



OM20

The Officium 20 (hereafter “OM20”) is an All-in-One telephony system. It provides seamless connectivity to not only PSTN and analog terminals, but also IP-based SIP trunks and SIP terminals. Using VoIP, the OM20 supports inter-office calls over the Internet or VPN. As enhanced models, OM20 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, OM20 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.

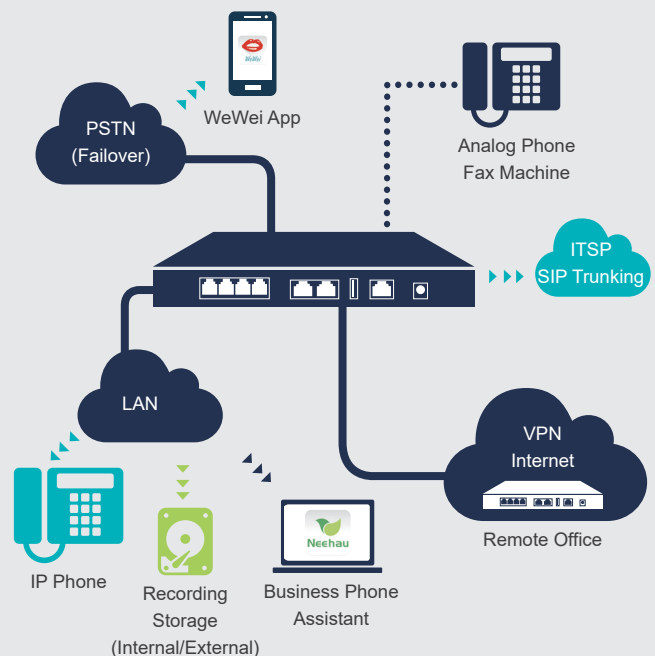
### Reduction of Telecommunications Cost

OM20 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, OM20 can route calls intelligently according to call types. Combined with New Rock’s WeWei™ softphone App and NeeHau business-phone assistant, you can achieve more effective and comfortable communications between you and your customers.

OM20	
Max.IP extensions	20
Max.analog extensions	4
Max.IP trunks	24
Max.analog trunks	4
Max. concurrent calls	24
H×W×D	1.38 × 7.99 × 5.35 in. 35×203×136 mm
Model	2S/2, 4S, 4FXO

### 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

### Protocol

**Call control** SIP/UDP and SIP/TCP (RFC3261), IMS (3GPP), MGCP (RFC3435)

**Network** Telnet, SSH, HTTP, HTTPS, DHCP/PPPoE client, DNS (A/SRV record), STUN

### Media processing

**Caller ID** Bellcore Type 1&2, ETSI, BT, NTT, and DTMF-based CID

**Codec** G.711 (a/μ), G.729a

**Fax over IP** Auto-switch to T.38 from G.711 Fax pass-through, Fax data pump V.17/V.21/V.27ter/V.29/V.34 for T.38 compliant Group 3 Fax Relay up to 33.6 kbps. Support Smart Fax over IP (SFoIP) to make fax event more reliable

**DTMF** RFC2833, SIP-INFO, Transparency

**Disconnect modes** Polarity reversal, Busy tone detection, Loop current

**Voice-quality enhancement** Echo cancellation (G.168-2004, 64 ms tail length), Adaptive jitter buffer

### Voice

**Smart auto attendant/Receptionist** Business/non-business hours/holidays, Music on hold, Attendant group, Multilingual/multi-level IVR, Auto attendant profiles, VIP service

**Dialing** Speed dial, Outgoing route selection, Least cost routing, Automatic route selection

**Call settings** Call transfer, Call forward, Do not disturb, Barge, Silent monitoring, Simplified DISA etc.

**DISA** Authorization with calling party number, Authorization triggered by feature access code

**Call recording** Call recording (total, on demand), Recording priority/retention priority upon insufficient storage

**Voicemail** MWI (polarity reversed/FSK/high voltage)

**Analog trunk** Caller ID, Polarity reversal detection

**SIP trunk** IMS, Multiple SIP servers, Skype Connect

**Phone status indication** Status subscription (BLF)

### Security

**User-defined ports** SIP port, RTP port, HTTP/HTTPS port to access the Web GUI

**Access list** IP addresses allowed to access HTTP/HTTPS/Telnet/SSH service

**Encryption** Encrypted password/PIN

**IP phone protection** Prohibition on outgoing dialing by IP extensions on public network, User-Agent authentication, Registration password cracking protection

**Web GUI login protection** Prohibition on login from public IP address, Login password cracking protection

**Security level** Three levels of security settings

**Intrusion prevention** Ping blocking

### Provisioning, administration and maintenance

**Device management** TR069, SNMP

**Application interface** API (XML/HTTP)

**Auto provisioning** Download configuration file via TFTP/FTP/HTTP/HTTPS, Obtaining ACS address via DHCP option 66 or redirection

**Phone management** Plug-and-play for IP phones, Configuration-free installation of softphone

**Local log storage** Internal USB flash drive

**Data capture** Port capture, Packet capture

**Configuration** Bulk import/export, Resetting to the factory default

**Status monitoring/ alarming** Status/performance monitoring or reporting, Status/performance alarms

### Other

**Multi-site voice** Uniform dial plan, Call forward, Call transfer, Outbound trunk sharing, Three-way calling, Attendant on remote site

**802.IP QoS/CoS** IP TOS/TSCP

**Media stored in internal USB flash drive** Local recording, Voicemail, Customer information, User-uploaded IVR file

## Hardware

Spec.	OM20
CPU	700 MHz
RAM	64 MB
FLASH	16 MB
Internal USB flash drive	16 GB
Weight (net)	1.59 lb (0.72 kg)
DC power input voltage	12 VDC/1.5A
Mounting	Desktop/Rack
Operating	Temperature: 32 to 104°F (0 to 40°C), Humidity: 10 to 90% RH (non-condensing)
Storage	Temperature: -40 to 158°F (-40 to 70°C), Humidity: 5 to 90% RH (non-condensing)