

Aspire™

PC Attendant

Aspire offers a variety of IP solutions to the most common business needs.

The Aspire PC Attendant is another one of the Aspire IP solutions. Connecting to the customer's IP network, the PC Attendant allows Attendants to perform call handling responsibilities with simplicity and efficiency right from their desktops. The PC interface is easy-to-use and helps attendants remain focused for improved productivity and efficiency.

Enhanced Messaging Management

Designed to integrate with the NEC Aspire, the PC Attendant provides easy access to a full array of call handling features.

- The PC Attendant can be configured to automatically play an answer greeting.¹
- Attendants are alerted to incoming calls and can access a comprehensive database for information about the requested extension.
- Transferring calls is as simple as pointing and clicking a mouse.
- Other basic functions include answer, hold, dial, conference, page and park.
- Attendant's conversations can be recorded, saved, and forwarded as an email attachment. Call recording can be performed on a per call basis or setup to automatically record all calls.^{1, 2}
- A call log provides a table view of an attendant's calls.

Each call record includes the attendant ID, call type (in/out), call date and time, call duration, and Caller ID number³. Recorded conversations (if any) would also be associated with the specific call log entry.

- To help attendants provide more accurate services, call logs can be searched, sorted, archived, printed and exported. An attendant can attach notes to each call log entry and also has the ability to re-dial a number that is associated with a call log record.

Multi-tasking Made Easy

The attendant can determine if an extension is in use, idle, call forwarded, or marked for Do Not Disturb (DND). If a transferred call meets with a busy signal, a menu of options (such as "quick transfer to voice mail") are made available.

The PC Attendant also includes a network supported

application, called Quick Message. By installing the Quick Message client on individual PCs, the attendant is able to quickly send short messages to other employees, who can respond with a single keystroke.

For manageability, extensions can be grouped under customer defined tabs (i.e., workgroup, department, etc.) and monitored separately.

Best of all, by simply clicking on the pop-up window, attendants can simultaneously use standard programs, such as word processing or spreadsheets, while answering the phones.

Custom-made Convenience

Configuring your PC Attendant is simple. Users have the ability to choose their own feature keys and create a virtually unlimited number of speed dial and on-screen shortcut buttons, which helps to save time and ensure accuracy.

| All | Trunks | Sales | Tech Support |
|-----------------------|------------------------|-----------------------|--------------|
| 301 - Bob Smith | 323 - Jeff Betts | 351 - Suzanne DeCarli | |
| 302 - Jane Hansen | 324 - Evan Soss | 352 - Beverly Johnson | |
| 303 - Henry Jacobs | 327 - Doreen Kallet | 353 - Vera Futack | |
| 304 - Karen Witalis | 341 - Steve Abate | 354 - Caryn Sherwood | |
| 306 - Mary Beth Smith | 342 - Dave Andronowicz | 355 - Tim Baker | |
| 308 - Eve Johnson | 343 - Ron Sullivan | 356 - Vic Haste | |
| 309 - Brad Brady | 344 - Mike Fitzgerald | 357 - Amy Wright | |
| 317 - Debbie Harris | 345 - Elaine Spitzler | 358 - Ian Brown | |
| 318 - Jack Scott | 346 - Jim Stevenson | 359 - Jeff Cook | |
| 319 - Kevin Robinson | 347 - Matt Sterling | 360 - Jerry Clarke | |
| 320 - Donna Masterson | 348 - Lisa Hornsby | 361 - Carly Shephard | |
| 321 - Brian Little | 349 - Cathy Smith | 5400 - Mike Miller | |
| 322 - Patty Jones | 350 - Sheila Bednarik | | |

Aspire™

Increase Efficiency, Improve Customer Service

A Superior Performer

Unite the power of your telephone with the flexibility and multi-tasking capability of a personal computer. The Aspire PC Attendant opens up a wide range of communication possibilities for your organization. By providing your attendants with instant access to information, calls can be handled quickly, easily and with fewer disruptions, enabling your organization to improve efficiency and the bottom line.

PC Attendant Features

Active Call Note
Barge In
BLF Groups
BLF Key Notes
BLF/DSS Keys
 Idle
 Busy
 Do Not Disturb
 Ringing
Call FWD Override
Call History
Call Park
Call Recording^{1,2}
Callback
Caller ID Support³
Company Directory
Conference
Dial Number Preview
Directed Call Pickup
Directory Search
DND Override
Door Box Answer
Group Call Pickup
Hold
Last Number Redial
Multiple Attendant Support (8)
Multiple Call Handling
Night Mode Switching
Page
Personal Greeting¹
Personal Greeting Activation¹
Quick Messaging
Speed Dial from Contact List
Transfer
Transfer to Voice Mail
User Programmable Function
 Key Setup
Voice Mail Access
Voice Over

¹Additional equipment may be required.

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

³Requires CID Service

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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.

PC Requirements

CTI Server / Stand-Alone PC Attendant:

Processor: Pentium III, 800 MHz

Memory: 512M RAM

Available Hard Disk Space:

- 10M for installation
- 75M for .NET framework (if not already installed)
- 5M for directory and configuration files

Media: CD-ROM

Communications: Ethernet Port

PC with Console Application (Client):

Processor: Pentium III, 500 MHz

Memory: 256M RAM

Available Hard Disk Space:

- 10M for installation
- 75M for .NET framework (if not already installed)
- 2M+ for call log, based upon call volume and call recording

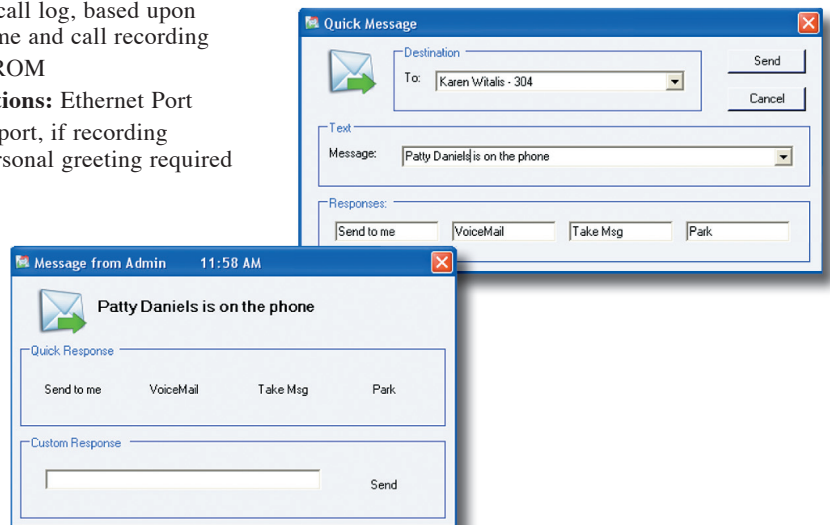
Media: CD-ROM

Communications: Ethernet Port

Serial: USB port, if recording or personal greeting required

Main Components

- Aspire PC Attendant Application Software:**
Runs on a PC and provides the PC-based GUI (Graphical User Interface) and features.
- CTU Adapter:**
Installed on the multibutton telephone and interfaces the Aspire with the USB (Universal Serial Bus) port on the PC. Required for recording greetings.
- Headset:**
Can be plugged into the multibutton telephone and used when making or receiving calls with the Aspire PC Attendant.



To find out more about Aspire and how NEC's powerful and versatile technology platforms can work for you, visit our web site at www.necunified.com or call 800-365-1928.



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