

## Description

The Genesys Hardware Solution Edge Mini v2 is a cloud-managed network appliance that provides core telephony services for your Genesys Cloud solution. The 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.

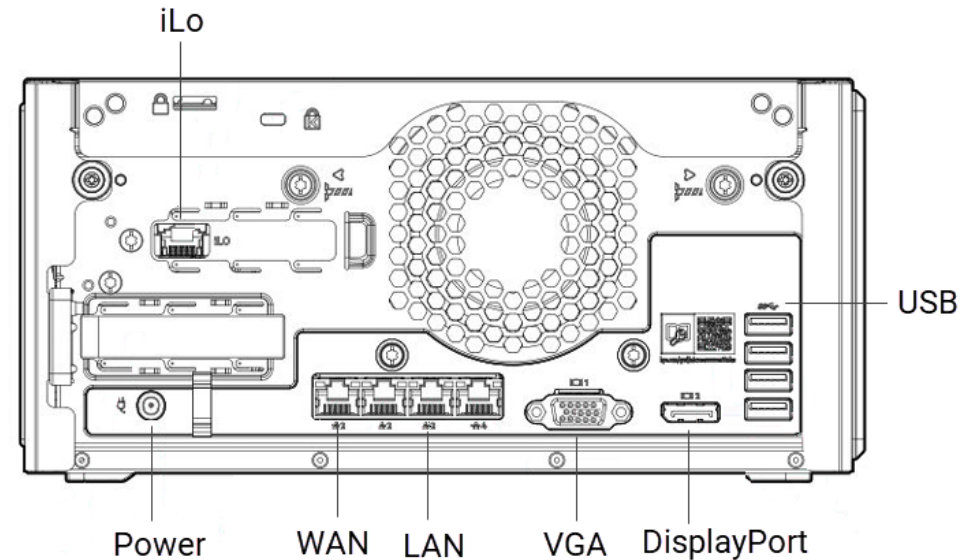
When an Edge is deployed on your organization's network, if it becomes disconnected from Genesys Cloud, the Edge will fall back into a remote survivability mode and continue to provide core telephony services.

## Package contents

- 1 Edge Mini v2 appliance
- 1 USB external LCD display
- 1 USB flash drive
- 1 power supply  
(Country-specific power cord sold separately)
- 1 setup diagram
- This product information sheet

## Model / Part Number

Edge Mini v2  
TH-900-PCEDGE-6140100



## Licensing

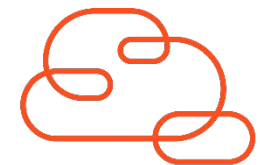
The Genesys Hardware Solution Edge Mini v2 appliance is activated and configured only through Genesys Cloud. No separate or additional licensing for the appliance is required.

## Warranty restriction

Any attempt to open the Genesys Hardware Solution Edge Mini v2 appliance is prohibited and results in immediate termination of the warranty.

<p><b>HEWLETT PACKARD ENTERPRISE</b>  <b>REGULATORY MODEL</b>                  型号/型號: TPS-F033  <b>MADE IN MEXICO/</b>                  墨西哥制造/墨西哥製造  <b>CAN ICES-3(B)/NMB-3(B).</b>  <b>SERVER/ 服务器/伺服器</b>                  市场型号/市場型號  <b>HPE ProLiant MicroServer</b>                  Gen10 Plus                  INPUT/ 输入/輸入                  19.5V === 9.23A</p>	<p>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 SUOJAKOSKETTIMILLA VARUSTETTUUN PISTORASIAAN                  APPARATET MÅ TILKOPLES JORDET STIKKONTAKT APPARATEN SKALL ANSLUTAS TILL JORDAT UTTAG</p>
<p>CE UK CA                  HPE, Postfach 0001,                  1122 Wien, Austria</p>	<p>R-R-HPe-                  TPS-F033</p>
<p>EAC</p>	<p>R33001                  RoHS</p>
<p>TP BY</p>	<p>廢電池請回收</p>
<p>NOM</p>	<p>UL LISTED I.T.E. 62M9 E93839</p>
<p>NYCE</p>	<p>50</p>

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## 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://beyond.genesys.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.genesys.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.genesys.cloud/>)

## 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 Edge appliance.

### Electrostatic discharge safety guidelines

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

The 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.



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Every year, Genesys® orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service<sup>SM</sup>, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty. Visit [genesys.com](https://genesys.com)