



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.**

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!™ 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 from contact card.
- Dial by name using contact database.
- Direct dialing in contact card.
- Screen pop-up assistant for customized scripts.

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Centralized call log

- Lists incoming answered/unanswered calls and outgoing calls 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 (DECT, Reflexes™, Analog). 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
- 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).

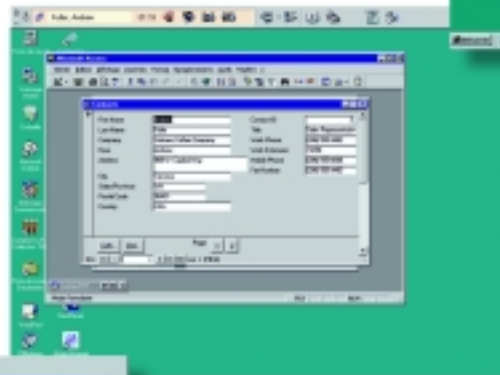
Unified messaging

- Integration of e-mails, voice mails and faxes (depending on ISP's level of service) into the user's e-mail client window.

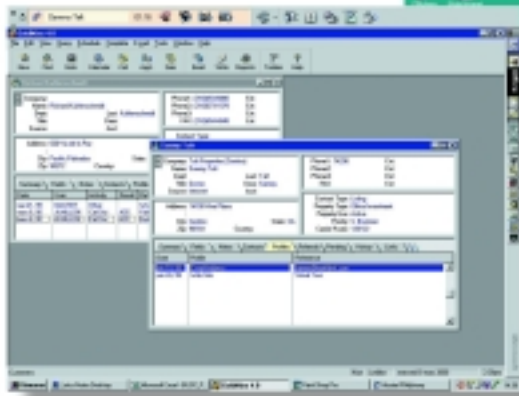
- Voice messages identified with specific icon and handled as e-mails with WAV attachments.
- Same level of displayed information: date and time, caller's name (if sender is identified in the contact database) or phone number.



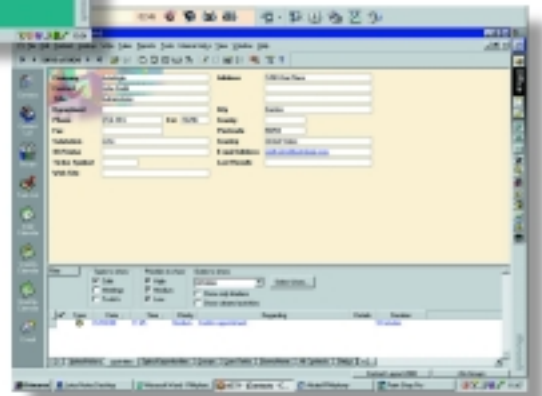
Microsoft® Outlook™ 2000



Microsoft® Access™



GoldMine® from FrontRange Solutions Inc.



Act!™ from Interact Commerce Corporation®

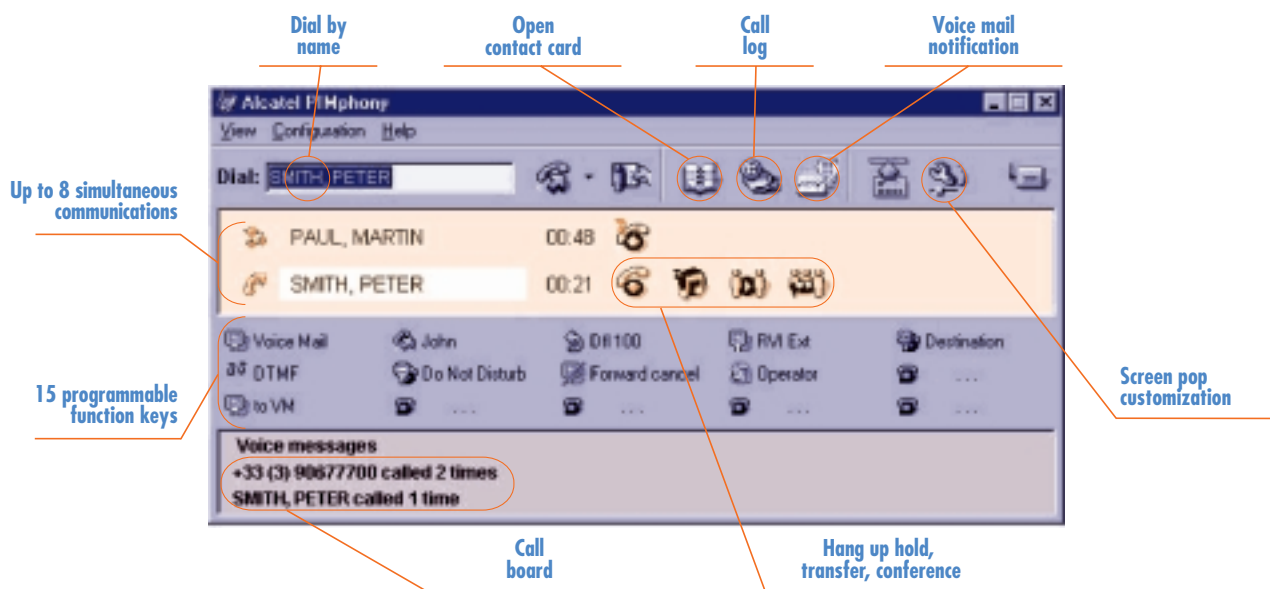
Supervision window

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

Assistant window

- Displays up to 8 incoming calls (or 16 with small icons) with alarms available on waiting time.
- 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.



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
Complete set of telephony features	•	•	•
Centralized call log	• ¹	•	•
Contact manager integration		• ²	• ²
Visual mailbox		•	•
Unified messaging		• ³	• ³
Supervision functions			•
Assistant features			•

1) Centralized call log available only if at least one PC on the LAN is equipped with PIMphony Pro or Team. Centralized call log requires a non-dedicated server on the LAN. Unless these conditions are met, the user will benefit from a local call log (active only when PIMphony is open on the PC).

2) Contact management software supported:
 • Microsoft® Outlook™ 97/98, 2000 and 2002
 • Act!™ 4.0/2000 and 5.04 from Interact Commerce Corp
 • GoldMine® 4.0/5.0 and 5.7 from FrontRange Solutions Corp
 • Microsoft® Access™ 97, 2000 and 2002.

3) With Microsoft® Outlook™ 97/98, 2000 and 2002.

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PIMphony

IP PIMphony

Maximum number of PIMphony users: 200 (including IP PIMphony users)

Voice terminals

Alcatel Reflexes™ terminals
Alcatel wireless Dect or GAP sets, analog terminals

No Alcatel telephone set required
PC headset or PC handset (for example, IP handset
Comfort kit for IP PIMphony)

PC

Pentium® 266 MHz or higher with 64Mb RAM,
60Mb free disk, CD-ROM driver
Ethernet board

VGA graphics board
(1,024x768 pixels minimum, if Assistant mode is used)

Microsoft® Windows® 98, Windows® Millennium,
Windows NT® 4.0 Workstation with Service Pack 4 (or later),
Microsoft® Windows® 2000 Professional or
Microsoft® Windows® XP Professional and Home.

Pentium® II 300 MHz or higher with 80Mb RAM,
60Mb free disk, CD-ROM driver
Ethernet board or V90 modem or xDSL modem
Windows compatible with full duplex driver
VGA graphics board
(1,024x768 pixels minimum, if Assistant mode is used)
Standard compatible SoundBlaster® PC Board with speakers
Microsoft® Windows® 98, Windows® Millennium,
Windows NT® 4.0 Workstation with Service Pack 4 (or later),
Microsoft® Windows® 2000 Professional or
Microsoft® Windows® XP Professional and Home.