



communicationsservices**solutions**

Communication Service Solutions

Telephony Product Portfolio



Table of Contents



CSS Value Proposition	4
Aeonix Pure Software UC&C Platform	5
CSS Business Applications Overview	6
Aeonix Contact Center Key Benefits	7
Aeonix Contact Center Main Features	8
Aeonix Contact Center Agent	9
Aeonix Reporting	10
Aeonix Dispatch Console	11
Audio Conferencing & Collaboration for Aeonix	12
Scalable Multipoint Video Conferencing	13
Aeonix Navigator	14
Aeonix Attendant Console	14
Web-Based Aeonix Admin	14
CSS Communications Platform	15
CSS Unified Messaging for Aeonix	16
CSS Voice logging for Aeonix	17
CSS Telephony Security - SBC	18
CSS Cloud Telephony	19
CSS Gateway Solutions	20
CSS Phones	21

The CSS Value Proposition

Plain and Simple

If you are looking to build a new Central Station or add another central station to your organization then look no further than Communication Service Solutions (CSS) to assist you. We can provide hands on design, implementation, installation, service and support for all your needs. This includes of course, Automation software, Telephony infrastructure, Central Station Receivers, Call Recording, Servers, UPS system and Generators. We also provide competitive financing on everything including furniture! CSS is the one stop provider for everything you need.

Whether it is for a small, medium or enterprise organization, recognizing and understanding a client's needs is paramount in developing complete solutions that fit and support growth.

CSS has established itself as the leader in the North American Security Industry. And, in fact, as a leading infrastructure consultant, with 30+ years experience, we empower customers to achieve full efficiency, agility, and complete control of their IT infrastructure through careful planning

and virtualization. Server and desktop virtualization helps customers realize a huge cost savings, which is not limited to reducing the overhead of equipment and support, but also minimizing footprint, electrical and cooling requirements, as well as the overall cost of licensing compliance. CSS engineers are the best in the industry and hold relevant certifications with Microsoft, VMware, and EMC.

Playing a large part in the industry acquisition boom of the last decade, we've built some of the largest turn-key state of the art central stations for industry names including Security Partners, Mace Central Station, Protection One, Criticom, NACC, Protection Service Industries, and IASG to name a few. We pride ourselves in offering our customers fully redundant, and highly available single site central stations, but we also have the expertise to develop multi-location systems, for disaster recovery, or when a more robust and scalable solution is required.

- Telecommunication Providers (Aeonix brand, Voice and Data)
- Network Provisioning, Security, Multi-site connectivity
- PBX Design and Install
- Aeonix Center Management, and SecurVoice Voice recording
- Sur-Gard Alarm Receiver installation, configuration, and troubleshooting
- Emergency Backup Power Solutions
- Alarm Processing Automation Systems, Bold Technologies Specialists
- Certification and Compliance (UL, FM, HIPAA, SOX, PCI)
- Disaster Recovery and Business Continuity

Aeonix Pure Software UC&C Platform

Aeonix UC Platform

Aeonix UC Platform 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 corporate efficiencies. 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, Dispatch Console, 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 via SIP, CSTA and web services. 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

The 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.

CSS Business Applications

Overview

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.

Dispatch Console

The Dispatch console application simplifies and optimizes daily dispatch communication operations. It allows organizations to rapidly respond to incidents, emergencies, and facility events. It also supports interoperable communications among users of all devices, (wherever they are located), and provides control of remote extensions through an easy-to-use on-screen interface.

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 captures 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 125 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

CSS Business Applications

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.
- 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 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.

CSS Business Applications

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
 - Cradle to grave 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

CSS Business 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 user defined period of time. It also provides 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 for 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.

CSS Business Applications



Reporting

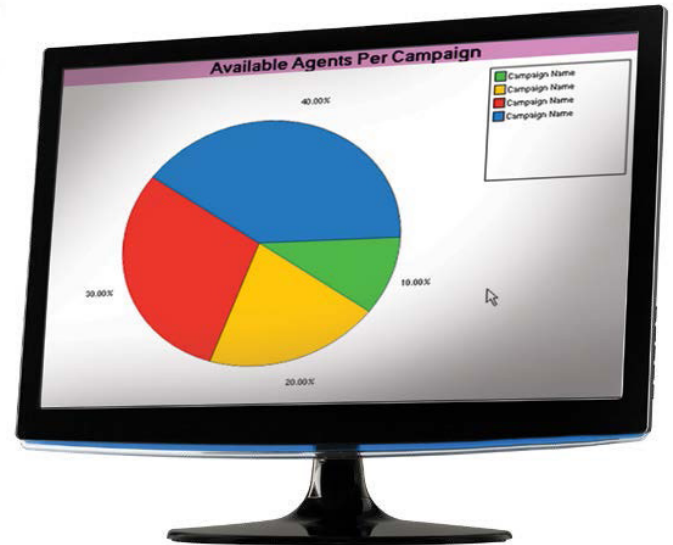
Aeonix Reporting

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 optimal real time management as well as for future planning, based on statistical analysis of trends and patterns over a period of time. 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 decisionmaking tool providing Supervisors with all the realtime 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.



Call Accounting

Aeonix Call Accounting is a robust, feature-rich call accounting application, delivering complete visibility into the system's telecommunications usage. Aeonix Call Accounting allows your company to comprehensively manage telecommunications expenses by tracking all incoming and outgoing calls. The data collected can instantly be reproduced in the form of statistical reports. In addition, you can track desktop phone, soft-phone and mobility call records for a holistic view of all your telecommunications usage.

CSS Business Applications



Dispatch Console

Aeonix Reporting

The Aeonix Dispatch Console allows dispatchers to communicate with one or more peers (in pre-defined or ad hoc conferences) with a click of a button. All the calls in the dispatch system can be recorded and stored for future analysis and review.

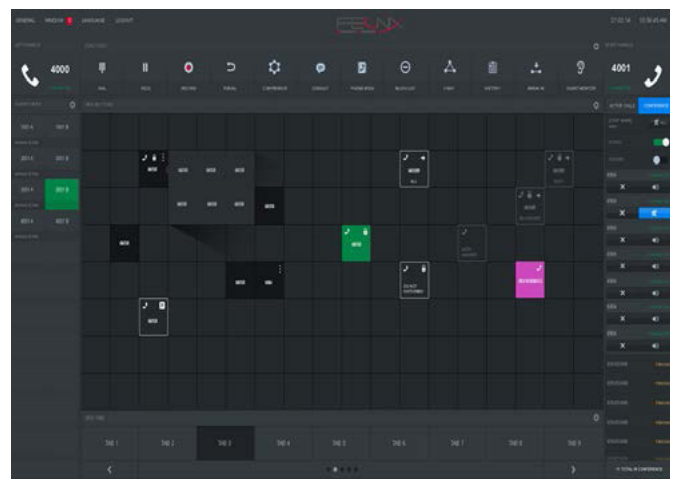
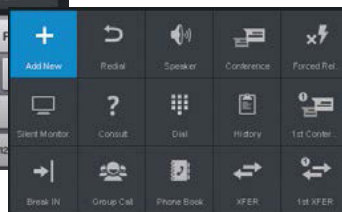
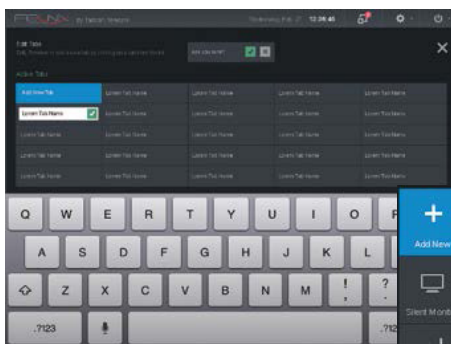
The console application simplifies, and optimizes daily dispatch communication operations. It allows organizations to rapidly respond to incidents, emergencies, and facility events. It also supports interoperable communications among users of all devices, (wherever they are located), and provides control of remote extensions through an easy-to-use on-screen interface.

The console allows dispatchers to monitor and coordinate incident management responses for emergencies and day-to-day operations across multiple locations.

The console is implemented as a pure HTML 5 Web Application and runs from within any desktop web browser or from a mobile device such as a tablet or a smart phone.

Intuitive GUI for accessing essential dispatcher features:

- Revolutionary design
- Group division of users
- End-points status (Presence)
- Incoming call display
- Priority Answer
- Answer the incoming call via two (2) handsets
- Outgoing calls using one-touch button
- End calls using one-touch button
- Call history Search (incoming, outgoing and missed calls)
- Speed-dial using touch screen
- Break-In
- Silent Monitor
- Zone Page
- Hold
- XFER
- 3-way conference
- Managed Group Call (Conference of many participants)
- Reporting
- Screen lock
- Visual alerts to the Dispatcher
- Contact list. Sync with Aeonix, public directory
- Multi Language support
- Night Service
- Call recording



CSS Business Applications

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, boosting company efficiency and productivity with:

- Managed Meet-me conference of up to 125 participants as a standard feature
- 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 iCalendar 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

CSS Business Applications

Scalable Multipoint Video Conferencing

The Vidyo solution uses our patented dynamic video adaptation technology to perform transcode-free packet switching over common IP networks. The result is high-quality multipoint video conferencing that is dynamically optimized for each endpoint, unencumbered by delay and free from broken images. Dramatically more efficient than legacy MCU equipment, each VidyoRouter can support up to 100 simultaneous HD connections; to increase capacity, simply deploy a VidyoRouter XL (up to 150 HD connections), or additional physical or virtual instances of VidyoRouter anywhere in the network. This smarter infrastructure improves the overall video conferencing experience and reduces the cost of ownership, making for effective and affordable largescale deployments.

Quality and Performance

- Dynamic adaption to both degradation and recovery of each participant's network link
- Supports native rate and resolution matching per endpoint, up to 4K UHD resolution
- Sustains conferences even during periods of high packet loss (up to 20 percent)
- Delivers HD quality over low-bandwidth connections (as low as 512 kbps)
- Imperceptible latency of less than 20 ms
- Supports Multipoint Content, where multiple participants share content at the same time
- Secured signaling and media using TLS and SRTP with FIPS 140-2 compliance content at the same time

Deployment Flexibility

- Available as a physical or a virtual appliance
- Extends system capacity with additional networked VidyoRouter instances
- Supports distributed network deployment models for bandwidth savings through traffic localization and simplified firewall traversal
- Supports all types of endpoints, including room-based, desktop and mobile devices
- Interoperates with legacy systems via the VidyoGateway™ appliance or the VidyoWay™ interconnectivity service

Low Cost of Ownership

- Extremely efficient for large scale deployments
- Small footprint: a 1U physical appliance supports up to 100 HD connections...and up to 150 on VidyoRouter XL
- Cascades without transcoding to host very large conferences with hundreds of participants
- Maximizes asset utilization with "follow-the-sun" floating capacity licenses
- Reliable performance on general-purpose IP networks extends reach to remote and mobile participants, and eliminates the need for expensive QoS-enhanced links
- Central reporting on utilization and conference details with the free VidyoDashboard™ virtual appliance

VidyoRouter Virtual Edition (VE)

- Same performance and capabilities as the physical VidyoRouter appliance, verified by VMware®
- Easy to deploy, manage, and scale
- Available in two capacities: VidyoRouter VE 100 and VidyoRouter VE 25
- Up to 12X more resource-efficient than the typical soft or virtualized MCU
- Certified "VMware Ready"

CSS Business Applications



Aeonix Navigator

With 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.



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

CSS Communications Platform

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

CSS Unified Messaging for Aeonix

SeaMail 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.

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)



CSS SecurVoice Call Recording

The SecurVoice™ Advantage

SecurVoice a Professional telephony recording solution from CSS let's you effectively increase operator productivity by monitoring real-time activity, evaluating customer interactions, and enhancing training. Providing powerful tracking and analyzing capabilities through a browser-based interface, the SecurVoice solution will help you achieve dramatic cost savings and productivity gains through more efficient access, creation, and management of critical communication data.

SecurVoice recorders also serve as dispute resolution tools by reducing liability and costs associated with disputes, as well as increasing efficiency dealing with disputes.

CSS delivers one of the most flexible recording solutions on the market. Supporting IP telephony, digital or analog environments, the SecurVoice platform has been designed to be implemented quickly, either as a turnkey solution or integrated on a software component basis using your existing server.

SecurVoice offers the entire user, manager, and administrator tool-box in a single intuitive interface which is browser-based. This includes the search and playback, report builder, screen capture, live monitoring, a dashboard to monitor real-time agent stats, customizable dispositions, evaluation, and all of the administrator tools. These are privilege-based and password protected.

SecurVoice systems support MySQL and SQL Server, which simplifies internal database support and makes database integration seamless. These are just two examples of the superior design of the SecurVoice Professional System; delivering reliability and flexibility in a feature rich package that is extremely easy to use.

SecurVoice integrates to all major automation software solutions whether you record eight phones in a smaller Station or several hundred in a larger Station or any number in-between, SecurVoice systems provide unmatched levels of scalability and cost-effectiveness, all backed by superior support provided in an intuitive Customer Care Plan.

Key Features

- 100% .Net Technology
- Integrates to Automation software
- Browser Based
- Report builder
- Records IP, digital & analog calls
- 8 to 8000 channels
- Record-on-Demand
- Free Agent Seating
- Evaluate and add notes
- Live Operator Monitoring(1)
- Embedded Emailing
- Desktop screen recording (up to 3)(2)
- Agent activity dashboard
- Self monitoring with alarms
- Salesforce Integration(3)
- Windows XP Pro—Windows 7
- Windows Server 2003—2008 Web server Edition



Options

- (1) 1-Live Monitor License per manager. 1-Live Monitor License per operator.
- (2) 1-Screen Capture License per operator.
- (3) 1-Salesforce License per user.

CSS Telephony Security - SBC

Session Border Controller

The SIParator E-SBC is delivered either as a software system or as hardware solution platform, both fully certified to work with Aeonix UC&C. The SIParator ensures integration between Aeonix UC&C and remote users with SIP telephones, as well as with SIP trunk service providers, resulting in fast, simplified deployments. The E-SBC easily configures to work with the Aeonix and SIP trunk service providers.

Ingate SIParators employ Internet security features to protect the Aeonix installation, while also enabling remote NAT traversal. The SIParator can also use TLS and SRTP to encrypt SIP signaling and media for full privacy. These capabilities ensure that the enterprise security is maintained in SIP trunk deployments. Tadiran Telecom requires that an SBC be used for remote SIP trunks and stations to ensure interoperability and remote NAT.

Fraud and Theft Prevention

- Digest Authentication of users
- IP Address Authentication of users
- Authentication of Remote users
- No call completion or media transfer for unauthorized usage

DoS Protection

- Prevent attacks from reaching core infrastructure
- Protect SBC overload attacks
- General Firewall DoS protection mechanisms
- SIP IDS/IPS (Intrusion Detection and Prevention System)
- Attack recognition (signature rule pack)
- SIP message rate limiting
- Results in attack blocking by built-in firewall
- Allow trusted/authenticated SIP users access while under DoS attack



Access Control

- Only valid SIP sessions allow media passing
- Filter specific devices or whole networks on a per application basis
- Permit access to trusted devices or networks
- Permit access to / from authorized users
- Permit access to pass through registered users

Monitoring and Reporting

- Monitor and report on alarms for attacks and overload
- Audit trails for attack response & fraud investigation
- Provide secure monitoring & management access to protect from unauthorized personnel

CSS Cloud Telephony

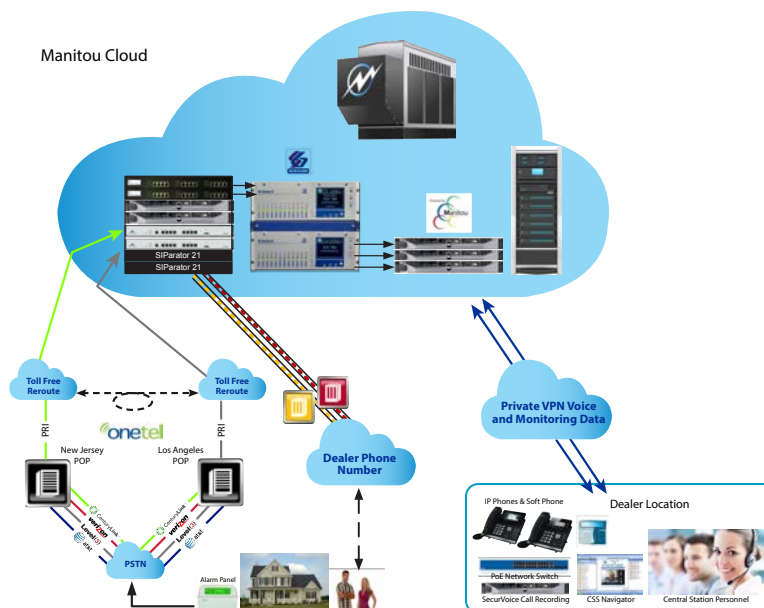
The Aeonix cloud telephony solution enables businesses to move computing resources to the cloud, while simultaneously delivering security, redundancy and ease of installation. In addition to offering the solution on a private cloud option, Aeonix servers can also be installed on customer premises, making this a true Hybrid cloud solution. This guarantees business continuity with overall survivability regardless of a failure at any single location.

Tadiran's 'Bring Your Own Cloud' approach empowers businesses of any size to select a cloud provider of their own choosing for their Aeonix UC&C installation. Amazon Web Services (AWS) was selected to be the first Cloud Service Provider (CSP) to run Aeonix. While many communications solutions are restricted to the provider's own cloud infrastructure or cannot be deployed on the cloud at all, Tadiran's 'Bring Your Own Cloud' approach will offer the flexibility of choosing the most suitable.

The benefits inherent in the Aeonix platform are magnified when combined with a cloud infrastructure include:

→ **Disaster Recovery** - built in redundancy on the cloud provides automatic disaster recovery option. This guarantees business continuity with overall survivability regardless of a failure at any single location

- **Cost-Effective** -the Aeonix on the cloud further minimizes operational and capital costs for users
- **Easy Implementation and Maintenance** - The Aeonix image can be easily implemented from your Amazon Elastic Compute Cloud (EC2)
- **Scalable** - With Aeonix flexible single licensing mechanism and the cloud's unlimited infrastructure you can easily add new sites, users or applications
- **Flexible** - Businesses can spread applications across the network, or host specific applications in corporate locations
- **Secure** - Whether in the cloud or on premises, Aeonix ensures access via secured connectivity, such as VPN
- **Single platform** – Aeonix is a software only based solution. As such, it can run on any virtualization platform including VMware, Hyper-V, cloud platform and, of course, on premise servers. Because the same software is running in all such instances, Aeonix can easily ported from one platform to another
- **Feature rich** – Whether running on premise or on the cloud, Aeonix provides the same feature set of an enterprise grade UC&C platform. No functionality is lost by moving off premises



CSS Gateway Solutions

Tadiran Gateways

available in China, India and Israel only



Tadiran TGW 4s

Tadiran TGW - 4S is an integrated VoIP device that provides reliable and cost efficient access from 4 analog phones to the IP network using SIP protocol. TGW - 4S is designed as a compact unit with 4 FXS ports, 1 WAN port, and 1 PC port, which allows users to connect analog phone, fax and POS machine.



Tadiran TGW 8-2G, TGW 8S-2G

Tadiran TGW8-2G and TGW 8S-2G allows Aeonix to provide voice solutions for enterprises. Tadiran TGW8-2G provides 4FXS+4FXO ports and TGW8S-2G provides 8FXS ports. It offers rich user features, high voice quality, and many other benefits. Equipped with MPC852 from Motorola as its control processor and high performance DSP C5509 from Texas Instruments for voice and fax processing, both TGW models have powerful computation capabilities for IP packetization, voice compression and echo cancellation.



Tadiran TGW 16

Tadiran TGW16 provides 8FXS+8FXO ports. It comes equipped with a RJ11 protected distribution patch panel that provides RJ45 jacks connecting to the TGW16 gateway and RJ11 jacks connecting to CO lines or phone wires. Built-in surge protectors guard against lightning strikes and electrostatic discharge and help ensure each line circuitry on the TGW16 gateway operates reliably.



Tadiran TGW 24

Tadiran TGW24 VoIP gateway for Aeonix is designed for multi-purposes applications. Available in two models - TGW24-16 (16 concurrent calls) and TGW24-24 (24 concurrent calls), it enables vast deployment in delivering Aeonix as enterprise-based voice applications. A Tadiran TGW24 gateway is typically used to connect analog telephone terminals to the IP network through FXO or FXS ports. It comes equipped with a 24-port-RJ11 protected distribution patch panel that provides six RJ45 jacks connecting to the TGW24 gateway and 24 RJ11 jacks connecting to phone wires. Built-in surge protectors guard against lightning strikes and electrostatic discharge and help ensure each line circuitry on the TGW24 gateway operates reliably.



Tadiran TGW 96

Tadiran TGW96 VoIP gateway supports of up to 96 FXS lines. Available in two models - TGW96-24 (24 concurrent calls) and TGW96-96 (96 concurrent calls), it bridges legacy analog telecom terminal equipment, such as SLT (single-line-telephone), Fax machine, etc., into Aeonix IP based voice networks. TGW96 is designed with 2U height and 19" wide compact chassis. The system consumes a maximum of 125W in power and 110-240V AC input. It comes equipped with two 24-port-RJ11 protected distribution patch panels that provide 24 RJ45 jacks connecting to the TGW96 gateway and 96 RJ11 jacks connecting to phone wires. Built-in surge protectors guard against lightning strikes and electrostatic discharge and help ensure each line circuitry on the TGW96 gateway operates reliably.



Tadiran TGW xE1-2G

Tadiran TGWxE1-2G is designed to provide connectivity between the PSTN and Aeonix UC&C. It is available in three models - TGW1E1-2G (ISDN PRI, one E1/T1), TGW2E1-2G (ISDN PRI, two E1/T1), and TGW 4E1-2G (ISDN PRI, four E1/T1). Highly compatible with commonly deployed central office and SIP-based Aeonix telephony servers, Tadiran TGWxE1-2G is a cost-effective solution to a variety of Aeonix VoIP applications.

CSS 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:

Softphone

SeaBeam

Tadiran's SIP based softphone allows users to communicate using their computer as their phone. With SeaBeam users can engage in audio/video conferencing, and activate both built-in and Aeonix features, turning the 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.



Management Phones

Tadiran T328

IP Phone with 6 Lines & HD Voice

The Tadiran SIP-T328P represents VoIP phone designed for business users who need rich telephony features, a friendly user-interface and superb voice quality. Equipped with the TI TITAN chipset, it offers high-definition voice quality through a TI voice engine, HD handset, HD speaker and HD codec (G.722). The large, high resolution graphical display, combined with up to 48 keys, guarantees an excellent user experience in terms of configuration options, making calls, and accessing the express XML browser. To ensure that your audio data remains confidential, the Tadiran SIPT328P also supports security standards TLS, SRTP, HTTPS, 802.1x, Open VPN and AES encryption. These features guard against electronic eavesdropping and data theft. The T328P supports up to six X39 expansion modules.



Entry Level Phones

Tadiran T21P E2

Tadiran's new T21P E2 takes entry-level IP phones to a level never achieved before. Making full-use of high-quality materials, plus an extra-large 132x64- pixel graphical LCD with backlight, it offers a smoother user experience, much more visual information at a glance, plus HD Voice characteristics. Dual 10/100 Mbps network ports with integrated PoE are ideal for extended network use. The T21P E2 supports two VoIP account, simple, flexible and secure installation options, plus support for IPv6, Open VPN and a redundancy server. It also operates with SRTP/ HTTPS/ TLS, 802.1x. As a very cost-effective and powerful IP solution, the T21P E2 maximizing productivity in both small and large office environments.



Tadiran T322

Professional IP phone with 3 Lines & HD voice

The Tadiran SIP-T322P features an intuitive user-interface and enhanced functionality to make user interaction and operation very easy and efficient. The TI TITAN chipset and TI leading VoIP voice engine provide enhanced highdefinition audio, outsourced management options, flexible installation and the addition of third-party communications applications. As a cost-effective IP solution, the T322P helps users to streamline their business systems and delivers a powerful, secure and consistent communication experience for both small and large office environments.



CSS Phones

Management Phones

T328

The T328 IP executive phone offers 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 with up to three expansion modules.



T41P / T42P

Revolutionary Gigabit phone for Business

The T42G is a feature-rich sip phone for business. The 3-Line IP Phone has been designed by pursuing ease of use in even the tiniest details. Delivering a superb sound quality as well as rich visual experience, it supports seamless migration to GigEbased network infrastructure. With programmable keys, the IP Phone supports vast productivity-enhancing features. Using standard encryption protocols to perform highly secure remote provisioning and software upgrades.



CP860

The Yealink CP860 IP conference phone is a perfect choice for small and medium-sized conference rooms and can meet the demands of up to 16 people with optional expansion microphones. The CP860 provides many important audio features including Optima HD technology, a built-in 3 microphone array, full-duplex technology and acoustic echo cancelling.



Executive Phones

T46G

Revolutionary Gigabit SIP phone, with Color LCD and a multitude of professional features

The T46G is a revolutionary IP Phone for executive users and busy professionals.

A new design appearance, with a high resolution TFT color display delivers a rich visual experience. Optima HD technology enables rich, clear, life-like voice communications, it supports Gigabit Ethernet, a variety of device connections, including EHS headset and USB. With programmable keys, the IP Phone supports vast productivity-enhancing features feature requirements.



T48G

The T48G is Tadiran's most recent innovative IP Phone for a fast-changing world. Designed specifically for both local and international use by business, industry and commerce, it incorporates a large touch panel that makes switching between different screens and applications swift, easy and convenient. The T48G's HD technology very carefully creates the impression that you are sitting virtually face-to-face opposite the person at the other end of the call. The



T48G is also built for Gigabit Ethernet and facilitates very rapid call handling and the application of accessories such as a Bluetooth USB Dongle, plus wired and wireless headsets. This new IP Phone supports impressive productivity-enhancing features which make it the natural and obvious efficiency tool for today's busy executives and professionals.

OUR PROMISE

TO TREAT YOUR BUSINESS LIKE OUR OWN

At Communication Service Solutions, we begin with a promise. A promise to deliver only the best products, expertise and 24 hour technical support to the North American Security industry.

Whether you are building a new Central Station from the ground up or need to upgrade your current operation. We have you covered.

The CSS team is made up of telephony and security industry product specialists and engineers who have spent their entire careers developing products or providing support exclusively to businesses just like yours.

With more than 25 years of industry experience CSS has designed telephony and call recording solutions for over 100 central stations and our equipment manages millions of alarm signals. And, we are just getting started.

Multiple Solutions, Multiple Options

- SecurVoice a professional telephony recording solution
- Aeonix telephony systems featuring a Virtual IP-PBX platform with N+1 redundancy and PRI to Analog conversion
- Two-way voice management
- Aeonix Contact Center, to manage all customer communications fluidly
- Call accounting and CRM integration
- Sur-Gard System III, System IV and System 5 Central Station Receivers
- CSTA interface to all major automation software systems

CSS can Optimize Your Business

Visit our web site or call us and ask how we can help



communicationservicesolutions

Communication Service Solutions

Sales: 1-866-727-4300

Tel. 580-548-1605

sales@comservicesolutions.com

www.comservicesolutions.com