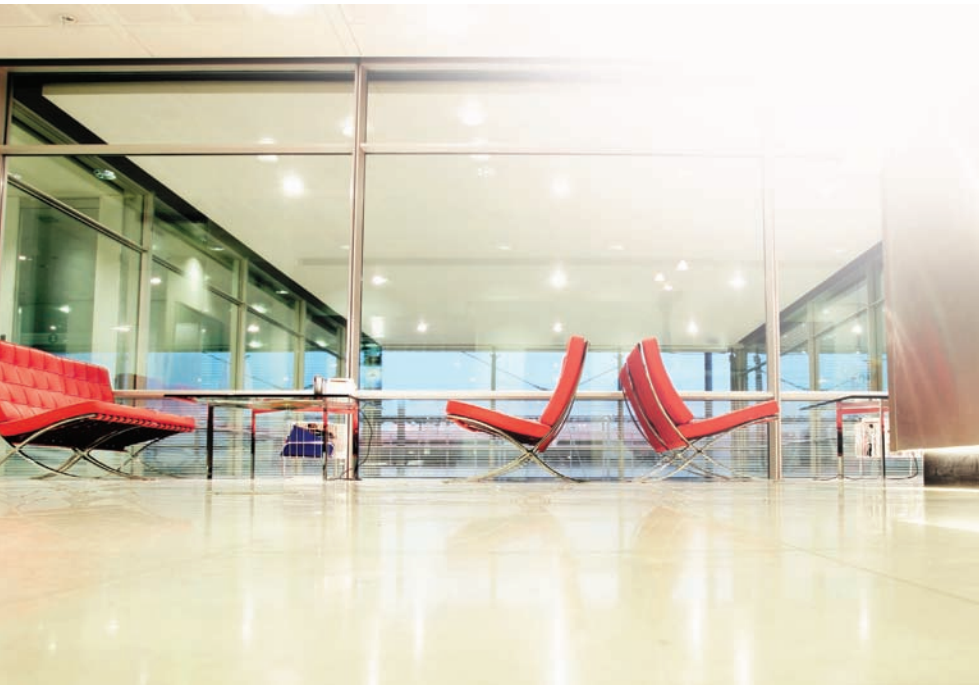


REMOTE AND MOBILE WORKING



More and more organisations today require a telephony solution that provides more flexible ways of working for their employees. Whether working in a distribution or warehouse environment, between offices, out on the road or from home, employees need to have access to the core features and functionality they require to be productive.

Toshiba's telephone solutions are therefore designed to offer maximum flexibility. Whether you simply require one or two IP extensions at an employee's home, use SIP handsets to enable mobility around your office, or even allow employees mobile phones to act as an extension off the main switch, Toshiba can help.

Key benefits:

- » Break down geographical, business and technical borders to achieve real-time interaction with customers, business partners and colleagues, regardless of where you are based.
- » Maintain high customer satisfaction levels by ensuring that all of your employees have access to key functionality.
- » Improve customer contact through one number access, ensuring that customers can get through to who they need, when they need them.
- » Increase efficiency by use of Unified Messaging, allowing staff to retrieve e-mail, faxes and voicemail from one central place.
- » Turn an employee's computer or Windows Mobile® device into a fully functioning IP featurephone with Toshiba's SoftIPT.
- » Provide access to back-office data, and allow screen popping of customer information through use of a Computer Telephony Integration (CTI) solution.
- » Allow any employee working out of the office to connect to the main communication platform via the Internet with a Virtual Private Network (VPN), and communicate as efficiently as if they were working in the head office.
- » Renowned reliability for a robust solution that ensures maximum business continuity.

Remote working

Toshiba's Strata CIX systems allow you to take advantage of IP telephony when it's right for your business, enabling you to quickly and easily integrate remote workers as required:

- » IP handsets allow workers to be located at home, but still access the core functionality they require.
- » Display IP handset with separate analogue line to ensure remote workers can still make calls if the network fails, and the system/office can still make contact using the PSTN.
- » SoftIPT turns a PC or laptop into a fully functioning IP phone, removing the need for a separate handset.
- » Allow Automatic Call Distribution (ACD) to overflow calls to remote workers outside of office hours, increasing customer satisfaction without the overheads of keeping the office open.
- » Provide staff with more flexibility with their working life, without sacrificing customer service levels.

Cordless phones

Any standard cordless telephone can be connected to your Strata CIX system as a Single Line Telephone (SLT), providing limited coverage around the user's desk and offices.

DECT solutions

Due to the level of integration, coverage and flexibility that is possible with SIP handsets, Toshiba does not manufacture a DECT solution. However, a number of solutions can be connected to your Strata CIX system through analogue ports.

SIP handsets

Due to the SIP capability of our Strata CIX systems, SIP handsets¹ can offer greater functionality and coverage for your workforce. Benefits include:

- » Allows mobility around the building, wherever there is a wireless access point.
- » Development of SIP handsets will increase the range of handsets available, including SIP ready mobile phones.
- » Recommended handsets provide key functionality such as hold, transfer and message waiting indication.

¹ Due to the differences in SIP configuration between manufacturers, please check with your Toshiba approved partner to ensure compatibility of SIP handsets with Strata CIX systems.

² Compatibility depends on handset model. Please check with your Toshiba approved partner.

IP Hot Desking

Toshiba's Strata CIX solutions provide IP Hot Desking capabilities for remote or mobile workers, allowing users to log into an IP featurephone in the office:

- » Quick and easy log-in to a desktop phone, allowing all calls to be automatically delivered to the handset.
- » Automatic transfer of speed dials, flexible keys, etc. of the user who has logged into the featurephone.
- » Allows organisations to implement more flexible working practices, boosting morale and reducing carbon footprints.
- » Reduces business overheads through requiring less workstations and extensions, reducing the amount of office space required, and effective administration management.
- » Useful for temporary offices, allowing quick and easy deployment of a minimum number of handsets.

SoftIPT

Toshiba's SoftIPT can be installed onto laptops or mobile devices such as the Toshiba Portégé handsets², PDA's or mobile phones that feature Windows Mobile. The SoftIPT turns these devices into fully functioning IP featurephones:

- » Easily add Windows Mobile devices to your Strata CIX, out-of-the-box.
- » Single handset for any location, whether in the office or out and about, using contact entries within the device.
- » Receive voice calls, e-mails and faxes on a single device.
- » Increase safety in warehouse locations, always having a handset available in case of an emergency.
- » Reduce call costs, allowing the mobile device to make calls through the Strata CIX for Least Cost Routing (LCR).

Mobility Extension

Toshiba also recommends Mobility Extension from NeoWave Distribution Ltd for use with Strata CIX systems. The solution allows a mobile phone to be 'twinned' with a desktop extension, providing single number access wherever you get mobile network coverage.

