

# TOSHIBA

Leading Innovation >>>



Business Telephone Systems

[www.toshiba.com.au](http://www.toshiba.com.au)

# TOSHIBA... *trust the innovation leader*

*Combining 40 years of telecommunications experience, a large and dynamic research and development facility and its traditional commitment to reliability, Toshiba offers state of the art digital, VoIP and converged telecommunications platforms. By streamlining your operation, our systems empower your business to achieve greater productivity and customer satisfaction.*

## *Strata CIX*



Strata CIX™ communication systems are the ultimate in modular, scaleable and networkable telephone solutions for today's businesses.

Whether small or large, at a single location or a branch of a larger organisation, your business needs a system enabling easy connection with your customers and communication within your company.

The Strata-CIX™ IP system integrates voice, video and data applications over your existing IP network - extending full telephone functionality to local and remote users. Collaboration remains healthy, customers stay happy, and your business grows and prospers.

Utilising latest technologies, Toshiba helps you reduce infrastructure costs, boost productivity and improve customer service while delivering a superior return on your investment.

### *Expand at will*

Strata-CIX™ satisfies your needs today while offering the option to cost-effectively add capabilities as you grow. When your business needs to upgrade or migrate to a newer or larger system, you'll be able to reuse phones and key components.

Strata-CIX™ supports all kinds of endpoints/devices, including a large range of **IP phones**, **SoftIPT™** on notebook computers and PDAs, **Add-on modules**, **DSS consoles**, **Attendant consoles**, as well as **SIP phones**, **Analogue phones** and **Toshiba digital phones**. Strata-CIX™ also supports all types of network connections, including **IP network and analogue**, **Public switched telephone network (PSTN)** and **Digital ISDN interfaces**.

Build the communication system you need with the configuration flexibility you want.

Specifically designed to provide your small business with the

features you require today, the **Strata-CIX™ 100** ▼

also offers expandable functionality for the future. Start small and expand up to 112 ports, or even more with multiple Strata-CIX™ systems networked together.

*CIX 100 supports up to 64 CO lines or*

*72 station users & combinations*

*up to 112 ports.*



## Strata-CIX Options

Working as one integrated system, your multiple Strata-CIX™ offers:

- Centralised attendant services
- Unified call centre operations
- Internal extension dialling
- Sharing of single centralised voicemail system
- Avoiding long distance charges on calls between locations
- Turning long distance calls into local calls by “hopping off” the network as needed

# Communication solutions for every business...

Because effective communication is critical in maintaining your business' competitive edge, you need a telephone system that's right for your needs. The

**Strata-CIX™ 200** ►

lets you access, use and share vital information with ease and cost efficiency ... in your main office, between branch offices and remotely.

*CIX 200 supports up to 96 CO lines or 160 station users,*

*and combinations up to 192 ports.*



Rack-mounted **Strata-CIX™ 670** units ►

◀ The **Strata-CIX™ 670**

system is your solution for a full range of telecommunication needs. Upgrade when required to 672 ports, or even more by networking multiple systems together. CIX 670 options free you to deploy IP telephony, digital phones and legacy equipment migrated from other systems whenever you're ready.

*CIX 670 supports up to 264 CO lines or 560 station users and combinations up to 672 ports.*



*Dramatically boost your call handling capabilities...*

## Award winning IP solutions

Toshiba's Strata CIX™ range has won numerous awards acknowledging its design superiority throughout the industry.

- TMC IP Contact Centre | Jun 08, 07 / Jul 06 / Mar 05  
Strata ACD / Strata CIX  
**2008, 2007, 2006 & 2005 Technology Pioneer Awards**

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- Internet Telephony Magazine | Oct 07, 06, 05  
Strata CIX  
**2007, 2006 & 2005 Excellence Awards**

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- Frost & Sullivan | Oct 06  
Toshiba Telecom Product Solutions  
**2006 Telephony Customer Value Enhancement Award**

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- TMC Labs | Sept 06 / Mar 05  
Strata ACD / Strata CIX  
**2006 & 2005 Innovation Awards**

- Customer Interaction Solutions | Jan 06  
Strata VCS  
**2006 Product of the Year Award**

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- Frost & Sullivan | May 05  
Strata CIX  
**2005 Product Innovation Award**

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- Internet Telephony Magazine | Jan 05  
Toshiba VCS  
**2005 Product of the Year Award**

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- Customer Interaction Solutions | Jan 05  
Strata CIX  
**2005 Editors' Choice Award**



## IP (PC) Attendant



The Strata Attendant console works seamlessly with your existing Toshiba Strata-CIX™ communications system. Plug into the Strata-CIX™ via IP from anywhere on your network and you dramatically increase your call

handling capabilities by automatically distributing the incoming call load to multiple attendants - up to four consoles can be integrated.

## eManager & My Phone Manager

Install eManager's browser-based administration software for setup and system management settings... you can then perform system maintenance and administration via modem, direct connection, or your LAN / WAN, from any location. eManager makes Strata-CIX™ quick to deploy and easy to maintain.



## Advantages

- Answer button with answer priority and queuing
- Emergency call priority
- Programmable buttons give one - touch access to most-used features
- Automatic day / night mode switching
- Message centre / voice mail transfer
- Call waiting count
- Call status display with timer
- Internal name / extension directory
- Outgoing speed dial directory
- Busy lamp field shows operator station status at a glance
- Colour-coded indicators simplify status monitoring

**My Phone Manager**,™ your personal browser-based administration tool, enables users to program their own telephone buttons and other functions using a PC web browser. My Phone Manager not only frees up your system administrator but gives staff better individual control and delivers greater efficiency to your business.

# Strata CIX

## IP networking & handsets

Imagine a single system that does it all using your existing IP network... from voice... to data... to video! Toshiba's StrataNet IP networking enables interconnected Toshiba systems to work as one. If you need to connect your main office with branch locations and/or remote users, Strata-CIX™ with StrataNet networking is the solution.

Combining the advantages of network-based telephony and the features of a traditional PBX system, Strata-CIX™ reduces your

infrastructure, capital expenditure and operational costs, while increasing productivity. Take full advantage of today's most advanced communications applications and enjoy a range of specific benefits with Strata-CIX™ and StrataNet networking.

IP phones support both static and dynamic IP addressing to make telephone adds, moves and changes easy. Once configured, these phones can be moved to another IP network location and the system will automatically re-register them.



**Alternate routing** reduces costs by avoiding long-distance charges on calls between various locations and facilitates automatic recovery from network disruptions. Long-distance calls become local calls by “hopping off” the network as needed. Further savings result from transmitting voice calls via the Internet or your private intranet.

Using Toshiba IP phones connected to the Internet/Intranet, also extends full featured desk phone functionality to all your business users, regardless of their location. Your staff will also benefit from transparent dialling and easy feature operation.

Networking multiple Strata-CIX™ systems together creates one integrated system for all your office locations, sharing advanced networking features such as **Centralised attendant services, Voicemail and Call centre operation**, as well as **Internal extension dialling, Network SMDR**, and **Station DSS button** appearances across all nodes, enterprise-wide.

## Go mobile!

Stay connected to your customers and your team using Toshiba's wireless IP, PDA and SoftIPT connectivity via your wireless local area network (WLAN). Roam anywhere your WLAN goes, maintaining voice and data functionality.



- ▲ Soft IPT on PDA
- ◀ Soft IPT on Laptop PC

# VCS™ Video Communication

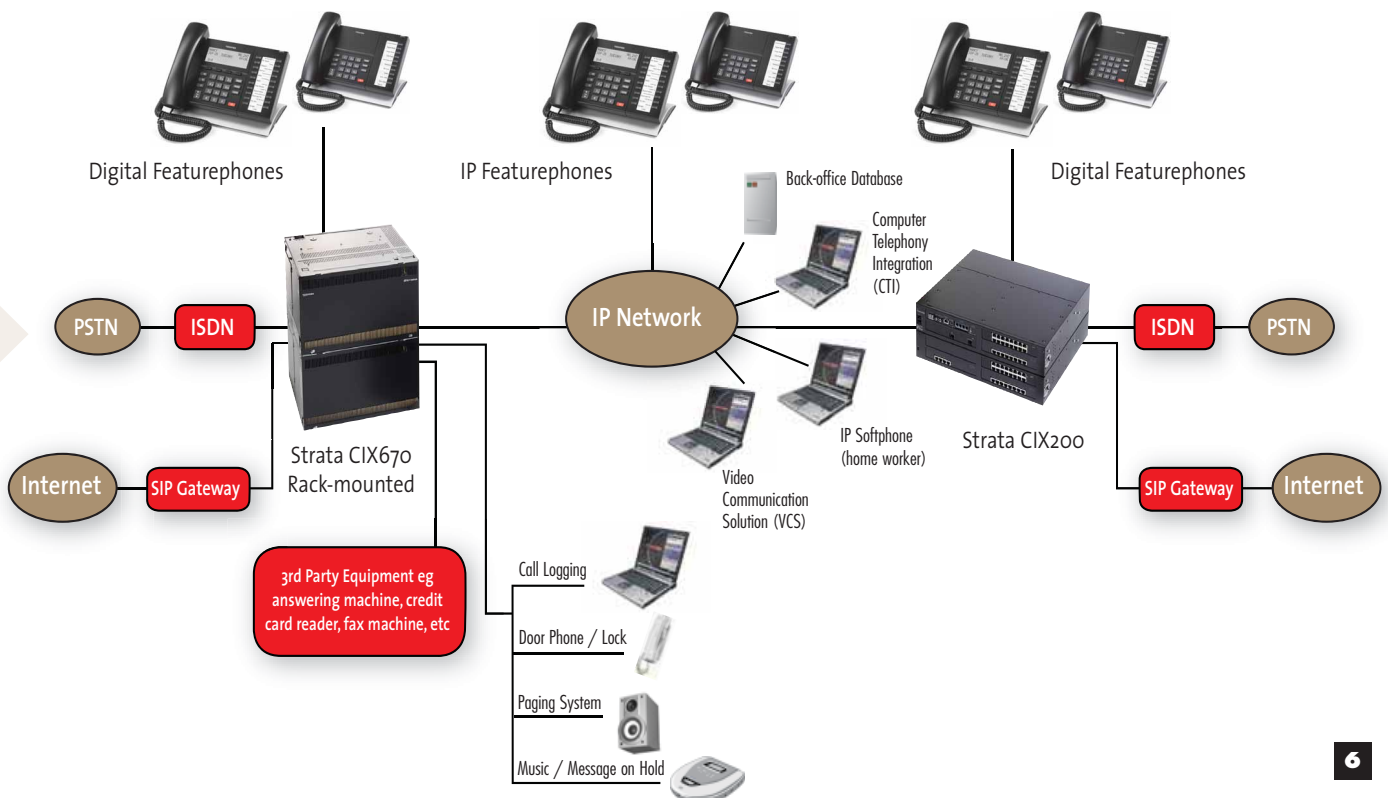


Would your company benefit from being able to conduct face-to-face conversations with clients or between staff, in remote locations, without actually being there? ... then you need **Toshiba's Video Communication Solution!** By adding video communication to traditional voice conversations, VCS takes productivity to a new level. Remote workers can see, hear, interact and collaborate on projects with other staff and effectively liaise with clients, no matter their location. 100% compatible with

Toshiba's Strata CIX™ systems and phones, VCS user-friendly applications provide an economical entry point to multimedia video communication and collaboration. Business interaction including workgroup discussions, interviews, sales staff support, field engineer support and product demonstrations can be conducted remotely. Using features like **3-Party video communication**, **Collaboration console** for Windows® desktop/application sharing, **File transfer** and **Message board** capabilities, VCS takes the place of in-person meetings, dramatically reducing business travel costs and enhancing work quality and productivity.

*Imagine a single system that does it all...*

Strata Network Diagram



# Strata CIX

## Automatic Call Distribution

Strata-CIX™ ACD distributes calls smoothly, optimising contact centre operation and increasing customer satisfaction and efficiency

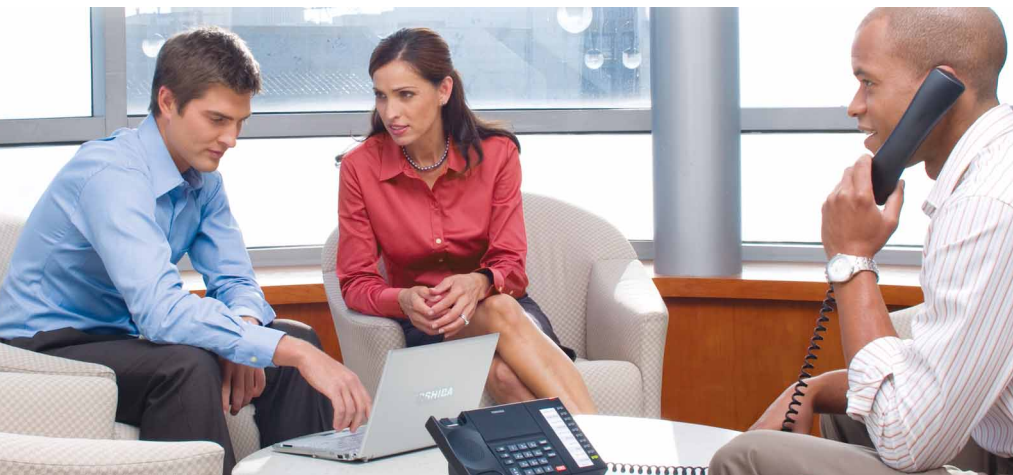
### Specifications

System Compatibility	Strata-CIX100	Strata-CIX200	Strata-CIX670
Agents/Supervisor	360	360	360
Agent Groups	100	180	180
Music-on-Hold Sources	15	15	15
Voice Assistant Announcement Ports	72	96	96
<small>(actual capacity depends on platform &amp; card)</small>			
Announcement Types	Initial & Periodic		

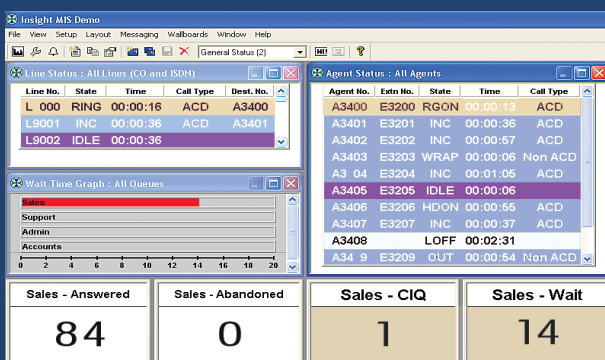
### Key Features

The Strata CIX™ ACD **Linear** feature regulates calls to work from the top automatically down the agent list seeking the first available agent. After the agent receives a waiting call, ACD **Round robin** ensures subsequent calls rotate down the list.

**Longest Idle** awards calls to the agent idle longest. An agent's 'start of idle status' affects all queues ie as a call finishes in Queue 1, the agent becomes idle for other logged-into queues.



▼ Supervisor software for real time monitoring of agents and queues  
(Agent software for simplified queue status with "always on top" option)



### Available applications

Enhanced ACD, Call Router	Interactive Voice Response
Insight Call Centre Reporting	Wallboard Display
Net Phone PC/Phone Integration	Net Chat Text Messaging

### Call reporting

Strata-CIX™ ACD compiles reports on historical data, which can be customised, exported and autoscheduled for export or print.

**Balanced call count** is an option that awards the next call to the agent who has handled the least number of calls. When an agent logs in, the count is set to zero if he/she is first to log into the group. An agent call count can also be set to the lowest count of those already logged in, preventing agents late to log-in from receiving all calls.

The system can route a call using **Preferred agent** to the agent handling a specific account. If he/she is unavailable, the call routes to next available agent. If your company has specifically dedicated queues, **Skills-based routing** lets agents log into the queues they have skills to support. Working with **Interactive voice response**, the ACD system directs calls to appropriately skilled agents.

**Agent priority** awards an agent with the highest priority setting the next call. If multiple agents have the same priority level, the agent idle longest takes the call, automatically expanding the pool of agents searched, based on call traffic.



## Computer Telephony Integration (CTI)

CTI means that when calls are received, and the caller's records are in your database, their details 'pop' up on screen so staff can not only greet callers personally, but also offer much more efficient, tailored service and even identify possible cross-selling opportunities!

**Netphone** is the sophisticated call handling and screening software that makes Computer Telephony Integration work for you. It meshes your accounting, order-tracking and customer-management software with your phone system.



*The sophisticated call handling option...*

Client information is on-screen where your staff needs it, dramatically improving the efficiency of your customer service.

Netphone streamlines operations for contact centre agents or any staff members making a lot of calls. It's a high quality but economical productivity tool that eliminates the need to switch from computer to phone for call processing functions.

Time spent gathering information and call duration are minimised, boosting employee output. Dialling, answering, transferring and placing calls on-hold can all be managed on-screen and databases become directories enabling staff to send instant messages directly from their PCs.



Incoming calls can be prioritised and outgoing calls made hands-free, or via shortcut keys directly from any business application. Calls are transferrable with notes attached to eliminate the need for caller repetition of information and **Power Dialler** imports a contact list, automatically dialling down the list once each call is complete.

Call waiting, Extension status, Call divert to voicemail, Instant text messaging, viewing and filtering of call history are vital functions possible with CTI and pre-written scripts easily integrate with common CRM tools such as Microsoft Outlook.

Because Strata platforms now support 'third party' CTI, your entire network can use it without having a physical connection at each desktop. CTI equips your organisation to provide faster, more effective, personal service, increasing customer satisfaction and business productivity.

# Strata CIX

## Messaging Solutions

Toshiba's voicemail portfolio offers a range of solutions to accommodate the needs of small businesses as well as large multi-site corporations. Many features are optional so your Toshiba dealer can tailor a solution to meet the specific requirements of your business.

To combat telephone communication mishaps such as missed requests and messages, lost opportunities, unnecessary interruptions and unattended extensions, Toshiba's secure, reliable and scaleable

Our messaging solutions scale upwards from 2 Ports, 60 mailboxes and 40 hours of storage for the smallest users to powerful messaging provisioning configured to suit our largest system and the most demanding users.

Key features are many! **One-touch call record** seamlessly records and stores important calls, allowing requests to be addressed before a return call is made. **24/7 coverage** ensures callers can leave messages from any time zone and **Audio text** provides out-of-hours information.



Secure, reliable  
and scaleable  
messaging  
solutions...

messaging solutions are fully responsive to the needs of your business today, and well into the future. Why not improve the caller experience in your workplace... busy signals and no-answers can be minimised and callers can even route their own enquiry using **Automated attendant**.

Whether you're there or busy elsewhere, calls are answered automatically with your personalised voice greeting, and messages left for later retrieval... to be forwarded, emailed, deleted or stored. **Unified messaging** sends the complete voicemail conversation via email delivery, from one central location to your designated email box. This can be completed within the office environment or for instant notification when working remotely. **Fax detect** routes faxes to your fax machine so you can operate with one contact number and save on phone lines.

Automatic scheduling enables features such as **Do-not-disturb**, and **Tenanted night/day** services to be activated out of hours.

Toshiba engineering places comprehensive voice solutions at your fingertips and our liquid crystal display (LCD) handsets simplify many of its complex features.

Designed to increase both customer satisfaction and employee efficiency, Toshiba messaging guarantees reliable and cost effective, premium performance.

# Digital Handsets DP5000 Series

Sleek, functional, and designed to meet the demanding needs of business users, our DP5000 range of digital handsets will complement your environment and maximise your phone system capabilities.

The display offers intuitive prompts for easy access and use of system features. A choice of 10 or 20 line feature-programmable keys makes

automatic performance at the touch of a button possible and two digital handsets in the range, feature liquid crystal display (LCD) with or without backlight.

Supporting the DP5000 series are the DDM5060 DSS console and KM5020 add-on-module, ideal for high-volume call answering needs. Toshiba's DP5000 series delivers extensive functionality, ranging from a low-cost entry level option right through to a sophisticated large-display featurephone.

## Key Features of the DP5000 Series

While the red/green **Busy lamp field BLF** indicator shows who's on the phone, the red/green **Ring LED** differentiates internal from external calls. Context-sensitive soft keys provide intelligent feature presentation for applications like voicemail. **Direct dial-in (DDI)** numbers can be assigned one of 10 different ring tones enabling quick identification of call types. Access shared mailboxes via **Multiple message waiting indication** and limit number searching with **On-screen directory dialling**.

Enjoy one-touch group pick-up with **Easy recall** of calls placed on hold and configure flexible and **One-touch keys** for regularly used functions. Using the DP5000 Series, contact centre supervisors can monitor calls for quality purposes, without handset background noise and **Integrated headset interface** lets you plug supported headsets directly into the featurephone, without the need for an adapter.



**3 Year  
Product Warranty**



◀ DP5130S - SD 9 line LCD backlit display with 10 programmable keys

DP5132S - SD 32 key LCD backlit display with 20 programmable keys  
or (DP5032S - SD 32 key LCD non-backlit display with 20 programmable keys)



◀ DP5122S - SD 22 key LCD backlit display with 10 programmable keys  
or (DP5022S - SD 22 key LCD non-backlit display)



▶ DP5018 - S 22 key non-display with 10 programmable keys



◀ DP5008 8 key with 2 programmable keys



▶ DDM5060 60 key DSS console with 60 programmable keys  
or (KM5020 20 key add on module with 20 programmable keys)



# Features

## System Features

Account Codes  
 Forced  
 Voluntary  
 Verifiable  
 Account Code Button  
 Account Code Revision  
 Administration/Programming (Optional)  
 \*Live System Programming  
 Remote Access  
 Alternate Answer Point  
 Automatic Busy Redial  
 Automatic Call Distribution (Optional)\*  
 Advanced Call Routing  
 Skills-Based Routing  
 Priority Queuing  
 Multiple Group Agent Login  
 Call Recording  
 Voice Assistant ODBC Database  
 MIS Interface (Optional)\*

CO Line Groups  
 CO Line Queuing  
 Conferencing (8 party)  
 Multi-Stations  
 Multi-CO Lines  
 Continuous DTMF Signal Time  
 Day/Night Modes with Auto Switching  
 Delayed Ringing  
 Direct Inward System Access  
 Direct Station Select/Busy Lamp Buttons  
 Direct Station Selection Console (Optional)  
 All Call Voice Page  
 Automatic Line Hold  
 DND Status Indication  
 DND Override  
 CO Line Button Assignment  
 Expanded Line Appearance  
 Multiple DSS Consoles  
 Night Transfer  
 Speed Dial Button Assignment  
 Voice or Tone Signaling

LCD CO Line Identification  
 Incoming/Outgoing  
 LCD Dial Input Verification  
 LCD Directory Assistance  
 LCD Feature Prompting with Soft Key  
 Operation  
 System & Station Features  
 Voice Mail Features  
 LCD Intercom User Name Display  
 LCD Message Waiting Station Display  
 LCD Override Station Number Display  
 LCD Recalling Station Identification  
 LCD Search By Name & Dial  
 LCD Speed Dial Directory Dialling  
 LCD Station Status Display  
 Least Cost Routing  
 Loop Start Lines  
 Loud Ringing Bell (Optional)\*  
 Make Busy  
 Trunk  
 Station

Music-On-Hold Source Control  
 Night Relay Service  
 Release Button  
 Release/Answer Button  
 Repeat Last Number Dialed  
 Ringing Line Preference  
 Speakerphone On/Off Control  
 Standard Telephone Compatibility  
 with Message Waiting  
 Speed Dial  
 Station  
 System  
 Station Hunting  
 Station Message Detail Recording  
 Interface (Optional)  
 System Maintenance  
 Error Logs  
 Automatic Fault Recovery  
 Maintenance & Admin via LAN  
 System Administration Logs  
 System Trace (Multi-level)

## 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

## 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 & Name Display  
 Color CRT Display  
 Dial "0" For Attendant

Automatic Callback Intercom  
 Automatic Dialling Buttons  
 Automatic Hold  
 Automatic Hold/Park Recall  
 Automatic Line Selection  
 Automatic Release From Hold  
 Automatic Release From Voice Mail  
 Auxiliary Device Interface (Optional)  
 Background Music Interface with  
 Station Control\*  
 Busy Override  
 Busy Station Transfer/Ringing  
 Call Forward  
 All Calls  
 Busy  
 No Answer  
 Busy/No Answer

DISA Security Code Revision  
 Distinctive LED Indicators  
 I Called  
 I Hold  
 I Use  
 Distinctive Ringing  
 Do Not Disturb  
 Do Not Disturb Override  
 Door Lock Control  
 Door Phones  
 DTMF Signal Time (160/80 ms)  
 Dual Color LEDs  
 End-to-End Signaling  
 Exclusive Hold  
 Executive Override (Break-In)  
 Executive Override Blocking  
 External Amplified Speaker (Optional)

Memory Protection  
 Message Waiting Indication  
 Station Light  
 Stutter Dial Tone  
 Microphone Control Button  
 Modular Handset & Line Card  
 Multiple Directory Numbers  
 Primary DN  
 Secondary DN  
 Phantom DN  
 Pilot DN  
 Music-On-Hold Multiple Interface\*  
 Networking Multiple Systems  
 Strata Net (Optional)  
 Alternate Routing/Hop-off  
 Centralized Attendant  
 Centralized Voice Mail

SNMP Traps  
 System Alarms (eMonitor)  
 Traffic Measurement & reporting  
 System Program  
 Upload/Download\*  
 Tandem CO Line Connections  
 TAPI Compliant  
 Tenant Service  
 Toll (Destination) Restriction  
 Restriction Override  
 Restriction Override Revision  
 Transfer Privacy  
 Traveling Class of Service  
 Uniform Call Distribution (UCD)  
 User Programmable Feature Buttons  
 Voice Mail Integration  
 Call Record to Voice Mail

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

Dial by Name/Number  
 Dialing an Outside Number for  
 Station User  
 Direct Station Selection  
 Directory Display & Dialling  
 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

Fixed  
 External with Remote Setting  
 System-wide  
 Call Park to Station  
 Call Park Orbits  
 Call Pickup  
 On-Hold/Park  
 Ringing At Other Stations  
 Meet-Me Page  
 Directed  
 Station Group  
 CO Line Group  
 Call Record to Voice Mail  
 Call Transfer  
 Camp-On  
 External Calls  
 Internal Calls  
 Recall  
 Call Waiting  
 Caller Identification  
 Abandoned Call History  
 Call History List  
 Redial from List  
 Indication While Busy  
 Internal User Name  
 Flexible Station Numbering  
 Delayed Ringing  
 Flash Button  
 Multi-Line Access & Control  
 Class of Service Override

Flexible Access Code Assignment  
 Flexible Button Assignment By User  
 Flexible Station Numbering  
 Flexible Line Ringing Assignment  
 Delay 1  
 Delay 2  
 Immediate  
 Group Paging  
 Handsfree Answerback Intercom  
 Headset Interface\*  
 Hearing Aid Compatible  
 Hot Desking  
 Hot Dialling  
 Hotline Service (Emergency Ringdown)  
 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  
 Abandoned Call Storage  
 Call History  
 Indication While Busy  
 Name  
 Telephone Number  
 LCD Calling/Called Number Display  
 LCD Clock/Calendar Display

Centralized Network SMDR  
 Distributed Network SMDR  
 Coordinated Numbering Plan  
 Path Replacement  
 Extended Call Control  
 Night Ringing Answer Code  
 Night Ringing Over External Page\*  
 Night Ringing Over Selected Page  
 Zones (Optional)\*  
 Non-Blocking Dialling  
 Non-Blocking Intercom  
 Off-Hook Call Announce  
 Handset  
 Speaker\*\*  
 Off-Premise Stations  
 One Touch Button  
 On-Hook Dialling  
 Outgoing Call Restriction  
 Paging (Optional)\*  
 All Call Voice Page  
 External Page Interface  
 Group Paging  
 Pooled CO Lines  
 Pooled Line Buttons  
 Privacy/Non-Privacy  
 Privacy Override  
 Private CO Lines  
 Relay Service (Optional)  
 Door Lock Control  
 External Page

In-band DTMF Signalling  
 LCD Soft Key Voice Mail Control  
 Transfer Direct to Voice Mailbox  
 Voice Mail Conference  
 Voice or Tone Signalling  
 Volume Control  
 Busy Override Tone  
 Handset  
 Handsfree/Speakerphone  
 Ringing

## 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 & Automatic Start  
 Self Video Preview  
 Station Hunting  
 Video Conferencing  
 Video Forward  
 Video Hold  
 Video Park/Pickup (Local node only)  
 Video Transfer

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

Join/Split Calls  
 Keyboard or Mouse Operation  
 Load Sharing of Multiple Attendants  
 Loop Buttons  
 Loop Hold Display  
 Message Entry & Display  
 E-mail to Station User  
 Print Messages  
 Message Waiting Set & Cancel  
 Multi-Tasking  
 Multiple Console Ringing  
 Notes Entry & 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 Dialling  
 Transfer Direct to Voice Mailbox  
 Trunk Group Control & Busy Indication  
 Trunk Test & Verify  
 Windows PC Operation

Optional features may or may not incur extra cost. \* Some feature implementation may require dealer supplied additional auxiliary equipment. Specifications are subject to change without notice.