Synway UC IP-PBX

Safe Bridge Between IP & TDM & Mobile Networks

Synway ®

Synway Information Engineering Co., Ltd.

UC200

Desktop IP-PBX for SOHO and SMB

- Up to 60 concurrent calls, 60-attendee conference
- Integrated 4 PSTN Trunk FXO Ports Plus 2 FXS Ports
- Comprehensive features for unified communication
- High level of security protection(SRTP, TLS & HTTPS)

The UC200 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 UC200 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 UC200 can support up to 300 registered users and offer effortless setup and deployment via the web-browser user interface. Besides auto-discovery of diverse endpoints and auto-provisioning, the UC200 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 300 users, up to 60 concurrent calls, 60 conference attendees
- Integrated 4FXO and 2FXS
- 1.5GHz ARM Quad-core processor, 1GB DDR RAM, 8GB 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

UC200 has the super NAT network adaptability. In the system deployment, the remote SIP extension registered to the UC200 need not any NAT traversal setting.

- Excellent Compatibility

Without NAT traversal setting, UC200 could be compliant with other mainstream SIP endpoints or components with changeable IP addresses, which effectively reduces complexity of configuration.

- Flexible Resource Allocation

UC200 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

UC200 leverages autoclip intelligent inbound routing mechanism. With call records, UC200 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 UC200 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

UC200 adapts flexible multiple-layer monitoring modes to protect privacy at maximum level and ensure high-level of security and reliability in most conditions.
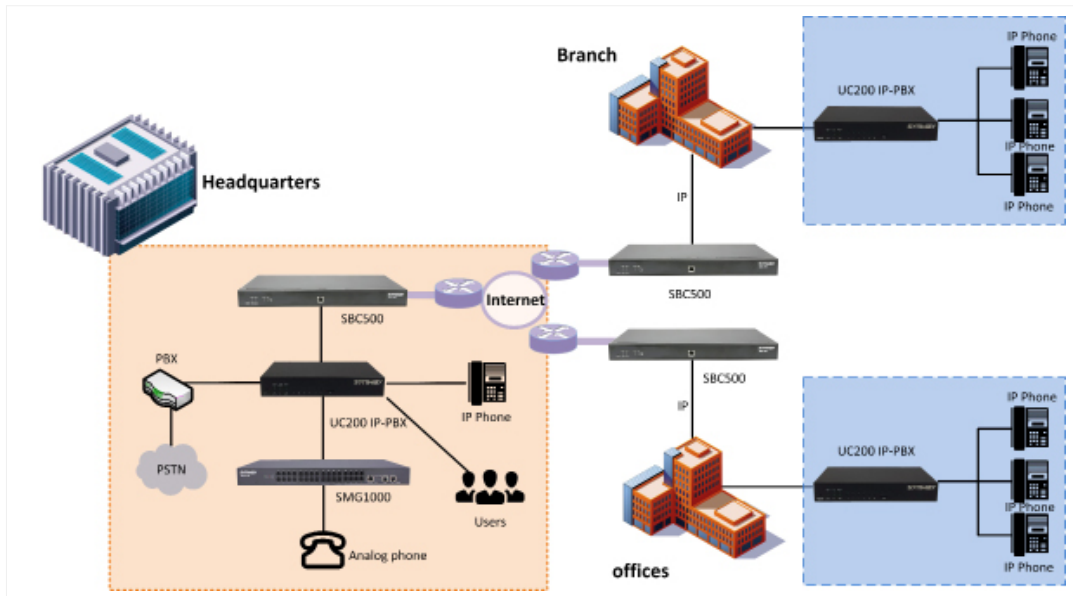
Technical Specification:

• Interfaces

FXS Ports: 2 ports

FXO Ports: 4 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

Power Supply: Input: 12VDC, >3A;

Dimensions: 186*108*30mm

Weight: Unit weight 0.83kg

• Environmental:

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

• Mounting: Desktop

• 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 60 even in SRTP encrypted

Conference Bridges: Up to 30 simultaneous PSTN or IP participants

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

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.
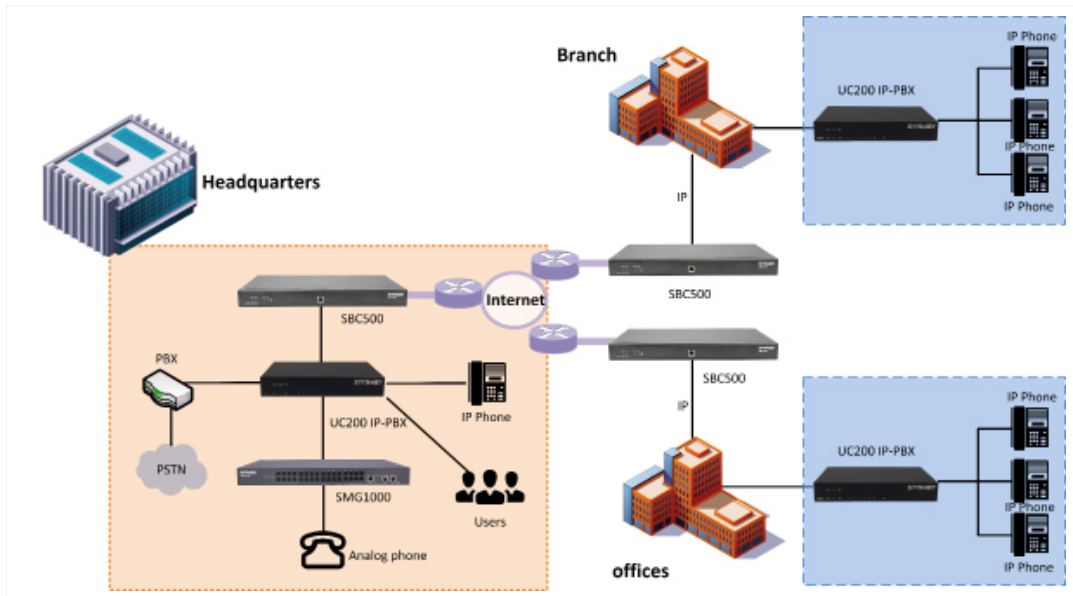
Technical Specification:

- 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.

UC500H
19" rack mount enterprise grade IP-PBX

- 20~100 Concurrent Calls, 1,000 Users, 50-Attendee Conference
- UC Features:IVR/Voice Mail/Fax/Recording/CDR/NAT Transverse
- High Level of Integrated Security Like SBC(SRTP, TLS & HTTPS)
- Seamless Interoperability With PSTN: E1/T1/FXO/FXS/Wireless
- Built-in Server (Optional) to Run Any Third-Party Applications

The UC500H is a Hybrid IP-PBX appliance designed to bring enterprise-grade unified communications and security protection to all levels of businesses at an unparalleled price point without any licensing fees, costs-per-feature, or recurring fees. The UC500H enables enterprises to unify multiple communication technologies in hybrid PSTN and VoIP networks, 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 an advanced hardware platform, dual power supply and software functionalities, the UC500H can support up to 1,000 registered users and offer effortless setup and deployment via the web-browser user interface. Besides auto-discovery of diverse endpoints and auto-provisioning, the UC500H 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 1000 users, 100 SIP trunk accounts, up to 100 concurrent calls, 50 conference attendees
- Integrated modular design: interface with T1/E1/FXO/FXS/GSM/WCDMA/VoLTE
- 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
- Optional industrial servers to run any add-on third-party applications

Unique Selling Points

- Hi-Interoperability with Network

UC500H has the super NAT network adaptability. In the system deployment, the remote SIP extension registered to the UC500H need not any NAT traversal setting.

- Excellent Compatibility

Without NAT traversal setting, UC500H could be compliant with other mainstream SIP endpoints or components with changeable IP addresses, which effectively reduces complexity of configuration.

- Flexible Resource Allocation

UC500H 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

UC500H leverages autoclip intelligent inbound routing mechanism. With call records, UC500H 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 UC500H 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

UC500H adapts flexible multiple-layer monitoring modes to protect privacy at maximum level and ensure high-level of security and reliability in most conditions.
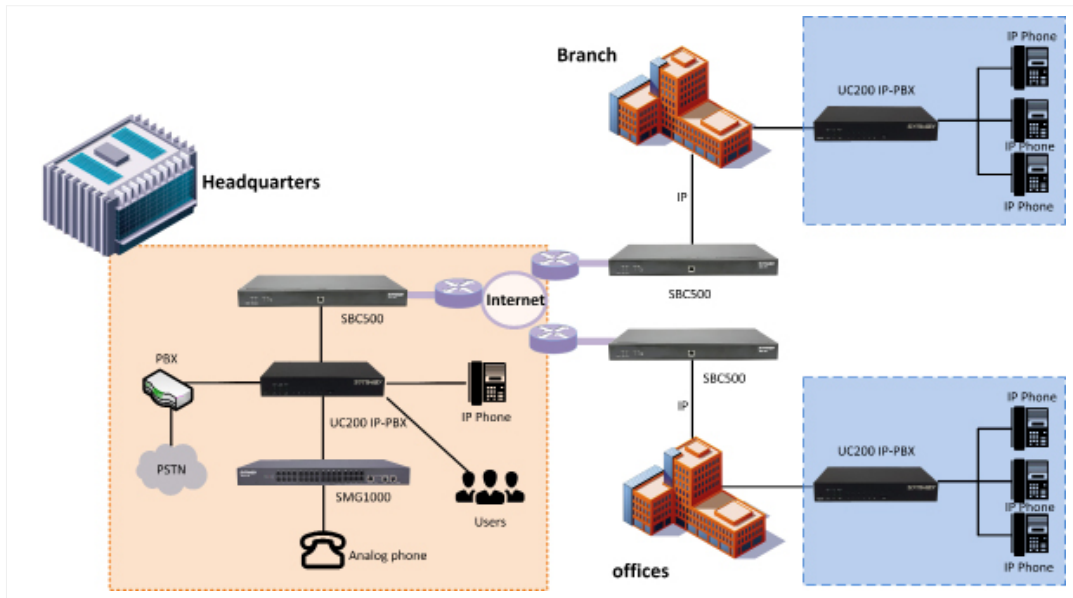
- Interfaces

Analog Telephone FXS Ports: 16 ports
PSTN Line FXO Ports: 16 ports
Wireless Ports: 8 ports (GSM/WCDMA/VoLTE)
Digital Trunking: 1/2/4E1/T1 (PRI ISDN/SS7)
Network Interfaces: Dual 100/1000M 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
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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

Power Supply: Output: 12VDC, 2A; Input: 100~240VAC, 50~60Hz
Dimensions: 430mm L x 483mm W x 88mm H;
Weight: About 8.8Kg(Weight varies with diverse internal TDM modules)

- 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
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![Synway logo]

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.

No notice for any change in future in this catalog, For more information or latest update, please visit Synway website.