

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.

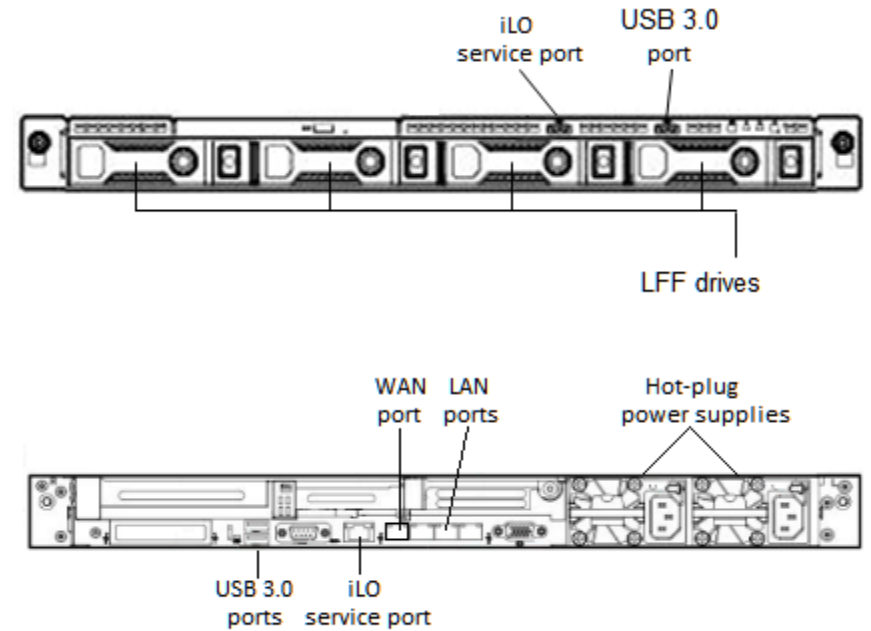
When deployed on your organization's network, if disconnected from Genesys Cloud, Genesys Cloud Edge will fall back into a remote survivability mode and continue to provide core telephony services.

Package contents

- 1 stop card
- 1 external LCD
- 1 USB drive and lanyard
- 1 Genesys Cloud Edge appliance
- 1 quality assurance verification summary
- 1 setup diagram
- This product information sheet
- (Country-specific power cords sold separately.)

Models / Part Numbers

Genesys Cloud Edge Standard v3
TH-900-PCEDGE-5140100



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.

Hewlett Packard Enterprise
REGULATORY MODEL NUMBER
規定型号/規定型號 TPS-H001
SERVER/ 服务器/伺服器
MADE IN US

(INCLUDES FOREIGN CONTENT)
美国制造(含非美国零部件)/
美國製造(含非美國零部件)

INPUT/輸入

50/60Hz
100V-120V~ 7A
200V-240V~ 5A
or/或
240VDC === 4.5A
for China only
(中国大陆/中國境內)

for each inlet/
每个插座/每個插座
型号/型號:
ProLiant DL60 Gen9

CAN ICES-3(A)/NMB-3(A)

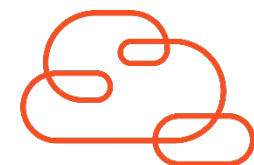
THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING TWO CONDITIONS: (1) THIS DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE, AND (2) THIS DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRE OPERATION.

APPARATETS STIKPROP SKAL TILSLUTTES EN
STIKKONTAKT MED JORD, SOM GIVER
FORBINDELSE TIL STIKPROPPENS JORD
LAITE ON LIITETTÄVÄ SUOJAKOS KETTIMILLA
VARUSTETTUUN PISTORASIAAN

APPARATET MÅ TILKOPLES JORDTET STIKKONTAKT
APPARATEN SKALL ANSLUTAS TILL JORDAT UTTAG
只适用于海拔2000米以下地区安全使用

警告使用者:

這是甲類的資訊產品，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。



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.

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

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.

