



KALLIOPE
PB><





KALLIOPEPBX V3 is a VoIP PBX that satisfy the needs of both domestic and corporate users, ranging from small enterprises to big hotels, merging bleeding edge technical features with maximum ease of use and management, thanks to a Graphical User Interface that has been specifically designed for these purposes.

KALLIOPEPBX V3 uses the SIP protocol, a worldwide renowned and affirmed standard, to guarantee a full compatibility with most phones and gateways available on the market.

KALLIOPEPBX V3 dramatically reduces companies phone expenses by channeling calls between remote branches over the Internet and by routing the calls towards the various available phone trunks in a smart way (PSTN, ISDN, mobile or VoIP-SIP)

KALLIOPEPBX V3 replaces your old analog PBX, enriching your network with a number of additional features.

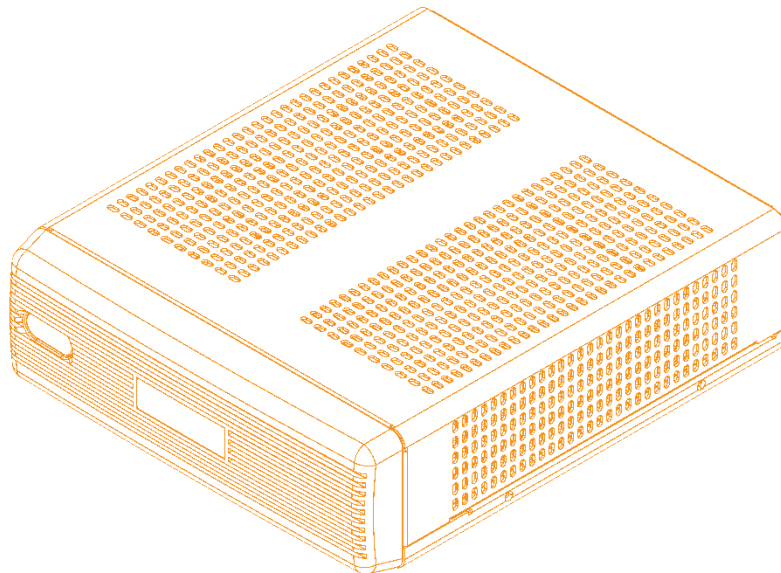


SIMPLE AND ELEGANT DESIGN

KALLIOPEPBX V3 is compact, silent and reliable. Thanks to these characteristics it's the ideal solution for Small Office and Home Office (SOHO) users, where it might be necessary to support some dozens of internal lines and up to ten concurrent calls.

Whenever there is the need to handle hundreds of concurrent calls, **KALLIOPEPBX** family offers rackmount solutions with high-reliability features based on multiprocessor redundant platforms.

User's and administrator's graphical interfaces were designed with ease of use in mind, making all the features of the PBX available with a few mouse clicks.



SIMPLICITY

KALLIOPEPBX V3 keyword is **simplicity**:

- in the usage, thanks to a user-friendly graphical interface, system configuration and diagnostics are just a few clicks away! The GUI has been specifically designed to offer ease of use without losing flexibility and to be fully used since the first time thanks to an on-line contextual help and a wizard that will guide the system administrator through the initial setup in a few minutes;
- in the addition of new features, via an automatic firmware upgrade procedure, to keep up the value of your purchase;
- in personalization, since it is possible to add audio files (both by upload and live recording through SIP phones) to be used, for example, as music-on-hold or as IVR messages;
- in real time support, thanks to the features of remote support that can be optionally switched on, our technical staff might perform some actions on the PBX ranging from a simple configuration to management and more complex troubleshooting, hence minimizing time of operation and eventual out-of-order;
- in recovering from failures, **KALLIOPEPBX V3** saves automatically and periodically its current configuration and (optionally) can transfer it on an encrypted and reserve area on our servers in order to be loaded on a new device in no time!

MAIN FEATURES

KALLIOPEPBX V3 supports all the major audio codecs and, if necessary, will automatically transcode (G.729 only available in pass-through mode) the codecs used by endpoints.


In addition to the basic PBX features, **KALLIOPEPBX V3** offers a series of services that will enrich those already present on your networks and, at the same time, make them easily accessible:

- Fully configurable Interactive Voice Responder (IVR)
- Multiple ring groups (ring concurrent, in sequence or call-center modality)
- Day & Night (Checktime) service - System wide & per ring group
- Fully filterable Call Detail Record (CDR)
- Voicemail with audio attachments
- Multi-room audioconference
- Call transfer (attended and blind)
- Unconditional Forwarding
- Call pickup
- Callback service*
- Call Recording*
- Call Parking
- Least Cost Routing
- Direct Inward Dialing (to extension, ring group, IVR submenu)
- Video call support
- Web based personal and system-wide phonebook with click-to-dial functionalities and LDAP synchronization
- FAX support
- Gateway Skype (inbound and outbound)

KALLIOPEPBX V3 obtained the “Certificate of Conformity” for the VoIP-RTRT infrastructure: the Tuscany Communications Network.

http://www.e.toscana.it/e-toscana/resources/cms/documents/Certificazioni_VoIP_RTRT_20090714.pdf

**Available soon with software update.*




The **Interactive Voice Responder (IVR)** offers to the caller an audio menu that can be interactively browsed via the phone keypad (using DTMFs); the management interface allows complete configuration of menus (that can be nested down to an arbitrary level) and the upload and live recording of audio files through SIP phones through a dedicated wizard.

Day & Night (Checktime) service allows to define closing days and hours: at these times the PBX will use a different IVR menu; the caller has the possibility to bypass this check using a numeric keycode, leave a voice message or enable the “on call service” (if authorized). The configuration interface also allows to define scheduled timetables (on a weekly basis) and exceptions, both daily (i.e. bank-holidays) or longer (i.e. annual leave).

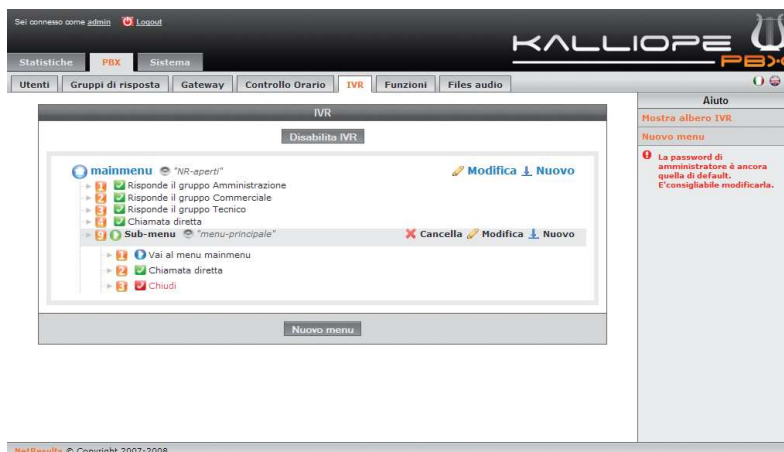
Least-Cost Routing allows to choose, depending on rules set up by the administrator, on which available trunk (PSTN, GSM, VoIP-SIP, etc.) each call should be routed.

Call Pickup allows users to answer with their phone to a call incoming on a different extension (original callee might be busy or absent).

Callback Service Administrator can set up a list of phone numbers from which PBX will not accept calls; as soon as the call is refused the PBX will call back that number so that phone costs will be billed to the company.



Call Parking allows the PBX user to put a call on hold and bind a numeric code to it; this allows any other user to pick-up that specific call from any phone by using that code;




Fully filterable **Call Detail Record (CDR)**. KALLIOPE PBX V3 offers detailed statistics (caller/callee, date, time and call duration) both for incoming and outgoing calls. These information can be sorted to allow an easier manipulation and can be displayed also in aggregate form.

The screenshot shows the KALLIOPE PBX CDR (Call Detail Record) interface. It features a search filter section with fields for "Id", "Tipologia", "Data", "Chiamante", "Chiamato", "Stato", and "Durata". Below the filter is a table listing call records with columns for "ID", "Data", "Tipologia", "Chiamante", "Chiamato", "Destinatario", "Stato", and "Durata". The table contains 10 rows of data, including call details such as "1526 2009-06-11 19:52:48" and "1517 2009-06-11 17:05:43". The footer indicates "pagina 1 di 153" and "Elementi per pagina 10".

ID	Data	Tipologia	Chiamante	Chiamato	Destinatario	Stato	Durata
1526	2009-06-11 19:52:48		103	05050	9001 'Patton (730-731)'	✓	1m 15s
1525	2009-06-11 19:52:23		103	05050	9001 'Patton (730-731)'	✗	0s
1524	2009-06-11 19:51:54		103	05050	9001 'Patton (730-731)'	✓	0s
1523	2009-06-11 18:20:26		104	103		✓	2m 0s
1522	2009-06-11 18:08:27		105	32816	9001 'Patton (730-731)'	✓	39s
1521	2009-06-11 17:53:55		105	05105	9001 'Patton (730-731)'	✓	10m 58s
1520	2009-06-11 17:51:10		33843	105 '<Commerciale>'	9001 'Patton (730-731)'	✓	53s
1519	2009-06-11 17:48:20		33843	105 '<Commerciale>'	9001 'Patton (730-731)'	✓	48s
1518	2009-06-11 17:47:43		33843	205 '<Commerciale>'	9001 'Patton (730-731)'	✓	5s
1517	2009-06-11 17:05:43			3319	9001 'Patton (730-731)'	✗	0s

Technical features list

	
	<ul style="list-style-type: none"> • Max 50 concurrent calls**
	<ul style="list-style-type: none"> • Direct Inward Dialing (DID)
	<ul style="list-style-type: none"> • Fully configurable Interactive Voice Responder (IVR)
	<ul style="list-style-type: none"> • Day & Night (Checktime) service - System wide
	<ul style="list-style-type: none"> • Day & Night (Checktime) service - Per ring group
	<ul style="list-style-type: none"> • CDR (Call Detail Record)
	<ul style="list-style-type: none"> • Voicemail with audio attachments
	<ul style="list-style-type: none"> • Multi-room audioconference
	<ul style="list-style-type: none"> • Multiple ring groups
	<ul style="list-style-type: none"> • Call Transfer (Attended transfer e Blind transfer)
	<ul style="list-style-type: none"> • Skype Gateway (inbound and outbound)
	<ul style="list-style-type: none"> • Unconditional Forwarding
	<ul style="list-style-type: none"> • Call-pickup
	<ul style="list-style-type: none"> • Callback service*
	<ul style="list-style-type: none"> • Call Parking
	<ul style="list-style-type: none"> • Least Cost Routing
	<ul style="list-style-type: none"> • Outbound Calls Filter
	<ul style="list-style-type: none"> • Video Call Support
	<ul style="list-style-type: none"> • Configuration Backup / Recovery
	<ul style="list-style-type: none"> • FAX Support
	<ul style="list-style-type: none"> • Call Recording*
	<ul style="list-style-type: none"> • Multi-group BLF Support
	<ul style="list-style-type: none"> • ENUM Support
	<ul style="list-style-type: none"> • Web based personal and system-wide phonebook with click-to-dial functionalities and LDAP synchronization

* Available soon with software update.

** Without audio transcode and without ongoing Skype calls.





NetResults S.r.l.

Polo Tecnologico di Navacchio

Via Giuntini, 63

T. +39 050 754 730

F. +39 050 754 707

56023 Navacchio di Cascina (PI) - ITALY

www.netresults.it

info@netresults.it