

**TOSHIBA**  
Leading Innovation >>>

Discover  
the Power of  
Toshiba's IP  
Communication  
Solutions

Strata CIX40



# BIG BUSINESS PERFORMANCE AT AN AFFORDABLE PRICE

## Powerful Capabilities for your Business

The Toshiba Strata® CIX™40 IP communication system puts powerful IP telephony capabilities at your small business, enterprise branch, or retail locations. No matter what size your company is, you need all the edge you can get when it comes to your communications tools.

Your telecommunications system is one of your biggest assets, with the power to attract customers, save money, enhance productivity, and improve customer satisfaction. This is why so many leading companies choose Toshiba. Toshiba's IP communication solutions are designed to drive business process integration and unified communications to create value, efficiency, and maximize return on investment for our customers.

Whether you're just getting started or are growing or adding new locations, communication is key to keeping your customers, employees, and vendors connected. Toshiba offers a full line of Strata CIX communication systems that give you the flexibility to grow, add features, and customize functions as needed. Plus, Toshiba's Strata Net technology lets you network multiple Strata CIX systems, dramatically expanding capacity or improving integration between locations.

## Configuration Versatility

The Strata CIX40 is a highly versatile and scalable system designed to give you the ultimate in feature and upgrade flexibility. Configure it as a single site telephone system and add to it as your business grows, or as a branch location networked with other Strata CIX systems.

Toshiba's innovative system architecture allows you to implement an all IP solution, all digital, or a mix of IP and digital telephones that meet your needs. You can migrate to IP capabilities as your organization's needs change.

## Powerful Strata CIX40 Capabilities:

- 8, 16, or 24 IP channels for IP telephone connections and/or IP Strata Net multi-system networking
- Add advanced applications as you need them for Unified Messaging, Call Center ACD and Reporting, CRM integration, Voice Logging, Web-based Personal and System Administration, and FeatureFlex® feature customization
- 4-11 trunks with Caller ID
- 8-16 digital telephones
- 1-2 analog endpoints
- 4, 6, or 8 ports of Voice Mail and Auto Attendant with live message call monitoring, LCD feature prompting, soft keys, call recording and much more
- Fully upgradeable, protecting your technology investment





# CHOICE OF ENDPOINTS

## Solutions for Every User

The versatile Strata CIX40 supports all types of endpoints and devices, including a complete line of IP telephones, SoftIPT® soft phones on notebook computers and PDAs, wireless IP telephones,

add-on modules, DSS consoles, attendant consoles, as well as SIP telephones, analog telephones, and Toshiba digital telephones. With the flexibility you want, you can build the communication system you need.



# BIG APPLICATIONS FOR SMALL BUSINESSES

## Integrated Voice Mail

Voice processing applications help you improve customer service by providing callers with instant attention, responsiveness, and access to information.

Capabilities:

- Simplify voice mailbox operation through a Toshiba IP or digital telephone with LCD display and soft keys
- Record calls directly into your voice mailbox with a single button on your telephone
- Unified Messaging manages voice, fax, and e-mail messages from your PC or telephone
- Fax Integration, Text-To-Speech, Speech Recognition, and Interactive Voice Response applications enable you to add advanced options as needed
- Communicate effectively both in and out of the office with other employees and customers 24 hours-a-day, 365 days-a-year

## Video Conferencing and Collaboration

Toshiba has made video applications virtually as easy to use as traditional telephones with the Video Communication Solution (VCS™). It's 100 percent compatible with Strata CIX systems and Toshiba telephones, delivering a very affordable entry point into video communication and collaboration. Users can share Windows® desktops and applications with each other, allowing them to enjoy an affordable easy to deploy multimedia collaboration experience.

## Media Application Server

Toshiba's Media Application Server supports voice processing and all value-added applications integrated within one platform that connects to the Strata CIX via Ethernet.

Applications:

- Auto Attendant
- Voice Mail
- Automated Speech Recognition
- Text-To-Speech
- Unified Messaging
- Interactive Voice Response
- Automatic Call Distribution (ACD)
- ACD Reporting
- Toshiba-approved 3rd party Computer Telephony Integration (CTI) and CRM applications
- Info Manager® Web-based telephone applications
- FeatureFlex adaptability tools
- eManager® browser-based system administration
- My Phone Manager® browser-based personal telephone administrator
- Video Communication Solution (VCS)





# SIMPLIFY COMMUNICATIONS

## Ease of Use

Advanced technology shouldn't be complicated. The easier it is to use, the more useful and valuable it becomes. Toshiba makes this concept a driving force in the Strata CIX40, giving you access to numerous powerful, built-in features, yet enabling you to use them all with ease. No complex procedures or extensive training necessary.

- It all begins with the easy-to-read LCD display that makes functions, features, and key information readily-accessible
- Programmable buttons let you assign your own functions based on how you work best
- Thanks to call handling features like Caller ID, you can manage your calls—and your schedule—with ease, deciding which ones to accept now and which to send to voice mail

## Build Your Professional Image

Solutions such as Auto Attendant and Voice Mail help you maintain a professional image after hours, or whenever you are unable to answer calls. Let Toshiba's technology work for you as an additional employee.

## Money Saving Features

The Strata CIX40 saves you money and improves profitability, and streamlines operations with numerous innovative features, including:

- The ability to restrict long-distance calls or particular area codes
- Automatic call routing over the least costly trunk line or carrier
- Remote programming and testing, making upgrades fast, simple, and efficient

## Mobility Lets You Stay Connected

Take productivity to a higher level using wireless IP telephones that operate over your Wireless Local Area Network (WLAN), and enable you to roam anywhere your WLAN provides coverage.

Or use SoftIPT soft phone clients that operate on your notebook PCs or PDAs and enable you to access all the features of your desk phone via your WLAN or from anywhere your company's LAN can be accessed through the Internet.



# FEATURE HIGHLIGHTS

## System Features

Account Codes	CO Line Groups	LCD Clock/Calendar Display	Night Relay Service
Forced	CO Line Queuing	LCD CO Line Identification	Release Button
Voluntary	Conferencing (8 party)	Incoming/Outgoing	Release/Answer Button
Verifiable	Multi-Stations	LCD Dial Input Verification	Repeat Last Number Dialed
Account Code Button	Multi-CO Lines	LCD Directory Assistance	Ringing Line Preference
Account Code Revision	Continuous DTMF Signal Time	LCD Feature Prompting with Soft Key	SIP Trunks***
Administration/Programming (Optional)*	Credit Card Calling ("0"+ Dialing)	Operation	Speakerphone On/Off Control
Live System Programming	Day/Night Modes with Auto Switching	System and Station Features	Standard Telephone Compatibility
Remote Access	Delayed Ringing	Voice Mail Features	with Message Waiting
Alternate Answer Point	Direct Inward System Access	LCD Intercom User Name Display	Speed Dial
Automatic Busy Redial	Direct Station Select/Busy Lamp Buttons	LCD Message Waiting Station Display	Station
Automatic Call Distribution (Optional)*	Direct Station Selection Console (Optional)	LCD Multiple Languages (E-F-S)	System
Advanced Call Routing	All Call Voice Page	LCD Override Station Number Display	Station Hunting
Skills-Based Routing	Automatic Line Hold	LCD Recalling Station Identification	Station Message Detail Recording
Priority Queuing	DND Status Indication	LCD Search By Name and Dial	Interface (Optional)
Multiple Group Agent Login	DND Override	LCD Speed Dial Directory Dialing	System Maintenance
Call Recording	CO Line Button Assignment	LCD Station Status Display	Error Logs
Voice Assistant ODBC Database	Expanded Line Appearance	Least Cost Routing	Automatic Fault Recovery
Text-To-Speech	Multiple DSS Consoles	Loop Start Lines	Maintenance and Administration
MIS Interface (Optional)*	Night Transfer	Loud Ringing Bell (Optional)*	via LAN
Automatic Callback Intercom	Speed Dial Button Assignment	Make Busy	System Administration Logs
Automatic Dialing Buttons	Voice or Tone Signaling	Trunk	System Trace (Multi-level)
Automatic Hold	DISA Security Code Revision	Station	SNMP Traps
Automatic Hold/Park Recall	Distinctive LED Indicators	Memory Protection	System Alarms (eMonitor)
Automatic Line Selection	I Called	Message Waiting Indication	Traffic Measurement and reporting
Automatic Release From Hold	I Hold	Station Light	System Program
Automatic Release From Voice Mail	I Use	Stutter Dial Tone	Upload/Download*
Auxiliary Device Interface (Optional)	Distinctive Ringing	Microphone Control Button	Tandem CO Line Connections
Background Music Interface with	Do Not Disturb	Modular Handset and Line Cord	TAPI Compliant
Station Control*	Do Not Disturb Override	Multiple Directory Numbers	Tenant Service
Busy Override	Door Lock Control	Primary DN	Toll (Destination) Restriction
Busy Station Transfer/Ringing	Door Phones	Secondary DN	Restriction Override
Call Forward	DTMF and Dial Pulse Compatible	Phantom DN	Restriction Override Revision
All Calls	DTMF Signal Time (160/80 ms)	Pilot DN	Transfer Privacy
Busy	Dual Color LEDs	Multiple FCC Registration	Traveling Class of Service
No Answer	End-to-End Signaling	Music-On-Hold Multiple Interface*	Uniform Call Distribution (UCD)
Busy/No Answer	Exclusive Hold	Networking Multiple Systems	User Programmable Feature Buttons
Fixed	Executive Override (Break-In)	Strata Net (Optional)	Voice Mail Integration
External with Remote Setting	Executive Override Blocking	Alternate Routing/Hop-off	Call Record to Voice Mail
System-wide	External Amplified Speaker (Optional)	Centralized Attendant	In-band DTMF Signaling
Call Park to Station	Flash Button (Centrex/PBX Transfer or	Centralized Voice Mail	LCD Soft Key Voice Mail Control
Call Park Orbits	CO Dial Tone Recall)	Centralized Network SMDR	Transfer Direct to Voice Mailbox
Call Pickup	Flexible Access Code Assignment	Distributed Network SMDR	Voice Mail Conference
On-Hold/Park	Flexible Button Assignment By User	Coordinated Numbering Plan	Voice or Tone Signaling
Ringing At Other Stations	Flexible Station Numbering	Path Replacement	Volume Control
Meet-Me Page	Flexible Line Ringing Assignment	Extended Call Control	Busy Override Tone
Directed	Delay 1	Night Ringing Answer Code	Handset
Station Group	Delay 2	Night Ringing Over External Page*	Handsfree/Speakerphone
CO Line Group	Immediate	Night Ringing Over Selected Page	Ringing
Call Record to Voice Mail	Group Paging	Zones (Optional)*	
Call Transfer	Handsfree Answerback Intercom	Non-Blocking Dialing	
Camp-On	Headset Interface*	Non-Blocking Intercom	
External Calls	Hearing Aid Compatible	Off-Hook Call Announce	
Internal Calls	Hot Desking	Handset	
Recall	Hotel/Motel Features*	Speaker**	
Call Waiting	Hot Dialing	Off-Premise Stations	
Caller Identification	Hotline Service (Emergency Ringdown)	One Touch Button	
Abandoned Call History	LCD Alphanumeric Messaging	On-Hook Dialing	
Call History List	LCD Automatic Callback Number Display	Outgoing Call Restriction	
Redial from List	LCD Automatic Number Identification	Paging (Optional)*	
Indication While Busy	LCD Automatic Park In Orbit	All Call Voice Page	
Internal User Name	LCD Backlit Display*	External Page Interface	
Centrex Application/PBX Compatibility	LCD Call Duration Display	Group Paging	
Centrex Ringing Repeat	LCD Call Forward Source/Destination	Pooled CO Lines	
Flexible Station Numbering	LCD Call Forwarded-From Display	Pooled Line Buttons	
Delayed Ringing	LCD Caller ID	Privacy/Non-Privacy	
One-Button Centrex Feature Access	Abandoned Call Storage	Privacy Override	
Centrex/CO Line Call Pickup	Call History	Private CO Lines	
Centrex/CO Line ID	Indication While Busy	Relay Service (Optional)	
Flash Button	Name	Door Lock Control	
Multi-Line Access and Control	Telephone Number	External Page	
Class of Service Override	LCD Calling/Called Number Display	Music-On-Hold Source Control	

## Voice Mail Features

Audio Prompts  
Automated Attendant (AA)  
Automatic Message Copy with Optional Delete  
Called Identification (Name)  
Caller ID (Number)  
Caller Confirmation Prior to Transferring  
Call Monitor and Retrieve  
Call Record to Mailbox  
Call Queuing  
Call Screening  
Copy Mailbox  
Copy Range  
Directory  
Direct Transfer to Voice Mailbox  
Disk Space Notification  
Distribution Lists  
Do Not Disturb (DND)  
Extensions—Scheduled  
Fax Tone Detection  
Future Delivery  
Guest User Mailboxes  
Independent Port Greetings  
Mailbox  
    Function Lock  
    Groups  
    Security Code  
    Personal Greetings  
    Time Zone Setting  
Mailbox Number—Varied/Fixed Length  
Message  
    Continuous Delete  
    Continuous Playback  
    Date and Time  
    Forwarding  
    Notification  
    Pause During Playback  
    Pause During Recording  
    Playback Control  
    Private  
    Purging  
    Reply  
    Retrieval Control  
    Return Receipt Verification  
    Speed Control  
    Urgent  
    Volume Control  
Message Storage  
    Personal Folders  
    Message Queues  
Multiple System Languages  
Paging  
    Office  
    Relay  
Remote Administration

Reports  
Shutdown using the Telephone  
    Dial Pad  
Single-digit Menus  
Soft Key Control with LCD Feature  
    Prompting  
System Administrator's Mailbox  
System Backup  
Toshiba Plug and Play Integration  
User Tutorial (New User)  
Varied Sampling Rates  
Voice Forms

## Attendant Console Features

Alarm Reset  
Answer Button  
Answer Prompting by CO Line  
    Attendant Conference Setup  
Day/Night Mode Switching  
Busy Lamp Field (BLF) Display  
    Station Directory Number  
    Station User Name  
    Station Advisory Message Display  
Call Answer Priority  
Call Statistics  
    Incoming and Total  
    Export to Excel File  
    Print by Range  
Call Waiting Count  
Caller ID Display  
Calling/Called Number and Name  
    Display  
Color CRT Display  
Dial "O" For Attendant  
Dial by Name/Number  
Dialing an Outside Number for  
    Station User  
Direct Station Selection  
Directory Display and Dialing  
    Directory Entry Attribute Information  
    Directory Entry Contact Information  
Door Phone Calling  
Door Unlock  
DTMF Tone Signaling from  
    Dial Pad Key  
Emergency Call  
Emergency Page  
Feature On-Line Help  
Flexible Programmable Buttons  
Headset Operation\*  
Hold Calls  
Hold Timer Display  
Incoming Call Identification  
Interposition Call Transfer

Join/Split Calls  
Keyboard or Mouse Operation  
Load Sharing of Multiple Attendants  
Loop Buttons  
Loop Hold Display  
Message Entry and Display  
    E-mail to Station User  
    Print Messages  
Message Waiting Set and Cancel  
Multi-Tasking  
Multiple Console Ringing  
Notes Entry and Display for Calls  
Overflow  
Override  
Position Busy Mode  
Remote Operator (IP connection)  
Release Button  
Speed Dial Calling  
    Internal Calls  
    External Calls  
    Dial From Caller ID List  
Supervised Loop Operation  
Three-Way Calling  
Through Dialing  
Transfer Direct to Voice Mailbox  
Trunk Group Control and Busy  
    Indication  
Trunk Test and Verify  
Windows PC Operation

## Video Communication Solution Features

3-way Video with 3-way Voice  
    Conference  
Desktop/Application Sharing  
File Transfer  
Message Board  
Select Default Video Settings  
    (On/Off and automatic start)  
Self Video Preview  
Station Hunting  
Video Conferencing  
Video Forward  
Video Hold  
Video Park/Pickup (Local node only)  
Video Transfer

Note: Optional features may or may not be extra cost items.

\* Some feature implementation may require dealer supplied additional auxiliary equipment.

\*\* On Strata CIX40, speaker OGA is only available on IP telephones.

\*\*\* SIP Trunks available with selected carriers.

# TOSHIBA

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## Toshiba Authorized Dealer Network

Toshiba Telecommunication Systems Division sells award-winning IP communication solutions, IP and Digital telephones, video collaboration tools, office mobility products, and voice mail systems through our Authorized Dealers. Toshiba Dealers focus on providing the best possible customer experience. With over 40 years of experience, Toshiba's Telecommunication Systems Division and our authorized dealer network can provide your business with world-class IP communication solutions.

## Fulfilling Our Responsibility as a Global Enterprise

Toshiba is committed to playing a leading role in helping establish a sustainable society. At Toshiba, we recognize the Earth is an irreplaceable asset, and we believe it is the duty of humankind to hand it over to future generations as we found it, if not in better condition. Accordingly, Toshiba promotes solid environmental management practices across all our products and business processes focusing on: prevention of global warming, control of chemical substances, and efficient utilization of resources.

At Toshiba, we are very proud of our commitment and our ongoing activities to help protect the environment. We firmly believe in the importance of a commitment to environmental excellence as well as a clear understanding of how our environment is affected by what we do. With this in mind, Toshiba strives at all times to create products that will have minimal environmental impact throughout their lifecycles. Toshiba's products passed a rigorous environmental performance survey, and we're proud to offer them to you as part of our Green-compliant portfolio.



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