



IPPBX
ONSITE SOLUTIONS



We provide onsite installation,
management and support for our
customers.

**A proven support team you can
count on, today and tomorrow.**



IPPBX Solution



Accera Group's IP based Phone System for Windows is a software-based IP PBX that replaces a proprietary hardware PBX / PABX. Accera's IP PBX has been developed specifically for Microsoft Windows and is based on the SIP standard – making it easier to manage and allowing you to use any SIP phone (software or hardware). A software-based IP PBX / PABX offers many benefits:

- Easier to install & manage via web-based configuration interface
- Far less expensive to purchase and expand than a hardware-based PBX / PABX
- Improve productivity with presence, desktop based call control and extension management
- No need for separate phone wiring – phones use computer network, easy hot desking!
- Delivery mobility by allowing employees to work from home using a remote extension
- Choose between popular IP hardware phones or softphones - no vendor lock in
- Receive & Make calls via the standard PSTN using VOIP Gateways or cards
- Save on monthly call costs using SIP trunks on our network.

Enhanced Productivity with Unified Messaging.

Accera Phone System for Windows delivers Unified Communications technology by unifying **voice mail, fax and email**; as well as providing presence information.

With Accera IPPBX, employees can easily see the presence of other users and avoid unnecessarily making or transferring calls. Presence is displayed in any standards-based IP phone, as well as in the Accera MyPhone user portal. Furthermore, Accera IPPBX unifies voice mail and faxes with email by delivering them to the user's inbox. The system provides full video capability – using AcceraPhone or a SIP video phone, video calls can be made with a click.

Accera IPPBX includes a fax server that is able to route incoming faxes as PDFs to email. Users can send faxes from existing fax machines or by using a 3rd party T38 capable fax server software. With Accera, businesses save time and money as they can forget about fax machines and extra telephone lines.

Enhanced Productivity

Accera IPPBX Phone System for Windows is much cheaper than a traditional phone system. The initial purchase cost and the expansion cost are both much lower compared to a proprietary PBX, and with Accera you also save on maintenance fees.

Unlike appliances, **Accera IPPBX can scale to almost unlimited capacity because it can leverage modern server hardware.**



IP Connect Devices



24-port IP Analog Gateway

The GXW4024 gateway enables small and medium businesses to create a cost-effective hybrid IP and analog telephone systems and enjoy the benefits of VoIP communications while preserving investment on existing analog phones and traditional PBX systems.

- High density SIP based analog telephone VoIP gateway
- Fully interoperable with leading IP-PBX and Softswitch systems
- Features 24 telephone ports both RJ11 and 50-pin Telco connector



Additional Supported Manufacturers:

We also offer products from the following equipment manufacturers who have been certified to work with the Accera IPPBX.



LINKSYS[®]



IP Phones



Enterprise IP Phones

From small to medium enterprises, we offer two IP Phone series to fulfill their different needs to enhance their communications capabilities. The **GXP Series** are next-generation feature-rich enterprise SIP telephones.

GXP2120 Executive 6-line HD IP Phone

6 dual-color line keys (with 6 SIP accounts), 4 XML programmable context-sensitive soft keys, up to 5-way conference, and up to 13 call appearances with 7 dual-color BLF extension keys

HD wideband audio, superb full-duplex hands-free speakerphone with advanced acoustic echo cancellation and excellent double-talk performance



GXP2110 Key System 4-line HD IP Phone

Feature rich executive IP phone with 4 lines, 18 programmable keys, 3 XML programmable context-sensitive soft keys

HD audio quality for crystal clear voice communication, integrated Web applications, XML provisioning and leading edge telephony features



GXP2000 Main Stream Enterprise IP Phone

A competitively priced, feature rich 4-line IP phone for both the small business and the enterprise customer

Support for automated phone book synchronization with directory server using XML, as well as broad interoperability with most 3rd party SIP products



GXP1450 Enterprise HD IP Phone

2 dual-color line keys (with 2 SIP accounts and up to 2 call appearances), 3 XML programmable context-sensitive soft keys, 3-way conference

HD wideband audio, superb full-duplex hands-free speakerphone with advanced acoustic echo cancellation and excellent double-talk performance



GXP1400 Enterprise HD IP Phone

2 line keys with dual-color LED (1 SIP account and up to 2 call appearances), 3 XML programmable context-sensitive soft keys, 3-way conference

HD wideband handset, hands-free speakerphone with advanced acoustic echo cancellation



GXP1200 Entry Level 2-line IP Phone

An entry level 2-line IP Phone that provides a cost effective solution for businesses looking for advanced functionalit

The GXP1200 brings unprecedented ease of use and ease of deployment

GXP1100 1-line IP Phone

Single SIP account and up to 2 calls, 4 programmable keys

Automated provisioning using TR-069 or AES encrypted XML configuration file, SRTP and TLS for advanced security protection, 802.1x for access control



Call Center Module



Reach New Levels of Customer Service with the Accera.

In today's cut throat market, businesses of all sizes must be seen to be providing superior customer service to their existing and potential customers.

Traditional proprietary PBX's with call centre functionality have proven to be either too expensive or difficult to set up. The Accera Call Center module changes this as it provides professional call center features at an affordable price, allowing your business to focus on providing the best possible customer service.



All the features make it possible for your business to dramatically increase its employees productivity and boost sales at an affordable price.

No Install Necessary!

The Accera Call Center module comes as a license key upgrade to the Phone System. Simply reactivate your Accera Phone System and bring to life call centre features.

Features and Benefits

- Advanced Real time Queue Statistics
- Monitor queue status
- Review the number of callers in a queue
- Advanced Agent Statistics
- Log agents in and out of queues
- Time an agent logged in/out of the queue
- Review the number of answered/unanswered calls
- Average and longest wait time and more
- Call Back Feature
- Allow your customers to hang up and retain their position in the queue
- The customer is called back when an agent becomes available
- Call back notification emails are sent to the supervisor
- Additional Queue Strategies
- Round Robin, Longest Waiting
- Fewest Answered & Least Talk Time
- Hunt By Threes – Random or Prioritized
- Events are logged in order to meet customer service requirements
- SLA notification emails are sent to the supervisor
- Supervisors can screen calls by listening in without the agent and caller knowing about it
- Listen and Whisper

Hotel Module



The hotel module for Accera Phone System adds additional functions to Accera Phone System to allow it to be used in hotels or other hospitality environments. The hotel module performs the following functions:

- Allows for Check In and Check Out of guests
- Allows setting of guest extensions to Do not Disturb
- Allows blocking of external calls
- Allows wake up calls to be scheduled
- Allows housekeeping to set room status
- Tracks calls a guest makes and lists them upon check out

The hotel module can integrate with many Hotel software systems / Property management systems (PMS) such as Micros Fidelio, Roommaster, Hilton and more. Alternatively the receptionist can use the system directly through the provided web interface.

Integration options

The 3CX Phone System hotel module can integrate with PMS systems in the following ways:

- a. Via the 3CX Protocol, which resembles the Mitel SX 2000 hotel API, such that you can select the Mitel SX 2000 PBX in your hotel software.
- b. Via the Fidelio protocol
- c. Exchange of data can also be done on a custom basis. In this scenario, documentation must be provided by the reseller.

Please note that Accera Group will require full documentation on the PMS system interface and full cooperation from the PMS vendor.

Supported PMS Systems

InnQuest roomMaster 2000
Agilysys
Autoclerk
Booking Center MyPMS
Cenium
Maestro for Northwind
Fidelity Hotel Management System
Micros Opera
Choice Hotels International
Brilliant Hotelsoftware
CMS Hospitality Guestcentrix
Fidelio-Opera
Micros-Fidelio
Fidelio
ResortSuite
Gracesoft
Hotec Expert Hotelier Suite
Hotel Concept
WebPMS
Atrium INN client server systems
HSS Hotel Software Systems
Innfinity software systems
InnRoad
MyHMS innpoints



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