



## Xen IPK PC Attendant

Attendants can perform call handling responsibilities at their desktops with the Xen IPK PC Attendant from NEC. Instead of switching back and forth between computers and phones, an easy-to-use PC interface helps attendants stay focused for improved productivity.

### Enhanced Messaging Management

Designed specifically to integrate with NEC's Xen IPK, the Xen IPK PC Attendant comes equipped with an impressive line-up of call handling features. Attendants are alerted to incoming calls and can access a comprehensive database for information about the requested extension. A call log keeps a record of each user's incoming and outgoing calls in addition to the time, date and length of each call along with caller ID information. Notes can be attached to each call log entry, which can help attendants to provide a more informed level of service.

The Xen IPK PC Attendant provides easy access to the basic call handling functions. Transferring calls is as simple as pointing and clicking a mouse. Other basic functions include answer, hold, conference, dial, page and park. Attendants can type a message and send it via email or as a text message to someone who is on the phone. They can record a conversation\*, save it as a .wav file and forward it as an email attachment.

\* Recording of telephone calls is subject to varying state and federal laws regarding privacy. Consult a legal advisor before recording a telephone conversation.

\*\* Requires additional equipment.

### Multi-tasking Made Easy

Up to 120\*\* extensions can be monitored at one time. The attendant can tell at a glance if an extension is in use or idle or is marked for Do Not Disturb (DND). If a transferred call is met with a busy signal, a menu of options such as "quick transfer to voice mail" will be made available. Best of all, by simply clicking on the pop-up window, attendants can simultaneously use standard programs, such as word processing or spreadsheets, while answering the phones.

### Custom-made Convenience

Configuring your system is simple with the help of a configuration wizard that shortens the learning curve and eases the frustration of implementing a new system.

After guiding attendants through a series of questions, the configuration wizard custom builds an interface. They can choose their own feature keys and create a virtually unlimited number of speed dial and on-screen shortcut buttons, which helps to save time and ensure accuracy. The system can also be set up to automatically play greeting .wav files on incoming calls. Different messages can be set up for different lines, flexibly automating a routine task.



## A Superior Performer

Unite the power of your telephone with the flexibility and multi-tasking capability of a personal computer. The Xen IPK PC Attendant opens up a wide range of communication possibilities for your organisation. By providing your attendants with instant access to information, calls can be handled quickly, easily and with fewer disruptions, enabling your organisation to improve efficiency and the bottom line.

## Features

- Attendant Functions
- Auto Greeting Player
- Call History
- Caller ID Support
- Company Directory
- Record to .wav File with Email Option
- Multi-line Functionality
- Quick Messaging

## Main Components

### Xen IPK PC Attendant

#### Application Software:

Runs on a PC and provides the PC-based GUI (Graphical User Interface) and features.

**Xen CTU Adaptor:** Installed on the multi-line telephone and interfaces the Xen IPK with the USB (Universal Serial Bus) port on the PC.

**Headset:** Can be plugged into the multi-line telephone and used when making or receiving calls with the Xen IPK PC Attendant.

## PC Requirements

The following minimum specifications are required for the PC used as the PC Attendant

- Intel® Pentium® III, Celeron® or higher compatible processor with a minimum speed of 500 MHz
- 256 MB RAM (minimum)
- A minimum of 15 MB of free hard disk space for installation. Additional hard disk space is required if calls will be recorded.
- Windows® 98 SE, Windows 2000, Windows ME or Windows XP
- CD-ROM Drive
- MAPI compliant email application (required if using the email features of the PC Attendant)
- Optional PC speakers and microphone
- Printer (required for printing features of the PC Attendant)



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