

# edgebox

unified communications



edgeBOX is a multi-function appliance that consolidates data, voice and IT designed for small and medium businesses. Four models are available, all with identical software and optimized for a distinct customer segment, ranging from 10 to 300 users.



Call us: +1 888 4 EDGEBOX (+1 888 433 4326) Or visit: [www.critical-links.com](http://www.critical-links.com)



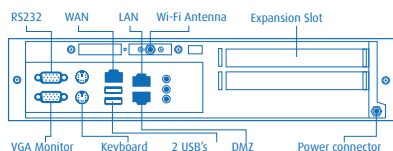
## Office SOHO

An Entry-level appliance that supports up to 10 users.



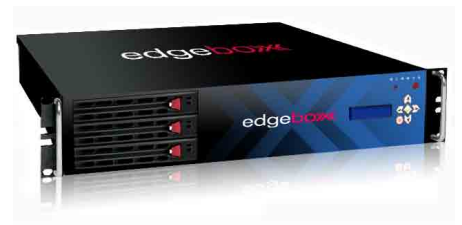
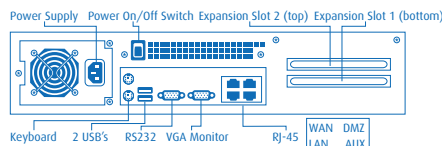
## Office

The edgeBOX Office gateway is designed for offices with up to 40 users.



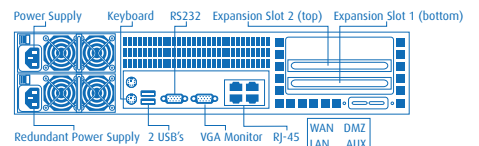
## Business

The edgeBOX Business gateway is designed for businesses with up to 100 users.



## Enterprise

The edgeBOX Enterprise model supports up to 300 users for the larger corporate environment.



SUPPORTED TELEPHONY AND WIRELESS OPTIONS*	
Analog	3FXO/1FXS, 4FXO/4FXS, 7FXO/1FXS, 8FXO, 8FXS, 12FXO/4FXS
ISDN BRI	1/4/8 Span BRI (BRI-4 with Echo cancellation)
ISDN PRI	1/2/4 Span T1/E1
Others	Wi-Fi**, UMTS/HSDPA, Triple Band 3G

\* Contact Critical Links or your local Channel Partner for available edgeBOX configurations.  
 \*\* Available on Office SOHO and Office models only

TECHNICAL SPECIFICATIONS				
Model	OFFICE SOHO	OFFICE	BUSINESS	ENTERPRISE
Hard Drive	250 GB SATA 7200 RPM	250 GB SATA 7200 RPM	2 x 250GB SATA 7200 RPM	3 x 150GB SATA 10000 RPM
Redundant Power Supply	X	X	X	✓
LCD Panel	X	X	16 x 2 Characters	16 x 2 Characters
RAID Capability	X	X	RAID 1	RAID 1
RAID 1 Hot Spare	X	X	X	✓
WAN Interfaces	1 x 10/100/1000 Mbps	1 x 10/100/1000 Mbps	1 x 10/100/1000 Mbps	1 x 10/100/1000 Mbps
LAN Interfaces	1 x 10/100/1000 Mbps	1 x 10/100/1000 Mbps	2 x 10/100/1000 Mbps	2 x 10/100/1000 Mbps
DMZ Interfaces	1 x 10/100/1000 Mbps	1 x 10/100/1000 Mbps	1 x 10/100/1000 Mbps	1 x 10/100/1000 Mbps
Available ports	1 x Serial , 2 x USB 2.0	1 x Serial , 2 x USB 2.0	1 x Serial , 2 x USB 2.0	1 x Serial , 2 x USB 2.0
Wireless LAN	802.11 b/g	802.11 b/g	X	X
Form Factor	Set-top box	Set-top box	2U	2U
Dimensions (cm)	Depth: 26.4 Width: 32.4 Height: 7.6	Depth: 26.4 Width: 32.4 Height: 7.6	Depth: 50.1 Width: 43.2 Height: 8.9	Depth: 65.4 Width: 43.2 Height: 8.9
Dimensions (inches)	Depth: 10.38 Width: 12.75 Height: 3	Depth: 10.38 Width: 12.75 Height: 3	Depth: 19.75 Width: 17 Height: 3.5	Depth: 25.75 Width: 17 Height: 3.5
PSU Power	120 Watt (external brick type) AC Input, 100-240 Volts, 50-60Hz	120 Watt (external brick type) AC Input, 100-240 Volts, 50-60Hz	400 Watt, AC Input 100-240 Volts, 60-50Hz	Redundant and hot swappable 600Watt AC Input, 100-240 Volts, 60-50Hz
Regulatory Approvals	CE, FCC, EN	CE, FCC, EN	CE, FCC, EN	CE, FCC, EN
Maximum number of concurrent calls (voice-only) <sup>1</sup>	15	40	100	300
Maximum number of concurrent calls (all features) <sup>2</sup>	8	20	45	100

<sup>1</sup> With firewall, email, web server and file sharing functionality disabled.

<sup>2</sup> All edgeBOX features running: Security and user authentication; Routing; VoIP and PSTN; Anti-Virus; Anti-Spam; Email Server; VPN

Networking			
	<b>Networking / Routing</b>	- Port Forwarding	- WEP, WPA, WPA2 authentication
	- Static routing on the LAN and WAN	- MAC-IP assignment	- 802.1x local authentication
	- DHCP Server with multiple ranges	- VLAN support	- 802.1x remote RADIUS authentication
	- DNS Server (Master and Forward)	- WAN MTU size configuration	- Wireless MAC filtering
	- Dynamic DNS client	<b>WLAN Interface</b>	<b>WAN Interface</b>
	- Hostname and domain assignment	- Wi-Fi (802.11b/g) embedded AP*	- Ethernet 10/100/1000Mbps
	- NAT / PAT Address Translation	- Wi-Fi access controller (external APs)	- UMTS/HSDPA, Triple Band 3G (optional card)
		- DHCP Client	- Static IP
		- PPPoE	<b>LAN Interface</b>
			- Ethernet 10/100/1000Mbps
			<b>DMZ Interface</b>
			- Ethernet 10/100/1000Mbps
VoIP and IP-PBX			
	- VoIP Protocols: SIP/IAX/IAX2	- Do not Disturb	- Free codecs: G.711u/a, Dialogic ADPCM, Speex, G.726, iLBC, H261, H263, H263p, GSM
	- PSTN interfaces: PRI, BRI FXS/EXO (optional cards)	- Caller ID	- Commercial codecs: G.729a (with license management)
	- Legacy PBX integration through BRI/PRI	- Music on Hold	- Mail-2-fax and fax-2-mail
	- Incoming call rules	- Call Queuing	- 3-way conference calls
	- DID call routing	- Hunt Groups	- Mobile Twinning
	- Interactive Voice Response (IVR)	- Agent Management	- DISA
	- Graphical IVR editor	- Voice-mail	- Phone auto configuration
	- Sound Manager	- Voice-mail to email notification and playback	- Call Recording
	- Outgoing call prefix management	- Automatic Call Distribution (ACD)	- Phone Groups Configuration
	- Least Cost Routing (LCR)	- Digital Receptionist / Web operator panel	- Whisper / Channel monitoring
	- VoIP Provider management	- Follow-me feature for user extensions	- ICR - Incoming Call Rules Management
	- SIP Proxy support	- User Profiles with call permissions	- Intercom (Paging / Auto-answer)
	- Remote switch management	- Allow/deny IP per extension	- Group call pickups
	- Telephone Number Mapping (ENUM)	- IP phones and SIP status	- Automatic PSTN fallback
	- Call Parking	- DTMF (rfc2833, trunks info, inband)	- Add T.38 Fax pass-through
- Call Forwarding	- Call routing between remote edgeBOX switches (branch offices)		
- Conference Bridging			
		<b>Graphical Operator Panel</b>	
		Allows you to view:	
		- Which extensions are busy, ringing or available	
		- Who is talking and to whom	
		- SIP and IAX2 registration status (Greys out if offline)	
		- MeetMe room status (number of participants)	
		- Queue status (number of users waiting)	
		- Parked channels	
		- Logged in Agents	
		And perform the following actions:	
		- Hang-up a channel	
		- Transfer a call leg via drag and drop	
		- Initiate calls via drag and drop	
		- Barge in on a call using drag and drop	
		- Drag and drop to create an agent	
		- Manage queues	
Security			
	<b>Stateful Inspection Firewall</b>	- Built-in support for most popular services	- Provides protection from replay attacks
	- Provides enterprise-grade firewall protection	- No predefined limit on the number of rules	- LAN host deny/allow lists
	- Filter on source and/or destination IP address/port	<b>Virtual Private Networking</b>	- LAN services deny/allow lists
	- Authentication and authorization enforcing	- VPN protocols: IPSec, PPTP, L2TP	- IPSec VPN Firewall to control tunnel access
	- Filter on SYN, ACK flags and ICMP	- No pre-defined limit on IPSec VPN tunnels	- PPTP Server with local or remote authentication
	- Service filtering	- 3DES and AES encryption	- L2TP client
	- Black lists	- SHA-1 and MD5 authentication	<b>Antivirus and anti-spam</b>
	- Proxy ARP	- Internet Key Exchange (IKE) - Aggressive Mode	- Free antivirus: ClamAV
	- DoS - Denial of Service protection	- Perfect Forward Secrecy (DH Group 2 and 5)	- Commercial: McAfee, Sophos
			- License management
		- File shares scan	
		- Email scan	
		- Email anti-spam based on RBLs	
		<b>Content filtering</b>	
		- By domain name	
		- By keyword in URL	
		- Third part URL categorization and filtering list	
Network Access Control (NAC)			
	- Authentication, Authorization and Accounting	- Remote LDAP authentication	- 802.1x authentication with dynamic VLAN assignment
	- Local Authentication	- Remote AD authentication	- Access Control per user, service, IP
	- Embedded RADIUS and LDAP Server	- User import from CSV, LDAP, AD	- Access Control per time schedule
	- Remote RADIUS authentication/accounting	- Captive login Portal	- Access Control per network
			- Guest Access
		- Single sign on for 802.1X	
		- Single sign on for Windows users (PDC option)	
		- Access Profiles	
Bandwidth Management (QoS)			
	- QoS on WAN	- Diffserv (AF and EF)	- Predefined upload/download classes
	- DSCP marking on the WAN	- CBQ, GRED, TBF, SFQ Traffic prioritization	- Reserved bandwidth classes
	- Inbound and Outbound QoS	- Policies per user, groups, ports, protocol	- Configurable traffic prioritization policies by: addresses, users, groups, port, protocol
Integrated Management			
	<b>Administration</b>	- Configuration using HTTP, HTTPS	<b>Software Updates</b>
	- Intuitive browser-based GUI	- Configuration using serial console, SSH, CLI	- Automatic download from central update server (update.edgebox.net)
	- Two-level administration: Service Provider admin (super) and Local administrator admin (fully controlled)	- Syslog client, syslog server support	- Configurable Automatic/Manual update
	- Service Provider Configuration and Management Interface	- SNMP v1/2/3	- Notifications for service shutdown and service restart for planned maintenance
	- Multilanguage support	- NTP client	
		- edgeBOX Enterprise SNMP MIB	
	- System Crash Analyzer		
		<b>GUI Customisation</b>	
		- User landing/authentication page customisation	
		- Management interface customisation (logos, colors, messages)	
		<b>Detailed Reporting</b>	
		- Real-time and statistical	
Storage and Print			
	- Windows SMB support	- Disk quota management	- Scheduled backups
	- Public share management	- Disk backup/restore management	- USB Printer sharing
	- User home and temporary shares	- Local USB drive, remote FTP and NAS backup support	
Collaboration Services			
	<b>Windows interoperability</b>	- Web Caching / Transparent Proxy	- Web mail support
	- PDC - Primary Domain Controller Service	- SMTP, POP3, and IMAP servers	<b>User self service Portal</b>
	- WINS - Windows Internet Naming Service	- POP3s and IMAPs servers	- Email vacation setup
	- Single sign on for Windows users	- SMTP relay support	- Email forwarding
	<b>Email and web</b>	- Remote mail storage	- Voice mail setup
	- HTTP, HTTPS, and FTP Server	- Email aliases	- View and Play voicemail
	- Self-signed self generated x509 certificates	- Multiple email domains	- Password change
	- User directories / home pages	- Ban lists	- Phone Directory
	- Virtual Hosts	- Email relay lists	- Call forward and twinning setup
			- Default self service page at www.myedgebox.com
		<b>Optional Service Packs (edgePACKs)</b>	
		- Controlled API for new service deployment.	
		- edgePACKs available include:	
		edgeLMS Learning Management System	
		edgeExchange Advanced Groupware Collaboration Framework	
		edgeOPERATOR User and Receptionist Console	
		edgeDESKTOP Desktop Client Management	
High Availability			
	<b>Redundancy / Fault Tolerance**</b>		

\* Available on Office SOHO and Office only. \*\* Options included with or available on all models. Contact factory or your authorized representative for details.

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 Wi-Fi 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), FXO/FXS, Ethernet, etc. Critical Links typically serves SMBs through a global network of VARs, System Integrators, OEMs and Service Providers. For more information:



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