Product Information

indali V – *the virtual IP PBX*

... Ready for Your Communications

DATUS
creating solutions

Abstract

The DATUS *indali V* is a virtual IP PBX designed for the demands of small, medium-sized, and large business companies and organizations. Its scalable all-purpose design provides the comfort, reliability and performance of a large PBX, featuring a powerful package of more than 100 high-end telephony functions. Due to its "Open Source"-based system architecture, the *indali V* can be easily integrate into given telecommunications networks. The *indali V* supports all standard-conforming IP phones, softphones, DECT phones and mobile phones.
The *indali V* runs on a virtual server ("HVM server") which is established via Citrix XenServer Express or VMwareServer on a server or PC whose hardware supports virtualization (AMD-V™, or Intel® VT). Its "high availability"-configuration ensures smooth operation even on hardware failure. Settings by these tools assign the HVM server the hardware ressources (CPU kernels, RAM, harddisk storage) which the *indali V* requires for its operation. You can customise these settings while the system is running.

High capacity

The *indali V* combines the performance and cost-saving capacity of IP telephony with proven telephony features accustomed from ISDN. This includes a reliable phone call management as well as pickup groups, call groups, One-Numbering, unlimited count of telephones per subscriber, various types of call forwarding, virtual conference rooms, individual call authorization, presence monitors, voicemailbox, fax-boxes, T.38 Fax, SMS, EMail, Timing, permanent connection, CTI interface (inbound/outbound), call-through, ChefSec-groups, multilevel interactive voice response (IVR), wait loops with ACD, and more.
The *indali V* provides firmware updates and autoprovisioning of SNOM-, OpenStage-, Tiptel-, Yealink and aastra IP phones and supports fully-fledged hot-desking.

Scalable

The performance of the *indali V* can be adjusted by implementing additional premium modules to meet greater demands. You may also increase the maximum number of subscribers by licences. The hardware resources required for the *indali V* can be adjusted per

XenCenter settings or VMware/vSphere client settings on the running system as needed.

Comfortable

The ADMIN / EXPERT configures and manages the *indali V* via its browser-based web-interface. Such, the PBX can be set to meet the special needs and requirements of the company.

The *indali V* offers each of its users a user-specific web-interface secured by user-PIN. This interface offers a multi-purpose presence monitor which shows the user his/her current count of missed-out calls, new voicemails, new faxes and new SMS, as well as the current phone status and the current remark texts of his selected colleagues. Each user can make settings for his/her account and the respective phones via this personal web-interface. It provides the user secured access to his/her contact directories, call lists, voicemailbox, faxboxes, SMS, recorded phone calls, personal call–forwarding settings and the current presence remark.

Versatile

The *indali V* is an all-round design. It can be used as a self-contained local IP-PBX operated by staff of the customer. It can be used as a Hosted PBX operated at the customer´s premises by a remote VoIP provider. It can be used as high-performance IP PBX in powerful IP Centrex data centres. The *indali V* performs as a reliable and versatile IP PBX in any case of application.

Ready for the Future ...

The DATUS *indali* IP PBX family is a proprietary design of the DATUS AG. *Indali* systems are in service in large quantities since 2009. The company has more than forty years of experience as a producer and service provider in all fields of telecommunications and is a leading supplier of professional voice solutions. It designs and implements custom solutions that are tuned to fit the needs as well as the initial situation of the respective customer.

Customers of DATUS are small-scale as well as big companies, civil services, carriers and resellers. The high degree of satisfaction these customers (also from the challenging military field) show with their DATUS products verifies the outstanding competence and capacity of the DATUS AG.

DATUS AG
Pascalstraße 12
D 52076 Aachen

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The DATUS *indali V* IP-PBX offers more than 100 'high-end'-features for professional telephony, such as:

Telephony Functions for More Efficiency:

"One-Numbering"-functionality: subscribers are reachable with their extension number at various locations (office, home, mobile). Every subscriber may have as many phones assigned to him as required.
CTI-interface (inbound/outbound) that can link telephony with attributed data services (e. g. CRM systems, MS Outlook, File repositories).
Wide range of optional CTI licenses (indali CTI Client Pro)
Unlimited number of public and private contact directories. Every single contact entry in a contact directory may hold various callnumbers as well as further information (e. g. birthday dates, location, addresses) on the respective contact. Each entry in the contact directory has a Click-to-Dial function.
Detailed user-specific call-lists that monitor all incoming and outgoing calls (several filters: 'all'/ 'accepted'/'missed-out'/'called'/'forwarded'/'private'/'liable to pay costs'), including a ringback function by mouse-click. You can confer any phone number from the call-lists to a contact directory of youir choice just by a mouse-click
Global and personal blacklists allow for a consistent handling of undesired calling parties
Personal whitelists (allow users to specify exceptions for their 'DND' and/or for their call forwarding)
Custom ChefSek groups (each with 'manager'-specific whitelists for setting individual exceptions)
Automatic ringback in case that the called side does not react ('CCNR') and/or in case of 'line busy' ('CCBS')
Support of 'CLIP'; 'CLIR'; 'CLIP no Screening'; 'COLP'; 'COLR'
No limit to count of PIN-secured virtual conference rooms (each with up to 50 participants)

Unified Messaging:

When a new voice mailbox message / new fax is received, the respective user may be notified by a standardised E-Mail, with the respective message / fax in a file attached to that EMail
Voicemail messages can be forwarded to other voicemail boxes easily
Faxes can be sent from within appliances straightly

More Customer Satisfaction by Improved Accessibility

Optional Central switchboard workplaces for straight connection of calling parties to competent dialogue partners.
Multistage interactive voice response menus can guide calling parties fast and safely to their favoured destination.
Multistage callgroups provide greater numbers of available dialogue partners as well as efficient forwarding, allowing for custom handling of incoming calls.
Pickup-groups where waiting calls are indicated by BLF keys; call acceptance taking place either by function key or by special key code.
Customer-oriented wait loops with automatic call distribution. Callers in the loop can be informed about their current wait position and their remaining wait time.
Wait loop agents can be informed about the calling party's wait time before they pick up the call.
The user's presence monitor indicates the current phone activities of selected colleagues.

Greater Flexibility, Less Working Expenses:

Cost-efficient implementation of the *indali V* by using your given server infrastructure.
Free administration of the *indali V* available from any authorised workplace (also remotely)
Simple & fast commissioning of IP phones (SNOM, OpenStage, Tiptel, Yealink, Aastra) by autoprovisioning via *indali V*
Simple and fast changeover of users to other call numbers.
Hot-desking to set up one's personal extension at any workplace .
Users may tune their telephony configuration as they require.
Free and secured telephony by interlinking of *indalis* across locations.

For a comprehensive list of all the functions and features provided by the DATUS *indali V* IP-PBX, please refer to the data sheets of the *indali* family.

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