

## Description

Genesys Cloud Edge is a cloud-managed network appliance that provides core telephony services for your Genesys Cloud solution. Genesys Cloud 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, Genesys Cloud, and third-party systems.

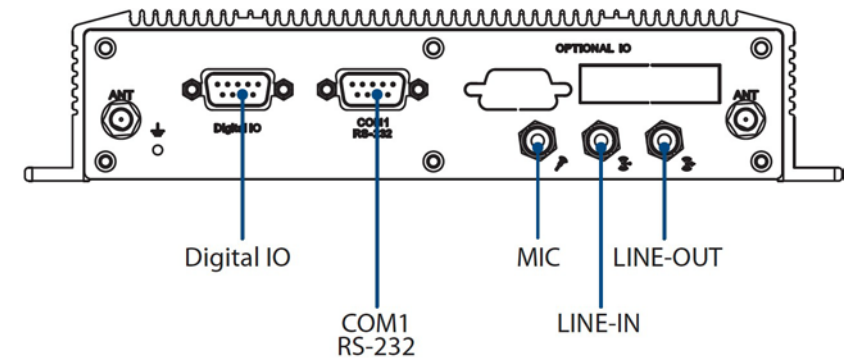
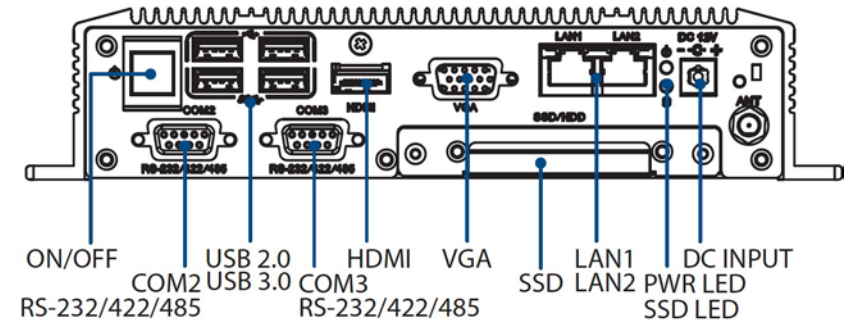
When deployed on your organization's network, if disconnected from Genesys Cloud, Genesys Cloud Edge will fall back into a remote survivability mode and continue to provide core telephony services.

## Package contents

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

## Models / Part Numbers

- Genesys Cloud Edge Mini  
TH-900-PCEDGE-2120200
- Genesys Cloud Edge Micro  
TH-900-PCEDGE-3120200



## Licensing

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

## Warranty restriction

Any attempt to open the Genesys Cloud 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.

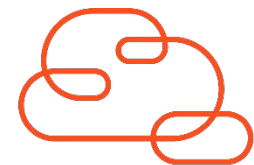
### ATTENTION!!

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** 這是甲類資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

**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。



## Built on the Genesys Cloud platform

Genesys Cloud 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 Genesys Cloud information

Take advantage of all that Genesys Cloud has to offer:

- The **Genesys Cloud Resource Center** provides detailed documentation covering the functionality, usage, configuration, and customization of Genesys Cloud. (<https://help.mypurecloud.com>)
- The **Genesys Cloud 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 **Genesys Cloud Community** provides discussion forums where you can ask questions, share information, and interact with Genesys Cloud experts as well as other customers. (<https://community.mypurecloud.com>)
- The **Genesys Cloud Developer Center** provides access to all of the Genesys Cloud development tools including Application Programming Interface (API) reference material, tutorials, and a developer forum. (<https://developer.mypurecloud.com/> )

## Documentation feedback

You can contact the Genesys Cloud Documentation department by sending an email message to [GenesysCloudDoc@genesys.com](mailto:GenesysCloudDoc@genesys.com).

## Safety information and warnings

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

### Electrostatic discharge safety guidelines

Electrostatic discharge (ESD) can damage electronic components. To prevent damage to your Genesys Cloud 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

Genesys Cloud 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.

