

IPedge Virtual Server (Turn-key) for IPedge Release 1.6.2

Toshiba is proud to announce the release of the IPedge Virtual Server for IPedge Release 1.6.2.

The following sections are covered in this Product Bulletin:

- [Overview on page 1](#)
- [Product Line Strategy on page 2](#)
- [Description on page 3](#)
- [Selling Advantages on page 4](#)
- [Features on page 5](#)
- [Comparison on page 5](#)
- [Ordering Procedures on page 11](#)
- [Part Numbers on page 12](#)
- [Current Limitations on page 18](#)
- [Warranty and Support on page 20](#)
- [Documentation on page 21](#)
- [Availability on page 22](#)

Overview

Toshiba has made a series of enhancements to the IPedge system. The net impact will be a more price competitive solution and increased dealer margin opportunity.

The new IPedge 1.6.2 software also includes many new enhancements. Including a single user license used on all IPedge systems, both native and virtual. This new single license and its survivable counterpart are based on the current IPedge EP system user license price. This is a major pricing shift and also simplifies configuration and license migration.

Note Dealers that have these part numbers in their license bank (I-CP-USR-EP/EC/EM and I-USR-STD-EP/EC/EM and I-CP-USR-SUR-EP/EC/EM) can now use them on any model of native or IPedge virtual server.

In addition, there is a new single UCedge™ user license. This license incorporates the UCedge Client, Call Manager Advanced, Lync Plug-in, and the VoIP Plug-in applications into a new single part number. The

combined part number will reflect a greatly reduced price in comparison to having to purchase each individually.

Further, this new single IPedge 1.6.2 software version brings enhanced trunking capabilities to the IPedge EP system, with up to 30 trunks supporting both native and virtual EP versions. The new 30 trunk maximum is available on the native Toshiba branded EP server and the IPedge Virtual EP server running 1.6.2 software.

Toshiba is also introducing two packages for Advanced Messaging mailboxes. One package consists of 200 mailboxes and the other consists of 500 mailboxes. Both of these bundles provide a price reduction in comparison to purchasing Advanced User licenses individually.

As part of the IPedge Virtual Server solution, Toshiba is releasing three new servers, an EP Class, EC Class and EM Class. These servers are supplied by Dell® and will not carry the Toshiba name. The IPedge Virtual Server Turn-key Solution has been designed to run on a VMware® virtual server and comes pre-installed on the Dell server. In addition to the IPedge software; some part number configurations provide options for pre-installed Contact Center and TASKE that can run simultaneously with IPedge on one physical server. There will also be three IPedge Application Server versions to complement the Strata CIX product line for customers that do not require IPedge call processing.

IPedge 1.6.2 software has been redesigned to allow for fully integrated IPedge and ACD administration from Enterprise Manager. The Contact Center license package includes a minimum of 10 Advanced ACD agents and 10 Call Manager Advanced/UCedge clients. IPedge 1.6.2 supports Advanced ACD Agents. The Basic agents are not an option on the Virtual Server. TASKE reporting software can be optionally enabled.

The IPedge Virtual Server will be eligible for Connect2Success Points. The point values will be equal to the current native Toshiba branded IPedge EP, EC and EM point values and be based on the license Dongle serial number.

Product Line Strategy

With the launch of the IPedge Virtual Server, Toshiba will be discontinuing the Toshiba branded native IPedge EC Server.

The Toshiba branded native IPedge EM Server will continue for a limited time.

The Toshiba branded native EP Server will continue for the foreseeable future; and will be the most price competitive solution. The EP Class version of the new IPedge Virtual Server and Application Virtual Server will only come preloaded with ACD (i.e., not the IPedge only version of the virtual EP Class server), since this is currently the most price competitive configuration for the virtual solution. This model will be positioned for customers with up to 40 users that require ACD.

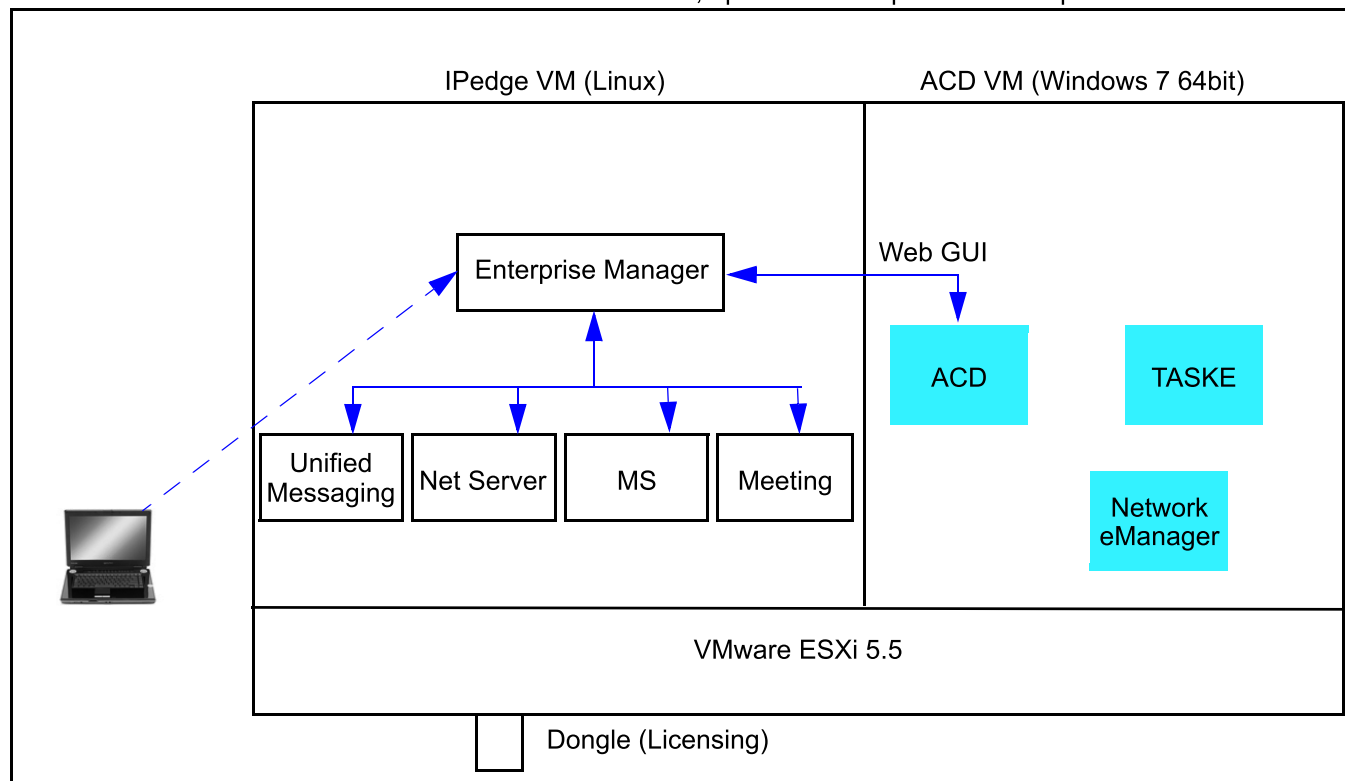
The IPedge Virtual Server (Turn Key Solution) and IPedge Virtual Application Server will be offered in three versions:

- **IPedge Virtual Server with ACD Licensed** – ACD software is integrated and licensed in the IPedge system.
- **IPedge Virtual Server with ACD Ready** – ACD software is pre-installed and can be activated in the future.
- **IPedge Virtual Server (IPedge Only)** – Cost-effective IPedge only version.

For a fee, the server can be upgraded by Toshiba Technical Support to install ACD. Any attempt by dealer or customer to install ACD or modify the VMware environment on their own in any way may void the warranty and will result in billable fees if Toshiba Technical Support is required.

Description

By working with Dell, Toshiba is now able to fully leverage its industry leading IPedge pure IP communications software with Dell's cost effective, up-to-date and powerful enterprise class servers.



On a single server, the IPedge Virtual Server Turn Key Solution provides everything supported on the native IPedge server versions, plus new UCedge support, and includes the following:

- Call Processing – Provides basic and advanced call processing features with a single IP interface.
- Voice Mail / Unified Messaging – Voicemail is built in and can be configured as either a single centralized voicemail system for the entire enterprise or as a distributed voicemail system for each site.
- Unified Communications – Net Server UCedge XMPP standards based servers are built-in, and provide call control, instant messaging and presence for UCedge Clients running on Android and iOS smartphones and tablet devices. Existing users of the powerful Call Manager are upgraded to XMPP support and will continue to enjoy the features of Call Manager in the new IPedge Virtual Server. Call Manager Advanced (8.2) will support the ACD application on the IPedge Virtual Server.
- Meet-me Conference and Web Collaboration
 - Having built-in audio and video conferencing and web collaboration eliminates costly monthly subscription fees. The integrated conferencing and web collaboration tool boasts an extensive list of features including the following all on a simple and easy-to-use GUI.
 - On Demand Conferencing
 - Scheduling One-time Calls
 - Scheduling Recurring Calls
 - Web-based Reporting
 - Telephony User Interface (TUI) for Moderator and Participants

- Centralized Management for Multiple Sites – The Enterprise Manager resides on the IPedge Virtual Server and enables an administrator to manage all trunks and stations in all the servers of the enterprise, using one consolidated view. From one central location, the administrator can backup and restore configurations of all sites, and update the firmware on any or all phones in the enterprise. ACD, Network ACD (ACD + Unifier), and Contact Center Reporting (TASKE) are built in.

Selling Advantages

The key selling advantages for the IPedge Virtual Server Turn Key Solution are as follows:

- Call Processing, Unified Messaging, Meet-Me conferencing, Web Collaboration, UCedge, Call Manager, Enterprise Manager, all run on the same physical server.
- Allowing IPedge, Contact Center and TASKE to run on one server reduces cost and complexity.
- Toshiba Contact Center software, TASKE, and Network eManager all run on one virtual machine inside the same server.
- New low cost single user and survivable user license provides cost-effective scalability.
- A single user license across all hardware and software images provides for ease of migration as customer's grow and require larger platforms. In keeping with Toshiba's tradition of migration, this new license will migrate backwards and forward for all IPedge platforms – both native and virtual. Additionally, any existing licenses inventoried in a dealer's license bank may be used on any IPedge platform.
- IPedge and Contact Center software are administered from a single user interface providing for more error-free programming, easier administration and faster installations.
- Preloaded applications on selected servers provided for quick upgrade with minimal labor requirements.
- New UCedge Client has combined UCedge, Call Manager Advanced, and Lync Plug in with the VoIP Plug in into one low cost software license. One license is used to support up to three active devices running Windows, Apple, or Android desktop and mobile devices.
- New single survivable user and survivable UCedge licenses reduce the cost of system survivability.
- New trunk capacities of the IPedge EP Class server now provide up to 30 Trunks, allowing more than the industry standard of 23 channels based on PRI capacity. Current native IPedge EP Servers with up-to-date SUS can be upgraded to IPedge Release 1.6.2 to gain this enhanced trunk capacity.
- The IPedge EP Virtual Server can be a Master node in multi-node enterprise (the member nodes can be IPedge and Virtual IPedge systems).
- New bundles of 200 and 500 Advanced Mailboxes will provide for cost-effective scalability.
- VMware allows one server to run multiple virtual servers on one physical hardware server.
- Industry standard enterprise servers sourced from Dell provide a cost-effective platform while maintaining leading hardware and processor specifications as server technology evolves.
- Enterprise Class servers preloaded with VMware appeal to IT Managers and CIO's who are predominately involved in making the decisions regarding Communications solutions and Unified Communications platform decisions.
- Standard three year hardware warranty with onsite support included on all Dell servers.
- Integrated Dell Remote Access Controller (iDRAC) or Basic Management with Lifecycle Controller embedded in Dell servers provides remote management functionality which helps deploy, update,

monitor, and maintain Dell PowerEdge servers without the addition of software. iDRAC out-of-band automation services, embedded pre-OS applications, and remote interfaces that enables streamlined local and remote server management, and reduces or eliminates the need for administrators to physically visit the server — even if the server is not operational.

Features

IPedge Virtual Server not only contains all features of IPedge, ACD and TASKE, but it also has several unique features.

Comparison

	Native IPedge	IPedge Virtual Server
IPedge Administration	Enterprise Manager	Enterprise Manager
ACD Administration	Remote Win login (separate server)	Enterprise Manager
TASKE Administration	Remote Win login (separate server)	Remote Win login (same server)
Equivalent Systems	EP, EC and EM	Dell R220, R420 and R720
Purchasing	Toshiba's FYI website	Toshiba's FYI website
Shipping	Toshiba to Dealer	Dell to Dealer
Tier 1 Support	Toshiba Technical Support	Toshiba Technical Support
AWR	Yes	Yes (DOA within 30 days)
Repair	Yes (Return to Toshiba)	Yes (Dell Onsite Repair)

Single Admin for IPedge and ACD

ACD administration is fully integrated into the IPedge Enterprise Manager administration software. The initial setup includes the ACD server network setup in the Enterprise Manager (shown below). IPedge Virtual Server will automatically link ACD to IPedge servers together and enable it for use.

The screenshot shows the 'System Initial Setup / Network Configuration' page in the IPedge Enterprise Manager. The page is divided into several sections:

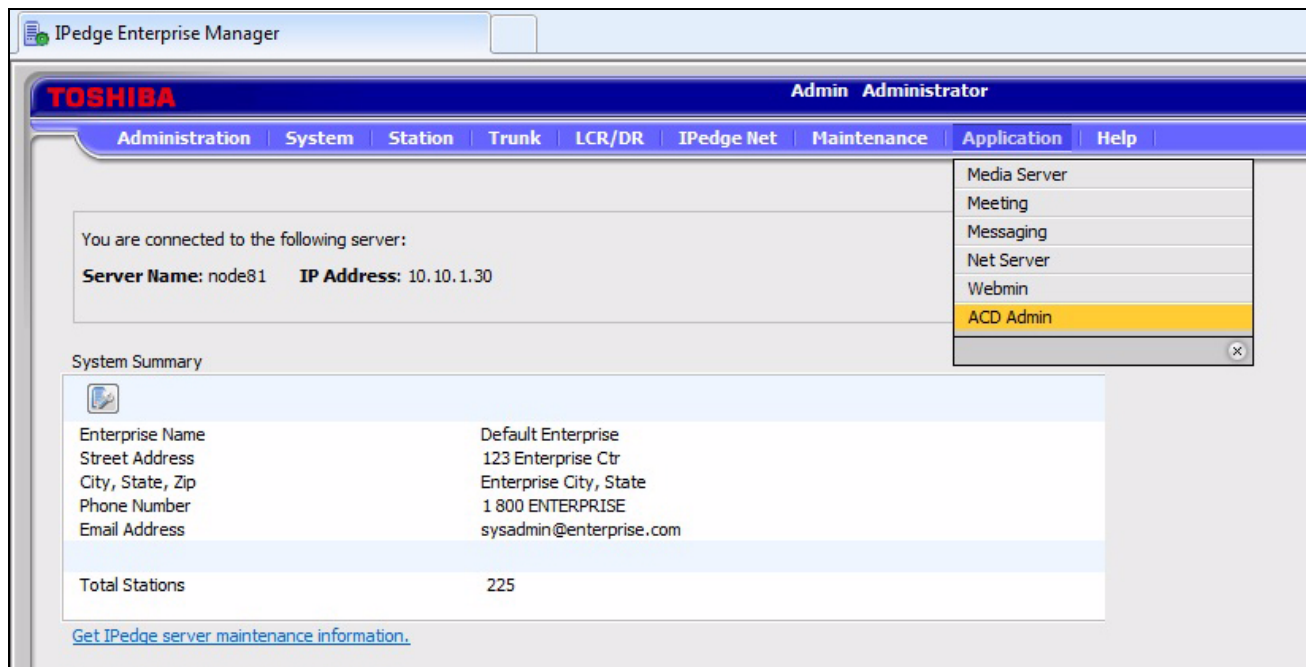
- Network Configuration:** Includes a note that changes require a system restart. It contains fields for 'Server Name' (IPedge), 'IPedge Config' (Hostname: IPedge, IP Address: 192.168.254.250, Network Mask: 255.255.255.0, Gateway:), and 'ACD Config' (Hostname: acd server, IP Address: 192.168.254.252).
- DNS Server Configuration:** Includes a 'DNS Server list' field.
- System Time and Date:** Includes fields for 'System Date (Year/Month/Date):' (2014/07/24), 'Time (please enter in 24 hour format):' (14:44), and 'System Time Zone:' (America/Los_Angeles (Pacific Time)).

Buttons for 'Cancel' and 'Next' are at the bottom.

The screenshot shows the 'Enterprise - Servers' page in the IPedge Enterprise Manager. The page is divided into several sections:

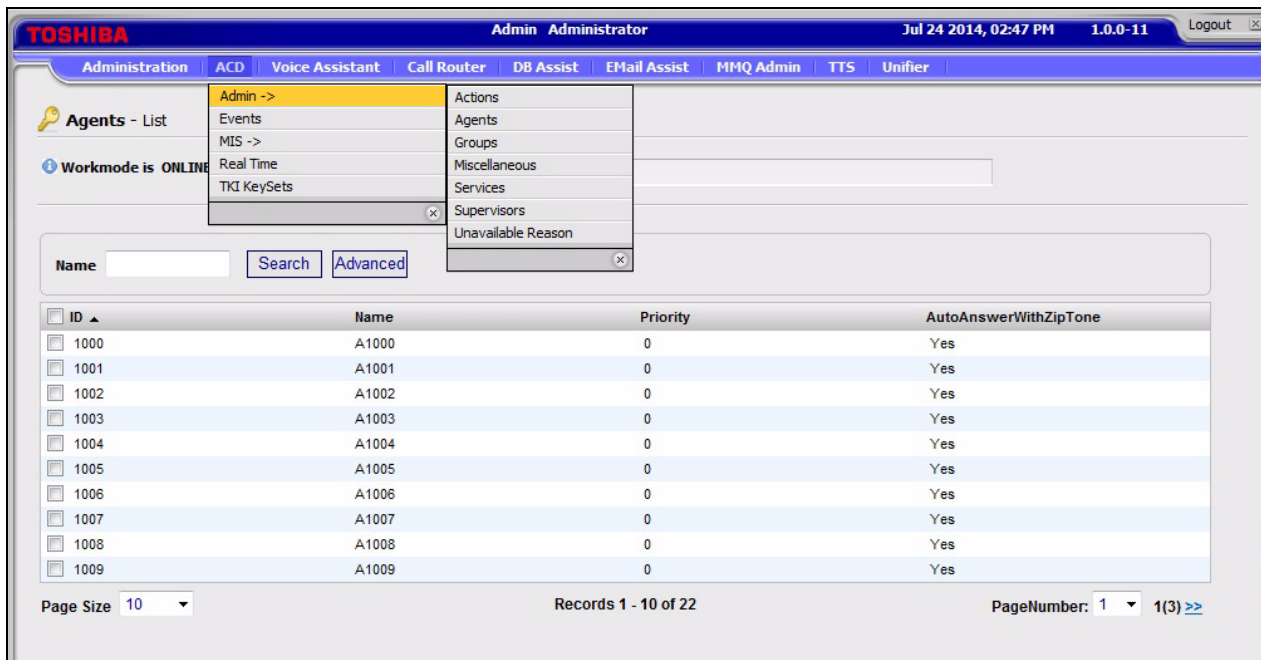
- System Type:** A dropdown menu set to 'IPedge'.
- IP Address:** A text field containing '10.10.1.30'.
- Community Name:** A text field containing '*****'.
- Confirm community name:** A text field containing '*****'.
- ACD System Registration:** Includes fields for 'ACD System Name:' (IPedgeACD) and 'ACD System IP Address:' (10.10.1.31).
- Detect Server Information:** Includes fields for 'Server Name:' (node81) and 'Host FQDN:' (nc.tsdqa1del.com).
- Server Information:** Includes fields for 'Region:' (USA), 'System Type:' (IPedge I-EC), 'Version:' (16210), and 'Mac Address:' (aa1789732815).

To log into ACD Admin, the Enterprise Manager administrator does not need another logon account. The administrator can go directly to the application dropdown menu and click ACD Admin (shown below). Clicking ACD Admin will launch a separate window.



Web-based ACD Admin

The new ACD Admin in IPedge Virtual Server is fully web-based and manages all features of ACD (Admin, Events, MIS, Real Time, TKI Keysets), Voice Assistant, Call Router, Database Assistant, Email Assistant, MMQ Admin, Text to Speech, and Unifer.



Unified Licensing

IPedge and ACD licenses are combined together into a single license file. Both licenses are associated with the single USB dongle. The same Enterprise Manager IPedge licensing procedure can be used to apply both IPedge and ACD licenses simultaneously.

Specifications

IPedge Virtual Server is pre-installed on Dell servers. These Dell servers have VMware ESXi 5.5 pre-installed. This provides a high level of scalability and server utilization. IPedge applications run on CentOS Linux 5.4, while ACD and TASKE applications run on Windows® 7 64bit operating system. The upgrade procedure for the IPedge Virtual Server is the same as the current native IPedge server. The IPedge Virtual Servers are available in three different sizes:

- Virtual EP Server – Non-RAID option only
- Virtual EC Server – RAID1 option recommended (Non-RAID option also available but not upgradeable)
- Virtual EM Server – has RAID1 and RAID5 options

Table 1 IPedge Virtual Servers

	Virtual EP Server Non-RAID	Virtual EC Server Non-RAID	Virtual EC Server RAID1	Virtual EM Server RAID1	Virtual EM Server RAID5
CPU	R220 Xeon	R420 Xeon	R420 Xeon	R720 Xeon	R720 Xeon
Cache	E3- 1240 (3.4GHz, 8M cache)	E5-2420 (1.8GHz, 10M cache, 1066MHz)	E5-2420 (1.8GHz, 10M cache, 1066MHz)	E5-2603 (1.8GHz, 10M cache, 1066MHz) x 2	E5-2603 (1.8GHz, 10M cache, 1066MHz) x 2
Memory	8GB x 1	4GB x 2	4GB x 2	8GB x 2	8GB x 2
HDD	SATA 500GB	SATA 500GB (Not Upgradeable to RAID1)	SATA 500GB x 2 HW RAID (H310)	SAS 600GB x 2 HW RAID (H710)	SAS 600GB x 4 HW RAID (H710)

Power Supply

The input power for the IPedge Virtual servers ranges from 100~240V and 50~60 Hz. The Virtual EM Server has redundant, hot swap power supply. This server supports the Hot Spare feature that reduces the power overhead associated with power supply redundancy.

Increased Capacities

Virtual Server Platform	IPedge Virtual Server Voice Mail Ports	Virtual Application Server Voice Mail Ports	ACD Voice Announce Ports
EP	8	24	8
EC	32	32	32
EM	80	96	32

Note The IPedge Virtual Server and IPedge Virtual Application Server allow maximum Voice Mail Ports and maximum Voice Announce Ports simultaneously. This is a major change from the MAS and MicroMas configuration rules. This allows for better pricing and greater configuration flexibility.

Increased Call Manager / UCedge Client Capacities

Platform	EP	EC	EM
IPedge Virtual Server	40	200	800
IPedge Virtual Application Server	360	360	360
IPedge Virtual Application Server with Unifier	720	720	720

ACD Agent Capacities

Platform	EP	EC	EM
IPedge Virtual Server	360	360	360
IPedge Virtual Server with Unifier	720	720	720
IPedge Virtual Application Server	360	360	360
IPedge Virtual Application Server with Unifier	720	720	720

License and Dongle Monitor

IPedge Virtual Server uses a USB Dongle as a license key. The serial number of USB Dongle is located on the dongle box.

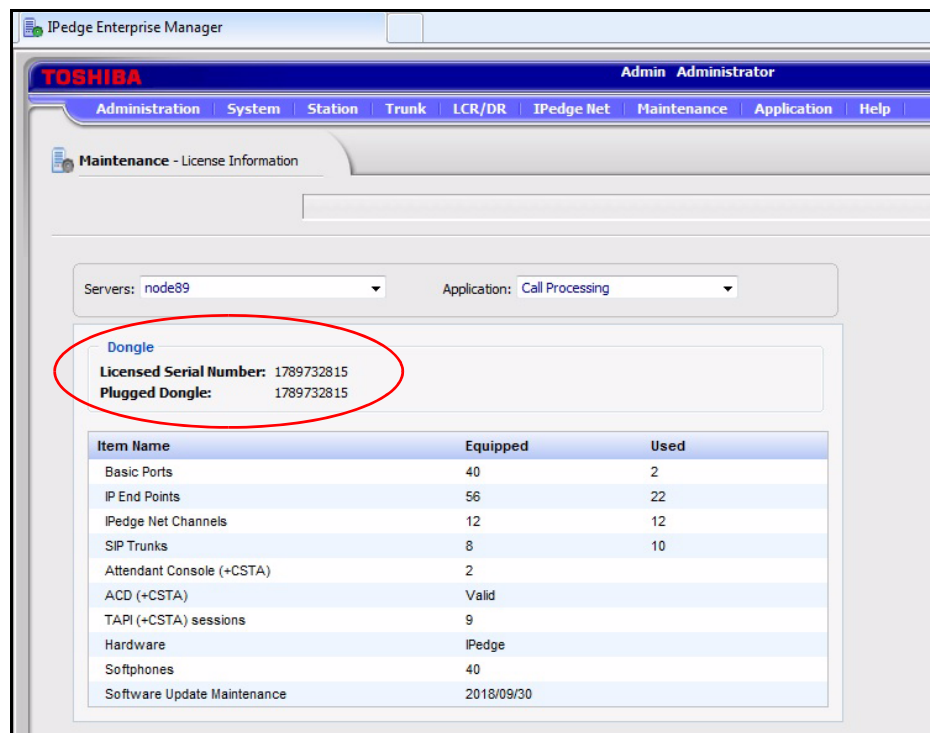
All IPedge, ACD and TASKE licenses, generated on the serial number, are contained in a single license file. Use Enterprise Manager to upload the license file and apply the licenses into IPedge, ACD and TASKE.

Important! The Dealer must load the free VMware vSphere Hypervisor license on their technician's PC. This will be used to load the VMware License Key.

The Dell System comes with a full-feature 30 day VMware trial license. A free permanent vSphere basic license is provided via the VMware website after registration of customer information. This VMware license must be applied, otherwise the system will stop working when the trial license expires after 30 days.

The USB dongle is required to be plugged in during license activation and system operation. The system monitors the connection of the USB dongle. If the USB dongle is unplugged or swapped with another one and is a mismatch to the licenses applied to the system, IPedge and ACD will continue to run for a 24 hour grace period. After 24 hours, the system will not originate new calls and ACD will run demo mode. However, 911 calls will continue to work with the USB Dongle unplugged.

In case of a server failure, the dongle can be moved to a different server and then the licenses can be applied to the new server.



IPedge Enterprise Manager

TOSHIBA Admin Administrator

Administration System Station Trunk LCR/DR IPedge Net Maintenance Application Help

Maintenance - License Information

Servers: node89 Application: Call Processing

Dongle

Licensed Serial Number: 1789732815
Plugged Dongle: 1789732815

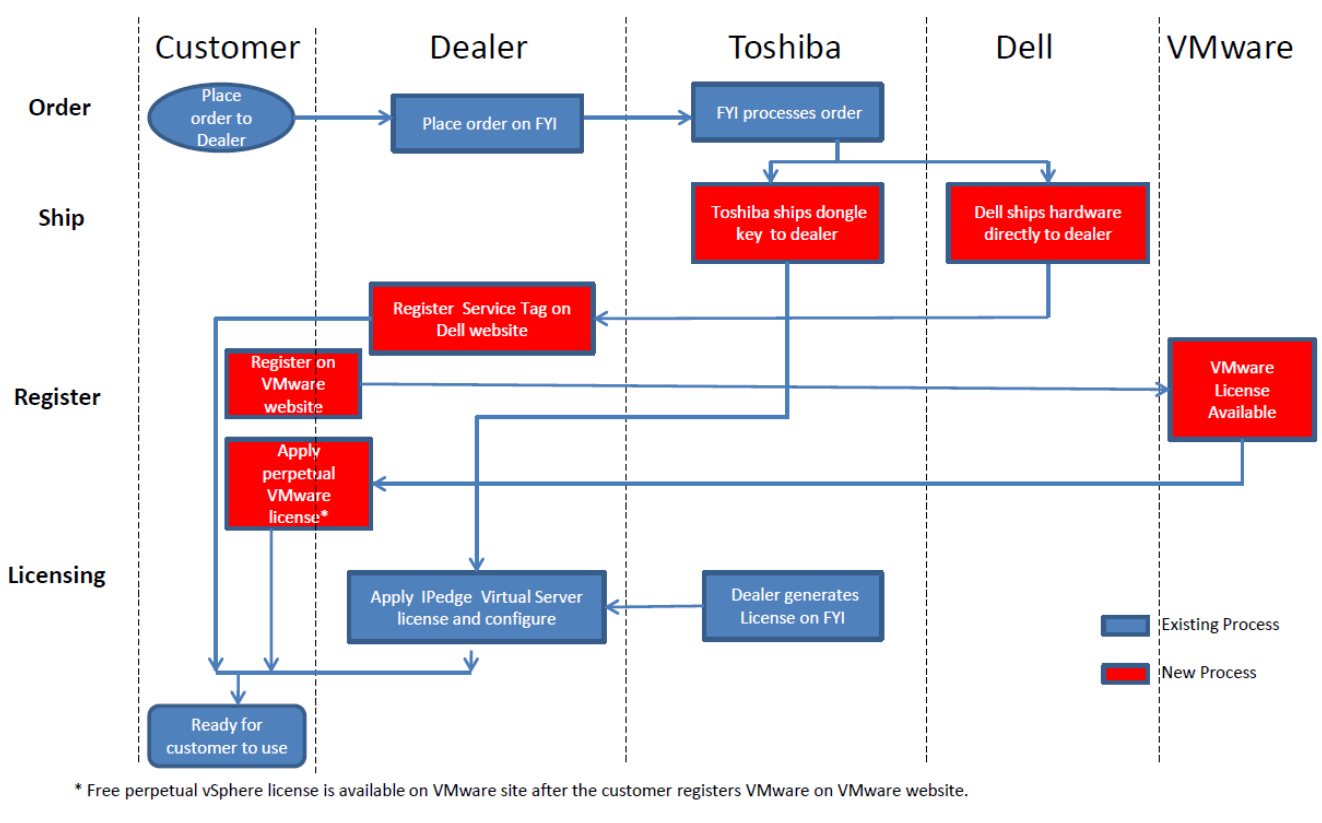
Item Name	Equipped	Used
Basic Ports	40	2
IP End Points	56	22
IPedge Net Channels	12	12
SIP Trunks	8	10
Attendant Console (+CSTA)	2	
ACD (+CSTA)	Valid	
TAPI (+CSTA) sessions	9	
Hardware	IPedge	
Softphones	40	
Software Update Maintenance	2018/09/30	

Ordering Procedures

1. The dealer places an order through FYI
2. Dell directly ships hardware to Dealer
3. Register the service tag on Dell's website. All three parties; Toshiba "Dealer Name" Customer must be registered to have the right to call Dell Support.
4. The customer or the dealer on behalf of the customer must retrieve a permanent VMware basic license from the VMware website. The Dell system comes with a free full-featured 30 day VMware trial license.

Important! The system will stop working if the customer is not registered and the trial license expires. Refer to the IPedge Virtual Server Installation manual for more details.

5. In FYI, the Dealer must register the end user customer with Toshiba during license generation. The end user customer registration for Dell, VMware and Toshiba must match the VMware registration.



License Transfer

MAS ACD, TASKE and Call Manager licenses and IPedge licenses can be transferred to an IPedge Virtual Server for a fee. Configuration transfer fees and manual license transfer will be determined and performed by Customer Service if the system has a valid maintenance date. The old MAS and IPedge system must be returned to Toshiba. A scraping fee of \$99 will be charged.

TASKE parts used on the IPedge Virtual Server and IPedge Virtual Application Server will use the same TASKE licenses as the MAS.

Trunk Capacity

The maximum number of trunk channels in the IPedge Virtual EP server and native EP server has now increased to 30. The maximum number of trunk channels for the IPedge Virtual EC and EM servers remain the same as the native IPedge EC and EM systems; at 96 and 440 respectively.

Part Numbers

Table 2 IPedge Virtual Server Part Numbers

Part Number	Description	Comments
I-EC-VS	IPedge EC Virtual Server	IPedge EC Virtual Server includes the server hardware (Dell R420), system license (I-SYS-EC-VS that includes the same license features as I-SYS-EC), and 24 Call Manager Std license (CM-STD1).
I-ECU-VS	IPedge EC Virtual Server (ACD Ready)	IPedge EC Virtual Server includes the server hardware (Dell R420), system license (I-SYS-EC-VS that includes the same license features as I-SYS-EC), and 24 Call Manager Std license (CM-STD1). Includes ACD image with Windows 7 license to activate ACD in the future by adding ACD system license (I-ACD-SYS-VS).
I-ASEC-VS	IPedge EC Virtual App Server	IPedge EC Virtual App Server includes the server hardware (Dell R420), IPedge App Server license (I-APP-EC-VS that includes the same license features as I-APP-EC), ACD/CSTA license (LIC-ACD), and 24 Call Manager Std license (CM-STD1).
I-ASECU-VS	IPedge EC Virtual App Server (ACD Ready)	IPedge EC Virtual App Server includes the server hardware (Dell R420), IPedge App Server license (I-APP-EC-VS that includes the same license features as I-APP-EC), ACD/CSTA license (LIC-ACD), and 24 Call Manager Std license (CM-STD1). Includes ACD image with Windows 7 license to activate ACD in the future by adding ACD system license (I-ACD-SYS-VS).
I-ECR1-VS	IPedge EC RAID1 Virtual Server	IPedge EC Virtual Server includes the server hardware (Dell R420 with RAID 1), system license (I-SYS-EC-VS that includes the same license features as I-SYS-EC), and 24 Call Manager Std license (CM-STD1).
I-ECR1U-VS	IPedge EC RAID1 Virtual Server (ACD Ready)	IPedge EC Virtual Server includes the server hardware (Dell R420 with RAID 1), system license (I-SYS-EC-VS that includes the same license features as I-SYS-EC), and 24 Call Manager Std license (CM-STD1). Includes ACD image with Windows 7 license to activate ACD in the future by adding ACD system license (I-ACD-SYS-VS).
I-ASECR1-VS	IPedge EC RAID 1 Virtual App Server	IPedge EC Virtual App Server includes the server hardware (Dell R420 with RAID 1), IPedge App Server license (I-APP-EC-VS that includes the same license features as I-APP-EC), ACD/CSTA license (LIC-ACD), and 24 Call Manager Std license (CM-STD1).
I-ASECR1U-VS	IPedge EC RAID 1 Virtual App Server (ACD Ready)	IPedge EC Virtual App Server includes the server hardware (Dell R420 with RAID 1), IPedge App Server license (I-APP-EC-VS that includes the same license features as I-APP-EC), ACD/CSTA license (LIC-ACD), and 24 Call Manager Std license (CM-STD1). Includes ACD image with Windows 7 license to activate ACD in the future by adding ACD system license (I-ACD-SYS-VS).
I-EMR1-VS	IPedge EM RAID1 Virtual Server	IPedge EM Virtual Server includes the server hardware (Dell R720 with RAID 1), system license (I-SYS-EM-VS that includes the same license features as I-SYS-EM), and 32 Call Manager Std license (CM-STD1).
I-EMR1U-VS	IPedge EM RAID1 Virtual Server (ACD Ready)	IPedge EM Virtual Server includes the server hardware (Dell R720 with RAID 1), system license (I-SYS-EM-VS that includes the same license features as I-SYS-EM), and 32 Call Manager Std license (CM-STD1). Includes ACD image with Windows 7 license to activate ACD in the future by adding ACD system license (I-ACD-SYS-VS).

Table 2 IPedge Virtual Server Part Numbers (continued)

I-ASEMR1-VS	IPedge EM RAID 1 Virtual App Server	IPedge EM Virtual App Server includes the server hardware (Dell R720 with RAID 1), IPedge App Server license (I-APP-EM-VS that includes the same license features as I-APP-EM), ACD/CSTA license (LIC-ACD), and 32 Call Manager Std license (CM-STD1).
I-ASEMR1U-VS	IPedge EM RAID 1 Virtual App Server (ACD Ready)	IPedge EM Virtual App Server includes the server hardware (Dell R720 with RAID 1), IPedge App Server license (I-APP-EM-VS that includes the same license features as I-APP-EM), ACD/CSTA license (LIC-ACD), and 32 Call Manager Std license (CM-STD1). Includes ACD image with Windows 7 license to activate ACD in the future by adding ACD system license (I-ACD-SYS-VS).
I-EMR5-VS	IPedge EM RAID5 Virtual Server	IPedge EM Virtual Server includes the server hardware (Dell R720 with RAID 5), system license (I-SYS-EM-VS that includes the same license features as I-SYS-EM), and 32 Call Manager Std license (CM-STD1).
I-EMR5U-VS	IPedge EM RAID5 Virtual Server (ACD Ready)	IPedge EM Virtual Server includes the server hardware (Dell R720 with RAID 5), system license (I-SYS-EM-VS that includes the same license features as I-SYS-EM), and 32 Call Manager Std license (CM-STD1). Includes ACD image with Windows 7 license to activate ACD in the future by adding ACD system license (I-ACD-SYS-VS).
I-ASEMR5-VS	IPedge EM RAID 5 Virtual App Server	IPedge EM Virtual App Server includes the server hardware (Dell R720 with RAID 5), IPedge App Server license (I-APP-EM-VS that includes the same license features as I-APP-EM), ACD/CSTA license (LIC-ACD), and 32 Call Manager Std license (CM-STD1).
I-ASEMR5U-VS	IPedge EM RAID 5 Virtual App Server (ACD Ready)	IPedge EM Virtual App Server includes the server hardware (Dell R720 with RAID 5), IPedge App Server license (I-APP-EM-VS that includes the same license features as I-APP-EM), ACD/CSTA license (LIC-ACD), and 32 Call Manager Std license (CM-STD1). Includes ACD image with Windows 7 license to activate ACD in the future by adding ACD system license (I-ACD-SYS-VS).
I-EP-ACD-VS	IPedge EP/ACD Virtual Server	IPedge EP/ACD Virtual Server includes the server hardware (Dell R220), IPedge system license (I-SYS-EP-VS that includes the same license features as I-SYS-EP), ACD system license (I-ACD-SYS that includes 10 enhanced agents, 1 VA port, and 10 UCedge license including VoIP option), and 6 Call Manager Std license (CM-STD1).
I-ASEP-ACD-VS	IPedge EP/ACD Virtual App Server	IPedge EP/ACD Virtual App Server includes the server hardware (Dell R220), IPedge App Server license (I-APP-EP-VS that includes the same license features as I-APP-EP), ACD/CSTA license (LIC-ACD), ACD system license (I-ACD-SYS-VS that includes 10 enhanced agents, 1 VA port, and 10 UCedge license including VoIP option), and 6 Call Manager Std license (CM-STD1).
I-EC-ACD-VS	IPedge EC/ACD Virtual Server	IPedge EC/ACD Virtual Server includes the server hardware (Dell R420), IPedge system license (I-SYS-EC-VS that includes the same license features as I-SYS-EC), ACD system license (I-ACD-SYS that includes 10 enhanced agents, 1 VA port, and 10 UCedge license including VoIP option), and 24 Call Manager Std license (CM-STD1).
I-ASEC-ACD-VS	IPedge EC/ACD Virtual App Server	IPedge EC/ACD Virtual App Server includes the server hardware (Dell R420), IPedge App Server license (I-APP-EC-VS that includes the same license features as I-APP-EC), ACD/CSTA license (LIC-ACD), ACD system license (I-ACD-SYS-VS that includes 10 enhanced agents, 1 VA port, and 10 UCedge license including VoIP option), and 24 Call Manager Std license (CM-STD1).

Table 2 IPedge Virtual Server Part Numbers (continued)

I-ECR1-ACD-VS	IPedge EC/ACD RAID 1 Virtual Server	IPedge EC/ACD Virtual Server includes the server hardware (Dell R420 with RAID 1), IPedge system license (I-SYS-EC-VS that includes the same license features as I-SYS-EC), ACD system license (I-ACD-SYS that includes 10 enhanced agents, 1 VA port, and 10 UCedge license including VoIP option), and 24 Call Manager Std license (CM-STD1).
I-ASECR1-ACD-VS	IPedge EC/ACD RAID 1 Virtual App Server	IPedge EC/ACD Virtual App Server includes the server hardware (Dell R420 with RAID 1), IPedge App Server license (I-APP-EC-VS that includes the same license features as I-APP-EC), ACD/CSTA license (LIC-ACD), ACD system license (I-ACD-SYS-VS that includes 10 enhanced agents, 1 VA port, and 10 UCedge license including VoIP option), and 24 Call Manager Std license (CM-STD1).
I-EMR1-VS	IPedge EM RAID1 Virtual Server	IPedge EM Virtual Server includes the server hardware (Dell R720 with RAID 1), system license (I-SYS-EP-VS that includes the same license features as I-SYS-EP), and 32 Call Manager Std license (CM-STD1).
I-EMR1-ACD-VS	IPedge EM/ACD RAID 1 Virtual Server	IPedge EM/ACD Virtual Server includes the server hardware (Dell R720 with RAID 1), IPedge system license (I-SYS-EM-VS that includes the same license features as I-SYS-EM), ACD system license (I-ACD-SYS that includes 10 enhanced agents, 1 VA port, and 10 UCedge license including VoIP option), and 32 Call Manager Std license (CM-STD1).
I-ASEMR1-VS	IPedge EM RAID 1 Virtual App Server	IPedge EM Virtual App Server includes the server hardware (Dell R720 with RAID 1), IPedge App Server license (I-APP-EM-VS that includes the same license features as I-APP-EM), ACD/CSTA license (LIC-ACD), and 32 Call Manager Std license (CM-STD1).
I-ASEMR1-ACD-VS	IPedge EM/ACD RAID 1 Virtual App Server	IPedge EM/ACD Virtual App Server includes the server hardware (Dell R720 with RAID 1), IPedge App Server license (I-APP-EM-VS that includes the same license features as I-APP-EM), ACD/CSTA license (LIC-ACD), ACD system license (I-ACD-SYS-VS that includes 10 enhanced agents, 1 VA port, and 10 UCedge license including VoIP option), and 32 Call Manager Std license (CM-STD1).
I-EMR5-ACD-VS	IPedge EM/ACD RAID 5 Virtual Server	IPedge EM/ACD Virtual Server includes the server hardware (Dell R720 with RAID 5), IPedge system license (I-SYS-EM-VS that includes the same license features as I-SYS-EM), ACD system license (I-ACD-SYS that includes 10 enhanced agents, 1 VA port, and 10 UCedge license including VoIP option), and 32 Call Manager Std license (CM-STD1).
I-ASEMR5-ACD-VS	IPedge EM/ACD RAID 5 Virtual App Server	IPedge EM/ACD Virtual App Server includes the server hardware (Dell R720 with RAID 5), IPedge App Server license (I-APP-EM-VS that includes the same license features as I-APP-EM), ACD/CSTA license (LIC-ACD), ACD system license (I-ACD-SYS-VS that includes 10 enhanced agents, 1 VA port, and 10 UCedge license including VoIP option), and 32 Call Manager Std license (CM-STD1).

Table 3 ACD Part Numbers

I-ACD-SYS-VS	This license part can add the enhanced ACD feature to the ACD Ready IPedge Virtual Server. Includes 10 enhanced ACD agents, 1 VA port, and 10 UCedge clients with VoIP.
I-ACD-VA	One VA Port license for Toshiba ACD for IPedge. Requires Toshiba ACD on the IPedge Virtual Server.
I-ACD-RUTR	Provides advanced call routing capabilities for Toshiba ACD or CTI applications. Requires IPedge Virtual Server.
I-ACD-MMQ	Provides users with the ability to request the call back and chat on the web page. Requires the Toshiba ACD system on the IPedge Virtual Server.
I-ACD-IVR	Provides IVR operation with customer's existing database. May require custom development. Contact Technical Support to create the IVR application. Requires Toshiba ACD system on the IPedge Virtual Server.
I-ACD-AGENT	One additional enhanced agent license for IPedge. Requires Toshiba ACD system on the IPedge Virtual Server.
VS-ACD-UPGRADE	This part is used to upgrade an IPedge Virtual Server or IPedge Virtual Application Server. This includes the Windows 7 license, ACD license, and Technical Support Tokens.

Dell Part Numbers

The IPedge Virtual servers mount into standard 19 inch EIA Universal Spacing racks and cabinets using the optional mounting rails. Order the optional rack-mount rails when ordering the server.

Table 4 Dell Part Numbers

Part Number	Description	Comments
DELL-330-8149	R720 Static Rail	Ready Rails Static Rails for select 2U systems, Univ 2-Post/4-Post, Customer Install
DELL-331-4436	R720 Sliding Rail	Ready Rails Sliding Rails for 2U PowerEdge Systems, Customer Kit
DELL-331-5460	R420 Static Rail	Ready Rails Static Rails for Select 1U systems, Universal 2-Post/4-Post, Customer Install
DELL-331-5463	R420 Sliding Rail	Ready Rails Sliding Rails Without Cable Management Arm for 1U Systems, Customer Kit
DELL-770-BBIF	R220 Standard Rail	1U/2U Static Rails for 2-Post and 4-Post Racks, Customer Kit
DELL-770-BBIG	R220 Short Rail	1U/2U Static Rails for 2-Post and 4-Post Racks, Short, Customer Kit
DELL-400-ADYO	Spare hard drive for R220 and R420 non-RAID	3.5" 500GB hard drive to be used as a spare for DELL R220 and R420 non-RAID server.
DELL-341-9253	Spare hard drive for R420 RAID 1	2.5" 500GB hard drive to be used as a spare for DELL R420 RAID 1 server.
DELL-342-0851	Spare hard drive for R720 RAID 1/5	2.5" 600GB SAS hard drive to be used for DELL R720 RAID1/5 server

Licenses

These licenses are applicable to both IPedge and IPedge Virtual Server.

Table 5 Licenses

Part Number	Description	Comments
I-UC-CLIENT	UCedge client license	Single client license for UCedge including the VoIP feature for the softphone. It can also be applied to Call Manager or Lync Plug-in. The same user account only requires one license when multiple devices are used to login. To use the softphone, the user license is required on the server.
I-UC-CLIENT-SUR	UCedge client license for survivability	Single client license for UCedge survivability including the VoIP feature for the softphone. It can also be applied to Call Manager Only (Note: Lync Plug-in not supported). To use the softphone, the survivability user license is required on the server.

Table 6 Unifier Licenses

Part Number	Description	Comments
I-ACD-UNIFIER1	Single node Unifier licenses for IPedge virtual ACD server	License to add a single node license for the Unifier. All Unifier license (I-ACD-UNIFIER1/I-ACD-UNIFIER-3/I-ACD-UNIFIER5/I-ACD-UNIFIER10) can be combined up to 20 nodes in total.
I-ACD-UNIFIER3	Three (3) node Unifier license for IPedge virtual ACD server	License to add three (3) node license for the Unifier. All Unifier license (I-ACD-UNIFIER1/I-ACD-UNIFIER-3/I-ACD-UNIFIER5/I-ACD-UNIFIER10) can be combined up to 20 nodes in total.
I-ACD-UNIFIER5	Five (5) node Unifier license for IPedge virtual ACD server	License to add five (5) node license for the Unifier. All Unifier license (I-ACD-UNIFIER1/I-ACD-UNIFIER-3/I-ACD-UNIFIER5/I-ACD-UNIFIER10) can be combined up to 20 nodes in total.
I-ACD-UNIFIER10	Ten (10) node Unifier license for IPedge virtual ACD server	License to add ten (10) node license for the Unifier. All Unifier license (I-ACD-UNIFIER1/I-ACD-UNIFIER-3/I-ACD-UNIFIER5/I-ACD-UNIFIER10) can be combined up to 20 nodes in total.
I-ACD-UNIFIER20	20 node Unifier license for IPedge virtual ACD server	License to add 20 node license for the Unifier.

Table 7 Other Licenses

Part Number	Description
I-CP-USR	IP Phone or IP Application Port - per device and port.
I-USR-STD	IPedge User bundle with Call manager Standard. Include I-CP-USR, CM-STD1. Apply to EP, EC and EM with IPedge 1.6.2 software and greater.
I-CP-USR-SUR	Survivable user license for IPedge EP, EC and EM with IPedge 1.6.2 software and greater.

Table 8 Messaging Part Numbers

Part Number	Description
I-MSG-ADV-200	Bundle of 200 IPedge Messaging mailbox license applied to the single system. One license is required for each user's mailbox and mailbox for announcement, scripting, and other operations. It includes Unified Messaging, Fax, and IPMobility features.
I-MSG-ADV-500	Bundle of 500 IPedge Messaging mailbox license applied to the single system. One license is required for each user's mailbox and mailbox for announcement, scripting, and other operations. It includes Unified Messaging, Fax, and IPMobility features.

Important! The following parts are discontinued. If the dealers has a license that has not been applied, it can be applied to IPedge system.

Table 9 Discontinued Part Numbers

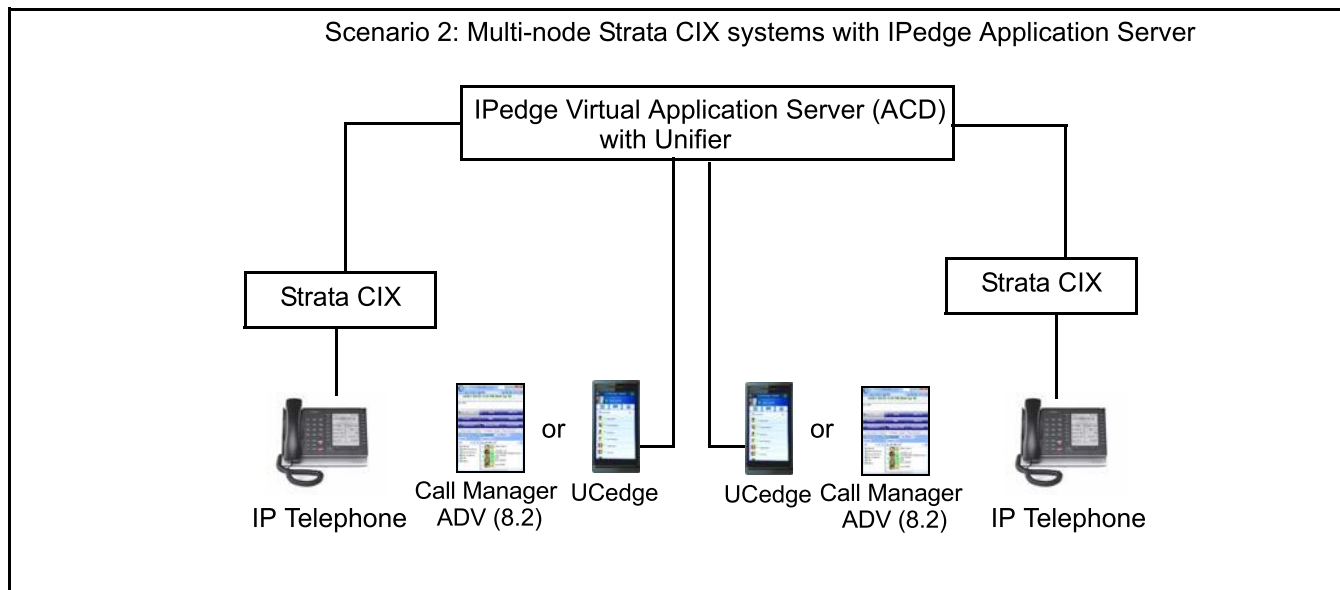
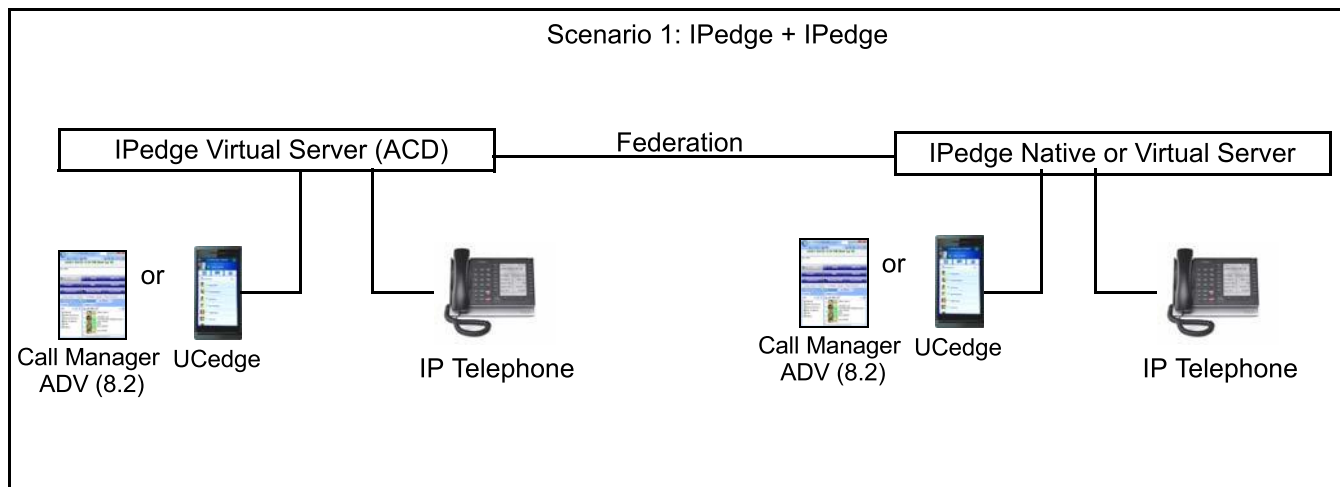
I-CM-1
I-CM-1-SUR
I-CM-V1-SUR

Current Limitations

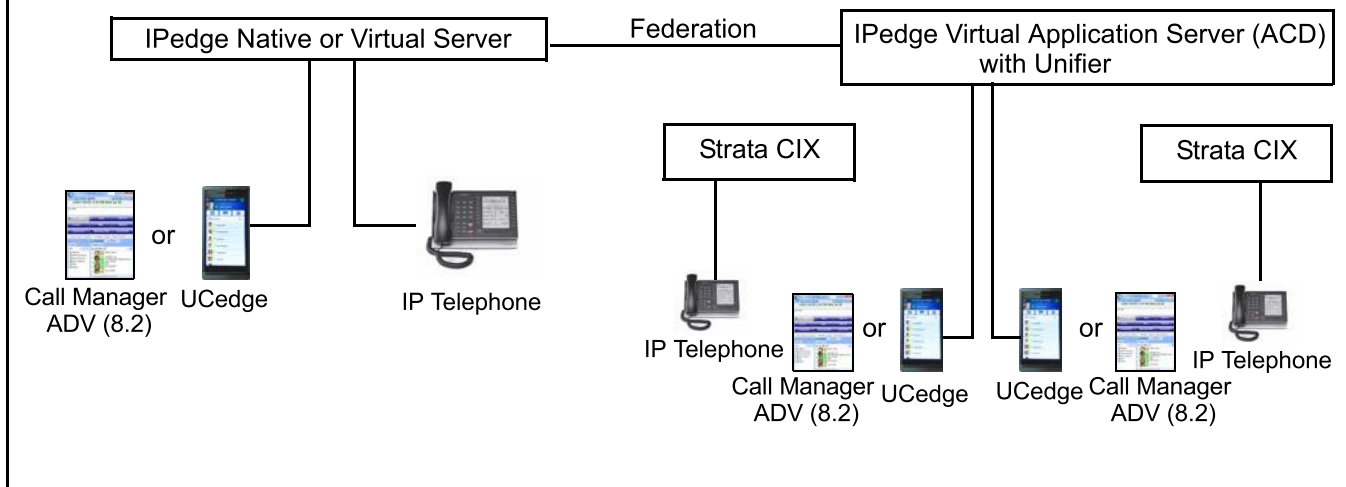
The following interactions may occur with some applications when using the IPedge Virtual Server:

- Meeting – Java® version 7 and 8 have known issues. If you upgrade you can go into the Configure Java utility provided by Oracle® and run it in Java 6 mode to allow Meeting to function.
- Presence and Instant Messaging – For a mixed environment with IPedge and Strata CIX with Unifier, the Strata CIX requires a separate IPedge Application Server (i.e., cannot share the same IPedge UC applications). One IPedge Application Server + Unifier can support multiple Strata CIX nodes.

Important! Current IPedge + Strata CIX + Unifier customers must add IPedge Application Server if they want to upgrade to IPedge 1.6.2.

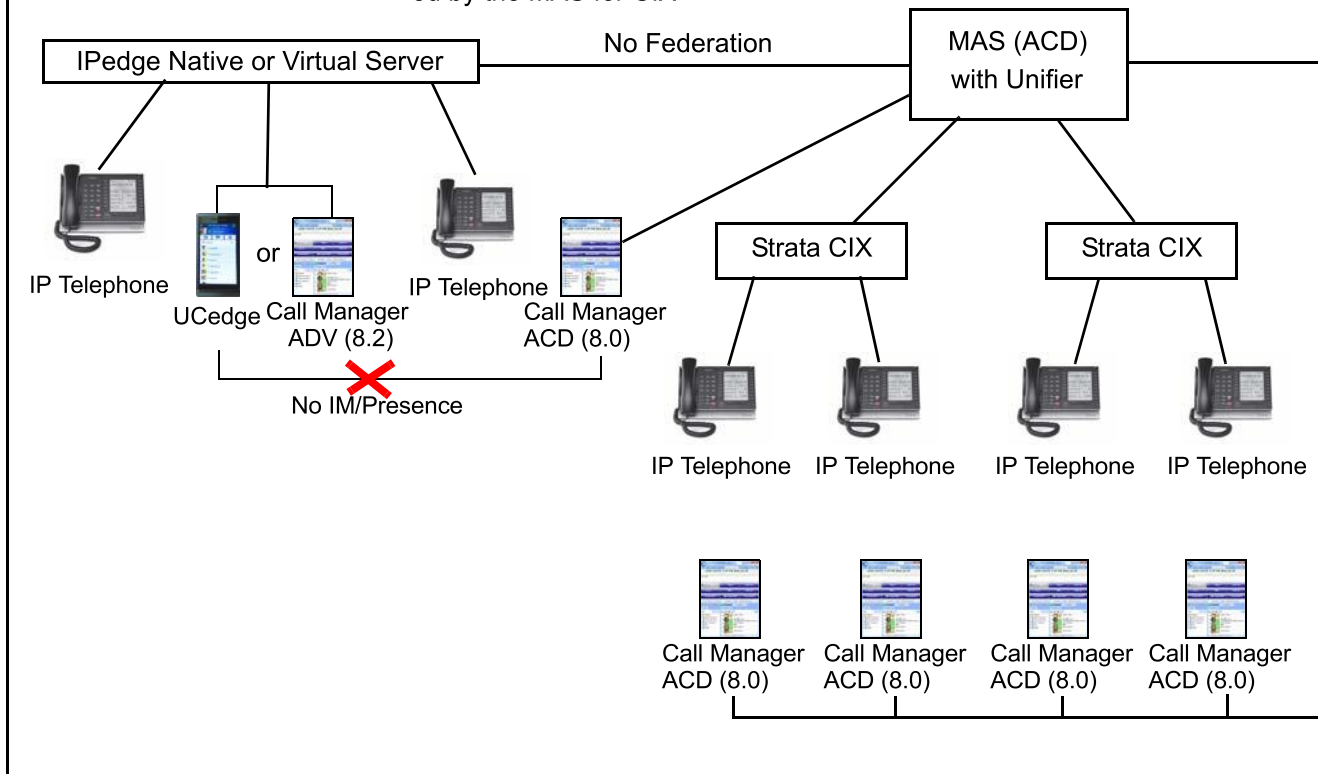


Scenario 3: IPedge + Strata CIX systems + IPedge Application Server with Unifier



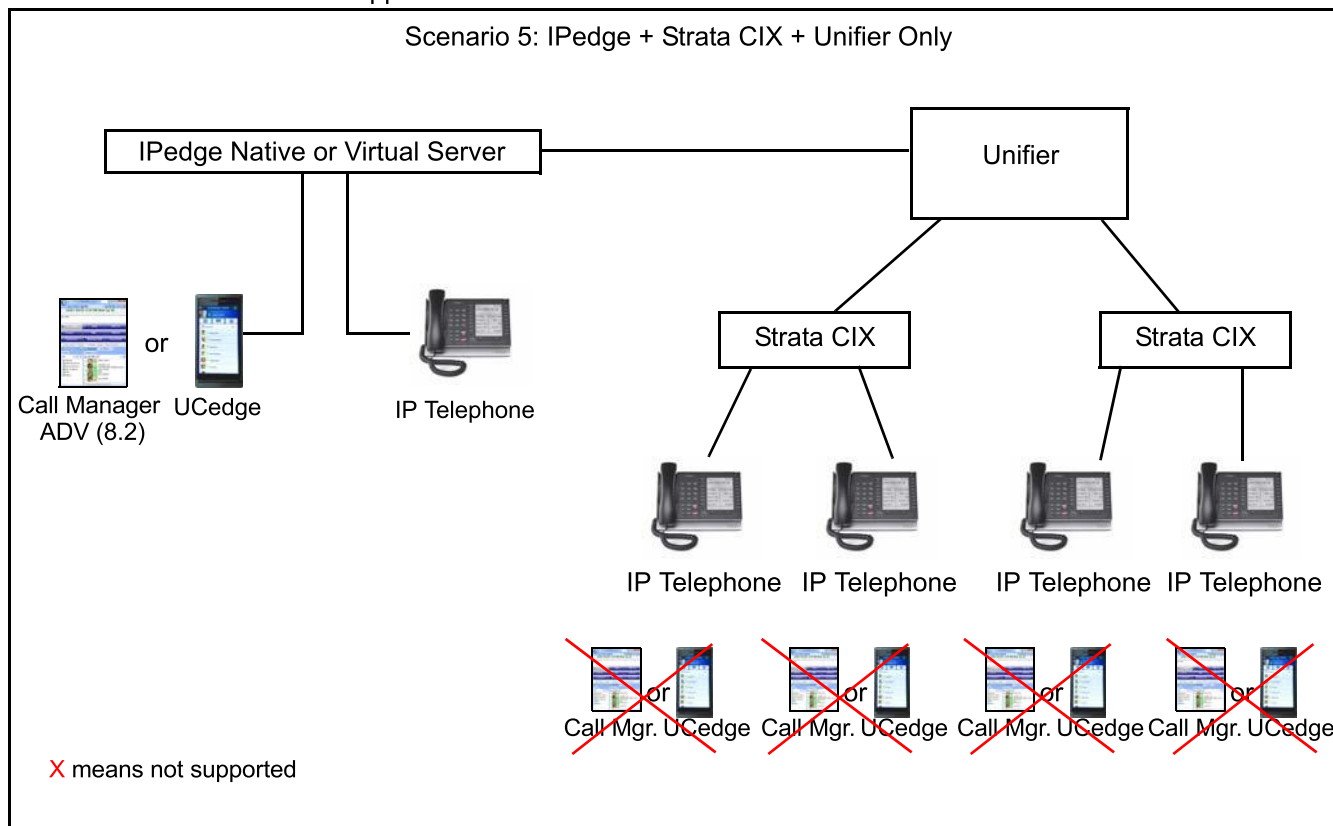
Scenario 4: IPedge + Strata CIX + MAS with Unifier

Call Manager clients are
and IPedge Net Server for IPedge users.
ed by the MAS for CIX

**Important!**

Call Manager ACD (8.0) supports ACD on MAS and Call Manager ADV (8.2) supports ACD on the IPedge Virtual Server and the IPedge Virtual Application Server.

This scenario is not supported.



Warranty and Support

Important! The dealer must “Transfer the ownership” to Toshiba “Dealer Name” End Customer with Dell when it is installed. This must be done so that Toshiba, the dealer, or the customer can request support from Dell. The physical address of the customer server location must also be listed. This is where the Dell representative will go onsite to support the Server.

Dell comes with the basic three year warranty. The hard disk drive has a one year warranty.

The basic warranty covers the following (included with order from Toshiba):

- Business Hours Warranty repair
- Customer Self replaceable (CSR) parts
- No Collaborative support
- Out-of-region phone Support
- Next business day limited onsite/return services

Note SUS is valid only with end customer registration. ACD Maintenance costs on an IPedge Virtual Server are different than on a MAS. ACD Maintenance costs are based on a per agent cost multiplied by the number of years chosen.

Value Plus Warranty and Extended Warranty Choice

Toshiba is pleased to announce that the Value Plus Warranty is now available for orders containing the IPedge Virtual Server. Previously, Extend Warranty Choice was the only valid option. Value Plus can be used to extend Toshiba's telephone warranties to either 5 years +1 month (61 months) or 7 years (84 months) for up to 60 days after the sale of a new IPedge Virtual Server. This enhancement provides the ability to extended Toshiba phone warranties for Government and National Account sales as well as standard dealer sales of the IPedge Virtual Server.

Note Extended Warranty Choice and Value Plus only apply to Toshiba manufactured products. Dell Servers come with a standard 3 year warranty.

Contact Information

Listed below are links to Dell support websites.

Dell Warranty

<http://www.dell.com/learn/us/en/555/shared-content~services~en/documents~hardware-service-contract.pdf>

Terms of Sale

<http://www.dell.com/learn/us/en/19/solutions/reseller-terms-of-sale>

Dell Support

<http://www.dell.com/support/home/us/en/04?c=us&l=en&s=bsd>

Technical Support and Phone Numbers

<http://www.dell.com/support/incidents/us/en/04/Phone/HomeContact/s/n>

Customer Self Replaceable Parts

http://support.dell.com/support/topics/global.aspx/support/csr/cust_replaceable_parts?c=us&l=en&s=gen&redirect=1&DoNotRedirect=y

Documentation

Toshiba's internet site, FYI (<http://fyi.tsd.toshiba.com>), contains all current IPedge documentation and enables you to view, print and download current publications. On FYI, see IPedge > Documentation for:

- IPedge General Description
- IPedge Virtual Server Installation Manual
- IPedge Virtual Server ACD Administrator Manual
- IPedge Telephone, Messaging, and Call Manager User Guide
- IPedge Feature Description and Implementation
- UCedge Client User Guide

Availability

The IPedge EP Virtual Server will start shipping on December 17th, 2014. Dealer Sales and Technical Training and Certification is required to purchase the IPedge Virtual Server(s).

Trademarks

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