

IPedge Software Release 1.7.3

This is a re-issue of the bulletin dated November 8, 2016. This latest version of IPedge software adds many powerful applications and features to the Toshiba IPedge system.

The IPedge software-only is a new offering that integrates the Toshiba IPedge Telephone system, ACD ACD (Contact Center software) and Application Server, with VMware virtualized server architecture.

The new IPedge Meet-me Web Conference allows for a built-in Web Real Time Conference (WebRTC) based web conference application that supports desktop sharing plus allows the user to reserve conference resources using a scheduler. IPedge Meet-me Web Conference includes four free channels. As an introductory promotion, an additional four channels are included free in this release.

The messaging notification enhancement allows the IPedge Messaging to support more flexible notification operations through a simple and straightforward interface.

Our FAX driver 6.1 enhancement eliminates the need for JAVA® requirements which allows our FAX driver to be supported in recent browsers including: Internet Explorer® 11, Edge®, Chrome®, and Firefox® on Windows® operating system version 7, 8, 8.1, and 10.

The Salesforce® integration adds additional integration features (conference and transfer) in addition to screen pops, click-to-dial and history. Salesforce now supports a Phantom DN in addition to the Prime DN so that users can handle multiple calls.

The Node ID capacity increase enhancement increases the networking capacity of the IPedge from 128 nodes to 512 nodes.

In response to dealer requests, the Trial Licenses have been removed from the IPedge starter bundles. Going forward from release 1.7.3 Trial Licenses can be ordered for a nominal charge (\$1 USD) and applied as needed.

New In IPedge Release 1.7.3 Software

- IPedge Software-only for VMware
- IPedge Meet-me Web Conference
- Messaging Notification Enhancement
- Call Accounting Enhancement
- FAX Driver 6.1
- Salesforce Integration enhancements
- Meet-me Audio Conference Scheduler
- Node ID Capacity Increase Software-only

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IPedge Requirements

Toshiba IPedge Software-only is a product that integrates Toshiba's IPedge phone system application with a VMware Virtualized server architecture to support customer's VMware infrastructure. IPedge Software-only is compatible with VMware 5.5 and 6.0. The IPedge OVA software package can be downloaded from the Toshiba public FTP server. Also, with the purchase of a Software-only package, a USB drive containing the IPedge OVA file will be shipped.

IPedge Software-only can be installed on any VMware-certified hardware, such as, Dell and HP servers, which meets the specification for each IPedge system class (EP/EC/EM) requirement below. Login to vSphere Client to check the CPU speed (CPU Available Capacity) and Memory Available Capacity in the server ESXi **Resource Allocation** tab to determine whether the IPedge virtual machine can be deployed.

IPedge Class	vCPU ¹	CPU Speed ²	Reserved CPU Speed ³	Memory	Reserved Memory ⁴	Disk Speed	Disk Space
EP	4	5 GHz	3 GHz	3.6 GB	3.6 GB	80MB/s	250 GB
EC	4	6.5 GHz	4 GHz	3.6 GB	3.6 GB	80MB/s	250 GB
EM	8	12 GHz	8 GHz	11.5 GB	11.5 GB	80MB/s	250 GB

¹ The number of virtual CPUs (CPU cores).

² Available Capacity (CPU) must be greater than the Reserved CPU Capacity. (vCPU number) x (clock speed per CPU core) must be greater than CPU Speed requirement.

³ This is the CPU speed that will be reserved when the OVA is deployed.

⁴ Memory "Available Capacity" must be larger than "Reserved Memory."
Memory "Total Capacity" must be larger than "Memory."

Important! When ACD software is added an additional 3.6 GB of reserved memory, 4 GHz reserved CPU speed and 250 GB of disk space is required. Refer to ["ACD Requirements"](#) in this bulletin.

IPedge Software-only removes the restriction that prevented lower capacity IPedge software from running on higher end hardware, for example:

- Apply EP License to an EC or EM capable server
- Apply EC license to an EM capable server

The following are known limitations in the vCenter features.

- vMotion: When vMotion is in progress, about less than one second "jitter" may be noticed in conference call, MOH, and paging. All calls stay connected.
- High Availability (HA): a disruption will occur on phone calls, after a brief outage (2-3 minutes) the phone will be reconnected and able to make calls again.
- Snapshot: Power off the IPedge VM before taking a Snapshot. Snapshot has an impact on IPedge system performance.

IPedge Software-only License Part Numbers

IPedge License Part Numbers for Software-only

Part Number	Description
I-EP-SW	IPedge EP Software Only includes: IPedge system license: 6-users, 3-trunks, 6-UCedge Essentials, 6- mailboxes, 4-messaging channels, 4-port audio conference and a recovery USB.
I-EC-SW	IPedge EC Software Only includes: IPedge system license: 24-users, 12-trunks, 24-UCedge Essentials, 24- mailboxes, 6-messaging channels, 4-port audio conference and a recovery USB.
I-EM-SW	IPedge EM Software Only includes: IPedge system license: 32-users, 16-trunks, 32-UCedge Essentials, 32-mailboxes, 8-messaging channels, 4-port audio conference and a recovery USB.

IPedge App Server License Part Numbers for Software-only

Part Number	Description
I-ASEP-SW	IPedge App Server EP Software Only includes: IPedge App Server system license: 6-UCedge Essentials, 6- mailboxes, 4-port audio conference, 1-CSTA/ACD license for IPedge and CIX and a recovery USB.
I-ASEC-SW	IPedge App Server EC Software Only includes: IPedge App Server system license: 24-UCedge Essentials, 24- mailboxes, 4-port audio conference, 1-CSTA/ACD license for IPedge and CIX and a recovery USB.
I-ASEM-SW	IPedge App Server EM Software Only includes: IPedge App Server system license: 32-UCedge Essentials, 32- mailboxes, 4-port audio conference, 1-CSTA/ACD license for IPedge and CIX and a recovery USB.

Note The CSTA/ACD license does not include ACD software or all of the licenses required for ACD operation. Refer to [“ACD Requirements”](#) on the next page.

ACD Requirements

ACD License Requirements

In order to run Toshiba ACD on the virtual machine the I-ACD-SYS-VS ACD system license is required.

To ensure correct operation, ACD software installation must be done by the Toshiba Technical Support group. Please purchase TECH-SUPT-ACDVM and arrange the installation schedule with Technical Support.

All other optional ACD licenses including Unifier license can be applied. When TASKE is necessary, please purchase TASKE dongle (H-TASKE-LICKEY) and necessary TASKE license parts.

ACD Software Requirements

- **OS:** Customers need to obtain Windows Server 2012 R2 Standard Edition operating system. A Client Access License (CAL) is required for each ACD administrator and/or TASKE supervisor.

ACD Virtual Machine Requirement

The list below shows the **minimum** requirement for the virtual machine resources to run ACD. **Toshiba recommends allocating 8 GB** of memory, especially when TASKE is used in a high traffic environment.

Reserved CPU Speed	Reserved Memory	Disk Speed	Disk Space
4 GHz	4 GB	80MB/s	250 GB

IPedge Meet-me Web Conference

IPedge Meet-me Web Conference is an WebRTC-based peer-to-peer web conference application, which provides desktop sharing.

The administration is fully integrated with IPedge Audio Conference. The Meet-me audio conference pin will be used for Meet-me Web Conference as well. There is no additional configuration needed for Meet-me Web Conference.

- Meet-me Web Conference Room ID = Owner's mailbox ID
- Meet-me Web Conference PIN = Audio conference PIN

IPedge Meet-me Web Conference provides four free channels. As a special promotion, an additional four channels are included free in this release.

Notes:

1. Requires Google® Chrome browser and Toshiba Meet-me Web Conference Screen sharing plug-in.
2. The IPedge system must be running in HTTPs mode to use Meet-me Web Conference.

When the IPedge server is install with an Adtran® router the recommended configuration is shown in Figure 1.

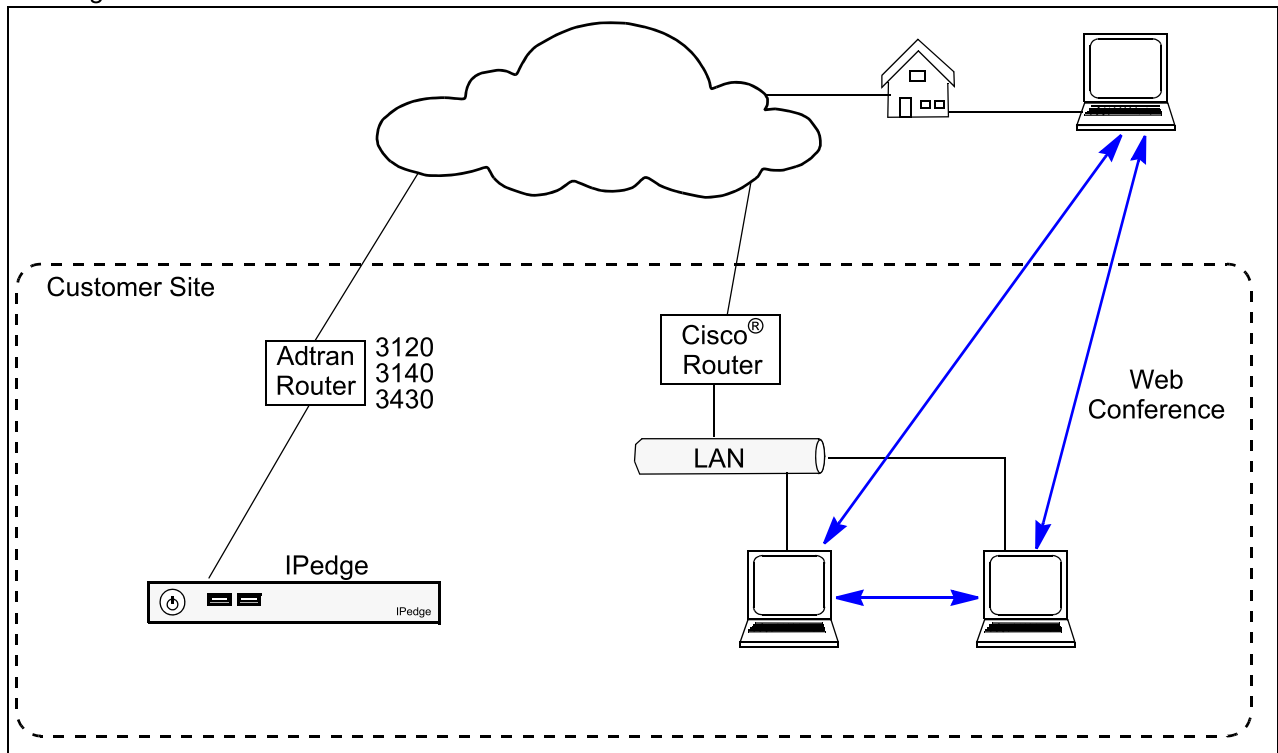


Figure 1

If some conference members are behind the Adtran router there are limitations as shown in Figure 2.

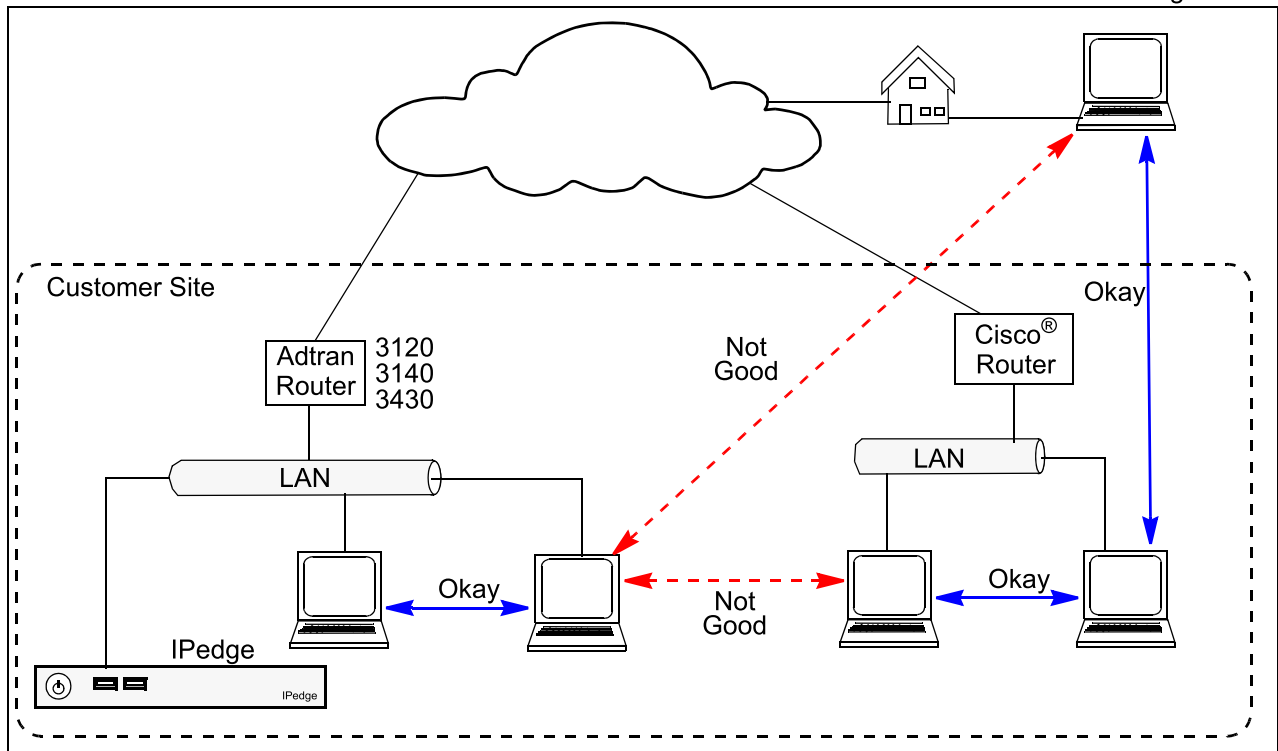
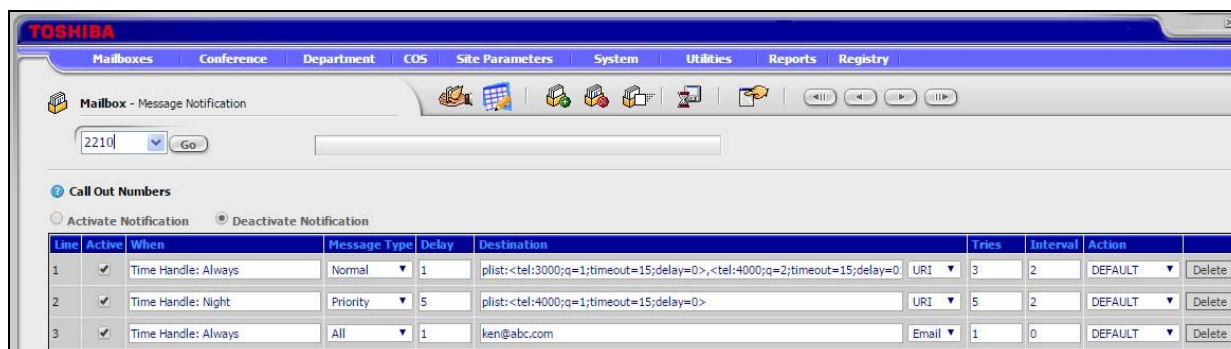


Figure 2

Messaging Notification Enhancement

Messaging Notification has been renewed to support more flexible notification operations through a more straightforward interface. The enhancements are listed here.

- New user interface to increase from seven to a nearly unlimited number of Message Notification rules.
- All rules are executed until the user positively responds to the notification instead of the sequential notification in the older systems.
- Any notification rule can be activated or deactivated from the phone.
- Each notification rule can specify an internal or external number, email address, serial destination, parallel destination, or a combination of all of above.



Message Notification Database Upgrade

When a IPedge software release 1.7.1 or earlier system is upgraded to IPedge 1.7.3, the notification rules are automatically converted based on the following methods.

- All the destinations (up to three) for each schedule is converted for all schedules.
- Number of Tries and delay is preserved. One minute delay is automatically added between each destination (BIN) in the old notification schedule when converted to the new rule.
- In the new rule, Action is always set to Default for converted rules. Interval for Tries is always set to one minute.
- Operator_beeper is no longer available and is converted to Default action.
- Utilities > Push Mailbox > Message Notification menu is no longer available.

Call Accounting Enhancement

The new enhancement allows the administrator to generate reports in PDF, HTML or CSV format. In addition to the current report generation through email, the administrator can directly download reports without sending it through email. Also, the administrator can specify to zip the report file or not.

FAX Driver 6.1

Fax driver for Windows is updated and has eliminated the Java requirement which recent browsers avoid using. Fax Driver 6.1 works with Internet Explorer® 11, Edge®, Chrome®, and Firefox® on Windows® operating system 7, 8, 8.1, and 10.

Fax Driver 6.1 is available from Toshiba's FYI website, select; IPedge/VPedge > Software.

Salesforce® Plugin Enhancement

Toshiba Plugin for Salesforce.com has been providing customers with the screen pop, click to dial, and history integration with Salesforce.com.

The Plugin is enhanced to provide Transfer/Conference capability from the Plugin window for easier screen based telephony operation.

Also, in order to take advantage of Toshiba Advanced Telephony features, it now supports a Phantom DN in addition to the Prime DN so that the agent can handle multiple calls.

The Plugin is available on the Salesforce.com App Exchange web site. Search for Toshiba Plugin in AppExchange.com (<https://appexchange.salesforce.com/>).



Meet Me Audio Conference Scheduler

A conference Scheduler has been added to the on-demand Meet Me Audio Conference. The Scheduler feature allows the user to reserve the conference resource for a specified period of time. It also provides the real time conference view and other new features.

In a multi-node environment, a user creates a scheduled conference on the node to which the user's phone is connected. Therefore, there must be enough resources (conference channels and trunks) available in each node.

In a DCN environment, scheduled conferences and conference logs are copied to all DCN nodes. Therefore, the user can initiate the scheduled conference from the backup node. However, each DCN node may have a different number of resources, and as a result, the scheduled conference may have a resource conflict. To avoid this possible conflict, it is necessary to purchase the enough resources for each of the backup nodes.

Note If HTTPS mode is used in Enterprise Manager, each user needs to install the root certificate from EMPA.

Scheduler

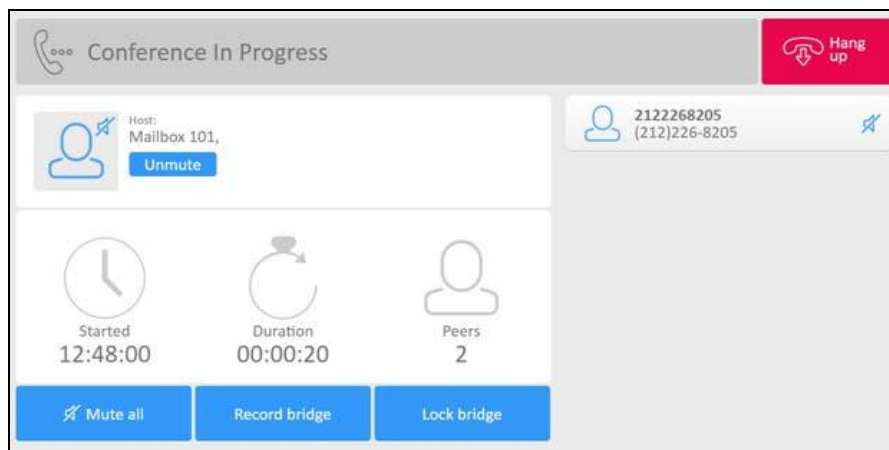
The user can schedule a Meet-me audio conference to reserve the conference resource. On demand conference is still available as long as conference channels are available. If an on demand conference call starts first and the scheduled conference call starts, the on-demand conference may be terminated if there is a resource conflict.

An Outlook calendar invitation can be downloaded from the scheduler.



Conference view

Once the conference is started, the owner can see the conference status. The User interface allows the mailbox owner and the system administrator to have a real time view of the peers on the bridge. The owner can also mute or disconnect participants. The owner can also start and stop the recording of the conference.



Conference log

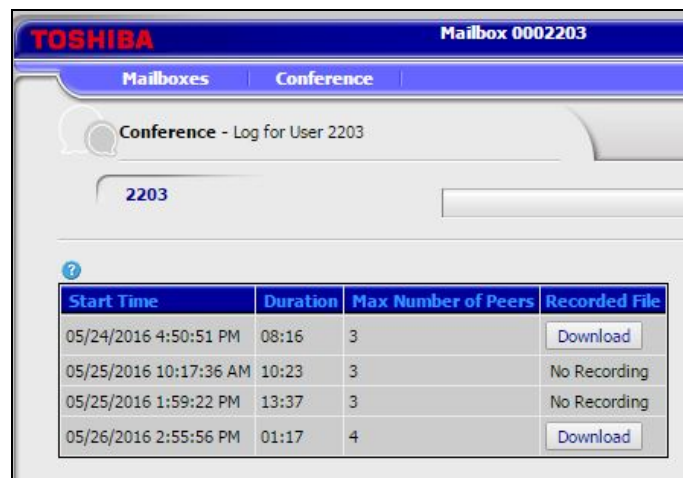
The owner can see the past history of the meet me conferences. If it is recorded, the owner can playback the recorded conference. The log contains the following information:

- Mailbox
- Start timestamp
- Duration of the conference

- Maximum Number of peers (including owner)
- Link to recording file (if the owner starts/stops/starts a recording, it is all stored in the same file). The user can download the recording as a .WAV file by clicking the link.
- List of peers (name, caller Id, time joined, time dropped)

For the purpose of the log, the duration of a conference is the time, starting when the owner connects until the owner disconnects. From owner connection to owner disconnection is one conference. Each time the owner connects, a new conference is logged. There are two versions of the user interface for the log.

- **User View:** Display only the records that belong to this mailbox
- **System View:** Is used by administrators to show all records, grouped by mailbox



Start Time	Duration	Max Number of Peers	Recorded File
05/24/2016 4:50:51 PM	08:16	3	Download
05/25/2016 10:17:36 AM	10:23	3	No Recording
05/25/2016 1:59:22 PM	13:37	3	No Recording
05/26/2016 2:55:56 PM	01:17	4	Download

User View

Node ID Capacity Increase

Introduction

Based on increasing feedback from our larger customers, Toshiba's engineering team has increased the maximum number of Strata Net and IPedge Net nodes from 128 to 512 nodes. This capacity increase allows Strata CIX systems and IPedge systems to support larger system installations. The capacity increase allows existing systems to expand as the customer's needs grow. The Strata Net/IPedge Net node capacity increase is supported on both the Strata CIX systems and IPedge servers allowing a mixed environment for a combined total of 512 IPedge and Strata CIX systems.

Network eManager® / Enterprise Manager Programming Changes

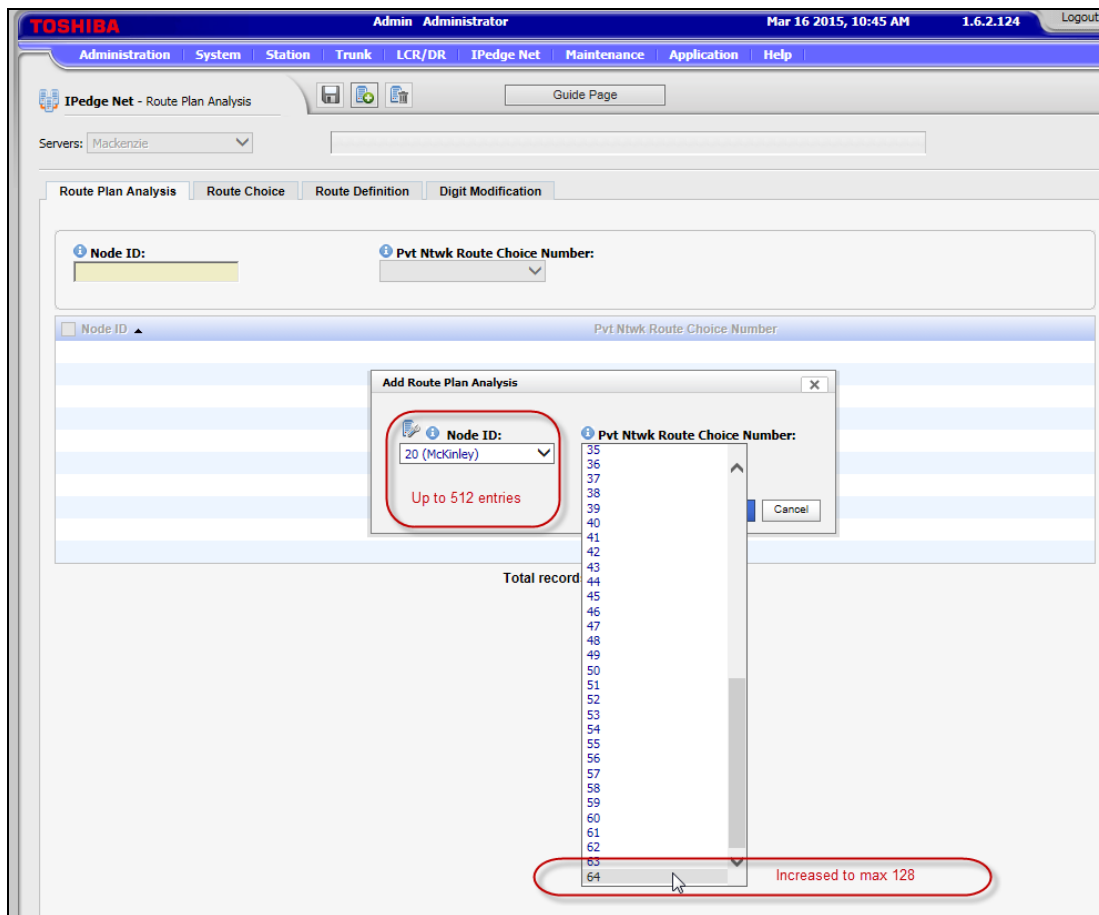
To support the new Node ID capacity increase, changes have been made to the following programming sections in Network eManager and Enterprise Manager:

- Route Plan Analysis
- Route Choice
- Route Definition
- Digit Modification
- Remote Node Data
- Network Over IP
- Remote Node IPU Address
- Survivability Destinations

Parameter Capacity Increase

The maximum number of Node IDs available has been increased to 512 and the Route Choices and Definitions has been increased from 64 to 128 choice numbers. The table below shows the changed programming capacity changes.

Parameter	Capacity Change
Route Plan Analysis (Refer to the screen shown below.)	Number of Node IDs available increased to 512.
	Private Network Choice Number (Pvt Ntwk Route Choice Number) increased from 64 to 128.
Route Choice	Maximum number of Private Network Choice Numbers (Pvt Ntwk Route Choice Number) increased from 64 to 128 choice numbers.
	Number of route definitions in Route Definition Table 1 through Route Definition Table 6 increased from 64 to 128.
Route Definition	The Private Network Route Definition (Pvt Ntwk Route Definition) in the Route Definition screen increased from 64 to 128.
	The Digit Modification Table in the Route Definition screen expanded from 64 to 128.
Digit Modification Table	The Private Network Digit Modification (Pvt Ntwk Digit Modification) table increased from 64 to 128.
	Remote Node Data - The Remote Node ID in the Remote Node Data programming screen updated from 128 to 512 nodes.
Remote Node Data	Remote Node ID updated from 128 to 512 nodes.



Software Requirements

Strata CIX System

System / PCB	Version	Date Released
CIX System	R520MT077 or later	12 / 8 / 2015
MIPU / GIPU cards	MIPU02_17	12 / 8 / 2015

Network eManager

Network eManager PC Operating System	Version	Date Released
Windows 8 / 8.1	R5.20B29	3 / 10 / 2015
Windows 7	R5.20C01	8 / 30 / 2013
Windows 10	R5.20B30 / patch V1	12 / 8 / 2015

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