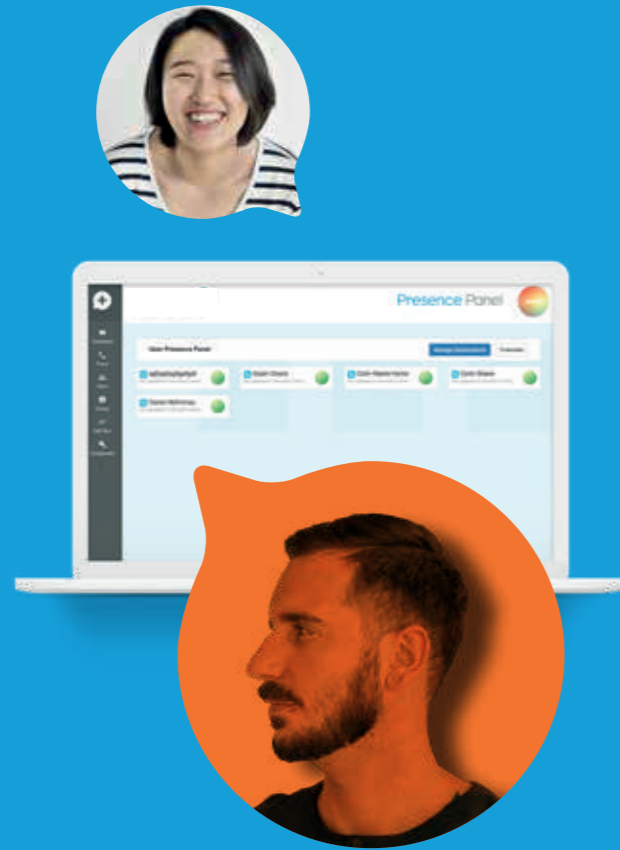


The Presence Server...

As you introduce more devices into your communications set up, you face the problem of managing your availability. If you are on your mobile softphone how do your fellow workers know that you are on the phone.

byphone has introduced a new feature that aggregates the data from all your registered devices to present a single user state. This means that your fellow workers can see if you are on the phone. A fellow worker can follow you. They can dedicate a light (function key) on their phone to track your availability or they can use the presence page on the desktop. Once you are on the phone the light on their phone goes on to indicate that they are busy.

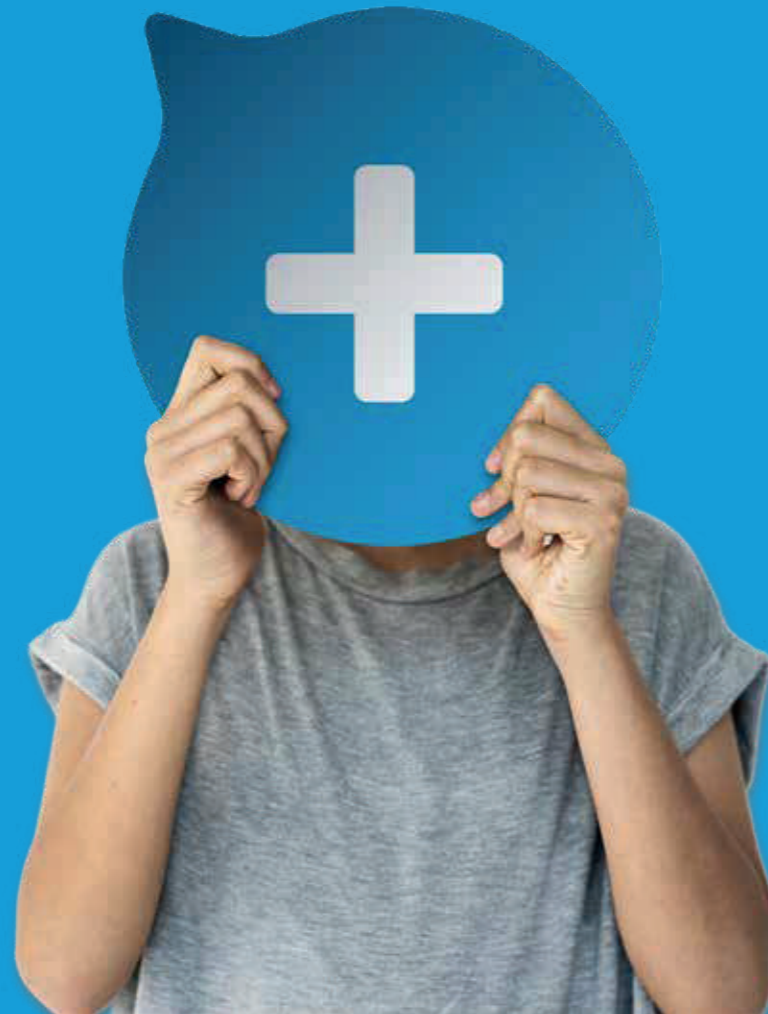


Allocating Identities...

Each user is given two identities as standard. Each identity is allocated to a device. So if you have three devices you want to use (deskphone, mobile, and computer) then you will need three identities.

We allocate identities to ring groups. This means that your deskphone identity could be allocated to a ring group while your mobile softphone is excluded from the ring group. However if you are on your desk phone your user profile will show as busy.

Ring Group

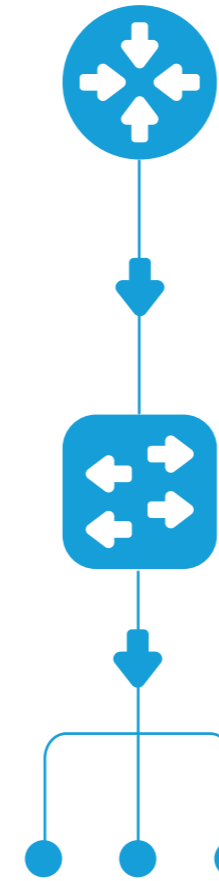


All in the Network.

Your call quality depends on the network its on. Whilst the range of devices gives you great freedom it can also introduce call quality issues if your data network is congested.

We recommend that the voice network in your office is separated from the data network. So if you intend to use a lot of softphones, or headsets attached to your computer make sure that your data network is able to manage the traffic.

Of particular concern is that in slower networks data can swamp voice. This can be managed you just need to consider the point as you design your new system.



Test your Network.

You can use our dedicated testing tool to measure the quality of your connection. This will allow you measure your voice quality on the data network over time.

The tests will identify whether you need additional capacity.



Tel: 0208 045 0465

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Desk Phones

Historically for an organisation's staff the phone on the desk has been the main way to use the phone system. Whilst byphone provides you with many alternatives we recognise it is still vital for office based staff to drive the system just using the phone.

If your office staff are used to traditional line-key functions then you will need to get at least some phones with a lot of function keys so that you can programme the phone to work in a similar way.

These phones tend to use a lot of function keys, for call transfer, speed dialing, accessing voicemail etc. If you need to replicate this experience for your staff then you should choose a handset with a lot of feature keys or buttons.

Alternatively, you can use a phone with adaptive function keys. The buttons under the display screen change their function depending on what you want to do with the call. The speed dial buttons will change into call transfer buttons depending on what you are trying to do.

Or for occasional light users a simple phone with no function keys might suffice.

There are of course cordless phones, conference phones, receptionist phones and headsets.

It is important that the function keys are set up to pick up calls the way that you are used to, and if there is a receptionist that they can distribute the calls easily. It's worth spending the time at the design stage so that the system can be built the way you need.

The configuration engine allows you set up each function key as you require.



c. vcds

DDI

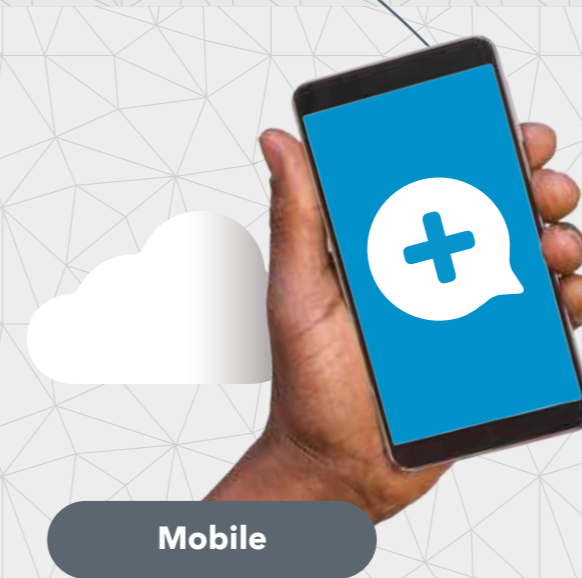
Announcement

Ring Group

User



Home Phone



Mobile



Desktop

Bring Your Own Device

byphone allows you to partially integrate some of your own personal devices as part of the system. This could be your personal mobile or a landline in your home office.

Follow me

You can divert calls from your extension to external phone numbers as well as your other devices. So you can get a call to automatically ring on your mobile and a colleagues mobile at the same time before going to the office voicemail.

Click to dial

You can highlight any number in a browser and click on it. By setting your mobile up as your primary follow me you have the option of dialing that number through your personal mobile. The great thing is that it will present your own user cli (phone number) from the system.

So you can make calls from your mobile and present your office number. This will give you the possibility of call recording, and incorporating the call in your records.

Mobile app

You can install the mobile app and use it to make calls while presenting your desk-phone cli (phone number).

Just use your computer

Browser Phone.

All you need to do is go to the byphone website and log in. You can be anywhere in the world. You are then able to make calls using the speakers and microphone on the computer. If you have your headphones with you then you can use those.

All your contacts are there to dial. You will be on your normal extension, so that anybody can dial you. Your click to dial will also work. You can dial any number on the computer screen as you would normally do if you were in the office.

The browser phone is based on a technology called WebRTC.

At the moment Chrome is the only Browser with all the functionality to make this work. Over time other Browsers will be developing their capability.

Softphone

An app that is not browser based.

This is a piece of software that is configured to your user account. It allows you to make calls from any device that connects to the Internet with a microphone. You are then able to make calls over your data network (wifi or 3G+).

If the connection is good this will give you better call quality than a mobile call. You will have the benefit of all your calls being on the system. It also allows you to use your personal mobile for work calls without having to show your personal mobile number. All your calls will be included in the call records for the organisation. You will be able to record or transfer the calls you need to as if you were in the office.

Android Softphone Phone:

You download our software that is configured to your account.

Softphones:

For all other devices byphone uses a third party software and configures it to work with your account automatically.