

Powerful _____
Software-Based
Attendant Console
SoftConsole



A Windows-Based Attendant Console, Combined with the Benefits of Flexibility, Convenience, and Powerful Features

DSG SoftConsole is a Windows-based operator console with multi-functions. It enables operators or receptionists to answer, handle and manage incoming calls more efficiently through their PCs. It functions not only as a console but also as an extension that contains the same features as of DSG IP Phones.

The SoftConsole is a feature-rich IP software console. Besides monitoring the status of all the extensions and CO lines, SoftConsole provides the same multi-functions as DSG IP phones, such as Hold, Transfer, Redial, Park, Conference, Page, Voice Mail, Auto-Answer, Do-Not-Disturb (DND), Caller ID, Mute, and Speed Dialing.

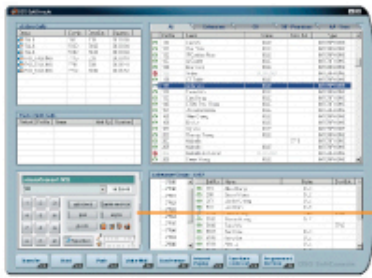


DSG
SoftConsole

DSG SoftConsole enables you to monitor all the current call status in the system. The call status is displayed with icons and text descriptions. With clear and active call information, it allows operators to easily control call-handling priorities and provides the appropriate management and responses. You may also simply double click on an extension number to make a call or directly pick up a call that is displayed in the Park/Hold Panel list.

DSG SoftConsole is well designed to improve your operator service. The graphic user interface displays immediate call status and enables operators to handle incoming calls accurately.












Software Phone Interface with multi-functions

Users can make or receive phone calls through the telephone panel directly. Also, users can use additional functions such as phone book, volume control, and message. SoftConsole is not only an attendant console but also a convenient software phone with clear and simple phone interface.

Windows-Based Software Console Application

Product Features

- Provides feature-rich functions such as Hold, Transfer, Redial, Park, Conference, Page, Voice Mail, Auto-Answer, Do-Not-Disturb (DND), Caller ID, Mute, and Speed Dialing.
- Park/Hold Calls Panel: It displays all the calls that are parked or held. You may pick up a call directly if one of the customers stayed too long on queue.
- Button Mapping function: Button Mapping allows you to set programmable buttons on SoftConsole to act as specific CO lines, extensions and features like Conference, Park, Paging or other frequently used functions.
- Active Calls Panel: The Active Calls Panel displays all the incoming and outgoing calls on the system, where you can monitor all the current call status.
- Phone Book: Contact lists from Microsoft Outlook Express and Outlook can be imported automatically and enable you to customize a personal contact list.
- All Panel: Displays the list of all extensions in your company and also the current status of each extension with icons and status descriptions as follows:
 -  Ringing,
 -  Paging,
 -  Hold,
 -  Do-Not-Disturb.
 -  Connecting,
 -  Conference,
 -  Busy,



With clear call status display and simple function keys, users can handle all incoming calls proficiently.

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System Requirements

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| ▪ Windows 2000, XP, Vista or Win 7 | ▪ 128 MB of memory or higher |
| ▪ CPU: Pentium III or higher | ▪ CD-ROM drive (for installation) |
| ▪ Available USB port (for USB phone connection) | ▪ 20 MB of available hard disk space or above |
| ▪ Internet or LAN for connecting to InterServer | ▪ Microsoft Internet Explorer 5.x or later |

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