



iQwell system



Finally a VoIP system
“as you want”
designed and manufactured in Italy

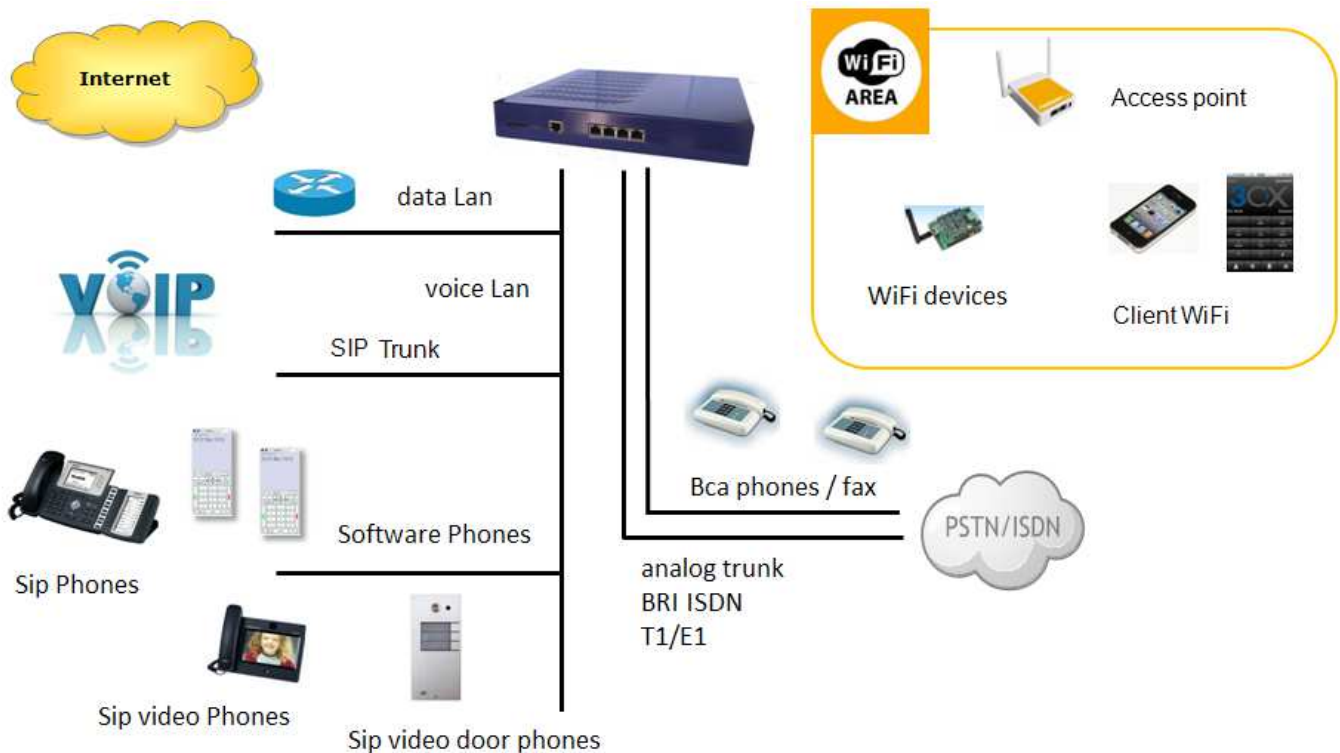
iQwell system

Main features

The iQwell system is positioned on the market as a link between the increasing popularity of VoIP technology and the more traditional analog/ISDN world, without conceding anything in terms of performance.

The system is a full IP product with all the services and the performance of a traditional pabx of the highest quality, with the ability to integrate, due to its extreme modularity, analogue and ISDN lines that complement and serve as a backup to the most innovative VoIP connections and interfaces BCA for traditional telephones and fax machines.

You can manage up to 200 IP Phones with SIP protocol, connected directly on the LAN or through wireless interfaces (WiFi). The software phone (iQwell Phone) allows you to interact with the system through a graphical interface giving an easier access to PBX features, overcoming the limitations imposed by the standard IP phones. There are also custom PC applications to manage phone calls, phonebook, and connections to CTI programs.



iQwell system application case

The scalability of the software and hardware allow you to adapt the product to the needs of a home or small office to the large company. Connecting multiple nodes on the network extends the performance of the PBX and allows the management of companies with multiple locations.

System architecture

Mother board

- 32 bit cpu, DSP, FLASH memory
- SD memory card plug for Voice Mail
- 1 Ethernet 10/100 port
- proprietary operating system
- crystal

Expansion modules for analog/ISDN lines

- up to 3 expansions card
- 4 modules for each exp. card

Expansion modules

- 4 bca phones plug module
- 2 BRI (T0/S0) module
- 1 analogue line / MODEM 56K (RTG) module
- 2 analogue line + fax module

VoIP

- Supports most popular SIP phones (Cisco SMB, GrandStream, Yealink)
- Secondary IP address management with registration on an external SIP server
- Management of up to 200 phone with SIP protocol (RFC 3621) v2.0
- Voice codec G.729, G.711
- SDP (RFC 2327)
- RTP/RTCP (RFC1889,1890)
- Echo cancellation
- VAD (Voice Activity Detection)
- CNG (Comfort Noise Generation)
- jitter buffer
- DTMF: in-band e out-of-band (RFC 2833)
- QOS: voice packet priority
- SNTP for automatic date and time synchronization
- Auto provisioning

Modularity e architecture

iQwell	1Lu Module 2Lu/fax Module	2T0 Module	4bca Module	PRI Module	IP Ext. or Trunk
iQwell Slim	4	4	4	0	150
iQwell Rack Cloud	8	4	8	2	250

Optional features:

- Voice mail
- Interactive voice responder/DISA
- Custom courtesy and attendant music
- PC phone
- Enhanced SMDR on PC
- TAPI/CTI

Analog trunk port characteristic

- Caller Id
- dtmf/pulses signaling
- public central tone identification
- analog modem for remote support and configuration (optional)

BCA port characteristic

- standard two wire interface
- Caller Id
- Speaker connection (via adapter)
- External music connection (via adapter)
- External ringer connection

ISDN line feature

- Connection via ISDN basic access (T0) point-to-point or multipoint
- internal S0 bus: every access S0 supports up to 8 ISDN devices EURO (Fax G4, Videophone, ISDN telephone) with its own power supply and only two operating simultaneously

IPBX illimitato
Web Contact Center
CRM Mobilità Wi-Fi
 Networking in VoIP **Web**
 Sip Proxy **Web Fax Server**
 Unified communication **VoIP**
Web Telepresence



Systems services

Call management:

- hold/resume
- call alert / reminder on busy
- transfer with and without offer and return time
- parking / exclusive wait
- queuing
- conference / inclusion
- call pickup for extension and for group
- resume of a call put in hold by another extension
- do not disturb
- redial list
- list of incoming / outgoing calls with date, time number/name of the caller and recall possibility
- flexible internal numbering plan
- answer group parallel, fixed, sequential, progressive
- possibility for an extension to belong to more than one group
- possibility for an extension of temporary exclusion from a group

General advertisement toward an extension, a group or a speaker

Response to advertisement

Hot line

Different ringtones for internal and external calls

Programmable keys with trunks/extensions/groups, short numbers (public and private), services with light indicator

In queue and in hold calls signaling

Reservation on extension/trunk busy/free

Deviation for extension and group

- unconditional, no answer, busy, not available.
- to an extension or a call group
- toward a trunk
- for internal and incoming calls
- follow me

Text messages between extensions and through public network (SMS)

Automatic reply message

Keypad lock with personal code

Replacing temporary / permanent

Dialing restrictions / exceptions tables for outgoing and internal calls, for phone lock, for single extension.

Integrated phone book:

- name number association
- name based selection
- phonebook organization in areas that can be enabled on each single extension
- caller name view on iQwell SoftPhone and IP or BCA phone when possible
- phonebook import and export from Windows applications with iQwell Phone

Automatic incoming call distribution based on caller number (ACD)

Music on hold standard and programmable (optional)

External hold and courtesy music source through bca port

Manual/automatic change of setup based on ten timetable with management of:

- incoming call destination
- attendant and supervisor
- routing of outgoing calls
- courtesy messages
- dialing lock

Lines trunk routing

Single trunk selection

Default route selection for each extension

Automatic evaluation of the cheapest carrier (LCR):

- prefix tables
- cost table for time slots and days of week
- Insertion and removal of digits

Management of trunk with prepaid traffic

Storing of call traffic on internal buffer

Programmable timer (back from transfer, recall from hold and so on).

Maintenance

Analog modem / ISDN integrated and / or proprietary VPN for remote diagnostics

Connection via remote access protocols based on PP, PAP / CHAP, LCP, TCP / IP

System configuration, software updates, messages and music courtesy configuration locally and from remote

Hotel services

Check in/check out/alarm/do not disturb

Phone call traffic, alarms, room status report

Association phone number / room number

Calls and auxiliary charge billing for each room

Call time limit set for each extension

Voice Mail

4 simultaneous channel (recording, playing)

Total recording time varies depending on the capacity of the SD memory card inserted on the base board (max 2GB corresponding to 800 hours)

Automatic IVR / DISA

Up to 8 channels simultaneously

Custom answering messages

Automatic mixing of announces with courtesy music

Internal storage up to 4 minutes extendible on SD card

Mobile phones integration

Management of the most common SIP client for Android and iPhone

Phone software iQwell Phone

Enhanced management and view of programmable keys

Incoming, outgoing and missed calls list

Public phonebook management

Phonebook import and export

Enhanced call traffic reporting

Print functions

Call traffic reporting on PC (SMDR)

On time basis, for extension, for groups, for trunk routes, for account code, for threshold unit in real time.

Call recording

TAPI/CTI

VoIP trunks

VoIP lines management for the most popular VoIP providers.

Distributed virtual pbx (networking)

Automatic resource sharing with centralized attendant and call traffic reporting.

Up to 126 system connected.