SECRETEL
digital communication

Ip Phone System
reliable, powerful and scalable

VoIP Solutions
flexible for every
Business need

The UNIFIED COMMUNICATION is here

S - VoIP

USA

Giappone

Cina

S-voIP is an Ip system that fully replaces the traditional PBX or can be integrated with it, providing advanced services that only IP telephony can offer.

S-voIP uses the corporate LAN for the voice, reducing telecommunication structure costs.

S-voIP has a native Client / Server architecture.
The Server version is installed on the VS 1000 module equipped with one or more telephone line adapters.
The (OPZ) completely overabundant Cluster version is available.

The software, engine of the whole system, is VOIspeed Platform server by Harpax; this software will manage all incoming, outgoing and internal communications, like a real high-end switchboard, managing all the evolved features of the Unified Communication also integrating fax, email, GSM / UMTS, voice mail , meeting rooms and much more.

The **S-voIP** extensions can be: PC software clients, IP phones, traditional telephones, Dect or simple cordless phones.

S-voIP Server can also be connected to an existing switchboard: to add other extensions, to connect it via Internet to other switchboards or to add extensions.

Connectable peripherals are the best you can find on the market: ranging from IP terminals like the 6015, to the versatile 6014 USB phones that can be connected to the PC, to audio-conferencing devices, to call center headphones, to multi-cell DECT phones or to simple analog telephones and faxes connected to ATA-TA adapters.

The benefits in using **S-VoIP** are multiple.

VoIP can be used both for calls within a company and for more complex ones, such as multi-point audio conferences. It uses a single integrated network for voice and data, which guarantees a reduction in the total infrastructure needs and a facilitated exchange of information.

In such a time when technology offers solutions that improve human and business activities, IP telephony allows one of the most important resources in the business sector to be innovated and made more efficient: the telephone network.

S-VoIP solutions for the small office to the big company

IP telephony should not be confused with the banal possibility of using Internet to make phone calls, but it is something much more complex and advanced. In fact it's the technology that allows the convergence of the company telephone network on the data network.

The integration between the data network and the telephone network offers products and services that are unthinkable or not feasible with traditional telephony and switchboards and which can satisfy the new needs of companies:

Flexible automatic responders (IVR);

Recording phone calls with a simple click;

Advanced management of incoming and outgoing calls that allows to share information (displaying the status of all the extensions of all the branches, the possibility of forwarding or capturing the call between them) in communications between offices.

Free calls, between remote offices, via the Internet managed efficiently and without changing the user's habits.

Transparent management of traditional lines and new VoIP lines.

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General system features of S-VoIP

Possibility to define one or more operator positions (receptionist)
Redundant system each with double HD Raid 1
Management of the music on hold and courtesy messages
Management of a very high number of extensions
Management of detailed profiles and permissions for each user
Possibility to define a company secretary
Queue management
Beeper Function
LCR: automatic choice of the telephone carrier with lowest cost
LCR: automatic choice of the VoIP carrier as preferential
GSM integration for the management of the mobile network from the System
Advanced group management with multiple configurations
Mixed groups management (Client: LAN, remote, ISDN, WAN route)
Remote management via web
IVR - Multi-node automatic responder
Management of ISDN or PSTN lines up to 120 (PSTN, BRI PRI)
Internet calls via VoIP operators and use of geographic numbers
Integration with Outlook
Integration with Database, with management, with dynamic SW for CRM applications, Call Center, etc.
Smart Logistics of Inbound Call Sorting
IVR integration with external scripts and databases
Support for SIP devices
Remote Client
Ringtones associated with address book users
Address Book for 1000 names
Free calls (Internet, DSL, CDN, VPN, etc.) between similar switchboards

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Client on Pc

Call identifier
List of calls made and received
Immediate state of all the extensions
Quick call buttons
Possibility of sending and receiving Fax from the Client
Management of personalized ringtones
Conference up to 15 interlocutors
Multiuser client: customization according to the Windows login
Management of an unlimited number of calls with queue management
Voice recording of the call
Forwarding with or without supervision
Redirecting calls (to internal or mobile numbers, etc.)
Call capture
Personal voice mail (active even if the client is switched off)
Voice box: consultation and management via IVR
Voice mail: e-mail reception of received voice messages
Possibility of remote login on ADSL line
Integration with Outlook
Management software integration,
Integration with dynamic web pages for CRM

IP Phones

Personal address book
Caller ID
Call forwarding
Waiting and recovery of the call
Various ring tones
Three-way conference
Pause / Do not disturb
Call list
Possibility of voice recording of the call
Call last number
Web management
Blind call transfer with supervision
Quick call assignment (combo)
Voicemail
Indication of 30 internal status of your choice (combo)
Speakerphone
Possibility of various inclinations
Backlit display

Simple to use
Great potential
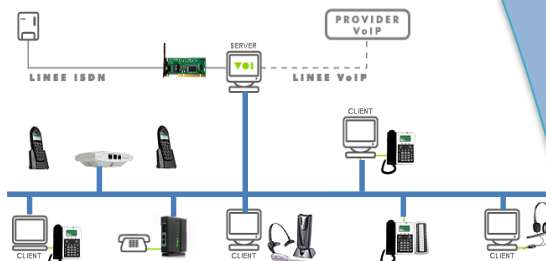
Up to 2000 interiors (remote and / or local)
Up to 120 ISDN (or analog) telephone lines
Up to 120 VoIP telephone lines
Up to 120 WAN telephone lines
Up to 16 automatic responders with independent time slots
Up to 120 lines automatic responder (IVR)
No limit in handling multiple calls (per single SW client)

User Management

- User Profiles
- Wizard for creating users
- Interior up to six digits
- Prefix for external calls
- Unique assignment of outgoing line users (line bundle)
- ISDN output number
- VoIP output number
- Prefixes denied
- Prefixes always enabled
- Enable / disable urban
- Enable / disable national
- Enable / disable international
- Enable / disable mobile phones
- Enable / disable based on cost
- Voice box / voice mail
- User permissions that can be defined on the server side

GROUP MANAGEMENT

- Simultaneous ringing
- Cyclical ringing
- Cyclical ringing with advancement
- Progressive ringing
- Progressive ring with advancement
- ACD based on number of calls processed
- ACD based on processed call duration
- Programmable pause after ACD
- Group profiles
- Wizard for creating groups
- Programmable limit on incoming calls (busy users)
- Programmable limit on incoming calls (number of calls)
- Programmable limit on queued calls
- Call Queuing on no response
- Call Queuing on busy users
- Call management on forwarding failure
- Call management on busy group
- Call management on group unreachable
- Call management on maximum ring duration
- Event management on incoming call limit
- Event management on queued calls limit
- Group voice box

IVR management

- Reproduction of static messages (from wave files)
- Play dynamic messages (via 'http')
- Navigation to the leaves and root of the IVR tree
- Day / Night mode / Custom_1 / Custom_2
- Mode setting for time bands
- Mode setting by phone
- Static forwarding
- Dynamic forwarding to a number entered by the user
- Querying external databases
- Tree navigation based on the calling number ('http' script)
- Playback of messages based on the calling number ('http' script)

Interconnection between SIP switchboards

- Interconnection via SIP protocol
- Codec G.71 / Codec GSM / Codec G729

Interconnection between WAN switchboards

- Interconnection via VOIspeed proprietary protocol
- Sharing the state of the interior
- Channel embedding with bandwidth optimization
- Codec G.711 / Codec GSM / Codec G729
- Call capture
- Sending / receiving text messages
- Ringing groups with interiors belonging to remote offices
- Entry / exit routing rules
- Load balancing between switchboards **Fax Server**
- Fax send / receive via integrated fax server
- Status notification Fax via e-mail
- Fax queue and priority management
- Client fax with cover support

Management of ISDN telephone lines

- Pass Through Select Support (DDI)
- Support for up to 30 basic accesses (BRI)
- Multinumber line support (MSN)
- Support for up to 4 primary accesses (PRI)
- Echo canceller SW
- HW echo canceller (requires specific HW)
- Disabling SW canceller (for VoIP operators like Fastweb)
- Call barring outgoing by line
- Anonymous outgoing calls per line
- Record all phone calls per line

S-voIP
Powered by TsComm

è un marchio

Secretel Service s.r.l.

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