

Freedom of connections



Libra PBX Server

# Libra Freedom of connections

PBX Server Libra is a new generation Platan product using VoIP technology, designed for medium-to-large enterprises. One, two, three or four units connected to one another with a fibre-optic cable provide full freedom of connections in any technology, using any type of telephone, with any operating system.

The possibility of networking Libra servers using VoIP allows constructing a uniform telecommunications system with a consistent dial plan, supporting up to 600 users. Libra offers you greater freedom, and is even more friendly and useful, both for the user and the installer.



## Key features:

- **Embedded** – IP Gateway (IP GW), IP Extensions (IP EXT)
- Embedded multi-channel **call recording**
- **Web-based** management
- Runs on Windows, Linux and Mac OS X thanks to an application based on the **Java** environment
- Integrated internal **voicemail** for all users
- **User Zone** accessible via a web browser
- Integrated **GSM cards** – cheap calls to mobile networks
- **Controlling external devices** – automatically or using any phone
- Modular design – 1, 2, 3 or 4 **units connected** to one another **with a fibre-optic cable**, equipped with independent backup power supply systems, mounted in 19-inch rack cabinets
- **Platan Intelligent Networking (PIN)** – intelligent networking of Libra servers for up to 600 users
- Solutions for businesses of all sizes and **varying telecommunications traffic**

## Intelligent Call Distribution (ICD):

- IVR (Interactive Voice Response) – 8 separate voice menu scenarios (up to 20 levels each)
- Possibility of distributing calls to user groups according to the preset criteria:
  - evenly (UCD - Uniform Call Distribution)
  - according to the topic selected via IVR
  - automatically – based on the recognised number (ACD - Automatic Call Distribution)

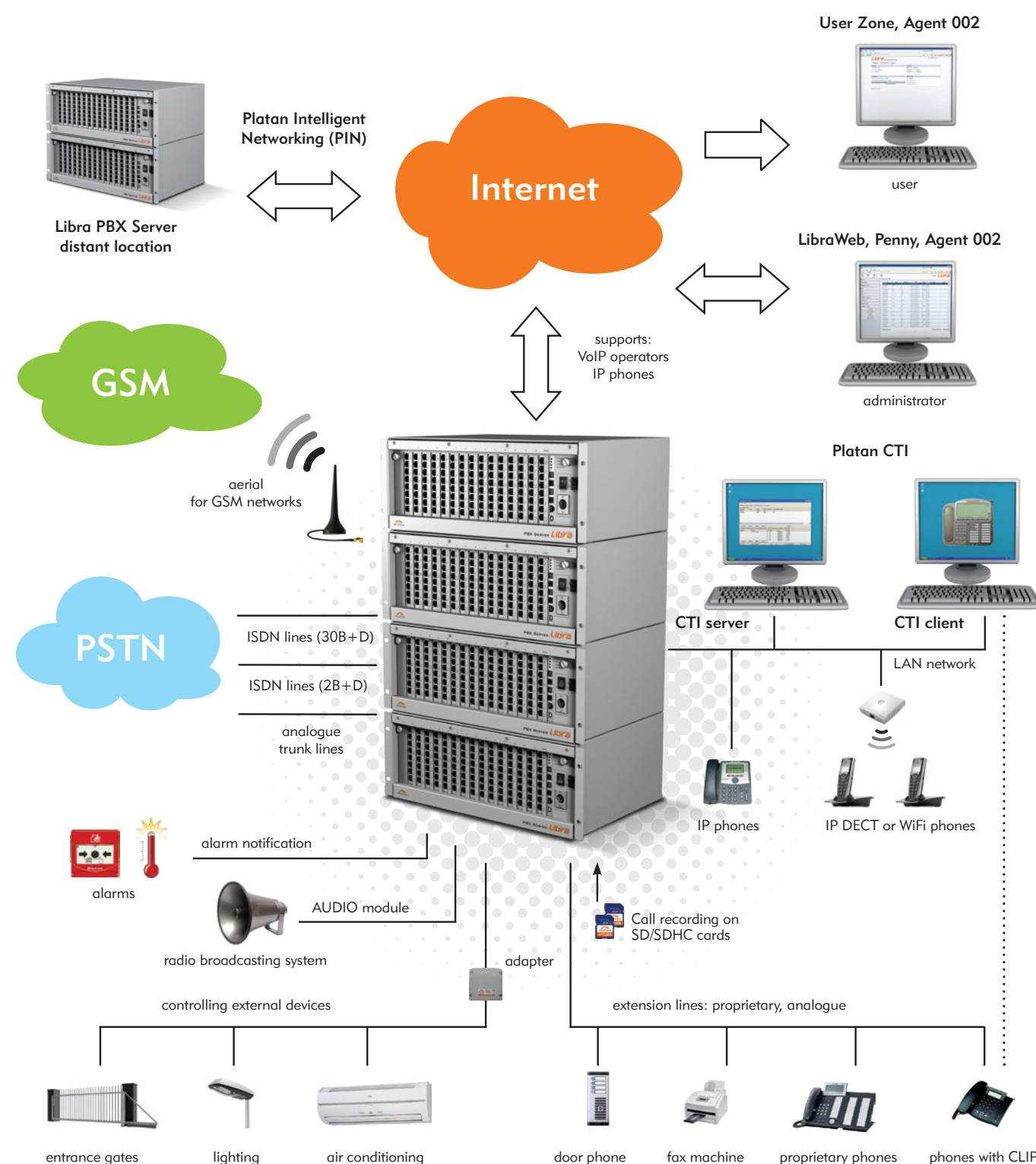
## VEK® – VoIP Cost Eliminator:

- Access to cheaper Internet telephony without any additional gateways
- A unique Call Through function – call via VoIP using your mobile phone

## PZK® – Cost Management Programme:

- Penny application – individual accounting of phone call costs
- Restriction system – limiting the number of unwanted calls
- Virtual extensions and the system of individual accounts
- ARS/LCR function – automatic selection of the cheapest call route

## Libra PBX Server as the centre of an ICT system







## Let others hear you from the best side

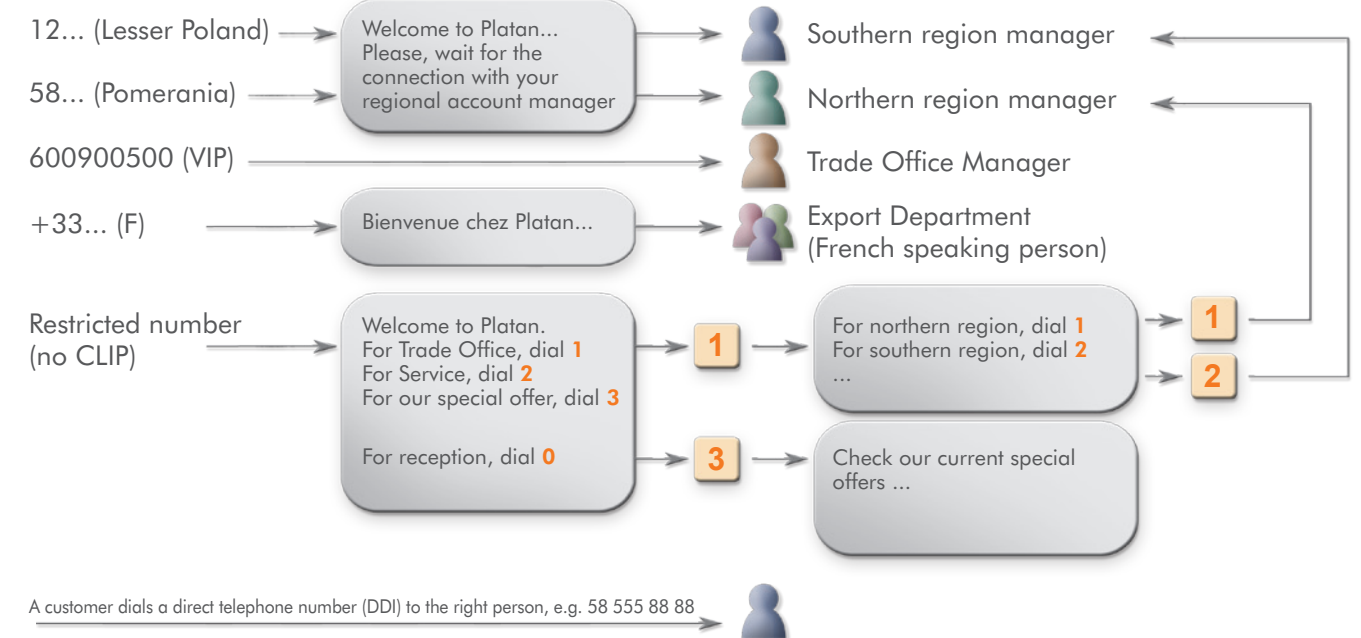


Use Libra to create your own **call handling centre** to serve each customer efficiently and professionally. Intelligent Call Distribution (ICD) offers you **IVR** (Interactive Voice Response) with as many as twenty levels of voice messages. With a little imagination you can make them as useful as possible. Callers may either select the person they wish to contact or they can talk to the telephone operator at any moment. You will appreciate the benefits of such a solution both in your own call centre and in everyday office work. If you handle many incoming calls, IVR will direct callers to the right people faster than a single telephone operator.

Different announcements may be set for different daytimes and weekdays. You can either prepare announcements and tunes yourself or commission a recording studio to do it. You can record several dozen announcements of the total length not exceeding the available voice memory.

Would you like the customers calling from a given town or region to be instantly directed to their account managers? Thanks to the **Automatic Call Distribution (ACD)**, they will be able to contact the right person even if they do not remember the proper **direct telephone number (DDI)**. Have you got many foreign contractors? Greetings in their native languages will always make a good impression. The Libra server will identify the country the call is coming from, play the appropriate announcement (in different languages) and put the caller through to the right person.

Caller's number:



### Automatic Call Distribution (ACD) and Interactive Voice Response (IVR) within the Libra server

If there are many people answering phone calls, e.g. in a technical support centre or in a customer service department, it is good to **distribute incoming calls evenly** between all employees, thus shortening the time your customers will have to wait. Calls may be directed to all consultants simultaneously or to a different person every time. Thanks to the **Uniform Call Distribution (UCD)**, Libra will direct a new incoming call to the next person within a group. Waiting callers can listen to music or to some useful information, such as your current special offers.

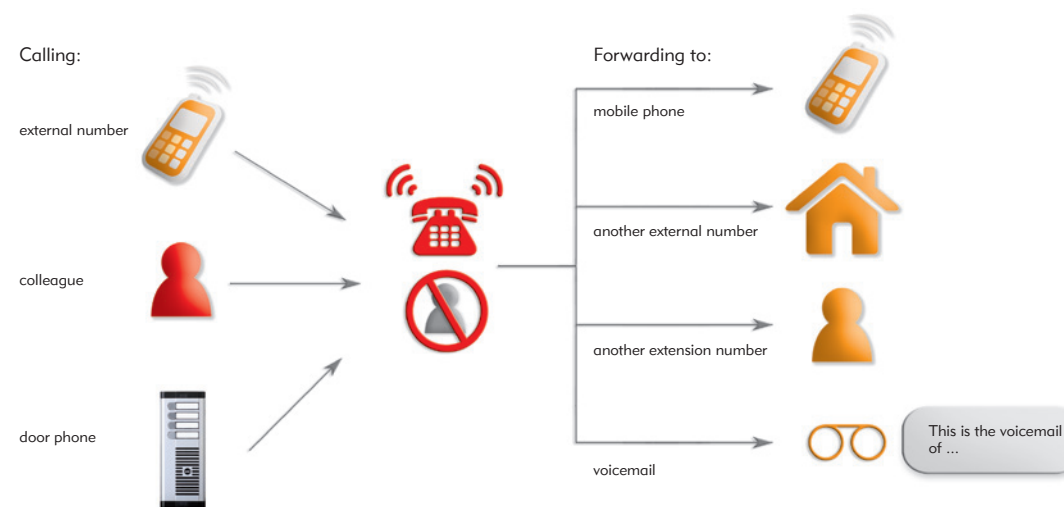


## Communicate freely



You use **different media** every day, such as landline and mobile phones, Internet, IP phones, intranet or cordless headphones. The services you use are rendered by various operators and providers. Libra PBX Server combines all the necessary functions and allows using them as it suits you. If you are at work, it will direct the call to your office line.

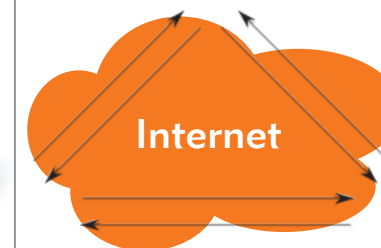
If you do not answer, it will forward the call to your mobile or home phone. If you want to have a day off, it will turn on the **voicemail** or **forward the call** to your deputy. You left the office, there is no one there and you want to know who is ringing at the entrance gate? The door phone can call your mobile or home phone.



Call forwarding when the user does not answer, is logged out or busy

Are you developing your company or opening new branches in different cities? You should maintain easy and free communication among them. **Platan Intelligent Networking (PIN)**, which consists in intelligent networking of up to five Libra servers using

VoIP, allows you to create a uniform system supporting up to **600 users** while maintaining a consistent internal numbering plan. Using any phone in the company, you simply dial any extension in any of the branches and quickly get a connection.



**Platan Intelligent Networking (PIN)**  
– intelligent networking of Libra servers using VoIP

Thanks to Libra PBX Server, you will also be able to **remotely control** other devices. Our unique solution will easily switch on the car park lamp in the evening or open the garage gate via telephone. It will also send out signals generated by alarm systems or sensors (e.g. gas or temperature sensors) in case of emergency, while in the summer, activate air conditioning or lawn sprinklers in the morning. It is a very useful device that allows you to communicate freely, not only with people.





## Keep everything under control

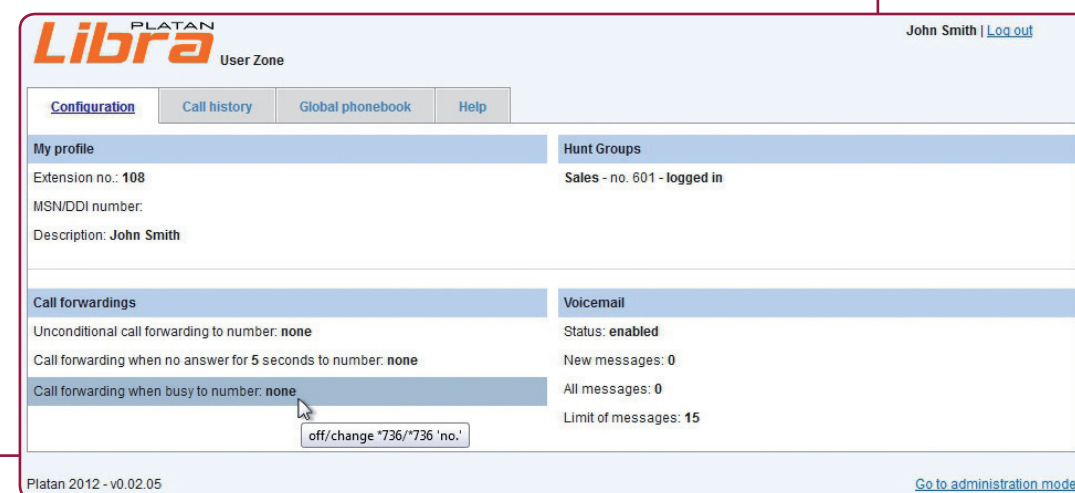


Would you like to improve your salesmen's qualifications, do you value high quality customer service and need a call surveillance tool? Or maybe it sometimes happens that you need to settle disputes with your customers and call recordings would be useful?

**Agent 002** in Libra is designed for special tasks – it will ensure the security of your business. It discreetly **records phone calls** of either some or all employees on SD/SDHC cards – multichannel recording allows you to save up to 32 telephone conversations held at the same time. The persons whose conversations are recorded may be informed about it with an announcement.

Confidentiality and security of all calls is guaranteed by recording **encryption**. The recordings can only be read by authorised persons in the Agent 002 application, from which the files can be exported to open formats.

Would you like to control the duration of calls? Have you forgotten how to use any of our useful services? Now you can log into the **User Zone**, available for every Libra user via the Internet. Apart from handy help with the list of services, you can see with whom and how long you talked, what services you have activated, to which hunt group you are logged in at the moment and how many voicemail messages you have got.



Practical information in the User Zone

Is security a priority for you and you wish to stay connected in every situation? Libra units are connected to one another with a **fibre-optic cable** for broadband data transmission. Each of them **works independently**. If any unit is damaged, for example during the storm, another one can take over its functions. Each unit is also equipped with an individual backup power supply, which makes the server even more reliable and stable. Thus, your security level is higher.

Do you wish to use your favourite operating system? Libra will adapt to it. Thanks to the configuration and billing software created in the Java environment, the server can run under Windows, Linux or Mac OS X. The **possibility of using any operating system** also means no more problems with their newer versions and easier update. Nothing will surprise you.

You have remote access to Libra and you can control it from anywhere in the world via a web browser. Define the privileges of individual users, analyse the duration and costs of calls or operate your servers at different locations. There is no need to install additional computer management software because Libra has the **LibraWeb** www interface already implemented.



Libra PBX Server – example setup of four units with backup power supply



## Saving pays off



Check who made the longest calls and who the most expensive ones, how many calls each of your employees received, and for whom it took the longest to answer the phone. Thanks to the Penny billing module, you may **register calls** and **allocate costs** to individual accounts, globally or to selected billing groups, either in a tabular or a graphic form. Since call duration is getting more and more important, call time and cost accounting will help you optimise the customer service. Not everyone has to be allowed to call everywhere – you can deny unauthorised access to the most expensive calls.

Enjoy cheap or free calls thanks to VoIP (Voice over Internet Protocol) **Internet telephony**. You make a call using any company phone and Libra PBX Server, depending on the dialled number, selects the **cheapest call route** (LCR) and directs calls either to the VoIP network or via GSM cards to mobile networks.



If you make calls within a mobile operator business group, integrated **Platan GSM** cards installed in Libra will make it possible for all employees using regular handsets within a company to make calls and send text messages as if they had mobile phones. Mobile employees calling the company will also be able to enjoy cheap or even free calls.

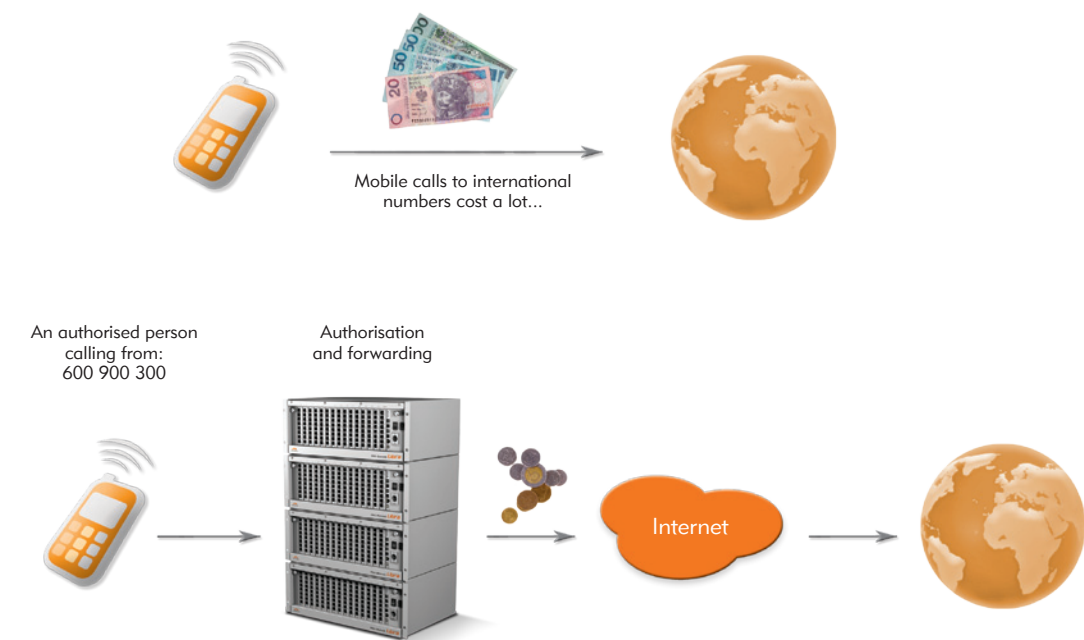
If you decide to increase employment, the VoIP card will allow you to add IP phones for new employees in the **easiest and cheapest** way.

Internet problems sometimes happen, so if you wish to maintain high quality of your calls, instead of using internet voice technology you can always connect traditionally to selected **landline networks**. You do not need to remember any additional prefix numbers because Libra will add them for you.



Saving and mobility combined? Call from your mobile phone the dedicated Libra number – the server will recognise you and forward to any number through the VoIP network (**Call Through** function). It's a simple way

to make **cheap calls**, especially abroad. You can be far from your company. The only thing you need is to be within a mobile network reach.



**Call Through – make cheaper calls via VoIP using your mobile phone**

Are you always on the go? Would you like to be available no matter if someone calls your mobile phone or the company? You can **log** your modern **mobile phone** with a SIP client **as an IP phone** into the Libra server and be available at the usual company extension. You can then use your mobile phone to make cheap international calls to any country using the Internet. You do not have to be in the company because Internet access and an IP or mobile phone with a SIP client is everything you need anywhere in the world. You will find such a solution useful during business trips or at home if you prefer **home working**.

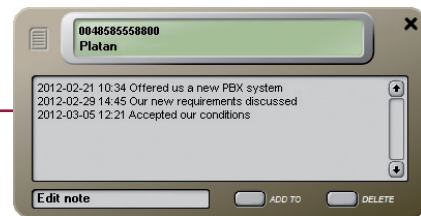
Do you want to keep up with the times and employ modern management techniques? If your employees spend a lot of time in the field, only occasionally work in the company and do not need permanent, separate work stations, you use classic **hot desking**. It is also recommended when you have your own call centre or a research company, where several pollsters use a single work station. We adjust to the latest management developments. Employees can log into **virtual individual accounts**, while the settings attributed to a given number will be transferred to any phone they might use. You can use up to one thousand individual billing accounts, so each employee can account individually for the phone calls they made.



## Platan CTI information always at hand

**Platan CTI** (Computer Telephony Integration) is a program supporting phone answering and serving as a virtual console. This is a useful tool that you can share with all your employees. You will find it indispensable for internal communication and better handling of external contacts.

Before the call is answered, all **information about the calling party** is displayed on the screen, i.e. their number, description and the notes taken during previous talks. You can therefore serve your customers better and faster or recall the details of previous arrangements made with an important business partner.



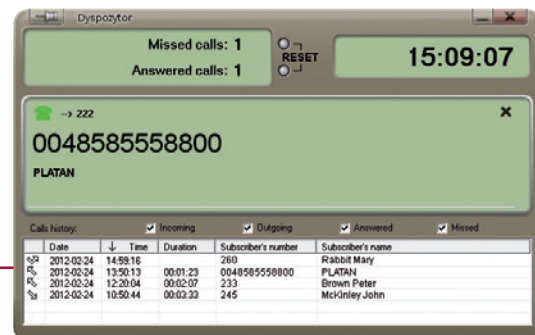
Displaying notes about consecutive calls

Would you like to have the most frequently used telephone numbers and shortcuts to the used functions within reach? Just like in the case of proprietary phones, you can assign them to virtual **short number** buttons, adding friendly names. Again, as with the proprietary phone, if any of your colleagues is having a telephone conversation, the button will be red.

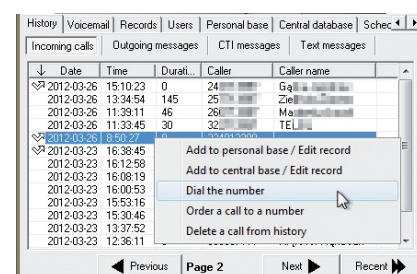
This allows you to quickly **find the desired number** at any time either in your own or in the central **database**, or by browsing the **call history**. An entry in the database may contain, among others, name, several phone numbers, company name, title, **full contact details** and additional notes. Having found a contact in the database, you can select a given number using the mouse, book a call if it is busy or send a text message.



Information about the caller can be shown on the Platan CTI display, on a small notification window or on the Dispatcher console



Speed dialling buttons in Platan CTI



Viewing call history

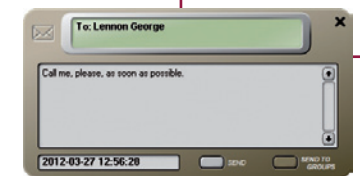
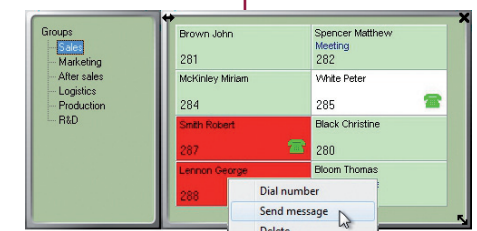
You have a **preview of your busy colleagues**. The **virtual** console shows you who is present, what is their **status** (e.g. informing about a meeting), who is holding a conversation and whose phone has only just started ringing. This way you can quickly consult an available person or transfer a call to them.

If you are on the phone when another person calls, you see a **waiting call**, which you can **transfer** to an available colleague by clicking the mouse button (TRANSFER on a virtual phone) without interrupting your conversation. Sometimes it is more convenient and faster to send a **text message** to one person, to a group of colleagues or to all users within the company. Platan CTI provides such an option, just like in the case of Internet messaging.

It is just as easy to send a **text message**. Thanks to Platan CTI, you can write it faster than when using the phone. All the possible replies will also be displayed on your computer screen. You can use this method to inform your customer that their order has been fulfilled or to contact an absent colleague.

Platan CTI also allows you to view, listen to, save and delete messages left in your **voicemail** box. Just click the "Play" button and Libra will call you back to let you listen to the selected messages.

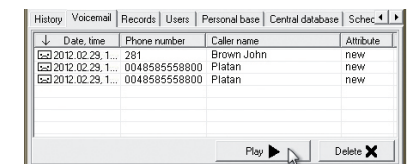
Would you like to try a new application before purchasing it? Together with the Libra server, you will receive **Platan CTI Light** – a program version with all the features, with no time limits, active on two work stations. You will see and check how its features work, including notifications about incoming calls, the console, speed dialling buttons, databases or sending messages. Having tried it, you may purchase a full version with virtually unlimited contacts, call history and a full range of functions available to all users.



Sending a message to a busy person



Sending and receiving text messages (SMS)



Listening to voicemail messages



## Accessories



Choose the phone that is right for you. We give you free choice, since Libra is compatible with **phones of various manufacturers**. It can be a regular analogue phone with CLIP, a headset, a cordless DECT phone or a digital proprietary phone with an extension panel or a console if you want to create, for example, a larger reception station.

If you use **IP phones**, changing work stations by your employees will be extremely easy. If such a phone is connected anywhere to the company network, all the settings of a given user will be transferred. It is also easier to add new users when employing more people. An IP phone with a console can also serve as a simple proprietary phone displaying, among others, information about the engagement status of other employees.

Do you work in a factory, move around the whole company and always want to be in touch? The **IP DECT** system is a good option for you. Cordless phonesets, whose base stations communicate with the server via LAN, provide good mobile connectivity on a wide area, such as a factory or a stadium.

Thanks to **door phones** integrated with Libra, you do not need to install a separate door phone system. Doors or gates can be opened using standard phones. You can choose a one-, two- or multi-button DB 07

series door phone, which does not require additional adapters.

Do you use a **fax machine** for office work? When someone wants to send you something, Libra will detect the fax tone and send document directly to the device. The sender does not have to dial any number or to be transferred by the secretary.

Would you like to control **external devices**, open garage doors or entrance gates remotely with your landline or mobile phone or turn something on/off at a specified time? Use the external devices control offered by Libra PBX Server. You can remotely control up to 8 different devices and monitor up to 8 different types of sensors (e.g. temperature in a cold store, alarm system). If danger levels are exceeded, Libra will pass on this information to the defined phone numbers.

If not all employees have phones and computers (e.g. in a shop floor), and it is most convenient for you to communicate with them through the **radio broadcasting system**, the messages can also be communicated by phone, using one of the two audio outputs offered by Libra.

Libra PBX Server offers embedded call recording on **SD/SDHC cards** with capacities up to 32 GB, which perfectly meet the needs of most businesses. The stored files are encrypted and can also be played by authorised persons.

If security considerations require the use of certified call recording systems, for instance in banks and companies serving their customers over the phone, Libra will also work with these types of external **call recorders**.



Analogue phone with CLIP



IP phone



Digital proprietary phone



IP DECT phone



Door phones



Fax machine



Adapter for controlling external devices



Radio broadcasting system



SD/SDHC cards for call recording



Call recorder



## Software



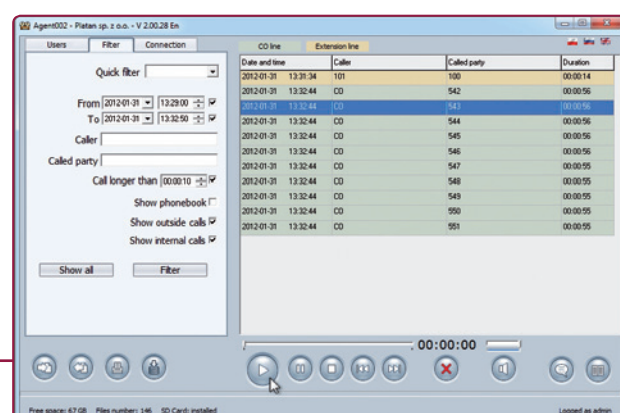
Naso CC application for call centres

**Penny** is designed for managing the billing and the call statistics. It is a LibraWeb billing module available via a web browser to any authorised person. Based on the sample patterns, you can create your own rate schedules, adapted to the changing market offer. With Penny, you can make a detailed selection of calls according to the specific criteria and **allocate the duration and costs** of calls to selected users, specific trunk lines or defined billing groups. You will also see how long it took for a given person or a group to answer the phone and how many calls were left unanswered. The data will be presented in either a tabular or a graphic form, with the possibility to export it to a CSV file, which allows you to analyse and use it also in other programs.

Browsing, playing, deleting and archiving the **recorded calls** as well as printing the list of recordings can be done using the Agent 002 application. The required call can be searched for by date, time, number of the calling or of the called party. If you want to send a given recording to someone in an unencrypted WAV file, use the export option. You may authorise selected people to browse and/or delete the recorded conversations held by either all or specific users.

Date	Time	Extension	Caller	Duration
2012-01-31	13:29:34	101	100	00:00:14
2012-01-31	13:32:44	CO	542	00:00:06
2012-01-31	13:32:44	CO	543	00:00:06
2012-01-31	13:32:44	CO	544	00:00:06
2012-01-31	13:32:44	CO	545	00:00:06
2012-01-31	13:32:44	CO	546	00:00:06
2012-01-31	13:32:44	CO	547	00:00:06
2012-01-31	13:32:44	CO	548	00:00:06
2012-01-31	13:32:44	CO	549	00:00:06
2012-01-31	13:32:44	CO	550	00:00:06
2012-01-31	13:32:44	CO	551	00:00:06

Call selection according to the defined criteria in Penny



Listening to selected call recordings using the Agent 002 program

The **Platan CTI** application supporting the call traffic management can be installed on every computer within the company. It will facilitate answering and transferring calls, dialling, using databases, sending text messages and internal communication within the company.

Libra PBX Server is compatible with other applications and devices. In order to share data with more advanced **call centres** or CRM software, an **open PCTI protocol** should be used. It also allows working with the programs supporting communications management for **rescue services** and in emergency management centres.



Do you run a hotel and would like extensions to be in line with the room numbers and Libra to offer features such as wake-up calls, locking/unlocking phones, room statuses (e.g. drinks cabinet status, tidiness status)? Thanks to the LibraHotel.dll library, Libra PBX Server



is compatible with the most popular **hotel software** available on the market: DM Plaza, Micros Fidelio, Gość, HotelOnline, Hotel TK, Opera, Pensionnaire, ReHOT. We also intend to make it work together with other ones.

## In good hands



The **LibraWeb** application, accessible from any web browser, is designed to control the Libra server. The most convenient connection with the server is the **remote** one, via Ethernet or modem. It allows you to quickly introduce any changes to the Libra settings or to the user privileges according to your needs. Using LibraWeb, you can also carry out the **networking of Libra servers** in various locations. Platan Intelligent Networking (PIN) will greatly facilitate the procedure for creating a single uniform system.



LibraWeb program – server equipment preview

Remote access and the possibility of **monitoring** the line status guarantee shorter diagnosis and response time in case of damage. Installers can also use **LibraPC**, an offline version of the control application, to prepare the planned settings first and send a ready config file to the Libra server. If the server is restarted, technical services may receive automatic service text messages. You can also get information about exceeding the **limit of free minutes** on the Libra SIM card in the same way.

We are always close to you. On the foreign markets we are supported by a network of **Platan Partners and Authorised Installers**. Our representatives will propose a system with a wealth of standard equipment, matched to the number of users, existing or planned infrastructure, the specifics of your business and the call traffic.

Installers will provide you with technical support and help you with the changes in the system settings, or when necessary, prepare a list of calls. They will not even have to visit your company since a remote connection can be used.

Do not overpay. When buying Libra, you do not have to allow for growth. You can expand your device at any time by adding new units and equipments. You can order Libra in one of our foreign distributors, while the delivery of a new system or expansion of the existing one will take place in a short time. We value your time and will adjust to your needs.



Today we connect more

## Features and services



Libra	
Platan Intelligent Networking (PIN) – intelligent networking of Libra servers	+
Embedded call recording on SD/SDHC cards	+
DDI/MSN numbers	+
CLIP (Calling Line Identification Presentation)	+
CLIR (Calling Line Identification Restriction)	+
Call Through – automatic connections from mobile phones to VoIP networks	+
AOC (charging information about a call made through the ISDN line)	+
MCID (Malicious Call Identification)	+
PBX Server time synchronisation with the local exchange (from the NTP server and CLIP)	+
Call registration and billing	+
Individual billing accounts (maximum number)	1000
IVR (Interactive Voice Response)	+
Voicemail	+
Voice confirmation of services	+
Least Cost Routing (LCR)	+
Restrictions on outgoing calls	+
Tables of allowed/forbidden numbers (number of tables)	16
Short numbers	+
Free numbering of extensions (number of digits)	1-4
Call waiting indication (offering)	+
Joining calls in progress	+
Hotlines (trunk/extension)	+
Automatic change of operation modes	+
Hunt groups (group numbers)	+
UCD (Uniform Call Distribution)	+
ACD (Automatic Call Distribution - call distribution based on the identified number)	+
Extension groups (possibility of limiting extension-to-extension calls)	+
Conference call	+
“Circular” conference call – automatically established for a defined group of users	+
Putting calls on hold (HOLD)	+
Call forwarding	+
“Do Not Disturb”	+
Call capturing	+
Call transfer to trunk lines	+
Call booking	+
Voice message for booked calls	+
Redial	+
Simple callback (CLIP number modification)	+
Alarm dialler (alarm notification)	+
External devices control	+
Wake-up call	+
Service text messages	+
Remote room listening in – “Baby-sitter”	+
Transit call – charging an outside call to the server	+

\* additionally up to 3 RJ-45 patch panels for every unit, 1U high each  
\*\* one backup power supply panel supports 1 or 2 units

■ standard ■ optional

## Equipment



Libra		
Extensions		
■ analogue		up to 480
■ digital proprietary		up to 128
■ analogue and digital proprietary		up to 480
■ VoIP (IP EXT)		up to 400
Trunk (CO) lines		
■ analogue		up to 64
■ ISDN (2B+D)		up to 128
■ ISDN (30B+D)		up to 8
■ VoIP (IP GW)		up to 30
■ GSM		up to 16
Integrated VoIP card		+
VoIP channels number (simultaneous calls)		up to 60
VoIP protocol: SIP 2.0		+
Audio codecs: G.711 $\mu$ Law, G.711 aLaw, G.726, GSM, G.729a		+ / + / + / + / +
■ DISA – Direct Inward System Access		+
■ IVR system (number of infolines / levels)		8/20
■ Number of voice announcements		64
■ Total message time		up to 1h
Music on hold		4
Voicemail		+
Music files (.wav) for announcements		+
Automatic fax transfer		+
Billing buffer		70 000
Incoming Call Identification Presentation (CLIP) received from:		
■ ISDN		+
■ analogue lines		+
■ GSM		+
■ VoIP		+
Call Identification Presentation (CLIP) sent to:		
■ analogue extensions		+
■ digital proprietary extensions		+
■ VoIP extensions (IP EXT)		+
Door phone support		+
Integrated GSM cards		+
Digital Enhanced Cordless Telephony (DECT) / IP DECT		+ / +
Audio card (1 input, 2 outputs)		+
External devices control card (up to 8 inputs, up to 8 outputs)		+
Power back-up		5h
Interfaces		
■ USB for service purposes		1
■ Ethernet (LAN) 10/100 Base-T		1 or 2
Embedded modems for remote management: analogue V.32/ISDN		+ / +
LibraWeb - www interface for server management		+
User Zone - www interface for users		+
Penny – billing software		+
Agent 002 software for recorded calls management		+
Platan CTI software (computer system for call traffic support)		+
Hotel interface		+
PCTI protocol		+
Interface supporting external call recorders		+
TAPI protocol		+
Galvanic isolation of units – broadband optical communication		+
One unit dimensions**		
– RACK (width 19")	height x depth [mm] weight [kg]	176 (4U) x 330 12
Power back-up – RACK (width 19")	height x depth [mm] weight [kg]	80 (2U) x 240 up to 16





**Platan** is a leading Polish producer of IP-PBX Telephone Systems and PBX Servers. Thanks to our comprehensive offer, we are capable of satisfying the most sophisticated requirements of a wide range of customers, from small and medium companies to large enterprises, public offices and institutions, as well as rescue and uniformed services.

We have been ranking among the most innovative players on the Polish electronic market since 1985, offering telecommunication and radio communication solutions. As many as over one million users are already using Platan products.

Systems developed by Platan are fully based on our own technical know-how. Thanks to our own design offices and several dozens highly qualified specialists in telecommunication, IT and electronics, Platan provides solutions employing the latest global trends and technologies. All our products are tailored to market needs and expectations.

Platan is also a producer of digitex Integrated Notification Systems, used for alarming, signalling and providing radio communication for rescue services.

We have been awarded **ISO 9001:2008 Quality Management System Certificate** for design, manufacture, sale and service of telecommunication equipment, which provides the evidence of our compliance with quality standards.



**Platan Sp. z o.o. Sp.k.**  
ul. Platanowa 2  
81-855 Sopot, Poland  
tel. +48 58 555 88 00  
fax +48 58 555 88 01

export@platan.pl  
[www.platan.eu](http://www.platan.eu)