

# Desktop Clients

Version 5.3



## Datasheet

## You'll never want to be without it again

TELES Desktop Clients are feature-rich and convenient applications merging fixed networks and PC/Mac into a powerful telephone solution. Receiving and making calls via PC or Mac has never been easier. The clients enable enterprises to create convenient infrastructures guaranteeing their staff high-speed communications.

*DesktopControl* includes Click2Dial functionality, directory access and a call journal at the click of a mouse. *DesktopCTI* seamlessly integrates into Microsoft Outlook or any other TAPI-enabled application while *DesktopCommunicator* adds convenient services to the functions already provided with *DesktopControl*, such as call pickup, presence status information and administration of existing connections.

### BENEFITS AT A GLANCE

- Displays user availability in real time and rich presence
- 3-way conferencing
- Intuitive user interface
- Fast, efficient, and professional management of contacts
- Customizable clients for co-branding or white labeling

	IP Centrex			Residential
	Desktop Control	Desktop Communicator	DesktopCTI*	Desktop Communicator
<b>CALLS</b>				
Hotkey		⊙	⊙	⊙
Key Control		⊙	⊙	⊙
Make Call	Callback	Callback/VoIP	Callback/CTI	VoIP
Answer Call, Hold Call		VoIP	CTI	VoIP
Transfer		VoIP	CTI	VoIP
Dual-Tone Multi-Frequency (DTMF)		VoIP	CTI	VoIP
Call Pickup		Groups		
Call Completion (Busy)		VoIP	CTI	
3-way conferencing (local)		⊙		⊙
Ad-Hoc Call Recording		⊙		⊙
<b>UNIFIED COMMUNICATIONS**</b>				
1-1 Chat / Chat in rooms		⊙	⊙	
Video		⊙		⊙
<b>CALL CENTER/ACD</b>				
Agent login/logout		⊙	⊙	
<b>PHONEBOOK/CALL JOURNAL</b>				
Outlook Contacts		⊙	⊙	⊙
Enterprise Contacts/Favorites	⊙	⊙	⊙	⊙
Incoming/Outgoing/Missed Calls	⊙	⊙	⊙	⊙
Contact Search	⊙	⊙	⊙	⊙
<b>CTI</b>				
Desktop Phone	⊙		⊙	
Dial from Outlook***		⊙	⊙	⊙
TAPI*** / Action URL		⊙ / ⊙	⊙ / ⊙	⊙ / ⊙
Outlook Plugin***		Microsoft Exchange 2007 and higher		
<b>PRESENCE/AVAILABILITY</b>				
Online/Offline/Busy		Group	Group	
Rich Presence		⊙	⊙	
Set Availability/Visual Confirmation	⊙	⊙	⊙	⊙
<b>UNIFIED MESSAGING</b>				
Message Waiting Indication (MWI)		⊙	⊙	⊙
Visual Voicemail		⊙	⊙	⊙
Visual Faxmail		⊙	⊙	⊙
<b>ADDITIONAL FUNCTION</b>				
Automated Update	⊙	⊙	⊙	⊙
Brandable	⊙	⊙	⊙	⊙
Auto Provisioning	⊙	⊙	⊙	⊙
<b>CODECS</b>				
G.722 (HD Voice), G.711 u/a, GSM FR 6.0, iLBC, OPUS		⊙		⊙
H.263+, H.264, VP8		⊙		⊙
<b>SECURITY</b>				
sRTP/TLS		⊙		⊙
<b>OPERATING SYSTEMS</b>				
Microsoft Windows		≥7		
Mac OS		≥10.8		
Terminal Server***	⊙	⊙	⊙	⊙

\* CSTA Gateway must be installed    \*\* a UC license is required    \*\*\* for Microsoft Windows only    \*\*\*\*TAPI not supported

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