

## NETWORKING SOLUTIONS



With the growth of Internet Protocol (IP) telephony, more and more organisations are choosing to connect their regional or international offices on a single voice and data network in order to improve customer care, simplify administration and reduce costs.

For many distributed organisations, however, the challenge is providing key functionality to all employees, regardless of their location. Toshiba's networked communication solutions ensure that all users have access to the key functionality they need, regardless of whether they are based in the corporate head office, a regional sales office, at home or on the move.

Our networked communication solutions can help your organisation to improve customer service levels by ensuring that all inbound calls are smoothly and seamlessly passed from one area of the business to another. You will be able to reduce the total cost of ownership of your communications infrastructure through the centralisation of key functions, and IP telephony can be used to link together multiple sites, creating a single 'virtual' office, and reducing the costs of making calls between different sites.

The result is a fully integrated and secure communication solution that can extend to every part of your business. A solution that is designed with built-in scalability, and features Toshiba engineering innovations that ensure you enjoy reliability superior to that of any similar-sized telephone system. What's more, Toshiba provides you with a flexible, reliable and fully functional solution to meet your requirements today, and in the future.

### Key benefits:

- » IP networking using Quality of Service (QoS) enabled connections, ensures high quality of voice calls throughout the network.
- » Reduce total cost of ownership through centralisation of key functions such as operator positions, voicemail and call logging.
- » Connect sites using Voice over IP (VoIP) technology to reduce the costs of internal calls between sites.
- » Use the network to take advantage of Least Cost Routing (LCR) or automatic route selection, again helping to reduce costs.
- » Increase productivity by ensuring that all employees have the same core functionality available to them, regardless of their location.
- » Head office staff can support smaller branch offices with calls routed over the network when required, increasing efficiency.
- » Network up to 128 Strata CIX communication platforms together, expanding key functionality across your distributed network.
- » Up to six, centrally managed Strata CIX670 remote cabinets can be linked together across your corporate campus environment.
- » Toshiba's Strata IP featurephones provide peer-to-peer functionality, reducing the bandwidth for internal calls in branch offices, and ensures best possible Quality of Service (QoS).

Toshiba's communication solutions allow a choice of analogue, digital or IP networking capabilities:

- » Analogue Networking:
  - » DC5 or AC15 supported
  - » Provides 4 circuits per card
- » Digital Networking:
  - » Q-Sig or STRATANET
  - » Provides 30 channels per card
- » IP Networking:
  - » Q-Sig, or H.323 supported
  - » Peer-to-peer or end node
  - » 8/16/32 channels per card
  - » Maximum of 128 nodes

Toshiba also provides campus solutions, allowing distributed systems to be managed as one, integrated solution:

- » Uses Strata CIX670
- » Up to 6 remote cabinets
- » Up to 2 cabinets per location
- » Fibre connected to 3km
- » Totally feature transparent
- » Administered as one system
- » Locally or remotely connected

Finally, Toshiba's Strata CIX systems can provide remote or mobile working solutions to further improve the efficiency of organisations and their workforce. For more information, please see our Remote and Mobile Working Solutions brochure.

The key benefit to organisations using Toshiba's networked solutions is the wealth of functionality, provided to all employees in all locations. Features available in networked solutions include:

- » Account codes – forced/voluntary/verified\*
- » Automatic busy redial\*
- » Automatic camp on
- » Automatic release of exchange line.
- » Call completion
- » Call forward
- » Call park, orbits park and page

- » Call transfer
- » Call transfer with camp on\*
- » Call waiting
- » Caller Line Identification (CLI)
- » Class of service
- » Conference on hold
- » Conferencing
- » Consultation hold manual
- » Credit card dialling\*
- » Day/night modes\*
- » Dialed number identification service
- » Digital pad
- » Direct Dial-In (DDI)
- » Direct inward system access
- » Direct inward termination
- » Directory number presentation
- » DISA security code revision\*
- » Do Not Disturb (DND)
- » DND override\*
- » Door lock control
- » Executive override\*
- » External ring repeat
- » Flexible numbering
- » Intercept
- » Least Cost Routing (LCR)\*
- » Lost call treatment
- » Message waiting
- » Off-hook camp on\*
- » Outgoing call
- » Recall treatment
- » Speed dial – system and station
- » Station CO line access
- » Station to station connection
- » System call forward
- » Tandem CO line connection
- » Toll restriction
- » Toll restriction override by system speed dial
- » Travelling class of service
- » Trunk access\*
- » Trunk group access\*

\*Features can be limited by Network Class of Service