

Access-IP OpenCTI 50

Supplementary information

Telephony & cordless



Access-IP OpenCTI 50 telephony console is web browser based Computer Telephony Integration (CTI) software for individual control of telephone functions from PCs.

CTI makes it possible to couple data and voice communication throughout the company. This allows users to dial their phone book contacts or manage and query their voice boxes from their web browser. The platform-independent OpenCTI 50 application is already pre-installed and only has to be activated. A free 60 day trial version is available immediately.

The CTI licence allows up to 32 simultaneous users access to a web browser based CTI application. OpenCTI requires a web browser above Internet Explorer 4 or Netscape 5 and TCP/IP. The CTI browser is not platform specific and will run on Microsoft Windows, Apple and Linux platforms. For Microsoft Windows users there is a PC application that will automatically log in when Windows starts.

OpenCTI features

The main feature of the OpenCTI is that it allows users to see who is calling them before they accept the incoming call, as it displays the incoming caller's details. It also enables users to dial telephone numbers from a telephone book database to avoid the hassle of using a telephone book to find someone's number each time you wish to make a call. Furthermore, it offers user convenience in that it displays missed calls, identifies busy lines, holds, transfers and accepts conference calls. This adds to effective business communications and optimises effective business solutions at the touch of a button, whether it be to a group of people or an individual person.

The OpenCTI also offers further functions and features which will help to optimise your business communication needs:

- incoming call list - manage your incoming calls by returning a call back to your mobile or office phone with a single click of the mouse. The telephone number can be added to the telephone book or email
- telephone book - simply select the first letter of the person to be called and click on the telephone symbol to call. Contact details can be edited by selecting the name
- busy lamp field - manage your business calls with the busy lamp field display. See who is busy or free and answer or transfer calls using the mouse
- manage your voice box, phone settings and display. Change or add announcement messages so that they can be selected when you are out of the office or away from the desk

Key functions

OpenCTI offers the following functionality from your PC:

- Make a call
- Amend telephone book entries
- Hold calls
- Transfer calls
- Make conference calls
- Soft keypad to dial
- Phone book (system and personal)
- Sent messages
- Configuration of handset features
- Caller identify before call is taken
- Busy status of all lines and users
- Missed and received calls
- Redial list
- Received messages
- Dial from screen

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