

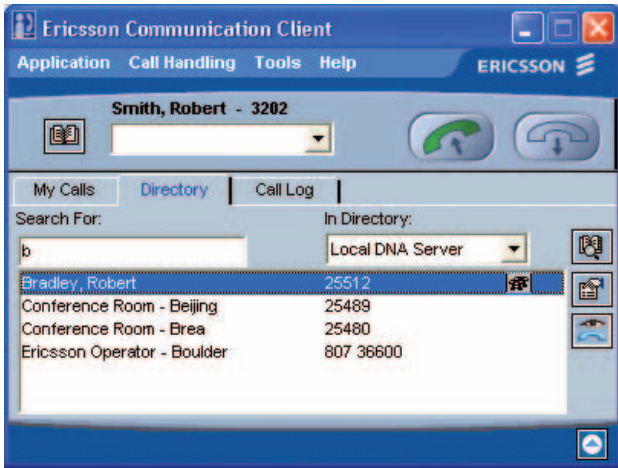
Ericsson Communication Client 1.2

MD110 IP Softphone

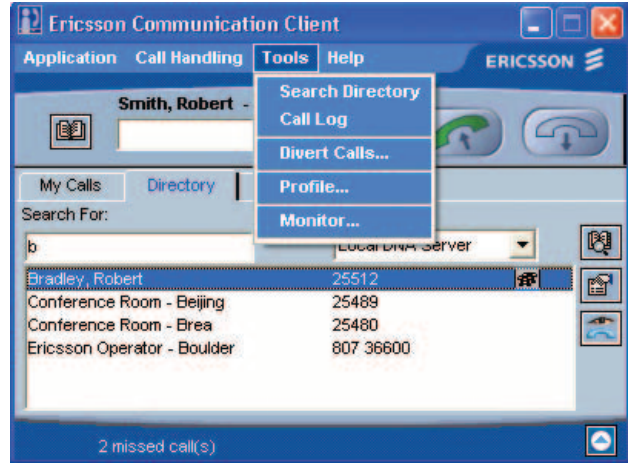


With Ericsson Communication Client you can make and receive calls directly from your PC just as easily as from your office phone.

All you need is to be connected to your corporate network. An easy to use graphical interface with plug and play functionality provides access to the corporate directory and allows users to manage their personal number profiles and message diversions/absence information



Directory search



Ericsson Communication Client

An essential component of the Ericsson Mobile Enterprise offering

For organizations looking to prepare for future convergence technologies while leveraging existing communications assets, the Ericsson Communication Client is the perfect solution.

With Ericsson Communication Client, our commitment to reliable, scalable and feature rich solutions continues.

Key Benefits

Ericsson Communication Client offers many benefits that directly address the business needs of today's enterprises.

- Enabling a mobile workforce by allowing employees to work effectively in the office, at remote locations, or from home using the same extension and business-class telephony features
- Accelerating productivity by providing single-source access to telephony, directory, and messaging features
- Dialing is performed by 'Click-to-dial', that is by simply clicking on the name of the person to be called.

Increasing communication between employees and customers through single number access, regardless of where you are working.

- Reducing costs by centralizing administration, reducing the number of desktop phones and reducing internal traffic to the operator, thus greatly improving the level of service offered to customers and other external callers.
- Building customer loyalty with effective communication tools allowing employees to be more efficient and responsive to customer demands

The power of corporate communications in your PC

Ericsson Communication Client is a software-based IP phone. In addition to VoIP (Voice over IP), it provides easy access to a wide range of the MD110 and Dynamic Network Administration (D.N.A.) Application Suite features.

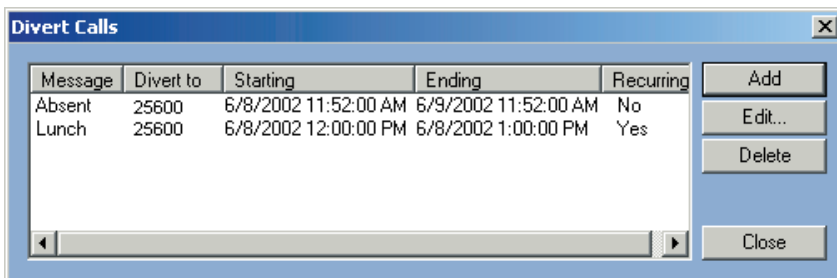
Connecting to the MD110 IP extension, the Ericsson Communication Client offers business-class telephony features and a single number access point to employees. Now employees can stay connected whether working in the office, at a branch site, or though remote location, or even from

the home through a VPN connection. Using IP-telephony through the corporate LAN/WAN allows employees to access all the same features as if they were in the office, while reducing telephone charges.

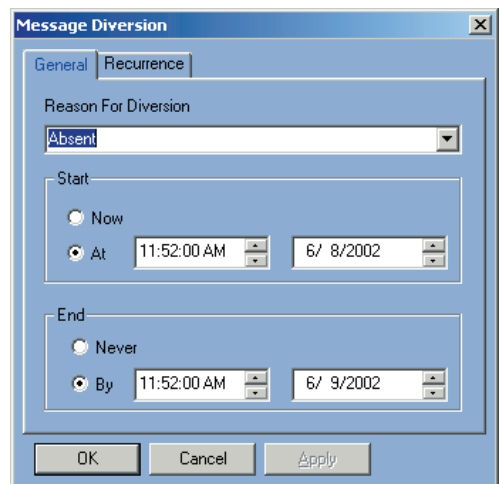
Ericsson Communication Client, a Microsoft Windows-based client application, provides the following functionality:

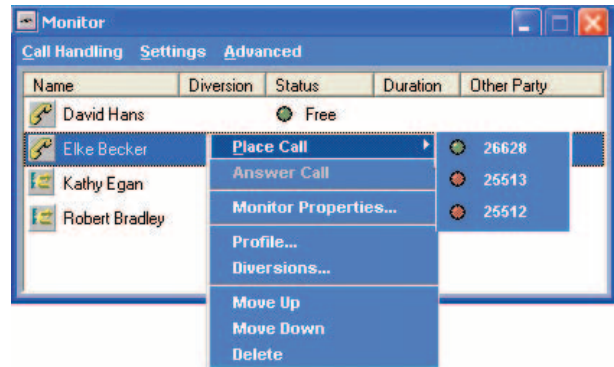
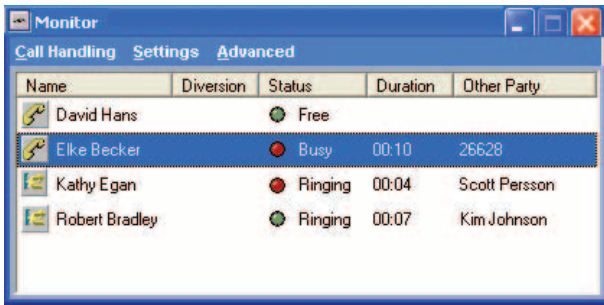
- VoIP
- Business-class telephony
- Corporate Directory Search and Dial
- Message Diversion/absence information management
- Personal Number Profile Management

The Ericsson Communication Client not only offers secure access to your corporate network but also the ability to automatically detect and connect to the MD110 IP extension gatekeeper. When used in a branch office, it also can be configured to automatically connect to a backup gatekeeper if the main gatekeeper connection is lost.



Message diversion management





Monitor feature

Business Class telephony features

This is not simply a matter of making and receiving calls over IP. In their daily work, most people use such features as call back, call transfer and redialing of external numbers. They also expect notification when a message is waiting. Ericsson Communication Client offers all these features.

Search and Dial From the Corporate Directory

With Ericsson Communication Client together with D.N.A. Directory, the user always has access to the corporate directory and can easily search by first or last name or specific data entries. Dialing is performed by 'Click-to-dial', that is by simply clicking on the name of the person to be called.

Manage Your Message Diversion/Absence Information

The Ericsson Communication Client supports Message Diversion, which allows the user to divert incoming calls while displaying an absence information to the caller. Using D.N.A. Directory, message diversions can be added, deleted or edited through the Ericsson Communication Client graphical interface. Without the directory message diversions can still be set using the MD110 dialing procedure.

Manage Your Personal Number

The excellent graphic user interface of Ericsson Communication Client makes it easy to manage the Personal Number feature provided by MD110. Personal Number determines how your calls will be routed according to your current profile (one of select between a choice of 5 profiles), which can be set to direct the call to your office phone, home phone, mobile phone or voice mailbox either directly or in a pre-determined sequence.

Administrative Assistant support - Monitor feature

Answering and managing your Manager's communication is made easy through the Ericsson Communication Client. Through an extended dialogue interface Administrative Assistants can monitor up to 30 extensions and answer the incoming calls through a MD110 extension. The Administrative Assistant is also able to set, change or delete the message diversion/absence information and personal number for the monitored person all through one easy to use interface.

Business Class Telephony Features

- Make call*
- Answer call*
- Hang up call*
- Call back*
- Last number redial*
- Transfer call*
- Conference*
- Park/retrieve call*
- Message Waiting indication*
- DTMF signaling*
- Multiple calls*
- Call Log/Call List*
- Monitor (Administrative assistant)*
- Message diversion/absence information management*
- Personal number/profile management*
- Call status display*
- Volume control*
- Secure log-on towards gatekeeper*
- Automatic Gatekeeper (discovery and registration)*
- Automatic Backup Gatekeeper (registration and deregistration)*

Capacity

- Only one instance of the Ericsson Communication Client can be running at a time on a PC
- Up to 6 simultaneous calls are supported
- A list of the 10 last dialed numbers are maintained
- The result of the progressive directory search is limited to 100 entries
- Up to 100 calls are logged in the Call Log/Call List

Hardware and Software Requirements

- Microsoft Windows 2000, Windows XP or Windows 2003 Server
- Windows-compatible full duplex sound card. It is recommended to use either a USB full duplex headset with microphone or USB full duplex handset. Ericsson Communication Client has been tested with Plantronics Model DSP-300 (DSP-400, DSP-500) headsets. These headsets are USB based and have an external full duplex sound card.
- MD110 BC11 Service Pack 10 or higher
- Requires D.N.A. Server 5.2 and D.N.A. Directory Manager 5.2. D.N.A. Extension Manager 12.1 is required for message diversion.

Compatibility

Ericsson Communication Client 1.2 is compatible with

- NetMeeting version 3.01
- D.N.A. 5.2

Standards supported

- H.323
- ESSP (Ericsson Supplementary Service Protocol)
- G.711, G.723, G.729a and G.729ab coder/decoder (codec)

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