Citel. The VoIP Migration Company™

The EXTender/PBXgateway Product Suite

Simplified Voice Networking for Distributed Enterprises

Citel's mission is simple: To delight our customers and enrich our stakeholders by offering a world-class suite of products that enable enterprises to quickly and cost-effectively realize the benefits of IP telephony.

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Company Perspective

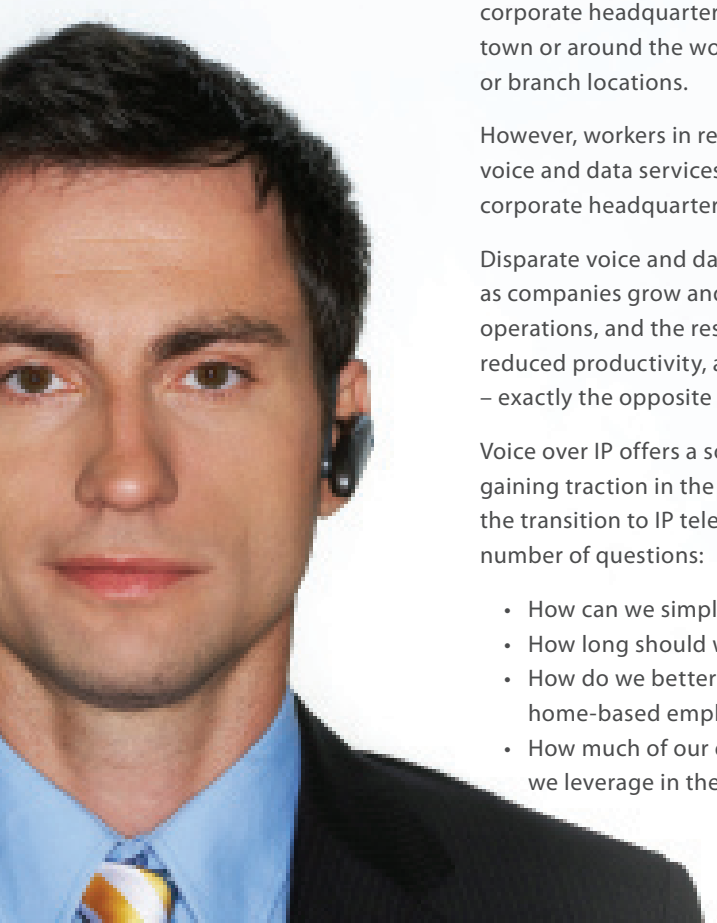
Over two decades, Citel has evolved as The VoIP Migration Company™, building a reputation as a technology and market leader in delivering innovative voice network solutions to organizations worldwide. Citel is a US-based, company with a global presence, and the resources and partnerships to deliver value-enhancing telephony solutions quickly and cost-effectively.

How can Citel benefit your enterprise? Organizations generally make technology purchasing decisions to accomplish one or more of the following objectives:

- Grow revenue
- Reduce costs
- Increase productivity
- Enhance customer experience
- Improve core business focus
- Maintain or enhance competitive position

At Citel, we design and manufacture each of our products to align with an organization's technology buying objectives to create a seamless, scalable voice network.

Enterprise Telephony



Trends

To get closer to their customers, reduce costs, and remain competitive, enterprises frequently distribute key operational, sales, and service functions away from the corporate headquarters. These sites can be located across town or around the world, in home offices, call centers, or branch locations.

However, workers in remote locations often have inferior voice and data services and applications compared to the corporate headquarters location.

Disparate voice and data systems are often deployed as companies grow and geographically distribute their operations, and the results can be higher operations costs, reduced productivity, and increased communications barriers – exactly the opposite of what is intended.

Voice over IP offers a solution to these issues, and is quickly gaining traction in the marketplace. However, when planning the transition to IP telephony, organizations still face a number of questions:

- How can we simplify the transition?
- How long should we keep our legacy PBX?
- How do we better support remote offices and home-based employees?
- How much of our existing infrastructure can we leverage in the new network?

The Citel EXTender/PBXgateway Product Suite

Enable remote workers with seamless access to the features and applications of a central, corporate PBX.

Citel's EXTender/PBXgateway Product Suite enables enterprises with locations from Boston to Bangalore to build a seamless, distributed enterprise with universal access to the features and applications of a central PBX. With the Citel EXTender/PBXgateway product suite, enterprises can drastically lower monthly telecom expenses, increase productivity, and eliminate separate remote office voice systems.

Citel solutions specifically benefit the IT/IS organization as well by:

- Reducing required network and infrastructure maintenance
- Allowing staff resources to be reallocated to address a greater range and depth of projects

EXTender/PBXgateway Product Suite Key Features

	FXO Port (available or standard)	Mobile ConneX	Local Presence (via SIP trunking)	Data Support	Supports digital phones over IP	Supports digital phones over T1, E1, & FR	Supports digital phones over ISDN	Supports digital phones over analog	Single- user	Multi-user	HTTP mgmt
EXTender 7000	●		●	●	●	●	●			●	●
EXTender 6000	●				●	●	●			●	●
EXTender IP6000	●				●					●	●
EXTender 4100	●			●	●				●	●	●
EXTender 4000				●	●				●		●
EXTender 3000				●			●		●		
EXTender 1000								●	●		
PBXgateway II		●			●	●	●	●		●	●
PBXgateway I		●			●	●				●	●
PBXgateway 4100					●				●	●	●
EXTender 3000 Switch Module							●		●		
EXTender 1000 Switch Module								●	●		

EXTender Solutions for Branch Offices and Call Centers

Overview

In distributed enterprises with legacy PBX voice platforms, each branch office and call center usually utilizes its own PBX or Key system. Not only is it separate, but it also often lacks many of the features, applications, and connectivity of the central office voice network. Enterprises with these complex and inefficient networks are constantly seeking ways to reduce expenses, simplify system management, and provide all of their employees with the same features and functionality. Now they can.

Features

With a Citel EXTender 6000, IP6000, or 7000, remote workers experience seamless access to the corporate voice network, regardless of geographic location. The enterprise utilizes a single, centralized voice platform, increasing productivity and reducing operational expenditures across all locations. Citel EXTenders work with leading PBX platforms and more than 100 digital handset types over T1, E1, PRI, ISDN, Frame Relay, and IP connections. Scalability is limited only by the station capacity of the central PBX platform.

Deployment and Provisioning

Handsets at the branch office or call center are connected to an available port on the EXTender unit, which is connected a network access device. A compatible Citel PBXgateway is installed at the corporate PBX location, and connected to both the PBX and a network access device. Handsets and PBXgateway are configured via HTML, terminal, or Telnet connection.

Product Descriptions — Branch Office and Call Center EXTender Solutions

EXTender 6000

- Available in both 8-port & 12-port configurations
- Offered with an optional FXO port for easy 911 call locating and survivability in the case of WAN failure

EXTender IP6000

- Available in a 12-port configuration
- Offered with an optional FXO port
- Added versatility for firms anticipating upgrading to a full IP telephony platform within two years:
  - In EXTender mode, it functions the same as a standard EXTender 6000
  - Software-upgradeable to function as a Citel TVA™ (Telephone VoIP Adapter)
  - In TVA mode, the IP6000 connects existing handsets directly to the new IP telephony platform over existing wiring

EXTender 7000 Series

- Available in a 24-port configuration
- Offered with a standard FXO port
- The 7000T adds the following features:
  - Integrated dual-port T1 interface, reducing footprint and wiring requirements
  - Multiple channels can be allocated for use as local trunk lines
  - When configured, voice traffic is sent over the WAN link only when voice features are invoked

EXTender Solutions for SOHO (Small Office/Home Office) Users

Overview

Typically, SOHO users utilize a voice and data connection not managed by the central corporate network. In addition, remote workers who "float" among multiple locations often have several reach numbers and voice mailboxes. Not only do these workers self-manage their voice network, but their phone's features and functionality are inferior to staff at the corporate location. Distributed enterprises are constantly searching for ways to simplify, support, and centralize their SOHO users' voice networks. Now they can.

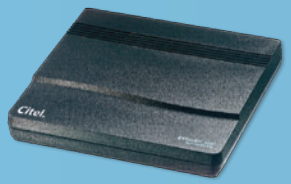
Features

Citel's EXTender 1000, 3000, 4000, and 4100 solutions give SOHO users seamless remote connectivity to the corporate voice and data networks, and associated applications, regardless of geographic location. With a Citel deployment, the enterprise can distribute the features of its central PBX to all SOHO location employees. In addition, these employees can utilize the PBX's call forwarding and voicemail features, ensuring they always receive their calls and messages.

Deployment and Provisioning

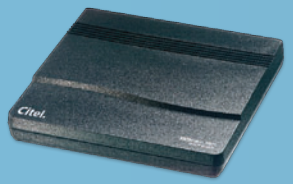
At the SOHO location, the EXTender unit is connected to a compatible digital handset(s) and a network access device (usually a cable or dsl modem). At the corporate PBX location, connect a compatible PBXgateway or switch module to the PBX and a server connection, if needed. Configuration may be completed via terminal or Telnet connection, depending on the EXTender.

Product Descriptions — SOHO User EXTender Solutions



EXTender 1000

- Designed for single remote users
- Connects over a POTS (dial-up) or leased-line connection
- Smaller deployments may be terminated on a one-to-one basis by EXTender 1000 switch modules
- Larger deployments are terminated by a compatible PBXgateway



EXTender 3000 Series

- Designed for single remote users
- Connects over an ISDN connection
- Smaller deployments may be terminated on a one-to-one basis by EXTender 3000 switch modules
- Larger deployments are terminated by a compatible PBXgateway

EXTender 4000

- Designed for single remote users
- Connects over IP (broadband Internet connection and an IP router or DSL modem)
- Terminated by a compatible PBXgateway
- Optional second Ethernet port to connect a desktop or laptop

EXTender 4100 Series

- Designed for SOHO users
- Connects over IP (broadband Internet connection and an IP router or DSL modem)
- Terminated by a compatible PBXgateway
- Available in several configurations:
  - One or two handset ports
  - Optional second Ethernet port to connected a desktop or laptop
  - Optional FXO port for easy 911 call locating and survivability in case of WAN failure

Solution for Mobile Employees

MobileConneX application

Overview

Mobile workers, by the very nature of their work, typically aren't connected to the corporate voice network. How much more productive could these workers be with a seamless connection to the corporate voice network, both for incoming and outgoing calls?

Features

Citel's MobileConneX application works with the enterprise's existing voice platform to extend PBX features and applications to mobile telephone users. All corporate PBX features such as internal dialing, hold, conference, and transfer are available just as if the user was at the corporate office. In addition, incoming calls to the user's corporate extension are forwarded to their mobile phone, or any other external number. And MobileConneX is compatible with all mobile telephones, so no new mobile equipment investment is required.

Deployment and Provisioning

Citel's MobileConneX software is pre-installed on Citel PBXgateway I and II products (described on page 11), adding immeasurable value for enterprises with road warriors. Configuration is completed via terminal for both the PBXgateway ports and the PBX itself. Once configured, any number of the gateway's ports may be used for mobile devices.

PBXgateways

Connecting Citel EXTender Units to the Corporate PBX

Overview

All EXTenders are terminated with compatible Citel equipment at the PBX location. Limited deployments of EXTender 1000s and 3000s can be terminated by EXTender switch modules (described on page 9).

All other EXTenders, as well as larger deployments of 1000s and 3000s, are terminated by one or more compatible Citel PBXgateways. PBXgateways connect to PBX digital station ports, and extend them to remote sites equipped with any compatible Citel EXTender (on a one-to-one port ratio).

For intra-company dialing, no outside line is necessary.

Features

PBXgateway II

- Available in a 24-port configuration
- Two Ethernet ports allow system maintenance without disrupting voice traffic
- Optional integrated network card for direct termination of T1, PRI, and FR networks
- Works over T1, E1, PRI, ISDN, Frame Relay, and IP connections

PBXgateway I

- Available in 8- or 12-port configurations
- Offers flexibility for smaller deployments
- Works over T1, E1, PRI, ISDN, Frame Relay, and IP connections

Compatibility

PBXgateway II (compatible with all Citel EXTender clients)

- 1000 • 3000 • 4000
- 4100 • 6000 • 7000

PBXgateway I (compatible with IP-capable EXTender clients)

- 4000 • 4100 • 6000

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