

UCedge® Client Enhancements and IPedge Security Enhancements

The Toshiba UCedge client is an all-in-one software application which addresses all of the business user's communication needs. The latest version introduces many new features and enhancements which tightly integrate with the Toshiba IPedge, Strata® CIX™ with IPedge Application Server, and VIPedge system applications.

With the ever growing network security threats, Toshiba is constantly making changes to the security architecture of the IPedge systems. The latest version of IPedge software has been designed to enhance network security. Toshiba will continue to have software updates in order to keep up with the latest network security threats.

New UCedge Features

The UCedge client provides features such as Instant Messaging, Presence, Contacts with Avatars, Communication History, Callback/Callthru, Networking to enable users to easily and more efficiently communicate with others. The latest enhancements includes tighter integration with Messaging to provide all the IPMobility capabilities and Call Processing features. These new enhancements also provide easier access to various features.

Softphone for iPhone® and iPad®

Softphone integration with the Toshiba systems is now available for iOS devices. This feature is already available for Android devices. Softphone for iOS currently supports the G.711 codec. The G.729A codec will be supported in a subsequent release of the UCedge application.

Important!

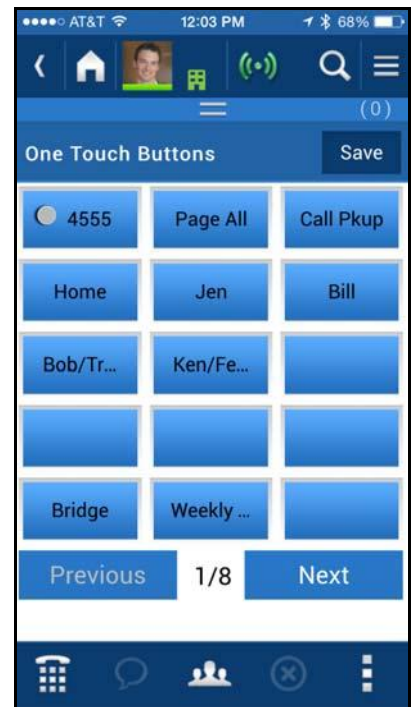
Audio quality depends on the data network, therefore it is important to ensure that the network is properly configured for the voice communication with the low latency and low packet loss.

Phantom DN Support

Softphone or Pairing with PBX phone now supports phantom DN's that let a user have multiple calls on the device. It is possible to ring the secondary line (phantom DN) when the user is on the call on the Primary DN (PDN) so that the user does not miss an important call. Or, the user may call another party from a secondary line while on a call on the PDN.

Buttons

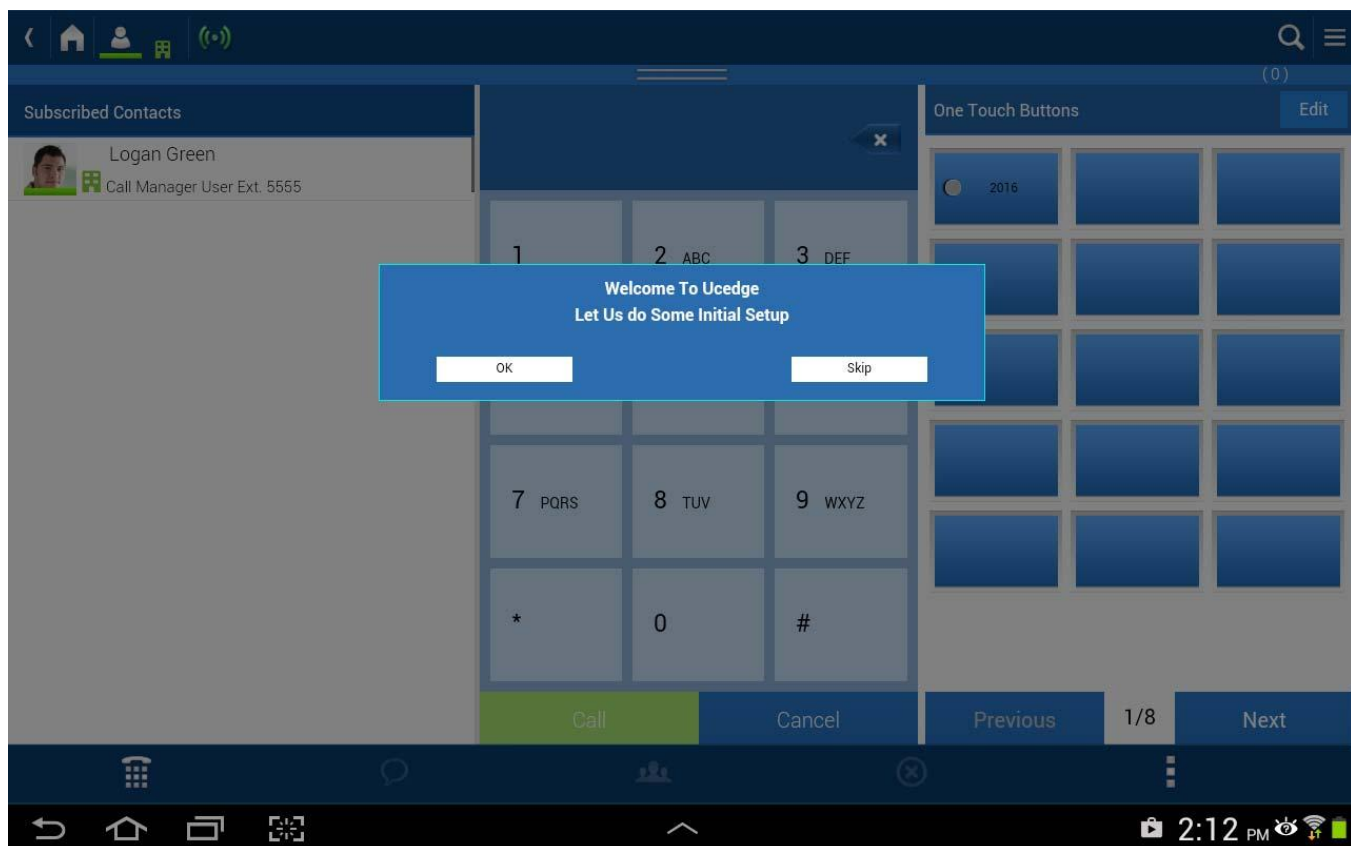
Users can customize buttons that can function as speed dial buttons. These buttons can be used for frequently dialed numbers, conference PINs, feature codes or any other dialable numbers (shown right).



Initial Setup Wizard and New User Tutorial

When the user logs into the device for the first time, the application starts a wizard so that the user can configure the device properly and start using it immediately. In addition, as the user accesses new features, it pops up the first time instructions so that the user can learn how to use the app.

Shown below is an example of the UCedge Initial Setup Wizard that will guide the user through the initial setup. They can click OK to continue with the wizard or skip to set up UCedge on their own. The initial setup wizard has steps to set up the user's Profile, Voicemail and Home page.



Greetings Management

This feature enables the user to set or change the presence recording with the location to be reached. This menu also enables the user to change their recordings and out of office options. The user can also activate/deactivate Follow Me and change the Follow Me destination.

The Greeting Management screen can be accessed by tapping the Apps menu icon and then selecting the Greetings Management icon . The Greeting Management screen enables the user to change or select various options, such as:

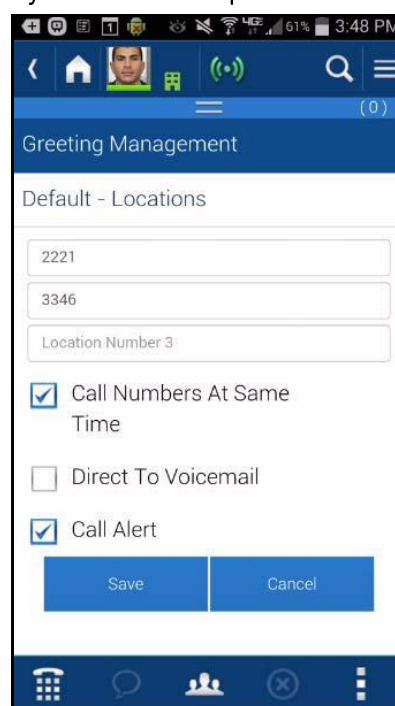
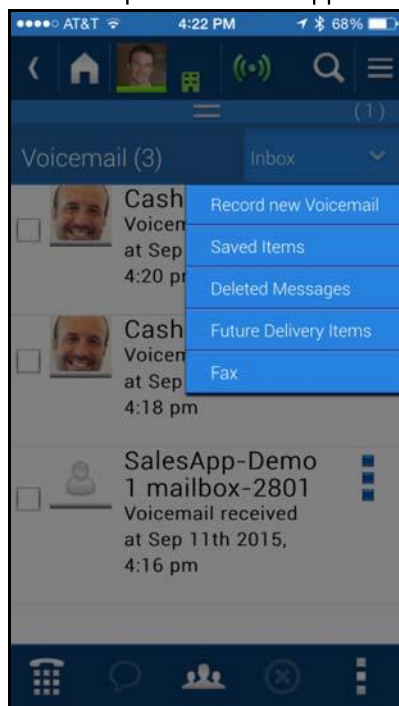
- Default – Tap the down arrow to record your default greeting or to select the default locations.
- Busy – Busy destination numbers may be set to call all destination numbers at the same time or to direct the call immediately to voice mail.
- Extended Absence – An extended absence greeting can be used when you are away from the office for an extended period of time, such as on vacation or business.
- Acknowledgement – is an announcement that is played to the caller when the user has selected the Announce option in Call.
- Custom – Nine custom greeting options are available.
- Out of Office – This feature is only available with enhanced Msync.

Note If Call Control (Net Server) is used for the Follow Me, the Busy greeting and Follow Me routing is used instead of Default – set up the greetings and Follow Me destination using the Busy conditions.

Voice Mail / Fax Mail Support

UCedge supports all mailbox features including Inbox, Saved Message, and Deleted Messages. The client can also receive Fax messages. Users can now reply to the voice mail, forward the voice mail to another mailbox or email. Also, the new enhancement includes the management of the user greeting as well as the routing and activation control for the Follow Me feature from the client.

Note Fax will require T.38 fax support. Check with your SIP service provider about T.38 support.



Native Dialer Intercept

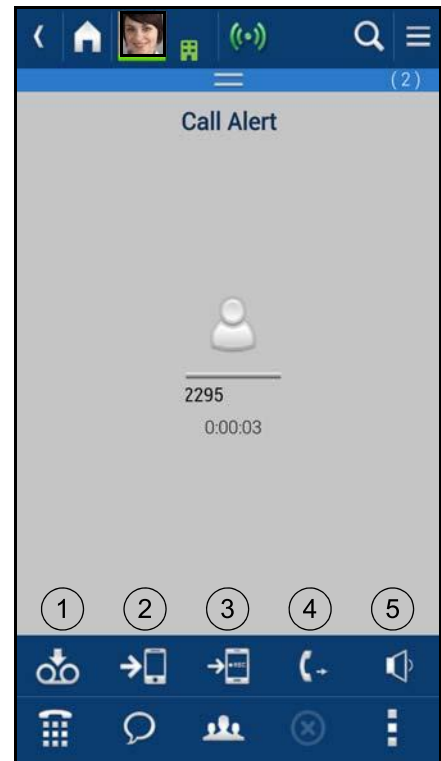
This feature is available for Android smartphones only.

By using this Native Dialer Intercept, the user can send the business phone number as the caller identity instead of the cellphone number. When using the dial pad on your smartphone, the UCedge application intercepts the operation and gives you the option to either dial using your business caller ID or your cell phone number. Once you choose UCedge, you have the option to use Callback/Callthru. iOS does not allow support for this type of feature.

Call Alert

On incoming calls or when dialing the user's mailbox, the user can get notification of an inbound call. Once notified, the user can route the call to the cell phone or other destinations (shown right).

1. Send to Voicemail – The call is immediately sent to the mailbox so that the caller can leave a message.
2. Divert to Me – The call is routed to the smartphone to take the call. Selecting this option sends the call to the Follow Me options.
3. Divert to Me and Record – The call is routed to the smart phone to take the call and start recording the conversation.
4. Divert To – Route the call to the specified destination.
5. Announce – Play the announcement “Please Hold” to the caller. The announcement can be changed by recording an Acknowledge announcement.



In Call Menu

On incoming calls or follow me calls, after the call is answered on the cell phone, the user can transfer the call to an extension.

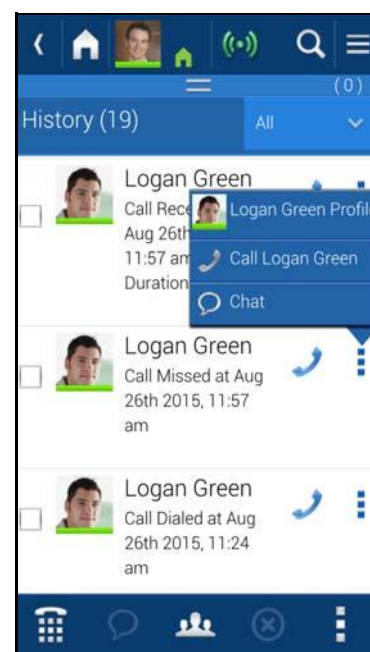
Compact View Support

This feature is available for PC's® and Mac® computers only. The UCedge client now supports the compact view, which is similar to the portrait view of the smartphone so that it does not occupy desktop space. The user can simply resize the window, and client will automatically switch to compact view (shown right).



Action Menu

The Action menu is a menu that can be found next to a History entry. Clicking the menu icon next to the entry, the user has options to start any type of communication from any history entry (shown right).



Phone Mode

The user can change the phone mode without having to logout and login.

The Phone Mode options are: Select No Phone Mode, PBX Phone Mode or SoftPhone Mode (shown right).

No Phone Mode – When No Phone Mode is selected, UCedge will function for everything, except as a phone.

PBX Phone Mode (pairing mode) – When this option is selected, UCedge will function without voice. Call control to answer the call, place the call on hold, transfer the call, and hang up is available. The desk phone will provide the talk path – the audio functions, such as talking and listening will be performed by the IP telephone or a softphone.

SoftPhone Mode – UCedge can be used for all functions; to talk with voice, make calls, etc.

Feature Availability for Each Platform

	IPedge TGZ 1.6.2.359 or later	TGZ 1.6.2.359 IPedge App Server for CIX ¹	VIPedge
Softphone for iOS	Y	Y	Y
PDN/Phantom DN (with IPedge only)	Y (PDN and up to 3 PhDN)	N (PDN only)	N (PDN only)
Buttons	Y	Y	Y
Voice Mail/Fax Mail Support	Y	Y	Y
Voice Mail recording time limit ²	2 minutes	30 seconds	30 seconds
Native dialer intercept for Callthru/Callback	Y (Android only)	Y (Android only)	Y (Android only)
Call Alert/In Call menu	Y	Y	Y
Wizard and instructions	Y	Y	Y
Win/Mac compact mode	Y	Y	Y

¹ IPedge Application Server will be on the same version as the IPedge, but will have some limited features with the Strata CIX. See "Strata CIX Requirements" on page 7.

² The voice mail time limit applies only when the user records a voice mail using the UCedge application.

System Requirements

Client Requirements

Important! Uninstall the IPMobility application to use the UCedge client.

UCedge for Android

Android OS: 4.x or above

The user experience may be different depending on the device and the carrier. The following devices have been tested:

- Samsung Galaxy Nexus 5 / 7
- Samsung Galaxy S5 / S6
- Samsung Galaxy Note 3

UCedge for iOS

iOS: 7 or above

The user experience may be different depending on the device and the carrier. The following devices have been tested:

- iPhone 5 / 5S
- iPhone 6 / 6Plus
- iPad, iPad Air, iPad Mini

UCedge for Windows

- Windows OS: XP, 7 (32 and 64 bit), 8, 8.1, Terminal Server
- Chrome browser version 39 or above

UCedge for Mac

- Mac OSx 10.9 or above
- Chrome browser version 39 or above

Server Requirements

IPedge Server Requirements

In order to take advantage of new features, the following IPedge software is required.

TGZ 1.6.2.359

Strata CIX Requirements

Strata CIX requires the latest software release.

The IPedge Application Server is required with the following software:

TGZ 1.6.2.359

Note Some features are not available on the Strata CIX system.

License

Each UCedge client requires the client license (I-UC-CLIENT). If the same user logs in from multiple devices including Windows and Mac PC, only one license is required. Up to three devices are supported.

VIPedge users do not require a separate license as the user subscription includes the license for UCedge.

Installation of UCedge

Important! UCedge will be available from the App Store and Google Play.

If the user already has the current version of UCedge, the latest version (UCedge 2.4.14) will be automatically installed depending on the user's setting. UCedge 2.4.14 for Android will be available from Google Play for free download.

UCedge 2.4.14 for iOS will be available on App Store for free download.

UCedge 2.4.14 for Windows/Mac will be available from Chrome App Store for free download.

Security Enhancement in IPedge 1.6.2 Software

This latest version of IPedge software addresses the following key areas:

- Webmin functionality migrated to Enterprise Manager
- Strengthening the chat server
- Improved Net Server security
- Preventing SQL injection attacks
- General Field Fixes

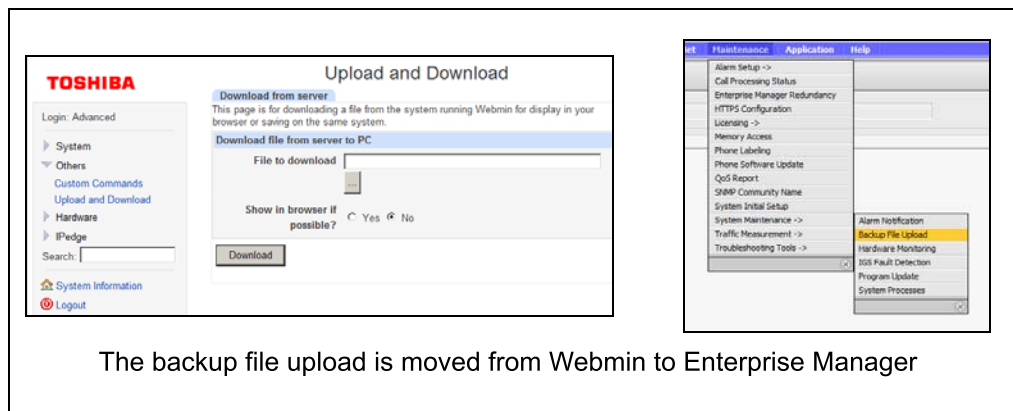
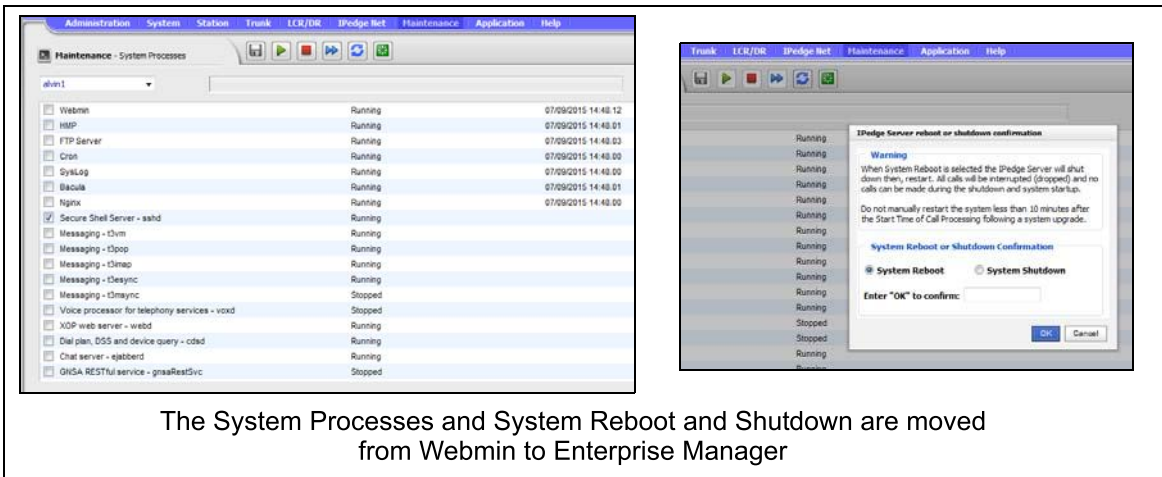
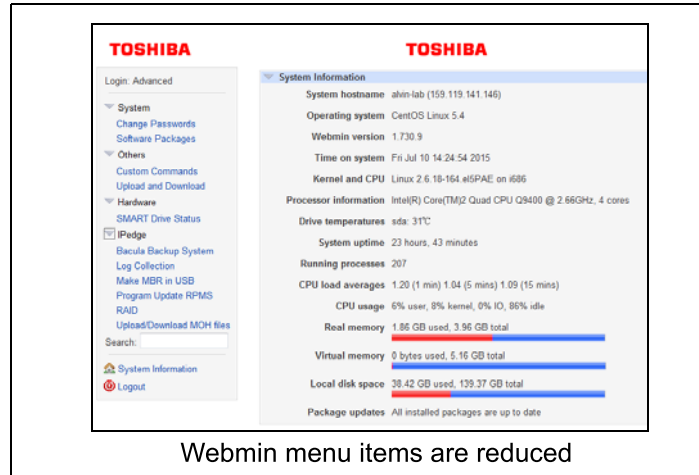
This software version incorporates the previous fixes for the following vulnerabilities.

- Heartbleed Bug – a serious vulnerability in the popular OpenSSL cryptographic software library
- GHOST – a buffer overflow bug affecting the gethostbyname and gethostbyname2 function calls in the glibc library
- Shellshock or Bash Bug – a widespread critical vulnerability and exploit that allows remote control of a server

Webmin Functionality Migrated to Enterprise Manager

The following functions have been migrated into Enterprise Manager. This migration provides convenience to the technician in changing these settings without having to go to two different administration applications.

- Bootup and Shutdown
- Networking parameters
- Network Time Protocol



Strengthening the Chat Server

During the intrusion security scan, we learned that the version of chat server protocol (ejabberd) was vulnerable to attacks. The version of chat server protocol has been updated with the IPedge version 1.6.2.359 software release. Any and all hard-coded passwords were removed from the chat server and replaced with long string dynamic passwords.

Hardening Net Server Security

Listed below are the security changes to Net Server:

- All built-in application service account passwords have been changed to stronger longer string dynamic passwords
- Implemented consecutive login failure checking

Preventing SQL Attacks

Penetration scans revealed vulnerabilities on key applications such as Web ACD, Enterprise Manager and Net Server. The Toshiba Software Engineering team implemented new security algorithms that make it virtually impossible for these key applications to be susceptible to SQL attacks. Later intrusion testing proved that the new security measures are invulnerable to SQL attacks.

Software Versions

The IPedge system must be running version 1.6.2.x software to upgrade to 1.6.2.359 software.

- Systems running version 1.5.0 or 1.5.1 and earlier must first upgrade to 1.5.1.110 software.
- Systems running version 1.5.110, 1.6.0, or 1.6.1 must first upgrade to 1.6.2.212 software.
- Systems running version 1.6.2.x can upgrade to version 1.6.2.359 software.

Documentation

Internet site FYI (<http://fyi.tsd.toshiba.com>) contains all the relevant documentation and enables you to view, print and download current publications.

- IPedge General Description
- VIPedge General Description
- IPedge Application Server for Strata CIX General Description
- IPedge Installation Manual
- Unified Communication Clients User Guide (for UCedge & Call Manager)

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