



Comprehensive Messaging Made Easy

To manage the voice mail, e-mail, faxes, text messages, and more that come to you at all hours, you need a system that not only handles all the basics, but also makes comprehensive messaging easy and efficient. Toshiba's voice processing systems work with Toshiba's Strata® CIX™ IP business communication systems to turn sophisticated applications into practical solutions.

Powerful Applications Delivered to Your Desktop

Strata CIX voice mail systems handle all the basics including Automated Attendant, Call Routing, Telephone Answering, Voice Messaging, Audiotext, Call Screening, Message Notification, LCD feature prompting with Soft Key Operation, Call Recording, Networking, and more.

When you need to go beyond the basics, Token Programming customizes voice processing functions using Strategy's powerful yet simple scripting language. Tokens can add or enhance voice mail features and functions such as recording and playback, audio files, or using DTMF entries by callers to provide data response or special call routing. Tokens can perform functions as simple as a hook-flash, and as complicated as an IVR application, specific to your needs. Token Programming is developed and deployed by Authorized Toshiba Dealers.

Strategy® Enterprise Server (ES) equipped systems allow users to add advanced applications.

- > Unified Messaging—allows you to access all your critical communications from a single screen, including voice, e-mail, and fax messages. Conveniently retrieve and send voice, fax, and e-mail messages from within your e-mail client inbox screen. You can even retrieve Strategy voice and fax messages via the Internet from any e-mail service that supports SMTP and IMAP4 protocols. Unified Messaging gives you the power to consolidate all types of communications and manage more messages in less time. Play voice messages through your PC speakers or through your handset for privacy. Display and print a fax on your screen. Forward voice or fax messages as WAV or TIF files to any e-mail address. You can also easily manage voice, fax, and e-mail messages via telephone—a must for employees when they don't have computer access.
- > Fax Applications—stores inbound faxes in your mailbox and allows them to be printed, forwarded, or displayed on your PC screen. When combined with Unified Messaging, fax messages can also appear in your e-mail inbox. Fax On Demand and Fax Back enables users to receive brochures, price lists, or other printed information from the Strategy system. Ideal for traveling employees, Fax Mail lets the user transmit faxes left in their mailbox to a portable computer fax device or hotel fax machine for printing. You can even add voice comments to a fax. As a result, you'll open up a world of unprecedented communication opportunities.
- > Text-To-Speech—leading-edge technology enables any touch-tone telephone to audibly read e-mail messages to you. Text-To-Speech capability gives traveling employees easy access to e-mail when they don't have access to your computer system or the Internet. This feature also makes it easy to forward or reply to e-mail messages—all remotely via any telephone. With Text-To-Speech at their fingertips, your employees can obtain their e-mail messages anywhere, anytime. That gives them the power to stay productive, make instant decisions and immediately react to urgent business opportunities.
- > Speech Recognition—processes commands from the caller's voice, making communication easy and intuitive. Using simple spoken responses, callers can quickly access product information or a specific person's extension from the Strategy ES system. Plus, employees who are out of the office can call in, then simply speak a command to access their voice mailbox. With these capabilities, Speech Recognition helps maximize the ease and effectiveness of both incoming customer calls and internal employee calls, while projecting an innovative image for your company.
- > Interactive Voice Response—enables Toshiba Authorized Software Developers to create custom IVR applications. A developer works directly with the customer to determine their exact IVR application needs. An IVR application can relay specific computer database information to callers over the telephone based on an individual's unique input from a touchtone telephone dial pad. Information received from the database can be spoken back to the caller in a number of different ways, such as date, time, dollars and cents, numbers, or predetermined phrases.

SPECIFICATIONS

| STANDARD APPLICATIONS | |
|-----------------------|--|
| LVMU1A | Strata CIX Voice Mail, Auto Attendant, Token Programming. |
| GVPH | Strata CIX40 Voice Mail, Auto Attendant, Voice Mail, Soft Keys, Call Monitor. |
| iES16 | Stratagy ES Voice Mail, Auto Attendant, Token Programming, 5-seat Unified Messaging. |
| iES32 | Stratagy ES Voice Mail, Auto Attendant, Token Programming, 5-seat Unified Messaging. |
| ES48 | Stratagy ES Voice Mail, Auto Attendant, Token Programming, 5-seat Unified Messaging. |
| ES96R2 | Stratagy Voice Mail, Auto Attendant, Token Programming, 5-seat Unified Messaging. |
| MicroMAS | Stratagy ES Voice Mail, Auto Attendant, 5-seat Unified Messaging, eManager® browser-based system administration. My Phone Manager® browser-based personal administration. |
| MAS | Stratagy ES Voice Mail, Auto Attendant, 5-seat Unified Messaging. eManager browser-based system administration. My Phone Manager browser-based personal administration. |
| OPTIONAL APPLICATIONS | |
| LVMU1A | Stratagy ES feature groups not supported on LVMU1A. IVR capabilities available via Token Programming. |
| iES16 | Stratagy ES feature groups include additional Unified Messaging seats, Text-To-Speech, Fax Applications. IVR capabilities available via Token Programming or custom development. |
| iES32 | Stratagy ES feature groups include additional Unified Messaging seats, Text-To-Speech, Fax Applications. IVR capabilities available via Token Programming. |
| ES48 | Stratagy ES feature groups include additional Unified Messaging seats, Automatic Speech Recognition, Text-To-Speech, Fax Applications. IVR capabilities available via Token Programming or custom development. |
| ES96R2 | Stratagy ES feature groups include additional Unified Messaging seats, Automatic Speech Recognition, Text-To-Speech, Fax Applications. IVR capabilities available via Token Programming or custom development. |
| MicroMAS | Additional Stratagy ES ports up to maximum 8. Stratagy ES feature groups (additional Unified Messaging seats, Automated Speech Recognition, Text-To-Speech), Fax Applications. IVR capabilities available via Token Programming or custom development. Strata Automatic Call Distribution (ACD) and OAISYS modules. Insight CIX or TASKE ACD Reporting. Insight CIX or TASKE ACD Reporting. Info Manager® Web-based telephone applications. FeatureFlex® adaptability/customization tools. |
| MAS | Additional Stratagy ES ports up to maximum 32. Stratagy ES feature groups (additional Unified Messaging seats, Automated Speech Recognition, Text-To-Speech), Fax Applications. IVR capabilities available via Token Programming or custom development. Strata Automatic Call Distribution (ACD) and OAISYS modules. Insight CIX or TASKE ACD Reporting. Info Manager Web-based telephone applications. FeatureFlex adaptability/customization tools. |

Toshiba America Information Systems, Inc., Telecommunication Systems Division

9740 Irvine Blvd., Irvine, CA 92618-1697 (949) 583-3700 www.telecom.toshiba.com

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Literature Order #: TSD-CIX-BR-VMO-VC/4500136

