

TOSHIBA

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BUILT FOR PERFORMANCE

FULLY-INTEGRATED TELEPHONE SYSTEM

Toshiba Digital Telephone Compatibility
Fault Tolerant Architecture
Open, Standards-based Architecture

END USER, PHONE, VOICEMAIL AND VIEWPOINT FEATURES

BLF Support for Digital Phones
Call History Pane.
Call Monitor Can Show Other User or Queue Calls
Call Rules
Call/Message Screening
Callback Numbers
Comprehensive Application Programming Interface (API)
Conferencing
Custom Greetings in Routing Lists
Customize View Bar
Desktop Alert
Drag-and-drop to Make Calls, Transfers, Conferences, and More
E-mail and Paging Integration
eyebeam Softphone Integration
Folder List and Custom Folders
"Follow-Me" Call Forwarding
Outlook 2003 Style Graphical User Interface (GUI)
Hot Desking Support
Integrated Call Monitor and Phonebook Panes
Monitor, Coach and Join Non-queue Calls
Multi-line Call Control
Personalized Call Handling

Personal Status
Quick Dial Bar
Remote Telephone Support with Viewpoint
Contacts Sharing
Simple Instant Messaging
Simplified Button Assignment on Toshiba Digital Phone
Simultaneous Ringing
ViewPoint SIP Services
SIP Support
Tip of the Day
Voice Mail
Welcome Wizard
Workgroups
Windows XP style icons

CALL CENTER SUPPORT

Advanced Call Distribution
Alternate Login Permission
Automatic Call Distribution (ACD)
Automatic Call Recording
Call Center Activity Trace
Call Center Reporter
Custom Call Routing
Customizable Caller Experience
Personal Status Report
Queue Statistics Monitor
Skills Based Routing
Skills Worksheet
Supervise Agents with Monitor, Coach & Join

ADMINISTRATOR AND SYSTEM FEATURES

Account Codes
Active Call Duration
Alternative Music-on-hold
Archived Recording Browser
Call History Pane
DiffServ Support
External SIP Station Authentication
Hands-free Answering
Maintenance Log
Multi-level Auto Attendant
Multi-line TAPI Service Provider
Network Traffic Facility
New User Template
Passwords/Security
Performance Monitor Template
Phone Templates
Recording Archive Service
Routing Services/Least Cost Routing (LCR)
Royalty-free Music-on-hold Source Files
RTP Relay for SIP to SIP Calls
Strata CS SMDR
System Record
User Import/Export from Microsoft Active Directory
VOIP Quality Testing from IP Phones
Windows Performance Counters

INTERNET TELEPHONY

Integrated VoIP Gateway

Strata CS

Single Communication Solution

GET MORE FROM TOSHIBA

A world-renowned leader in technology for more than 130 years, Toshiba delivers the most reliable IP business communication solutions available today. Toshiba America Information Systems (TAIS) brings together the expertise and know-how of the company's Telecommunication Systems, Digital Products, and Storage Device Divisions to deliver technologically advanced, integrated solutions that empower people to be more productive at work and at home. Toshiba is responsible for some of the world's most innovative business communication solutions, from leading-edge VoIP, converged and digital telecommunications products to mobile computing, storage, and network security cameras.

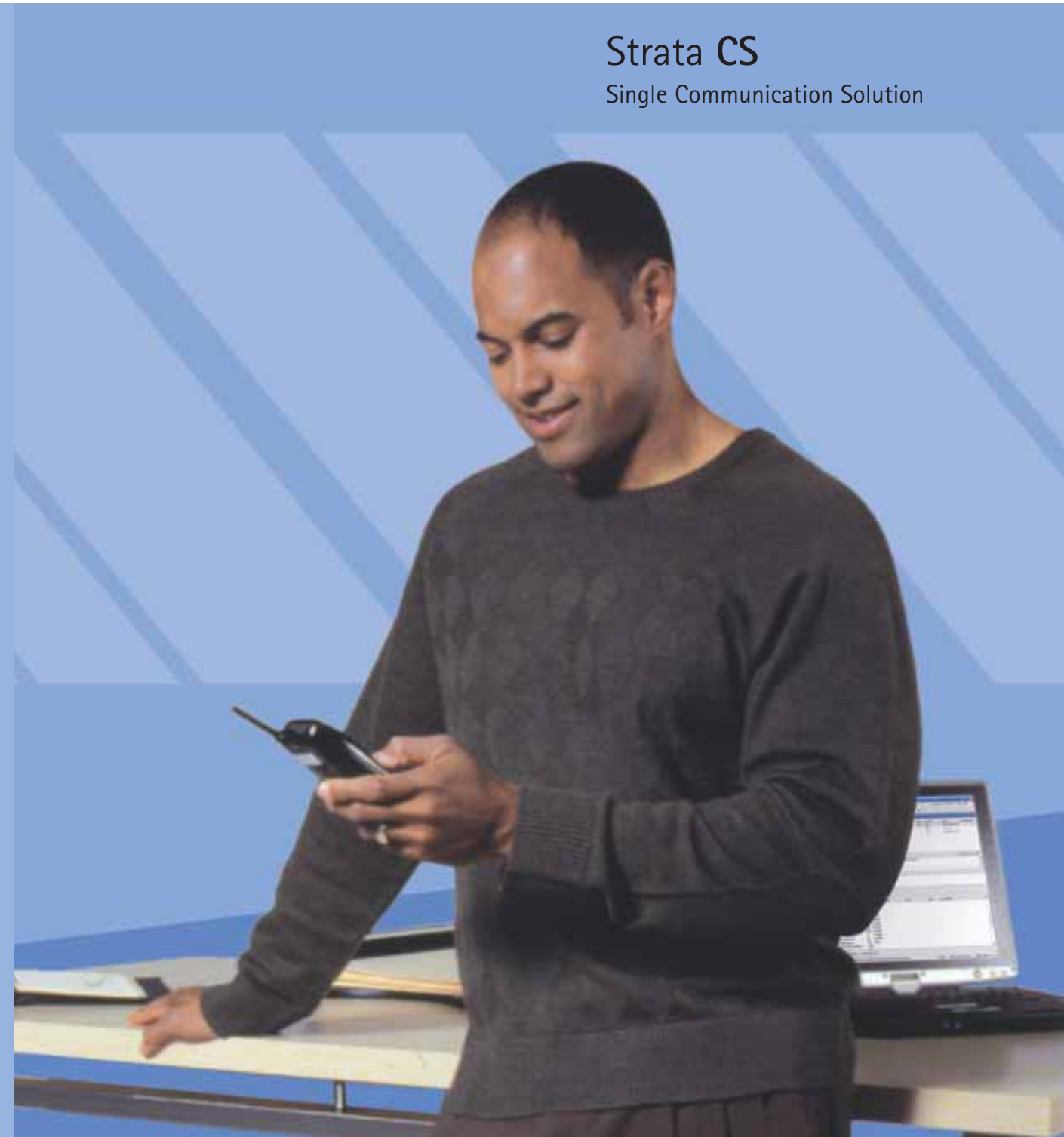
Trust the innovation leader—Toshiba's Telecommunication Systems Division (TSD) has more than 40 years of experience in delivering the industry's most reliable, durable and dependable business communication systems. Toshiba designs systems with backward and forward migration, allowing enterprises to retain their initial investment, while they move to new technologies. Toshiba's VoIP, converged and digital telephone solutions enable today's enterprises to take full advantage of the tools, devices, and voice and data communications technologies available now and in the future—Empowering enterprises to stay more connected to their customers, vendors and each other.

Toshiba America Information Systems, Inc., Telecommunication Systems Division

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ONE RELIABLE SOURCE FOR TOTAL COMMUNICATION MANAGEMENT

To assure effective business communications today, you need technology that helps you process calls efficiently. You need a system to manage call information. You need a solution that keeps employees in touch and productive out of the office, as well as in the office.

You can have it all with the Toshiba Strata® CS Communication Server. It provides comprehensive business communication technologies in one integrated system, supported by one company you know and trust—Toshiba. The Strata CS single communication solution eliminates the hassles and unnecessary expense of getting separate technologies from multiple vendors.

The Strata CS is an open-architecture, software-based communication system that combines and integrates today's most advanced communications features with your desktop computers:

- Voice mail
- Call accounting
- Automatic Call Distribution (ACD)
- Multi-level auto attendant with optional voice-activated interface
- Voice mail/E-mail integration
- IP telephony (SIP and H.323)
- And much more!

CUSTOMIZE STRATA CS TO EVERY USER'S UNIQUE NEEDS

How do you want your most important callers to be handled? The Strata CS gives you the flexibility to adapt the system to the way you want to handle your calls, messages, and system access. Use all the advanced features of the Strata CS from your PC, from the Internet while you're on the road, or from any telephone! The "Follow Me" and remote call screening features let you forward calls to any internal, external, Centrex, or IP location, and can even contact you at several locations as you travel. With the Strata CS, you'll never miss an important call.

You're in complete control. You can hear who's calling, then decide to answer, route the call to someone else, or send it to your voice mail. Save time by accessing voice messages in the order you want, even over the Internet. You'll respond to priority messages quickly. Plus, you can build your own custom call applications to further boost productivity. The Strata CS onboard developer interface makes it easy.

ADVANCED TECHNOLOGIES

Strata CS combines the power of the desktop computer with one of the most advanced communication technologies available today. Designed specifically for small to medium-sized businesses and branch offices, Strata CS dramatically improves the way you communicate.



EXTEND YOUR COMMUNICATION CONNECTIONS WITH IP TELEPHONY

The Strata CS is IP ready when you are. IP gateway functionality is built in, so all you need for IP connectivity is an interface card. Both your office and remote workers can benefit from the many advantages of IP telephony. The Strata CS maximizes simplicity and cost-effectiveness by letting you use any combination of IP, analog, or Toshiba digital telephones.

Strata CS supports VoIP using Session Initiation Protocol (SIP) as well as H.323.

You can also network multiple Strata CS servers for an integrated IP solution. IP trunking enables you to bypass expensive toll charges and easily connect to branch offices or home workers. Remote users have easy access to voice mail and all features via the Strata CS web client graphical interface.

AMAZINGLY HIGH-TECH, YET AMAZINGLY EASY-TO-USE

The Strata CS Client interface visually displays all call activity on your PC screen. You can handle each call any way you want by simply pressing a button. The Strata CS also makes it easy to use system features by listening to step-by-step instructions on your telephone. Plus, creating routing lists and personalized greetings is fast, easy, and intuitive.

With all these capabilities, the Strata CS helps you maximize communication effectiveness. Equally important, it helps you minimize long-term costs, providing a substantial return on investment:

- Utilizes industry-standard Intel®/Dialogic® components
- Operates on Windows™ operating systems
- Easy to expand when your needs grow
- Expandable from small configurations up to 192 trunks and 480 stations

VIEWPOINT

The ViewPoint application lets you make and answer calls, identify and handle multiple incoming calls, transfer calls, view voice mail messages, and access database contact information—all on your PC screen with drag and drop ease. This gives you the control and functionality to effectively manage your communications.



CONVERGED COMMUNICATION SOLUTIONS

