

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

One PureCloud Edge appliance	Two mounting brackets	One setup diagram
Two power cables (if ordered)	Six mounting bracket screws	This product information sheet

Models

Model	Expansion
EDGE-1280100	NICx4

Licensing

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

Warranty restriction

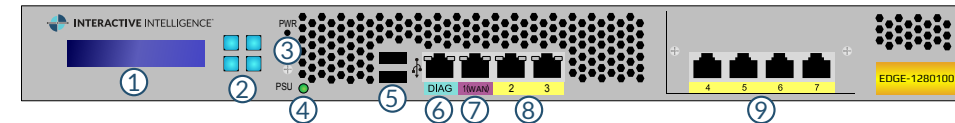
Any attempt to open the PureCloud Edge appliance is prohibited and results in immediate termination of the warranty.

Certifications

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

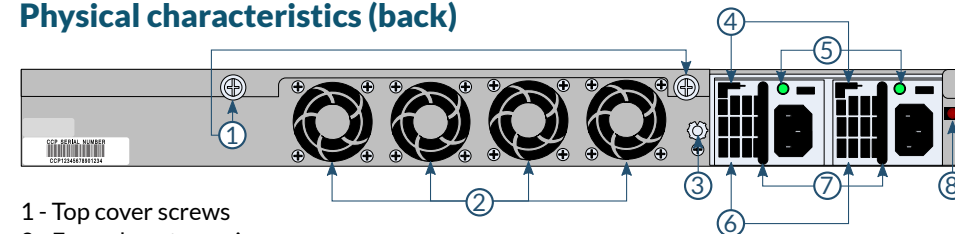


Physical characteristics (front)



- 1 - LCD panel: Displays information and menu items
- 2 - LCD panel buttons: Enable menu navigation and configuration
- 3 - Soft power switch
- 4 - Power Supply Unit (PSU) status indicator:
 - Steady green: Normal operation
 - Flashing green: Only one PSU is operational
- 5 - USB ports
- 6 - Diagnostic port (IPMI)
- 7 - Wide Area Network (WAN) port
- 8 - Network Interface Card (NIC) ports
- 9 - Expansion ports

Physical characteristics (back)



- 1 - Top cover screws
- 2 - Fan exhaust openings
- 3 - Grounding connector
- 4 - Power supply "hot swap" latches
- 5 - Power supply status indicators
- 6 - (2) 100 - 240v~1A AC power supply
- 7 - Power supply handles
- 8 - Power supply alarm silence button

Built on the PureCloudSM Platform

Interactive Intelligence PureCloudSM 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

PureCloud Resource Center provides information on the functionality, configuration, usage, customization, and various aspects of PureCloud. This information includes web-based documentation, interactive simulations, training videos, Application Programming Interface (API) reference material, knowledge base articles, and references to various information sources in the contact center industry. You can access PureCloud Resource Center at the following website:

<http://help.mypurecloud.com>

Documentation feedback

You can contact the Documentation department of Interactive Intelligence by sending an email message to documentation@inin.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.

Data center rack and mounting safety

Elevated operating ambient temperature	Ensure that the environment is temperature controlled so that PureCloud Edge stays below its maximum ambient temperature threshold.
Reduced airflow	Ensure that the rack or enclosure has proper ventilation so that PureCloud Edge stays below its maximum ambient temperature threshold.
Mechanical overloading	Ensure that all components pertaining to and connected to the rack or enclosure are properly mounted, supported, and secured.
Circuit overloading	Ensure that any electricity source supplied through the rack or enclosure is not overloaded.
Reliable earthing	Ensure that the rack or enclosure provides reliable earthing (grounding) for any equipment installed within it to reduce the risk of electrical shock from leaking current (fault current).

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. Interactive Intelligence 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!

Read, understand, and obey all of the following items to avoid possible injury to yourself or others, or damage to the appliance.

- Install this product in a Restricted Access Location only, such as dedicated equipment rooms, service closets, and so forth.
- You must provide proper grounding from the chassis to an earth ground. Ground conductor is 12 AWG minimum and is connected from the earth ground stud to the rear of the appliance. The safety ground conductor should be connected to the chassis stud on the rear of the appliance, terminated with a closed-loop ring terminal (Digikey catalog part number: 920010-09-ND; 3M part number: MVU10-8RK). Refer to the instructions provided with terminals for crimping tools and assembly instructions. A qualified electrician must make all connections to electrical power and safety grounds. The server must be safety grounded at all times.
- Use power cords that include safety certifications. The power cords must be compliant with the voltage requirements in your region. Power cords should be 18 AWG in copper and approximately 6 feet in length. The power cords connect to each power supply unit where each wire is terminated with a lug (Digikey catalog part number: 94774-01-ND). The power cord plug caps must have an electrical current rating that is at least 125% of the electrical current rating of this product. The power cord plug caps that plug into the AC receptacles on the power supply units must be an IEC 320, sheet C13, type female connector.
- AC power input is at the rear of the appliance. Connect the power cords (terminated with lugs) to the chassis power supply units and connect the other end to a circuit breaker. The circuit breaker shall be Listed, rated max 20A, @ -48Vdc
- A readily-accessible disconnect device must be incorporated into the location where PureCloud Edge is installed.
- 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.
- Use only one hand when working with powered-on electrical equipment to avoid possible electrical shock.
- Use rubber mats specifically designed as electrical insulators when working with computer systems.



INTERACTIVE INTELLIGENCE®

Interactive Intelligence Group Inc. (Nasdaq: ININ) is a recognized global leader of collaboration, communications and customer engagement software solutions and cloud services. Backed by a 21-year history of industry firsts and more than 6,000 global customer deployments, Interactive gives even the largest organizations a unique alternative to unproven solutions from start-ups and inflexible solutions from legacy vendors. Interactive Intelligence was founded in 1994 and employs more than 2,000 people worldwide.

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