



## **CommLink™ CTI from 1CTI**

CommLink is a sophisticated, convenient and user-friendly computer telephony integration (CTI) Windows based application providing live call management, proficient message handling and powerful voice mailbox control right at the user's PC. CommLink provides true integration between the mailbox and telephone in real time. A message deleted via CommLink is deleted from the mailbox server and immediately extinguishes the message light on the user's telephone.

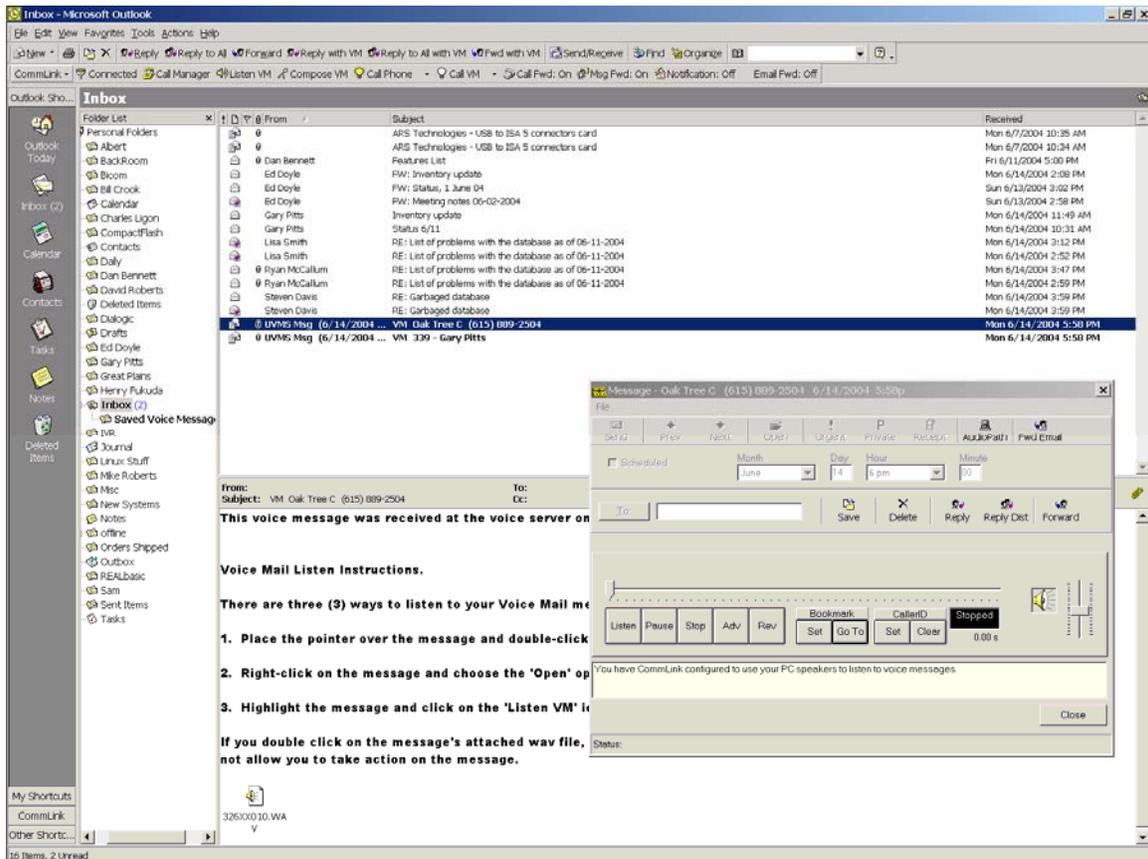
CommLink is available as either an independent interface application tool with its own graphical user interface (GUI), and as a Microsoft Outlook 2000, 2002, or 2003 integrated CTI package. The Outlook version of CommLink provides the basic CommLink functionality within the Outlook GUI, and additionally unifies voice messages with the client's email messages in Outlook for added convenience and increased message management productivity.

CommLink achieves competitive advantage by bringing CTI to the small and mid-size office. CommLink works on all Windows 95, 98, NT, 2000, XP, and current networks, including server/client and peer-to-peer networks. In addition, CommLink will work on networks both with and without Microsoft Exchange Server.

## CommLink Outlook Integration

CommLink is designed to integrate with Microsoft Outlook 2000, 2002, or 2003, thereby providing increased user efficiency by unifying voice, text and e-mail messages into a single source - the Outlook GUI. Double click on a voice mail message in the Outlook Inbox to activate the CommLink listen screen and point-and-click message management functionality. Deleting or saving a voice mailbox message in Outlook respectively syncs with the Courier server and deletes or saves the message in the client's voice mailbox.<sup>2</sup>

All other CommLink functions, including Call Manager and Scheduler are embedded and accessed from the drop down CommLink menu located on the Outlook toolbar.



<sup>2</sup> To save a voice message in Outlook, drag and drop the message out of the Inbox to a "save" folder that you create in Outlook. The Innovator server considers voice messages left in the Inbox as new messages.

## CommLink Live Call Manager

The Call Manager pop-up alerts the user to incoming calls. Callers are either identified by the Caller ID<sup>1</sup> information on the screen, and/or through a recorded voice announcement played over the PC's speakers. The Call Manager screen pop stays active for approximately 12 seconds before releasing call to telephone extension. During this time the user can choose to accept the call, place the call in queue until finished with the current call, send to a voice mail greeting, or redirect caller to another extension on the system. If there is no action taken at the desktop, the call rings to the user's telephone for handling. The Call Manager also stores information on all incoming calls the current and previous days so that a user can see missed calls even if no voice message was left during his/her absence.



Should the caller be transferred to voice mail, two buttons will change functionality to allow you to retrieve the caller to the telephone or listen to the portion of the message already recorded.



<sup>1</sup> Caller ID capability required on the telephone system and Caller ID service required from the Central Office

## CommLink Voice Mailbox & Phone Control

Separating CommLink computer telephony integration from much of the competition is CommLink's depth of functionality, particularly CommLink's voice mailbox setup and phone control. All Innovator™ system's voice mailbox functions accomplished over the phone may be configured via CommLink's desktop application.

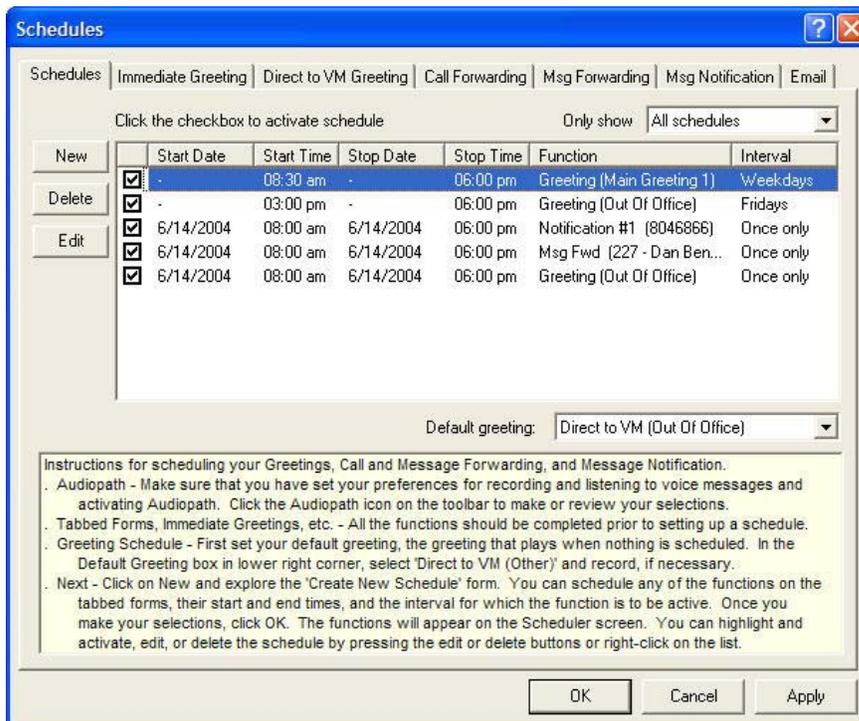
CommLink increases user productivity and simplifies many of the advanced user-benefits of the Innovator System by bringing setup and control to the desktop. Mailbox functions such as distribution list creation, call forwarding setup, message notification operation, and branching options are much easier to see and verify operation with the CommLink GUI. Users point-andclick to select and record greetings, choose to screen incoming calls and enable new message screen pop-up notification.

### CommLink Scheduler

The CommLink Scheduler gives users a professional edge. With Scheduler, users can setup greeting schedules to match their daily and future itineraries.

For example, you are assigned to be out of town on business next week, record the greeting today in your "extended leave" greeting slot, and schedule it to begin playing next Monday morning. At the same time, you might schedule that a copy of all your incoming messages for the week are forwarded to your assistant for immediate handling. So easy for you, and so great for your callers!

In addition to Greeting and Message Forwarding Scheduling, CommLink Scheduler manages Call Forwarding, Message Notification, and Emailing of messages to external email addresses. This last function may be especially convenient for users who are out of the office and unable to call in to voice mail to retrieve their messages.



## CommLink Message Management

CommLink provides an easy desktop visual of all your voice mailbox messages and includes message information such as urgent and/or private status, sender info, when received and message length. There is a slot to provide message-identifying comments for future reference. CommLink also provides subscriber LAN based, TCP/IP text messaging functionality for users that do not have an Intranet e-mail application or for confidential transferring of internal memos and documents. This minimizes privacy infringement and exposure to viruses associated with sending messages over a LAN based server or via the Internet. All voice and text messages are displayed on CommLink's single screen for easy view and handling. Efficient point-and-click message management functionality throughout; choose which message to listen to first, reply, forward, save, and delete right from the CommLink's desktop interface.

### CommLink Personal Folders

CommLink features the ability for users to create "personal folders" to file and manage personalized or client specific voice messages to the user's PC's hard drive.

### CommLink Audio Path

CommLink users can select to hear and record messages either over the PC's multimedia speakers or through their telephone handset. The Audio Path feature is handy for message integrity, and for users working from a PC without sound capability.



## **CommLink Easy Setup**

The trouble with a lot of CTI applications is the difficulty and time consuming requirements involved with client-side installation. With CommLink, installation and setup is easy.

Installing CommLink is accomplished either over the network or with the CommLink Installation CD. The procedure requires the client to complete a minimal amount of setup options and usually takes less than a minute to complete. CommLink automatically locates and connects to the Innovator voice mail server on the network. The user inputs his/her mailbox number and voice mailbox password to finish installation and begin working with CommLink.

## **CommLink Tutorial & Help**

A user tutorial is accessible from the help drop down menu. The tutorial is designed to provide immediate results upon completion. It is also useful as a reference tool for system feature brush-up.

CommLink also provides help information that may be accessed by pressing the F1 key on the PC's keyboard.

## **CommLink Client Computer Requirements**

- Windows 95, 98, NT 4.0 SP5 (or higher), 2000, or XP
- 128 MB RAM (256 MB recommended)
- Pentium 266 or higher
- 10 MB free disk space
- Sound card with speakers and optional microphone (recommended)
- Network Interface Card to connect to office network
- Outlook 2000, 2002, or 2003 (if using Outlook Integration package)

## **For Additional Information:**

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