

megaSwitch

Class 5 Server

KEY FEATURES

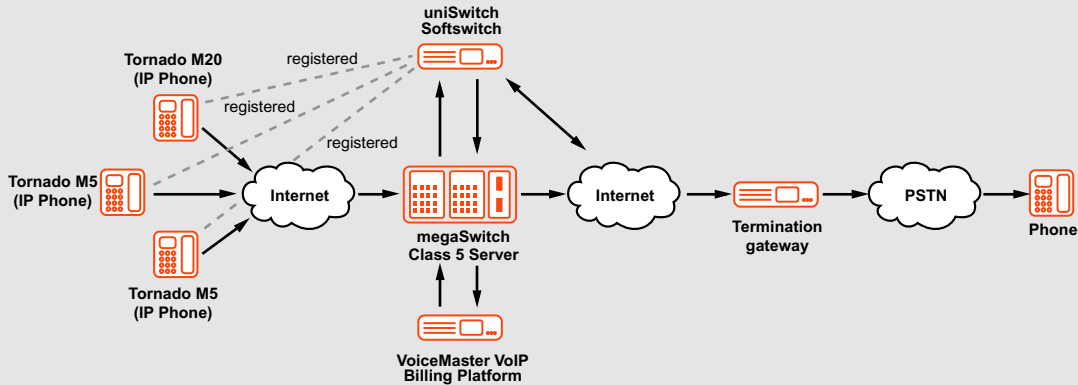
- Traditional PBX/Class 5 Features
- Next-Generation Features
- Voicemail with Unified Messaging
- Advanced Auto Attendant/IVR
- Custom IVR Scripting
- Follow-me
- Conferencing
- Music on Hold
- Call Screening
- Multiple Voice Codecs

Product Overview

megaSwitch is a feature-rich, versatile, and scalable Class 5 server designed for implementations in mixed VoIP/PSTN and pure VoIP telecom infrastructure. The product offers both traditional and next generation Class 5 services, including PBX, Auto Attendant (IVR), Voicemail, Unified Messaging, Follow-me, Conferencing and more. Providers benefit from the modular and scalable architecture of megaSwitch, as it enables them to launch VoIP service offerings with low initial investment while preserving the option to add functionality and/or capacity as they expand their customer base.

MEGASWITCH CLASS 5 SERVER

NETWORK DIAGRAM WITH MEGASWITCH



MEGASWITCH PRODUCT ARCHITECTURE

| | | | | | | | |
|-------------------------|------------------------|------------------|---------------------|---|--------------------|------|--------|
| megaSwitch Front End | ADMINISTRATION CONSOLE | | | | | | |
| Optional Functionality | Conferencing | | SMS | | Custom Development | | |
| Auxiliary Functionality | RADIUS (client) | CODEC CONVERSION | PROTOCOL CONVERSION | H.323 GATEKEEPER/SIP REGISTRAR (terminals only) | | | |
| Core Functionality | PBX | IVR | AUTO ATTENDANT | VOICEMAIL | FOLLOW-ME | | |
| Voice Codecs | G.711a,u | G.723.1 | G.726 | G.729A | SPEEXN | iLBC | GSM |
| Protocol Stacks | SIP | H.323 | MGCP | ISDN/PRI | GR-303 | SS7 | MFC/R2 |

megaSwitch

Class 5 Server

Traditional PBX/Class 5 Features

megaSwitch Class 5 server offers the full range of traditional PBX/Class 5 features like Call Waiting, Call on Hold, Call Transfer, Call Park, 3-way Calling, Caller ID, Call Forwarding, Do-Not-Disturb, Redial, Speed Dial, 911 Emergency Service, 411 Directory Assistance,*67, *68, *70, Caller ID Block, and more. All traditional PBX/Class 5 features are available to both IP and PSTN callers.

Next-Generation Features

In addition to traditional PBX/Class 5 functionality, megaSwitch Class 5 server also offers a number of next-generation features including Voice-to-Email, Fax-to-Email, Distinctive Ring, Selective Call Forward, Selective Call Rejection, Virtual Ring, etc. All such features are available to both IP and PSTN callers.

Voicemail with Unified Messaging

megaSwitch Class 5 server offers complete voicemail functionality that can be accessed via phone or web. The product also supports unified messaging, enabling subscribers to access their voicemails via alternative communication methods. In particular, megaSwitch can be configured to send email notifications of received voicemails or to email voicemail messages as audio attachments to subscribers.

Advanced Auto Attendant/IVR

megaSwitch Class 5 server features advanced auto attendant which allows flexible system responses to user selections. The auto attendant is fully programmable and supports a large variety of responses including playing voice prompts or executing IVR scripts. All voice prompts of the auto attendant are fully customizable.

Custom IVR Scripting

The custom IVR scripting feature of megaSwitch Class 5 enables providers to program the server to deliver custom announcements and/or perform custom call routing. For example, using IVR scripting, megaSwitch can be programmed to identify product codes (via IVR) and route incoming calls to the department handling inquiries for a particular product.

Follow-me

The Follow-me feature of megaSwitch Class 5 server allows subscribers to receive calls at multiple numbers that they designate. If a subscriber does not pick up at one location, megaSwitch will ring onto a second or a third number. If the call is not picked up within a certain time period, megaSwitch will transfer it to voicemail.

Conferencing

megaSwitch Class 5 server offers advanced conferencing functionality enabling providers to bridge both PSTN and VoIP callers in a voice conference. The product supports public and private rooms, conference recording and real-time conference administration via phone or web.

Music-on-Hold

megaSwitch Class 5 server supports Music-on-Hold for calls placed on-hold and for parked calls. The music played while calls are on hold is fully customizable via audio files recorded in Microsoft Windows wave format.

Call Screening

The call screening feature of megaSwitch Class 5 server enables subscribers to exercise more control over incoming calls. When the feature is turned on, megaSwitch asks callers for their names. The product then passes that information to subscribers who can decide whether to take the calls or send them to voicemail.

Multiple Voice Codecs

megaSwitch Class 5 server supports multiple voice codecs, including G711, G723.1, G726, G729A, iLBC, SPEEXN, and GSM. All codecs can operate simultaneously on different ports to ensure product interoperability with a wide range of remote terminals.

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