

BusinessPhone Communication System

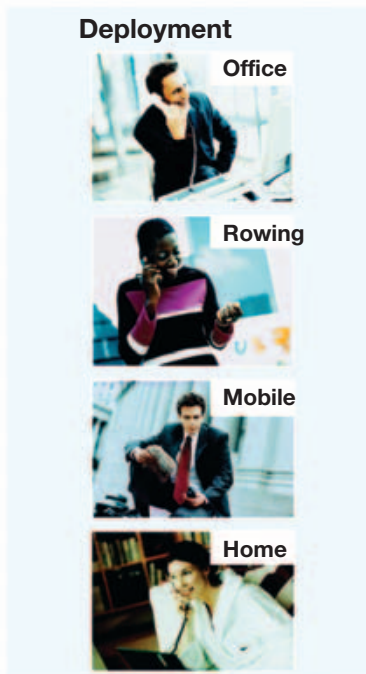


The BusinessPhone communication system offers large-system capabilities in a package that is cost-effective for small and medium-sized organizations requiring between 8 and 300 extensions. The system provides ISDN connectivity, cordless extensions, mobile extensions, intelligent voice messaging, communication applications, contact center facilities, and the ability to create private networks of BusinessPhone and other PBXs.

An integrated IP gateway enables private networking using the corporate IP network. BusinessPhone also offers advanced IP telephony with Ericsson IP devices.

As a modular system, BusinessPhone can be tailored to precisely meet a variety of communications needs. It can be expanded or enhanced with new features at any time in the future, protecting your investment.

BusinessPhone offers you a wide selection from different solution areas targeting the specific needs of small and medium-sized enterprises. Combine one or more solution areas of your choice into BusinessPhone to tailor a communication solution to your needs!



Mobility

Mobility is a behavior, not a product. The workforce is becoming increasingly mobile and fewer people are able to, or for that matter want to, work solely from their desks. People are expected to be more efficient and provide better service with quicker response times. Availability and accessibility are a must. Work, therefore, becomes a process and not a place. Whatever size business they work for, mobile workers need to stay in touch with customers, partners and colleagues, and be able to access and exchange the latest information fast – anytime, anywhere.

When we offer mobility we are not just giving you mobile access. The integrated mobile solution brings all the features and services available to wired phones to mobile users. On top of that, BusinessPhone integrated voice supports the features that make the mobile life manageable for all users. Integrating these applications brings two main benefits: on the one hand they are easy to use, on the other hand they are cost-effective.

Mobile Extension

With the Mobile Extension, business people on the move can now use their mobile phones as if they were full featured extensions of the enterprise PBX. For example, they can make and receive calls, use internal short number dialing, check voicemail, have calls diverted to other extensions or managed by an attendant, and access all the usual services. Mobile Extension even allows call control and access to services through computer telephony applications, i.e. you can control your mobile phone with the same value-adding applications as your office phone.

Integrated Cordless

The Integrated Cordless Solution is based on DECT technology, which is a standard in all European and most worldwide markets. It offers superior voice quality as well as improved service through the availability of all enterprise PBX functions on the cordless device.

Messaging

BusinessPhone enables you to visualize and listen to your voice messages when accessing with your PC from abroad or while in the office. The Voice Messaging Unit (VMU) and UM have a strong interoperability with other applications such as BackStage, helping you organize your messages more efficiently and increase your productivity.

IP Telephony

BusinessPhone IP Telephony solutions are based on the IP Unit (IPU), which is a plug-in board that makes Voice-over-IP (VoIP) an affordable, integrated and – above all – useful tool for small to medium sized enterprises. It enables existing BusinessPhone systems to offer IP-based, as well as traditional, telephony.

The immediate benefits are cost-effective connectivity and truly integrated computer telephony applications over your corporate network. The BusinessPhone IP Networking solution allows two or more BusinessPhone systems to be networked seamlessly together, or with other PBXs, including the Ericsson MD110.

Additionally BusinessPhone offers advanced IP telephony with the Ericsson IP clients.

Communication Efficiency - Computer Telephony

BusinessPhone Computer Telephony (CT) platforms enables you to combine the power of telephones and computers to gain a competitive edge. On these platforms advanced CT applications can be built to offer powerful business enhancing solutions.

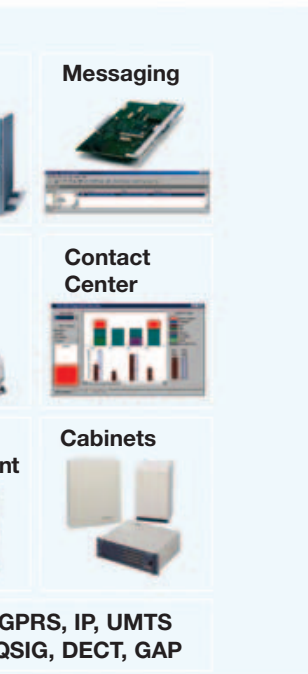
Computer Telephony can give your business a real competitive edge by ensuring that you and your customers speak to the right person at the right time, armed with the right information, every time. By enhancing and automating numerous communication functions, CT offers enormous productivity and revenue gains to any organization where fast, efficient call handling and data integration is a must.

BackStage

BackStage is an application that brings more communication efficiency to enterprises in a simple, straightforward way. It improves the user's working environment and productivity by allowing applications such as Microsoft's Outlook, Excel, Word and Access to be "telephony enabled".

There are various options for deploying BackStage from the configuration point of view, depending on different needs. Technologies to choose from are Computer Telephony via LAN, Voice over IP, Terminal Server environment, web access, and PDA support.

Additional possibilities for innovative use and benefits can be achieved within a Terminal Server infrastructure. BackStage supports Terminal Server systems, thus providing the option for central installation and maintenance. BackStage also makes it possible for the user to run BackStage via a web browser without a client installation. Thus, you have the flexibility of using different workplaces or



using several kinds of devices, even platform independent clients and mobile devices like Wireless LAN enabled Pocket-PC's.

Contact Center

The BusinessPhone Contact Center solution is for small to medium-sized enterprises that want to improve customer service. The BusinessPhone Contact Center can be built up in several steps and can easily be expanded in terms of number of agents and in terms of functionality depending on immediate and future needs

The base of the system is the Automatic Call Distribution (ACD) which is included in the core of BusinessPhone. This ensures that the calls are directed to the most appropriate call handling group – accounts department, sales order team, warehouse – giving callers a better perception of your efficiency, and making the communication process more effective.

One of the building blocks of the system is the BusinessPhone Call Centre Supervisor, an information system for the BusinessPhone Call Center solution. It provides management and staff with information on the performance of the call center both in real-time and through detailed historical reports. This information is vital for fine-tuning the day-to-day operation of the call center and for long-term planning.

The BusinessPhone Call Centre Assistant can be added to improve support for agents and supervisors. This is a Windows application that enhances the productivity of call center agents by providing a single environment for all activities. Computer-telephony integration (CTI) is used to simplify workflow – agents carry out call-control and administration tasks using a networked PC.

Networking

The BusinessPhone Networking solution allows BusinessPhone communication systems to become part of integrated digital corporate voice and data networks. There are different Networking services, designed to cover a wide range of corporate networking scenarios, allowing BusinessPhone systems to interact with other BusinessPhone and MD110 systems, as well as with PBXs from other manufacturers. Switched dial-up, leased ISDN lines and corporate IP networks can be used to connect them.

In effect, BusinessPhone Networking can link your communication systems together so that they behave like one unified voice and data communication network, providing service transparency, cost-efficiency and adaptability to your organization's needs.

Hospitality

A truly dedicated solution such as BusinessPhone Hospitality incorporates special, tailor-made features and equipment to meet the specific requirements of your business. The best part is that you also benefit from a wide spectrum of advanced communication features and functions that have made BusinessPhone a worldwide winner.

Whether you run a hotel, holiday complex, hospital, conference center, retirement home or even a cruise ship, you can be sure of the highest standards of operational efficiency and guest satisfaction.

System Management

BusinessPhone Management Suite is a tool for configuration, administration and maintenance of the BusinessPhone family. It combines the ease of use and

access flexibility of a web-based tool with the efficiency of Java programming optimized for BusinessPhone system configuration and management. It is self-contained, simple to install and use, and has a very wide range of configuration alternatives. The server software can be installed either at customer or service center premises, and can be accessed locally or remotely using a web browser interface. The package supports multiple user profiles and multiple BusinessPhone systems.

The use of a web browser graphical user interface (GUI) and the wide range of BusinessPhone-to-BMS server connection alternatives gives great flexibility in the use of the Management Suite.

Communication devices

BusinessPhone offers a broad range of communication devices - from standard analog telephones to high-end IP-Telephones – which are available to suit the needs of different individuals and organizations.

Telephones

Make the most of your Ericsson business communication system with the Ericsson Dialog 4000 Family of telephones. With their exceptional functionality, they are perfect for harnessing the power of your PBX. Excellent voice qualities as well as state of the art ergonomics optimize the user experience. Dialog 4000 Digital Telephones contain four models ranging from entry-level to sophisticated executive models for advanced functions.

The analog telephones in the Dialog 4000 series deliver the performance and reliability you can expect from Ericsson.

IP clients

The Ericsson IP-Telephone offers businesses an easy and cost-effective way to integrate telephony into the enterprise data network. It brings data and voice communication together into a single network infrastructure. The Ericsson IP-Telephone converts voice into data packets that are compatible with an IP telephony system. The IP-Telephone is compatible with all H.323 compliant systems.

The BackStage iClient adds business class IP telephony to Computer Telephony. In this scenario the PC itself serves as the telephone. The clients are connected to BusinessLink and the integrated IP board of BusinessPhone. This IP telephony offer from BackStage provides freedom of choice for your workplace.

Operator

BusinessPhone supports two different types of operator consoles, enabling you to choose the perfect solution for your busy switchboard. All of the consoles are designed for comfort and simplicity to allow the operator to work with maximum efficiency. Easy to read displays and ergonomically designed keyboards provide an instant overview and complete control of all calls being handled by the switchboard. Different types of consoles can be used concurrently in the same system.

The Dialog 4224 Operator Telephone is a dedicated but cost-effective system phone with a large graphical display

and single key access to the most commonly used operator functions and with an option to add up to four extra key panels providing 68 programmable keys.

BusinessPhone Operator Suite is business software that provides a unified working environment for telephone operators, integrating powerful call handling, directory management, messaging, absence information and administration functions on a single PC.

Mobile devices

In an increasingly mobile world there is always a strong need for mobile devices. Key requirements are reachability with easy and fast access to people and vital information, anytime, anywhere. By making use of both integrated solutions and open standards you can choose from a wide range of mobile terminals. Ericsson's DECT/GAP phones are available as office telephones as well as rugged, outdoor phones with facilities for short text messaging, group calls, paging and alarm handling. By making use of BusinessPhone's Mobile Extension solution you are free to use virtually any device, be it your mobile phone or be it your telephone at home.

Cabinets

BusinessPhone 50

The BusinessPhone 50 central system is a single compact wall cabinet with five board slots, that can cater to between eight and 64 extensions. The

cabinet has a built-in switched-mode power supply, with the option of an external battery back-up unit or alternative DC power supply. The BusinessPhone 50 system is particularly cost-effective for small offices.

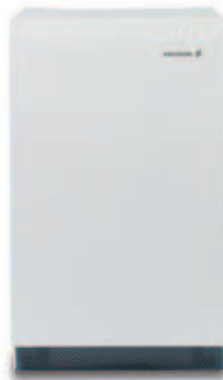
BusinessPhone 128i

The cabinet size enables it to be mounted into 19-inch racks, the industry standard for data equipment like routers, hubs and switches. Therefore, it is easy to install and integrate into the existing data infrastructure. BP128i has an integrated patch panel which makes additions, moves, and changes to the configuration a simple and fast process.

BP128i is a single, compact cabinet with five board slots. Since it is possible to stack two systems, it can serve up to 128 extensions and 60 trunks. The cabinet has a built-in switched mode power supply.

BusinessPhone 250

The central system is comprised of between one and three wall-mounted cabinets, each with nine board slots, which can cater to between 20 and 200 extensions (or 300 for the special Hospitality solution). Each cabinet has a built-in transformer with the option of a battery back-up unit or alternative DC power supply.



BusinessPhone 250



BusinessPhone 50



Ericsson Dialog 4000 Digital Telephone



BusinessPhone 128i

Function Table

System functions

Name	Description
<i>Alarm function</i>	Allows an alarm signal to be sent from a telephone with a connected Alarm Interface Unit (AIU) to a predefined extension for instance, from a hotel room to the concierge
<i>Answer position(s) for trunks</i>	Re-routing on busy or no answer
<i>Automatic time synchronization with ISDN</i>	Synchronizes with the time information received from public ISDN to enable automatic change of summer/winter time (daylight saving time)
<i>Background music</i>	Music from an external source may be played through phone speakers
<i>Bypass call diversion and follow me</i>	A specific code may be dialed to bypass call forwarding
<i>Call charge control</i>	Individual extension call metering and central call information logging
<i>Class of service to extensions</i>	Varying levels of restriction on access to functions and traffic authorization may be assigned to extensions
<i>Common bell</i>	All extensions may pick a call from an extension that has been predefined as a common bell extension
<i>Computer Telephony</i>	Full-featured CT support according to industry standards (TSAPI, TAPI)
<i>Diagnostic functions</i>	Built-in diagnostic facilities, accessible by using a local PC or via a modem
<i>Differentiated ring and tone signals</i>	Indicate, for example, whether call is internal, external or call back
<i>Direct In Dialing (DID)</i>	If offered from the network operator
<i>DISA</i>	Enables external dial in with access to all services
<i>Door phone (optional)</i>	One or more extensions may be used to monitor the entrance to premises and control the door lock remotely
<i>Fictive numbers</i>	Up to 1000 logical extension numbers in up to 16 groups, to support hot-desking, recognition of incoming call type, fax server applications, etc.
<i>Flexible numbering plan</i>	Up to eight digits with number translation
<i>ISDN basic functions</i>	BA, PRA, S-interface, T-interface
<i>ISDN supplementary services</i>	CLIP, CLIR, COLP, COLR, DDI, MCID, AOC, MSN, SUB, CF/PR
<i>IP networking</i>	Corporate networking to carry internal voice calls over a private local or wide-area IP network (LAN or WAN).
<i>IP telephony</i>	Integration of Ericsson IP-Telephones, BackStage iClient or 3rd party IP clients
<i>IP trunking</i>	Transmission of Voice-over-IP (VoIP) between Local Access and Transport Areas (LATAs) and between countries by long distance carriers around the globe
<i>Least Cost Routing</i>	Automatic selection of the cheapest route in the network
<i>Mobile Extension</i>	Extends features such as transfer, inquiry, monitoring, dialing via CT-application, etc. to a mobile phone
<i>Music on hold</i>	From internal or external sources, up to 13 channels, which can be assigned to different groups, based on extension, PBX groups or ACD groups
<i>Networking</i>	Corporate networking of BusinessPhone and MD110 systems via analog, digital ISDN and IP lines
<i>Night service</i>	Re-routing of calls during restricted hours
<i>Advanced Operator functions</i>	Identification, parking loops, queue indication, serial calls, metered calls, etc.
<i>PBX groups with parallel or serial distribution</i>	Up to 20 extensions per group, and up to 16 groups per system
<i>PBX group flexible display</i>	PBX group members can have different caller information (first called party, calling party or PBX group name and number) on the display, depending on requirements
<i>Power failure circuit</i>	For battery backup
<i>Pre-recorded voice announcements</i>	For voice mail and absence information
<i>Programming of system parameters via service terminal</i>	Basic system configuration via PC
<i>Remote configuration, service and maintenance</i>	Via built-in V.24 modem or Internet connection. Web browser based Management Suite allows remote system changes and upgrades monitoring, fault analysis and correction
<i>Re-routing</i>	On busy or no answer
<i>Route selection</i>	Different routes can be defined for incoming and/or outgoing calls, for example, for multi-tenant offices
<i>Tandem configuration</i>	A wired (desktop) phone and a cordless (portable) phone or a mobile extension are treated as one logical unit
<i>Tariff calculation</i>	Makes it possible to set up a tariff structure, including your margin, for guests using your telephony system, independent of whether the network operator sends pulses or real costs to the PBX
<i>Tone (DTMF) and pulse dialing</i>	Internal and external
<i>Traffic group matrix</i>	Individual control over extension and trunk line access for internal calls
<i>Trunk Call Discrimination</i>	Several levels of restriction on external calling from extensions

Extension functions

Name	Description
<i>Abbreviated number dialing</i>	Common and individual numbers
<i>Account number</i>	A number, such as a project code, may be keyed in before or during a call for call accounting purposes. As an option, verification of the code against a predefined list can be done, before the user gains access to the system.
<i>Authorization code</i>	By dialing special codes, extensions may be temporarily barred for calls, or class of service may be transferred to another extension
<i>Automatic call back (busy/free extension)</i>	Callers to a busy or unanswered extension may book an automatic call back
<i>Automatic call back (trunk/route)</i>	Callers to a busy trunk or route may book an automatic call back
<i>Automatic re-dial</i>	Initiates automatic re-dial to an external number when busy or on no answer. Up to 5 numbers can be stored
<i>Call metering</i>	Displayed on the telephone display during and after an external call (actual call, last call and accumulated fee) Printouts are also available
<i>Call pick-up</i>	Calls to any extension can be picked up from other extensions (individual, group, common)
<i>Call waiting indication</i>	If dialed extension is busy, a special "call waiting" tone may be sent by the caller to indicate an important call
<i>Camp on busy</i>	Notifies a busy extension that a call is waiting
<i>Conference</i>	Up to six-way, internal and external
<i>Conversation recording</i>	Record a conversation in your own mailbox
<i>Dictaphone function</i>	Record memos in your own mailbox
<i>Display indications</i>	Telephone display can show information such as date and time, temperature, calling number and name, directory entries, and messages from other extensions
<i>Diversion</i>	Automatically diverts calls to another destination, internal or external (direct, on busy, or on no reply)
<i>Dual line access</i>	Allows a second call to be taken during the first call (which is put on hold)
<i>Fax extension</i>	Extensions can be programmed specifically to handle incoming faxes
<i>Flexible CIL format</i>	To be compatible with various Call Information Logging software products
<i>Follow me</i>	Users can request that their incoming calls are transferred to a designated internal or external number
<i>Group (PBX-) hunting</i>	A group of extensions may be called using a common group number. Calls may be distributed to free extensions in a predefined order
<i>Hands-free</i>	Loudspeaker and microphone for conversation without handset.
<i>Hot line</i>	May be initiated immediately or delayed by lifting the handset
<i>Absence Information</i>	All types of telephones can be used to leave voice or text information for callers while the user is absent
<i>Intercom</i>	Single-key, hands-free extension-to-extension calling with automatic answer
<i>Intrusion</i>	Authorized users can intrude into an ongoing call
<i>ISDN caller list</i>	Stores details of incoming ISDN calls that did not get through either because the user was busy or did not answer
<i>Message system</i>	Instant text, voice and call-back messages can be sent or forwarded from extension to extension.
<i>Monitoring</i>	Operator may monitor an external call while continuing to put through new calls
<i>Outcall notification</i>	The user can be notified that there is a new message in the voice mailbox with a call to a predefined external number. Messages can be retrieved immediately.
<i>Parking</i>	Ongoing calls may be temporarily parked for later retrieval or pick-up from another extension (common or individual)
<i>Personal greeting</i>	A personal greeting can be recorded in the voice messaging system.
<i>Private trunk line</i>	Provides access only to nominated extensions
<i>Recall</i>	After a predetermined time, calls that have been parked, camped on or transferred without answer recall the initiating extension
<i>Reminder service</i>	Users may set time for reminder, at which the extension gives a special ringing tone
<i>Save/redial</i>	Dialed or incoming numbers are stored for quick call back of incoming answered calls.
<i>Secretary function</i>	Includes direct call, busy indication, call pick-up, intercom and diversion
<i>Supervision</i>	Users may monitor individual directory numbers to determine status, answer incoming calls or call the monitored party
<i>Telephone directory</i>	For internal and external numbers
<i>Transfer</i>	Before or after answering
<i>Unified Messaging</i>	Integration of voice message system and e-mail service

The table below is based on typical business configurations, i.e. it can be used as an average. The real limitations may differ to some extent, depending on the customer.

Capacity	BP50	BP128i	BP250	Modularity
Extension capacity (theoretical)	300	300	300	-
Extension capacity (typical)	64	128	200	-
<i>Digital extensions</i>	64	128	200 (300 for Hotel systems)	8/16/32
<i>Analog extensions</i>	32	128	200 (300 for Hotel systems)	4/8/16
<i>Cordless extensions</i>	64	64	210	as per FECU
<i>Mobile extensions</i>	100	100	100	5
<i>Operators</i>	3	3	3	1
<i>S-Interface terminals</i>	64 (8x 2B+D)	128 (16x 2B+D)	192 (24x 2B+D)	4/8
<i>H.323 clients</i>	200	200	200	
<i>CT monitored extensions</i>	80 (Office) 40 (Call Center)	80 (Office) 40 (Call Center)	80 (Office) 40 (Call Center)	
Trunk Capacity (theoretical)	120	120	120	-
Trunk Capacity (typical)	30	60	60	-
<i>Analog trunks</i>	16	32	60	4/8
<i>Digital trunks PRA</i>	30(1x 30B+D)	60(2x 30B+D)	60(2x 30B+D)	30
<i>Digital trunks with CAS</i>	30(1x 30B+D)	60(2x 30B+D)	60(2x 30B+D)	30
<i>Digital trunks BA</i>	16(8x 2B+D)	32(16x 2B+D)	48(24x 2B+D)	8/16
<i>S-Interface channels</i>	16(8x 2B+D)	32(16x 2B+D)	48(24x 2B+D)	8/16
<i>H.323 trunks</i>	30	60	60	4
<i>VoIP channels</i>	32	64	64	4/8/16
<i>Analog tie lines</i>	8	16	56	4/8
<i>Base stations</i>	12	12	60	1
<i>Free slots for PBAs (except CPU-Dx)</i>	4	4+5	8+9+9	-
<i>RJ45 sockets available</i>	N/A	72+72	N/A	-

System cabinet	BP50	BP128i	BP250
<i>Cabinets, wall-mounted</i>	1	1 or 2	up to 3
<i>Dimensions (HxWxD)</i>	500x400x155mm	125x483x396mm	435x260x300mm
<i>Weight (fully equipped)</i>	13 kg	14,5 kg	19,2 kg

Technical data

Power supply

- *Mains supply:*
110–127VAC ±10%,
220–240VAC ±10%
- *Emergency power supply*
(battery): 48VDC +8V/-5V

Analog trunk lines

- *Max. line resistance:* 2000 Ohms at -48VDC
- *Make/break ratio:*
33/67ms or 40/60ms
- *DTMF signalling:*
ITU-T Q.23/Q.24

Digital trunk lines

- *Channel associated signalling*
(CAS) 2Mbit/s interface according to ITU-T G.703 and G.704
- *CAS R2 according to ITU-T*
Q.421-424

- *ISDN interfaces according to*
ITU-T I.430 (BA), I.431 (PRA), I.440,
I.450, I.441, I.451, G.703 (PRA),
G.704 (PRA), ETSI CTR3 (BA) and
CTR4 (PRA), and Australian
specifications

IP Telephony

- *Interfaces:*
Ethernet 10/100BaseT
- *Protocols:* IPv4, BOOTP, coding of
speech packets according to RTP,
DHCP, TCP, UDP, FTP, H.323 v4 incl.
Annex M.1, H.225 and H.245,
Gatekeeper – Gatekeeper signalling
with Location Request procedure
- *Voice support:* up to 16 parallel calls
per IPU
- *Voice coder:* G.711, G.723.1,
G.729ab
- *Quality of Service support:* queuing
prioritization, Type of Service (TOS)
- *Support for IP clients,* Networking
over IP, IP loop trunking

Environmental Performance

Hazardous Substances

BusinessPhone complies with Ericsson's policy on the use of banned and restricted substances.

End of Life Treatment

Ericsson offers recycling service for old Ericsson products to all our certified Partners. After the material has arrived at our collection point, we will, free of charge and in an environmentally responsible manner, take care of disposal through approved recycling companies in compliance with EU or other national legal requirements.

ECO Declaration

BusinessPhone complies with the list of standards that have been specified by the Association of the Swedish IT and Telecom Industry, which are defined as being critical to a product being judged as environmentally sound.

Networking

- Common corporate numbering plan: co-ordinated, location code based or mixed
- Definition of up to 1000 corporate network nodes
- Corporate network routing with first choice and up to three alternative route choices
- Enhanced set of telephony features via the network

ISDN access

- Basic Rate (2B+D, 144kbit/s)
- Primary Rate (30B+D, 2Mbit/s) Interfaces:
- Q interface (leased-line QSIG)
- T interface (switched public ISDN line with DSS1)

Analog links

- E&M continuous (A- and D-format)
- E&M discontinuous
- CEPT L1
- SSAC 15
- Loop signalling (DC)

Analog extensions

- Max. loop resistance (incl. telephones) 2500 Ohms
- Current feed: 2x400mA, -48VDC, or 2x800mA, -48VDC
- Impulse speed: 10Hz ±10%
- Make/break ratio: 33/67ms or 40/60ms
- DTMF signalling: ITU-T Q.23
- Timed break of loop: 80–120ms
- Leakage resistance: 40 kOhms

Digital extensions

- Max. line length: 800m with 0.5mm diameter cable

ISDN S-interface

According to ETSI and Australian recommendations, supporting:

- Group 4 fax
- PC with ISDN board
- PC with ISDN board and telephone
- terminal adapter
- videophone
- ISDN telephone

Bearer services supported include:

- speech
- unrestricted 64kbit/s
- unrestricted digital information (with tones/announcements, 7 kHz)
- 3.1 kHz audio
- video

Maximum range:

- short passive bus: up to 250m
- extended passive bus: up to 500m

Environmental

Operating temperature:
+5°C to +40°C

Relative humidity: 15–80%

Electrostatic discharge:
>8kV at 30% humidity, complies with IEC 801-2

System programming

- Local programming via V.24 (RS-232) interface
- Web-browser-based Management Suite for local (via V.24 or LAN connection) or remote (via built-in V.22 modem or Internet connection) configuration, O&M and upgrades

EMC Standards Compliance

Emission: EN 55022 Class A/Class B

Immunity: EN 55024

Regulative Compliance Information:

Hereby, Ericsson Enterprise AB declares that BusinessPhone BP250, BP50 and BP128i are in conformity with the essential requirements and other relevant provisions of EU directive 1999/5/EC

Digital corporate networking (QSIG standards)

Basic Call Control

ETS 300 172/ISO 11572, ISO 11574 GFP (within the scope of the supported supplementary service listed below) ETS 300 239/ISO 11582

Supplementary services

CLIP, COLP, CLIR:
ETS 300 173/ISO 14136

CNIP, CONP, CNIR:
ETS 300 238/ISO 13864, 13868

AOC: ECMA 211/212

Protocol compliance

Layer 1: ETS 300 011/ETS 300 012

Layer 2: ETS 300 170

Layer 3: ETS 300 172

Asia Pacific

Ericsson Enterprise
3420 Persiaran Sepang
63000 Cyberjaya
Selangor Darul Ehsan
Malaysia
Phone: +60 3 8314 6000
enterprise.asiapacific@ericsson.com

Americas

Ericsson Enterprise
6300 Legacy Drive
Plano, TX 75024
USA
enterprise.americas@ericsson.com

Europe, Middle East, Africa

Ericsson Enterprise
Avenue du Bourget 44 Bourgetlaan
B-1130 Brussels
BELGIUM
Phone: +32 2 745 12 11
enterprise.europe@ericsson.com

Nordic

Ericsson Enterprise
LM Ericssons väg 8
126 25 Stockholm
SWEDEN
Phone: +46 8 579 18 000
enterprise.nordic@ericsson.com