D.N.A. 5.6 END USER APPLICATIONS

The D.N.A. suite of applications is composed of end user applications and management specific applications. The end user applications allow users to access corporate data efficiently, and they are available to colleagues and customers in a variety of ways thus increasing the company's profitability.

- Operator Workstation 5.6
- Aastra Communication Client 1.6 (VoIP softphone)
- Aastra Communication Assistant 1.6 (Web-based product)
- Mobile Executive 5.6 (WAP-based product)

AASTRA

D.N.A. Operator Workstation 5.6

• Full call handling and integration directory search functionality on a standard PC

• Access to all directory information

• Progressive search on all directory search fields

• Message and diversion handling

• User-customizable workspace

• External directory read access using LDAP V3

• Operator Supervisor Utility to monitor "real time" operator performance

• Operator Workstation VIP for visually impaired operators

D.N.A. Operator Workstation (OWS) is a powerful, easy-to-use application for switchboard operators. It provides integrated Operator Console and Directory Services for the MX-ONE™ network. All call handling and directory access functions, combined with advanced diversion handling and message handling, are integrated on a single PC interface.

With the added functionality of an IP enabled operator for MX-ONE™ Version 3.x, the operator positions become much more flexible.

Operator Workstation can be adapted to the personal requirements of any operator, enhancing productivity and customer satisfaction. Based on Microsoft Windows XP or Windows Vista, D.N.A. Operator Workstation provides fast, flexible and powerful call handling. The Windows user interface guarantees maximum user friendliness, and is easy to operate.

D.N.A. Operator Workstation is fully integrated with other D.N.A. applications and functions as a D.N.A. Server Client. All directory information that is entered from Directory Manager is shared with the Operator Workstation. It also offers advanced features such as viewing user details, photos and sending messages to paging and e-mail systems.

The D.N.A. Operator Workstation can also be equipped for use by visually impaired operators by adding a sound card and/or Braille keyboard.

To provide visually impaired operators with accurate information, all workstation traffic is automatically interpreted by the OWS VIP program and converted into Braille and/or speech output that is required for efficient handling of all phone traffic.

User benefits

For the Operator: Rapid location of people for quick processing of calls. A new operator can learn this application faster than learning from a traditional console.

For your customers: Fast, efficient call handling allows you get to the right person the first time. Your customer feels like they are dealing with a professional company who cares about their customers.

For the organization: Improved service for callers which results in increased satisfaction from their customers.

Features

Subscriber Search

- Search window field customized to suit customer requirements
- Combined search of multiple directory fields
- Alternative spelling search of subscriber names
- Progressive search in all fields which are defined as searchable
- All directory data fields can be searchable
- Global directory search across multiple D.N.A. Servers
- Search by keyword (unlimited number of keywords per subscriber)
- Search for subscribers in same department, room, keyword
- External directory search using LDAP access
- Changes in directory database immediately available to operator

Subscriber Display

- All details from a directory entry for a subscriber available at the single touch of the key
- Confidential data option for specific data fields presented if the operator has the appropriate user access
- Photo bitmap display of subscriber when required

Message and Diversion Handling

- Notepad for message-taking during call
- Single key activation for detail, message and diversion screens
- Types of diversion:
  - Multiple diversions
  - Active/future diversion
  - Repeated/scheduled diversion
  - Soft diversion (without call forwarding)
  - Department diversion
- Integrated with third-party time card systems
- Presentation of return-time on search screen
- Message can be sent to WAP phones with D.N.A. Mobile Executive.
- Messages can be sent to the SMS DECT phones
- Messages can be printed or e-mailed (through MAPI) to GSM/SMS or other mail systems

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Call Handling

Single key access for regular call handling:

- Answer
- Extending
- Call splitting
- Serial marked calls
- Parking
- End-to-end DTMF
- Intrusion
- Call retrieve
- Call offer
- Console present/absent marked
- Page
- Privacy (mute)
- Manual ring
- Identification request
- Conference
  - – Automatic or manual answer selection
  - – Automatic or manual extend selection
  - – Loop detail display for parked calls

Usability

- Menu bar access for mode settings and other features
- Easy view icons for all call, message and diversion information
- The following items can be customized by each Operator Workstation user:
  - – Screen size (if used in combination with other applications)
  - – Choose between the traditional or modern display look
  - – Font, size and color
  - – Function key assignment
  - – Search delimiter
  - – Name display order, in left and right display boxes
  - – Department search display order
  - – Contents of directory window
  - – Typing speed
  - – Optional traffic keyboard available for dedicated operator positions
  - – Operator user-profile can limit access to confidential information
  - – Online help

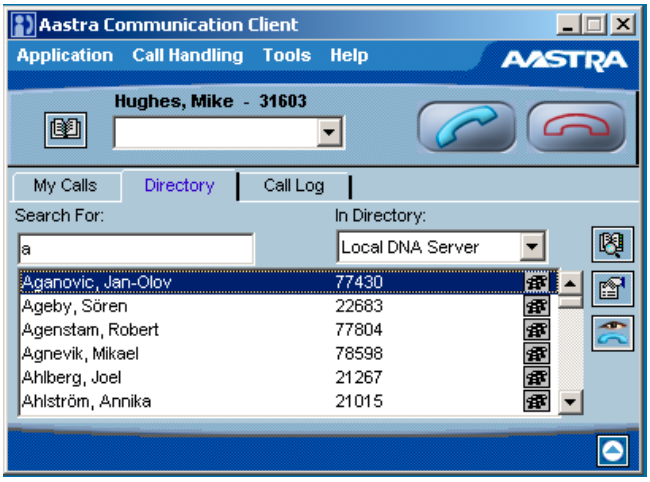
Interworking

Read access to external directories using LDAP V3 interface. OWS can search both the D.N.A. directory and other LDAP servers.

Operator Workstation Supervisor

In order to manage a productive group of operators a supervisor needs to know if there is sufficient coverage for the call volume. This application allows supervisors the ability to see the number of calls in the common call queue in real-time and the number of operators on and off duty.

Aastra Communication Client 1.6



IP Softphone

With Aastra Communication Client you can make and receive calls directly from your PC just as easily as from your office phone.

All you need is to be connected to your corporate network. An easy to use graphical interface with plug and play functionality provides access to the corporate directory and allows users to manage their personal number profiles and message diversions/absence information.

An essential component of the Aastra Mobile Enterprise offering

For organizations looking to prepare for future convergence technologies while leveraging existing communications assets, the Aastra Communication Client is the perfect solution.

Key Benefits

Aastra Communication Client offers many benefits that directly address the business needs of today's enterprises:

• Enabling a mobile work force by allowing employees to work effectively in the office, at remote locations, or from home using the same extension and business class telephony features

• Business travellers make calls from hotels, etc. to eliminate roaming charges on their mobile phone.

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• Accelerating productivity by providing single-source access to telephony, directory, and messaging features

• Dialling is performed by 'Click-to-dial', that is by simply clicking on the name of the person to be called. Increasing communication between employees and customers through single number access, regardless of where you are working

• Reducing costs by centralizing administration, reducing the number of desktop phones and reducing internal traffic to the operator, thus greatly improving the level of service offered to customers and other external callers

• Building customer loyalty with effective communication tools allowing employees to be more efficient and responsive to customer demands

The power of corporate communications in your PC

Aastra Communication Client is a software based IP phone. In addition to VoIP (Voice over IP), it provides easy access to a wide range of the MX-ONE™, and Dynamic Network Administration (D.N.A.) Application Suite features.

Connecting to the MX-ONE™ IP extension, Aastra Communication Client offers business-class telephony features and a single number access point to employees. Now employees can stay connected whether working in the office, at a branch site, through remote location, or even from the home through a VPN connection. Using IP-telephony through the corporate LAN/WAN allows employees to access all the same features as if they were in the office, while reducing telephone charges.

Aastra Communication Client provides the following functionality:

• VoIP

• Business-class telephony

• Corporate Directory Search and Dial

• Message Diversion/absence information management

• Personal Number Profile Management

The Aastra Communication Client not only offers secure access to your corporate network but also the ability to automatically detect and connect to the MX-ONE™ gatekeeper. When used in a branch office, it also can be configured to automatically connect to a backup gatekeeper if the main gatekeeper connection is lost.

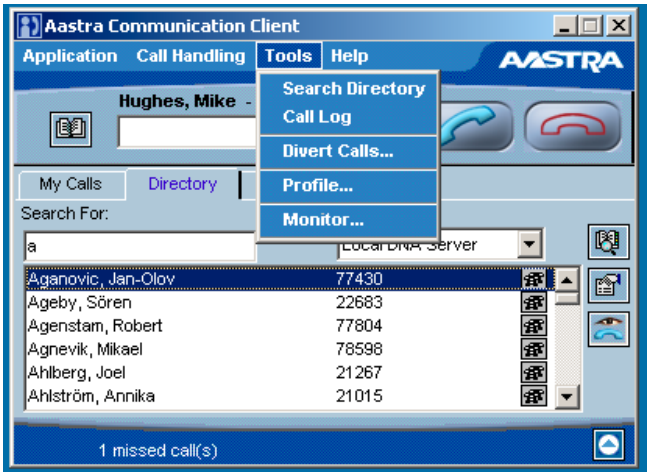
Business Class telephony features

This is not simply a matter of making and receiving calls over IP. In their daily work, most people use such features as call back, call transfer and redialing of external numbers. They also expect notification when a message is waiting. Aastra Communication Client offers all these features.

Search and Dial From the Corporate Directory

With Aastra Communication Client together with D.N.A. Directory, the user always has access to the corporate directory and can easily search by first or last name or specific data entries.

Dialing is performed by 'Click-to-dial', that is by simply clicking on the name of the person to be called.



Manage Your Message Diversion/Absence Information

The Aastra Communication Client supports Message Diversion, which allows the user to divert incoming calls while displaying an absence information to the caller. Using D.N.A. Directory, message diversions can be added, deleted or edited. Without the directory, message diversions can still be set using the MX-ONE™ dialling procedure.

Manage Your Personal Number

The excellent graphic user interface of Aastra Communication Client makes it easy to manage the Personal Number feature provided by MX-ONE™. Personal Number determines how your calls will be routed according to your current profile (one of 5 profiles), which can be set to direct the call to your office phone, home phone, mobile phone or voice mailbox either directly or in a pre-determined sequence.

Administrative Assistant support – Monitor feature

Answering and managing your Manager's communication is made easy through the Aastra Communication Client. Through an extended dialogue interface Administrative Assistants can monitor up to 30 extensions and answer the incoming calls through an extension The Administrative Assistant is also able to set, change or delete the message diversion/absence information and personal number for the monitored person all through one easy to use interface.

Business Class Telephony Features

- Make call
- Answer call
- Hang up call
- Call back
- Last number redial
- Transfer call

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- Conference
- Directory search
- Park/retrieve call
- Message Waiting indication
- DTMF signaling
- Multiple calls
- Call Log/Call List
- Monitor (Administrative assistant)
- Message diversion/absence information management
- Personal number/profile management
- Call status display
- Volume control
- Secure log-on towards gatekeeper
- Automatic Gatekeeper (discovery and registration)
- Automatic Backup Gatekeeper (registration and deregistration)

Aastra Communication Client Standalone

The standalone version is available as a Softphone for customers that would like basic call handling such as make call, answer call with no connection to the D.N.A. directory and server services listed above. The standalone client will provide basic IP Telephony services without the need for a server installation and maintenance.

Capacity

• One instance of the Aastra Communication Client can be running at a time on a PC

• Up to 6 simultaneous calls are supported

• A list of the 10 last dialled numbers are maintained

• The progressive directory search shows up to 100 entries

• Up to 100 calls are logged in the Call Log/Call List

Correct Calling Line Identification Presentation (CLIP) delivered from the mobile operator to the communication system.

Aastra Communication Assistant 1.6

• Aastra Communication Assistant equips your employees with the tools to conduct business from their desktop as well as remote locations.

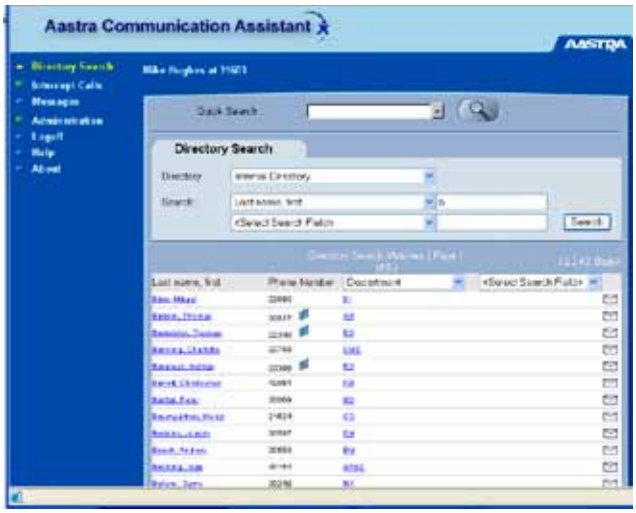
• Aastra Communication Assistant reduces internal traffic to the operator that greatly improves the level of service offered to customers and external callers.

• Aastra Communication Assistant improves access to information and resources, which translates to increased efficiency and improved customer service.

Aastra Communication Assistant is about making information accessible to everyone!

Aastra Communication Assistant is a browser-based solution that provides easy access to a wide range of MX-ONE™, and Dynamic Network Administration (D.N.A.) Application Suite business features. Your in-house, remote, mobile and home office work force will be empowered with directory accessibility along with a host of business features from an Internet Explorer or other browser interface.

With this browser-based solution, there is no requirement to deploy and administrate client applications. It uses the familiar browser interface from Microsoft's Internet Explorer. Aastra Communication Assistant provides instant access to current corporate directory information, including alternate numbers, message diversion, and personal number management.



User Benefits

• Aastra Communication Assistant can improve internal and external communication, as well as your company's overall productivity

• User-friendly GUI that is customizable and easily updated eliminating the need for "paper" directories

• Optional "call handling" capability

• Message diversion management

• The Aastra Communication Assistant enables companies to publish real time corporate-wide phone directories on their Network (Intranet) or publish the service on their external Web page (Internet) as an added service to their customers. This product does not require any client set-up. Installation and administration tasks are limited to the server side only

• Aastra Communication Assistant empowers your workforce by giving them remote access to the most current directory information

• Empowers the desktop workers by keeping them better informed and more efficient

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Features

• Ability to search the D.N.A. internal and external directory, Outlook personal contacts on Exchange Server, and LDAP compliant directories
• Administrate and manage message diversion
• Administrate and manage the MX-ONE™ Personal Number feature
• Display pictures stored in the D.N.A. directory
• Localization (translation into local language) possible by distributor/customer
• Customization of the GUI possible by distributor/customer
• Initiate/View/Delete D.N.A. messages
• Send messages to other subscribers
• Call control with Application Link
• Initiate a call
• Answer call
• Transfer a call
• Set/delete call backs
• Make conference call
• Hang up a call
• Show outgoing and incoming calls
• Send DTMF signalling
• Handle multiple calls
• Administrate Follow Me, Call diversion, and Message diversion

D.N.A. Mobile Executive 5.6

The D.N.A. Mobile Executive brings power and flexibility to the mobile work force by providing access to critical communication tools. Many "road worriers" find it increasingly difficult to stay in touch with the fast paced corporate environment.
With the D.N.A. Mobile Executive all employees can have access to the corporate directory, message diversions, personal number profiles, and D.N.A. messages through their standard WAP telephone.
Additionally, IP desk phones interface with the D.N.A. directory via the WAP interface. This provides the users simple menu driven search and dial functionality.

For the user, the Mobile Executive provides a simple user-friendly interface that will assist the user to look up information in the corporate D.N.A. directory. It also offers personal features including, initiate, cancel, and setup message diversion/absence information, select a personal profile, and read D.N.A. message sent by the operator all from your WAP telephone.
There is no longer a need for the mobile worker to carry outdated directories with them. Further, the mobile worker has options to select how and when she/he can be contacted without having to miss any important information, thus keeping the mobile worker on top of the industry and ahead of the competition. The Mobile worker can also initiate a call from a directory search result if the Mobile Extension feature is used.

The D.N.A. Mobile Executive is a member of the D.N.A. Application Suite family of products. Any changes to the D.N.A. Directory Manager or other D.N.A. applications are immediately made available to the D.N.A. Mobile Executive.

For the organization the D.N.A. Mobile Executive can reduce traffic to the enterprise operator, keep the mobile worker in touch with the organization, allow callers options of how to contact the mobile worker, and provide the mobile worker with important messages.

Features

• Search the D.N.A. directory database from WAP enabled phone (mobile or IP desk phone)
• Show real time information, such as current message diversions with absence information
• Initiate, set and cancel message diversions with absence information
• Select a personal number profile
• Access to D.N.A. messages
• Initiate a call via Mobile Extension feature
• Search the D.N.A. Directory and initiate a call though an Aastra IP Phone with WAP interface
• Supports the wireless application protocol (WAP) 1.1, 1.2, 2.0 browser

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Technical information

Server Software Requirements (ACC, ACA, DME servers)

• Microsoft Windows 2003 server or Windows 2008 server

• WWW Server: Microsoft Internet Information Server (IIS) version 6.0 or IIS 7.0

• WAP Gateway (in-house or provided through local network operator) (DME only)

• Pentium IV 2.4 GHz or better

• 1 GB RAM or better

• TCP/IP network protocol

Client Software Requirements (ACC, ACA, OWS, DME clients)

• Microsoft Windows XP or Windows Vista

• Browser: Microsoft Internet Explorer 6.0 or later

• OWS: SQL Client Access License to SQL Server

• DME: WAP 1.1, 1.2 or 2.0 enabled phone

• Pentium III 800 MHz or better

• 512 MB RAM

• Minimum 800x600 SVGA monitor (1024x768 for OWS modern display)

Compatibility

The end user applications are compatible with:

• D.N.A. 5.6 management applications. EMG is necessary for ACA and ACC for Personal Number and Message Diversion functionality

• MD110 , MX-ONE™ Telephony Switch, and MX-ONE™ Version 3.x

• OWS: Dialog Digital Telephone for voice communication (Dialog 4222 with integrated headset, other D4 series phones can be used)

• OWS VIP: recommended Braille devices: The Braille Star 40 or 80 by Handy Tech Elektronik GmbH

• OWS: The CT-Adapter for call handling interconnects the telephone, PC and the MX-ONE™ system, which provides the foundation for the OWS application (for MX-ONE™ Version 3.x, OWS is IP enabled eliminating the need for the CT adaptor)

• Application Link 4.0 (for ACA call handling, ACC monitor feature)

• ACC: Windows-compatible full duplex sound card. It is recommended to use either a USB full duplex headset with microphone or USB full duplex handset

• ACC: Protocol: H.323

• ACC: Voice Codec: G.711, G.723, G.729a and G.729ab

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