

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 power cables (if ordered)
Two mounting brackets
Six mounting bracket screws
1 setup diagram
This product information sheet

Models / Part Numbers

EDGE-1280100

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

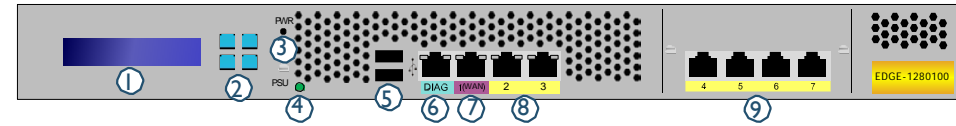
Any attempt to open the PureCloud Edge appliance is prohibited and results in immediate termination of the warranty.

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.

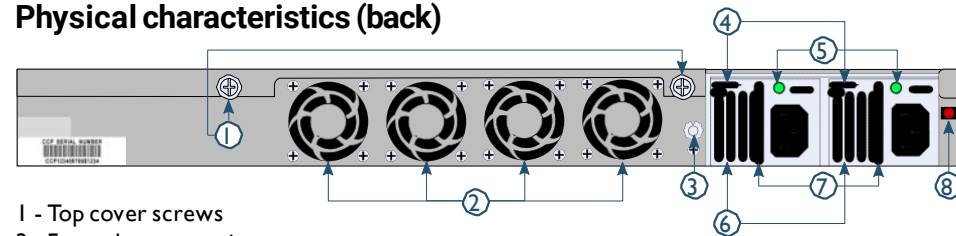


Physical characteristics (front)

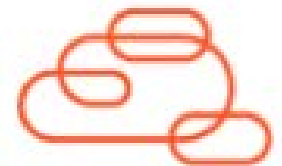


- 1 - LCD panel: Displays information and menu items
- 2 - LCD panel buttons: Enable menu navigation and configuration
- 3 - Soft power switch
- 4 - Power Supply Unit (PSU) status indicator:
 - Steady green: Normal operation
 - Flashing green: Only one PSU is operational
- 5 - USB ports
- 6 - Diagnostic 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~1 A AC power supply
- 7 - Power supply handles
- 8 - Power supply alarm silence button



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: 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.



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