

TOSHIBA

Leading Innovation >>>

Competitive Pocket Guide

May, 2012



Selling Toshiba vs the Competition

Toshiba TSD's pocket size competitive guide, is a small but mighty sales tools. Each page includes a brief summary of competitive products and sales points to help you beat the competition.

Please note this guide is also available in a format optimized for display on your smart cell phone with mobile Internet access. Go to <http://www.telecom.toshiba.com/Dealer-Resources/index.cfm>

Notice: This competitive information is gathered from a variety of sources. In some cases, available information is limited and subject to interpretation, or may not reflect the latest developments of these products. To the best of our knowledge, this information is current and accurate, but is supplied on a best-available basis.

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Literature Order #: Comp-PCKTGUIDE-VH/PDF Only

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- 6x & 48x

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Allworx

6x & 48x

Sales Issues to emphasize:

- Limited growth capacity with maximum 250 users on 48x.
 - Features lacking: Account Codes, Digital PAD, Station Queuing, Trunk Queuing, Battery Backup, Call Fwd Busy, Call Fwd No Answer, Call Fwd Fixed, Call Fwd Multiple (internal/external), Call Fwd System-wide Default, Pooled CO Line Group Buttons, Busy Override, DND Override, Hotline, Instant Messaging, LCR, OCA, Auto Off-Hook Selection (line preference), Ringing Line Preference, Tenant Service, Video Conferencing and Web Collaboration.
 - Poor Admin lacking System Alarm out-dial/pager/email notification, Traffic Measurement & Reporting.
 - Limited ACD lacking skills-based routing, balanced call count, preferred agent, agent priority, and trunk priority.
 - No National Accounts program.
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Avaya

Partner ACS (discontinued Nov. 2010)

Sales Issues to emphasize:

- Product discontinued.
 - No common equipment migration to larger systems.
 - Limited telephone set migration (only to IP Office Essential/Partner Edition).
 - Limited growth capacity (maximum 55 ports vs CIX100 112 ports).
 - Features lacking: multiple DNs, DID, DNIS, ISDN interface, LCR, flexible station numbering, hot dial pad, VM LCD soft key prompting.
 - Old technology: No digital PAD, no NIC port, no IP connection, Partner telephones are analog not digital.
 - Insufficient voice mailbox capacity.
 - Avaya's discontinued Partner has been replaced by the IP Office Essential Edition.
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IP Office 500

Sales Issues to emphasize:

- No common equipment migration to larger Avaya Aura.
- IP Office growth limited to max. 384 users vs 560 on CIX670 or 1,000 on CIX1200 and IPedge EM.
- Features lacking: Multiple DNs, Verifiable Account Codes, COS, DISA, Privacy/Non-privacy options, Ringing Line Preference, Auto Off-hook Selection, Tenant Service, Separate Interfaces for MOH and BGM, Door Alarm Sensor.
- Weak multi-system networking.
- No battery backup (supported on Strata CIX).
- Voice Mail Lite is inadequate and requires upgrade to Voice Mail Pro.
- Difficult VPN setup for remote IP phones.

Aura S8300/8800

Sales Issues to emphasize:

- No system battery backup – must use expensive UPS.
 - No digital PAD for conferences to increase volume to outside parties.
 - No auto night service activation.
 - Telephones do not support hot dial pad or VM LCD soft key prompting.
 - No large-LCD telephone model.
 - Limited telephone set migration from older systems (from Partner & Magix no, Definity & S8500 yes, IP Office yes).
 - Intuity Audix voice mail is expensive compared to IPedge Messaging and Strata CIX Strategy ES
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UC320 & UC540/560

Sales Issues to emphasize:

- No common equipment migration from smaller to larger systems.
 - UC320 and UC540/560 SPA500-series telephones not upward compatible with Unified Communications Manager or UCM Express.
 - UC320 does not support networking.
 - UC540/560 also designed for single-site applications, but can network up to 5 sites (must be administered individually and do not support centralized administration).
 - Features lacking: Multiple DNs, Digital PAD, battery backup, BLF display, BGM through phones, paging over phones, OCA, COS, Account Codes, Override, Automatic Hold and Hold Recall, Day/night modes, Record to VM, Park/Page, and more.
 - Inadequate warranty (1-yr hardware, 90-day software and network equipment).
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Unified Communications Manager

Sales Issues to emphasize:

- No migration from legacy equipment.
- Expensive (both purchase price and network upgrades).
- Features lacking: Multiple DNs, Digital PAD, battery backup, BLF display, BGM through phones, paging over phones, OCA, COS, Account Codes, Override, Automatic Hold and Hold Recall, Two-color LEDs for I-use/I-hold, Day/night modes, Record to VM, Park/Page, and more.
- No name on Caller ID (number only).
- Limited E911 capabilities.
- Inadequate warranty (1-yr hardware, 90-day software and network equipment).
- No National Accounts program.

Digium

Asterisk (software download)

Sales Issues to emphasize:

- Asterisk “free” software is not free. Once downloaded, it must be properly installed on your server, including setting all programmable options, extension numbering, auto attendant routing, voice mail preferences, Java programming, network assessment, training, etc.
 - This takes a trained technician and high level of IT expertise for successful installation and ongoing maintenance. Unless you have a capable IT staff, maintenance must be contracted to Digium or a capable systems integrator.
 - Digium does not make telephones, so 3rd-party IP telephones required, and provides very limited LCD feature prompting.
 - Features lacking: Multiple DN Call Coverage, Digital PAD, battery backup, Auto Off-hook Selection, Busy Override, Door Unlock Control, Release and Release/Answer Keys, and more.
 - Limited ACD functionality.
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Switchvox (Asterisk turnkey system)

Sales Issues to emphasize:

- Difficulty of implementation and systems integration is what gave birth to Switchvox and other companies like Fonality, who sell Asterisk-based turnkey systems.
- Even Digium themselves, the makers of Asterisk, don't recommend the “download and go” approach. They prefer to sell their Switchvox solution consisting of Asterisk software pre-installed on a built-for-purpose server, with installation, training, other required integration and professional services, and the first year pre-paid annual software maintenance fee.
- Digium does not make telephones, so 3rd-party IP telephones required, and provides very limited LCD feature prompting.
- Features lacking: Multiple DN Call Coverage, Digital PAD, battery backup, Auto Off-hook Selection, Busy Override, Door Unlock Control, Release and Release/Answer Keys, and limited ACD.
- Only 75 concurrent calls maximum.

ESI

C-Plus

Sales Issues to emphasize:

- Lack of company name recognition.
 - No common equipment migration.
 - No large-LCD telephone model.
 - No multi-line cordless telephone.
 - No LCD feature prompting, and verbal prompts are no substitute.
 - Features lacking: Multiple DNs, Flexible Station #, System Battery Backup, Power Failure Transfer, Door alarm sensor, door lock control, COS and Toll Restriction Override codes, DISA, BRI, DID on analog CO lines, Auto Busy Redial, Executive Override, Privacy/non-privacy options, Park zones, Account codes, BGM through phones, Digital PAD (supported on Strata CIX).
 - No second call Caller ID on direct calls.
 - Voice Mail can't do outbound notification to more than one number like Toshiba can.
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ESI-50L & IVX56s

Sales Issues to emphasize:

- Lack of company name recognition.
- Hard drive based design is less reliable than stored program control.
- No common equipment migration from or to other ESI systems.
- No large-LCD telephone model.
- No multi-line cordless telephone.
- Features lacking: Multiple DNs, Flexible Station #, System Battery Backup, Power Failure Transfer, Door alarm sensor, door lock control, COS and Toll Restriction Override codes, DISA, BRI, DID on analog CO lines, Auto Busy Redial, Executive Override, Privacy/non-privacy options, Park zones, Account codes, BGM through phones, Digital PAD (supported on Strata CIX).
- No second call Caller ID on direct calls.
- Voice Mail can't do outbound notification to more than one number like Toshiba can.

ESI-50 & ESI-100 & ESI-200

Sales Issues to emphasize:

- Lack of company name recognition.
 - Hard drive based design is less reliable than stored program control.
 - No common equipment migration from ESI50 to any other ESI systems.
 - No common equipment migration from other ESI100 or ESI200 to larger systems.
 - Digital telephones not supported.
 - No large-LCD telephone model.
 - No multi-line cordless telephone.
 - No Attendant Console.
 - No LCD feature prompting, and verbal prompts are no substitute.
 - Limited growth capacity (maximum 198 ports vs IPedge EC 200-users and CIX670 672-ports).
 - No speaker paging on remote IP phones (only on local LAN connected phones)
 - Weak networking, ACD, LCR, T.R.
 - Many features lacking: See IVX56s page.
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ESI-600 & ESI-1000

Sales Issues to emphasize:

- Lack of company name recognition.
- Hard drive based design is less reliable than stored program control.
- Limited common equipment migration from other ESI systems.
- No large-LCD telephone model.
- No multi-line cordless telephone.
- No LCD feature prompting, and verbal prompts are no substitute.
- Weak networking, ACD, LCR, T.R.
- Many features lacking: See IVX56s page.

3000

Sales Issues to emphasize:

- No common equipment migration to larger systems.
 - No telephone set migration.
 - No large-LCD telephone model.
 - No multi-line cordless telephone.
 - Limited growth capacity (maximum 20x40 vs CIX100 112-ports and IPedge EC 200-users).
 - 3-party conferencing vs Toshiba 8-party.
 - Only 70 voice mailbox capacity.
 - Features lacking: Multiple DNs, Networking, ACD, DID, ANI, DNIS, Hot dial pad, Auto Hold, ABR, OCA, BGM through phones, Zone paging, Sep. MOH & BGM interfaces (Encore 1 MOH sources vs CIX 15), Remote Change of Ext. Call Fwd dest., Toll Restr override codes, Ground start lines, BRI, Tenant svc., CTI/TAPI, and Digital PAD (supported on Strata CIX).
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5000

Sales Issues to emphasize:

- No common equipment migration from smaller 3000 system, or to larger Mitel systems.
- No digital telephone set migration from 3000 system.
- Features lacking: Multiple DNs, Digital PAD, Park and Page pickup orbits, Executive Override, Remote Change of External Call Forward destination, Auto Busy Redial.
- No IP DSS console supported.
- Message Waiting light not supported on analog telephones (only stutter dial tone).
- Maximum 14 analog loop start CO line capacity.
- 4-party conferencing vs Toshiba 8-party.
- Only 5 MOH sources vs 15 on Toshiba.
- Limited growth capacity (maximum 300 ports vs CIX670 560-users, CIX1200 and IPedge EM 1000-users).

Mitel

SX-200 ICP CX

Sales Issues to emphasize:

- Limited common equipment migration (SX200 MX only).
 - No ground start lines, analog Tie or DID lines, BRI.
 - Digital telephones and attendant console not supported.
 - No battery backup (supported on Strata CIX).
 - Features lacking: Auto Busy Redial, pooled line buttons, separate music-on-hold and background interface, dual color LEDs for I-use and I-hold, etc., and Door lock control.
 - Limited LCD feature prompting.
 - 5-party conference vs 8-party Toshiba.
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SX-200 ICP MX

Sales Issues to emphasize:

- Limited common equipment migration (SX200 EL only).
- No battery backup (supported on Strata CIX).
- Features lacking: Auto Busy Redial, pooled line buttons, separate music-on-hold and background interface, dual color LEDs for I-use and I-hold, etc., and Door lock control.
- Limited LCD feature prompting.
- 5-party conference vs 8-party Toshiba.

Mitel

MCD (3300 ICP)

Sales Issues to emphasize:

- No common equipment migration.
- No battery backup (supported on Strata CIX).
- Features lacking: Auto Busy Redial, pooled line buttons, separate music-on-hold and background interface, dual color LEDs for I-use and I-hold, etc., and Door lock control.
- Limited LCD feature prompting.

Inter-Tel (Mitel)

Axxess

Sales Issues to emphasize:

- New production discontinued in Europe and can't be far behind in the U.S.
 - No common equipment migration from smaller 3000 system or to larger Mitel systems.
 - No telephone set migration from other Mitel/Inter-Tel systems.
 - Poor quality reputation.
 - Expensive growth path with four processor size models (must swap out to grow to larger).
 - Features lacking: Multiple DNs, Digital PAD, Park and Page pickup orbits, Executive Override, Remote Change of External Call Forward destination, Auto Busy Redial, Tenant Service.
 - 4-party conferencing vs Toshiba 8-party.
 - Networking is expensive for more than 2 nodes.
 - Only 1 MOH source vs 15 on Toshiba.
 - EVMC VM maximum 200 mailboxes.
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Microsoft

Lync

Sales Issues to emphasize:

- Lync is very expensive and not affordable for the under 50-user market.
 - Not only is Lync licensing expensive, but server requirements are costly, and unified messaging requires Exchange server which is also expensive.
 - Microsoft only provides the software for the Lync application. They don't offer a complete telephone system. They don't make telephones.
 - This means the customer needs a systems integrator to source servers, third-party gateways, third-party desk telephones, third-party soft phones, third-party wireless telephones, etc., and put this all together into a working system.
 - No battery backup (Strata CIX supports).
 - No advanced ACD. Lync only provides a very basic "Response Group" capability.
 - No FMC. Lync only provides simultaneous ringing of desk and mobile phones.
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NEC

DSX-40, DSX-80, DSX-160

Sales Issues to emphasize:

- DSX telephones not upward compatible to larger NEC systems.
 - Attendant console not supported.
 - Full-duplex speakerphone not supported.
 - Common equipment not upward compatible with larger NEC systems.
 - Features lacking: Least Cost Routing, Enhanced 911 operation, Digital PAD, Auto Busy Redial, Toll Restriction override by system speed dial, Auto Day/Night Service Activation, Networking, SIP Trunking, and TAPI CTI support.
 - Very basic ACD options available, but no advanced capabilities.
 - DSX-40 does not support ANI, DNIS, DID, or T1 interface.
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UX5000

Sales Issues to emphasize:

- No common equipment migration.
- No telephone set migration to larger Univerge systems.
- Features lacking: Digital PAD for amplified conference, Speaker OCA (handset only), Hot Desk, Call Forward Multiple (for external calls and internal calls), Call Forward Remote Change Destination, Serial Station Hunting, Multi-node Central Management, Remote Expansion Cabinet support.
- Weak ACD (basic but no advanced capabilities like skills-based routing, trunk priority routing, preferred agent, agent priority, web callback).
- Maximum 30 power failure transfer telephones vs 64 on the Strata CIX100.

NEC

Univerge SV8100

Sales Issues to emphasize:

- Some common equipment migration to SV8300 but none to SV8500.
 - Features lacking: Multiple DNs (call arrival keys are no substitute and no Phantom DNs), Digital PAD, Conference Split/Drop, Hot Dial Pad, Continuous DTMF tone, Remote change of external call forward, Call forward system wide default, Speaker OCA (handset only), Hot Desk, Remote Expansion Cabinets.
 - Very limited LCD feature prompting with soft key operation and none with voice mail functions.
 - Strata CIX provides more external paging zones (8) and telephone speaker paging groups (4 on CIX100, 8 on CIX200, and 16 on CIX670 and CIX1200). The NEC SV8100 only provides 3 external paging zones/groups.
 - No separate MOH and BGM interfaces.
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Univerge SV8300

Sales Issues to emphasize:

- No common equipment upward migration to larger SV8500.
- Features lacking: Digital PAD (Strata CIX supports), Conference Split/Drop, Hot Dial Pad, Continuous DTMF tone on dial pad, Night ringing over external zone paging, Automatic hold/release option setting.
- Very limited LCD feature prompting with soft key operation and none with voice mail features.
- No Background Music Through Telephones.
- No Background Music Separate Interface from Music-on-Hold.

Sphericall

Sales Issues to emphasize:

- No common equipment migration.
 - No telephone set migration.
 - Features lacking: Multiple DNs, Digital PAD (Strata CIX supports), Alarms & Notification, Door Phone interface, Door Lock control interface, Auto Busy Redial, Background Music through Phones, CO Line Groups, CO Line buttons, Hotline, Privacy/Non-privacy option, Traffic Measurement & Reporting.
 - Very limited LCD feature prompting with soft key operation.
 - Only Basic ACD functionality only. No advanced ACD.
 - Advanced voice mail capabilities lacking: ASR, Fax, TTS, IVR.
 - Only 1 MOH source vs 15 Toshiba.
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Norstar ICS Compact (discontinued)

Sales Issues to emphasize:

- Product no longer sold except used units.
 - Limited common equipment migration (Trunk card & Caller ID card).
 - Limited growth capacity (max. 8x26 vs CIX100 112 ports).
 - No battery backup (Strata CIX supports).
 - 3-party conference vs 8-party Toshiba.
 - One MOH source vs 15 Toshiba.
 - Features lacking: Multiple DNs, Digital PAD (Strata CIX supports), Separate MOH and BGM interfaces, Two-color LEDs, Tenant service, Auto busy redial, Speaker OCA.
 - No IP telephone support.
 - No networking capabilities.
 - Flash VM only 24 mailboxes.
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Norstar ICS Modular (discontinued)

Sales Issues to emphasize:

- Product no longer sold except used units.
- No common equipment migration.
- Digital telephones not upward compatible to Meridian or Succession.
- Limited growth capacity (max. 248 ports vs CIX670 672 ports).
- No battery backup (Strata CIX supports).
- 3-party conference vs 8-party Toshiba.
- One MOH source vs 15 Toshiba.
- Features lacking: Multiple DNs, Digital PAD (Strata CIX supports), Separate MOH and BGM interfaces, Two-color LEDs, Tenant service, Auto busy redial, Speaker OCA, Remote expansion cabinets.
- No IP telephone support.
- Weak networking capabilities.
- CallPilot 150 VM only 200 mailboxes.

Business Communication Manager

Sales Issues to emphasize:

- Product discontinuance planned as part of Avaya/Nortel product roadmap.
- Discontinuance scheduled 10-1-2012 or “while supplies last.”
- No common equipment migration.
- BCM 450 growth limited to max. 300-users vs CIX670 552-users CIX1200 and IPedge EM 1,000-users.
- BCM 50 growth limited to max. 32 IP phones or 44 digital phones vs 72 on CIX100 and 200 on IPedge EM.
- No battery backup (Strata CIX supports).
- 3-party BCM conference vs 8-party Toshiba, or use expensive conference bridge.
- One MOH source vs 15 Toshiba.
- Features lacking: Multiple DNs, Digital PAD (Strata CIX supports), Separate MOH and BGM interfaces, Two-color LEDs, Tenant service, Auto busy redial, Speaker OCA.
- Weak networking capabilities.

CS1000

Sales Issues to emphasize:

- Product discontinuance planned as part of Avaya/Nortel product roadmap. No specific discontinuance date other than “to remain available long enough to support the installed base of Nortel Meridian PBX systems until eventual migration to Aura.”
- No common equipment migration from Norstar or BCM.
- No digital telephone set migration from Norstar or BCM to larger systems.
- Features lacking: Digital PAD (Strata CIX supports), Door Phone & Door Lock interface, Door alarm sensor, Separate MOH and BGM interface, LCD alphanumeric advisory messages, Auto Busy Redial, Speaker OCA, Paging over telephone speaker, Background music through telephone speakers, Two-color LEDs.
- Limited LCD feature prompting with soft key operation.

KX-TDA824

Sales Issues to emphasize:

- No common equipment migration.
- No IP telephone support.
- 3-party conference vs 8-party on Toshiba.
- 1 MOH source vs 3 on CIX40 and 15 on larger Strata CIX and all IPedge systems.
- Maximum 2 power failure transfer telephones vs 64 on Strata CIX100.
- No battery backup (Strata CIX supports).
- Features lacking: Multiple DNs, Hot Dialpad, Digital PAD, Hot Desking, Battery Backup, LCR, ACD, ANI, DNIS, Enhanced E911, Door alarm sensor, Networking, Multi-language LCD display, Tenant Service.
- Voice mail lacks Unified Messaging option and other advanced features.

KX-TDA50G

Sales Issues to emphasize:

- No common equipment migration to larger KX-TDE or KX-NCP systems.
- Only 4 IP telephones supported on KX-TDA50.
- No battery backup (Strata CIX supports).
- 2 MOH sources vs 15 Toshiba.
- Maximum 16 power failure transfer telephones vs 64 on Strata CIX100.
- Weak networking (limited feature transparency, coordinated dial plan shared by only 2 nodes of max. 16, no centralized attendant).
- Weak ACD (UCD is poor substitute).
- Features lacking: Multiple DNs, DNIS, Enhanced E911, Hot Dialing, Hot Desking, Door alarm sensor, Remote expansion cabinet, Amplified Conf. (Digital PAD).
- Voice mail lacks text-to-speech, automatic speech recognition, fax messaging, and IVR options.

Panasonic

KX-TDE100, 200, 600

Sales Issues to emphasize:

- Limited common equipment migration between TDE systems but none with NCP models.
 - Weak networking (limited feature transparency, coordinated dial plan shared by only 2 nodes of max. 16, no centralized attendant).
 - Weak ACD (UCD is poor substitute).
 - 2 MOH sources vs 15 Toshiba.
 - No battery backup (Strata CIX supports).
 - Features lacking: Multiple DNs, Hot Dialing, Hot Desking, Door alarm sensor, Digital PAD for Amplified Conf. (Strata CIX supports).
 - Voice mail lacks text-to-speech, automatic speech recognition, fax messaging, and IVR options.
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KX-NCP500, 1000

Sales Issues to emphasize:

- Limited common equipment migration between NCP500 and 1000 but none with any other Panasonic models.
- Weak networking (limited feature transparency, coordinated dial plan shared by only 2 nodes of max. 16, no centralized attendant).
- Weak ACD (UCD is poor substitute).
- 2 MOH sources vs 15 Toshiba.
- Maximum 128 users on NCP500 and NCP1000 vs 160 on CIX200 and 200 on IPedge EC.
- No battery backup (Strata CIX supports).
- Features lacking: Multiple DNs, Hot Dialing, Hot Desking, Door alarm sensor, Digital PAD for Amplified Conf. (Strata CIX supports).
- Voice mail lacks text-to-speech, automatic speech recognition, fax messaging, and IVR options (Stratagy supports).

Samsung

OfficeServ 7030, 7100, 7200, 7400

Sales Issues to emphasize:

- Features lacking: Digital PAD for amplified conference (Strata CIX supports), Hot Dialpad, ACD (UCD limited), Call Fwd Remote Change, Call Fwd Multiple, Call Fwd System-wide Default, Delayed Ringing, IP telephone survivability, FMC, and advanced voice mail options for ASR, Fax integration, IVR, and TTS.
 - Multiple DNs limited to call coverage but no multiple appearances of same DN on one telephone.
 - 5-party conference vs 8-party on Toshiba and no “meet-me” conference option.
 - E911 handling of IP telephones limited and does not handle remote IP phone locator.
 - System admin does not handle central administration of multiple networked nodes efficiently.
 - System alarms only call an extension and don’t send notification via email or pager.
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SBE and Enterprise

Sales Issues to emphasize:

- Lack of name recognition, experience in telecom industry, and quality reputation.
 - No migration from legacy equipment.
 - No battery backup (Strata CIX supports).
 - Features lacking: Digital PAD (Strata CIX supports), Account Codes, Auto Off-hook Selection, Ringing Line Preference, Auto Busy Redial, Busy Override, Call Park Orbit Zones, DISA, Privacy/Non-privacy Options, Pooled Line Buttons, OCA, Behind-Centrex operation, Trunk Queuing with Callback, Station Queuing with Callback.
 - Limited LCD feature prompting.
 - 6-party conferencing vx 8 on Toshiba (more requires expensive conference bridge).
 - Only 1 Music-on-Hold source per site vs 15 on Toshiba.
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Vodavi STSe

Sales Issues to emphasize:

- No common equipment migration.
 - No telephone set migration to larger XTS.
 - No attendant console (DSS only).
 - No multi-line cordless telephones.
 - No IP telephone support.
 - Limited growth capacity (max. 12x32 vs CIX100 112 ports and IPedge EC 200-users).
 - Features lacking: Multiple DNs, ACD, Networking, Hot dial pad, Digital PAD, ANI, DNIS, BRI, PRI, and Auto Busy Redial, Multi-language LCD display, Tenant Service, Traffic Measurement, Door alarm interface.
 - Limited LCD feature prompting.
 - MiniVoice VM poor functionality and only 32 (optional 64) mailboxes.
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Xcellerator

Sales Issues to emphasize:

- No common equipment migration.
- No telephone set migration.
- No attendant console or DSS console.
- No multi-line cordless telephone or FMC.
- Features lacking: Multiple DNs, Account Codes, ACD, Auto Busy Redial, Digital PAD, Station Queuing, Trunk Queuing, ANI, Battery Backup, Call Fwd Multiple (internal/external), Call Fwd System-wide Default, Call Fwd Follow-me, Delayed Ringing, DNIS, Door Unlock, DSS Buttons, Hot Desking, Night Ringing, OCA, Busy Override,
- No Call Manager to provide call control from PC, Instant Messaging, Presence.
- Limited LCD feature soft key operation.
- 3-party conference vs 8-party on Toshiba and no "meet-me" conference option.
- Networking has very limited feature transparency and only basic functionality.

Vertical

Vodavi XTS-IP

Sales Issues to emphasize:

- No common equipment migration.
 - 3 processor models make growth expensive.
 - Power supply issues in large configurations using lots of external ringing and paging devices.
 - Limited telephone set migration (smaller XTSc-IP yes, smaller STSe no).
 - No attendant console (DSS only).
 - No multi-line cordless telephones.
 - Only two IP telephone models are available, and no large-LCD model.
 - Features lacking: Multiple DNs, Hot dial pad, Digital PAD (Strata CIX supports), Multi-language LCD display, Traffic Measurement, Remote expansion cabinets, Door alarm interface.
 - Weak networking (limited feature transparency, proprietary - no QSIG).
 - Limited LCD feature prompting.
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Vodavi Telenium IP

Sales Issues to emphasize:

- No common equipment migration.
- No digital telephone compatibility.
- Limited growth capacity with max. 300 ports (200 trunks or 250 stations).
- Telenium voice mail only has 3 hours of message storage.
- Only two IP telephone models are available.
- Features lacking: Multiple DNs, Hot dial pad, Digital PAD (Strata CIX supports), ANI, DNIS, Tenant Service, Multi-language LCD display, Remote expansion cabinets, Door alarm interface.
- Limited LCD feature prompting.

Vertical

Wave IP 500 & 2500

Sales Issues to emphasize:

- No common equipment migration.
 - No battery backup (Strata CIX supports).
 - No multi-line cordless telephones.
 - Limited growth capacity (max. 500 ports vs 1,000-users on CIX1200 and IPedge EM).
 - Features lacking: Digital PAD (Strata CIX supports), Auto Busy Redial, Tenant Service, Door lock interface, Station Queuing, Trunk Queuing, Background Music through Telephones, Video Conf./Collaboration.
 - Limited LCD feature prompting.
 - Weak networking (limited feature transparency with basic tie line function).
 - Weak ACD, lacking agent login to multiple groups, and limited monitoring and reporting capabilities.
 - Weak UM, lacking sync between Wave voice mail and Exchange email.
 - One MOH source vs 15 Toshiba.
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SBX IP

Sales Issues to emphasize:

- No common equipment migration.
- No digital telephone migration (IP phones upward compatible with Telenium and XTS-IP).
- No attendant console (DSS only).
- Limited growth capacity (maximum 48-users vs CIX100 72-users and IPedge EC 200-users).
- Features lacking: E911 interface, Account Codes, Digital PAD, Door lock interface, Video Conf./Collaboration, Presence, FMC, IM/Chat, Ringing Line Preference, Multi-language support, Paging over External Zones.
- Limited LCD feature prompting.
- Weak voice mail lacking options for Unified Messaging, FAX, ASR, IVR, Text-to-Speech.
- No ACD and UCD limited functionality is a poor substitute.
- 3rd-party product made by LG Nortel.

HP (formerly 3Com)

VCX 100 & 200

Sales Issues to emphasize:

- Telephony future uncertain with HP.
 - Inadequate warranty 1-year hardware, 90-day software.
 - “Free” voice mail is inadequate and almost always requires upgrades to meet basic needs beyond 4-ports.
 - No battery backup (Strata CIX supports).
 - Weak networking with maximum 6 sites.
 - Weak Day/night mode capabilities.
 - One MOH source vs 15 Toshiba.
 - Features lacking: ANI, DNIS, LCD Soft Key Feature Prompting, Multiple DNs, Hot dial pad, BLF display, BGM through phones, OCA, DISA, Handsfree answerback, Automatic Hold, Hold Recall, ABR, Call Duration Display, Two-color LEDs, Digital PAD (Strata CIX supports), Call Record to VM, Override (Executive), Privacy/ non-privacy Options, Tenant Service, Account Codes, Power Failure Transfer, Door Phones, CO Line Groups.
-

NBX V3001R & V7000

Sales Issues to emphasize:

- Telephony future uncertain with HP acquisition. V3001 discontinued 7-30-10.
- Inadequate warranty 1-year hardware, 90-day software.
- “Free” voice mail is inadequate and almost always requires upgrades to meet basic needs beyond 4-ports.
- No battery backup (Strata CIX supports).
- Weak networking with maximum 11 sites.
- Weak Day/night mode capabilities.
- One MOH source vs 15 Toshiba.
- Features lacking: LCD Soft Key Feature Prompting, Multiple DNs, Hot Desking, Hot dial pad, Hotline, BLF display, BGM through phones, OCA, DISA, Handsfree answerback, Automatic Hold, Hold Recall, ABR, Call Duration Display, Two-color LEDs, Digital PAD (Strata CIX supports), Call Record to VM, Override (Exec., Busy, DND), Privacy/ non-privacy Options, Tenant Service, Forced Account Codes.

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