

EPICAcce Appliance Bundles Contact Center & IP-PBX in Convenient 2U Rack Mountable Appliance



EPICAcce represents a comprehensive VoIP Contact Center solution designed to control, manage, monitor and support multi-media blended inbound/outbound corporate communication channels. The Product is PBX agnostic, offers advanced communication capabilities, is easy to install and delivers immediate ROI through dramatically increased contact center efficiencies. It comes with a robust set of implementation tools which allow rapid and seamless implementation.



EasyRun develops and sells advanced, user-friendly multimedia, contact center solutions. The Company's products are feature rich, competitively priced, and deliver immediate organizational benefits in TCO and ROI. EasyRun's product family offers an intuitive, user-friendly interface as well as robust real-time and historical reporting capabilities. EasyRun has over one thousand customer installations worldwide including the Dallas Cowboys, the U.S. Coast Guard, National Pizza and Coca Cola. For more information on EasyRun communication solutions visit www.EasyRun.com

OVERVIEW

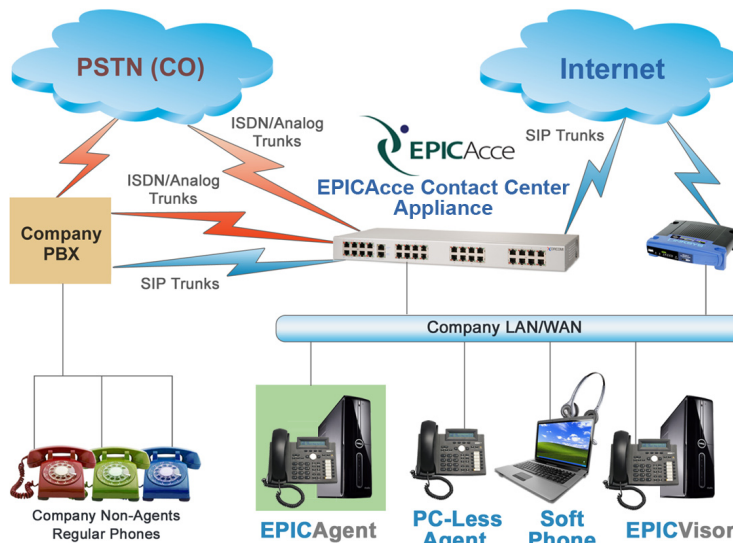
EasyRun, a leading provider of multimedia contact center solutions, is now offering a PBX agnostic contact center appliance. EPICAcce (bundled with a complete Asterisk® base telephony solution) integrates seamlessly with legacy or VoIP PBX solutions allowing customers to add a robust contact center into their existing telephony environments without the need to make major infrastructure changes. Prior to EPICAcce, customers were locked into proprietary, complicated and expensive contact center solutions which were necessarily compatible with their existing, telephony infrastructure.

General Product Description

EPICAcce, which is delivered on an award winning Xorcom 2U appliance comes with:



- Intel E8400 Dual Core technology
- Complete Asterisk® IP PBX
- A variety of PSTN / telephone port configurations
- May be equipped with up to 32 analog ports and up to 4 PRI E1/T1 ports
- Supports up to 640 PSTN / Analog phones ports with external (USB) channel bank units, up to 1,000 users and up to 300 concurrent calls



Standards Based Voice Links Include:

EPICAcce can be seamlessly integrated with the existing company PBX or CO through standard voice links including:

Digital: ISDN BRI and PRI (T1, E1)

Analog: FXO/FXS

TCP/IP: SIP Trunks or SIP Media Gateways

EPICAcce Appliance Hardware

Processor: Intel Core 2 Duo E8400

RAM: 4 GB

Hard disk: 2 x 250 GB 2.5"

RAID1: Standard

USB: 4 external USB 2.0

I/O Ports (optional and model-specific)

Input/Output ports for Asterisk peripheral device support

EPICAcce Telephony Options/Configurations

Maximum number of concurrent calls:

Up to 300 concurrent calls

Maximum number of built in analog ports:

Up to 32 built in analog ports - using Astribank channel bank units

Number of E1 / T1 ports:

Up to 120 concurrent PRI/R2 calls

Maximum channel bank modules supported internally:

Up to 4 additional USB channel banks supported

Maximum number of telephony ports supported internally:

Up to 144 (4xE1 PRI + 24) analog ports

Supported channel bank telephony modules:

- 8 ports FXS
- 8 port FXS + I/O ports
- 8 ports FXO
- 2 ports FXO, 6 ports FXS + I/O ports
- 1,2,4 ports PRI/R2

EPICAcce Appliance Software

Asterisk version: 1.4.x

Linux version: CentOS 5.x

GUI: FreePBX

Network

Ethernet port (10/100 MHz)

Power

Power supply: Internal

Voltage: Switching, auto adjust 110/220 Volts, 50/60 Hz

Power consumption: 230 Watts (maximum)

Built in grounding connection

Environment

Storage temperature: -20 to 70° Celsius (-4°-158° F)

Working temperature: 0 to 40° Celsius (32°-104° F)

Humidity: 20%-95%, non condensing

Dimensions and Weight

Weight: 8 Kg/18Lbs (may vary and depends on configuration)

Size: 19" 2U industry standard rack-mountable chassis

EPICAcce (PBX) Voice infrastructure includes:

- User friendly Web interface
- Interface in different languages
- Unlimited extensions
- CDR (Call Details Record) via Web access
- TDM/SIP/IAX Trunks
- Remote extensions
- Group and personal voicemail
- Fax support
- Voicemail to email
- IVR menu system
- Back up ring groups
- Back up call queues
- Conference rooms
- Follow-me
- Time-based routing
- Advanced dialing rules
- Music-on-hold
- Paging and intercom
- Web access to voicemail
- Admin status screen
- Package manager (for easy updates)
- Network settings tool
- Phone provisioning tool
- Echo cancellation - OSLEC (Open Source Line Echo Cancellation)



@ The Heart of Your Business

EasyRun, Inc.

US Headquarters

477 Main Street, Suite 214

Monroe CT, 06468

Tel: (203) 445.0006

Fax: (203) 445.9082

ERMarket@easyrun.com

EasyRun, Ltd.

International Headquarters

Beit Hatamar,

17 Hatidhar Street

Raanana, Israel 43665

Tel: +972 (09) 777-6000

Fax: + 972 (9) 741-3802