

officeBOX M2000



officeBOX
M2000

Solid state communications appliance ensuring very long operational life.

Has multiple mounting options such as desk, floor or rack cabinet mounting.

Comes with an installed, fully tested and optimized Bicom Systems PBXware Business or Call Center Edition capable of supporting up to 100 Users/Extensions and 50 concurrent calls using VoIP or PSTN technologies.

Ideal for small to medium sized businesses **seeking** a full feature set and powerful functionality.



Capacity

- 100 Extensions
- 8 Analog FXO/FXS
- 2 x T1 24 PRI Channels
- 50 Concurrent Calls with G711
- 4 Conferencing Bridge Included
- 4 Call Recording Ports (additional storage required)
- 150GB Voicemail Storage Included
- 8 Call Center Agents Supporting Call Recording
- 1 Call Center Supervisor with Call Monitoring Facility
- (Additional FXO/FXS ports available using external getaways)

Compatible PBXware Editions

- Business
- Call Center

Call Center Features

- Inbound/Outbound Call Campaigns
- Unlimited ACD Queues
- Unlimited Call Agents
- Comprehensive Reporting
- Real Time Queue Statistics & Monitoring,
- Predictive Inbound/Outbound Dialing (Optional)
- Call Center Applications: agentCOM, AQMON
- Skills Based Routing, and many more...

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, A500, B600, B700

Tech Specifications

- CPU Dual-Core Intel Atom 1.66 GHz
- RAM 1GB DDR2
- Storage Internal SATA 160GB
- Network Ethernet port 10/100/1000 Mbits/sec
- Power Supply Output Power 120W

Expansion Capability Up To

- 2 x T1 24 PRI Ports
- 8 FXO/FXS Ports
- (Additional FXO/FXS ports available using external getaways)



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.



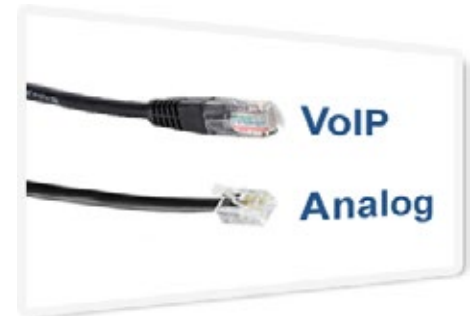
Unified Messaging Support

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



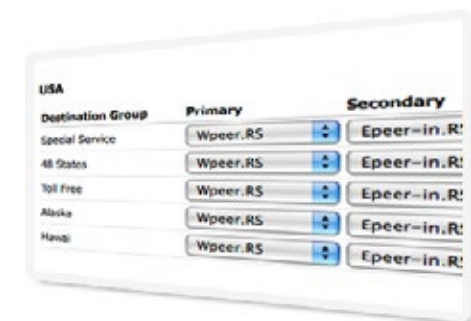
VoIP/Analog Phones

PBXware supports VoIP and traditional PSTN telephony technologies.



Call Routing Support (LCR)

Define a preferred VoIP or PSTN provider for specific destinations.



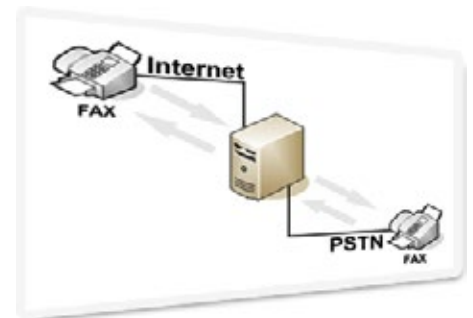
IVR

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



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
- Presence Panel
- Fax Agent
- Sound Convertor
- Call Center Applications: agentCOM, AQMON



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Case features server rack cabinet mounting option with:

- L" shape 2mm metal plate mounting bracket (Ear)
- A set of 2 pieces for left and right side mount (Not reversible)
- Case mounting screw included. (Rackmount screw should come with your rack cabinet)



Rack Cabinet 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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