

ProTalk - IP-16

A voice communication platform for the office -
powered by IC-Talk

The ProTalk system is a true IP PBX, developed and ready now to work with 21CN next generation telephony services. It also has the flexibility to connect to existing PSTN and ISDN lines enabling you to migrate to IP in a timescale to suit your needs.

The IP-16 is a compact wall mountable unit measuring just 19 x 21.5 x 8.5cm. Operating with a flash memory the IP-16 has no hard drive or cooling fan and is therefore completely silent in operation.

The IP-16 supports up to 16 extensions and ring groups as standard. This can be easily upgraded to 32 extensions and ring groups via a software licence key.

ProTalk advantages:

- **21CN Compatible.** With the roll out of BT's 21CN network under way most calls will be routed over IP by 2009. ProTalk is ready now.
- **Connect branch offices as one.** For companies with more than one office, ProTalk seamlessly connects sites and eliminates inter-branch calling costs.
- **Remote Workers.** As more and more companies embrace home working, ProTalk enables remote workers to operate as an extension off the central system.
- **Remote Management.** Configuration changes are easily carried out via the web interface and most support issues can be handled remotely.
- **Safe and Secure.** Each ProTalk system is supplied with a USB stick for easy backing up of all configuration settings, including custom recordings.

Key telephony features

- SIP compliant - ready now for 21CN Network.
- Tailored for small to medium sized offices with up to 16 extensions (upgradable to 32 extensions)
- 8 Hours recording time for voice mails and greetings
- 6 months Call reporting (export to CSV and PDF file available)
- Conference Bridges - 2 available (Pin code access protected)
- 2 queues with Position Announcements
- Multi-Level Auto Attendants
- Music on Hold - MP3 & WAV files
- Operator console
- 30 Ring groups
- Unlimited SIP and IAX Trunks
- Fax to Email facility

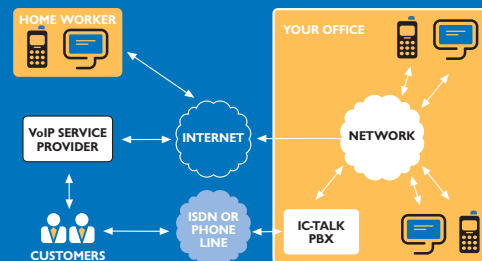
Available options

- IP only
- Analogue - 2x2 (2 x FXO & 2 x FXS) or 4 x FXO ports
- Single ISDN2e - Basic Rate ISDN - 2 channels
- Quad ISDN2e - Basic Rate ISDN - 8 channels
- Single ISDN30 - Primary Rate ISDN - 30 channels



Main features

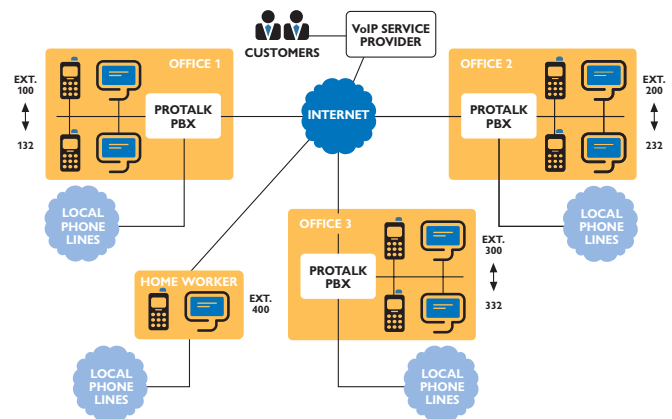
- Multiple inbound phone lines (from multiple technologies Analogue, ISDN and IP trunks).
- IP Phone extensions.
- Native SIP based and also supports legacy analogue & ISDN.
- Call Hold, transfer (blind or attended), Pick up, Park, Forwarding (on busy, no answer or unconditional).
- Multiple call queues with position and estimated hold time announcements.
- Multiple call groups for extensions and external phone numbers for call distribution.
- Voice mail per extension, accessible by phone, web or email.
- Multi-level automated attendants for routing of calls more efficiently (i.e. press 1 for etc).
- Multiple music on-hold tracks and categories using MP3 and WAV files.
- Call detail reporting.
- Web interface for administration.
- Web based operators console.
- Integrated fax reception (sent to email).
- Up to 8 hours of recording for messages and announcements.
- Advanced call routing using flexible call rules (route based on number called and person calling).
- Media Link - Connect to multiple systems together across multiple sites providing one large Integrated phone system across multiple sites/locations.
- Remote tele-worker support with dynamic agent log in.
- Conference Server for larger multi-way conferences.
- Interactive extension directory lookup service.
- Support for ENUM directory number lookups, so if a number has an internet connection it will send the call direct for free.



Networking ProTalk for multi locations

For companies with multi locations and or employees working from home, ProTalk offers real benefits and more flexible working practices.

- Each office PBX system can be connected together via the Internet forming one complete system.
- There is no limit to the number of sites that can be connected together.
- Inter-branch calls can be made using extension numbers at no charge.
- Each office can retain existing phone lines and numbers and migrate to IP in their own time.
- Companies can select multiple VoIP carriers to route different types of calls, e.g. mobile, international, via the most competitive service.
- Home workers are connected as just another extension in the company directory.
- Home workers make out going business calls through the office PBX, giving better management and cost control.
- Users can log onto the system from any location and receive calls to their normal extension or DDI number.
- Suppliers and important customers can be supplied a phone and connected to the system, eliminating call charges to regular contacts.

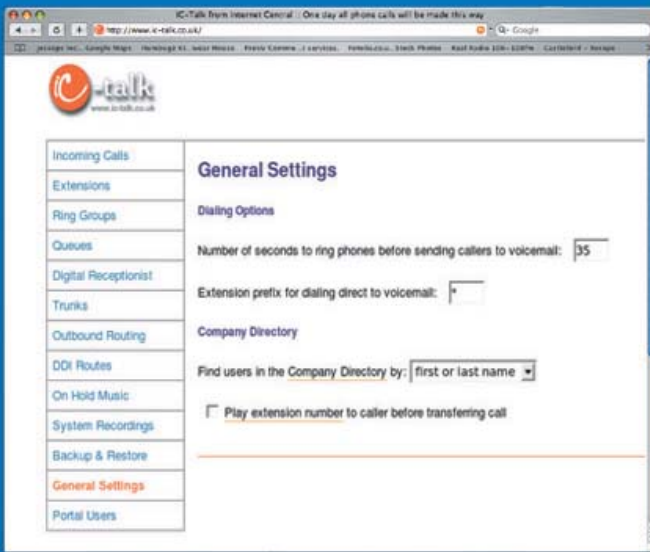


General features

- Up to 8 hours of recording space for messages and announcements.
- Call detail reporting - up to 6 months stored.
- Easy to use Web Interface for comprehensive system set-up and administration.
- Remote tele-worker support with dynamic agent log-in.
- Conference server for larger multi-way conference calls.
- Audible extension directory available from telephones.

Easy to manage

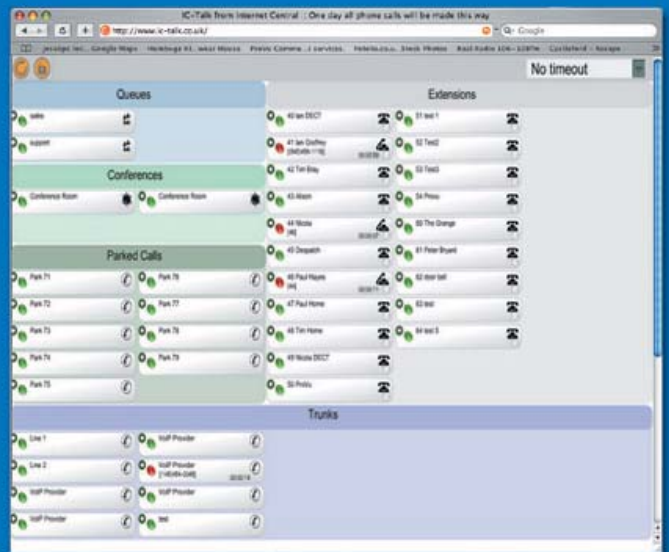
Using this simple web interface you can quickly and easily manage the system from any computer on your network.



Operators overview

See at a glance what is happening on your live system.

Who's on the phone, who has voice mail building up, how many calls are in the queues and how long they have been waiting for.



Technical data

Connectivity

- IP Phone extensions are native SIP based and also legacy analogue (using a gateway).
- Media link - to connect multiple managers together across multiple sites providing one large integrated phone system.
- Connect to traditional telephone lines using one of the following (also see Versions Available):
 - Analogue Lines (such as plain BT)
 - Single ISDN2e (Basic Rate)
 - Quad ISDN2e (Basic Rate)
 - Single ISDN30e (Primary Rate)
- List of ProTalk approved hardware available at: www.protalk.co.uk

Networking

- Multiple inbound phone lines from technologies including:
 - Analogue
 - ISDN
 - IP Trunks

In-call features

- Advanced in-call features that include:
 - Hold
 - Transfer
 - Pickup
 - Park
 - Forwarding
- Multiple call queues with position and estimated hold time announcements.

Advanced call features

- Voice mail per extension, accessible by phone, web and email.
- Multiple call groups for extensions and external phone numbers for call distribution.
- Multi-level automated attendants for routing of calls more efficiently (i.e. press 1 for etc).
- Multiple music on hold tracks and categories using MP3 and WAV audio compression.
- Integrated fax reception (sent to email).
- Advanced call routing using flexible call rules (route based on the number called and the person calling).
- Support for ENUM directory number lookups; if the number has an Internet Connection associated with it, then the call will be free.

Hardware Specification

- Power: 230V ac 50Hz. External power adapter max. consumption 60W (average running consumption 12-25W).
- Interfaces: Telephony Slot (varies dependant upon model), 10/100Mb/s Ethernet Rj45 for LAN connection. USB2.0 for Flash Backup Pen.
- Protocols: TCP/IP v4, SIP (Session Initiation Protocol), IAX2. HTTP1.1 (for administration).
- Compression Codecs: ADPCM, G.711 (A-Law & u-Law), G.726, G.729 (optional extra), GSM, iLBC, Linear, LPC-10 & Speex.