

## Communication Server

### Control Your Business Telecommunications With Ease

Today more than ever, managing your communications efficiently is critical to the success of your business. That means providing optimum call control to users in your main office and in your branch offices. The Toshiba Strata CS Communication Server delivers that result by providing the capability to easily control calls through advanced PC-based technology as well as from your telephone and the Internet.

Here's how the Strata CS helps you get the most out of your business telecommunications:

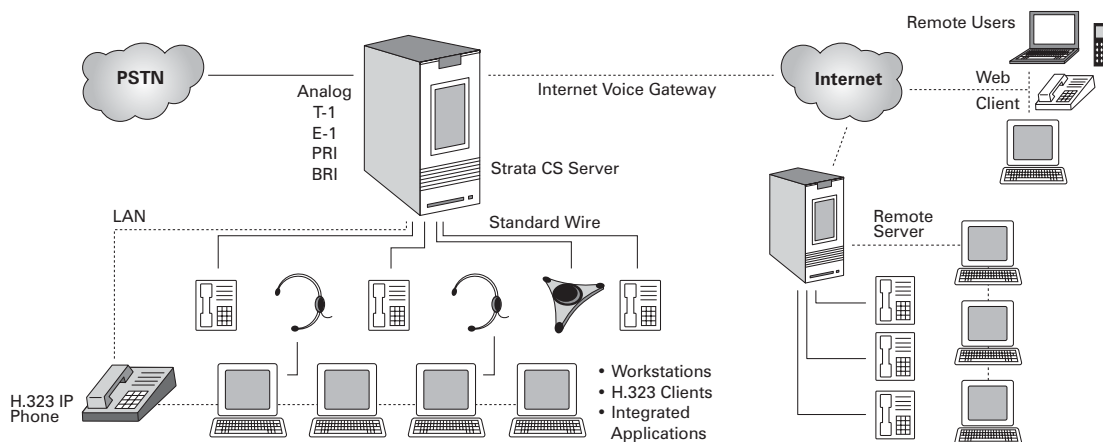
- Complete call control from your telephone or your PC.
- Voice mail with advanced message management is included with the system.
- Exceptional ACD functionality for your call center needs.
- Intuitive Graphical User Interface (GUI) helps you use the Strata CS quickly and easily.
- Make calls over the Internet or your intranet, eliminating long-distance toll charges.
- Access system functions through any web browser when you're away from the office.
- Stay in touch with "follow me" forwarding that can route your calls to other extensions, external numbers, or your mobile phone until you answer, and then to your voice mail if you do not answer.
- Compatible with standard analog telephones; IP telephones; or digital telephones available exclusively from Toshiba.

### Maximize Value While Minimizing Cost Today And In The Future

The Strata CS helps you control costs because it uses industry-standard Dialogic components, wiring, and telephony hardware. Plus, the Strata CS operates on Windows NT<sup>®</sup> and 2000 operating systems, minimizing long-term costs. The Strata CS is a complete telephone/voice mail system that's easy to expand, providing substantial return on investment. And the Strata CS is expandable from small configurations up to 96 trunks and 264 stations, so it easily grows with your changing needs.

### A Proven Leader In Both Telephony And PC Technology

The complexities of developing communication server systems require in-depth expertise in telephony and computer technology. While most communication server manufacturers specialize in one or the other, Toshiba has a long history of expertise in both areas. You can count on the Strata CS to meet your business telecommunication needs because it comes from Toshiba — a proven world leader in both telephony and PC technology.



# Strata CS Communication Server Features

The Strata CS is the ideal solution for your business today and tomorrow. It offers you the best telephony features, without the limitations. One system offers you countless advantages for your success now and in the future.

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## Fully Integrated Telephone System

- Single server with PBX and voice mail functionality
- Voice guided telephone user interface
- GUI desktop PC integration
- IVR integration ready
- Scales up to 96 trunks and 264 stations

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## Multi-Line Call Control

- Multiple call handling
- Grab and hold
- Music/audio and ring-back reminder
- Call transfer, park, conference
- Universal/directed call pickup
- Call waiting
- Do Not Disturb mode
- Customizable internal/external rings
- Individual extensions and DID

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## Multi-Level Auto Attendant

- Automated or receptionist answering
- Dial-by-name internal/external
- Customizable greetings and menus
- Multiple attendants—customized per trunk
- Off-hours and holiday schedules
- Multi-level menus
- Time-out routing to operator or voice mail
- Fax detection and routing

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## Voice Mail

- Telephone and desktop PC visual access
- Message callback
- Send, reply, forward, save, delete, undelete
- Urgent and private special handling
- Personal and shared mailboxes
- Password security
- Multiple personal greetings
- Message date and time stamps
- Export to WAV file
- Message waiting notification—message-waiting lamp, stutter dial tone, PC screen, e-mail/pager notification

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## Digital Telephones

- One of the few communication servers to support digital telephones
- Flexible, programmable features
- Assignable Multiple Directory Numbers
- Toshiba reliability and superior sound quality

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## Call/Message Screening

- Caller ID, PIN, and voice-prompt identification
- Caller announcement
- Take call, transfer, send to voice mail
- Live message screening
- Call grab-back from voice mail and paging

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## E-Mail And Paging Integration

- WAV file voice mail attachments
- Paging with Caller ID information
- Exchange synchronization

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## Internet Telephony

- IP Gateway Administrator
- H.323 VoIP gateway and terminals
- Toll bypass
- Branch office tie-line
- Web Client with graphical access to voice mail, all settings and preferences
- Web "Call Us" buttons/Net Meeting support
- Supports H.323 version 2 IP telephones

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## Automatic Call Distribution (ACD)

- Route calls to agents in a variety of routing algorithms
- Queue calls in order received to local and remote agents
- GUI display of calls waiting
- Custom hold messages
- ACD Reporter—call center data reporting

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## "Follow Me" Call Forwarding

- Customized "Find Me" routing lists
- Remote call screening
- Unlimited forwarding numbers
- Internal, external, Centrex, or IP locations
- "Where I Am" registration

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## Personalized Call Handling

- Caller-specific or caller categories
- Customized voice mail greetings
- Personal operators
- Caller-specific language prompts

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## System Administration

- Windows-based application
- Local and remote administration
- Dialing restrictions
- Feature restrictions

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## Software Development Kit

- IVR plug-ins
- TAPI compliant service provider

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## Graphical User Interface

- Easy Windows®-based application

### Call Control

- Multiple call management
- Screen pop & audio pop of incoming calls
- Live operator console with user status
- One-click toolbar for tasks—take call, send to voice mail, screen message, hold, transfer, record, conference, Do Not Disturb

### Contact Management

- Company and personal phone directories
- One-click calling
- Caller identification association
- Call logging, annotating, and reporting
- Dialing and screen-pop PIM integration
- Microsoft Outlook®, GoldMine™, and Act!™ 2000

### Graphical Voice Mail Management

- Voice mail folders
- Drag & drop control
- Direct access to any message
- Point & click playback through PC or phone
- Unread, urgent, private indicators
- Text annotations
- Audio import/export

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## Fault Tolerant

- Server "watchdog" application
- RAID drives and UPS support
- Multiple trunk emergency "bypass"
- LAN independent
- E-mail notification of NT events

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## Open, Standards-Based

- Pentium® 200 MHz, 64 MB RAM minimum server
- MS Windows NT® 4.0 server (SP 4)
- Windows 2000
- MAPI and SMTP e-mail support
- TAPI service provider
- Dialogic® SCSA boards
- Analog loop start, Centrex, T-1, E-1, ISDN, and BRI PRI trunks
- H.323 terminals and telephones, Net Meeting
- Standard handsets, speaker phones, cordless phones