

# Application Datasheet



## Softphone

The Softphone is an audio SIP softphone for Windows XP and Vista that is tightly integrated with the HIPCOM platform. The Softphone has access to HIPCOM's many advanced VoIP features such as complete call control, and messaging/voicemail integration.

### Softphone - Overview

The Softphone is a feature-rich desktop application that allows users to use the client as a **primary or secondary phone device** for their IP communications services.

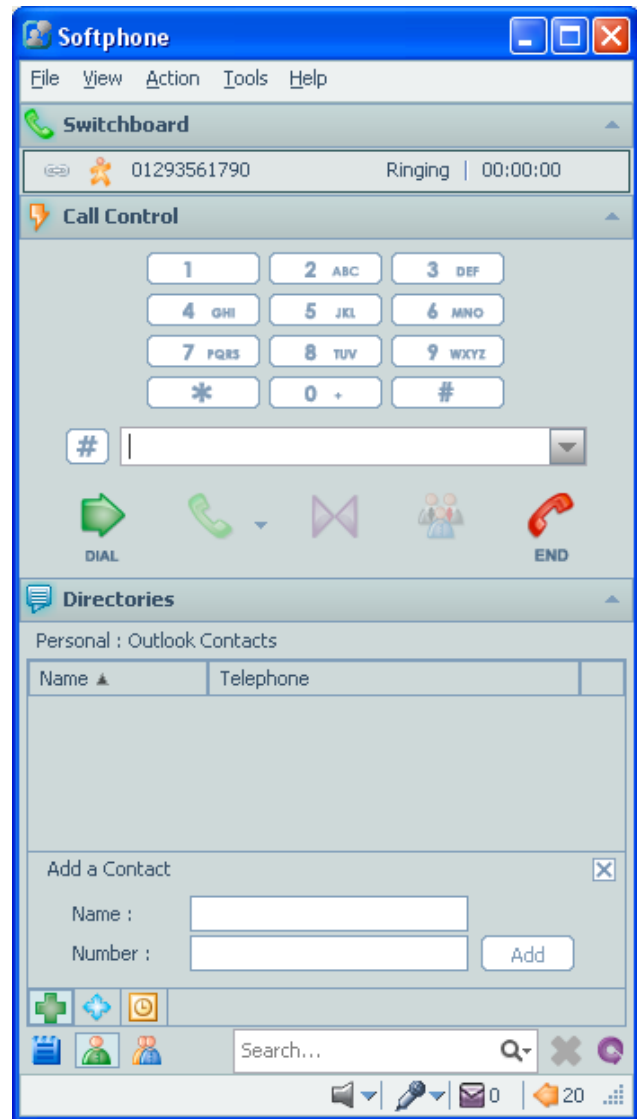
As an integrated device with the HIPCOM platform, service providers are able to **auto provision** the client.

### Key Features

- **Full Integration with HIPCOM** – Tightly integrated with all HIPCOM features and clients for seamless provisioning and deployment ease
- **Calling Features** – Call, Click to Dial, Redial, Ignore, Answer, Busy, Mute, Transfer.
- **Conferencing** – Three Way Calling
- **Notification** – Incoming Call, Call Waiting, Incoming Call Ignore.
- **Messaging** – Messaging access, Message Waiting Indicator
- **Automatic Setting Detection** – system will detect settings and match from those available
- **Autoprovisioning** – Seamlessly configures allowing the user to simply enter a sign-in name and password
- **Market Leading Codecs** – G711a, G711u
- **Contact List** – Call logs, Integration with Group Directory and Outlook Contacts

### Softphone - Branding

Partners marketing the Softphone can have HIPCOM customize the application to represent their own corporate brand.



Softphone application Release 14 SP3

### User Focus

**Fixed, Remote and Mobile Workers** can use the Softphone as a primary device, secondary device and/or as a shared call appearance. This allows Remote and Mobile Workers to take their IP Phone wherever they go, make and receive calls and use all the features available to hard IP Phone users.

Hunt Group and/or Call Centre Agents can receive and field calls using the Softphone at home or wherever they may be.

## System Requirements

- Minimum Pentium III
- Minimum 128 MB of total system memory
- Minimum 20 MB hard disk space for installation
- Java Runtime 1.5
- Windows XP SP2 or Windows Vista
- High speed internet connection

## Telephony Features

- Auto Answer Calls
- Blind and Consultative Transfer
- Call Forwarding URI/URL
- Call Timer
- Caller ID (SIP ID)
- Dial/Redial/Hang Up
- Do Not Disturb
- Inbound Call "Ignore"
- Line Hold
- Line Transfer
- Multi-party Conferencing
- Mute

## Product Features

- Acoustic Echo Cancellation (AEC)
- Adaptive Jitter Buffer
- Advanced Codec Settings
- Audio Tuning Wizard
- Automatic Gain Control
- Automatic JVM downloads
- Codec - Audio (G.711, a law and u law)
- Message Waiting Indicator
- Microphone and Speaker Controls
- Network Interface auto-detection handling
- New & Improved Interface
- Polycom Communicator API Integration
- Shared Call Appearance
- SIP Auto Provisioning
- Sound Device Selection
- Speakerphone
- Touch tones [RFC 2833, in-band, out-of-band DTMF]
- Voice Activity Detection
- Wideband Codec Support