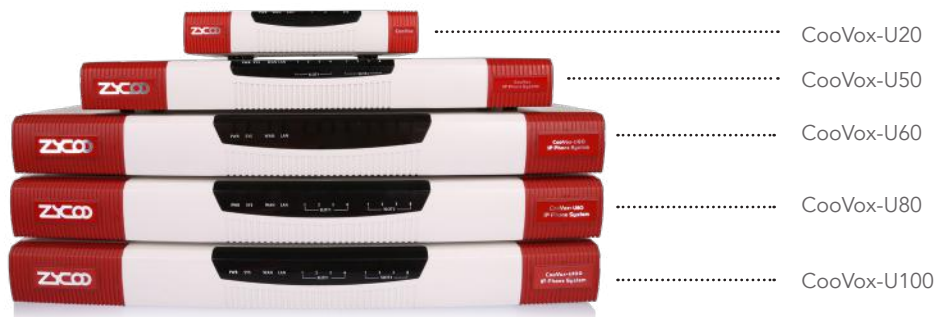




## ■ Enterprise IP Voice Communication Solution

## CooVox Series IP-PBX

CooVox Series is a unified communication system for SMB. Not only come with full PABX features like Caller ID, Auto Answer but also advanced features as IP PBX like Remote Extension, IVR, Call Recording, Conference Call etc. CooVox series adapts small and medium business under 500 extensions, by attaching with EX16S FXS expansion box, CooVox can build a hybrid telephony network easily with no configuration required. Meanwhile, CooVox series provides flexible options for different trunks you may subscribe from any Telco, PSTN CO lines, GSM trunks, SIP trunks (VoIP).



### Quick Setup Wizard

- Guide users setup the system quickly.
- No professional knowledge about IP PBX required.
- Covers all essential settings scattered everywhere.



### SIP Terminals Auto Detection

Scan and detect CooFone series IP Phones, EX16S expansion boxes within LAN for centralized configurations. The intelligence way of installing SIP terminal devices with CooVox will save lots of time and cost from the way you used to do with other PBX systems.

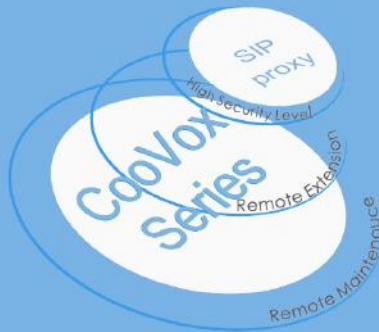


## One Number Stations

Using CooVox series, a same SIP extension number could be registered with up to 5 SIP terminal devices. When the specified extension number is called, all the 5 registered devices will ring at same time. It saves you the extension resources, remote worker can use ONE number for all the locations he would be working at.

## Web Extension

CooVox Series supports WebRTC, authorized extension users can login a web based soft dialer with extensions number and password, the soft dialer is highly integrated with CooVox IP PBX, user will have advanced features like Click-to-Call, Window-Popup, Access Phonebook, Call Recording & Playback, Voicemail Playback, send Fax, etc.



## SIP Proxy services

ZYCOO SIP Proxy services let you experience the ultimate simple form of remote extension deployment and remote office IP PBX integration. The benefits of using ZYCOO SIP Proxy services including:

- Remote extension registrations anywhere with self-defined domain name.
- Remote office IP PBX integration for free inter-branch office phone calls, your remote branch offices will be integrated as one.
- Shared PSTN lines between branch offices.
- Free inter-branch office conference calls.

## Blacklist

Blacklist feature keeps the annoying ad calls out of your IPPBX system. Admin and Operator can add/remove blacklist numbers from web UI, extension users can add/remove blacklist numbers from their phones by feature codes. Blacklist the last caller feature code doesn't even need the user to type the number of the last caller.



## CooVox System Capacity

Item	CooVox-U20	CooVox-U50	CooVox-U60	CooVox-U80	CooVox-U100
Concurrent Calls	15(Max)	30(Max)	65(Max)	60(Max)	100(Max)
Extensions	32(Max)	100(Max)	200(Max)	200(Max)	500(Max)
Recordings and Voicemail	10000Mins	10000Mins	10000Mins	10000Mins	45000Mins
Conference Rooms	10	10	10	10	10
RAM	512MB DDR3	1GB DDR3	2GB DDR3L	2GB DDR3L	4GB DDR3L
Storage	16GB SD	16GB SD	16GB EMMC	16GB EMMC	16GB EMMC +500GB HDD

## CooVox Features

Codec & Protocol	<ul style="list-style-type: none"> <li>• Audio Codecs: Opus/G.722/G.711-Ulaw/G.711-Alaw/G.726/G.729/GSM/SPEEX</li> <li>• Video Codecs: VP8/H.261/H.263/H.263+/H.264</li> <li>• Protocols: SIP (RFC3261)/IAX2</li> <li>• DTMF: RFC4733/SIP INFO/In-Band</li> </ul>
Telephony Features	<ul style="list-style-type: none"> <li>• IVR</li> <li>• Caller ID</li> <li>• Video Call</li> <li>• Paging and Intercom</li> <li>• Follow Me</li> <li>• One Number Stations</li> <li>• Music on Ringback</li> <li>• Call Queue</li> <li>• PIN Set</li> <li>• Voicemail</li> <li>• 3-Way Calling</li> <li>• Call Transfer</li> <li>• Conference Calls</li> <li>• Call Parking</li> <li>• Call Forward</li> <li>• Call Recording</li> <li>• Call Waiting</li> <li>• Call Pickup</li> <li>• Do Not Disturb(DND)</li> <li>• Blacklist</li> <li>• Call Spy</li> <li>• Time Conditions</li> <li>• Distinctive Ringtone</li> <li>• DISA</li> <li>• Wakeup Call</li> <li>• OneTouch Recording</li> <li>• Smart DI</li> </ul>
Advanced Features	<ul style="list-style-type: none"> <li>• Quick Setup Wizard</li> <li>• Scan QR code to configure mobile extension (CooCall)</li> <li>• Expansion box EX16S auto provisioning</li> <li>• LDAP Phonebook auto configure (H81, H83)</li> <li>• SIP phone auto provisioning by PNP or Quick Register Code (H81, H83)</li> </ul>
Multi-user Login	<ul style="list-style-type: none"> <li>• Admin: Highest management privileges</li> <li>• Operator: Manage Extension Users, Configure Advanced Telephony Features, Check Fax, Recording, Call Logs, etc.</li> <li>• Extension User: Web Extension (WebRTC), check local recording, voicemail, call logs.</li> </ul>
Security Features	<ul style="list-style-type: none"> <li>• Built-in Firewall</li> <li>• Geo-IP Security Policy</li> <li>• Intrusion Detection and Prevention</li> <li>• Hot-standby system (U80,U100 optional support)</li> </ul>
Network Features	<ul style="list-style-type: none"> <li>• Network Type (WAN): Static IP, DHCP, PPPoE</li> <li>• VPN: PPTP (Server or Client), OpenVPN (Server or Client), IPSec (Server or Client), L2TP (Server or Client)</li> <li>• Static Routing</li> <li>• VLAN</li> <li>• IPv6</li> <li>• DHCP Server</li> </ul>

## CooVox Telephony Modules

Telephony Modules	CooVox-U20	CooVox-U50	CooVox-U60	CooVox-U80	CooVox-U100
FXOS (1FXO+1FXS)	√	×	√	×	×
FXO-200 (2FXO)	√	×	√	×	×
FXS-200 (2FXS)	√	×	√	×	×
4FXO	×	√	×	√	√
4FXS	×	√	×	√	√
2FXOS (2FXO+2FXS)	×	√	×	√	√
1GSM	√	×	×	×	×
2GSM	×	√	×	√	√
4GSM	×	√	×	√	√
2WCDMA(Voice)	×	√	×	√	√
4WCDMA(Voice)	×	√	×	√	√
1PRI (E1/T1)	×	×	×	√	√
ISDN BRI	2	×	×	4	4

# FXS Expansion Box



### Dedication

For Coovox Series IP PBX only.



### Zero-Touch Installation

Plug-n-play, no need to access EX16S for configuration.



### Convenient & Managed

From Coovox admin dashboard.

EX16S FXS Expansion Box is dedicated to Coovox Series IP PBX as an intelligent accessory to add every 16 x FXS ports for Fax machine or telephone handsets by attaching an EX16S to a Coovox. EX16S should be deployed in the LAN where Coovox is, no manually configuration required for the installation. It is plug-n-play, zero-touch installation and be managed by Coovox administrator dashboard.

### Specification

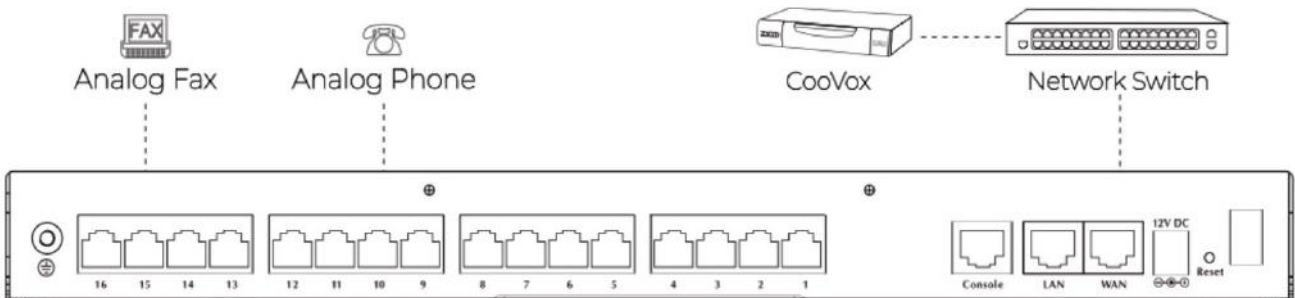
- 1GHz Dual-core A7 Processor
- 512MB DDR3 SDRAM
- 16GB SD Card
- 16 x FXS ports
- 2 x 10/100Mbps RJ45
- SIP(RFC3261)
- G.722 G.711Ulaw G.726 G.729 GSM SPEEX

### Environment

- Operating: 0 ~ 40°C
- Storage: -20 ~ 55°C
- Relative-Humidity: 5 ~ 95% No Condensation

**It's ideal for those enterprises which have heavy telephone traffic.**

With innovative modular design and enhanced hardware platform, it brings you excellent unified communication experience with innovative VoIP function.



# Call Center

## CooCenter-S10+



Unified  
All IP-PBX features  
available



Language  
Chinese, English

## CooCenter-S30



CRM  
Build-in with  
Customer Relationship  
Management



Outbound Calls  
Manually and  
automatically  
follow-up call  
supported

CooCenter Series is a call center solution that Zycoo lately launched dedicatedly for SMB. CooCenter is implemented applications and services as Call Center, IP PBX and Customer Relationship Management system (CRM), telemarketing. It comes with better price and higher performance, easy to deploy and user friendly.

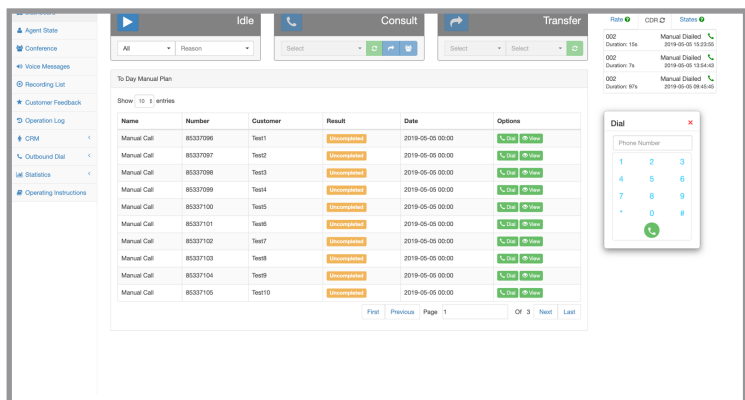
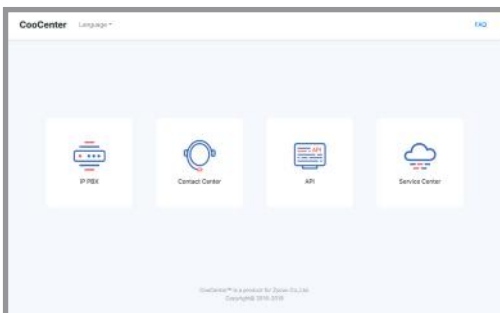
### Call Center Features

- Call Popup
- Call Queues
- Callback Reminder
- Remote Agents
- SIP Agents
- WebRTC Agents
- ACD
- Call Monitoring
- Click-to-call
- Auto Dial
- Satisfaction Survey
- Call Statistics
- Built-in CRM
- Questionnaire
- Call Barging
- Whisper Coaching
- IVR
- Voicemail

### IP PBX Features

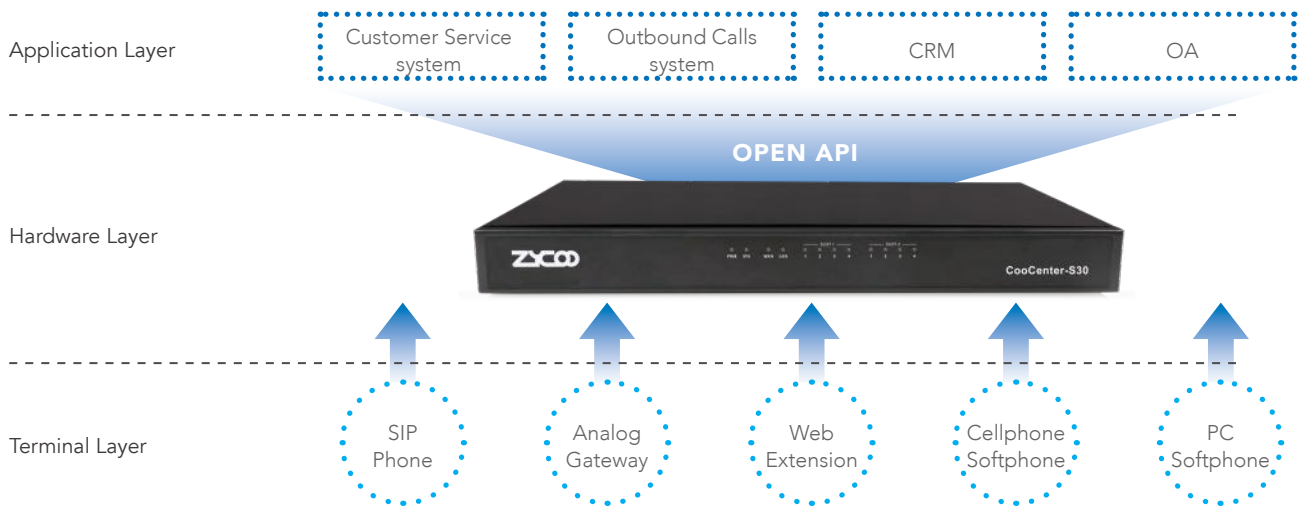
- Caller ID
- Video Calls
- Paging & Intercom
- Voicemail
- DID
- Voicemail to Email
- IVR
- PIN Set
- Call Recording
- 3-way Calling
- Conference Call
- Phone Provisioning
- SIP Trunking
- Blacklist
- BLF
- Feature Codes
- Call Transfer
- Call Parking
- Call Forward
- Call Hold
- Call Waiting
- Ring Groups
- Call Pickup
- MOH

**Call Center and IP-PBX integrated into one, and this one is for all your needs of business telecommunication.**



## Specification of CooCenter

	CooCenter-S10+	CooCenter-S30
Agents	20	60
Extensions	40	120
Concurrent Call	10	30
CRM Records	100K	300K
Recording	10000Mins	450000Mins
Auto Dial Records	6K	20K
Call History	100K	300K
Telephone Interfaces	4xFXO/2FXO+2FXS/4FXS	2 x Slots, each slot supports: 1PRI, 2/4GSM, 4FXO



The diagram shows a central CooCenter device connected to various departments and external providers:

- Internal Departments:** Reception, R&D, Marketing, Technical support, Sales, and Customer Cares.
- External Providers:** Telecom service Provider (connected via Mobile and Fixed Line).

### Call Center and IP-PBX as one.

No only call center department can use this system, the other department like R&D, Accounting may also use ZYCOO CooCenter as a IP-PBX to set up a company IP based telephony system.

### Keep your existing number

If you choose cloud based call center, normally you can not use your existing PSTN number as your company number any more, but with CooCenter, we support PSTN/T1/E1 to keep your number with you always.

# SIP Phone

## CooFone-H81



Zero-Touch Installation



HD Voice Quality

### Call Features

- Answer / Reject Calls
- Mute / Unmute (microphone)
- Call Hold / Resume
- Call Waiting
- Intercom
- Caller ID Display
- Speed Dial
- Anonymous Call (Hide Caller ID)
- Call Forwarding (Always/Busy/No Answer)
- Blind / Attended Call Transfer
- Call Parking / Pick-up
- Redial/Auto-Redial
- Do-Not-Disturb (per line / per phone)
- Auto-Answering (per line)
- 3-way Conference
- Hot Line

## CooFone-H83



Multi Accounts & SIP Lines

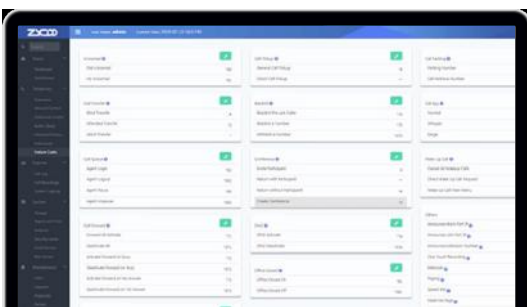


Power Over Ethernet

### IPhone Features

- HD Voice
- Handset / Hands-free / Headset mode
- Phonebook (500 entries)
- Remote Phonebook (XML/LDAP)
- Call log (600 entries, in/out/missed)
- Black/White List Call Filtering
- Message Waiting Indication (MWI)
- Programmable Soft keys
- Network Time Synchronization
- Action URL / Active URI
- Industrial Standard Certifications: CE/FCC

## Easy Connection to Any IP-PBX System



## Plug and Play with CooVox Series IP-PBX

