



Simplify Messaging, Efficiently and Gracefully

Voice mail, e-mail, faxes, text messages, and more come to your business at all hours, and sometimes in overwhelming numbers. How do you manage it all? Strategy® voice mail is a key component of the Toshiba Strata CIX™ business communication system, to help you manage messages and communicate better. You improve customer service by providing callers with instant attention, responsiveness, and access to information.

Essential Applications

All Strategy systems provide these essential applications:

- **Automated Attendant**—streamlines operational efficiency by enabling callers to route their own calls and leave messages without receptionist assistance.
- **Call Routing**—sends callers to the specific extension or department they want. Callers can easily find a person's extension by using the company directory feature.
- **Telephone Answering**—offers callers the choice of leaving a message, calling another extension, holding, or being transferred to an operator for assistance.
- **Voice Messaging**—creates, sends, receives, forwards, and saves voice messages. Users can manage voice messages with ease by simply pressing specific telephone keys.
- **Audiotex**—enables callers to play pre-recorded information on demand as directed by audio prompts. It's an easy way to answer customers' most frequently-asked questions.
- **Call Screening**—requests caller to state their name and company, and announces the calling party by playing the recording to the station user, who can accept or re-route the call.
- **Message Notification**—lets users know when a voice message arrives by any combination of lighting a message waiting light, pager, or calling a home phone, cellular phone, or any off-premise location.
- **Unlimited Mailboxes**—can be supported in Strategy software to accommodate as many mailboxes as your application requires.

Strategy can also give you the ability to:

- **Simplify voice mailbox operation** through your Strata CIX telephone with LCD display and soft keys, making your communication system easy to use.
- **Manage voice, fax, and e-mail messages from your PC** or telephone via Unified Messaging. Access all your critical communications from a single screen.
- **Record calls** directly into your voice mailbox with a single button on your telephone. Starting, pausing, and stopping a recording is as easy as pressing a key.
- **Network** your Strategy voice mail with all your locations to use it as your centralized voice mail system. Or, network multiple voice mail systems using AMIS or VPIM networking.
- **Communicate effectively** both in and out of the office with other employees and customers 24 hours-a-day, 365 days-a-year.

Customization

Customize voice processing functions using Strategy's Token Programming, a powerful yet simple scripting language. Tokens can add or enhance voice mail features and functions such as recording and playback, audio files, or using DTMF entries by callers to provide data response or special call routing. Tokens can perform functions as simple as a hook-flash, and as complicated as an IVR application, specific to your needs. Token Programming is developed and deployed by Authorized Toshiba Dealers.

Choices to Meet Every Need

From small to large, basic to sophisticated, from an integrated circuit card to a rack-mountable network server, you'll find a Strategy voice mail solution designed to cost-effectively meet your company's specific needs. Since Strategy is expandable, your investment will be protected as your voice processing needs change.

- Strategy **IVP8, iES16, and iES32** models seamlessly integrate your voice message processing on a single printed circuit card inside your Strata CIX system—with no need for external connections, standard telephone ports, or separate power backup systems.
- Strategy **ES8, ES48, and ES96R2** server-based models are available ranging in size from an 8-port desktop to a 96-port rack-mountable chassis. Each platform is designed for incremental expansion that accept one or more Intel PCI peripheral boards in which to support voice and fax applications.
- Toshiba's **Strata Media Application Server (MAS)** supports voice processing and all value-added applications integrated within one platform that connects to the Strata CIX via Ethernet. Applications include Auto Attendant, Voice Mail, Automated Speech Recognition (ASR), Text-to-Speech, Unified Messaging, Interactive Voice Response (IVR), Automatic Call Distribution (ACD), ACD Reporting, Toshiba-approved 3rd party CTI applications, Info Manager™ Web-based telephone applications, FeatureFlex adaptability tools, and browser-based system administration.

Powerful Applications Delivered to Your Desktop

You can add optional features to your Strategy ES voice mail system to further customize your application.

- **Unified Messaging**—allows you to access all your critical communications from a single screen, including voice, e-mail, and fax messages.
- **Fax Applications**—stores inbound faxes in your mailbox and allows them to be printed, forwarded, or displayed on your PC screen. Fax On Demand and Fax Back enable users to receive printed information. Fax Broadcast lets you instantly transmit any fax document to multiple recipients.
- **Text-To-Speech**—enables any touch-tone telephone to audibly read e-mail messages to you, providing easy access to e-mail when you don't have access to your computer or the Internet.
- **Speech Recognition**—processes voice commands, making communication easy and intuitive. Callers can quickly access information or a specific person's extension.
- **Interactive Voice Response**—enables Toshiba Authorized Software Developers to create custom IVR applications.

SPECIFICATIONS

IVP8	Minimum configuration 2 ports, expandable to 4, 6, or 8 ports via electronic upgrade. Message storage 15 hours, upgradeable to 30 hours.
iES16	Minimum configuration 4 ports, expandable in 4-port increments to 16 ports via electronic upgrade. Message storage 100 hours.
iES32	Minimum configuration 4 ports, expandable in 4-port increments to 32 ports via electronic upgrade. Message storage 600 hours.
ES8	Minimum configuration 4 ports, expandable to 8 ports by adding a voice board. Message storage 2,000 hours.
ES48	Minimum configuration 4 ports, expandable in 4 or 12-port increments to 48 ports by adding voice boards. Message storage 2,000 hours.
ES96R2	Minimum configuration 4 ports, expandable in 4 or 12-port increments to 96 ports by adding voice boards. Message storage 2,000 hours.
MAS	32 HMP ports assigned as either 32 voice mail ports, 32 ACD ports, or 16 voice mail ports and 16 ACD ports. Voice Mail message storage 5,000 hours.
Mailbox Capacity	Unlimited (100 million possible mailbox numbers in software—limited only by hard drive capacity).

Toshiba America Information Systems, Inc., Digital Solutions Division

9740 Irvine Blvd., Irvine, CA 92618-1697 (949) 583-3700 www.telecom.toshiba.com

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Literature Order #: DSD-CIX-BR-VMB-DS-VA/4500050