AltiGen KB

Field Alert #038 AltiTouch Plus Phone Feature Overview

AltiTouch Plus Phone Feature Overview (Field Alert) **AltiGen Field Alert # 38** Date:　　　　October 12, 2001

Subject:　　　AltiTouch Plus Phone Feature Overview

Distribution:　All Dealers

Release:　　　AltiWare 4.0a

Application:　　N/A

Hardware:　　Handsets

Keywords:　　 AltiTouch Plus, AltiTouch, Handsets, Handset, Aastra, Sayson, 390, 480, 390e, 480e, 38, FA38

Obsolete:　　Yes

AltiTouch Plus Overview:

Thee AltiTouch Plus phone is a new offering for the AltiGen system. This is a result of our continuing efforts to bring the highest feature set to the Desktop at an affordable price. By continuing to enhance the tight integration of the telephone set with the AltiServ Converged Telephone Systems, the AltiTouch Plus phone adds additional features to the AltiTouch telephone offering. These new features allow users to:

 Intercom other AltiTouch Plus telephones on the AltiServ System. View and scroll through voicemail similar to AltiView and to choose and listen to specific voice mail with the touch of a soft key View and scroll through parked calls and to choose and answer/pick-up the appropriate call with the touch of a soft key

The current basic 390 phones will still be available and they can be updated to support these new AltiTouch Plus features through Sayson Technologies for a nominal fee. You can purchase new AltiTouch 390 and AltiTouch Plus phones through your distribution partner.

The AltiTouch Plus solution is comprised of two components. One is a new software program AltiTouch Plus that resides on the AltiServ system and other is the AltiTouch Plus phone with the appropriate feature drivers.

Why upgrade:

The intercom feature is one of the single most requested features from AltiServ users. The Visual voicemail, scroll and pickup parked calls are features that also allow our resellers to give the AltiGen system more

features only formerly available in Digital Proprietary telephones. AltiTouch Plus allows additional phone control to users that do not have AltiView.

Features:

Intercom (Intercom: key code: #93)

·   Any phone on the same system can intercom an AltiTouch Plus phone that is connected to an AltiGen PCI extension board (Whitney) by using the #93 feature code.

 Any AltiTouch Plus phone on the same system can intercom an AltiTouch Plus phone that is connected to an AltiGen PCI extension board (Whitney) by using the intercom Feature Soft Key. Also supported are:

·   IP extension remote or local using #93

·   Quicknet IP extension with analog phone

·   Analog phone, wireless or hardwire

·   When a caller intercoms the AltiTouch Plus phone, it automatically goes into speakerphone mode allowing 2 way conversation

 When the caller hangs up their phone, the AltiTouch Plus phone automatically hangs up as well. Busy call handling:

·   If the person you are trying to intercom is connected to another call, then the person intercoming will hear a busy tone and a prompt indicating the person is busy and the person being intercommed won't hear a message waiting tone .

·   Intercom to workgroups is not an option

·   Intercom company wide is not an option

·   Only AltiTouch Plus phones will be able to receive intercom calls when connected to a 12-port extension card (Whitney).

·   Only AltiTouch Phones licensed and registered to use the Plus features

Visual Voicemail (VMail+)

·   Visual voicemail lets you see your voicemails on the screen of your AltiTouch plus phone.

·   Scroll through voicemail messages and listen to them in any sequence.

·   Visual access to both new and saved AltiMail Voicemail Messages on the screen of the AltiTouch 390 phone

·   New Messages log contains:

·   "Play" to play the selected message,

- "SaveMsg" to save the selected message into your AltiMail Saved Messages box,

- "Delete" to completely delete a message,

- "Stop" to stop playing a message,

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