Syntel's 1500DX...

...the convergence convenor!

SYNTEL
Business Communication Solutions

Engineered to give you the cutting edge

Syntel Telecom, a member of the US $ 500 million Lalbhai Group, is presently organized as a division of its flagship company, The Arvind Mills Ltd. With over 1,000,000 users today, Syntel is one of India's largest EPABX manufacturers with a host of industry firsts to its credit. Syntel's clientele includes Raymonds, Reliance, Bajaj Electricals, Indian Navy, Federal Bank, Amway India and many other prestigious corporates, who have found Syntel's nationwide service network to be a rarely required reassurance of Syntel's commitment towards building a user-friendly and reliable communication system.

The Workplace Reality...

It is an inherent need of any organization, and individuals working in it, to have a communication infrastructure that not only improves the quality of their work life but also their ability to cope with the demands of their internal and external customers. Voice is undoubtedly the most effective medium used even today, but other media like data and video communication also play a vital role. Bringing these diverse media together, while maintaining benefits like 'simplicity in operation', 'reliability', 'cost effectiveness' & 'interoperability', poses to be the most common problem faced by the industry as of date.

Convergence...

Engaging business beneficial applications like Voice Mails, Voice Loggers, Unified Messaging system, IP Telephony, CRM, etc has become mandatory in this knowledge and information centric business environment. However for this to happen, the confluence of voice and data is a must, wherein the telephony system and data network need to interface with great flexibility. *Recognizing the need and potential of such a device, Syntel envisaged the 1500DX - the protagonist that makes this convergence possible!*

Voice & Data Support...

Syntel's **1500DX** is a state-of-the-art digital EPABX capable of handling data connectivity as easily as it would handle voice. To start with, it supports ADSL & SHDSL that allows you to transmit traffic at various multi-megabit speeds, thus giving you the dual privilege of an additional line for voice communication and access to data across the corporate LAN/WAN. Adding to this, it also supports ISDN (BRI & PRI), thus allowing you to single handedly manage voice and numerous non-voice communications such as data, fax and video over a common high-speed digital network, the benefits of which can be availed by the entire organization. And finally, by providing a VoIP interface the system helps dramatically reduce telephone costs by converging many elements such as Voice, Email & Fax, and routing them over the Internet for transmission to any point in the world.

Having adapted itself to every new technological advancement in the data communication arena, the 1500DX is truly justified in its claim of being …

...the next generation EPABX!

Enterprise Solutions...

Effective communication plays a vital role in building strong business relationships. Infact, a lot in the corporate world today revolves around how well one communicates. So obviously if your enterprise is not backed up with a state-of-the-art communication infrastructure, a lot can go amiss in a very short time. Hence, apart from the basic voice & data capabilities, Syntel's 1500DX offers a host of functionalities that enhance the total productivity & operational efficiency of an organization, thus helping it differentiate itself with respect to others.

Keyphone Highlights

- 64 x 128 pixels Graphical Display
- 22 soft programmable keys
- 4 Way Menu Driven Navigation Keys
- Full Duplex Hands Free Operation
- Software and Data Base Downloading facility
- In-built Directory Service
- Screen Saver in Idle Time
- Volume Control Key
- Upto Seven Ring Tones
- Dial by Name Facility
- Both way Call Log Facility
- Optional Data Port
- All Standard Operator Console features

Growth…
Syntel's 1500DX allows continuing growth in terms of not only its configuration but also its capabilities. Due to its modular build, it allows you to start where you are and then grows with you in comfortable steps, thus making it an excellent investment protection proposition.

Diagnostic Functions….
Troubleshooting minor problems can be quite cumbersome, especially in big organizations with a huge infrastructure. Syntel's 1500DX supports Integrated Test & Diagnostic Facilities (ITDF) enabling on board diagnostic functions, line testing and maintenance operations, making it an extremely handy tool for the service personnel.

Operational Ease....
Syntel's 1500DX provides ease in operation with computer integrated features like PC based Console, Incoming Call Alert Software, GUI for system programming, etc, thus enabling the user to exploit the true potential of the system. In addition to this, all Computer Telephony Integration (CTI) applications like Dialers, Interactive Voice Response (IVR), Voice Mail, etc, run fluidly in tandem with the system.

Networking…
Syntel's 1500DX offers various alternatives like TWT, E&M, E1, ISDN (PRI), etc, for those organizations that require networked EPABX systems with transparent operatability. By complying with the QSIG protocol (on PRI), the system offers a global signaling system for corporate networking with a variety of standard and optional features, along with a platform for innovative new services and future networkability.

Hot standby....
In mission critical environments system down time is intolerable. In such cases the hot standby (optional) arrangement of the main CPU card, provided by the 1500DX, proves to be a boon. In event of failure of the main CPU, the standby CPU takes over immediately thus avoiding disruption on any ongoing calls. To supplement this, the other cards in system too can be hot swapped online thus ensuring a continuous operation with minimal downtime .

Evolving to a new echelon in telephony!

Call Center Solutions...

India, with its massive pool of skilled, low cost manpower and world-class expertise in Information Technology, has become a hub for large scale BPO activity. Obviously the business, being completely telecom oriented, depends heavily on enterprise equipment to achieve maximum efficiency in their day-to-day activities. Keeping this factor in mind, Syntel's 1500DX has also been customized to cater to all the telephonic requirements of this industry.
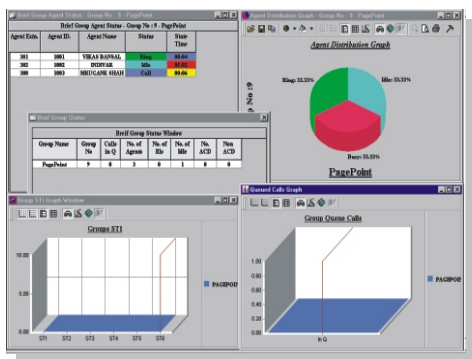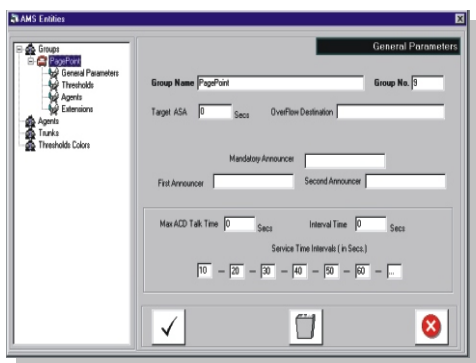
Syntel provides a comprehensive package consisting of solutions for inbound, outbound and blended Call Centers like IVRS, Dialers, Voice Logger, etc, that can be integrated with the 1500DX, thus taking care of its every need and at the same time easing all infrastructural and installation related problems.

The remaining requirements concerning elements like catering to different processes, supervising individual & group performance, providing realtime support, etc are all made easy by the system itself. For example, upto 10/10/64 ACD groups, with 50/128/250 agents per group, can be defined in the 1500DX. To help manage these groups, Syntel offers a proprietary ACD Management Software (AMS) that helps the user monitor the status of each call made/received & the agent's activities therein. This AMS solution is made of the following sub-modules:

- AMS Server - For communicating with the EPABX and sending the data obtained from it to the network with various clients.
- AMS Admin - For configuring the ACD groups with agents & defining the various parameters required for customizing the software as per the supervisor's convenience
- AMS Real Time - For obtaining online statistical and graphical information about the status of the various calls
- AMS Historical Reports - For generating the various reports required for assessing the agent's & the organization's overall performance

Thus, to put it in a gist, it offers you a complete cost effective solution that one would expect from any professional call center solutions provider.
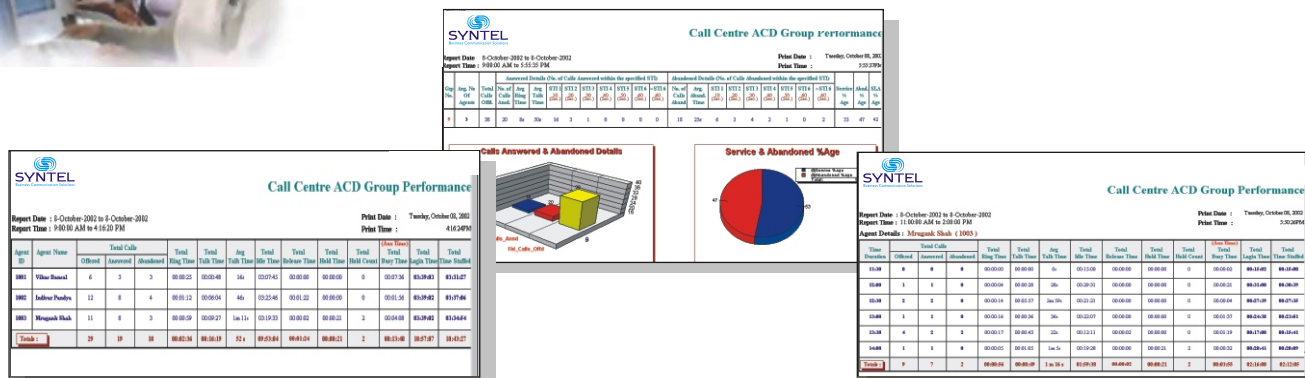
Customized solutions for Call Center application!

Network Interfaces & Connectivities...

Syntel's 1500DX is geared to meet every need and demand of a progressive business enterprise. While interacting with the external circuits it deals with multiple type of trunk interfaces like the conventional analog trunk, Two - Way - Trunk (TWT), Ear and Mouth (E&M), Magneto, Direct - Inward - Dialing (DID) and Digital trunks like E1, ISDN BRI, PRI and DSL. In addition to this, the VoIP interface can be used to connect the system to a Virtual Private Network through any Internet Service Provider. Internally the users can be connected through the ubiquitous single line telephone (SLT), ISDN phones, proprietary Digital Phones, fax machines and operator consoles. On the CTI front, it supports all organizational requirements like Voice Mail, Voice Logger, IVR, etc. All in all, it offers a one stop comprehensive solution for any organization, irrespective of the industry segment.

Catering to the needs of business communication!

ISP

PSTN

VoIP   **VoIP**

PC Based Console

Trunks
ANALOG
DID
E1(CEPT)
PRI (QSIG)
BRI
GSM/CDMA (FWT)

Networking
E1(CEPT)
PRI (QSIG)
TWT
E&M
SHDSL

3rd Party
EPABX

RS232 /TCP/IP

PC

ADSL   Modem

Voice Logger

Extension

Call Center Solutions (PD/CTI)

IVR

Analog Extension

Facsimile

Paging

Graphical Key Telephone

Voice Mail

ISDN Phone

Key Telephone

Salient Features

System Features

Automatic Call Distribution (ACD)
Auto Redial
Call Budgeting
Call Buffer Memory (SMDR)
Class of Service
CLI on SLT & KTS (FSK/DTMF)
Conference (64 party) built in
Date & Time Setting
Direct Outward Station Access (DOSA)
External Call Forward
Extension to Extension Call Restriction
Internal / External Music on Hold
Flexible Numbering Plan
Hotline
Hot Standby (Optional)
Fault Diagnostics
Inbuilt Multi Level Voice Guidance
Line Fault Diagnostics (Optimal)
Mini E-mail
Online Advice of Charge
Paging (Optional)
PC based Console/Standalone Console
PC based Programming Interface
Printer Interface (Built-in)
Programmable Gain Control
VIP Extension
Virtual Telephony
16 KHz / Polarity Based Billing / Time based Billing

Extension Features

Auto Call Back (Busy/No Reply)
Barge In
Background Music(on KTS)
Boss Secretary System
Call Camp On
Call Parking
Call Pickup
Call Forwarding (All Calls/Busy/No Reply/DISA
Call Forward)
Call Privacy
Call Transfer
Conference Facility
Do Not Disturb

Dynamic Locking (STD/ISD/Local)
Extension Personal Password
Follow Me
Listening In
Memory Dialing
Self Alarm
Silent Monitoring

KTS and OPCON Features

LCD Display
Caller Name Display
Call Queuing
CLI Display
Clock & Calendar Display
Direct Station Selection (DSS)
Hands free Operation
Headphone Connectivity / Speaker Phone
Remote activation or room monitoring

Specifications

Technology	Digital PCM/TDM Non Blocking
Control	Stored Program Control
	Distributed Switching Control
Architecture	Distributed Processing
Processing	32 Bit Microprocessor
Power	
Operating	230 V AC for 128 ports
Voltage	above that -48V DC thr' FCBC
Loop Resistance	
Short Loop	1200 Ohms
Long Loop	2400 Ohms
Junction	600 Ohms
Impedance	

Environmental Specifications
   Temperature 0-40 C
   Humidity-20% -80% RH Non-Condensing

Network Interfaces

Analog Trunk
Analog DID/DOD/TWT/ E&M (2 wire/4 wire)
Magneto Trunk Interface
GSM/CDMA (FWT)
Digital ISDN BRI & PRI
Digital CEPT (E1)
VoIP
SHDSL

Extension Equipment

Single Line Telephone (SLT)
Proprietary Digital Key Telephone (KTS)
ISDN Phones / NT
Fax Machines
ADSL Modems
Video conference equipment
DECT Interface equipment

Peripherals Supported

Call Detail Recording (ASMDR)
Voice Mail
Voice Loggers
Dialers
IVR systems
Printers

CTI Interface

RS232 Port
TCP/ IP (CPU dependant)

Program Storage

EPROM/Flash EPROM
Flash RAM

Protocols Supported

Loop Dial/Ring Down
DTMF
R2MFC (CCITT/Indian Modified)
QSIG

GPAX Features

DID/E1 Interface
Call billing
Polarity Reversal (optional)

System Configuration with Dimension (mm)

128P	W-482, D-400, H-177	
256P	W-482, D-400, H-266	
504P	W-600, D-500, H-600	
1024P	W-600, D-600, H-1000	
1504P	W-600, D-600, H-1400	
Expansion Modules		
1024P	W-600, D-600, H-1000	
1504P	W-600, D-500, H-1400	

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visit us at : www.synteltelecom.com

Note : The specifications & features are subject to change without prior notice due to continuous Research & Development

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