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Introducing New Hardware Platforms for All Toshiba Applications

Toshiba is pleased and excited to announce ALL NEW platforms for our standalone server-based applications. On May 3, 2004 Toshiba will begin to accept orders for these new computers and servers to support Strata CTX Attendant Console, Strata ACD, Strategy Enterprise Server (ES), and Strata Communication Server (CS) products. These new platforms provide the quality and reliability you have come to expect from Toshiba.

There are four platform configurations from which to choose. These configurations are standard, meaning the internal hardware components of a system remains the same whether it is used as a Strata CTX Attendant Console or a small Strata CTX ACD system.

Now, allow us to introduce you to the new kids on the block. We refer to them as System 1, System 2, System 3, and System 4, but you can call them a great value proposition for your external server requirements!

System 1

System 1 is a small desktop computer just perfect for use as a Strata CTX Attendant Console. But with two available half length PCI slots, this same system can also be used as a small capacity Strata CTX ACD system or Strategy ES with an 8 port maximum configuration.

Purchase this unit with these part numbers

- Strata CTX Attendant Console ATT-CT2-PRO
- Strata CTX ACD ACD-CT2-PRO
- Strategy ES SES-8-PRO

Note This system will automatically be included with part number CTX-ATTCONSOLE2 and with the ACD packages; ACD-BASC-PKG, ACD-BASC-SMPKG, and ACD-ENHD-PKG.

System 2

System 2 is a mid-size tower that will be offered with either Windows® 2000 Server or Professional. Equipped with four full-length PCI slots, this system can be used as a low capacity Strata CS as well as a mid-sized Strategy ES or Strata CTX ACD server.

This unit is available with these part numbers

- Strata CS CS-SERVER-4PCI
- Strata ACD ACD-CT4-PRO or ACD-CT4-SVR
- Strategy ES SES-48-PRO (Server-based Strategy ES can continue to be ordered using part #SES-48-2000-SVR.)

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System 3

System 3 is a rackmountable system with eight full-length PCI slots, ready for use as a medium capacity Strata CS. But if you have a need for a large capacity Strategy ES, this unit fits just right.

This unit is available with these part numbers

- Strata CS CS-SERVER-8PCI
- Strategy ES SES-96R2-SVR

System 4

System 4 is our largest system. Also ready for installation into a 19" rack, this giant is packed with sixteen PCI slots, dual redundant 400W power supplies and is best suited as a large capacity Strata CS.

This unit is available with part number

- Strata CS CS-SERVER-16PCI

17" Flat Screen Monitor

As optional equipment we offer a 17" flat screen LCD monitor. This monitor is available for use with all the new platforms, but makes an especially superb companion for the Strata CTX Attendant Console. This monitor may be ordered using part number CTX-LCD-MONITOR.

Application Software

All solutions that are currently shipped with factory-loaded application software will continue to do so. For that reason it is imperative that the correct part number for the desired application is chosen.

D4PCI - Intel® Four Port PCI Board

With this announcement we are also making available Intel's four port board, the D4PCI. This half-sized PCI board (part number SYS-D4PCI) is required specifically for providing voice ports in the small System 1 platform for Strata ACD or Strategy ES, but it can also be used with the other platforms.

Common Parts

Whenever possible, we used common internal components so there are less spare parts needed to support all systems. For example, the hard drive and RW/CD-ROM drive are the same model in all platforms, as is the Single Board Computer board used in Systems 3 and 4. The four port PCI voice board, D4PCI, can be used for both the Strata ACD and Strategy ES applications in all systems. The power supplies are different for each system, since they have different power requirements.

Toshiba highly recommends that a set of spare components be purchased to diminish down time for component failures. These spare components will be listed with a part number prefix of "SYS" in all of the Toshiba price books where these common platforms are listed.

Hard Drive Redundancy Options

To assure that your customer's needs are met 24/7 we recommend that you purchase an optional hard drive redundancy kit for mission critical applications. Toshiba will offer a RAID 1 kit for System 2 and a RAID 5 kit for Systems 3 and 4. Part numbers for these kits are:

- RAID 1 kit for System 2 (Server OS only) SYS-RAID1-SYS 2
- RAID 5 kit for System 3 & 4 SYS-RAID5-SYS34

Technical Specifications

The following is the technical specifications for each system. Please refer to this information when determining which platform will best suit your customer's needs.

Table 1 System 1 – Small Desktop Chassis

CPU	Intel Celeron® 2.0GHZ
Slot configuration	2 - half length PCI slots
Hard drive capacity	40 gigabytes IDE
Random Access Memory (RAM)	256MB DDR
Operating System	Windows 2000 Professional
Network	1 - 10/100BaseT Ethernet Note If a second NIC is desired for ACD connection, only 1 PCI slot remains for VA ports.
Peripheral drives	CD-R/W / 3.5" floppy
Additional equipment	• Chassis stand for vertical placement • PS/2 keyboard and mouse

Table 2 System 2 – Midsize Tower Chassis

CPU	Intel Celeron 2.4GHZ
Slot configuration	4 - full length PCI slots / 1 – full length ISA slot
Hard drive capacity	40 gigabytes IDE
Random Access Memory (RAM)	512MB DDR – expandable to 2 gigabytes
Operating System	Windows 2000 Professional or Server
Network	10/100BaseT Ethernet
Peripheral drives	CD-R/W / 3.5" floppy
Additional equipment	• 56K internal modem • PS/2 keyboard and mouse • Symantec® PC Anywhere® (host only)

Table 3 System 3 – Rackmount Chassis

CPU	Intel Pentium® 4 2.0GHZ
Slot configuration	8 - full length PCI slots / 1 – full length ISA slot
Hard drive capacity	40 gigabytes IDE
Random Access Memory (RAM)	512MB DDR – expandable to 2 gigabytes
Operating System	Windows 2000 Server
Network	10/100BaseT Ethernet
Peripheral drives	CD-R/W / 3.5" floppy
Additional equipment	• 56K internal modem
	• PS/2 keyboard and mouse
	• Symantec PC Anywhere (host only)

Table 4 System 4 – Rackmount Chassis

CPU	Intel Pentium 4 2.0GHZ
Slot configuration	16 - full length PCI slots / 1 – full length ISA slot
Hard drive capacity	40 gigabytes IDE
Random Access Memory	512MB DDR – expandable to 2 gigabytes
Operating System	Windows 2000 Server
Network	10/100BaseT Ethernet
Peripheral drives	CD-R/W / 3.5" floppy
Additional equipment	• Dual redundant 400W power supplies
	• Symantec PC Anywhere (host only)
	• 56K internal modem
	• PS/2 keyboard and mouse

Installation Guides

There is no Technical Bulletin for this launch, however each platform will ship with an Installation Guide specific to that system. The Installation Guide provides dealer technicians with technical specifications, chassis dimensions, and instructions for the installation of applicable Intel/Dialogic boards. These guides are also available on FYI under Documentation/Installation & Maintenance/Computer Hardware.

Note Instruction for board configuration and programming can be found in the Installation and Maintenance Manual for the application application.

Pricing

Pricing information is available in new price books on FYI. Please refer to the individual part numbers that are listed earlier in this document for the appropriate pricing. Please keep in mind that even though the hardware may be common between applications, prices will vary depending on which application software, if any, is loaded on the system.

CTX Quote

In the next release of CTX Quote, Version 7.0, System 1 (with part number ATT-CT2-PRO) will replace the previous platform (ATT-CT1-PRO) as the CTX Attendant Console. The remaining platforms will be added in a subsequent release of CTX Quote.

In the interim, Toshiba will begin to automatically substitute the old platforms for the new. For example, System 1 along with the D4PCI board will replace ACD-CT1-PRO and Dialog/4 board in the three ACD packages, ACD-BASC-PKG, ACD-BASC-SMPKG, and ACD-ENHD-PKG. We will also substitute System 1 whenever a Stratagy ES4 has been ordered.

For all of the remaining platforms, please order directly from Internet FYI beginning May 3.

