

The MeritVoice Advance Communications System is designed to reliably and cost-effectively deliver IP PBX, IP Centrex, Business Trunking, and Residential VoIP solutions. The system administration interface speeds up service provisioning and simplifies ongoing maintenance.

Navigation of the System Administrator has the familiar look and feel of Windows Explorer. System functionality is easily accessible through wizards, menus, and toolbars. Web-accessible administration provides convenient, flexible access for performing configuration and diagnostic tasks.

Layered Administration

Multiple levels of administration, with password-based access permission sets, enable Merit to pass down relevant setup and maintenance to site administrators and end users. This provides quick completion of tasks by cutting out customer wait time for often-requested changes. Lower-level administration actions can be captured as billable activity via Service Request Accounting. End-users have access to their phone settings and status settings via their phone and the browser-based Web Portal.

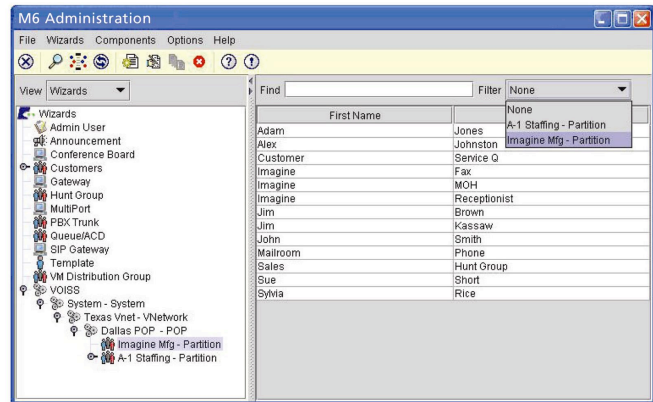
User-Friendly Setup

Initial system setup is simplified by wizards that walk the administrator step-by-step through basic configuration and provisioning tasks, including setup of integrated elements. Mouse-over tool tips explain what to do for each field in the wizard. Templates preconfigured for certified solution partner network and endpoint components ease configuration. On-line is a click away. From configuring the dial plans to setting up individual end-user phone details, these easy-to-use, powerful windows will guide administrators along.

Bulk provisioning provides for even quicker user configuration. The XML-based menus and "pluggable" screens enable Merit to add billing data and user profile input screens to the System Administrator interface or to plug screens into a 3rd-party provisioning interface for unified data entry using the SOAP Administration SDK.

Simple Maintenance

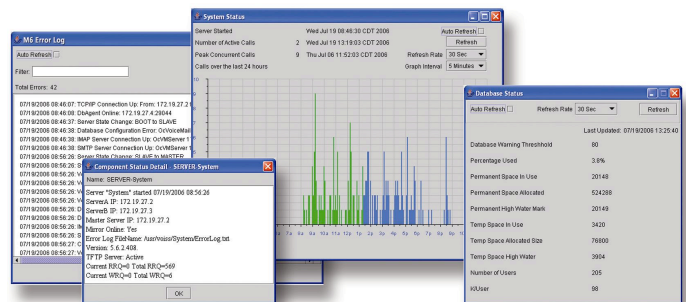
For ongoing maintenance, the logical, hierarchical organization of the System Administrator makes components easy to find. Users are in alphabetical order under customers, while XML-based menus are automatically sorted into alphabetical order. A component tree similar to the Explorer expandable directory listing makes finding components quite easy. Administrators can "component surf" while in any view by right-clicking on a connection field to work with multiple components at once in multiple windows. Customized searches and quick filters on most screens enable administrators to quickly find what they are seeking.



Web-based, familiar industry-standard look and feel, setup wizards, multiple-administration levels, and hierarchical structure

Helpful System Monitoring

The System Administrator features built-in performance management and system monitoring. In addition, administrators can customize their status view to suit their needs. System Administrator generates an error log that can be sorted, filtered, searched, and printed. System security is addressed with verified log-in and logging of all administration transactions. If monitoring reveals suspicious activity, the suspected administrator can be cut off and the system reverted to pre-change status.



System Administrator Views

Network administrators generally use a network management system (NMS) program to monitor and maintain their network. The System Administrator integrates with the existing NMS by adhering to the simple network management protocol (SNMP) MIB-II standard, in addition to providing System Administrator specific messages. This enables the system administrator to work with the network administrator for system monitoring and queries.

MeritVoice System Administrator

Features

- Familiar, user-friendly user interface
- Wizard-guided setup
- Multiple administration levels
- Unlimited number of administrative users



System Administrator

- Services log tracking of administrative changes
- Quick, multi-window editing
- Menu- and toolbar-guided maintenance
- Convenient system and component monitoring
- Flexible, brandable pluggable design

Operational support systems

- Thresholds can be set to alert on potential SNMP traps
- Real-time traffic analysis (SNMP gets)
- Phone call statistics and alarms for voice-quality issue isolation (packet loss, latency, jitter, and so forth)
- Measurement logs configurable at 15-minute intervals to collect statistics on queues, trunk groups, gateways, peg counts, and so forth, for traffic analysis
- Detailed CDR records facilitate billing on all call types
- IP link bandwidth management for WAN link

MeritVoice Advanced Communications System Platform

- Fully redundant architecture for reliability
- Scales to support hundreds of thousands of end users
- Advanced security session boarder controllers

Network standards support

- SIP, MGCP, SNMP, SOAP, NTP

Endpoint standards support

- SIP, MGCP, SCCP
- Analog phones supported via IADs

Codec support

- Audio: G.711, G.729, G.723
- Video: H.263, H.264*

Business telephony features

- Basic dial tone to full PBX feature set

Residential telephony features

- Basic dial tone to full Class 5 feature set

Optional, brandable enhanced integrated applications

- Productivity Suite
- Mobility Suite
- Business Suite
- Desktop Integration

Requirements

System Administrator client requirements

- PC with a Pentium 4 or higher running Microsoft Windows 2000, XP or Vista
- Memory: 256 K or higher
- Disk Drive: At least 2 GB disk
- A compatible Java-enabled web browser
 - Microsoft Internet Explorer version 5.5 or higher, or
 - Netscape version 4.x or higher

Installation and Technical Support

Merit expert support specialists are available 24/7. Merit offers a full range of services, including network analysis and design, implementation and project management assistance, database support, installation and commissioning, turn-up testing, and network verification. On-site assistance is also available for acceptance and interoperability testing to guarantee successful network connectivity.

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