

# edgeBOX

unified communications



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

Critical Links' edgeBOX is a multi-function network appliance that consolidates data, voice and IT services for small and medium sized organizations. Four offerings are available, supporting different numbers/types of ports, each optimized for a distinct customer segment. The functionality provided in each is the same.



## Office

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



## Business

The edgeBOX Business Gateway is aimed at the medium sized business with up to 100 users

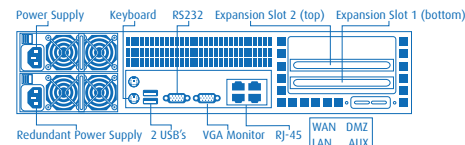
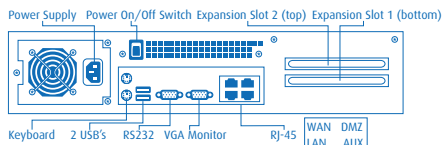
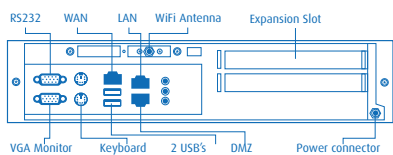


## Enterprise

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

## Office SOHO

Low-end Office offering supporting up to 10 users



### SUPPORTED PCI CARDS\*

Analog	3FX0/1FXS, 8FXS, 4FX0/4FXS, 8FX0, 7FX0/1FXS, 12FX0/4FXS
ISDN BRI	1/4/8 Span BRI (BRI-4 with Echo cancellation)
ISDN PRI	1/2/4 Span T1/E1
Others	WiFi, 3G, GSM

\* Contact Critical Links or your local Channel Partner for available edgeBOX configurations with these cards.

### TECHNICAL SPECIFICATIONS

Model	OFFICE & OFFICE SOHO	BUSINESS	ENTERPRISE
Hard Drive (Gb)	250 GB SATA 7200 RPM	2 x 250 GB SATA 7200 RPM	3 x 150 GB SATA 10000 RPM
Redundant Power Supply	X	X	✓
LCD Panel	X	16 x 2 Characters	16 x 2 Characters
RAID Capability	X	Raid 1	Raid 1
RAID 1 Hot Spare	X	X	✓
WAN Interfaces	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	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
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
Wireless LAN	802.11 b/g	X	X
Form Factor	Set-top box	2U	2U
Dimensions	Depth: 10.38in Width: 12.75in Height: 3in	Depth: 19.75in Width: 17in Height: 3.5in	Depth: 25.75in Width: 17in Height: 3.5in
PSU Power	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 600 Watt AC Input, 100-240 Volts, 60-50Hz
Regulatory Approvals	CE, FCC	CE, FCC	CE, FCC
Maximum number of concurrent calls	20	45	100
Options	3x1 Gb/s interfaces, Wifi	2x250GB RAID1, 4x1 Gb/s interfaces	2 x 250GB, 4x1 Gb/s interfaces

Networking			
<b>WAN Interface</b>	- WiFi access controller (external APs)	<b>DMZ Interface</b>	- Hostname and domain assignment
- Ethernet 100Mbps	- WEP, WPA, WPA2 authentication	- Ethernet 1Gig	- NAT/ PAT Address Translation
- UMTS/3G (optional card)	- 802.1x local authentication	<b>Networking / Routing</b>	- Port Forwarding
- DHCP Client	- 802.1x remote Radius authentication	- Static routing on the LAN and WAN	- MAC-IP assignment
- Static IP	- Wireless MAC filtering	- GRE (Generic Router Encapsulation)	- DynVLAN support
- Sound Manager	- AP authentication / provisioning	- DHCP Server with multiple ranges	
<b>WLAN Interface</b>	<b>LAN Interface</b>	- DNS Server (Master and Forward)	
- WiFi (801.11b/g/n) embedded AP (optional card)	- Ethernet 1Gig	- Dynamic DNS client	
VoIP and IP-PBX			
- VoIP Protocols: SIP and IAX	- Call Forwarding	- IP phone and SIP status	- Which extensions are busy, ringing or available
- PSTN interfaces: PRI, BRI FXS/FXO (optional cards)	- Conference Bridging	- DTMF (rfc2833, info, inband)	- Who is talking and to whom
- Legacy PBX integration through BRI/PRI	- Do not Disturb	- Call routing between remote edgeBOX switches (branch offices)	- SIP and IAX registration status (Greys out if offline)
- Incoming call rules	- Caller ID	- Free codecs: GSM; G.711 u/a, G.726, Speex, Dialogic, ILBC, H261, H263 /p	- MeetMe room status (number of participants)
- DID call routing	- Music on Hold	- Commercial codecs: G 729a (with license management)	- Queue status (number of users waiting)
- Interactive Voice Response (IVR)	- Call Queuing	- Mail-2-fax and fax-2-mail	- Parked channels
- Graphical IVR editor	- Hunt Groups	- 3-way conference calls	- Logged in Agents
- Sound Manager	- Agent Management	- Mobile Twinning	And perform the following actions:
- Outgoing call prefix management	- Voice-mail	- DISA	- Hang-up a channel
- Least Cost Routing (LCR)	- Voice-mail email notification and playback	- Phone Autoconf	- Transfer a call leg via drag and drop
- VoIP Provider management	- Automatic Call Distribution (ACD)	<b>Graphical Operator Panel</b>	- Initiate calls via drag and drop
- SIP Proxy support	- Digital Receptionist / Web operator panel	Allows you to view:	- Barge in on a call using drag and drop
- Remote switch management	- Follow-me feature for user extensions		- Drag and drop to create an agent
- Telephone Number Mapping (ENUM)	- User Profiles with call permissions		- Manage queues
- Call Parking	- Allow/deny IP per extension		
Security			
<b>Stateful Inspection Firewall</b>	- Built-in support for most popular services	- Provides protection from replay attacks	- License management
- Filter on source and/or destination IP address/port	- No predefined limit on the number of rules	- LAN host deny/allow lists	- File shares scan
- Authentication and authorisation enforcing	<b>Virtual Private Networking</b>	- LAN services deny/allow lists	- Email scan
- Filter on SYN, ACK flags and ICMP	- VPN protocols: IPsec, PPTP, L2TP	- IPsec VPN Firewall to control tunnel access	- Email antispam based on RBLs
- Service filtering	- No pre-defined limit on IPsec VPN tunnels	- PPTP Server with local or remote authentication	<b>Content filtering</b>
- Black lists	- 3DES and AES encryption	- L2TP client	- By domain name
- Proxy ARP	- SHA-1 and MD5 authentication	<b>Antivirus and antispam</b>	- By keyword in URL
- DoS - Denial of Service protection	- Internet Key Exchange (IKE) - Aggressive Mode	- Free antivirus: ClamAV	- External URL categorization and filtering
- Provides enterprise-grade firewall protection	- Perfect Forward Secrecy (DH Group 2 and 5)	- Commercial: McAfee, Sophos	
Network Access Control (NAC)			
- Authentication, Authorisation and Accounting	- Remote LDAP authentication	- 802.1X authentication	- Guest Access
- Local Authentication	- Remote AD authentication	- Access Control per user, service, IP	- Single sign on for 802.1X
- Embedded RADIUS and LDAP Server	- User import from CSV, LDAP, AD	- Access Control per time schedule	- Single sign on for Windows users (PDC option)
- Remote RADIUS authentication/accounting	- Captive login Portal	- Access Control per network	- Access Profiles
Bandwidth Management (QoS)			
- QoS on WAN	- Diffserv (AF and EF)	- Predefined upload/download classes	- Configurable traffic prioritisation policies by: addresses, users, groups, port, protocol
- DSCP marking on the WAN	- CBQ,GRED,TBF,SFQ Traffic prioritisation	- Reserved bandwidth classes	
- Inbound and Outbound QoS	- Policies per user, groups, ports, protocol		
Integrated Management			
<b>Administration</b>	- Multilanguage support	<b>Software Updates</b>	<b>GUI Customisation</b>
- Intuitive browser-based GUI	- Configuration using HTTP, HTTPS	- Automatic download from central update server (update.edgebox.net)	- User landing/authentication page customisation
- Two-level administration: Service Provider admin (super) and Local administrator admin (fully controlled)	- Configuration using serial console, SSH, CLI	- Configurable Automatic/Manual update	- Management interface customisation (logos, colours, messages)
- Service Provider Provisioning Platform (iTEMS™ companion product)	- Syslog client, syslog server support	- Notifications for service shutdown and service restart for planned maintenance	<b>Detailed Reporting</b>
	- SNMP v1/2/3		
	- NTP client		
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	- Remote FTP backup and local USB-disk backup		
Collaboration Services			
<b>Windows interoperability</b>	- Web Caching / Transparent Proxy	- Web mail	- Default self service page at www.myedgebox.com
- 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	<b>Optional Service Packs (edgePACKS)</b>
- Single sign on for Windows users	- SMTP relay support	- Email forwarding	- Controlled API for new service deployment.
<b>Email and web</b>	- Remote mail storage	- Voice mail setup	- edgePACKS available include:
- HTTP, HTTPS, and FTP Server	- Email aliases	- View and Play voicemail	<b>edgeCMS</b> Website Content Management System
- Self-signed self generated x509 certificates	- Multiple email domains	- Password change	<b>edgeLMS</b> Learning Management System
- User directories / home pages	- Ban lists	- Phone Directory	<b>edgeExchange</b> Advanced Groupware Collaboration
- Virtual Hosts	- Email relay lists	- Call forward setup	- Contact Critical for more edgePACKS
High Availability			
Redundancy / Fault Tolerance			

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**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, YPNs, 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. For more information: [info@critical-links.com](mailto:info@critical-links.com)

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