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VIP*edge*® System
Product Bulletin

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Announcing the New Unified Communications Client for Android Smartphones Connecting to the VIPedge Cloud-based Business Telephone Solution

Now available for Toshiba's VIPedge cloud-based business telephone solution is a new Unified Communications (UC) client for Android smartphones that provides presence, instant messaging, follow-me, and call-back over cellular. Best of all, it's included for every user at no extra charge!

Call Manager Mobile

Android users now can enjoy the latest Toshiba UC solution. Call Manager Mobile (shown below) provides users with a productivity tool that is integrated with the VIPedge cloud-based business telephone solution.

Benefits

- Make calls from your cell phone using your Business Caller ID – and make yourself and your business easier to reach by only giving out one number. Use Call Thru/Call Back.

- Receive calls when you are away from your desk – at the same extension and get things done sooner. Use Follow Me.

- Make International Calls from your cell phone at landline rates and save money. Use Call Thru or Call Back.

- Be available on your business number when traveling internationally and save money on cellular roaming rates. Use Call Back and a local SIM or phone.

- See the status of your VIPedge colleagues before you call them and save time. Use Presence.

- Instant Message your VIPedge colleagues who are on the phone or busy and get more done. Use IM and Group IM.

- Quickly find and call your VIPedge colleagues without having to remember their internal extension. Use Contacts with Avatars.

Toshiba America Information Systems, Inc.

Features

Contacts with Avatars

Call Manager Mobile gets its contact list from the VIPedge system so you don't have to create contacts for fellow VIPedge users. It also lets users upload avatars / images of themselves – making it easier to find people quickly.

Presence with Detail Information

Presence enables you to see the presence status of other users before he/she begins communication. General presence information includes Available, Busy, and Away; and the detail information includes the user specified location and/or Instant Messaging (IM) status.

Instant Message (IM) / Group Instant Message (GIM)

A user can send or receive an instant message (shown below) to or from another user and can have multiple sessions at a time. It is also possible to broadcast the messages to multiple people. In addition, IM sessions can be held among multiple users who are invited by the coordinator.

History

Instant Messaging history is stored in the device so that it can be reviewed later. History records can be filtered by the user so that it can be found easily (shown below).
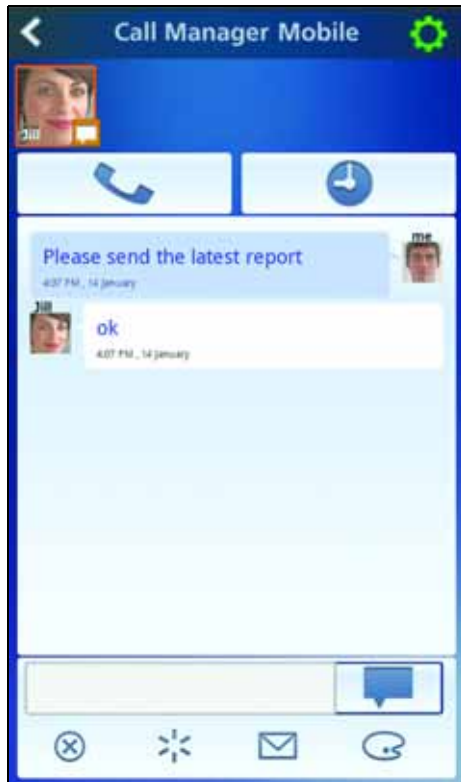
Instant Messaging

History

Visual Voice Mail

The user can retrieve the voice mail left in the VIPedge Messaging from the Android phone. The list of voice mails are shown with the caller information and time (shown right), and the user can play back the message. The user can also call back the person who leaves the voice mail when the Caller ID from PSTN is available.

Mobility Features

Call Manager Mobile allows subscribers to use their cell phone as an extension on their VIPedge while making and receiving calls over the cellular network.

Follow Me

VIPedge provides Follow Me service where the call to an extension can be routed to a user's cell phone. After the call is answered, the user can transfer the call or record the conversation.

Call Back

Call Manager Mobile allows the user to dial a contact using the cell phone. When the user is located away from the office and needs to pay a high call charge, Call Back option is appropriate. Call Back option calls the user's cell phone first and then calls the destination. This way, VIPedge takes all the call charges for the local/long distance/international calls to user's cell phone and destination while the user is only responsible for the data usage. The destination user will see the DID number of the user instead of cell phone. After the call is connected, the user can transfer the call or record the conversation.
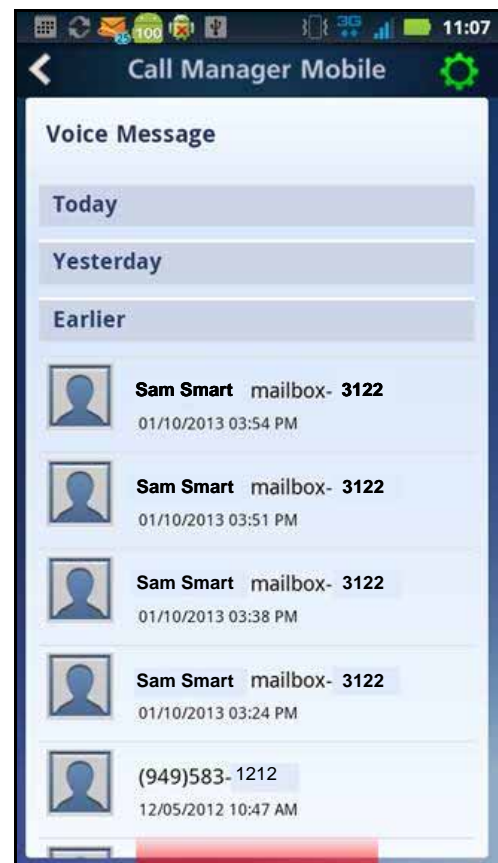
Visual Voice Mail

Call Thru

Call Manager Mobile provides another way to make a call which is more straight forward operation to the user. The user can make a call from a contact, and the call is made to the destination through VIPedge system. In this option, user may need to pay for the call charge to VIPedge system and data usage while local/long distance/international fee is charged to VIPedge system. The destination user will see the outbound user's DID number, and the user can transfer the call or record the conversation.

Multiple Devices for Single User

The system allows the user to login from Call Manager Mobile and Call Manager on Windows at the same time so that the UC capabilities are provided regardless of the user's location.

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System Requirements

Client Requirements

Call Manager Mobile[1]

Android OS: 2.x and 4.x

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

- Samsung Galaxy Nexus
- Samsung Galaxy S III
- HTC Desire HD
- HTC One
- Motorola Atrix
- Sony Experia
- LG VS840

License

Licenses for Call Manager Mobile or Call Manager for Windows are provided as part of the VIPedge solution. If the same user logs in from both Call Manager Mobile and Call Manager for Windows, only one license is required.

Software

Download Call Manager Mobile from the Google Play store by searching for Toshiba Call Manager. Call Manager Mobile version should be 1.0.9 and above.

Documentation

The following documentation is available on Toshiba FYI > IPedge/VIPedge > Documentation

- VIPedge IP Telephone, Messaging and Call Manager User Guide
- VIPedge Administration Manual

Availability

Call Manager Mobile is currently available on the Toshiba tested Android devices connected to the VIPedge cloud-based business telephone solution.

Call Manager Mobile for iPhone® is coming soon.

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1. This application uses the cell phone data plan, voice minutes, and local/long distance/international calling fees.