



**Syspine®**

## Office Communications *Like Never Before*

 Microsoft®  
Response Point™

### **There's an easier way to communicate.**

The Syspine Digital Operator Phone System, powered by Microsoft Response Point software, is truly an affordable all-in-one small business communications solution. Packaged in a rugged, compact server housing, the Syspine A50 VoIP PBX connects to your existing office LAN environment. Best of all, the business owner can do most of the future Moves, Adds, and Changes in a user-friendly Windows based environment.

#### **Respond quickly to customer needs.**

Automatically route calls to the right person, whether they're in the office or on the road. Employees don't have to wait by the phone, and all callers and customers receive the same VIP treatment, every time.

- See caller details with screen pop-ups.
- Specify callers who can ring you directly, bypassing the receptionist.
- Integrates easily with Microsoft Office Outlook® contacts.
- Voice-enabled Automated Receptionist manages common requests and increased call volume smoothly and professionally.
- Monitor and maximize customer service with the call history function, an upgrade included in Response Point Service Pack 1 (SP1).

#### **Reach customers and colleagues easily — from almost anywhere.**

Take and make customer calls away from the office. Calls can be automatically routed on a Voice-over Internet Protocol (VoIP) line, helping you avoid exorbitant long-distance rates.

- Route calls to the right employees whether they're in the office or on the road.
- Send voicemail to e-mail for easy access.
- Ring all the phones in a particular department for quick access.
- SP1's click to call feature makes it easy to find and connect with all contacts.

#### **Add new phones and users quickly.**

An average PC user can add and manage up to 50 users — with no special phone training or additional license fees.

- Add and change users with a few mouse clicks.
- Adjust staffing peaks and valleys flexibly.
- Session Initiation Protocol (SIP) trunking, included in SP1, helps streamline the setup process with VoIP service providers.
- Move office locations with minimal interruption in customer service.

## **System requirements and recommendations**

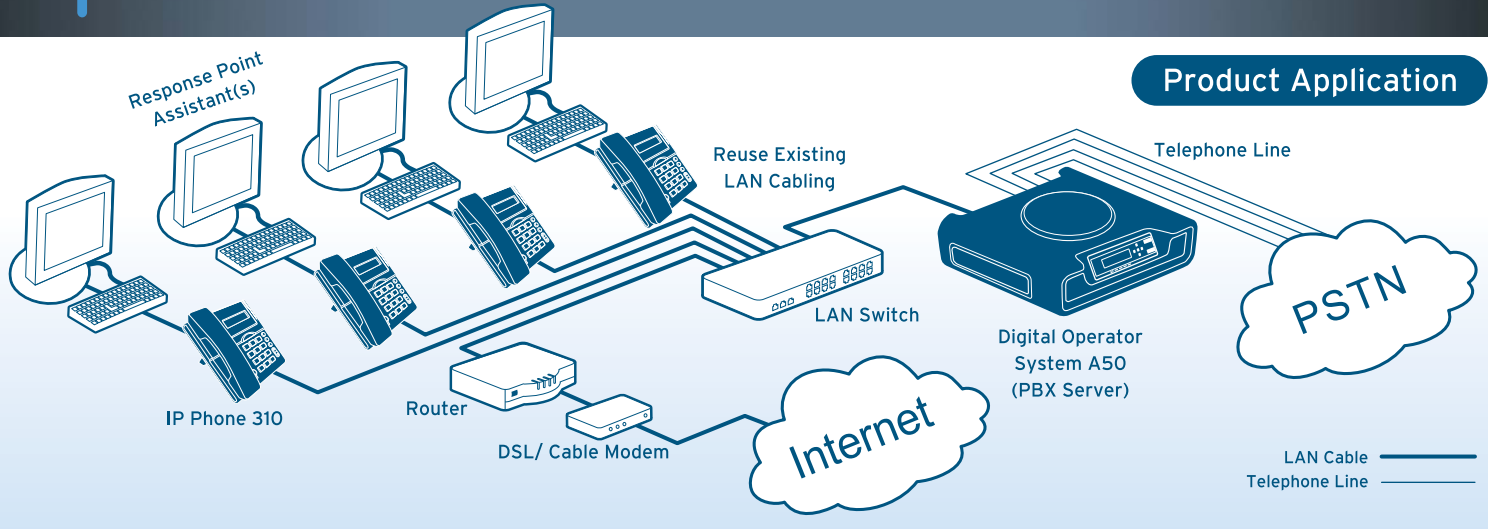
### **Required**

- A wired local area network (LAN) with router
- One computer running one of the following system programs:
  - Microsoft Windows® XP Professional or Home Edition SP2 (32-bit)
  - Windows Vista® (32-bit)
  - Windows Server® 2003 R2 SP2 (32-bit)
  - Windows Small Business Server 2003 R2 (32-bit)

### **Recommended**

- Internet access
- Access to an SMTP mail server
- Office Outlook 2003 or Office Outlook 2007

# VoIP PBX System for Small Business



## Capabilities of the Syspine Digital Operator System A50

- ✓ Deployable in PSTN, VoIP or hybrid \*\*
- ✓ Set-up wizards for ease of configuration
- ✓ Speech Recognition with Text to Speech conversion (English version)
- ✓ Voice activated auto receptionist
- ✓ Voicemail to e-mail forwarding
- ✓ Microsoft Office Outlook contact integration per user
- ✓ Incoming call notification via PC Assistant
- ✓ Click to call (call out directly by clicking a phone number on your computer screen)
- ✓ Desktop, upright or wall mount installation

\*\* Voice Over Internet calling features require activation with qualified VOIP Service Providers. Contact the manufacturer for information.

## Capabilities of the Syspine IP Phone 310

- ✓ Microsoft Response Point command button for voice activated features
- ✓ Power Over Ethernet capability (extra hardware may be required)
- ✓ 3 way conference
- ✓ External and Internal Caller ID (Name & Number) display
- ✓ Call history (missed calls, received calls, and dialed numbers)
- ✓ PC Activated Features including :
  - Do not disturb
  - Headset mode
  - Personal ring tone
  - Speed dial (99 Bins)

## Digital Operator System A50 Specifications

<b>Maximum Analog PSTN Lines</b>	4 standard, 8 max
<b>Maximum Extensions</b>	50 (IP310 Phone only)
<b>Number of PBX Trunk Groups</b>	2 groups - Analog PSTN and VoIP services Dial 9 for PSTN trunks Dial 8 for SIP trunks
<b>Line Interface</b>	Status LED for module & active/ busy trunk indications 1 module with 4 FXO ports 1 expansion slot for additional 4 FXO ports (Optional)
<b>LAN Interface</b>	10/100/1000 Mbps auto-sensing
<b>Audio Port</b>	1 line out jack for external PA system 1 line in jack for music source
<b>Server Management</b>	Fan-less embedded XP server USB port(s) for easy backup of system programming and voicemail 2x16 characters, 5x7 dot LCD 4 way/Enter button for option selection IP button for checking IP address Reset button Tri-Color LEDs for system status & diagnostics
<b>Auto Attendant</b>	Up to 8 concurrent calls processed by auto attendant Advanced speech recognition with Text To Speech
<b>Voicemail</b>	Built-in voicemail system Email forwarding of voicemail messages Over 16 hours of solid state voicemail storage
<b>Number of Mailboxes</b>	700 mailboxes for phones and virtual users
<b>Microsoft Office Outlook</b>	Import contacts from Microsoft Office Outlook
<b>Integration</b>	Voice dialing to contacts imported from Microsoft Office Outlook
<b>Install Location</b>	Desktop/ Upright/ Wall mount

## IP Phone 310 Specifications

<b>LAN Interface</b>	10/ 100 Mbps auto-sensing RJ45 connectors with switched Ethernet port x 2 Power over Ethernet (PoE) support/ compatible
<b>LCD display</b>	2 x 16 characters, 128 x 32 pixel graphic LCD
<b>Silence Suppression</b>	VAD, CNG
<b>Echo Cancellation</b>	G.167 (acoustic echo cancellation)
<b>Jitter Buffer</b>	Adaptive
<b>Voice Codec</b>	G.711 (μ-law), G.729
<b>Call Control Protocol</b>	SIP 2.0, compliant to RFC-3261
<b>Response Point button</b>	Large Response Point button for voice commands/dialing
<b>Call History</b>	Missed calls, received calls, and dialed numbers. Automatic dialing of numbers from call history lists
<b>Install Location</b>	Desktop/Wall mount, low or high profile stand
<b>RP Administrator</b>	Windows programming from one designated administrative PC



### Syspine Customer Service

Technical Support: [support@syspine.com](mailto:support@syspine.com)  
 Toll Free Phone Support: 1.800.713.3386  
 Call Coverage Times: 8AM – 9PM EST (Monday-Friday)  
 Where To Buy: [Sales@syspine.com](mailto:Sales@syspine.com)