TOSHIBA
Leading Innovation ⫸

PRODUCT OVERVIEW

VIPedge Cloud-Based Telephone Solution

Enterprise-quality IP Communications for Your Business Without Having to Buy, Install or Maintain PBX Equipment

With Toshiba's VIPedge® cloud-based telephone solution, the features and benefits of our award-winning IP*edge®* system are available as a pay-as-you-go monthly service. Toshiba provides the data center infrastructure and the phone system servers that deliver the central intelligence of the communications system. All you need to have on site is a business-quality wide area network (WAN) connection, user endpoint devices and the local area network (LAN) to connect those devices to the IP network.

VIPedge delivers a full set of communications tools, including complete call handling and call control features, voice mail with unified messaging, unified communications and mobility using in-building wireless handsets or Apple® iOS and Android™ smartphones as office extensions.

Choose the Best VIPedge Package for Your Organization

Each VIPedge user license includes a comprehensive suite of call processing features, plus voice mail with unified messaging, Find Me, Follow Me call routing, soft phone and Call Manager unified communications.

A Choice VIPedge Package for Different Requirements	
VIPedge Business Standard User	Standard features for one user, including direct inward dial, VIPedge features, unified messaging with Find-Me, Follow-Me and T.38 fax, and Call Manager Advanced with VoIP plug-in
VIPedge Channel–Call Center	1,200 local and long-distance minutes included, then charged on a per-minute basis for additional minutes. International calling not included.
VIPedge Channel–Unlimited[1]	Unlimited local and long-distance minutes for standard business user*— International calls charged separately on a per-minute basis.
VIPedge Auto-Attendant	Direct inward dialing (DID) for main number or department number with Auto-Attendant feature (interactive voice response)

VIPedge cloud-based telephone solution starts at $24.99 a month per user and is available via Authorized Toshiba Dealers nationwide.

*As defined in the VIPedge acceptable use policy.
[1]Metered Minutes options are also available.

VIPedge FEATURES

Call Processing
Account Codes—Verified, non-verified, forced
Advisory Messages, Alarm Notification
Alternate Answer Point
Automatic Busy Redial
Automatic Callback (ACB)
Automatic Line Selection (ALS)
Call Forward (system or station level)
Call History
Call Manager unified communications
Call Park, Call Hold, Call Transfer, Call Waiting
Caller Identification
Camp On
Classes of Service (CoS)
Conference Calls
Credit Card Dialing
Day/Night Mode
Directory Numbers, Dial Directory
Direct Inward Dialing (DID)
Dialed Number Identification Service (DNIS)
Direct Station Selection (DSS)
Distinctive LED Indicator
Distinctive Ringing
Do Not Disturb (DND)
Emergency Call
Enhanced 911 (E911)
Emergency Ringdown
Feature Prompting with Softkeys
Flexible Line Ringing
Flexible Numbering
Handsfree Answerback
Headset, Hearing Aid Compatible, Volume Control
High Call Volume Buttons
Hot Dialing
Hot Desking/IP User Mobility
Line Buttons

Live System Programming
Message Waiting
Microsoft® Outlook Integration
Music/Message On Hold
Multiple Call/Delayed Ringing
Off-Hook Call Announce (OCA)
Override
Paging
Privacy
Repeat Last Number Dialed
Ringing—Ring Over Busy, Ringing Cadence
Speed Dial
Station Hunting
Survivability, System Fault Finding and Diagnostics
Uniform Call Distribution
Unified Communications
VLAN Tagging
Voice or Tone Signaling

Messaging
Automated Attendant (Interactive Voice Recognition, IVR)
Find-Me, Follow-Me—Verification, Record to Mailbox,
   Transfer Back
Holiday/Date-based Greeting
No Response Destination
Operation Mode
Simple Single-Digit Dialing
Time Of Day Greeting
Voice Messaging (highlights of 50+ features)
   Notification of Message(s) Waiting
   Message Forward, Rewind, Pause, Delete, Callback
   Return Receipt, Notification of Non-Receipt
   Park and Page
   Personal Assistant
   Personal Automated Attendant
   Archive Mailbox

Automatic Message Copy
   Distribution Groups, Ad Hoc Groups
   Call Screening, Caller ID Routing
   Confidential Message
   Direct Transfer to Voice Mailbox
   Future Delivery
   Mailbox Setup Tutorial for First-Time Users
   Configurable operating parameters
Unified Messaging
   Integration with Email Clients
   Messaging as an IMAP or POP server
Multi-Site Networking (VPIM)
Administration
   Mailbox management
   Set operation parameters
   System Monitoring and Backup
   Data Import
Reporting
   Mailbox statistics
   System statistics and group lists
   Call traffic by hour, by port, by system
   Scripts
Security
   Limited Dial-Out Digits
   Limited Password Entry Attempts
   Mailbox Lock and Administrator Notification
   Secure Authentication for Outgoing Email

Unified Communications and Mobility
Unified communications and mobility features are too extensive to list here. See your Authorized Toshiba Dealer or visit www.telecom.toshiba.com for more details.

VIPedge SYSTEM CAPACITIES

VIPedge® Stations and Trunks

Supported Endpoints
- Toshiba IP5000 desktop IP phones
- Toshiba IP4000 SIP DECT wireless phones
- Apple iOS and Android smartphones
- Microsoft Windows PCs equipped to perform as soft phones

IP5000 and IP4100 stations, Cyberdata VoIP Intercom: 500 total devices

IADM add-on modules on IP phones (10 buttons with LCD labels): 400 per system

Direct Station Selection (DSS) Consoles: 3 per station, 3 per system

Simultaneous calls: 413

SIP trunk channels: 260

Channel groups: 2

VIPedge Station Buttons per System

Call Forward, Personal Call Forward, Caller ID on IP phones: 560

Flexible Telephone Buttons: Depends on system configuration

Primary Directory Numbers [PDNs] per system: 560

Phantom Directory Numbers [PhDNs] per system: 2,240

Line and directory number (DN) buttons in use at the same time: 3,360

DNs with message waiting capability: 800

Phantom DNs with message waiting LED indication: 128

Multiple Appearances of DNs on telephones: 15,000

Night transfer buttons: 128

One touch buttons: 12,000

Advisory LCD messages lists: 10 per VIPedge system

Call forward, system call forward patterns: 32

Call Manager and Messaging

Users with Call Manager: 500

Messaging departments: 999

Messaging mailboxes (basic or unified messaging): 5,000

Messaging script mailboxes: 1,000

Hours of messaging storage:
4,000 hours
75 minutes average per user
30 days message retention

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