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The Power of Toshiba Voice Mail

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? Toshiba's Strata® CIX™ IP business communication systems and voice mail products help you manage messages and communicate better. Improve customer service by providing callers with instant attention, responsiveness, and access to information.

Essential Applications

All Strata CIX Voice Mail 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.
- **Audiotext**—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.
- **Soft Key Integration**—Simplify voice mailbox operation through your Strata CIX telephone with LCD display and soft keys, making your communication system easy to use.
- **Call Recording**—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.
- **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 a powerful yet simple scripting language. 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. This can perform functions as simple as a hook-flash, and as complicated as an IVR application, specific to your needs. This customization is developed and deployed by Authorized Toshiba Dealers.

Choices to Meet Every Need

Strata CIX voice mail solutions are designed to cost-effectively meet your company's specific needs. Since most of Toshiba's voice mail products are expandable, your investment will be protected as your voice processing needs change.

- LVMU1A, GVPH, and Stratagy iES16 models seamlessly integrate your voice message processing in your Strata CIX system—with no need for external connections, standard telephone ports, or separate power backup systems.
- Strata Messaging is available in 2-8 port configurations, providing Unified Messaging and fax for smaller systems. The compact Strata Messaging PC appliance connects to the Strata CIX via Ethernet.
- Stratagy ES48 and ES96R2 models are available in up to 48-port and 96-port configurations. Each platform is designed for incremental expansion and voice and fax applications.
- Strata Media Application Server (MAS) available in 8-port or 32-port models, 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, Info Manager® Web-based telephone applications, FeatureFlex® adaptability tools, and browser-based system administration.

Advanced Applications

When you need to go beyond the basics, Stratagy® Enterprise Server (ES) equipped systems allow users to add advanced applications.

- **Unified Messaging**—allows you to access all your critical communications from a single screen, including voice, e-mail, and fax messages. Conveniently retrieve and send voice, fax, and e-mail messages from within your e-mail client inbox screen. You can even retrieve Stratagy voice and fax messages via the Internet from any e-mail service that supports SMTP and IMAP4 protocols. Unified Messaging gives you the power to consolidate all types of communications and manage more messages in less time (Strata Messaging also supports Unified Messaging).

- **Fax Applications**—stores inbound faxes in your mailbox and allows them to be printed, forwarded, or displayed on your PC screen. When combined with Unified Messaging, fax messages can also appear in your e-mail inbox. Fax On Demand and Fax Back enables users to receive printed information from the Stratagy ES system (Strata Messaging also supports fax).

- **Text-To-Speech**—leading-edge technology enables any touch-tone telephone to audibly read e-mail messages to you. Text-To-Speech capability gives traveling employees easy access to e-mail when they don't have access to your computer system or the Internet. This feature also makes it easy to forward or reply to e-mail messages— all remotely via any telephone.

- **Speech Recognition**—processes commands from the caller's voice, making communication easy and intuitive. Using simple spoken responses, callers can quickly access product information or a specific person's extension from the Stratagy ES system. Plus, employees who are out of the office can call in, then simply speak a command to access their voice mailbox. With these capabilities, Speech Recognition helps maximize the ease and effectiveness of both incoming customer calls and internal employee calls, while projecting an innovative image for your company.

- **Interactive Voice Response**—enables Toshiba Authorized Software Developers to create custom IVR applications. A developer works directly with the customer to determine their exact IVR application needs. An IVR application can relay specific computer database information to callers over the telephone based on an individual's unique input from a touch-tone telephone dial pad. Information received from the database can be spoken back to the caller in a number of different ways, such as date, time, dollars and cents, numbers, or predetermined phrases.

- **Networking**—Network all your Strata CIX locations to use a centralized CIX voice mail system. Or, network multiple voice mail systems using AMIS or VPIM networking.

Toshiba systems equipped with Stratagy ES include Stratagy iES16, ES48, and ES96R2, as well as the Media Application Server (MAS) and the MicroMAS.

SPECIFICATIONS AND APPLICATIONS

GVPH	Compatible with Strata CIX40. Minimum 4 ports, expandable to 8 ports via licensing upgrade. Message storage 40 hours. 360 mailboxes. On board remote access modem. Strata CIX40 Voice Mail, Auto Attendant, Scripting Language. Stratagy ES advanced applications not supported on GVPH.
LVMU1A	Compatible with Strata CIX100, CIX200, CIX670, CIX1200. Minimum 2 ports, expandable to 8 ports via licensing upgrade. Message storage 40 hours. 360 mailboxes. On board remote access modem. Strata CIX Voice Mail, Auto Attendant, Scripting Language. Stratagy ES advanced applications not supported on LVMU.
Strata Messaging	Compatible with Strata CIX40, CIX100, CIX200, CIX670, CIX1200. Linux based, SIP connectivity to CIX. Minimum 2 ports, expandable to 8 ports via licensing upgrade. Supports 400 mailboxes. Message storage 300 hours. Voice Mail, Auto Attendant, 10-seat Unified Messaging on 2 and 4-port systems and 20 seat Unified Messaging on 6 and 8-port systems. Optional additional Unified Messaging seats added via licensing upgrade. Fax applications can be added with a system license and a IP-FXO gateway.
Stratagy iES16	Compatible with Strata CIX100, CIX200, CIX670, CIX1200. Minimum 4 ports, expandable to 16 ports via electronic upgrade. Message storage 178 hours. Internal (soft) remote access modem. Unlimited mailbox capacity in software (limited only by 4 GB Compact Flash capacity). Stratagy ES Voice Mail, Auto Attendant, Scripting Language, 20-seat Unified Messaging. Optional Stratagy ES advanced applications include additional Unified Messaging seats, Text-to-Speech, and Fax applications. Optional IVR capabilities available via Scripting Language or custom development.
Stratagy ES48	Compatible with Strata CIX100, CIX200, CIX670, CIX1200. Minimum 4 ports, expandable to 48 ports by adding voice boards. Message storage 2,000 hours. Unlimited mailbox capacity in software (limited only by hard drive capacity). Stratagy ES Voice Mail, Auto Attendant, Scripting Language, 5-seat Unified Messaging. Optional Stratagy ES advanced applications include additional Unified Messaging seats, Automatic Speech Recognition, Text-to-Speech, and Fax applications. Optional IVR capabilities available via Scripting Language or custom development.
Stratagy ES96R2	Compatible with Strata CIX100, CIX200, CIX670, CIX1200. Minimum 4 ports, expandable to 96 ports by adding voice boards. Message storage 2,000 hours. Unlimited mailbox capacity in software (limited only by hard drive capacity). Stratagy ES Voice Mail, Auto Attendant, Scripting Language, 5-seat Unified Messaging. Optional Stratagy ES advanced applications include additional Unified Messaging seats, Automatic Speech Recognition, Text-to-Speech, and Fax applications. Optional IVR capabilities available via Scripting Language or custom development.
MicroMAS	Compatible with Strata CIX40, CIX100, CIX200, CIX670, CIX1200. Minimum 2 ports, expandable to 8 ports via licensing upgrade. Up to 8 HMP-based or Dialogic hardware-based ports assigned as either 8 voice mail ports, 8 ACD ports, or 4 voice mail ports and 4 ACD ports. Voice Mail message storage 5,000 hours. Unlimited mailbox capacity in software (limited only by hard drive capacity). Stratagy ES Voice Mail, Auto Attendant, Scripting Language, 5-seat Unified Messaging, Network eManager browser-based system administration, and My Phone Manager browser-based personal administration. Optional Stratagy ES advanced applications include additional Unified Messaging seats, Automated Speech Recognition, Text-to-Speech, and Fax applications. Optional IVR capabilities available via Scripting Language or custom development. Optional Strata Automatic Call Distribution (ACD) and OAISYS modules. Optional Insight CIX or TASKE ACD Reporting. Optional FeatureFlex adaptability/customization tools.
MAS	Compatible with Strata CIX40, CIX100, CIX200, CIX670, CIX1200. Minimum 4 ports, expandable to 32 ports via licensing upgrade. Up to 32 HMP-based 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. Unlimited mailbox capacity in software (limited only by hard drive capacity). Stratagy ES Voice Mail , Auto Attendant, Scripting Language, 5-seat Unified Messaging, Network eManager browser-based system administration, and My Phone Manager browser-based personal administration. Optional Stratagy ES advanced applications include additional Unified Messaging seats, Automated Speech Recognition, Text-to-Speech, and Fax applications. Optional IVR capabilities available via Scripting Language or custom development. Optional Strata Automatic Call Distribution (ACD) and OAISYS modules. Optional Insight CIX or TASKE ACD Reporting. Optional FeatureFlex adaptability/customization tools.

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