

## IPMobility Feature for Strata Messaging

Toshiba is pleased to announce the new enhancement to Strata Messaging for Strata CIX. These new features are available to existing Strata Messaging customers by upgrading the software.

New Strata CIX customers can enjoy all of these new features through IPedge App Server Messaging. Refer to PB-0195 for IPedge Application Server information.

### New features

The following new features are now available for existing Strata Messaging customers.

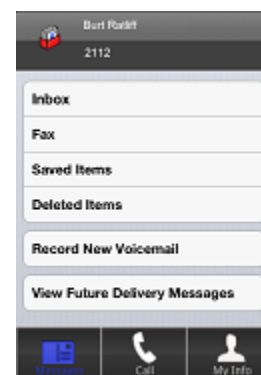
- IPMobility application for iOS and Android™

IPMobility supports iPhone® and Android Smartphone to provide users with various mobility capabilities as follows.

- Follow Me
- Outbound dialing through Strata CIX system
- Visual Voice Mail
- Mail box management

- TLS (Transport Layer Security) support for Email system integration such as Microsoft Exchange

TLS support improves the compatibility with email system such as Microsoft Exchange since TLS is commonly used by Microsoft product.



### IPMobility Application for Android and iPhone

The IPMobility allows a mobile device to act as an extension of the office desk telephone, and it supports not only the voice mail features but also supports the call handling capabilities.

#### Follow Me (Twinning)

Strata Messaging's Follow Me (Twinning) feature enables a single phone number to reach a user's chosen devices, e.g., desk phone, mobile phone, or both (simultaneous ring). Once answered, IPMobility provides users with the ability to transfer a call another extension or directly to voice mail through touch tone signal. IPMobility also gives users the ability to designate incoming calls if busy or out of the office for an extended absence.

## Making Calls

For outgoing calls, Toshiba's IPMobility App uses the host Strata CIX System phone services to reach intended destinations. This feature allows the user to take advantage of the host system telephone service rates while displaying the Strata CIX system (office phone) number instead of the user's mobile number.

IPMobility uses either Callback or Call-thru process to set up the call:

### Callback

When a destination number is dialed, IPMobility sends a data signal to the Strata CIX system over the Internet. The Strata CIX system then calls the mobile device and asks the user to press 1 or # to accept the call.

After confirmation, the system will connect both calls. Callback is useful when the user's call origination fee is high, for example, when the user is abroad since the call is made from the Strata CIX system to the cell phone in this mode.

### Call-Thru

When a destination number is dialed, IPMobility sends a data signal to the IPedge system over the Internet and calls Messaging at a specified DID number. The IPedge system then dials the destination number and connects both calls. This method is a straightforward operation to the user, and the user's cell phone bears the cost of making a call from the cell phone to the Strata CIX system.

IPMobility does not conflict with the ability of the mobile device to make a phone call or access the mobile service provider's voice mail. Users may dial within the IPMobility application by typing in the phone number or extension directly or use the mobile phone's built-in contacts.

## Visual Voice Mail

Users may also easily access key voice messaging functionality and manage their voice mailbox without dialing into the voice mail system and navigating key presses or voice commands. Now, users may view, play, forward, and reply to their voice and fax messages mail from the IPMobility App. Users may also:

- Manage mailbox personal greeting and name recordings
- Manage mailbox password
- Setup IPMobility's Make Call functionality, e.g. Callback and Call-thru Caller ID

When IPMobility is used to make a call, the Calling Party Identification (CPID) that is delivered to the receiving party may be set in Strata Messaging. The system administrator must configure the system for the correct number (commonly the DID number of the user) for each user from the Web Controller.

### Mobile Device Support

The IPMobility Application is supported on Android OS versions; 2.x, 3.x, and 4.x, and iOS 5.1 and 6.x. The IPMobility Application has been tested on the following devices:

- HTC®
  - with Android 2.2.2
  - EVO 4G® LTE with Android 4.0.3
- LG®-P350 with Android 2.2.2
- Motorola®
  - Droid™ 2, 3, & X with Android 2.3.4
  - MB 520 with Android 2.2.1

- Samsung®
  - Galaxy II with Android 2.3.5
  - SGH I997 with Android 2.2.1
- Sony® Xperia™ E15i with Android 2.1
- Apple®
  - iPhone 4
  - iPhone 4S
  - iPhone 5

There are no material differences in the functionality of these devices requiring changes to the application. There are two known variances:

1. Automatic answer of Callback calls from IPedge is not available after Android 2.3.5
2. Not all devices allow override of the default answering screen with a custom answering screen (app call screening function). One example of this is the Samsung SGH I997 with Android 2.2.1.

Considering the array of differences among mobile devices in the marketplace, and including best practices for mobile application development - Toshiba elected to test the IPMobility application with a sampling of popular devices.

## Software

The new Strata Messaging v10.5.4.24 is available on Toshiba's FYI website. Select **Voice Proc. Software > Strata Messaging**.

## Licenses and Pricing

Mailbox for the IPMobility users must have Unified Messaging enabled. The new software is available at no additional fee and can be downloaded from the FYI website.

## Technical Support

Toshiba provides dealers with technical support for the configuration of the Strategy voice mail and Strata ACD system.

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