

Desktop Suite

Pre-Sales Support

SL1000

Release x

Doc. Version 1.00

The SL1000

Smart Communication for Small Businesses



www.nec-unified.com



Agenda

Overview

Modules\Modes

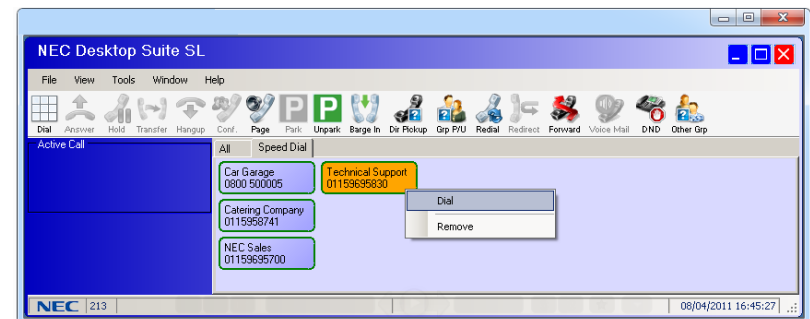
- Deskset Call Control mode
- Softphone mode

Easy

- Easy to Install
- Easy to use
- Easy to Install and Maintain

Demonstration\Trial License

Requirements



Overview

Desktop Suite is an Intuitive, Desktop Application that will help your staff to work even more efficiently. It can operate in 2 modes:

Deskset Mode

- Allows a user to perform call control on a desk phone i.e. Answer, Hangup Hold, transfer etc
- Can provide BLF using DSS keys that are programmed on the keyset
- Call Log / Speed dials
- Dial from and Screen Pop into Outlook

Softphone Mode

- use you PC as a VOIP extension. With all the features of the Deskset mode



- Call control provided by PC
- Voice path provided by Deskset (key telephone)
- Does Not require a VoIP card
- Requires a Deskset Control License (max. 128 clients)

The user can easily navigate to Call Control functions of his MLT with the use of a Tool Bar.

- Available tool buttons
 - Dial, Redial
 - Hold, Transfer, Park
 - Page, call pickup, Barge In
 - DND, Forward
 - Conference
 - etc



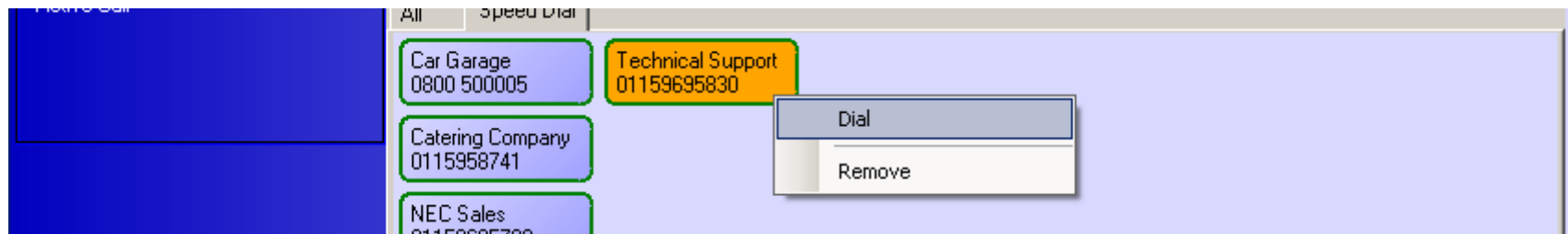
Integration with Voice Mail

- Voice mail tab with message notification

Integration with Outlook

- Screenpop, dial, transfer and conference

Highlight and dial: Highlight a number press F12 to dial

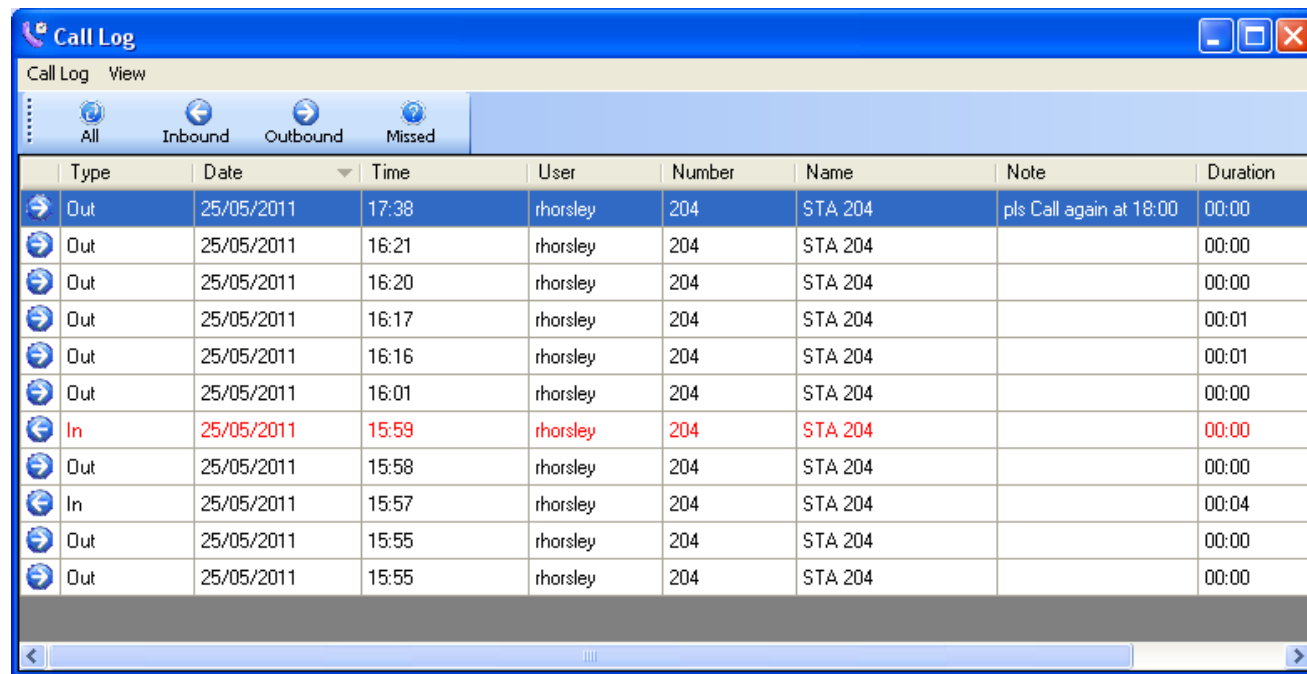


Inbound, Outbound and Missed calls are logged

Abandoned Calls are Marked Red

The user can Easily

- Add Notes to a call record
- Filter the logged calls

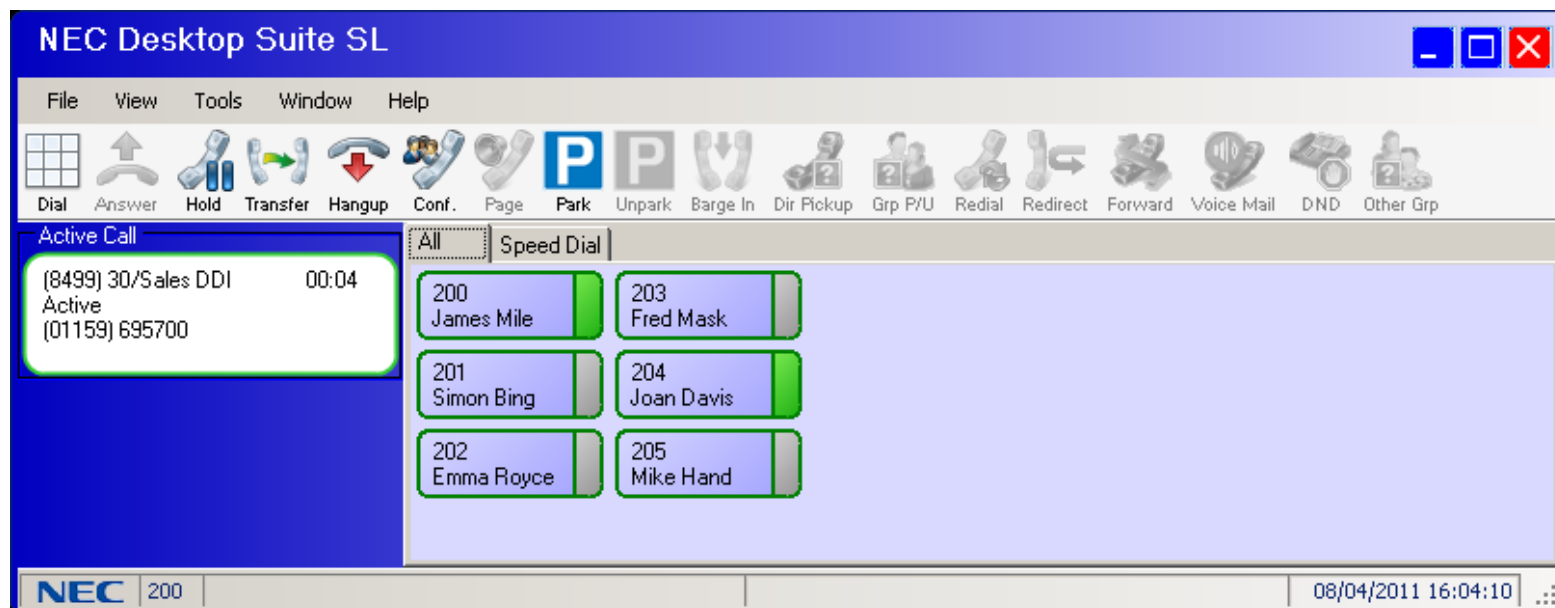


The screenshot shows a software window titled "Call Log" with a menu bar containing "Call Log" and "View". Below the menu bar is a toolbar with four buttons: "All", "Inbound", "Outbound", and "Missed". The main area is a table with the following columns: Type, Date, Time, User, Number, Name, Note, and Duration. The table contains 12 rows of call records. The 8th row is highlighted in red, indicating an abandoned call. The 9th row is an inbound call, and the 10th row is an outbound call. The 11th and 12th rows are outbound calls.

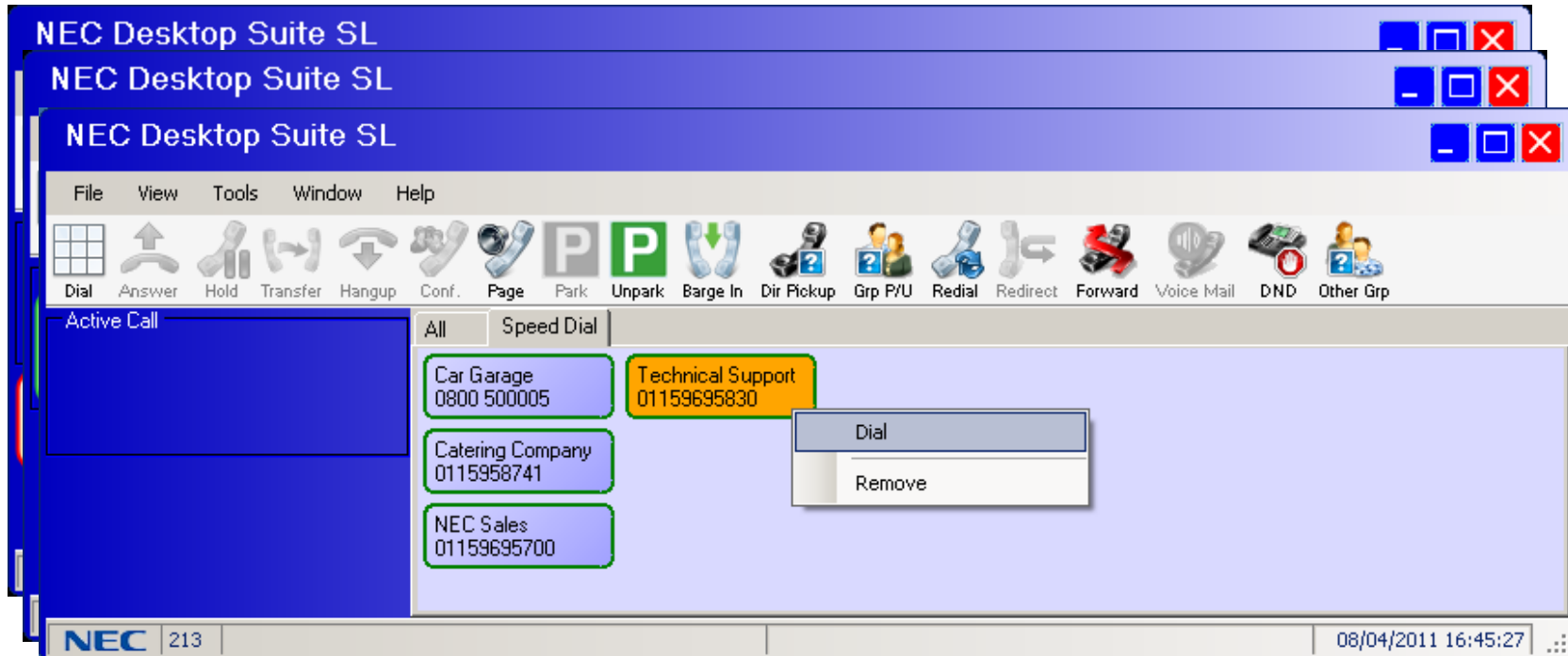
Type	Date	Time	User	Number	Name	Note	Duration
Out	25/05/2011	17:38	rhorsley	204	STA 204	pls Call again at 18:00	00:00
Out	25/05/2011	16:21	rhorsley	204	STA 204		00:00
Out	25/05/2011	16:20	rhorsley	204	STA 204		00:00
Out	25/05/2011	16:17	rhorsley	204	STA 204		00:01
Out	25/05/2011	16:16	rhorsley	204	STA 204		00:01
Out	25/05/2011	16:01	rhorsley	204	STA 204		00:00
In	25/05/2011	15:59	rhorsley	204	STA 204		00:00
Out	25/05/2011	15:58	rhorsley	204	STA 204		00:00
In	25/05/2011	15:57	rhorsley	204	STA 204		00:04
Out	25/05/2011	15:55	rhorsley	204	STA 204		00:00
Out	25/05/2011	15:55	rhorsley	204	STA 204		00:00

Easy to Use BLF wit DSS and Speed Dial Buttons

- The details of the users own Active Call are plainly presented
- The user can check the availability of Co-workers and Easily call them with the use of the DSS Soft Buttons
 - The SoftButtons represent the DSS Keys of the linked MLT

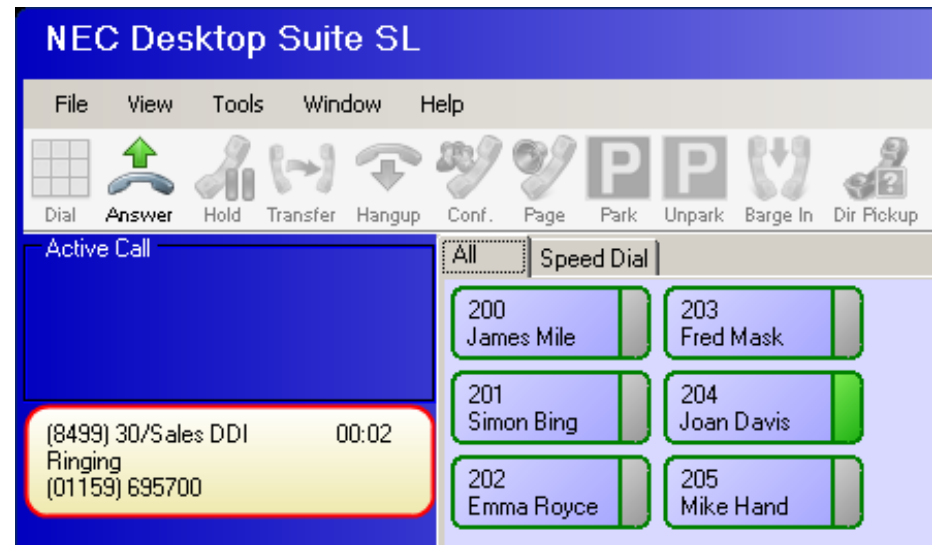


Example Screens



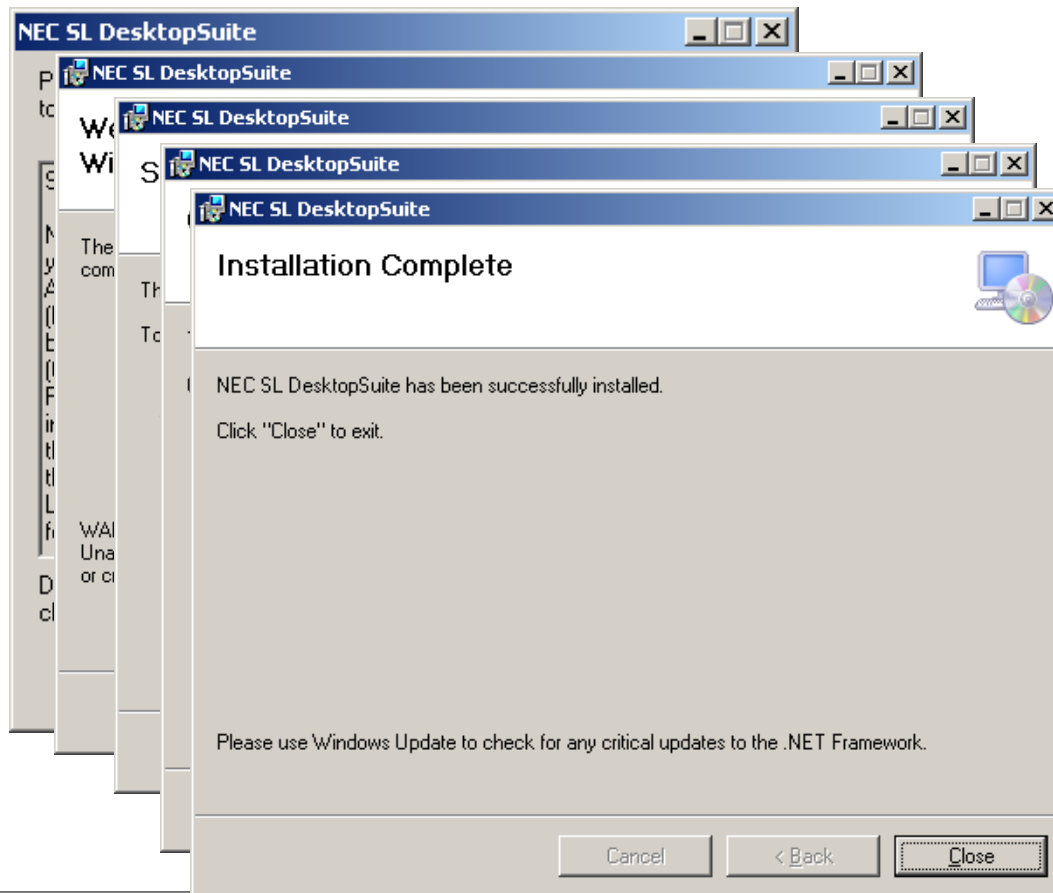
Softphone and Desktop Control : Same look and feel GUI

- Call control and voice provided by PC
- Requires VoIP card in SL1000
 - maximum 16 Softphones
- Requires a Softphone License



Easy to Install

- The same software is installed for both Deskset mode and Softphone mode.
- A Clear Wizard guides you in the Installation process





Double click the icon to start the application for the first time and the configuration wizard starts, click next on the first screen.

Enter the IP address of the CPU or VOIP DB depending on which is in use and click next

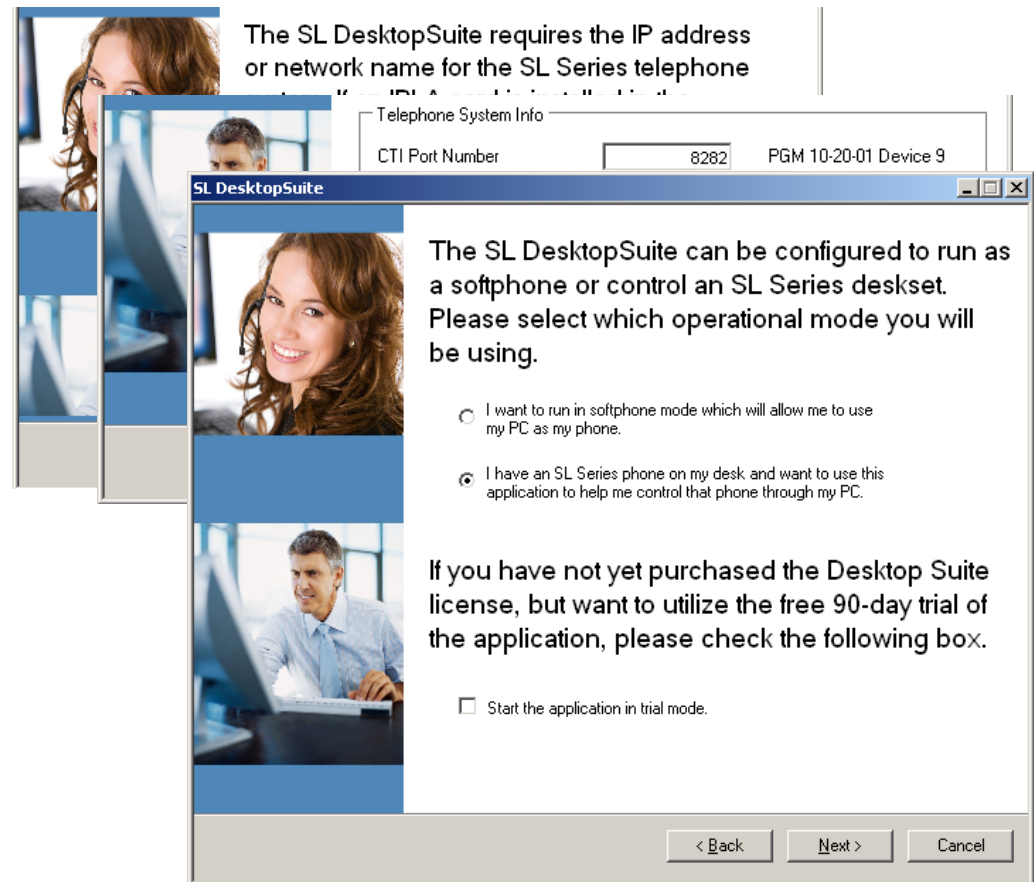
Choose

‘I Have an SL Series phone on my desk’

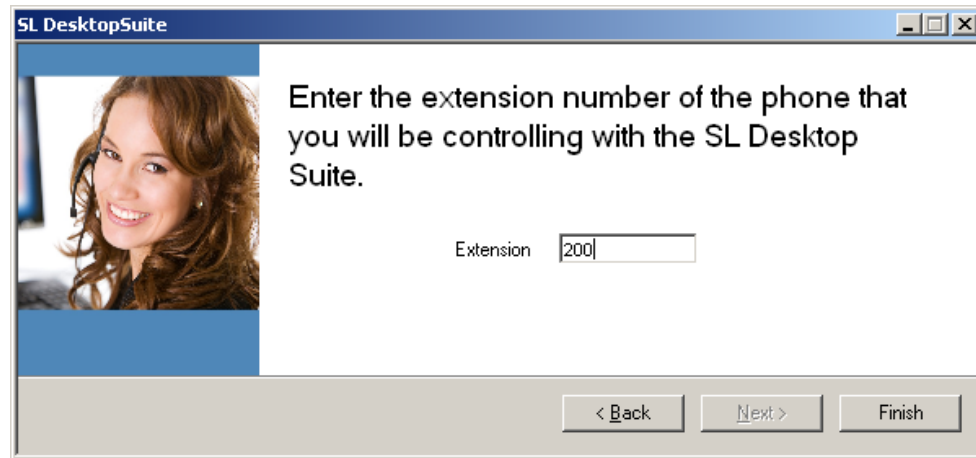
or

I want to run in Softphone mode

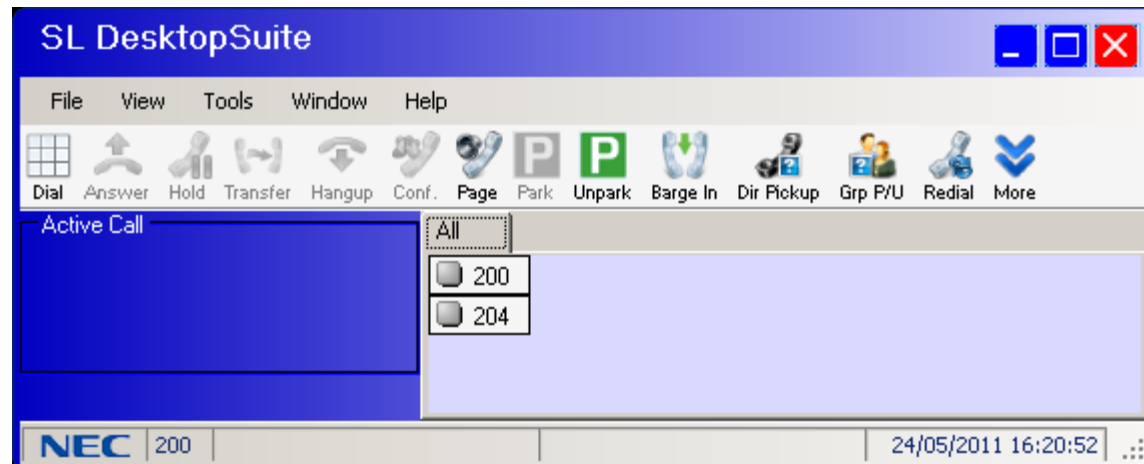
Click Next



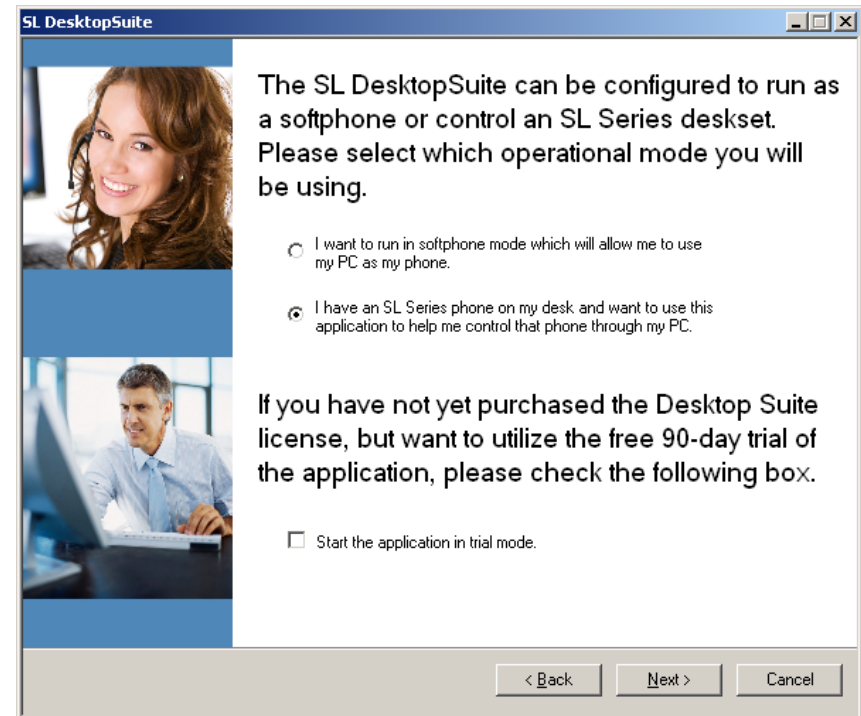
Choose the extension that you will control and click finish



The application will start



- In the last Installation step you could enable
Select the 'Start the application in trial mode' option
- The gives you the possibility to use the Desktop Suite during 90 day trial, free of Charge.



Requirements

Hardware

- Minimum Pentium Processor 3. 1GHz or above
- 1GB RAM \ 200MB available disk space
- Network Card / Sound card / speakers / microphone or USB audio device required for Softphone
- For Actual values see Installation manual

Operating Systems

- Windows XP Pro SP2 (or above)
- Windows Vista Business
- Windows Professional (32 or 64 BIT)



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