

## **IPedge Software Release 1.7.1**

This re-issue replaces the bulletin dated March, 2016. IPedge software release 1.7.1 introduces new applications to provide customers with productivity tools and expanded management capabilities. Included features are: built-in Call Accounting reports, built-in Meet-Me Audio Conference application for quick, on-demand conferences, and Salesforce AppExchange™ plug-in to seamlessly integrate call activities with the Salesforce application. IPedge 1.7.1 also provides improved license management capabilities. A new model database for IPedge software release 1.7.1 is available.

IPedge software release 1.7.1 includes important security enhancements and updates. Toshiba recommends that all IPedge systems be upgraded to release 1.7.1 software.

Existing systems can be upgraded to the latest IPedge 1.7.1 software as long as the system has the proper maintenance coverage by Software Support and Upgrade Service (SUS).

The IPedge 1.7.1 App Server provides Strata® CIX™ system customers with key IPedge applications and a future migration path to a fully IP based IPedge system.

### **New Features**

- Meet-Me Audio Conference Application
- Built-in Call Accounting with 911 email notification
- Salesforce™ Integration
- Improved Licensing Functions including Public IP Address Change Notification

### **Meet-Me Audio Conference Application**

The new Meet-Me Audio Conference Application is built into the IPedge system. It can also work with Strata CIX systems as an Application Server.

The new conference application provides a simple, easy-to-use Meet-Me Audio Conference feature. Because the Meet-Me Audio Conference is built into the system, the administrator needs only to apply the license to activate. Four resources are included free of charge, additional licenses can be purchased.

### **On-Demand Meet-Me Audio Conference**

The new Meet-Me Audio Conference is a user controlled, PIN based, meet-me conference feature. The conference is accessed by simply dialing the Meet-Me Audio Conference extension number. Each station with an IPedge messaging mailbox can be a conference owner.

## PIN Management

To establish a conference call the owner sends the participant PIN to all participants. Any number of participants, up to the limit set by the administrator, can connect as long as licensed resources are available. The conference owner can change the owner and participant PINs at any time through Enterprise Manager Personal Administration (EMPA).

## Waiting Room

As the participants join the conference they are put into waiting mode and hear music on hold until the owner joins. The system can be configured to put all participants back into the waiting mode or disconnect all participants when the owner hangs up.

## Participants Control

The administrator can set the limit of participants per conference so that audio resources are not all used by one conference,

## COS Control

The administrator can control which users have access to the Meet-Me Audio Conference by assigning the appropriate Messaging Class of Service (COS) to the users.

## Capacity

The capacity of the new Meet-Me Audio Conference application for the IPedge Virtual Servers and IPedge Toshiba branded servers is shown in the Table 1 below. The Meet-Me Audio Conference capacity of the IPedge App servers is shown in the Table 2. Please note that Toshiba's FYI website and the IPedge system do not check whether it is a virtual server or an IPedge branded server. It is the dealer's responsibility to limit the license to the capacity shown in the table.

**Table 1: IPedge Server Concurrent Capacities**

| IPedge Server Type      | Voicemail Channel Capacity | Conference Channel Capacity |
|-------------------------|----------------------------|-----------------------------|
| IPedge Branded EP       | 8                          | 4                           |
| Virtual EP              | 8                          | 20                          |
| IPedge Branded EC       | 32                         | 32                          |
| Virtual EC              | 32                         | 100                         |
| IPedge Branded EM       | 80                         | 48                          |
| Virtual EM <sup>1</sup> | 80                         | 200                         |

<sup>1</sup> The number of conference users does affect the station and voicemail capacity of EM servers. Does not affect EP and EC.

**Table 2: IPedge App Server Capacities**

| IPedge App Server Type         | Voicemail Channel Capacity | Conference Channel Capacity |
|--------------------------------|----------------------------|-----------------------------|
| IPedge Branded EP <sup>1</sup> | 8 (24 <sup>2</sup> )       | 4                           |
| Virtual EP <sup>1</sup>        | 8 (24 <sup>3</sup> )       | 20 (4 <sup>3</sup> )        |
| IPedge Branded EC <sup>1</sup> | 32                         | 32                          |
| Virtual EC <sup>1</sup>        | 32                         | 100                         |
| IPedge Branded EM <sup>4</sup> | 80 (96 <sup>2</sup> )      | 48                          |
| Virtual EM <sup>4</sup>        | 80 (96 <sup>2</sup> )      | 200                         |

<sup>1</sup> Conference users do not affect the station or voicemail capacity of EP or EC servers.

<sup>2</sup> Requires I-APP-EP-VM24 or I-APP-EM-VM96.

<sup>3</sup> License I-APP-EP-VM24 limits the meet-me audio conference channels to four.

<sup>4</sup> The number of conference users does affect the station and voicemail capacity of EM servers. The number of conference users does not effect IPedge EP and IPedge EC servers.

## Notes

- When a server has been licensed as an IPedge EP App Server with 24 ports of Voicemail or an IPedge EM App Server with 96 ports of Voicemail it cannot be upgraded to a full IPedge system.
- The IPedge App Server meet-me audio conference maximum participant capacity is also limited by the number of available MIPU cards in the Strata CIX system. Multiple MIPU cards in Strata CIX systems are supported.

## Licenses

The part numbers listed below are used to order the built-in Meet-Me Audio Conference application.

### I-MTG-4CH-DISC

All of IPedge and IPedge App Server bundles will include four (4) audio channel licenses by activating the free I-MTG-4CH-DISC license included in the bundle. This license can also be purchased for one cent each, for existing customers. Only one can be applied to each IPedge system. Strata CIX systems require an IP end point license for each channel.

### I-MTG-CH

This license can be purchased and activated to add more simultaneous resources to the IPedge system. Each license provides one additional resource. Strata CIX systems require an IP end point license for each channel.

# Call Accounting Application

Toshiba is pleased to announce the built-in Call Accounting application for IPedge systems running 1.7.1 and later software. The Call Accounting application is now added to IPedge and IPedge App Server for Strata CIX. Call Accounting is a built-in application included free-of-charge, no additional license is needed.

The Call Accounting application is configured using Enterprise Manager.

## Supported Environments

- Single Node IPedge systems
- Single Node CIX systems
- Multiple Node IPedge and CIX network

Multiple Node SMDR assumes that the SMDR output of each node is pointed to a single, centralized Call Accounting application on one node.

## Report Generation

The administrator can specify various filters for report generation as shown below. The report filter selections can then be saved as a template for automatic report generation.

- Call Type – All / Incoming / Outgoing / Abandoned
- Station Number
- Specific trunk or Line Group
- Caller Id or Called Number
- Account code
- Call cost
- Time
- Call Duration
- Date/days of the week
- DISA / DNIS Number
- Network Node ID

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Call Accounting Tables Settings

**SMDR - Report Generator**

Load Saved Report: [dropdown] Delete

Save Report As: [text] Save

Call Type: [dropdown: Incoming]

Specific DN: [text]

DN Group: [dropdown]

Trunk: [text] Line Group: [text] Channel Group: [text] Channel Number: [text] Analog: ☐

Specific Called ID: [text] Prefix: ☐

Prefix Group: [dropdown]

Account code: [text]

DISA Number: [text]

DNIS Number: [text]

Node ID: [text]

**Call cost**

Minimum Cost: [0.0] To: [0.0]

☒ Continuous Time

☐ Business Hours

☐ Relative Period [Current week]

Starting: [text] [dropdown] [dropdown] [dropdown]

The administrator can choose from Summary, Simple, and Detail reports. Shown below is a sample of the Summary report.

| Summary Report                                                                                                                                                                                                                                                                                         |            |                   |                |                |                   |                 |               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------|----------------|----------------|-------------------|-----------------|---------------|
| 12/23/15 11:48 AM                                                                                                                                                                                                                                                                                      |            |                   |                |                |                   |                 |               |
| Filters: Call Type: All    DN: N/A    Account Code:<br>Called/Caller ID: N/A    Prefix: No    Call Cost: N/A<br>DISA Number:    DNIS Number:    Node ID:<br>Include Days: Mon    Trunk: N/A    Analog: No<br>Time Type: Current Week    Call Duration: N/A<br>Start Time: , 08:00    End Time: , 10:15 |            |                   |                |                |                   |                 |               |
| Print page                                                                                                                                                                                                                                                                                             |            | Close             |                |                |                   |                 |               |
| DN                                                                                                                                                                                                                                                                                                     | Day        | Outgoing Duration | Outgoing Calls | Outgoing Cost  | Incoming Duration | Incoming Calls  | Incoming Cost |
| 6213                                                                                                                                                                                                                                                                                                   | 12-21-2015 | 00:00:02          | 1              | 7.0            | 00:00:00          | 0               | 0.0           |
| Subtotal for DN: 6213                                                                                                                                                                                                                                                                                  |            | 00:00:02          | 1              | 7.0            | 00:00:00          | 0               | 0.0           |
| 6251                                                                                                                                                                                                                                                                                                   | 12-21-2015 | 00:00:00          | 0              | 0.0            | 00:05:19          | 1               | 0.0           |
| Subtotal for DN: 6251                                                                                                                                                                                                                                                                                  |            | 00:00:00          | 0              | 0.0            | 00:05:19          | 1               | 0.0           |
| Total:                                                                                                                                                                                                                                                                                                 |            | 00:00:02          | 1              | 7.0            | 00:05:19          | 1               | 0.0           |
| Total Call Duration: 00:05:21                                                                                                                                                                                                                                                                          |            |                   |                | Total Calls: 2 |                   | Total Cost: 7.0 |               |

## Rate table

Rate tables can be used to calculate the cost of calls. Rate tables for specific area codes, international calls, and toll free calls can be created with Enterprise Manager. It is also possible to import rate tables from a CSV file.

| Call Accounting    Tables    Settings |         |           |           |            |            |            |         |         |         |         |          |         |       |
|---------------------------------------|---------|-----------|-----------|------------|------------|------------|---------|---------|---------|---------|----------|---------|-------|
| SMDR - Rate Table                     |         |           |           |            |            |            |         |         |         |         |          |         |       |
| Line Group                            | Node ID | Name      | Area Code | Int'l Code | Local Type | Local Rate | LD Type | LD Rate | TF Type | TF Rate | Int'l RT | DNIS RT | LD RT |
| 040                                   | 10      | CIXPRI    | 949       | 011        | Minute     | 0.8        | Minute  | 5.0     | Minute  | 0.5     | Edit     | Edit    | Edit  |
| 046                                   | 10      | CIXPRI    | 949       | 011        | Minute     | 0.8        | Minute  | 6.0     | Minute  | 0.5     | Edit     | Edit    | Edit  |
| 045                                   | 11      | AdressPRI | 913       | 011        | Minute     | 0.1        | Call    | 7.0     | Minute  | 0.5     | Edit     | Edit    | Edit  |

## Notification

Call Accounting can generate notifications for Emergency calls (ex. 911), inbound calls from specified callers, and/or outbound calls with the specific prefix code (for example: 01144 for international calls to the UK). Emergency call can cause a notification as soon as it is dialed, other notifications are sent when the call is over to the specified email address.

## Call Accounting Availability

Call Accounting is a built-in feature, no additional license is required to use Call Accounting.

## Salesforce.com Integration

Salesforce.com integration is provided as a plug-in downloaded from the AppExchange.

**Note** If the Salesforce for Toshiba cannot be found on the AppExchange please download from Toshiba's FYI website. Select IPedge/VIPedge > Software > Salesforce Plugin.

It provides users with click-to-call from the Salesforce Contact and the screen pop of the contact record based on the caller ID information. It integrates call control and contact history. The Salesforce plug-in can

work with Toshiba IP Telephones or the softphone option on Call Manager or UCedge™ on IPedge systems and, Toshiba IP Telephones, and digital phones on CIX systems. Please note that the Salesforce Professional/Enterprise/Unlimited version is required for Toshiba plug-in to install and run.

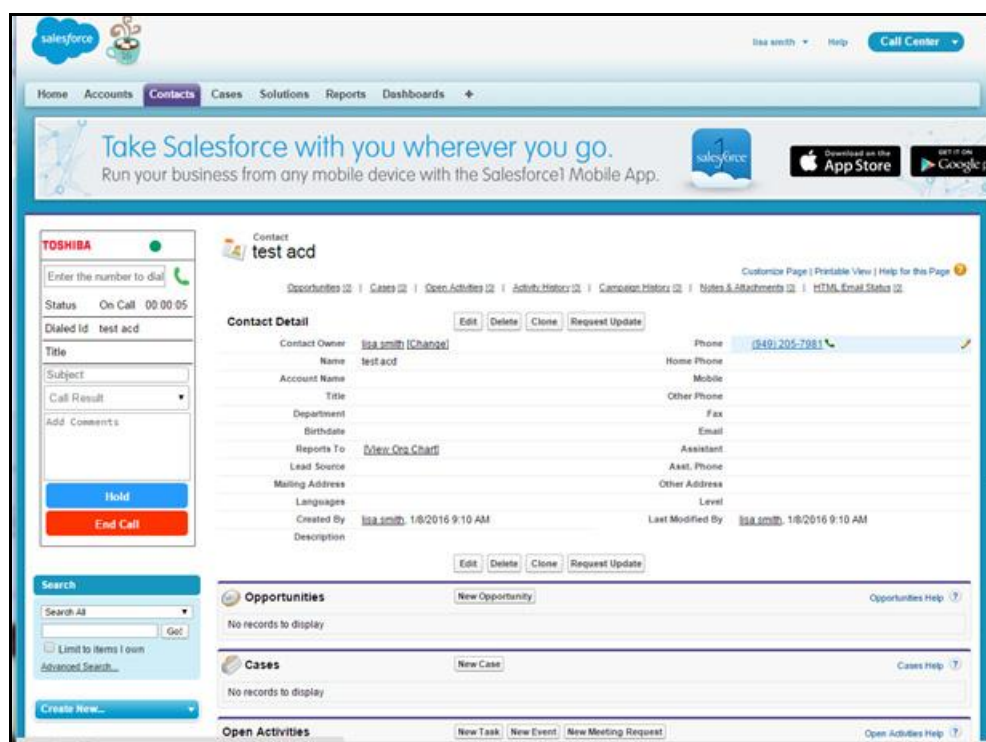
## License

Toshiba Salesforce plug-in requires the I-UC-SFORCE license for each user.

## Screen pop

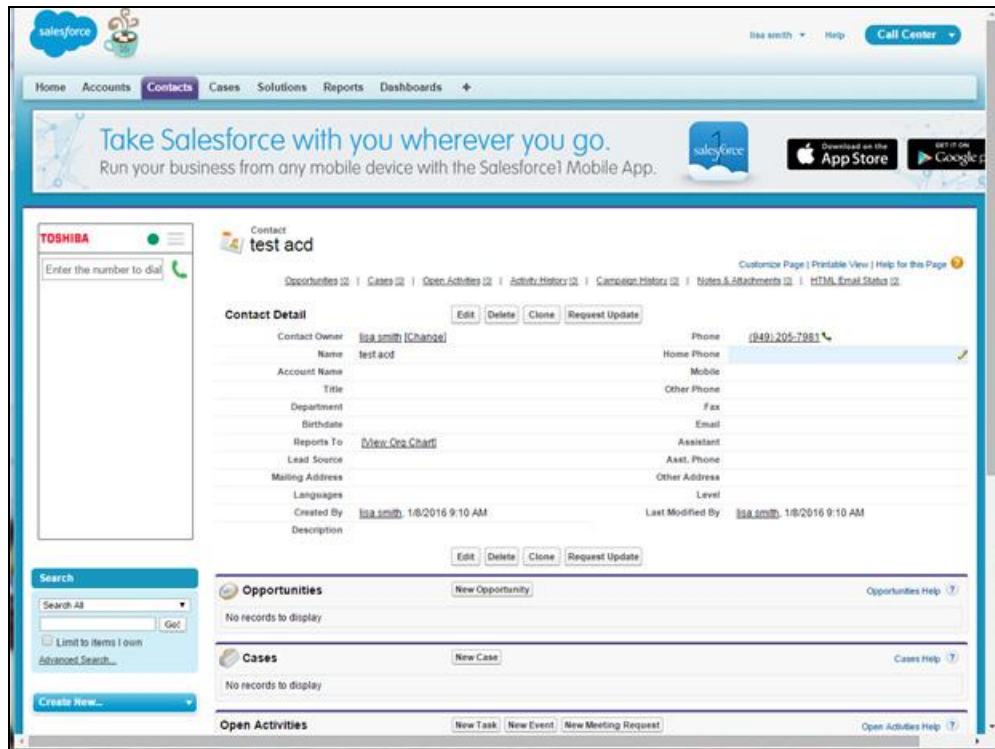
The Plug-in can be configured to automatically pop up the customer contact based on the phone number so that the agent can process the customer's request more quickly and accurately.

If no matching contact can be found, Salesforce can be configured to open the new contact to create a new customer record.



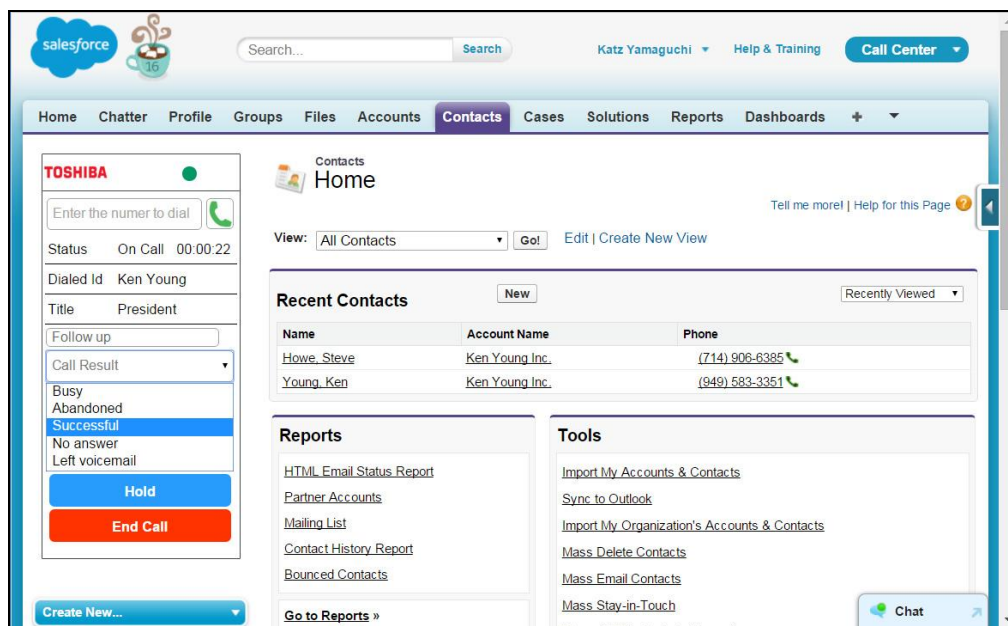
## Click to Call

Click to call provides an easy way to call a contact recorded in the Salesforce app. The Toshiba plug-in adds a small phone icon next to the phone number, and by clicking the icon, the call is automatically made to the contact.



## Call Control and Contact History

The Salesforce plug-in provides the basic call control capability, and Contact history record is automatically created for the incoming and outgoing calls associated with the contact. The user can add the call result and notes when necessary, and it is also recorded in the history.



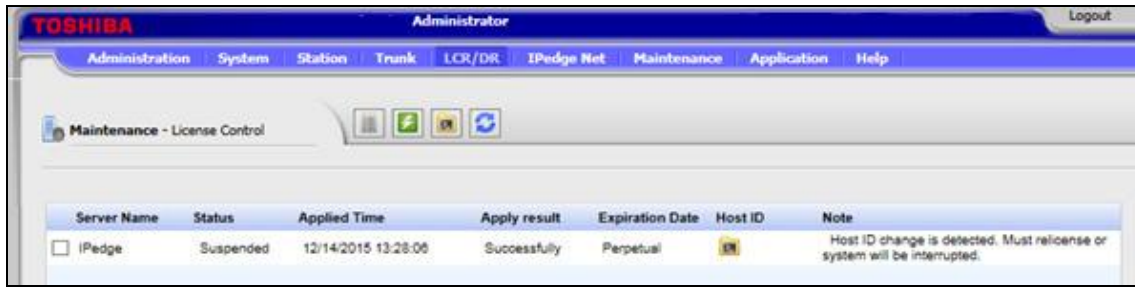
## Virtual Licensing Enhancement

When an IPedge system contacts the Toshiba Virtual Licensing service the server host ID is based, in part, on the public WAN IP address. If the public WAN IP address changes, a system running 1.7.0 software becomes 'unlicensed' and stops call processing until the system license is transferred. With software release 1.7.1 this process is changed.

When a software release 1.7.1 IPedge system with a changed public WAN IP address contacts the licensing service the IPedge system will continue to run. Even after a system reboot, the call processing will continue.

IPedge system running release 1.7.1 software introduces system, email and text message notification when the public WAN IP Address changes. A list of email addresses and phone numbers for text messages can be configured to receive a notification if the IPedge system detects the public WAN IP address change.

The Enterprise Manager login page and the License pages will display a changed Host ID message. The administrator will have 30 days to transfer the licenses to the new IP address.



If the license is not transferred to the new address within the 30-day period system Administrator access will be restricted, but system call processing will not be interrupted. Enterprise Manager users will not be allowed to make database changes until the license is transferred. Refer to the IPedge Virtual Server Install manual for detailed information. Enterprise Manager Personal Administrator (EMPA) login is not affected.

When the license is transferred and reactivated within the 30 day period the system will not reboot.

# Upgrade to IPedge Software Release 1.7.1

Before starting an upgrade insure that the Software Support and Upgrade Service (SUS) is current.

## Software Version 1.6.2 and Earlier Systems

IPedge systems running 1.6 and earlier software will require a system account in Toshiba's Virtual Licensing Service. When the new system account is setup the license transfer can be started. This license transfer can take anywhere from several minutes to a few hours. This process must be complete before starting the upgrade process. The result of the license transfer is a new license code. This code is required to license the server just upgraded to R1.7.1 software. Refer to the IPedge Virtual Licensing Service user guide, available on the FYI website, for new system setup procedures.

Systems running 1.6.2 and earlier software must first be upgraded to 1.6.2.359 software. Refer to the IPedge Install manuals.

1. Backup the IPedge and ACD databases.
2. Store the backup files on another server, not on the IPedge server.

**Note** Do not delete the ACD OVA file. The WebACD software is available on Toshiba's FYI website.

3. Re-image the system to IPedge 1.7.1 software. The IPedge 1.7.1 IPedge OVA file is available from the FYI website. For IPedge branded servers use the 1.7.1 ISO available on the FYI website.
4. Restore the system databases. Refer to the IPedge Install manual for details.

## Software Version 1.7.0 Systems

IPedge Servers running IPedge 1.7.0 software can be upgraded using the on-line update process.

**Note** Do not delete the ACD OVA file. The WebACD software is available on Toshiba's FYI website.

1. Backup the IPedge and ACD databases.
2. The upgrade software file, TGZ 1.7.1.190 is available on Toshiba's FYI website for local update. Refer to the IPedge Install manual for software upgrade instructions.

**Note** If it is necessary to re-image an 1.7.0 IPedge branded server use the 1.7.1 ISO available on the FYI website. To re-image an IPedge virtual server to IPedge 1.7.1 the IPedge OVA file is available on Toshiba's FYI website in the IPedge Software section. Refer to the IPedge Virtual Server Install manual for detailed instructions.

3. When an IPedge virtual server is re-imaged refer to the IPedge Virtual Licensing Service User Guide for license transfer instructions.
4. Restore the system databases. Refer to the IPedge Install manual for details.

## Systems with ACD

**Note** Do not delete the ACD OVA file. The WebACD software is available on Toshiba's FYI website.

Due to the critical security enhancement, WebACD must be upgraded to version 1.0.1-2 software for all IPedge systems and IPedge App Servers with ACD.

1. Do not delete the ACD OVA file.
2. Backup the ACD database on another server, not the IPedge server.
3. Login to Toshiba's FYI website to download the ACD update file, select; **IPedge/VIPedge > Software**.
4. Follow the instructions found on the FYI website to unzip and install the ACD files.

**Note** If it becomes necessary the re-image the ACD software contact Toshiba's Technical Support department for the detailed procedure.

## **Multi-Node Systems**

Due to the nature of the critical security enhancement in the release 1.7.1 software all of the nodes of a multi-node system must first be detached. While detached each node is upgraded to 1.7.1 software separately. When all of the systems are upgraded to 1.7.1 software attach the nodes to the primary node. If IPedge Messaging Distributed Cluster Networking (DCN) is used, the DCN wizard must be run after the upgrade of all nodes are completed.

# **IPedge Meeting Audio Conference Upgrade to the new Meet-Me Audio Conference**

IPedge systems running IPedge Meeting Audio Conference can be upgraded to IPedge 1.7.1 software with Meet-Me Audio Conference at no additional charge. Before starting an upgrade insure that the Software Support and upgrade Service (SUS) is current.

Contact Toshiba's Customer Support department to verify the existing, paid IPedge Meeting Audio Conference Resource Licenses and get the equivalent Meet-Me Audio Conference licenses.

The IPedge Meeting Audio Conference feature is not available on IPedge systems running 1.7 and later software. Customers with IPedge Meeting Audio Conference have a choice when upgrading to IPedge 1.7.1 software.

- Purchase an IPedge Meeting only server (running 1.6.2 software)  
— OR —
- Update the IPedge server and add the Meet-me Audio Conference licenses

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