

Applications Manual for MyPBX Series

Your IP PBX is based on the SIP protocol enabling it to communicate with multiple add on SIP devices or related software + hardware based applications which boost your productivity and resolve most business challenges when it comes to effective communication. When implemented correctly these applications can positively impact the day to day functioning of your business making you more productive and enhancing your own and your customer's experience.

1	CRM Integration	Application	Compatible CRM Required
2	Boardroom Conferencing	Application	Hardware Required
3	Automated Call Recording	Application	License Required
4	Access Control	Application	Hardware Required
5	PA System Public Announcement	Application	Hardware Required
6	Presence - MyClient	Application	License Required
7	Redundancy (Hot Standby)	Application	Hardware Required
8	Skype Connect Integration	Application	Skype Account Required
9	SMS to Mail / Mail to SMS	Application	Hardware Required + SIM
10	Telephone Management Service	Application	Hardware Required
11	External Outdoor Bridge	Application	Hardware Required
12	Remote Extension	Application	Fixed IP Access

Some features will require a license fee as well as additional programming to operate. Please contact your local agent if you require additional applications added. Some applications will work best with add on products and if activated may require additional lines, licences or hardware devices to operate successfully.

Get the most out of your IP system. We are always here to assist.

Regards

The DSL Telecom Team



1. CRM Integration

Integrate your CRM program with your new IP Phone System to increase your employee productivity, impress your clients with professional customer care and boost sales!

With CRM Integration, you will be able to take advantage of the following features:

Key Features:

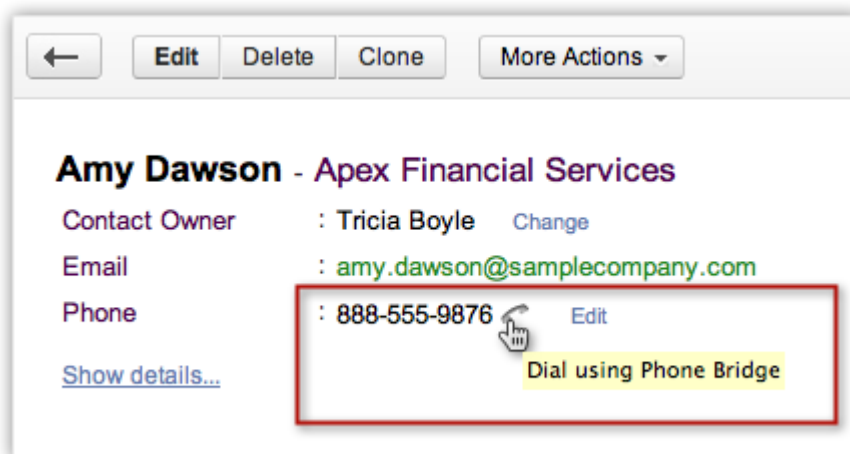
- Manage Inbound and Outbound Calls
- Log Call Details
- Single Click Dialling
- Incoming Call Pop-Ups
- Increased Employee Productivity



Requirements:

- A CRM Compatible with the IP-PBX
- You're CRM needs an API in order to talk to the IP-PBX
- Additional Development Fees may be Charged for the CRM integration

If you need a CRM system our preferred vendor is Zoho: You can sign up for a free trial version here: [Zoho South Africa](#)



2. Boardroom Conferencing

Snom's first VoIP conference telephone, the Snom MeetingPoint, is the perfect addition for any business that requires frequent cross-location conference calls.

The Snom MeetingPoint is perfectly qualified for use in middle to large conference rooms. As result of the **reliable suppression of disturbing background noise** and its **excellent sound quality** you can hold your telephone conferences in large groups of up to 10 persons without affecting the intelligibility of the call. Three speakers, equipped with **full duplex broadband audio (7 kHz, codec "G.722")** provide balanced and full sound.

Key Features:

- Omnisound Full Duplex Broadband Sound Technology
- 5 Way Conference Calls
- Ideal for Boardroom Type Environments
- Advanced Acoustics up to 30m sq. Room Area or 10 Participants
- Add on Expandable Microphones are available for Larger Recording Ranges
- POE for Clean Installation

Requirements:

- A Snom Meeting Point SIP Conference Phone
- A Compatible SIP Based IP-PBX



snom
VoIP phones



3. Automated Call Recording



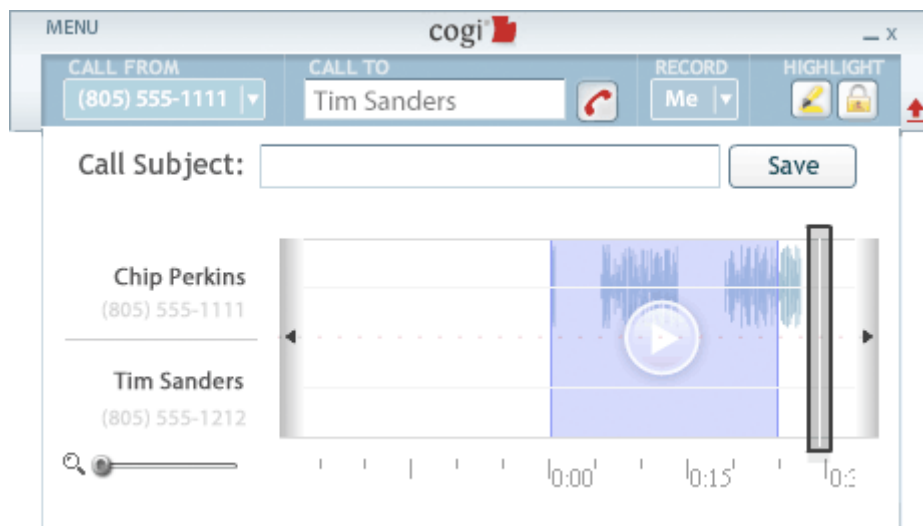
Call Recording enables all your inbound and outbound phone calls to be recorded. The system would detect all call conversations and record them automatically. The call recordings would be saved in the folder you specify and stored in a USB device

Key Features:

- Auto Recording of all Incoming and Outgoing Conversations
- Ability to Record all Internal Calls
- Ideal for Call Centres or Companies Making Transactions over the Telephone.

Requirements:

- Call Recording Licence Add-on is Required on Certain Models
- External Hard-Drive to Store the Call Data on Certain Models.



4. Access Control



Connect an IP door phone to your system to manage access control to your premises. It can be used for the home or office and thanks to many accessories, such as display, card reader, attendance system and keypad, it offers a broad range of uses. All the settings and controls can be managed remotely through an internet connection.

Key Features:

- Stylish Door Intercom
- Extra Slim Design
- Hands Free Feature (Speakerphone)
- Video Available
- Connects to IP PBX, Open Doors or Gates from any Phone

Requirements:

- IP Door Phone
- If Video required, best used with a Video Phone.



5. PA System (Public Announcement)



Unite the functions of a telephone with a high-performance digital amplifier for broadcasting announcements and supplying background music. PA system for office floors, shopping malls, reception areas and waiting rooms. Background music and advertising in supermarkets, airports, train and bus stations. Audio transmission in hospitals wings and hotels.

Key Features:

- Make Public Announcements from any Handset
- Play Music over the PA System
- Connects to IP PBX as an IP Extension

Requirements:

- Snom PA1 Device
- Horn Speaker and Amplifier





6. Presence (MyClient)

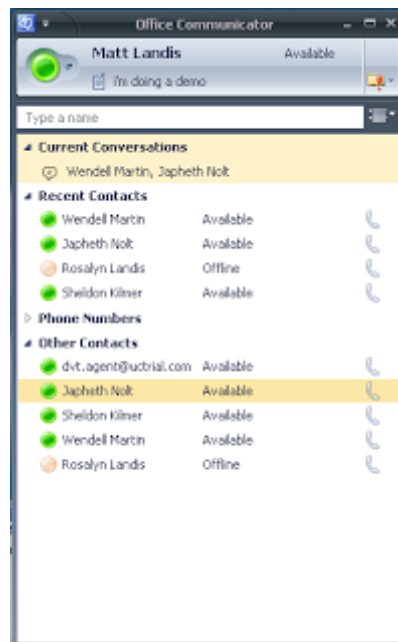
Presence is an application coordinated with the IP-PBX that connects your PC and IP phone. With presence you can perform various operations including check extension status, manage contacts, voicemails, and call detail records of extension, realise click-to-call and call pop-up, send instant messages between extensions, initiate a conference call, and create a call task, etc.

Key Features:

- Click to Call on your Call History
- Call Pop Up
- Initiate Calls from your PC, your Hard Phone Starts Ringing
- Check Availability and Status of other Users/extensions on the System

Requirements:

- Presence Licence Per User





7. Redundancy (Hot Standby)

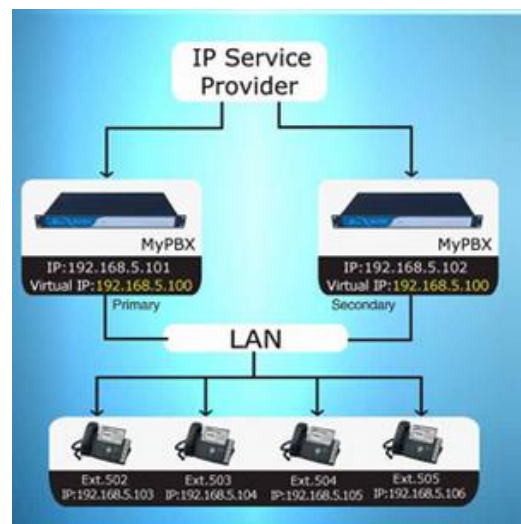
Two IP-PBX systems could be optimised for use as a failover system which could provide rapid failover in the event of system failure. Once the active server failure is detected, all the telephony would be switched to the standby server automatically. Thus the downtime was kept to an absolute minimum to ensure the normal operation of all the functions for users.

Key Features:

- Quick Recovery
- Down Notification (E-mail)
- Data Synchronization
- Enhanced Reliability

Requirements:

- A Second IP-PBX Unit
- Only Certain Models Supported





8. Skype Connect Integration



Let customers who are used to free Skype calls contact your company easily and conveniently with our Skype based **Website Click-to-Call** business solution.

Apply for a Skype ID (Skype connect number) for company use and post it on your website by implementing a SkypeMe Button, which allows any Skype users to call your company directly when they are browsing your web page by clicking the button. Skype will connect the call directly to your IP-PBX and the incoming call can follow your companies normal call flow.

Key Features:

- Up to 30 Skype Channels (bandwidth dependent)
- Incoming Skype Calls Directly from your Website
- Incoming Skype Calls Ring at your Switchboard as a Normal Incoming Call Would
- Free Calls for your Skype Customers

Requirements:

- A Skype Connect Account for Business
- A Skype Me Button Embedded on your Website





9. SMS to E-mail, E-mail to SMS

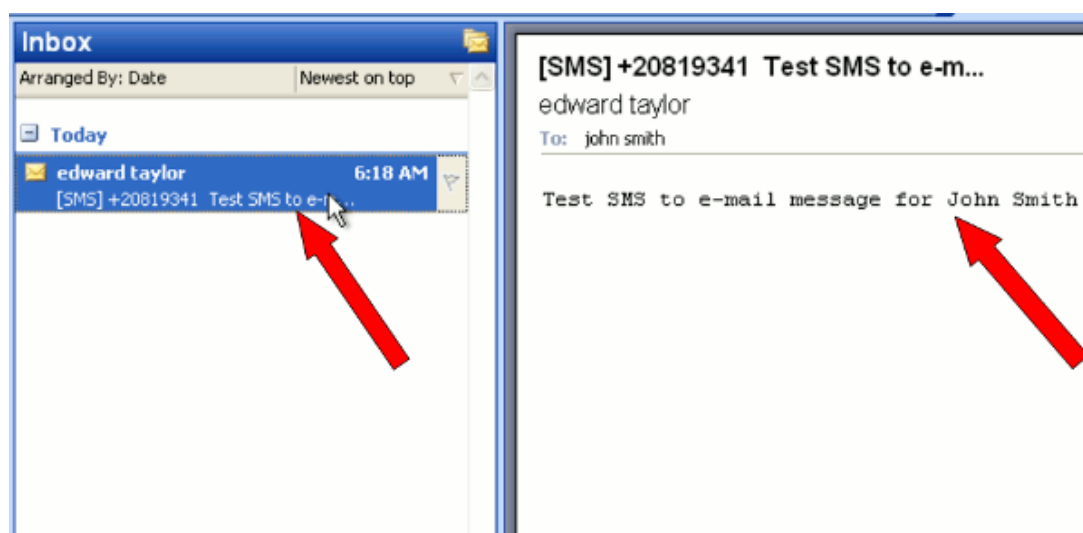
Your IP-PBX system supports sending of SMS via your PBX just by sending an e-mail to the IP-PBX. The system can also receive SMS messages, convert them and send them to users via e-mail.

Key Features:

- Give your Customers a Single Company SMS Number
- Direct Inbound SMS Queries Directly to an E-mail address or Distribution E-mail List
- Send SMS's out by simply sending an e-mail from the companies SMS Number

Requirements:

- A GSM Module for your IP-PBX
- An Active SIM Card with Airtime (Preferably Post-Paid)





10. TMS (Telephone Management Service)



Take control of your call costs. TMS allows you to manage your call costs per extension, per department, per branch or as you see fit. The service is cloud based so access your call detail records from anywhere. Automate your favourite reports to be sent to you monthly via e-mail.

Key Features:

- Monitor your Expenses by Extension or Department
- Reports by PIN User Code, Control your Costs
- Automated Reports, you set the Frequency
- Cloud Based, you are Always on the Latest Software Version
- Discounted Prices for all SLA Customers

Requirements:

- Hardware Device (LAN Buffer)
- An Active TMS Service with DSL Telecom.

Dept	Extension	Ext User	Dur-In	Dur-Out	Local Cost	L.Dist Cost	Mobile Cost	Spec Cost	Intl Cost	Total Cost
Sales	P4539	Lewis E	0:00:00	0:48:50	3.59	.84	59.98	0	0	64.41
Sales	P2359	Dominick M	0:00:00	0:12:01	.65	0	13.57	0	0	14.22
Sales	P5674	Galant R	0:00:00	0:16:15	1	0	21.43	0	0	22.43
Sales	P6578	Williams Z	0:00:00	1:07:31	6.52	15.83	21.83	4.49	0	48.68



11. External Outdoor Bridge

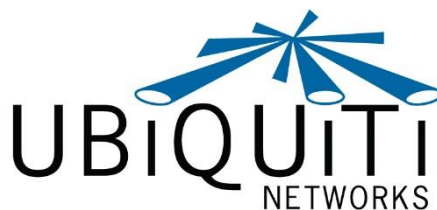
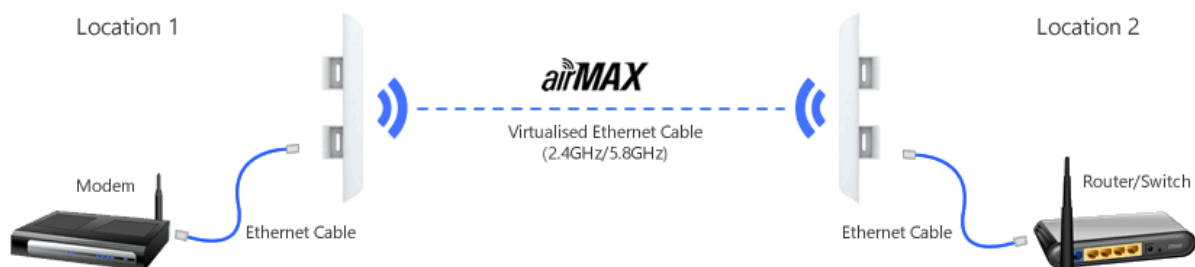
Connect outside buildings such as warehouses, guard houses or gate houses to the network and PBX via an external outdoor wireless link. The wireless link will allow the outdoor telephone to wirelessly link onto the internal network allowing for registration.

Key Features:

- Wirelessly Connect External Buildings Without Laying Cables
- Overcome Challenges of Connecting External Buildings Separated by Distance
- Calls Between Buildings are Free as they are now on the same Internal Network
- Reduces Cost as No Cables Need to be Laid Between Buildings

Requirements:

- Ubiquiti Nanostation Hardware
- External Installation Kit



12. Remote Extension

Set up remote offices or remote workers. Enjoy the benefits of extension to extension calls via your data network, extending your available resources across your multiple destinations. It is also easy to enable VoIP connections between remote workers.

Key Features:

- Work from Home but look like you are in the Office
- Free Calls over the Internet Between Users
- Transfer between Remote Offices as Extensions
- Reduces Cost and Improved Efficiency

WHAT YOU NEED:

- Fixed IP address Business Grade Internet Connections
- Stable Internet at all Premises

