



Communication  
Simplified

Sophistication  
**SIMPLIFIED**

Complexity  
**RESOLVED**

Power  
**UNLEASHED**

Communicate  
**COLLABORATE**

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**ZULTYS**

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# Sophistication SIMPLIFIED



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## True "All-in-One" IP Phone Systems and Unified Communications Solutions

**Making VoIP Work For Your Business**

### OVERVIEW

The Zultys MX series of both cloud and premise based enterprise class IP phone systems combines best of breed Unified Communications (UC) features into an easily scalable "all-in-one" native SIP solution that can support up to 10,000 users across 128 locations. Based on secure Linux and open standard SIP (Session Initiation Protocol), Zultys packs its IP phone systems full of business enhancing features that provide a wide range of enterprise-class Unified Communications services, allowing companies to gain a competitive advantage and achieve a rapid return on investment

### AVAILABLE FEATURES INCLUDE:

- Unified Communications client for Windows, Mac & Linux
- Complete Contact Center with Customized Reporting
- Visual voice mail
- Integrated Fax Server
- Presence & Instant Messaging
- Active Directory/LDAP support
- Unified Messaging
- Automated Attendant with Interactive Voice Response
- N+1 redundancy and cross-site failover
- Mobile Unified Communications client for iPhone & Android
- Seamless multi-site integration
- Centralized management
- Busy lamp field / Key system emulation
- Enterprise Session Border Controller (E-SBC)
- Historical archiving of call recordings, instant messages, voice mail, fax and call logs (CDR)
- All Zultys IP phones can support remote workers without requiring a VPN
- Find Me/Follow Me/Simultaneous Ring
- User friendly administration interface



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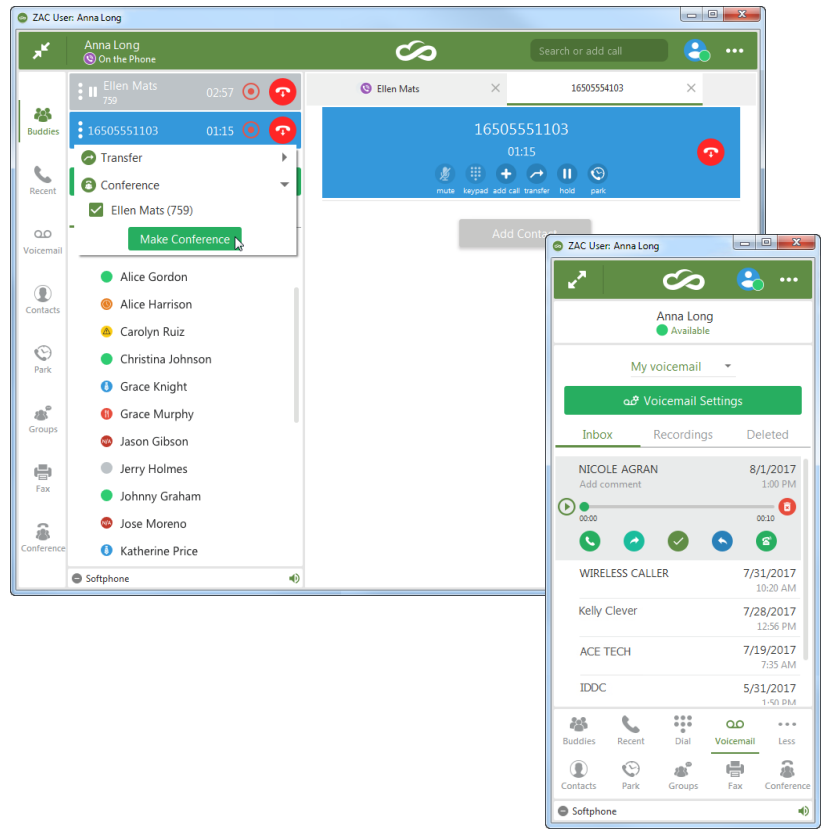
## ZAC™ and MXIE™

### Unified Communications Client for Windows and Mac

Zultys' desktop clients are designed to streamline communication and collaborations between employees. These "One Click to Contact" application manages all of the functions in the MX platform.

The Media eXchange Interface for End Users' client (MXIE) lets people see the availability of anyone in the company — whether they are on a mobile phone or a desk phone — launch a high definition video call, an email, phone call, fax, IM, voice mail or a conference session with a simple mouse click.

Zultys Advanced Communicator (ZAC) emphasizes collaborative features such as group chat. This feature allows instant communications between team mates, ensuring that team members are always up to date. In addition, group chat provides the flexibility to easily go from text messages to phone calls and gathers all the teams contact data in one easy-to-access place.



### AVAILABLE FEATURES INCLUDE:

- Intuitively control calls via mouse, keyboard, telephone or Softphone
- View presence indicator and notes of all users
- Collaborate via Instant Messages
- High Definition (HD) video calls between users with MXvideo™ (MXIE only)
- MS Exchange / Outlook integration
- Screen pops display incoming caller information
- Use Zultys Quick Contact to rapidly locate contacts in MS Outlook, MX system directory or local address book
- ScreenDial™ lets you call from any webpage, document or electronic record
- Record calls from any phone via ZAC or MXIE
- Single log-in for Users, Operators and Contact Center Agents
- Create Call Handling Rules to manage call routing and simultaneous ringing
- Integration with Salesforce.com and other major CRM applications
- Tag calls with wrap-up codes, account codes or other customer information (MXIE only)
- MXconnect™ lets you make any phone your business phone
- Group Chat allows multiple employees to quickly and easily share IMs as a group (ZAC only)

# Complexity RESOLVED



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## Ready to Serve the Needs of Any Business Deployed in a Configuration that Meets Your Needs

### All-In-One On-Premise or Cloud-Based Solutions

Each easy to install and maintain Zultys IP phone system is a complete "all-in-one" feature-rich appliance ready to serve the needs of any business. Zultys IP phone systems can be deployed stand-alone or networked together to support up to 10,000 users across 128 locations. All MX systems are based on open standards: SIP, Linux, TAPI, SQL, and CSTA.



### MX-SE

- The MX-SE supports up to 30 Trunks and 50 users (SIP Trunks require no licenses or external gateways)
- 16" x 8 1/2" x 1 3/4" (401mm x 210mm x 44mm)
- Single Universal expansion slots for E1, T1, PRI ISDN, and Analog FXO/FXS interface cards
- LCD Display with 4 navigation buttons
- Connect directly to SIP based ITSP to reduce call costs



### MX-E

- The MX-E is available in three different models; the base MX-E model supports 300 users, while the MX-E+ can support up to 1000 users, and the MX-E++ is designed to accommodate businesses with up to 2000 users on a single appliance
- Up to 300 SIP trunks are supported on the base model, with the MX-E+ supporting 1000 SIP trunks, and up to 2000 trunks on the MX-E++ model (SIP Trunks require no licenses or external gateways)
- 17.3" x 18.1" x 3.46" (440 mm x 460 mm x 88 mm)
- Three expansion slots for T1/PRI/E1, Dual T1/PRI/E1, FXO 8, FXO 4, FXS 8, FXS 4
- Connect directly to SIP based ITSP to reduce call costs
- LCD Display with 4 navigation buttons
- Redundancy for major components such as power supplies, cooling fans and storage drives

### MXvirtual

Zultys MXvirtual is a fully integrated unified communication solution and IP phone system that can be installed in a VMware® Ready virtual appliance. MXvirtual allows businesses of all sizes to take advantage of the benefits of virtualization including enhanced server utilization, simplified deployment and reduced costs. The features of MXvirtual are identical to the premise-based MX phone systems.

- The MXvirtual can support up to 1000 users and can be expanded with additional server capacity
- Comes ready to support SIP Trunks with no licenses or external gateways (PSTN, ISDN and Analog interfaces supported via gateways)
- Enterprises may deploy MXvirtual onto their own VMware infrastructure, either on-premise or using an off-site data center
- Provides a full suite of resiliency and failover capabilities to ensure business continuity

# Zultys Cloud Services

## Flexible and Easy-to-Deploy Hosted IP Phone System

Zultys Cloud Services is a fully-hosted turnkey Unified Communications as a Service (UCaaS) solution. Your communication system is hosted in Zultys' state-of-the-art data centers that are fully redundant and supervised around the clock.

Zultys Cloud Services offers the exact same feature set as all the other MX Series IP Phone Systems, but with the added convenience of a hosted solution. There are no up front investments and you only pay for the services and features you need on a per-user basis. You can easily add users and functionality as your business expands.



## User Packages

### Available on All Versions of MX, Including Cloud Services

#### STANDARD PACKAGE:

- Operator group, Hunt group or ACD group
- Automated Attendant
- Paging Group
- Voice mail
- Call forwarding
- Built-in Reports
- Advanced Call Routing
- Voice mail to Email
- Zultys Mobile Communicator for iPhone/Android

#### PREMIUM PACKAGE:

- Operator group, Hunt group or ACD group
- Automated Attendant
- Paging Group
- Voice mail
- Call forwarding
- Call Attached Data
- Built-in Reports
- Advanced Call Routing
- Voice mail to Email
- Zultys Mobile Communicator for iPhone/Android
- ZAC or MXIE with MXvideo support
- Outlook Integration
- MXconference
- Fax

#### CONTACT CENTER PACKAGE:

- Operator group, Hunt group or ACD group
- Automated Attendant
- Paging Group
- Voice mail
- Call forwarding
- Call Attached Data
- Advanced Call Routing
- Voice mail to Email
- Zultys Mobile Communicator for iPhone/Android
- ZAC or MXIE with MXvideo support
- Outlook Integration
- MXconference
- Fax
- Inbound Call Center
- Customizable reporting

# Power UNLEASHED



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### Integrated Contact Center Supercharge Your Contact Center

The Zultys Integrated Contact Center (ICC) intelligently processes incoming calls to a group of Supervisors & Agents based on administrator defined rules & real-time conditions. When there are more callers than available agents, ICC will either re-route callers or queue callers with customized in-queue messages and music that may be unique for each ICC group. Agents can be located anywhere in the world, allowing for true flexibility and around the clock coverage, without the need to relocate key talent.

Marketing																					
Queued: 2    Wait: 2:29    Active: 1 <input type="checkbox"/> Show only logged in agents																					
Total agents	Logged in	Available	Active Calls	Calls in queue	Longest wait	Ans calls	Abn calls	Overflow	Voice mail	Out calls	Max wait	Avg wait - All	Avg wait - Answered	Avg wait - Abandoned	Talk time (Avg)	Talk time (Total)	Call back requests	Call backs completed			
5	4	1	1	2	2:30	16	26	8	8	4	3:23	0:48	0:54	1:29	1:29	26:14	0	0			
Agent	User Presence	Agent Status	Time	Call State	Dir	Calls Ans	Calls Out	Calls Total	Avg Talk	TotalTalk	TotalHold	Call State	Pri	Dir	Agent	Phone #	Name	Wait Time	Talk Time	Hold	Total
Abby Ad...	Available	Available	4:28			0	0	0	0:00	0:00	0:00	On Hold		In	Alice One	0409456...	Mary ST...	0:48	1:06	0:53	2:47
Alice One	Available	Active	2:00	On Hold	In	13	2	15	1:30	22:30	1:50	Queued	0			555		2:11			2:11
Bob Two	Available	Active	1:46	Ringin	In	3	2	5	0:45	3:44	2:51	Queued	0			0247394...		2:29			2:29
Carol Th...	At Lunch	Not Avail...	45:10			0	0	0	0:00	0:00	0:00										
Eddie Fo...	Logged Out	---				0	0	0	0:00	0:00	0:00										
Sales																					
Queued: 0    Wait: 0:00    Active: 0																					
Total agents	Logged in	Available	Active Calls	Calls in queue	Longest wait	Ans calls	Abn calls	Overflow	Voice mail	Out calls	Max wait	Avg wait - All	Avg wait - Answered	Avg wait - Abandoned	Talk time (Avg)	Talk time (Total)	Call back requests	Call backs completed			
5	1	1	0	0	0:00	2	8	2	2	0	3:23	0:00	1:10	1:03	0:56	1:56	0	0			
Accounting																					
Queued: 0    Wait: 0:00    Active: 0																					

#### SYSTEM FEATURES:

- Advanced Call Routing based on real-time ICC activity
- No extra hardware - one license for Agent/Supervisor
- Call Recording - full-time and on-demand
- Superview™: Real-time call monitoring & statistics for multiple ICC Groups in a single window
- Wallboard for real-time ICC group analysis
- Customizable music-on-hold & in-queue messages (position in queue & expected wait time) by ICC Group
- Caller Quit Queue options with Call Back Queuing
- Call Attached Data (CAD) for customizable Agent Scripts, wrap up/exit codes, and more
- Multiple Reporting options – CDR Reporting, MXreport™ CDR, and MXreport™ Contact Center Edition
- Fully integrated fax server option available
- Automatic callback from Queue – allows callers to leave their number and be called back in the order their call was received. Promotes enhanced customer service eliminating the need for callers to “wait on hold”

#### SUPERVISOR / AGENT FEATURES:

- Chat, Instant Message & Presence
- Supervisors may Silent Monitor, Barge in, & Whisper-thru to Agents
- Calls can be assigned to specific Agents
- Agents can be members of multiple ICC groups
- MXconnect™ allows Supervisors & Agents to work from any phone – home or office – no VPN required
- Call Notification pop up allowing Agents to stay focused on their primary application
- Agent login/logout - initiated by Supervisor or automatically by MX
- Shared ICC Group Voice Mail box with multiple outgoing greeting options, email notifications and escalation facilities.



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## MXnetwork™

### Connect All Your Locations via an Integrated UC Solution

The MXnetwork feature allows multiple MX systems — both premise and cloud-based — to be interconnected over IP to form a single company-wide Unified Communications system. Each MXnetwork can support thousands of users at up to 128 locations and provides global presence, toll bypass site-to-site calls, secure communications and interactive collaboration across the entire network. Whether staff members are located in the same building or in another country they are able to communicate efficiently. MXnetwork allows multiple MX systems on your WAN to synchronize together (distributed architecture) and then work as if they are one system, offering robust survivability and high availability for the enterprise. Comprehensive redundancy and failover functionality ensures call processing and business operations continue in the event of an equipment, network or power outage.

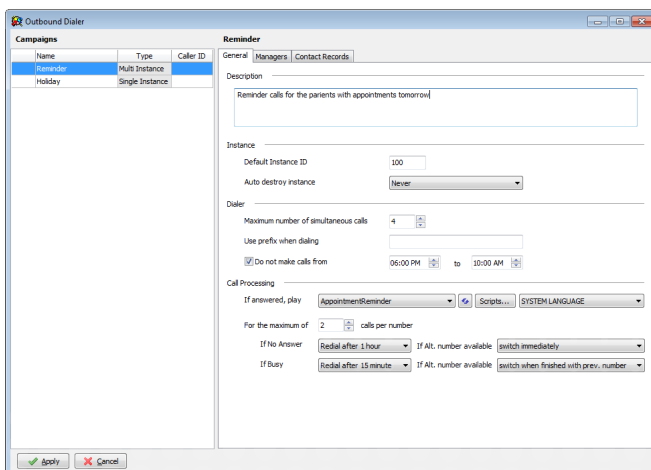


## MXoutbound

### Advanced outbound dialer solution

MXoutbound, a fully integrated outbound dialer solution, offers a flexible and easy-to-manage automated process for reaching out to an organization's customer base. MXoutbound is appropriate for virtually any application that requires automated outbound dialing. The call message may be as simple as a single recorded sentence, or an elaborate customer survey with a series of questions asked based on previous responses.

- Use pre-recorded prompt or text-to-speech conversion
- Include option to transfer to an operator or contact center agent
- Schedule calls at a specific time of day for a particular contact or make calls on-the-fly
- Monitor campaigns in real-time
- One MX system can simultaneously run multiple outbound call campaigns, each with a completely different call flow and set of messages
- Import Contact information manually or from a CRM application. Campaign results can be exported back into a CRM application



# Communicate COLLABORATE



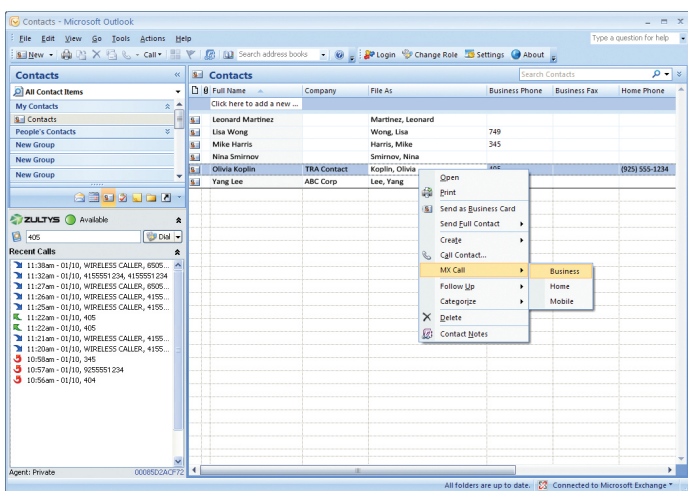
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## Zultys Outlook Communicator™, Salesforce.com Communicator™ and Zultys Flex Communicator™

### Powerful CRM and Application Integration

Zultys supports Computer Telephony Integration (CTI) with an expanding range of CRM suites and business applications via standards-based protocols. The Zultys Salesforce.com Communicator integrates the Zultys IP Phone System and the Salesforce.com CRM application suite for full call control from within Salesforce. The Zultys Outlook Communicator provides integration between the Zultys IP Phone System and Microsoft Outlook, while Zultys Flex Communicator simplifies integration with web-based and traditional CRM and line-of-business applications.



### Zultys Outlook Communicator

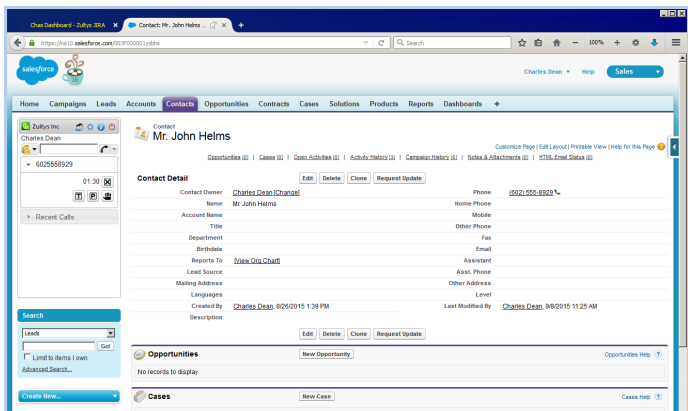
- Click-to-call and full call control from within Outlook
- Presence synchronized with Outlook Calendar
- Screen pops for Outlook contacts
- Login to Operator and Call Group roles and select a role to make an outbound call from

### Zultys Salesforce.com Communicator

- Screen pops, call notes, hold, transfer and click to call from inside the contact record on Salesforce.com
- Login to Operator and Call Group roles and select role to make an outbound call from

### Zultys Flex Communicator

- Integrates with both web-based CRM applications and programs installed on the user's computer
- Generate Screen Pops for Caller Information on receipt of an incoming call



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## MXmeeting™ and MXconference™

### Affordable Web & Audio Conferencing

The Zultys MXmeeting web/video conferencing platform and the Zultys MXconference private audio bridge provide everything you need to integrate a conferencing solution into your company's communication and collaboration platform and conduct collaborative web, video and audio conference sessions. The feature-rich MXmeeting appliance plugs right into your network and allows up to 100 people to join a collaborative web or video conference without needing to install any software on their computers. It also provides remote desktop support and remote access. MXconference is a software feature that requires no additional hardware and is enabled by licensing.



### MXmeeting Web collaborative conferencing

- Up to 30 webcams can join in for live video interactive presentations\*. MXmeeting supports HD video
- Provides remote support & access for PCs and Macs
- Integrated with ZAC/MXIE and Outlook

### MXconference is an integrated audio conference bridge for Zultys IP phone systems

- Requires no additional hardware
- Scale to 30 participants on MX-SE. Up to 100 on MX-E. 256 with MXvirtual, MX-E+, and MX-E++.



\*The MXmeeting 100 port audio conference service is provided through a 3rd party at no additional charge to those purchasing MXmeeting and is only available in certain countries. Features available with MXmeeting 4.2 and later.

# Communicate COLLABORATE



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## ZIP Series – Advanced SIP Standard Enterprise IP Phones



### **47G** The ZIP 47G is targeted at the busy executive looking for a high end phone packed with features.

- Full duplex speakerphone
- Dual Gigabit Ethernet ports
- LDAP directory access
- 27 LCD labeled programmable soft keys
- 802.3af Power over Ethernet
- 480 x 272 pixel color display
- AC Adapter (optional)
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- XML Browser
- Bluetooth & Wi-Fi support via adapters (optional)



### **36G** The ZIP 36G is a feature rich IP phone that is perfect for both regular and heavy phone users.

- Full duplex speakerphone
- Dual Gigabit Ethernet ports
- LDAP directory access
- 21 programmable keys
- 802.3af Power over Ethernet
- 240x120 pixel backlit display
- AC Adapter (optional)
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- XML Browser



### **33G** The ZIP 33G offers exceptional value in an easy to use, feature rich IP phone ideal for regular phone users.

- Full duplex speakerphone
- Dual Gigabit Ethernet ports
- LDAP directory access
- Modular headset connector
- 6 programmable keys
- 802.3af Power over Ethernet
- 132 x 64 pixel backlit display
- AC Adapter (optional)
- Busy Lamp Field (BLF)
- XML Browser



### **440M** LCD Expansion Module for ZIP 47G.

- 160 x 320 pixel graphical backlit LCD
  - 40 programmable keys (2 page x 20 keys)
  - Up to 6 expansion modules may be daisy-chained per phone
- (Phone and system limits apply to the maximum number of BLF keys)



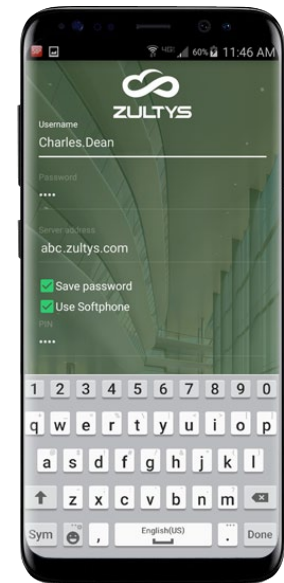
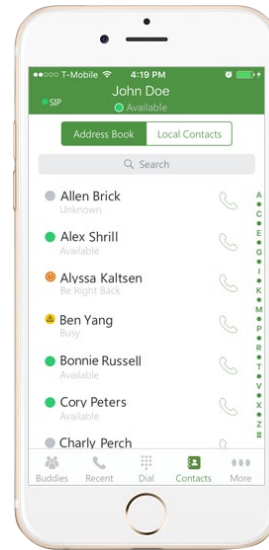
### **340M** LCD Expansion Module for ZIP 36G.

- 160 x 320 pixel graphical backlit LCD
  - 38 programmable keys (1 page x 20 keys, or 2 pages x 19 keys)
  - Up to 6 expansion modules may be daisy-chained per phone
- (Phone and system limits apply to the maximum number of BLF keys)

## Zultys Mobile Communicator™

### Unified Communications Goes Mobile (iPhone and Android)

Zultys mobility solutions for Unified Communications allow employees to stay connected and in contact no matter where they are. Zultys Mobile Communicator is a real-time presence and communications client for Android® and iPhone® that delivers a complete Unified Communications experience to mobile workers by integrating them into the corporate Voice and Unified Communications system. Zultys mobility solutions provide critical tools like voice mail access and management, presence, internal extension dialing, corporate directory access, and least cost routing to cut international call costs. Group chat option allows teams to collaborate easily and effectively regardless of whether team members are on their desktops or on their mobile devices.



### AVAILABLE FEATURES INCLUDE:

- Mobile presence and instant messaging
- Visual voice mail
- Contact center agent functionality
- Group chat
- Mobile privacy (present office caller ID)
- Single number contact
- Least cost routing
- Corporate directory and phone system access
- Email integration
- System level call hold and transfer
- Call alerts







## ABOUT ZULTYS:

Zultys is the global provider of a true all-in-one unified communications solution. Innovative, reliable and scalable, Zultys IP phone systems integrate voice, video, data and mobility — in a single premise based appliance or in the cloud — to optimize collaboration for businesses of all sizes. Zultys delivers a powerful, feature-rich communications system that is easy-to-use, deploy and maintain. Zultys is headquartered in Silicon Valley with offices around the world.

In the cloud or on your premises — your choice!



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