

## Next-Generation Unified Communications Platform

The OpenVox Unified Communications Platform (UCP) provides SMEs with an integrated data, voice, and video communication solution. Users can flexibly select feature-rich control modules and service modules based on their needs, connected via high-speed Ethernet backplane ports.



## I .Control and Service Boards



UCP covers a full range of telecom interfaces and IPPBX functions, supporting interfaces such as FXS/FXO,GSM,WCDMA,LTE,E1/T1,etc. Based on universal X86 architecture/domestic Xinhuang architecture, it supports flexible deployment of IPPBX and other business systems. Multiple independent CPU control modules can be installed in the chassis, supporting dual-controller redundancy and multi-node clustering solutions. UCP delivers a true integrated converged communications solution.

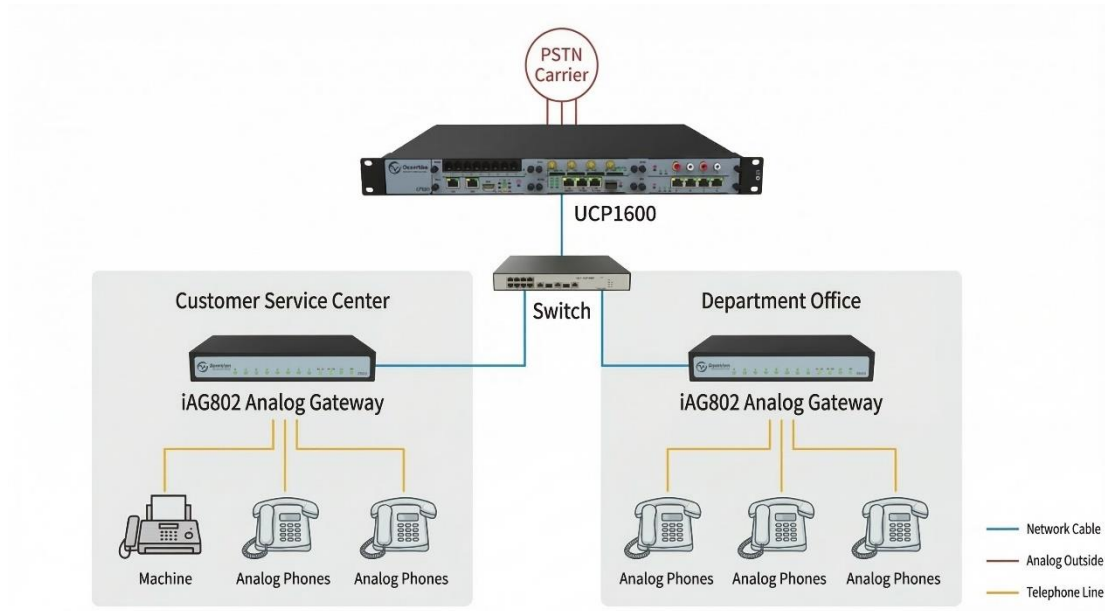
### Communications Card Interface Feature Overview



## II .Case Studies

### 1. Small Educational Institution: Low-Cost Professional PBX System

**Customer Needs:** Daily office requires a stable telephone voice system supporting internal calls, transfers, intercepts, etc.; different departments need grouping by internal/external lines, with flexible outbound via different external lines.



#### Solution Highlights:

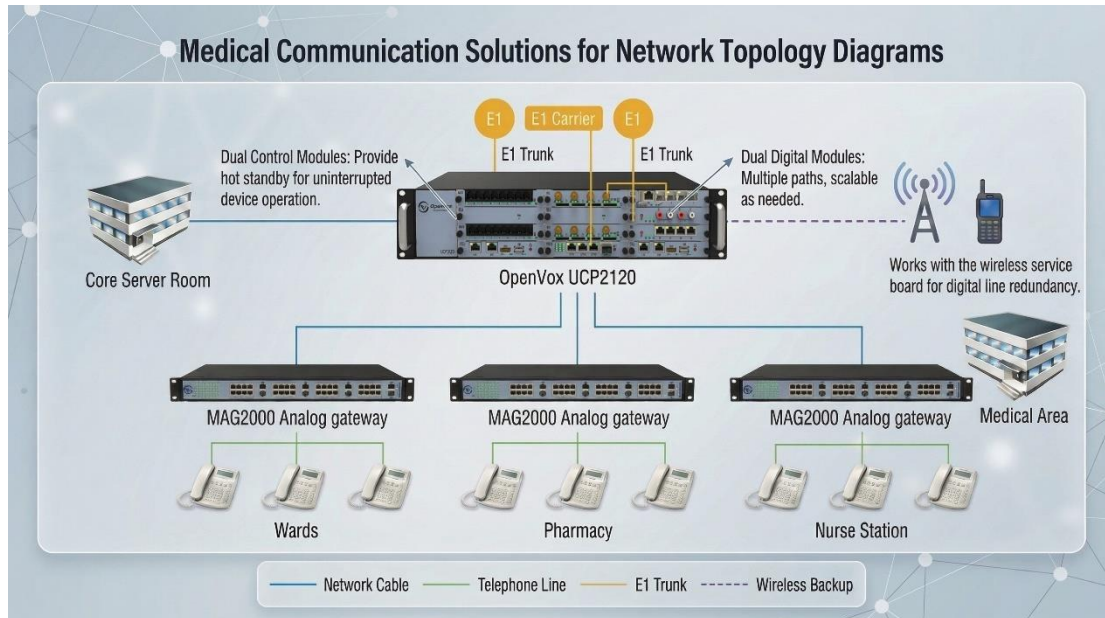
- Deploy one UCP1600 with CCU control module and AIU-8O service board to easily connect traditional PSTN external lines; WTU module provides wireless backup channel for stable calls without drops.
- Deploy iAG802 gateways in customer service center and department offices to seamlessly connect existing analog phones, maximizing utilization of original equipment investment.

#### Value Benefits:

- Existing phones "instantly upgraded" to IP PBX system without major rewiring.
- Unified internal/external line management significantly improves departmental collaboration efficiency.

## 2. Medical Public Health Center: Unified Platform for Nine Medical Zones

**Customer Needs:** Center has 9 medical zones; wards, nurse stations, pharmacies need unified telephone network; system must have telecom-grade stability, supporting at least 200 concurrent calls for internal and external communication.



### Solution Highlights:

- Core deployment of UCP2120 with dual-machine hot standby architecture; seamless failover even if one machine fails, ensuring critical medical communication 7x24 online.
- External lines with two DTU module boards connecting 4 30B+D digital trunks for high-capacity internal/external calls.
- Unified MAG2000 analog gateways in each zone, registered to UCP2120 control via network; phone lines to nurse stations, wards, pharmacies—analogue phones become UCP extensions instantly.

### Value Benefits:

- Hospital-wide phone system unified planning and management, reducing maintenance difficulty.
- Uninterrupted calls in critical moments, providing solid communication foundation for medical decisions and emergency command.

### 3. Bank Credit Card Center: Dual-Building Office, One Network Interconnection

**Customer Needs:** With business expansion, some departments moved to new office building. Customer wants interconnection between old and new buildings without disrupting existing numbers/habits, maintaining consistent internal communication.



#### Solution Highlights:

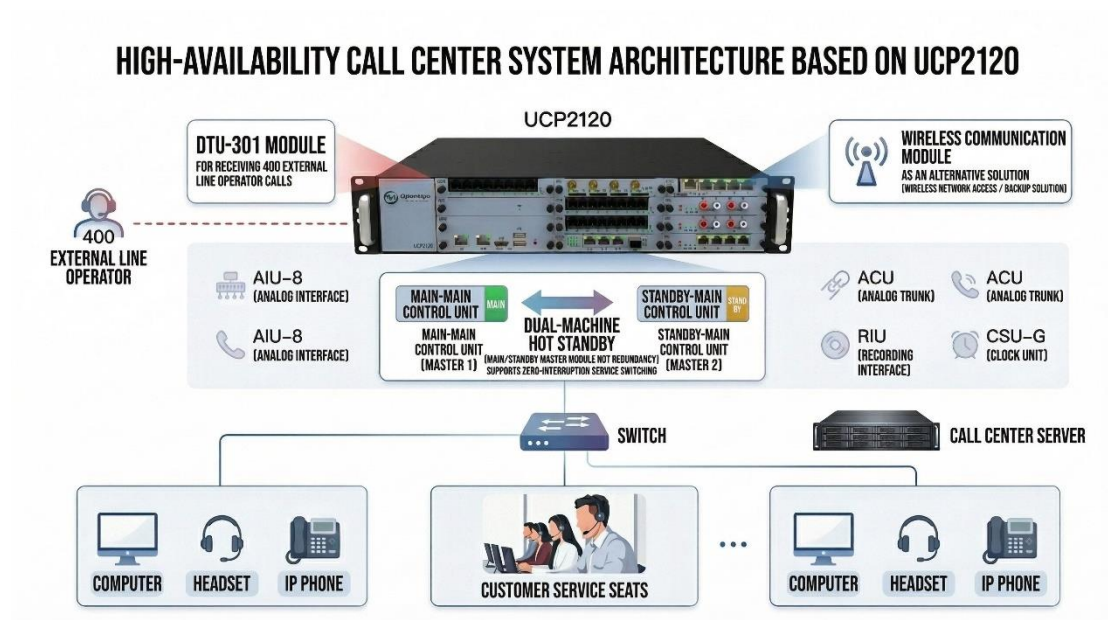
- New building deploys one UCP2120 connected to enterprise network with public network mapping. DTU module connects original analog external lines for multi-channel concurrent outbound/inbound calls. Wireless module as E1 redundancy for dual assurance.
- Deploy MAG2000 analog voice gateways, registered to IPPBX via network, linking desk analog phones for seamless employee switch.
- Old building UCP4131 interconnects with new UCP2120 via SIP protocol for cross-building unified numbering and internal dialing.

#### Value Benefits:

- Old/new buildings achieve "one network, one system" experience; no need to memorize numbers.
- Networked setup greatly reduces relocation/expansion costs, reserving space for future growth.

#### 4. Call Center Scenario: 40 Seats 7x24 Non-Stop Service

**Customer Needs:** Integrate existing 400 phone into new call center platform without changing service numbers; support 40 seats unified management, desk phone + headset setup; stable 7x24 operation.



#### Solution Highlights:

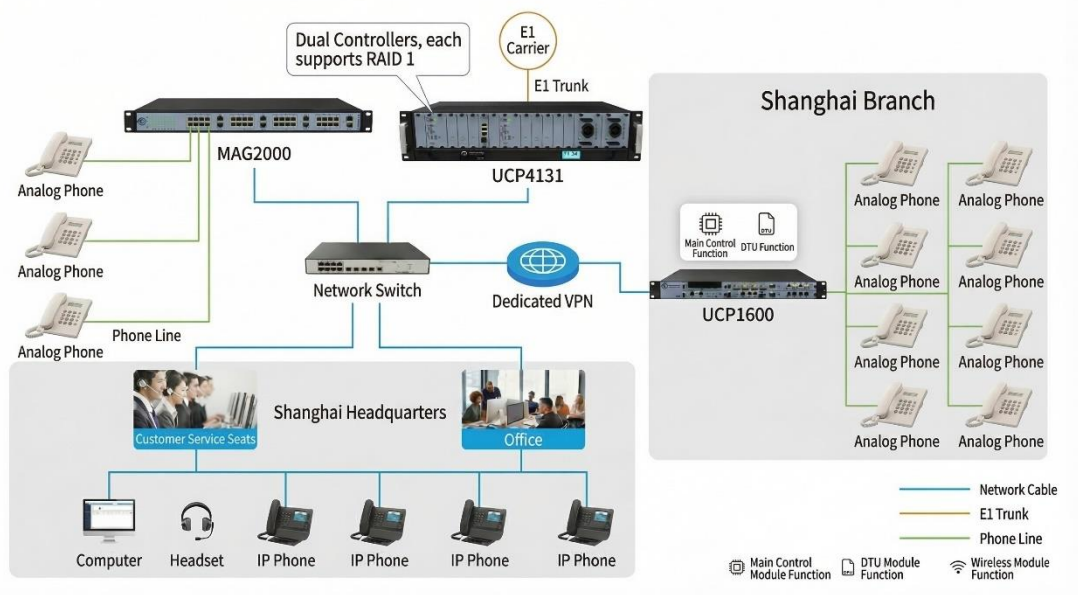
- Deploy one UCP2120 with two control boards for dual-machine hot standby, ensuring core platform always online.
- DTU module for multi-E1 voice trunks, wireless module as link backup for multi-level high availability.
- Create 40 seat extensions in UCP control, flexibly configured by business level, department, skill group for permissions—adapting various strategies.

#### Value Benefits:

- 400 numbers smoothly migrated, no impact on customer experience.
- Unified seat management and reports make operations data clear, supporting fine-tuned operations.

## 5. Large Medical Enterprise: High-Quality HQ-Branch Interconnection

**Customer Needs:** Build high-quality, scalable voice interconnection between HQ and branches; unified platform management with local call handling.



### HQ Solution Highlights:

- Deploy one UCP4131 connected to enterprise intranet, deeply integrated with existing phone system for unified management/scheduling.
- DTU board pairs via E1 etc. for reliable voice private network with branches.
- MAG2000 gateways scaled by seat count for future growth.
- Dual servers + RAID1 with zero single point of failure, master-slave control for hot switching + real-time disk mirroring, single disk failure does not cause system shutdown.

### Branch Solution Highlights:

- Branches deploy UCP1600 with DTU board, E1 interconnection to HQ for dedicated voice-quality calls.

### Value Benefits:

- HQ-branch phones truly integrated; cross-region calls like internal.
- Centralized voice resources/strategies reduce overall maintenance costs.