

With communications critical to organisations in today's competitive global markets, voice network technologies have developed to meet ever-increasing demands. Organisations now rely upon systems such as call centre management, computer and telephony integration and video conferencing to communicate with their locations and customers worldwide. Protocol Network Integration provide the expertise and partnerships with leading manufacturers to design, install and service all aspects of voice networks.

Telephone Systems

In today's IT and Telecommunications arena, many organisations require the integration of voice and data services over a single medium. To accomplish this, the latest structured Cabling Systems have been designed to run both voice and data services. Voice services are connected via the installation of 'voice tie cables' between the BT/PBX MDF (Main Distribution Frame) and the structured cabling patching fields. Conversion from RJ45 to BT LJU interfaces at the user location is achieved using Adapters.

Generic voice cabling is provided using multipair cables connected from the MDF to local DP's (Distribution Points). Individual user outlets are provided in the work area and terminated with the appropriate connector. Although low cost, voice grade cabling does not offer the flexibility to be used as an infrastructure for data connections.

Protocol Network Integration offers telephone systems ranging from 2-5000 ports with a number of fully integrated applications available. Systems use a unique modular design with a common range of terminals available. There is a choice of ISDN or analogue versions, or a combination of both. All systems are available with remote diagnostics and software upgrade capability.

Data capability is provided with SO and V24 computer sockets along with the videotex or fax sockets. Reflex terminals offer simple call management, icons deliver clear information on calls in progress, caller on hold and features in use.

Digital enhanced Cordless Telecommunications (DECT)

Fully integrated DECT provides your handset all the functions of your fixed telephone, but allows you freedom of movement within your premises and the ability to be contactable when you want to be. Protocol Network Integration offers highly featured handsets and multi-site capability with up to 800 cordless extensions.

Videoconferencing

Organisations that operate from various locations need the capability to network their communication to improve efficiency and reduce costs. Protocol network Integration offer a comprehensive range of videoconferencing and desktop multimedia systems

Computer Telephony Integration (CTI)

The capability for your computer and telephone to work together has never been simpler. Protocol network Integration provides systems which are TAPI and TSAPI compliant and work in every environment – desktop, groupware and call centres.