



CRYSTALVOICE® *REMOTE EXTENSION* CONNECTING THE MOBILE WORKER

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Overview

CrystalVoice Communications is a leading provider of voice communications solutions over the raw, unmanaged Internet. CrystalVoice's patent-pending technology allows the user to experience full-duplex, high-quality voice over the Internet, even over low-bandwidth connections.

With CrystalVoice technology, the mobile worker can tap into any corporate PBX system, whether a traditional telephone system or an IP PBX. The remote user's PC becomes a remote PBX extension, letting the user dial corporate PBX extensions, as well as local and long-distance phone numbers.



Remote Extension is made possible by CrystalVoice's breakthrough technology that puts the "smarts" at the edge of the network, rather than the middle. As a result, CrystalVoice enables high-quality voice to be transmitted over any network, including those without "quality of service," such as the public Internet.

By allowing enterprises to implement a global, virtual telephone system using the Internet, CrystalVoice has turned the promise of VoIP into reality. Coworkers can contact remote workers by dialing their assigned telephone extension. Remote workers can call other PBX extensions simply by double-clicking an icon in their fast-dial contact list or by using the keypad. Calls are placed across the Internet, even using a low bandwidth connection, providing easy access and free calling.

CrystalVoice Components

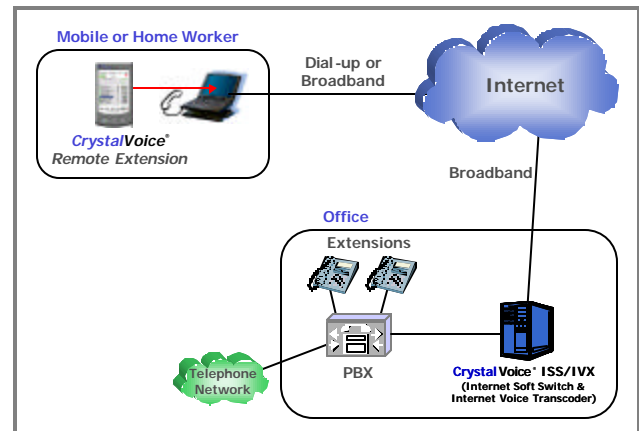
CrystalVoice's *Remote Extension* solution includes the following system components:

- The CrystalVoice® *Remote Extension* PC softphone.
- The CrystalVoice® *Internet Soft Switch (ISS)*, which provides system services such as presence management, call routing, logging, directory services, and reporting.
- The CrystalVoice® *Internet Voice Transcoder (IVX)*, which performs call signaling and media transcoding to connect Internet calls to an existing voice network. The *IVX* is H.323 v2 and TAPI compatible.

Solution Benefits

Utilizing the CrystalVoice® *Remote Extension* softphone affords several advantages to the enterprise:

- Seamless experience for outside callers (e.g. customers and coworkers)
- Extension-to-extension dialing across locations
- Access voice mail from remote location
- Find-me/follow-me support from headquarters
- "Hop-off" to the PSTN at a remote location (e.g. headquarters or any branch office) to eliminate long-distance charges
- Join conference calls



CrystalVoice® *Remote Extension* Features

- Two-line support and multi-party conferencing
- Corporate and personal firewall support
- Instant messaging (to other *Remote Extensions*)
- Outside line access
- Contact interface and database
- Mute, hold, DND (do not disturb)
- Speaker volume control
- Keypad interface
- Missed call indicator
- Call detail log
- Network (Internet) performance meter
- Stored number speed dial
- Quick-dial from call log
- Online help

Making Calls

Extension and Outside Dialing

- *Speed-dial:*
The user clicks on a contact name that has been entered as a speed dial number.
- *Keypad:*
The user enters the number using the user interface keypad or physical keyboard.
- *Plain Old Telephone System (POTS):*
The user enters the number using a standard telephone that is connected to the PC via the USB phone adapter (optional).
- *External Access:*
To use the external lines connected to the PBX, the user dials the appropriate access code plus the desired phone number.

Remote Extension to Remote Extension Dialing

- *PC to PC:*
The user clicks on the contact name of another *Remote Extension* user. The *Internet Soft Switch* performs source and destination presence management and permits the call to be connected.

System Requirements

CrystalVoice® Internet Soft Switch (ISS)

- Supports an unlimited number of *Remote Extensions*
- Microsoft Internet Information Services (IIS) required for secure, web-based administration via the CrystalVoice® *Systems Manager*
- Windows 2000 or XP
- SQL or MSDE database services

CrystalVoice® Internet Voice Transcoder (IVX) (ISS and IVX may reside on a single server platform)

- Concurrent call capacity based on server capabilities
- Windows 2000 or XP
- H.323 v2 and TAPI compatible

CrystalVoice® Remote Extension Client

- 166 MHz Pentium CPU, full-duplex sound card
- Windows 95 (requires Winsock2), 98, ME, NT SP6 (or higher), 2000, or XP
- Standard phone with USB adapter, or multimedia handset or headset
- 14.4 kbps dial-up modem or better, or broadband Internet connection

Cisco Requirements (if applicable)

- TAPI connection to CallManager
- Cisco CallManager OS 3.0(12) or higher
- Cisco Voice Gateway IOS 12.1 or higher

3Com Requirements (if applicable)

- TAPI/WAV licenses (available from 3Com)
- NBX OS Release 4.0 or higher

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