



## Com.X1 & Com.X2

### Corporate PBX and Contact Centre Application

The Com.X1 and Com.X2 Intelligent Branch Exchanges, provide feature-rich Hybrid-PBX and IP-Gateway solutions. Com.X technology supports a complete and highly flexible telephony service infrastructure for wireless telephony deployment.

Comma iTA, Intelligent Telephony Adapter, is a flexible and comprehensive telephony interface solution for Asterisk™-based telephony installations.

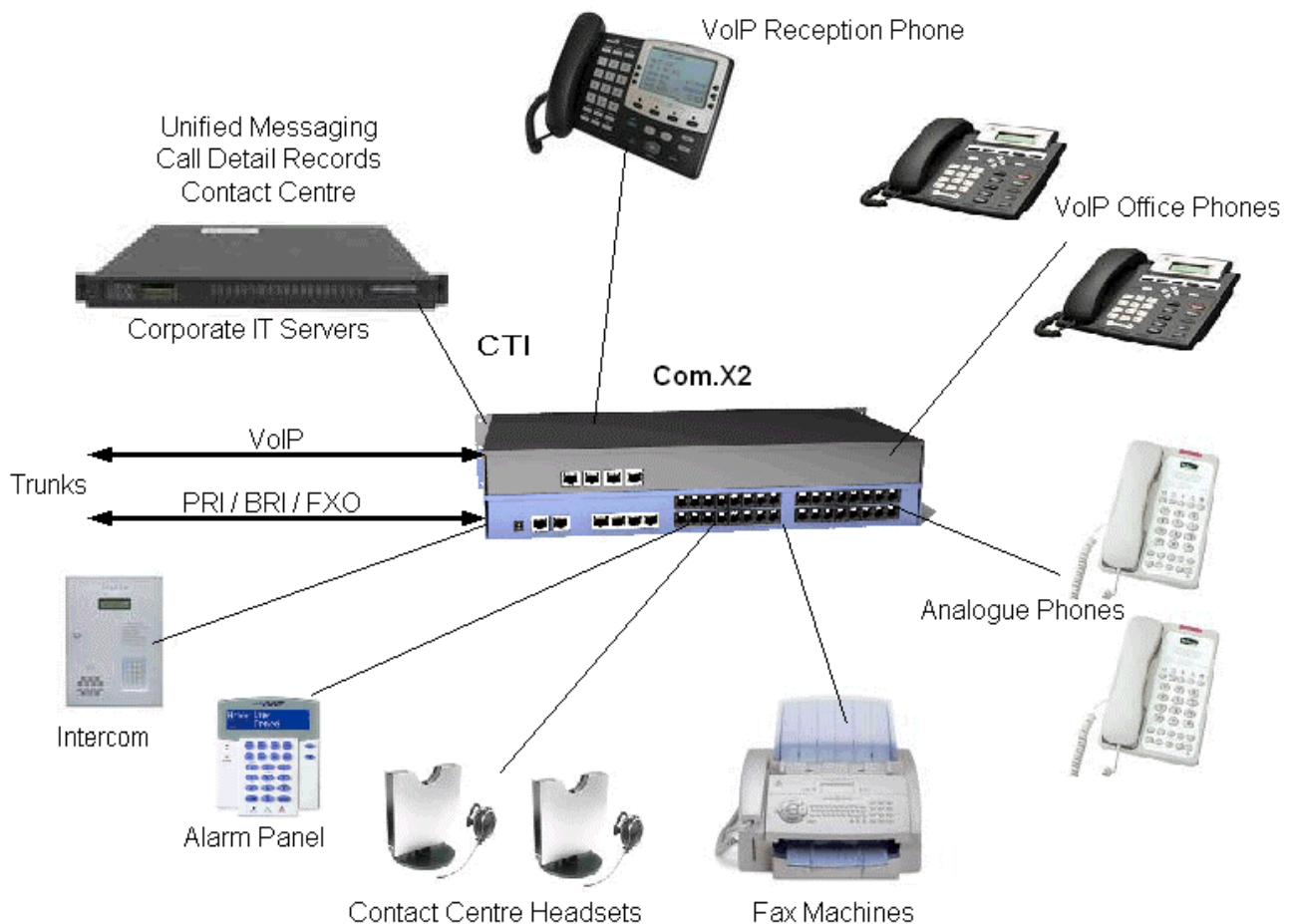
Comma products can be deployed as is, customized by Value Added Resellers or integrated with third party products via open and standards-based interfaces.

#### Converged Switching

On the trunk side, Com.X platforms provide standards-based interfaces to the PSTN via PRI, BRI and analogue, along with SIP based VoIP trunking that support cost-reduced services.

On the subscriber side, a single Com.X provides from 8 to many hundreds of analogue subscriber lines for legacy office phones, fax machines, alarm panels, intercoms and contact center headsets, as well as supporting hundreds of IP phones.

A full Asterisk feature set provides advanced PBX and contact center functionality out of the box and enables unlimited extensibility and integration with the corporate IT infrastructure.



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### Advanced PBX Feature Set

Com.X supports the full PBX feature set, including:

- Voice Mail & Voice Mail-to-Email
- IVR / Auto-attendant
- Music on hold (WAV, GSM, MP3 format)
- Call Detail Records
- Conferencing
- Hot Desk, Paging, Intercom,
- Call Barging, Monitoring, Recording
- Seamless support for both traditional and VoIP telephony
- Support for MAN3000 Telephony Management System
- GUI web-based management - user friendly, install and configuration "wizard"
- Platform backup and restore to external "devices"
- Online updates from Far South Networks public server (utilizing advanced Debian/Ubuntu based package management)
- Remote inventory & automatic configuration management and monitoring

### Contact Centre Capabilities

Com.X provides the basics for establishing a contact centre solution, including:

- Open, extensible interfaces for Computer Telephony Integration
- Call hold & queuing
- Agent registration and distribution
- Predictive dialing

### IP-Gateway features

Com.X(G) provides for full IP-Gateway feature set, including:

- IP trunking: SIP with G.711, G.722, G.726, G.729, GSM, iLBC, Linear, LPC-10, Speex
- PSTN fall-back: In the event of SIP trunk failure
- Remote Branches / Remote extensions – Mobility support
- Full "behind the PBX working" features, e.g. "Hook-flash relay"

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### **Flexible Interface Options**

Each Com.X or iTA unit supports the following interfaces in a 1U or 2U rack mount or desktop unit:

- One T1/E1 Primary Rate ISDN (future support for 4 PRI)
- Up to 8 Basic Rate ISDN, in modules of 4 ports
- Up to 32 FXS or FXO, in modules of 4 FXS or 4 FXO
- 3 x 100Base-T Ethernet
- 2 x USB2.0
- RS232

### **Voice Quality**

Com.X ensures consistently good voice quality and reliable fax transmission through its targeted technology.

- Hardware echo cancellation for all channels
- Timing synchronization of multiple units over Ethernet
- 100Base-T Ethernet connections carry voice circuits using TDMoIP or TDMoE, preserving full quality and low latency

### **Extensibility**

Additional Comma iTA or Com.X units can easily be added to a system to increase capacity. The only connection required between units in a system is a conventional Ethernet LAN.

Asterisk's open interface design and renowned flexibility means that almost any integrated voice-based application becomes possible.