installation Manual
- *IPedge* Telephone, Messaging, and Call Manager User Guide
- *IPedge* Feature Description and Implementation
- *IPedge* IP5000-Series Telephone Quick Reference Card

Availability

The *IPedge* is currently available. Dealer Sales and Technical Training and Certification is required to purchase the *IPedge* system(s).

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