TelrraNet Unified Communications

In today's fast-paced world, accessibility to information and convenience are no longer a luxury, but a necessity for your business.

As the leading communication solution in the industry, TerraNet Unified Communications redefines the way you think about communication. A comprehensive communication solution that allows you to access information on-demand, interact with teams across the world and manage these interactions on the go.

Within reach

Deliver messages from any location and any device and collaborate on your work effectively with the advantage of retrieving voicemail messages anytime you want.

Organize resources effectively

See the presence status of colleagues to determine their availability, then securely view their personal and corporate directory information to select the best time and method to reach them.

Gain an edge over your competitors

Deliver competitive advantage by having a single system to manage multiple tools, such as phone, video conferencing, instant messaging and more.

Ease of use

Employees only need to learn how to use one single system. They can work everywhere, either receive business calls at home, on the go, or in the office as long as they have an internet connection.

Reduce business cost

Put a stop to subscription of overlapping communication services. Consolidate all your communication tools in one single platform and cut down unnecessary travel and electricity expenses.

Reliable IT security

A unified platform makes it easier to apply a standard set of security policies. What's more, you can recover your lost data in the event of an unforeseen disaster through our Disaster Recovery plan.

Basic Features

Business Features:

- Flexible time-based call routing
- Built in conference bridge/service
- Fax to email
- Hunt / Ring groups
- Music on hold
- Voicemail blasting
- Follow me / Find me calling
- Personal IVRs
- Wake up calls
- Support for video calls, IM and presence
- Secure communications (SRTP/ TLS)
- Directory and dictation
- Calling queues (ACD/IVR)
- Customizable announcements

Calling Features:

- Three way calling
- Voicemail
- Voicemail to email
- Caller ID
- Call transfer
- Call recording
- Do not disturb
- Call forwarding
- Call waiting
- Call history
- Call detail records and call event logging
- Speed dials
- Caller blacklisting
- Paging / Intercom
- Call screening
- DISA

Telephony Support:

- SIP V1/V2
- IAX2
  *PRI/T1/E1
  *POTS/Analog
  *ISDN
- Soft phone support
- WebRTC Browser-based calling (thru UCP)
- Specialty device support
  - Door phones
  - Overhead paging
  - Strobe alerts
  - Paging & voice gateways
  - Failover devices

*Requires PSTN telephony card(s), sold separately

Multiple Language Support:

English, Bulgarian, Chinese, German, Hebrew, Hungarian, Italian, Japanese, Portuguese, Russian, Swedish and Spanish

End User Applications:

- User Control Panel (UCP)

Administration:

- Bulk import utilities
  - Trunks, extensions, users and phone numbers
- System dashboards
- Integrated intrusion detection

Codec Support

Software:

- ulaw, alaw, gsm, g.722, g.726, slin, ilbc and
  *g.729
  May impact overall call capacity

Enhanced Features

Licensing Options:

- High Availability
  1:1 active/standby two-box redundancy to guarantee business continuity

Mobile and Desktop Softphone

Modern communication features:

- Internal Audio & Video calls with screen sharing (Desktop)
- Parallel ringing on incoming call on multiple devices
- Call transfer and conferencing
- Group calls
- Push notifications
- Instant Messaging
- Screen Pop-ups
- Send/receive SMS though the PBX (SIP SIMPLE)
- Group Chats
- Files, Photos, Contacts and Location Sharing
- Synchronization of user contacts between multiple devices
- User log-in via QR code (Mobile)
- TLS/SRTP encryption
- Switching between WiFi and LTE networks without interruption

Tel: +603-7782 8826
Email: enquiry@startechdistribution.com
http://www.startechdistribution.com/

No. 31-2, Petaling Utama Avenue,
Jalan PJS 1/50, Taman Petaling Utama,
46150 Petaling Jaya, Selangor, Malaysia.

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