

officeBOX_{M1000}



Solid state communications appliance ensuring very long operational life.

Two mounting options, industry standard DIN-RAIL mounting and wall mounting bracket options.

Comes with an installed: fully tested and optimized Bicom Systems PBXware Business Edition capable of supporting up to 30 Users/Extensions and 30 concurrent calls using VoIP or PSTN technologies.

Ideal for demanding small offices or home offices that need a professional phone system.

officeBOX
M1000



Capacity

- 30 Extensions
- 4 Analog FXO/FXS
- T1 24 PRI Channels
- 30 Concurrent Calls with G711
- 2 Conferencing Bridge Included
- 2 Call Recording Ports (additional storage required)
- 1GB Voicemail Storage Included

Compatible PBXware Edition

- Business

Fault Tolerance Options

- Mirrored Failover (optional)

Supported Phone Devices

- Aastra, Cisco, Grandstream, Linksys, Polycom, Sipura, Snom

Warranty

- 12 months with a 3 year option



Supported PSTN Interfaces

- Sangoma A101, A200, B600

Tech Specifications

- CPU Single-Core Intel Atom 1.6 GHz
- RAM 1GB DDR2
- Storage Internal DOM 4GB
- Network Ethernet port 10/100/1000 Mbits/sec
- Power Supply Output Power 60W

Expansion Capability Up To

- T1 24 PRI Ports
- 4 FXO/FXS Ports



Easy To Setup and Use With PBXware GUI

PBXware installation is extremely easy with a step-by-step setup wizard guiding users through the process. Navigating through the system to manage extensions, trunks, or queues is also easy due to a simple and user friendly web interface.



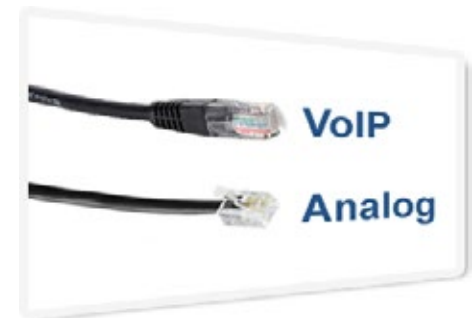
Unified Messaging Support

- Voicemail
- Instant Messaging Chat
- Faxing (PSTN, FoIP, FoE)
- SMS



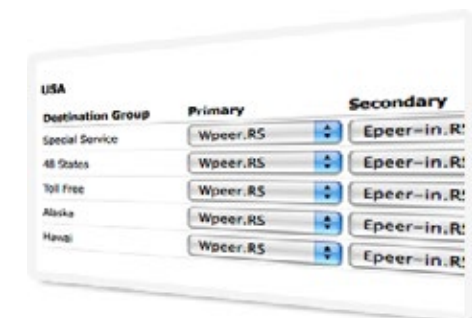
VoIP/Analog Phones

PBXware supports VoIP and traditional PSTN telephony technologies.



Call Routing Support (LCR)

Define a preferred VoIP or PSTN provider for specific destinations.



IVR

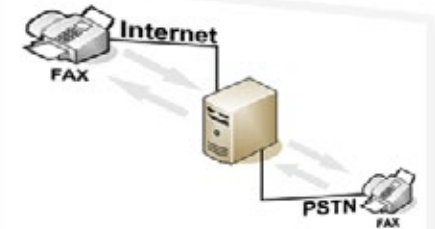
Interactive Voice Response allows management of incoming calls. PBXware answers calls, interacts with callers, and forwards the calls based on the caller's choice.

Press:
1. Sales
2. Support
3. Contact Details
4. Working Hours
5. All Other Inquiries



Fax Over IP (FoIP)

Fax Over IP and traditional PSTN faxing allow communication between fax machines connected to a network (Internet) and/or to a traditional phone line.



Conferencing

Conferencing allows two or more participants to communicate with each other. Administrators can define user permissions and conference options as well as allow one or more participant to moderate ongoing conference calls.



Desktop Applications

- gloCOM
- outCALL
- Fax Agent
- Sound Convertor
- Presence Panel



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The enclosure features multiple mounting options including:

- Din Rail mounting (vertical and horizontal) brackets for a wide variety of projects where a DIN rail is used for mounting the M1000
- Wall mount brackets to fasten the M1000 to any horizontal or vertical surface (wall, under desk, inside cabinets)
- Rubber feet for desktop mounting



Din Rail mounting.



Wall mounting brackets.



Standard Features

Multiple Languages	●
Standard or E164 Routing mode	●
Conferences Permissions	●
Remote Mobile/Cell Extension	●
Astmanproxy/Asterisk manager	●
CDR Search	●
Extension(s)	●
PSTN/VoIP Trunks	∞
IVR Auto Attendants	∞
Conferencing	∞
Enhanced ACD Queues	
Music On Hold	●
FAX over IP (FoIP)	●
Instant Messaging Server	●
Networking and Branch Support	●
Least Cost Routing	●
Ring Groups	●
Call Recording	∞
Call Monitor	∞
Fax Files Removal	●
Queue statistic enhance filtering	●
OSC Destinations	●
OSC Enhanced Services availability	●
Channel(s) Limit Warning	●
IVR/Queues Custom Ring Tones	●
Monitor E-mail Template	●
Call Recordings Auto Mailing	●
RAM Disk	●
Operation Times Access Code	●
Queues Operation Times	●
Fax Exists Icon	●
MOH Download	●
Reboot Snom Phones	●
Caller ID From Group Hunt Over Trunk	●
CALLER ID = DNIS	●

Standard Features

Operation Times ON/OFF	●
Monitor Announcement	●
Extension Notes	●
DID Do Not Show	●
Extension Search By Default	●
Search Extension By MAC	●
Trunk Number	●
Support For Modal Dialogs	●
HTTP Only Mode	●
DID To ES/CID	●
Check if outgoing number	●
System Wide/Per Extension On/Off	●
User Label	●
Polycom Phone Directory	●
Call Parking Time and Return Extension	●
Call Remote Extension to DID	●

System Administration

Web Browser Administration	●
Role Based Administration	●
Multi Site Administration	●

Setup And Configuration

Unlimited Expandability	●
System Setup Wizard	●
Phones Auto Configuration/Provisioning	●
Trunks Auto Configuration	●
Service Providers Templates	●

Enhanced Services

Follow Me	●
Group Hunt	●
Call Forwarding	●
Do Not Disturb	●
Caller ID	●
Last Caller	●

LEGEND

Yes	●	Optional	○
Unlimited	∞	Not Available	

Enhanced Services

Follow Me	●
Group Hunt	●
Call Forwarding	●
Do Not Disturb	●
Caller ID	●
Last Caller	●
Call Park	●
Instant Recording	●
Call Pickup	●
Call Filters & Blocking	●
Speakerphone Page	●
Directory/BFL List	●
Directory/BFL List	●
Speed Dial	●
Monitor Queues	●
Web Callback	●
Delete Recordings	●
Listen To Recordings	●
Call Monitoring	●
Phone Callback	●
Monitoring Conferences	●
Overhead Paging	●
Paging/Intercom	●
Remote Access	●
Personal IVR	●
Online User Directory	●
Operation Times ON/OFF from a Phone	●
Pause/Unpause Recording	●

Customization & Reliability

Services Monitoring	●
System Backup	●
Powerful Reporting	●
Custom Extensions	●

Voicemail

Enhanced Voicemail	●
Operator / Exit Digit	●
Unified Messaging	●
Time Zones Support	●
Voicemail Groups	●

Product / Customer Support

Firmware Updates	●
Customer Support	
<i>Standard</i>	●
<i>Enhanced</i>	●
<i>Emergency</i>	●
Comprehensive Documentation	●

Desktop / Web User Applications

gloCOM	●
Sound Converter	●
outCALL	○
User Self Care	●

CRM / CTI Integration On Request

SugarCRM	●
Sales Force	●

LEGEND

Yes	●	Optional	○
Unlimited	∞	Not Available	■

Vision Statement

We Unify Communications

Mission Statement

We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Overview

Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

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