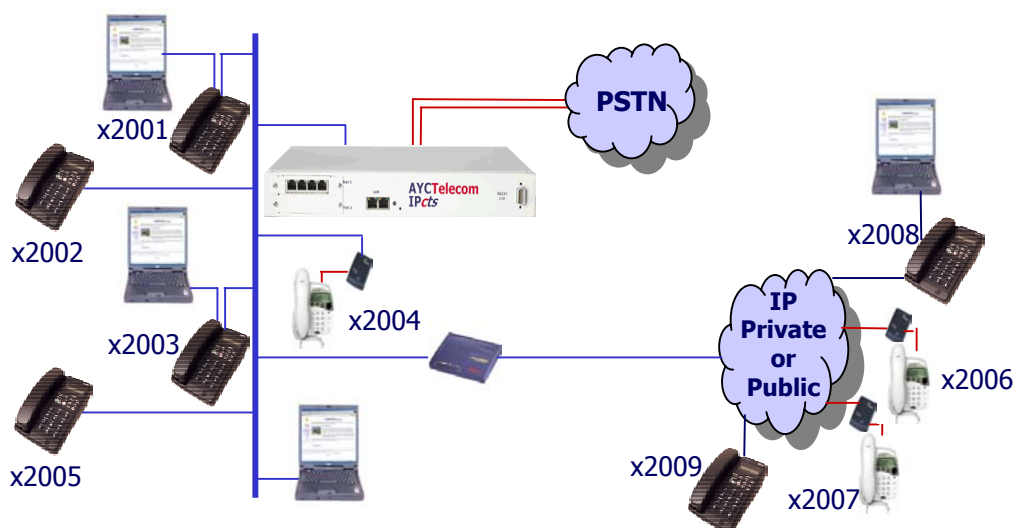


IP*cts* Remote Worker Application



Using an IPcts in a Remote Worker environment is as simple as using it the system with every user in the same office location.

Remote workers are connected as 'Long Line Extensions' on to the IPcts system in the head office. This is made simple due to the IPcts telephone extensions working over IP. Connections are made from the head office location to the remote workers, either in 'Home Offices', 'Remote Offices' or 'Teleworkers', using a private or public (Internet*) IP network. Remote workers operate as if they were sitting in the head office having access to all features and functions including CTI (Computer Telephony Integration) screen popping on PC that is also connected to the IP connection and Voice Mail for example.

The IPcts uses IP packet prioritisation technologies to ensure voice quality is achieved. Also voice compression technologies are used so expensive WAN (Wide Area Network) bandwidth usage is kept to a minimum which in turn allows multiple simultaneous voice calls to be carried out. Technologies such as 802.11p/q and TOS bit for prioritisation and G.729a (8k) and G.723.1 (5.3k) for voice compression enabling bandwidth saving.

*Note:- It is recommended that a VPN unit or VPN Client software be used to assist connection reliability over the Internet.