



KAREL



KAREL COMMUNICATION SOLUTIONS

IPS400 IP PBX

KAREL IPS400

ADVANCED IP COMMUNICATION SOLUTION THAT PROVIDES IP PBX AND CALL CENTER FEATURES TOGETHER.

KAREL IPS400 PROVIDES UNINTERRUPTED
COMMUNICATION FROM ANYWHERE.



KAREL IPS400 IP PBX

Karel IPS400 is an IP communication solution that offers basic IP call center features as well as IP PBX features. It provides easy and effective communication for small and medium-sized businesses that provide customer service such as law firms, tourism agencies, sales offices.

In IPS400 Series starter package, there are 30 SIP external lines/ 100 IP subscribers, 1 supervisor, 2 operators. TDM line support is provided up to 5 analog ports. All models can be increased up to 60 IP External Lines and 500 IP subscribers capacity.

Initial capacities by model:

IPS411

1 Analog Trunk (1 FXO), 1 Analog Extension (1 FXS), 1 Supervisor, 2 Operators, 100 IP Subscribers, 30 SIP Trunk Support

IPS420

2 Analog Trunks (2 FXO), 1 Supervisor, 2 Operators, 100 IP Subscribers, 30 SIP Trunk Support

IPS441

4 Analog Trunks (4 FXO), 1 Analog Extension (1 FXS), 1 Supervisor, 2 Operators, 100 IP Subscribers, 30 SIP Trunk Support

- Thanks to second Ethernet port, SIP trunks provided by ISPs can be connected to the system easily
- Number of IP subscribers that can talk at the same time: 140 (70 when audio recording is active)
- Codecs: G.711 A-law/U-law, G.722, G.729A/B, iLBC, GSM, T.38
- Integrated audio recording system (20.000 minutes of audio recording and voice message capacity is available on the product)
- Possibility of saving audio recordings to USB memory stick
- Integrated robot operator and voice mail services
- Transmission of voicemails and audio records via e-mail
- Queue features
- Operator and supervisor interfaces
- Mini CRM
- Advanced Reporting
- Call reporting via WebCM
- Enable communication as a station subscriber by smart phones to call an extension line by means of Karel Mobile application
- Videophone, conference call and messaging facilities are enabled by means of software-based telephone and internet connection
- Monitoring Presence info of the subscribers,
- Easy terminal management thanks to auto-provision support for Karel and different brands of IP phones (Obtain information for supported brands and models from our sales department).
- Enabling videophone calls for IP subscribers and external lines
- Over 100 programmable features
- Compliant with special phone sets and standard phones
- Teleconference management via web interface
- Multi-language support (Turkish, English, German, Chinese, French, Russian, Spanish, Italian integrated language support on IVR)
- Firewall
- Automatic update via the Internet

ADVANCED COMMUNICATION FEATURES

- The ability to keep the incoming calls in the queue and to read the queue number
- The ability to display the caller's information, which is already saved in Mini CRM, on all users phones and on the operator web interface screen
- Smart Call Back
- Ability to define special forwarding extension number for customers defined in MiniCRM. Thus, the incoming call from the customer is forwarded directly to the relevant internal line or queue without being connected to auto attendant.
- The ability to use tens of thousands of records entered in MiniCRM as a directory by IP phones in the system
- The ability to create subscriber-based directory groups (Different directory can be offered for each subscriber)
- The ability to use as announcement system (Automatically opening and making announcements of supporting IP phones with a single button)
- Advanced Chef-Secretary features

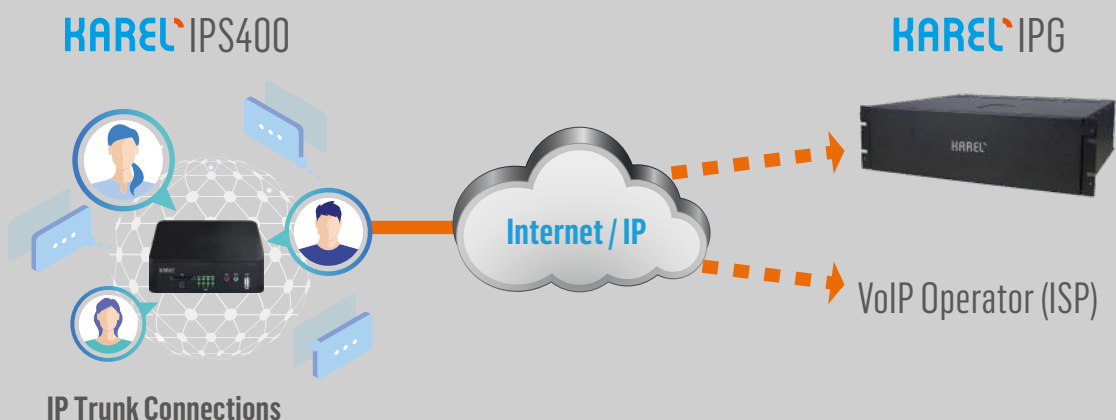
IVR FEATURES

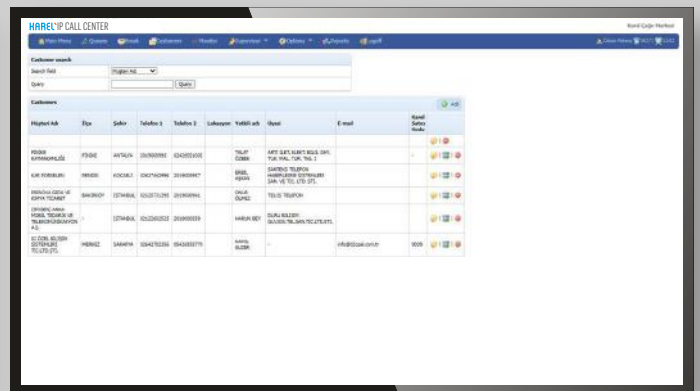
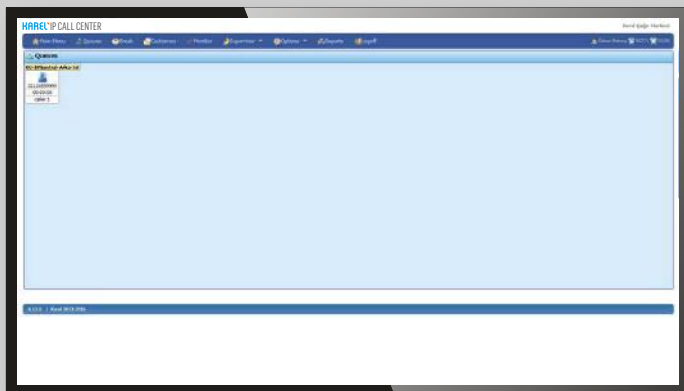
- Multi-Language Support
- Flexible and Multi-Level Submenu Options
- Enabling Different Robot Operators in External Lines
- Queue Support
- Reading the Queue Number for the Person Waiting in Line
- Smart Call Back
- Voice mail to e-mail

CALL CENTER FEATURES

Thanks to the Integrated Call Center, it is now economical and possible for small and medium-sized enterprises to use an advanced call center: 2 operators and 1 supervisor can login to the IPS400 system. Operators can see the calls waiting in the queue, take a break, and access their personal reports. The supervisor can monitor call traffic live, intrude operators' calls, and track the efficiency of the system and employees with advanced reports.

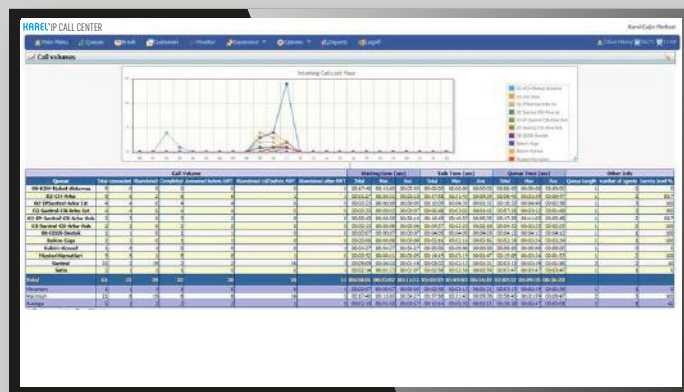
- Mini CRM
- Rapid and Flexible Call Distribution
- Web-based Interface
- Efficient Operator Management and Remote Operator Connection
- Break and Break Reporting
- Operator Reports
- Incoming and Cancelled Call Reports
- Queue Reports
- Pop Up Integration with Web Based CRM Applications





- Queue management

- Click-to-call through CRM
- Caller name and number appears to pop-up on the agent's screen when a call is processed





SECURITY

- SNMP
- HTTPS
- Safe, easy to use for behind NAT scenarios thanks to integrated advanced firewall
- Attack Protection (Blacklist feature for incorrect password and ping flood attempts)

TECHNICAL SPECIFICATIONS

Operating temperature: 0-50 °

Storage temperature: -20 – 65

Power adaptor: 12V / 1.3A, 16W max

Dimensions: 130x130x40 mm

Weight: IPS411 and IPS420: 530gr / IPS441: 680gr

SD card: Up to 128 GB



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www.karel-electronics.com

