

**TOSHIBA**  
Leading Innovation >>>

**IP***edge*® EP

IP COMMUNICATION SYSTEM  
FOR SMALL BUSINESS



# IPedge® EP

## The Right Call For Your Business

Sophisticated IP communications made easy and affordable for small businesses or branch offices with up to 40 users.

Your communications system is more than connecting with colleagues, customers and vendors. It also projects a positive image, sending a message about the organization's efficiency, productivity and professionalism. With the IPedge EP communication system from Toshiba, every location, every branch office—no matter how small—can present an enterprise-class face to the world.

The IPedge EP system uses your IP network for call processing and administration, which offers huge advantages over traditional business phone systems. With IP communications, you get:

- One network to do the work of two, which means less equipment, less cost and simpler administration.
- The power for users to access, personalize and control their communications, wherever they are.
- New applications, such as: unified communications, and find me Follow-me which seamlessly blend various types of communications, and user mobility, where features follow users wherever they go.

**It's no wonder businesses are embracing IP communications. The IPedge EP system puts these advantages to work for small business, retail, and branch locations, to minimize total cost of ownership and maximize return on investment.**

## The Right Choice for Growing Businesses

As your business needs change, Toshiba's IPedge systems grow with you.



**IPedge EP**  
Supports up to 40 users per server.



**IPedge EC**  
Supports up to 200 users per server.



**IPedge EM**  
Supports up to 1,000 users per server.





## High Performance for Your Business

Dozens of productivity and convenience features, right out of the box.

One compact server, about the size of a phone book, supports call processing, voice mail and unified messaging, central system administration, and Call Manager unified communications. It also includes meet-me conferencing with web collaboration and video.\* The basic server comes packed with features, right out of the box.

**Give every caller instant attention and access to information.** User-friendly telephones and add-on modules make it easy and intuitive to manage incoming calls, or let the automated attendant do it for you.

To further enhance automated call answering, a powerful customization tool takes interactive voice response (IVR) to a new level. The system can greet callers with your custom announcements, give out information or route calls based on caller responses to prompts, announce the caller's name for call screening, play music or announcements on hold, record messages to voice mail and more.

**Transform voice mail into a true time-saving and productivity tool.** Flexible voice mail capabilities can be tailored to each user's needs. Toshiba IP telephones with display and soft keys make it easy to manage and listen to the contents of your voice mailbox—or even

to record calls. With unified messaging options, you can manage voice mail, fax and email messages from your PC or telephone. Follow-me call routing helps important calls reach you wherever you are working.

**Combine your computer and Toshiba telephone into one powerful communication tool.** With the Call Manager application, you can click to dial, answer, transfer calls, and more—without ever picking up the phone's handset.

**With unified communications, you can see the current status of co-workers, quickly transmit important information, and serve customers more effectively through an easy and intuitive interface.**

\* Future availability





## Easy to Install, Easy to Manage

One server, one network, centralized administration, powerful features—what could be simpler?

The IPedge system comes with many valuable applications pre-installed. It can be free standing or installed in a standard 19" equipment rack. The IPedge needs only one static IP address to connect all the telephones to the network, which makes for cost-effective deployment.

**Match the endpoint to the user.** Choose from Toshiba IP desk and wall-mountable telephones, notebook computers equipped to perform as soft phones, wireless IP telephones for use over your wireless LAN and/or your cellular service, add-on modules, attendant consoles and door phones. Users get the right devices to meet their specific needs.

**Manage the communications system from anywhere.**

The browser-based management software is built into the IPedge; no special software is required on the administrator's PC. Whether you have a single site or multi-site configuration, you can securely view all the IPedge systems in the enterprise and all the stations connected to each server in one consolidated view. Centralized management of all locations is more efficient, consistent and eliminates database errors between network nodes making administration easy.

**Empower employees to program their own telephones.**

Using a PC and Web browser—no special software required—users can program their own speed dial and feature buttons, personalize telephone functions such as Do Not Disturb, and even set the name on their LCD displays. Without relying on the system administrator, everybody can customize their telephones based on the features they use the most.

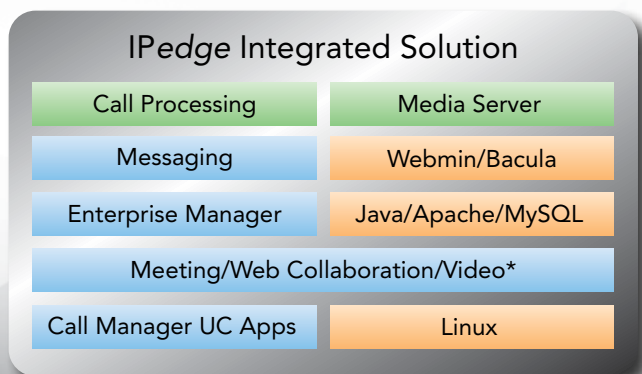
**Rest easy with industry standards.** IPedge is built on open industry standards, such as Red Hat Enterprise Linux for high scalability and stronger security than many other operating systems. Open standards are your assurance that your communications system will support future applications and endpoint devices. Your investment is protected.

**Expand on demand.** You can network multiple IPedge systems together to unify separate locations into one system or to dramatically expand capacity. Three server sizes are available: the IPedge EP for up to 40 users, the IPedge EC for up to 200 users, and the IPedge EM for up to 1,000 users.

**Count on IPedge EP for business continuity.** If there's ever a hardware or network problem, IP telephones can fail over to an additional IPedge server at another location, within or across the network.

**Gain the advantages of SIP trunking.** IPedge servers connect directly to SIP trunks, with no gateway required. Toshiba has certified compatibility with SIP trunk service providers nationwide, so it's easy to take advantage of the flexibility, bandwidth efficiency and cost savings of SIP connections to your service provider. You can connect to the public network through analog and digital T1/PRI trunks using gateways.

**Powerful features, high-value applications, flexibility, and ease of management, all included in the IPedge system add up to lower long term cost of ownership.**



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## Mobility Offers More Than Just Savings

Communicate away from your desk, at home or on the road.

Toshiba knows employees are becoming more mobile and that your workplace can be an airport gate area, a trade show booth, a branch location, a home office, a Wi-Fi spot, or wherever you connect to your remote network. The IPedge EP system allows you to be productive and accessible anywhere, just as if you are at your desk.

With Follow-me call routing, important calls can reach you when you're away from your desk. With Toshiba wireless IP telephones, or laptops/tablets equipped with softphones,

you can answer calls, access voice mail and use virtually all the system's advanced calling features anywhere within the reach of your wireless local area network (WLAN)—or via Internet access to your WLAN.

**Even if the "office" is at home today, a conference center tomorrow, or a Wi-Fi hot spot the next day, colleagues and customers can interact with you just as if you were in the office.**

## Contact Center for Any-Sized Business

Improve customer satisfaction with quick, efficient and cost-effective service.

**Efficiently handle and direct calls.** Toshiba's Contact Center Suite\*\* offers sophisticated capabilities that are easy to use and practical to implement for any organization large or small. Useful features include:

- Routing calls based on your criteria to the person with the right skill-set
- Balancing incoming calls evenly among your personnel
- Announcements to callers with expected hold time and place in line
- Priority queuing to answer your most important calls first

And this is just to name a few features. Toshiba's IPedge offers power and simplicity at its finest.

**Manage departments or a call center with better information.** Call statistics and management reports on everything from employee call performance to forecasting tools and scheduled reports are conveniently accessible from anywhere via a browser-based interface.

**Empower personnel to provide superior service.**

The Call Manager Advanced application puts call-handling features and IM/Chat capabilities onto a graphical PC interface, ideal for call-taking personnel. Get screen pops with incoming calls through integration with popular customer relationship management (CRM) programs such as Salesforce.com®, Act!®, Microsoft® Outlook™ and others.

**Record. Store. Relax.** Call recording systems\*\* can help improve your operations, from training and quality control to customer service. Record, store, organize, and play back calls to avoid communication disputes that can result in business liabilities.

**Toshiba's contact center solutions provide a competitive advantage for companies of any size.**



\*\* Some applications may require additional servers. Please contact your Local Authorized Dealer for more information.

# IPedge EP

The right call for your business.

Today, work is *what* people do—not *where* they do it. Business flows across desktop telephones, wireless devices, smartphones, PCs, laptops, tablets and more. Employees, customers and business partners have come to expect anywhere-anytime connectivity. They expect you to have a communication system that mirrors their on-demand, mobile and multi-channel ways.

At Toshiba, we believe that small businesses and branch locations should be able to communicate and compete on a par with big business.

If you want to maximize your IP business communications in an open-standard server environment—and you want to do it with confidence—see what IPedge EP can do for you.

**The right system attracts customers, increases productivity, saves money, enhances your image and improves customer satisfaction. That's why so many leading companies choose Toshiba.**

## Toshiba Authorized Dealer Network

Toshiba Telecommunication Systems Division sells award-winning IP business communication solutions, unified communications, IP and Digital telephones, 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. 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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