

TelePCX, the IP-Enabled Integrated Communication Server

that **Adapts** to the way **Your**  
**Business**  
**Operates!**

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Productive Features - Empower Your Business

Advanced Applications - Extend Your Communication Capabilities

VoIP integration - One Dial Plan for Multi-Location Offices

Scalability & Easy-Maintenance - Lower Total Cost of Ownership

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# Office Communication

## The Next Generation

An office communication solution that fulfills current needs and grows with a business is crucial to success in today's competitive business world. TeleSynergy's TelePCX, with its powerful PBX functions and excellent application development capabilities, brings you a system that can adapt to the way your business operates. Being a cost-effective, reliable and easily scalable system, TelePCX provides the best initial response to customers, improves employee productivity, and can accommodate your business growth, regardless of geography, number of employees or business operation. TelePCX is your ideal Integrated Communication Server solution in this IP era!

### TelePCX vs. IP-PBXs

Voice quality and reliability are critical issues when implementing IP telephony. As an Integrated Communication Server, TelePCX provides companies with a more practical PBX solution than an All-IP-Routed IP PBX does. The distinguishable difference between an IP PBX and the TelePCX is that the TelePCX only uses IP to transport calls through the Internet between corporate sites while it relies on circuit-switched phone wiring for the final loop to desktop analog handsets. The integration of legacy circuit switching and new VoIP technology eliminates the need of the expensive IP handsets, and solves the problem of voice fluctuation by reducing the LAN loads. At the same time, it achieves the main benefit of an IP PBX by establishing a virtual voice intranet for businesses and enabling the "one dial plan" capability for multi-location offices.

Unlike most IP-PBXs that need to integrate with additional servers to acquire AA/VM (Auto Attendant/Voice Mail) or Computer Telephony (CT) functionalities, TelePCX is an all-in-one total solution with built-in AA/VM and many other applications.

### TelePCX vs. PC-PBXs

The open platform, combined with lots of existing business-oriented applications, makes TelePCX distinguishable from other PC-PBXs in the market.

TeleAPG, a GUI-based telephony application generator included with TelePCX, provides an easy method to customize the phone system according to your business needs. TeleCCO, the TelePCX full-featured open API, provides powerful call control functions to third party software application developers for customizable consoles and extended functionalities to access TelePCX features.

With TelePCX's ONE-BOX platform, it becomes much easier and cost-effective to deliver complete and fully integrated communication solutions for your business needs.

### TelePCX vs. legacy PBXs

Self manageable and flexible call handling capabilities are only some of the outstanding features that set TelePCX apart from legacy PBXs. TelePCX is designed to allow immediate and simple configuration changes. The GUI-based "Configure & Tool" function of TelePCX allows the administrator to add a new user, relocate phone set (extension), set toll restriction, create speed dial list, change extension type, or implement system-wide changes. System administration has never been easier. You no longer have to wait for a costly service call from your PBX reseller. In addition, TelePCX provides PBX users with the flexibility of managing their call handling, call routing and call management to meet their specific communication needs.

Almost all legacy PBXs require an extra interface to link with CT servers for advanced functions. In most cases, these interfaces do not provide effective hand shaking function, which hinders legacy PBXs from efficient incoming call handling. The multi-vendor environments of legacy PBXs may lead to lots of finger pointing when something goes wrong. Furthermore, businesses usually have to dispose of existing equipment when replacing legacy PBXs with larger-sized or advanced featured legacy systems. TelePCX, as an open system with a unique all-in-one-box architecture, eliminates all these drawbacks.

## Flexibility

### Fits Your Unique Communications Needs

#### Flexible Call Handling

TelePCX provides flexible call handling, call routing and call management to handle calls for almost any situation. An incoming call can be answered by an operator, Auto Attendant or directly routed to an Interactive Voice Response (IVR) answer sequence. Call Management allows users to set functions such as Call Screening or Call Waiting. Users can route calls to a designated number through Call Forwarding, Message Notification or One Number Follow Me. Auto-least-cost-routing sends outbound calls via the cheapest telephone company service using predefined routing data in the TelePCX server. TelePCX allows you to handle calls as your business and employees require with ease and flexibility.

#### Self-Manageable

TelePCX provides you with a GUI-based "configure & tool" function that allows you to easily set up and self manage the system. For the first time ever, you can maintain your company's telephone system efficiently and economically.

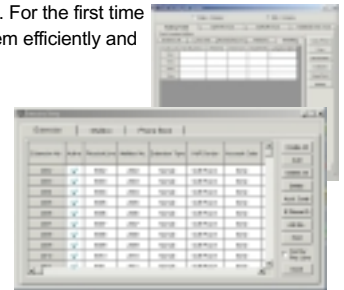
#### Affordable Computer Telephony (CT) Applications

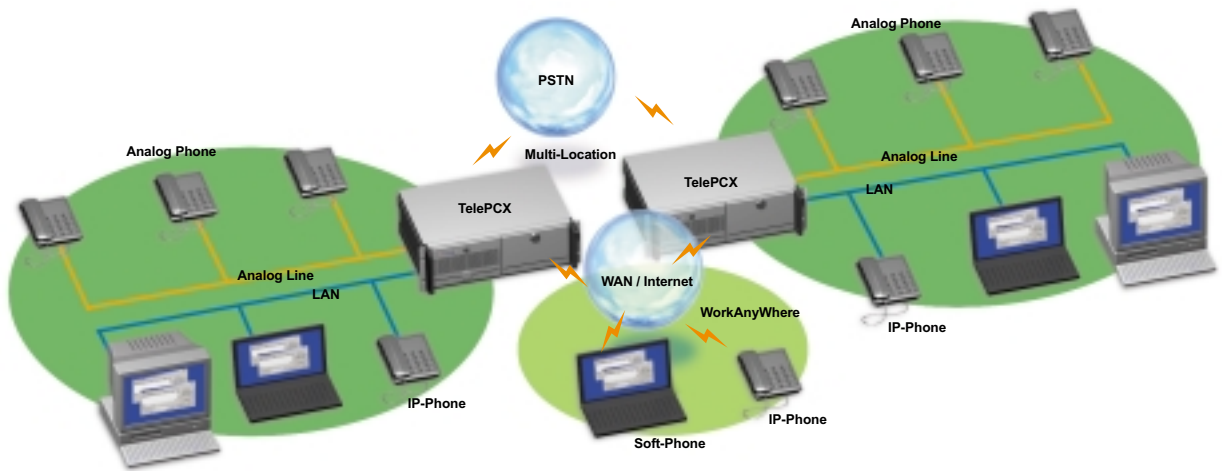
It is no longer cost prohibitive for small to medium sized businesses to implement Customer Relationship Management and provide responsive/interactive customer service. TelePCX is an One-Box communication platform that can be expanded and customized for integrated computer telephony applications. Applications like Virtual Extension, Office Hoteling and Secretarial Service provide the mobility, manageability, flexibility, and expandability for business communications.

#### Full Spectrum of Hardware Extends Functionality

TelePCX provides interface options for VoIP, T1/E1/PRI/BRI and Analog trunk lines within the same system. By adding PBX cards, you can upgrade your PBX from an analog 4-trunk/8-extension system to a 238-trunk/616-extension system with the combination of various telephone interfaces mentioned above.

The smart infrastructure of TelePCX allows inter-communication between different types of interfaces (Trunk, Extension and VoIP port). This facilitates a unique Multi-location architecture, WorkAnywhere and Conferences through VoIP capabilities.





## VoIP Integration

### Employees Work under One Dial Plan

Inter-branch communications are no longer hindered by costly centrex or tie trunk systems. TelePCX, with its integrated VoIP functions, allows for boundary free communication between headquarters and all remote offices: The PBX systems in different locations work as a single server with all employees connected under one dial plan.

### Toll Savings with IP Telephony

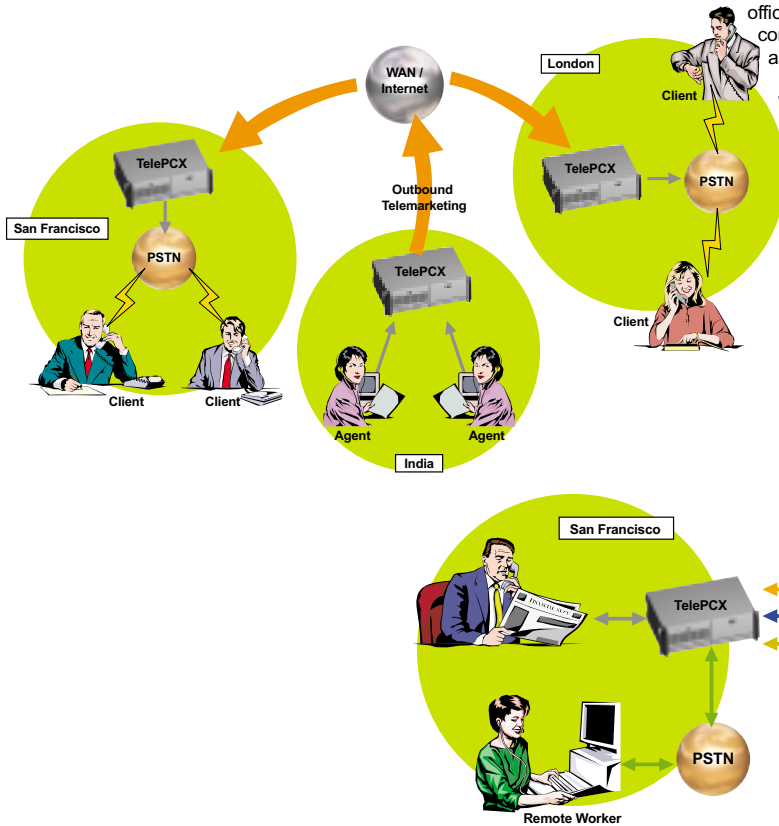
TelePCX uses intelligent IP Telephony Gateway to create a virtual voice intranet and support least cost routing through IP telephony functionality. For example, a PBX extension in New York can make a local call to a business in Singapore through the Internet-connected PBX in the Singapore office.

### Multi-Location PBX through WAN/Internet

The Multi-location PBX architecture allows the PBXs in different branch offices to work like a single PBX. By grouping the extensions, communications between distant branches are just as simple as those in the same office.

### WorkAnywhere for Work-At-Home Employees

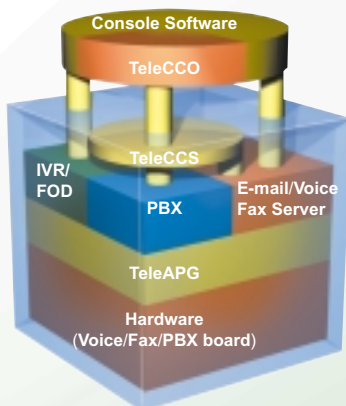
The cost-effective & efficient WorkAnywhere solution links the remote VoIP device (IP-Phone or Soft-Phone) and the TelePCX system through the Internet by DSL/Cable modem. The IP-extensions are provided with the same features used in the main office.



## Advanced Applications

### Extend Your Communication Capabilities!

- **Virtual Voice Intranet**  
TeleIPS, TeleSynergy's VoIP solution, can be integrated with the existing PBXs and communicate with other TeleIPS or TelePCX to implement free interoffice communication.
- **Audio Conference Room**  
With a friendly user interface, moderating a conference call has never been easier. Making a conference call is like walking into a conference room.
- **Virtual Office**  
An application that provides comprehensive auto attendant and voice mailbox functions for companies without an operator or receptionist. With Virtual Office, companies can have presence at various locations without having to have a physical location on the site.
- **Office Hoteling**  
The flexible office practice that allows an office/desk to be shared and reserved much like a room in a hotel. Businesses can avoid unnecessary real estate expenses while achieving full utilization of office space and resources.
- **Virtual Extension**  
A PBX function that allows businesses to have as many extension numbers/voice mailboxes as needed regardless of the number of physical extension lines installed.
- **Web Based UMS (Unified Messaging System)**  
Web based UMS is the solution for field sales staff or people who travel extensively and need to be kept informed of all messages. TelePCX allows users to access the TeleUMS web site from anywhere in the world using a standard browser to retrieve voice, fax and e-mail messages.
- **WorkAnywhere with IP-Phone/Soft-Phone**  
The work-at-home solution that is specifically designed for businesses with engineers, sales representatives or customer service employees located in a wide geographic area.
- **Alarm Server**  
An emergency notification solution specifically designed for businesses' critical facilities. With deliberate dial out logic, built-in escalation and confirmation capability, and the reliable redundant architecture, the Alarm Server ensures smooth day-to-day operation, and substantially reduces the loss due to unexpected malfunction.
- **Basic and Advanced ACD (Automatic Call Distribution)**  
Smaller companies providing technical support, customer service and so forth can now have the basic ACD functions to provide better service to their customers. Following an easy upgrade procedure, the system can be scaled up to a full function yet affordable contact center solution with advanced ACD features.
- **Call Center Solution**  
To improve customer satisfaction, TelePCX leverages real-time knowledge of customer relationships to dynamically deliver a personalized, consistent customer experience across all interaction channels.
- **Telemarketing**  
The Telemarketing / Outbound Dialing System enables you to define, implement and modify specific call campaign events quickly and efficiently. The predictive dialing function, one of the outbound dialing functions TelePCX supports, is able to predict agents' availability and determine proper pacing of outbound calls. TelePCX also provides the true blended inbound/outbound capabilities to realize the most efficient staff allocation for INFORMERCIAL application.
- **Service / Help Desk**  
With skill-based routing capability, TelePCX's Service / Help Desk solution intelligently distributes all calls to the most-appropriate or best-available agent to improve customer satisfaction and maximize agent productivity.
- **Personal Call Recording**  
TelePCX's User Console provides users with the instant call recording function by simply clicking the mouse. The recorded conversation can be forwarded to your colleague or assistant via email for further usage/reference.



## One Box Platform

TelePCX is a state-of-the-art communication server that possesses a unique and comprehensive all-in-one-box architecture.

With TelePCX's built-in high level Application Program Interface, TeleAPG and TeleCCO, as well as the powerful PBX and Auto Attendant/Voice Mail features, software developers no longer need to deal with API programming for Voice/Fax hardware and the complicated PBX operation details; Value Added Resellers no longer need to integrate PBX, VoIP, ACD, and IVR from different vendors. There is no need for complex, multi-vendor integration, no need to synchronize capabilities across multiple systems with the risk of breaking others in the process and no finger pointing between different vendors. This dramatically reduces the time for system integration, provides the system with greater flexibility and allows for easy expansion to fit your business needs.

TeleAPG is a rapid telephony application generator. As a common tool for TelePCX's Interactive Voice Response (IVR), PBX, and other voice/fax applications, TeleAPG can be used to develop applications to fulfill the functions and flexibility that are not provided by the standard TelePCX. The applications developed by TeleAPG can easily be integrated with TelePCX system, since they are all developed under the same platform.

TeleCCO, a full-featured high-level API, provides powerful call control functions to application software developers for customizable consoles and extended functionality to access TelePCX's features.

## Productive Features

Empower Your Business!

### Powerful PBX functions

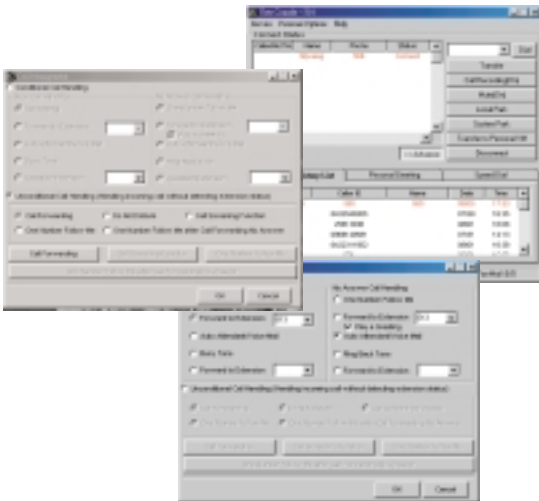
- Auto Attendant / Company Greeting / Music or Message on Hold
- Advanced Voice Mail Features
- Personal Call Management
- Call Conferencing includes up to 6 external parties and multiple groups.
- Call Screening, Caller ID Screening, and Message Screening.
- One Number Follow Me
- Personal Instant Call Recording
- Web-based UMS (Unified Messaging System)
- Phone Set Message Light
- Least-Cost-Routing
- Basic ACD (Automatic Call Distribution)
- Fax Function Ready
- ADSI Phone and Cordless Phone
- Bi-lingual Greetings
- Multi-company, Departmental Routing

### Advanced Voice Mailbox Functions

- Caller ID Call Back
- Message Notification (voice, pager, email)
- Access trunk line
- Retrieve voice mail via email
- Adequate voice ports allows non-blocking voice mail access
- Message Time Stamp
- Message Playing Sequence (last in first out, first in first out)
- Fast Forward / Rewind / Skip Messages

### Intuitive, Easy to Use On-Screen User Console

The User Console not only allows users to control call and message settings from their desktop PC, but also simplifies the call handling procedure. Its intuitive interface guides users through the available choices, and simplifies day-to-day phone call operations like transfer, redial, conference, hold, and voice mail access to just a CLICK away.



### Web-based Unified Messaging System for road warriors

TelePCX supports a web-based unified messaging system - TeleUMS to handle all e-mail, voice mail and fax messages for users. Combined with the "One Number Follow Me" PBX feature, TelePCX keeps on-the-road employees connected at all times.

## Scalability & Easy-Maintenance

Lower Total Cost of Ownership

### Easy to Use and Maintain

Web based remote setup and configuration capabilities allows for easy remote management. Performing common tasks like Move, Add and Change is easy and intuitive.

### Reliability You Can Count On

The TelePCX System is built for reliable communication. It is based on Windows 2000 Server Appliance Kit, which is composed only of system-critical components to improve system stability and reliability. The capability of automatic hardware system monitoring enhances the system's reliability.

### Expandability - Lets You Start Small and Grow

Starting from 4 trunk lines with 8 extensions, TelePCX can flexibly, incrementally and cost-effectively expand to 48 trunk lines with 144 extensions with Analog/T1/E1/PRI/BRI interfaces included. By applying the add-on switch box ES-0023/ES-0030, TelePCX can further expand to 238 trunk lines with 616 extension lines in a single chassis. If one chassis does not accommodate all devices required, multiple chassis can be stacked to work as a single switch system. A business will never outgrow the TelePCX system.

### Open - Meets Your Changing Business Needs

With TelePCX, you keep your options open. TelePCX is an open system that allows you to easily enhance and expand your business communication capabilities at any time.

## Multi-level Phone Set Device Support

Fulfills Your Various Needs

The TelePCX system provides a variety of phone set options to fulfill your operations needs: the standard analog phone set, advanced Analog Display Services Interface phone set, IP-phone set, on-screen IP-based soft-phone and on-screen User Console. From large scale companies with hundreds of extensions to specific departments (e.g. help desk, technical support) with 4 or 5 extension users, or SOHOs and remote workers; TelePCX's phone set flexibility can be used in any situation to fulfill communication needs.

## Boards for Applications Developing

& Scale Expanding

### PBX/Voice Boards

- TX-0408S (4 trunk, 8 extension, 12 voice)
- TX-1200/TX-0400S (12/4 trunk, 12/6 voice)
- TX-0012 (12 extension, 12 voice)
- TV-2760/TV-27120 (60/120 voice)
- ES-0023/ES-0030 (23/30 extension)

### VoIP Boards

- TX-0400i (4 trunk, 6 voice, 2 VoIP)
- TX-0204i/TX-0408i (2/4 trunk, 4/8 extension, 6 voice, 2 VoIP)
- TV-3320/TV-3340 (2/4 trunk, 2/4 VoIP)
- TV-2510/TV-2520 (10/20 VoIP)
- TV-2610/2620/2630 (10/20/30 VoIP)

### Fax Board

- TX-9242 (4 trunk, 4 fax)

### T1/E1/PRI/BRI Boards

- TD-52SC/TD-52DC/TD-52QC (1/2/4 T1/E1/PRI port)
- TV-2882/TV-2842 (4/2 ISDN BRI, 8 voice)

## System Models

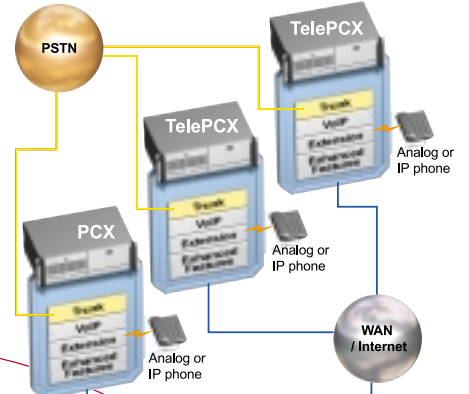
<b>TelePCX-NPC 408</b>	4 trunks 8 extensions 12 voice ports
<b>TelePCX-NPi 1644</b>	16 trunks 44 extensions 60 voice ports
<b>TelePCX-NPi 2472</b>	24 trunks 72 extensions 72 voice ports
<b>TelePCX-NPi48144</b>	48 trunks 144 extensions 144 voice ports
<b>TelePCX-NPi238616</b>	238 trunks 616 extensions 120 voice ports

### ATX PC Case

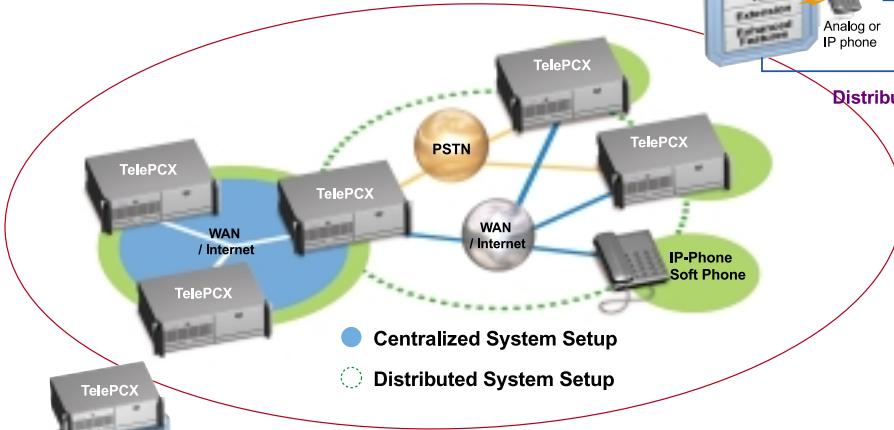
- Pentium 4
- 10GB+ HDD
- 128MB SDRAM
- CD-ROM
- Fast Ethernet Network Card
- 250W Power Supply
- Windows 2000

### Industrial PC Case

- Pentium 4
- 10GB+ HDD
- 128MB SDRAM
- CD-ROM
- Fast Ethernet Network Card
- 300W Power Supply
- Windows 2000

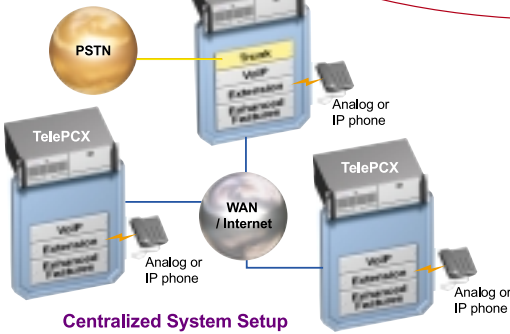


Distributed System Setup



Centralized System Setup

Distributed System Setup



Centralized System Setup



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