

Toshiba Integrates Strata CIX PBX, Microsoft OCS

July 22, 2009

By Ted Stevenson

For the second time in less than a month, [Toshiba America Information Systems](#) (TAIS) is delivering on its promise to expand its unified communications offerings, with the announcement of new integration technology that will bring Microsoft Office Communications Server 2007 (OCS) Remote Call Control functionality to its own Strata CIX PBX systems.

"The integration we've built between the Stratus CIX and the OCS application is the ability to give call control to OCS client users," TAIS product marketing manager for telecommunications systems, Jon Nelson told *Enterprise VoIPplanet*.

"So, if you're using Office Communicator [the OCS client application] as your presence/IM tool, you can now control your Toshiba desk phone using its remote call control capabilities. You can answer from your OCS client, do some drag and drop functionality [to transfer or forward the call, say], and use it as a call manager kind of remote call application."

Click-to-call is another popular piece of Office Communicator functionality that the new OCS integration brings to Strata CIX end-user—along with the ability to answer calls from their keyboard, by clicking to direct the call to their headset.

Toshiba has also added a layer to OCS's presence information. "In addition to its standard presence conditions, you can also see telephony presence," Nelson explained. "If you place your cursor over the name of the person you're interested in speaking with, you can actually tell whether they're busy on the phone, or idle, or in do-not-disturb mode—so it adds that additional level of telephony information to the presence viewer."

The way the Toshiba application works is that Toshiba built an interface to the OCS server—a CSTA [Computer Supported Telecommunications Applications] type of IP connection—so there is no actual physical connection required between the OCS server and the Stratus CIX PBX," Nelson said. "It simply enables the OCS client application to communicate with the telephone system in order to provide this extra layer of functionality."

The integration, available now through the Authorized Toshiba Dealer network, works with both IP and digital Toshiba phones.

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