

Advanced IP Agent Phone for Call Centers

- Affordable, offering excellent cost-performance ratio
- Supports 2 SIP accounts for handling multiple calls
- 2.4-inch black and white LCD display with backlight and 132x64 resolution
- Dual 100M Ethernet ports for reliable and fast network connectivity
- External foot switch for convenient call answering and hanging up
- Plug-and-play functionality with automatic and unified deployment

The SWP-C01M is a budget-friendly IP agent phone designed for call centers of all sizes. With its intuitive features, including dual SIP account support, stable voice quality, and easy deployment, it provides a reliable communication solution at an excellent value. The 2.4-inch LCD display and external foot switch enhance operational efficiency, making it an ideal choice for enterprise use.



2 SIP
accounts



POE



Plug-and-
play



Monitoring
features



3.5mm/RJ9
headset



Address book

Key Features and Benefits

- Supports up to 2 SIP accounts for simultaneous communication.
- External foot switch interface for hands-free operation (answering/hanging up).
- High-definition audio with advanced noise reduction for clear and crisp communication.
- Power over Ethernet (PoE) for simplified installation and reduced wiring.
- Easy installation with no configuration required for quick deployment.
- Customizable soft keys for quick access to frequently used functions.
- Supports G.722 for HD voice and multiple codecs for versatile call quality.
- 2 x RJ9 headset ports and 2 x RJ45 network ports for multiple connection options.
- Call hold, transfer, forwarding, call waiting, and ACD queue management.
- Supports SRTP, TLS encryption for secure, private calls.

Physical Specification:

Network Features

- SIP v1/v2 (RFC2543/3261), UDP/TCP/TLS, SRTP
- IPv4/IPv6 support, Static IP/DHCP, CDP/LLDP, VLAN, OpenVPN
- HTTP/HTTPS, TR-069, SNTP, STUN, ICE
- QoS: 802.1p/Q VLAN tagging, Layer 3/ToS/DSCP

Audio Features

- HD sound quality: HD earphone, HD speaker
- Broad codecs: G.722, Opus | Narrow codecs: G.711(A/μ), G.729AB, G.726, iLBC
- DTMF: In-band, RFC 2833, SIP INFO
- Full-duplex hands-free, echo cancellation (AEC)
- VAD, CNG, PLC, BNE, AGC
- Dynamic adaptive RTP jitter buffer

Display & Keypad

- 2.4" black & white LCD (132x64), with backlight
- Keypad: 2 volume keys, 4 custom soft keys, 2 LED function keys (mute, headset), 12 standard digit keys

Physical Interfaces

- 2 x RJ9 (Headset, Monitor port)
- 2 x RJ45 (Network port, PC port, bridge mode)
- 2 x 3.5mm (Headset, Foot switch)

Telephone Functions

- Call dial, mute, hold, resume, transfer, blind transfer, conference (5-way)
- Call forwarding (unconditional, busy, no answer), call pickup, call park
- Call waiting, ACD queue, caller ID, anonymous call
- Phonebook: 1000 entries (XML, LDAP), call records (1200 entries)
- Voicemail, redial, DND, auto answer, IP direct dial
- Custom ringtones (10 built-in, upload options)

Security & QoS

- AES 256-bit encryption, SRTP, TLS
- User/admin-level passwords, MD5 authentication
- 802.1x media access control
- QoS: 802.11e, three-layer QoS (ToS, DSCP, MPLS).

Languages Supported

- Multiple languages: English, Chinese, French, Spanish, Arabic, and more

Upgrade/Configuration

- Firmware upgrade via TFTP/HTTP/HTTPS
- PnP automatic deployment, TR-069 for large-scale configuration.

Others

- Fall resistance: 1.3m
- Energy-saving: AC100-240V, DC5V/1000mA

Specifications

- Dimensions: 168mm x 111mm x 140mm (without earphone bracket), 168mm x 111mm x 270mm (with bracket)
- Weight: 0.35kg
- Operating Temp: 0°C ~ 45°C
- Storage Temp: -20°C ~ 60°C

Packaging

- SIP-C01M phone, power adapter, phone bracket, earphone metal bracket, quick user guide