

HyperVoice 2200

OVERVIEW

The HyperVoice 2200 IP-PBX solution provides small-to-medium size businesses with an economical device for delivering full-featured Voice over IP (VoIP) services. Coupled with a SIP provider, HyperVoice 2200 offers an economical non proprietary alternative to a PBX or key system, as well as a rich, broad set of VoIP capabilities that can be customized to match user needs. This easy to use solution integrates with the PSTN network and accommodates a mix of IP and analogue phones.

KEY BENEFITS

Reduce Total Cost of Operation

Businesses can implement an IP telephony system with HyperVoice 2200 for less than what it would cost to install a traditional PBX or key phone system. The simplicity of the solution reduces procurement, deployment and administration costs.

Meet Business Needs from Day One

The HyperVoice 2200 solution includes a broad range of built-in business quality features such as voice mail, auto attendant, interactive voice response (IVR), automatic call distribution (ACD) and conferencing. In all, over 140 software-based calling features are available to efficiently facilitate business activities.

Count on Performance Backed by Expert Service

The HyperVoice 2200 Asterisk solution demonstrates the power of Open Source technologies to reduce costs and optimize functionality. It also delivers one more critical ingredient that maximizes the value of this groundbreaking product: expert support. Beyond Networks' professional technical team has been certified to install and service this appliance, including on-site and remote maintenance and installation support. Flexible coverage and response time options - from 24x7 support with four hour response time to next business day response.

FEATURE HIGHLIGHTS

Auto-Attendant (IVR)

HyperVoice 2200's Auto-Attendant greets callers with a professional welcome message like, "Welcome to ABC Limited, please press 1 for Sales, press 2 for technical support, press 0 for more options etc". The Auto-Attendant feature is easy to use and can actively direct your incoming call queues - including diverting to off-site connections such as mobile phones...

Scheduler

The scheduler can play different messages to callers at different times of the day. You can select a different Call Menu for weekdays and weekends.

Music on Hold

Music on hold is as simple as uploading a MP3 file using the Web Control Panel. With a click, callers will hear your favourite tune while on hold. In fact, each HyperVoice 2200 comes with multiple audio channels, allowing you to play different audio files to different caller classes..

Name Directory *

HyperVoice 2200 can be configured with a professional "spell-by-name" directory. Callers are simply prompted to "spell the first three letters of the party's first or last name." They are then automatically connected to the requested extension.

If you prefer not to be listed, the HyperVoice 2200 administrator can easily exclude your extension from the Name Directory.

Outlook Integration *

For inbound calls: when your phone rings, the Caller ID will be analysed against your Outlook contacts. If a match is found, you will then see the person's name pop-up on your phone screen.

For outbound calls: Right-click on a contact or email message, your phone will ring the person automatically.

Voicemail

HyperVoice 2200 offers five easy ways to retrieve messages:

- *Press a single button on your office phone.*
- *Dial in remotely from any outside phone.*
- *Receive attached .wav files in your email.*
- *Listen via your Web control panel.*
- *Receive your voicemails as emails attachment.*

Unlimited VoIP Accounts

HyperVoice 2200 can be configured with unlimited VoIP provider accounts. You can connect HyperVoice 2200 to your designated VoIP providers (SIP or IAX) which will link all your inter-office and intra-office lines.

Versatile Call Handling

With outbound calling rules, you can define the usage of each outbound trunk. For instance, you can use VoIP account 1 for free local and STD calls which is provided by your supplier; you can then define VoIP account 2 for all international calls for cheaper rates; and you can use your analogue telephone (PSTN) for functions such as fax as well as having a backup solution.

Off Site Support

HyperVoice 2200 has built-in telecommuting support. With an IP phone (or soft phone), employees can keep their extension number as they travel outside the office or between offices. No configuration changes required.

In addition, you can configure the system so that calls can be forwarded to you home or mobile phone while you are away. You'll never need to leave the message, "Sorry I am out of the office..."

Branch Office Support

You can deploy a low-cost HyperVoice 2200 in each office and link your boxes to take advantage of the following features:

- *Free office-to-office calling via VoIP.*
- *Call forwarding to any extension in your linked HyperVoice 2200 network.*
- *Converged Name Directories (spell-by-name)*
- *Converged Internal Employee Directories*

Powerful Reporting

From the HyperVoice 2200 Web Admin Panel, you can analyse real-time call logs for all extensions. HyperVoice 2200 also provides real-time billing so that departments can see a snapshot of how much they are spending company-wide on telephone calls.

From the HyperVoice 2200 Web User Panel, individual users can look at their call logs and return calls with the click of a mouse!

Conference Calls *

The HyperVoice 2200 conference call option supports an unlimited number of internal participants and as many external participants as you have phone lines.

Paging / Zone Paging

HyperVoice 2200 can be configured to page everyone in the whole company or just a certain set of employees.

Note: Cisco series phones do not support this function.

Automatic Call Distribution

HyperVoice 2200 allows you to route incoming calls to your users/call groups in many different ways to facilitate your unique business needs:

- *Ring all - 1st to pickup gets the call.*
- *Hunt - Ring one person at a time in order.*
- *Ring a random person.*

Call Recording *

HyperVoice 2200 can provide call recording as follows:

Record All: System will record all inbound or outbound calls

Record on Demand: Employees have the ability to record their own calls with the press of a button.

Users can use the web-based control panel to access their call recordings.

Advanced CRM Integration *

HyperVoice 2200 HUD supports integration with Sugar CRM. Employees can use a Web browser to access all CRM features that Sugar CRM can offer.

* Indicates the feature requires advanced configuration set-up and user training – additional charges may apply.

Advanced System Administration and Security Features

Alerts & Notifications

Administrative alerts and notifications allow administrators to set desired operating thresholds for a HyperVoice 2200 deployment. If the system operates outside of these thresholds, then the administrator is instantly notified.

Trunks Status Pages

View the real-time status of trunks in the administration control panel to ensure that your system trunks and interfaces are operating correctly.

System Resource Graphs

HyperVoice 2200 offers real-time graphs of system resources (CPU, RAM, HD, Swap), server activity (Calls, Recordings, Conferences), and network activity (upstream, downstream).

System Backup and Restore

HyperVoice 2200 can be configured to perform backup at pre-scheduled time and this scan be achieved either locally or remotely via FTP.

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