

# HERO Hosted PBX

**Flexible, intuitive cloud UC platform**



Our award-winning hosted corporate phone solution provides companies with all the best business benefits VoIP technology has to offer. And that's just the beginning.



# Hosted Communications

## Do More With Less.

Being 100% cloud-based, HERO software eliminates the maintenance, support and capital costs required to operate corporate PBX equipment on-site.



Lower telecom costs, boost productivity & simplify management and employee oversight with Dialexia's industry-acclaimed cloud UC platform.

HERO hosted PBX is the ideal communications platform for telecom operators, service providers, SMEs and corporations looking to adopt a modern, affordable, web-managed IP-PBX to deliver reliable communications to their networks. This award-winning UC platform comes with all the features of a professional corporate PBX phone system, including integrated voicemail, auto attendant IVR, find me/follow me, call forwarding, conferencing, fax support, group paging, call recording and music on hold.

HERO also comes with a range of powerful business features, including an integrated billing system which monitors the day-to-day activities of PBX clients and conveniently generates cost reports to track profits & expenses.



# Leading-Edge Technology

## Do Business Your Way.

The HERO communications platform comes with built-in WebRTC capabilities, allowing businesses to enhance their customer service and further reduce calling costs.



Supported by Dialexia's robust partner ecosystem and a dedicated R&D unit, the highly interoperable HERO platform can be customized to meet specific business objectives.

HERO is built on Java-based language architecture, thereby allowing any OS platform usage and customer customization requirements; our customers drive the final specific configuration based on their needs. In-house R&D support means custom HERO features can be rapidly developed and delivered at a reasonable cost.

Owing to Dialexia's long-established partnerships with the telecom industry's leading hardware manufacturers, application developers, service providers and emergency operators, the HERO platform is compatible with a very broad range of communications products, both new and old.

# HERO – Product Specifications

<b>General System Features</b>	<ul style="list-style-type: none"> <li>Caller ID -Call forwarding on busy/ no answer signal</li> <li>ACD module - Call routing (DID)</li> <li>Conference calling</li> <li>Auto-attendant (IVR)</li> <li>Voicemail and messaging</li> <li>Music on hold</li> <li>Group paging</li> <li>Failover priority routing</li> <li>Call relay (RTP)</li> <li>Call parking</li> <li>Call recording</li> <li>Dial by name</li> <li>Message waiting indicator</li> <li>BLF status updates</li> <li>Find me/follow me</li> <li>Click-to-call support / Extension to Extension calls (WebRTC)</li> </ul>
<b>Management &amp; Scalability</b>	<ul style="list-style-type: none"> <li>Windows &amp; Linux OS</li> <li>Web-based management console</li> <li>Configuration tool</li> <li>Web-based system status</li> <li>Integrated web server</li> <li>Backup &amp; restore</li> <li>Firewall/NAT friendly configuration</li> <li>Integrated billing module</li> <li>real-time monitoring &amp; reports</li> <li>Troubleshooting</li> <li>Event, alarm &amp; trap logging</li> <li>Redundant call control (Windows NLB compliant)</li> <li>Voice activity detection support (VAD)</li> <li>User directory</li> <li>PBX end-user accounts</li> <li>Failover &amp; High availability support</li> </ul>
<b>Unified Communications</b>	<ul style="list-style-type: none"> <li>Dialexia user portal</li> <li>Voicemail-to-email</li> <li>Advanced forwarding system</li> <li>Branch office integration</li> <li>Standards-based presence information</li> <li>Integrated Fax server</li> </ul>
<b>Phone Management</b>	<ul style="list-style-type: none"> <li>Automatic device provisioning</li> <li>IP phone remote management</li> <li>Plug &amp; play support</li> <li>Network-wide provisioning, firmware management &amp; updating</li> <li>Full compliance with Quintum, Cisco, Aastra, Polycom, Mediatrix, Telcobridges, Patton, SNOM, Sangoma, Yealink, Grandstream, Multitech and Cetus (TELEDEX) devices.</li> </ul>
<b>Call Management</b>	<ul style="list-style-type: none"> <li>Web-based management interface</li> <li>Call transfer</li> <li>Show incoming calls</li> <li>Show caller ID</li> <li>Show user call history</li> <li>Divert calls to voicemail</li> <li>Show status of other extensions</li> <li>Presence monitoring</li> <li>Call logging</li> <li>Call reporting</li> <li>Blind/ supervised call transfer</li> <li>Call privilege management</li> </ul>
<b>3<sup>rd</sup> Party App Integration</b>	<ul style="list-style-type: none"> <li>SOAP XML API interface</li> <li>Microsoft Outlook integration</li> </ul>
<b>Devices and Providers</b>	<ul style="list-style-type: none"> <li>Supports Most Phones</li> <li>Supports VOIP Gateways &amp; cards</li> <li>Supports Most SIP/VoIP Providers</li> <li>SIP Trunking</li> </ul>
<b>Codecs</b>	<ul style="list-style-type: none"> <li>G711 (A-law and <math>\mu</math>-law), GSM, Speex, Ilbc</li> <li>G722</li> <li>G729</li> </ul>

## Want to have a closer look at Dialexia's award-winning VoIP solutions?

Discover first-hand how our platforms can help your business achieve its goals.

Call 1.514.693.8500 or visit [www.Dialexia.com](http://www.Dialexia.com) to request a FREE product demo.

