

Description

PureCloud Edge is a cloud-managed network appliance that provides core telephony services for your PureCloud solution. PureCloud Edge operates as a provisioning server, media server, IP PBX, Session Border Controller (SBC), and application server to manage connections between your phones, SIP trunks, telephony gateways, PureCloud, and third-party systems.

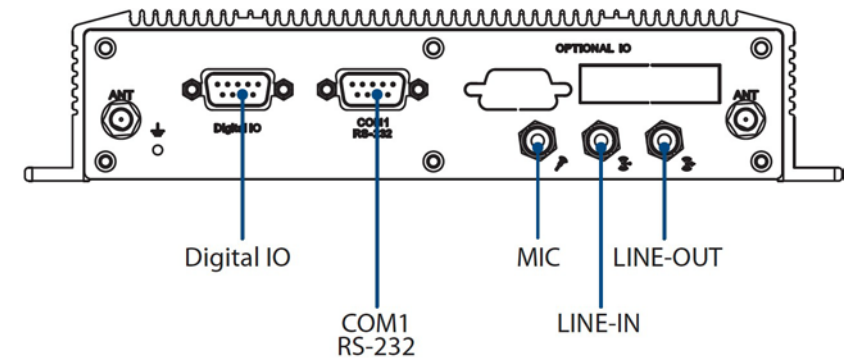
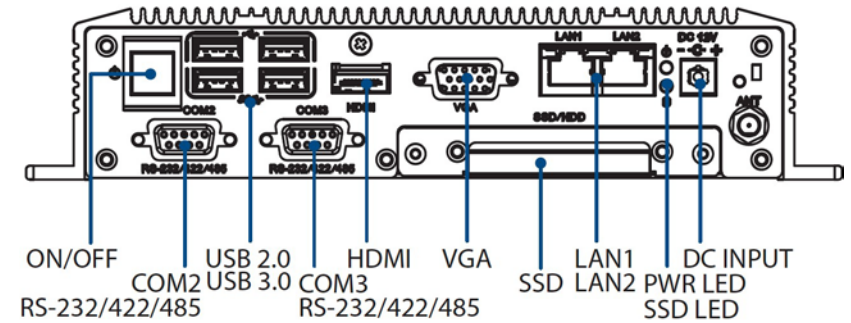
When deployed on your organization's network, if disconnected from PureCloud, PureCloud Edge will fall back into a remote survivability mode and continue to provide core telephony services.

Package contents

- 1 USB drive and lanyard
- 1 PureCloud Edge appliance
- 1 power supply
(Country-specific power cord sold separately.)
- 1 setup diagram
- This product information sheet

Models / Part Numbers

- PureCloud Edge Mini
TH-900-PCEDGE-2120200
- PureCloud Edge Micro
TH-900-PCEDGE-3120200



Licensing

The PureCloud Edge appliance is activated and configured only through Genesys PureCloud. No separate or additional licensing for the PureCloud Edge appliance is required.

Warranty restriction

Any attempt to open the PureCloud Edge appliance is prohibited and results in immediate termination of the warranty.



This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference.
(2) This device must accept any interference received, including interference that may cause undesired operation.

CAUTION!! To prevent shock. Do not remove cover. No user serviceable parts inside. Refer servicing to qualified personnel.

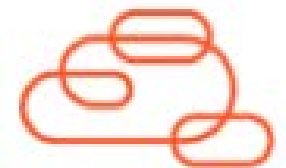
ATTENTION!!

Pour éviter les chocs. Ne pas retirer le couvercle. Aucune pièce réparable par l'utilisateur. Pour l'entretien, adressez-vous aux personnes qualifiées, s.v.p.

注意!! 产品避免撞击。勿自行拆卸机壳。机台内部无客户可自行处理的部分。若有问题请咨询专业人员。

警告使用者 这是甲类资讯产品，在居住的环境中使用时，可能会造成射频干扰，在这种情况下，使用者会被要求采取某些适当的对策。

声明 此为A级产品，在生活环境中，该产品可能会造成无线电干扰，在这种情况下，可能需要用户对干扰采取切实可行的措施。



PureCloud

Built on the PureCloud platform

PureCloud by Genesys delivers services for collaboration, communications, and customer engagement. It's highly scalable, reliable, and secure.

- Easy deployment
- Consistent user experience
- Strong integrations
- Enterprise functionality

Additional PureCloud information

Take advantage of all that PureCloud has to offer:

- The **PureCloud Resource Center** provides detailed documentation covering the functionality, usage, configuration, and customization of PureCloud.
<https://help.mypurecloud.com>
- The **PureCloud Training** site provides detailed courses and interactive lessons all in an online format allowing you to work at your own pace.
<https://training.mypurecloud.com/>
- The **PureCloud Community** provides discussion forums where you can ask questions, share information, and interact with PureCloud experts as well as other customers.
<https://community.mypurecloud.com>
- The **PureCloud Developer Center** provides access to all of the PureCloud development tools including Application Programming Interface (API) reference material, tutorials, and a developer forum.
<https://developer.mypurecloud.com/>

Documentation feedback

You can contact the PureCloud Documentation department by sending an email message to PureCloudDoc@genesys.com.

Safety information and warnings

Follow these guidelines and warnings to prevent personal injury, damage to hardware, and data loss with your PureCloud Edge appliance.

Electrostatic discharge safety guidelines

Electrostatic discharge (ESD) can damage electronic components. To prevent damage to your PureCloud Edge appliance, it is important that you handle the appliance carefully. The following measures can prevent ESD damage to critical components:

- Use a grounded wrist strap designed to prevent static discharge.
- Handle all sensitive components in a static-safe area. If possible, use antistatic floor pads and workbench pads.

Warranty and support compliance

PureCloud Edge is a network appliance that is permanently sealed. You must not attempt to open it for any repair or modification. Breaking the seal on the appliance automatically voids both the warranty and support for the product.

Genesys is not responsible for any injuries or damage that occur as a result of opening the appliance and attempting any actions with the internal components of the appliance.

Electrical and general safety guidelines

DANGER: To avoid possible injury to yourself or others, or damage to the appliance, read, understand, and obey all of the following items.

Be aware of the locations of the power switches on the chassis and in the room, so you can disconnect the power supply if an accident occurs.

Take extra precautionary measures when working with high voltage components. It is not recommended that you work alone.



Copyright ©2017 Genesys.
2001 Junipero Serra Blvd., Daly City, CA 94014

Genesys® powers 25 billion of the world's best customer experiences each year. Our success comes from seamlessly connecting employees and customers across channels, on-premise and in the cloud. Over 10,000 companies in 100+ countries trust our #1 customer experience platform to drive great business outcomes and lasting relationships. Visit genesys.com