



OM80E

|                                 |               |
|---------------------------------|---------------|
| Max. IP extensions              | 168           |
| Max. built-in analog extensions | 48            |
| Max. IP trunks                  | 216           |
| Max. built-in analog trunks     | 48            |
| Max. concurrent calls           | 90            |
| BHCC                            | 14.4K         |
| H×W×D (1U)                      | 44×440×260 mm |

## Product models

With modular design, the capacity of the OM80E can be flexibly expanded to 16-48 FXS/FXO ports.

## Highlights

- Connected to IMS Networks via ONU
- Dual-redundant Ethernet ports
- Dual AC/DC power supplies (optional)
- Multi-site deployment supports up to 300 sites
- Call recordings on the internal storage or external server
- Add-on call recording management system
- Add-on middle-ware for hospitality applications
- XML/HTTP-based RESTful API interworking with and supporting third-party applications
- Multi-level auto-attendant
- Support TR-069, SNMP
- Interoperability with popular SIP servers, such as Cisco Unified CallManager (CUCM), Broadsoft, Microsoft Skype for Business (Lync), Huawei IMS, and Asterisk/Elastix
- Class I lightning protection

The Officium 80E (hereinafter "OM80E") is a highly integrated hybrid IP-PBX with up to 200 analog and/or IP extensions. Due to its high-performance and XML/HTTP based API, it is a cost effective solution for mid-size contact center with up to 60 agents as well.

Powered by innovative VoIP technology from New Rock, the OM80E provides seamless connectivity to not only PSTN and analog terminals, but also IP-based SIP trunks and SIP voice stations.

## Always Connected with Your Customers

With features such as remote extension, call forking to your mobile phone, and call-back, the OM80E assures you that wherever you are--whether in your office, traveling abroad, or working at home--you will never miss any important business calls.

## Improving Call-Answer Rate

The auto-attendant provides 24×7 service to customers, and efficiently directs incoming calls to the extensions or cell phones of the right person through configurable voice menus in business/non-business hours and holidays. The smart auto-attendant can even deliver the calls from VIP or repeat customers to the appropriate agents directly, bypassing voice menus (caller-agent binding).

## Cost Reductions

The OM80E has all of the IP remote-calling functions needed to support the remote worker, business travel, and communications with branches, all through the Internet. International or long-distance calls are turned into local toll-free calls. With advanced routing capabilities, the OM80E can route calls intelligently according to call types. Combined with New Rock's WeWei<sup>®</sup> softphone app and NeeHau<sup>™</sup> business-phone assistant, you can communicate with your customers effectively, regardless of where you are.

## Remote Management and NAT Traversal

The OM80E includes an embedded New Rock Cloud client that allows the OM80E located behind an enterprise NAT or firewall to be accessed from the Internet for maintenance and troubleshooting or by voice devices from remote branch sites, remote IP extensions, or far-end value-adding applications. Real-time monitoring, alarm notification, remote packet capture and software upgrades can be performed with the New Rock Equipment Management System or third-party device management systems with TR-069 or SNMP.

## Specification

### Protocols

|                     |   |
|---------------------|---|
| <b>Call control</b> | SIP/UDP and SIP/TCP (RFC3261), IMS (3GPP)                             |
| <b>Network</b>      | Telnet, SSH, HTTP, HTTPS, DHCP/PPPoE client, DNS (A/SRV record), STUN |

### Media Processing

|                                  |   |
|----------------------------------|---|
| <b>Caller ID</b>                 | Bellcore Type 1&2, ETSI, BT, and DTMF-based CID   |
| <b>Codec</b>                     | G.711 (a/μ), G.729a   |
| <b>DTMF</b>                      | In-band audio, RFC2833, SIP-INFO  |
| <b>Hook-flash</b>                | Local processing, RFC2833, SIP-INFO   |
| <b>Fax over IP</b>               | T.38, G.711 pass-through<br>T.38 compliant Group 3 Fax Relay<br>Maximum fax rate of 33,600 bps (pass-through) |
| <b>Disconnect modes</b>          | Polarity reversal, Busy tone detection, Loop current  |
| <b>Voice-quality enhancement</b> | Echo cancellation (G.168-2004), Jitter buffer, Silence suppression (VAD, CNG), PLC                            |

### Voice

|  |   |
|--|---|
| <b>Smart auto-attendant/Receptionist</b> | Business/non-business hours/holiday, Music on hold, Attendant group, Multilingual/multi-level IVR, Auto attendant profiles, VIP service |
| <b>Dialing</b>                           | Speed dial, Outgoing route selection, Least-cost routing, Automatic route selection   |
| <b>Call settings</b>                     | Call transfer, Call forward, Do not disturb, Barge, Silent monitoring, Simplified DISA etc.   |
| <b>Call recording</b>                    | Through internal storage or New Rock pbx record software  |
| <b>Voicemail</b>                         | MWI (polarity reversed, FSK, high voltage)  |
| <b>Analog trunk</b>                      | Caller ID, Polarity reversal detection  |
| <b>SIP trunk</b>                         | IMS, Multiple SIP servers, Skype Connect  |
| <b>Phone status indication</b>           | Status subscription (BLF)   |

### Security

|                                 |  |
|---------------------------------|--|
| <b>User-defined ports</b>       | SIP port, RTP port, HTTP/HTTPS port to access the Web GUI  |
| <b>Access list</b>              | IP addresses allowed to access HTTP/HTTPS/Telnet/SSH service, IP address filtering of SIP  |
| <b>IP phone protection</b>      | Prohibition on outgoing dialing by IP extensions on public network, User-Agent authentication, Registration password cracking protection |
| <b>Web GUI login protection</b> | Prohibition on login from public IP address, Login password cracking protection  |
| <b>Encryption</b>               | Encryption on SIP signaling or/and media streams. Importing and exporting encrypted configuration file and password/PIN                  |
| <b>Security level</b>           | Three levels of security settings  |

## Provisioning, Administration and Maintenance

|                               |  |
|-------------------------------|--|
| <b>Device management</b>      | New Rock Equipment Management System, TR-069 management (TR-069, TR-104, and TR-106), SNMP                   |
| <b>Remote access over TCP</b> | New Rock Cloud   |
| <b>Auto provisioning</b>      | Download configuration file via TFTP/FTP/HTTP/HTTPS, Obtaining ACS address via DHCP option 66 or redirection |
| <b>API</b>                    | XML/HTTP   |
| <b>Log</b>                    | 8-level log management, Syslog, Internal USB flash drive (16 GB)   |
| <b>Data capture</b>           | Port capture, Packet capture   |
| <b>Configuration</b>          | Bulk import/export. Resetting to the factory default   |
| <b>Status and statistics</b>  | Call status and history, Device status monitoring and statistics collection                                  |
| <b>Monitoring/ alarming</b>   | Status/performance monitoring or reporting.<br>Status/performance alarms                                     |

### Other

|                         |   |
|-------------------------|---|
| <b>Multi-site voice</b> | Multi-site networking across NAT without the need of static IP address, DDNS or port mapping on the access router.<br>Uniform dial plan, Call forward, Call transfer. Outbound-trunk sharing, Three-way calling, Attendant on remote site |
| <b>QoS</b>              | DiffServ, TOS, 802.1p/q VLAN tagging  |
| <b>Internal storage</b> | Local recording, Voicemail, Customer information, User-uploaded IVR file  |

## Hardware

|                               |   |                  |              |
|-------------------------------|---|------------------|--------------|
| CPU                           | 1 GHz   | RAM              | 256 MB, DDR3 |
| Flash                         | 32 MB   | Internal storage | 16 GB        |
| Mounting                      | Rack  | Net weight       | 3 kg maximum |
| Voice DSP module              | 200 MHz, 2 to 6 modules   |                  |              |
| Single/Dual AC power supplies | 100 to 240 VAC, 50/60 Hz, 1.2A maximum                            |                  |              |
| Single/Dual DC power supplies | -36 to -72 VDC, 2.5A  |                  |              |
| Power consumption             | 60 W maximum  |                  |              |
| Operating                     | Temperature: 0 to 40°C, Humidity: 10% to 90% RH (non-condensing)  |                  |              |
| Storage                       | Temperature: -40 to 70°C, Humidity: 5% to 90% RH (non-condensing) |                  |              |