

# TOSHIBA

Leading Innovation >>>

## Discover the Power of Toshiba's IP Communication Solutions

Strata CIX40



# BIG BUSINESS PERFORMANCE AT AN AFFORDABLE PRICE

## Powerful Capabilities for your Business

Toshiba's Strata® CIX™40 IP communication system puts powerful IP telephony capabilities at your small business, enterprise branch, or retail locations. No matter what size your company is, you need all the edge you can get when it comes to your communications tools.

Your telecommunications system is one of your biggest assets, with the power to attract customers, save money, enhance productivity, and improve customer satisfaction. This is why so many leading companies choose Toshiba. Toshiba's IP communication solutions are designed to drive business process integration and unified communications to create value, efficiency, and maximize return on investment for our customers.

Whether you're just getting started or are growing or adding new locations, communication is key to keeping your customers, employees, and vendors connected. Toshiba offers a full line of Strata CIX communication systems that give you the flexibility to grow, add features, and customize functions as needed. Plus, Toshiba's Strata Net technology lets you network multiple Strata CIX systems, dramatically expanding capacity or improving integration between locations.

## Configuration Versatility

The Strata CIX40 is a highly versatile and scalable system designed to give you the ultimate in feature and upgrade flexibility. Configure it as a single site telephone system and add to it as your business grows, or as a branch location networked with other Strata CIX systems.

Toshiba's innovative system architecture allows you to implement an all IP solution, all digital, or a mix of IP and digital telephones that meet your needs. You can migrate to IP capabilities as your organization's needs change.

## Powerful Strata CIX40 Capabilities:

- > 8, 16, or 24 IP channels for IP telephone connections, SIP Trunking, and/or IP Strata Net multi-system networking
- > Add advanced applications as you need them for Unified Messaging, Call Center ACD and Reporting, CRM integration, Voice Logging, Web-based Personal and System Administration, and FeatureFlex® feature customization
- > 4-11 trunks with Caller ID
- > 8-16 digital telephones
- > 1-2 analog endpoints
- > 4, 6, or 8 ports of Voice Mail and Auto Attendant with live message call monitoring, LCD feature prompting, soft keys, call recording and much more
- > Fully upgradeable, protecting your technology investment



# CHOICE OF ENDPOINTS

## Solutions for Every User

The versatile Strata CIX40 supports all types of endpoints and devices, including a complete line of IP telephones, SoftIPT® soft phones on notebook computers and PDAs, wireless IP telephones,

add-on modules, DSS consoles, attendant consoles, as well as SIP telephones, analog telephones, and Toshiba digital telephones. With the flexibility you want, you can build the communication system you need.



# BIG APPLICATIONS FOR SMALL BUSINESSES

## Integrated Voice Mail

Voice processing applications help you improve customer service by providing callers with instant attention, responsiveness, and access to information.

Capabilities:

- Simplify voice mailbox operation through a Toshiba IP or digital telephone with LCD display and soft keys
- Record calls directly into your voice mailbox with a single button on your telephone
- Communicate effectively both in and out of the office with other employees and customers 24 hours-a-day, 365 days-a-year

## Video Conferencing and Collaboration

Toshiba has made video applications virtually as easy to use as traditional telephones with the Video Communication Solution (VCS®). It's 100 percent compatible with Strata CIX systems and Toshiba telephones, delivering a very affordable entry point into video communication and collaboration. Users can share Windows® desktops and applications with each other, allowing them to enjoy an affordable easy to deploy multimedia collaboration experience.

## Media Application Server

Toshiba's Media Application Server supports voice processing and all value-added applications integrated within one platform that connects to the Strata CIX via Ethernet.

Applications:

- Auto Attendant
- Voice Mail
- Automated Speech Recognition
- Text-To-Speech
- Unified Messaging
- Fax Integration
- Interactive Voice Response
- Automatic Call Distribution (ACD)
- ACD Reporting
- Toshiba-approved 3rd party Computer Telephony Integration (CTI) and CRM applications
- Info Manager® Web-based telephone applications
- FeatureFlex adaptability tools
- eManager® browser-based system administration
- My Phone Manager® browser-based personal telephone administrator
- Video Communication Solution (VCS)



# SIMPLIFY COMMUNICATIONS

## Ease of Use

Advanced technology shouldn't be complicated. The easier it is to use, the more useful and valuable it becomes. Toshiba makes this concept a driving force in the Strata CIX40, giving you access to powerful, built-in features, yet enabling you to use them all with ease. No complex procedures or extensive training necessary.

- > It all begins with the easy-to-read LCD display that makes functions, features, and key information readily-accessible
- > Programmable buttons let you assign your own functions based on how you work best
- > Thanks to call handling features like Caller ID, you can manage your calls – and your schedule – with ease, deciding which ones to accept now and which to send to voice mail

## Build Your Professional Image

Solutions such as Auto Attendant and Voice Mail help you maintain a professional image after hours, or whenever you are unable to answer calls. Let Toshiba's technology work for you as an additional employee.

## Money Saving Features

The Strata CIX40 saves you money and improves profitability, and streamlines operations with numerous innovative features, including:

- > The ability to restrict long-distance calls or particular area codes
- > Automatic call routing over the least costly trunk line or carrier
- > Remote programming and testing, making upgrades fast, simple, and efficient

## Mobility Lets You Stay Connected

Take productivity to a higher level using wireless IP telephones that operate over your Wireless Local Area Network (WLAN), and enable you to roam anywhere your WLAN provides coverage.

Or use SoftIPT soft phone clients that operate on your notebook PCs or PDAs and enable you to access all the features of your desk phone via your WLAN or from anywhere your company's LAN can be accessed through the Internet.



# FEATURE HIGHLIGHTS

## System Features

Account Codes <ul style="list-style-type: none"><li>Forced</li><li>Voluntary</li><li>Verifiable</li><li>Account Code Button</li><li>Account Code Revision</li></ul>	CO Line Groups	LCD Clock/Calendar Display	Night Relay Service
Administration/Programming (Optional)* <ul style="list-style-type: none"><li>Live System Programming</li><li>Remote Access</li></ul>	CO Line Queuing	LCD CO Line Identification	Release Button
Alternate Answer Point	Conferencing (8 party) <ul style="list-style-type: none"><li>Multi-Stations</li><li>Multi-CO Lines</li></ul>	Incoming/Outgoing	Release/Answer Button
Automatic Busy Redial	Continuous DTMF Signal Time	LCD Dial Input Verification	Repeat Last Number Dialed
Automatic Call Distribution (Optional)* <ul style="list-style-type: none"><li>Advanced Call Routing</li><li>Skills-Based Routing</li><li>Priority Queuing</li><li>Multiple Group Agent Login</li><li>Call Recording</li><li>Voice Assistant ODBC Database</li><li>Text-To-Speech</li><li>MIS Interface (Optional)*</li></ul>	Credit Card Calling ("0"+ Dialing)	LCD Directory Assistance	Ringing Line Preference
Automatic Callback Intercom	Day/Night Modes with Auto Switching	LCD Feature Prompting with Soft Key Operation <ul style="list-style-type: none"><li>System and Station Features</li><li>Voice Mail Features</li></ul>	SIP Trunks***
Automatic Dialing Buttons	Delayed Ringing	LCD Intercom User Name Display	Speakerphone On/Off Control
Automatic Hold	Direct Inward System Access	LCD Message Waiting Station Display	Standard Telephone Compatibility with Message Waiting
Automatic Hold/Park Recall	Direct Station Select/Busy Lamp Buttons	LCD Multiple Languages (E-F-S)	Speed Dial <ul style="list-style-type: none"><li>Station</li><li>System</li></ul>
Automatic Line Selection	Direct Station Selection Console (Optional) <ul style="list-style-type: none"><li>All Call Voice Page</li><li>Automatic Line Hold</li><li>DND Status Indication</li><li>DND Override</li><li>CO Line Button Assignment</li><li>Expanded Line Appearance</li><li>Multiple DSS Consoles</li><li>Night Transfer</li><li>Speed Dial Button Assignment</li><li>Voice or Tone Signaling</li></ul>	LCD Override Station Number Display	Station Hunting
Automatic Release From Hold	DISA Security Code Revision	LCD Recalling Station Identification	Station Message Detail Recording Interface (Optional)
Automatic Release From Voice Mail	Distinctive LED Indicators <ul style="list-style-type: none"><li>I Called</li><li>I Hold</li><li>I Use</li></ul>	LCD Search By Name and Dial	System Maintenance <ul style="list-style-type: none"><li>Error Logs</li><li>Automatic Fault Recovery</li><li>Maintenance and Administration via LAN</li><li>System Administration Logs</li><li>System Trace (Multi-level)</li><li>SNMP Traps</li><li>System Alarms (eMonitor)</li><li>Traffic Measurement and reporting</li></ul>
Auxiliary Device Interface (Optional)	Distinctive Ringing	LCD Speed Dial Directory Dialing	System Program <ul style="list-style-type: none"><li>Upload/Download*</li></ul>
Background Music Interface with Station Control*	Do Not Disturb	LCD Station Status Display	Tandem CO Line Connections
Busy Override	Do Not Disturb Override	Least Cost Routing	TAPI Compliant
Busy Station Transfer/Ringing	Door Lock Control	Loop Start Lines	Tenant Service
Call Forward <ul style="list-style-type: none"><li>All Calls</li><li>Busy</li><li>No Answer</li><li>Busy/No Answer</li><li>Fixed</li><li>External with Remote Setting</li><li>System-wide</li></ul>	Door Phones	Loud Ringing Bell (Optional)*	Toll (Destination) Restriction <ul style="list-style-type: none"><li>Restriction Override</li><li>Restriction Override Revision</li></ul>
Call Park to Station	DTMF and Dial Pulse Compatible	Make Busy <ul style="list-style-type: none"><li>Trunk</li><li>Station</li></ul>	Transfer Privacy
Call Park Orbits	DTMF Signal Time (160/80 ms)	Memory Protection	Traveling Class of Service
Call Pickup <ul style="list-style-type: none"><li>On-Hold/Park</li><li>Ringing At Other Stations</li><li>Meet-Me Page</li><li>Directed</li><li>Station Group</li><li>CO Line Group</li></ul>	Dual Color LEDs	Message Waiting Indication <ul style="list-style-type: none"><li>Station Light</li><li>Stutter Dial Tone</li></ul>	Uniform Call Distribution (UCD)
Call Waiting	End-to-End Signaling	Microphone Control Button	User Programmable Feature Buttons
Caller Identification <ul style="list-style-type: none"><li>Abandoned Call History</li><li>Call History List</li><li>Redial from List</li><li>Indication While Busy</li><li>Internal User Name</li></ul>	Exclusive Hold	Modular Handset and Line Cord	Voice Mail Integration <ul style="list-style-type: none"><li>Call Record to Voice Mail</li><li>In-band DTMF Signaling</li><li>LCD Soft Key Voice Mail Control</li><li>Transfer Direct to Voice Mailbox</li><li>Voice Mail Conference</li></ul>
Centrex Application/PBX Compatibility	Executive Override (Break-In)	Multiple Directory Numbers <ul style="list-style-type: none"><li>Primary DN</li><li>Secondary DN</li><li>Phantom DN</li><li>Pilot DN</li></ul>	Voice or Tone Signaling
Centrex Ringing Repeat	Executive Override Blocking	Multiple FCC Registration	Volume Control <ul style="list-style-type: none"><li>Busy Override Tone</li><li>Handset</li><li>Handsfree/Speakerphone</li><li>Ringing</li></ul>
Centrex/CO Line Call Pickup	External Amplified Speaker (Optional)	Music-On-Hold Multiple Interface*	
Centrex/CO Line ID	Flash Button (Centrex/PBX Transfer or CO Dial Tone Recall)	Networking Multiple Systems	
Flash Button	Flexible Access Code Assignment	Strata Net (Optional) <ul style="list-style-type: none"><li>Alternate Routing/Hop-off</li></ul>	
Multi-Line Access and Control	Flexible Button Assignment By User	Alternate Routing/Hop-off <ul style="list-style-type: none"><li>Centralized Attendant</li><li>Centralized Voice Mail</li><li>Centralized Network SMDR</li><li>Distributed Network SMDR</li><li>Coordinated Numbering Plan</li><li>Path Replacement</li><li>Extended Call Control</li></ul>	
Class of Service Override	Flexible Line Ringing Assignment <ul style="list-style-type: none"><li>Delay 1</li><li>Delay 2</li><li>Immediate</li></ul>	Off-Premise Stations	
	Group Paging	One Touch Button	
	Handsfree Answerback Intercom	On-Hook Dialing	
	Headset Interface*	Outgoing Call Restriction	
	Hearing Aid Compatible	Paging (Optional)* <ul style="list-style-type: none"><li>All Call Voice Page</li><li>External Page Interface</li><li>Group Paging</li></ul>	
	Hot Desking	Pooled CO Lines	
	Hotel/Motel Features*	Pooled Line Buttons	
	Hot Dialing	Privacy/Non-Privacy <ul style="list-style-type: none"><li>Privacy Override</li><li>Private CO Lines</li></ul>	
	Hotline Service (Emergency Ringdown)	Relay Service (Optional) <ul style="list-style-type: none"><li>Door Lock Control</li><li>External Page</li><li>Music-On-Hold Source Control</li></ul>	
	LCD Alphanumeric Messaging		
	LCD Automatic Callback Number Display		
	LCD Automatic Number Identification		
	LCD Automatic Park In Orbit		
	LCD Backlit Display*		
	LCD Call Duration Display		
	LCD Call Forward Source/Destination		
	LCD Call Forwarded-From Display		
	LCD Caller ID <ul style="list-style-type: none"><li>Abandoned Call Storage</li><li>Call History</li><li>Indication While Busy</li><li>Name</li><li>Telephone Number</li></ul>		
	LCD Calling/Called Number Display		

## Voice Mail Features

- Audio Prompts
- Automated Attendant (AA)
- Automatic Message Copy with Optional Delete
- Called Identification (Name)
- Caller ID (Number)
- Caller Confirmation Prior to Transferring
- Call Monitor and Retrieve
- Call Record to Mailbox
- Call Queuing
- Call Screening
- Copy Mailbox
- Copy Range
- Directory
- Direct Transfer to Voice Mailbox
- Disk Space Notification
- Distribution Lists
- Do Not Disturb (DND)
- Extensions—Scheduled
- Fax Tone Detection
- Future Delivery
- Guest User Mailboxes
- Independent Port Greetings
- Mailbox
  - Function Lock
  - Groups
  - Security Code
  - Personal Greetings
  - Time Zone Setting
- Mailbox Number—Varied/Fixed Length
- Message
  - Continuous Delete
  - Continuous Playback
  - Date and Time
  - Forwarding
  - Notification
  - Pause During Playback
  - Pause During Recording
  - Playback Control
  - Private
  - Purging
  - Reply
  - Retrieval Control
  - Return Receipt Verification
  - Speed Control
  - Urgent
  - Volume Control
- Message Storage
  - Personal Folders
  - Message Queues
- Multiple System Languages
- Paging
  - Office
  - Relay
- Remote Administration

- Reports
- Shutdown using the Telephone
  - Dial Pad
- Single-digit Menus
- Soft Key Control with LCD Feature Prompting
- System Administrator's Mailbox
- System Backup
- Toshiba Plug and Play Integration
- User Tutorial (New User)
- Varied Sampling Rates
- Voice Forms

## Attendant Console Features

- Alarm Reset
- Answer Button
- Answer Prompting by CO Line
  - Attendant Conference Setup
- Day/Night Mode Switching
- Busy Lamp Field (BLF) Display
  - Station Directory Number
  - Station User Name
  - Station Advisory Message Display
- Call Answer Priority
- Call Statistics
  - Incoming and Total
  - Export to Excel File
  - Print by Range
- Call Waiting Count
- Caller ID Display
- Calling/Called Number and Name Display
- Color CRT Display
- Dial "O" For Attendant
- Dial by Name/Number
- Dialing an Outside Number for Station User
- Direct Station Selection
- Directory Display and Dialing
  - Directory Entry Attribute Information
  - Directory Entry Contact Information
- Door Phone Calling
- Door Unlock
- DTMF Tone Signaling from Dial Pad Key
- Emergency Call
- Emergency Page
- Feature On-Line Help
- Flexible Programmable Buttons
- Headset Operation\*
- Hold Calls
- Hold Timer Display
- Incoming Call Identification
- Interposition Call Transfer

- Join/Split Calls
- Keyboard or Mouse Operation
- Load Sharing of Multiple Attendants
- Loop Buttons
- Loop Hold Display
- Message Entry and Display
  - E-mail to Station User
  - Print Messages
- Message Waiting Set and Cancel
- Multi-Tasking
- Multiple Console Ringing
- Notes Entry and Display for Calls
- Overflow
- Override
- Position Busy Mode
- Remote Operator (IP connection)
- Release Button
- Speed Dial Calling
  - Internal Calls
  - External Calls
  - Dial From Caller ID List
- Supervised Loop Operation
- Three-Way Calling
- Through Dialing
- Transfer Direct to Voice Mailbox
- Trunk Group Control and Busy Indication
- Trunk Test and Verify
- Windows PC Operation

## Video Communication Solution Features

- 3-way Video with 3-way Voice Conference
- Desktop/Application Sharing
- File Transfer
- Message Board
- Select Default Video Settings (On/Off and automatic start)
- Self Video Preview
- Station Hunting
- Video Conferencing
- Video Forward
- Video Hold
- Video Park/Pickup (Local node only)
- Video Transfer

Note: Optional features may or may not be extra cost items.

\* Some feature implementation may require dealer supplied additional auxiliary equipment.

\*\* On Strata CIX40, speaker OCA is only available on IP telephones.

\*\*\* SIP Trunks available with selected carriers.

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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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