

## VoiceGear Phone System



- Advanced unified communication phone system for all of your offices
- Delivers significant savings on both local and long-distance calls
- Allows your business to keep existing phone numbers
- Open and scalable SIP architecture perfect for growing your business
- Comprehensive Web-based administration interface
- Built-in conferencing support

### Automated Attendant

As easy as it is powerful, auto attendant feature allows you to define custom greetings, call flows, responses, call forwarding options and present them to your incoming callers. Starting from a simple “Press 1 for sales, “Press 0 to reach the operator“ model, auto attendant is easy to configure, yet flexible enough to suit your custom needs.

### Built-in Directory

With a click of a button, you can activate a powerful directory feature which will allow external callers to browse you staff directory and locate necessary extensions by simply spelling their last names on a touch-tone keypad.

### Built-in Voicemail

Every VoiceGear PBX comes with over 1,000 hours of voicemail storage which can be assigned to any connected phone and personalized for each user. Stored voicemails can be accessed via an online interface, any office phone or automatically sent by the system as email attachments.

### Detailed Call and Usage Records

VoiceGear PBX tracks all calls serviced by the system and has powerful reporting capabilities allowing tracking system status, daily usage and detailed call records that can be manipulated based on users, time and numerous other parameters. Furthermore, call records can be exported in CSV format for additional external analysis.

### Advanced Conferencing

By deploying VoiceGear PBX, your organization automatically gains a conference bridge with advanced conferencing capabilities. Using the built-in web interface, any user can setup conference rooms and host conference calls between internal and external callers alike and avoid using expensive conference services. Conferences can be configured in lecture or open discussion modes as well as recorded on demand.

### Follow Me Call Forwarding

Allow callers to find you and your staff even when they if you are not at their desks. Whether you are on the road, at home, or on a business trip, follow me feature will forward incoming calls and locate you wherever you are, based on call forwarding rules you create.

### Call Parking and Queues

When receiving a large incoming call volume, VoiceGear PBX allows you to create call parking lots and call queues. Using call parking, an incoming call can be placed on hold and picked up from any extension by simply dialing a pre-set parking lot number. By adapting call queues, incoming calls placed to your agent or a group of agents can be prioritized and answered in sequence.

### Remote Extensions

With the VoiceGear PBX, your extensions are no longer tied to your desk. You can take your phone and use anywhere with an Internet connection. You can setup virtual extensions at home or at branch offices. You can use SIP soft phone on your laptop to connect to your extension in the office.

## VoiceGear Phone System

### Specifications

Interfaces	
Ethernet	1 RJ-45 (LAN) 10/100 Fast Ethernet port
Analog Connectivity	Up to 16 analog ports FXS/FXO ports Up to 1 RJ-45 PRI T1/E1 port Support for mixed FXS/FXO configurations
VoIP Connectivity	SIP G.729, G.711 A-law/U-law support RFC 2833, INFO DTMF signaling Up to 100 users
Connectivity	PS/2 mouse, PS/2 keyboard ports 1 D-sub VGA port for console access
Media Processing	
Protocol	SIP 2.0
IP Transport	TCP/IP with NAT traversal/Firewall penetration
Voice Quality	PSTN comparable with echo cancellation on analog lines
Analog Signaling	
DTMF/MF Transport	Packet side or PSTN side auto detection and generation
Dial Tone	Full support
Ring Voltage	ITUT standard 60-75 volts and ring cadence
Operation & Management	
Configuration	Comprehensive central web-based system configuration
Administration	Complete set of management tools including call log, line status monitoring and network statistics
Hardware Specifications	
Power Supply	AC-DC 12V, 5A switching power adapter 110-220V
Dimensions	20cm (w) x 7.8 cm (h) x 24cm (d)
Platform	Embedded x86 Linux-based appliance
Internet Connectivity	High-speed (minimum 12kbps up/down per concurrent call)
Regulatory Compliance	
Safety Standards	FCC Part 15 Class B, CE Mark

### Time Conditions and Night Mode

VoiceGear PBX supports playing different greetings to incoming callers based on a defined time schedule. With the night mode feature, VoiceGear PBX will automatically play one greeting during your defined business hours and a completely different greeting outside of these hours.

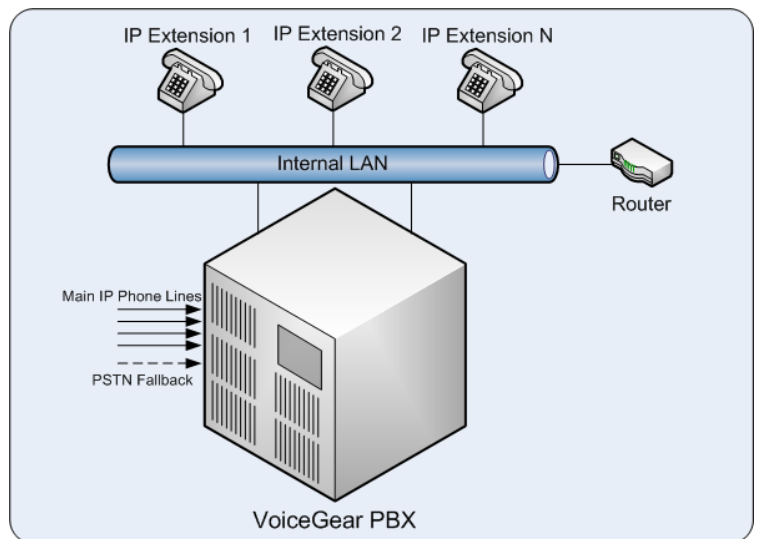
### Call Forwarding and Transfer

Users can use the system's web interface to enable call forwarding to internal extensions or external numbers based on numerous defined rules. Furthermore, incoming calls can easily be transferred between internal extensions or back to outside lines.

### Web Management

Manage and administer your phone system using an intuitive web interface right from your browser. Manage conferences, extensions, and call queues simply by navigating to a web link. This feature allows your users to view call logs, voicemails, and manage personal configurations.

### Typical Setup Overview



### Contact Us

2 Maison Parc Court Unit 501  
Thornhill, Ontario  
L4J 9K4, Canada  
Main Tel: +1 416-848-1850  
Sales: +1 416-848-1850 x101

[sales@industrydynamics.ca](mailto:sales@industrydynamics.ca)  
[support@industrydynamics.ca](mailto:support@industrydynamics.ca)  
[www.industrydynamics.ca](http://www.industrydynamics.ca)