

# Business Telephony

## Technical Specifications



trixbox\* is a telephony application platform based on Asterisk™ Open

Source PBX Software. The trixbox application platform makes it fast and simple to install and configure your business-class telephony system. With unlimited extensions, voice mail-to-email, music on hold, call parking, analog lines or high density T1/E1 circuits and many other features, trixbox provides all the functionality your business needs. trixbox brings big business PBX features to small and medium-sized businesses.

trixbox is comprised of numerous sub-components included in the distribution.

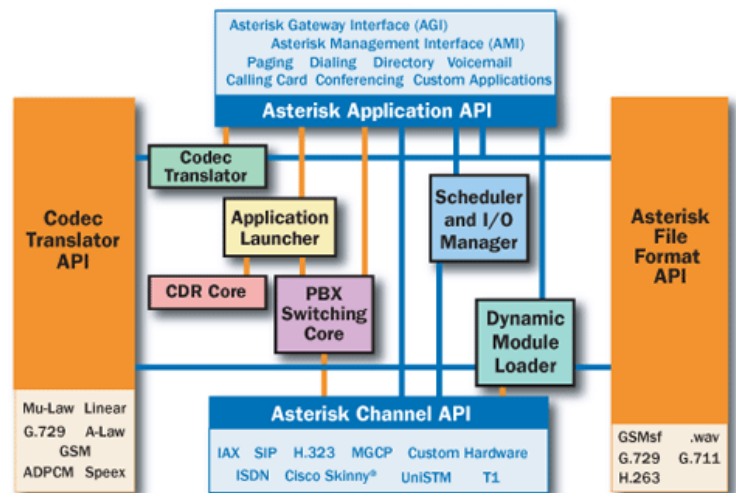
- CentOS Linux Kernel
- PHP
- MySQL
- Asterisk Recording Interface (ARI)
- Flash Operator Panel
- FreePBX Asterisk Configuration Interface
- SugarCRM
- Fonality HUDLite™\*

**Praeter Tech** provides:

- Needs Analysis
- Infrastructure Analysis
- Installations and Configuration
- Customization and External Application Integration
- User and Administration Training
- Extended Direct Support

### Asterisk Architecture

Asterisk modular architecture allows it to be extended to support new applications, protocols, codecs, and interfaces.



### Call Features

- |  |                           |
|--|---------------------------|
| Alarm Receiver                         | Call Parking              |
| Authentication                         | Call Queuing              |
| Automated Attendant                    | Call Recording            |
| Blacklists                             | Call Retrieval            |
| Blind Transfer                         | Call Routing (DID & ANI)  |
| Call Detail Records                    | Call Snooping             |
| Call Forward on Busy                   | Call Transfer             |
| Call Forward on No Answer              | Call Waiting              |
| Call Forward Variable                  | Caller ID                 |
| Call Monitoring                        | Caller ID Blocking        |
| Conference Bridging                    | Caller ID on Call Waiting |
| Database Store / Retrieve              | Calling Cards             |
| Database Integration                   | Overhead Paging           |
| Dial by Name                           | Protocol Conversion       |
| Direct Inward System Access            | Remote Call Pickup        |
| Distinctive Ring                       | Remote Office Support     |
| Distributed Universal Number Discovery | Roaming Extensions        |
| ( <a href="#">DUNDI™</a> )             | Route by Caller ID        |
| Do Not Disturb (DND)                   | SMS Messaging             |
| E911                                   | Spell / Say               |
| ENUM                                   | Streaming Media Access    |
|  | Supervised Transfer       |
|  | Talk Detection            |

Fax Transmit and Receive (3rd Party OSS Package)  
Interactive Directory Listing  
Interactive Voice Response (IVR)  
Local and Remote Call Agents  
Macros  
Music On Hold  
Music On Transfer:  
- Flexible Mp3-based System  
- Random or Linear Play  
- Volume Control  
Predictive Dialer  
Privacy  
Open Settlement Protocol (OSP)

Text-to-Speech (via Festival)  
Three-way Calling  
Time and Date  
Trunking  
VoIP Gateways  
Voicemail:  
- Visual Indicator for Message Waiting  
- Stutter Dialtone for Message Waiting  
- Voicemail to email  
- Web Voicemail Interface

GR-303  
Loopstart  
Groundstart  
Kewlstart  
MF and DTMF support  
Robbed-bit Signaling (RBS) Types  
MFC-R2 (Not supported. However, a [patch is available](#))

### **PRI Protocols**

4ESS  
BRI (ISDN4Linux)  
DMS100  
EuroISDN  
Lucent 5E  
National ISDN2  
NFAS

\*trixbox ([www.trixbox.org](http://www.trixbox.org)) is a registered trademark of Fonality, Inc. - Asterisk is a registered trademark of Digium, Inc.

### **Computer-Telephony Integration (CTI)**

AGI (Asterisk Gateway Interface)  
Graphical Call Manager  
Outbound Call Spooling  
Predictive Dialer  
TCP/IP Management Interface

### **Codecs**

ADPCM  
G.711 (A-Law &  $\mu$ -Law)  
G.722  
G.723.1 (pass through)  
G.726  
G.729 (through purchase of a [commercial license](#))  
GSM  
iLBC  
Linear  
LPC-10  
Speex

### **Protocols**

IAX™ (Inter-Asterisk Exchange)  
H.323  
SIP (Session Initiation Protocol)  
MGCP (Media Gateway Control Protocol)  
SCCP (Cisco® Skinny®)

### **Traditional Telephony Interoperability**

E&M  
E&M Wink  
Feature Group D  
FXS  
FXO