

# IP2000

## Pure IP PBX



**A pure IP PBX designed to expand the capabilities of any business.**

### **All Inclusive Complete Business Communications Solution**

The IPitomy IP2000 is a powerful business communications platform. A pure IP PBX designed to expand the capabilities of any business, IPitomy extends the power of IP Telephony to businesses with up to 250 users. The IP2000 converges the present with the future in business telecommunications and will grow with your business assuring a smooth transition into the future. With features designed for today's complex business environment and flexible capabilities for all of your future needs, IPitomy is the smart choice for business telecommunications.

**With the IP2000 managers and business owners have instant insight into employee status any time, any where...** who's on the phone ... who's away from their desks ... when calls are going unanswered. With valuable information like that, your business can respond immediately to changes in customer and market demands, giving you that all important edge over your competitors.

**Communicate quickly, simply across your entire company whether employees are in the office, on the road, or telecommuting from home.** Your communications world just got a lot smaller. IPitomy's IP2000 leverages IP telephony and SIP technology to make state-of-the-art tools like softphones, remote phones, and branch office networking practical and affordable solutions for entrepreneurial business owners who want the best. Wherever your employees are located, with the IP2000 they can now communicate with each other just as if they were in the same physical location.

### All-In-One Architecture

- Fully Featured PBX System
- Voice Messaging
- Unified messaging
- Music On Hold
- Remote Administration
- Conference Bridge - 32 user
- Mobile Phone Features
- Remote Extension
- Branch Office Networking
- Desktop Call Manager
- Presence Management
- Text Messaging Integration
- ACD Included
- Call Recording
- Whisper - Coaching
- Quick Transfer
- RAID - 2000-E
- Up to 500 Users
- Rack Mount

**IPITOMY**



**Your customers appreciate efficiency.**

Features like Follow-Me forwarding, corporate text messaging, simple point-and-click transfer and presence management, assure that your customers and prospects will experience the ultimate in customer service and return again and again to do business with you.

**Investment protection is the name of the game.**

Industry-tested and proven in hundreds of thousands of installations around the world, the open standards architecture on which IPitomy IP2000 is built will ensure that the IP PBX in which you invest today will remain a viable and valuable business asset now and in the future, but also that you will always be able to take advantage of the latest and greatest in technological advancements and feature enhancements. IPitomy uses the SIP protocol. This provides easy access to a world of exciting products and services like SIP Trunks that save money and increase productivity now and in the future.

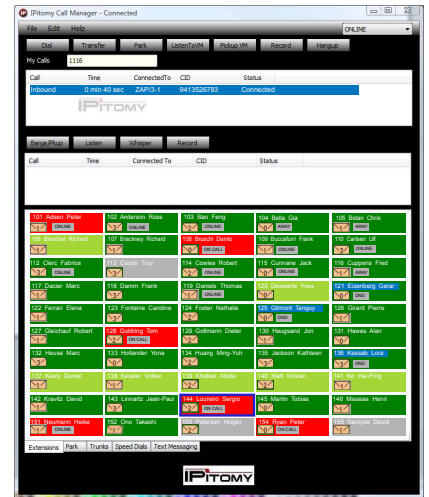
**With IPitomy IP2000, you are in control.**

You choose the pace at which you introduce new features and functionality into your business. The IP2000 has all the functionality built-in and ready for you when you want it. Use traditional dial tone or move to SIP Trunks. Want your voice mails to be delivered by email? No problem, it's included. Advanced features like follow-me, Music on Hold, Conferencing are all included. Soft Phones can be used for a great alternative for traveling employees. IPitomy includes tools to allow your employees to control their phone features, forwarding and Voice Mail from an easy to use web page.

**IPitomy Desktop Call Manager (Optional)**

IPitomy Desktop Call Manager R2 (DCM) can integrate with your XMPP Text Messaging Service such as Gmail or other XMPP servers. Send text messages from DCM to other users with an XMPP client ... even mobile phones. Mobile phones can send text messages to user desktops too. Your DCM screen will display presence status information including that of mobile phone users. Using an XMPP client eliminates texting fees and only requires a broadband connection.

**IPitomy Desktop Call Manager**



**Beyond Traditional Expectations in a Business Phone System**

The IP2000 has all the features you would expect from a business phone system, but that's just where the excitement starts. IPitomy has enhanced the entire application with IPitomy Desktop Call Manager. IPitomy DCM provides state of the art presence management, status of all users, text messaging locally and with mobile phones, plus presence management on your mobile smart phone. You can even transfer calls from IPitomy back through the system from your mobile phone. Smart phones like iPhone and Android can even be an extension on the system by loading a SIP based soft phone.

**Multi Site Integration**

DCM displays the phone status of users so you know who is on the phone and who is available at your local office. If you have multiple branch office locations, DCM can display the status of users in the other branches too (optional).

**Receptionist Console**

With IPitomy DCM, operators and attendants can find and reach any and all employees and effectively and efficiently manage incoming calls ... whether your company has a single location or multiple branch offices. Knowing the status of all users at a glance improves performance. Transferring calls by clicking on the user icon is much faster than the old traditional DSS console



**VIP/Visually Integrated Presence Panel**

Keep DCM visible all the time from a VIP Panel. The VIP panel is small and displays the DCM information on a small full color 9" screen that takes up a mere six inches of desk space. Your work won't get interrupted just to see who is available to take a call.

**IPitomy IP2000 - Make the Most Out of Open Standards**

Don't get stuck in the past with equipment that is already obsolete. IPitomy is state of the art and will keep your investment working for you now and into the future.



**Go to IPitomy.com for more details and a complete list of features.**



**IP2000 - Pure IP PBX**

**Your IPitomy Dealer is:**



## Extensions

Import Names and Email Addresses  
Auto -- Create Extensions and Voice Mail Boxes  
Auto Provisioning - IP550 Phones  
SIP Extensions  
Analog Extensions  
Extension Mass Editing  
Telephone Button Mapping Control  
Auto Discovery  
Auto Provisioning - IP550 Phones  
Multiple Registrations  
Virtual Extensions  
Extension Schedules  
Control Permissions For Each Extension  
Multi Digit Extensions Variable Length  
Find Me Follow Me  
Busy Lamp Monitoring  
Message Indicator Including Number of Messages  
Park Indicators for Park and Park Retrieval  
Do Not Disturb Indicated as Busy Lamp  
Different Caller ID Per Extension  
Unique Music on Hold Per Extension

## IPitomy Smart Personal Console

Recent Calls List  
Return Calls by Clicking  
Voice Mailbox Administration  
Return Calls From VM Using Caller ID  
Change Telephone Button Mapping From Console  
Configure Personal Schedule Routing  
Configure Find me Follow Me  
Configure Call Forwarding

## IPitomy Desktop Call Manager - (Optional)

Easy Click to Transfer  
View Call Status  
Multiple Calls Visibility  
Multi-Site Visibility and Control  
View all Users Call Status  
Transfer Calls  
Retrieve Caller Leaving Voice Mail  
Record Calls with One Click  
Monitor Calls With One Click  
Park Calls  
Retrieve Parked Calls  
See Caller ID on All Calls  
Whisper Coaching/Real Time Advice Feature  
Presence Management  
Text Messaging  
Send and Receive Text to any Jabber Client

Trunk Types Supported  
SIP Trunks  
Analog Phone Lines  
T1/E1 Phone Lines

Branch Office Networking  
Unlimited Branches

## Call Control

Hold  
Supervised Transfer  
Blind Transfer  
Park Calls  
Do Not Disturb  
Forwarding - Unconditional, No Ans, Busy, Unavail  
Record  
Group Pickup

Pause  
Conference  
Transfer to VM  
Off Premise Transfer  
Directed Call Pickup  
Departmental Operators

## Voicemail

Access Voicemail From Anywhere  
Voicemail to Email  
Automatic Mailbox Creation  
Control From Desktop  
Message Notification  
Access Voice Mail While Greeting is Played  
VM Folders  
Group Message  
Multiple VM Greetings  
Cascading Message Notification  
Unique Operator Per Extension

## IPitomy Call Center Informal - Included

Unlimited Call Queues  
Permanent Queue Members  
Custom Music on Hold Per Queue  
Ring All  
Round Robin  
Fewest Calls  
Least Recently Called  
Random

## Formal Call Center / ACD - (Optional)

In Queue Call Routing  
Route When a Queued Caller Presses Any Digit  
Queue Caller Timeout  
Queue Member Circuit Limit  
Route When Max Queue Length  
Reached Route When No Members Logged In  
Priority Based Call Distribution  
In Queue and Across Queue Priorities  
Queue Exit Menu  
Skills Based Routing  
Members Never Busy  
Announce Position in Queue  
Announce Estimated Hold Time  
Announcement Frequency Control  
Log-in Queue Members  
Real Time Queue Status  
Historical Queue Logs  
Historical Queue Statistics  
Agent Log In  
Agent Log Off Route When Queue Empty  
Acknowledge Call  
Auto Log Off NO YES

## Specification

- Temperature Range: Operating: 0°C ~ +50°C on full load; storage & shipping: -20°C ~ +80°C
- Humidity: 5-90% on operating, 5-95% on storage
- Dielectric Withstand: Primary frame ground 1800V AC for 1 second
- Efficiency: typical up to 84%
- Rise time: Less than 20ms
- Hold-up Time: 17ms minimum at nominal input voltage
- Power Good Signal: Power on delay time 100 ~ 500ms, off delay 1ms minimum
- Leakage Current: Less than 3.5mA at 264Vac, 50Hz
- MTBF: 100,000 hours on maximum load at +25°C
- Dimensions (LxWxH): 190x100x40.5mm / 7.5x3.9x1.6inch

## Security

Access Control List  
Automatic IP Banning - Notification of Hacking Attempts