

iX300 GLOBAL CS[®] HD Voice Quality iPBX Data Sheet

The iX300 is an Intel-based GLOBAL CS iPBX System with PSTN / telephone ports. The iX300 features UniQ PCS Engine and Uniq PCS Admin and Billing System

distribution with various combinations of telephony ports. The device may be equipped with up to 32 analog ports, up to eight BRI ISDN ports, and/or a single PRI/R2 ISDN E1/T1 port. The iX300

supports up to 160 PSTN / Analog phones ports with external units, up to 300 users and up to 92 concurrent calls with an echo canceller and 120 concurrent calls without an echo canceller.



 iX300 is an Enterprise HD voice quality iPBX

Features

- HD Voice Quality (G722.2 AMR-WB)
- Video Phone
- Unlimited Extensions
- CDR (Call Details Record) via Web access
- TDM/SIP/IAX Trunks
- Remote Extensions
- Voicemail
- Fax Support
- Voicemail to Email
- IVR Menu System
- Ring Groups
- Call Queues
- Conference Rooms / Telephony Bridge
- Follow-Me
- Time-Based Routing
- Advanced Dialing Rules
- Music-On-Hold
- Paging and Intercom
- Web Access to Voicemail
- User friendly Web Interface
- Interface in Different Languages
- Network Settings Tool
- Phone Provisioning Tool
- Echo Cancellation - OSLEC (Open Source Line Echo Cancellation)

Software

| | |
|---|---|
| Engine Version | UniQ-PCS 1.6.22 |
| OS Version | Linux CentOS 5.3 |
| GUI | Administration and Billing Interface |
| <u>Support Tunneling</u> | Utility providing secure remote access for product support purposes |
| <u>Load Balancing/HA</u> (optional) | High Availability and Load Balancing for a clustered solution with iX300 (requires min two identical iX300 units, a load balancer and Storage/CTI unit) |

Hardware

| | |
|---|--|
| Processor | Intel Xeon Quad Core 2.4 GHz |
| RAM | 4 GB |
| Hard disk | 80 GB 2.5" |
| RAID1 (optional) | Dual hard drive for increased system reliability |
| USB | 2 external USB 2.0 |
| I/O Ports (optional and model-specific) | Input/Output ports for phone peripheral device support |
| POTS Public Address | Public Address capability for FXS port(s) |


Telephony

| | |
|--|--|
| Maximum number of concurrent calls | 60 |
| Maximum number of built-in analog ports | 32 (additional ports with external units) |
| Number of E1 / T1 ports | 4 (up to 120 concurrent PRI/R2 calls) |
| Maximum telephony modules supported internally | 4 (additional ports are supported by adding Port units) |
| Maximum number of telephony ports supported internally | 54 (E1 PRI/R2 + 24 analog ports) |
| Supported iX300 telephony modules | <ul style="list-style-type: none"> • 8 FXS ports • 8 FXS ports + I/O ports • 8 FXO ports • 2 FXO ports, 6 FXS ports + I/O ports • 1 PRI/R2 port • Up to 8 BRI ISDN ports |

Network

| | |
|----------------------------|---|
| Ethernet port - standard | 10/100/1000 MHz |
| Ethernet port - additional | 10/100/1000 MHz (factory-installed) |

Power

| | |
|-------------------------------|---|
| Power supply | Internal |
| Voltage | Switching, auto adjust 110/220 Volts, 50/60 Hz |
| Power consumption | 230 Watts (maximum) |
| Built in grounding connection |  |

Maintenance and Support

- Monitor and keyboard support
- RS232 serial port
- [Rapid Recovery™](#) backup utility provided on Disk
- [Live Rescue™](#) utility for creating bootable USB Disk-on-Key for disaster recovery)
- [Support Tunneling](#) utility providing secure remote access for product support purposes
- Internet updates

Environment

| | |
|---------------------|-----------------------------------|
| Storage temperature | -20° to 70° Celsius (-4° -158° F) |
| Working temperature | 0° to 40° Celsius (32° -104° F) |
| Humidity | 20%-95%, non condensing |

Dimensions and Weight

| | |
|--------|---|
| Weight | 8 Kg 18Lbs (weight depends on configuration) |
| Size | 19" 2U industry standard rack-mountable chassis |

Deployment



Feature and Functionality

| Unified Communications | |
|--------------------------|---|
| Voice Over IP HD Quality | ✓ |
| Conferencing | ✓ |
| Call Queues | ✓ |
| Fax | ✓ |
| Video Calling | ✓ |
| IMAP Mailbox | ✓ |

| Extensions | |
|--|-----------|
| Extensions ¹ | Unlimited |
| IP Phone / ATA Extensions ¹ | Unlimited |
| Analog Phone Extensions ¹ | Unlimited |
| Call Queue Extensions | ✓ |
| Virtual Extensions | ✓ |
| IVRs | ✓ |
| Extension Templates | ✓ |
| Control Permissions for Each Extension | ✓ |
| 3-, 4-, and 5-Digit Extensions | ✓ |
| 6-Digit Extensions ¹ | ✓ |
| Extension Groups | ✓ |

| Calling Methods | |
|---------------------------------|---|
| VoIP | ✓ |
| Analog Phone Lines | ✓ |
| T1/E1 (PRI ISDN) Phone Lines | ✓ |
| BRI ISDN Lines | ✓ |
| Connecting Multiple Switchvoxes | ✓ |

| Administration | |
|----------------------------|---|
| Phone Provisioning | ✓ |
| Disk-space Quotas | ✓ |
| Bulk Import for Extensions | ✓ |
| Access Control | ✓ |

| Logging and Reporting | |
|-----------------------|---|
| Scheduled Reports | ✓ |
| Current Calls | ✓ |
| Call Logs | ✓ |
| Call Reporting | ✓ |
| Queue Status | ✓ |
| Queue Reports | ✓ |
| Error Log | ✓ |

| Call Control | |
|-------------------|---|
| Hold | ✓ |
| Assisted Transfer | ✓ |
| Blind Transfer | ✓ |
| Call Parking | ✓ |
| Do Not Disturb | ✓ |
| Send Calls | ✓ |
| Directed Pickup | ✓ |

| Voicemail | |
|-------------------------------|---|
| Multiple Custom Greeting | ✓ |
| Custom Message Notification | ✓ |
| Flexible Voicemail Access | ✓ |
| Voicemail to your Email Inbox | ✓ |
| Automatic Mailbox Creation | ✓ |
| Voicemail Blast Groups | ✓ |
| 0 out of Voicemail | ✓ |

| Conferencing | |
|------------------------------|-----------|
| Simple Conference Room | Unlimited |
| Conference Center | ✓ |
| Listen-only Conference Calls | ✓ |
| Conference via Handset | ✓ |

| Music on Hold | |
|------------------------------|---|
| Custom Music on Hold | ✓ |
| Music on Hold Included | ✓ |
| Queue Specific Music on Hold | ✓ |

| Online Tools | |
|--------------------------------|---|
| Users Tool Suite | ✓ |
| Administrators Tool Suite | ✓ |
| Switchboard (Operator Console) | ✓ |

| Custom Sound Recordings | |
|--------------------------------------|---|
| Sound Manager | ✓ |
| Record Same Sound in Multiple Lang. | ✓ |
| Switchvox Comes with over 300 sounds | ✓ |

| Recording and Monitoring | |
|--------------------------|---|
| Call Recording | ✓ |
| Call Monitoring | ✓ |

Feature and Functionality

| IVR | |
|---------------------------------------|---|
| Play Sound | ✓ |
| Record Sound | ✓ |
| Play Recorded Sound | ✓ |
| Email Recorded Sound | ✓ |
| Record Digits | ✓ |
| Say Digits / Letters | ✓ |
| Say a Number | ✓ |
| Say Date / Time | ✓ |
| Dial Extension | ✓ |
| Send to Voicemail | ✓ |
| Send to External Number | ✓ |
| Go to another IVR menu | ✓ |
| Send Call Values to a URL | ✓ |
| Gate Keeper | ✓ |
| Conditional Clause | ✓ |
| Time-based Clause | ✓ |
| Change Language | ✓ |
| Alter Caller ID | ✓ |
| IVR Option Settings | ✓ |
| Send an Email | ✓ |
| Set Global Variable | ✓ |
| Get Global Variable | ✓ |
| Get Extension Status | ✓ |
| Get Extension Type | ✓ |
| Check User Password | ✓ |
| Perform Math | ✓ |
| Concatenate Variables | ✓ |
| Send Recorded Sound to Voicemail | ✓ |
| Store Recorded Sound in Sound Manager | ✓ |
| Upload Recorded Sound | ✓ |

| Call Center Call Queues / ACD | |
|---------------------------------------|---|
| One-touch Log-in / Log-out / Pause | ✓ |
| Unlimited Call Queues | ✓ |
| In Queue Call Routing | ✓ |
| Route when a Queue Caller Presses "0" | ✓ |
| Queue Caller Time-out | ✓ |
| Queue Member Circuit Limit | ✓ |
| Route when Max Queue Length Reached | ✓ |
| Route when No Members Logged In | ✓ |
| Custom Music on Hold Per Queue | ✓ |
| Invisible Queues | ✓ |
| Members Never Busy | ✓ |
| Announce Position in Queue | ✓ |
| Announce Estimated Hold Time | ✓ |
| Announcement Frequency Control | ✓ |
| Log-in Queue Members | ✓ |
| Permanent Queue Members | ✓ |
| Real-time Queue Status | ✓ |
| Historical Queue Logs | ✓ |
| Historical Queue Statistics | ✓ |
| Advanced Queue Charts | ✓ |
| Acknowledge Call | ✓ |
| Auto Log-off | ✓ |
| Queue Member Presence | ✓ |
| Agent-only Extensions | ✓ |
| Ring All | ✓ |
| Round Robin | ✓ |
| Fewest Calls | ✓ |
| Least Recently Called | ✓ |
| Random | ✓ |

Certifications



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