

Get Connected with



# Synway UC IP-PBX

*Safe Bridge Between IP & TDM & Mobile Networks*



Synway Information Engineering Co., Ltd.

# UC500

## 19" rack mount enterprise grade IP-PBX

- 20/40/60/80/100 concurrent calls, 100-attendee conference
- Integrated 2 PSTN Trunk FXO Ports Plus 2 FXS Ports
- Comprehensive features for unified communication
- High level of security protection(SRTP, TLS & HTTPS)

The UC500 is an IP PBX appliance designed to bring enterprise-grade unified communications and security protection to all levels of businesses at an unprecedented price point without any licensing fees, costs-per-feature, or recurring fees. The UC500 enables enterprises to unify multiple communication technologies, such as comprehensive voice, fax, calling, conferencing, video/audio surveillance, data tools, security surveillance, mobility, and facility access management into one commonly managed or accessible network.

With a advanced hardware platform and software functionalities, the UC500 can support up to 500 registered users and offer effortless setup and deployment via the web-browser user interface. Besides auto-discovery of diverse endpoints and auto-provisioning, the UC500 series offers a set of comprehensive features, including customizable call-routing, multi-level IVRs, call queues, auto-attendant, call detail records (CDR), multi-site peering, voicemail/fax forwarding to email and more.



### Key Features

- Supports up to 500 users, up to 100 concurrent calls, 100 conference attendees
- Integrated 2FXS and 2FXO
- 1.5GHz ARM Quad-core processor, 2GB DDR RAM, 16GB EMMC Flash
- Supports up to a limitless-level IVR (Interactive Voice Response)
- Built-in call recording server; recordings accessed via web user interface
- Supports call queue for efficient call volume management
- Built-in Call Detail Records (CDR) for tracking phone usage by line, date, etc.
- Supports voicemail and fax forwarding to email
- Integrated LDAP and XML phonebooks, flexible dial plan
- Zero configuration provisioning of Mainstream SIP endpoints
- Highest level of security protection using SRTP, TLS and HTTPS encryption
- Hi-speed network ports with Integrated NAT router and built-in firewall
- Multi-language auto-attendant to efficiently handle incoming calls

### Unique Selling Points

- Hi-Interoperability with Network

UC500 has the super NAT network adaptability. In the system deployment, the remote SIP extension registered to the UC500 need not any NAT traversal setting.

- Excellent Compatibility

Without NAT traversal setting, UC500 could be compliant with other mainstream SIP endpoints or components with changeable IP addresses, which effectively reduces complexity of configuration.

- Flexible Resource Allocation

UC500 optimizes system resource utilization and system efficiency via stochastic algorithm, effectively minimizing hitting over processor resource and improving reliability in any scenarios.

- High User-Friendliness

UC500 leverages autoclip intelligent inbound routing mechanism. With call records, UC500 can intelligently match inbound call number with historic called one in autoclip. Moveable extension, call forwarding, DND, etc are available.

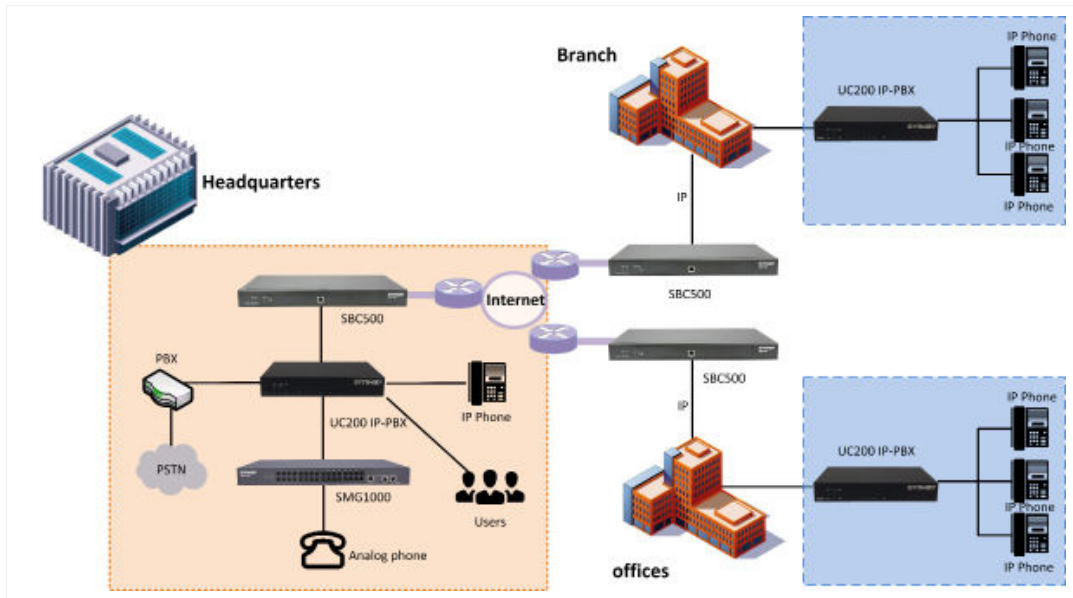
- Multiple High-Security Modes

Multiple security mechanisms in UC500 are available, including password, ACL, data filtering, etc. Besides, outbound routing, DISA, conference, voice mail and other applications support PIN code setting to customize dynamic firewall.

- Flexible Surveillance

UC500 adapts flexible multiple-layer monitoring modes to protect privacy at maximum level and ensure high-level of security and reliability in most conditions.

## Typical Applications:



## Technical Specification:

### • Interfaces

FXS Ports: 2 ports

FXO Ports: 2 ports

Network Interfaces: Dual 10/100 RJ45 ports

NAT Router: Yes

Peripheral Ports: USB, TF

LED Indicators: Power/Ready, Network, PSTN Line, USB, TF

Reset Switch: Yes

### • Voice/Video Capabilities

Voice-over-Packet Capabilities: LEC with NLP Packetized Voice Protocol Unit, 32~128ms-tail-length carrier grade Line Echo Cancellation, Dynamic Jitter Buffer

Voice and Fax Codecs: G.711 A-law/U-law, G.722, G.723.1 5.3K/6.3K, G.726, G.729A/B, GSM, AAL2-G.726-32; T.38

Video Codecs: H.264, H.263, H263+

QoS: Multiple Layers

### • Signaling & Control

DTMF Methods: In Audio, RFC2833, and SIP INFO

Provisioning Protocol & Plug-and-Play: TFTP/HTTP/HTTPS, auto-discovery & auto-provisioning of various IP endpoints with no Configuration

Network Protocols: TCP/UDP/IP, RTP/RTCP, ICMP, ARP, DNS, DDNS, DHCP, NTP, TFTP, SSH, HTTP/HTTPS, PPPoE, SIP (RFC3261), STUN, SRTP, TLS, LADP

Disconnect Methods: Call Progress Tone, Polarity Reversal, Hook Flash Timing, Loop Current Disconnect, Busy Tone

### • Security

Media Encryption: SRTP, TLS, HTTPS, TELNET with Fail2ban, Whitelist, Blacklist, alerts and more to protect against attacks

### • Physical

Universal Power Supply: Input: 100 ~ 240VAC, 50 ~ 60Hz

Dimensions: 440\*202\*44mm;

Weight: Unit weight 2.52kg

### • Environmental:

Operating: 0 ~ 45°C, 8 ~ 90% (non-condensing); Storage: -20 ~ 85°C

### • Mounting: 19"rack mount

### • Additional Features

Multi-Language Support: English/Chinese for Web UI; Customizable IVR/voice prompts for English, Chinese;

Customizable language pack to support any other languages

Caller ID: Bellcore/Telcordia, ETSI-FSK, ETSI-DTMF

Polarity Reversal/Wink: Yes, with enable/disable option upon call establishment and termination

Call Center: Multiple configurable call queues, automatic call distribution (ACD) based on agent skills/availability/ busy level, in-queue announcement

Customizable Auto Attendant: Unlimited layers of IVR (Interactive Voice Response)

Maximum Call Capacity: Up to 100 even in SRTP encrypted

Conference Bridges: Up to 50 simultaneous PSTN or IP participants

Call Features: Call park, call forward, call transfer, DND, ring/hunt group, paging/intercom etc.



As a leading VoIP enabling-technologies provider in China, Synway has been partnered with applications & solution providers worldwide to deliver turkey solutions for enterprises and telecom carriers. Based on long-standing business network, Synway's appliances and equipments, with third-party compliant software platforms from mainstream application providers, have served 5,000 plus customers, including contact centers, financial institutes, public security, government agencies, service providers, hospitality and operators.

In ever-changeable environments, Synway's long-term goal would be of partnership with vendors of cloud-based unified communications, providing enterprises and SPs with a complete range of cloud-based applications, including Video and Audio Conferencing, Contact Center, IP-PBX, Unified Messaging, Social Media Services and more. For in-house IPR and better customer value, Synway provides strategic partners with customized OEM or ODM services to localize more efficiently. To achieve 0-defective rate, Synway has adopted ISO9001, CE, FCC, RoHS, 3C and more since 2001.

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