SR500 Series

Independent from or Compliant with Synway's SMG3000 series VoIP gateways, Synway's new family SR500 series call classification equipment is vital for all high density OBD applications, including predictive dialing, dialer, telemarketing and more. It helps minimize dialing cost and maximize value of dialing (human and network) resources. With call classification, OBD applications could improve dialing efficiency by up to 60% and deliver high satisfaction for both agents and subscribers.

Key Points:

- **For Best Dialing Efficiency**

With high-accuracy call classification features, SR500 (500Chs) enables solution providers to maximize efficiency and minimize OPEX in a variety of outbound dialing systems, including Predictive Dialing, OBD, Call Center, Telemarketing, etc.

- **Detect Any Phone Status for Best Efficiency**

To maximize dialing efficiency and deliver intelligent system, call classification functionality helps dialing customers detect and lock on valid calling numbers for hi-accuracy and hi-density dialing, via avoiding "invalid" numbers in "shutdown, suspended, unused number or any unavailable" status.

- **Improve Dialing Efficiency by up to 60%**

 In general database of OBD systems, unused numbers accounts for 10~ 30%, suspended numbers for 5~ 20%, shutdown number for 5~10%. It means around 20~ 60% dialing numbers are invalid. With call classification function, dialing systems (predictive dialer) could filter out all invalid numbers for best dialing results.

- **Reduce Operational Expenditure (OPEX) by 20%**

Unsuccessful dialing incurs higher operational costs while labor cost for telemarketing is specifically considered. According to analytical statistics from surveys, OPEX could be reduced by 20% or more if successful dialing ratio increases by 60%.

- **99.999% Accuracy of Call Classification**

With call classification functionality, over 99.999% of called number states could be accurately detected by analyzing telephone alert tones. Only in much noise conditions over the network, call classification may default.

- **High-efficiency Decoding & Encoding Function**

With the popularity of IP communications, increasing need for transcoding between various protocols and coding formats becomes more important. Large-capacity VoIP applications call for high efficient transcoding functionality. High-efficiency decoding & encoding function can be offered by SR500.

SynROIP Recording
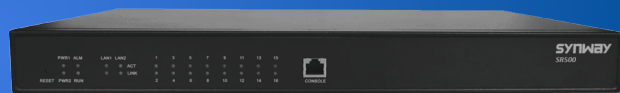
Technical Specifications

- **Dimensions**

440×44×267 mm3

- **Weight**

About 3.1 kg

- **Environment**

Operating temperature: 0℃ —40℃

Storage temperature: -20℃ —85℃

Humidity: 8%— 90% non-condensing

Storage humidity: 8%— 90% non-condensing

- **LAN**

Amount: 2 (10/100/1000 BASE-TX (RJ-45))

Self-adaptive bandwidth supported

Auto MDI/MDIX supported

- **Console Port**

Amount: 1 (RS-232)

Baud rate: 115200bps

Connector: RJ45(See Hardware Description for signal definition)
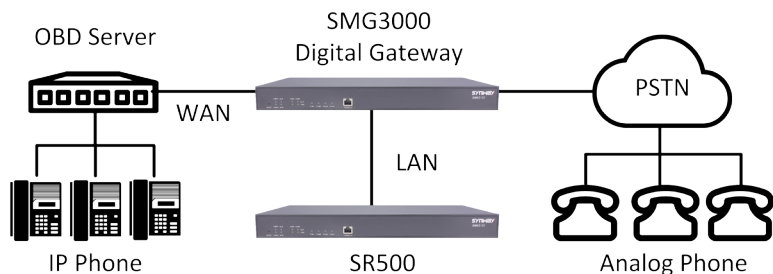
Data bits: 8 bits

Stop bit: 1 bit

Parity unsupported

Flow control unsupported

Note: Follow the above settings to configure the console port; or it may work abnormally.

- **Power Requirements**

Input power: 100~240V AC

Maximum power consumption:≤22W

- **SIP signaling**

SIP V1.0/2.0, RFC3261

- **Audio Encoding & Decoding**

G.711A	64 kbps
G.711U	64 kbps
G.729A/B	8 kbps
G723	5.3/6.3 kbps
G722	64 kbps
AMR	4.75/5.15/5.90/6.70/7.40/7.95/10.20/12.20 kbps
iLBC	13.3/15.2 kbps
SILK(16K)	20 kbps
OPUS(16K)	20 kbps
SILK(8K)	20 kbps
OPUS(8K)	20 kbps

- **Sampling Rate**

8kHz

- **Safety**

Lightning resistance: Level 4

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