IAC Lite Console

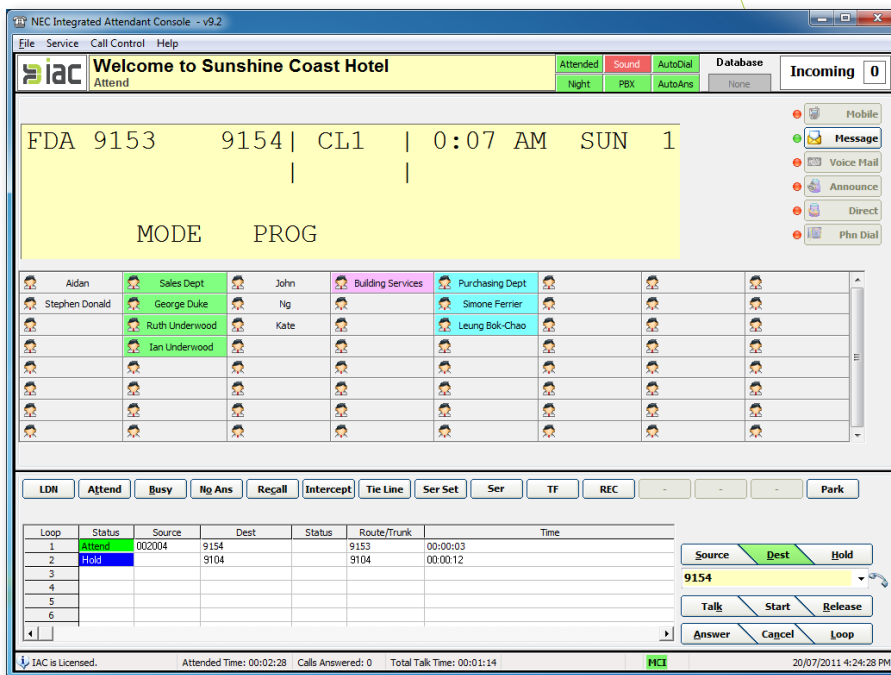** Note – Busy Lamp Field status is not available with IAC Lite Console*

The IAC Lite Console is a PC based switchboard operator console that will improve the productivity of your operators.

The IAC has a number of features that will assist operators in handling calls more efficiently.

As a result important calls will be handled in a faster and more professional manner.

» The IAC Lite Console is a low-cost PC based operator console that emulates the NEC SN-716 hardware console as a Windows application

» The Lite console can show an LDN greeting message when a call is answered as well as the reason the call came to the switchboard (Call forward busy, Call forward noanswer, Recall, Attend)

» Includes 64 user speed dial buttons with configurable button colour

» Send email from IAC screen without switching to Outlook

» Basic operator statistics shown in status bar – attended time, calls answered, total talk time

» Very simple installation, no networking or database to install or configure

» Easily upgraded without re-installing software to include directory database for full searchable directory, screen pops, messaging and statistics reporting capabilities

» IAC is a sophisticated and professional PC attendant console for NEC switchboard operations

» Increases operator productivity, improves morale and can reduce switchboard operational costs.

IAC Lite Specifications

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CALL CONTROL

» Call handling via mouse or keyboard
» NEC customised keyboard included
» One touch direct transfer to extensions
» One touch announced transfer to extensions
» One touch transfer to mobiles
» One touch transfer to external numbers

» 64 one–touch speed dials with configurable button colours
» Six loops (handle 6 calls at once)
» Source for all loops visible at all times (large system only)
» Destination for each loop visible at all times (large system only)
» One touch toggle between source, destination or three party conference
» Calls waiting display including type of call (LDN, CFN, CFB, Guest etc)
» Calls can be answered specifically according to call type (LDN, CFN, Guest etc)

» Last Number Redial (supports up to last 20 numbers)
» Night Switching control
» Manual trunk selection.
» Serial Calls
» Busy Verification
» Call Parking
» Malicious Call Trace
» Interposition transfer
» Most features work over a CCIS No 7 or Fusion network

SCREEN POP

» Shows LDN and LDN specific message
» Shows reason the call came to switchboard (CFN, CFB, Recall, etc)
» Shows Route/Trunk or Restrictions
» Upgrade to Small or Large license to enable full screen pop capabilities

DIRECTORY SEARCHING

» Upgrade to Small or Large licence to enable Directory capabilities

DIRECTORY INTEGRATION

» Upgrade to Small or Large licence to enable Directory integration

MESSAGING

» Email integration using default mail client included
» Upgrade to Small or Large licence to enable full Messaging capabilities

HOTEL/MOTEL (LARGE PBX SYSTEMS ONLY)

» Manual trunk selection
» Do Not Disturb override
» House Phone
» Supervisory Call Set
» Serial Call Set
» Split Hold Set
» Audit (where supported by PABX)
» Direct Station Select (DSS)
» Trunk Busy Keys
» Do Not Disturb Set / Reset
» Wake Up Set / Reset
» Room Cutoff Set / Reset
» Message Wait Set / Reset
» Check In / Out
» Room Status
» Emergency calls

SYSTEM

» Desktop: Windows 7, Windows XP Pro
» DB Server: Not required

» Simple installation: no need for OAI or TAPI Hardware
» Dterm phone not required

» Enterprise maintenance using a simple configuration utility
» Scalable from 1 to 64 consoles (dependent on PBX type)
» Supports PBX's networked over CCIS No 7 or Fusion®
» Transfer to local or remote Voice Mail systems
» High level of Redundancy :
   › System configuration is shared and backed up to the local hard disk
   › No single point of failure in multiple console environment
   › Can start up and handle calls even after total LAN failure
» Open Standards: SQL, ODBC, SMTP, LDAP

MANAGEMENT

» Simple management tool provides access to enterprise wide settings
» System config is backed up to the local hard disk at each program run
» Visual Major and Minor alarms

CONFIGURABILITY

» Configurable keyboard shortcuts
» Configurable screen layouts
» Configurable screen labels and captions
» Configurable ring tones