

FEATURE SUMMARY

COVER CAPABILITIES IN VERSION 3.2

Attendant Console

Page 1

Telephony (*)

Basic call
Multi-call appearances
Multi-line appearances
Call transfer, blind
Call transfer, consultative
Call hold/resume
Call pickup/group pickup
Call park
Call forwarding
Call history
Call conference
Call interception
Call barge-in
Call dispatching
Meet-me conferencing
Do not disturb
Voice mailbox
Message waiting indicator
Hands free mode
DTMF
Missed call indicator
Music-on-hold
CLID presentation
Corporate directory
Presence management
Redial
On hook dialling

VoIP network infrastructure

Cisco CUCM 6.x (certified) & 7.x

VoIP standards

Compliance to SIP standards: RFC3261, RFC3264, RFC3265, RFC3515, RFC3891, RFC1890, RFC2833
Adaptive jittering
Voice quality enhancements
Dynamic echo cancellation
Voice compression: G.711 μLaw, G.711 ALaw

Networking

10/100/1000 Mbits Ethernet LAN
DHCP support

Attendant Features

Unlimited (system) number of programmable contacts/shortcuts
Local and shared call-waiting queues
Up to 130 programmable BLF keys
Direct intercom

Peripherals

15" touch screen interface
One handset SER-126
Option for wired or wireless headset is available
Custom USB dial-pad
External USB devices

User options

Configurable interface layout
Rich set of programmable key types: shortcuts, contacts,
Language selection: English, French
Ring tones selection
Volume level control per device
Volume level control for ring tones
Call alerting pattern
Free seating

IT & operations

Managed or unmanaged device with web-based administration
Automated/manual turrets firmware upgrade
System monitoring and troubleshooting aids (SNMP, syslog...)

Security & Compliance

User/password-based authentication for attendants
Secured access to device administration functions
Device lock-down
Option for call recording

Only for managed devices:

Password policies
Password expiration, renewal
User actions auditing

Application integration

Click-to-dial from traders' desktop
Calculator
Proteus call monitoring system

Only for managed devices:

Search in 3rd party user directory
Contacts sharing between Microsoft® Office Outlook® and attendant console


(*) Support of telephony features may be subject to slight differences between VoIP network infrastructures. Please refer further to the product documentation for more details

FEATURE SUMMARY

COVER CAPABILITIES IN VERSION 3.2

Page 2

The table below highlights some key characteristics of IPTrade attendant console when operating under a Cisco UCM v7.x telephony infrastructure.

Specifications	Attendant Console (Cisco UCM v7.x)
Part number	
Telephone	
	 Capabilities announced below are valid only when the IPTrade TAD device profile is used when creating the attendant console device in the Cisco UCM database.
Line appearances (max. primary, secondary, shared lines)	42
Call appearances	Up to 200 (across all lines)
Max. simultaneous active speech path	2
Call handling	All features
Call conference mgt	Add-hoc conference , as per IP PBX configuration Standard conference, 3 parties
Attendant Features	
Call-waiting queues (local/shared)	Up to 41 per console (each queue consumes one line appearance)
Number of queue slots per queue	Free
Max. total number of pending calls	200 (across all queues)
Peripherals	
Display	LCD panel 15.6" (wide) 1366 x 768 resolution
Touch surface	5-wire resistive touch frame
Audio (default)	1 handsets SER-126 or 1 wired-headset. Option for wireless headset docking station (DECT/Bluetooth) and USB headsets is available.
Extensions	
USB keyboard/mouse	Yes
USB dial pad	Yes
User options	
Programmable key pages	Unlimited (system)
Programmable keys	Unlimited (system)
Video streaming applet/channel	Not supported
VoIP standards	
Voice Codecs	G.711 μ Law/ALaw
Technical specifications	
Size (width x height x depth)	High position 400 x 255 x 185 Low position 400 x 171 x 280
Net / Gross Weight	3.3 kg
Power Adaptor	Power ~50W Input 100-240 VAC 12 V Output 12V
Interfaces	2 x RJ-45 (LAN)

	2 x RJ-11 (handsets) 1 x RJ-9 (headset) 1 x Line output (speaker) 1 x Line input (microphone) 1 x USB port 1 x Power input (12 V)
VESA mounting option	Yes (VESA 100x100)
MTBF	50000 hours
Operating temperature (°C)	0 ~40
Fan less design	Yes

FEATURE SUMMARY

COVER CAPABILITIES IN VERSION 3.2

TSS Service

Page 4

The TSS service should be installed whenever customers want to benefit of additional capabilities available with managed attendant consoles.

Minimum Hardware Requirements

- Single CPU (server-class system, typically Intel Core 2 Duo E7200 2.80 GHz/3 MB/1066 MHz)
- 2 Gb RAM or twice min. OS requirements
- 2 x 80 GB SATA drives with SATA RAID
- Redundant 1Gbps network interface card
- 1 USB 2.0 port available
- 3 years 24x7x4 on site support
- Standard antivirus server software
- Redundant power supply

Software requirements

- Microsoft Windows Server 2003/2008 Standard Edition, 32 bits, English version

- Microsoft SQL Server Database 2005/2008 Standard Edition, English version

- (T)FTP site manager

Administration

- Browser-based interface
- Centralized administration
 - Turret devices registration
 - User accounts
 - Shared/personal user profiles
 - User options
 - System settings
- License management
- Import and export facilities (CSV format)

Integration layer to external systems

- LDAP and Web Service connectors for external corporate directory data
- Microsoft office Outlook PIM data synchronization service

IT & operations

- Redundancy option on-site
- Support for multiple distant sites
- Server virtualization supported
- Incidents log
- Device sessions management
- User sessions management
- Integrated reporting module
- Task scheduling
- Database maintenance plan

Security

- User ID and password protection
- Password policies
- Password expiration, renewal
- Multi-administrators access
- Multi-level access control for administrators
- Audit trail for administrators