IPerTAlk system

IPer TAlk

THE VOICE OVER
IP PLATFORM FOR
THE EVOLUTION OF
VOICE SERVICES

IF YOU LOVE YOUR BUILDING

urmet

The company

URMET

Urmet is an Italian company established in Turin in 1937. It designs, develops and sells building automation products and systems.
Video door phone systems, telephony, smart home, professional intrusion alarm systems, video surveillance and fire alarm systems: solutions for every industry, developed in line with market demands.

Urmet stands out for its flair for innovation and for the development of kits that speed up installation and simplify function management, for residential, office and industrial buildings.

URMET GROUP

Urmet Group is made up of more than 60 companies that ensure a widespread and consolidated presence all over the world.
The Group soon developed at international level and now plays a major role on the international scene.

The head office is in Turin, where the Research & Development, Marketing, Logistics, Administration and Finance departments operate.
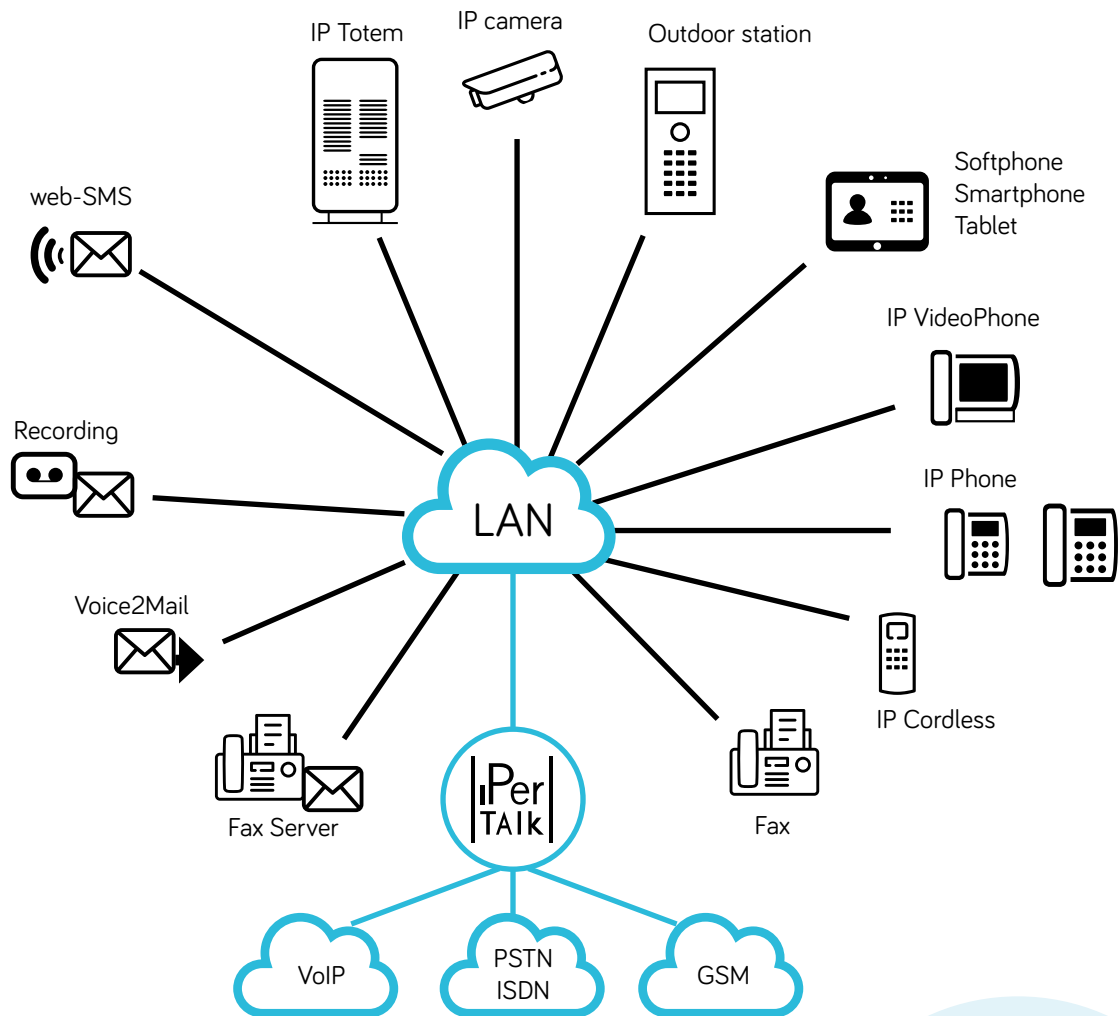
IPerTalk

The Voice Over IP platform for the evolution of voice services

IPerTAlk is a **full-IP communication system capable of** managing the typical PABX telephone functions and integrating them with new ways of communication (video calls, e-mails, text messages, CTI, management systems).

IPerTAlk is an extremely modular **softswitch platform** that can be expanded both in terms of resources and multimedia functionalities, allowing the user to **manage different operating tools via a single service centre**. IPerTAlk is the ideal solution for those who wish to use different communication resources and integrate them.

IP Totem

IP camera

Outdoor station

Softphone
Smartphone
Tablet

web-SMS

IP VideoPhone

Recording

LAN

IP Phone

Voice2Mail

IP Cordless

IPer
TAlk

Fax Server

Fax

VoIP

PSTN
ISDN

GSM

IPerTAlk offers you more
IPerTalk allows you to manage:
- Analogue, ISDN, GSM and VoIP lines
- Analogue and VoIP telephones
- Video/Remote/Mobile extensions
- Advanced voice response systems
- User and Administrator web interface
- Voice2Mail
- Fax2Mail
- Voice recordings
- Web-SMS

IPERTALK:
MANAGE TELEPHONES, VIDEO DOOR PHONES, CAMERAS USING ONE SYSTEM

The system and its functions

The iPerTAlk system is available in four basic configurations:
- **IPerTAlk 4/12**: equipped for the management of 1 line and 3 extensions, it supports up to 4 lines and 12 extensions. A solution designed for professional offices and sales outlets, with remote locations and terminals, requiring advanced services and multimedia.
- **IPerTAlk 8/40**: equipped for the management of 4 lines and 12 extensions, it supports up to 8 lines and 40 extensions. Solution designed for expanding companies that need to differentiate inbound lines and private lines between remote locations.
- **IPerTAlk 6/150**: equipped for the management of 3 lines and 50 extensions, it supports up to 6 lines and 150 extensions. Solution designed for hotel service and situations where there are many extensions and a small number of lines.
- **IPerTAlk 16/16**: equipped for the management of 1 VoIP Provider line and 1 Urmet video extension, it supports up to 16 lines and 16 extensions. A solution designed for IP video door phone services, either in standalone mode or integrated with third-party VoIP PBX.

According to the customer's needs, the four basic configurations can then **be expanded** in terms of both resources and functions by adding hardware modules and licences.

IPerTAlk provides different hardware and software modules to suit specific needs:
- **hardware modules (gateways)** to interface the telephone infrastructure
- **software modules (licences)** to enable telephone and multimedia services.

System architecture
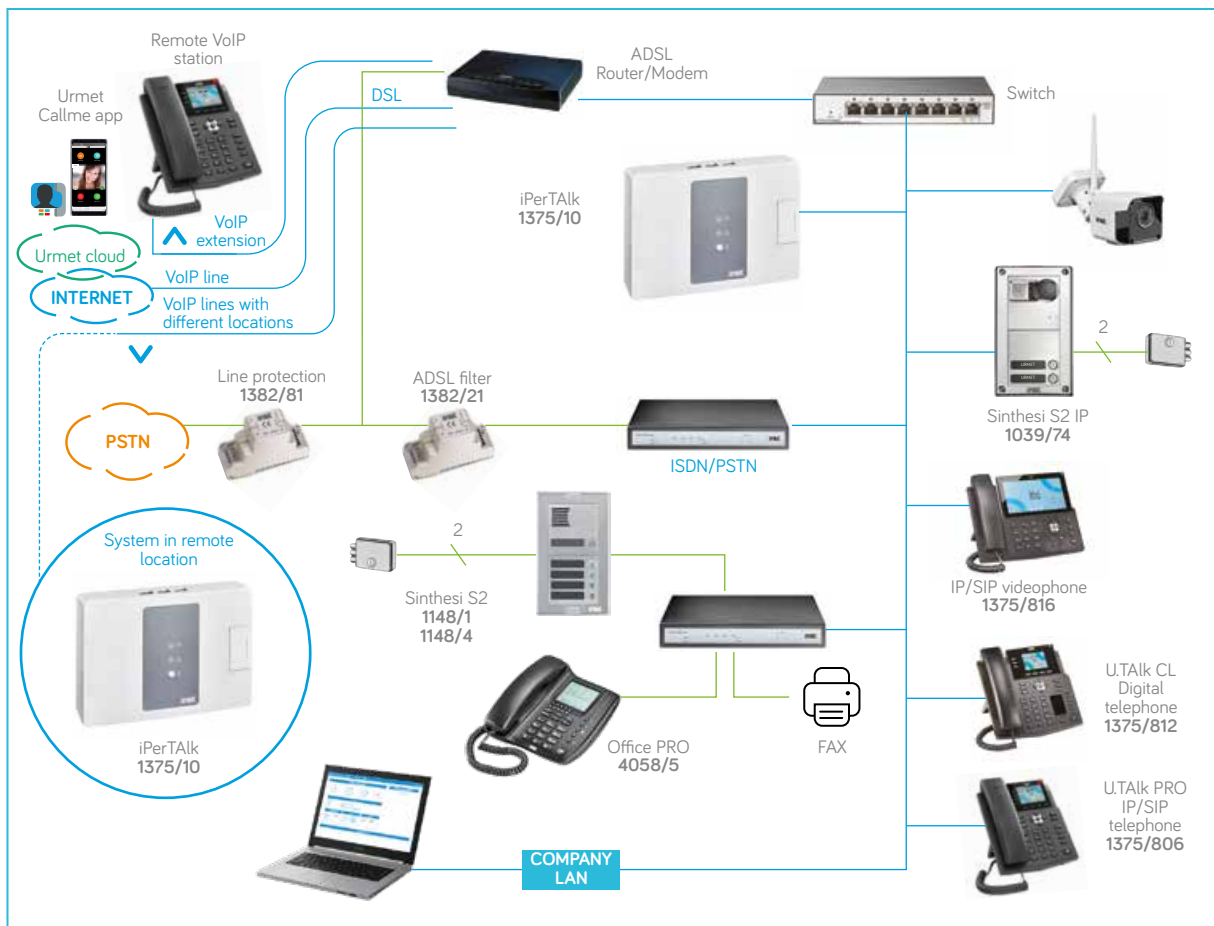
Telephone functions

IPerTAlk offers a range of **telephone functions**:

- Placing a call on hold/resuming a call
- Call transfer, both blind or with consultation
- Call forwarding: Unconditional, on no answer and on busy (internal/external)
- Group pick and direct pick
- Call parking
- Three-way conference call
- Differentiated ringtone for extension/inbound line/intercom
- Do not disturb
- MWI, BLF
- Intercom / Hot line

- Speed dial
- Caller ID display
- Group call
- Call from phonebook
- Call from list of dialled/received/missed calls
- Outbound line selection (LCR)
- Outbound call restriction
- Post selection via DTMF
- Profiling of inbound routing (day/night/holiday)
- Manager/Secretary
- Call routing, by caller or called number

Advanced telephony: unified communication and multimedia

IPerTAlk moves the centre of operations and control from the phone to the web interface dedicated to each user, transforming the phone system into an integrated multimedia and multifunctional solution, providing unified access to communication resources. Telephone functions and system function programming can be easily **customised via the web user interface**, which is accessible both locally and remotely.

In addition to traditional telephone functions, IPerTAlk integrates advanced telephone functions such as:

Unified communication
Voice and video calls
Voicemail
Fax2mail
Web-Sms
CTI
Hotel functions (FIAS)

Multimedia
Analogue, ISDN, GSM and VoIP lines
Conversation recording
Video door phone systems
Video call to TVCC camera
Analogue and IP terminal consultation

Advantages for the user

Thanks to the integrated web server, IPerTAlk features a graphical management interface through which the user can make use of the system's functions more easily. There are different access profiles and therefore CTI functionalities available, depending on the categories of users.

Urmet MyTalk user interface
Urmet MyTalk is the web interface that allows you to use IPerTAlk functions efficiently and easily via the web, safely accessible both locally and remotely, thanks to the secure connection (https).

User functions - Unified communication
• click2call: extensions, directory contacts, call log
• call forwarding full management for busy and no answer, towards extensions, public numbers and voicemail
• state of extensions and lines
• dialled, received, missed call log
• user and system phonebook
• user voicemail boxes
• alarm clock or appointment scheduler
• sending of a fax from .pdf attachment
• sending of SMS
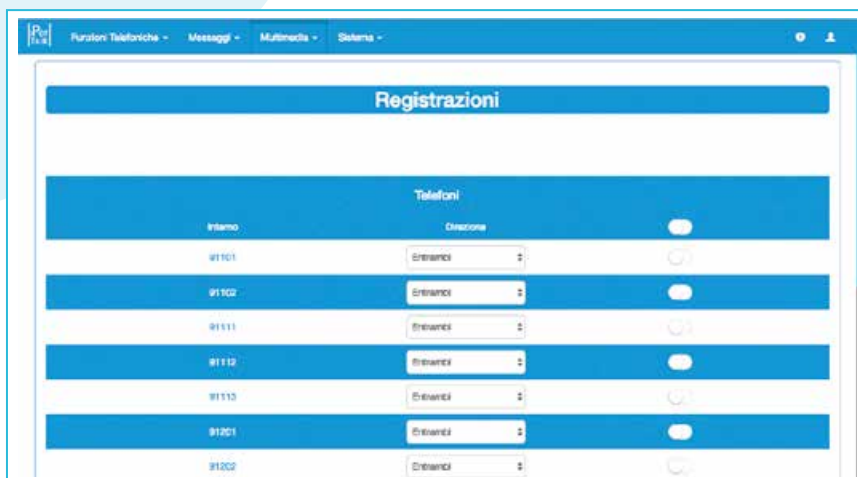• voice recording activation.

Urmet MyTalk
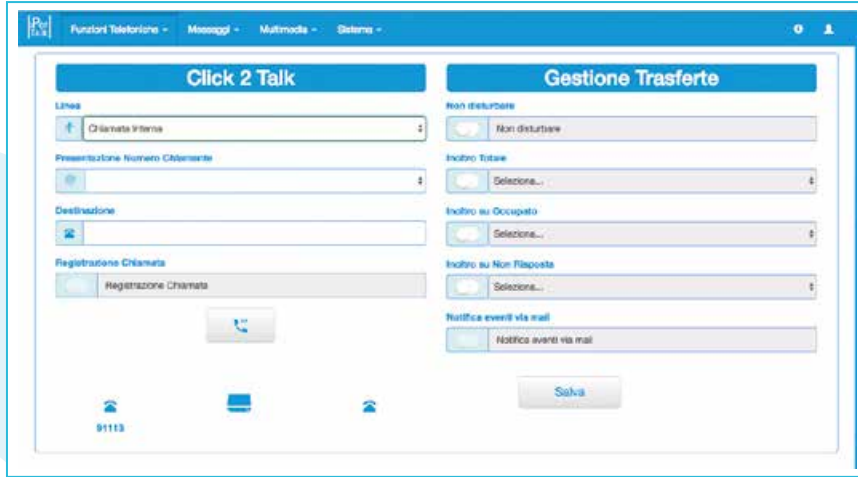
Telephone functions: extension management
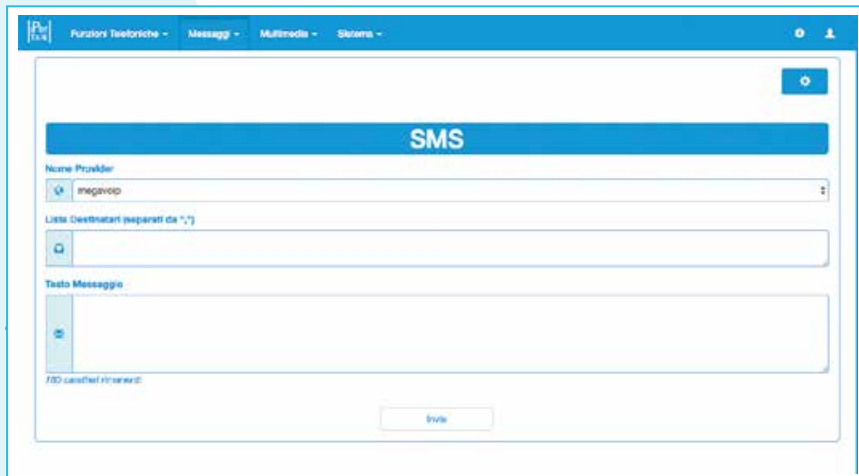
SMS sending

Conversation recording

Advantages for the installer

The IPerTAlk telephone system features a **plug&play installation procedure**, thanks to which the entire range of Urmet devices (telephones, analogue gateways, outdoor stations and cameras) and the equipment for interfacing with traditional lines are acquired and configured automatically by the system as soon as they are detected in the network.

A 10-step wizard is available on the Administration web interface for basic system configuration. For detailed and advanced configurations, a range of programming solutions is available on the Administration web interface, where each section is described with the online manual. Moreover, the installer can perform the following **support and maintenance activities** via web administration interface, even from remote, thanks to the cloud portal of IPerTAlk that offers a safe remote connection to the system.

The IPerTAlk portal provides the installers with a series of tools that allow them to:
• customise the configuration of lines, extensions and applications
• define and customise automaitc interactive voice responder (flow and telephony functions)
• consult the active calls and the historical calls log
• consult alarm reports of system functions
• back up/restore the system configuration
• update firmware via HTTP-upload
• reset the system to factory settings
• have direct access to system documentation.
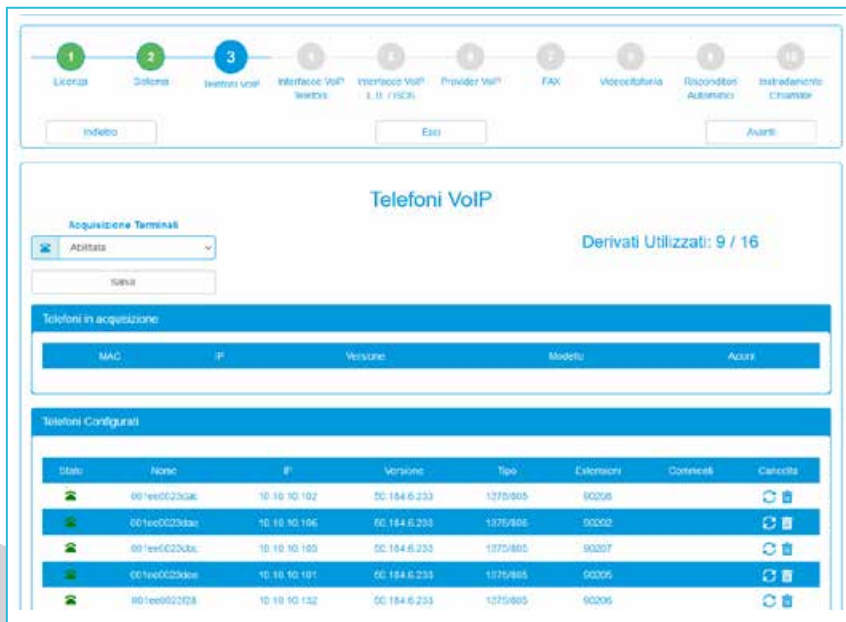
Installation wizard

Configuration backup/restore
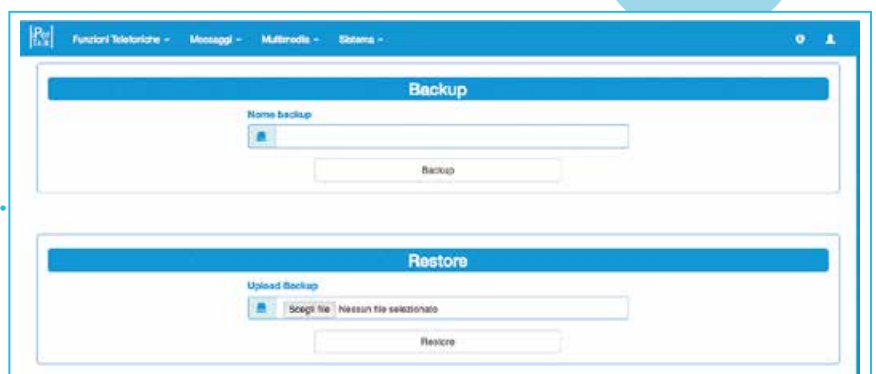
MyTalk remote access

- **For users**: iPerTAlk system users can access the MyTalk web interface even when out of the office, either through the Urmet Cloud portal or through a private VPN; call forwarding, extension status consultation, voice messages and any missed calls consultation will always be just a click away

- **For the installer**: recurring and unforeseen management tasks such as updating system and terminal firmware, debugging, changing the call handling flow or terminal configurations and "changing the disk" no longer require on-site intervention, but simply a browser and an internet connection

- **For remote support from Urmet technicians**: in case of doubt or need for verification, you can request the support of Urmet expert technicians, always just a click away from your system

THE **INSTALLER** CAN **CONFIGURE THE SYSTEM** IN A **SIMPLE** AND **INTUITIVE** WAY

Telephones, intercom and gateways for extensions and traditional lines

Telephones and intercom

IPerTAlk can handle all types of telephone terminals:
• analogue telephones, both wired and cordless, via VoIP gateway
• IP SIP telephones
• IP SIP videophones and intercom video monitors
• analogue and IP (SIP) door phone outdoor stations
• fax.

Urmet updates its telephony offering by adding a new range of VoIP telephones, with SIP standard. In particular, the U.TAlk range of phones includes:

• **two audio terminals** that include:
 - a standard version (ref. 1375/806), which can manage up to 6 extensions, equipped with 3 function keys with programmable multicolour LEDs for various applications (extension/line status, direct call, entrance opening, system commands, etc.), centralised directory, wired headset.
 - a business version (ref. 1375/812), which can manage up to 12 extensions, equipped with 3+6 function keys with multicolour LEDs on a pageable digital display with up to 30 programmable memories for various applications (extension/line status, direct call, entrance opening, system commands, etc.), centralised directory, wired or Bluetooth headset.

• **a 7" video touch-screen terminal** (ref. 1375/816) with Android V.9 operating system, thanks to which it is possible to manage both Urmet and third-party applications, Bluetooth and integrated Wi-Fi. It can manage up to 20 extensions and 112 memory keys spread over 4 screen pages programmable for various apps (extension/line status, direct call, entrance opening, system commands, etc.), centralised directory, wired or Bluetooth headset. With this videophone, it will be possible to manage video calls, receive and make video door phone calls and view the streaming of a camera. It requires the USB camera accessory (code 1375/817) for video transmission.

1375/806   1375/812   1375/816

- **a 7" touch-screen video door phone** (ref. 1375/825) with Android operating system, thanks to which it is possible to manage Urmet apps. With Max video door phone, it will be possible to manage video intercom calls, to door phone and to other Max video door phones, with preview function and network camera, and audio telephony call to phones and telephony lines, through its internal phonebook.

- **two IP/SIP Sinthesi Steel door entry panels** (ref. 1375/821 - 1375/822) to manage local and remote intercom video calls on SIP standard. They are equipped with: 1 (ref. 1375/821) or 2 (ref. 1375/822) call buttons (eventually extendable up to 6 call buttons), wide-angle camera, 2 locks and local wired input for door opening.

- t**wo IP/SIP Elekta door entry panels** (glass version ref. 1375/823 - steel version ref. 1375/824) to manage local and remote intercom video calls on SIP standard. They are equipped with: 1 call buton and internal phonebook to manage intercom videocall and a keypad to digit access code, wide-angle camera, 2 locks and local wired input for door opening.

1375/825   1375/821   1375/823
                            1375/822   1735/824

Line interfaces

IPerTAlk can interface with all types of lines:
• Analogue, ISDN and GSM lines via Voice Gateway IP
• VoIP Trunk to VoIP providers
• VoIP Trunk with Skype account
• Corporate inter-office and public VoIP Trunks

Line gateways

Urmet complements its telephony offering by adding a new line of **VoIP gateways** for interfacing to analogue terminals (telephones, fax, PoS, etc.) and traditional lines (analogue, ISDN and GSM). Thanks to these devices, IPerTAlk will be able to manage the different types of terminals and lines in a uniform and transparent way for the user.

Applications

Interactive Voice Response (IVR) systems

iPerTAlk provides a range of automatic interactive voice response (IVR) systems capable of handling the following services:

- **Interactive Voice Response system**, **ITM**. For the automated reception and distribution of incoming calls, allowing management of multi-level and DISA selections, customisable messages, FAX recognition, multiple internal or public destinations, both sequential and cyclic, forwarding to alternative destinations, etc.
- **Voicemail to e-mail**, **VMAIL**. For the management of calls received when not available, which allows you to record a voice message and send it as an e-mail attachment to several recipients, but also to consult the message log from the myTAlk user interface or, via your extension, with a call to the CONSULTATION application.
- **Voice message player, PLAYER**. For information messages and call deterrence.
- **Automatic operator station**. Automatic system-wide management of incoming or internal calls, which handles the re-routing of calls to common destinations or services, on several levels, if undelivered to the recipient.

Examples of available services:

- *Customisation of hold music and welcome message*
- *Management of multi-level and multi-choice automatic interactive voice responder, with the possibility of dialling the extension of interest already during the reception phase (DISA)*
- *Centralised management of received calls in a multi-location context, both for public calls and video door phone calls, including out-of-hours calls.*

Extensions and remote locations

IPerTAlk allows the management of resources distributed across the territory (multi-location companies, branches, agents, technicians, suppliers or strategic customers) with the same functions as a local resource while maintaining security, simplicity and reliability. Faxes and voice messages are sent as a .PDF attachment to e-mails sent directly to users' mailboxes. IPerTAlk is the ideal choice to meet the needs of mobility, teleworking and remote locations. It exploits telephony over the Internet while reducing costs and increasing efficiency.

Extensions
Every mobile user will have the full range of features, services and resources at their disposal with maximum security

Remote locations
A network of switchboards, each with its own characteristics and performance. Conversations between locations travel over the Internet via private connections (VPN).

Examples of available services:

- *Using the company extension at home, as if you were at the office, or diverting it to the mobile number*
- *Calling extensions at other company locations, free of charge and securely*
- *Making video conferences with colleagues in remote locations, using company extensions*
- *Communicating via the warehouse speaker at a remote location, and simultaneously viewing a camera*

Applications

Integrated access control

IPerTAlk can directly manage video door phone outdoor stations, integrating access control functions. The elements involved can be combined in different ways for a variety of usage solutions, such as:
• PIN identification
• access voice recording
• intercom
• video inclusion
• remote concierge
• videos from additional camera, either in streaming or in consultation
• mail/call alerting.

Examples of available services:

• *Answering door phone calls from the phone, monitor, PC or CallMe smartphone app, or with an automatic message*
• *Viewing the CCTV camera, to control the access area*
• *Adding the video to the traditional audio door phone system, using the CCTV system camera*

Availability service

IPerTAlk can manage both audio and video mobile extensions, inside and outside the company as well as remote outdoor stations, thanks to its connectivity to the Internet.

Examples of available services:

• *Cyclically forwarding customer service calls to a range of mobile numbers*
• *Receiving faxes and voicemail messages when out of the office, via email*
• *Answering the video door phone from the CallMe app on your smartphone, wherever you are*

Solutions for Hotels and B&Bs

IPerTAlk can manage information services and facilitate user access to public service areas (clinics, stations, shopping centres, museums, etc.).

Examples of available services:

• *Managing automatic alarm clocks and call costs in a few clicks*
• *Activating the remote reception service, either on a remote terminal or mobile number or CallMe app*
• *Sending a reminder text message to a guest, or a promotional text message to all customers*

References

IPERTALK PABX

1375/10	**BASE IP-PABX IPERTALK, 1 LINE AND 3 EXTENSIONS, CAN SUPPORT UP TO 4 LINES AND 12 EXTENSIONS** IP telephone system equipped with 1 line licence and 3 licences for Urmet extensions and can support up to a maximum of 4 lines and 12 extensions, by means of additional licences.
1375/11	**BASE IP-PABX IPERTALK, 3 LINES AND 16 EXTENSIONS, CAN SUPPORT UP TO 8 LINES AND 40 EXTENSIONS** IP telephone system equipped with 3 licences for traditional lines, one licence for VoIP line and 16 licences for Urmet extensions and can support up to a maximum of 8 lines and 40 extensions, by means of additional licences.
1375/12	**BASE IP-PABX IPERTALK, 3 LINES AND 50 EXTENSIONS, CAN SUPPORT UP TO 6 LINES AND 150 EXTENSIONS** IP telephone system equipped with 2 licences for traditional lines, one licence for VoIP line and 50 licences for Urmet extensions and can support up to a maximum of 6 lines and 150 extensions, by means of additional licences.
1375/13	**BASE IP-PABX IPERTALK, 1 VOIP PROVIDER LINE AND 1 VIDEO EXTENSION, CAN SUPPORT UP TO 16 LINES AND 16 EXTENSIONS** IP telephone system equipped with 1 licence for VoIP Provider line and 1 licence for Urmet video extensions and can support up to a maximum of 16 lines and 16 extensions, by means of additional licences. Bundle designed to create video door phone systems either in standalone mode or integrated with third party telephone systems. Possibility of extending door phone functions with the telephone functions typical of an IP/SIP PBX.

1375/10   1375/11   1375/12   1375/13

LICENCES

1375/201	LICENCE FOR 1 SIP JUNCTION CHANNEL
1375/204	LICENCE FOR 4 SIP JUNCTION CHANNELS
1375/211	LICENCE FOR 1 SIP PROVIDER CHANNEL
1375/214	LICENCE FOR 4 SIP PROVIDER CHANNELS
1375/241	LICENCE FOR 1 URMET GW CHANNEL
1375/244	LICENCE FOR 4 URMET GW CHANNELS
1375/251	LICENCE FOR 1 RECORDING CHANNEL
1375/254	LICENCE FOR 4 RECORDING CHANNELS
1375/260	WEB-SMS SERVICE LICENCE
1375/270	FAX2MAIL SERVICE LICENCE
1375/301	LICENCE FOR 1 URMET EXTENSION
1375/304	LICENCE FOR 4 URMET EXTENSIONS
1375/309	LICENCE FOR 16 URMET EXTENSIONS
1375/321	LICENCE FOR 1 GENERIC EXTENSION
1375/324	LICENCE FOR 4 GENERIC EXTENSIONS

LICENCES

1375/329	LICENCE FOR 16 GENERIC EXTENSIONS
1375/311	LICENCE FOR 1 URMET VIDEO EXTENSION
1375/314	LICENCE FOR 4 URMET VIDEO EXTENSIONS
1375/340	LICENCE FOR 1 CAMERA EXTENSION
1375/350	WEB OPERATOR PLACE LICENCE
1375/4	OUTLOOK CONTACT TAPI LICENCE
1375/5	TELEPHONE TRAFFIC REPORT LICENCE
1375/9	ROUTING PROFILE LICENCE
1375/6	HOTEL ROOM CALL CHARGING LICENCE
1375/7	HOTEL SERVICE FIAS PROTOCOL LICENCE
1375/411	LICENCE FOR 1 WAITING QUEUE
1375/414	LICENCE FOR 4 WAITING QUEUES
1375/421	LICENCE FOR 1 CALL CENTRE AGENT
1375/424	LICENCE FOR 4 CALL CENTRE AGENTS
1375/428	LICENCE FOR 8 CALL CENTRE AGENTS

References

VOIP TELEPHONES

1375/806	TELEPHONE, U.TALK PRO, IP SYSTEM, SIP STANDARD WITH 2 MEMORY KEYS AND LAMP FIELD FOR CUSTOMISED FUNCTIONS
1375/812	TELEPHONE, U.TALK CL DIGIT, IP, SIP STANDARD WITH 2 + 6 MEMORY KEYS AND LAMP FIELD UP T O 32 FUNCTION MEMORIES
1375/816	U.TALK 7" TOUCH-SCREEN VIDEOPHONE, IP SYSTEM, SIP STANDARD, ANDROID 9.0, WITH 112 MEMORY KEYS AND LAMP FIELD ON TOUCH-SCREEN DISPLAY

1375/806   1375/812   1375/816

IP GATEWAY

1375/854	IP/SIP GATEWAY FOR ANALOGUE INDOOR STATIONS WITH 4 PORTS
1375/859	IP/SIP GATEWAY FOR ANALOGUE INDOOR STATIONS WITH 16 PORTS

1375/854   1375/859

VOIP GATEWAY

1375/864	IP/SIP GATEWAY FOR ANALOGUE LINES WITH 4 PORTS
1375/872	IP/SIP GATEWAY FOR ISDN LINES WITH 2 PORTS

1375/864   1375/872

Sales network

SALES NETWORK

For any information on the purchase and availability of the products described in this document, please contact the sales network of Urmet S.p.A. In order to find the relevant sales branch in charge in your area, simply refer to the "Export Sales Network" chapter in the "Contact" section of the web page www.urmet.com. Alternatively, you may scan the QR code provided herein with your smartphone or tablet.

www.urmet.com >> Contacts >> Export Sales Network

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