

exceptional innovation

# resell or self host disrupt the market and cut costs

IPFusion invites aspiring resellers to learn how all communications have been finally unified on the custom developed E-MetroTel true cloud voice platform, creating revenue generating services.

## Data Sensitive?

Call Recordings, CDR Data  
Contact Centre Statistics  
all stored in the cloud for  
PCI DSS compliance

## Device Agnostic

Bring your Yealink, Avaya,  
Polycom, Nortel, Cisco,  
phones or use state  
of the art E-MetroTel  
gigabit phones

## Secure and Reliable

AWS renowned security  
bridging with advanced  
E-MetroTel technology  
and built-in firewall

## FollowME Anywhere with Mobility

Make any device Android,  
IOS or computer your  
office without limits

## No Need For Microsoft Teams

Collaboration capability  
powerfully integrated  
with advanced UC

# E-MetroTel Cloud

hosted voice and  
collaboration solutions

Check out the ways  
we stand out from the crowd

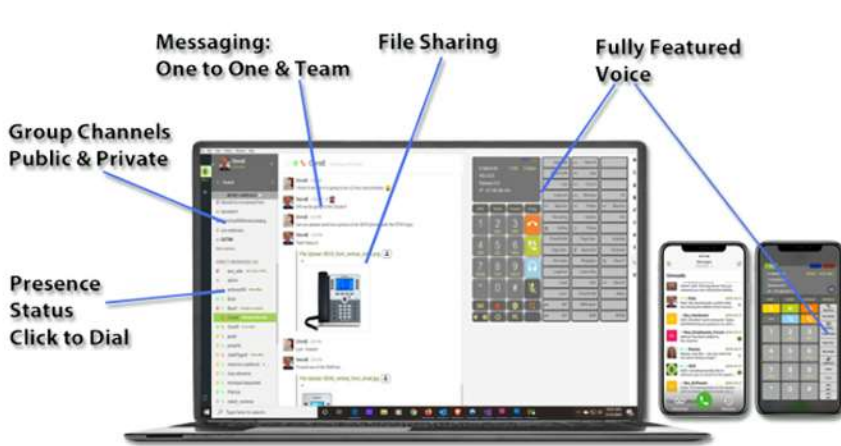
- ✓ Add users as businesses grow
- ✓ All-in-one unified architecture
- ✓ Simple to deploy, easy to use
- ✓ Traffic overflow and load balancing
- ✓ Bring together teams seamlessly - single or multi-site
- ✓ No onsite comms for quicker disaster recovery
- ✓ No dependency on a physical location
- ✓ Being Charged Too Much? Compare our prices!

“6 in 10 customers ditch a company  
in response to bad telephone service”



# Work Anywhere Communications

Talk - Message - Collaborate - Video Conference - Screen Share

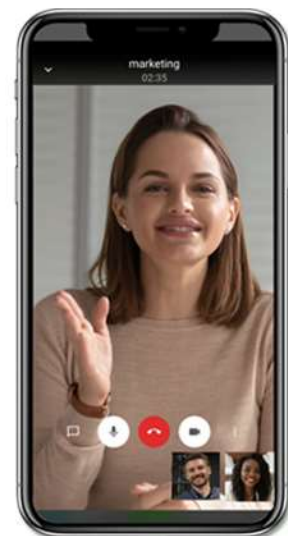


UCaaS is not new.

Customers can enjoy all the clever and latest features of today's communications, utilising a total 'inskin' solution everything on one unified platform.

No need to bring various vendors together to piecemeal a workable solution for client's business needs when our single, secure, reliable and flexible platform is a total unified communications solution ... all in the one place.

It boasts innovative product development that is easy, seamless and VERY cost effective to improve services as well as superior collaboration and work at home capabilities plus advanced applications add-ons. Take advantage of 100's of many new VoIP enhanced features that traditional phone systems don't have and easily customise for customers' specific business needs.



Video Conference & Screen Share

## Risk Based Vulnerability Management

Essential cloud security must not be overlooked. Prevent, detect and respond to threats wherever they occur with E-MetroTel's single source, not a bundle, to protect users and data.

### Deploy with confidence and collaborate effectively with a passive DNS capability for ongoing vulnerability evaluation

IP Fusion's hosted telephony system uses Amazon Web Services [AWS] Sydney platform facility. AWS is well known for its formidable security features and as such host many Federal and State Government computer facilities. It is the largest and most widely used platform giving hosts peace of mind.

Unfortunately, AWS security is not enough on its own. Any computer system that is exposed to the internet risks being maliciously attacked through repeated attempts to login to the system, often referred to as brute force attacks. Brute force attackers will repeatedly guess new username / password combinations, in an attempt to gain unauthorised access to the system.

The IP Block List feature has been added to the E-MetroTel software to reduce the potential impact of these brute force attacks and help network operators detect and remediate security threats by temporarily blocking the connection requests originating from those

IP addresses associated with repeated incorrect login attempts. This feature looks at different levels of attempted hacking such as Telephony, Secure Shell SSHD and Web Services. Suspicious IP Addresses are stored and classified by IP Addresses, Location [Country, City etc.] and what service they tried to hack. The stored information can be downloaded at any time for passive DNS analysis.

DNS analysis can be a valuable tool in detecting, preventing, and analysing cyber-attacks. The E-MetroTel software has a firewall and analysis of passive DNS results in permanently blocking suspicious and malicious IP addresses.

The E-MetroTel software applications keep an audit trail of all attempted logins and can be viewed on the management console. A complete log of successful and unsuccessful logins along with any work completed by a successful login is stored. Unsuccessful login attempts are automatically blocked by the software for a predetermined time to allow for further analysis.



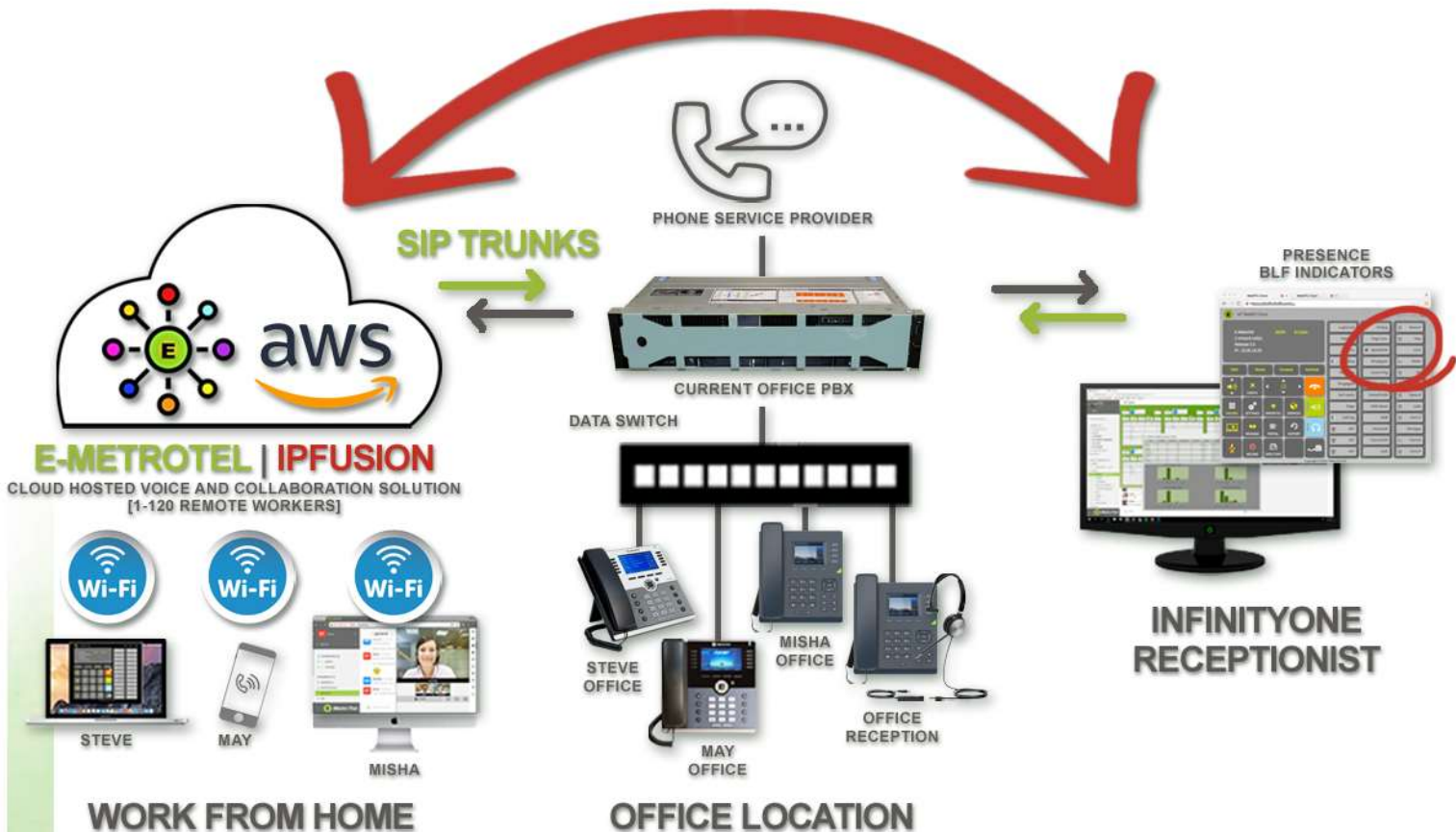
Don't let the shared security responsibility delay your customer's journey to the Cloud Choose security that evolves as rapidly as the cloud itself



# WORK FROM HOME

## PROTECT THE REMOTE WORKFORCE

Redefine the work from anywhere concept to create a flexible, hybrid, modern and secure workplace where everyone can have secure and safe remote access.



E-MetroTel's exceptional technology and innovation will lead the way and respond to cyber threats

The WFH scenario is not going to leave us anytime soon with a substantial number of companies and government departments making it a more permanent solution. The weakest link in the WFH scenario is cyber security and how to mitigate the risks then plan the best way forward.

- Initial WFH setups where rushed and therefore not well thought out
- Cyber Security not given much thought.
- Most home environments are not secure
- Receptionists still working in the Office have no visibility of WFH staff status
- Now is the time to look at a better solution
- E-MetroTel / IP Fusion Cloud WFH Solution solves these problems.

Moving your Work From Home [WFH] workforce to the E-MetroTel Cloud increases flexibility for all employees.

Most organisations use call diversion from office desk telephones to mobiles and workers taking home laptops, relying on their inadequate home security for tasks.

Equipping WFH staff with our E-MetroTel InfinityONE app on any smart device, desktop or laptop gives them flexibility and access to perform their tasks remotely and securely. Providing the Receptionist with the app in the office gives visibility of presence and access to secure encrypted messaging, emailing, data storage, file transfer, video conferencing, voice and call control. Adding an InfinityONE app in a conference room allows Managers to hold video conferences with any or all WFH staff.

Contact IP Fusion or one of our Authorised and Accredited Channels for a free quote.

Take advantage of features that traditional phone systems don't have and easily customise for business needs.

## Standard Cloud PBX Features

One cost effective, permanent licence per extension turns on all of the features, and all but a few Advanced Cloud Application Add-ons.

- Unified Messaging
- Instant Messaging
- Group Messaging
- Call Detail Reporting [CDR]
- Unlimited Multi-party Conferencing
- Unlimited Built-in Multi-Level Auto Attendant [IVR]
- Unlimited Self Service IVR
- Unlimited Customised Announcements
- Unlimited Conference Bridging
- Unlimited and Advanced Conference Bridge Management
- Up to 120 Programmable Buttons
- Configurable Feature Codes [including Nortel]
- Shared Line Appearance
- Unlimited Mailboxes
- Unique HotDesking to Mobile Devices [License Free]
- Configurable Call Recording and ONDemand
- Remote Office
- Voice to Email
- FindME / FollowME
- Dictation Service
- Busy Lamp Field
- Ring Groups
- Hunt Groups
- Paging, Local, Multi-site and Set-to-set
- Blacklists
- Caller ID, on Call Waiting and Outbound Control
- Contact Lists
- Directories
- User Management and Control Utility
- SIP Extensions
- Music On Hold
- Call Barge
- Listen In [with Whisper]
- 3rd Party Integration [Web Hooks, Rest API]
- Bit Bucket
- Github
- Jira
- UI Theming

## Standard Cloud PBX Contact Centre Features

- Real-time reporting
- Skills-based routing
- Scalable
- Supports Virtual and Multi-Site Contact Centres
- Support for Remote Agents
- Multiple Queue Assignments for Agents
- Overflow Queues and Load Balancing
- CTI Interface
- Channel Listen and Whisper Support
- Unlimited Queues
- In-Office Agents
- Mobile Agents
- Home-based Agents
- Queue Statistics
- Individual Agent Statistics
- Queue Performance Metrics

**PRESENCE**  
Collaborate effectively by knowing the status of everyone you work with. Simple color indicators let you know who is online, busy, on a call, or away.

**GROUP CHAT**  
Chat securely in a group and privately with an individual, with file uploads, @mentions, slash commands, emoji, and customizable roles and permissions included.

**CHAT CHANNELS**  
Create unlimited chat channels. And unlike commercial services all of your content is stored privately and securely on your own server. Link easily with popular hashtags.

**WebRTC CLIENT**  
Connect from anywhere you go with full PBX features using our powerful browser based mobility and office telephony client. Chat integrated and Standalone.

**@MENTIONS**  
Respond effectively with @mentions and audible and badge notifications.

## InfinityONE Collaboration Desktop Interface Enhanced Features included FREE with licence

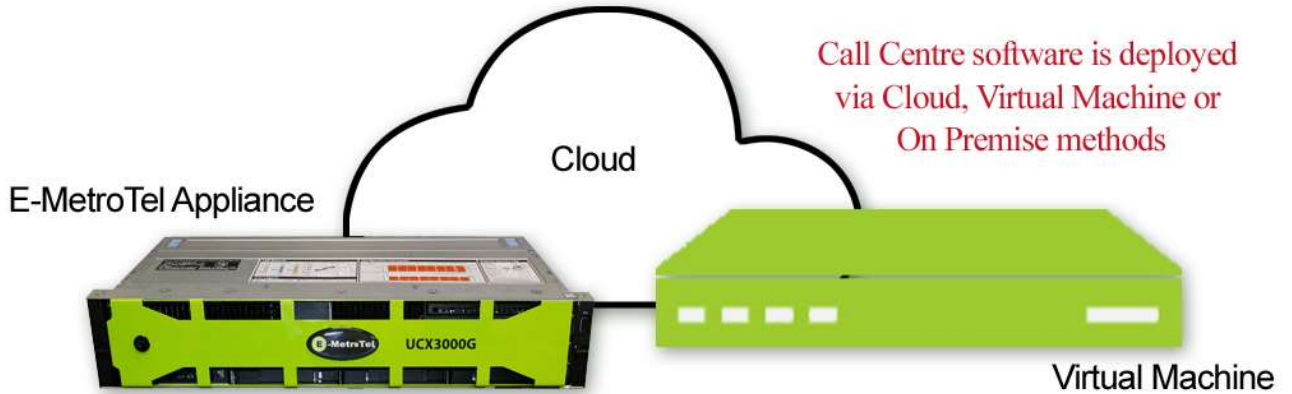
Imagine if the whole team at your fingertips regardless of where they are and how they work. Take teamwork to new heights with InfinityONE – the hub for all business communications.

Completely removes the barriers between office phones and mobile devices with Genuine Fixed Mobile Convergence [FMC] from a single platform

- Full Featured Voice
- Live Chat Feature
- Secure and Private Encrypted Chat Conversations
- Private Chat
- Single Click to Call
- Mobility
- Softphone
- Messaging Presence with Override
- Autolink and Preview urls
- Peer to Peer WebRTC Audio
- Peer to Peer WebRTC Video
- Peer to Peer Screen Sharing
- Email and SMS Notifications
- Contact Centre Agent Support
- Unread Message Handling
- Message Reactions
- Emoji Support with Picker
- UI Theming
- Favourite Channels
- Message Editing, Pinning, Starring, Deleting
- Drag and Drop File Update with Image and Video Preview
- Multiple Channel Types [Public, Private, Direct Messaging]
- 30 Slash Commands [Create Room, Invite User]
- @mentions with Audible and Badge Notifications
- Customisable Role and Permission System
- Basic Bot Experimental Support
- Code Syntax Highlighting
- Profile Editing and Admin Pages
- Easy Configuration
- File Sharing
- OTR [Off the Record] Conversations
- OAuth and LDAP
- XMPP Integration
- Internalisation

## [CCaaS] Call Centre as a Service or OnPrem

Incredible customer service with powerful contact centre features giving agents work anywhere capabilities and advanced real-time reporting - status via E-MetroTel's FREE InfinityONE browser or client-based IM, chat and voice application.



**AGENTS**

**SUPERVISORS**

**MANAGERS**



Home | Mobile



Main Office



Remote Office

The E-MetroTel Call Centre tools provide skills-based routing, overflow and load balancing, built-in IVR and text-to-speech, channel listen and whisper, real-time and historical reports and more ...

# Route incoming calls to the proper groups or person



## Contact Centre Manager's Features

- Single GUI Management with Built-in VPN for Remote Management
- Custom Call-flow Management
  - Flexible Scheduling, Ad hoc Recorded Announcements
  - Time and Date | Holiday Scheduling
  - On-the-fly Call Flow Controls
  - Custom (on demand) Recording and Placement of Announcements
  - Quality Monitoring | Agent Scoring | Agent Training | Record-keeping
  - Integrated Unlimited IVR, Music-on-hold, Unlimited Voicemail Boxes
- Real-time and Historical Reporting
  - Flexible Reports with Drill-down Capability: Call Distributions | Agent Performances | Customer Service Levels versus Target Thresholds | Answered | Unanswered Calls per Queue per Agent
  - Highly Visual Graphical Outputs and PDF | EXCEL | CSV Exporting
- Sophisticated Queue Controls
  - Maximum Wait Times | Capacity Thresholds
  - Announce: Position in Queue | Estimated Hold Times | IVR Break-out
  - Queue Join Announces
  - Automatic Escalations | 20 Levels of Queue Priority Settings

## Contact Centre Reporting Metrics

- Queue Summary
- Call Distribution Summary
- Call Distribution per Day | per Week
- Agent Availability
- Unanswered Call Summary Report
- Unanswered Call per Queue
- Answered Call per Queue
- Answered Call Disconnection Cause
- Queue Summary
- Call Distribution
  - Summary
  - Per Hour | Day | Week | Month
  - Per Queue
  - Per Call Details
- Agent Status per Queue
- Agent Session and Pause Durations
- Unanswered Call Abandon Rate
- Unanswered Call Details
- Answered Call per Agent
- Answered Call per Call Details
- Call Waiting Details
- Unanswered Call Disconnection Cause
- Answered Call Summary Report
- Answered Call by Service Level Report
- Answered Call Transfers Report
- Agent Summary Report



## Advanced Cloud Application Add-ons

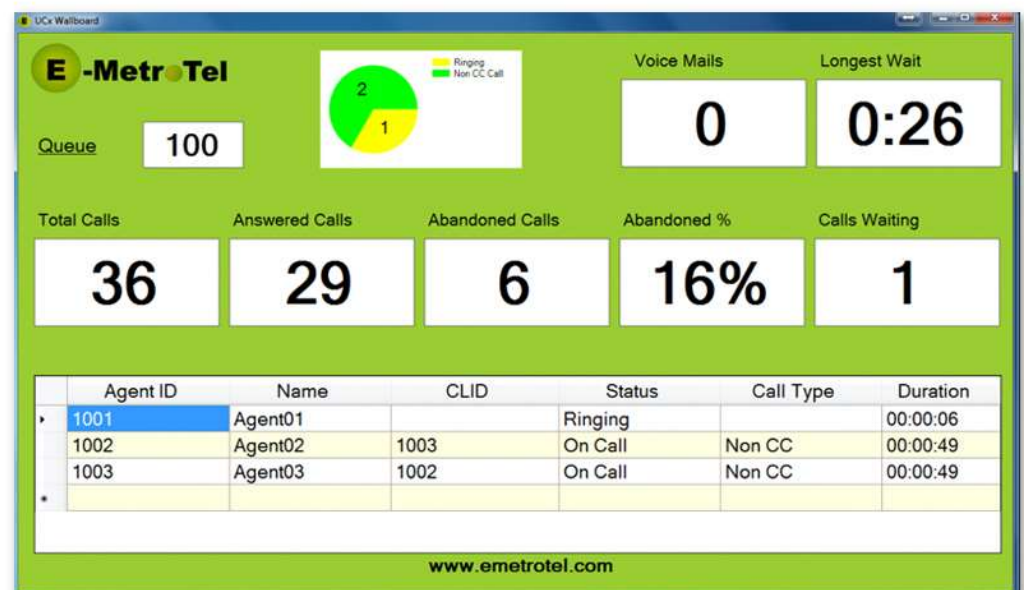
### Contact Centre Supervisor Reporting

Gives Supervisors the power to easily manage, monitor and report every aspect of their professional contact centre, regardless of size, in real time and operational, anywhere, anytime.

- Filtered and exported information  
[Data, Source, Destination, Account Code, Status, Duration]
- Mobile Tracking

### Wallboard

Gives Contact Centre personnel the ability to instantly access the Contact Centre's operational performance at any given time. This optional application displays key performance indicators and statistics from the call operation among agents belonging to a certain queue. Supervisors can more easily identify operational issues, address agent training needs and improve customer experience.



Provides metrics for:

- Total Calls, Answered Calls, Calls Waiting, Abandoned Calls and %
- Longest Waiting Calls in Queue
- New Voicemails

Displayed for all agents established on a Queue or Non Queue call:

- Agent ID: This is the Extension of the agent configured
- Name: This is the name of the Agent
- CLID: Caller ID information
- Status: Status of the call, like Idle, Not Ready, Not Available, On Call etc.
- Call Type: Type of the call established, like CC or Non CC call.
- Duration: This is the duration of time the agent is on a call or sitting idle

All Advanced Cloud Application Add-ons are a one-off purchase price that could be amortised in the per Licence Monthly Cloud Subscription Fee across 36 months.

## Advanced Cloud Application Add-ons

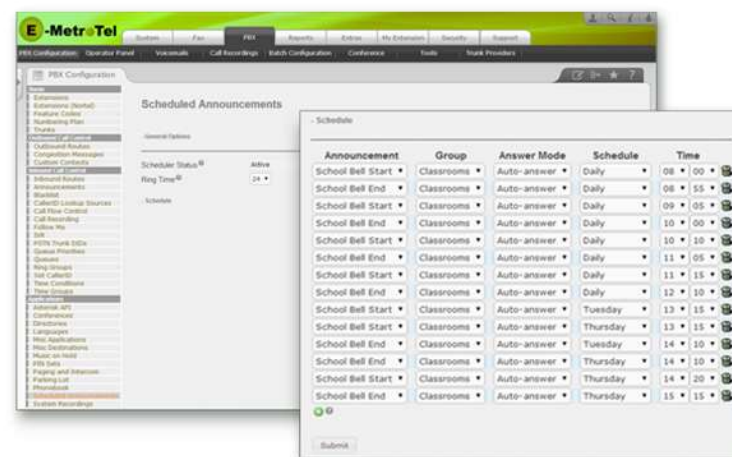
All Advanced Cloud Application Add-ons are a one-off purchase price. Amortise in the per Licence Cloud Subscription Fee across 36 months.

### TAPI Service Provider

A driver installed to enable communication and initiate outbound calls and hang-up calls using MS Outlook, MS Dialer or any TAPI compatible applications. Receive inbound calls with basic caller info, screen pop-ups and display caller info on screen.

- Ability to monitor call states [Connected, On Hold]
- Simplify business comms and improve employee accessibility and productivity

### Scheduled Announcements



Open architecture helps single or multi-sites share information anywhere, anytime in the network and to every phone type with a speaker phone. Not restricted to within the network external phone extensions such as other multi-site locations, remote home offices and mobile devices, make the application very flexible and cost-effective.

- Played locally to designated phones within network or to external destinations
- Highly flexible with unlimited scheduling of announcements, unlimited announcement messages, and unlimited groups and destinations
- Fully configurable and remotely manageable from your GUI interface
- Applicable to Hospitals, Airports, Governments and Agencies, Retail, Manufacturing, Educational Centres and more

### Enhanced Archive

- Used to back up call recordings and CDR records from multiple servers, supports automatic and scheduled backups as well as filtering via a simple web interface.
- Archive Call Recording for all Users | Contact Centre Queues | Conference Bridges
- Automatically backup files on a daily, weekly or monthly basis
- Easily filter, delete and download call recordings and CDR reports
- Cater for GDPR and PCI DSS

## E-MetroTel Infinity 5000 Series Telephones

Server or cloud hosted and loaded with E-MetroTel's XSTIM firmware, a smart VoIP technology that allows for signaling communication between the device and the server and provides smart features unavailable with SIP. XSTIM reduces complexity, allows for remote provisioning and support, and survivability with our SRG solution.

### XSTIM Advanced Features

- Answer DN Behaviour [Ring / BLF]
- Shared Call Appearances on Incoming Calls
- Multiple Appearances Directory Number
- Advanced Contact Center support including Login / Logout Key & Ready / Not Ready Key
- Use InfinityONE voice, IM, Chat with a single extension license
- Automatic VPN service & support access via the server GUI
- Features and buttons are programmed via server
- Automatic Updates
- Hot Desking



### Infinity 5008 Gigabit Colour IP Telephone XSTIM Firmware

- 8 buttons
- Hot desking supported
- Server or Cloud Hosted Device
- Power over Ethernet (IEEE 802.af), class 3
- Dual Port Ethernet
- Firmware: XSTIM or SIP



### Infinity 5004 Gigabit Colour IP Telephone XSTIM Firmware

- 4 Buttons
- Server or Cloud Hosted Device
- Power over Ethernet (IEEE 802.af), class 3
- Dual Port Ethernet
- Firmware: XSTIM or SIP

### Infinity 5046 Expansion Module

- The 5046 expands the functional capability of your 5010 device. Two page views allow for 20 programmable buttons that work as BLF, Auto-Dial, Speed Dial, Call Park, Pick Up, and numerous other features
- 800 x 480 color graphic LCD
- 20 Programmable Buttons
- Firmware: XSTIM or SIP
- Supports all telephone features



### Infinity 5010 Gigabit Colour IP Telephone XSTIM Firmware

- 4.3" TFT-LCD with 480 x 272 pixel
- 10 programmable buttons
- The 5010 features a high-resolution TFT-LCD display and HD quality audio
- Optimised for executive use, for major decision makers and those needing more programmable buttons
- Firmware: XSTIM or SIP

## Third Party SIP Telephones and Audio Accessories

### Yealink SIP-T21P E2 Enterprise HD IP Phone with 2 Lines

Makes full use of high-quality materials, plus an extra-large 132 x 64-pixel graphical LCD showing a clear 5-line data display. It offers a smoother user experience, much more visual information and HD Voice.



### Yealink SIP-T23G 3 Line IP Phone with 132x64 LCD

The SIP-T23G is a cost-effective IP business phone featuring an intuitive user interface with secure provisioning and HD audio for excellent voice quality. This phone is ideal for those working in small and large office environments requiring Gigabit Ethernet and access to a variety of enhanced features.

### Yealink SIP-T27G 6 Line IP Phone with 240x120 LCD

The SIP-T27G is a cost-effective IP business phone featuring an intuitive user interface with secure provisioning and HD audio for excellent voice quality. This phone is ideal for those working in small and large office environments requiring Gigabit Ethernet and access to a variety of enhanced features.



### Yealink UH36-M Wideband Noise Cancelling Headset, USB, Mono

Yealink UH36 is a USB wired headset especially designed for Unified Communication, office, and call center professionals, featuring high-quality audio, exceptional wearing comfort, proven integration of Yealink IP phone and device management platform, ensures your every conversation a great experience.



### Poly CS540 Wireless Headset

Plantronics legendary CS family is setting a new wireless standard for desk phone communication with the CS500™ Series, which features the lightest DECT™ headset on the market, a new streamlined design and improved performance.



## Third Party SIP Telephones and Audio Accessories

### Yealink SIP-T48U Ultra-Elegant Gigabit IP Phone

Yealink presents a dynamic business communication solution to executives and professionals with the new SIP-T48U IP phone. The phone employs an appealing large touch screen that makes the switch between pages and applications swift, easy and convenient.



### Yealink SIP-T53W 12 Line IP HD Phone with 3.7" 360 x 160 greyscale screen

Especially designed for busy executives and professionals, Yealink SIP-T53W is an easy-to-use Prime Business Phone with an adjustable 3.7-inch graphical LCD that you can easily and flexibly find the comfortable viewing angle according to the personal and environmental needs.

### Yealink SIP-T49G Embrace the Revolutionary Future of Desktop Video Collaboration

Yealink's video collaboration phone T49G is designed for executives and teleworkers. It strikes the perfect balance between simplicity and sophistication, enabling high quality communications for business executives and professionals alike.



### Jabra 9559-583-117 Jabra ENGAGE 75 Stereo

The Jabra Engage 75 is an entirely new class of DECT wireless professional headsets engineered to boost customer satisfaction.



### Yealink UH36-D Wideband Noise Cancelling Headset, USB, Stereo

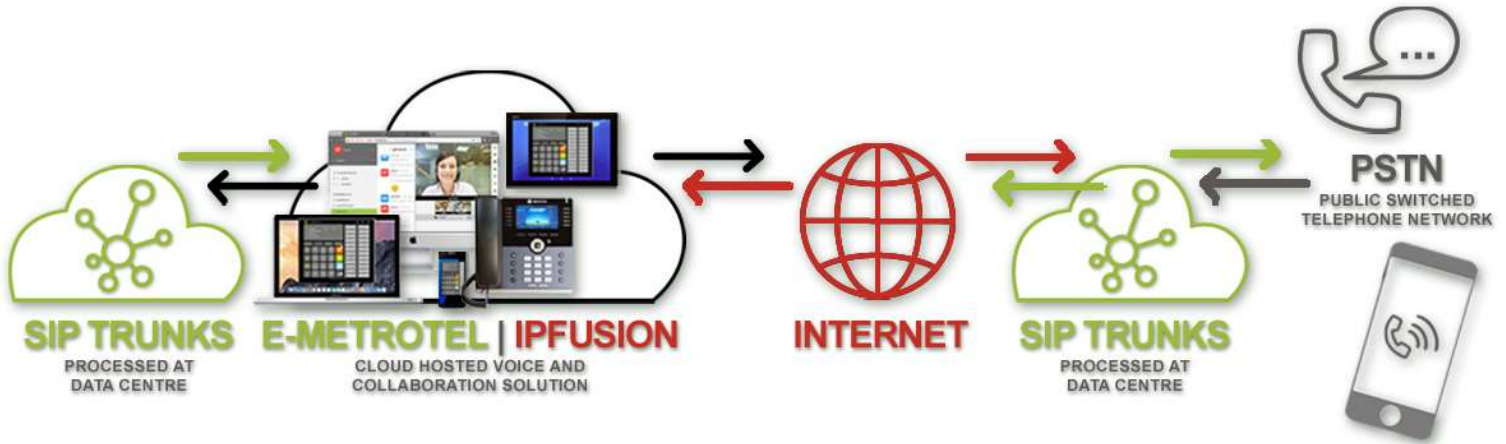
A USB wired headset especially designed for Unified Communication, office, and call center professionals, featuring high-quality audio, exceptional wearing comfort, proven integration of Yealink IP phone and device management platform, ensures your every conversation a great experience.



Available for Cloud, Virtual Machine and On Premise solutions including Yealink, Polycom, SNOM and many more...

# SIP TRUNKS

## SESSION INITIATION PROTOCOL



## Migrating to powerful communications technology with Cloud Voice Business SIP Trunk Options

SIP, in place of traditional phone lines, allows businesses to futureproof their PBX and control telephone costs while making and receiving voice and video calls over the internet.

When you make or receive a call, SIP Trunks turn that voice or video communication into data so it can be delivered using the internet. The call is carried to its destination as data, before being received as an IP call or being converted back into an analogue call.

There are plenty of reasons to make the switch.

SIP Trunks will cut business costs, prepare communications for NBN compliance and may improve quality and scalability.

### Pay As You Go [PAYG] Options

- SIP Trunk (2 Channel) ex calls
- SIP Trunk number
- SIP 100 Plan [Inc Local / National / 13/1300 / 1800 / and 100 mobile mins]
- SIP 200 Plan [Inc Local / National / 13/1300 / 1800 / and 200 mobile mins]
- SIP 300 Plan [Inc Local / National / 13/1300 / 1800 / and 300 mobile mins]
- SIP Unlimited Plan

### Fibre

- Fibre 400
  - Fibre 1000
- Available – price on application

### Direct In Dial [DID's]

- Australian DID's 1 to 9
  - Australian DID's 10 to 200
  - Australian DID's 201 to 500
  - Australian DID's 501+
  - 1300/1800 Number Hosting
  - Number Porting and Rejection Fees
- Available – price on application

### NBN

- FTTN / FTTC / FTTP / HFC
- Available - price on application

### NBN Fixed Wireless

- NBN 12 / 1
  - NBN 25 / 5
  - NBN 50 / 20
  - NBN 100 / 40
- Available – price on application