



Technology Group
Empowering your Business

providing business technology
services across the UK since 1986



IP SoftPhone

A decorative horizontal bar consisting of four colored segments: blue, green, grey, and yellow.

THE ULTIMATE SOLUTION FOR ANYONE WHO NEEDS THEIR OFFICE PHONE WHEN AWAY FROM THE OFFICE

IP SoftPhone is a software package that becomes a virtual phone that can travel with you anywhere. Utilising your laptop's microphone and speakers (or a headset), you answer your phone when it rings, just like in your office. You can even have someone in the office screening your calls and forwarding calls to you transparently. You don't miss calls, you don't have to worry about leaving "I'm out of the office..." messages and, to customers and co-workers, it's as though you are still physically in your office, on your phone. This technology enables employees working from home or from small remote offices or warehouses, to have full access to a company's telephone system and features as if they were in the office. It eliminates the need for a separate phone system at each location and a hardware telephone set at each desk. The IP SoftPhone connects you to the full power of the Inter-Tel Axxess system through your company's data network lines (LAN, WAN or Internet connection) to send and receive data packets with voice transmissions over those lines. It operates and looks like the Axxess Executive Display Phone you use in the office. Because IP SoftPhone is fully integrated with the Axxess PBX phone system, users have the full functionality of the Axxess system such as transferring calls, initiating conference calls, accessing voice mail and more at their fingertips. Call centre agents working off-site can be part of hunt groups or call routing patterns and supervisors can monitor their calls as if they were in the office.

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IN OTHER WORDS...

An executive at extension 101 in London can travel to the company's Manchester office, plug in their laptop, and make and receive calls as if still in London with access to the full capabilities of the company's phone system. Callers dialling extension 101 will ring the IP SoftPhone in Manchester.

FEATURES

- Works over dial-up ISDN or high-speed internet connection
- 6-line by 16-character display
- One-touch access to feature buttons
- Full duplex conversation
- Fully functioning capabilities on-site or off without reprogramming
- Interoffice Do-Not-Disturb (DND) messages such as "In a meeting until 2:00" can be easily customised using the computer keyboard
- On-line help which provides general and context-related information
- A DSS map which enables you to know at a glance the status of each extension you have programmed your phone to track

BENEFITS

- Increase productivity and enhance communications of your mobile workforce while harnessing the full power of the Axxess system
- Reduces communication costs while increasing functionality for remote employees such as:
 - Mobile sales force
 - Work-at-home agents
 - Small office employees
 - Warehouse workers
- Ensure all employees can easily connect with each other and with customers
- Easily and affordably equip all employees in all locations with the same capabilities
- Avoid learning curve and retraining of employees
- IP SoftPhone works like other Inter-Tel phones



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