



## **convergence 30**

One solution for voice and data

## ➤ Main system specifications

The main cabinet includes the main processor, 8 extensions, Main Distribution Frame (MDF), as well as space for exchange line modules, Primary Rate (PRI), voicemail and optional integrated battery back-up. The system is easily expandable from the basic 8 extensions and four exchange lines up to a maximum of 40 extensions and 20 exchange lines (Analogue, BRI) or 30 PRI channels.

### This hybrid PABX/Key system provides:

- ▶ Dual purpose extensions (either standard phones or digital terminals on every extension)
- ▶ Incoming and internal Caller Line Identity (CLI) on every extension
- ▶ Exchange lines – any combination of ISDN (BRI or PRI) and analogue
- ▶ ISDN devices such as Video Conferencing



## ➤ Terminal range

Features such as a large screen with a context-sensitive display, serve to make all terminals in the Convergence 30 range more executive friendly. The terminals also offer Caller Line Identity (CLI) and reprogrammable keys. In fact, the contemporary design and aesthetics of the phone make it easy to operate. The line keys all have integrated dual colour LEDs, the CCITT keys have bold numeric graphics and the handset fit and cable orientation are ergonomically designed. The data and headset ports are both easily accessible from the side.



### Features

#### CS Terminal features

- ▶ Menu-driven software features via 6 system softkeys
- ▶ Advanced hands-free capability
- ▶ 8 Programmable Keys with integral dual-colour LEDs
- ▶ Adjustable plinth
- ▶ Integrated wall-mount bracket
- ▶ Integrated headset port
- ▶ Integrated data port

#### ECS Terminal features

- ▶ All CS Terminal features
- ▶ 16 Programmable Keys
- ▶ Support for add on Direct Station Select (DSS) Console
- ▶ Backlit display (with auxiliary power supply)

#### DSS Console features

- ▶ 32 Programmable Keys with Integral dual-colour LEDs
- ▶ Fits to ECS Terminal or may be free standing
- ▶ Powered via ECS Terminal (with Auxiliary Power Supply)

## ➤ Data

### *Looking for the complete internet, e-mail and file sharing solution?*

Why complicate matters when you can have broadband internet access by extending your Convergence 30 system with a Broadband Module. Share your resources in the office with an integrated wireless LAN hub – all brought together in the Convergence 30 Instant Office solution.

### *Interested in making phone calls over the internet?*

With the Convergence 30 Broadband solution we offer you 2 or 12 VoIP lines for broadband voice. This option helps you save money.

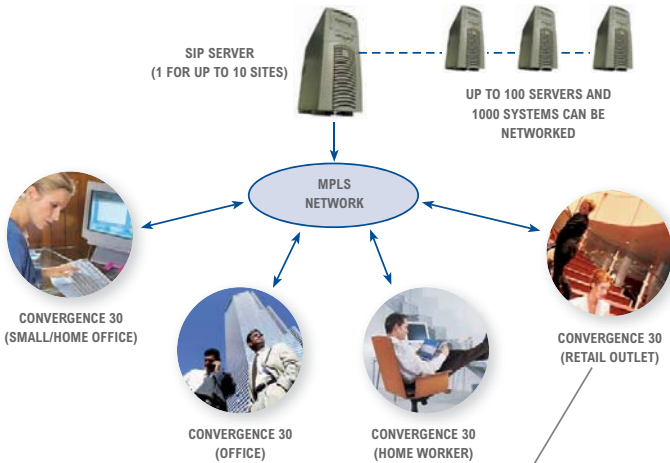
### *Interested in making phone calls for FREE?*

The Convergence 30 Broadband solution allows you to connect multiple branch offices together and make free calls between your sites.

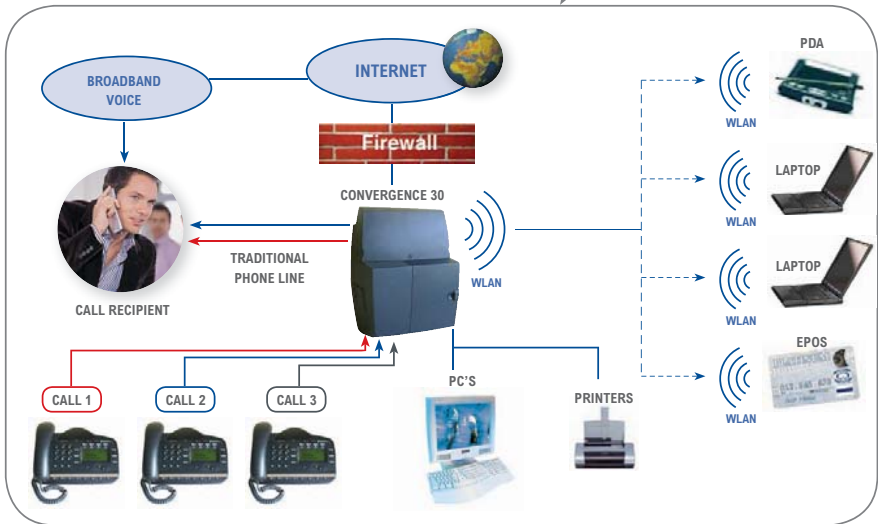
### *Worried that internet access exposes you to new security threats?*

The Broadband Module comes with a built-in firewall protection – to shield you from external intrusion and potential misuse of telephone services inside your business.

## Broadband networked solution



### Broadband office



#### Call 1

Call 1 dials a local number. The Convergence 30 recognises that the least cost route is over the PSTN line and it is routed as such.

#### Call 2

Call 2 dials a number in Australia. The Convergence 30 recognises that the cheapest method of sending this call is via Broadband Voice. It therefore directs the call via the broadband module.

#### Call 3

Call 3 dials a number in USA. The Convergence 30 recognises that the cheapest method for this call is via broadband. However, in this case the number has been pre-set as a preferred customer and the Convergence 30 has been programmed to recognise this number and use PSTN to ensure the best possible quality.

## Voicemail

With Convergence 30 Voice Mail, callers can go directly to the person they need to speak to. In this person's absence, the caller can leave a detailed message or post a question in the recipient's customised voice mailbox. This makes the entire communication process much more efficient and customer-centric, reducing caller frustration and dramatically improving customer retention. This also improves productivity, as staff can collect their voice mail and respond to it efficiently and professionally.

### Convergence 30 Voice Mail: call management made simple

The AutoAttendant filters and channels all incoming calls, while the AutoReceptionist picks up calls and takes messages when you're occupied. Advanced features such as Record-a-Call – any call can be recorded at the press of a button, Return-the-Call – any call can be returned at the press of a button, are also available.

### Multiple Voice Mailboxes

The module provides multiple mailboxes on a system-wide basis. Options include: 1 system mailbox, 1 – 10 phantom mailboxes, 1 – 20 group mailboxes, 1 – 40 individual extension mailboxes. Mailboxes can also be programmed as information only mailboxes.

2 ports – 2 hours

4 ports – 4 hours

8 ports – 20 hours

## Hospitality Solution

### Is it for you?

Apart from a warm welcome and excellent, personal service, you need to make it easy for guests to go about their business and keep in touch with family and friends at home. And in return, you could earn vital extra revenue to boost your profit and improve service all round.

As well as providing fast, accurate and efficient call accounting, the Convergence 30 Hospitality Solution enables you to offer extra services that will make guests feel more at home.

The package offers practical, easy-to-use telephone and internet services that guests can access from their room, the lobby and other key hospitality areas. The Convergence 30 package scales from 8 to 40 extensions / rooms.



# Tellumat

#### Tellumat (Pty) Limited (Head Office)

64-74 White Road, Retreat, 7945  
PO Box 30451, Tokai, 7966  
Cape Town, South Africa  
T: +27 (0) 21 710-2630  
F: +27 (0) 21 710-2977  
E: [telecoms@tellumat.com](mailto:telecoms@tellumat.com)  
Web: [www.tellumat.com](http://www.tellumat.com)

#### Tellumat (Pty) Limited (Johannesburg)

1st Floor, Howick Mews  
Waterfall Park, Bekker Street  
Midrand, 1685  
South Africa  
T: +27 (0) 11 695-7880  
F: +27 (0) 11 315-2018  
E: [telecoms@tellumat.com](mailto:telecoms@tellumat.com)  
Web: [www.tellumat.com](http://www.tellumat.com)

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