Tadiran Telecom

Unified Communications & Collaboration Solutions

Aeonix
Solution Portfolio

AEONiX
EVERLASTING

Index

Our Value Proposition – Plain and Simple

Aeonix is a pure software based Unified Communications & Collaboration solution (UC&C) that consolidates disparate business applications into a single powerful platform. It is delivered on a fault tolerant and open architecture, with intuitive management tools. Aeonix can be deployed in a private cloud environment or as an on-premise solution.

Aeonix was designed to meet current and future challenges of distributed organizations:

Scalability – Aeonix has the ability to extend customer networks based on current demand and changing needs. The open ended architecture allows customers flexibility to buy and install only what they currently need, and to add users, remote locations and additional applications as they become necessary. The standard system solution has the ability to provide service from 10 to 100,000 users.

Simplicity – Aeonix includes unified management of all system services and applications. An intuitive GUI and a simple licensing mechanism make it easy to install, manage and maintain. Adding users, remote sites, or applications to one Aeonix server, is the same as adding them to every server in the network.

Open Architecture – Aeonix supports standard protocols such as SIP (unmodified), CSTA, and web services. This architecture allows customers to seamlessly integrate a variety of common applications and to add desired devices to the system (BYOD). Security protocols are implemented to ensure the system's integrity and prevent unauthorized operations.

Resiliency – A system can consist of one or many servers while each Aeonix server provides complete 100% application functionality. In a "clustered" (multi-server) environment, automated diagnostics and recovery mechanisms deliver the highest levels of fault tolerance and failover.

The Aeonix delivers powerful, flexible, and adaptable communications to enterprises both large and small. Its' simple unified management structure ensures that customers experience the lowest total cost of ownership (TCO) with minimal IT resources required.

Aeonix is a highly robust, open, scalable state of the art platform that consolidates and integrates with business applications to provide a truly comprehensive Unified Communications & Collaboration (UC&C) solution.

Rich Variety of Business Applications

Aeonix delivers business agility, reduces communication costs and complexities, and greatly enhances company efficiency. Employees can reduce travel and meeting time by taking advantage of Aeonix Conferencing and Collaboration capabilities. In addition Aeonix provides a wide range of solutions for different type of users with a variety of built-in business applications, such as Contact Center, UC client, Attendant Console, Instant Messaging, Unified Messaging, and multi-layered mobility modules. At the same time, Aeonix closely integrates with Microsoft Lync which enables customers to choose their preferred Collaboration application. IT personnel can easily manage these communication applications in an efficient manner from one unified location that ensures customers experience the lowest total cost of ownership (TCO) with minimal IT intervention.

Open Architecture

Aeonix is a next generation pure IP UC&C platform based on adherence to industry open standards. This smart architecture provides a flexible and open platform that can be easily integrated with 3rd party and OEM solutions, by providing support for a pure SIP (unmodified) interface. Security protocols are implemented to ensure the system's integrity and prevent unauthorized operations. A Session Border Controller (SBC) is used for NAT Traversal and Firewall penetration prevention. Aeonix's secured (SSL) web-based administration with centralized and unified management capabilities ensures administrators and end users optimize their communications experiences.

Virtualization & Private Cloud

Aeonix platform can be implemented in a private cloud environment or as an on premises solution. IT managers can simply download and install a VMware image, greatly simplifying IT overhead and allowing customers to concentrate on their business rather than on their infrastructure.

High Availability

Aeonix is a robust and resilient distributed communications solution with no single point of failure. Optimized to work in a clustered environment, Aeonix's unique N+1 capabilities allow for seamlessly configuring this highly scalable cluster solution. Each Aeonix server is a replication of the other servers, ensuring that 100% application and call continuity is maintained in the event of a server problem. An additional synchronization layer provides a unique pro-active redundancy approach with neither loss of data nor communications errors during system failure. As a result, calls as well as business applications remain active and continue to provide reliable information during communications platform malfunction. Full redundancy coupled with automated diagnostics, disaster recovery, and load balancing mechanisms provides the highest levels of fault tolerance in each and every server in the cluster. In addition, a site can also continue to function as a "Survivable Node" in the event the WAN connection is lost.

Aeonix boasts a variety of applications that are ideal for various vertical markets, such as Contact Center, Power & Gas, Healthcare and Transportation:

Contact Center

as an all-in-one contact center management solution, customers and employees get an out-of-the-box call routing system with sophisticated call blending, call proxy, and automated callback features. Multimedia queue management enables intuitive, prompt, and personalized attention.

Navigator UC Desktop Client

by utilizing powerful IM and presence capabilities, coupled with a built-in softphone, users can communicate via phone, chat, off-line messages, and collaborate closely with co-workers located at the same or remote locations.

ACD Reporting

provides call center supervisors with valuable real-time information for tracking the progress of each incoming call and data on each agent's performance. This allows supervisors to respond to dynamic changes in conditions and fluctuating traffic, address unexpected problems, and verify results based on statistical analysis of trends and patterns over a period of time.

Attendant Console

as a complete unified desktop communications productivity tool, the Aeonix Attendant Console provides attendants with a personal portal for intelligently routing company inbound and outbound calls on behalf of other Aeonix users.

Managed Audio & Video Conferencing Facilities

❱ Meet-me conferences (up to 48 participants per server)

❱ HD quality, SIP based integrated video conferencing solution

❱ Comprehensive audio conferencing solution with web based collaboration, including Desktop Sharing, White Board, document sharing and more.
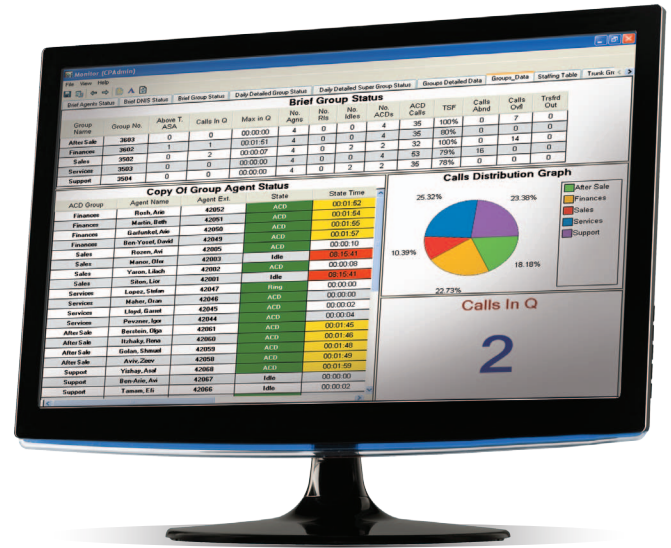
Contact Center

A 360° View of All Contact Center Activities

Aeonix Contact Center is an embedded, all-in-one contact center management solution. Easy to operate, easy to integrate, and easy to maintain, yet feature rich and competitively priced, delivering immediate TCO and ROI to thousands of satisfied customers worldwide.

Key benefits:

◗ **All in one solution** – Provides a one server solution for UC&C and Contact Center applications and feature sets. Single server deployment with intuitive and central management capabilities reduces time, footprint, and resources required to manage the system.

◗ **Easy to operate and easy to maintain** – Applications were developed with the end user in mind. No IT specialist is required to make changes or to generate reports; the ACC can be managed with ease by the contact center supervisor.

◗ **Up scaling requires license changes only** – A simple upgrade process allows customers to upscale quickly. Simple licensing changes allow customers to add more agents or applications on their system seamlessly and intuitively. No additional hardware is required.

◗ **Total Cost of Ownership** – Customers are looking for solutions that can provide "more for less", something that the Aeonix Contact Center is especially well-positioned to do. With minimum hardware required, as well as simple implementation and maintenance processes, customers reap the lowest possible total cost of ownership.

The Aeonix Contact Center solution integrates with business application databases in multi-site distributed environments. The system enables up to 600 concurrent agents to view and act on relevant information including recent business history while speaking in real time with customers. It supports outbound dialing, allowing simultaneous call handling, and call initiation by agents. It also helps managers to optimize agent time and contact center use by proactively placing calls for campaigns or follow-up communications. Aeonix Contact Center applications monitor contact center activities, generate reports that summarize the past performance of the system over a given time period, and provide statistical analysis of contact center behavior within a specified period. In addition, supervisors can control and adjust contact center staffing and behavior to address changing conditions.

Contact Center

Aeonix Contact Center Main Features

▸ Robust, true multimedia universal queuing – enabling call center managers to easily prioritize customers and incoming contacts regardless of the media used. The same set of business and routing rules can be applied to voice / chat calls, emails, and faxes.

▸ **Multi-layer routing options** – including Priority, Skill Based, Statistical, Business Rules, and Customer Defined Values

▸ **Sophisticated self-service IVR tools** – enabling managers to design routing plans and accurately assess contact center activity trends

▸ **Outbound, Callback and Campaigns** – including progressive and automated outbound dialing

▸ **Superior management tools**

Real-time Monitoring – providing supervisors with statistical information about the current status of the contact center

C2G Reports – for collecting all information from call entry to call termination and call profile details for internal investigation purposes

Historical Reports – enabling users to generate historical statistical reports for evaluating past activities and planning for future actions

▸ **CRM and database integration** – based on a Client/ Server architecture and a SIP/CSTA interface, Aeonix Contact Center provides interfaces for client based integrations with external applications, specifically CRM applications

Contact Center

The Aeonix Contact Center Agent

The Aeonix Contact Center Agent is a powerful, yet easy to use tool with a rich set of telephony and ACD capabilities enabling agents to maximize their performance. This intuitive desktop tool enables agents to manage calls through a simple Agent board of on-screen icons. Main features include:

◗ Automatic login to multiple groups

◗ Free seating support

◗ Configurable Agent search criteria

◗ Configurable Actions Permissions, Class of Service (COS)

◗ Full support of ACD agent functionality

◗ Integrated phone station functionality

◗ Phone ONLY (PC Less) Agent Station

◗ Management of Inbound calls

Aeonix Contact Center Visor

The Aeonix Contact Center Visor Management Information System (MIS) suite monitors all contact center activities, generating reports that summarize the past performance of the system over a given time period, and providing statistical analysis of the contact center within a specified period. Real-time and historical reports provide:

◗ An extensive range of pre-defined templates that enable supervisors to define a wide selection of reports in order to obtain statistical and graphical information concerning contact center activities

◗ Dynamically control and assign agents to different groups for load balancing

◗ Customized reports based on predefined templates

◗ The ability to create custom reports without the need for programming

◗ The ability to create reports that are private for a specific supervisor, or global for all supervisors

Aeonix Contact Center Administration

The Aeonix Contact Center Administration enables authorized supervisors to define parameters of the various system entities (Agents, Agent Groups, and Trunk Groups) and modify their attributes. Administration also includes:

◗ GCCS Administration – for graphically defining and maintaining CC Scripts

◗ Wallboard Administration – enabling supervisors to communicate with entire

groups of telephone agents simultaneously while instantaneously providing supervisors with essential information

◗ Reader Board Administration – enables supervisors to construct and control

the messages that are to be displayed on Reader boards and agent boards

Aeonix Contact Center Lite

Also available in an introductory package, the Aeonix Contact Center Lite allows any business to immediately take advantage of contact center capabilities that are available in the full version. The base package includes the Aeonix Contact Center engine for establishing call routing rules, the Administration for creating contact center profiles and parameters, and the Visor for supervising the center and generating management information. It is ideal for any business, providing real-time and historical information on all call activity. And when the time comes to migrate to the full Aeonix Contact Center solution, it can be seamlessly scaled with a simple license upgrade while maintaining all existing contact center investment.

Reporting

Aeonix Reporting

Aeonix Reporting enables optimization of your call center by introducing a full range of contact center solutions, including reporting, forecasting, and performance measurement capabilities that allow you to maximize agent productivity, plan efficiently for future operations, and ensure customers keep coming back. This Management Information System helps you meet the challenges of managing your call center with advanced ACD capabilities for centralized or distributed sites. It provides all the information required for good real time management as well as for future planning, based on statistical analysis of trends and patterns over a period of time. Contact Center solution, it can be seamlessly scaled with a simple license upgrade while maintaining all existing contact center investment.

Aeonix Reporting includes:

- **Historical reports** – an intuitive, customizable, powerful and efficient management tool for call center optimization

- **Advanced monitoring** – smart, at a glance decision-making tool providing Supervisors with all the real-time information needed for effectively responding to dynamic changes to traffic and resource allocation

- **Centralized Administration** – configuration tool allowing Managers to calibrate statistical information to meet their business goals

Whether your organization's departments are in one office building or geographically dispersed, Aeonix Reporting provides a solution that ensures a positive customer experience all around. When all locations are tied together over the same network, a central Nodal Control Point allows

Managers to analyze enterprise-wide call center information and compare performance across all sites. Adding the IVR module to the package further reduces expenses and increases customer satisfaction by providing them with access to profile-targeted information and self-services without having to involve service representatives.
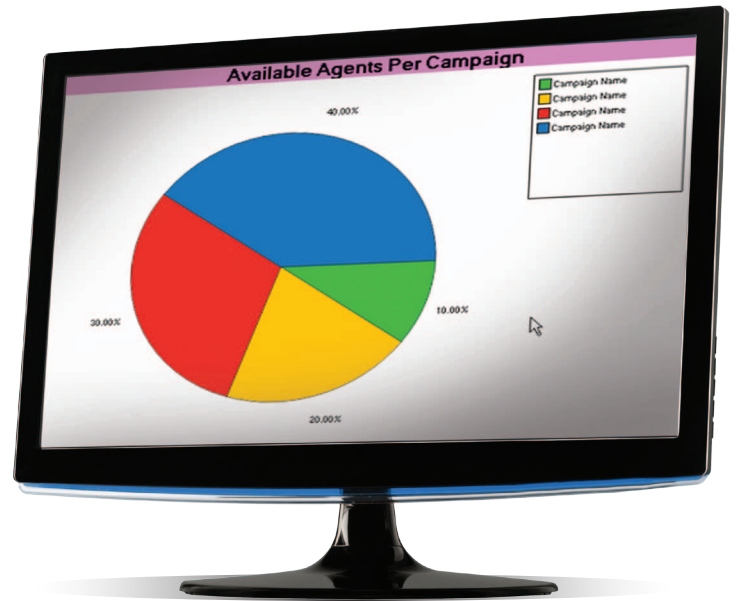
Audio Conferencing & Collaboration

Audio Conferencing & Collaboration for Aeonix

Tadiran's feature-rich and easy to use audio conferencing solution is a comprehensive collaboration tool that allows both business partners and colleagues to interact in an efficient manner.

It allows users to host and share web and desktop conferences with chat and whiteboard capabilities. Enhanced voice conferencing capabilities makes collaborating with colleagues easy.

Easy to configure and maintain, administrators and moderators can quickly set up and run sessions, boasting company efficiency and productivity with:

◗ Up to 500 participants in conferencing session

◗ Multiple concurrent active conference bridges

◗ Voice bridges with multiple codecs and endpoints support

◗ Desktop sharing – share documents, computer desktop, or co-browse the Web

◗ Presentation sharing – upload Office documents, pictures, and PDF files to reduce edit time

◗ White boarding – create visuals for brainstorming sessions

◗ Chat room – moderators can respond to questions publicly / privately

◗ Multiple presenters – other participants can take charge of sessions

◗ Voice Recording – available for playback at any time, on any computer

◗ Email clients integration   with iCaelndar file to submit invitations to a meeting participants

Key benefits:

SIP based solution (complies with RFC3261)

Multiple participants per Web based Video conference bridge (according to license)

Multiple audio participants per audio conference bridge (according to license)

Multiple concurrent active conference bridges

Meeting scheduling using iCAL file (compatible with Outlook and Lotus)

Comprehensive collaboration including Desktop Sharing, White Board, document sharing and more.

Enhanced Management (dozens of features configurable via the GUI) & Moderation via Web or phone via DTMF

Multiple language support

IVR prompts

Silent monitor feature can be easily set up by the administrator to monitor specific calls

Video Conferencing

Video Conferencing for Aeonix

Aeonix video conferencing solutions allow businesses to conduct meetings in a more efficient manner while reducing overhead and travel expenses.

Tadiran's integrated video conferencing solution is an open, standard SIP-based video/audio conferencing solution for businesses of all sizes. The solution includes a Web-based management system, offering administrators and moderators easy system configuration, conference creation, monitoring and conference control in real time. Capabilities include:

▶ High Definition – both HD voice and video up to 720p

▶ Interoperability – supporting a wide variety of devices

▶ Conference Management with Dashboard – enabling leaders to manage conferences effectively, including inviting participants, modifying parameters, and viewing information

▶ Multiple Access Numbers – supports pre-configured multiple access numbers and conference rooms that can be dialed directly by participants

▶ Multiple settings per conference rooms for defining video quality, number of participants, and layouts

▶ Video Layouts – Dominant based or Equal layouts. When dominant layout is used, the loudest speaker will appear in the dominant window

▶ Multiple Video Layouts – 10 video layouts are available for equal presence and 5 for dominant-based display mode, which are dynamically optimized as participants enter and leave the conference

▶ VIP Participants – allows VIP participants to join a conference without PIN code authorization

Key benefits:

▶ SIP based solution (complies with RFC3261)

▶ Up to 15 Multiple participants per Video conference bridge

▶ Multiple concurrent active voice and video conference bridges

▶ Multiple Video layouts configuration

▶ HD quality for Video using H.264 codec

▶ Efficient bandwidth utilization with H.264 codec high compression

▶ Highly scalable

▶ Easy to set up, maintain, and upgrade

Unified Communications

Aeonix Navigator

The Aeonix Unified Communications desktop client, Aeonix Navigator users can easily monitor the presence and the availability status of other Navigator users. When colleagues are busy on the phone, other users can communicate with them by sending email or IM messages. When the user is offline, "sticky notes" can be sent and automatically viewed by the user upon returning to online status. Aeonix Navigator can control a desk telephone or an optional built-in softphone. By utilizing these powerful IM and presence capabilities, users can collaborate closely with co-workers located at the same or remote locations. Aeonix Navigator is designed to increase user control and communications efficiency in a user-friendly environment. Using familiar Outlook-like tools, it provides users with an intuitive tool for getting the most from Aeonix's powerful telephone and mobility features. This smart UC personal desktop productivity tool includes a rich set of telephony features and applications. Users can use their Outlook contacts, manage personal contact lists, and have access to company-wide phone directories to find and connect to people quickly. Users can dial either from Outlook contacts or using a "hot-key" dialing, can highlight and dial from any telephone number in a document, email or web page

Aeonix Attendant Console

Aeonix's optional call management desktop application for operators, Aeonix Attendant empowers operators to effectively handle inbound and outbound calls. Additional information can be sent to the called party that is using the Aeonix Navigator in the form of real-time Instant Messages and off-line sticky notes.

Unified Management

Web Based Aeonix Admin

The Aeonix Web administration is an intuitive, convenient centralized web-based interface that can be accessed from any workstation connected to the network.

IT personnel can easily manage disparate communication applications in an efficient manner from one unified location.

The Admin offers multi-level unified management for all Aeonix programming. Administrators can configure remote sites, applications, users, devices, trunks, gateways, licenses, system alerts, notifications, and more.

The End-user web application allows users to access a personalized portal for the purpose of viewing and modifying their own settings, including endpoints, call routing, and mobility rules.

The Aeonix Admin is based on innovative principles of management:

◗ Multi-level hierarchy (System, Group, and User) allows for quick and easy handling of end-user requests

◗ Unified management system for users, phones, conferencing, VM, ACD, and gateways

◗ Simple multi-site management

◗ Single licensing management for all system entities, including users, phones, and gateways

◗ Locationless administration for all users

◗ Multiple administrator levels for managing various system entities and tasks, including users, phones, and applications

◗ Multi-time zone support for distributed deployments across multiple time zones

◗ Secure remote login (HTTPS)

◗ Real-time Alerts and Notifications

Mobility Features

Aeonix allows up to 25,000 users to be registered in the system. Mobility features allow connection of remote SIP clients as well as using GSM cell phones to generate and receive calls The following mobility features are available:

FlexiCall

Users can be reached anywhere from any of their devices at any location, including internal Aeonix and off-site phones. Incoming calls ring on all of the specified devices until the call is answered on one of them. Once answered, users can transfer the call, establish a conference, etc., whether the answering device is an internal, external or cellular phone.

Call-through

The Call-through feature allows off-site users to make calls as if they were dialing from the office. Users dial a predefined dedicated number, and once identified by the system, receive a dial tone allowing them to make calls from within the system. During a Call-through mobility call, a subscriber's menu is activated, allowing users to activate basic call features by simply pressing keys on their phone's dial pad.

Callback

When using the Callback feature users can make internal calls when off-site. The system identifies the user, disconnects the call, and calls the user back on the number from which the call was originated. After answering the call, a dial tone is provided for making calls (as well as other basic call features) as if dialing from within the system.

Smartphone Client Support

Aeonix also supports mobility features on 3rd party mobile SIP clients installed on dual mode (GSM / Wi-Fi) smartphones. Features include:

Standard

◗ Call display and voicemail indicator

◗ Speakerphone, mute, hold, and transfer (attended and unattended)

◗ Call history – list of received, missed and dialed calls Call recording

◗ Contact List and Contact Favorites (leveraging smartphone contacts)

◗ Multiple call

◗ Merging and splitting calls (three-way conferencing support)

Advanced

◗ Presence

◗ Busy/Idle status of Aeonix users

◗ Video calls

◗ H.264/VP8 video codec and G.729/low bandwidth audio support

◗ Ideal for connections with limited bandwidth, such as 3G
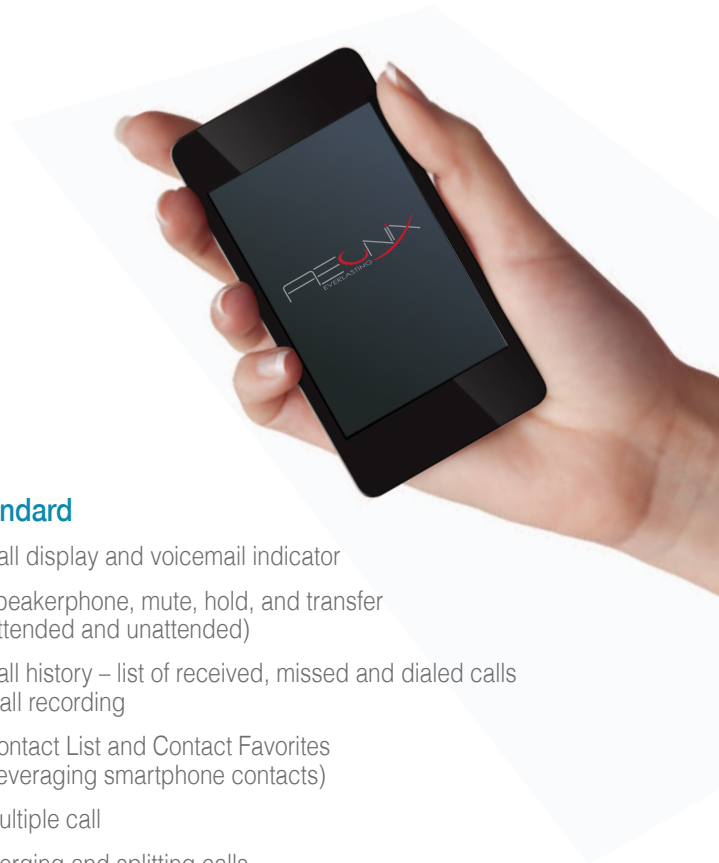
SeaMail is a SIP based Unified Messaging application implemented as an add-on service of the Aeonix. It helps customers to implement a secure and robust unified messaging environment with comprehensive capabilities as their communication needs evolve.

SeaMail provides fully-featured unified messaging functionality, allowing users to work within a multi-lingual, unified environment. SeaMail allows users to receive voice and fax messages as email attachments in their inbox, or have their emails converted to voice files and listen to them from their phone. In addition, SeaMail is a Fax-over-IP solution providing fax-to-email and email-to-fax, and can also be used as a fax server. The system can also be set up to work with other voicemail programs, such as Microsoft Exchange, and offers optional features, including speech recognition and Text-to-Speech.

SeaMail Smartphone Client Support

Aeonix supports SeaMail mobility clients installed on dual mode (GSM / Wi-Fi) smartphones. Features supported include:

Display of and access to all new, saved, and deleted voice messages and faxes

Voice mail box administration including recorded name, password and new user voice mailbox set up

Presence-based greeting management including default, busy, out of office, and extended absence

Internal message delivery including flagging for future delivery, priority, confidential, and return receipt notification

Single-number reach

Interactive call screening

One touch access to DND (do-not-disturb)

Voice logging for Aeonix

Tadiran's powerful, reliable, and feature-rich call recording and screen logging system for Aeonix records all trunks and phones communications. Voice recordings in conjunction with screen capturing capabilities allow all agent and user activity to be thoroughly monitored. A powerful search mechanism allows all recordings to be easily retrieved and played back locally or remotely by the system administrator via a user-friendly web-based management interface.

Key benefits:

▶ Affordable – professional voice logging with superior cost-performance ratio

▶ Supports a variety of voice sources – automatically record a wide range of voice sources. Designed with cutting edge hardware and software, it is capable of recording multiple channels simultaneously, tailoring to specific needs and configurations.

▶ Scalable and Modular – one platform saves customers' investment. All input channels, including incoming analog lines, digital extensions, digital and SIP trunks and IP phones are centralized into a single Logger.

▶ Flexible approach – including Total Recording, Selective Recording, and Recording on Demand

▶ Adaptability – can be installed and used as a standalone recording system for single site recording or as a centralized recording server for larger communication networks

▶ Powerful – comprehensive voice logging, search, monitoring, and playback capabilities

▶ Screen Monitoring & Logging – Screen capturing, monitoring and playback can be executed by any client workstation on the LAN.

▶ Browser based management – enables you to manage, access, search and playback audio records in the easiest way

Voice Logger for Aeonix is designed for total or selective recording, recording on demand, and retrieval of audio and video. Audio sources include analog, digital and IP phones, and video is received from screen activity.

Voice Logger for Aeonix can passively tap into incoming and outgoing trunks and all types of extensions achieving real-time call recording and monitoring without interruption to service.
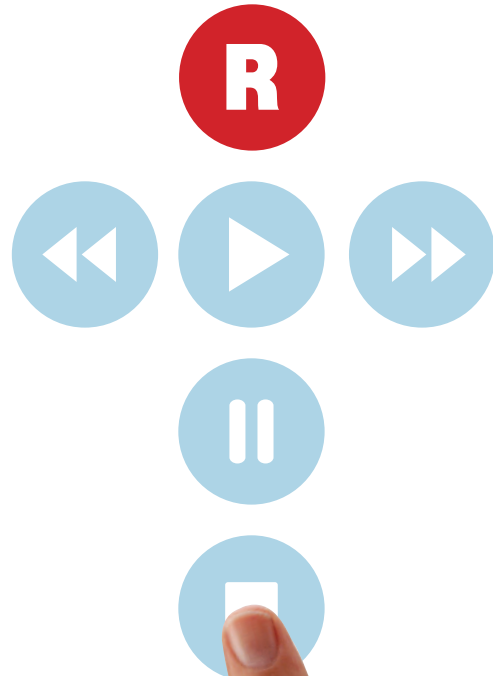
Tadiran supports variety of SIP gateways including its own Wave Gateway, that are used for interfacing Aeonix with legacy telephony systems. It allows customers to retain their legacy equipment while gradually switching over to full IP solution according to their own budgetary constraints.

Wave Gateway

The Wave Gateway, which is certified in over 40 countries worldwide, comprises a family of dedicated gateways for Aeonix. It allows Coral customers to seamlessly migrate to Aeonix, maintaining their Tadiran digital phones while enjoying unified management, all at minimal cost and no hardware changes. Available in many models to match existing or new interfaces, they provide telephony connectivity and access points to integrate Aeonix with PRI, E1, and T1 digital circuits, analog trunks, and single-line analog stations.

The following Wave Gateways are available : IPxOffice, IPx500, IPx800, IPx3000, IPx5000, Coral 400-4GC

There is a path of conversion for other legacy systems

Third Party SIP Gateways

Tadiran has integrated Aeonix with various third party SIP gateways to allow customers to preserve their legacy systems and equipment within the Aeonix system, including connectivity with different types of trunks, analog phones, fax machines and the PSTN (lines). The following gateway models are available:

- GW with 4 FXS and 4 FXO lines to connect up to 4 analog devices and up to 4 FXO lines with power fail feature support

- FXS VoIP gateways that bridge legacy telecom terminal equipment, including phones and faxes into Aeonix

- 24FXS

- 96FXS

- Internet telephony trunk gateways with one or two ISDN PRI E1/T1 lines, designed to provide connectivity between the PSTN and Aeonix

Phones

Aeonix offers a range of entry-level, mid-range, and executive terminals offering large graphic displays with video conferencing capabilities.

In addition to Tadiran's broad range of SIP phones, Softphones, Wireless phones and Attendant Consoles, Aeonix's adherence to SIP open standards allows companies to choose their own SIP compliant phones (BYOD), including smartphones.

The T300 series offers both executives and office workers superior high definition voice quality in every call. Users can personalize their settings directly via the phone or via a user-friendly, web-based administration, as well as benefit from both local and centralized phone directories. Models include:

Office Desk Phones

▶ T320 and T320P (PoE) – entry-level phones with two-line HD display

▶ T322 IP desktop phone – Mid-level phones that are both aesthetically appealing and highly functional and HD quality

SeaBeam

adiran's SIP-based softphone allows you to communicate using your computer. With SeaBeam you can engage in audio/video conferencing, and activate both built-in and Aeonix features, turning your computer into an instant IP communications device. SeaBeam is easy to use, featuring an intuitive and user-friendly interface, and is downloadable as a self-extracting executable file.

Executive Phones

▶ T328 IP executive phone – offering a large graphic display, crisp HD voice quality, and user-friendly administration. It comes with multiple soft and programmable keys, has one-click access to internal and the company's central directories, and can be equipped LCD display expansion modules.

▶ VP530 executive video phone – a powerful all-in-one tool for today's busy executives and managers, complete with large 7" color, high resolution touch screen

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Coral – IP PBX Solutions

The Coral family of IP PBXs is a powerful communications platform providing built-in voice and data convergence by combining IP-rich technology with the stability of TDM technologies. Coral IPx systems are complete networking solutions, offering powerful unified communications and multi-media capabilities, mobility features, and a host of IP related features. Ideal for single deployment or multi-site networks, Coral IPx systems are suitable for organizations of all sizes, offering models that scale from a dozen to over 6000 ports. All system components, including telephones, trunk and station cards, voice messaging, database and common control elements can be easily scaled while protecting your investment.

Coral IPx Communications Platforms

Coral IPx systems boast hundreds of proven telephony features and applications. They offer the ultimate in flexibility, with modular units that can be rack, floor or wall mounted. Each model can be used as a VoIP telephony server, a traditional switch, or both.

▶ **Coral IPx 500** – compact for small to medium-sized offices (50-400 users)

▶ **Coral IPx 800** – for medium-sized enterprises (150-650 users)

▶ **Coral IPx 3000** – for large enterprises (500-4,000 users)

▶ **Coral IPx 4000** – complete communication solution with outstanding traffic capacities, optional full resiliency, and fault tolerance capabilities

Coral Terminals

Coral terminals are designed to enable you to make the most of your communication system, with advanced capabilities and adjustable settings to suit your organization today, tomorrow and into the future.

▶ **FlexSet Family of Digital Phones** – a wide range of models, FlexSet phones provide the ultimate flexibility and versatility, offering various sophisticated features and options

▶ **FlexSet-IP** – this MGCP phone supports virtually all of the FlexSet capabilities such as soft keys, directory access and call log

▶ **FlexIP** – is the ideal softphone application for call center PCs, turning each PC into a multimedia communications center with access to call center databases, automated dialing and call log

▶ **T200 Series** – reliable, full IP functionality and excellent voice quality

Coral – IP PBX Solutions

UCx

The UCx (Unified Communications eXchange) is Tadiran's pure IP communications solution optimally configured for the SMB market. UCx offers highly reliable, state-of-the-art IP switching capabilities that integrate with your data network to meet all your business needs. It is a powerful yet affordable off-the-shelf, compact standalone system.

In a class of its own, UCx is all-inclusive by design, offering large system capabilities for small and medium businesses. UCx features Unified Communications, including MS-Lync and MS-Exchange integration and an optional UC client; Unified Messaging and built-in voicemail, with integrated voice, email/fax, and an extensive Auto Attendant; multi-conference facilities with up to 16 participants; cost-effective ACD call center functionality for intelligent incoming call routing; mobility capabilities, as well as virtually all Coral features via a variety of Tadiran and 3rd party terminals. And the UCx is easy to install, maintain, and administer via a secure, user friendly web-based admin interface.

Coral IPx Office

The Coral IPx Office is a complete pure IP office communications solution elegantly packaged in a slim box. As a compact unified communications server it boasts the same enterprise-sized features of larger Coral systems, such as integrated unified messaging, mobility functions, and sophisticated call-handling capabilities, as well as advanced options such as Wi-Fi.

An all-in-one communications server, Coral IPx Office is a highly scalable solution suitable for small to medium sized businesses. Coral IPx Office can also be networked, offering branch offices the same communication services as the head office, a perfect solution for larger organizations. It offers a range of IP functionalities, a comprehensive list of user features, and a large selection of gateways to legacy systems. And the Coral IPx Office can be conveniently administered through the network via a friendly desktop GUI.

Tadiran Telecom

About Tadiran

For almost 50 years now Tadiran has been serving businesses of all sizes, including some of the world's largest companies and organizations in various market segments across 41 countries worldwide. Featuring a comprehensive family of products including Unified Communications & Collaboration platform, Telephony communications, Contact Centers, and Business phones, Tadiran endeavors to provide superior solutions, support, and service to our global customer base. At the same time Tadiran Telecom strives to increase environmental awareness in the telecom market by utilizing "green technology" in its products.

Tadiran Telecom's award-winning products and best-in-class solutions cover the full spectrum of communication requirements, from comprehensive communication platforms and contact centers to applications, terminals and management tools.

Tadiran Telecom aims to ensure smooth integration with third-party systems and endpoints as well as legacy systems, while emphasizing flexibility, reliability and high security. Research and development is at the core of Tadiran Telecom operations. By ensuring rapid product development, Tadiran Telecom meets changing market demands as they arise, while partnering with leading telecom companies for reduced time to market and broad market access.

Tadiran Telecom insists on the highest quality in all aspects of operations, from the finished products to customer service. This translates into dependable communication solutions that meet the most exacting standards, and a broad client base that appreciates the courtesy, rapid response and high level of expertise it receives from Tadiran Telecom.

Tadiran Telecom is a privately held company owned by Afcon Industries, which is part of the Shlomo Group, a financially robust conglomerate involved in developing a wide variety of businesses in the industrial and services sector. Tadiran is part of the communications and telecom services arm of Afcon Industries and has regional corporate offices in the USA, Russia, China, Israel and India.

The company's global presence is well established, with over 200 Business Partners and affiliates around the world. Upwards of 120,000 businesses and organizations in various vertical markets benefit from Tadiran's quality solutions and services today.

Visit us at: www.tadirantele.com

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