

# Proposal

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## IP PBX System

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### Pendahuluan

**PT. Tata Telemedia Nusantara** adalah perusahaan general supplier dan telco service provider di Jakarta dengan cakupan penjualan dan distribusi di seluruh Indonesia, meliputi produk hardware - software komputer, cloud services, serta penyediaan mesin-mesin kantor dan industri serta suku cadang dan perlengkapannya.

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# Chapter 1 Product Introduction

Thank you for choosing the our IPPBX Series products which provide excellent VoIP solutions for Enterprise Unified Communications, Customer Service Center, Hotel Voice Communications, etc.

## 1.1 Typical Application

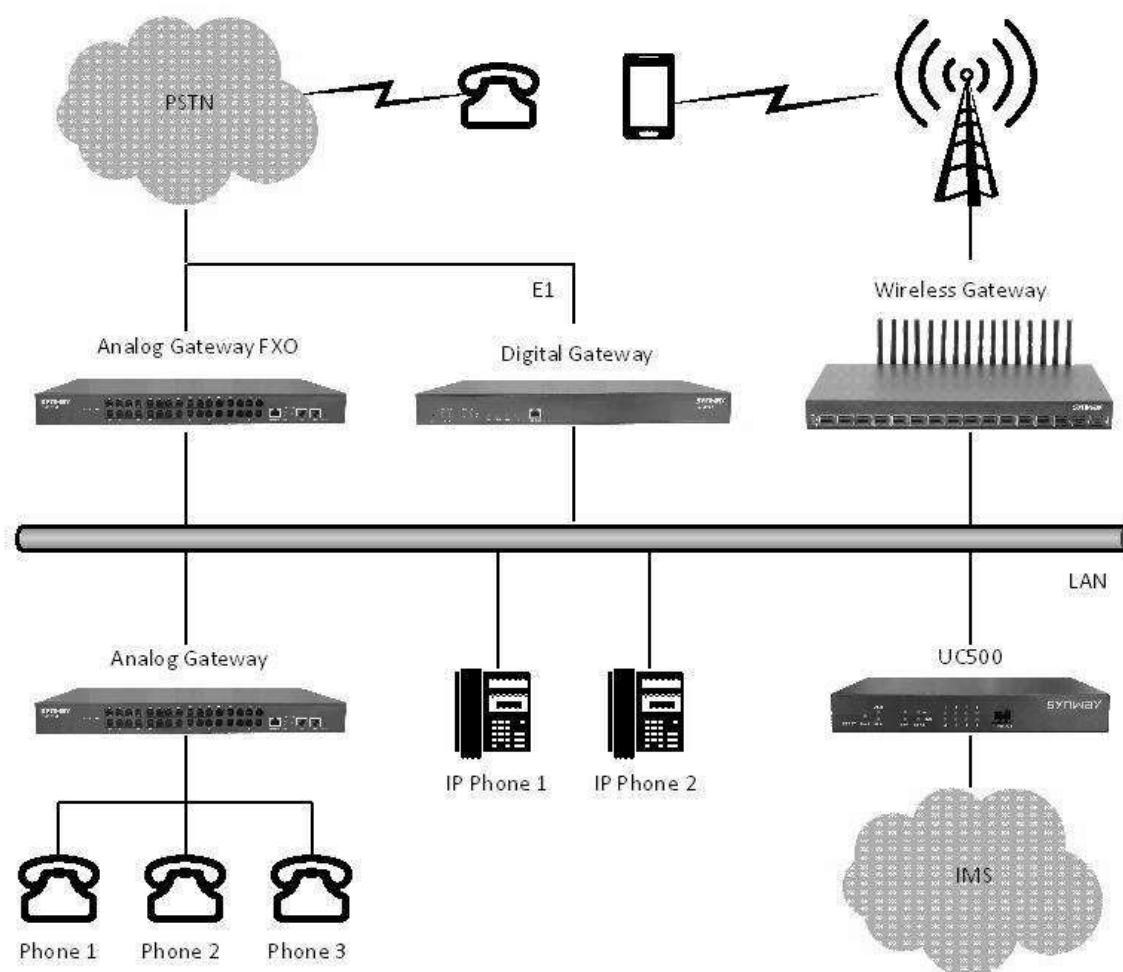


Figure 1-1 IPPBX Typical Application

Main functions in typical applications:

**Enterprise Unified Communications:** Extension, trunk, route, CDR, call recording, IVR, voicemail, teleconference, call forwarding, time condition, monitoring, mobile extension, intercepting, etc.

**Customer Service/Call Center:** Extension, trunk, route, CDR, call recording, queue, monitoring, call forwarding, time condition, etc.

**Hotel Communications:** Extension, trunk, switchboard, wakeup service, paging, etc.

## 1.2 Feature List

Basic Features	Description
<b>Extension</b>	Allow users to make calls from extension to extension after registering SIP extensions to IPPBX.
<b>Trunk</b>	Allow extension users to make incoming and outgoing calls by SIP and FXO trunks with the help of inbound and outbound routes.
<b>Inbound Routes</b>	Enable forwarding calls from SIP or FXO trunks to internal extensions, IVR, conference, call center, DISA, callback systems, etc.
<b>Outbound Routes</b>	Enable making calls from extensions to external PSTN users.
<b>CDR</b>	Allow users to query and download detailed call records by condition on the webpage.
<b>Call Recording</b>	Record extensions, trunks, conferences, call centers; query, play and download the recording.
<b>Call Forwarding</b>	Extensions can be forwarded on different conditions such as 'Always', 'On Busy', 'No Answer', or 'Not Registered'. Meanwhile, time condition settings are supported.
<b>Call Waiting</b>	This feature allows an FXS extension to receive another call while on the phone. It will make the feature of transfer on busy invalid.
<b>Hotline</b>	If an extension on the FXS port doesn't dial out within the set time after it is picked up, the preset number will be called automatically.
<b>Do Not Disturb</b>	Reject all incoming calls to this extension.
<b>Mobile Number</b>	Multiple mobile numbers can be set for an extension to avoid missing any call to it.
<b>Monitor</b>	Support monitoring modes All, Listen, Whisper, Barge-in and monitoring authorities Disable, Enable All, Extensions to set for an extension.
<b>Voicemail</b>	Each extension supports an independent voicemail box as well as sending messages to a designated E-mail address.
<b>Fax</b>	Support T.38 fax extension and fax gateway modes.
<b>Extension Security</b>	Guarantee the security of extensions by password, ACL, UserAgent, etc.
<b>Communication without Power</b>	Enable a connection of the station which is linked with the FXS port and the trunk which is linked with the FXO port to keep the calls between the FXS and FXO ports uninterrupted during power outage.
<b>IVR</b>	Customize multi-level IVR.
<b>Call Center Queue</b>	Customize call center queues, providing multiple station ringing strategies to satisfy a variety of applications.
<b>Conference</b>	Support teleconferencing with more than 30 parties.
<b>AutoCLIP</b>	Redirect call to original extension.

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<b>CC Routes</b>	When the extension is busy, the call will be recorded. After the callback interval, the call will be dialed back.				
<b>Ring Groups</b>	Set a group of extensions into a ring group. When the callers call the ring group, all available extensions will ring simultaneously or sequentially (up to different ringing strategies).				
<b>Intercept Groups</b>	Support interception of inside calls in a group and calls of specified extensions.				
<b>Call Paging</b>	Meet such requirements as paging system.				
<b>Call Parking</b>	Allow users to “park” a phone call with a parking extension number, placing it on hold to be answered on a softphone or any other phone in the office. The caller is put on hold while users switch phones.				
<b>Blacklist</b>	Numbers in the blacklist will be blocked to call in, or called, or both. It supports two modes: Exact Match and Regex Match.				
<b>DISA</b>	Enable outside users using PBX service just like the system extensions to make calls.				
<b>Callback</b>	Hang up the specified callers and let the PBX call them back.				
<b>Speed Dial</b>	Customize a short number that allows fast dialing of your frequently used numbers so that you can place a call by pressing a reduced number of keys without having to look up his/her phone number.				
<b>Time Condition</b>	This feature is supported for inbound routes, call forwarding, mobile extensions, etc.				
<b>PIN Code</b>	This feature is supported for outbound routes, DISA, conference, voicemail, etc.				
<b>Signaling &amp; Protocol</b>	<b>Description</b>				
<b>SIP Signaling</b>	Supported protocol: SIP V1.0/2.0, RFC3261				
<b>Voice</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">CODEC</td> <td>G.711A, G.711U, G.729</td> </tr> <tr> <td>DTMF Mode</td> <td>RFC2833, RFC4733, SIP INFO, INBAND</td> </tr> </table>	CODEC	G.711A, G.711U, G.729	DTMF Mode	RFC2833, RFC4733, SIP INFO, INBAND
CODEC	G.711A, G.711U, G.729				
DTMF Mode	RFC2833, RFC4733, SIP INFO, INBAND				
<b>Network</b>	<b>Description</b>				
<b>Network Protocol</b>	Supported protocol: TCP/UDP, TLS, SSH, HTTPS, ARP/RARP, DNS, NTP, TFTP, TELNET, STUN.				
<b>Static IP</b>	IP address modification support.				
<b>DHCP</b>	IP address dynamic allocation support.				
<b>DNS</b>	Domain Name Service support.				
<b>Security</b>	<b>Description</b>				
<b>ACL</b>	This feature is supported for extension registration and WEB access, etc.				
<b>Auto Defense</b>	Allow users to customize dynamic firewall strategies to guarantee the security of system and network.				
<b>TLS&amp;SRTP</b>	Guarantee the security of signaling and voice communications.				

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<b>Maintain &amp; Upgrade</b>	<b>Description</b>
<b><i>WEB Configuration</i></b>	Support of configurations through the WEB user interface.
<b><i>Language</i></b>	Chinese, English.
<b><i>Software Upgrade</i></b>	Support of user interface, IPPBX service, kernel and firmware upgrades based on WEB.
<b><i>Tracking Test</i></b>	Support of Ping and Tracert tests based on WEB.
<b><i>SysLog Type</i></b>	ERROR, WARNING, NOTICE, INFO, DEBUG, CONSOLE