



Telefonix Voice & Data Avaya Manual

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FACT SHEET

IP Office Desktop Communications Solutions

PC-Based Tools for Communications

Overview

Avaya IP Office desktop communications applications provide visual and point-and-click access to call functions. Desktop communications applications available with IP Office include SoftConsole, Phone Manager and Phone Manager PC Softphone.

Capabilities

SoftConsole — SoftConsole is the PC-based operator console that provides a visible display of call information and PC-based call handling — offering call control of the operator's telephone. SoftConsole enables phone operators (receptionists) to answer, route and manage incoming calls from the screen of their PCs. It also provides login options for back-up operator PCs. SoftConsole users can simultaneously view caller information, directory information (for point-and-click routing), held calls and company-wide phone status. SoftConsole users can also view their call history including missed calls.

Phone Manager — The Phone Manager application offers control of the telephone from the user's PC. Phone Manager is available in three versions: Phone Manager Lite, Phone Manager Pro and Phone Manager PC Softphone (VoIP mode).

Phone Manager Lite is a free IP Office application that allows all employees visual access to features and capabilities, including hosting conference calls. Phone Manager Lite works with affordable analog and entry-level digital or IP phones — while still offering advanced telephone functionality via a networked desktop PC.

Phone Manager Pro builds upon Phone Manager Lite by offering additional features, including integration with contact management packages for screen popping, voicemail control with VoiceMail Pro, and personal phone number directory.

Phone Manager PC Softphone offers the same GUI interface as Phone Manager Pro. The difference is that no phone terminal is needed — conversation actually takes place via the user's PC. (The physical setup must include a headset/microphone connected to the PC's soundcard or USB port.) Phone Manager PC Softphone offers a significant advantage for mobile users with remote access to the LAN — who can use a "phone within their laptop" with all the features that are available in the office.

Primary Benefits

- Simplifies communications — point-and-click access to commonly used features
- Enhances productivity
- Supports more effective call handling — increasing customer satisfaction
- Saves money — by combining Phone Manager applications with entry-level phones
- PC Softphone supports mobile, traveling workers; lowers long distance costs; makes it easier for travelers to stay in touch with co-workers and customers



Avaya Advantage

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Try any IP Office productivity application for free for 45 days.

IP Office Desktop Communications Options

	Phone Manager Lite and Phone Manager Pro	Phone Manager PC Softphone	SoftConsole
Format	CD-ROM	CD-ROM	CD-ROM
System Requirements	Any IP Office platform (Phone Manager Lite provided free of charge for all users)	Any IP Office platform	Any IP Office platform with R2.0 or higher
User Requirements	- Ethernet-attached PC; Pentium 266MHz with 64MB RAM; 50MB free disk space min. (sound card if audio required) - Windows XP Professional (SP2)/2000 Professional (SP4), Vista Business/Enterprise, Vista Ultimate, Vista Home Premium with TCP/IP networking - Optional Internet Explorer 6.0 or above for Conferencing Center integration - Optional Microsoft Outlook 2000/2003/XP, ACT! 6, ACT! 7.0, Maximizer 8.0 and Goldmine 6.7 for contact management integration. ACT! 7.0 and higher is supported via the optional TAPI.NET available from CRM Addons (www.crmaddons.com) a third-party vendor. - Any IP Office telephone - Hands-free operation available with supported 2400/4400*/4600/5400/5600/6400/series phones	- Multi-media PC; Pentium 400MHz (700MHz recommended) or above with 128MB RAM min. - Windows XP Professional (SP2) and Windows 2000 Professional (SP4) - Speakers/microphone (USB headset, USB handset or soundcard)	- Ethernet-attached PC; Pentium II processor 400MHz or higher with 64MB RAM (or higher as specified by Windows version); 1GB of free disk space (plus sound card if audio features required) - Windows XP Professional (SP2)/2000 Professional (SP4), Vista Business/Enterprise, Vista Ultimate, Vista Home Premium with TCP/IP networking 4 SoftConsole applications run per system max. (license controls number of simultaneous users) - Any IP Office telephone
Feature Detail	Phone Manager Lite	Phone Manager Pro/PC Softphone	SoftConsole
Inbound & Outbound Call Handling/Phone Call Control/Configure Phone Preferences/Configure Keyboard Shortcuts/CLI (ANI)-Name Display/Conference Control Display	Yes	Yes	Yes
Telecommuter Mode	No	Yes/No	No
Speed Dial Management/Busy Lamp Field/BLF (via speed dial)	Yes - 15 max	Yes	Yes
Multiple Speed Dial Tabs (to group BLF icons)	No	Yes - 10 tabs, 100 each	Yes
Microsoft Live Communications Server (LCS) Integration with Instant Messaging	Yes	Yes	No
Compact Mode	No	Yes	No
Local Phone Directory	No	Yes	Yes
Incoming/Outgoing/Missed Call Log	Yes	Separate tabs	Separate tabs
Collect New Voicemail Messages	Yes	Yes	Yes
Voice Mailbox Control (Avaya INTUITY® systems and IP Office modes)/Personal Distribution List Setup (INTUITY mode)	No	Yes	No
Incoming Call Scripting/Time on Call/Door Opening Control	No	Yes	Yes
Queue Monitoring	No	Yes - 2 queues	Yes - 8 queues
Conferencing Center Action Buttons	Yes	Yes	No
Conference Rooms	No	No	Yes - 2
Screen-pop Contacts (Outlook, Goldmine, ACT! and Maximizer)	No	Yes	No
Simple Outlook Contact Record Creation	No	Yes	Yes
Agent Mode	No	Yes	No
Distinctive Ringing (WAV file)	No	Yes	Yes
Post Connect Dial (sending DTMF while connected to another party)	Yes	Yes	Yes
VoIP Mode (to run as an IP softphone)	No	Yes	No

* Regional availability