

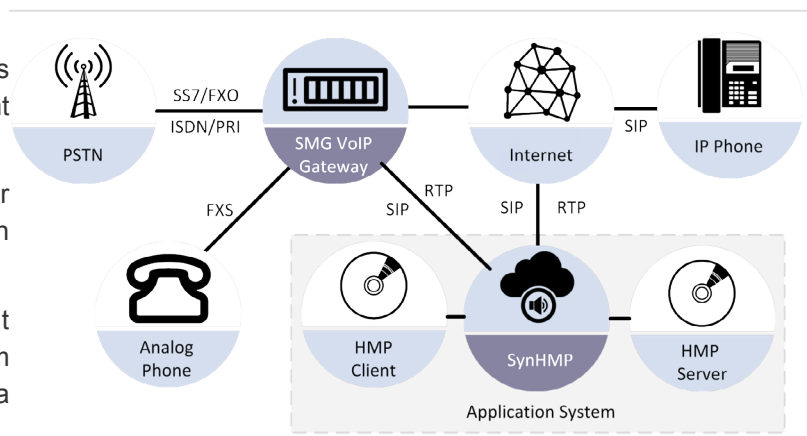
SynHMP can help telecom operators to quickly build large capacity communication system as well as achieve an operation mode with high efficiency and low cost

Application description:

With IVR (Interactive Voice Response), users can access communication system through phone call and perform operations according to voice navigation. The system can also play content according to the information input by users. It can reduce operational cost of enterprises and improve communication efficiency while applying SynHMP in IVR system. In all voice communication systems, IVR is always the most efficient and convenient means of service. All voice self-service systems, such as ticket center of tourist area, bill query system of credit card and background services center of operator, must provide logical, scientific and reasonable voice navigation process, efficient speech processing ability as well as perfect audio quality. For these applications, SynHMP has obvious advantages: it is a pure software product which runs on the server with convenient installation and deployment for operational cost reduction. After initial investment in system development, customers just focus on its development and test to shorten development cycle. SynHMP can support 2400 channels of pure IVR applications. But in practical application, users may need various applications besides IVR, including fax and conferencing; it can basically achieve 1920 channels. At the same time, SynHMP can leave 50% of CPU resources to handle a wide variety of applications.

SynHMP can create value for users and provide high communications efficiency, and facilitate system integrators and users to build efficient communications systems to meet specific needs of enterprise. Its specific advantages include:

1. higher-priority to use CPU cycles for ensuring that the system has telecommunication-grade stability
2. very simple and effortless deployment to shorten development cycle and save investment cost
3. Quick and easy establishment for large capacity call center based on VoIP
4. Homegrown inherited intelligent SynCTI driver development platform to realize stronger multimedia processing ability
5. software distributed architecture for more convenient expansion and expandability



SynHMP can help telecom operators to quickly build large capacity communication system as well as achieve an operation mode with high efficiency and low cost.

Functional Description:

SynHMP can be authorized through USB KEY according to the number of channels. Each USB KEY has a unique serial number. It supports a variety of IP voice codec formats: G.711 A-Law, G.711 μ -Law and G.729. SynHMP can be used together with various series communication products of Synway in the same IP environment, with the unified API, configuration items and event interface, to get more powerful ability of building high-processing systems. HMP Client adopts distributed structure design so it can be deployed on the any server (different from HMP Server). There are two modes of active and passive connection for HMP Client. Multiple clients can be connected to a HMP Server; Expandability can be achieved for module software design.

SynHMP is an ideal product to develop media server in structured network. In pure IP environment, neither physical inventory nor on-site installation is required for SynHMP. SynHMP can run in TDM environment too (as long as TDM access can be achieved through any Synway or a third-party equipment)

SynHMP, as software engine of a core voice module, runs in real time with higher-priority. During initialization, SynHMP will initialize all resources to be configured and will be periodically activated by an external high priority interrupt. With this technology, SynHMP can use CPU cycles with higher-priority and will not be interfered or interrupted by user mode application even if CPU utilization is 100%.

It is important that, with SynHMP software, developers can concentrate on the development of new communication application systems after this software is installed. The cost and deployment hurdles of media processing server, therefore, are greatly reduced. After initial investment in system development, software developers just focus on development/test and increases the flexibility for media processing. The cost is reduced along with Internet and system integration.

SynHMP can support 2400 channels of IVR or UC applications. But in practical applications, users may need various applications besides IVR, including fax and conferencing etc., it can basically achieve up to 1920 channels. At the same time, SynHMP can leave 50% of CPU resources to handle a wide variety of applications. SynHMP is undoubtedly the technology to change the whole environment of VoIP communication system. It will bring a great innovation to media processing mode in the field of telecommunications as well as become the preferred choice of system integrators and developers.

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Connect 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. Since 1995, over 3,000 service providers, software developers and system integrators have deployed Synway's offerings to deliver a broad range of TDM and VoIP-based applications worldwide, including Unified Communications, SIP Trunking, Call Center, Mobile VAS, Faxing, Conferencing, Call Recording as well as Asterisk-based Open Source Applications. With dedicated teammates and well-known premium services, Synway makes consistent efforts to deliver partners with a variety of customizable, high-performance and cost effective voice communications products.

Synway Information Engineering Co., Ltd. (Headquarter)

Synway R&D Building, No.3756, Rd. Nanhuan.

Binjiang District, Hangzhou, P.R.China 310053

Tel: (86) 571 88860561

Fax: (86) 571 88850923

Email: info@synway.net

Technical Support

Tel: (86) 571 86692545

Tel: (86) 571 88864579

Mobile: (86) 18905817070 (24*7)

Email: techsupport@synway.net