



**GDS**  
**GD2**  
Global Digital System

**NBN Ready**



40 to 1280 PORTS



# THE WISE INVESTMENT CHOICE

## Future Proof Investment

The Hybrex GDS (Global Digital System) is a feature rich telecommunications platform that has the ability to meet today's needs and the flexibility to grow with your business into the future. A GDS system can accommodate from as few as 10 to more than 1,000 users by adding components to the system as required.

The system is flexible and can accommodate network interfaces to PSTN, ISDN, VoIP trunks, and 3G/GSM mobile networks. Hybrex has a range of Digital Keyphones and IP Handsets that offer many valuable features and benefits. The GDS also supports traditional analogue and wireless handsets, and a wide range of contemporary SIP telephones and devices.

The GDS series integrates with many application programs to form a diverse and advanced communication system platform and versatility by design allows the GDS to adapt to future IP enabled technologies for voice, data, and security applications.

A GDS system is a sure investment for any business looking to implement the features available on the GDS, and considering growth opportunities for the future.



# TEAMWORK MAKES THE DIFFERENCE

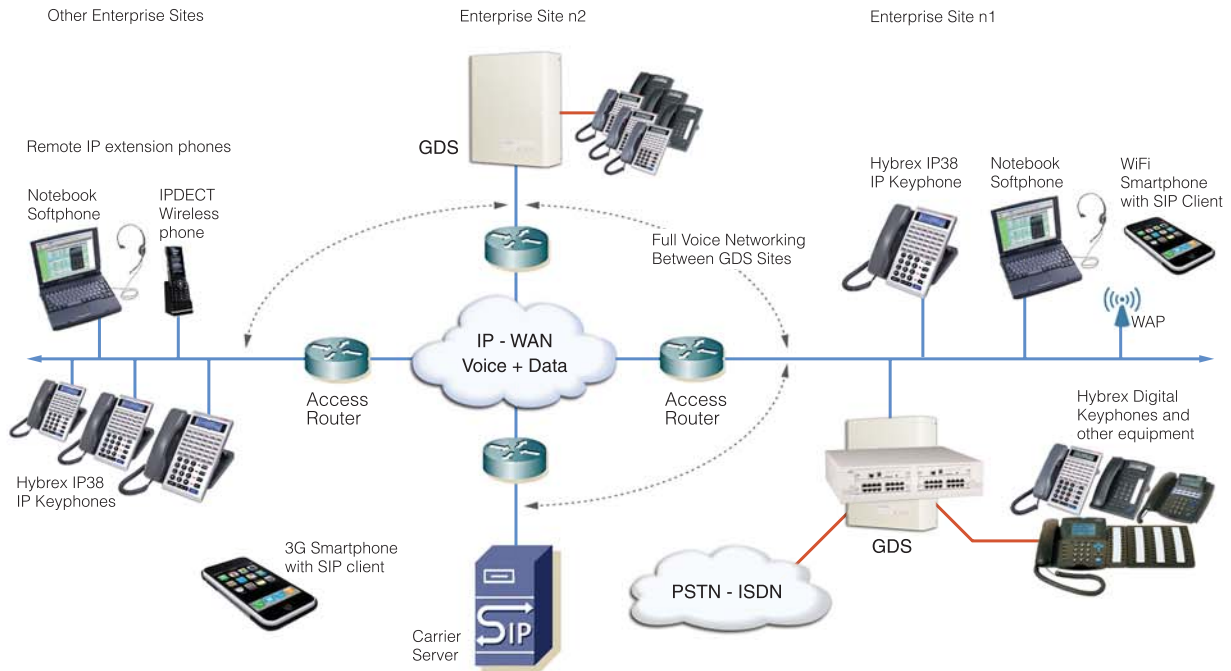
## IP - CTI (IP - based Computer Technology Integration) technology

The hybrid IP capability of GDS systems allows business team communications to be enhanced and productivity increased. The range of GDS extension options now available mean that your staff can be in contact wherever they are located. Integrated unified voicemail and messaging options allow instant contact and retrieval of messages at will. GDS IP CTI functionality allows many powerful communications combinations such as 32bit TAPI integration with industry standard CRM systems, hospitality PMS systems, and more. Hybrex in-house software and systems allow other enhancements such as online monitor of call traffic and call accounting, secure door control, hospitality room phone control, and many more like features. GDS systems provide your team with the communications tools to be effective and make a difference to your business.





## VOICE OVER IP



### Voice Over IP Networking Complete

Hybrex GDS offers VoIP options that allow businesses to leverage the ready availability of today's broadband IP data networks and provide more efficient communications solutions.

#### VoIP Trunking

Hybrex systems are equipped to manage your calls using VoIP services provided by your chosen SIP VoIP Service Provider and enable you to reduce your call costs in the process.

#### Virtual Private Networks (VPN)

The intelligent design of GDS VoIP will allow you to link other sites together, allowing you to have the one number for your business, and the ability to seamlessly, and free of call cost, transfer calls to another site via your VPN. This can also provide other cost savings such as operator costs at each site, desk to desk staff calls between sites, as well being efficient in connecting the right person within your company with any outside callers.

#### VoIP Extensions

##### Hybrex IP38-61 IP Keyphone :

The Hybrex IP38-61 provides a system keyphone solution for employees who work in remote locations or from their homes. The IP38-61 provides the same functionality on a GDS system as in-office system keyphones; the same handling options, display options including line and extension status, and access to GDS system features. This solution allows remote employees to be truly active members of your team.



##### Standard IP Phones :

Many third party SIP VoIP phones can also be supported on a Hybrex GDS system. Examples are: standard desktop IP phones; softphones on a notebook or PC; analogue telephone adaptors - connected to single line phones, fax machines, or even legacy pbx; IP doorphones; wireless IP DECT systems for extensive site mobility; today's smart phones using SIP clients can connect via WiFi - or anywhere using data on the 3G or GSM mobile networks. Even IP videophones can be used in certain circumstances.

VoIP extensions are globally portable and can connect to their GDS system from anywhere there is an appropriate broadband connection available.

*Tomorrows World is yours Today*

# Features for Business - the GDS Advantage

## Advanced Messaging System (AMS)

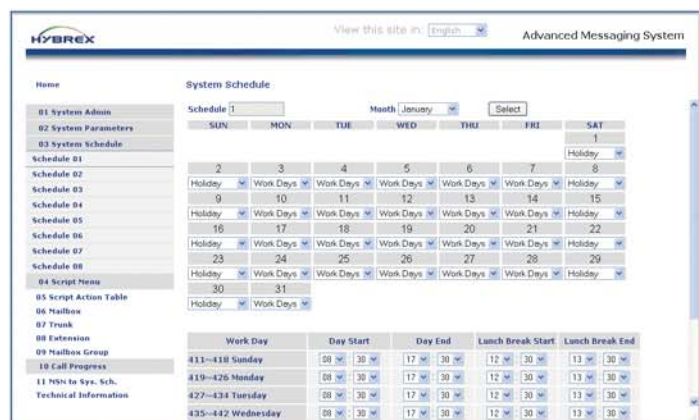
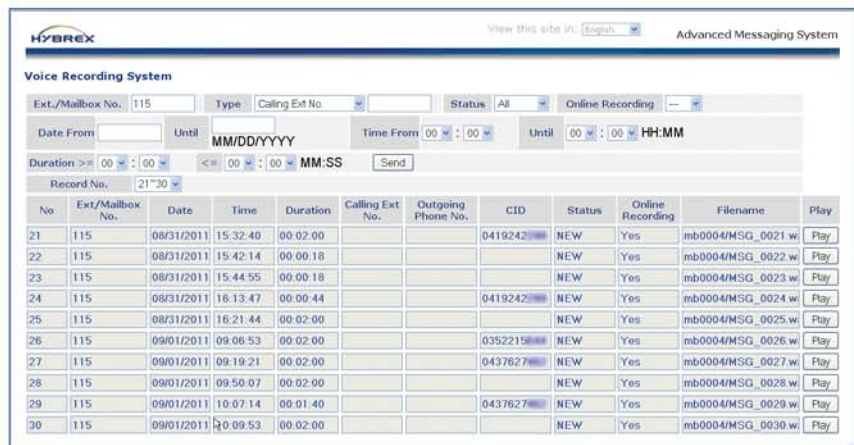
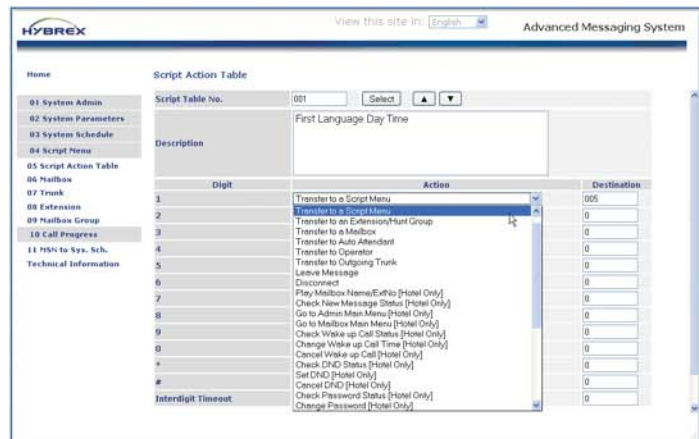
The Hybrex AMS is a fully integrated optional Voicemail and messaging solution for the GDS system. AMS offers a number of benefits to any business by providing Voicemail, Unified Messaging, Call Recording, and advanced Auto Attendant facilities.

AMS **Voicemail** is an ideal way to promote efficient business by allowing callers to communicate at times when their call cannot be taken immediately in person. Voicemail has many forms of message waiting notification allowing messages to be retrieved locally or remotely in the most timely way.

AMS **Unified Messaging** can forward your Voicemail messages to email in the form of .wav files that can be listened to anywhere. This provides a solution for many business people who are mobile during the day as they are immediately provided with their voicemail delivered via email to their smartphones.

AMS **Call Recording** will allow you to record all calls to your organisation, as well as individual conversations on demand. There is a growing demand for this feature in the business world today, allowing you to record conversations for coaching and training as well as recording business transactions made during the course of daily business activities. For specialist purposes AMS call recording can provide your business with Voice Signature capability.

AMS advanced **Auto Attendant** can assist any business in managing inbound calls, by answering those sudden influxes of callers at various times of the day or allowing callers to direct their call to the right person or department within your organisation. The sophisticated design of AMS Auto Attendant includes multiple Auto Attendants to serve multiple needs or businesses in the one system, and multi-level scripted menu systems that can be programmed to a 365 day schedule for the ultimate in flexible call handling for your business.



## Automatic Call Distribution ... Integrated

As part of its operating system, Hybrex GDS provides integrated Automatic Call Distribution (ACD) functionality which is a key component for business whose operation is call centre based. ACD allows for the queuing of incoming callers with distribution to the next available operator. GDS ACD functionality includes supervisor operators, live reporting via browser based consoles, and many programmable options allowing tailoring of this solution to individual business needs.

ACD functionality requires the presence of a Voicemail card or AMS in the GDS for voice messaging. Should the AMS option be chosen then call recording becomes available so providing a completely integrated call centre solution.

Agent Number	16:00-17:00		Today Total		Wrap Up Time	Average Ring Time
	Calls	Timer	Calls	Timer		
1810	3	0:44"	6	0:34"	0:0:20"	0:0:12"
1812	4	0:1:30"	5	0:3:0"	0:3:14"	0:0:34"
1813	4	0:4:27"	5	0:0:49"	0:1:44"	0:0:31"
1814	4	0:1:30"	5	0:0:10"	0:3:14"	0:0:39"
1815	5	0:3:26"	9	0:2:59"	0:3:20"	0:0:22"
Abandoned call	3	0:3:10"	3	0:3:10"	0:0:14"	0:0:20"
Longest Wait time			5	0:1:29"		
Queued calls			Waiting Time			
830			830			

Agent Number	14:00-17:00		Today Total		Wrap Up Time	Average Ring Time
	Calls	Timer	Calls	Timer		
1810	3	0:44"	6	0:0:34"	0:0:20"	0:0:12"
1812	5	0:0:44"	5	0:2:14"	0:3:14"	0:0:34"
1814	5	0:4:4"	6	0:0:11"	0:3:14"	0:0:32"
1815	5	0:1:12"	6	0:4:0"	0:3:14"	0:0:39"
Abandoned call	3	0:3:10"	3	0:3:10"	0:0:14"	0:0:20"
Longest Wait time			5	0:1:29"		
Queued calls			Waiting Time			

## Conference Facilities and Conference Rooms

The Hybrex GDS provides integrated conference functionality for immediate use whilst on a call. Each conference can include up to 15 members. The GDS however also provides advanced conference functionality in the form of Conference Rooms. These Conference Rooms can be accessed internally via intercom facilities or externally where conference members are invited to call a specific number at a specified time. There are 8 Conference Rooms available with up to 15 members per conference. Maximum concurrent conference members supported overall is 30.

Conference Room functionality can be used to advantage in Sales for example to allow sales meetings to be held with remote staff. Other uses are only limited by imagination.

Date/Time	Date/Time	Time	Status
			<input type="checkbox"/> Listen Only
			<input type="checkbox"/> Listen Only
			<input type="checkbox"/> Listen Only
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			<input type="checkbox"/> Listen Only
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			<input type="checkbox"/> Listen Only
			<input type="checkbox"/> Listen Only

Conference Members	Status
111 - Reception	Join Conference
115 - Reception	Ringing
116 - Reception	Quit Conference [Outs]
117 - Reception	Join Conference



# Hybrex GDS Features & Applications

## **PSTN Connectivity:**

The GDS system can accommodate multiple PSTN lines, as required.

## **ISDN Connectivity: Basic Rate & Primary Rate**

The GDS system has been designed to accommodate both types of ISDN technology: Basic Rate services as well as Primary Rate services.

ISDN services will provide you with additional benefits:  
Direct Dialing – Indial calls directly to extensions.  
Caller ID – Allowing you to identify the originating number of the incoming call from the ISDN network, and Caller ID control for outgoing calls.

## **VoIP Connectivity: SIP Trunks and Extensions**

As the world embraces the use of VoIP technology on a rapid basis it is good to know that the Hybrex GDS system has the ability to support both SIP trunking and SIP extension connectivity. By utilizing the SIP trunking options provided by today's VoIP carriers, access to ISDN equivalent benefits such as Indial and Caller ID services, in addition to considerable VoIP call savings, become available to you. GDS SIP trunking can also form the backbone of your own Virtual Private Network (VPN) for voice, linking all of your sites together.

As Internet connectivity and its reliability continually improve, the opportunity opens up for more senior executives to work from home, or remotely, seamlessly using the GDS system capabilities. GDS system SIP extensions enable your remotely located staff to connect via the office telephone system and be available for inter-communication with other staff members and outside callers. This type of service is reliant on each location using a SIP extension telephone having a suitable Internet connection.

## **Optional Built-in Auto Attendant and Voicemail**

As your business grows so does the volume of calls to your organization. To enable you to manage your clients effectively we have an integrated solution available to help you manage your calls. Hybrex has developed an all in one Auto Attendant and Voicemail solution that can effectively manage all of your call traffic on a daily basis and can be integrated into your system. Integrating this solution into the system increases the speed that the system can manage your callers and allows you to efficiently and effectively get on with running your business. The Hybrex GDS system Auto Attendant and Voicemail solution is an optional extra.

## **Caller ID for traditional Single Line Telephones**

Caller ID is transmitted throughout the GDS system, including to Single Line Telephone (SLT) extensions. Display equipped SLT extensions can show either the ID of an external caller or a system extension calling them.

## **Message Lamp on Single Line Telephones**

The GDS system can generate industry standard message waiting signals to light the message lamp on a Single Line Telephone, ideal for the Hospitality industry or for voice messaging applications using inexpensive analog type telephones.

## **Paging, Music on Hold and Background Music**

The GDS allows all types of extensions to access various paging types: Internal zone paging through the speaker of Keyphones and Access Control Phones; and External paging through a PA system. Also available is Music on Hold (MOH) to allow outside callers to listen to music when they are placed on hold.

## **Access Control Phone**

The Hybrex Access Control Phone (ACP) provides an audio path to extensions or external lines, RFID detector for proximity card, relay to open the door or activate a siren and a sensor to detect alarm status. ACP's have many different applications, such as a door phone at the front or back door, normal wall mount phone with handsfree answer back, two-way speaker, security control panel and access control device. ACP can also be used to enhance workplace safety by connecting the ACP's sensor to the premises fire alarm and enabling the special GDS Emergency Evacuation Assistance system.

## **GDS Applications:**

### **Multi- National Organization**

VPN on VoIP – One number for all members world wide with the organization.

### **Hotel**

Offering Caller ID, Message Wait Lamp to the room. ACP for access control, using RFID cards or codes, for door, floor, or VIP rooms; or ACP as a door phone for guests to answer the door without opening the door. An ACP can also be used as a key-less premises entry system and/or door open alarm. The GDS Hotel programming features also include specialist tailored functions for the hospitality industry such as Emergency Service provisions, Wake Up calls, Guest Voice-Mail, PMS (Fidelio, Mitel) integration, and many more.

### **Clinic or Hospital**

Hybrex ACP's can be utilised as a two-way speaker for nurse and patient, for patient monitoring, as a doctor's wall mount phone for touch-less auto answer and hands-free voice. GDS analogue and SIP VoIP extension interfaces provide the ability for the connection of a variety of third party mobile and wireless phones as system extensions for staff on the move.

### **Schools**

Virtual voicemail boxes on the GDS system are available to provide voicemail services to professionals such as Teachers etc. who do not have access to their own system telephone handset. These professionals can access their messages and then return calls when it's suitable to do so. The new Hybrex AMS Unified Messaging solution can also provide these professionals with delivery of voicemail messages via email. Wireless SIP IP extension phones can provide teachers the convenience and safety of constant ability to call for help if needed whilst on care duty. Emergency situations are catered for with the GDS "Lockdown Alert" feature.





### System Features:

1. Account Code Capability
2. Alarm - Station
3. Answer Call Waiting
4. Automatic Answer-Intercom
5. Automatic Attendant \*
6. Automatic Call Back (Camp-On)
7. Automatic Line Access
8. Automatic Redial
9. Data and Time backup without Battery
10. Day and Night Service
11. Call Waiting
12. Call Transfer
13. Call Forwarding (Follow Me)
14. Camp On
15. Multi Party Conference
16. CLI on both External and Internal Call \*
17. CTI Integration \*
18. Check in and Check Out
19. DID Trunk \*
20. Direct Call Pickup
21. Directory Dial for Speed Dial
22. Direct Inward System Access \*
23. Distinctive Dial Tone and Ringing
24. Doorphone Calling & Door Opening \*
25. Executive Override (Barge-In)
26. E & M Trunk \*
27. Flash (Open Loop Timed Flash)
28. Hunt Group
29. Last Number Redial
30. Line Reverse Detection
31. Lock / Unlock Extensions
32. Multiple Music On Hold \*
33. Macro Keys
34. One Touch Dialling
35. Paging / Meet-Me Page
36. Privacy Release
37. Programmable Keys
38. Security Code
39. SLT HOLD Operation
40. System Speed Dial and Personal Speed Dial
41. SMDR Buffers
42. Toll Restriction
43. Voicemail Integration \*
44. Wake Up Service \*
45. Conference Room Feature \*
46. Unified Messaging \*
47. Call Monitor
48. Call Recording \*

### Display Features

1. Account Code Display
2. Absent Message Display
3. Call Duration Timer
4. Call Processing Information
5. CLI or Caller ID Information \*
6. Called Extension Name Display
7. Conference Information
8. Date and Time Display
9. Dialed Number
10. Call Log Information
11. System Programming
12. Enhanced Station Programming
13. Message Waiting Caller Information
14. Name of Outside Caller
15. Override Identification
16. Soft Keys

\* : optional: Extra cost equipment may be required for this feature.

GDS Specification											
Maximum Ports	40	64	80	160	240	320	400	480	560	640	1280
Cabinets	1	1	1	2	3	4	5	6	7	8	16
Extensions	32	48	80	160	240	320	400	480	560	640	1280
Outside Lines	32	32	54	108	162	216	255	255	255	255	255
Trad. Outside Slots	2	4	5	10	15	20	25	30	35	40	80
PSTN Lines	16	32	40	80	120	160	200	240	255	255	255
ISDN BRI	6	6	6	12	18	24	30	36	42	48	96
ISDN PRI	1	1	1	2	3	4	5	6	7	8	16
VoIP slots	4	4	10	20	30	40	50	60	70	80	160
Keyphones	32	40	80	160	240	320	400	480	560	640	640
IP Keyphones	32	40	80	160	240	320	400	480	560	640	640
Std SIP Phones / devices	32	40	80	160	240	320	400	480	560	640	1280
SLTs	32	40	80	160	240	320	400	480	560	640	1280
ACPs	32	40	80	160	240	320	400	480	560	640	640
Voice Service slots	1	1	2	4	5	7	9	11	13	15	32

**Notes:**

- Above capacities are shown as maximum figures. Due to the limitation of available slots the exact capacity will be dependent on how many slots are available for each interface.
- Extensions means the maximum number of extensions.
- Outside lines means the maximum number of traditional outside lines. That is the combination of : E1 or T1 plus ISDN (BRI, PRI), plus PSTN lines.
- Outside slots means the available slots for PSTN, ISDN, T1/E1, VoIP.
- One ISDN BRI has 2 outside lines.
- One ISDN PRI has 30 outside lines.
- VoIP Slots means available slots for either VoIP trunk, or VoIP extension, interfaces.
- One VoIP card can have 4, 8, or 16 channels. One 16 channel VoIP card requires 2 VoIP slots.
- One Voice Service Slot (VMU) has 4 channels Voicemail / 6 channel Auto Attendant.
- One Voice Service Slot (AMS) has 4 channels / 8 channels for Voicemail / Auto Attendant.

**Keyphone, Console and Access Phone Models:**

- DK9 - 25** Handsfree, Large LCD Display, 25 DSS keys
- DK9 - DSS** 30 Button 2 Bank Direct Station Select Console
- DK9 - 15** Handsfree, LCD Display, 15 DSS keys
- DK7 - 21** Handsfree, LCD Display, 10 DSS keys
- DK6 - 21 / BT** Handsfree, LCD Display, 36 DSS keys / Bluetooth
- DK6 - 31** Handsfree, LCD Display, 18 DSS keys
- DK6 - 33** Handsfree, 18 DSS keys
- DK6 - DSS** 60 Button Direct Station Selection Console
- IP38 - 61** IP Keyphone, Handsfree, LCD Display, 36 DSS keys
- AH99-PN** Hybrex Pageable SLT Phone - 10 memory keys
- DK - ACD20** Access Control Device - Weatherproof - RFID Sensor
- ACP - 30D / RFID** One Button Weatherproof Doorphone / RFID Sensor
- ACP - 40** Access Control Phone with RFID



Hybrex Partner:

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Design and specifications are subject to change without notice



GDS Cabinet



DK9-25



DK9-DSS



DK9-15



DK7-21



DK6-21



DK6-31



DK6-33



DK6-DSS



IP38-61



AH99-PN



DK-ACD20



ACP-30D



ACP-40