



INTERACTIVE CommTech DEVELOPMENT S.A.

INNOVATIVE NETWORKING SOLUTIONS

TELTRONICS DIGITAL TELEPHONE EXCHANGE

IXP 20-20

The 20-20 are intelligent, non-blocking digital systems capable of supporting the most demanding networked and stand-alone system requirements. Scaling from 256 to 9,216 ports (256 ports per shelves), the 20-20 provide full tandem switching features, as well as standard and advanced calling features. The digital telephone exchange family represent a platform for different software applications. These applications are very useful for any business profiles. IXP 20-20 is the latest product of the 20-20 digital telephone exchange family.

Features:

- Security package:

Security package can be applied to: campuses, healthcare establishments, utilities, correctional facilities, law enforcement agencies, jails etc. The Teltronics Special Security Advantage (SSA) application package offers several security features for these unique environments (Fire and Emergency, Security, Watch Call...).

- VoIP:

When you IP enable the 20-20 telephone exchange, it transforms your existing network into a powerful converged environment (voice and data communications. This new converged environment has several advantages ...

- Hospitality:

IXP 20-20 can be configured with all kinds of specialized software applications for the hospitality industry (hotels, motels, resorts, casinos etc) ...

- Digital Phones:

The 20-20 ClearCom family ...

- VoIP Phones:

The 20-20 CIP210 VoIP phones ...

- Unified Messaging:

Teltronics Unified Messaging solution combines email, fax and voicemail, allowing you to take advantage of the flexibility of easy, anywhere access to messages from a single source.

- Contact Center (Call Center):

Scaling up to 10,000 ports, the IXP provides an in-system ACD that can include up to 384 users.

- Enhanced Attendant Workstation (EAWS):

EAWS is a call processing workstation that allows you to efficiently manage multiple incoming and outgoing calls in any work environment ...

- Conferences:

The system provides 512 conference ports without taking up any user ports...

- Computer Telephony:

The 20-20 digital platform merges voice communications and information processing technologies to provide a powerful platform for integrated switch-computer applications ...

Applications:

The IXP 20-20 digital telephone exchange is fit for any domain of activity. Its features and facilities make it ideal for industrial, hospitality and public operator applications.

IXP 20-20 IP Enabled VoIP

Voice over IP (VoIP) refers to a way to carry phone calls over an IP data network, whether on the Internet or an organization's own internal network. IP telephony encompasses the full suite of telephony services enabled by VoIP, including the interconnection of phones for actual communications and basic features such as conferencing, transfer, forward, and hold. IP Communications also include business applications that enhance communications to enable applications such as unified messaging, contact centers (call centers), and rich-media conferencing that combines voice, data, and video. Find out how integrated voice, video and data networks can lower costs and provide companies with productivity and benefits.

Teltronics 20-20 IP enabled incorporates a blend of voice and data communications in a single converged system. The transition to VoIP takes place in a controlled fashion without disruption of telephony services while converged voice and data networks are established. Teltronics initial offering introduces VoIP products as upgrades to the 20-20 system. The most frequently requested upgrades are gateways, IP telephone sets and the ability to interoperate with other systems. The

Teltronics 20-20 VoIP offering includes a variety of modules to VoIP enable every aspect of the system.

Modules of the 20-20 IP-enabled Solution:

- IP Trunk Unit (IPTU)
- IP Station Unit (IPSU)
- IP Gateway (IPGW)
- IP Telephones

Hospitality

The hospitality application that our company offers is based on the Accommodator package from Teltronics. The Accommodator is a flexible hospitality package that meets staff and guest demands. It applies to casinos, hotels, motels, resorts, hospitals, and health care facilities. The hospitality services may be configured according to the clients needs and business profile. These special services may also be included in a wider and independent telecommunication system.

Facilities:

- Audit Trail:

Records all wake-up attempts, wake-up settings, room status changes from the guest room phone, message-waiting turn on/off, and PMS interface status (PMS link up/down). The record can be printed on the audit printer.

- PMS (Property Management System) Interface status
- Do-Not-Disturb
- Guest Directory:

The directory is constantly updated. When your guests call the front desk, their names and room numbers are displayed so your staff can give them personalized attention. The guest directory can be accessed from an attendant workstation, or the front desk.

- Room Station Disable
- Room Swap
- Group Hunt
- Password Access
- InfoCenter Voice
- Voice Mail

- Direct local/long distance/international calls from the room
- Automatic Wake-up
- Check-in/Check-out:

As guests check-in and check-out, room status (vacant or occupied) is automatically updated, the room phone is disabled or enabled, and the guest is entered or deleted in the guest directory.

- Message Waiting
- Room Status:

Tells you whether a room is vacant or occupied, clean or dirty, or needs maintenance. A telephone interface allows housekeeping staff to update room status from the guest room phones.

- Call Back
- Conference
- Detailed Billings
- Wake-up Call (Multilanguage)
- Call Redirect

The ClearCom Family of Digital Phones

The ClearCom phones are designed to take advantage of the latest advancements in digital technology. Station equipment ranges from modern digital single-line units to multifunction phones with extensive display information and up to 36 programmable feature buttons.

Features:

- DIAL
- CALL ANSWER
- CANCEL
- CALLBACK
- CALL FORWARD
- CAMP-ON
- CAMP-ON PICK UP
- CONFERENCE
- DIRECT ANSWER CALLS
- ADJUSTABLE VOLUME
- HOLD
- MUTE

- QUEUING
- PAGE
- PRIVACY
- REDIAL
- CONFIGURABLE BUTTONS
- CALL RING TONE SELECTION
- SPEED DIAL
- CONFIGURABLE ALARMS
- BARGE
- VIEW STATUS EXTENSION
- ANSWERBACK INTERNAL CALLS
- PREPROGRAMMED CONFERENCE
- CONFIGURABLE RIGHTS FOR A STATION
- REMOTE PRIVACY
- VIEW
- MESSAGE PROGRAMMING
- MESSAGE WAITING
- EXTENSION SECURITY

ClearCom Family:

ClearCom12:

- 12 programmable keys
- 10 fixed feature keys
- 2x20 LED display
- Speakerphone
- Adjustable base and handset
- Includes Quick Reference Card

ClearCom24:

- Multiline functionality (twenty-four programmable keys)
- 10 fixed feature keys
- 2x20 LED display
- Speakerphone
- Adjustable base and handset

- Includes Quick Reference Card

ClearCom BEM24 (Button Expansion Module):

- Extension module with twenty-four programmable keys
- It can connect to Clearcom12 and ClearCom24
- Adjustable base and is powered from 120/240 50/60 Hz wall outlet power supply

CIP210 IP Phone

With its large comfort-view LCD screen, the 20-20 CIP210 phone from Teltronics supports powerful IP communications in an easy-to-use station interface.

Features:

The CIP210 supports of standard telephony control features, including:

- Mute Key
- Hold Key
- Headset Key
- Speaker Key
- 14 fully programmable context-sensitive soft feature selection keys to access

additional CIP210 features and options

- Soft feature navigation controls
- Handset/headset and speakerphone volume control
- Message waiting indicator
- Speaker, Mute, Headset, and Primary Line activity indicators
- 9x22 backlit character-based LCD display
- Three Line Keys
- Date and Time
- 50 Entry Directory
- 50 Entry Caller ID Log for Call history
- Last 50 number Redial list for outbound calls
- 12 Entry Speed Dial List
- Six Direct Access Feature Keys: Call Services, Directory, Callers, Redial, Speed

Dial, Voice Mail

Complete selection of telephony functions:

- Call Park, Pickup, Hold, Transfer
- Numerous party call conferencing (limited by system resources)
- Call waiting, with soft-key selectable options
- Camp-on
- Paging (phone-to-phone & standard external paging)

User comfort & station operation controls:

- Hands-free operation
- On-hook dialing
- TAPI support to drive phone applications such as Outlook
- Do not disturb
- Call forwarding
- Ring tone selection
- Tilt-adjustable LCD display
- Adjustable LCD display contrast
- Speed Features:
 - Caller List (speed dial list of last 10 callers)
 - Directory (speed dial list of all users or groups in the company)
 - Redial (redial last number called)
- Volume setting & Mute keys

DATA SHEET:

CIP210 IP PHONE

SPECIFICATIONS:

Part Numbers:

Black – 929210

Champagne - 929211

Audio:

Adjustable handset, headset, and

speakerphone volume

Hearing aid compatible

Automatic headset detection

Power:

Power Over LAN

AC line input

Mechanical:

Size: 9.5" x 8.75" x 2.5" (width, length, height)

Weight: 2.10 lbs

Color: black w/silver or warm grey

Wall mounting base/bracket

Networking:

Dual 100BaseT Switch Full Duplex Ethernet ports

RJ45 Cat 5 (IEEE 802.3)

Quality of Service:

802.1q

802.1p

VLAN

Certifications:

FCC Part 15, Class A

FCC Part 68

IEEE Standard 802.3af Option B

DTMF Support

DTMF Signaling**IP Address Configuration:****DHCP****Software & Support:**

Automatic confirmation of software release and automatic download of new software.

Enhanced Attendant Workstation (EAWS)**Facilities:**

The ability of the attendant to effectively guide callers through an organization is an important aspect in any business. The Teltronics 20-20, next-generation, Enhanced Attendant Workstation (EAWS) supports a company's complete calling requirements. The EAWS easily configures with an IP network for maximum portability, while maintaining total functionality. The IP, network-based connectivity and VoIP allow for moveable attendant locations via a company's existing LAN/WAN infrastructure.

Expanded Directory Features:

Features of the EAWS include an online directory that lists published extensions in the 20-20 switch, along with other information about that extension. The directory allows a user to:

- Add, edit, view or delete a record
- Inquire about the status of a directory extension
- Look up and dial an extension
- Customize the directory display
- Update the directory
- Print/preview directory reports
- Export directory files
- Clear all records from the directory

Enhanced Administration Features:

Tools within the EAWS allow a user to customize the station to suit their needs. The following tools can be used:

- Languages: includes Spanish, French and Russian. Additional languages can be supported upon request
- Alarms: opens the 20-20 alarms window to see a list of current alarms
- Inquire: allows a user to check the status of an extension without ringing it
- Identify busy: allows you to view information about a busy extension
- Speed dial: opens the speed dial list window for adding, editing or deleting speed dial entries
- Toggle focus: toggles the focus from the directory to the call queue
- Privacy: turns the privacy feature on or off for an extension
- Message lamp: turns the message lamp feature on or off for an extension
- Class of service: allows user to select level 1, 2 or 3 class of service for a particular extension
- Reminders: allow a user to add, cancel and view reminder calls for an extension or unanswered reminder calls for all extensions
- Hotel: provides various hotel features such as checkout

Beyond the Directory and Tools menus, the EAWS has Attendant status, View, and Call Control menus. Use the Attendant status menu to change the mode to active, absent, log out or mute. The View menu allows a user to adjust the toolbars, directory display and notes, and attendant notes. Finally, the Call Control menu lists all available call-control commands, dialing and DTMF.

IXP 20-20 Conferencing

Facilities:

The system provides 512 conference ports without taking up any user ports. The IXP conference features build on traditional conference capabilities - enhancing them in size, implementation, and features and then goes beyond to extend those capabilities across a network of systems:

- Preset conference
- Progressive conference
- Meet-me conference
- Multi conference
- Network conference

IXP 20-20 Computer Telephony Feature

Host Interface Link:

The 20-20 digital platform merges voice communications and information processing technologies to provide a powerful platform for integrated switch-computer applications. Applications can be created that link the public telephone network with computing environments involving host computer systems, Local Area Networks (LANs), or individual workstations. The system can also be linked with other 20-20 systems to provide sophisticated switching capabilities needed for advanced, large scale, distributed call processing applications. Customer support, telemarketing, operator services, and enhanced services provisioning are just a few of the applications developed using the Host Interface Link (HIL). HIL supports redundant configurations to help insure uninterrupted service. HIL functions through serial or LAN interfaces. Complex applications are easily developed using the extensive HIL profile library.
