

# MAX1000

## VoIP Phone System



The **MAX1000** is a premium VoIP phone system that includes everything needed to run a first rate business. The system is packaged to support branch offices or single offices with up to 48 telephones and can be fully integrated with larger AltiGen phone systems as part of a multi-location solution. The system and all complimentary applications are designed, engineered and manufactured by AltiGen to ensure the highest quality control.

### Why Was the MAX1000 Developed?

AltiGen has a history of innovation. We released the first phone system designed for self administration and network integration in 1996. Since that time, our systems have continued to evolve, building on prior advancements and feedback from thousands of customers.

In 2003, we identified a need for a system that would provide everything a company needed in a simple and manageable solution. The system should be cost effective in a branch office, yet powerful enough for a business with up to 48 extensions. The system should be able to maintain advanced features if the branch loses its data connection to the main office. Most importantly, it should provide the capability a progressive company needs at a fair price.

We found competing VoIP phone systems to be very complicated. Many require multiple computers and gateways to be linked together to provide standard features such as voice mail, auto attendant, or even an operator console. If more advanced features such as a conference bridge, call recording, or call center agents are needed, the number of boxes and manufacturers can begin to pile up.

**“It’s amazing that this much capability is possible in a single box.”**

Darrell Murray, President of  
Net Systems Communications

**“This is an incredible system for companies that want to grow or are hoping to improve how they work with customers.”**

Tom Welsh, President of Affiliated  
Technology Solutions



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Opportunity is Calling.

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## How Many Boxes Does it Take to Build a VoIP Phone System?



"The MAX1000 is completely different from competing phone systems in that every branch office is fully autonomous." - Ray Lutteroty, President of SRMS Network Technologies

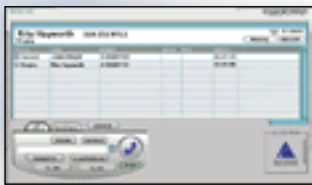
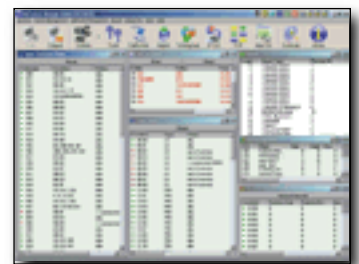
### What Can the MAX1000 Do?

In a single system, the MAX1000 can provide all standard PBX capability such as:

- Support for up to 48 extensions in one system
- T1/PRI/E1/FXS PSTN trunking support
- SIP extensions & trunking
- Integrated Voicemail with 4500 hours of storage
- Auto attendants
- Conference Bridge
- Call detail reporting (CDR)

### Self-Administration with AltiAdmin™

The AltiWare administrator (AltiAdmin) allows you to easily manage all switching, extension, workgroup, and messaging functions using intuitive windows that guide you through the configuration steps for each feature. AltiAdmin communicates with the AltiGen phone system via TCP/IP, allowing you to remotely manage your phone system from virtually anywhere. *Also available is AltiGen's Enterprise Manager which allows you to manage many MAX1000 phone systems spread through multiple locations.*



### Call Control Software for End Users

Our AltiView™ desktop software is included with every system and provides call control, voicemail management, extension settings management, and "screen pops". With additional licensing, AltiView can be upgraded to a full featured softphone turning your PC into a telephone.

### Call Control Software for Receptionists and Operators

AltiConsole™ is an easy to use, feature rich software application designed specifically to enable an operator attendant to handle a high volume of calls easily and effectively while maintaining personalized service. The AltiServ™ phone system's software-based operator console interface has been optimized to support the common tasks of an operator attendant.



### Conference Bridge with Scheduling Application

The MAX1000 includes a 12-port meet-me conference bridge that allows you to host 1 twelve party conference or 2 six party conferences. A convenient scheduling application is included that gives you the flexibility to arrange meet-me conferences in advance.



### Call Recording

Every MAX1000 system includes Call Recording on demand to Voicemail for every extension. Our unique design makes it possible to automatically record individual or all calls without overpriced "bolt on" systems.

### Mobility

ExtensionAnywhere™ - Activate any telephone (cellular phone, home phone, etc.) as a fully capable office extension. If the employee has access to the Internet, AltiGen's call control software can be used along with the home phone or cellular phone.

One Number Access - A revolutionary capability released as part of the standard AltiGen system in 1996, it allows specific callers to reach you at up to four different telephone numbers. If call isn't connected, caller has the option of leaving message or dialing another extension.

### Telephone Options

AltiGen's flagship IP710 and IP705 VoIP Telephones are the perfect compliment for MAX1000 users. Our phones are full feature business handsets that include key-system like features with the added benefits of VoIP technology.

- Intercom
- Multiple call appearances
- Busy lamp field (BLF) /line monitoring
- One button access to voicemail, call recording
- User programmable speed dial keys
- Built-in network troubleshooting/diagnostics tool
- User selectable ring tones



### What Customers are Saying:

"We're saving \$300-\$500 a month by eliminating the conference service we've used for sales calls and product demos. The system is paying for itself"

- Jan W. Boughan, Employment Technologies

"We're the third largest SAGE Software (Sales Logix) VAR in the U.S. Our engineers are often on the road and we use the soft phone and ExtensionAnywhere™ features to route group calls as if the engineers were in the office. - Rob Latham, Profiling Solutions

"We were a start up company that needed advanced features day one. As the processor of class action suits, we are able to route, identify and answer calls to our call center based on the reason the client was calling."

- Troy Hoffman, Simpluris

"We are a large commercial electrical contractor in Orlando. We use an AltiGen system at our headquarters and just installed the MAX1000 at our Info Systems division which is offsite. The operator can handle both locations from headquarters, and calling is seamless between the two locations. - Robert Hickey, Territo Electric

## Technical Specs

The MAX1000 IP PBX is an all-in-one communication system embedded with the following Digital Signal Processor (DSP) processing power:

- Up to 48 user extensions
- 4500 hours of voicemail storage
- 12-party meet-me conference bridge with scheduling application.
- On demand voice recording
- Custom auto attendant / IVR
- Call detail reporting (CDR)
- 30 VoIP CODEC channels (G.711/G.723.1/G.729AB) for IP phones, IP tie-trunk, and SIP trunk service
- Dedicated voice processing (VM/AA) and voice recording resource for every trunk, extension, VoIP channel.
- 2 extension-based conference bridges (6 parties per conference)
- 2 meet-me conference bridges (total 12 members maximum)
- 2 silent monitor/barge-in/coach channels for workgroup supervisor
- Music on hold (input source can be either a file or audio-in port)
- Paging (IP paging, audio-out port, trunk/station port paging)



The MAX1000 has two access board slots. You can select from four different access board options to connect analog trunks, digital trunks, and analog extensions:

- ALTI-M0404-T1E1 (4 analog trunks, 4 analog exts. and 1 T1/E1)
- ALTI-M0408 (4 analog trunks and 8 analog extensions)
- ALTI-M0804 (8 analog trunks and 4 analog extensions)
- ALTI-M0012 (12 analog extensions)



## Physical Specs

- 2U Rack Mount Chassis
- Main Body Weight: 26 lb (12 Kg)
- Physical Dimensions: (HxWxD) 21x16.75x3.5 in (53x43x9 cm)
- Power Supply: 250 watts
- Power Requirements: 100-240 volts, 50-60 Hz, 2.5-1 amp

## How to Buy

AltiGen products are sold and installed exclusively through AltiGen Authorized Partners. Our Authorized Partners maintain factory trained sales and technical professionals to ensure quality results. ComVerge is AltiGen's longest serving partner in the UK.



Call now for more information on 0845 456 7557