

# Syspine®

Digital Operator Phone System

Microsoft®  
Response Point

# Syspine®

A Microsoft® Response Point™ Phone System



## Small Business Communications

— Like Never Before



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For more information, please visit <http://www.syspine.com>

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Syspine - Top choice among businesses

## All-in-One Solution

Intelligent design for small businesses



### Your communications solution

A lot of work has been put into the design of the Syspine Digital Operator Phone System (DOS-A50) to deliver an effective business communications solution which can operate on existing LAN cabling infrastructure. The DOS-A50 is an IP-based phone system designed for small businesses with support for up to 50 users.

Unlike previous generations of IP-based telephony products, Syspine has developed the DOS-A50 for ease of installation, use and management. Featuring a high-end, server-grade, fan-less design, the DOS-A50 can be installed anywhere (desktop, upright, or wall mount).

### Added features

Businesses now have a cost effective, reliable, and space saving design that is quiet and can be placed on the desk or wall to provide additional advantages. The Syspine DOS-A50 is designed for fast installation and set up, it can be installed and deployed within a short time.

In addition to the solid hardware design are four standard analog lines (with the option to upgrade to eight), SIP trunking and a gigabit Ethernet connection (to be announced), three USB ports, music-on-hold input and voice page output jacks to accommodate many of the applications that small businesses need and expect.

Designed for cost effectiveness, ease of deployment, and amazing ease of use, the Syspine Digital Operator Phone System is the perfect platform for scalability, flexibility and functionality—the ideal IP business communication solution combining powerful Response Point voice processing and VOIP capability supported by customer downloadable software upgrades.

## Functionality

- Built-in ATA Module (one or two 4-ports)
- Optional Security Gateway Module
- LCM panel for status check
- Telephony and Internet service integration in one box
- Plug and play for external phone line connection
- NAT/VPN/Firewall provided by Security Gateway
- QoS in Guaranteeing bandwidth for voice traffic
- Fanless design for low ambient noise environments
- Central Module page management
- Line-in port for connecting to Park Music source
- Line-out port for connecting to PA system
- Gigabit Ethernet support for DOS-A50

## Flexibility

- All in One design
- Desktop, upright or wall mount installation
- Interchangeable LCD panel enables multiple installation methods
- Installation using existing LAN cabling

## Syspine IP Phone 310

- Microsoft Response Point command button for voice activation of features
- Power Over Ethernet capability (extra hardware may be required)
- External and internal caller ID (name & number) display
- Incoming call / voicemail / audible call waiting indicator
- Call history (missed calls, received calls, and dialed numbers)
- Call hold / call transfer
- Speaker / handset mute
- 3-Way conferencing
- Redial
- PC activated features including:
  - Do not disturb
  - Headset mode
  - Personal ring tone
  - Speed dial

## More Options

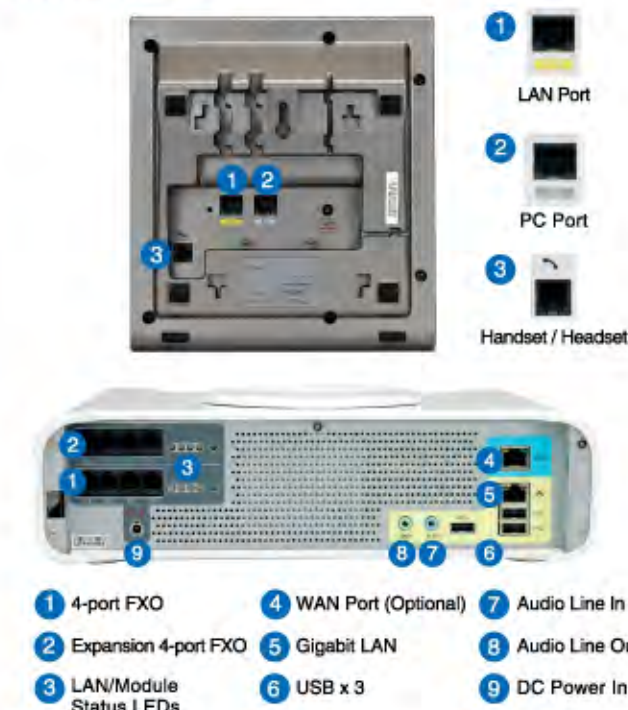


IP-310 Phone (Metallic color shown)



Wall | Desk | Upright mounting design

## Interface



\* Illustration showing A50 base with optional 4-port ATA (PSTN Line 5-8) and Security Gateway (WAN) card equipped.

# Makes Business Sense

Creating a unified communications environment



### How will you benefit?

The Syspine DOS-A50, a Microsoft® Response Point™ phone system, requires only a wired local area network (LAN) to operate and a Microsoft Windows® XP SP2 or Windows Vista® PC for set up programming. Small businesses looking for an up-to-date phone system with advanced features need look no further.

Easy to use and manage, Microsoft Response Point is revolutionary phone system software designed to meet the needs of small businesses. The user-friendly administrator software empowers an average PC user to set up a phone or make system changes in minutes, with just a few mouse clicks. The unique voice-enabled user interface instantly connects employees and customers with the people or information they need.

Delivered on the DOS-A50, with support for both traditional phone services and Voice-over Internet Protocol (VoIP), Response Point offers an entire phone system in one affordable package—a smart choice for any small business.

### What you can expect

- Reduced phone system management costs
- No need for expensive phone system extras
- Respond quickly and professionally to customer needs
- Advanced phone features previously cumbersome or complicated through top-quality voice recognition
- Better serve your customers with a helpful, customizable automated receptionist able to answer frequently asked questions about your business

## Response Point Features

- Deployable in PSTN, VoIP or a Hybrid Environment
- Call over VoIP lines\*
- DID (Direct Inward Dialing)
- Easy backup/restore of system information
- Auto receptionist
- Built-in voicemail services
- Incoming call notification on computer screen
- Advanced voice dialing
- Advanced speech recognition
- External access for remote numbers

## Friendly User Experience

### Adds, Moves, and Changes

- Scales up to 50 employees/desktops (with no additional license fees)
- Setup configuration wizards make changes easy
- Auto discovery of new phones that are installed or relocated
- Easy USB backup of customer programming and voicemail

### Voicemail and Call Routing

- Ring all phones in a particular department for quick access
- Manage call logs effortlessly through E-mail
- Park, retrieve, and forward calls

### Unified Communications

- Call forwarding to cell phones for remote workers
- Voicemail to e-mail forwarding
- Office Outlook contacts integration

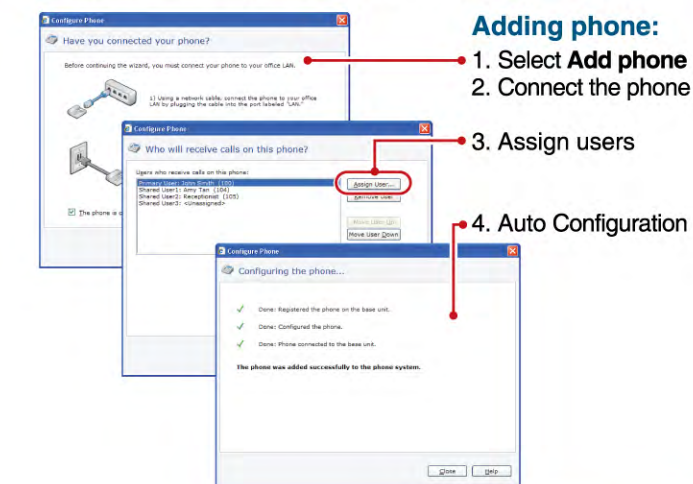
### Customer Responsiveness

- Transfer calls easily between employees or departments
- PC screen pop-ups reveal new caller information with audible alerts
- Voice activated auto receptionist provides fast, professional response 24x7

\* May require subscription with authorized VoIP series provider.

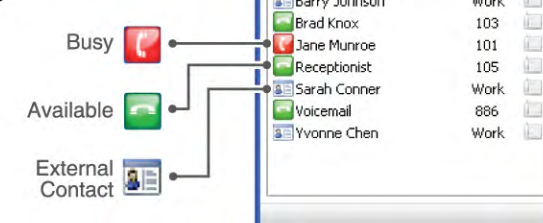
## Intuitive Interface

Response Point is advanced phone system software that radically simplifies the phone experience. The intuitive Response Point administrator software allows you to install, manage, and use your system in minutes.



### With a few mouse clicks

1. Make calls
2. Access settings
3. Import contacts
4. Specify voicemail greeting



## One-button Access to Voice Features

With a simple touch of the Response Point button, you can dial, transfer/park or retrieve calls, listen to Voicemail messages, and activate the hands-free mode.





# Syspine Mark of Quality

Support and Hardware Assurance

No matter how you have your DOS-A50 setup, you can count on years of product testing and quality control assurance. Leveraging technology, resources and experience, Syspine ensures your device meets industry standards of safety and certification.

Critical areas of testing include temperature, humidity, power, shock, vibration, and acoustic testing.

As a phone system company, Syspine understands stability and reliability are the biggest concern in your communication system to ensure that the communications line of your company never takes a break. With Syspine's mark of quality, you are insured your phone system is ready 24/7.

Confidence and assurance backed by one of the highest levels of support in the industry—that's the Syspine Mark of Quality.



TIA 810 Acoustic Test



Heat Chamber Testing



Drop Testing



Shock Testing



Power Input Tolerance Testing



Vibration Testing

## Syspine Digital Operator System A50 Specifications

Syspine Digital Operator System A50	
Maximum Analog PSTN Lines	8
Maximum Extensions	50
Line Interface	1 module with 4 FXO ports 1 expansion slot for additional 4 FXO ports
LAN Interface	10/100/1000 Mbps auto-sensing
Audio Port	1 line out jack for external PA system 1 line in jack for future expansion
On-box Management	2x16 characters, 5x7 dot LCD 4 way/Enter button for option selection IP button for checking IP address Reset button Tri-color LED for system status checking
Auto Attendant	Up to 8 concurrent calls processed by auto attendant Advanced speech recognition
Voicemail	Built-in voicemail system Voicemail messaging forwarding to E-mail Approximately 1000 minutes of voicemail storage
Number of Mailboxes	700 mailboxes for phones and virtual uses
Microsoft Office Outlook Integration	Import contacts from Microsoft Office Outlook Voice dialing to contacts imported from Microsoft Office Outlook
Install Location	Desktop/Upright/Wall mount
Syspine Digital Operator System A50 (Optional Security Gateway)	
WAN Interface	10/100 Mbps auto-sensing 1 RJ45 connector
Features	DHCP server with NAT Static/PPPoE/DHCP for Broadband type selection Support up to 20 VPN connections (PPTP/IPsec) Firewall to protect your network from Internet attacks QoS bandwidth for voice traffic

Syspine IP Phone 310	
LAN Interface	10/100 Mbps auto-sensing RJ45 connectors with switched Ethernet port Power over Ethernet (PoE) support/compatible
LCD display	2 x 16 characters, 128 x 32 pixel graphic LCD
Silence Suppression	VAD, CNG
Echo Cancellation	G.167 (acoustic echo cancellation)
Jitter Buffer	Adaptive
Voice Codec	G.711 (μ-law), G.729
Call Control Protocol	SIP 2.0, compliant to RFC-3261
Response Point button	Large Response Point button for voice commands/dialing
Call History	Missed calls, received calls, and dialed numbers. Automatic dialing of numbers from call history lists
Install Location	Desktop/Wall mount, low or high profile stand