■ Key Features

- ActiveX Implementation for MS Internet Explorer

- Supports SIP and H323 Protocols with NAT Traversal

- Caller ID and PIN Authentication and Call Authorization

- Real-Time Account Balance and Credit Time Information

- Supports Unlimited Customizable HTTP Skins and Profiles

- Centralized Setup, Provisioning, Caller ID Distribution, and Management

- Customizable Soft Buttons for Custom Features

- Access to Voice Mail, Conference, and Advanced PBX Services

- Direct Address Book Export from MS Outlook and MS Outlook Express and Lotus Notes Windows Clients

- Centralized Address Book Management for Global Address Book Access

- SysMaster USB Phone Support

- Direct Access to User Account Balance and Call History

- Stores Outgoing, Incoming and Missed Calls Information

- Supports PBX Functionality Extensions and Soft Buttons

Why SysMaster H.323/SIP SoftPhone?

ActiveX Implementation for MS Internet Explorer

SysMaster SoftPhone supports easy implementation based on ActiveX binary file to allow easy Phone integration within web sites and easy skin customization. In addition, the ActiveX implementation utilizes the natural Internet Explorer functionality for binary upgrade and provisioning.

Supports SIP and H323 Protocols with NAT Traversal

SysMaster SoftPhone has two different flavors that support the SIP and H323 VoIP protocols with multiple codec support. To ensure that all SoftPhones work flawlessly behind NAT the company has embedded NAT traversal functionality in both SIP and H323 phones. The H323 NAT Traversal functionality requires support from the authorization H323 Gatekeeper, while the SIP NAT Traversal is based on the traditional SIP protocol and does not include proprietary network management functionality.

Caller ID and PIN Authentication and Call Authorization

SysMaster SoftPhone supports CallerID and PIN authentication and call authorization to guarantee the security of SIP and H323 communication. PIN and CallerID data is authenticated and subsequent calls are authorized on a pre pre-paid and post-paid basis to ensure account billing integrity.

Real-Time Account Balance and Credit Time Information

SysMaster SoftPhone supports real-time account and credit time information via the embedded API interface to the VoiceMaster billing system. This allows users to see their current account balance and call time before, during and after the call is made.

Supports Unlimited Customizable HTTP Skins and Phone Profiles

SysMaster SoftPhone supports web based customizable skin templates. Clients can simply change the underlying HTTP and image file to create custom look and feel to their soft phones as well as private label their implementation. In addition, customers can create different phone profiles that have different design, language, and functionality to ensure successful business and geographical implementation.

Centralized Setup, Provisioning, Caller ID Distribution, and Management

SysMaster SoftPhone supports centralized setup, provisioning and caller id distribution for customers thus allowing scaled-up implementation and management after the phone is downloaded by the customer. Controlled parameters include, skin design, language, currency, programmable soft buttons, codec implementation, automated caller id distribution, prefix management, extension number management, inactivity registration timeout, etc. Utilizing centralized management businesses can change and modify the default behavior of already distributed components and customize features on the fly.

SOLUTION FEATURES

Customizable Soft Buttons for Custom Features

SysMaster SoftPhone supports four customizable soft buttons to allow easy URL implementation and customization to allow button language changes as well as functionality interface. The soft button settings can be changed in real-time and can be customized for each individual profile.

Direct Address Book Export from MS Outlook/Outlook Express and Lotus Notes Windows Clients

SysMaster SoftPhone supports direct export of active contact database from MS Outlook Express, Outlook, and Lotus Notes Windows Clients to allow easy communication and contact database retrieval. Once exported the contact database can be stored onto a remote server to allow easy remote retrieval and contact database management.

Direct Access to User Account Balance and Call History

SysMaster SoftPhone allows single-click, direct access to the caller account balance and call history via the programmable buttons. The callers can view their account balance and call history without explicitly visiting the provider web site.

Supports PBX Functionality Extensions & Soft Buttons

SysMaster SoftPhone supports Advanced PBX functionality and eleven programmable soft buttons in PBX mode distribution. The SoftPhone can be used to interact with the PBX system and manage inbound and outbound call flow. The programmable buttons allow easy integration with third-party PBX systems.

SysMaster USB Phone Support

SysMaster SoftPhone supports non-proprietary USB phones manufactured by SysMaster Corporation. Utilizing the USB Phone callers can easily dial out or accept incoming calls. The USP Phone can be dynamically plugged into the PC and interface with a running ActiveX SoftPhone application.

Centralized Address Book Management for Global Address Book Access

SysMaster SoftPhone supports centralized global access for all centrally stored address books, to allow travelers and business users to retrieve their contacts globally once they open up the Softphone program. The address book contacts are used for outbound calling as well as caller id and inbound call services.

Stores Outgoing, Incoming and Missed Calls Information

SysMaster SoftPhone offers complete call history for all outgoing, incoming and missed calls. In addition, all records are matched against the existing contact database and the callers are identified by their real names.

Access to Voice Mail, Conference, and Advanced PBX Services

SysMaster SoftPhone allows advanced access to PBX functionality via an API module, to allow real-time call monitoring and management. In adiditon , the system allows easy management of Voicemail, Conference, Parked Calls, Calls on Hold, and ACD calls. The advanced support for PBX functionality includes visual service and call management.