



Business Communications Applications

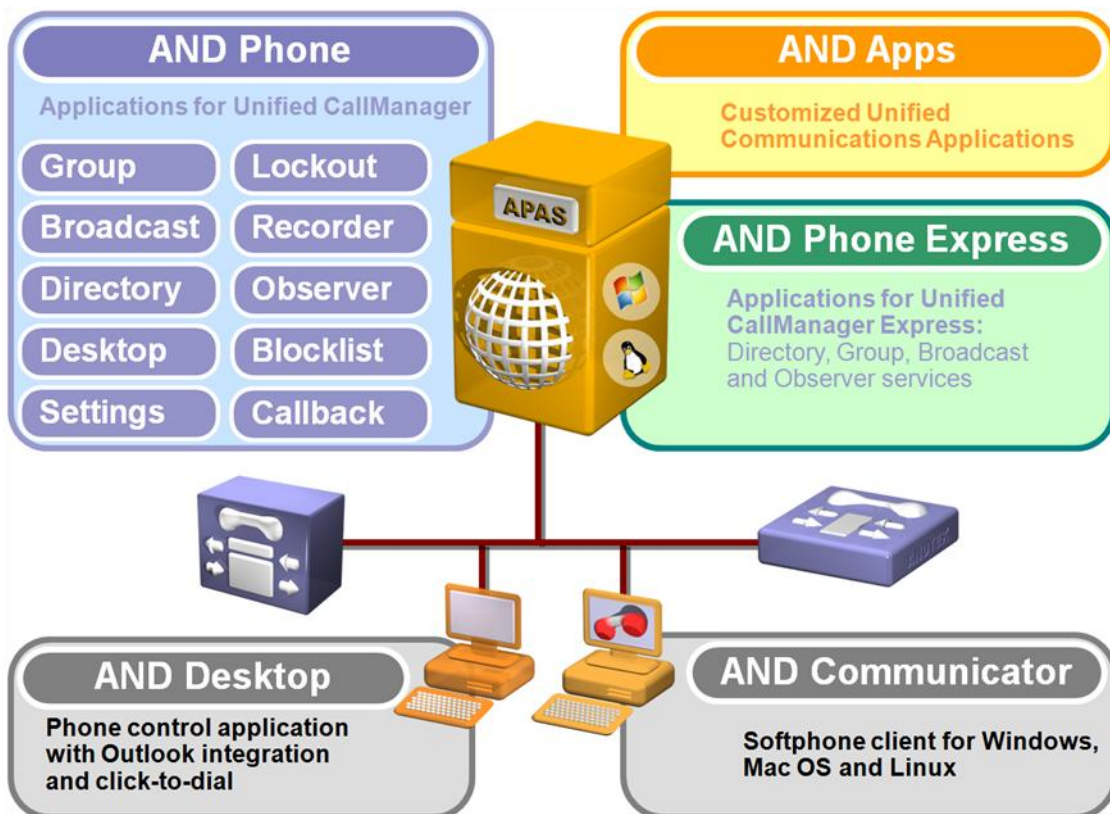
ANDTEK Communications Solutions

As Cisco Technology Developer Partner, ANDTEK delivers business applications enabling you to fully leverage your unified communications network.

Applications are designed with productivity enhancements and simplified user interactions in mind. ANDTEK uses its extensive development experience to deliver applications for your voice and data network, providing better employee collaboration, business process integration and enhanced customer service.

SOLUTION OVERVIEW

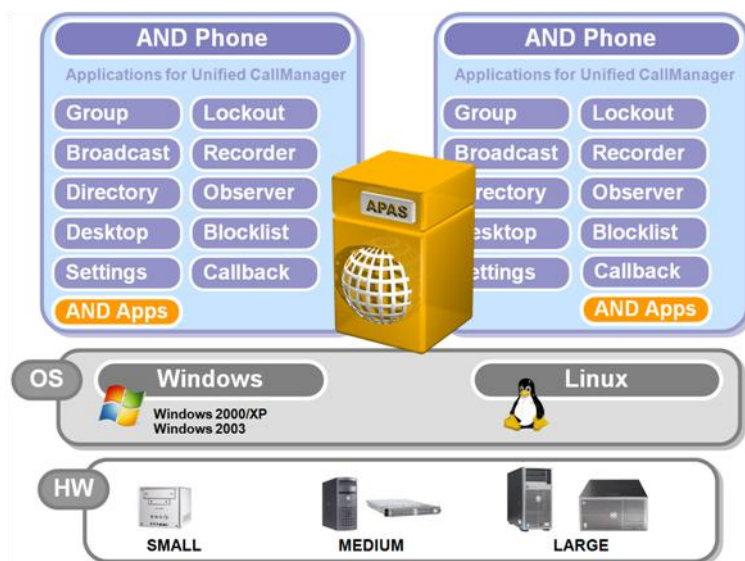
ANDTEK unified communications applications offer you a broad range of powerful and effective applications to deliver a centralized managed and fully integrated application environment decreasing your setup and maintenance efforts while enhancing the productivity of your communications infrastructure.



Requirements: *AND Phone Application Server*

The *AND Phone Application Server (APAS)* is the control center for all services offered. *AND Phone* applications can be run on **standard industry servers** and the *AND Phone Application Server* software is available for both Windows and Linux. High availability is available for system critical environments.

The *AND Phone* software can be delivered preinstalled as appliance or as software package for Windows or Linux to be installed on customer servers.

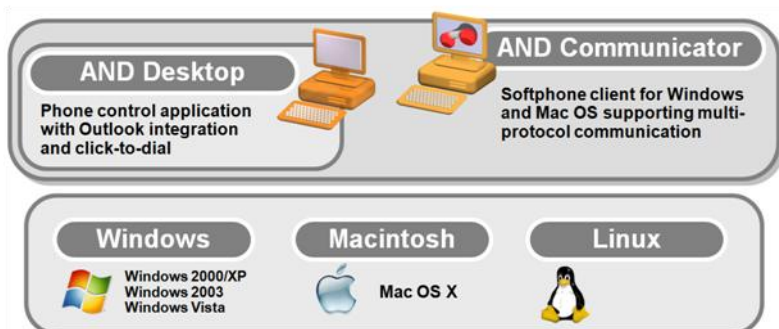


Server Requirements

- **x86-compatible CPU 2.8GHz**
- **Main Memory min. 1GB**
- **Network Interface Card**
- **Hard disk min. 10GB**
- **CD-ROM drive**
- **MS Windows 2000, XP, 2003 or Linux (included)**

Requirements: *AND Communicator, AND Desktop*

AND Desktop and *AND Communicator* are communication clients for user PCs and run on various **Windows versions, Mac OS X** and on **Linux** distributions. A typical PC with a network interface card is sufficient to operate it. If the Softphone mode is used (*AND Communicator*) you need a microphone and a speaker.

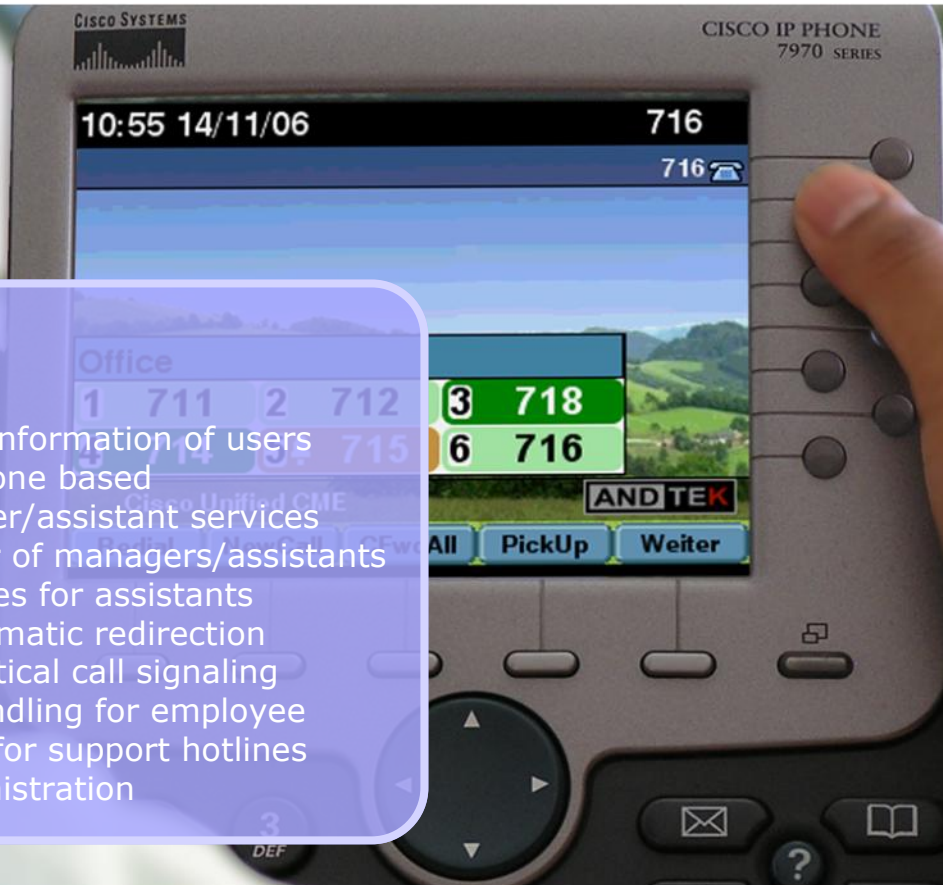


Desktop PC Requirements

- **x86-compatible CPU**
- **Main Memory min. 512 MB**
- **Network Interface Card**
- **Hard disk min. 30MB**
- **Microphone and speaker**
- **MS Windows 2000, XP, 2003, Vista or Mac OS X**

AND Phone Group

Enhanced Manager/Assistant and Presence Services.



KEY BENEFITS

- Real-time status information of users
- Completely IP phone based
- Advanced manager/assistant services
- Unlimited number of managers/assistants
- Availability services for assistants
- VIP lists and automatic redirection
- Acoustical and optical call signaling
- Simplified call handling for employee
- Mini ACD service for support hotlines
- Centralized administration

Advanced Manager Assistant Services and Presence Information on IP Phones

Time is an important resource, especially for business users. Therefore you need services to streamline communications between managers, assistants and employees to speed up processes, reduce ineffective calling and increase caller satisfaction.

Always available status information of users

Highly simplified call handling services

Wide range of supported devices

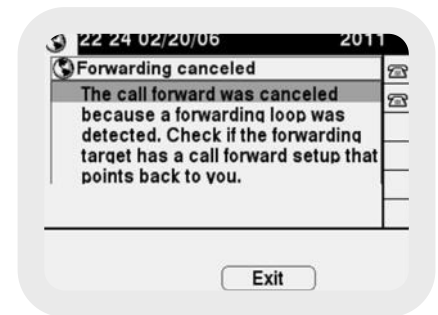
Presence on IP Phones Display

Real-time information about other employees is shown directly on the IP phone display. Status information is **always available** and can be adapted to various IP phone models which helps avoiding calls to busy destinations. Additionally an acoustic notification is used to inform group members about incoming calls and decreases the number of dropped calls significantly.



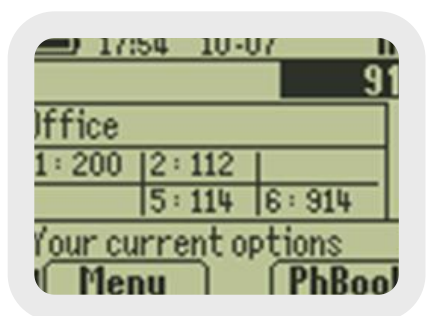
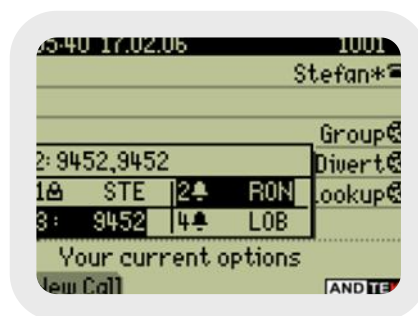
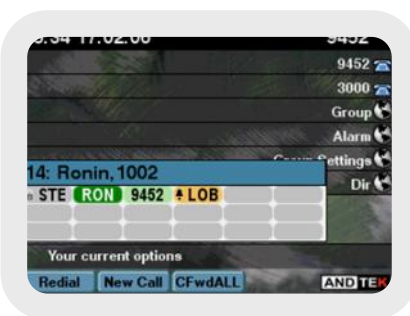
Phone based call handling

Communication between group members is optimized for **fast and easy setup of calls**. Redirecting, diverting and picking of calls are greatly simplified to reduce the time needed for a task. Additionally there are some convenient functions available to streamline communication and reduce errors during operation, like automatic forwarding loop prevention.



Flexible display options and device support

Status information of IP phones is adapted to various phone models and uses available display options depending on the IP phone type. Even older models and the wireless IP phone are supported.



Enhanced Manager/Assistant with AND Phone Group MA

Completely phone based manager/assistant service with unlimited number of managers, assistants and group users. Advanced availability options for assistants accompanied by **intelligent call handling** algorithms enhances communication in office environments. Additional features, like **VIP lists**, assistant preferences and automatic redirection are available directly on the IP phone.

AND Phone Group MA

Enhanced Manager/Assistant Services.

Manager/Assistant

The manager/assistant service offers highly sophisticated functions for office environments where multiple managers, assistants and employees need to work closely together.

Services are designed to be operated as simple as possible and all services are completely phone based (AND Communicator offers the CTI integration).

KEY BENEFITS

- Advanced manager/assistant services
- Unlimited number of managers/assistants
- Availability services for assistants
- VIP lists and automatic redirection
- Simplified call handling for assistants
- Centralized administration



AND Phone Group ACD

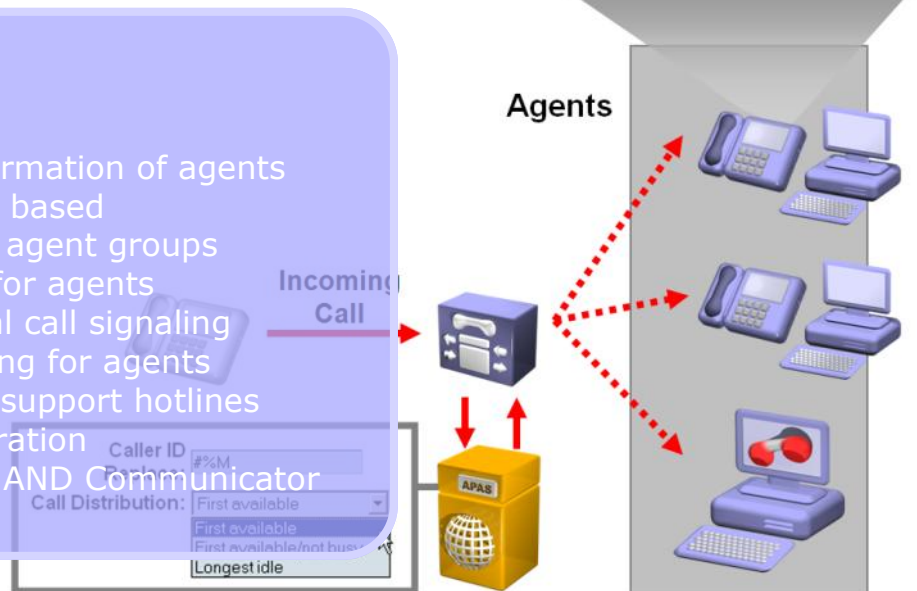
Mini ACD

Using **integrated automatic call distribution** algorithms allows AND Phone Group ACD to be used for a small phone-based ACD environment with supervisor information available on the IP phone display.



KEY BENEFITS

- Real-time status information of agents
- Completely IP phone based
- Unlimited number of agent groups
- Availability services for agents
- Acoustical and optical call signaling
- Simplified call handling for agents
- Mini ACD service for support hotlines
- Centralized administration
- Available on PC with AND Communicator



AND Phone Observer

Surveillance Camera and Door Opener Integration.

Unified Communications Network with Surveillance Camera and Door Opener Integration.

Integrating IP cameras and door openers into your network leverages your unified communications network for surveillance and control services. Combining IP cameras with door openers gives users full access control directly on the IP phone without any additional components.

IP Camera Integration

Integration of any IP camera is supported by using snapshots which are derived from the IP camera and displayed on the IP phone. Therefore you need **no additional hardware** in your office environment to see what is going on in your storage depot, at the parking site or who is in front of your entrance.



Door Opener Control

Door openers are controlled directly from the IP phone and can be combined with the entrance camera and intercom functionality to have all your access control needs on the IP phone.

Multiple Cameras and Touch Screen

Multiple cameras can be displayed as split screen on IP phones to monitor multiple sites at once. Fast access to specific cameras is done by **touch screen** functionality on supported IP phones and automatic pop-up on activity.

KEY BENEFITS

- Surveillance directly on IP phone
- No dedicated system required
- Integrates door openers
- Operate door from IP phone
- Multiple cameras on one display
- Refreshes up to every second

AND Phone Broadcast

Zone Paging, Emergency Broadcasting and Conferencing services.



KEY BENEFITS

- Enterprise-wide announcements and paging
- Fully integrated into your network
- Unlimited number of paging zones
- Bi-directional communication option
- Immediate conferencing setup
- Reduced impact on network resources
- Integration of speakers and amplifiers

Zone Paging, Emergency Broadcasting and Push-to-Talk services for enterprise-wide mass communication

AND Phone Broadcast leverages your existing communications infrastructure to deliver the crucial ability for emergency broadcasting and corporate mass communication.

Additionally there are special services available for highly critical environments, like disaster management and defense applications.

Highly scalable zone paging to multiple groups

Simplified conferencing setup with member status display

Ceiling speaker and amplifier integration available

Emergency Broadcasting

Announcements in the case of emergencies or disasters are delivered effectively to all affected users and locations in your enterprise, **independent of the physical location.**

Zone Paging

Multiple zones can be defined and announcements are simply made from any IP phone in the company. Establishing **two-way communication** enables you immediate responding to announcements. It is even possible to establish a call to the announcer just by pressing a button.

Immediate Conferencing

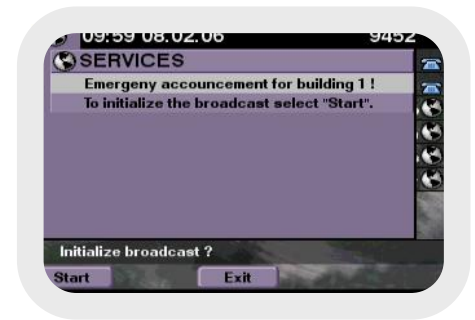
Immediate setup of conferences without specific conference numbers or conference parameters is easily achieved by an IP phone service. **Participants are automatically contacted** and the IP phone display shows immediately the **joined and missing participants** in the conference.

Command-and-Control conferences

In highly critical environments there are special requirements for announcing messages and creating conferences. Command-and-control conferences deliver fully featured **call pre-emption** and **priority calling** services.

Ceiling Speaker and Loudspeaker Amplifier

Voice announcements can be delivered through ceiling speakers and loudspeaker amplifiers which are connected directly by **Power over Ethernet** to the network, reducing cabling costs and offering flexible announcement configurations without additional installation requirements.

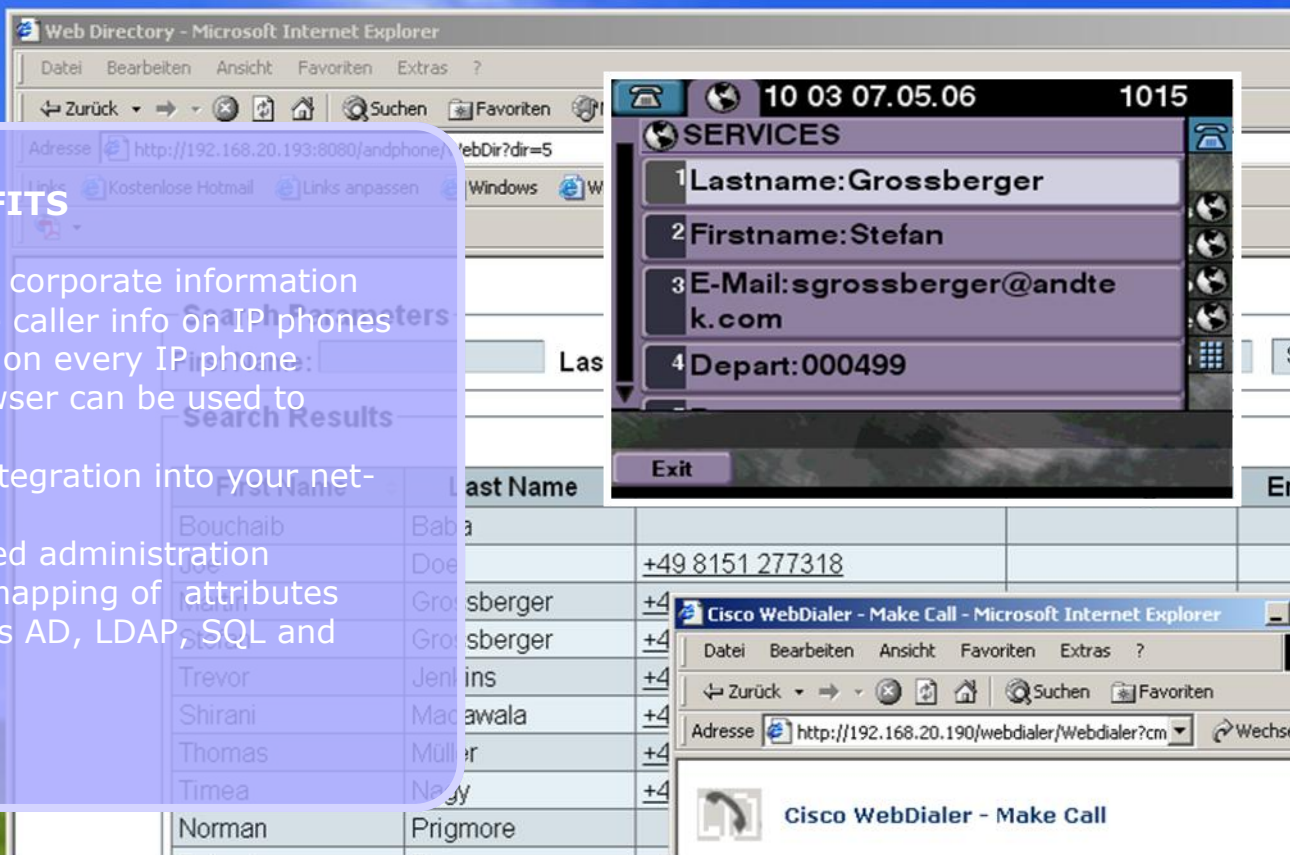


AND Phone Directory

Directories and Databases
at your Fingertips.

KEY BENEFITS

- Access to corporate information
- Extensive caller info on IP phones
- Available on every IP phone
- Web browser can be used to search
- Simple integration into your network
- Centralized administration
- Flexible mapping of attributes
- Integrates AD, LDAP, SQL and CSV



Integrating Directories and Databases into Unified Communications with access on IP phones and PCs.

One of the key factors in unified communications is efficient access to address information, project databases and customer records.

The *AND Phone Directory* service allows you to integrate your address and customer databases in a fast and intuitive way to be used and searched on your IP phones and on the PC.

Access corporate directories and databases on the IP phone

Immediate display of caller information on incoming calls

Flexible display of available information from corporate resources

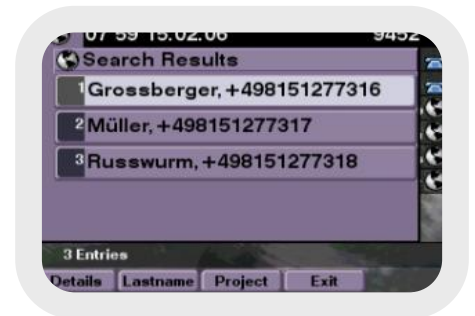
Simplified Search on IP Phones

Searching for address or database information is simply done by entering the search term on your IP phone and a list of matching entries is displayed. Immediate dialing even for multiple phone number entries can be done by using Softkeys.



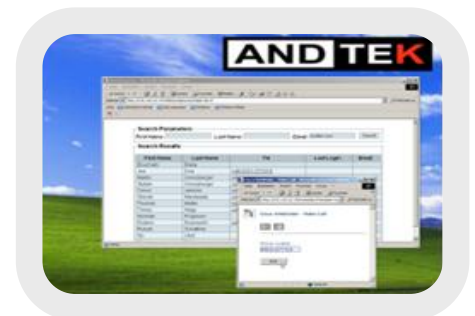
Resolve Incoming Calls

Incoming phone calls can be automatically resolved and additional caller information is displayed. Flexible mapping of attributes allows showing customized information about the calling party.



Electronic Web Phone Book

All integrated sources can be searched directly in a web browser and dialing capabilities out of the web browser are available. Therefore your directory can be used wherever you have a web browser.



Directory integration with DECT

Mobile handsets using DECT standard can use the directory to search for entries as well as for resolving incoming calls and display additional caller information.

Integration of Enterprise Directories and Databases

The flexible approach of *AND Phone Directory* allows the integration of LDAP directories (e.g. Active Directory), SQL databases (e.g. MS SQL, mySQL, Oracle) and CSV files (e.g. import of Excel sheets).



AND Phone Recorder

**Reliable and highly scalable
voice recording solution.**

KEY BENEFITS

- Meet Legal Requirements
- Enhance Customer Satisfaction
- Improve Productivity and Security
- Train and Coach employees
- Highly scalable to thousands of rec-orded calls concurrently

Highly Scalable and Reliable Voice Recording.

Using affordable call recording enables you to comply with legal and regulatory obligations. These requirements are easily achieved by deploying a secure call recording solution which seamlessly integrates into your existing communications environment.

AND Phone Recorder is designed for the needs of government and corporate environments and offers reliable, secure and highly performing voice recording.

Network based recording of telephone conversations

Encrypted and signed storage of recorded calls

Replay of recorded calls over web or directly on IP phone

Scalable Multi-Site Recording

Multi-site recording at **multiple remote locations** can be achieved by deploying multiple sensors and scales from one call up to **over 3000 concurrent** calls. Intelligent call storage enables you to use multi-site recording even over small bandwidth WAN links.

Centralized Management

Management of the whole call recording environment is centrally managed with any web browser. Multi-site recordings are collected at the central database for simplified retrieval and backup services.

Extensive Recording Options

Depending on your needs you can deploy **full-time recording, on-demand recording, triggered recording** or **one-way recording**. Even retrieving calls after the call ended can be handled with our call recording solution.

Playback on IP Phone

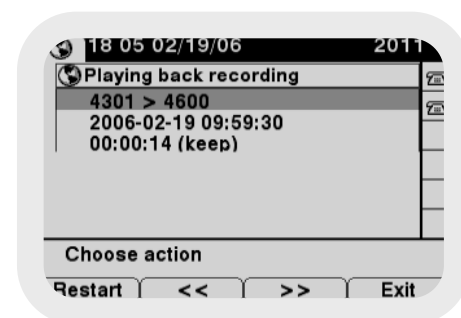
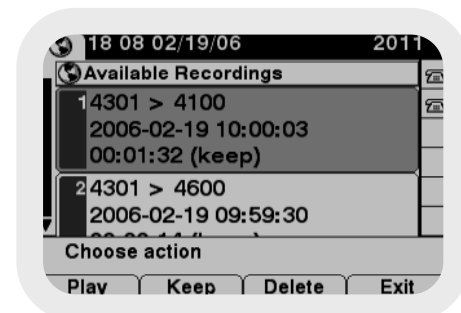
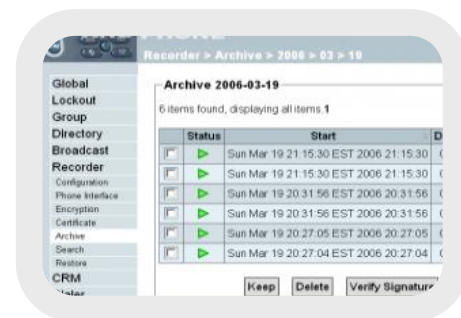
Recently recorded calls can be **played back on the IP phone**. Playing back recorded calls on the IP phone helps solving customer disputes immediately.

Highly Secure Environment

Recorded calls are **stored encrypted and signed** on the recording server. Additionally there are measures to **prevent unauthorized access** to recorded voice calls.

Encrypted Call Recording

Starting with Communications Manager 5.0 it is possible to record encrypted calls. It allows using media and signaling encryption and still recording your conversations. Therefore you can **maintain highest security standards** by using call encryption and still implement call recording.



AND Phone Lockout

Secure your IP Phones and Prevent Misuse.

KEY BENEFITS

- Prevent IP phone misuse
- Easy to operate for users
- Ensure confidentiality
- Locked phones still receive calls
- Works also with Extension Mobility
- Centralized PIN storage



Secure your Unified Communications Infrastructure to prevent phone misuse and toll fraud.

Prevent IP phone misuse during off-business hours and protect the privacy of your employees. AND Phone Lockout ensures that only limited destinations are available when the phone is locked, like emergency services or the front desk, while incoming calls are still received.

AND Phone Lockout can be integrated into existing systems and allows to get PINs from the Communications Manager or existing LDAP servers (e.g. from your Active Directory). Additionally it integrates perfectly with *AND Phone Group*.

It can be used as standalone security service or even in combination with Extension Mobility of the Unified Communications Manager.

AND Phone Callback

Call handling for busy destinations.

Get informed whenever busy destinations are available again.

Whenever calling a busy destination you can activate a callback for this destination. After the destination is available again, a call to the destination is automatically established.

External destinations

AND Phone Callback can be used for destinations outside of the corporate network as well. Therefore you have this handy service available whenever a destination is busy— independent of the location. And of course you can have as many callbacks available as you require.

Send notifications instead getting a call

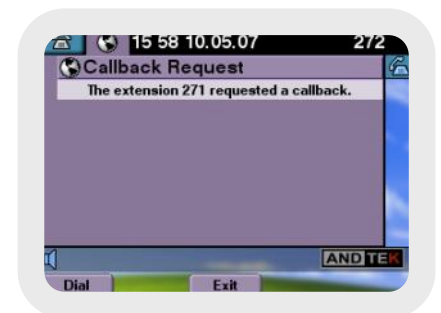
When calling internal destinations and they are busy it is possible to send a notification instead of the callback. The notification informs the destination that a call should be made but prevents the automatic call establishment.

Automatic call return

Another common problem when transferring phone calls happens when the destination is not picking up the call. In this case the phones rings for some time but there is no way for the transferring party to get the call back—and the caller is lost. With AND Phone Callback there is an option to transfer a call back if it is not picked up during a specified time period.

Receiving calls while busy

Usually there is no possibility to be informed about incoming calls while you are on the phone. With this service you get notifications for every incoming call while you are busy and the calling numbers are accessible directly on the phone for callback.



KEY BENEFITS

- Callback on busy
- Callback for internal and external destinations
- Callback notification instead call
- Call return on transfer to busy
- Deletion of call history
- Notification on busy

AND Communicator

Business Softphone and
Communications Client.



**Your Business Softphone and Communications Client
for seamless Cross-Platform Communication.**

***AND Communicator* is an application integrated with your Unified Communications environment. It extends the feature rich services from your enterprise telephony infrastructure to the desktop.**

***AND Desktop* offers the whole *AND Communicator* services without the Softphone component.**

Control IP phones from desktop computer

Simplified call handling with multiple active calls

Small footprint and intuitive frontend

Softphone and Deskphone Control

Use your desk phone and your Softphone at the same time. Depending on their needs users choose their preferred communications device, hassle-free. Adapting *AND Communicator* enables you to have proper client software for managers, assistants and other business functions depending on their specific needs.

Operating Systems

Use the operating system of your choice and have the same communications client in place. Use it on Windows Vista, XP, 2000, Macintosh or Linux.

Communication Protocols

Using a flexible plug-in architecture allows multiple communication protocols and offer you communications by far more than SIP. Multiple connections can be active at the same time to deliver access to any communications path available.

Business Software Integration

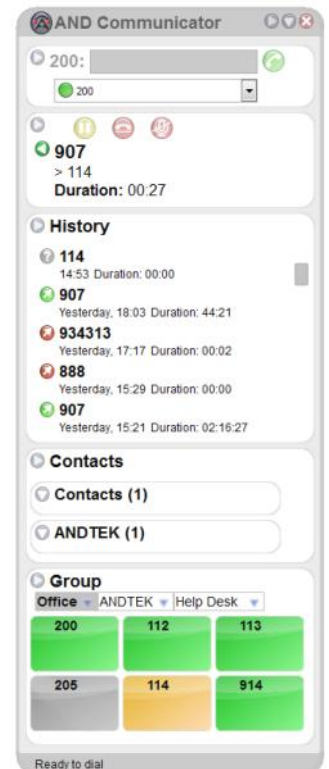
Information from commonly used business software, like MS Outlook, can be easily used to dial numbers of your contacts.

Directory Integration

Contacts are exchanged with the application server enabling you to use contacts out of a broad range of directories and database systems like Active Directory or any SQL database.

AND Phone Integration

Deploying *AND Communicator* with *AND Phone* offers additional services like call recording, voice paging, security related services and many more.



Deskphone Control

Softphone



AND Apps

Vitalize Unified Communications.



Realizing the real benefit of Unified Communications by implementing services on your communications network is strongly simplified with AND Apps.

Predefined services for various business environments

Service to access information directly on IP phone

Flexible platform to create own services

Unified Communications Applications for IP Phones, Desktop PCs and the Web.

AND Apps enables you to create applications for IP phones, PC desktops and web environments in an easy and efficient way. Using this flexible approach enables you to implement feature-rich services for specific requirements in a timely manner for Unified Communications environments. Sample applications are available for immediate usage out of the box.

RSS Reader

Get any RSS feed from the web to be directly displayed on the IP phone, like news channels or your own corporate information feed and deliver it to the corporate IP phones.

Currency Converter

An easy to use currency converter helps to calculate various currencies directly on the IP phone with an up to date conversion rate.

Alarm Service

Alarms can be easily created on the IP phone and an acoustical and optical signal is sent to the IP phones. It includes a web interface to manage all alarms in the environment which is especially useful for receptionists.

E-Mail Reader

Read your e-mails directly on any IP phone and manage your Inbox.

Additional applications available are **Weather Report**, **Emergency Broadcast**, **VAT Calculator**, **Service Selection**, **Building Control** and many more.



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