

# E-MetroTel UC<sup>X</sup>: MDSE

(Features & benefits of evolving CS1000/Meridian 1 systems)

1. **SAVE 70% from full re-use of a customers business telephones.**
2. **Same phone, similiar interface.** (easily transition users to UC<sup>X</sup> no down-time).
3. **Next generation capability for all users - no extra cost.**



## Unified Messaging: (UM) = Voicemail + E-mail

### + Fax

- Get Voicemail and FAXs in e-mail
- Send FAXs from desktop or web-browser
- Blacklist SPAM FAX Numbers
- Save on paper: Receive FAXs electronically & only print when needed
- Virtual FAX: Reliable, Mobile Delivery
- Visual voicemail (view messages in your web browser - from whom, how long, etc.)
- Optional plug-in available for click-to-call from Outlook Contact

## Mobility: Business On-The-Go

- Extend-to-Mobile: Allows desk phone calls to simultaneously ring on cell phones
- Find-Me/Follow-Me: Enables user to provide a list of numbers along with the ringing strategy to use in contacting them when they are on the move. User can easily access settings from web-browser
- Use I-Phone or Android smart phone as your office phone, access all features, use extension-based dialing from any location where you have service.
- In-building wireless via your smartphone, DECT, or our new UC305W SIP Wifi ruggedized mobile handset.

## Easy System & User Administration

- Easy & Intuitive Web-Based administration reduces cost for Moves/Adds/Changes (MAC)
- One database to manage – all provisioning and call control is on the UC<sup>X</sup>, re-use existing wiring and line cards.

## Call Detail Recording

- Trunk utilization analysis useful in determining if you are paying for phone lines you are not using
- Flexible Reports: Billing Reports, summary by Extension/Department, etc.
- Graphical displays, export to Excel/PDF/CSV for records, traffic analysis, department-level usage
- Optional integration into 3<sup>rd</sup> party Call Accounting App.

## Operator Panel: Easy Operator Controls

- Visual status: users, trunks, queues, conferences, etc.
- Easy 'drag & drop' transfer & conferencing
- Calling line display allows operator to see who & how long call information

## Conference Bridge

- Reservation-less or scheduled
- Can be recorded
- Webpage conference manager – invite attendees, visually see who joined, mute/kick-off attendees with just a click.

## Call Recording

- On-demand, always on or off; set per user, trunk or queue
- Archived database of recorded calls

## Remote Workers

- By adding a Softphone onto employees PC's or laptops employees can leverage all the features and capabilities of the office based communications system.

- Work from home easily with IP phone at home

## Video - Security Integration:

- Monitor rooms, front & back doors
- "Dial" cameras & look around
- Receive full audio & video from door phones – know who is there before "buzzing" them in
- Keep an eye on things: From your smartphone, desk, a remote location, home office, etc.
- Optional Video conf. bridge (4 streaming feeds per server)

## Contact Center

- Queues by skill-set, Agent log-in/out, dynamic/static agents per queue Agent whisper, supervisor listen-in (spy),
- IVR & recorded announcements, call recording for quality monitoring
- Optional real-time and metric-rich Call Center Reporting.

## Dictation Service

- Enables dictation to be e-mailed to transcription/translation services

## User Management Portal

- Enables end-users to manage their find/follow me access numbers
- Listen to voicemail and recorded calls (download to PC)
- Access their own personal calling records (see who called, check missed calls)
- Manage voicemail password and voicemail to e-mail
- User can manage their own call forward scenarios, call screening (record callers name to play in call forward), and call waiting and do-not-disturb.

## SIP Trunking

- Use data/internet connection to make & receive external calls (requires a SIP Trunk provider – very affordable)

## Seamless networking & Geo-Redundancy

- Easily extend system over LAN/WAN, extension dialing across locations, set-up ESN/network dialing plans, central trunking or attendant services, N+1 redundancy, survivable branch offices and more.

**1 License** – independent of technology or user type.



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