



UC500 IP-PBX

- 20/40/60/80/100 concurrent calls, 80-attendee conference
- Dual Power Supply to Protect Your System
- 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 1000 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.



Supports up to 1000 users, up to 100 concurrent calls, 80 conference attendees



Integrated 2 PSTN trunk FXO ports, 2 analog telephone FXS ports with lifeline capability



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



1.5GHz ARM Quad-core processor, 2GB DDR RAM, 16GB EMMC Flash

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.

Technical Specifications

Interfaces	
Analog Telephone FXS Ports	2 ports (both with lifeline capability in case of power outage)
PSTN Line FXO Ports	2 ports (UC500)
Network Interfaces	Dual (UC500) 10/100 RJ45 ports
NAT Router	Yes (UC500)
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, H.263+
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	
Dual Power Supply	Input: 100 ~ 220VAC
Dimensions	UC500: 440mm L x 202mm W x 44mm H
Weight	UC500: Unit weight 2.52kg
Environmental	Operating: 32 ~ 113°F / 0 ~ 45°C, 8 ~ 90% (non-condensing); Storage: -4 ~ 185°F / -20 ~ 85°C
Mounting	Desktop
Additional Features	
Multi-Language Support	English/Chinese/Traditional Chinese for Web UI; Customizable IVR/voice prompts for English, Chinese, British English; 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 50 even in SRTP encrypted

About Synway

As a major manufacturer and supplier of communication products and solutions, Synway specializes in providing superior Multimedia Gateway, Integrated Multimedia Switch, Telephony Hardware in use for Telecom communications. www.synway.net

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