

Telecor *Connect*[™]

Optimizing the PC and phone for today's business

Telecor **Connect** software is a CTI client application from Telecor that makes businesses more productive by integrating all the functionality of a telephone into the dynamic framework of a PC. Working as a station application for the powerful Telecor VS1 business telephone system, **Connect** operates within a familiar Windows®-based environment, enabling simultaneous management of up to 10 calls by activating a wide array of call control features with a simple click of a mouse.

Microsoft® Compatibility

Connect works with many popular off-the-shelf Windows-based applications, sharing data and commands via Dynamic Data Exchange (DDE) or the Microsoft Telephony Applications Programming Interface (TAPI). This means calls are handled smoothly and customer contact information can be accessed quickly – in short, **Connect** is a revolutionary way of maximizing the effectiveness of every call.

Ready for Business

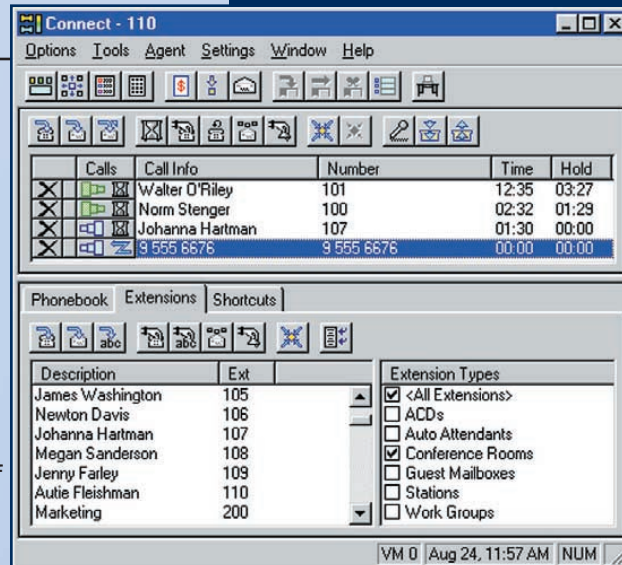
For professionals who conduct most of their work via phone and PC, **Connect** is an invaluable tool. Calls can be transferred, put on hold, brought into a conference, or forwarded to another extension or voicemail with an easy click of a mouse. Repetitive chores can be transformed by utilizing one-click call handling buttons. In addition to standard features such as personal phonebooks, speed dial and conferencing, **Connect** offers a robust selection of telephony controls, including:

Call Bar - To minimize space used on the desktop, the call bar is a scaled down version of the application that can pop up when the phone rings.

Discreet Call Screening - Caller ID now allows you to identify callers before answering a call. Incoming calls can be prioritized, answered or forwarded to another extension or voicemail without interrupting a business-critical conversation.

Automatic Call Distribution (ACD) Status Window - Every business needs to assess its effectiveness in quickly responding to customers. Using the **Connect** ACD Status Window, businesses can see how many ACD agents are logged into each queue, the number of calls in each queue, as well as how long a caller has been on hold.

Station Status Window - Empower managers with time-efficient monitoring features. Monitor up to five different stations or ACDs at once with the **Connect** station status window and dial directly by simply double-clicking on the station you want to reach.



Telecor **Connect** is a CTI client application for the Telecor VS1 business telephone system. By uniting the phone and the PC, **Connect** makes both of these indispensable tools more productive. Using **Connect**, up to ten calls can be handled at once – you can also prioritize callers, route them through the phone system, and link calls to data in Personal Information Manager applications. Make the most of your phone and your PC – with **Connect**.

telecor[™]

When Business Communications Means Business

Telecor **Connect** is powerful, but remarkably easy to use. Using a Windows-compatible design, it brings new communication power to the savvy business:

Handle ten calls simultaneously.

Boost day-to-day productivity with call screening capability, a personal phonebook with up to 1,000 speed dial entries, customizable buttons, and account codes.

Eliminate time-consuming searches for vendor or customer phone numbers.

Gain instant access to all employee's extensions on the VS1 system, including station extensions, ACDs, workgroup conference rooms, guest mailboxes and auto attendants.

Connect is Microsoft TAPI and DDE compliant, so it works seamlessly with many popular off-the-shelf Personal Information Managers (PIMs) for customer database inquiries and screenpops.

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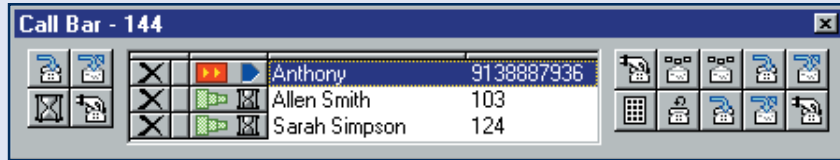
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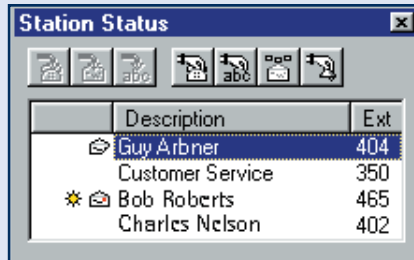
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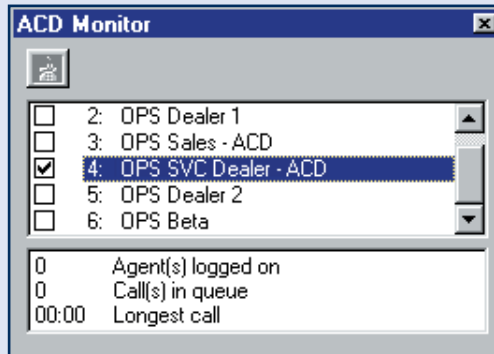
www.telecor.com



The Call Bar is a compact, easy-to-manage window that allows the user to manage up to 10 calls in a small space on their PC monitor.



The **Connect** Station Status window allows monitoring of up to five other extensions, ACDs or conference rooms on the system.



The ACD Monitor window displays the number of calls in the queue, agent activity, even the longest duration of a wait in the queue.

Product Specifications: Telecor **Connect** CTI Client Application

System Requirements:

- Pentium 120 PC or faster, 32 MG of RAM, 1 GB hard drive
- Windows® 98, Windows® Me, or Windows® 2000
- Open COM port with dedicated IRQ

To be used within the Telecor VS1 business telephone system

Product Ships With: PC Card or CTIM

Ordering Information:	Telecor VS1 Connect Software Only	part no. PV-SCT-T01
	Telecor VS1 Call to Connect Upgrade	part no. PV-SCT-U10
	Telecor VS1 Connect Upgrade	part no. PV-SCT-U30
	Telecor VS1 PCOM Hardware	part no. PV-HCT-M01
	Telecor VS1 CTIM Hardware	part no. PV-HCT-C01
	Telecor VS1 PCCL Hardware	part no. PV-HCT-P01

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