



# Aeonix Telephony Solution

The CSS Telephony System for Security Central Stations & more



communicationservicesolutions

## The CSS Advantage

CSS is pleased to provide the Aeonix Telephony System. Recognizing and understanding a client's needs is paramount in developing a true and complete telephony solution, whether for small, medium or enterprise needs. CSS has established itself as the leader in telephony solutions to the North American Security Industry. With over 30 years of experience with the security industry and understanding the needs in a Central Station environment places CSS as the leader in Telephony and Call Recording Solutions. Each project we accept is carefully orchestrated to insure that each customer's expectations are met and exceeded. To that end we have an experienced and knowledgeable staff, a unique feature set designed specifically for the central station, and a proven business process.

## Products and Service

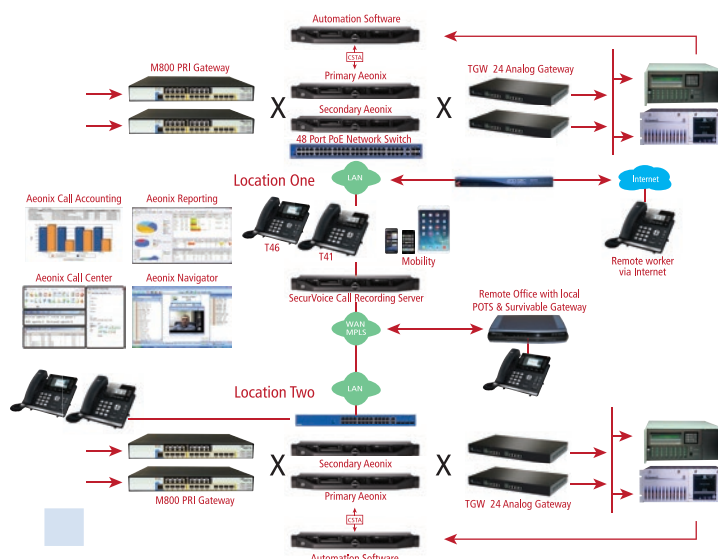
Central Station needs and requirements are not the same as a retail store or an insurance company and CSS knows this. We provide the features needed to streamline operations, increase efficiency, and provide a true redundant environment. Whether we are providing the PRI to Analog conversion for your virtual receivers, automated Two-Way voice management, full automation software interface, or a dynamic telephony solution with IP phones for disaster prevention, our Aeonix telephony solution has no equal. No other IP-PBX system can provide the features of the CSS system.

- Multiple Aeonix with 100% up time and 100% on a call up time even on a server failure.
- 1000's of end points with 100+ PRI circuits and 1000+ analog with "D" channel in DTMF.
- Full CSTA interface to all major automation software systems for auto-dial, auto-dial with alternate phone number injection, automated Two-Way voice handling with DTMF control, and inbound call information.
- In bound call rejection using ANI at the Aeonix level.

## Key Features

- Virtual IP-PBX Platform with N+1 redundancy
- Multiple servers and/or VM Ware compatible
- Multiple PRI & Analog Gateways
- CSTA interface to all major Automation software
- Blended Alarm and Voice calls over PRI circuits
- PRI to Analog conversion to Virtual receivers
- IP Telephony for redundancy and mobility
- 1000+ Analog Circuits to receivers
- Desktop call handling with private IM & SMS
- Auto-Dialing from automation software & Outlook
- Auto-Dialing with dealer phone number injection
- Inbound information for account pop to operator
- Two-Way voice DTMF management
- Automated Two-Way voice management
- ANI Call Rejection at the phone switch
- ACD Reporting Engine & Contact Center solution
- Remote IP phones via the Internet, no VPN
- No Geographic restrictions

## The Aeonix Telephony Solution with redundancy Multiple Gateways, IP phone redundancy Multiple locations



# Aeonix



## Telephony Architecture

- Virtual Telephony Platform with full N+1 redundancy architecture
- Linux based Aeonix application with global licensing
- Server based or VM Ware based
- Networked PRI and Analog Circuits Gateways
- Single View Dynamically configurable feature selection
- 20+ Aeonix servers networked to 100+ Gateway systems
- Integrated Voice Mail, Reporting, Contact Center, ACD & Desktop
- No Geographic restrictions on architecture, global or cloud

## IP Phones

- SIP IP Phones with multi line appearance, Color or B/W
- Gig phones, Video phones
- PoE capability or power module for remote phones (no PoE switch)
- High Definition Voice codec
- Smart keys with expansion
- Soft Phone and SIP mobility options for laptop and mobile devices

## Security Industry Features

- PRI to Analog conversion in DTMF to System III/IV/V-D6600
- PRI to Analog conversion to conventional receivers
- Two-Way voice hook flash call transfer from System III/IV/V-D6600 receivers
- Automated Two-Way management to operator via automation software
- DTMF functions and control to Two-Way & PERS via automation software
- Auto-Dialing from Automation software
- Auto-Dialing from Automation software with alternate phone number injection
- Inbound call ANI/DNIS to automation software for account pop to operator
- Inbound call rejection via ANI lookup in Aeonix
- CSTA interface to all major automation software
- IVR interface for automated outbound call notifications (virtual operator)

## Features

- Linux based operating system with live update
- Full ACD routing and call management to person, people or receivers
- Multiple location architecture
- Desktop software with call handling, directories, SMS & TAPI
- 125 party conference bridge
- Optional Video conferencing
- Voice Mail with Unified Messaging, Auto-Attendant and Hold notifications
- Optional Fax Management, IVR, Call Campaigns and Hold Time Notifications
- 100,000+ end point capability
- ACD Reporting engine
- Live tiled statistical information for immediate action and display
- Mobile phone, Desk and remote Desk call routing
- Remote IP phones via the Internet, no VPN requirement
- Free Agent seating with Operator log-in
- 1000+ SIP Trunk capability
- No Call Loss if switched between multiple Aeonix on server down

## Automation Software Interface

- Direct CSTA interface between automation software and Aeonix
- 1st party TAPI interface for auto-dialing
- 3rd party TAPI interface for automation software TAPI features
- SecurVoice™ call recording interface

## PoE Managed Network Switches

- 24 Port— 48 Port Managed Network switches with full PoE for IP phones
- Port Mirroring capability for SecurVoice™ call recording off IP phones
- CSTA interface to all major automation software
- IVR interface for automated outbound call notifications (virtual operator)

