

Get the competitive edge!



State of the art phone system and a whole lot more

# edgeboxx



unified communications

edgeBOX is purpose built for small and medium businesses (SMB) so you can:



*"edgeBOX provided us with sophisticated voice and data capabilities at a fraction of expected costs"*

Pedro Colaço, CEO, Guestcentric (SMB owner)

[www.critical-links.com](http://www.critical-links.com)

- 1 Get sophisticated communication capabilities**
  - ✓ Broadest range of voice, data and IT services
  - ✓ Telephony, web server, e-mail server, faxmail, security, file and printer sharing and much more
  - ✓ Value-added applications for collaboration, website management, etc.
- 2 Dramatically simplify your voice and data network**
  - ✓ Replace up to 8 devices with a single appliance
  - ✓ Easily manage your day-to-day operations
  - ✓ Peace of mind guarantee with 24/7 support
- 3 Reduce ongoing cost by over \$10,000/year when compared to traditional solutions**
  - ✓ Get started for as low as \$1500 as low as \$50 per user
  - ✓ Operational costs reduced by over 60% due to simplicity, power savings and low IT support
  - ✓ Comprehensive support services at a nominal cost

## edgeBOX appliance



### Office SOHO

Low-end Office offering supporting up to 10 users.



### Office

The edgeBOX Office caters for offices with up to 40 users.

- ✓ WiFi access point
- ✓ Very low power consumption
- ✓ Highly portable set-top box

### edgeBOX Features



#### VoIP/IP-PBX

Provides all the telephony features a small business needs, including sophisticated call conferences, parking and forwarding, IVR, LCR, ACD, fallback to PSTN, etc...

The full featured IP-PBX supports both VoIP and PSTN calls and is a solid unified messaging foundation for your company.



#### Security

Secures your company network against attacks or misuse. Comprises a Stateful Inspection Firewall, VPN for remote user access (L2TP, PPTP), or site-to-site (IPSec), supports anti-spam, antivirus (based on ClamAV, McAfee and Sophos), and content filtering.

Authentication at the firewall allows tight control over user activity in the network (who, when, what).



#### Collaboration

Provides a full collaboration suite that may include email (POP, IMAP, Webmail), groupware (calendar, tasks, contacts) as well as specific productivity applications (edgePACKs) such as CMS (content management system) and LMS (learning management system).

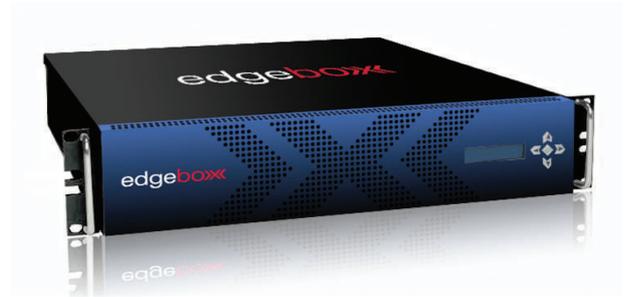


### Simplify deployment with edgeBOX bundles

To further simplify deployment, Critical Links offers edgeBOX bundles. edgeBOX bundles include a network switch, IP phones, edgeExchange, support contracts on a pre-configured, pre-tested package that is shipped together, enabling you to just plug 'n play.

Contact your local sales representative for customizable bundles

The edgeBOX Appliances were designed from scratch having the needs of Small and Medium Businesses in mind and are available in three different form factors, each with customizable interfaces, sharing the same software feature set.



### Business

The edgeBOX Business is aimed at medium sized businesses starting at 40 users and up to 100 users. Features:

- ✓ Redundant Hard-disks
- ✓ Rack-mountable design
- ✓ Optimizes performance and cost



#### Network Access Control (NAC)

Network Access Control allows you to control how employees and visitors access your network. Access can be granted/denied per user, service, IP, time-of-day, source (VPN, LAN, Wireless).

NAC supports authentication through a captive portal, 802.1X, and remotely through RADIUS, LDAP or AD.



#### File Storage and Print

Provides scalable storage capacity and redundant disks (RAID) for your critical business data and for connecting your office printer. Allows seamless sharing of MS Windows files, setting disk quotas and configuring automatic backup to a remote server or an external USB disk drive.



#### Wi-Fi

Provides instant hassle-free Wireless LAN access to your offices. Can operate with an embedded Access Point (AP) or as an AP Controller with several external APs spread through the network and authenticating users through edgeBOX. Combined with the IP-PBX provides easy-to-setup Wi-Fi VoIP phone access.

#### OFFICE BUNDLE FOR 20 USERS

edgeBOX Office ready for 20 users.  
For high-growth companies wishing to take control of their communications budget.

#### OFFICE BUNDLE FOR 10 USERS

edgeBOX Office ready for 10 users.  
The best package for demanding, cost-conscious start-ups.

Over 100,000 users worldwide are leveraging the power of the edgeBOX



## Enterprise

The edgeBOX Enterprise is designed for corporations starting at 100 users. Features:

- ✓ Redundant, hot-swappable Hard-disks
- ✓ Redundant power supply
- ✓ Maximum capacity and performance



### Access Router

Manages the traffic between your company LAN, the internet via ADSL, 3G or Ethernet, and a DMZ (demilitarized zone). Provides all basic network access services such as DHCP, NAT, DNS, and VLANs.



### Quality of Service (QoS)

Guarantees that your priority services have the bandwidth available when needed, e.g. for ensuring business quality calls using VoIP and lowers the priority of other traffic such as web downloads. Supports both Inbound and Outbound Quality of Service (QoS), and support for custom QoS pipes guaranteed with DiffServ.



### Management

Provides a unique and easy to use Unified Management Interface which is web based and allows the configuration of all aspects of the system by non IT experts. Processes such as adding new users/hires that typically involve configuring a multitude of devices and services (email, phone extension, Wi-Fi credentials, VPN settings, file server area with quotas and backup setting, etc...) take just a few minutes through the edgeBOX Management interface.



*"The product's ability to consolidate and simplify networking resources makes it very attractive to SMBs..."*

Rich Tehrani, President TMC/Internet Telephony

Dramatically simplify your communications infrastructure

- ✓ Eliminate up to 8 different devices
- ✓ Eliminate multiple vendor relationships
- ✓ Power and space consumption down by 75%
- ✓ Reduce maintenance and communication costs by over 60%



**The Challenge**  
multiple products from several vendors.



**The Solution**  
edgeBOX™ from Critical Links  
One product from one vendor, all functions.

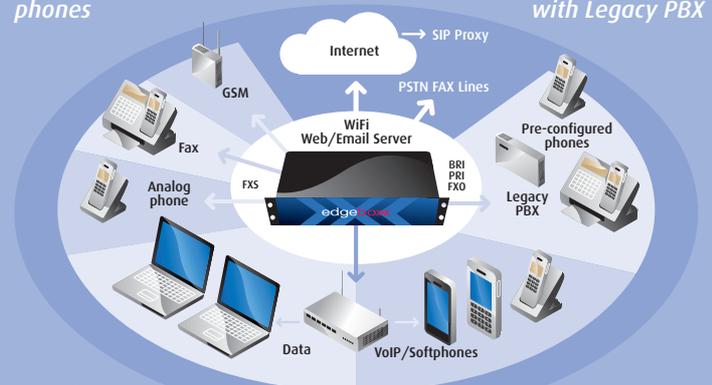
Call for quote today, set-up tomorrow!

## Instant voice and data infrastructure

- ✓ Sophisticated communications with fully integrated voice, fax and e-mail, plus conferencing, queues, etc.
- ✓ Developed having in mind the diversity of scenarios at SMBs, so it's easily configured in a matter of minutes anywhere.
- ✓ Easy to set-up with wizard-based configuration and ability to manage at the service level (not individual functions)
- ✓ Supports a fully mobile workforce with employees accessing office resources securely while on the road
- ✓ Increased reliability and redundancy with on-site storage, optional backup unit and redundant power supplies
- ✓ Secured communications, restricting access to dangerous websites, enforced security policies and anti-virus and anti-spam protection

Pre-configured phones

Seamless integration with Legacy PBX



Broadband, analog and digital interfaces

fully integrated

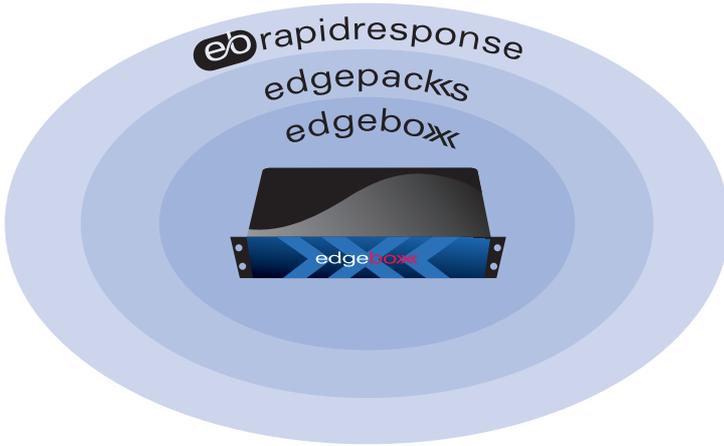
# Critical Links Portfolio Enhancing the edgeBOX experience

## eb rapidresponse

Critical Links' comprehensive post-sales support program guarantees peace of mind, responsiveness and reduced costs.

Choose the option that best fits your business!

AS LOW AS \$2 PER USER/YEAR

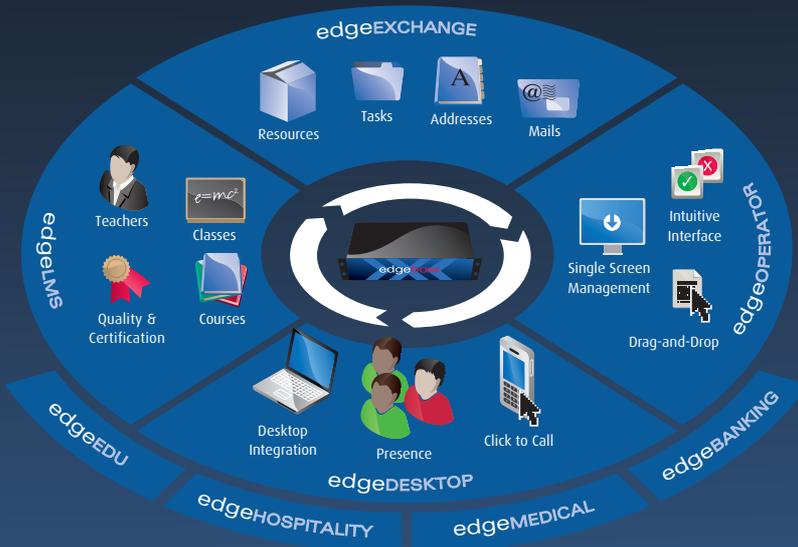


	Bronze	Silver	Gold
Software Updates	✓	✓	✓
Business hours support		✓	✓
Warranty extension		✓	✓
Emergency 24/7 support			✓
Next-day shipment			✓

\* Services also available individually.  
A wide range of professional engineering services are also available

## edgepacks

edgePACKs are software plugins for the edgeBOX for specific vertical markets



### edgeEXCHANGE

Online and On-time collaboration

- synchronize with MS® Outlook and mobile phones
- Get MS® Exchange-like online and on-time collaboration
- Share calendar, contacts and other company resources between workers



### edgeLMS

Moodle™-based platform for e-learning

- Set-up workshops, forums, surveys and online communities for students, teachers and others
- Workflow-assisted evaluation for online courses



### edgeDESKTOP

Desktop client management

- All telephony features integrated into a simple desktop application.
- Real-time presence status of co-workers and phones.
- Outlook contacts integration, plus click to call.



### edgeOPERATOR

Full-featured receptionist console

- Real-time overview of the entire phone system including Queues, Conferences and Parking.
- Seamless PBX control integrated in a single easy to use application.

## About Critical Links

Critical Links is a global provider of converged voice, data and IT solutions for Small and Medium Businesses (SMBs) that dramatically simplify and cost-reduce by consolidating over a single scaleable and fault-tolerant platform.

Critical Links' flagship product, the edgeBOX™ is an award winning multi-function gateway appliance that includes VOIP/IP-PBX, VPNs, security, NAC, QoS and a WiFi access point as well as a fax-server, web server, e-mail server, print server and data storage; it is available on a range of hardware platforms that support up to 300 users, with different form factors and a host of broadband interfaces such as BRI/PRI(T1/E1), FX0/FXS, Ethernet, etc. Critical Links typically serves SMBs through a global network of VARs, System Integrators, OEMs and Service Providers.



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