Sophistication
SIMPLIFIED

ZULTYS
INNOVATE | COMMUNICATE | COLLABORATE

True "All-in-One" IP phone systems and Unified Communications Solutions
Making VoIP Work For Your Business

OVERVIEW

The Zultys MX family of enterprise class IP phone systems combines best of breed Unified Communications (UC) features into an easily scalable "all-in-one" native SIP appliance 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

INNOVATE | COMMUNICATE

AVAILABLE FEATURES INCLUDE:

- Unified Communications client for Windows, Mac & Linux
- Complete Contact Center with Customized Reporting
- Voice mail
- Integrated Fax Server
- Presence & Instant Messaging
- Active Directory/LDAP support
- Unified Messaging
- Automated Attendant with Interactive Voice Response
- N+1 redundancy

- Smart phone integration for iPhone & Android
- Seamless multi-site integration
- Centralized management
- Busy lamp field / Key system emulation
- Voice compression
- Historical archiving of call recordings, instant messages, voice mail, fax mail 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

MXIE™

Unified Communications Client for Windows, Mac and Linux

The Media eXchange Interface for End Users' client (MXIE) is an intuitive, easy to use Presence and Communications tool. This "One Click to Contact" desktop application manages all of the functions in the MX platform. It 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.
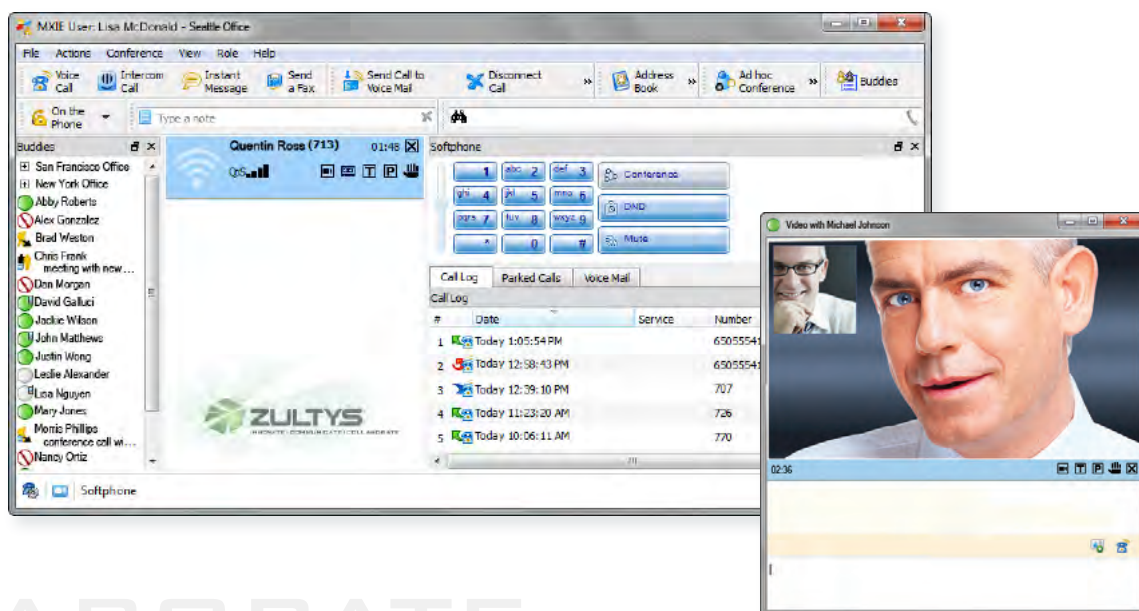
AVAILABLE FEATURES INCLUDE:

- Intuitively control calls via mouse, keyboard, telephone or Softphone
- View presence indicator and notes of all users
- Collaborate via Instant Messages
- Customizable screen layout for enhanced productivity
- High Definition (HD) video calls between MXIE users with MXvideo™
- 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 MXIE
- Single log-in for Users, Operators and Contact Center Agents
- Create Call Handling Rules to manage call routing and simultaneous ringing
- Supported on Windows, Mac, Linux and thin clients
- Integration with Salesforce.com and other major CRM applications
- Tag calls with wrap-up codes, account codes or other customer information
- MXconnect™ lets you make any phone your business phone

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Complexity
RESOLVED

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Ready to Serve the Needs of Any Business

"All-In-One" and Feature-Rich

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 network together to support up to 10,000 users across 128 locations. All software is pre-installed. Capacity and features are enabled by purchasing a license key. This allows companies to quickly deploy the services they need today, while allowing them to easily expand as their businesses grow – without needing more servers.

MX250

- The MX250 supports up to 60 Trunks and 250 users per MX250 (supports 60 SIP Trunks with no licenses required and no external Gateways)

- 19" 2U self contained appliance

- MXnetwork configuration supports up to 10,000 users (with up to 1,000 users per local MXcluster) across 128 locations

- 3 x Universal expansion slots for E1, T1, PRI ISDN, BRI ISDN, Analog FXO and Analog FXS interface cards

- SATA HDD or SSD with RAID-1 hard-disk mirroring and N+1 redundant configurations

- Based on open standards: SIP, Linux, TAPI, SQL, CSTA

- Efficient design enables easy scalability and maintenance while reducing energy consumption

MX30

- The MX30 supports up to 10 Trunks and 30 users (supports 10 SIP Trunks with no licenses required and no external Gateways)

- Compact 8.3" x 8.3" x 2.0" (210mm x 210mm x 50mm)

- Deploy as standalone system or as part of MXnetwork

- Single expansion slot for 4 port FXO, 10 channel PRI/T1/E1 or BRI ISDN

- Connect directly to SIP based ITSP to reduce call costs

- Can be integrated into an MXnetwork configuration that supports up to 10,000 users

- Based on open standards: SIP, Linux, TAPI, SQL, CSTA

- Solid State Drive and efficient design reduces energy consumption

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MXnetwork™

Connect All Your Locations via an Integrated UC Solution

The MXnetwork feature allows multiple MX250 and MX30 systems 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.

AVAILABLE FEATURES INCLUDE:

- Secure enterprise-wide Unified Communications
- Global presence and single number contact
- Seamless roaming between sites
- Unique distributed architecture
- Survivability and disaster recovery
- Easy set-up and administration
- Supports thousands of users
- Extends Unified Communications to 128 locations

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.

SYSTEM FEATURES:

- Support for up to 240 concurrent callers at each location
- Advanced Call Routing based on real-time ICC activity
- No additional hardware – one simple license for Agent or Supervisor
- Call Recording - full-time and on-demand
- Superview™: Real-time call monitoring & statistics for multiple ICC Groups in a single window
- Fully customizable Wallboard for real-time ICC group analysis
- Customizable music-on-hold & in-queue messages by ICC Group
- Position in queue & expected wait time announcements
- 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

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.

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.

AVAILABLE FEATURES INCLUDE:

- 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
- 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
- Monitor campaigns in real-time

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.
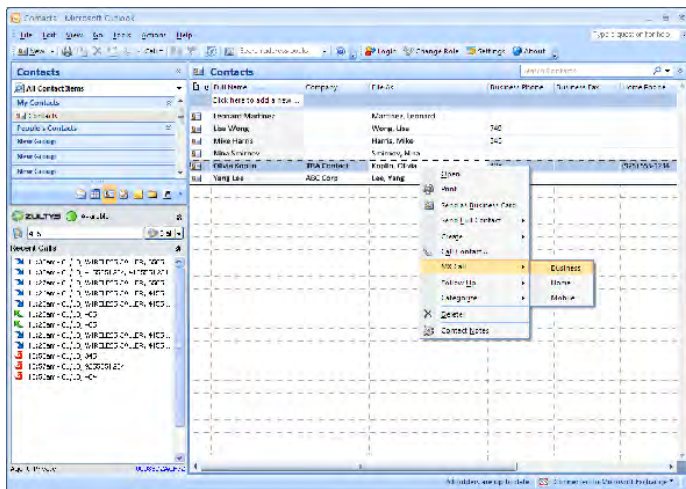
Zultys Outlook Communicator

- 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 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
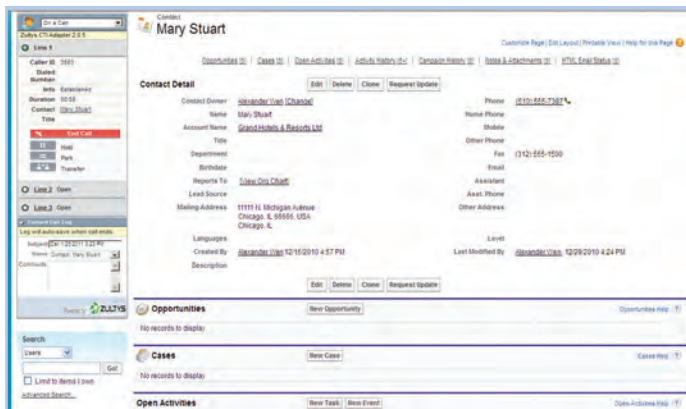
Zultys Flex Communicator

- 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

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 presence, internal extension dialing, corporate directory access, and Least Cost Routing to cut international call costs.

- Mobile presence and instant messaging
- 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

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 eliminate costly hosted conferencing systems and conduct your own fully integrated 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 4 webcams can join in for live video interactive presentations*
- Provides Remote support & access for PCs and Macs
- Integrated with MXIE and Outlook

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

- Requires no additional hardware
- Supports up to 30 participants, 10 conference rooms

*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.

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Zultys ZIP Series IP Phones

ZIP-5 Series – Advanced SIP Standard Enterprise IP Phones

59i

The ZIP 59i is an executive-level color touch screen Gigabit IP phone that delivers a rich, high quality user experience that supports customized XML services, bluetooth and more.

- Full duplex speakerphone
- Dual Gigabit Ethernet ports
- Modular headset connector
- Electronic Hook Switch (EHS) support
- 55 customizable soft keys
- 802.3af Power over Ethernet
- AC Adapter (optional)
- 5.7" 640 x 480 color touchscreen
- Intuitive graphical user interface
- Bluetooth
- Wideband audio support
- Embedded XML browser

57i & 57G

These phones deliver advanced features in an elegant design, ideal for demanding operators and corporate executives.

- Full duplex speakerphone
- Dual 10/100 Ethernet ports
- Dual Gigabit Ethernet ports (57G)
- Modular headset connector
- 12 customizable soft keys
- Electronic Hook Switch (EHS) support
- 802.3af Power over Ethernet
- AC Adapter (55i included/55G optional)
- 144 x 128 pixel backlit display
- Wideband audio support
- Embedded XML browser

55i & 55G

The ZIP 55i provides an enhanced user experience through a generous screen and programmable keys.

- Full duplex speakerphone
- Dual 10/100 Ethernet ports
- Dual Gigabit Ethernet ports (55G)
- Modular headset connector
- 6 soft & 6 programmable keys
- Electronic Hook Switch (EHS) support
- 802.3af Power over Ethernet
- AC Adapter (57i included/57G optional)
- 144 x 75 pixel backlit display
- Enhanced directory access
- Wideband audio support
- Embedded XML browser

51e/53e

Highly functional ZIP 53e covers the busy office environment and ZIP 51e is perfect for low call volume applications.

- Full duplex speakerphone
- Dual 10/100 Ethernet ports
- 8 programmable keys
- 802.3af Power over Ethernet (53e)
- AC Adapter (53e optional/51e included)
- 3 line x 16 character display
- System directory access
- Wideband audio support
- Embedded XML browser

53i

The ZIP 53i is perfect for cubicle environments or enclosed offices and is a good fit for "power users" and low volume users alike.

- Full duplex speakerphone
- Dual 10/100 Ethernet ports
- 6 programmable keys
- 802.3af Power over Ethernet (53e)
- AC Adapter (included)
- 3 line x 16 character display
- System directory access
- Headset support including EHS
- Enhanced busy lamp fields
- Distinctive ringing

ZIP-3 Series – Advanced SIP Standard Enterprise IP Phones

37G
The ZIP 37G 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
- 20 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

35i
The ZIP 35i is a feature rich IP Phone that is perfect for both regular and heavy phone users.

- Full duplex speakerphone
- Dual 10/100 Ethernet ports
- LDAP directory access
- 6 programmable keys
- 802.3af Power over Ethernet

- 132 x 64 pixel backlit display
- AC Adapter (optional)
- Electronic Hook Switch (EHS) support
- Busy Lamp Field (BLF)
- XML Browser

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

- Full duplex speakerphone
- Dual 10/100 Ethernet ports
- Modular headset connector
- 6 programmable keys
- 802.3af Power over Ethernet
- AC Adapter (optional)

- 3 line display (2 x 15 characters plus line of icons)
- Local directory
- Wideband audio support
- Distinctive ringing

340M
LCD Expansion Module for ZIP 35i and ZIP 37G.

- 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)

All ZIP 3 models have hearing aid compatible handsets

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Zultys brings you all the benefits of advanced Unified Communications and IP Telephony through an efficient, affordable, and highly scalable family of native SIP products and solutions designed for the needs of SMB and Enterprise Customers.

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 appliance — 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.

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