



 **SYNTEL**

Smart T e l e r e t u r n s
S W I T F T e l e c o m m u n i c a t i o n s

**NEOS : THE SWISS
KNIFE OF ALL
EPABXs**

INCOMING CALLS “HOW NEOS MAKES A DIFFERENCE!”

- 8 port Auto Attendant (with 8 different user recordable message options)
- Attendant/Operator Console
- Auto Fax Detection
- CLI (Caller Line Identification)
- CLI based Routing
- DISA/DID
- Day Night Mode (Manual/Automatic)
- MSN based Routing (With E1/PRI only)
- Single User Caller Identifier Software
- Mobile Parallel Ring/Mobile Extension



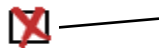


AUTO ATTENDANT

- An absolutely essential feature for all companies, especially with high incoming call traffic
- Helps in handling more calls simultaneously (max.8) as compared to the conventional 2P or 4P Auto Attendant
- All incoming callers are attended to in time irrespective of the load of call traffic.
- The impression of the company is enhanced as callers are attended to in a professional manner.
- Even if the calls are in queue or on hold, the callers patience is not tested as he is guided by the system appropriately.
- Different types of voice messages constantly guide the caller on how to proceed – should he be unable to contact the required extension – thus making it extremely simple to operate.
- The user has the flexibility to set 8 different types of messages that can be played for the 4 time zones are even separately for each individual line.

CLI BASED ROUTING

- All personal calls will land at the user's extension directly
- From the calling party's point of view, the calls are attended instantly without the delay caused by the Attendant or Operator
- Important callers feel the privilege of being given immediate service/response
- For certain calls – where secrecy needs to be maintained – this feature ensure that the calls do not go via reception or any other 3rd party
- This will also help reduce the workload of the receptionist as regular callers get directly routed to their respective extensions. As a result, the receptionist is spared to handle other calls or even do other work.



AUTO FAX DETECTION

- All incoming CO/P&T lines can be treated as fax lines. User does not need to specify a separate fax number.
- There is no need to dedicate a line specially for fax. Thus all lines connected to the system get optimally used.
- Even if one fax port is busy on an incoming/outgoing fax, the other calls are routed to the other 3 fax ports (as defined in hunting) thus ensuring the callers don't have to wait or redial



DID & CLI

DID

- A recorded voice message is played when a caller calls the Organization , directing him to dial the desired extension number. Thus, eliminating the need of manually transferring the call. This facility is called DID.
- Illustrates that organization is in sync with today's technology.
- Enhances the impression of the Organization in front of Caller by showcasing the professionalism.

CLI – Caller Line Identification

- Enables the extension user to view the number of the calling party on the display of the telephone, thus easing the process of identification.



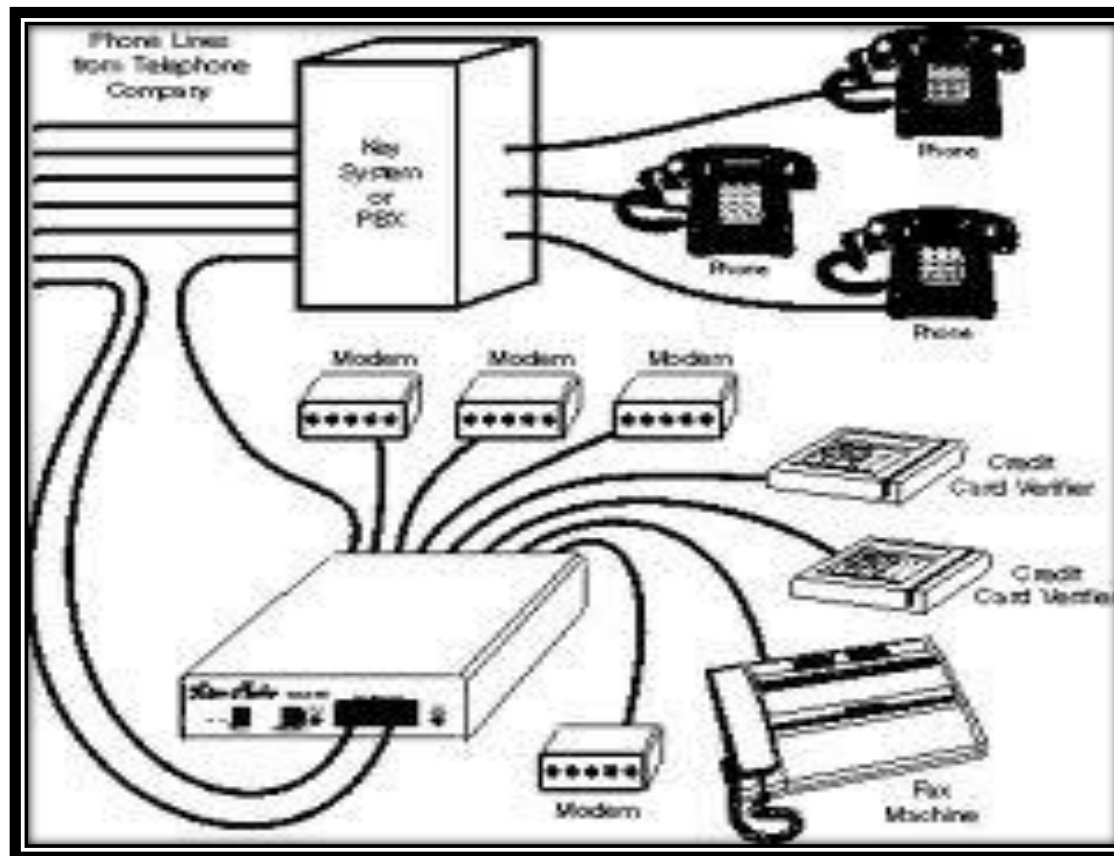
DAY NIGHT MODE (MANUAL/AUTOMATIC)

- As per the Organization's requirement, the day to night changeover mode & vice versa can be done either manually or automatically.
- This option is customizable as per the needs of the organization.
- This option can be utilized optimally according to users choice.



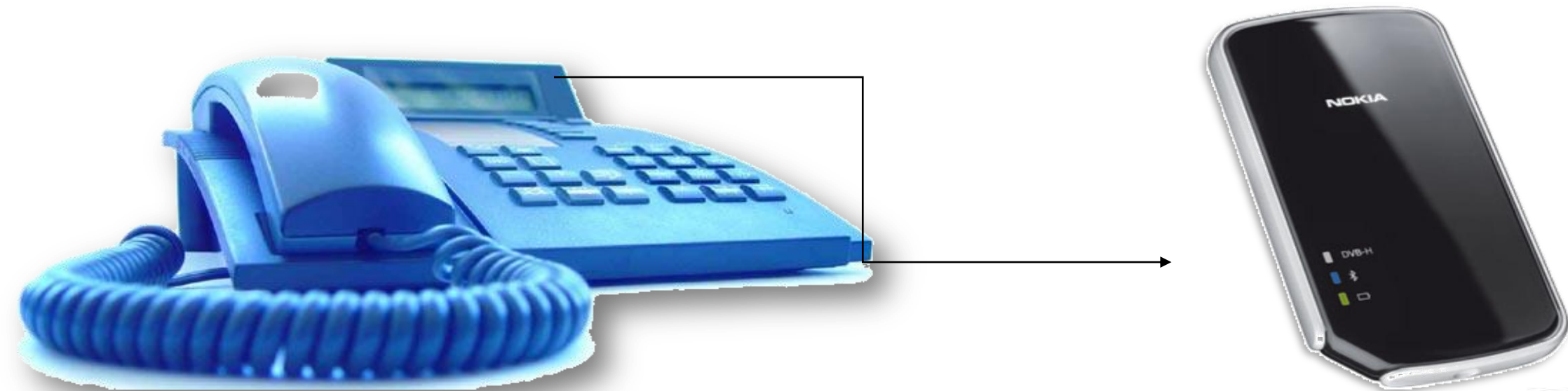
MSN BASED ROUTING

- Any organization opting for PRI/E1 connection is automatically allotted 100-300 MSN numbers by the service provider which can be assigned to individual extension users – connected to NEOS via System Programming.
- When any external caller dials one such number, the call lands directly at that extension making it as good as a Private line.

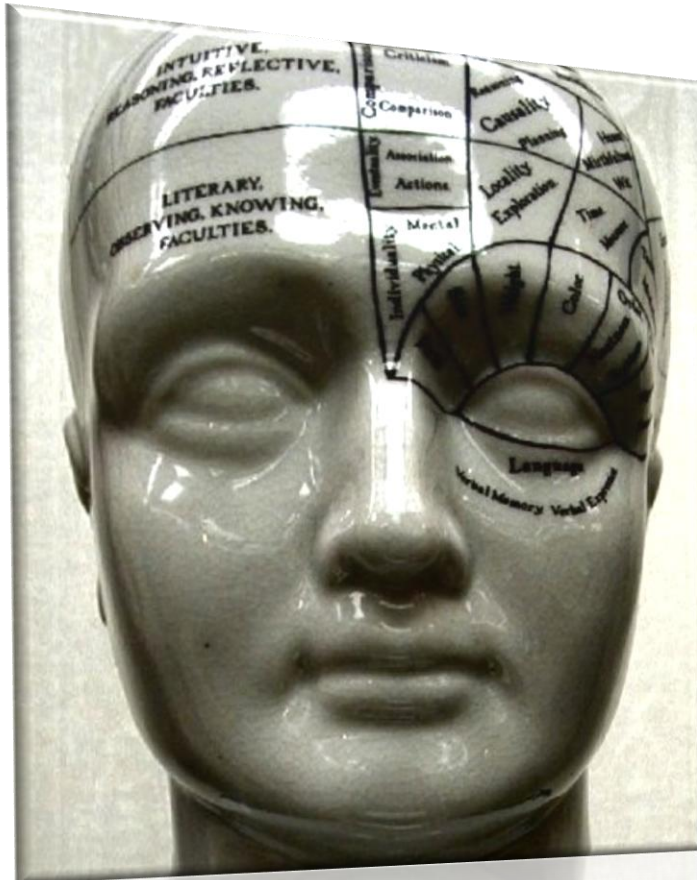


MOBILE PARALLEL RING/MOBILE EXTENSION

- One can attend the calls on his mobile while not present at his desk
- Minimizes the chance of missing the important calls
- Make an employee accessible anytime
- Single number connectivity to the employee while inside the office or outside



NO NEED TO MEMORIZE CODES!



- Internal Voice Guidance Prompts : Prompts and guide while using all the features.
Usage becomes easy as a Digital support system is in place.

Usage becomes frequent as message is well communicated
- Bi-lingual Prompts (English & Hindi) : Gives user an option to choose language of his choice if not well versed with one language

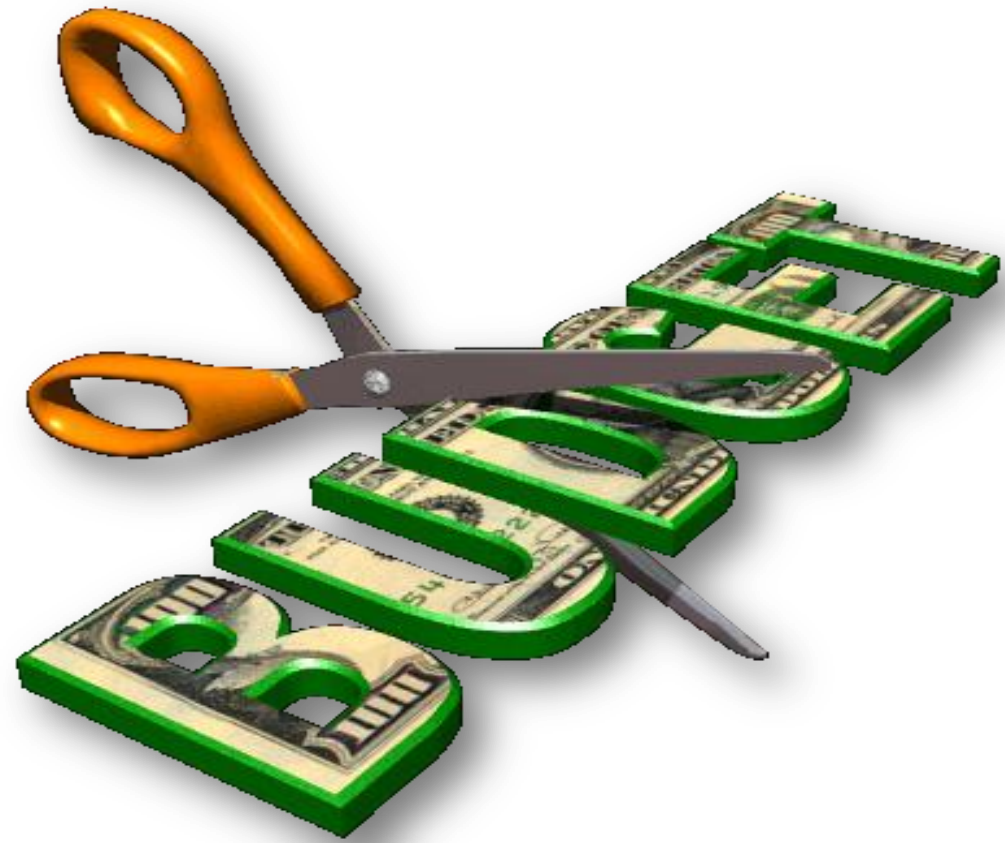
MULTIPLE VOICE GUIDANCE PROMPTS

- Presence of over 75 voice prompts in the system ensures that the user operates all features optimally
- The availability of playing the same in either English or Hindi, makes the system even more user friendly by allowing the users to opt for a language they are more comfortable with or comprehend better



FOR THE BUDGET CONSCIOUS

- Call Billing
- Call Timeout Facility
- Extension Budgeting
- Least Cost Routing
- Trunk Budgeting
- Least Cost Routing with Centrex

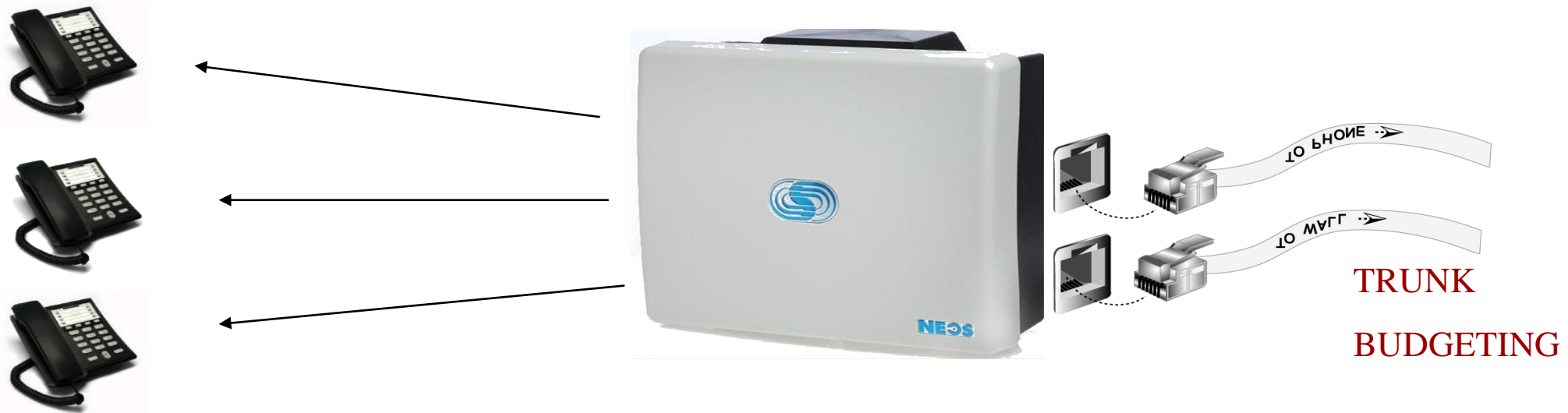


CALL & TRUNK BUDGETING

- This feature is required to help control the telephony cost within the organization
- Applies the same logic as that of a prepaid SIM card in case on the extension user w.r.t Call Budgeting
- Trunk Budgeting ensures that the available free/subsidized calls allowed on all lines are used completely and optimally
- This is coupled with Budget Announcement, thus allowing the user to keep a check on the same

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LEAST COST ROUTING

The calling rates from landline to landline, landline to mobile, one service provider to another, etc differ on an area to area basis. To help the customer benefit from these differential rates, the Service Providers give free FCT routers to the end user that help connect a SIM card to the PBX. However, to be able to use the various landlines & FCT routers connected to the PBX optimally, LCR is a must!!

Benefits

- The extension users get the flexibility of talking via extensions (which is far more comfortable) than using a mobile phone
- Even for the external mobile users, the calls costs are reduced as they can speak with the individual extensions within the office via the FCT router attached to the PBX

Commercial Benefit:

- Helps cut telephone bills by at least 30%
- The company saves on the capital expenditure of investing in mobile phones for all the users sitting in office as well as the recurring cost on the same

CALL TIMEOUT



- A Call Limit is set on calling/out dialing , ranging between 0-99 minutes. After the set time, call gets automatically disconnected.
e.g. 3 minutes maximum for local calling at a stretch.
- Helps in cost-cutting and eliminating the chance of unnecessary long talks during working hours.

THE MISUSE PREVENTION BRIGADE

- Class of Service
- Manual & Dynamic Extension Locking
- Restricted & Denied Dialing



CLASS OF SERVICE

- Setting features for a PBX with large number of extensions is a tedious task. Here, NEOS offers 34 Class of Service tables defined with feature access rights as per specific profiles.
- Dialing rights to be given to extension users as per their requirements/rank.
- Services offered are – Listening in, room monitor, barge-in with tone/protect, 3 party conference, Do not Disturb, Junction Transfer, Call Forward /Protect, second junction call, CLI (allow/override), DND override
- E.g. In an organization the extensions belonging to the same grade of staff have similar features or access rights.



MANUAL & DYNAMIC EXTENSION LOCKING

- Extension Locking enables an employee to minimize the chances of his extension getting misused for outgoing calls. It can be done manually as well as dynamically.
- Dynamic Locking helps employee in case he forgets to lock his extension while leaving the workstation, which could lead to misuse of the extension out dialing.

e.g. In case an employee A of company XYZ while leaving for home forgets to lock his extension, in such a case he can enable dynamic locking for mobile, intra-circle STD & ISD numbers, thus automatically limiting the local calling to not more than 3 minutes.



RESTRICTED & DENIED DIALING

- Restricted Calling- Calling possible only to assigned numbers. e.g. 98,86,etc
- Denied Calling – Calling possible leaving the assigned numbers. e.g. 98,86 etc



THE USUAL BASICS

- Abbreviated Dialing (Departmental/Global/Free pool)
- Auto Call Back
- Broker's Call
- Conference
- Call Split
- Call Hold
- Call Park
- Call Pickup (General & Selective)
- Call Forward
- Call Follow-me
- Call Transfer
- External Call Forward
- Last Number Redial
- Serial Call Transfer
- Walk-in Class of Service



ABBREVIATED DIALING



Employees of all the organizations have a set of regularly dialed numbers. During office hours recalling & locating these numbers becomes quite inconvenient. By setting access/out dialing abbreviated codes this worry can be waved off





The Syntel NEOS supports three such categories of Abbreviated Number Groups as follows:

Departmental Abbreviated Numbers :-
set of 20 tables- having 10 no's each –
can be assigned interdepartmentally
extension-wise for common use



Free Pool Abbreviated Numbers :-

Set of 10 numbers that can be accessed by the entire organization (can be emergency no's also).



Global Abbreviated Numbers :-

Total of 80 common no's that can be accessed by the entire organization.

AUTO CALL BACK & BROKER'S CALL

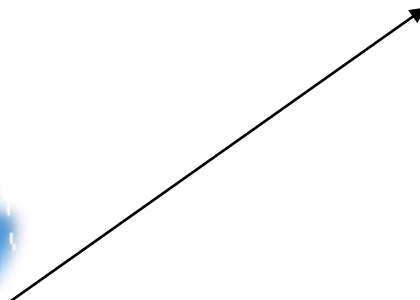
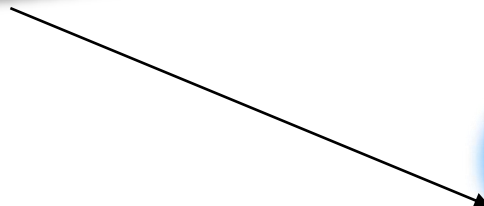
- Auto Call Back - During peak hours if the called number is busy, it leaves the caller with no other option than redialing the number. Whereas, Auto Call Back dials the number itself when the number to which the call was made is free.
- Broker's Call – This facility is used when one has to seek advice or consult some one within or outside the organization, while keeping the existing caller on hold and then, dialing the other party number



CONFERENCE

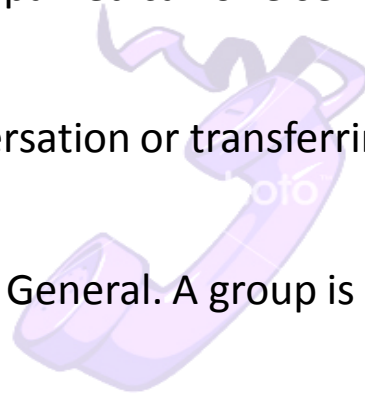
In day-to-day operations in an organization, there are often instances when one has to speak to two or more parties simultaneously internally or externally, the provision is known as conference.

NEOS provides this facility to the User.



CALL – SPLIT, PARK, HOLD, PICKUP, FORWARD & FOLLOW ME

- **Call Split** – During a conference call, if a private message is to be shared between 2 parties then, third party is kept on hold. This is Call Split.
- **Call Park** – When busy a user can keep the call on hold for a longer period of time. In case he is on another call, he hears a camp-on tone to remind him of the parked call or else if not retrieved, after 1 minute it is automatically presented at his extension.
- **Call Hold** – While either indulged in a conversation or transferring a call, the user puts the caller on hold with music fed to his ears.
- **Call Pickup** – Gives an option of Selective & General. A group is formed so when a dialed extension is not responding anyone from the group can answer the call.
- **Call Forward** – The facility of diverting calls from extension to another number when not at desk or out of office.
- **Call Follow me** – In event of user forgetting to activate call forwarding while leaving his work station, can do so using the 3rd party extension and activating the 'call follow me'.



LAST NUMBER REDIAL & WALK-IN CLASS OF SERVICE

- **Last Number Redial** – Used to redial the last number dialed by the extension ,either an extension or external number.
- **Walk-in Class of Service** – The class of service of each employee differs as per their requirements/rank. However, he may leave his workstation to attend official duties elsewhere in the office premises and can still access his own extension out dialing rights from some other person's extension.



FOR THE 'I WANT MORE!' CAMP

- Barge-in
- Barge-in Protection
- Boss-Secretary Extension
- Do Not Disturb (DND)
- DND Protection
- CLI Restriction
- Hotline (Immediate & Delayed)
- Junction Grouping
- Listening in
- DOSA
- Private Junction
- Room Monitoring
- Executive Ring



BARGE-IN CALL



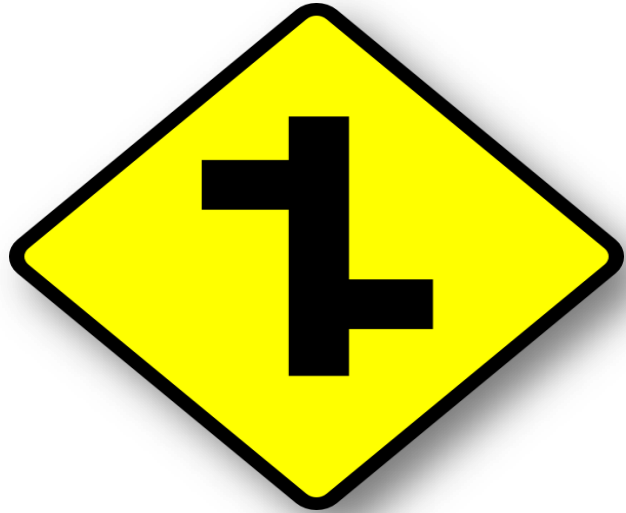
Barge-in : In an instance where a message needs to be delivered to an extension urgently, the caller needs to enter the telephonic discussion with a barge-in tone and convey the message to concerned person.



Do Not Disturb – Certain Senior Employees may at times be busy with extremely vital work and thus would not wish to be disturbed by calls landing at their extension. This can be taken care of by DND facility.

Hotline – No worries of dialing numbers again and again! Hotline gives a provision to get connected to another extension, junction or external number by simply going off hook.





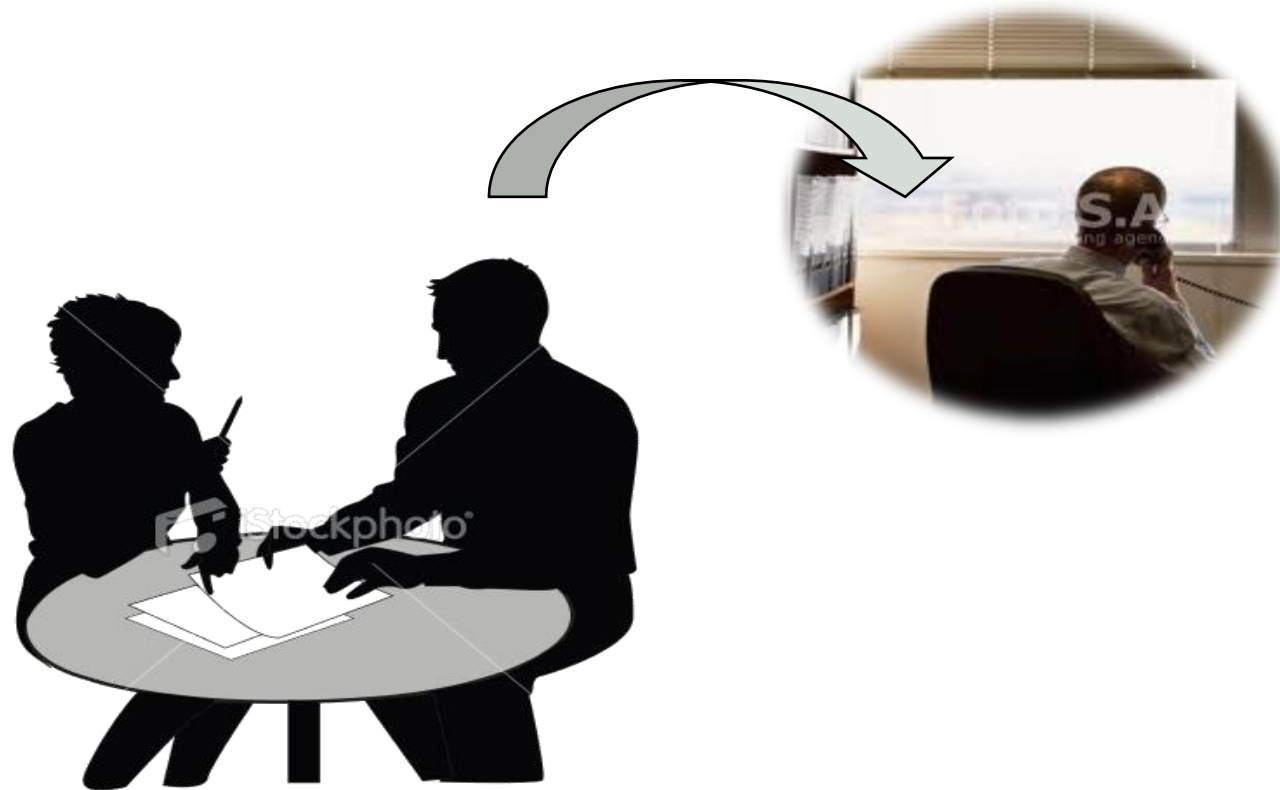
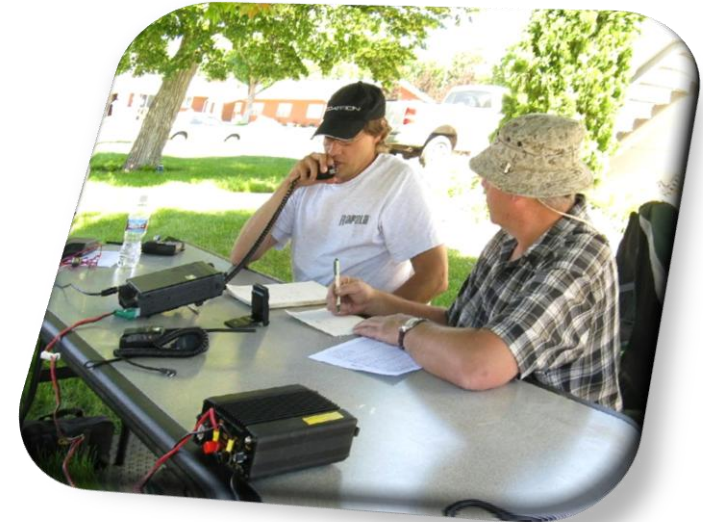
Junction Grouping – For making an outgoing call from a KTS, the user first needs to access a free line offering the Service Provider’s DT to enable dialing any outgoing number.

Listening In – In order to ensure security of company’s confidential information, the senior authorities may have to eavesdrop on ongoing conversations in event of suspicion being aroused. Can hear Live Conversation of any extension user and 3rd party, without they being realizing the fact.



DOSA – Direct Out Station Access.

For official purpose can access extension dialing rights from home/other location from a Landline phone.



Room Monitoring –

A meeting or a conversation happening in a room when needed to be heard/monitored by any Senior Employee

AND YOU THOUGHT IT'S OVER

- Alarms (Self/Other)
- Date & Time Setting
- Call Buffer (10000 Calls)
- Call Camp-on
- Closed User Groups
- Departmental Call Hunting
- Distinctive Ringing (Expect KTS)
- Flexible Numbering
- Music on Hold (Default & User Programmable)



Call Buffer – Call records up to 10000 outgoing and incoming calls can be stored/recorded.

Up-to-Date Real Time Call Detailed Records Available Online 24/7

STATE	Description	Time	Duration	Charged Amount, \$
STATES	Nevada	Feb 2, 2007 04:14:42 PM	00:00:04	0.007250
CANADA	Ontario	Feb 2, 2007 03:49:23 PM	00:01:23	0.014140
Applicable	North America	Feb 2, 2007 03:43:38 PM	00:01:45	0.021600
CANADA	Ontario	Feb 2, 2007 03:34:10 PM	00:07:42	0.077770
STATES	California	Jan 25, 2007 02:25:53 PM	00:02:54	0.043500
Applicable	User Account->User Account	Jan 2, 2007 01:38:29 PM	00:00:00	0.000000
Applicable	User Account->User Account	Jan 11, 2007 07:48:57 PM	00:00:28	0.000000
Applicable	User Account->User Account	Jan 7, 2007 06:48:20 PM	00:02:48	0.000000
Applicable	User Account->User Account	Dec 28, 2006 12:26:49 PM	00:00:02	0.000000
Applicable	User Account->User Account	Dec 27, 2006 03:22:24 PM	00:00:01	0.000000
Applicable	User Account->User Account	Dec 20, 2006 03:51:36 PM	00:00:08	0.000000
Applicable	User Account->User Account	Dec 20, 2006 03:38:23 PM	00:02:48	0.000000
Applicable	User Account->User Account	Dec 20, 2006 02:37:45 PM	00:59:51	0.000000
Applicable	User Account->User Account	Dec 20, 2006 01:36:53 PM	00:59:51	0.000000
Applicable	User Account->User Account	Dec 19, 2006 03:51:36 PM	00:00:08	0.000000
Applicable	User Account->User Account	Dec 16, 2006 12:41:43 PM	00:00:12	0.000000
Applicable	User Account->User Account	Dec 15, 2006 12:58:49 PM	00:00:24	0.000000
Applicable	User Account->User Account	Dec 14, 2006 12:53:59 PM	00:13:04	0.000000
Applicable	User Account->User Account	Dec 14, 2006 12:12:45 PM	00:00:14	0.000000
Applicable	User Account->User Account	Dec 9, 2006 01:04:02 AM	00:02:04	0.000000
Applicable	User Account->User Account	Dec 8, 2006 11:58:55 PM	00:13:28	0.000000



Flexible Numbering – It gives a facility of changing the extension number with available extension numbers.

Date & Time, Alarms can be set by others/self



THE INTELLIGENT NEOphone

- Backlit LCD (2 & 4 Line)
- Clock Display
- Call Queuing (If Operator)
- Calling Number/Name Display
- Direct Station Selector (12 & 24 keys)
- Operator Lock
- Day Night Mode Change (If Operator)
- Menu Driven Options
- Call Waiting Indication & Display
- Missed, Received & Dialed Call Details
- Navigation Keys
- Online Advice of Charge
- Phone Book (only with 4 lines KTS)
- Status Indication (3 Color LEDs)
- Speakerphone (Full Duplex)
- Single key Feature Access
- Volume Control
- Function Keys





- Backlit Lcd
- Clock Display, Calling Number/Name Display
- Volume Control
- Function Keys
- Speakerphone

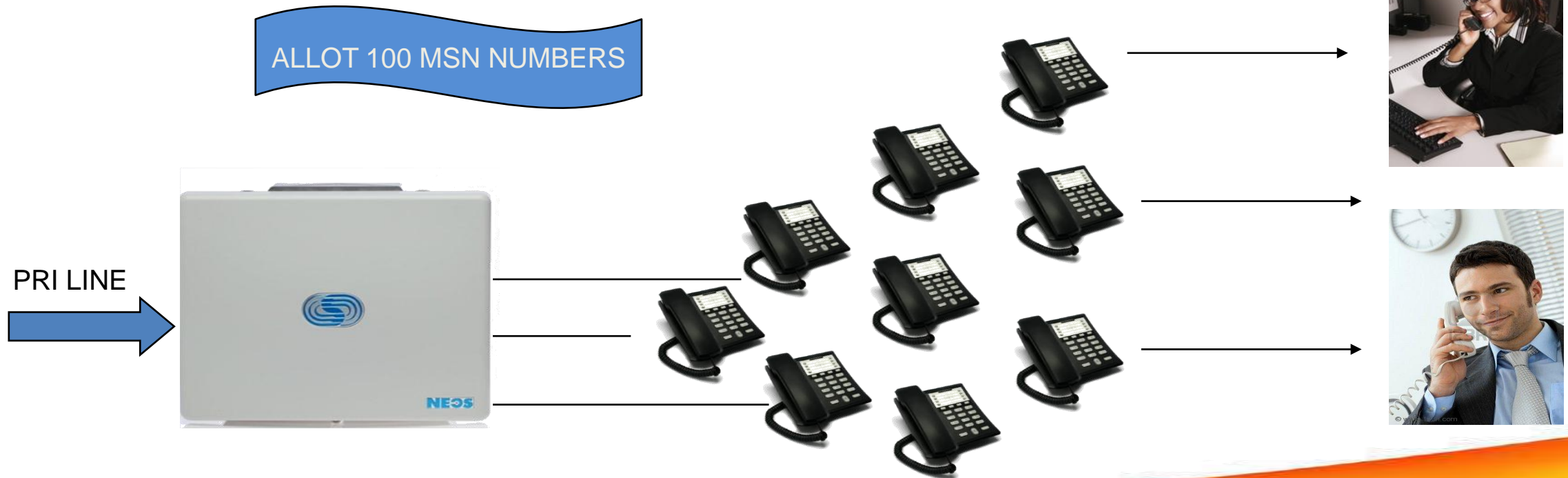
FOR THE TRUE DIGITAL CONNECTIVITY EXPERIENCE!

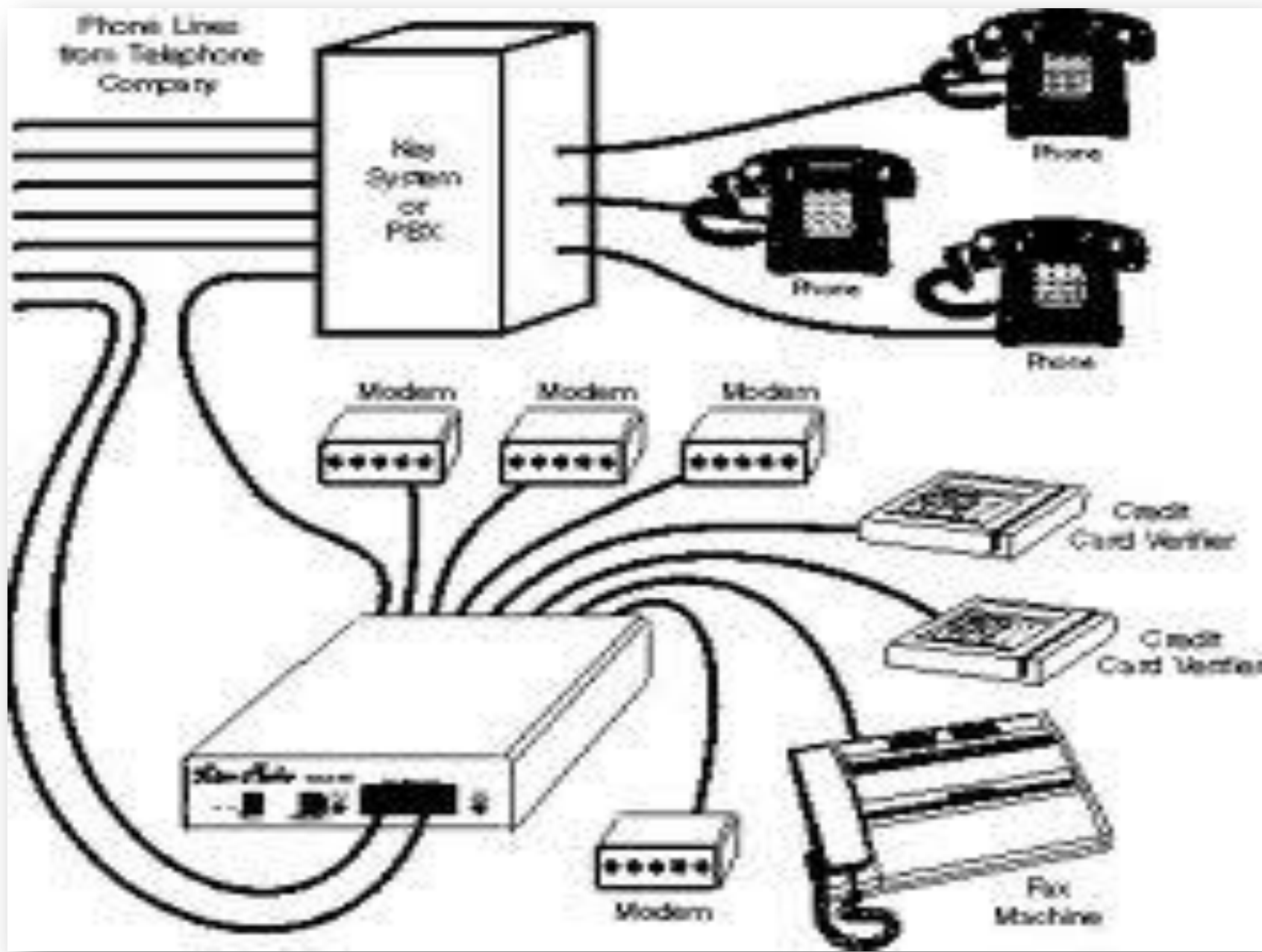
- ISDN PRI
- Computer Telephony Integration
- Fully Configurable Key Phone System



PRI

- Availability of 30 channels for incoming & outgoing calls, making the system completely & truly non-blocking.
- Lines are never found busy and the work load of person at Reception becomes easy.
- Truly digital telephonic experience due to digital nature of line (e.g. redialing, voice clarity, etc)
- Common pilot number definition for all 30 channels makes it convenient for callers to remember as well as user to publish
- MSN Numbering gives each extension user the feel of having a private line for him/herself





Incoming Call Alert

Contact Details

Contact Number 2033406677

Name of Company Syntel

Name of Person Mrs. Avanti Misra

Customer Code 004

Address Survey No.37, Near Balaji Hotel, Kondhwa Pisoli Road, Pisoli, Pune - 411028

Other Contact Nos. 26934601/2/3/4/5

E-Mail ID adhote@synteltelecom.com

Remarks

Last Five Calls

Incoming Outgoing


Telephone No	CO	Date	Time	Duration	Remarks
9371206677	2	15 Dec 2004	15:34	0:00	
9371206677	2	15 Dec 2004	14:34	0:01	
9371206677	4	15 Dec 2004	14:33	0:05	

Actions

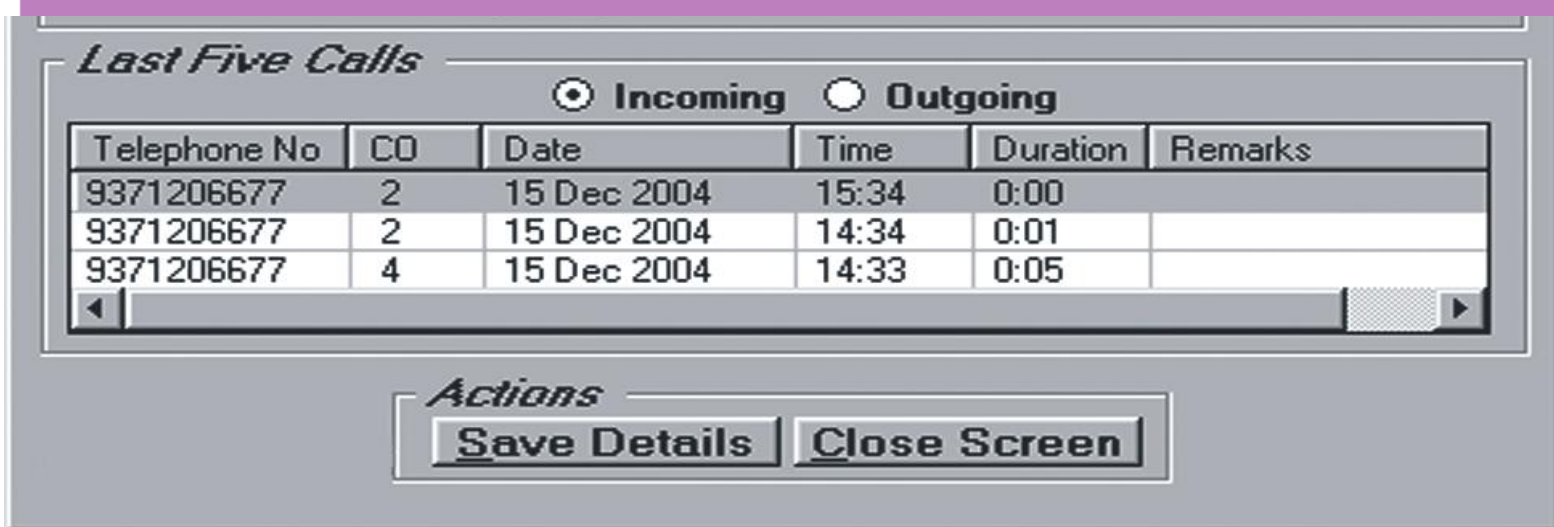
Contact Details for 9371206677



Customer details including name, number, address, etc displayed with each Incoming Call Alert...

 Incoming Call Alert	
<i>Contact Details</i>	
Contact Number	2033406677
Name of Company	Syntel
Name of Person	Mrs. Avanti Misra
Customer Code	004
Address	Survey No.37, Near Balaji Hotel, K Pisoli, Pune - 411028

Incoming Call Alerts with a list of the last 5 incoming & outgoing calls, received from or made to the calling number, with time, date & duration details along with the summary of the call for immediate reference...



Last Five Calls

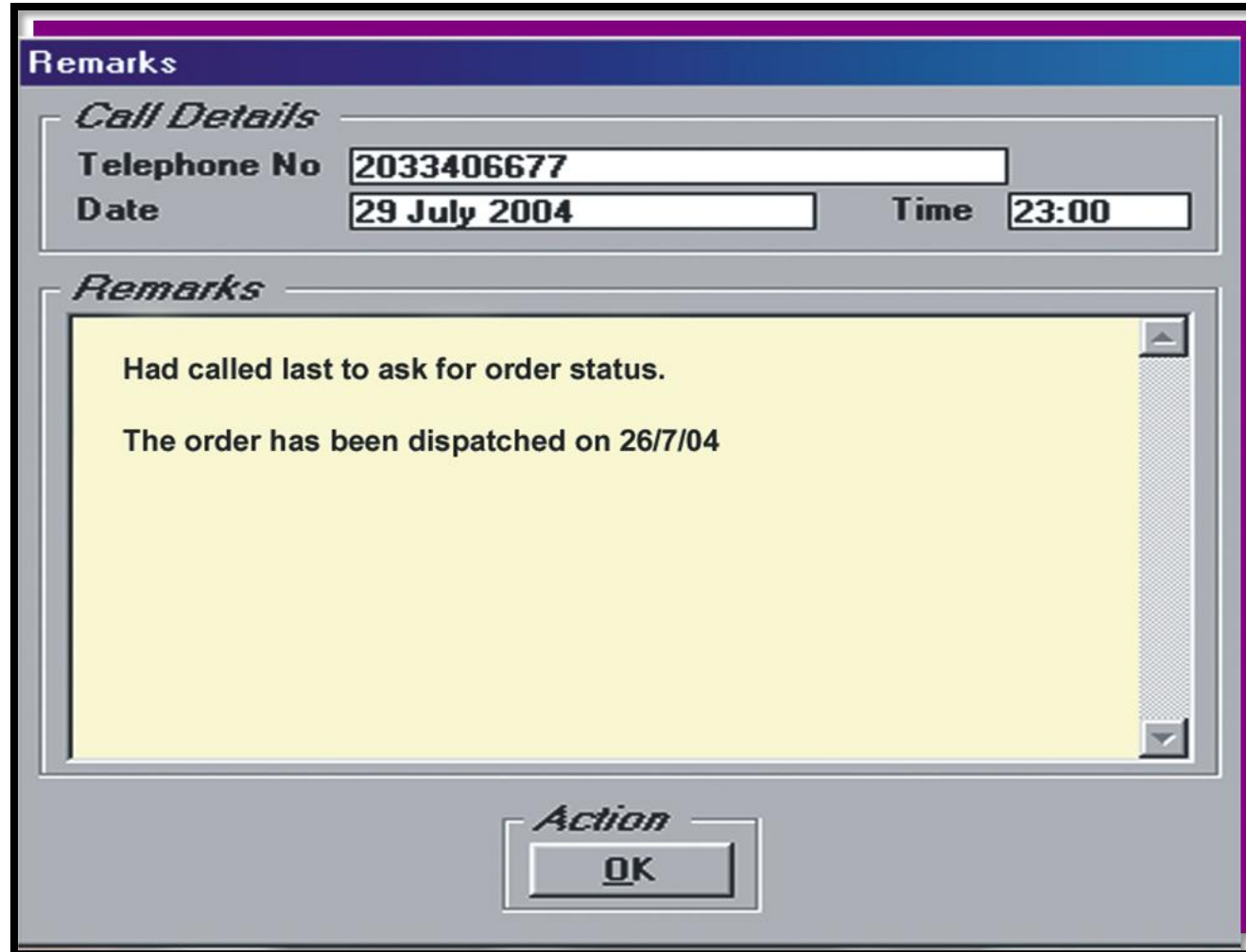
Incoming Outgoing

Telephone No	CO	Date	Time	Duration	Remarks
9371206677	2	15 Dec 2004	15:34	0:00	
9371206677	2	15 Dec 2004	14:34	0:01	
9371206677	4	15 Dec 2004	14:33	0:05	

Actions

Save Details **Close Screen**

Facility to insert *remarks* against each incoming & outgoing call logged, as a reference for further telephonic conversations...



Remarks

Call Details

Telephone No

Date Time

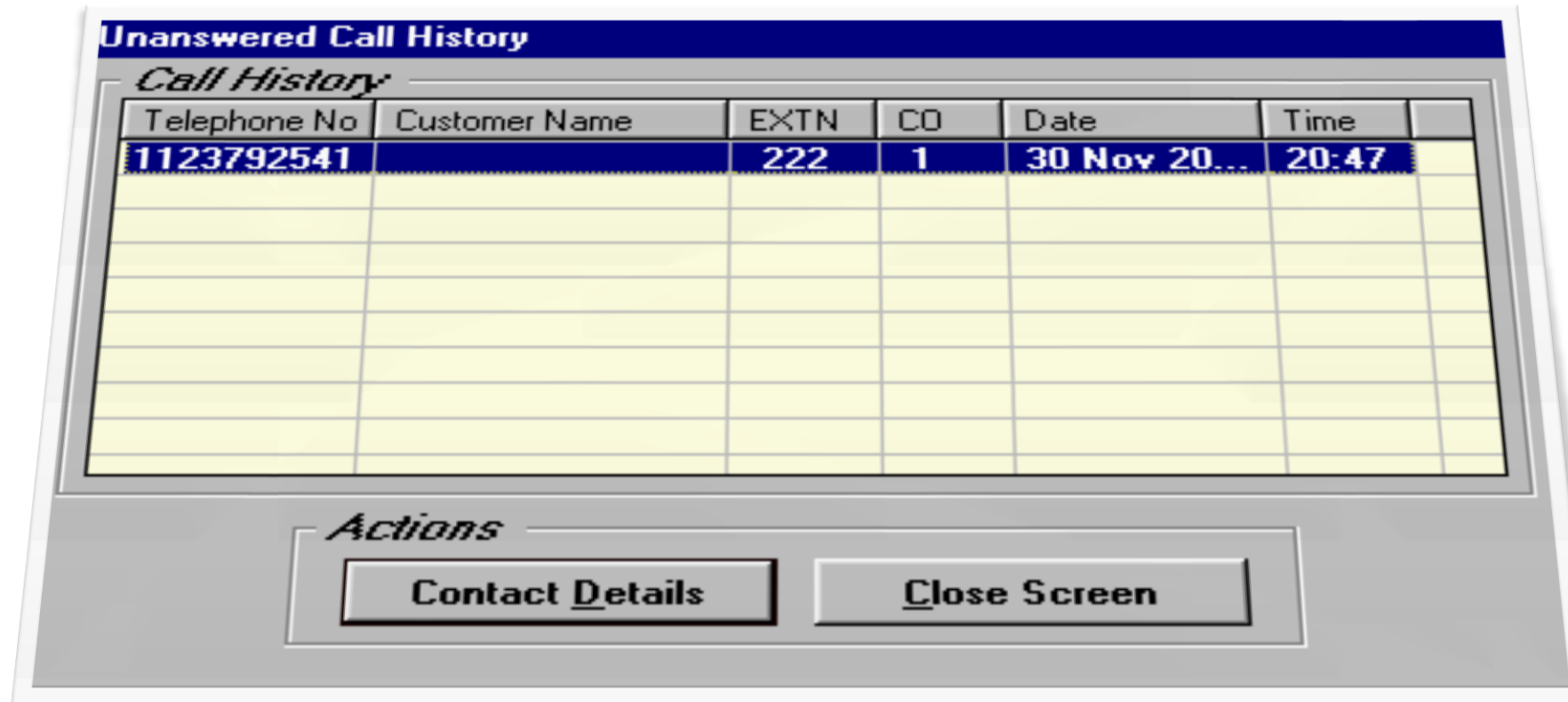
Remarks

Had called last to ask for order status.

The order has been dispatched on 26/7/04

Action

Unanswered Call History to give the list of all the missed calls along with the date & time at which they were received & the extension number for whom they were meant...



The screenshot shows a web application window titled "Unanswered Call History". Inside, there is a sub-section titled "Call History" containing a table with the following data:

Telephone No	Customer Name	EXTN	CO	Date	Time
1123792541		222	1	30 Nov 20...	20:47

Below the table, there is an "Actions" section with two buttons: "Contact Details" and "Close Screen".

Call logging with date & time stamps of all incoming and outgoing calls...

Incoming Call History

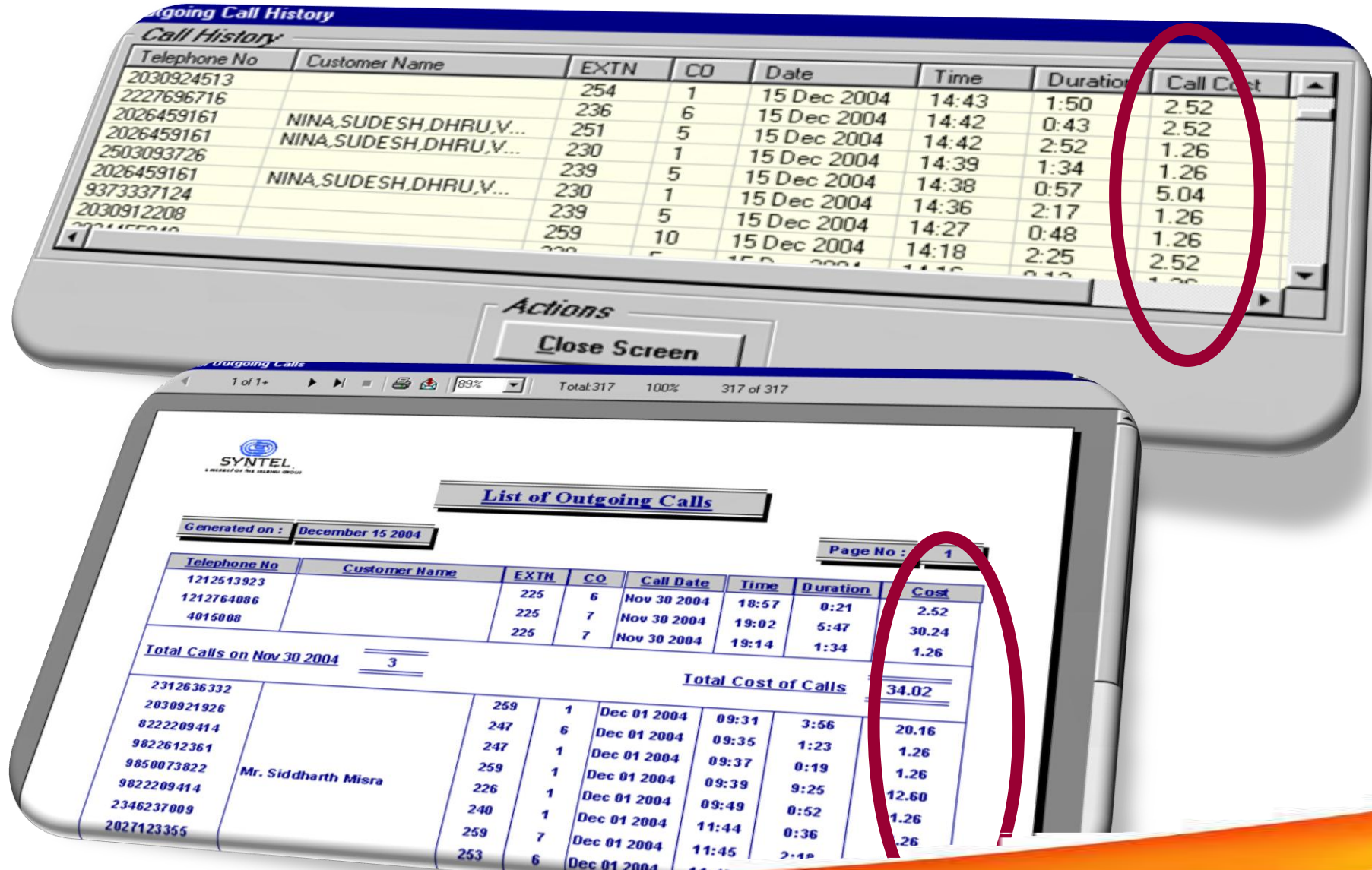
Telephone No	Customer Name	EXTN	CO	Date	Time	Duration	Rem.
8023387197		237	1	15 Dec 2004	15:39	0:55	
8023306555		237	1	15 Dec 2004	15:37	0:32	
9371206677	Mrs. Avanti Misra	227	2	15 Dec 2004	15:36	0:02	
9371206677	Mrs. Avanti Misra	237	2	15 Dec 2004	15:35	0:30	
7122536034		237	1	15 Dec 2004	15:19	0:27	
7762240902		246	2	15 Dec 2004	15:17	9:23	
7762240902		237	1	15 Dec 2004	15:16	0:03	
2025457448		222	3	15 Dec 2004	15:16	0:00	

Outgoing Call History

Telephone No	Customer Name	EXTN	CO	Date	Time	Duration	Call Cost
2030924513		254	1	15 Dec 2004	14:43	1:50	2.52
2227696716		236	6	15 Dec 2004	14:42	0:43	1.26
2026459161	NINA,SUDESH,DHRU,V...	251	5	15 Dec 2004	14:42	2:52	1.26
2026459161	NINA,SUDESH,DHRU,V...	239	1	15 Dec 2004	14:39	1:34	1.26
2026459161	NINA,SUDESH,DHRU,V...	230	5	15 Dec 2004	14:38	0:57	5.04
2503093726		230	1	15 Dec 2004	14:36	2:17	1.26
2026459161	NINA,SUDESH,DHRU,V...	239	5	15 Dec 2004	14:27	0:48	1.26
9373337124		230	5	15 Dec 2004	14:18	2:25	2.52
2030912208		259	10	15 Dec 2004	14:18	2:12	1.26

Actions
Close Screen

Cost of each call made is logged in the Outgoing Call History and a total cumulative cost can be obtained from the Outgoing Call Report...



All contact entries made by any user get stored in the List of Contacts.
 Thus anyone can simply do a name or number based search to get the number, address, email or any other contact detail of the person they are looking for...

List of Contacts

List Of Contacts

Telephone No	Person Name	Company Name	Customer Code	E Mail ID
2038668739	RAM M DHUM...	SYNTEL		
2038960003	Deepak	Syntel		
2033406677		Syntel	001	adhote@...
1954254749	Maj. Rajiv			
25384348	K PHALKE	RESI		
2024348128	Deepak Minocha	Network Solutio...	Lit. Developer	
26934604	SYNTEL PISOLI	SYNTEL		
20333SU		Syntel		

Search Records Delete Reco

- By Customer Name
- By Company Name
- By Telephone No
- By Customer Code

Customer Name

Customer Name (full or partial)

Search Results

Telephone No	Person Name	Company Name	Customer Code	Other Contact No	E Mail ID
2038960003	Deepak	Syntel			
2024348128	Deepak Minocha	Network Solutio...	Lit. Developer	3090944	
3054348158	Deepak Minocha	Network Solutio...	Lit. Developer	3030344	
2038960003	Deepak	Syntel			

All incoming, outgoing & unanswered details can be converted to crystal format for printing or can be imported into word/excel format for analysis...

SYNTEL
A MEMBER OF THE ISLAMI GROUP

List of Incoming Calls

Generated on : **December 15 2004** Page No : **1**

Telephone No	Customer Name	CO	Extension	Call Date	Time	Duration
2026820397		1	260	Nov 30 2004	19:46	1:14
1123792541		1	222	Nov 30 2004	20:46	0:00

Total Calls on November 30 2004

5422420110
NO_CLI
2024390650
2255974755
2652336525
9323812466
2025237346
2025237346
2024262794
NO_CLI

SYNTEL
A MEMBER OF THE ISLAMI GROUP

List of Outgoing Calls

Generated on : **December 15 2004** Page No : **1**

Telephone No	Customer Name	EXTN	CO	Call Date	Time	Duration	Cost
1212513923		225	6	Nov 30 2004	18:57	0:21	2.52
1212764086		225	7	Nov 30 2004	19:02	5:47	30.24
4015008		225	7	Nov 30 2004	19:14	1:34	1.26

Total Calls on Nov 30 2004 **3** Total Cost of Calls **34.02**

2312636332		259	1	Dec 01 2004	09:31	3:56	20.16
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Print Reports Help

- Customer Details
- Incoming Calls
 - IC Call Records
 - Unanswered Calls
 - Extension Wise
 - CO No Wise
 - Customer Wise
 - Telephone No Wise
- Outgoing Calls

SYNTEL
A MEMBER OF THE ISLAMI GROUP

Mr. Siddharth Misra

List of Unanswered Calls

Generated on : **December 15 2004** Page No : **1**

Telephone No	Customer Name	CO	Extension	Call Date	Time	Duration
1123792541		1	222	Nov 30 2004	20:47	0:00

Unanswered Calls on November 30 2004 **1**

Total Unanswered Calls **1**

NINA,SUDESH,DHRL

CTI

Commercial Benefit:

- Business will grow
- Investment on CLI phones can be avoided
- Online data availability saves time & energy
- Constant online supervision of staff telephonic activity possible
- Dependency on system manager eliminated



IF YOU ARE A HOTEL, THERE'S MORE.....

- Check-in / Check-out
- Floor wise Room Service
- Room to Room Call Barring
- Single Digit Number Access Setting
- HMS Integration



CHECK-IN/CHECK-OUT

- First impressions are lasting, and to see lines of people waiting to be checked-in doesn't set a good first impression
- Helps in curbing the problems of Check-In /Check-out time arising due to geography of the hotel.



- Helps in managing large groups of people Checking-In at the same time. Or when large groups of guests checkout, you don't want them standing in a line either. In fact, there shouldn't be a need for guests to come to the registration desk at all."

FLOOR WISE ROOM SERVICE

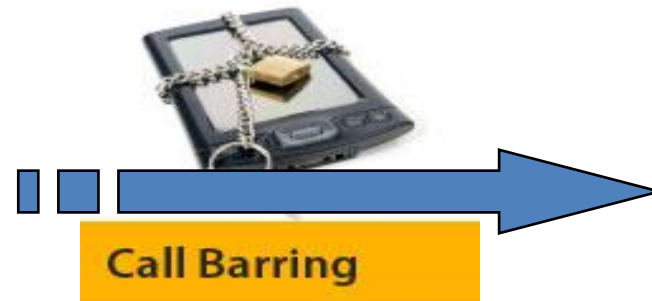
- The Day has indeed arrived when Organizations no more talk about Customer Satisfaction but they Value Customer Delight.



- For making the customer stay at a Hotel more comfortable, a hotelier should focus on improving the process by reducing the delay in Room Service procedure.
- Room Service is now just a button away
- Value Customers Time and they will Value Yours!!!

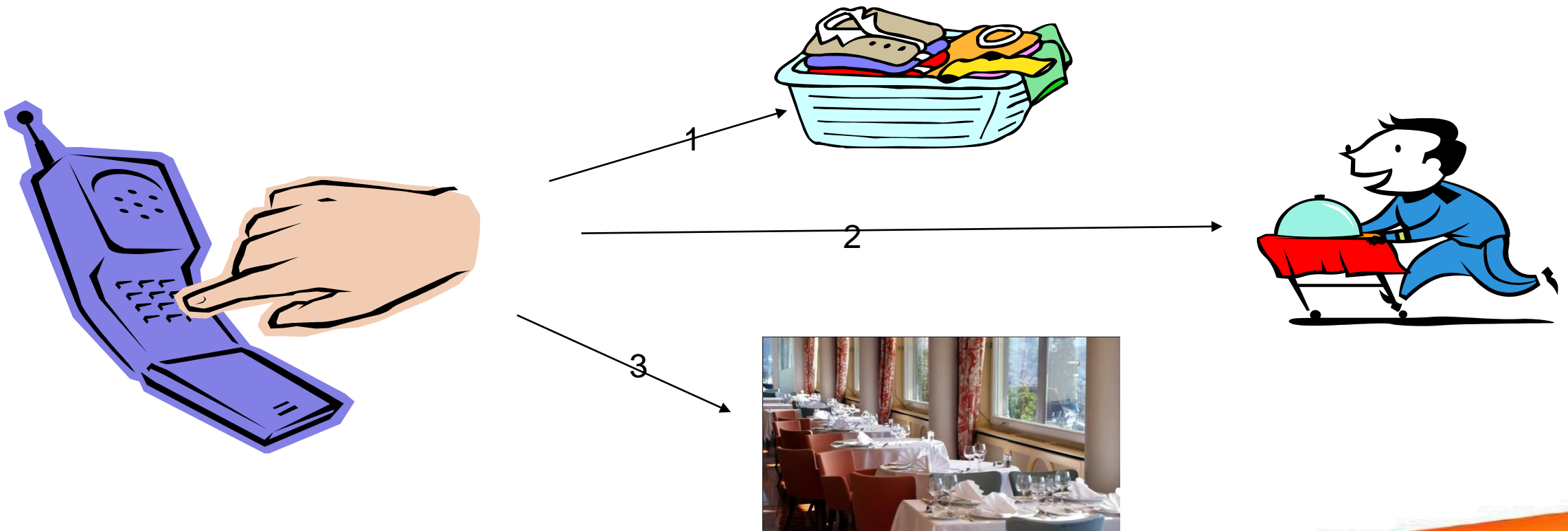
ROOM TO ROOM CALL BARRING

- Maintaining Privacy of the Guests is an important task for a Hotel.
- Can choose which extension numbers can be called on.



SINGLE DIGIT NUMBER ACCESS SETTING

- Convenience is the key. For a Hotelier a user friendly technology which can make the guest stay more worthwhile is definitely a Yes! Yes!!
- Press of a button can add magic by offering services of bell boy, restaurant, laundry, etc.



FOR YOUR & OUR BACKEND STAFF

- Manual & Block Programming
- Flexibility of Programming via SLT,KTS & PC (via Hyper Terminal)
- Remote Programming
- Programming Backup (2 levels)



NEOS IN A NUT SHELL

**Choosing the right
telecom plans**



**Differentiating between
voice and fax calls
automatically**

**Operating within the
calling budgets**



**Routing your calls to
you instantly**

**Directing calls via the
least cost route**



**Make the most of your
EPABX**

**Automating your
caller's reception**



**Instant details on your
callers**

FOR THE RECORD: TECHNICAL SPECIFICATIONS

- Technology – Digital TDM/PCM Non Blocking
- Control – Stored Program Control
- Architecture – Distributed Processing
- Operating Voltage – 110 to 275 VAC, 50 Hz
- Power Backup – Battery Charging Circuit
- Temperature – 0-50 degrees Celsius
- PC Connectivity



NEOS “LETS TALK PROFITS”