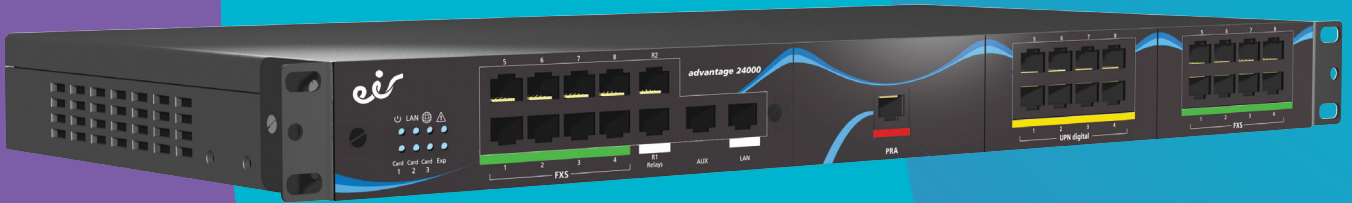




advantage 24000

The flexible communications solution
for small business



VoIP & Unified Communications Solution



The complete business solution for internet telephony

eir advantage 24000 integrates all the voice communications needs of a small to medium business on a modular IP platform which can be configured for SIP trunks and ISDN lines, with integrated voicemail, Free Cost Control system, Fixed Mobile integration with Android and iOS smartphone apps, optional Call Centre, Automated Attendant and Click to dial from Contacts.



eir advantage executive



Fixed Mobile Integration with Android and Smartphone apps.

Every user has single number reachability on multiple devices. Take calls on a desk phone or Windows PC softphone in the office. Calls to your fixed number are delivered to your Advantage smartphone app when you are away from the desk. The incoming caller ID of the originating caller is presented on the app, not the pbx id as happens with a standard diversion of fixed line to cellphone.

Outgoing calls from the smartphone app use the fixed business number, not the cellular number. For a user with several registered devices (home, office, smartphone app or Windows soft phone), the last device used is the active device and all incoming calls are routed to this device. You can activate a new device simply by one touch or by making a call from it.

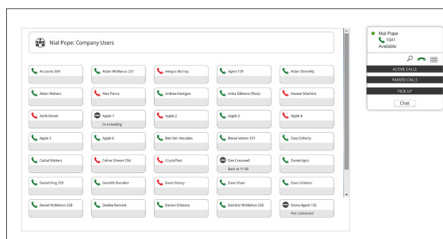
Call History						
Daily			Weekly			
Made	Received	Missed	Made	Received	Missed	Made
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0

Cost Control system is included

Detailed Call logging is included in the eir Advantage 24000 system. Every call made, received and missed is logged with details of the calling number, the called number, time, date and duration. A daily, weekly and cumulative summary is generated for every caller giving total of calls made, calls received and calls missed. For further analysis, the log can be exported to Excel and searched according to destination, duration or any other filter.

Contact Centre

The Advantage 24000 integrated Contact Centre offers professional handling of inbound calls. Wallboards display the key performance indicators in real time. The supervisor can drill down from the high level overview of global KPI's to an individual skillset KPI or agent metric. Performance thresholds such as number of calls in the queue or the queuing time can be defined by the supervisor. Colour coded alarms are activated on the wallboard if these thresholds are exceeded and this alerts the supervisor to add more agents to a particular skillset or to overflow the traffic to another skillset. This can be done in real time with a simple drag and drop interface to add agents. Skill based call routing, priority routing for VIP customers, 100 Auto-Attendant announcements, individual agent wrap-up times are among the features included. The call centre offers a maximum of 240 agents in 20 skillsets and is activated by an optional license.



Simple web portal gives each user full control of his presence

The user web portal handles multiple calls, manages your voicemails or recorded calls, shows the presence status of colleagues in real time, syncs your contacts with Gmail or Outlook, and manages your call forwarding, call lists and personal phone preferences.

Eir SIP Voice

The Advantage 24000 system works with the eir SIP voice network. This means you can send all your voice calls over a broadband internet connection, eliminating the need for traditional PSTN and ISDN lines.

Meet Me Conference Rooms

Simple, cost effective, easy collaboration. Two seven-party dial-in audio conferences may be held at the same time and can be recorded and emailed to participants.

Call Recording

A user may record calls with a single touch. The call is stored and sent to the user's email as a wav attachment. The system may be programmed to record all calls on a particular extension or line.

Automated Attendant

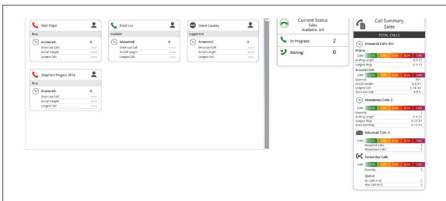
Calls are professionally answered and routed seamlessly to the appropriate employee. One hundred separate interactive voice messages and menus can be played to callers depending on the number dialled, the time of day and the other options elected by the caller.



eir advantage executive set with DSS Module

Advantage 24000 Business Features List

- Smart phone apps on iPhone and Android
- Cost Control with detailed call logs and summaries
- IP system phones local or remote (max 240)
- Teleworking with smartphone apps, remote desk phones and PC softphones
- Inbound Call Centre
- Eir SIP Voice or ISDN or PSTN trunks (max 60)
- Digital or analogue phones (max 240)
- Multi-layer Automated Attendant,
- Voicemail boxes individual and group (max 250)
- Email Forwarding of Voicemails
- Call Recording with email forwarding
- Secure voice encryption (AES)
- Music-on-Hold, downloadable wav/mp3
- CTI, dial from the desktop.
- PC Soft phone.
- Multi-site networking of several systems.
- Meet-me conference rooms



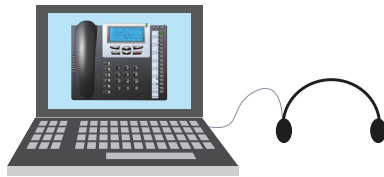
Skill set wall board with banner display area and real-time KPIs

IP System phone Auto-Discovery

No complex setup for IP phones - simply plug the Advantage IP phone into the LAN and it registers with the PBX automatically. For home workers, start by plugging the phone into the company LAN which must be UPnP enabled. Here it will receive its IP registration credentials and can then be used at any remote location without further programming.

VoIP Networking of multiple systems

Up to one hundred Advantage systems can be networked together via the Internet using two or more VoIP networking channels per system. A single numbering plan covers the entire network. A single operator can handle incoming calls to multiple sites across the network. This is a significant business benefit for SME's.



advantage windows PC softphone

Dial from your PC using CTI

The desktop PC can click to dial calls from your Microsoft Outlook Contacts list.

Modular system

The basic 19" rack accommodates up to 240 IP users. 8 FXS analogue a/b interfaces are standard. Up to 60 SIP trunks may be provisioned.

Plug-in cards

The basic unit has three universal plug-in slots into which any three of the following cards may be inserted:

- ISDN PRI card (max 2 cards), each with 1 PRI
- ISDN BRA card, with 4 x T0 basic accesses.
- FXS Analogue POTs extensions' card, with 8 a/b.
- Upn Digital extension card, with 8 system phone interfaces.

Expansion racks

Up to three expansion racks can be added to the basic unit. Each expansion rack contains 8 analogue FXS extensions and three vacant

slots for additional analogue or digital extension cards. A single expansion rack can accommodate 32 FXS analogue a/b POTs users or 8 analogue users plus 24 digital system phones. Up to 240 TDM extensions, between FXS and digital, can be connected using expansion racks as Slaves off the Master rack. The Slaves are tightly coupled with the Master, giving presence information across all registered users. Access to outside lines, either ISDN or SIP trunks, is exclusively via the Master.

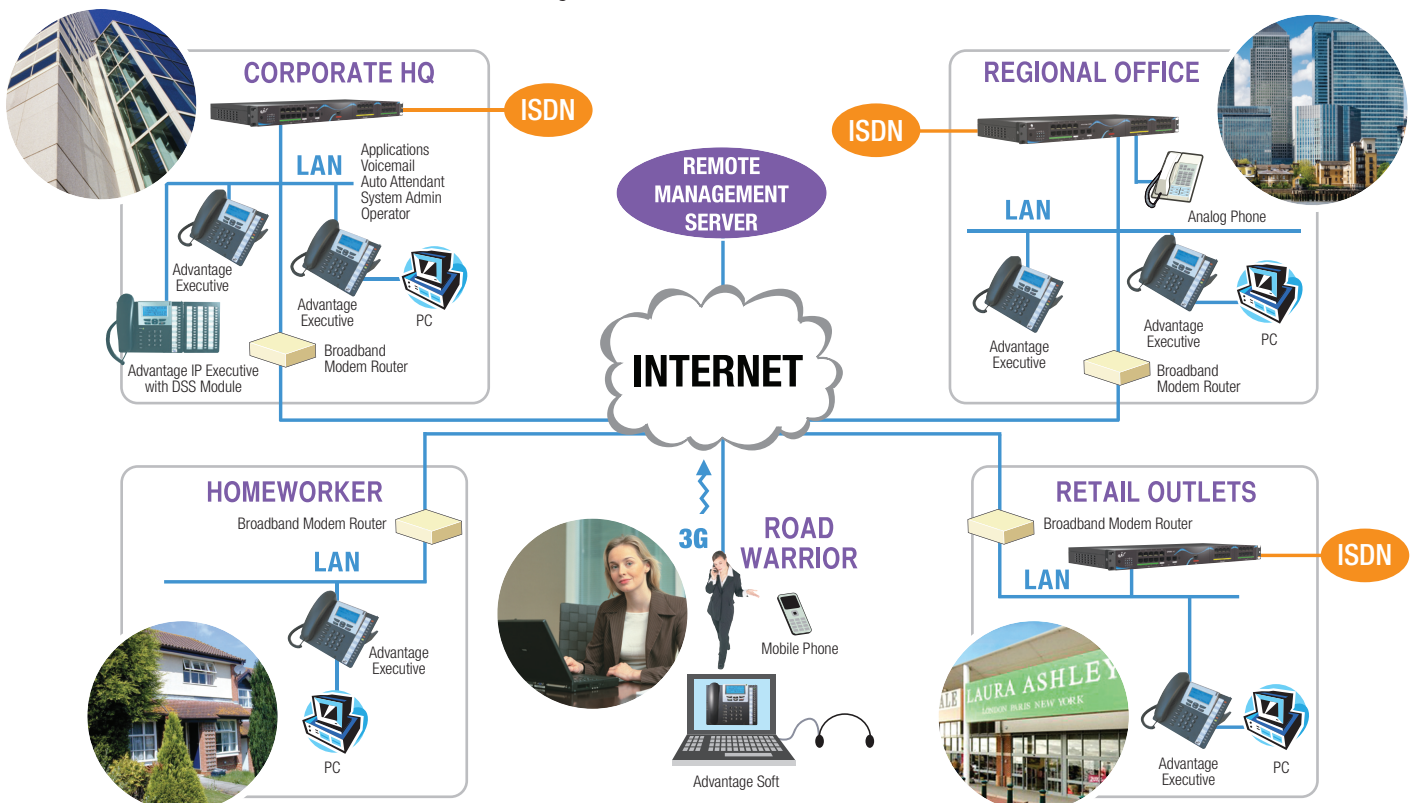
IP System phones

IP keysets can be connected locally on the LAN or remotely over the Internet. The remote IP extensions have full system phone functionality. A two port ethernet hub on the back of the phone allows a single cable to the desk to accommodate both the phone and a workstation. The Executive IP system phone has a 4 line backlit display, with context sensitive navigation keys. An optional 48 key Direct Station Select (DSS) module can be added to the Executive phone to give one touch direct access to 48 users or speed-dials. The IP Executive phone is also available as an app for iPhone, Android or Windows PC.

Digital System phones

The digital version of the IP Executive phone is almost identical to the IP version. The only difference is that it uses a standard 2-wire telephone cable to connect to the Advantage 24000 system instead of using an IP connection. The Advantage 24000 uses a UPN plug-in module to connect up to 8 digital phones.

Email forwarding of voice mails and recorded calls may be forwarded automatically to your email address as a WAV attachment. You can alter your voicemail greeting remotely and change your call forward destination from your mobile phone.



Technical overview

Switch capacity

Up to 60 SIP trunks, RFC3261
1/2 PRI, 4/8/12 BRA lines
Up to 240 IP users
8 analogue a/b extensions (FXS), expandable to 240
Up to 240 digital system phones
Ethernet port
External relays x 2

IP system phone

Four-line backlit display
Two Ethernet ports (mini-hub)
DC jack for 12 Volt plug-top adaptor or PoE
Headset socket (Executive version only)
DSS module (Executive version only)

Digital system phones

2-wire Executive keyset
Four-line backlit display
Headset socket
DSS module

Voice over IP

Voice compression codecs:
G.711, G.729
Quality of Service (QoS): 802.1p/q
Echo and silence suppression
Echo cancellation G.165/G.168

Security

Remote IP keysets: AES encryption

System management

Browser based local or remote programming
LEDs for power and status
Local or remote configuration backup
Local or remote software upgrade
Remote diagnostics

Physical interfaces

Trunks: ISDN PRI, TO RJ45
Ethernet RJ45
a/b extensions (FXS) RJ45
Digital system phones RJ45
External relays (x 2) RJ45
Optional audio adaptor for external public address system - RJ45 plug to audio jack

Power

110V / 220V / 240V ac
(market dependent)
Switch consumption: typical 24VA
Plug-top adaptors for IP keysets
PoE IEEE 802.3 af

Status LEDs

Power
LAN
Internet, SIP server
Error warning
Expansion card 1
Expansion card 2
Expansion card 3
Expansion rack (Slave), Exp

Physical dimensions

19" rack full width, one height unit,
three quarter depth
Weight: 2Kg
Rack and wall mountable

Voice Functionality

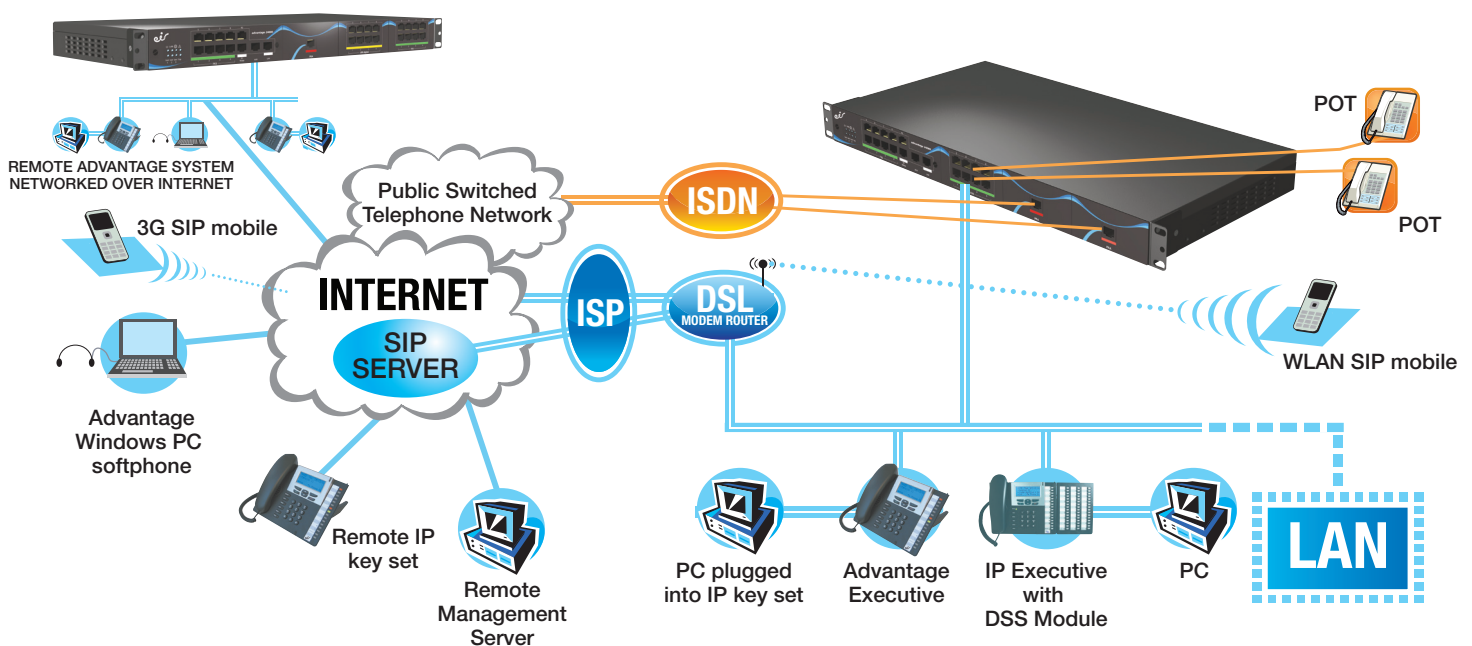
Alarm clock calls
Analogue CLI
Auto-discovery of IP stations
Automated attendant
Automated Management Server
Automatic Call Distributor
Browser based system programming
Browser based user programming
Callback
Call Barring, up to 7 levels
Call Forward
 Forward all
 Forward no answer
 Forward on busy
 External or internal divert
 Reprogram call forwarding remotely
Call Hold
Call Lists
 Missed
 Dialed
 Received
Callback
Call Logging
Call Park
Call Pick-up/ Call Pick-off
Call Record
Call Protection
Call Transfer
Call Waiting (internal and external)
CLIP, CLIR
Conference Call (Internal and External)
CSTA
CTI
Do not disturb
Doorphone (1 x a/b extn, 2 x relays)
Email forwarding of voice mails and recorded calls
Embedded web server
Enquiry Call
External line ringing assignment
Gmail contacts' synchronisation

Groups:
Dedicated mailboxes
Group diversion
Group mailbox
Missed call list per group
Up to 10 groups

Headset ready
Hot desking
Hotline
Hunting groups
iPhone and Android apps for Fixed Mobile
Convergence (FMC) over 3G or WiFi
IP server (for IP extensions)
IP system phones
Outlook Contacts' synchronisation
Least cost routing
Meet-me conference rooms
MSN ringing assignment
MSN restriction
Multiple user devices (desk, soft, mobile)
Music on hold
Networking of multiple systems
Night service
Paging via system phones

Phone Book
 pool of 10,000 entries
 import / export of directories
 Internal extension list

Programmable keys 16
Redial (last 10 numbers)
Ringing Modes, 15
SIP client (up to 60 SIP trunks)
SIP extension users
Synchronisation with Outlook, UPnP (Universal Plug and Play)
User PIN codes
User profiles (Office/Home/Roaming)
Voicemail
Voice recording
Windows Soft phone



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