

# PC TELEPHONY WITH PIMPHONY

Alcatel OmniPCX Office

## Free try & buy

2-month free trial for any version of PIMphony-for up to 25 users. The 2-month trial period starts when the first user opens their free version of PIMphony.

	PIMphony Basic	PIMphony Pro	PIMphony Team	PIMphony Attendant
Complete set of telephony features	•	•	•	•
Centralized call log	•	•	•	•
IP Telephony	•	•	•	•
Contact manager integration		• <sup>1</sup>	• <sup>1</sup>	• <sup>1</sup>
Visual mailbox		•	•	•
Unified messaging		•	•	•
Dial by name with LDAP directory		•	•	•
Dial by name with local PBX phone book		•	•	•
Assistant features			•	•
Single site supervision			•	•
Multisite supervision				•
Phone book programming				• <sup>2</sup>
User information programming				•

**1) Contact management software supported:** - Microsoft® Outlook™ 2000, 2002 and 2003 with Business Contact Manager - Act!™ 6.0 and 2005 manufactured by Sage Group - GoldMine® /5.7, 6.5 and 6.7 manufactured by FrontRange Solutions Corp - Microsoft® Access™ 2000, 2002 and 2003 - IBM® Lotus Notes® 5.02 to 6.5.  
**2) Only for telephone system sets connected to PIMphony.**

## PIMphony

## IP PIMphony

**Maximum number of PIMphony users: (including IP PIMphony users): 25 for system without hard disk, 75 for Compact Unit and Advanced Unit with hard disk, 200 for Premium Unit**  
**PIMphony release 6.x is compatible with Alcatel OmniPCX Office release 5 and higher.**

### Voice terminals

Alcatel Reflexes™ and eReflexes™ terminals	No Alcatel telephone set required
Alcatel wireless sets, analog terminals	PC headset or PC handset (for example, IP handset Comfort kit for IP PIMphony)
Alcatel IP Touch and 9 Series terminals	
MIPT 300 and 600	

### PC

Pentium® 266/300 MHz or higher with 64Mb RAM, 60MB 140MB free disk space, CD-ROM driver	Pentium® II 300 MHz or higher with 80Mb RAM, 60MB 140 Mb free disk space, CD-ROM driver
Ethernet board	Ethernet board or V90 modem or xDSL modem Windows compatible with full duplex driver
SVGA graphics board (1,024x768 pixels minimum, if Assistant mode is used)	SVGA graphics board (1,024x768 pixels minimum, if Assistant mode is used) Standard compatible SoundBlaster® PC Board with speakers
Microsoft® Windows® 2000 Professional SP4 and Server, Windows® Millenium	Microsoft® Windows® 2000 Professional SP4 and Server Microsoft® Windows® 98, Windows® Millenium
Windows NT® 4.0 Workstation with Service Pack (or later)	Windows NT® 4.0 Workstation with Service Pack (or later)
Microsoft® Windows® 2000 Professional or Microsoft® Windows® XP Professional and Home, x64 Edition	Microsoft® Windows® 2000 Professional or Microsoft® Windows® XP Professional and Home, x64 Edition
Microsoft® Windows® 2003 Server, x64 RC and R2	Microsoft® Windows® 2003 Server, x64 RC and R2

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# PC TELEPHONY WITH PIMPHONY

Alcatel OmniPCX Office

**> PIMphony for Alcatel OmniPCX Office is a Personal Communication Manager that links the two most widely used business tools – desktop computers and telephones – to provide a powerful, user-friendly telephone assistant that manages daily phone tasks. PIMphony improves customer interaction and services, increases personal and team productivity, and optimizes a company's investment in Alcatel OmniPCX Office by adding a new dimension to phone services.**

## Attendant efficiency

PIMphony Attendant is specially designed to handle a large number of incoming calls. It optimizes call reception and transfer through an ergonomic user interface, the assistant window. It also provides user information management.

## Personal efficiency

PIMphony boosts personal efficiency and saves users time while avoiding dialing errors with dial by name and phone-number "drag & drop".

## Team efficiency

PIMphony facilitates the management of workgroups by ensuring their phone status is available at all times. Call transfer errors are avoided with PIMphony Team's new Assistant and Supervision windows.

## Simplified access to messages

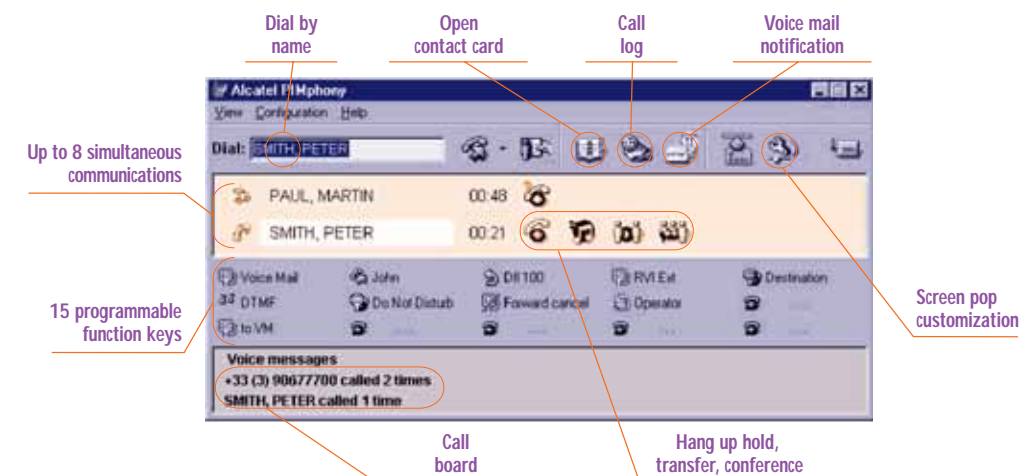
PIMphony simplifies access to critical information in the form of incoming messages. Voice messages are easily managed in the new visual mailbox. Unified messaging enables the user to access voice messages, e-mail and faxes, all at the same time.

## Enhanced customer relationships

PIMphony enhances a company's customer relations by providing access to a much larger contact database than the system's phone book, with contact database integration. PIMphony supports seamless integration with Microsoft® Outlook™, GoldMine®, Act!™, Lotus Notes® and Microsoft® Access™. The call log function enables all calls to be tracked including unanswered calls.

## Complete set of telephony features on PC

- Incoming and outgoing call management, call hold, multi-line management (up to 8 lines), direct call keys, dial by name, redial.



## Contact manager integration

- Automatic synchronization with Contact Manager database.
- Screen pop-up of the contact card.
- Dial by name using contact database.
- Direct dialing from contact card\*.
- Screen pop-up assistant for customized scripts.

## Centralized call log

- Lists incoming answered/unanswered calls, outgoing calls and voice mails with contact identification, date, time, and call duration.
- Call initiation with a double click, contact card with one click.
- Even when users are away from their desks, all incoming calls are registered.

## Any type of telephone set

The main advantage of PIMphony's third party architecture is that there is no physical connection between the telephone set and PC. PIMphony can be linked to any type of telephone set (PWT, Reflexes™, Alcatel 8 and 9 Series, Analog, WLAN sets). It can even function without a telephone set at all (using PC telephony with PIMphony IP).

## Visual mailbox

The visual mailbox includes a full set of mailbox management features:

- Read/delete messages
- Skip to previous/next message

\* Depending on the Contact Manager software.

- Forward message to one or more users, with voice comment if necessary
- Associated contact card screen pop-up (if sender is identified in the contact database).

## Unified messaging

- Integration of e-mails, voice mails and faxes (depending on ISP's level of service) into the user's e-mail client window.
- Voice messages identified with a specific icon and handled as e-mails with WAV attachments.
- Same level of displayed information: date and time, caller's name (if sender is identified in the contact database) or phone number.

## Supervision window

- The user can define supervision groups (work groups or services) within the company.
- Call/forward status of each person that the user has included in work groups.

## PIMphony Attendant

In addition to the assistant window, PIMphony Attendant manages the parameters and configuration of employees' phone sets and information:

- Change first name and last name of a phone number (only for the local PBX).
- Lock and unlock the phone.
- Reset password.
- Give nomadic rights.
- Change forward state.
- Modify telephony rights.
- Manage PIMphony profile.
- Manage user phone numbers (home, mobile, business, other) and email address.

All these operations except modification of last name and first name are available in a multisite environment.

## Multisite supervision

Available with PIMphony Attendant, it enables the phone sets of several OmniPCX Office systems (multisite topology) to be displayed and monitored on the supervision window. Therefore, with the multi-site capability of OmniPCX Office, the operator can see the phone and forward status of all users and optimize call treatment for a better reception for the caller.

## Assistant window

- Displays up to 8 incoming calls (or 16 with small icons) with alarms available on waiting time in ringing or on hold state.
- Displays a list of preferred correspondents for the current caller or a list of the colleagues of one preferred correspondent.
- Access to the call board or the redial list.
- One-step transfer available to preferred called parties or people from a supervision group.
- Capacity to compile call statistics.

