

## iX1000 GLOBAL CS<sup>®</sup> HD Voice Quality iPBX Data Sheet

The iX1000 is an Intel-based GLOBAL CS iPBX System with PSTN / telephone ports. The iX1000 features UniQ PCS Engine and UniQ PCS Admin and Billing System

distribution with various combinations of telephony ports. The device may be equipped with up to 128 analog ports, up to 32 BRI ISDN ports or up to twenty four (24) PRI/R2 ISDN E1/T1 port. The iX1000

supports up to 768 PSTN / Analog phones ports with external units, up to 1000 users and up to 768 concurrent calls with an echo canceller and 712 concurrent calls without an echo

 canceller. iX1000 is an Enterprise HD voice quality iPBX



### Features

- HD Voice Quality (G722.2 AMR-WB)
- Video Phone
- Unlimited Extensions
- CDR (Call Details Record) via Web access
- TDM/SIP/IAX Trunks
- Remote Extensions
- Voicemail
- Fax Support
- Voicemail to Email
- IVR Menu System
- Ring Groups
- Call Queues
- Conference Rooms / Telephony Bridge
- Follow-Me
- Time-Based Routing
- Advanced Dialing Rules
- Music-On-Hold
- Paging and Intercom
- Web Access to Voicemail
- User friendly Web Interface
- Interface in Different Languages
- Network Settings Tool
- Phone Provisioning Tool
- Echo Cancellation - OSLEC (Open Source Line Echo Cancellation)

### Software

<b>Engine Version</b>	UniQ-PCS 1.6.22
<b>OS Version</b>	Linux CentOS 5.3
<b>GUI</b>	Administration and Billing Interface
<b><u>Support Tunneling</u></b>	Utility providing secure remote access for product support purposes
<b><u>Load Balancing/HA</u></b> (optional)	High Availability and Load Balancing for a clustered solution with iX1000 (requires min two identical iX1000 units, a load balancer and Storage/CTI unit)

## Hardware

Processor	Two Xeon Quad Core 3.2 GHz
RAM	16 GB
Hard disk	500 GB 2.5"
<a href="#">RAID 5</a> (optional)	Four hard drive for increased system reliability
USB	4 external USB 2.0
<a href="#">I/O Ports</a> (optional and model-specific)	Input/Output ports for phone peripheral device support
POTS Public Address	Public Address capability for FXS port(s)


## Telephony

Maximum number of concurrent calls	768
Maximum number of built-in analog ports	32 (additional ports with external units)
Number of E1 / T1 ports	24 (up to 768 concurrent PRI/R2 calls)
Maximum telephony modules supported internally	4 (additional ports are supported by adding Port units)
Maximum number of telephony ports supported internally	24 (E1 PRI /R2 + 24 analog ports)
Supported iX1000 telephony modules	<ul style="list-style-type: none"> <li>• 8 FXS ports</li> <li>• 8 FXS ports + I/O ports</li> <li>• 8 FXO ports</li> <li>• 2 FXO ports, 6 FXS ports + I/O ports</li> <li>• 8 PRI/R2 port</li> <li>• Up to 8 BRI ISDN ports</li> </ul>

## Network

Ethernet port - standard	<a href="#">10/100/1000 MHz</a>
Ethernet port - additional	<a href="#">10/100/1000 MHz</a> (factory-installed)

## Power

Power supply	Internal
Voltage	Switching, auto adjust 110/220 Volts, 50/60 Hz
Power consumption	570 Watts (maximum)
Built in grounding connection	

### Maintenance and Support

- Monitor and keyboard support
- RS232 serial port
- [Rapid Recovery™](#) backup utility provided on Disk
- [Live Rescue™](#) utility for creating bootable USB Disk-on-Key for disaster recovery)
- [Support Tunneling](#) utility providing secure remote access for product support purposes
- Internet updates

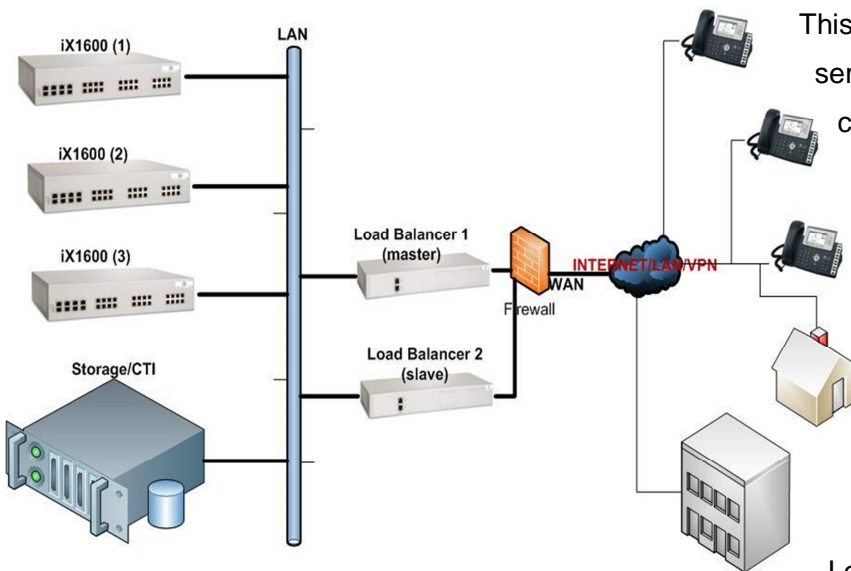
### Environment

Storage temperature	-20° to 70° Celsius (-4° -158° F)
Working temperature	0° to 40° Celsius (32° -104° F)
Humidity	20%-95%, non condensing

### Dimensions and Weight

Weight	16 Kg 18Lbs (weight depends on configuration)
Size	19" 2U industry standard rack-mountable chassis

### Clustered High Availability and Load Balancing with iX1000



This topology provides a highly available services, increase user and concurrent calls capacity (load balancing).

Additional iX1000 may be added to the network as extra capacity is required.

Number of iX1000: 3 (Max: 92)

Number of Load Balancer: 2

Number of Storage/CTI: 1































Total number of users: 3x1000








Total concurrent calls: 3x768








Availability: Excellent

Load Balancing: Round-Robin

## Feature and Functionality




Voice Over IP HD Quality	
Conferencing	
Call Queues	
Fax	
Video Calling	
IMAP Mailbox	
Extensions <sup>1</sup>	Unlimited
IP Phone / ATA Extensions <sup>1</sup>	Unlimited
Analog Phone Extensions <sup>1</sup>	Unlimited
Call Queue Extensions	
Virtual Extensions	
IVRs	
Extension Templates	
Control Permissions for Each Extension	
3-, 4-, and 5-Digit Extensions	
6-Digit Extensions <sup>1</sup>	
Extension Groups	
VoIP	
Analog Phone Lines	
T1/E1 (PRI ISDN) Phone Lines	
BRI ISDN Lines	
Connecting Multiple Switchvoxes	
Phone Provisioning	
Disk-space Quotas	
Bulk Import for Extensions	
Access Control	
Scheduled Reports	
Current Calls	
Call Logs	
Call Reporting	
Queue Status	
Queue Reports	
Error Log	

Call Control	
Hold	
Assisted Transfer	
Blind Transfer	
Call Parking	
Do Not Disturb	
Send Calls	
Directed Pickup	



Voicemail	
Multiple Custom Greeting	
Custom Message Notification	
Flexible Voicemail Access	
Voicemail to your Email Inbox	
Automatic Mailbox Creation	
Voicemail Blast Groups	
0 out of Voicemail	

Conferencing	
Simple Conference Room	Unlimited
Meet Me Conference Center	
Listen-only Conference Calls	
Conference via Handset	

Music on Hold	
Custom Music on Hold	
Music on Hold Included	
Queue Specific Music on Hold	

Online Tools	
Users Tool Suite	
Administrators Tool Suite	
Switchboard (Operator Console)	

Custom Sound Recordings	
Sound Manager	
Record Same Sound in Multiple Lang.	
Switchvox Comes with over 300 sounds	

Recording and Monitoring	
Call Recording	
Call Monitoring	

## Feature and Functionality

IVR	
Play Sound	✔
Record Sound	✔
Play Recorded Sound	✔
Email Recorded Sound	✔
Record Digits	✔
Say Digits / Letters	✔
Say a Number	✔
Say Date / Time	✔
Dial Extension	✔
Send to Voicemail	✔
Send to External Number	✔
Go to another IVR menu	✔
Send Call Values to a URL	✔
Gate Keeper	✔
Conditional Clause	✔
Time-based Clause	✔
Change Language	✔
Alter Caller ID	✔
IVR Option Settings	✔
Send an Email	✔
Set Global Variable	✔
Get Global Variable	✔
Get Extension Status	✔
Get Extension Type	✔
Check User Password	✔
Perform Math	✔
Concatenate Variables	✔
Send Recorded Sound to Voicemail	✔
Store Recorded Sound in Sound Manager	✔
Upload Recorded Sound	✔

Call Queues / ACD	
One-touch Log-in / Log-out / Pause	✔
Unlimited Call Queues	✔
In Queue Call Routing	✔
Route when a Queue Caller Presses "0"	✔
Queue Caller Time-out	✔
Queue Member Circuit Limit	✔
Route when Max Queue Length Reached	✔
Route when No Members Logged In	✔
Custom Music on Hold Per Queue	✔
Invisible Queues	✔
Members Never Busy	✔
Announce Position in Queue	✔
Announce Estimated Hold Time	✔
Announcement Frequency Control	✔
Log-in Queue Members	✔
Permanent Queue Members	✔
Real-time Queue Status	✔
Historical Queue Logs	✔
Historical Queue Statistics	✔
Advanced Queue Charts	✔
Acknowledge Call	✔
Auto Log-off	✔
Queue Member Presence	✔
Agent-only Extensions	✔
Ring All	✔
Round Robin	✔
Fewest Calls	✔
Least Recently Called	✔
Random	✔

### Certifications



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