

## *Messaging Solutions*

Designed to increase both customer satisfaction and employee efficiency, Toshiba's voicemail portfolio includes a range of solutions that are ideal for small businesses as well as large multi-site corporations. Our portfolio also includes a sophisticated unified messaging option that allows voice, fax and e-mail to be retrieved from one central place.

Whilst telephone communications are a vital part of working life, in many cases short calls are made simply to leave, receive or repeat information. These calls can be across a wide area or even different time zones, and can result in 'telephone tag', or long periods of ringing at unattended extensions. Callers are often put off without explanation to meet important deadlines, or at the other extreme, deadlines are missed due to constant interruptions for less important matters. Finally, desks can become littered with notes and scraps of paper which can easily be lost or overlooked, resulting in missed requests or lost opportunities.

To combat these everyday occurrences, Toshiba provides a range of secure, reliable and scalable messaging solutions that are fully responsive to the needs of your business today, and well into the future.

Our voicemail solutions ensure calls are automatically answered when you are away or busy. Callers can be greeted with a personalised message recorded in your own voice, and can leave a message for you to pick up later. You are then notified that a message has been left for you which you can retrieve at your convenience and then replay, delete, save, reply to or forward on to someone else on the voicemail system.

With Toshiba's messaging solutions you and your customers will enjoy a range of business benefits including:

- Improved caller experience - busy signals and no answers are minimised.
- Callers can route their own enquiry with Automatic Attendant (AA).
- 24/7 coverage so that callers can leave messages anytime they need to, and are not constrained by time zones.
- Automatic scheduling of features allows, for example, Do Not Disturb (DND) to be switched on out of office hours.
- Information can be provided to callers out of hours with audio text.
- Messages can be picked up from anywhere, and with Unified Messaging, voicemails and faxes can be collected through your e-mail system.
- Increased accessibility to messages ensures that your employees are able to respond to queries more quickly and efficiently.
- Allows employees to focus on important work when required and avoid unnecessary interruptions.
- Ensures callers are made aware when you are out of the office, or concentrating on important work with personalised messages that can be quickly and easily updated.
- Ensures messages are always received instead of relying on colleagues taking time out of their day to note them down on paper, or send across in an e-mail.
- Ensures secure storage of all voicemails, with security code protection of mailbox.
- Mailbox can be used to store dictations or personal to-do reminders.
- Leaving complete messages that include details, requests for specific information and contact numbers can be invaluable, allowing the information to be gathered before the call is made.
- Soft key integration with Toshiba's Strata featurephones minimises the training required for your staff, reducing the total cost of ownership.

## Strata GVMU

- Low-cost voicemail solution designed for businesses with up to 40 extensions.
- 4 ports and 40 mailboxes.
- 20 hours of storage or 1,024 messages.
- Integrated voicemail circuit card.

### Key features:

- Flash memory to ensure highest data integrity and system reliability.
- Feature prompts with soft key operation for display featurephones.
- Automated Attendant (AA) functionality for automatic line answering and single-digit menu options for callers to route their own calls.
- User control of features such as DND and Call Screening.
- Automatic scheduling of features such as DND to automatically enable outside of office hours.

## Strata LVMU

- Cost-effective voicemail solution designed for a business with up to 360 extensions.
- 2, 4, 6 or 8 ports and 360 mailboxes.
- 40 hours of storage or 10,000 messages.
- Integrated voicemail circuit card.

### Key features:

- Flash memory to ensure highest data integrity and system reliability.
- Feature prompts with soft key operation for display featurephones.
- Automated Attendant (AA) functionality.
- Easy recording of important calls through one touch call record.
- Call Monitor to allow users to listen to messages while they are being left, and pull the caller out of voicemail if required.
- User control of features such as DND and Call Screening.
- Automatic scheduling of features such as DND to automatically enable outside of office hours.
- Integrated modem for remote upgrade of software.

### Strategy iES32

- Enterprise-level voicemail solution including one-touch call record, fax and unified messaging.
- From 4 to 32 ports (in increments of 4) with unlimited mailboxes.
- Up to 900 hours of storage.
- Integrated system card.

### Key features:

- One-touch call record for swift recording of important calls.
- Unified messaging allowing e-mails, faxes and voicemails to be picked up from one central place.
- Supports remote or mobile working as voicemails are delivered through e-mail for instant notification.
- Feature prompts with soft key operation for display featurephones.
- Improved control allowing, for example, faxes to be forwarded to a hotel for collection on arrival.



Feature	GVMU	LVMU	iES32
No. of ports	2 or 4	2, 4, 6 or 8	32
Hours of storage	20	40	900
No. of mailboxes	40	360	Unlimited
Type of device	Internal Card	Internal Card	Internal Card
Audiotext (e.g. Hours of Business)	X	X	X
Auto Attendant (AA)	X	X	X
Auto Message Copy w/Optional Delete	X	X	X <sup>1</sup>
Caller Confirmation Prior to Transfer	X	X	X
Call Record		X	X
Call Screening	X	X	X
Call Monitoring		X	
Centralised Voicemail			X
Class of Service (COS)			X
Copy Mailbox/Range of Mailboxes	X	X	X
Directory	X	X	X
Direct Transfer to Mailbox	X	X	X
Disk Space Notification	X	X	X
Distribution Lists	X	X	X
Do Not Disturb	X	X	X
Fax Server			X
Fax Tone Detection	X	X	X
Future Delivery	X	X	X
Guest User Mailbox	X	X	X
Independent Port Greetings	X	X	X
Mailbox – Groups	X	X	X

Feature	GVMU	LVMU	iES32
Mailbox – Security Code	X	X	X
Mailbox – Personal Greetings <sup>2</sup>	X	X	X
Mailbox – Time Zone Settings			X
Mailbox – Varied/Fixed Length Numbers	X	X	X
Message – Continuous Playback & Delete	X	X	X
Message – Playback Controls <sup>3</sup>	X	X	X
Message – Purging	X	X	X
Message – Notification	X	X	X
Message – Volume Control	X	X	X
Message – Private, Urgent & Return Receipt Verification	X	X	X
Message – Speed Control		X	X
Message Storage – Message Queues/Folders	X	X	X
Paging – Offices	X	X	X
Remote Administration		X	X
Reports	X	X	X
Scheduled Call Routing <sup>4</sup>	X	X	X
Shutdown Using Telephone Dial Pad	X	X	
Single-Digit Menus	X	X	X
Soft Key Control of Voicemail	X	X	X <sup>5</sup>
System Administrator's Mailbox	X	X	X
System Backup	X	X	X
Unified Messaging			X
User Tutorial (New User)	X	X	X
Voice Forms (Question & Answer)	X	X	X

1 iES32 can also be configured to support scheduled Auto Message Copy (i.e. Start, Stop and Delay Times).

2 All systems support up to 7 Personal Greetings and 1 Busy Greeting per Mailbox.

3 Message Controls on all systems include Playback, Pause during Playback & Recording, Rewind, Fast Forward, Reply, Replay, Forward, Data & Time Stamp.

4 Calls can be routed to different extensions depending on the time of day.

5 With iES32, Soft Key control of voicemail is also supported over IP Q-Sig

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Toshiba is committed to developing the next generation of converged communications solutions for the enterprise marketplace.

We will provide communication solutions that deliver complete mobility of operations and ease of configuration. Toshiba offers best in class migration, quality and reliability and is dedicated to protecting our customers' investment. With flexibility and choice, Toshiba is empowering the enterprise to do business the way they want to.

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