



Interalia's flexible call processing solutions enhance Nortel Communication Server 1000

The XMU+ and SBX product family provides a flexible call processing and music on hold solution for the Nortel Communication Server 1000 (CS 1000). Using analog or T1 connections, ACD messages, Auto Attendant, and system On-Hold music/messages can be delivered: **Simply, Clearly, Intelligently.**



Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

The XMU+ and SBX family of products takes the functionality of traditional announcement systems to the next level by providing up to 64 ports for auto attendant, ACD announcements, music/messaging-on-hold, interactive audiotext, call processing, basic IVR functionality and more.

The XMU+ / SBX can help your company in so many ways. It can transfer calls when operators are not available, prompt callers for information or re-direct callers to ACD queues, IVR ports, departments, voicemail or information messages. It is also suitable for use as a back-up to a voice mail or IVR system. The flexible Music-On-Hold feature will allow companies to present callers with a simple music listening experience or to blend music with messages for a richer experience.

Typical applications include:

- Call Processing
- Auto Attendant

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

System administration for both the XMU+ and SBX is done using a windows based program called XMUCOM+. Administrators can easily download messages or configuration files to single or multiple systems. Additionally, once a system is setup, audio message changes can be done by non-technical staff through a remote telephone interface or through a simple (optional) software program called Message Manager.

XMU+ / SBX Product Differences

The XMU+ system is a modular system capable of supporting different connection cards and hot swap power supply modules. There can be up to 8 connection cards in the large chassis. This flexibility, along with upgradeable user memory modules, makes the XMU+ solution fit the present need with growth to future needs. The different card modules include:

- Hybrid Analog Line Card. Available in 4 or 8 ports, each of the lines can be configured as a passive ACD announcement line or an interactive line with a menu structure.

The hybrid card is excellent for delivering ACD/UCD announcements, automated attendant and audiotext in the same XMU+. If required, an 8 ohm passive line card for Nortel's demanding low impedance (RAN) applications is available.

- T1 Digital Line Card. Up to two of the 24 port T1 digital line cards can be used for auto attendant and interactive menu applications. The T1 card uses robbed bit signaling (RBS) to support line side T1 connections.
- On-Hold (MOH) Line Card. The music/messaging-on-hold (MOH) card is an integrated solution that helps businesses capture the attention of on-hold callers by playing music, or blending promotional messages with recorded music. It is like a DJ for your PBX, enabling external music sources to be directly connected to an XMU+. MOH messages can even be pre-scheduled to play on specific dates or times to coincide with promotions or holidays. Each MOH card can drive up to 4 MOH ports on a PBX.
- Hot Swap Power Supply. Up to two power supplies can be used in the Large Chassis. If one power supply fails, the XMU+ will seamlessly switch over to the other power supply. Both 48 VDC and 110/220 VAC modules are available. Systems will operate on a single power supply or with any mix of the two modules.

The SBX is the non-modular version of the XMU+ and is ideal for companies requiring small (8 port analog and under) ACD announcement, auto attendant, call processing, music/messaging-on-hold and dial-by-name functionality. Additional options include:

- User Memory. Audio file storage can be supplied with 8, 16, 32, and 60 minute increments.
- Music On Hold. There are two audio outputs and one audio input that can be enabled to provide music and message delivery for On-Hold treatment of callers. This output can also be used as a source for overhead music/announcements.

Interalia also offers a full suite of audio production services including; an extensive fully licensed music library, script writing and prompt recording – all of which can be resold by our channel partners.

Company Information

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Interalia

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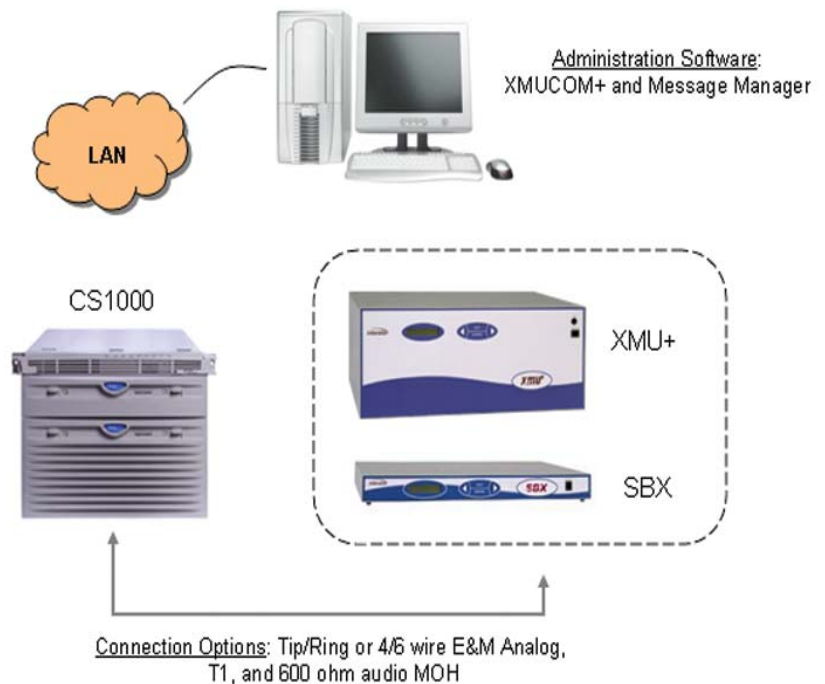
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For all inquiries on this product,
please provide the following
reference code: NRTLPO2



Compatibility Information:

Interalia XMU+ Release 6.0 and SBX Release 1.0 were verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at:

www.nortel.com/prd/dpp/product/prodpages/z6277.html (SBX)

www.nortel.com/prd/dpp/product/prodpages/z6276.html (XMU+)



www.nortel.com/compatible

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