



EMPOWERING COMMUNICATION

COMPANY PROFILE

Cohesive Technologies is a Global Telecom Solution Provider on VolP and IP Platform As well a leading Integrator and Solution Provider with the Best Innovative IP Solutions which adds value to Customers through a combination of different high end technologies for a true Converged Solution.

Working with Technology Partners like **Cyberdata**, **Sangoma, Epygi, Grandstream, Milesight, Wi-Tek and Yeastar** helped us delivering state-of-the-arttechnology Products to Premise and Cloud based requirements for various companies that span across multiple segments.



COHESIVE GLOBAL REACH



HEADQUARTER

Cohesive Technologies (P) Ltd.

CS-4, 5 & 6, 4th Floor, Ansal Plaza, Sector 3 Vaishali, Ghaziabad (U.P.) 201010 **Email Id:** info@cohtechnologies.com, **Web:** www.cohesiveglobal.com **Contact No**: +91 120 4830000 | +91 7290000544

INDIA

COHESIVE INDIA REACH

0

BRANCH OFFICES

КОЦКАТА

CHANDIGARH

GURGAON

MUMBAI

PUNE

LUDHIANA

AHMEDABAD

0

ALANDHAR

DELHI

INDORE

BANGALORE

HYDERABAD

CHENNAI

HEADQUARTER

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+91 7290000544

AWARD WINNING HISTORY







2010

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PRODUCT

OF THE YE

TELEPHONY

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SEGEMENT WE CATER & TECHNOLOGY PARTNERS





Education



Healthcare



Residential







Auto & Transportation

CyberData The IP Endpoint Company SANG MA Cepygi.

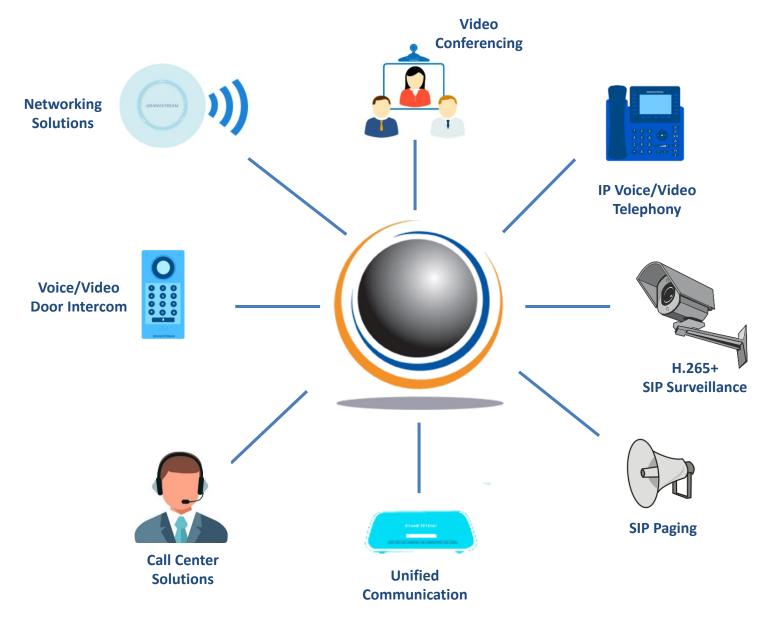








TOTAL SOLUTIONS



PRODUCT PORTFOLIO

Industrial/WiFi & VoIP Phones

SIP Video & Cordless Phones

ATAs & Gateways Asterisk Hardware & Headset









UCM with Video Conferencing Business Conf. & IPVideoTalk Networking Solutions H.265+ SIP Surveillance & PoE NVRs









Continued...

PRODUCT PORTFOLIO

SIP Voice & Video Door Intercoms



SIP Paging & Accessories



Switchvox E- Series Appliances



Network Switches



Call Center Solutions







Carrier Grade, High End, Basic, Mid-Range & **Business VolP -SIP Phones for** Switchvox & Asterisk **Desktop Endpoint**



NEWLY LAUNCH

Model	GRP2612(P/W)	GRP2613	GRP2614	GRP2615	GRP2616
LCD	2.4" Color LCD 320x240	2.8" Color LCD 320x240	Dual Color LCDs 320x240 (2.8" & 2.4")	4.3" Color LCD 480x272 4.3" Color LCD Extension Module	Dual Color LCDs (4.3" 480x272 & 2.4" 320x240)
Line/MP Keys	2 Line, 2 MP	3 Line, 3 MP	4 Line, 8 MP (2nd LCD)	10 Line, 40 MPK	6 Line, 48 MP (2nd LCD)
SIP Accounts	2	3	4	5	6
Opus	Yes (1 instance)	Yes (1 instance)	Yes (2 instance)	Yes (2 instance)	Yes
Power/PoE	Power & PoE	Power & PoE	Power & PoE	PSU & PoE	Power & PoE
Network-Speed	100M	Gigabit	Gigabit	Gigabit	Gigabit
Additional	AC Dual Band Wi-Fi	AC Dual Band Wi-Fi	Bluetooth (BT5), WiFi	Bluetooth (BT5), Wi-Fi	Bluetooth, Wi-Fi, USB
Unified Firmware	Yes (GRP Series)	Yes (GRP Series)	Yes (GRP Series)	Yes (GRP Series)	Yes (GRP Series)

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High End, Basic & Residential SIP Phones



GXP16xx Series Basic IP Phone SIP Account : 1/2/3, 2/3 lines, 8 BLF Keys, (Non-PoE/PoE)





GXP21xx Series High End IP Phone SIP Account : 3/4/6, 3/4/6/8/12 lines, 4/5/6-way conf., PoE, Bluetooth, Dual switched





WP820 WiFi Phone Integrated WiFi & Bluetooth, HD Voice, Security



GXP17xx Series Mid-Range IP Phone SIP Account : 3/4, 6/8 lines, 5-way conf., PoE, 4XML



Business VolP Phones(D6x Series)

For Switchvox & Asterisk Dual 10/100/1000 Mbps Gigabit network ports, 4 features keys, 2/6 lines appearance keys, 4.3 inch, 480 * 272 pixel Full-color LCD Display



Cohesive Technologies Pvt. Ltd

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	¢.	d iii				C.		d			
Model	GXP1610	GXP1620/1625	GXP1628	GXP1630	GXP1760	GXP1780/1782	GXP2130v2	GXP2135	GXP2140	GXP2160	GXP2170
LCD Screen (pixel)		132 x 48	18 132 x 64 200 x 80 200 x 80 3			320 x 240 (320 x 240 (TFT color LCD) 480 x 272 (TFT color LCD)			r LCD)	
Lines (SIP Account)	1	2	:	2	6 line keys with 3 SIP accounts	8 line keys with 4 SIP accounts	3	8 line keys with 4 SIP accounts	4	6	12 line keys with 6 SIP accounts
Programmable Keys		3 (XM	L)			4 (XML	.)			5 (XML)	
Speed Dial/BLF		No	1	8	24 Virtual	32 Virtual	No	32 Virtual	No	24	48 Virtual
Voicemail LED		Yes, Access Key to Voicemail Box									
HD Audio	No	No Handset with HD Audio, supports codec G.722 (wideband)									
Speaker	Yes	Yes Yes, G.722 (Wideband) HD Audio, Full Duplex with Advanced Echo Cancellation (AEC)									
Headset Jack	RJ9 supporting EHS with Plantronics Headset										
Backlit LCD	No	No Yes									
Extension Module		No Up to 4 Modules Up to 4 Modules						Up to 4 Modules			
Provisioning	HTTP, HTTPS, TFTP, TR-069, XML										
Network Ports	Dual 1	Dual 10/100Mbps Dual Gigabit Dual 10/100Mbps Dual Gigabit 10/100/1000Mbps 10/100/1000Mbps (Dual Gigabit on GXP1785 only) Dual Gigabit 10/100/1000Mbps									
Integrated PoE	No, exce	No, except GXP1625 Yes									
Security	SIP/TLS, SRTP, AES-256, 802.1x										
Operating System	Linux Based										
Phonebook		500 contacts 2,000 contacts									
Conference		3 4				5					
Bluetooth		No Yes									
USB	No Yes										

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GRANDSTREAM

GXP1700 Series Mid-Range IP Phones



Model	GXP1760	GXP1760W	GXP1780/1782		
Lines	6 Lines, 3 SIP Accounts	6 Lines, 3 SIP Accounts	8 Lines, 4 SIP Accounts		
Conferencing	5-Way	5-Way	5-Way		
Phonebook Size	2000	2000	2000		
Soft Keys	4 XML Programmable Keys	4 XML Programmable Keys	4 XML Programmable Keys		
Display	200 x 80 Pixel Back-Lit LCD	200 x 80 Pixel Back-Lit LCD	200 x 80 Pixel Back-Lit LCD		
BLF/Fast-Dial Keys	24 Virtual Programmable Keys	24 Virtual Programmable Keys	32 Virtual Programmable Keys		
HD Audio	Yes	Yes	Yes		
Auxiliary Ports	USB, RJ9, EHS	USB, RJ9, EHS	USB, RJ9, EHS		
POE	Yes	Yes	Yes		
Network Ports	Two 10/100 Network Ports	Two 10/100 Network Ports	GXP1780 - Two 10/100 Ports GXP1782 - Two 10/100/1000 Gigabit Ports		
Integrated WiFi	No	Yes	No		
Voice Codecs	G.729A/B, G.711u/a-law, G.726, G.722, G.723, iLBC, OPUS, DTMF	G.729A/B, G.711u/a-law, G.726, G.722, G.723, iLBC, OPUS, DTMF	G.729A/B, G.711u/a-law, G.726, G.722, G.723, iLBC, OPUS, DTMF		
Security	MD5, MD5-Sess, 256-bit AES, SRTP, TLS, 802.1x	MD5, MD5-Sess, 256-bit AES, SRTP, TLS, 802.1x	MD5, MD5-Sess, 256-bit AES, SRTP, TLS, 802.1x		
Provisioning	HTTP, HTTPS, TFTP, TR-069, XML	HTTP, HTTPS, TFTP, TR-069, XML	HTTP, HTTPS, TFTP, TR-069, XML		
Power Supply Included	Yes	Yes	Yes		

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Digium A-Series IP Phones for Asterisk

SANG



Overview

✓ The A-Series IP phones are Digium's best value for budget-minded Asterisk users. They are an affordable desk phone option with high quality components and a streamlined feature set. The A-Series IP phones are easy to use and provide the necessary tools to complete your Asterisk-based phone system.



Digium D-Series IP Phones for Switchvox



Play >					
		D60 Entry-level	D62 Entry-level, Gigabit	D65 Mid-level	D80 Executive-level
	Line Registrations	2	2	6	1
	Feature Keys	4	4	4	Touchscreen
	Rapid Dial/ Busy Lamp Field Keys	Up to 1 key 1 contact	Up to 1 key 1 contact	Up to 5 keys 100 contacts	Up to 20 on-screen, scrolling to 100 contacts
	Ethernet LAN and PC Port	10/100Base-T	10/100/1000Base-T	10/100/1000Base-T	10/100/1000Base-T
	Built-in Bluetooth	No	No	10 A 10	100 B
	Main Display	4.3 inch, color	4.3 inch, color	4.3 inch, color	High-definition 7.0 inch, color, capacitive touch
	Power over Ethernet (PoE)	100 B	100 B	100 A.	100 B
	Advanced Phone Applications	100 C	100 B		-
Overview					

Overview

Digium D-Series IP phones offer the tightest integration and easiest provisioning with Asterisk. Each model features plug-and-play deployment and native apps, such as Visual Voicemail, contacts directory, parking, call recordings, call queues, and more, to provide an unparalleled user experience from installation to everyday use. You can build custom applications with a simple JavaScript API to tailor your phones and Asterisk system to your specific business processes. The D-Series family of IP phones features four models, including the D80, a completely touch-driven IP business phone for users who want an exceptional experience with the highest level of quality.



Industrial VoIP Phones





SIP Heavy Duty Emergency Keypad Call Station Industrial Phone

- ✓ PoE , Doubles as a paging speaker
- ✓ Corrosion protected and powder coated steel faceplate
- ✓ Hands free operation
- ✓ Push to call and emergency call buttons
- ✓ Surge arrestor to prevent voltage spike damage
- ✓ Easy support drill guides for top and bottom mount glands



SIP Armored Steel Ringdown Phone Industrial Phone

- PoE, Corrosion protected and powder coated
- ✓ Heavy duty G Type industrial handset
- Vandal resistant armored handset cord with lanyard
- ✓ Magnetic reed hook switch to reduce parts subject to wear
- ✓ Surge arrestor to prevent voltage spike damage
- Hearing aid compatible and receiver volume adjustment



SIP Vandal Resistant Keypad Phone Industrial Phone

- PoE, Corrosion protected and powder coated
- ✓ Heavy duty G Type industrial handset
- ✓ Spring loaded door
- Vandal resistant armored handset cord with lanyard
- Magnetic reed hook switch to reduce parts subject to wear
- ✓ Surge arrestor to prevent voltage spike damage



- ✓ PoE 802.3af enabled (Power-over-Ethernet)
- ✓ Water/dust-tight thermoplastic resin enclosure, Type 4X & IP66
- ✓ Waterproof connections and stainless steel fittings for longer life
- Corrosion protected and powder coated steel faceplate
- Heavy duty G Type industrial handset
- ✓ Spring loaded door





Industrial SIP Phones







Cohesive Outdoor SIP Industrial Phone Decibel (CIP-30) Industrial Phone Cohesive Outdoor SIP Industrial Phone Decibel with Horn Speaker (CIP(H)-30) Industrial Phone Cohesive Outdoor SIP Industrial Phone Decibel with Horn Speaker (Emergency Light) Industrial Phone







SIP -Video/Cordless **Phones** For Android & Touchscreen phone for specially for Asterisk

Video & Touchscreen IP Phones













IP Video Phones/Cordless Phone/Softphone App



GXV3350 Android Video IP Phone LCD Screen : 5 inch touchscreen Android 7 SIP Account: 16 Wi-Fi PoE, Bluetooth, USB, HDMI



DP750/760/DP720 Dect Cordless IP Phone

Up to 10 SIP accounts per system, up to 5 DP720 handsets per base station,3way conf., full HD audio,300m/50m range outdoors/indoors



D80 Touchscreen IP Phone VoIP Business phones for Asterisk

Dual 10/100/1000 Mbps Gigabit Network Ports, HD 7inch, color, Touchscreen, capacitive, PoE, built-in-bluetooth





GXP2200EXT

Play

- Used with the GXP2140 and GXV3240
- 2 arrow keys for page switching \checkmark
- Up to 4 units per phone, 160 total \checkmark extensions
- Large LCD with bi-colored LED
- Powered by host phone

Softphone App

Requires Android 4.0+, and iOS 7.0+, Supports 6 SIP accounts, 6-way audio conferencing, Features include call transfer, LDAP phonebook, virtual BLF keys and more, Native integration with mobile devices including contacts, call history, and ringtones, Available for Android and iOS

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GXP2200EXT/

Grandstream wave

Expansion Module/

Android[™] and iOS

GXV3350 Android Video IP Phone

Newly Launch





GXV3350 Android Video IP Phone

- 16 lines with up to 16 SIP accounts
- Built-in 1 mega-pixel CMOS tiltable camera for video calling with privacy wheel
- Runs on the Android 7.0 operating system
- Built-in Bluetooth for syncing with mobile devices and connecting Bluetooth headsets
- Dual-switched auto-sensing 10/100/1000Mbps network ports
- Integrated dualband Wi-Fi (2.4GHz & 5GHz)
- Built-in PoE/PoE+ for power and network connections
- Dual-mic HD speakerphone with noise reduction, advanced echo cancellation & excellent doubletalk performance
- 4-core 1.3GHz ARM Cortex A53 processor with 2GB RAM and 8GB eMMC Flash
- 5.0" (1280×720) capacitive 5-point touch screen HD TFT LCD
- Peripherals include HDMI-out, USB, headset jack, EHS
- 6-way audio conferencing & 3-way 720p 30fps HD video conferencing capability

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Image: Contract of the contract

New Android Video Phone with large IPS touch screen

NEWLY LAUNCH

GXV3370

Video Phone

GXV3370 Android Video IP Phone



GXV3370 Android Video IP Phone

- 16 lines with up to 16 SIP accounts
- Built-in mega-pixel camera for video calling with privacy shutter
- Runs on Android 7.0 operating system
- Built-in Bluetooth for syncing with mobile devices and connecting Bluetooth headset
- Dual-switched auto-sensing 10/100/1000Mbps network ports
- Integrated dual-band WiFi (2.4GHz & 5GHz)
- Built-in PoE/PoE+ to power the device and give it a network connection
- Speakerphone with HD acoustic chamber, advanced echo cancellation & excellent double-talk performance
- 4-core 1.3GHz ARM Cortex A53 processor with 2GB RAM and 8GB eMMC Flash
- 7" (1024×600) capacitive 5-point touch screen TFT LCD
- TLS and SRTP security encryption technology to protect calls and accounts
- 7-way audio conferencing & 3-way 720p 30fps HD video conferencing capability

Cohesive Technologies Pvt. Ltd



HD

GXV3380 IP Video Phone

Newly Launch

GXV3380

Video Phone for Android

GXV3380 Android Video IP Phone

Newly Launch



GXV3380 Android Video IP Phone

- The GXV3380 IP Video Phone for Android combines a 16-line IP video phone with a multi-platform video
- collaboration solution and the functionality of an Android tablet to offer an all-in-one communications solution.
- This IP video phone delivers a powerful experience through its' 8 inch 1280x800 capacitive touch screen
- 2megapixel camera, HDMI in/out for content sharing, dual microphones and support for 1080p HD video. The
- GXV3380 adds dual Gigabit ports with PoE/PoE+, integrated Wi-Fi (802.11ac) and Bluetooth support. It also runs
- Android 7.x and offers instant access to hundreds of thousands of Android apps. By combining a state-of-the-art
- IP video phone, an advanced video collaboration solution, and the functionality of an Android tablet, the GXV3380
- offers businesses throughout the world a powerful desktop communication and productivity solution.

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GBX20 Extension Module

Newly Launch





- 4.3 inch (272x480) TFT color LCD
- 20 per page (each module contains 2 pages, for up to 40 lines per module
- Combine up 4 daisy-chained modules for 160 contacts/extensions
- BLF, call park /pick-up, speed-dial, presence, intercom, voice conferencing transfer/forward and more

Cohesive Technologies Pvt. Ltd







DP730

DP722



DP752

NEWLY LAUNCH

DP730/722/752

Dect Cordless IP Phones





- Integrates digital PSTN and ISDN trunks with VoIP networks
- 1, 2 or 4 E1/T1/J1 spans
- 30, 60 or 120 concurrent calls
- Supports PRI, SS7 and MFC R2 digital signaling
- Supports all popular voice codecs, including Opus, G.722, G.729, GSM-FR and more
- Dual gigabit ports, configurable NAT router
- 2 USB ports, SD card slot (extra memory)
- Multi-language voice prompts

.

NEWLY LAUNCH

GXW4500 Series

E1/T1/J1 Digital VolP Gateways



Newly Launch

GSC3510

SIP Intercom Speaker/ Microphone



SIP Intercom Speaker/ Microphone

SIP Intercom Speaker/Microphone





GSC3510 SIP Intercom Speaker/ Microphone

- Speaker 8W high fidelity speaker with AEC
- *Mic* 3 directional microphones with multichannel microphone array design, beam forming, and up to 4.2m voice pickup distance
- Integrated dual-band WiFi
- Bluetooth support
- 1 10/100MBps network port with PoE
- Full band audio (Opus, G.722 etc.)
- Advanced acoustic echo cancellation for full duplex 2-way audio

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Newly Launch

GSC3505

SIP Intercom Speaker/ Microphone

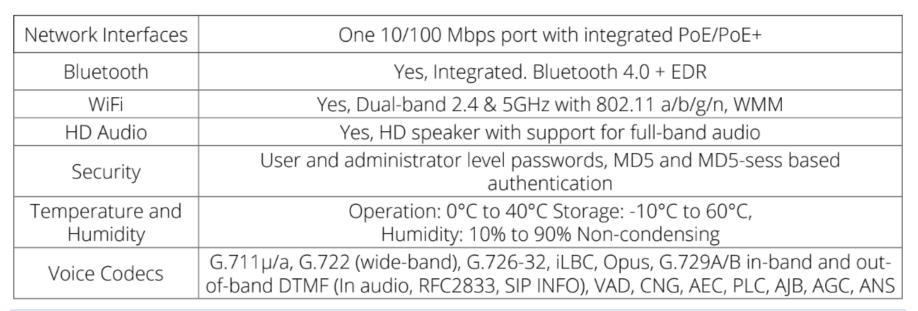


1-Way Public Address SIP Speaker

SIP Intercom Speaker/Microphone

Newly Launch

GSC3505 1-Way Public Address SIP Speaker



Competitive Features

Speaker with HD acoustic chamber • Features SIP paging, multicast paging, call-waiting with priority override • Full-band and wide-band audio codec support • Integrated dual-band 802.11 a/b/g/n WiFi • Integrated Bluetooth support One 10/100 Mbps network port with PoE/PoE+ • Web-UI access for control and configurations

Cohesive Technologies Pvt. Ltd







ATAs & Enterprise **Analog ISDN & GSM Gateways** (BRI & PRI)

Enterprise Gateways









Networking Solutions/Gateways & ATAs



GXW4008 Analog VoIP Gateway

Features

- ✓ 8 ports
- ✓ Multiple SIP profiles
- ✓ Auto provisioning
- Telephony features include 3-way conference, hold, transfer and hunt group



GWX4100 Series Analog VoIP Gateway

2 10/100 Mbps network

support, caller ID, flexible

dial plans and security

protection with SRTP

codec

security

4 or 8 ports

protection

Advanced

Comprehensive

ports

 \checkmark

 \checkmark

 \checkmark



GXW4200 Series Analog VoIP Gateway



HT801/802/812/813/814/818 Analog Telephone Adapters

- ✓ High density 16/24/32/48 port models
- ✓ Multiple SIP profiles
- ✓ Auto provisioning
- ✓ Gigabit network port
- ✓ Rack mountable

- ✓ In HT813 1 FXO & 1 FXS port
- ✓ 1/2/2/4/8 Lines
- ✓ 1/2/2/4/8 FXS Ports
- ✓ 3-Way Conf.
- ✓ Integrated NAT Router
 - No/No/Yes/Yes/Yes

Cohesive Technologies Pvt. Ltd



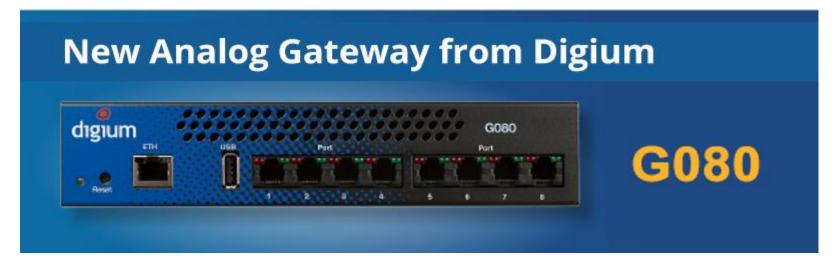
Product Name	FXS Ports	FXO Ports	ISDN Ports	E1/T1 Ports
QXFX04 Gateway• Ethernet RJ-45 - 2• IP to PSTN Calls (max) - 4		4		_
QXISDN4 GatewayEthernet RJ-45 - 2IP to PSTN Calls (max) - 8			4	
QXE1T1 GatewayEthernet RJ-45 - 2IP to PSTN Calls (max) - 30(E1) / 24 T(1)				1
QXFXS24 GatewayEthernet RJ-45 - 2IP to Analog Ext 24	24		—	



PRI-VoIP Gateways



Digium Analog Gateway – G080



The G080 Series VoIP gateways are 8-port analog gateways with the ability to support up to 8 concurrent calls. They are available in three separate analog loopstart configurations: 8 FXO trunk ports, 8 FXS telephone set ports, and 4 FXO trunk with 4 FXS telephone set ports. Digium gateways' robust feature set includes the ability to configure call rules for connecting many combinations of telephony providers (traditional and VoIP) and PBXs (legacy and VoIP), failover routing to ensure calls won't fail, SIP to SIP transcoding, and a proven design with no moving parts that fits any environment.















VOIP GSM Gateway – TG400/800/1600



Yeastar TG is a series of VoIP GSM gateway connecting GSM/ Network to VoIP Network directly, which can support two-way communication: GSM to VoIP or VoIP to GSM. It is the best solution ever to connect IP-based telephone systems, and soft switches to GSM network; and also the best fallback solution when landline goes down.



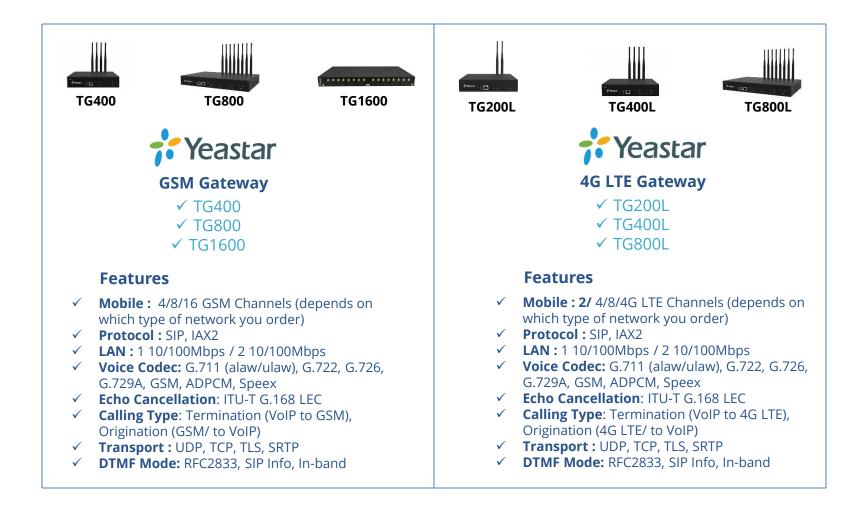
VOIP 4G LTE Gateway – TG200L/400L/800L



Yeastar TG is a series of VoIP 4G LTE gateway connecting 4G LTE / Network to VoIP Network directly, which can support two-way communication: 4G LTE to VoIP or VoIP to 4G LTE. It is the best solution ever to connect IP-based telephone systems, and soft switches to 4G LTE network; and also the best fallback solution when landline goes down.



VOIP GSM/4G LTE Gateways







Asterisk Hardware & Enterprise Headsets

Telephony Cards, Digital VoIP Gateways, Cohesive Technologies Headsets



Telephony Cards



Headsets – DB20(USB) | DB10(RJ9)



Headset

Features

- ✓ Two ears wearing, enhance comfort and clarity
- ✓ The Ultra Noise canceling Mic filters 90% background noise
- ✓ Broadband audio frequency
- ✓ Option for Mic AGC control, improves the compatibility with difference systems
- ✓ Hearing protection with Active Protection TM technology
- ✓ Cardioid-directional microphone
- ✓ 3000 rotation MIC boom offers optimal convenience
- ✓ Mirror decoration surface with Nano-plating technology
- ✓ (Auto MuteTM) function when boom rotates to 600 to -600(option)

DB10(RJ9) with QD Cable Headset

- ✓ Two ears wearing, enhance comfort and clarity
- ✓ The Ultra noise canceling Mic filters 80% background noise
- ✓ Broad Band audio frequency
- ✓ Hearing protection with Active ProtectionTM technology
- ✓ Ultra FlexTM MIC wires,boom rotation>20k times
- Teflon washer increases stability and ensures optimal durability
- ✓ Quick Link(QLTM) function
- ✓ Optimized for noisy official users and call center users

Cohesive Technologies Pvt. Ltd





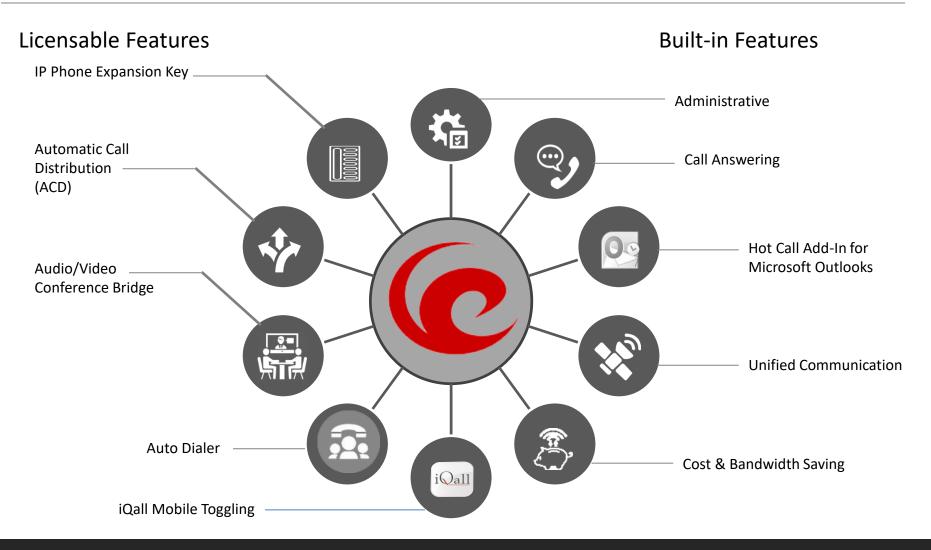
Unified Communications With Video **Conferencing &** Redundancy **IPPBX**



QX Series Features







Cohesive Technologies Pvt. Ltd



IP PBXs



	Product Name	Total Phones	Total IP Phones	FXS Ports	FXO Ports	ISDN Ports
	 LAN/WAN 10/100/1000 Port - 1 Audio In & Audio Out - 1 SD Slot - 1 	32	32			
	 FXO PSTN Port - 2 Audio In & Audio Out - 1 SD Slot - 1 	50	48	2	2	-
GINAN	 FXO PSTN Port - 4 Audio In & Audio Out - 1 SD Slot - 1 	202	200	2	4	-
	 LAN/WAN 10/100/1000 Port - 1 Audio In & Audio Out - 1 SD Slot - 1 	500	500			_
QX3000 IP PBX		3,000	3,000	-	-	
QXISDN4+ IP PE	Ethernet LAN/WAN port - 1	48	48			4







Introducing a NEW Member of Our QX Family – QX5000

The **new QX5000** is engineered to service large offices of **up to 5000 users** and to support **up to 700 concurrent calls**.

QX5000 – 5000 Extension PBX with 104 Party Video Conferencing & 288 Audio Conferencing



UCM Series of IPPBXs



The UCM series of IP PBXs features 2 model types: the UCM6200 series, UCM6202 and UCM6204 support up to 500 users and 30/45 concurrent calls, UCM6208 supports up to 800 users and 100 concurrent calls and the UCM6510, which is geared towards small and medium enterprises by supporting up to 2000 users.

Cohesive Technologies Pvt. Ltd



VoIP PBX For SME 5412 & 5100



S412 VoIP PBX



S100 VoIP PBX

Yeastar VoIP PBX



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S412 VoIP PBX	S20 VoIP PBX	S50 VoIP PBX	S100 VoIP PBX	S300 VoIP PBX
Flexible and modular VoIP PBX with up to 12 FXS Extensions and up to 4 CO/BRI	Stand-alone system offering an unrivalled range of features to small business.	Fully featured, reliable, and rack mountable IP- PBX for medium sized business.	Cost-effective and future-proof phone systems that grows with your business.	Enterprise-class IP telephony services that can scale up to 500 users.
 ines. 20 Users 8 Concurrent 	 20 Users 10 Concurrent Calls	50 Users25 Concurrent Calls	 100/200 Users Up to 60 Concurrent 	 300/400/500 Users Up to 120 Concurrent
	Pvt. Ltd 5 & 6, 4 th Floor, Ansal Plaza, Se es.com Web: www.cohesiv		Calls J.P) - 201010	Calls HESIVE Technologies

Yeastar S412 VoIP PBX





S412 is a flexible and modular VoIP PBX that provides productivityenhancing communication platform with a compact and powerful analog and VoIP capable system for small business.



Extending Features with App center

- ✓ Up to 12 FXS Extensions
- ✓ Up to 4 CO/BRI lines
- ✓ 8 VoIP Users
- ✓ 8 Concurrent Calls
- ✓ 2 GSM/WCDMA/4G LTE Channels
- Security: Protected from Internet hackers, viruses with built-in firewall, TLS, SRTP, and more.
- Performance: Powered by Freescale ARM A9 industrial grade quad-core CPU processors.
- ✓ Future-proof: Free lifetime software/firmware upgrade assure reliability over the years.
- ✓ Easy to use: Save time with streamlined installation. Manage PBX on the intuitive Metro UI.
- Phone provisioning: Automatically provision phones from Cisco, Yealink, Panasonic and more.

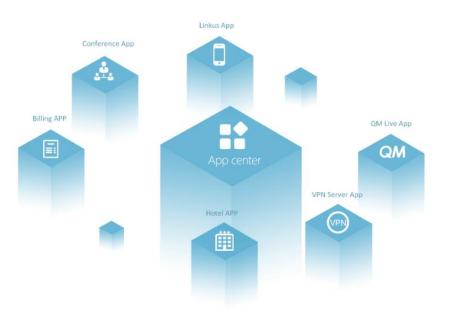


Yeastar S100 VoIP PBX





S100 is a cost-effective business communication system with a base configuration of 100 users and 30 concurrent calls and can scale up to 200 users and 60 concurrent calls.



App center. Easy access to a wealth of PBX features

Features

- ✓ 100 Users (expandable to 200)
- ✓ 30 Concurrent Calls (expandable to 60)
- ✓ Up to 16 FXS/FXO/BRI Ports
- ✓ Up to 6 GSM/CDMA/3G/4G Channels
- ✓ Up to 2 E1/T1/PRI Ports
- Security: protected from Internet hackers and viruses with built-in firewall, TLS, SRTP, and more.
- Performance: powered by Freescale ARM A9 industrial grade quad-core CPU processors.
- ✓ Future-proof: free lifetime software/firmware upgrade assures reliability over the years.
- ✓ Easy to use: save time with streamlined installation. Manage PBX on the intuitive Web GUI.
- Phone provisioning: automatically provision phones from Cisco, Yealink, Polycom, and more.





Business Conferencing & IPVideoTalk

Innovative Conferencing for Small and Medium Businesses



Business Conferencing



GVC3200 Video Conferencing System





GVC3202 Video Conferencing System



Features	GVC3200	GVC3202	
MCU & Camera	All-in-one	All-in-one	
мси	4-way 1080p 5-way 720p 9-way VGA	2-way 1080p 3-way 720p or VGA	
Resolution	1080p (30fps)	1080p (30fps)	
Can bridge SIP call with Skype or Google Hangouts	Yes	Yes	
MCU License Required	No	No	
Video In	1x HDMI/VGA	1x HDMI/VGA	
Video Out	3x HDMI	2x HDMI	
Lens	12x zoom, wide	9x zoom, wide	
Operating System	Android 4.4	Android 4.4	
H.264 Video	Yes, (HP) (MP) (BP)	Yes (HP) (MP) (BP)	
Bluetooth/Wi-Fi	BT 4.0, Wi-Fi dual-band	BT 4.0, Wi-Fi No	
Content Sharing	1080p	1080p	
Remote Control	BT & Smartphone	BT & Smartphone	
MIC/Speaker Included	Yes	Yes	



GAC2500 Audio Conferencing System

Features

Play

- ✓ 4.3" capacitive touch screen LCD
- ✓ 6 lines with 6 SIP accounts and 7-way audio conferencing
- ✓ Dual Gigabit networks ports & built-in PoE
- Integrated Bluetooth, USB and Wi-Fi

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GVC3210 VIDEO CONFERENCING



2 Left and 2 Right MIC Array

8 meter pickup range

- Sharp HD video resolutions up to 4k Ultra HD
- Integrated dual-band WiFi and Bluetooth
- Advanced camera with 16M pixel CMOS sensor, 90 FOV wide angle lens and ePTZ

IPVT10 - Enterprise Video Conferencing

IPVT10

Enterprise Video Conferencing Server

NEW





- Support for up to 300 participants and 120 video feeds per session; up to 10 simultaneous sessions
- Video and audio recording with 500GB local storage
- 1080p HD at 30fps via H.264/VP8 for real-time video and screen sharing
- Advanced meeting controls,

 Flexible scheduling, customizable registration options, follow-up email options, meeting reports and more
- Access from PC/Mac, mobile devices, video conferencing systems, video phones, PSTN trunk, or SIP PBX
- HTTPS and WSS/DTLSSRTP encryption for WebRTC, TLS/SRTP encryption for SIP
- Advanced anti-jitter algorithm to sustain smooth audio & video against up to 30% packet loss
- Live broadcast using Facebook/YouTube Live features

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Unified Video Conferencing & Web Collaboration Service



Small Business \$15/mo. Buy Now 8 Participants 3 Video Feeds

Standard \$25/mo.			
Buy Now			
25 Participants			
3 Video Feeds			

Features

- ✓ **Web browser** support to join a meeting with 1-click
- ✓ **Full HD video** quality with 1080p HD video resolution
- ✓ Screen sharing from any browser of GVC3200 series video conference system
- ✓ Link conference rooms by linking GVC3200 series models together in multiple locations or via the web
- 1-click to join a meeting when using WebRTC-capable browsers
- ✓ 2-way video via GVC and WebRTC-capable web browsers
- ✓ HD audio for all attendees



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Networking Solutions

Wifi Access Points(Indoor/Outdoor) & VPN Router



Indoor/Outdoor Wireless Access Points

	Θ		3	Θ	UN ANEED THE AM	. жаланалардын
	GWN7600	GWN7610	GWN7600LR	GWN7630	GWN7630LR	GWN7602
Range (meters)	165	175	300	175	300	100
МІМО	2x2:2 2.4GHz (MIMO), 2x2:2 5GHz (MU-MIMO)	3x3:3 MIMO	2x2:2 2.4GHz (MIMO), 2x2:2 5GHz (MU-MIMO)	4×4:4 2.4G (MIMO) 4×4:4 5G (MU-MIMO)	4x4:4 2.4G (MIMO), 4x4:4 5G (MU-MIMO)	2x2:2
Wi-Fi Standards	IEEE 802.11 a/b/g/n/ac (Wave-2)	IEEE 802.11 a/b/g/n/ac	IEEE 802.11 a/b/g/n/ac (Wave-2)	IEEE 802.11 a/b/g/n/ac (Wave-2)	IEEE 802.11a/b/g/n/ac (Wave-2)	IEEE 802.11a/b/g/n/ac
System Security	WEP, WPA/WPA2-PSK, WPA/WPA2 Enterprise (TKIP/AES)	WEP, WPA/WPA2-PSK, WPA/WPA2 Enterprise (TKIP/AES)	WEP, WPA/WPA2-PSK, WPA/WPA2 Enterprise (TKIP/AES),	WEP, WPA/WPA2-PSK, WPA/WPA2 Enterprise	WEP, WPA/WPA2-PSK, WPA/WPA2 Enterprise	WEP, WPA/WPA2-PSK, WPA/WPA2 Enterprise
Antennas	2x 2.4 GHz, gain 3 dBi, internal antenna 2x 5 GHz, gain 3 dBi, internal antenna	3x 2.4 GHz, gain 3 dBi,internal antenna 3x 5 GHz , gain 3 dBi,internal antenna	2x2.4 GHz, gain 4 dBi, internal antenna 2x5 GHz, gain 5 dBi, internal antenna	4 dual band internal antennas 2.4GHz, gain 4dBi 5 GHz, gain 5dBi	4 dual band external antennas 2.4GHz, gain 3.5dBi 5 GHz, gain 3.5dBi	2 dual band internal antennas. 2.4GHz, gain 3dBi 5 GHz, gain 3dBi
Network Interfaces	2x autosensing 10/100/1000 Base-T Ethernet Ports	2x autosensing 10/100/1000 Base-T Ethernet Ports	2x autosensing 10/100/1000 Base-T Ethernet Ports	2x autosensing 10/100/1000 Base-T Ethernet Ports	2× autosensing 10/100/1000 Base-T Ethernet Ports	1 x 10/100/1000M uplink Ethernet port with POE/POE+ 2 x 10/100M Ethernet port with PSE 1 x 10/100M Ethernet port
Simultaneous Client Devices	450+	250+	450+	200+	200+	80
SSIDs	16 SSIDs per access point	8 SSID per radio	16 SSIDs per radio	15 SSIDs per access point	16 SSIDs per radio	4 SSID per radio

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Newly Launch

GWN7630

Wireless Access Point



- 2.33 Gbps wireless throughput and 2 Gigabit wireline ports
- Dual-band 4×4:4 MU-MIMO technology
- Self power adaptation upon auto detection of PoE or PoE+
- Supports 200+ concurrent Wi-Fi client devices
- ➤ Up to 175-meter coverage range
- Advanced QoS to ensure real-time
 - performance of low-latency applications
- Anti-hacking secure boot and critical data/control lockdown via digital signatures, unique security certificate/ random default password per device
- Embedded controller can manage up to 50 local GWN series APs; GWN.Cloud offers unlimited AP management



Newly Launch

GWN7630LR

Wireless Access Point



GRANDSTREAM



- 2.33 Gbps wireless throughput and 2 Gigabit wireline ports
- Dual-band 4x4:4 MU-MIMO technology
- Self power adaptation upon auto
 - detection of PoE or PoE+
- Supports 200+ concurrent Wi-Fi client devices
- ➤ Up to 300-meter coverage range
- Anti-hacking secure boot and critical data/control lockdown via digital signatures
- Embedded controller can manage up to 50 local GWN series APs



Newly Launch

GWN7602

Wireless Access Point





- 1.17 Gbps aggregate wireless throughput,
 - 1xGigabit and 3x 100Mbit wireline speed
- Up to 100 meters coverage range
- Self power adaptation upon auto-detection of PoE or PoE+
- Supports up to 80 concurrent Wi-Fi client devices
- Anti-hacking secure boot and critical
 - data/control lockdown via digital signatures
- Advanced QoS to ensure real-time performance of low-latency applications
- 2 PSE 10/100M Ports, 1 Ethernet 10/100M
 Port, 1 Uplink Ethernet 10/100/100M port
 - With POE/POE+

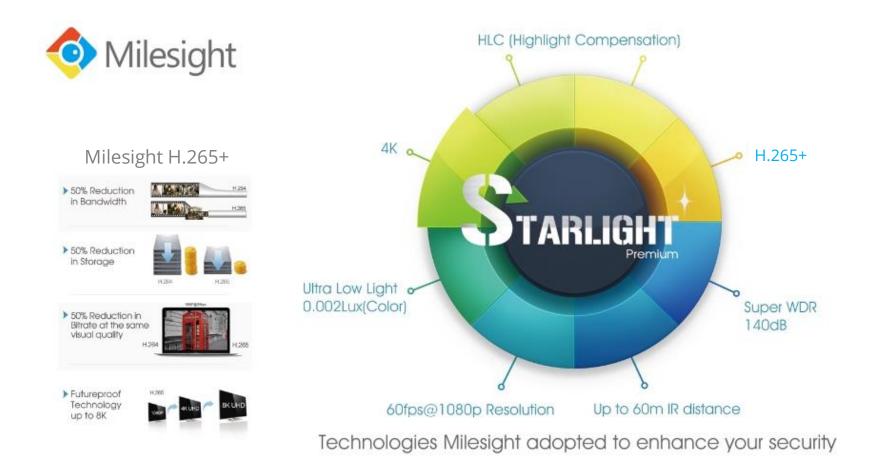


IP Video Surveillance Solutions & PoE NVR

Advanced Technology-H.265+, Starlight, Super WDR, VCA



Milesight IP Video Surveillance Solutions



Cohesive Technologies Pvt. Ltd

H.265+ Starlight Premium Network Camera



H.265+ A.F Motorized **Mini Dome** Network Camera





- 2/5 MP \checkmark
- 0.002Lux Starlight, \checkmark
- IR Distance 35m, \checkmark
- Super WDR 140dB \checkmark
- IP67 & IK10 \checkmark
- VCA Supported (Optional) \checkmark

- 2/5 MP
- 0.002Lux Starlight
- IR Distance 25m \checkmark
- Super WDR 140dB
- IP67, IK10
- VCA Supported (Optional)

H.265+ Vandal-Proof

Mini Dome

Network Camera

UL Certified



H.265+ Mini Bullet Network Camera



H.265+ Mini Bullet Network camera

- 2/5 MP
- ✓ 0.002Lux Starlight
- ✓ IR Distance 30m
- IP67 & IK10 \checkmark
- 140dB WDR \checkmark
- VCA Supported (Optional)

- 2/5/8(4k) MP \checkmark
- ✓ 0.002Lux Starlight
- Super WDR 140dB
- IR Distance 50m \checkmark
- IP67 & IK10 \checkmark
- VCA Supported (Optional)
- P-Iris (Optional) \checkmark

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H.265+ Starlight Premium Network Camera



H.265+ Pro Bullet Network Camera



H.265+ Mini PTZ Bullet Network Camera







12MP H.265+ Fisheye Network Camera

Features

- ✓ 2/5/8(4K) MP
- ✓ 0.002Lux Starlight,
- ✓ IR Distance 60m/100m (7mm-22mm lens)
- ✓ Super WDR 140dB
- ✓ IP67, IK10 (Optional)
- ✓ VCA Supported (Optional)

✓ 2/5 MP

- ✓ 0.002Lux Starlight,
- ✓ 12x Optical Zoom,
- ✓ Super WDR 140dB
- ✓ 255 Preset points
- ✓ 360 degree Endless pan
- ✓ Tilt Range : -45°~30°
- ✓ IR Distance 100m
- ✓ 16X Digital Zoom
- ✓ VCA Supported (Optional)

- ✓ 2/5 MP
- ✓ 0.002Lux Starlight
- ✓ Super WDR
- ✓ 255 Preset points
- ✓ 360 degree Endless pan
- ✓ IR Distance 200m
- ✓ VCA Supported (Optional)
- ✓ 30x/36x/42x optical zoom

- ✓ Up to 5/12MP Resolution
- ✓ 360° Panoramic View
- ✓ Smart IR II Technology
- ✓ IP67 Weather-proof
- ✓ IK09 Vandal-proof
- ✓ Equipped with Alarm I/O, Audio Out,
- ✓ and 2 Built-in Mic
- ✓ IR Distance 15m

Cohesive Technologies Pvt. Ltd

H.265+ Starlight Premium Network Camera





H.265+ PTZ dome

Network Camera





- ✓ 5/8(4k) MP
- ✓ 180 Degree View
- ✓ IP67 & IK10
- ✓ Super WDR120dB
- ✓ IR Distance 15m
- ✓ Built in Microphone
- ✓ 8 Patrols and 4 patterns
- ✓ VCA Supported

✓ 360° Endless Pan.

- ✓ -5° ~185° Tilt
- ✓ Starlight, IP67 & IK10,
- ✓ Smart PTZ Motion Detection,
- ✓ Auto Tracking, 140dB Super WDR
- ✓ 8 Patrols and 4 Patterns
- ✓ 12x/23x optical Zoom



H.265+ LPR Cameras Network Camera

- ✓ MS-C2964-RFLPB
- ✓ MS-C2961-RELPB
- ✓ MS-C2962-RFLPB
- ✓ MS-C2962-REPB
- ✓ 2MP, 12x Optical Zoom,
- ✓ 140DdB Super WDR.
- ✓ The Cameras have the ability to detect & recognize the moving vehicle's plate number in the speed upto 120km/h.

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180° PANORAMIC MINI BULLET NETWORK CAMERA

NEWLY LAUNCH

- 5MP High Definition, H.265+
- 180° Panoramic View
- Video Content Analysis
- Min. illumination : color image at 0.005Lux @ F1.2
- 120dB Super WDR
- IR Distance up to 15m
- Smart IR II Technology
- IP67 & IK10
- Built-in Microphone, PoE
- Working Temperature : -40° C to 60° C



MINI BULLET II NETWORK CAMERA



• Avaliable in 2/5 Megapixel

NEWLY

LAUNCH

- leading IP67, IK10, 2.8mm lens,
- Smart IR II, H.265+, 140dB WDR, IR Distance 30m,
 - starlight 0.002Lux, VCA Supported, etc.





H.265+ WEATHER-PROOF MINI DOME NETWORK CAMERA H.265+ AF MOTORIZED MINI DOME NETWORK CAMERA

- Smart IR II Technology
- Built-in PoE Module
- IP67&IK10

Newly

Launch

- Up to 5MP Resolution
- 3x Auto Focus Lens
- Smart IR II Technology
- 3-Axis Mechanical Design
- IP67&IK10

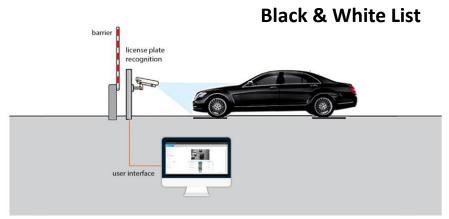
Newly Launch Products



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LPR Series Cameras





Milesight LPR/ANPR Network Cameras are perfectly useful for traffic solutions. The cameras detect and catch the vehicles' plate numbers. Then there will be log records which could also be exported. Embedded with Black and White list inside the cameras, control the barrier opened by the camera according to the B/W list achieves a great stand alone solution. Therefore, it is ideal for LPR applications such as traffic surveillance, car parking and entrance & exit license plate recognition.

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Milesight Applications | CMS



Smart Tools Milesight Applications

Features

- ✓ Support Camera & NVR
- ✓ Support Batch Video Parameters
- ✓ Support Batch Network Settings
- Support Batch Firmware
- ✓ Upgrading



Milesight CMS Milesight Applications



Milesight VMS Milesight Applications



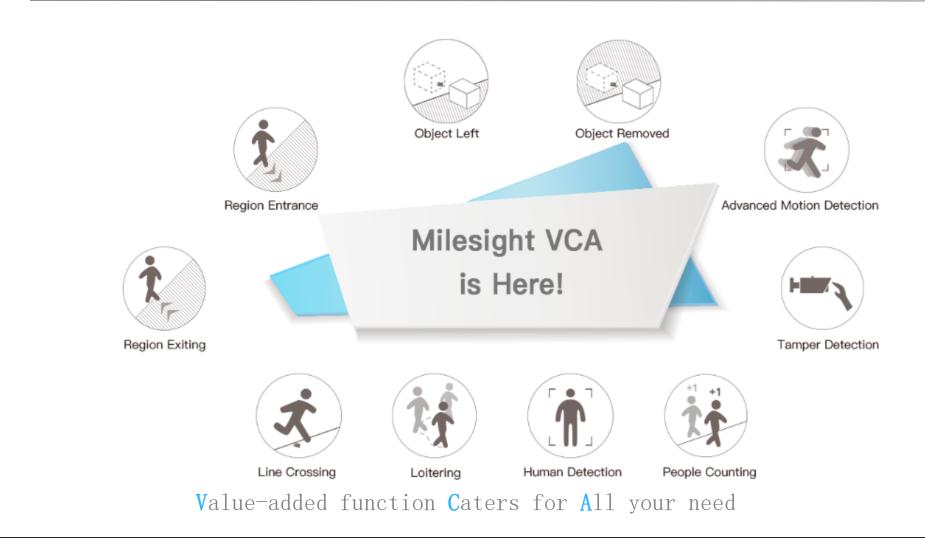
Mobile App Milesight Applications

- ✓ Support up to 64 channels playing synchronously each screen
- ✓ Support up to 4 screens for Live View
- ✓ Support up to 4 screens for Live View
- ✓ Offer users a complete visual overview of the devices locations with interactive maps.

- ✓ Lite: For small solution(Up to 64-ch)
- Pro: For middle to large solution(C/S)
- Milesight has one mobile APP 'M-Sight' for both iOS and Android which allows users to login, view and control their network camera and NVR.
- ✓ Carry-on System
- ✓ Friendly Interface
- ✓ Alarm Push

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Video Content Analysis



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4K H.265 Pro (8xxx series 32/64 – CH) NVR 5xxx series (PoE) 08/16 – CH & 4CH PoE Mini NVR





4K H.265 PRO NVR 5000



4K H.265 POE NVR 5000 (MS-N5008-UPT/MS-N5016-UPT) Network Video Recorder

(MS-N5008-UT/MS-N5016-UT) Network Video Recorder

4K H.265 Pro NVR 8000 (MS-N8032-UH/MS-N8064-UH) Network Video Recorder

Features

Network Video Input - (8-ch & 16-ch), 2 SATA HDD (3.5"), 10TB capacity for each HDD, 440mm*251mm*44.4mm, 3.5kg,Support HDMI and VGA Network Video Input - (8-ch & 16-ch), 2 SATA HDD (3.5"), 10TB capacity for each HDD, 440mm*251mm*44.4mm, 2.6kg,Support HDMI and VGA Network Video Input - (32-ch & 64-ch), 8 SATA HDD (3.5"), 10TB capacity for each HDD, 440mm*420mm*88.2mm, 6.0kg, Support HDMI and VGA



4K H.265+ NVR (MS-N1004-UC/MS-N1004-UPC) Network Video Recorder 4 Channel, 1*Sata HDD 3.5 inch, 2*USB, ANR, VCA



4K H.265+ NVR (MS-N1009-UT/MS-N1009-UNT) Network Video Recorder 9 Channel, 1*Sata HDD 3.5 inch, 2*USB, ANR

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REMOTE ACCESS VIA MILESIGHT CMS AND APP

Milesight 4K H.265 Pro NVR Series can be easily accessed and managed remotely via Milesight CMS and mobile APP. Milesight CMS is an intelligent surveillance solution for users to manage up to 64 devices, with remote access to liveview and playback. Available on iOS and Android devices, APP is specially designed for Milesight NVR to provide users real-time surveillance.



Cohesive Technologies Pvt. Ltd





SIP Voice & Video Door Intercoms Physical Security







Secured Access Control Devices



Secure Access Control Keypad 011433

Features

- ✓ PoE , SIP compliant
- ✓ IP 65 outdoor-rated
- ✓ Optional weather shroud for even greater weather protection
- ✓ Alert buzzer
- ✓ Red/Green lock status lights
- Can operate in standalone mode. PBX not required.
 Future-proof and adaptable when upgrading to new VoIP PBX



RFID Secure Access Control Endpoint 011425

- ✓ IP 65 outdoor-rated
- ✓ Alert buzzer
- ✓ Built in time of access scheduler
- ✓ Local and remote logging with time stamp
- ✓ Supports 500 Access Codes
- ✓ Network downloadable firmware
- Can operate in standalone mode. PBX not required. Future-proof and adaptable when upgrading to new VoIP PBX
- ✓ Dry contact relay to trigger door lock or unlock gates
- ✓ Door closure and tamper alert signal



RFID/Keypad Secure Access Control Endpoint 011426

- ✓ IP 65 outdoor-rated
- ✓ Alert buzzer
- ✓ Built in time of access scheduler
- ✓ Local and remote logging with time stamp
- ✓ Supports 500 Access Codes
- ✓ Network downloadable firmware
- ✓ Optional weather shroud for even greater weather protection
- ✓ Can operate in standalone mode. PBX not required. Future-proof and adaptable when upgrading to new VoIP PBX
- ✓ Dry contact relay to trigger door lock or unlock gates
- ✓ Door closure and tamper alert signal

Cohesive Technologies Pvt. Ltd

New Secure Access Control Endpoints from CyberData are here!

 \rightarrow No Set up fees!



→ No license fees!
→ No monthly monitoring fees!
→ Operate in stand-alone mode or as a network device
→ Integrates seamlessly into customer's infrastructure



011477 SIP Outdoor Intercom w/RFID



011478 SIP h.264 Video Outdoor Intercom w/RFID

CyberData Corporation - Simplifying VoIP Connectivity For Access Control, Paging, & Mass Notification

Cohesive Technologies Pvt. Ltd

IP Door Intercom - Outdoor



Video door Intercom w & w/o Keypad 011414, 011410

- Point to Point Configurable, eliminating need for VoIP video phone with CyberSoftPhone (free download)
- ✓ Integrates with Network Dual Door Strike Relay Module (part number 011375) and Door Strike Relay Module (part number 011269)
- ✓ PoE, SIP compliant
- ✓ Adjustable camera angle
- ✓ 12-key keypad with backlight



Door intercom W & w/o Keypad 011214

- ✓ Now Supports 500 Access
- ✓ Optional red/green/blue/white strobe kit connection available (part number 011288)
- ✓ Integrates with Network Dual Door Strike Relay Module (part number 011375) and Door Strike Relay Module (part number 011269)
- ✓ Now with enhanced acoustic echo canceler
- ✓ PoE, 12-key keypad with backlight

Cohesive Technologies Pvt. Ltd



Indoor Intercom W & w/o keypad - Surface & flush mount 011113,011211

Features

- ✓ PoE, 12-key keypad with backlight
- ✓ Now Supports 500 Access Codes
- ✓ Optional red/green/blue/white strobe kit connection available (part number 011288)
- ✓ Integrates with Network Dual Door Strike Relay Module (part number 011375) and Door Strike Relay Module (part number 011269)
- ✓ Now with enhanced acoustic echo canceler



Indoor Intercom W & w/o keypad - flush mount 011123,011272

- ✓ PoE, 12-key keypad with backlight
- ✓ Now Supports 500 Access Codes
- ✓ Optional red/green/blue/white strobe kit connection available (part number 011288)
- ✓ Integrates with Network Dual Door Strike Relay Module (part number 011375) and Door Strike Relay Module (part number 011269)
- ✓ Now with enhanced acoustic echo canceler



SIP Emergency Intercom 011209

- ✓ PoE, SIP compliant
- ✓ Door closure and tamper alert signal
- ✓ Optional red/green/blue/white strobe kit connection available (part number 011288)
- ✓ Integrates with Network Dual Door Strike Relay Module (part number 011375) and Door Strike Relay Module (part number 011269)
- ✓ Now with enhanced acoustic echo canceler

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GDS3705 Voice Door Intercom

Features

- Audio-only door access system with keypad and RFID access
- ✓ Built-in RFID chip reader for keyless entry
- ✓ Integrated speaker and dual-microphones for exceptional sound
- ✓ quality
- Supports SIP calls to IP phones or smart phones for two-way full-duplex

✓ audio



GDS3710 Video Door Intercom

- ✓ Powerful video resolutions up to 1080p
- ✓ Built-in RFID chip reader for keyless entry
- ✓ SIP video streaming to NVRs, video intercom stations, IP phones, or smart phones simultaneously
- Built with a metal casing to make it weatherproof and vandal resistant
- ✓ Built-in hemispheric camera allows for 180-degree wall-to wall coverage
- ✓ Supports motion detection
- ✓ Integrated PoE to power the device and provide a network connection
- ✓ Built-in microphone and speaker offers voice options and intercom functionality
- ✓ ONVIF Profile S compliant

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Upcoming Product

11:59 Wed, 2019/05/05	Coll	<u>o</u> Monitor	
	Ouarded	805 Emergency ca	
	Call History	Message	

GSC3570 HD Intercom and Facility Control Station

- Full duplex 2-way HD audio with advanced echo cancelation
- 7 inch 1024x600 capacitive touch screen
- Full-band and wide-band audio codec support
- Integrated dual-band 802.11 a/b/g/n Wi-Fi
- 4x alarm input ports and 1x alarm output port for customized deployments
- Linux 4.4 operating system
- 4 SIP accounts, hold, call waiting, call log, auto answer, etc

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IP Paging Adapters & Server Including Accessories

Physical Security









SIP Paging Adapter 011233

Features

- Two SIP extensions (Note: One of these extensions is a dedicated "night ringer," which is not capable of answering a call, and will only play a stored message while the call is ringing.)
- ✓ Voice prompt pass code and page control
- ✓ 9 user-uploadable page messages
- ✓ 10 channel prioritized Multicast ports



SIP Paging Zone Controller With 4 port audio out 011171

- ✓ Now Supports Up To 9 Stored Messages
- ✓ Delayed paging
- ✓ Night Ringer
- ✓ Compatible with more IP/PBX servers
- ✓ SIP RFC 3261 compatible
- ✓ PoE 802.3af enabled (Powerover-ethernet)
- ✓ Dual-speed ethernet 10/100 Mbps
- ✓ 4 Paging zones
- ✓ 15 Paging zone groups
- ✓ Connector for external power supply
- ✓ Small footprint



SIP paging server With bell scheduler 011146

- ✓ Bell Scheduler with up to 25 "bells"
- ✓ 25 user uploadable stored messages
- Voice prompting and password controlled zones
- ✓ SIP RFC 3261 compatible
- ✓ NTP-based internal clock
- ✓ Multicast output
- ✓ Two SIP endpoints (one for Night Ringer)
- ✓ DTMF control of zone selection
- ✓ Delayed page support
- ✓ PoE, 19-inch Rack mount option

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IP Paging & Accessories



SIP IP66 Outdoor horn 011457

Features

- ✓ Support for security code access for SIP paging
- ✓ Autoprovisioning via HTTPS
- ✓ HTTPS web based configuration
- ✓ 9 user-uploadable page messages
- ✓ IP66-rated
- ✓ Sealed network cable gland
- ✓ SIP and Simultaneous Multicast
- ✓ Dual-speed ethernet 10/100 Mbps
- ✓ Web-based configuration

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✓ PoE, User-uploadable tones and messages



Multicast VoIP Microphone 011446

- ✓ Multicast Transmit
- Compatible with CyberData endpoints that receive multicast
- ✓ Page to Polycom phones
- ✓ Delayed page support (up to 60 seconds)
- ✓ Web-based configuration and firmware upload
- ✓ Autoprovision support
- ✓ PoE, G711 codec
- ✓ 12-inch flexible shaft microphone
- ✓ Desktop Design
- ✓ Wall mountable



SIP Speaker 011393 (RAL 9002, Gray White) 011394 (RAL 9003, Signal White)

- Support for security code to prevent unwanted SIP calls
- ✓ Optional
 - red/green/blue/white strobe kit connection available
- ✓ SIP (RFC 3261) compatible
- ✓ Night Ringer function
- Plays audio from Multicast
- ✓ Web-based configuration
- ✓ Paging prioritization and background music
- User upgradeable firmware via web interface or autoprovisioning



SIP Talk-Back Speaker 011397 (RAL 9002, Gray White) 011398 (RAL 9003, Signal White)

- ✓ Full-duplex (SIP) or halfduplex (push to talk)
- ✓ Support for security code to prevent unwanted SIP calls
 ✓ Optional
 - Optional red/green/blue/white strobe kit connection available
- ✓ PoE
- ✓ High efficiency speaker driver
- ✓ DTMF-controlled relay
- ✓ Line-out connection

011458 MULTICAST SPEAKER

- Plays audio from multicast
- TLS security for autoprovisioning
- Support for 10 multicast paging groups
- Network-adjustable speaker volume



- User upgradeable firmware via web interface or autoprovisioning
- 802.11q VLAN tagging
- Configurable event generation for device health and status monitoring
- Web-based configuration
- High efficiency speaker driver
- Small footprint

Cohesive Technologies Pvt. Ltd

Exciting News For Customers Using InformaCast: Cyberdata's New (011504) InformaCast Enable Ceiling Speaker Offers Cost Savings and Quality.

- Greene
- Receives Singlewire InformaCast and multicast messages
- →Supports Singlewire InformaCast High Quality Audio
- →TLS security for autoprovisioning
- →Supports audio prioritization for 10 multicast paging groups
- User upgradeable firmware via web interface or autoprovisioning
- Configurable event generation for device health and status monitoring

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011487 Multicast Wall Mount Speaker

- →Receives multicast messages
- → Supports audio prioritization for 10 multicast paging groups
- →Receives pages directly from Polycom phones
- →TLS 1.2 security for autoprovisioning and web-based configuration
- →User upgradeable firmware via web interface or autoprovisioning
- →Configurable event generation for device health and status monitoring

Perfect for a host of environments





The IP Endpoint Company

Cohesive Technologies Pvt. Ltd



011505 InformaCast Enabled Wall Mount Speaker

→Can receive Singlewire InformaCast and multicast messages
 →Supports Singlewire InformaCast High Quality Audio
 →Receives pages directly from Polycom phones
 →TLS 1.2 security for autoprovisioning and web-based configuration
 →User upgradeable firmware via web interface or autoprovisioning
 →Configurable event generation for device health and status monitoring

Perfect for a host of environments



Cohesive Technologies Pvt. Ltd



SIP ceiling Tile drop-in Speaker

Features

- ✓ The SIP Ceiling Tile Drop-In Speaker is the newest option for installation of the CyberData VoIP IP Speaker. The "Drop-In" design combines easy installation with a streamlined look.
- ✓ The wax Audio out of speaker is SPL 111.9dbm



SIP Paging Amplifier 011324

- 10 channel prioritized Multicast ports
- ✓ Delayed page support
- ✓ SIP and Simultaneous Multicast
- ✓ Line-in for background music
- ✓ Line-out connection

SIP loudspeaker Amplifier –(AC/PoE) 011404,011405

Vall Parging

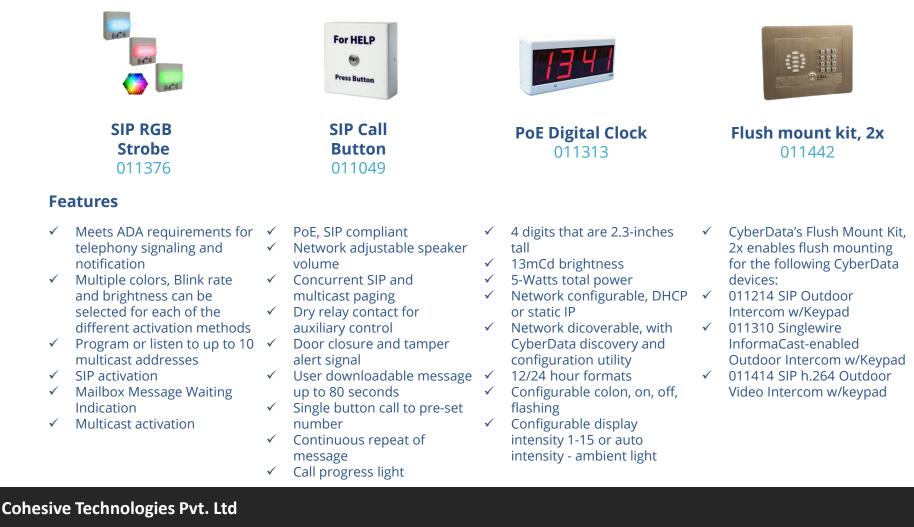
- ✓ PoE
- ✓ Line-in for background music
- ✓ Line-out connector
- DTMF controlled relay
- User-uploadable tones and messages
- ✓ Auto-call voice message from input port sense Can support two horns
- ✓ 10 channel prioritized Multicast ports
- Built-in diagnostics



SIP Office Ringer 011216

- ✓ PoE, SIP compliant
- ✓ Full-duplex voice operation
- ✓ Concurrent SIP and multicast paging
- ✓ Dry relay contact for auxiliary control
- ✓ Door closure and tamper alert signal
- ✓ Downloadable alert, ringtones and callout messages

Cohesive Technologies Pvt. Ltd



✓ Parking Garages & Lots

- ✓ Playgrounds
- ✓ Shelters/Places of Refuge
- ✓ Shipping & Receiving

For HELP Press Button

011491 SIP Outdoor Call Button



- \rightarrow Cisco SRST support
- \rightarrow Event-controlled relay
- → Tamper sensor
- \rightarrow Web-based setup

→SIP Outdoor Call Button can be used in an InformaCast-enabled environment





011479 SIP Outdoor RGB (Multi-color) Strobe

Cohesive Technologies Pvt. Ltd

✓ Parking Garages & Lots

- ✓ Playgrounds
- ✓ Shelters/Places of Refuge
- ✓ Shipping & Receiving



→ Strobes meet ADA requirements for telephony signaling and notification



011490 Outdoor Auxiliary RGB (Multi-color) Strobe Kit



011489 InformaCast-enabled Outdoor RGB (Multi-color) Strobe

Cohesive Technologies Pvt. Ltd



Flush Mount Kit, 1x 011443

Features

- CyberData's Flush Mount Kit, 1X enables flush mounting for the following CyberData devices:
- ✓ 011186 SIP Outdoor Intercom
- ✓ 011433 Secure Access Control Keypad
- ✓ 011309 Singlewire
 InformaCast-enabled
 Outdoor Intercom
- ✓ 011410 SIP h.264 Outdoor Video Intercom w/Keypad

- ✓ 3.28 feet [1 meter] cable
- ✓ Meets ADA requirements for telephony signaling and notification
- ✓ Different Strobe colors, blink rate and brightness can be tied to multiple activation scenes
- Activates from a CyberData IP endpoint
- ✓ Mailbox Message Waiting Indication
- ✓ Multicast activation
- ✓ Web-based setup
- ✓ Support for Singlewire products

- Now allows for monitoring and control of two doors
- ✓ PoE 802.3af enabled
- ✓ AES encryption (up to 256 bit)
- ✓ Discoverable by CyberData VoIP products
- Windows setup utility with diagnostics
- ✓ Real time clock with event logging function
- ✓ Supports Multicast Relay Activation
- ✓ Dual 12A relays
- ✓ NO/NC contacts

- Wall Mount Clock Kit 011153 (RAL 9002, Gray White) and 011154 (RAL 9003, Signal White)
 - ✓ Easy wall or ceiling installation
 - ✓ Mounting kit included
 - ✓ Electrogalvinized steel construction
 - ✓ RoHS compliant
 - ✓ Keyhold for easy installation
 - ✓ Top and bottom cable channels
 - ✓ 2.3-inch sized digits
 - ✓ 12 or 24 hour format

Cohesive Technologies Pvt. Ltd

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Auxiliary RGB

Strobe Kit

011288



Networked Dual

Door Strike Relay

011375

IP Paging & Accessories



Speaker Wall Mount 011151 (RAL 9002, Gray White) and 011152 (RAL 9003, Signal White)

Features

- \checkmark The CyberData Wall Mount Adaptor enables the various CyberData SIP, Singlewire and Syn-Apps Speakers for wall mounting.
- Mounting kit included \checkmark
- Electro-galvanized steel \checkmark construction
- **RoHS** compliant \checkmark
- Top and bottom cable \checkmark channels



Conduit **Speaker Mount** 011039



Ceiling Mount 010991

Ceiling Tile Auxiliary Analog Drop-in Speaker 011201

 \checkmark

- The Conduit Speaker Mount is the newest option for installation of the CyberData SIP, Singlewire and Syn-Apps Speakers. Made of electrogalvanized steel, the easy-toinstall cylindrical design gives the finished look of the 🗸 mount and speaker a clear and modern appearance.
- The Ceiling Mount Bracket enables the various CyberData SIP, Singlewire and Syn-Apps Speakers for 24-inch wide ceiling tile mounting.
 - Easy tile ceiling installation \checkmark
 - Mounting kit included

 \checkmark

- Electrogalvinized steel \checkmark construction
- The Ceiling Tile Drop-In Auxiliary Analog Speaker is the newest option for installation of the CyberData Auxiliary Analog Speaker. The "Drop-In" design combines easy installation with a streamlined look. This Drop-In Auxiliary Speaker is an option for the CyberData SIP Speaker to extend the coverage area.

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IP Paging & Accessories



Auxiliary Analog Speaker 011120 (RAL 9002, Gray White) and 011121 (RAL 9003, Signal White)

Features

- The CyberData Auxiliary Analog Speaker is an option for the CyberData SIP Speaker to extend the coverage area.
- ✓ Low cost 2nd speaker option ✓ that attaches to the SIP or SingleWire speakers ✓
- Mounting hardware supplied
- ✓ Choice of colors







Mini Horn Loudspeaker 011068

Power PoE injector 802.3at 011124

Remote Call Button 011185

 \checkmark

- The Mini Horn Loudspeakers ✓ feature a highly efficient compression driver, weather resistant construction, and UV resistant materials.
- Weather and corrosion resistant design
- ✓ IP54 IP rating
- ✓ 40 watts continuous duty
- ✓ Designed for good speech intelligibility
- ✓ Adjustable mounting base
- The new PoE Power Injector 802.3at is used with CyberData's SIP Paging Amplifier (Part # 011061) and SIP Loudspeaker Amplifiers (AC - Part #011095 and Wireless - Part #011096) to provide up to 25 watts of driving power.
- ✓ Fanless design
- ✓ Over-current protection
- ✓ Short-circuit protection
- ✓ Green mode
- ✓ Backward compatible for all 802.3af devices
- The remote call button (Sold Separately), when deployed with any of our "Talk Back Speakers" (SIP or SingleWire), allows the user to place a call to a predefined number. It can also be used to receive a call or used in "Push to Talk" mode. These modes are defined in the Talk Back Speaker's web interface.

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VolP Loudspeaker Amplifier	Ģ

CYBERDATA 011471 IP66 OUTDOOR ANALOG HORN SPEAKER

- Weather and corrosion resistant design
- IP66 rating
- 20 watts continuous duty
- Designed for good speech intelligibility
- Adjustable mounting base
- 3.28 foot (1 meter) connected cable

CYBERDATA SIP LOUDSPEAKER AMPLIFIER-POE

- P Enhanced interoperability for hosted environments
- CyberData has maintained one of the most comprehensive list of IP PBX servers certified to work with CyberData
- Support for security code access for SIP paging
- Autoprovisioning via HTTPS
- HTTPS web based configuration

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Door Strike Intermediate Relay Module 011269

Features

- ✓ When connecting a CyberData SIP or Singlewire InformaCast® Intercom to an electronic door lock, the high current side of the door strike required a separatelywired relay and protection diode.
- ✓ Direct connection to CyberData Intercom products
- ✓ 4 wire interface
- ✓ 12 Amp relay
- ✓ NO/NC contacts
- ✓ Opto-isolated sense input
- ✓ Lock status LED

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Outdoor Intercom Shroud 011188

The Weather Shroud is

Outdoor intercom,

weather protection.

✓ Fits the following devices:

delivering even greater

available for use with our

SIP Outdoor Intercom and

the Singlewire InformaCast®

011186, 011309, and 011433

Outdoor Keypad Intercom Shroud 011215

- ✓ The Weather Shroud is for use with our SIP Outdoor Intercom w/Keypad (Part# 011214) and our Singlewire InformaCast® Outdoor Intercom w/Keypad (Part# 011310).
- ✓ Fits the following devices: 011214, 011310, and 011414

Strobe protective Dome Kit 011287

- The CyberData Strobe Protective Dome Kit can be used with our SIP and Singlewire InformaCast® Strobes and provides protection from adverse weather, vandalism, and accidental damage. The virtually clear and sealed polycarbonate dome is suitable for both indoor and outdoor applications.
- ✓ Works with the 011087 SIP Strobe and the 011244 Singlewire Strobe

Accessories & Networking



 \checkmark **RoHS** compliant

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 \checkmark

Networking



2-Port PoE gigabit Switch 011093

2-Port PoE gigabit Switch

- ✓ The CyberData 2-Port PoE Gigabit switch is designed to expand a single PoE network connection into one or two PoE network ports.
- ✓ 2-Port auto-negotiating (no crossover cable required)
- ✓ 10.100.1000 full duplex (PoE-powered)
- Link/Status and connection speed LEDs
- ✓ VLAN Packet Forwarding
- ✓ 9216-byte jumbo packet length forwarding at wire speed
- ✓ RoHS compliant

Cohesive Technologies Pvt. Ltd



Switchvox E – Series Appliances

Switchvox appliances give small to midsized companies a powerful, VoIP phone system to meet all the needs of their business in a single server.



Switchvox General Specification

Play 🕨



	Switchvox E510	Switchvox E520	Switchvox E530	Switchvox E540
Phones	150	300	600	600
Concurrent Calls	50	100	200	200
Storage	SSD	SSD	SSD	Mirrored SSD
Integrated Dell Remote Access with Lifecycle Controller (iDRAC)	No	No	iDRAC8 Enterprise	iDRAC8 Enterprise
Power Supply	External Wall 65W	External Inline 65W	Internal 250W	Internal Redundant 350W
Installation	Wallmount Bracket	Rackmount with Shelf (sold separately)	1U Rackmount	1U Rackmount
Dimensions (D x W x H)	4.5 x 4.5 x 2.0 (in) 114 x 114 x 51 (mm)	7.2 x 7.0 x 1.2 (in) 183 x 178 x 30 (mm)	19.5 x 19.0 x 1.7 (in) 495 x 483 x 43 (mm)	24 x 19.0 x 1.7 (in) 610 x 483 x 43 (mm)
Package Weight	3.5 lbs (1.6 kg)	6 lbs (2.7 kg)	24 lbs (10.9 kg)	38 lbs (17.2 kg)
Operating Temp	0°C to +50°C	+5°C to +35°C	+10°C to +35°C	+10°C to +35°C

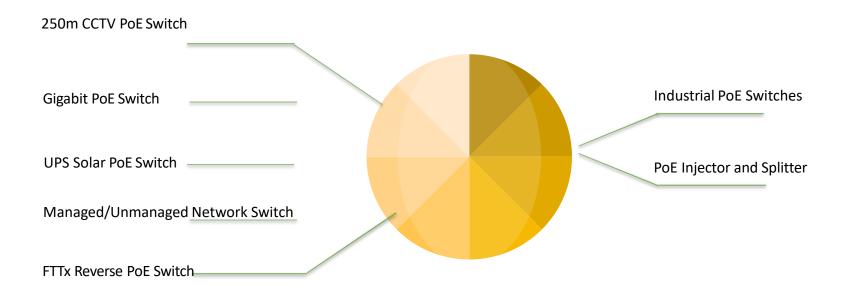




Industrial/Solar Powered/ VoIP & Surveillance PoE Switches

LAN PoE Switches







Cohesive Technologies Pvt. Ltd

250m CCTV PoE Switch



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The Advantages of 250m CCTV PoE Switch

250m Long-Range Transmition

Improve the flexibility and scalibility of CCTV network.

Port VLAN Mode

Prevent the CCTV data from broadcast storm.

Double Uplink Ports

Connect to NVR directly, eliminate the bandwidth limit of router.

802.3at PoE+

Support 30W high output power, can meet more requirement of PD.

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Product	WI-PS205	WI-PS205H	WI-PS210	WI-PS210G	WI-PS518G	WI-526G
Ports	6FE	6FE	10FE	8FE + 2GE	16FE+2GE+1SFP	24FE+2Combo
PoE Ports	4	4	8	8	16	24
PoE Standard	802.3af/at/bt	802.3af/at	802.3af/at/bt	802.3af/at/bt	802.3af/at/bt	802.3af/at/bt
PoE Power Budget	65W	35W	120W	120W	200W	250W
Feature	250 meters PoE Port VLAN	250 meters PoE	250 meters PoE Port VLAN			
Camera QTY Support(5MP)	4	4	8	8	16	24
Ping Watchdog	YES	NO	YES	YES	YES	YES
Hi PoE 60W	Port 1	No	Port 1	Port 1	Port 1,2	Port 1,2

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VoIP Exclusive PoE Switch



100 Mbps

Unmanaged Fast Ethernet PoE Switches

- Standard PoE 802.3 af / at
- PoE up to 30W per port
- QoS based port
- 250m Long-Range transmission
- ✓ Port VLAN
- Internal power supply







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Unmanaged

Port VLAN 1000 Mbps

L2

1000 Mbps

✓ Standard PoE 802.3 af / at

- PoE+ power up to 30W of per port
- Port VLAN
- Model with Internal power adapter
- Budget price category

Managed

- ✓ Standard PoE 802.3 af/ at
- PoE+ power up to 30W of per port
- ✓ WEB / CLI / SNMP management
- Functional L2 VLAN, QoS, IGMP Snooping, STP/RSTP/MSTP, ACL, Security
- Model with Internal power adapter
- Budget price category

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Gigabit Ethernet PoE Switches – Unmanaged/Managed

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P	roduct	WI-PS305G	WI-PS308G	WI-PS3180	θF	WI-PS	6326GF
	Ports	5GE	8GE+2GE	16GE+2SF	Ρ	24GE	+2SFP
Po	E Ports	4	8	16		:	24
Pow	er Budget	65W	120W	350W		40	90W
Po	Port VLAN			YES		Y	ES
	wifes atte	•••• •••• ••••					
Product	WI-PMS3	10GF WI-PMS312	GF WI-PMS318GF	WI-PMS320GF	WI-P	MS326GF	WI-PMS328
Ports	8GE+28	SFP 8GE+4Com	bo 16GE+2SFP	16GE+2Combo	24G	E+2SFP	24GE+4Con
PoE Ports	8*1000	0M 8*1000M	16*1000M	16*1000M	24	*1000M	24*1000N
ower Budget	150W	/ 150W	350W	350W	2	400W	400W
IAC Address Table	4K	4K	8К	8K		8K	8K
Advanced Features	UOS IGMP Shooping LAUP UVLAN SNMP STP/RSTP UHUP Shooping IP-MAU-Port-VIU Binging						

UPS Solar PoE Switch

PoE switches, power and recharging from the solar energy.



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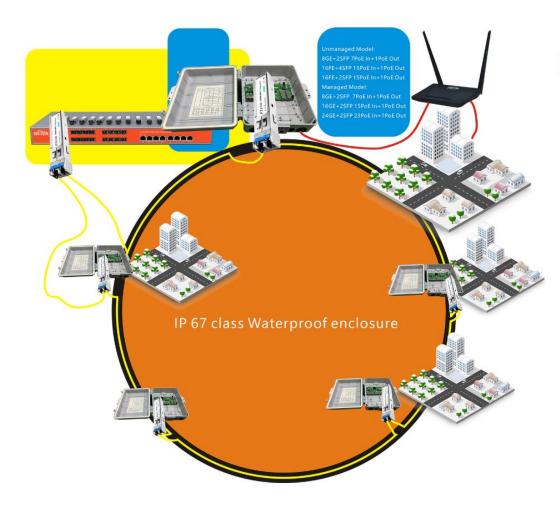




	WI-PS306GF-UPS	WI-PMS310GF-UPS+
Number of ports FE, POE	5	8
PoE Standard	802.3af/at, passive PoE 24V	802.3af/at, passive PoE 24V
PoE 60W Port	Yes	
Number of SFP ports	1	2
PoE Budget	120W	150W
Battery Input	12V, 5-50A	24V, 10-100A
Solar panels	15-32V 50W up	24-36V 250W up
L2-Functional		Yes
MAC Address Table	8к	16к

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FTTx Reverse PoE Switches





Wi-Tek Reverse PoE technology has intelligent power management features to provide a centralized, uninterrupted outdoor PoE solution for FTTx ISP/WISP project. It build a multi-user sharing network to reduce the cost for WISP in rural area. It's also provice an ecofriendly solution, once one of the users initiates a network request, the ISP device is awakened to proide a timely and uninterrupted network service, while there is no request from end-users, the device turn to sleep mode and does not consume electricity.

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Product	WI-PS108R	WI-PS308GR	WI-PMS310GFR
Ports	8FE	8GE	8GE+2SFP
PoE In	7	7	7
PoE Out	1	1	1
Port VLAN Mode	Yes	Yes	
L2Management			Yes

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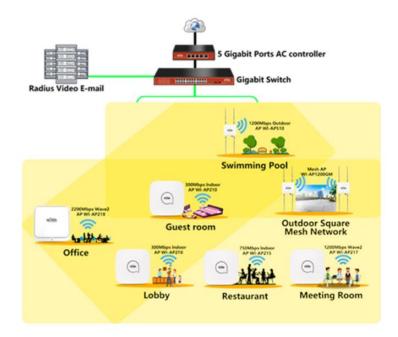
Industrial PoE Switches



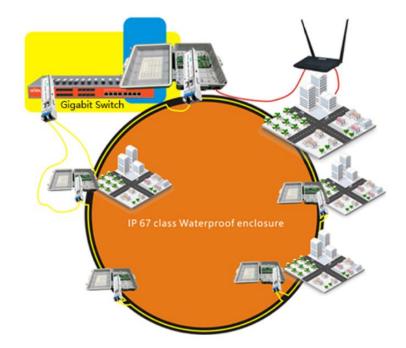
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L2 Managed/Unmanaged Gigabit Network Switches

O Wireless Network Application



• FTTx Application



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L2 Managed/Unmanaged Gigabit Network Switches

WI-SG108	WI-SG116F	WI-SG124F
8GE	16GE+2SFP	24GE+2SFP
Yes	Yes	Yes
	Yes	Yes

Product	WI-MS310GF	WI-MS318GF	WI-MS326GF	WI-GS5024
Ports	8GE+2SFP	16GE+2SFP	24GE+2SFP	18SFP+
L2 Management	Yes	Yes	Yes	Yes
Advanced features	QoS,IGMP Snooping, (QVLAN,SNMP,LACP,Port	Mirroring,STP/RSTP,IP-	MAC-Port-VID Binding

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PoE Injector and Splitter, Extender/ Gigabit SFP Fibre Module



WI-PoE31/51/55-48V-60W

- ✓ 2FE PoE Injector with 2*RJ45 Port
- ✓ 2GE PoE Injector with 2*RJ45 Port
- ✓ 2GE PoE Injector with 2*RJ45 Port(60W)
- Support camera, wireless AP, and IP phone etc.
- ✓ All ports support wire speed switch, jumbo frame transmission.
- ✓ Support 802.3af/at PoE Out
- Plug and play, self-adaption.
- AC IN 100-220V



WI-PE51E

- ✓ 4FE PoE Output + 1 FE PoE
- ✓ Input +1FE uplink port poe extender.
- ✓ Hi-PoE



WI-SFP10-3/20KM

- ✓ 3/20KM 1.25Gbps Single Fiber module Transceivers
- ✓ Tx1310nm/Rx1550nm and Tx1550nm/Rx1310nm FP/DFB SFP
- ✓ Distance up to 3/20km over SMF
- ✓ Simplex SC connector
- ✓ Compliant with SFP MSA
- Digital Diagnostic Monitoring
- ✓ Hot-pluggable SFP footprint

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Call Center Solutions

All Features IVR/ACD/Call Reports /Call Recording/Voice Mail /Call Center Queues

What to look for in Call Center Software



Call Center Queues

With visibility into call queues, you can see who is handling calls and who is available to take calls, increasing the productivity of your agents. Because they are handling more than phone calls, you'll want one system that lets you manage calls, chat, email and more.





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IVRs are sophisticated auto attendants that can perform basic tasks such as fielding answers to yes/no questions without requiring the time of your team members. They can also perform tasks such as refilling prescriptions, taking payments, and surveying callers.

Automatic Call Distributor (ACD)

In a call center phone system, callers are typically placed in a queue in the order in which they call. These call queues are then assigned to the appropriate agent or agents. An Automatic Call Distributor (ACD) essentially handles the distribution of calls by assigning each call a priority level then sending them into the right call queues. ACDs use factors such as order, urgency, importance, and more to determine call priority. These factors ultimately serve as a part of a larger "queue strategy", which can vary depending on your call center's preference.

Call Reporting

With on demand or scheduled reports, you can get graphs and statistics on call volume, average wait times, call performance, etc. This allows you to know how to route calls during offhours or how to appropriately staff your business to handle the call volume. With access to the data, you'll be able to monitor the trends that are affecting your business, so you can make corrections and manage your business more effectively.

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What to look for in Call Center Software



Call Recording

When you take a relatively large number of calls on a daily basis, it's important to have documentation of those calls. Having the ability to record calls enables call centers to reference calls during customer resolution situations as well as during training. A quality call center software solution will typically come with the capability to record calls both manually and automated based on a schedule or set of rules.

Call Center Presence Indicators

One important aspect of running a call center of any size is the importance of being able to see the realtime status of individual call center members. It's important for the rest of the team to know whether individuals are on the phone or otherwise unavailable. It saves time and makes the call center team as a whole more productive. A good call center app should let each member set his/her own presence, log in and out of a queue, and even leave a note about when they'll return.



Integrated Chat

Similar to customer service chat, call center software's integrated chat provides internal communications between managers and team members. This eliminates the need for third party chat services when employees and administrators want to communicate with one another.

Voicemail Management

Things can get hectic sometimes within call centers, and it's not always possible to answer every call. When an agent can't get free to answer a call, good call center apps should enable other team members to drag and drop calls directly to their voicemail from a web interface.Another useful feature many call center phone systems come with is the ability to automatically send voicemails to email. This makes it easy to check emails directly from your desktop or mobile device, which further streamlines operations and customer experience.

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What to look for in Call Center Software



Call Center Training Tools

When you manage a team of call center agents, it's important to be able to provide a consistent level of service from one agent to the next. To do so, you'll want to make sure your call center software comes with training tools such as monitor, whisper, and barge.

Monitor, whisper and barge features let you monitor calls for improved customer experiences, make comments to your agent while they're in calls without the third party hearing, or barge in on a call to help the caller and your agent.



Caller Experience Features

Everyone knows waiting on hold can be extremely frustrating, especially if you're calling in for support or customer service. When a caller is waiting for a representative, the small details can make a world of difference in their experience - and ultimately their attitude.

A good call center phone system should play a mix of music, marketing messages, and call queue status messages. Status messages, for example, let the caller know approximately how much longer he or she will have to wait. If their wait time is long, some call queueing systems will even offer the caller an opportunity to leave a callback number so they can hang up and go about their day until an agent is available. This is called virtual queueing, and it can be a very effective way to avoid or alleviate tension with perturbed callers.

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Component



- ✤ IVR
- Predictive Dialer
- ACD with Intelligent Routing
- Voice Logger
- Quality Management
- CTI/ CRM
- Historical Reporting (with Reportika)
- Nodeflow Designer
- Multi-Media support
- VAS (IVR & OBD)
- Real-time analytics (Stats Manager API,
- Wallboard/Dashboard)

Cohesive Technologies Pvt. Ltd

Esteemed Customers



Cohesive Technologies Pvt. Ltd

Contact Us



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THANK YOU!