TOSHIBA

Announcing the
Toshiba Ultimate Communicator

We are very pleased to announce the Toshiba Ultimate Communicator™, yet another exciting new CTI related capability for Strata DK Business Telephone Systems. Toshiba has formed an agreement with *Ultimate!* Software Products, Inc., to sell this product exclusively through Authorized Toshiba Dealers and through the National Accounts program nationwide. The Toshiba Ultimate Communicator is the new version of the product formerly known as the *Ultimate!*™ Communicator.

The Toshiba Ultimate Communicator is a Microsoft® Windows® PC program that emulates the functions of Toshiba 2000-series digital telephones. In addition, it can perform a string of telephone and other related functions to perform simple or complex applications. The pre-packaged applications, shipped as part of the software, perform functions well beyond those of a digital telephone.

A number of enhancements have been added to the *Ultimate!* Communicator to create the Toshiba Ultimate Communicator.

♦ A series of pre-packaged applications offer valuable new features for users. This includes Stratagy Menu Soft Keys, Single Button Call Recording, Automatic Voice Logging, Auto Control of Night Service, Station Restriction Control by Administrator, Automated Call Park and Page with Transfer to Voice Mail if not Picked Up, and Auto Dial System Speed Dial list for all stations with up to 6,000 numbers.

♦ Additional utilities are built within the Communicator to make it easier to set up and use. This includes simple control of selecting the Answering Machine greetings for all lines, activating or deactivating Voice Logging, easy setup for mapping buttons to Speed Dials for adding auto dial numbers, feature codes, or access to applications.

♦ Applications using the SMDR data stream for triggering events no longer require purchasing the full *Ultimate!* Call Accounting to implement.

♦ Three levels of software feature activation offer modular pricing based upon capabilities needed. For example, the price for the developers' level access only needs to be purchased by users wanting to create their own applications.

♦ An expanded set of pre-defined feature codes is included to make it easier to add features without needing to change the telephone system programming.

Description

The Toshiba Ultimate Communicator software has three levels of feature activation controlled by using a software code inserted by the installer.

♦   The standard level provides the features of a basic PC telephone, plus the pre-packaged applications.

♦   An optional level can be activated to support a link to a Personal Call Accounting system used to measure traffic and performance of activities displayed on the individual telephone (not system-wide call accounting for all telephones).

♦   A third level can be purchased directly from *Ultimate!* Software Products, Inc., Toshiba's software development partner, to open the Communicator Programming Language (CPL) application interface for development of customized applications using the Communicator.

The Toshiba Ultimate Communicator host PC and the Toshiba 2000-series digital telephone are connected using an RPCI-DI TAPI link for control. The Voice Logging and Answering Machine functions use an optional speech module (PCHEU) in the telephone for both a headset adapter (replaces the HHEU) and a connection to the sound card in the PC.

The Toshiba Ultimate Communicator can interface with third party contact manager packages to screen pop a caller's record as the telephone is ringing or manually if chosen. This interface uses Windows links between open applications in a predefined manner. The Toshiba Ultimate Communicator does not interface with StrataLink for customizing call control functions.

The Toshiba Ultimate Communicator is year 2000 compatible.

Additional Products and Services Provided by *Ultimate!* Software Products, Inc.

The Toshiba Ultimate Communicator standard software product provides low cost and easy installation of built-in, value-added pre-defined applications. The Toshiba Ultimate Communicator software can also be purchased from Toshiba with the optional Personal Call Accounting option, and also with the optional PCHEU speech connection module (Answering Machine). Personal Call Accounting can be used for performance and traffic measurements.

System call accounting, custom application development, and developer support tools are available directly from *Ultimate!* Software Products, Inc. Toshiba uses the expertise of *Ultimate!* Software Products Inc., to provide custom application development services. End users that need the capabilities of a custom application development can activate the custom interface option by contracting support directly with *Ultimate!* Software Products, Inc.

Ultimate! Software Products, Inc., will also support developers who create their own applications. The Toshiba Ultimate Communicator offers the Communicator Programming Language (CPL) as part of its standard tools. To create complex applications requires more than one line of code. Activating the CPL interface turns on the "Jump" command to allow multiple lines of programming to be developed. *Ultimate!* Software Products, Inc., offers training on the use of the CPL and services for developing custom applications.

Features

The Toshiba Ultimate Communicator provides the following capabilities.

Standard Communicator Features

♦ Easy setup/programming using the built-in "ProgramButtons" CPL utility for Strata DK14/40i systems or AutoProgram utility for DK424.

♦ Personalized screen size with pull down feature menus.

♦ 60 Feature Buttons available for feature access.

♦ 10,000 Speed Dial numbers accessed by name or number from the keyboard.

♦ Busy Lamp Field (BLF) lights and Directory Number Selection (DNS) buttons enable you to monitor busy status of all stations and directory numbers on your system, as well as direct station dialing at the click of a button.

♦ Busy Station Messaging enables a message to be typed for display on the LCD of the busy extension. The called station may respond by typing a message of its own for transmission to the console display. Each displayed message is accompanied by an alert tone at the receiving station.

♦ Reminder Notes can be displayed for any trunks, primary or secondary directory numbers, or any feature keys in the 60-button display area. Reminder notes can also be used for an extended status change, such as, "On vacation till 12/31/99." This note automatically displays when the mouse pointer rests on the extension button where the information was entered.

♦ Dial by Name enables any telephone number or station to be dialed by using the keyboard and typing the name.

♦ Call Status Display indications using printed words Hold, I-Hold, X-Hold, Ring, I-Ring, and Recall. Colors are used to help distinguish without adding confusion.

♦ The Answer/Intercom/Hold button places callers on hold, and accesses a DN for outgoing calls all in one step.

♦ Computer keyboard one step function keys for high traffic call answering operation.

♦ Access telephone system features from the keyboard without knowing feature codes.

♦ Quick access and identification of parked calls.

♦ One key quick access to email system.

♦ LCD messaging to other stations with LCD or Toshiba Ultimate Communicator. Sends typed messages directly to their display from your keyboard.

♦ Transfer Direct to Voice Mailbox button transfers callers directly to a voice mailbox. If the button is pressed following a station transfer recall, the caller is automatically be directed to the station user's voice mailbox. Otherwise, the operator is prompted for a mailbox or extension selection.

♦ Security for access to areas of the software that you may wish to restrict to use only by maintenance personnel. These areas include feature button programming, settings for contact management software, voice mail transfer, serial port, etc., software activation/deactivation, the ability to exit from the Communicator, access to the Answering Machine, and certain ranges of DNS/BLF/Speed Dial buttons.

Answering Machine Features (requires multimedia PC and PCHEU)

♦ Automatically answer calls on selected buttons and take messages by recording calls.

♦ Enables the operator to record voice messages for staff instead of using written messages.

♦ Manually record and playback audio from the telephone handset, PC speakers, or email to voice mail.

♦ Intelligent greetings to incoming calls based upon Caller ID/ANI/DNIS.

♦ Multiple outgoing messages when away from your desk, out of town, or in the car. The Toshiba Ultimate Communicator can even answer the call and transfer it to your car.

♦ Automatically play a message based on a button's caption when the button is clicked (Auto Play).

♦ Automatic or manual deletion of message after playing (programmable timed deletion).

♦ Export .WAV files to other Windows applications and email making it easy to distribute information.

♦ Recorded Audio Greetings save your voice by automatically playing frequently used greetings for callers. This also accommodates operators with physical and speaking disabilities.

Personal Call Accounting and Traffic Reporting (optional)

♦ Fifty user-defined reports, easy to use and understand including a set of pre-designed reports to get you up and running within minutes of installation.

♦ Store over 28,000,000 call records. A general rule is every 10MG of hard drive space can store about 200,000 call records.

♦ Graphical reports on the usage of your company's trunks, agents, or voice mail ports. Analysis can be done on ring times, hold times, recalls, line or trunk call handling capacity, numbers dialed, talk time, and busy studies.

♦ Determines telephone staffing requirements for departments by time of day and day of week.

♦ Shows exactly how many circuits are required in each trunk group to accommodate traffic.

♦ Displays the cost of a call immediately upon completion.

♦ Tracks and reports on all events occurring on the Toshiba Ultimate Communicator.

♦ Automatic report generation and printing by day, week, or month.

Packaged Applications

The Toshiba Ultimate Communicator contains several pre-packaged applications that can be selected and activated as part of the standard product.

♦ Stratagy Voice Mail – Stratagy menu soft keys provide screen click buttons for visual operation of voice mail functions.

♦ Single Button Call Record – provides manual voice recording of the active call at your specific telephone as a .WAV file on the PC. Each recording is automatically erased at the end of the day unless it is specifically saved.

♦ Automatic Voice Logging – automatically records each call at your specific telephone as a .WAV file on the PC as a call logging function. Each recording is automatically erased at the end of the day unless it is specifically saved.

♦ Station Restriction Control – makes it easier to manually change Toll Restriction Class for selected telephones. This enables restricting outgoing access during off hours and provide greater access during regular business hours.

♦ Auto Night Transfer Control – automatically places the Strata DK system into Day, Day2, or Night mode at pre-designated times and days of the week.

♦ Automatic Call Park and Page – automatically takes an unanswered outside call, plays an announcement, places the call on hold, then announces the call via paging. If the call is not picked up after a designated amount of time, the call is transferred to voice mail.

♦ Auto Dial – dials a telephone number from a speed dial list maintained in the Communicator. Up to 6000 numbers are available for auto dial by all stations. The auto dial number codes are user definable to correspond to office number, store number, customer number, etc.

♦ Traffic Performance Monitoring – uses the Personal Call Accounting option to collect call information to/from the individual telephone (not system wide call accounting). Critical lines and stations can be monitored and reports generated for the performance and usage of those facilities.

Information is available for these applications in the Toshiba Ultimate Communicator CD-ROM version of the User Guide.

Custom Applications

The Toshiba Ultimate Communicator can accommodate custom applications for specific end users through direct contract and support from *Ultimate!* Software Products, Inc., Toshiba's software development partner. Examples are:

♦ Automatic or manual voice recording can provide for the recording of the active call at another telephone or group of telephones as a .WAV file on the PC. This feature requires using Executive Override to enter into an existing conversation for recording the call. The recording can be activated manually for each call or set to automatically record each call as a call logging function. Each recording is automatically erased at the end of the day unless it is specifically saved.

♦ Multiple message waiting indications for users without telephones (factory workers, school teachers, etc.) at a central location indicate if any messages exist for them in voice mail. This saves each user from needing to call into voice mail, especially since they may have only a short window for making the call and many others are trying to do the same thing at the same time.

♦ Disabled answering position using .WAV files for answering and handling calls aids the speech or physically impaired by automating telephone skills.

♦ Priority call handling to busy stations, that are normally handled on a FIFO basis, can have selected calls (based upon Caller ID) take priority and be answered ahead of others.

♦ Retail assistance hotline operation from telephones in various departments that automatically cause a pre-recorded message to be played over the paging system for assistance in that department.

♦ Timed bells for factory or school operation provide a flexible scheduling system for notification of starting and ending periods for various events in an organization.

♦ ACD operation for Strata DK14 and DK40i systems provides a method for users to log in/out and, while logged in, to have the calls rotated to the next available agent.

Expanded Features Using CPL Custom Development

Telephone Features

♦ Answers calls with a personal greeting based on Caller ID.

♦ Auto answer mode for telemarketing or customer service reduces waiting time.

♦ Automated voice mail transfers.

♦ Uses your existing customer database for dialing and displaying records based on Caller ID/ANI/DNIS.

♦ Automatic screen pops while ringing and then return to the original screen when the call is handled.

♦ Forwards calls to your mobile phone without using two lines and without volume decrease.

♦ Provides a 10 button, handsfree digital telephone with the capabilities of a 20 button LCD phone with two Add-on Modules.

Attendant Features

♦ Sets appropriate voice mail greetings whenever Night Mode is turned On/Off.

♦ Switches calls to an answering service automatically at a prescribed time.

♦ Attendant Call Statistics data is collected about call activity on the console. Incoming information included is ring duration, line identification, talk time, and hold time. Outgoing information includes line identification, dialed number, talk time, hold time, and estimated cost for the call.

System Features

♦ Log messages from other telephones that do not have the Toshiba Ultimate Communicator.

♦ Prevents unauthorized calls during non business hours.

♦ Distributes calls to customer service agents based on caller's area code without DNIS.

♦ Controls school bells for changing classes.

♦ Alerts you if a resident of an elder care facility fails to "check in."

♦ Maintains an ACD paging queue for floor sales people

♦ Gives "ring down circuit" capability to any Strata DK system.

♦ Turns the Strata DK telephone system into an off-hours "sound detection" security system.

♦ Reprogram extensions for workers at the change of a shift.

♦ Enables setting Strata DK system features by time of day.

For development of custom applications, contact *Ultimate!* Software Products, Inc., at 2751 South Calhoun Rd., New Berlin, WI 53151, www.uspnet.com, email sales@uspnet.com, telephone (414) 789-9654, or fax (414) 789-9617.

Selling Advantages

The strengths of the Toshiba Ultimate Communicator enable you to differentiate your product with tangible selling advantages over your competition.

♦   Add specialized functionality to your desk phone positioning it with unique capabilities.

♦   Select from several useful pre-packaged applications making implementation easy.

♦   Create custom end user applications and developer support by extending services available directly from *Ultimate!* Software Products, Inc.

Software and Hardware Requirements

The Toshiba Ultimate Communicator standard software level and pre-packaged applications is compatible with Windows 98/95 and Windows NT® 4.0 operating systems. The Toshiba Ultimate Communicator with Personal Call Accounting option is compatible with Windows 98/95, but not Windows NT.

At minimum, a Pentium® (or equivalent) PC with 16MB RAM, at least 40MB of available hard drive space, and an available serial communication port is required. If the Toshiba Ultimate Communicator is used in a non-dedicated environment or with Windows NT, it is necessary to increase the processor speed and expand the RAM capacity per the resource requirements of the other applications in use.

The PC must be equipped with multimedia sound card and speaker capabilities to use voice logging and answering machine features. These features also require the PCHEU interface.

The Toshiba Ultimate Communicator connects to a Toshiba 2000-series digital telephone through an RPCI-DI PC interface unit.

Compatibility

The Toshiba Ultimate Communicator works with the current Strata DK14, DK40i, and DK424 systems. The Toshiba Ultimate Communicator is also compatible with many older Strata DK models including the DK40, DK16e, and DK280 systems with Release 3 or later software.

The Toshiba Ultimate Communicator software requires a Toshiba 2000-series digital telephone with the RPCI-DI interface installed. The software requires a key or activation code to work with the digital telephone. To obtain an activation code you must call *Ultimate!* Software Products, Inc., at (414) 784-2312 between 8:00 a.m. and 5:00 p.m. CST. In the near future, you can call 24-hours-a-day. If you call any other time, please leave a message and someone will call you back.

Older Product Conversions

The Toshiba Ultimate Communicator can be used to convert older previously installed *Ultimate!* Communicator versions. The benefits of converting include the availability of the pre-packaged applications, additional utilities that make the Toshiba Ultimate Communicator easier to use, and the expanded set of pre-defined feature codes that make it easier to add features without needing to change the telephone system programming.

However, because the Toshiba Ultimate Communicator uses a new encrypted format that the *Ultimate!* Communicator does not, conversion is not automatic and it is not a free upgrade. Because conversion from the old to new cannot be done automatically, it does not constitute an upgrade, but a re-purchase of the product.

> **CAUTION!**   **Several considerations must be made before converting an older *Ultimate!*
> Communicator to the Toshiba Ultimate Communicator software.**

♦   *Ultimate!* Software Products, Inc., will support existing *Ultimate!* Communicator installations through version 3.08. Contact *Ultimate!* Software Products, Inc., for upgrades up to version 3.08.

♦   Applications written and working on existing *Ultimate!* Communicators will not automatically run on the Toshiba Ultimate Communicator. Some changes will be needed to convert the application to an encrypted form. Contact *Ultimate!* Software Products, Inc., for details on converting your applications.

♦   The Toshiba Ultimate Communicator uses a new activation sequence that requires the software to be purchased from Toshiba to become activated. If you inadvertently loaded the Toshiba Ultimate Communicator to replace your existing *Ultimate!* Communicator, contact *Ultimate!* Software Products, Inc., to restore your previous version.

Pricing

The Toshiba Ultimate Communicator is priced to be very competitive and very cost effective. See the Station Equipment section of the new *Strata DK Dealer Price Book* for details. The new *Strata DK Dealer Price Book* can be downloaded from the FYI Internet under Key Hybrid Systems/Dealer Pricing/Strata DK Authorized Toshiba Dealer Price Book.

Ordering Procedures

Authorized Toshiba dealers purchase the Toshiba Ultimate Communicator from Toshiba, either with the standard level capabilities, or with the optional level that supports the Personal Call Accounting capabilities. The PCHEU speech connection module is also purchased from Toshiba.

After purchasing the Toshiba Ultimate Communicator, the authorized Toshiba dealer obtains the activation code directly from *Ultimate!* Software Products, Inc., by calling (414) 784-2312 from 8 a.m. to 5 p.m. CST. In the near future, you can call 24-hours-a-day. If you call any other time, please leave a message and someone will call you back.

The Toshiba Ultimate Communicator has a serial number that is very important to the activation process. The serial number is required to obtain the activation code both initially, and to activate options later.

To order custom application development services, contact *Ultimate!* Software Products directly.

Documentation

A User Guide is available for the Toshiba Ultimate Communicator covering hardware and software installation and operation instructions. The User Guide is included on the Toshiba Ultimate Communicator CD-ROM. A printed User Guide version covering only the essential information to getting started and operation (consisting of the first three chapters) is also available.

Training

A computer based training (CBT) module is available to introduce the Toshiba Ultimate Communicator. The CBT is on the Toshiba Ultimate Communicator CD-ROM.

Availability

The Toshiba Ultimate Communicator is currently available. You can place your order now.