



EXTender™ 1000+ for Analog

The leading remote voice and data access solution for remote call center agents, telecommuters and branch offices

Distributed Voice Solutions For The Extended Enterprise

Increase the productivity and performance of your remote workforce by providing seamless access to all the features on your central PBX or Key System through MCK's EXTender 1000+. Remote voice and data access are now simple to implement for your off-premises workers.

MCK's Distributed Voice Solutions affordably and seamlessly extend the features and functionality of existing corporate voice systems to branch offices, remote call center agents, telecommuters and mobile workers across traditional and next-generation networks. Our solutions provide businesses with a managed migration path to the telephony applications of the future, enabling them to leverage their investments in existing voice systems, access new applications being offered by next generation service providers, and maintain a single, unified voice system for their increasingly distributed workforces.

THE TELEWORKING TREND

To maintain their competitive edge, many companies are responding to the needs of their customers, business partners and staff by enabling employees to work outside the confines of the corporate office. By locating teleworkers in satellite offices, their homes or small branch operations, companies are able to improve productivity, attract and retain skilled employees, lower real estate costs and provide better services to their customers.

Remote access technology is enabling this trend, providing access to the same productivity tools workers have in the corporate office. Information workers have come to expect full data access – and now you can extend that access to include full voice support with MCK's EXTender 1000+.

PRODUCT OVERVIEW

The EXTender 1000+ provides off-site employees full access to their PBX/KTS features over analog dial up or leased line connection, no matter where they are located. Simply connect two EXTenders 1000+ to each other for a single-user scenario or connect multiple EXTenders 1000+ to the PBXtender™ or the PBXgateway™ II¹ located at the corporate office. A single rack mounted PBXtender supports up to 12 EXTender 1000+ units. The PBXgateway II supports up to 24 Extender 1000+ units.

Remote workers use the same deskset they use in the office, with transparent access to all the functionality of the PBX/KTS. MCK's Remote Voice Protocol (RVP)™ multiplexes voice and data, so users can connect both their computer and telephone device to the LAN over a single analog line.

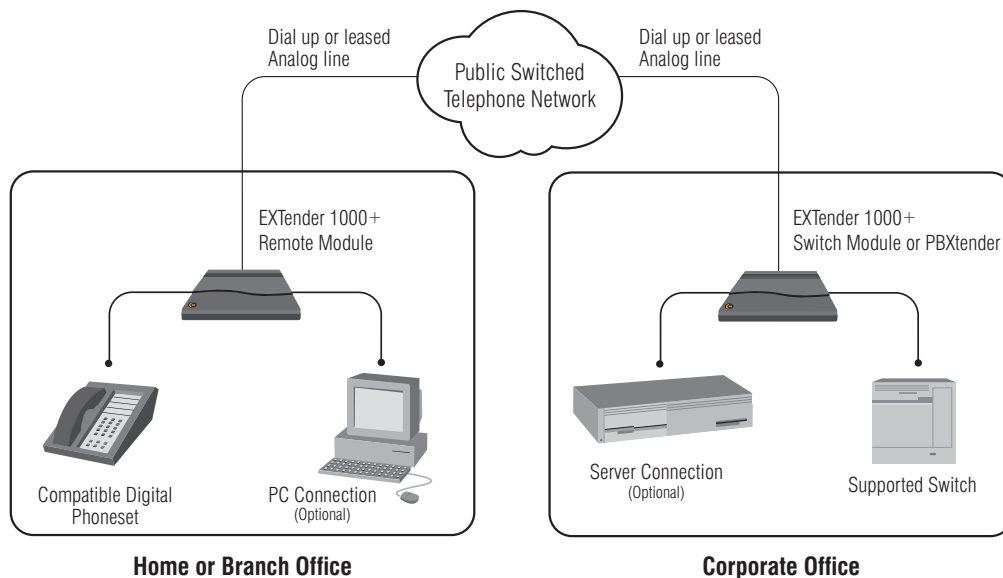
The EXTender 1000+ is enabling call center agents to work remotely; executives to constantly stay in-touch; knowledge workers to have access to powerful corporate tools from their home and small branch offices to save money by providing access to existing corporate communications systems. This capability eliminates the need for organizations to purchase and maintain additional or incompatible communications systems.



KEY BENEFITS

- **Increased Productivity**
Remote users have access to all PBX/KTS features, including voicemail, conferencing, paging and internal extension numbers, as well as access to the corporate LAN by dialing in through Windows 95.
- **Cost-Effectiveness**
Voice and data multiplexed over a single low-cost POTS line eliminates the need for additional lines or ISDN service. The PBX dial back mode allows you to take advantage of lower corporate rates. Call-on-demand option means you only pay for a connection when you need it.
- **Ease-of-Use**
Voice is accessed using the same deskset used in the office – no new equipment or CTI interface to learn, and installation and set-up are easily accomplished using the telephone display or a PC.
- **PBX Features Compatibility**
Supports ACD software packages and call accounting, allowing statistics to be monitored on remote workers and provides simplified phone expenses.
- **Security**
Remote user passwords prevent unauthorized access to the PBX or Key System.
- **Upgradeability**
The Flash ROM feature allows software upgrades to be downloaded remotely as new features become available.
- **PBX/KTS Support**
Avaya DEFINITY® ECS (release 3 or later), Nortel Meridian® and Norstar®, NEC NEAX2000™, NEAX2400™, NEAX2400 IMX and Electra Elite.

EXTender 1000+



GENERAL SET-UP GUIDELINES

- The EXTender 1000+ supports dial-up and leased line (model E-1000U only) Analog connections
- Single-user scenarios require two EXTenders 1000+ . One sits at the corporate office and the other at the remote location
- Multi-user scenarios require multiple EXTenders 1000+ at the remote location connected to the PBXtender or the PBXgateway II¹ at the corporate office
- The PBXtender is available in a rack mount configuration and supports up to 12 EXTender 1000+ Remote Modules
- The PBXgateway II is available in a 24-port configuration and supports up to 24 EXTender 1000+ Remote Modules

LINE SETTINGS

- Impedance: 600 Ohms
- Tx Level: -14dBm (+1dBm/-3dBm)
- Rx Sensitivity: -40 to -10 dBm (-25 to -30 dBm recommended)
- Connect Rate: 16.8 Kbps to 33.6 Kbps (default is 21.6 Kbps)

DATA SETTINGS

- Connect Rate: 2.4 Kbps to 115.2 Kbps (default is 38.4 Kbps)
- Parity: None
- Data Bits: 8
- Stop Bits: 1
- Data Throughput:
 - 9.6 Kbps at default connection rate
 - 18 Kbps maximum (no voice)



BACK VIEW

HARDWARE

Form Factor: Small footprint, desktop mountable
Modem Technology: Rockwell (V.34)
Model E-1000U required on leased line configuration

- Connectors included on Remote Module:
 - One RJ-11 for Analog line
 - One RJ-11/RJ-45 for digital telephone set
 - One DB-9 RS-232 for PC connection (optional)
 - One power supply
- Connectors included on Switch Module:
 - One RJ-11 for Analog line
 - One RJ-11/RJ-45 for supported switch
 - One DB-9 RS-232 for server connection (optional)
 - One power supply

VOICE COMPRESSION

- G.729A (8 Kbps)
- G.165 compliant double-talk echo cancellation

POWER SUPPLY

- External adapter (included)
- Line voltage: 120 VAC
- Voltage requirement: 12 VDC
- Power supply: 800 mA
- Maximum power draw: 680 mA

OPERATING ENVIRONMENT

- Temperature: 32° - 130° F (0° - 55° C)
- Relative humidity: 5 to 95%

DIMENSIONS

- Size: 1.5" x 8.0" x 8.0" (205mm x 205mm x 40mm)
- Weight: 2.2 lbs (1kg)

REGULATORY APPROVALS

- NRTL/C (CSA and UL), FCC Part 15 (Class A on Switch and Class B on Remote), FCC Part 68, Industry Canada

WARRANTY

- One-year limited warranty for parts and labor

¹Supported by PBXgateway II running software release 2.1 or later and equipped with an analog client card. The analog client card is not field upgradeable.



Product specifications subject to change without notice.

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