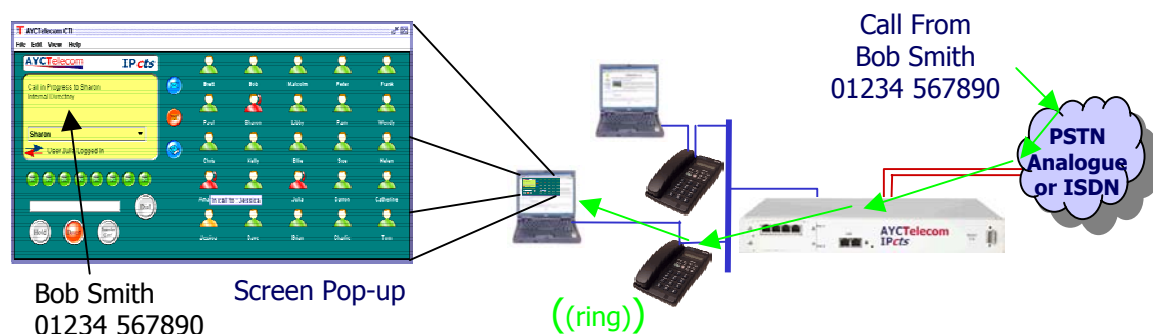


# IPcts CTI Application



The IPcts comes with CTI (Computer Telephony Integration) built in to the system to deliver exceptional call control and user operation along with providing visibility of all users, incoming and outgoing telephone calls.

The IPcts CTI is 'Java' based which means it works on any operating system that runs the 'Java 2 Platform' i.e. Windows, Macintosh, Linux, Unix ... natively, without the need for Win32 emulation.

On an incoming call to a user, from either an outside caller or another internal extension, as the telephone rings a window can be 'popped-up' on the users PC screen providing information as to who is calling them. The called user simply lifts the handset on their telephone to answer the call. If the incoming caller wishes to be transferred to another extension, this can be done using the buttons on the CTI pop-up window however, if the other extension was already in use, this could be seen on the CTI as the other extensions 'user icon' would be red.

The CTI provides many additional functions, Address Book access, Hold, Call Pick-up and Call Diverts and others. In addition the CTI provides an 'Instant Messenger' feature which enables users to send instant messages to each other, even while talking on the telephone to someone else. The instant messenger function can be used to notify a user who is on the phone that they have another call waiting, they could also respond asking for the caller to hold or call back later.

Using the CTI function of the IPcts couldn't be easier, it can start automatically when you switch on the PC and off you go!