



VOICE 3000
YOUR PARTNER IN CORPORATE
COMMUNICATION

www.citiwave.net/pbx

CITIWAVE[®]
SYSTEMS

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THE SITUATION

In response to changing market demands and available resources, companies now maintain larger numbers of comparatively regional offices. In many cases, these offices are no more than a telecommuting employee's spare bedroom. These small satellite offices are convenient for employees, inexpensive to maintain, and help companies stay closer to their valued customers. Unfortunately, they also tend to limit the sophistication of the telecom capabilities available to employees in such offices. Without a PBX at their worksite, employees are left without access to corporate voice mail, private dial plans, the IVR-based corporate directory, call transfer, auto attendant and other services that help keep staff at larger offices productive and well-connected.

Historically, companies have faced three choices in addressing this issue:

1) allow remote offices and teleworkers to fend for themselves without corporate PBX services; **2)** shoulder the tremendous expense of providing a PBX or PBX-like device at the remote office; or **3)** allow remote staff to connect to the PBX over the public switched telephone network. This last alternative can be particularly costly, since it means that every call to and from the remote office must pass over the PSTN – typically during peak business hours when rates are most expensive.

VoIP technology affords such companies a tremendous opportunity to extend the power of their PBXs to remote offices and teleworkers without having to foot the bill for incessant use of the PSTN day in and day out.

Instead of using the PSTN, companies can simply allow remote phones to connect to the PBX via local IP connections, which are typically available for an extremely low, flat monthly rate. Usually, this low-cost IP connectivity is already in place, since remote workers need access to both corporate IT services and the Internet.

THE SOLUTION

Selected system features:

KEY BENEFITS

Increased Productivity

Branch office and other remote employees use the same full-featured digital sets as the central location to access PBX/KTS dial tone, receive office-bound calls, and invoke business calling features such as internal dialing, transfer, hold, and conference. Straightforward configuration and management allows IT and telecom staff to focus on employee productivity instead of remote voice system maintenance.



VOICE 3000 – FEATURE LIST

- Append Message
- Authentication
- Automated Attendant
- Blacklists
- Blind Transfer
- Call Detail Records
- Call Forward on Busy
- Call Forward on No Answer
- Call Forward Variable
- Call Monitoring
- Call Parking
- Call Queuing
- Call Recording
- Call Retrieval
- Call Routing (DID & ANI)
- Call Transfer
- Call Waiting
- Caller ID
- Caller ID Blocking
- Caller ID on Call Waiting
- Conference Bridging
- Database Store / Retrieve
- Database Integration
- Dial by Name
- Direct Inward System Access
- Distinctive Ring
- Distributed Universal Number Discovery (DUNDIT)
- Do Not Disturb
- ENUM
- Flexible Extension Logic
- Interactive Directory Listing
- Interactive Voice Response (IVR)
- Local and Remote Call Agents
- Macros
- Music On Hold
- Music On Transfer
- Privacy
- Overhead Paging
- Protocol Conversion
- Remote Call Pickup
- Remote Office Support
- Roaming Extensions (teleworking)
- Route by Caller ID
- Supervised Transfer
- Talk Detection
- Three-way Calling
- Time and Date
- Transcoding
- Trunking
- Voicemail
 - Visual Indicator for Message Waiting
 - Stutter Dialtone for Message Waiting
 - Voicemail to email
 - Voicemail Groups
 - Web Voicemail Interface

TELEPHONES

These are some of the VoIP phones that CitiWave Systems Ltd has tested and recommends for the Voice 3000 Corporate Communications System.



Linksys
SPA921



Linksys
SPA942



Linksys
SPA962

ADAPTERS (ATA)

These are some of the VoIP adapters for regular phones that CitiWave Systems Ltd has tested and recommends for the Voice 3000 Corporate Communications System.



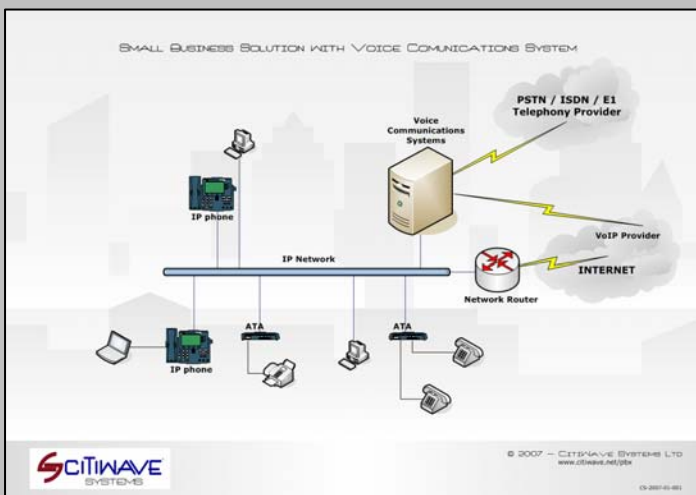
GrandStream
HT486



GrandStream
HT496



Linksys
PAP2



Small Business Solution with the Voice Communications System

DIAL – SEE – TALK

CitiWave Systems Ltd proudly presents a new and highly exciting new feature for all of it's Voice Communications Systems series of products.

Video Conferencing

Easy and hustle free. Simply dial the video conferencing extension you want.



GrandStream
GXV3000

For more information call us at (+30)-261-042-9992 or send us an email at sales@citiwave.net

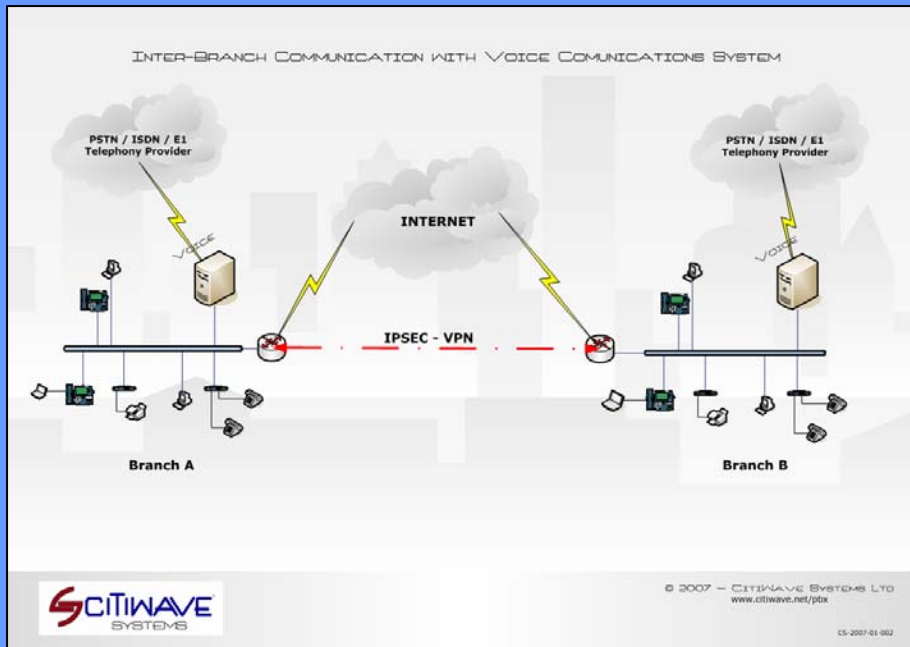


SYSTEM ADMINISTRATION

For trouble free operations and peace of mind CitiWave Systems Ltd offers year round online technical support and maintenance for your Voice Communications System. For more information call at (+30)-261-042-9992 or send us an email at support@citiwave.net

INTER-BRANCH COMMS

The Voice 3000 Corporate Communications System is ideal for inter-branch communications. offers Small Business with branch offices the option to create a company-wide IP Phone network. Communicate with the rest of your team with great efficiency and speed. Reduce the cost of inter-company communications and get the feel of a corporate environment. For more information call us at (+30)-261-042-9992 or send us an email at sales@citiwave.net



VOICE 1000
Your powerful business tool



VOICE 3000

The ultimate communications tool for corporate environments. For more information call us at (+30)-261-042-9992, send us an email at sales@citiwave.net or visit our web site www.citiwave.net/pbx.

Thank you

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