UCX 6.0

Connect. Collaborate. Chat. Talk.

E-MetroTel
www.emetrotel.com

With UCX your office can be anywhere.

In an office building, at home, on the fly, at a job site, or your favorite coffee shop, you're connected with the features and applications of a powerful business communications platform.

Make any device your business phone

Our Infinity One client for your computer and Android device will keep you connected virtually anywhere.

Or log in to the Infinity One client on your Mac or PC from anywhere for complete connectivity using all UCX features and applications. And since Infinity One is browser based there is no software to download or install.

For your desk we support the full suite of Nortel digital and IP devices, our Infinity 5000 series desktop device, and many other well known devices.

Office size doesn't matter

We provide cost effective solutions for any business. From a small branch office to multi-national corporations, E-MetroTel has a solution that's right for you.

The UCX platform supports analog trunks, PRI trunks, and unlimited SIP trunks. With no additional licensing costs.

Powerful built-in features and applications.

Every UCX system is packed with useful features and applications. And every system no matter which size supports all of them. This means even the smallest office can take advantage of the same communication tools as the largest corporate office.

One cost effective, permanent license per extension turns on all of the features, and all but a few applications are included in the license price!

Infinity One Client Voice / Chat and Collaboration	Remain connected virtually everywhere by logging into your Mac or PC and access every feature and application, just like you were sitting at your desk. You can even log-in as a Contact Center agent, or function as an Attendent / Operator from anywhere that you have internet access. And best of all - There is no software to install!
Unified Messaging	Listen to and manage your Voicemails in your inbox, as well as send and receive FAX with our simple fully integrated Unified Messaging solution.
User Management Portal	Manage your Voicemails, recorded calls, and Find Me / Follow Me. See records of who called you and who you called. All from your personal web based portal.
Contact Center	Route calls to specific groups of employees. Hold callers in queue until an agent is available to take their call, play specific messages to callers, record calls selectively or all of them, and much more with our extremely powerful professional contact center application.
Call Recording	Record calls in virtually every conceivable manner. Play them back and store them as necessary. This is a very powerful UCX feature.
Find Me / Follow Me	Ring your mobile device when your desk set rings, transfer calls between your mobile device, desk set, or anywhere else. This is a popular stay connected feature.
Conference Bridges	Create conference calls on the fly, build conference bridges for anyone, record conferences, manage conference calls from your browser. This is a very powerful and popular UCX feature.
SIP Trunking	Save money by eliminating your old phone lines. Make and receive calls over the internet. This is a very popular UCX feature.
Call Detail Reporting	See who called who, analyze phone line usage, store and export results to Excel, PDF, or CSV.
Dictation Service	Record dictation and email to transcription / translation services.

UCX fits every business.

There is a UCX system for every size business. You can even provide your own hardware server if desired. Every system supports the same features and applications and is managed with the same browser based tool. Your communications platform can grow seamlessly as your business grows.

UCX250

100 Extensions
100 Concurrent Calls
600 Hours of Recording
32G MSATA SSD Drive
Analog Trunks and PRI Trunks
Unlimited SIP Trunks

UCX450

450 Extensions
450 Concurrent Calls
7000 Hours of Recording
500G ATA Dual Hard Drive
Analog Trunks and PRI Trunks
Unlimited SIP Trunks

UCX3000

2400 Extensions
1000 Concurrent Calls
16,000 Hours of Recording
Dual 1 TB Raid
Analog Trunks and PRI Trunks
Unlimited SIP Trunks

Virtualized & Hosted

UCX Hosted provides your office with the same full featured solution as our appliance solutions without the need for a telephony server in your office.
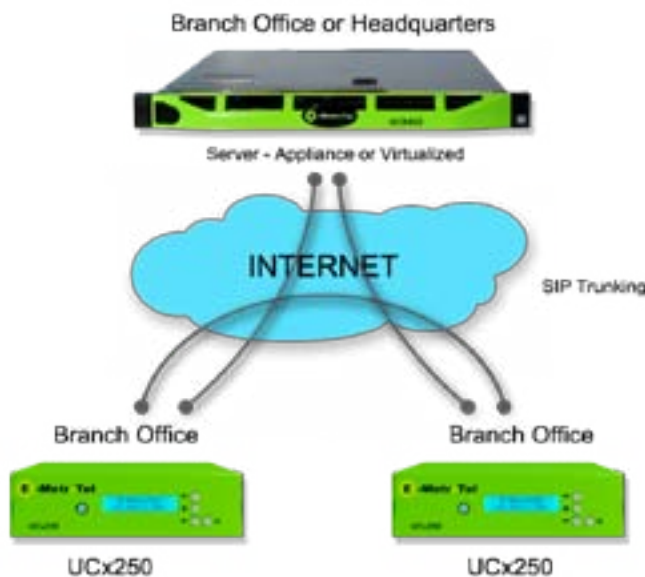
Our virtualized option works as a single customer solution, or as a multi-customer solution in VMWare (VSphere), KVM, and Microsoft (Hyper-V) environments.

UCX Networking

UCX seamlessly networks multiple locations and remote users.

Multi-site capability is a standard release feature and available on all UCX server appliances. With both site-to-site networking and branch centralization, UCX Multi-site helps Enterprises lower communication costs, improve productivity, and deliver greater customer satisfaction.
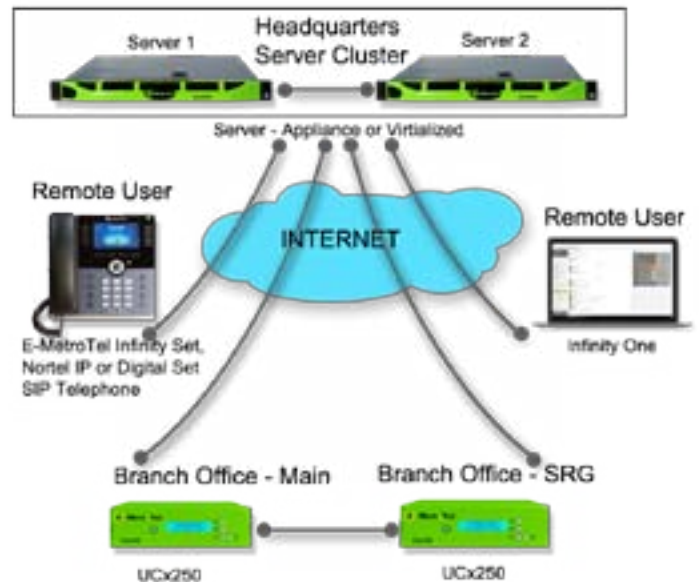

UCX Survivability and Fail-over

UCX SRG (Survivable Remote Gateway) provides fail-over capability in the event of a failure of the Main UCX server. The SRG server can be located on-premise with the Main server or can be located at a secondary location.

If the SRG is located at a branch office and a WAN failure occurs users at the branch location will operate in Local mode using the SRG server for call processing.
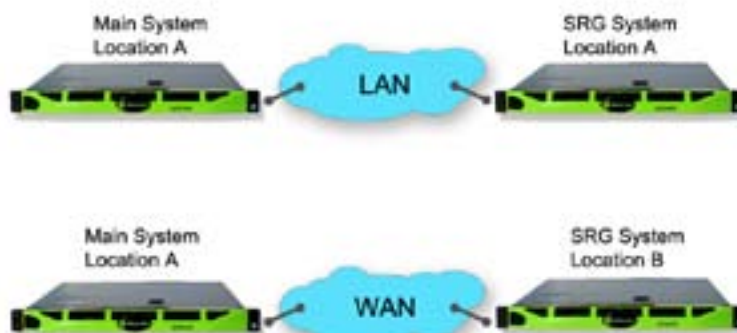
Infinity 5000 Series Telephones

Infinity 5010 Gigabit Color IP Phone

Display - 4.3" TFT-LCD with 480 x 272 pixel.
Buttons - 10 programmable.

Infinity 5010 is optimized for executive use for major decision makers and those needing more programmable buttons.

Programmable buttons can be configured with UCX features like BLF, Auto-Dial, Intercom, Call Pickup, and many other features.

The 5010 features a high-resolution TFT-LCD display and HD quality audio.

Infinity 5006 Gigabit Color IP Phone

Display - 2.8" TFT-LCD with 320 x 240 pixels.
Buttons - 6 programmable.

Infinity 5006 is optimized for knowledge workers, contact center agents, and those needing fewer programmable buttons.

The 5006 features a smaller high-resolution TFT-LCD display and HD quality audio.

Infinity 5046 Expansion Module

Display - 800 x 480 color graphic LCD.
Buttons - 40 programmable.

The 5046 expands the functional capability of your 5010 or 5006 device. Two page views allow for 40 programmable buttons that work as BLF, Auto-Dial, Speed Dial, Call Park, Pick Up, and numerous other UCX features.

Infinity One - Collaboration, Chat, and Mobility

The Inifinity One client allows users to enable real-time, full featured communications from a web browser. This means that as long as you have internet access your Mac or PC becomes your mobile or in-office communications client.

- Complete business telephony features
- Multiple channels (public, private, DM)
- 30 Slash commands
- TLS & SRTP encryptions
- Single click to call
- Speakerphone with mute
- Call Transfer
- Unlimited multi-party conferencing
- Busy Lamp Field
- Call Center features
- Hotdesking
- Shared line appearance
- Attendant Console functionality
- Up to 120 programmable buttons
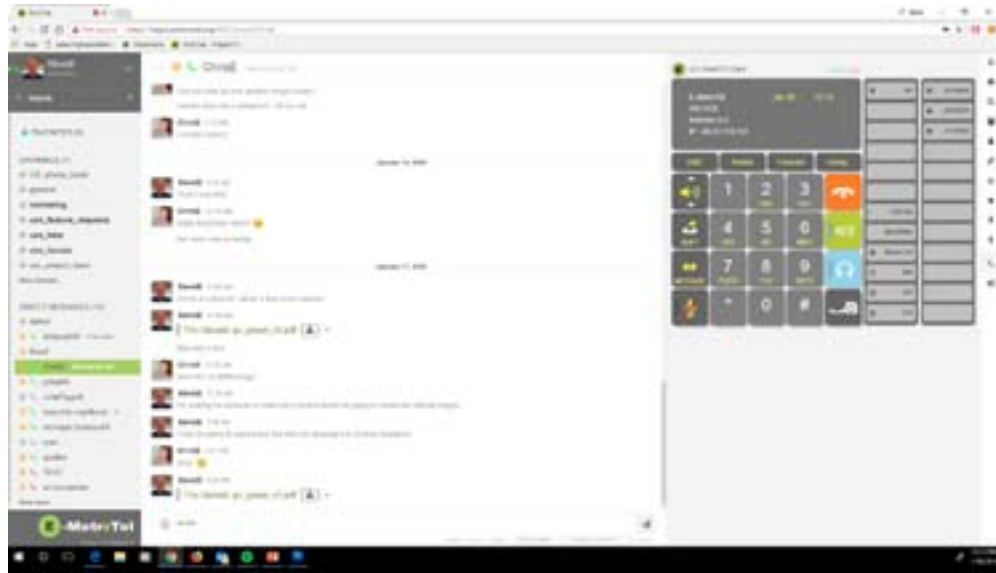
Infinity One is available to all 6.0 users at no additional cost!

PRESENCE

Collaborate effectively by knowing the status of everyone you work with. Simple color indicators let you know who is online, busy, on a call, or away.

GROUP CHAT

Chat securely and privately including file uploads, @mentions, slash commands, emjoi, and customizable roles and permissions.

CHAT CHANNELS

Create unlimited chat channels. And unlike commercial services all of your content is stored privately and securely on your own server.

@MENTIONS

Respond effectively with @mentions including audible, desktop, and badge notifications

WebRTC CLIENT

Connect anywhere you go with full PBX features using our powerful browser based mobility and office telephony client. Chat integrated and Standalone.

E-Metr•Tel

Advanced Applications

UCX Contact Center Reporting and Wallboard

Contact Center is one of the most powerful features built in to the UCX platform and it is configurable for any user, whether remote or in the office.

Contact Center Reporting and Wallboard are additional add-on applications that give you the power to manage every aspect of your professional contact center.

- Answered calls
- Unanswered or abandoned calls
- Agent Logins/Logouts and Pauses
- Call distribution by queue, time, date
- Realtime view of queues and calls
- Easy to use charts, graphs, reports

Call Detail Reports

CDR is built into every UCX system and allows for viewing information on every call processed on the system. Information can be filtered and exported and includes:

- Date
- Source
- Destination
- Account Code
- Status
- Duration

Hospitality, Scheduled Announcements, Enhanced Archive

UCX supports a suite of hospitality features and the ability to integrate with the most popular Prompert Management Systems.

The Scheduled Announcement application helps you share information, whether it's a pre-recorded message, musical reminder or other audio notification, anywhere, anytime.

Enhanced Archive is used to back up call recordings and CDR records from multiple UCX Servers, and supports automatic, and scheduled backups as well as filtering via a simple web interface.
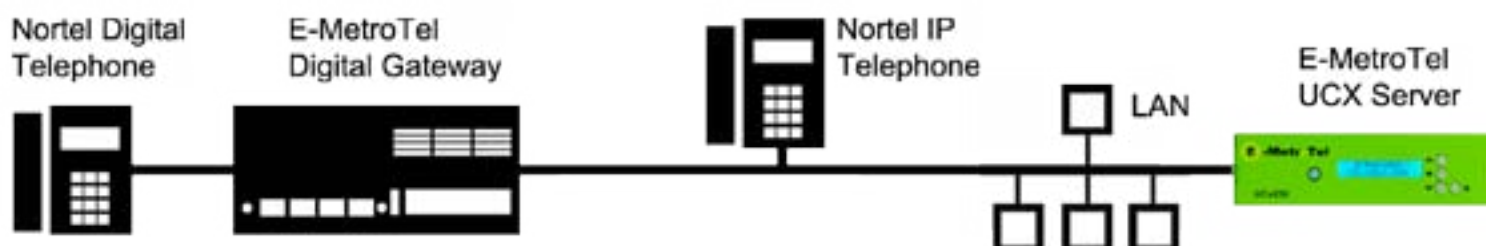
Nortel to UCX Migration

Modernizing your telephone system doesn't have to mean bringing your business to a grinding halt. Migrating to UCX is easy and you save **BIG $** by extending the life of your current telephones. And because UCX functions with similar features and applications there is minimal retraining necessary to use your new system.
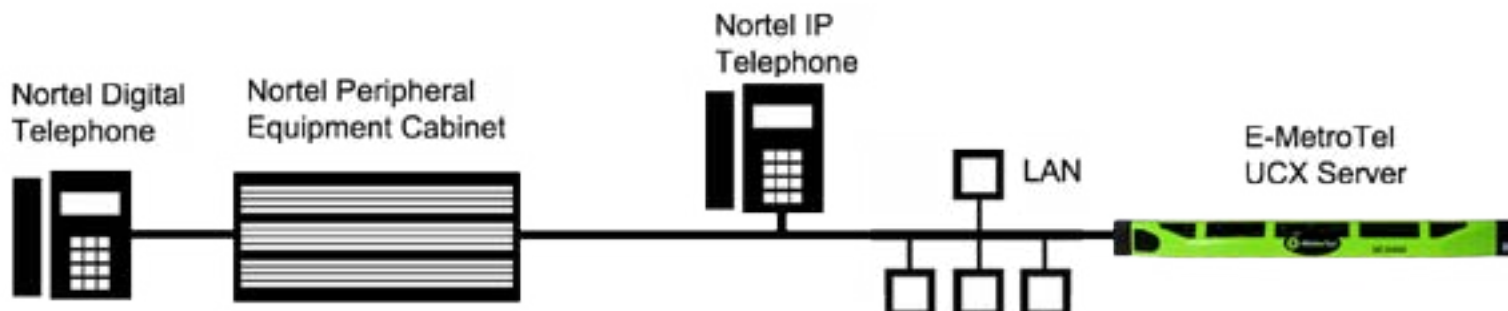
Benefits include:

- Your choice to retain any/all of your current Nortel telephones.
- Migrating to IP telephones at your own pace.
- Single license per extension.
- Extension license includes Infinity One WebRTC / Chat.
- Use Nortel Digital, Nortel IP, E-MetroTel Infinity 5000, and SIP telephones.
- Retain your Nortel phone features.
- Access more features and applications than your current Nortel system. Included in the single license.
- Add presence, click-to-call and desk-top call control to your existing Nortel telephones

Nortel / BCM Migration

M1 / CS1000 Migration

UCX Appliances	UCX250	UCX450	UCX3000
Features			
Number of Extensions	100	450	2400
Concurrent Calls	100	450	1000
SIP Trunks Unlimited	Unlimited	Unlimited	Unlimited
Traditional Trunk Slot	1	1	5
4 or 8 Port FXO Card	Optional	Optional	Optional
1,2 Span PRI/BRI/T1/E1	Optional	Optional	Optional
4 Span PRI	NA	NA	Optional
Call Recording Hours	600	7000	16000
10/100/1000 LAN Ports	2	2	2
Redundant Power and HDD	NA	HDD	Power/HDD
Rack / Wall Mount	Wall	Rack	Rack
Processor	Intel® Celeron™ N2807 (1.58GHz) (Burst2.16GHZ)	Intel® i3-6100 (3.7GHZ)	Intel® Xeon™ Gold 5122 3.6G, 4C/8T, 2 10.4GT/s , 16.5M Cache, Turbo, HT (105W) DDR4-2666
Hard Drive	32G MSATA SSD	500G Dual Hard Drive	Dual 1Tb Raid
Nortel Digital,SIP, & IP Phones	✓	✓	✓
Norstar digital T/M Series	✓	✓	✓
M3900 / M2000 Series	✓	✓	✓
1100 / 1200 / 2000 Series	✓	✓	✓
E-MetroTel SIP & Wifi Phones	✓	✓	✓
E-MetroTel Infinity One Suite	✓	✓	✓
Polycom SIP Phones	✓	✓	✓
Cisco SIP Phones	✓	✓	✓
Nortel i2050 Softphone	✓	✓	✓
Counterpath BRIA Softphone	✓	✓	✓
UCX Core Features Included:			
Suite of Business Features	✓	✓	✓
Find Me Follow Me	✓	✓	✓
Conference Bridge	✓	✓	✓
Auto Attendant	✓	✓	✓
Self service IVR	✓	✓	✓
Call Center	✓	✓	✓
Call Detail Reporting	✓	✓	✓
Unified Messaging	✓	✓	✓
Voicemail To Email	✓	✓	✓
Unlimited Mailboxes	✓	✓	✓
Call Recording	✓	✓	✓
Remote Office	✓	✓	✓
Nortel Feature Codes	✓	✓	✓