

Benefits Of Upgrading To The Latest CIX Processor

The Bits:

This document is a reference to help you discover the benefits of selling existing Strata CIX system upgrading to release 4 processor: ACTU3A, LCTU2A, BCTU2A, and HCTU1A.

The Bytes:

CIX Hardware

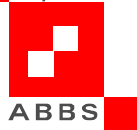
Take a look at several benefits of replace older hardware with newer CIX hardware:

- **BCOCIU/BCOCIS** – 4 to 8 CO loop start line combo cards with caller ID. Look into replacing older RCOU/RCOS and RCIU/RCIS with BCOCIU/BCOCIS will help open up cards slots to add more stations and trunks so you can stay within the same system or processor without expanding.
- **BSLU/BSLS** – Provides 16 basic analog ports. Look into replacing older RSTU, which are 8 port cards, with BSLU/BSLS 16 port cards will help opening up slots to add more stations and trunks so you can stay within the same system or processor without expanding.
- **BSTCIU2A** – Provides 8 analog station ports with the following new features of message waiting, caller ID and disconnect supervision.
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- **MIPU16/24** – New generation of IP cards for the new IP 5000 Series Phones, SIP trunks, 3rd party SIP Stations, and StrataNet.
- **DP5000 Series Phones** – New generation of Digital telephones.
- **IP5000 Series Phones** – New generation of IP telephones

CIX Features

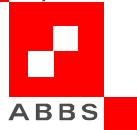
Pick and choose some new features that will add benefits to the sale of the upgrading the processor:

- **Uniform Call Distribution (UCD)** – Built-in UCD functionality provides call flow to distribute calls more efficiently through a call center. UCD enables calls to be answered by the auto attendant, which prompts the caller to dial the correct UCD group number. The call is then sent to the UCD agent or queue, but never to a busy number. Calls sent to agents are managed by distributed hunt to find the next available agent. Callers in queue can receive music and announcements imbedded in one of the systems music-on-hold sources, and each UCD group can share or have a separate music source. Overflow timing is controlled by a unique overflow timer for each UCD group. Agent log-in and log-out buttons make it easy for agents to sign in and out of the system so that calls can be routed appropriately. The built-in UCD standard feature is ideal for simple call processing applications not justifying the cost or sophistication of the optional ACD and reporting capabilities available with Strata CIX systems.
- **Dial Directory** – Station users can dial by name using Toshiba's DKT3000 series and IPT2000 series 10- and 20-button small-LCD telephones. This provides users of the 2-line-LCD model telephones similar functionality as with the 8-line-LCD model. The Dial by Name feature searches for names much like a cell phone directory and then allows

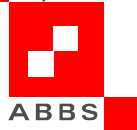


the user to press one button to dial. This feature includes speed dial names and internal directory names.

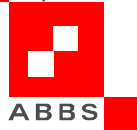
- **Alarm Notification** – Strata CIX can send alarm notifications to a Monitoring PC/Server or send an alarm notification to a telephone. Alarms include trunk failures on ISDN PRI, ISDN BRI, T1, or IP interfaces. System resource alarms include cooling fan failure (CIX200 only), LIPU or BIPUM card data set problem, SMDR memory buffer full, SMDR link down (LAN/RS-232c), SMDI link down (LAN only), and CTI link down (Attendant Console, ACD, external Stratagy system). The Strata CIX Network eMonitor software application provides system alarm monitoring functionality, either remotely or locally over TCP/IP. System alarms can be sent to up to 11 unique IP addresses from Strata CIX, as well as to the system eMonitor maintenance console via SNMP traps. Alarms can be sent from multiple networked Strata CIX nodes to one or more eMonitor consoles. eMonitor software is available, at no charge, on the Toshiba Internet FYI site.
- **Centralized Network Station Message Detail Recording (SMDR)** – The SMDR information from each Strata CIX system, connected over a TCP/IP Strata Net network, can be sent to a central SMDR system. Separate SMDR equipment is not needed at each node. Dealer supplied Call Accounting software can be located on a single Call Accounting Server that can receive SMDR call data from each Strata CIX node. Users having dealer supplied Call Accounting client software can retrieve reports from the server from any location.
- **Traffic Measurement and Reporting** – Technicians and system administrators can monitor the effectiveness of the system resources for proper traffic balance. New traffic reports include outgoing and incoming trunk group usage, “all circuits busy” reporting for DTMF and conference circuits. The reports are stored on the processor’s SD flash memory card locally, and reports can also be sent to a remote device over a TCP/IP or RS-232 connection. Traffic reporting is set up based on day of week and time of day. Reports are easy to read, time-stamped files that are generated and sent out hourly. No additional hardware is needed to support the new Traffic Measurement features.
- **Enhanced Remote Update and Backup/Restore** – Installation technicians and system administrators will appreciate the improved ease of remote upgrades, back-up capabilities, and restore functionality that make all of these tasks faster and easier to manage than in previous versions. Local and remote update files, consisting of approximately 200 small files in previous versions, are now one large file in Release 4.0, so upgrades are simpler. Remote update utilizes one file instead of multiple files to reduce the time necessary to send the upgrades from eManager to the remote Strata CIX system.
- **New Strata Net Licensing** - Strata Net licensing per channel
- **VLAN tagging** - A virtual local area network, virtual LAN or VLAN, is a group of hosts with a common set of requirements that communicate as if they were attached to the same broadcast domain, regardless of their physical location.
- **PAD Table Enhancements** - New PAD Table items and new default settings
- **ISDN Calling Party Number Enhancements** - New PRI Calling Party Number (CPN) options for other regions in Program 105-47 ISDN CPN Type and Program 105-48 ISDN CPN Plan
- **Additional SIP Telephone Features** - SIP telephones provide lower cost, less feature demanding IP telephone connection to Strata CIX systems. The features of Hold and Transfer are now added to SIP telephone functionality.



- **DSS LED – Option to Stop LED Flashing** - This feature provides an option that allows DSS buttons to be turned on red-steady or to flash at a unique rate when the DSS button's respective telephone is in the Do Not Disturb mode. In previous versions of CIX software the DSS button would always flash when its respective telephone was in the DND mode. Providing the red-steady option reduces the confusion of having many flashing lights on telephones and DSS console when users place their telephone in the DND mode.
- **LCR Modified Digit Table allows 20 digits** - This enhancement allows 20 digits to be deleted in the LCR Modified Digits tables where previous versions of Strata CIX software allowed a maximum of only 10 digits to be deleted. This allows LCR to be programmed to delete dialed long distance numbers and substitute Strata Net network numbers. This can greatly reduce the long distance telephone charges for Strata Net system owners.
- **CLID Storage telephone capacity increased** - This enhancement increases the number of Toshiba DKT and IP telephones permitted to store Caller ID in a Strata CIX system by allowing a minimum of five CLID numbers to be stored per telephone. The number of telephones that can store Caller ID in each system is:
 - CIX40 – all 24 telephones.
 - CIX100 – all 72 telephones increased from 66 telephones.
 - CIX200 – all 160 telephones increased from 100 telephones.
 - CIX670 with Basic processor – all 160 telephones increased from 100 telephones.
 - CIX670 with Basic/Expanded processor – 400 telephones increased from 200 telephones.
- **IPT - UDP Media channel Port Assignment** - The base UDP Port for IPT Media Channel can now be changed to accommodate any particular network configuration. In previous CIX software releases this port was permanently assigned in software. The valid values are from 1026 to 65532; default value is 49154.
- **Strata Net IP RTP Port Range Management** - The base of the 32-port range for IP Strata Net RTP protocol can be set for individual LIPU, LIPS and GIPH cards. In previous Strata CIX software releases this port was permanently assigned in software. The valid range of the port base is from 16384 to 65504; default value is 20992. Note: Only even numbers can be assigned.
- **License Display Screen enhancement** – Network eManager now displays the total number of Port, Endpoint, and Strata Net channel licenses installed on the CIX processor and the total licenses actually used (or programmed).
- **Caller Name on CSTA events** - Strata CIX now sends the caller name information from the CO switch or the name defined in Strata CIX to external applications using CSTA. Net Phone can take advantage of this enhancement to show the caller name from the CO on the Net Phone Display.
- **Divert enhancement on CSTA** - Divert is the CSTA feature to transfer the ringing call to the specified destination. Net Phone uses the feature to control the incoming call either automatically or manually. With this enhancement, Net Phone can route the incoming ringing call to the specified voice mail box or Directory Number. This feature can also be used for the ringing call while the user is on another call.



- **Daylight Savings Time Date changes** - Most of the **United States** has observed Daylight Saving Time from at 2:00 a.m. on the first Sunday of April to 2:00 a.m. on the last Sunday of October. Beginning in 2007, most of the U.S. will begin Daylight Saving Time at 2:00 a.m. on the second Sunday in March and revert to standard time on the first Sunday in November. In the U.S., each time zone switches at a different time. In CIX R4.2 software and above the new 2007 DST switch-over Month, Week, and Day have been incorporated as the default values.
- **IP User Mobility** is a set of features designed to give the user more flexibility in where they use their IP phone. IP User Mobility consists of three major features that allow the user to be mobile.
 - Allows the user to log-off and log into any SoftIPT or IPT phone without having to make any configuration changes. This is similar to “Hot Desking” where the user can go to any existing IP phone and use his or her corporate directory number (DN) to log in. All button programming assigned to that DN will be applied to the extension.
 - Allows the user to transfer registration of an extension that is currently in use. In essence, the user can log into another IP phone with his or her extension even if his extension is already in use by transferring the registration from one IP phone to another.
 - Allows the Administrator to “oversubscribe” when building IP extensions. The Administrator can create and build more IP stations using eManager than there are physical ports.
- **SIP (Session Initiation Protocol)** is an application layer protocol used for establishing sessions in an IP network. SIP is a very rich and extensible protocol and, similar to HTTP and SMTP, SIP is a text-based protocol. The power of SIP lies in the fact that it allows a user on a SIP enabled device to communicate with other users on SIP enabled devices (IP PBX, SIP phone, SIP Softphone) regardless of geography. SIP Trunking harnesses the power of the SIP protocol to route a VoIP call over the carrier’s IP backbone to any IP address worldwide.
- **SoftIPT 3.0** - The Toshiba SoftIPT 3.0 on PC is a software telephone client that runs on wired or wireless Internet connected laptops, tablets and desktop PCs with all versions of the Microsoft® Windows Vista and Microsoft Windows® XP operating systems. Version 3.0 adds a new look similar to 5000-series telephones and has some very useful enhancements.
- **FeatureFlex Personal Call Handler Enhancements** - The Personal Call Handler, with simultaneous ring, call screening, and schedule-based call handling is one of our most popular FeatureFlex applications and now it gets even better. Toshiba is pleased to announce two enhancements to the popular Personal Call Handler (PCH) application to improve user productivity even more. The new, enhanced PCH can now:
 - Let users know caller identity through the caller ID announcement capability.
 - Display the caller’s ID information on the cell phone so the user can see who is calling.
 - Enables the user to easily hand off the call from the cell phone to the desk phone by pressing a key on the desktop telephone.
- **Enhanced Capabilities of Toshiba Large Screen Telephones** - The DP5000 and IP5000 series large screen telephones just got better offering 10 more flexible keys. By using a “Shift” function, the telephones now provide 20 flexible keys at no extra cost; and



yes, you can upgrade your existing Strata CIX system software so your existing 10 key large screen telephone can provide 20 keys. In addition to the added 10 keys, a dedicated Call History button gives you quick access to the Caller ID history of incoming calls your telephone received providing fast call back operation. And there is more, the dial by name directory has been improved to allow you to place a call by pressing the button next to the displayed name of the person you want to call.

Voice Processing

Take advantage of new low-priced Voice Processing systems:

- LVMU – Basic 2 to 8 port in-skin Strategy Voice Mail System. Replace older in-skin Voice Mails such as Strategy DK/IVP8 with LVMU.
- Strata Messaging – Low end 2 to 8 port Unified Messaging Voice Mail System. A brand new voice mail application providing standard voice mail features as well as Unified Messaging and Fax capabilities.

Applications

Take advantage of new Unified Communication Applications:

- Strata Meeting – 8, 16, 24 audio only conference bridge.
- Strata Meeting with Web Collaboration – 8 audio and 8 web collaboration Conference Bridge.
- Strata CIX Integration with Microsoft Office Communications Server 2007
- WhatsUp Gold!
- FeatureFlex – Call Screening, Call Monitor and Retrieve, Call Return, One Number Access (Find me, Follow me), Simultaneous Ring (Twinning), Personal Call Handling (PCH), Alarm Clock, Hot Desk, and Security Code Update.
- uMobility

3rd Party Add-ons

Take advantage of 3rd party add-on Applications:

- Polycom SoundPoint IP4000/6000/7000 Conference Phones
- Polycom Kirk Wireless product line
- Polycom SpectraLink product line
- Polycom SoundPoint SIP phone product line
- CyberData VoIP intercom
- Motorola SIP Wifi handsets
- uMobility by Varaha