

SBX

Single Board Announcement, Call Processing and Music/Message-On-Hold Solution

The SBX is a single board version of Interalia's popular XMU+ family of announcement, call processing and music/message-on-hold solutions. It provides the functionality of the popular XMU+ system at an extremely affordable price. The SBX is ideal for companies requiring small (8 port and under) ACD announcement, auto attendant, call processing, music/messaging-on-hold and dial-by-name functionality. It works seamlessly with all major telephone systems to affordably deliver the functionality of the XMU+.

Applications:

The SBX can be used in so many ways. It can process calls, prompt callers for information, or play a variety of interesting ACD announcements until an agent is available. It can even transfer calls when operators are not available, re-directing to ACD queues, IVR ports, departments, voicemail or information messages. The SBX is ideal for any application that requires 8 ports or under for:

- Call Processing
- Auto Attendant
- ACD Announcements
- Music/Messaging-On-Hold
- After-Hour Attendant
- Interactive Audiotex
- Information Lines
- Hotel Wake-Up
- Disaster and Emergency Messages
- And much more...



Advanced Features:

- Affordable platform for call processing audiotex, ACD announcements and music/messaging-on-hold
- Messages can be scheduled in advance by day-of-week, date-and-time or holiday
- Message manager to easily record and change messages
- 4 or 8 analog ports
- 8, 16, 32 or 60 minutes of non-volatile audio storage
- 2 Music-On-Hold outputs (separate from other ports)
- 1 Music-On-Hold input
- Excellent solution for 8 ports or under
- FLASH memory (no batteries required)
- Callers can rotate through a variety of messages on a single port
- Stores messages in .wav file format
- Windows-based management software with easy to use GUI
- Built-in modem and TCP/IP connection
- Easily change messages from your desktop
- Standard multi-site management tools
- Disaster recovery override activates pre-programmed instructions or messages
- Interfaces to network redirect services
- Remote multi-language prompt support

The SBX is ideal for companies that need a maximum of 8 ports but want the outstanding functionality of the XMU+ at an extremely affordable price.



Common Problems Solved By The SBX

- 1 We need to provide our customers with a lot of different information.**

With the SBX, your customers can call a single telephone number then choose which messages they want to listen to. They can also transfer directly to an agent if they have complex requirements.
- 2 We want to promote our products and services to on-hold callers.**

The SBX can provide a variety of interesting announcements to on-hold callers including messages that promote your products and services.
- 3 I want to cross-fade my music and messages.**

The SBX is a very affordable way to provide music and messaging-on-hold because it enables you to cross-fade and blend your messages with music from an internal or external source.
- 4 Our employees spend too much time answering frequently asked questions.**

If your agents are too busy, you don't have to add expensive voicemail ports. Offload call processing to the SBX then use these ports for other things. The SBX is a cost effective way to offload attendant duties from staff, providing callers with the information they need and enabling staff to focus on callers with more complex questions.
- 5 I want to pre-record holiday and after-hour greetings in advance.**

With the SBX, you can pre-schedule your holiday messages or greetings - days, weeks or months in advance, it will automatically turn them on/off at the correct date and time.



SBX Back

Technical Specifications

Audio Inputs:

- Handset
- PSTN port for remote access (RJ45)

Audio Processing and Storage:

- Storage medium: FLASH
- Processing and Storage rate: DS0 64 kbps
- Frequency response: 200 Hz to 3.4 kHz
- From 8 minutes to 60 minutes of recording time (key code enabled)

Alarm Contacts:

- 2 output contacts
- 1 input (isolated sensing or contact closure, 60 V)

Communications Ports:

- 1 RS-232 port (DB9)
- 1 10/100 Base T Ethernet port (RJ45)
- 1 V9.2 Modem port (RJ45)

Messages:

- 999 messages per partition
- Max 64 partitions

Power Supply:

- 110/240 VAC, .2 A/.1 A, 60/50 Hz, 20 W

Approvals:

- FCC (Part 15 & Part 68), CS-03, cCSAus, CE, A-Tick, C-Tick and RoHS

Dimensions:

- 1.75 in. (4.5 cm) Height x 17.5 in. (44 cm) Width x 9.25 in. (23.5 cm) Depth

XMUCOM+ Administration Software:

- Windows 98, 2000 or XP
- Support for .wav files
- Remotely manage 1000 XMU+ units or more
- Download configurations via windows-based proprietary software
- XMUCOM+ is included with each SBX purchased

MOH Ports: (Optional)

- 2 outputs for external music (key code enabled) (600 ohm and wet loop compatible)
- 1 music input

Analog Ports:

- 4 or 8 ports
- Connector: Female RJ45
- Ring detection: loop or ground start
- E&M signaling
- Continuous play
- Output level: adjustable to a maximum -9 dBm
- Configurable offhook impedance: 600 ohm, European (ETSI Complex), Australian (ACIF Complex)