



## A SIMPLE MESSAGING SOLUTION

Easily manage calls and announcements with the SBX<sub>2</sub> Messaging System from Intermedia. With a friendly Windows-based software interface and secure remote management options through TCP/IP, modem, and dial-up, SBX<sub>2</sub> offers superior agility and ease-of-use to businesses seeking a versatile but simple messaging solution.

## WHY CHOOSE SBX<sub>2</sub>?

### **Ease of Use**

SBX<sub>2</sub>'s content management software is Windows-based for maximum compatibility and ease of use. Build call flows, manage system messages, set message priorities, and more—all from within a simple and human language-based interface.

### **Lasting Performance**

With a history of long lasting performance, Intermedia messaging systems are a reliable, long-term messaging solution.

### **High Volume Capacity**

Designed to manage up to 300 calls per hour, the SBX<sub>2</sub> messaging system allows your staff to focus on only the most critical calls, relieving phone fatigue and ensuring clear, consistent messaging across the board.

### **Secure Remote Access**

Update your messaging from anywhere with a stable TCP/IP, modem, or dial-up connection. Whether you're on the road for business or making last-minute changes from home, SBX<sub>2</sub>'s secure remote access keeps you agile.

### **PA, PBX, and RF Compatible**

Whether you're using PA, PBX, or RF—or all three systems simultaneously—the SBX<sub>2</sub> messaging system makes it easy to distribute content and music across all of your channels. You can even broadcast to multiple streams and locations.

### **Small Form Factor**

With the 1U rack or wall mount and at just 17.5" wide by 9.25" deep, the SBX<sub>2</sub> messaging system offers a low-profile solution for even the smallest offices.

## NOW YOU CAN...

- Automate and standardize your most frequent announcements
- Process up to 300 calls per hour
- Record studio quality announcements on streamed music feeds
- Easily configure and update messages with Windows-based software
- Accommodate diverse communities with multi-language broadcasts
- Broadcast to multiple zones at once\*
- Broadcast simultaneously through PBX, PA, and RF systems
- Recover from fail over with pre-programmed messages
- Broadcast in real-time during emergencies with disaster recovery tools
- Immediately make changes from anywhere with built-in remote access options
- Manage multiple sites from a single location

\*Dependent upon PA system



# SBX<sub>2</sub>

## Technical Specifications

### Audio Processing and Storage

- Pulse code modulation (PCM)
- Storage: SDRAM and Flash
- Processing and Storage Rate: 8kHz x 8 bits (64K digital bandwidth)
- Frequency Response: 200 Hz to 3.4 kHz
- Recording Time: 60 minutes

### Audio Inputs

- Handset: 220 ohms
- Remote Access Jack: RJ-11 for PSTN or PBX connection
- 1 Music-On-Hold (MOH) input for external licensed music sources

### Alarm Contacts

- 2 output contacts
- 1 input contact

### Communications Ports

- 1 RS-232 port
- 1 TCP/IP port
- 1 modem port
- 1 TCP/IP port for future use

### Music on Hold Ports (Optional)

- 2 outputs for external music (keycode enabled)
- 600 ohm interface

### Analog Ports

- 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, CE, A-Tick, C-Tick

### Messages

- 999 messages per partition
- Messages cannot exceed total recording time

### Power Supply

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

### Approvals

- FCC, CS-03, CSA - C/US, CE, A-Tick

### Dimensions

- 1U rack or wall mount
- 1.75 in (4.5 cm) Height x 17.5 in (44 cm) Width x 9.25 in (23.5 cm) Depth

### Administration Software

- SBX<sub>2</sub> utilizes XMUCOM+ software
- Windows XP or Windows 7
- Support for .wav files
- Remotely manage multiple SBX<sub>2</sub> or XMU+ sites
- XMUCOM+ included with SBX<sub>2</sub> purchase

### Message Manager (Requirements)

- Windows XP or Windows 7
- LAN connection
- Sound card
- Microphone

## Make SBX<sub>2</sub> Work for You

Make contact with your customers while they are on hold.

*"Please continue to hold, your call is important to us..."*

Play regular announcements over an intercom or speaker system.

*"The white zone is for the immediate loading and unloading of passengers only."*

Standardize the greeting someone hears when they call your business.

*"Thank you for calling the Multnomah County Court House. Our hours are..."*

Create call flows that answer frequently asked questions.

*"Flu shots are available Monday through Friday between 2PM and 5PM."*

Deliver real-time information about events, scores, proceedings, or hours of operation.

*"Don't miss our charity ball and auction this Sunday, June 8th."*

Ensure that your most important messages always play first.

*"Please proceed to the nearest exit."*

Create dynamic touch-tone options to better direct calls.

*"For Account Services, press three."*

Provide relevant information to first-time callers.

*"Now you can make appointments online!"*

Promote current deals or opportunities in lieu of a greeting.

*"Celebrate summer with \$50 off barbecues, glassware, and patio furniture."*

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*Interalia's SBX enables us to create a special in queue or on hold production for a specific ad campaign and make it live within 48 hours. By providing a fast turn round it has enabled us to give NCL a more professional service.*

*- Nick Findlay, Premier Business Audio*

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