FlexIP™ Softphone

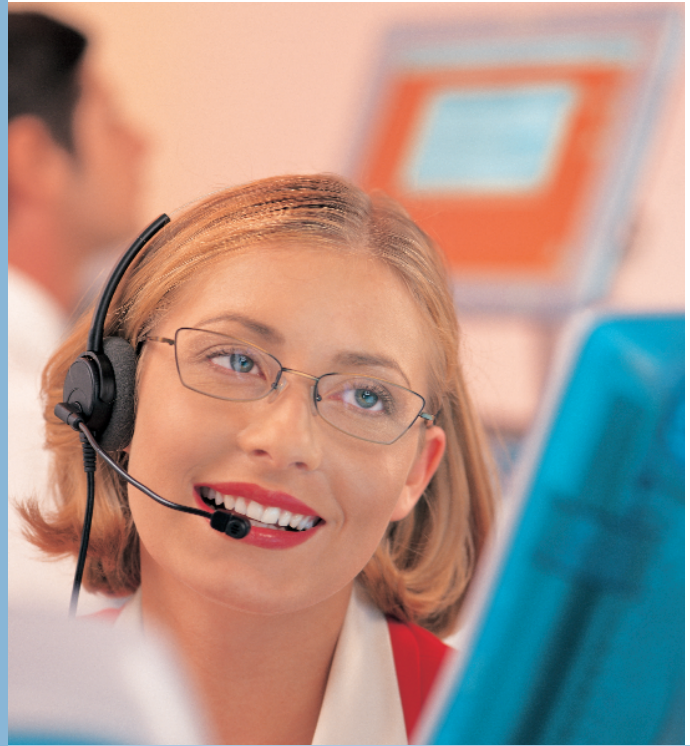## Turn Any Multi-media PC into a Full-featured IP Telephone

Flexible Virtual Office for Mobile Employees

For employees who travel or work from home, access to the corporate telecommunications network is essential. The FlexIP™ Softphone is an advanced software application that transforms any PC into a full-featured IP communications device for voice and data.

Now telecommuters and road warriors have the flexibility to establish a virtual office in any location, receiving and sending calls through an easy-to-use interface displayed on a desktop or laptop PC.

Computer-based Call Centers

With a PC on every desktop in your call center, there is no need for additional IP telephones. FlexIP Softphone easily turns your agent's PC into a multimedia communications center, with automated dialing and instant access to your contact center database.
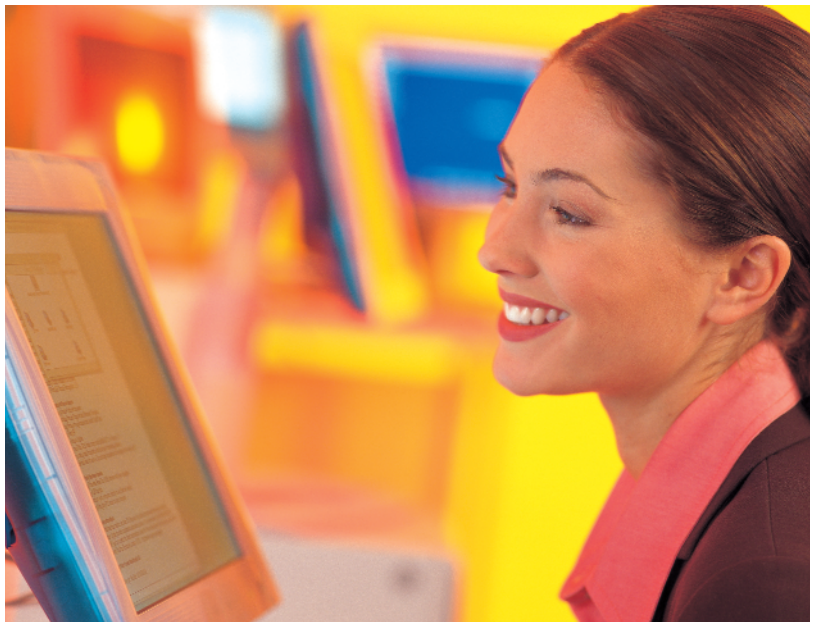
Turn any multi-media PC into a full-featured IP Telephone

Easy to Implement and Use

Users simply install FlexIP Softphone from a CD or web download and begin communicating just as they do with the Coral system at the main office. A dial-up or broadband connection to the company's IP network instantly turns the user's PC into a telephone extension. Once connected, FlexIP Softphone lets users access powerful features such as voicemail retrieval, call forwarding and speed dial.

Integration with Advanced Applications

The FlexIP Softphone integrates with Microsoft Outlook Contact list, enabling users to place calls by simply typing a name. In addition, users can add, delete and modify entries in their contact lists. Utilizing a rules wizard, a user can define rules for routing calls based on his or her availability.

The FlexIP Softphone operates over the IP network in conjunction with any Coral system running software version 14 or higher and the Universal Gateway (UGW) internal IP gateway.

Bottom Line Benefits

Simple to Use: Users enjoy all the familiar controls and features they are accustomed to when using a desktop telephone, including feature keys, LCD display, simple button programming, and message waiting indicator.

Cost Effective: In addition to bandwidth savings associated with IP telephone networks, companies can save by eliminating the purchase of desktop telephones.

Easy Mobility: The FlexIP Softphone is completely virtual, so there's no need to carry additional equipment. The PC's built-in microphone can be used for voice and the on-screen dial pad dial or keyboard can be used to place calls. A USB handset or headset can be used but is optional.

Increased Productivity: With the FlexIP Softphone, telecommuters and traveling employees can simplify their daily tasks through easy access to their contact directories.

More Flexibility: Companies gain flexibility by removing the restrictions associated with traditional call centers.

FlexIP Softphone

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State-of-the-Art Features

- Dial by Name - directory integration with Microsoft Outlook Contacts
- Corporate LAN, WAN, ADSL or cable-modem connection
- Personal routing rules
- Intuitive graphical user interface
- Dialing devices: on-screen standard12-key keypad or computer keyboard
- Control keys: Line, Hold, Transfer, Conference, Speaker, all with label and LED
- Programmable keys: 3 sets of 8 programmable keys, all with label and LED
- Accept and Reject keys for handset emulation
- LCD: 2 lines of 40 characters
- Volume Keys: volume up and volume down
- Message Waiting Indicator.
- Speed Dial Buttons Programming
- Call Log
- Dial from any Application
- System Tray Icon
- On-line Help

System Requirements

Hardware

- CPU: Pentium III 500Mhz or more
- Memory: 128Mb or more
- Disk space: 30Mb
- Sound card (full duplex)
- Speaker or Headset
- Microphone
- Network Interface Card (NIC)
- Screen: resolution of 1024 x 768 for best results

Operating System

- Windows NT
- Windows 2000
- Windows XP

Software

- Microsoft Outlook 97 or higher

Codecs

- G.711 (64Kbps)
- G.729a (8 Kbps)

Tadiran

KEEP IT SIMPLE

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