

# Aspire™

## Desktop Applications

- PC Assistant
- Desktop Call Control
- UserPro

**A**spire offers a variety of Desktop Call Management solutions for the most critical business needs. Unite the power of your telephone with the flexibility and multi-tasking capability of a personal computer. NEC Desktop Applications give you the convenience of managing telephone calls from your PC. Choose the application that best suits your business needs.

### PC Assistant

The NEC Aspire PC Assistant is designed to integrate with the NEC Aspire Telephone System. The PC Assistant communicates with the Aspire through your corporate data network. When calls ring the telephone, the PC Assistant displays caller information on the PC and allows users to easily perform GUI-based call handling features.

### Call Management

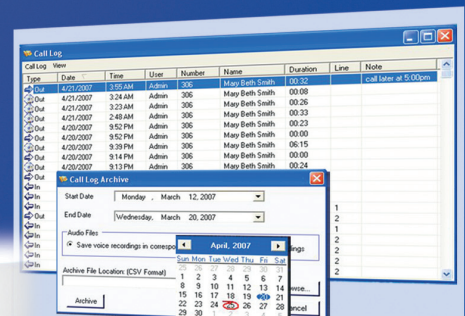
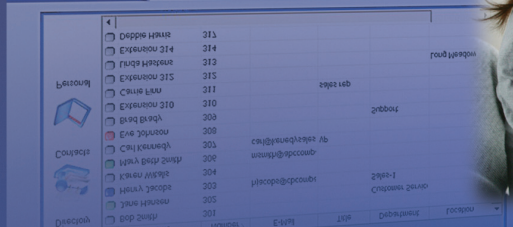
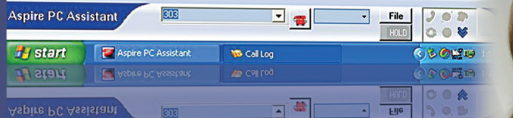
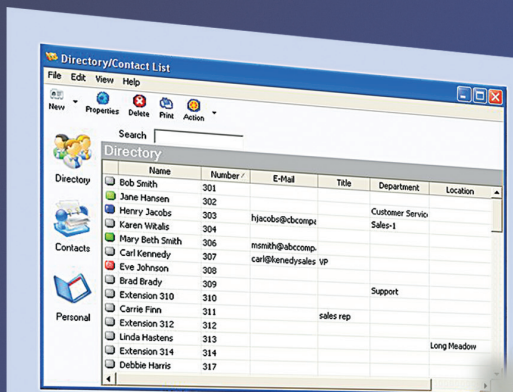
- The PC Assistant displays click-on, icon based call control buttons as shortcuts to common telephone operations. Basic user functions include: Answer, Hold, Dial, Transfer, Conference, Park and Page, Barge-in, Speed Dial, Contact Lookup, and more. Users also get quick access to more advanced features like Incoming Call Control, Directory with Busy Lamp Indicator, Outbound PC Dialing, Call Logging, Call Recording (.wav files) and Screen Pops when used with Microsoft Outlook, Goldmine, and Act!

### Multi-tasking Made Easy

The PC Assistant Interface screen can be minimized while you continue to work on your PC, and brought to the foreground when an inbound call is detected.

- The main screen of the Aspire PC Assistant provides easy access to the basic operations and presents valuable information about the current call activity. Using the mouse or keyboard, the user can quickly search the contact directory and view the status of the individual lines and extensions.

- Aspire Telephones equipped with a USB Adaptor (Universal Serial Bus) offer the user the ability to record, save, or forward conversations. Call recording can be performed on a per call basis or setup to automatically record all calls.<sup>2,3</sup> With the use of the USB, the PC Assistant can also be set to automatically play a personal call answer greeting.
- A call log provides a table view of a user's current and previous calls. The Call Log will include collected history for both phone and PC dialing. Each call record includes the user ID, call type (in/out), call date and time, call duration, and Caller ID number<sup>4</sup>. Recorded conversations (if any) would also be associated with the specific call log entry. Simply double click on the appropriate call log icon to play back the recorded conversation.
- To help users provide more accurate services, call logs can be searched, sorted, archived, printed, and exported. A user can attach notes to each call log entry and also have the ability to redial a number that is associated with a call log record.



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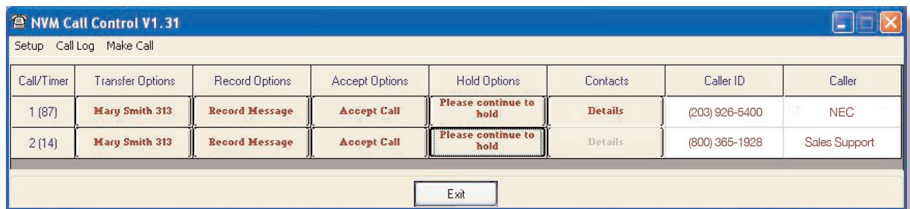
## Desktop Call Control

Aspire Mail DMS offers powerful Voice Mail and Automated Attendant features, as well as the latest Desktop Call Control technology. This software is a Windows™ application that gives you the convenience of managing telephone calls from your PC.

As the Automated Attendant calls are sent to your extension, Desktop Call Control intercepts these calls and provides a screen pop, identifying the caller, and offers call handling options.

A Call Control user has several options for handling a call.

- Do nothing and automatically have the call follow preprogrammed routing.
- Transfer the call to a preset destination.
- Send the caller right to your mailbox.
- Accept the call and have it transfer to your telephone.
- Greet the caller with a voice prompt asking them to wait on Hold.
- View the contact details for the caller.



Call/Timer	Transfer Options	Record Options	Accept Options	Hold Options	Contacts	Caller ID	Caller
1 (87)	Mary Smith 313	Record Message	Accept Call	Please continue to hold	Details	(203) 926-5400	NEC
2 (14)	Mary Smith 313	Record Message	Accept Call	Please continue to hold	Details	(800) 365-1928	Sales Support

## Call Control Setup

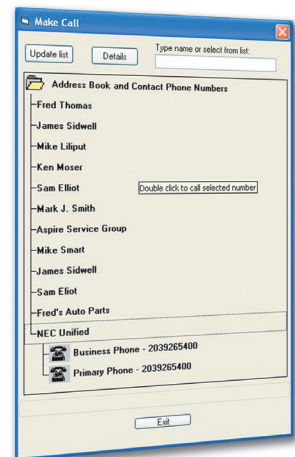
You can change any of the above options “on the fly” (during a call) by using your PC mouse to click on “Transfer Options” or “Hold Options” and modify the items as they appear on the “Setup” screen. You can change the Transfer destination, the Greeting that is used by the mailbox, and the Hold interval.

## Call Control Call Log

The Desktop Call Control Call Log makes sure you never miss a call even if the caller didn't leave a message. A call log is created for each call, allowing you to make a call from the list, delete individual calls, or erase them all. You can also export an entry to your Outlook contacts.

## Make Call to Contact

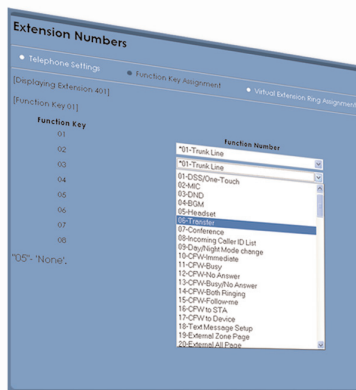
Use the Make Call to Contact feature to quickly place a call to any contact in your Outlook Contacts or Address Book. Type a name in the search box or scroll through your contact list, then double-click the record. Call Control will automatically dial the number for you.



## Aspire UserPro

The Aspire UserPro is a browser-based software application that allows users to quickly and easily program their Aspire telephone right from their PC.

The User password allows for phone set up of Speed Dials, Function Keys, Call Forward, Extension Name, and more.



An Administrator's password allows for all of the user options to be changed, and system-based programming such as Time, Direct Inward Dial (DID) names, Night Mode patterns, Music on Hold control, and more. In addition, an Administrator also has the ability to reset a user password.

<sup>1</sup>Certain software versions apply.

<sup>2</sup>Recording of telephone calls is subject to varying state and federal laws regarding privacy. Consult a legal advisor before recording a telephone conversation.

<sup>3</sup>Additional equipment may be required.

<sup>4</sup>Requires CID service from telephone company.

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Some features may be optional or available at a future date. The information herein is subject to change without notice at the sole discretion of NEC.



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