



OM20



OM50

The OM20/50 ( hereinafter “OM” ) are All-in-One telephony systems. They provide seamless connectivity to not only PSTN and analog terminals, but also IP-based SIP trunks and SIP terminals. Using VoIP, the OM supports inter-office calls over the Internet or VPN. As enhanced model, OM also has some unique features such as Smart FoIP.

## Always Connected with Your Customers

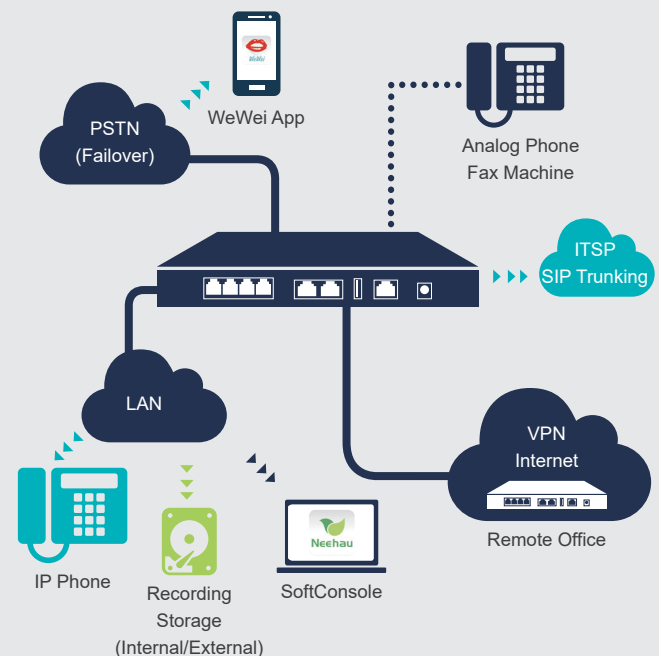
With features such as remote extension, call forking to your mobile phone and call-back, OM assures you that no matter where you are, whether in your office, traveling abroad, or working at home, you will never miss any important business call.

## Improving Call Answer Rate

The smart auto attendant can provide 24/7 live answering service to customers, and direct the incoming calls efficiently to the extension or cell phone of the right person through configurable voice menus in business/non-business hours and holidays. Even, it can deliver the calls from VIP customers to the agents directly, bypassing voice menus.

## Reduction of Telecommunications Cost

OM has all the IP remote-calling functions needed to support the remote worker, business travel, and communication with branches through the Internet. With IP connectivity, international or long-distance calls are turned into local toll-free calls. With advanced routing capabilities, OM can route calls intelligently according to call types. Combined with New Rock's WeWei<sup>®</sup> softphone app and NeeHau<sup>™</sup> SoftConsole, you can achieve more effective and comfortable communications between you and your customers.



## Features

- Flexible auto attendant
- Click-to-call on contact list
- All-in-one system with analog-gateway modules, FoIP, recording, and voicemail
- Multilingual voice prompts
- Multi-site application via IP tie trunks
- Multi-tenant applications
- Failover to PSTN upon network failure
- Plug-and-play for IP phones
- XML/HTTP-based REST API supporting third-party application software
- Proven interoperability with popular SIP servers, such as Cisco CallManager, Broadsoft, Microsoft Lync, Huawei IMS and Asterisk
- Class I lightning protection

## Specification

### Protocols

<b>Call control</b>	SIP/UDP and SIP/TCP ( RFC3261 ) , IMS ( 3GPP ) , MGCP (RFC3435)
<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, NTT, and DTMF-based CID
<b>Codec</b>	G.711 ( a/μ ) , G.729a
<b>Fax over IP</b>	T.38, G.711 pass-through T.38 compliant Group 3 Fax Relay Maximum fax rate of 33,600 bps (T.38)
<b>DTMF</b>	RFC2833, SIP-INFO, Transparency
<b>Disconnect modes</b>	Polarity reversal, Busy tone detection, Loop current
<b>Voice-quality enhancement</b>	Echo cancellation ( G.168-2004, 64 ms tail length ) , Adaptive jitter buffer

### 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>DISA</b>	Authorization with calling party number, Authorization triggered by feature access code
<b>Call recording</b>	Call recording ( total, on demand ) , Recording priority/retention priority upon insufficient storage
<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
<b>Encryption</b>	Encrypted password/PIN
<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
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<b>Security level</b>	Three levels of security settings
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<b>Intrusion prevention</b>	Ping blocking
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### Provisioning, Administration and Maintenance

<b>Device management</b>	TR069, SNMP
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<b>Application interface</b>	API (XML/HTTP)
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<b>Auto provisioning</b>	Download configuration file via TFTP/FTP/ HTTP/HTTPS, Obtaining ACS address via DHCP option 66 or redirection
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<b>Phone management</b>	Plug-and-play for IP phones, Configuration-free installation of softphone
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<b>Local log storage</b>	Internal USB flash drive
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<b>Data capture</b>	Port capture, Packet capture
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<b>Configuration</b>	Bulk import/export. Resetting to the factory default
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<b>Status monitoring/ alarming</b>	Status/performance monitoring or reporting. Status/performance alarms
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### Other

<b>Multi-site voice</b>	Uniform dial plan, Call forward, Call transfer. Outbound trunk sharing, Three-way calling, Attendant on remote site
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<b>802.IP QoS/CoS</b>	IP TOS/TSCP
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<b>Media stored in internal USB flash drive</b>	Local recording, Voicemail, Customer information, User-uploaded IVR file
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## Hardware

	OM20	OM50
CPU	700 MHz	700 MHz
RAM	128 MB	128 MB
FLASH	16 MB	16 MB
Internal USB flash drive	16 GB	16 GB
Weight (net)	0.72 kg	1.2 kg
DC power input voltage	12 VDC/1.5 A	12 VDC/1.5 A
Power consumption	9 W	18 W
Mounting	Desktop,Rack	Desktop,Rack
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)	