FX II™

Communications System

Driving Real Business Value for Small and Midsize Enterprises

COMDIAL®
A World Connected™

In today's global Net-economy, business is fueled by communication networks. Your customers, business partners, suppliers and distributors are all communicating with your business at an unparalleled pace. Regardless of your enterprise size and structure – standalone business, multi-site branch office, franchise operation, or a department within a large enterprise – building the right communications network is critical to driving the competitive advantage your business needs now and into the future.

The FX II is a powerful, unified voice solution that is the cornerstone of your communications network…enhancing your business...transforming the way you communicate…and, connecting your world. Designed exclusively to meet the communication needs of small and midsize enterprises, the FX II empowers your communications network with the flexibility your growing business needs and the reliability people communicating with your business demand.

Go ahead. Relax. Focus on what's most important, growing your bottom-line…not your communications network!

The FX II has got it covered!

Enhancing Your Business

Power. The FX II delivers all the rich features you've come to expect in a voice communications system. In addition to standard capabilities, such as paging, conferencing, and DID support, the FX II also includes a built-in, multi-port conference bridge (Meet Me Conference) that can facilitate the flow of information to geographically dispersed participants. This easy-to-use and cost-effective business tool is ideal for training sessions, remote meetings, client presentations, and more. The FX II is a communication solution powerful enough to help you achieve your business goals.

Performance. The FX II leverages the foundations of traditional, digital telephony solutions, while taking advantage of the latest in converged network technology. With a wide variety of connectivity options, including analog and digital PSTN, T1, and PRI, the FX II will continue to meet the evolving needs of your business. When your business expands to include branch offices, teleworkers, and road warriors, the FX II is ready to respond, utilizing state-of-the-art IP telephony. With a simple upgrade, users will transparently cross your global communications network allowing your business to realize the efficiencies of universal functions, end-user familiarity, connectivity cost savings, and much more.

With hundreds of robust features and the power to harness emerging IP telephony technologies, packed into one, easy-to-use system, you can be confident that with the FX II, your voice communications needs will be met, in fact, exceeded.

Your Lifeline to Business Communications

Stylish, reliable, feature-rich telephones for every business need...

CONVERSip™ EP100 Voice Endpoint
Experience the next generation of telephony communications on your FX II with the CONVERSip EP100 Voice Endpoint – a full-featured telephone in a contemporary design.

Impact Classic / Impact SCS Telephones
A wide selection of user-friendly features, including a large-screen interactive display, programmable soft keys, message waiting indicators, one-touch dialing, and the convenience of hands-free operation, makes the Impact family a powerful tool for enriching your communications experience.
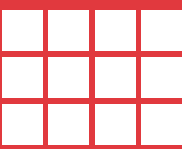
Scout II Wireless Business Telephone
Scout II increases flexibility, productivity and customer satisfaction by adding office mobility to your FX II – ensuring no call goes unanswered even when you're away from your desk.

iPrimo SCS IP Speakerphone
Now instantly connect to your FX II from anywhere you have secure, network access with iPrimo SCS – down the hall, across the street, or across the country. Simply plug the iPrimo SCS into your secure LAN/WAN and begin experiencing the same features you enjoy with the Impact SCS line of phones. With iPrimo SCS, no additional equipment or costly extenders are needed to harness the full power of your FX II.

Mix and match telephones to tailor a solution to meet your unique needs.

Transforming Your Communications
To users, telephones are the phone system. They are the key interface to all aspects of your business – internal, external, business-to-business, and business-to-customer. From the receptionist's desk to the boardroom, and everywhere in between – even remote teleworkers – the FX II offers a wide range of quality, powerful and easy-to-use telephones to meet any need.

You expect more from your communications system than simply connecting voice calls. Whether it's improving your customer service, increasing productivity, or simplifying the flow of information, your business demands continual improvements from your communications systems. To remain competitive, you need intelligent tools to power your business improvements. The FX II offers a comprehensive suite of tools to help achieve the business improvements your business needs to prosper and edge-out the competition. Combining scalability with flexibility, the FX II's integrated applications let you tailor the solution that is right for your growing business. Drive business value where you need it most today, and rest assured that your investment is safe into tomorrow.

Interchange Communications Suite (ICS)
Unified Messaging/Workgroup Call Center

Increase productivity in your business by consolidating all your voice processing needs into a single, easy-to-use and administer platform. Interchange Communications Suite was engineered to provide unified messaging, self-service, mobility, and call handling in one, tightly integrated solution. Interchange's modular design lets you choose the options that meet your unique communications requirements:

Unified Messaging – with a click of the mouse you can save or forward voicemails, view faxes on screen and forward them as emails, and even listen to your emails over the phone from remote locations (requires Text-to-Speech option)

Call Center – informal workgroup call centers requiring basic routing, reporting, and administration

Interactive Voice Response – capture and provide real-time information to your customers by automating everyday phone inquiries.

Corporate Office
Voice Messaging

Enable your callers to stay in touch with your business – leave important information, mark the message as urgent or private, or transfer to an alternate extension or mobile phone. When messages arrive, users receive a message waiting indicator on their telephones, or configure the system to send a page. Advanced auto attendant. Call forwarding. Custom greetings. And more. Corporate Office is available in a variety of sizes to help you choose the voice messaging solution that is right for your business.

Impact Attendant / Corporate Call / Impact Group
Powerful CTI

Every user in your business – from the receptionist to the CEO – can harness the power to streamline the flow of communications throughout your business. With the click of a mouse, direct incoming calls, monitor availability, initiate conference calls, and speed dial right from your desktop.

Choose the power CTI solution that fits your business needs:

Impact Attendant – designed for reception and operator console applications

Corporate Call – add call handling and messaging control to Microsoft Outlook throughout your business

Impact Group – provide call control and status to workgroups across your business

QuickQ
Automatic Call Distribution

Deliver superior customer service by ensuring your callers get connected to the best resource to serve their needs. Automated announcements welcome callers into your business while advance call routing and queuing techniques search your call center for the best available resource. Real-time monitoring and reporting tools help supervisors ensure your call center is operating at peak performance.

Connecting Your World

While the FX II drives value for your business as a standalone system, it really excels when connected to another FX II via a secure LAN/WAN network. Small and midsize enterprises can cost-effectively extend the power of their communications network to branch offices, teleworkers and road warriors. Seamlessly, users gain access to the functionalities previously reserved for their office, without having to purchase and maintain external systems.

With strict adherence to network infrastructure standards, the FX II easily integrates into your existing communications network, locally and globally. The FX II integrates data and traditional telephony features to deliver functionality, reliability, and ease of management to your voice communications network. In addition, the FX II is architected based upon business application standards (e.g., Windows, TAPI) that enable rapid integration with existing software applications. Bringing together the two most powerful business tools – the computer and the telephone – enables users to work smarter and increases enterprise-wide productivity.

When the business is ready for "convergence" technologies, the FX II is equipped to meet the challenge. The FX II provides a cost-effective IP enablement for your voice communications network. Consolidate all your communications on one network. Reduce your total communications cost by making calls over a managed Internet service. Lower the administration costs associated with moving, adding, and changing telephones. Eliminate the hassles of managing more than one network by connecting branch offices, teleworkers, and remote locations over a managed IP infrastructure.
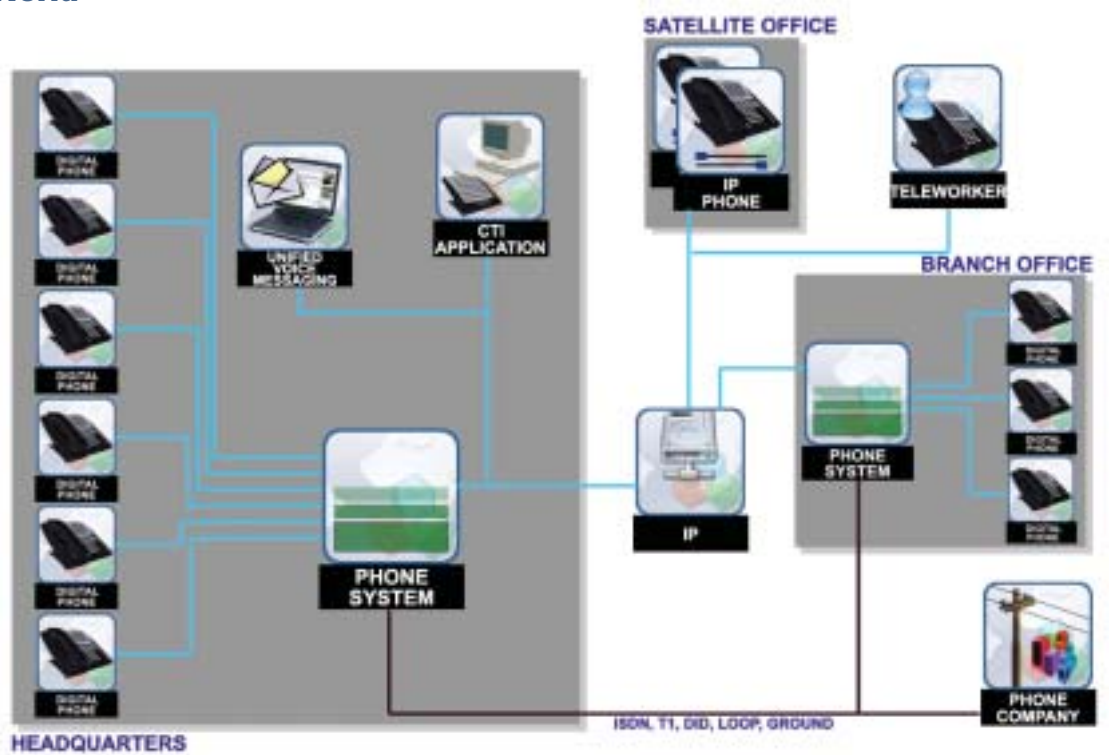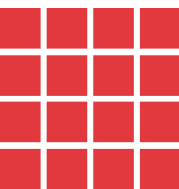
Relax

Your business depends on the stability of your voice communications network. Whether you're a small or midsize organization, standalone business or a multi-site enterprise, voice communications drive your bottom-line. Your business demands the communications solution the FX II delivers:

Simple   Packed with the user experience of over 4,000,000 telephone sets.

Scalable   Architected to operate as a standalone and networked solution supporting up to 240 lines and 480 extensions.

Flexibility   Assorted and wide selections of telephones, applications and trunk configurations.

Extensible   Engineered for traditional, digital telephony or IP-enabled.

Reliable   400,000 installed systems world-wide, produced under ISO-9000:2000 certified quality management systems.

Voice Communications Perspectives

Executive Decision Maker

Can you afford to take your voice communications system for granted?

Ultimately, you're accountable for every dollar spent on your communications network. To your company the phone system is its lifeblood, connecting customers, partners, suppliers, branch offices and others. You need a communications partner who has the experience and vision to service your dynamic needs now, and in the future.

Comdial is a converged voice and data communications solution provider with over 25 years of long-standing success as a leading brand. Focused on superior customer service and reliable communications solutions, Comdial is dedicated to producing best-in-class small and midsize enterprise communications solutions.

IT Decision Maker

Communications are only one aspect of your demanding IT role and, lately it seems that your business' communications needs are always changing. The only constant is the need to do more with less. How can you make sure your voice communications needs are being met?

If your voice communications system is down, so is your business. You need a field-proven solution that meets your voice communications needs today, and provides a platform for tomorrow's technology advancements.

The FX II takes the guesswork out of voice communications freeing you to concentrate on another pile of IT projects. By combining traditional digital telephony with a powerful application suite, the FX II maximizes your investment in technology.

Business Decision Maker

Voice and data communications link you to the people you do business with. Your customers, suppliers and partners are demanding better lines of communication and increased responsiveness. Your communication system needs to be flexible and easy to use; one that has a rich suite of voice applications and features. But, where are you going to find a solution, before you lose market share?

The FX II offers the advantages of a sophisticated communications system at a cost that won't break the budget. While this functionality has been typically reserved for larger enterprises, Comdial has a way to make them accessible to small and midsize enterprises. As your business grows , the FX II provides the flexibility and scalability needed to meet your enterprise demands.

Start with Comdial – Stay with Comdial

For existing Comdial customers, our Migration Investment Protection Plan preserves your company's investment in technology, in addition to saving your time and money, by allowing a system upgrade using your existing infrastructure. The plan includes technology refresh options that continue to protect your investment. Comdial allows you to phase-in technology enhancements over time by providing a gamut of application choices that your business can obtain when it's ready. Designed to meet the needs of high-performance enterprises with as few as 10 employees, but as many as 4,000 - you can start with a basic configuration and add capacity and value-added applications as your business grows and your needs change.

A customer purchasing an FX II today can transition to the CONVERSip™ MP5000 Media Platform through a simple upgrade, while maintaining their existing equipment. By using the advanced IP communications of the CONVERSip MP5000, businesses can lower their total cost of ownership by reducing telecommunication services expenses and the hassles associated with administering moves, additions, and changes. With the CONVERSip MP5000 businesses can manage voice and data transmissions on a single network and infrastructure.

Delivering Real Value…Peace of Mind

The FX II combines field-proven traditional digital telephony; leading-edge IP telephony; and a rich set of communications features that are capable of addressing the integration, flexibility, and scalability needs of almost any small to midsize organization. Combine these strengths with rapid deployment, ease of use, proven reliability and unprecedented affordability, and the FX II delivers real value to your growing business.
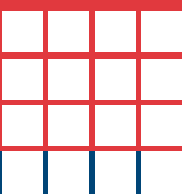
Platform Features

- All Call Paging
- ANI/DNIS Support
- Automatic Route Selection
- Background Music
- Battery Backup
- Call Costing and SMDA Reports
- Call Forwarding
- Conference Room - Private
- Conference Room - Public 7 Party
- Digital Wireless Telephone Support
- Direct Inward Dialing (DID)
- Direct Inward System Access (DISA)
- Disconnect Supervision
- DSS Status Button
- E&M Tie Line support
- E911 Line Type
- Enhanced Night Mode
- External Paging Interface
- Flexible Station Numbering Plan
- Hot-desking
- Industry Standard Telephone Support
- Interface (TSAPI) Support
- ISDN.PRI Interface Support
- Line Groups
- Meet-Me Answer Page
- Modem Support
- Multiple Redial
- Music Interface
- Music On Hold
- Networking (Both IP and ISDN)
- Paging Access
- Power Failure Transfer
- Self Diagnostics
- Station Hunting
- Station Speed Dial
- System Speed Dial
- System Status Reports
- Other Features

Endpoint Capacities

- Digital Endpoints (480-Maximum)
- Analog Endpoints (480-Maximum)
- iPrimo Endpoints (128-Maximum)

PSTN Line Capacities

- Digital Lines (T1 or PRI) 10 blades - (240 Lines Maximum)
- Loop Start Trunks 15 blades - (240 Lines Maximum)

Expansion Options

- Fiber - Multimode, distance 1.5km, Connectors SC duplex
- Chassis Ribbon Connection
- Chassis SCSI Connection

Chassis Configuration

- One Chassis - 6 Universal Slots, 1 Fixed Expansion Slot
- Two Chassis - 12 Universal Slots, 2 Fixed Expansion Slots
- Three Chassis - 18 Universal Slots, 3 Fixed Expansion Slots
- Four Chassis - 24 Universal Slots, 4 Fixed Expansion Slots
- Five Chassis - 30 Universal Slots, 5 Fixed Expansion Slots

Specifications

- PSTN Connectivity (T1, ISDN-PRI, Loop Start, E&M, Centrex and DID)
- Codec Transcoding (G.711, G.723.1, G.729)
- PC-Based Configurator
- IP Endpoint Support (iPrimo IP Endpoint)
- Digital Endpoint Support (Impact Classic, Impact SCS, Scout II Wireless)
- IP Transport and Management Protocols (TCP/IP, UDP, HTTP, RTP, RTCP)
- Supported Protocols (RFC2833,TSAPI, TAPI, CSTA, QSIG)
- External Paging Port (1 plus four dry contact relays)
- FCC Part 68 Registered
- FCC Part 15 Class A RF Emissions Compliant
- Environmental: 0°C-40°C Hum: 90% non-condensing Heat Dissipation: 1474 BTUs per hour
- Height: 13 15/16 in., Length: 19 in. with standard mounting bracket, Depth 14 3/8 in.
- Power Supply (117 VAC, 60Hz, 6A)

COMDIAL®