

## Unified Communications Applications

**Delivering business-critical services to Unified Communications customers is one of the fundamental differentiators for successful partners.**

The *AND Phone Application Server (APAS)* provides the functionality to offer enhanced services for Unified CallManager environments and enables you to deliver robust and scalable services to your customers.

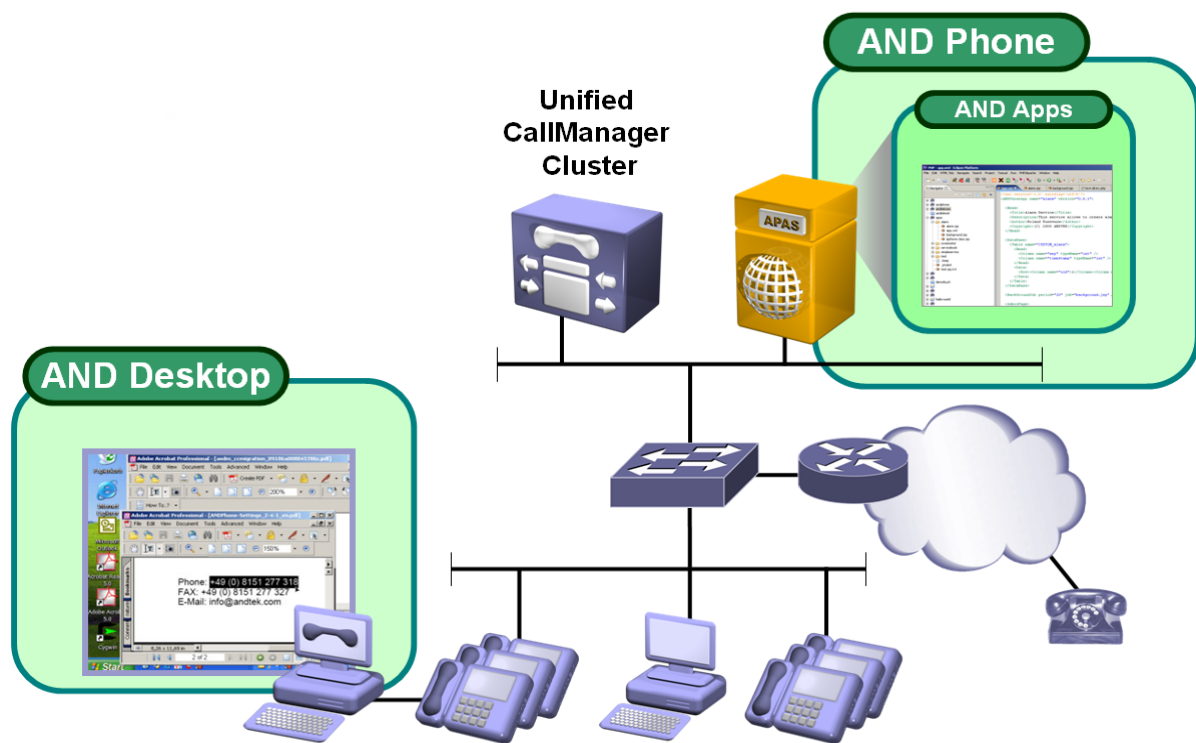
### KEY BENEFITS

- Proven features from traditional PBXs
- One platform for multiple services
- Enhanced productivity and ease of use
- Scalable platform for advanced services
- Purely designed for Cisco Unified CallManager
- Centralized administration of your applications
- Improved customer satisfaction
- Lowering costs for ineffective call handling
- Freedom of choice: Appliance, Boot-CD or Windows Server

## OVERVIEW

The AND Phone environment consists of the *AND Phone Application Server (APAS)*, which implements various modules to cover the complex business requirements of today's communication infrastructure and the unified communications call processing environment.

*APAS* works in conjunction with Cisco Unified CallManager and offers various enhancements for a modern communication infrastructure. The whole administration of all modules is centralized and uses one common web front-end to ease the administration of the modules.



## MODULES

*AND Phone* uses a flexible approach based on modules to offers exactly the services and functions you need in your environment. Modules can be combined and operated on one server delivering centralized management and maintenance of all unified communications applications.

### AND Phone Lockout

*AND Phone Lockout* offers secure locking of IP phones with one button and optionally removes confidential call information. These services reduce phone misuse and protect privacy of employees.



### AND Phone Group

*AND Phone Group* enhances team communication by realizing the busy lamp field service, status information of other phones and a manager/assistant service with direct call, redirect on-hook and acoustic and optical signaling. It is completely phone based and does not require a PC for any service.



### AND Phone Group MA

*AND Phone Group MA* is an extension for complex manager/assistant environments. It offers VIP lists, unlimited number of managers and assistants and allow assistants to logoff if not available.

### AND Phone Broadcast

*AND Phone Broadcast* delivers a paging and emergency announcement service to broadcast voice messages to a group of IP phones. Besides emergency announcements it is used for team and mass communication throughout the company. Based on IP multicast it reduces the network overhead and increases efficiency of enterprise-wide communication.



## AND Phone Directory



*AND Phone Directory* integrates LDAP/SQL servers into the communications environment and offers flexible capabilities to include LDAP directories or SQL databases into the unified communications network. Advanced mapping methods allows mapping of various LDAP attributes or SQL entries to be displayed and searched on IP phones at the same time.

## AND Phone Recorder



*AND Phone Recorder* is used to record IP phone calls. Beside the use for threatening phone call recording it allows authentic evidence recording and stores all recorded calls in an encrypted and signed way. Recording phone calls can be triggered manually or is based on specific dialed/dialing numbers. For highly secure environments it is possible to record encrypted phone calls with the AND Phone Recorder.

## AND Phone CRM



*AND Phone CRM* delivers seamless integration of Unified CallManager/CallManager Express with Microsoft CRM software. It is supporting variable length dial plans and advanced number modification.

## AND Phone Observer



*AND Phone Observer* is used to bring the output of IP cameras directly to the display of an IP phone. The flexible display options are capable of using split-screen and touch-screen functionality to ease the handling of the observer. Beside surveillance tasks this service is used for door openers and access control.

## AND Phone Settings

*AND Phone Settings* enable the users of IP phones to change their settings directly on the IP phone. Users can modify the forwarding behavior, the number of calls, ring settings, auto answer and busy triggers. The use of profiles makes changing the phone behavior as easy as on mobile phones.



## AND Phone Blocklist

*AND Phone Blocklist* gives you the option to define pass- and block-lists of phone numbers and call routing is handled based on these lists. Using these features enables you to define exactly who is allowed to call what extension.



Additionally there are advanced call routing services available being used for customized routing decisions to handle incoming and outgoing calls adapted to corporate processes.



- AND Phone Lockout
- AND Phone Group
- AND Phone Group MA
- AND Phone Broadcast
- AND Phone Directory
- AND Phone Recorder
- AND Phone CRM
- AND Phone Observer
- AND Phone Settings
- AND Phone Blocklist

## SYSTEM MANAGEMENT

All modules are managed by a centralized web based front-end. This centralized management eases the setup and administration of the system and keeps the support costs low. By managing all modules with a common front end it is simple to add new modules as required by the communications infrastructure without setting up new servers or hardware.

Additionally the management can be done remotely and all administration tools are available wherever a browser can be accessed.

NO MESSAGES

Global  
Lockout  
Group  
Directory  
Recorder

**AND PHONE**  
Recorder > Administration > Archive

**Events**

- 2005-02-01 15:05 No storage left on drive A: !
- 2005-02-01 15:03 More than 80% of bandwidth used !
- 2005-02-01 15:01 Recorder : Added a new phone number.

Archive 2005-02-18

Status	Start	Duration	Calling Party	Called Party	Size
▶	2005-02-18 13:08:57	00:05:37	08178991	08178997	3 MB
▶	2005-02-18 13:11:57	00:01:01	08178998	08178996	2 MB
▶	2005-02-18 13:14:57	00:00:03	08178991	08178993	5 MB
▶	2005-02-18 13:29:57	00:01:39	08178996	08178997	2 MB
▶	2005-02-18 13:38:57	00:01:10	08178999	08178998	3 MB
▶	2005-02-18 13:43:57	00:03:24	08178993	08178994	2 MB
▶	2005-02-18 13:55:57	00:02:01	08178992	08178999	5 MB
▶	2005-02-18 13:59:57	00:01:06	08178992	08178991	3 MB

**AND TEK**  
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## SYSTEM REQUIREMENTS

### Server Requirements

- x86-based processor 2.8GHz or above
- Main memory 512MB/1GB/2GB
- One Gigabit-/Fast-/Ethernet Interface
- 10GB Hard disk
- CD ROM drive

### Supported Server Operating Systems

- Windows 2000
- Windows XP
- Windows 2003
- Linux based (included with *AND Phone*)

### Supported Telephone Systems

- Cisco CallManager Express 3.4
- Cisco Unified CallManager Express 4.0
- Cisco Unified CallManager 4.x
- Cisco Unified CallManager 5.x

### Supported IP Phones

7971G-GE, 7970G, 7961G/GE, 7960G, 7941G/GE, 7940G, 7912G, 7911G, 7905G, 7902G, 7920

Be aware that services might differ depending on the IP phone capabilities.



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