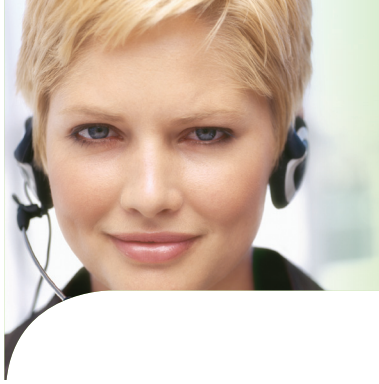


Aastra InTouch

SIP SoftPhone

Aastra InTouch is a flexible SIP SoftPhone client that makes call handling from your computer an easy and integrated part in your daily work - whether you are working; on the move or in the office. Aastra InTouch is a stand alone (SIP) application that provides full telephony features in a cost- effective way. Aastra InTouch also integrates well with external environments, such as Microsoft OCS and IBM Lotus Sametime.

Aastra InTouch SIP SoftPhone:

- Providing call handling features in a cost-effective way
- Easily installed and ready to make calls in just minutes
- User friendly with an intuitive interface
- Flexibility – place and receive calls whenever you are connected to the corporate network
- Supports 3rd party integration with Microsoft OCS and IBM Lotus Sametime

With Aastra InTouch, your enterprise is at the cutting edge of communications technologies, and the application enables your company to always provide customer service at its best.

Call handling features

- Place and receive calls
- Hold /Retrieve
- Transfer ongoing calls
- Fast Forward
- Conference calls
- DTMF dial pad
- Call log information
- Symbols display available/busy

Aastra InTouch Main Features

SIP SoftPhone call handling

Aastra InTouch is intuitive, user friendly and has an easy-to-use interface. The buddy list in Aastra InTouch shows your contacts and their current line status – if they are online and can receive a call. To place a call, just log on with an extension number and click the dial dialog window or use any tab in the Aastra InTouch window. When receiving a call, a ring signal is heard, and the incoming call is displayed in the call area of the Aastra InTouch window. The call area is displayed on all tabs. You always receive notification of incoming calls regardless of whether you have the Contacts, Directory or Call Log tab active.

Transfer ongoing calls
With Aastra InTouch it is easy to transfer an ongoing call before or after answering (unsupervised and attended transfer). If the transfer fails because of no answer or a busy line, the transferred party can reconnect with the party that transferred the call. If you call a voice mail (or any other interactive voice response service where DTMF tones are required), a dial pad can be opened from the active call panel.

Move calls to other devices
With the Fast Forward feature, you can move an ongoing call in Aastra InTouch to another device, for example, a cell or desktop phone.

Set up a local conference call
With Aastra InTouch a conference call is just a mouse click away. The conference call feature is enabled when you have two or more ongoing calls at the same time. The maximum number of conference participants depends on your communication system (IP/PBX).

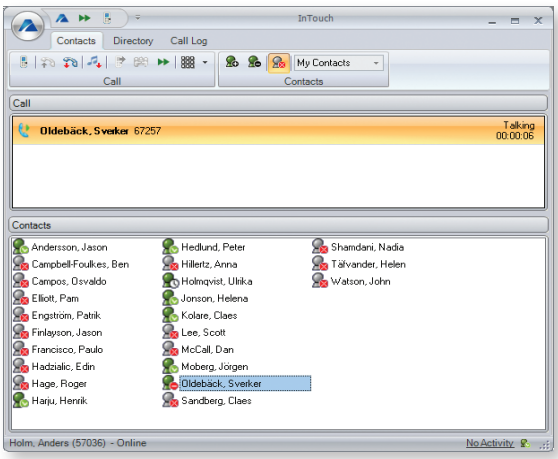
Parallel ringing with Aastra MX-ONE platform
Aastra InTouch supports parallel ringing (called Dual Forking by Microsoft) when connected to Aastra MX-ONE communication system. Aastra InTouch users that have two extension numbers and an Aastra 675x SIP hard phone, can log on to both the hard phone and the soft phone, and select which one to use for outgoing calls initiated from InTouch.

Mobility with Aastra InTouch

With Aastra InTouch running on a laptop you can take your extension and Aastra InTouch with you and receive calls and use the functionality provided wherever you are connected to the corporate network.

Call log information

The call log displays up to 1,000 incoming, outgoing and missed calls. The name and number of each caller is displayed, as well as the time and date of each call and the call duration.



Aastra InTouch active call

Personalize your Aastra InTouch

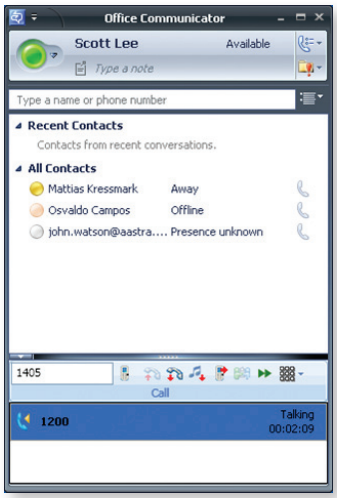
Aastra InTouch is your everyday tool and can be configured to suit your needs. In Options, you can, for example, set ring signals, and define which directory to access, or the phone to use for outgoing calls.

Further options:

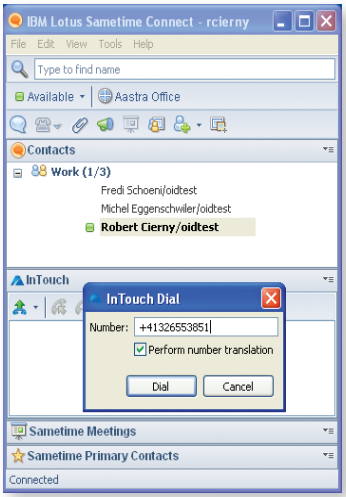
- Set Aastra InTouch to launch automatically after logging in to Windows and to automatically sign in when Aastra InTouch starts.
- Select the audio device (for example, a headset) you wish to use when multiple audio devices are installed.
- Enable Outlook integration and the profile to use. Profiles are presented on a drop-down list.
- Set sounds for ringing, when busy and for calling, as well as specify a fast forward destination.
- Select different styles for your Aastra InTouch with a custom scheme for choosing the color of your choice.

3rd party integration

Aastra InTouch SIP SoftPhone supports integration with both IBM Lotus Sametime and Microsoft OCS. Aastra InTouch can in order to extend the voice capabilities for IBM Lotus Samtime and Microsoft OCS be integrated. The integrations provides you as user with additional call capacity from one single interface.



Aastra InTouch with Microsoft OCS



Aastra InTouch with IBM Sametime

System Requirements

Aastra InTouch is supported by the following Aastra platforms:

- MX-ONE
- Aastra 700
- Aastra 5000

Supported languages: English

Unified Communications Client - Aastra InTouch+

Aastra InTouch+ is an advanced fully featured version of the SIP Softphone client that gives users access to additional functionality from a single interface, such as Instant Messaging, Directory Search, Contact Management and Presence information. Aastra InTouch+ integrates well with Aastra Solidus eCare Contact Center and Aastra Contact Management (CMG), D.N.A. and can also connect to LDAP and Microsoft Outlook directory for fast searches.

For more information regarding Aastra InTouch+ please refer to data sheet EN/LZT 102 4092.

Aastra Corporate Headquarters
155 Snow Blvd.
Concord, Ontario
Canada
L4K 4N9
Tel: +1 905-760-4200
www.aastra.com

Aastra USA Inc.
2811 Internet Blvd.
Frisco, Texas
United States
75034
Tel: +1 800-468-3266
www.aastrausa.com

Aastra Telecom United Kingdom
Unit B3 Armstrong Mall
Southwood Business Park
Farnborough, Hampshire
United Kingdom, GU14 0NR
Tel: +44 (0) 1252 532100
www.aastra.co.uk

EN/LZT 102 4136 RA

Copyright © 2010 Aastra Telecom Sweden AB. Non-contractual document.
The data contained in this document is for information purpose only and may be modified without prior notification.