

POWERX2000™ – CLASSIC

GROWHILL®

POWERX2000™ – ENTERPRISE



POWERX2000™

ALL-IN-ONE Communication Server and Advanced PABX

Datasheet

Features

- ◆ Advanced PABX switching capabilities
- ◆ Support ISDN or Analog lines
- ◆ Scalable up to 5,000 extensions and trunk ports
- ◆ Extension and workgroup Voice Mail (Min.: 12,000 hours / Optional: 24,000 hours)
- ◆ Unlimited Auto Attendants
- ◆ Unlimited Interactive Voice Response (IVR) System
- ◆ Unlimited Automatic Call Distribution (ACD)/Workgroups
- ◆ Call logging / Conversation recording (Min. 12,000 hours / Optional 24,000 hours)
- ◆ Built-in Call Accounting
- ◆ Call Statistics Reporting
- ◆ Least Cost Dialing
- ◆ Caller-ID and Caller-ID on call waiting
- ◆ Full CTI enabled Call Center Solution
- ◆ Unified Messaging
- ◆ Video, Voice, Fax and Data Over IP
- ◆ Remote Office
- ◆ Remote Administration
- ◆ Supports more than 16,000 types of analog handsets (Basic, Caller ID and Cordless handsets)
- ◆ Free option pack: PowerX Agent software, a screen-pop, phone-book manager and dialer software

Operating System

Microsoft Windows® 2000, Windows® NT 4.0 Service Pack 5 and above, Windows 98®

Network Options

Ethernet 10/100 Mbps

Physical Specifications

I) Enterprise Edition

Dimensions (W x H x D): 482 x 267 x 457 mm (19" x 10.5" x 18")
Weight: 30 kg (66 lbs)
Paint color: PANTONE 415C

II) Classic Edition

LCD: 13.3" LCD Monitor 1024 x 768
Dimensions (W x H x D): 405 x 305 x 210 mm (16" x 12" x 18")
Weight: 9.8 kg (22 lbs)
Paint color: PANTONE Black C

GROWHILL®
INTERNATIONAL

● CANADA (HQ)
● SPAIN

● U.S.A.
● MIDDLE EAST

● U.K.
● SINGAPORE

● GERMANY
● AUSTRALIA



POWERX2000™

INTELLIGENT COMMUNICATION SERVER

OVERVIEW

POWERX2000™ Communication Server represents the new generation of PABX that is built based on the latest technological advancement in Telecommunication and Computer Telephony. It combines all the individual features available in a traditional PABX and integrates them into a single product. It can be deployed and customized for different environment like offices, hotels, service apartments, call centers, manufacturing plants etc.

POWERX2000™ reduces the investment and running costs in telecommunication by providing more features, lower rate of obsolescence and better reliability as compared with a traditional PABX. It increases revenue by improving productivity, minimizing abandoned calls and provides important call statistics for management's review.

FEATURES

Advanced PABX Switching Capabilities

- ◆ Support ISDN or Analog lines
- ◆ Scalable up to 5,000 extensions and trunk ports
- ◆ Supports more than 16,000 standard handsets
- ◆ Trunk grouping and member classification
- ◆ Trunk lines access control
- ◆ Call barring/unbarring
- ◆ Outgoing call scheduling
- ◆ Direct Inward Dialing (DID)
- ◆ During office hours/After office hours/Holidays mode
- ◆ Call Waiting and multi parties call queuing
- ◆ Caller ID
- ◆ Forced/Project/Verifiable Account Code Assignment
- ◆ Station Message Detail Recording
- ◆ System and extension speed dial
- ◆ Call back request
- ◆ Call Forwarding (internal & external)
- ◆ Multi-Party Teleconferencing
- ◆ Remote Office
- ◆ Find Me facilities
- ◆ Follow Me (Internal and External)

Least Cost Routing

- ◆ Automatic selection of the lowest IDD rates at the time when an outgoing overseas call is initiated.

Computer Telephony Integration

- ◆ Provides a wide range of data interfaces for integration with host computers and over local area networks (LANs) to support customized call routing, automated transactions, screen pop ups, account balance retrieval and other real-time database look ups.

Automatic Call Distribution (ACD)

- ◆ Supports multiple hotlines coming into a single workgroup
- ◆ Unlimited number of ACDs
- ◆ Overflow to different workgroup
- ◆ Flexible incoming call distribution like "most-idle-first", "least talk time first", "skill based"
- ◆ Response time, abandoned calls, call traffic, total service factor reporting

Interactive Voice Response System (IVR) and Auto attendant

- ◆ Multi-level menus
- ◆ Easy and intuitive IVR builder that enables ordinary users to create an IVR in minutes
- ◆ Call back request
- ◆ Fax on Demand
- ◆ Open interface that easily integrates with host computer systems

Unified Messaging

- ◆ Manage Voice Mail, E-mail and Fax Mail from a single source
- ◆ 12,000 hours of Voice Mail
- ◆ Message notification to mobile phone, pager when a new message is received
- ◆ Remote retrieval and access to all features with text-to-speech technology

Call Accounting

- ◆ Track telephone activities, costs of long distance calls, add surcharges to cost centers or specific clients
- ◆ Supports reprocessing of call charges

Call Statistics

- ◆ On line Real time reports with information on response time, call traffic, duration on call, log in duration, total service factor etc.

Call Logging/Conversation recording

- ◆ More than 12,000 hours of call recording
- ◆ On demand recording
- ◆ Event playback on recordings

On Line Monitoring

- ◆ Real time monitoring of a conversation without notifying the users.
- ◆ Snooping call back feature notifies the supervisor when the monitored extension initiates an outbound or receive an inbound call.

Video, Voice, Fax and Data Over IP

- ◆ Supports transmission of Video, Voice, Fax and Data over IP (Internet Protocol)

Customer Support

- ◆ Remote backup of system configuration to support disaster contingency planning. Immediate restoration of current configuration and hardware replacement in the event of disaster.