



SOPHO IPC 500

The complete IP-PBX communications solution for small and medium-sized organisations

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SOPHO IPC 500

The powerful, flexible, future-proof communications platform with a wide range of simple to highly advanced telephone terminals.

Everything you could ever want – plus

Looking for a flexible, reliable and future-proof communications solution at an affordable price? The SOPHO IPC 500 is everything a small or medium-sized business could ever want.

It's flexible

Designed to integrate seamlessly into your organisation, the IPC 500 gives you the choice of deploying traditional circuit-switched telephony, wireless telephony through DECT, VoIP telephony or any combination of the three. All within a single system so you can take full advantage of voice-data convergence at your own pace as your business needs evolve.

You can also start small and grow big: the IPC 500 is ideal for single sites with 25 - 200 extensions, and for a multi-site system up to 2500 extensions using networking capabilities. In addition, it supports CTI and several different applications, that you can pick and mix to suit your exact business needs - from the highly advanced call accounting application InSite, to the practical Voicemail application.

It's reliable

With the IPC 500 you now have a solution that does not force you to trade off reliability for voice/data integration. The IPC 500 telephony application is controlled by an industrial strength embedded operating system which means you don't need to compromise on your phone system and customer service.

It's future-proof

The IPC 500 is future-proof. Because it is compatible with Session Initiation Protocol (SIP) – an internationally agreed standard for Internet telephony and Voice over IP (VoIP) – you can take advantage of new services and applications, no matter how fast technology advances.

It's affordable

The system is a low-cost solution and you pay only for what you need. Also, because it runs traditional DECT and VoIP solutions at the same time you can transition to full VoIP (if required) at a pace that suits your business needs and budget.



VoIP

- SIP on trunk and on extension side – so it's open for future developments
- Peer-to-peer options reduces bandwidth used and network costs
- Individual QoS to prioritise voice over data and improve voice quality.

Networking

- Complete feature transparency - so a multi-site appears as one – to maximise efficiency
 - Extreme failure resilience, with second system registration capability for back up
 - Centralised applications to save money, for example: one voicemail application for all sites.

Powerful applications

- 1: SOPHO InSite**
Maximum efficiency with the most advanced call accounting / call centre application in the SMB market.
- 2: SOPHO Operator**
Improves customer care with a range of PC-based operator tools.
- 3: SOPHO Softphone**
Turns a PC into a phone – a flexible telephone extension for office and mobile staff.
- 4: SOPHO Phone Manager**
Puts your phone on your PC for dramatic productivity gains.
- 5: SOPHO View Call**
Instant screen pops show you who is calling and related information.
- 6: SOPHO Voicemail**
Multiple options to ensure you get the best-fitting voicemail system your business needs.

DECT

- DECT mobility solutions to keep users connected while away from their desk
- Fully compatible with the DECT standard – not just the minimum requirements
- Also, unlike some DECT systems, it has a seamless switchover from cell to cell within larger sites.

IPC 500

- Integrated digital voicemail
- Return call with Caller ID
- Missed Call Log shows unanswered calls, which can be redialled or saved to speed dial
- Two people can share a phone but have their own message-waiting keys
- Callers can be automatically parked and receive a message, while user is paged
- Automatic Call Distribution (ACD) distributes calls evenly
- Automatic Route Selection: automatically placing long distance calls over IP or a local trunk.

Advanced terminals

A range of phones to take full advantage of traditional-, DECT-, or IP-telephony. Or a combination of all three.

CTI

SOPHO IPC 500 gives you an open interface to Computer Telephony Integration. Your staff can have instant customer database information to optimise every call.

SOPHO InSite

The key to high efficiency

SOPHO InSite is the most feature-rich call accounting application in the SMB market as well as a highly advanced Call Centre management application. This combination makes it a powerful tool for small to medium-sized organisations to increase efficiency and reduce costs.

InSite gives you real-time information on how effective your staff are at using your phone system:

- How many calls received
- How many calls abandoned
- Average waiting time per call
- Longest waiting time
- How many calls waiting to be answered
- How many calls made
- How many staff available to answer calls
- Conversation length
- How much time spent talking.

You can display this information by company, or by department, or even by an individual staff member. And alarms can be activated if preset service levels are not being met, giving you the information to react to changing circumstances. For example, if your abandoned calls are increasing because customers are not prepared to wait, simply divert waiting calls to other staff.

The functionality of your InSite is based on used licenses, and you pay only for what you need.

Real-time display

You can see what is happening as it happens, and as historical views.

Information by company department

You can see the information by the groups you define rather than just by the telephone configuration.

Management by alarms

You don't need to spend time analysing reports, InSite can alert you by email when a key performance indicator is breached.

Call handling costing

Call handling and fixed costs can be specified within InSite to show the true cost of answering and making calls.

Robust architecture

The latest enterprise-class architecture ensures no calls are ever lost, even on WAN connections to remote systems.

Automatic database backup

All call record databases can be automatically and manually backed up.

Import of non-switch call costs

Import electronic telephone bills into InSite. User-reports consolidate all the calls a user has made including mobile phone or home extension.

ACD

Supports full ACD functionality including login/logout on multiple queues, overflowing, and wrap-up.



With InSite you choose what information is displayed, allowing you to 'prioritise and take action' according to what your customers need.

SOPHO Operator

Improved customer care

Your receptionist or phone operator can make a big difference to what callers think of your business. It is therefore important to identify and transfer callers efficiently.

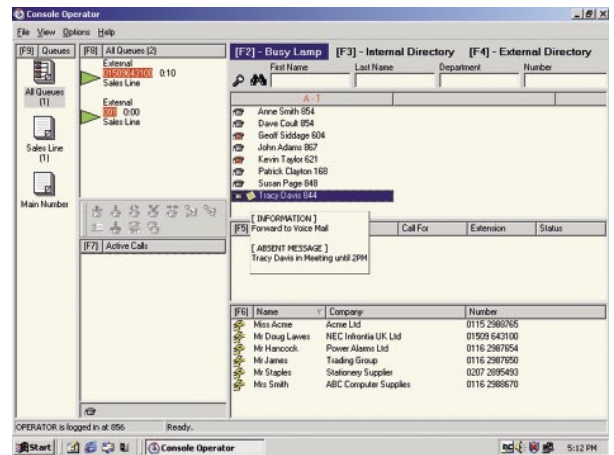
The SOPHO Operator is a PC-based operator console that offers a range of options to enable your receptionist to provide a level of service not possible with the majority of today's consoles.

Using CTI techniques and TCP/IP networking this application will:

- Identify who is calling using caller identification
- Identify why they are calling using unique DDI numbers
- Identify which calls are waiting to be answered
- Answer priority callers first
- Enable semi-automatic emails: if your operator sees someone is busy, a couple of mouse clicks sends a message with the caller's details
- Create multiple queues to differentiate callers
- Allow callers to bypass reception
- Identify callers on hold or returned calls
- Identify extension status before callers are transferred
- Recover transferred calls
- Support unlimited DSS capability.

When we treat callers as individuals we improve service and improve the prospect of winning those vital orders.

Your operator will have the tools to give callers the VIP treatment.



SOPHO Softphone

Features and data anywhere

Give your staff the advantages of a business phone on a PC. Whether in the office or on the road, the SOPHO Softphone provides a flexible telephone extension wherever they go.

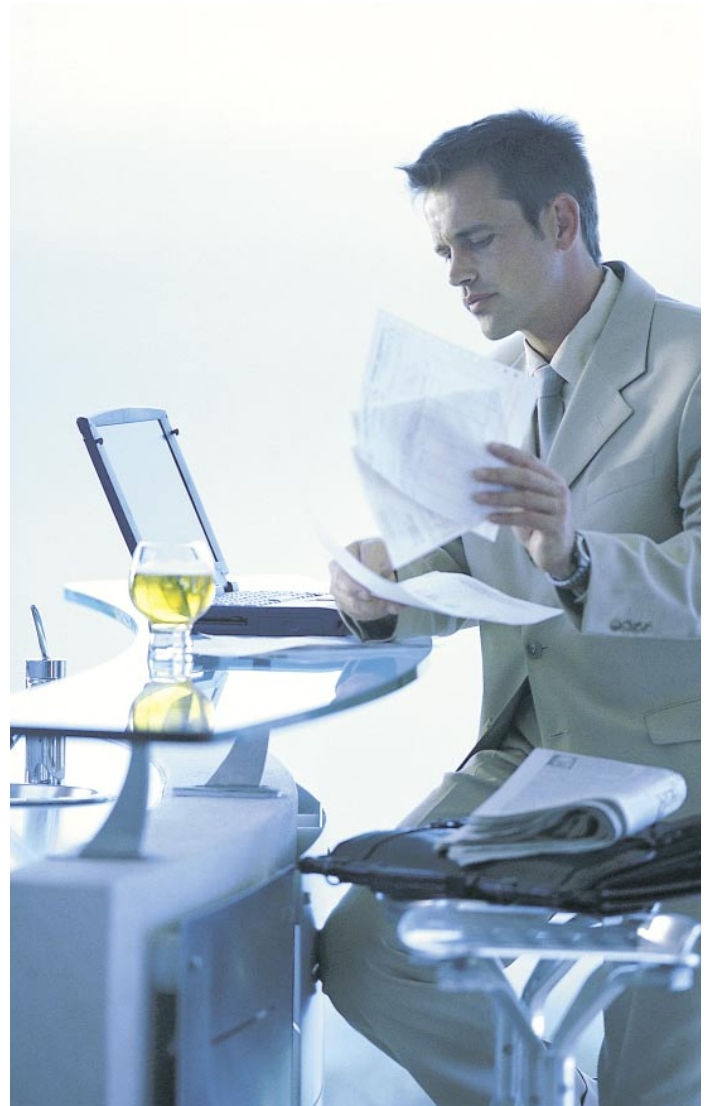
Using your Softphone is easy. With points and clicks on your PC screen, you can make and receive calls, place calls on hold and set up third party conference calls.

There are many different ways to make a call:

- Use the keyboard
- Click on the telephone icon
- Enter a name from the phonebook
- Select an entry in the phonebook
- Use a dial pattern
- Or use a USB headset.

As well as the basic functions you would expect, the Softphone supports various advanced functions such as:

- Videoconferencing – with a simple video camera attachment
- E-mailing – with this e-mail application you can send e-mails to your customer database.



The screenshot displays the Philips SOPHO Softphone interface. At the top, it shows 'PHILIPS SOPHO Softphone' and a status bar with 'CALL FROM Rich H'. Below this is a 'Key Telephone' window with a display showing '2- 6 MON 2:46PM' and 'CALL FROM Rich H'. The main interface features a numeric keypad and various function buttons like 'MSG', 'FLASH', 'CONF', 'DND', 'SPK', and 'HOLD'. On the right, a 'PhoneBook' window is open, showing a list of contacts with columns for Name, Caller's Name1, Telephone Number1, Caller's Name2, and Telephone Number2. The contacts listed are Tech Support, 118118, Steven Smith, and David Brent. Below the list, a detailed view of a contact is shown with fields for Name, Company Name, Department, Title, E-Mail, Code, Address, Telephone Number1, Telephone Number2, Fax, Cellular Number, SIP URL, and Use Frequency.

Name	Caller's Name1	Telephone Number1	Caller's Name2	Telephone Number2
Tech Support		01509643111		
118118		118118		
Steven Smith		3324		
David Brent		0208123456		

Item	Content
Name	David Brent
Company Name	Philips
Department	Sales
Title	Mr
E-Mail	
Code	
Address	
Telephone Number1	0208123456
Telephone Number2	
Fax	
Cellular Number	
SIP URL	
Use Frequency	Call sometimes

SOPHO Phone Manager

Easy call management

SOPHO Phone Manager improves your staff productivity by guiding the user in setting up features and providing call visibility. Even with a basic analogue phone, Phone Manager gives users access to additional features available in your PBX. Some of the key features include:

Profile Manager

This gives you point and click control over your phone preferences and screen pops.

Missed Call Log

This records all calls that you did not answer, when you were out of the office, for example. Useful in maintaining good customer relationships.

Call Log

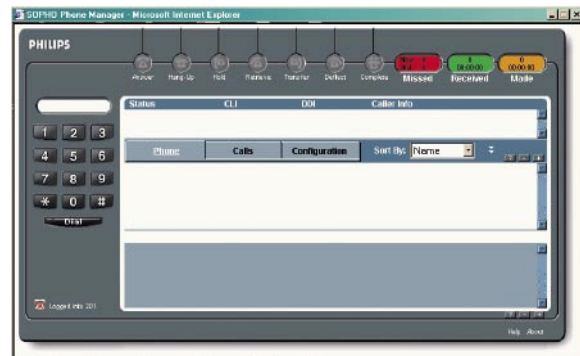
This records all the calls that you made from this phone, and how long each call took. Useful in monitoring different customer maintenance levels.

Deflect

If a call comes in when you are busy, simply hit the Deflect button to route it to a colleague or to voice mail.

MS Outlook® integration

Phone Manager can link to MS Outlook® and use your contacts to provide point and click dialling. Also, if the caller's details are in your contacts list then Phone Manager can show who is calling before you answer.



If you have a basic analogue phone, Phone Manager provides additional features available in your PBX, such as call visibility and call logging.

Simply point
and click
to manage
your calls



SOPHO View Call

Tells who's calling

SOPHO View Call enables your staff to present an efficient, friendly and highly polished organisation to your customers.

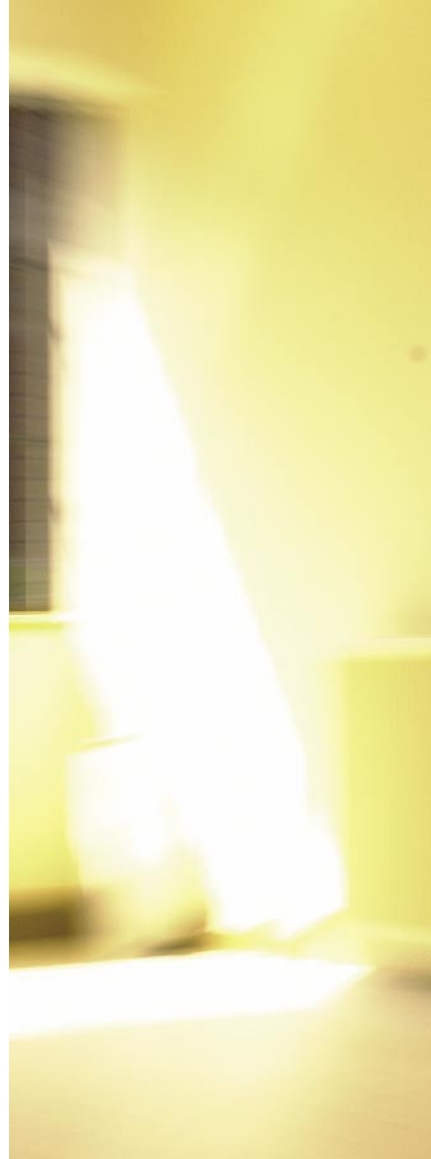
View Call is a Computer Telephony Integration application that 'pops up' caller information onto your screen when a call comes in. This gives your users the information they need to deal with the call efficiently and professionally.

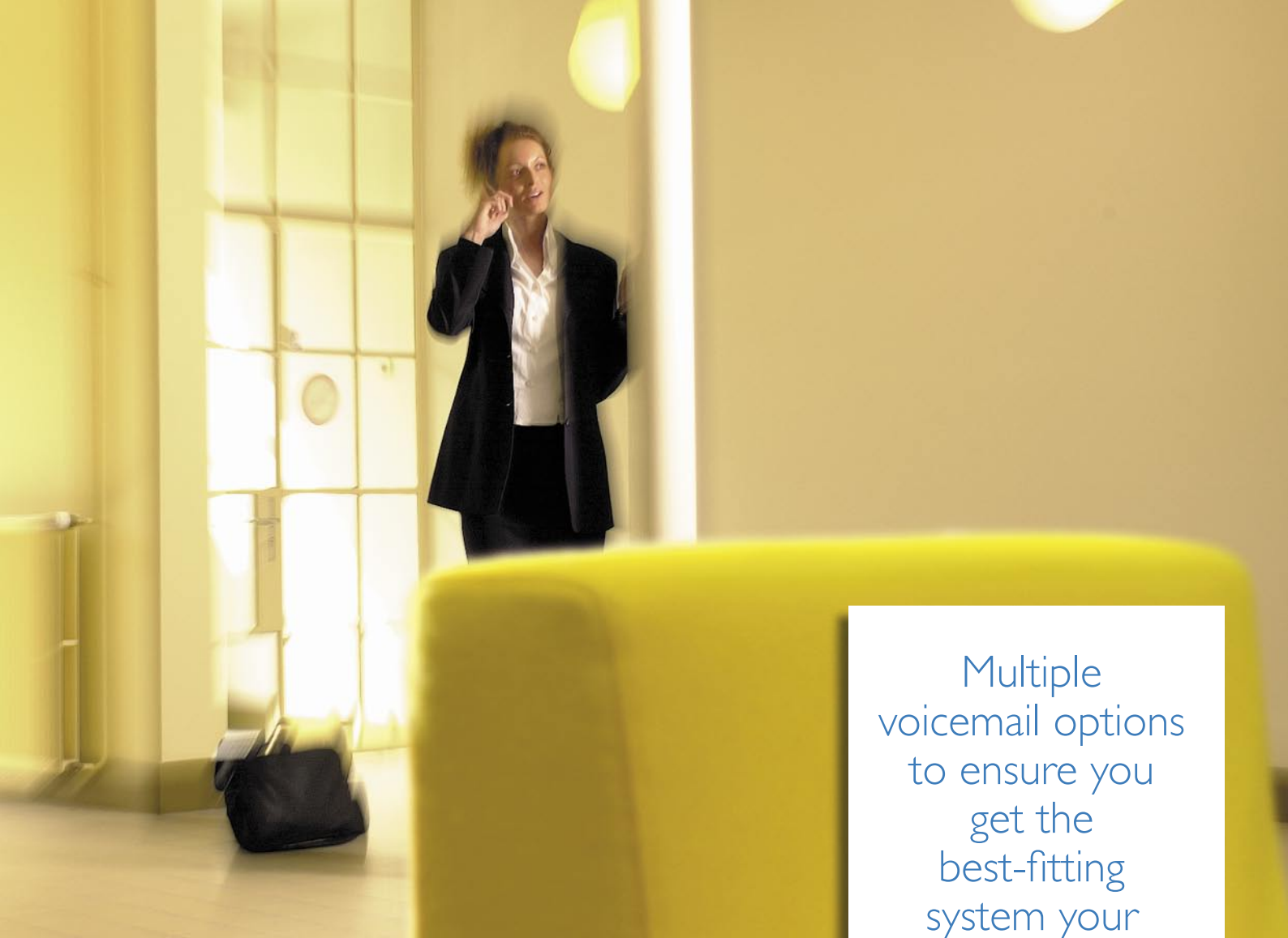
Who's calling – simply look at the PC screen and the relevant database record could tell you:

- The full, correct name of caller
- Job title
- Name of company
- Date and time of last call.

Key features

- Easy to install
- Screen Pops by caller ID
- Pops by number dialled (DDI Direct Dialling In)
- Pops blank record if no match
- Pre-pop as a mini task bar
- Configurable with most commonly used CRM systems and databases
- Fully TAPI 2.1 compliant
- Ability to create a new contact from mini pop-up window
- Display contact records of a caller on a single click
- Ability to dial out from within any CRM package
- Data popping event configurable to pop
 - Before the call is answered
 - When the call is answered
 - When dialling out
- User configurable phone number formats
- Internal and external dialling
- Quick dial of selected numbers
- Selectable fields for telephone numbers to search on
- Client-server architecture.





Multiple voicemail options to ensure you get the best-fitting system your business needs

SOPHO Voicemail

Never miss a call

SOPHO Voicemail offers many options to ensure you get the best-fitting solution.

SOPHO Voicemail Lite is IPC 500's entry-level voice processing application that is similar to a sophisticated answering machine and provides common voice features without the need to buy an over-configured voice mail system. For higher capacities and centralized operation you may require other voicemail solutions available on request.

Key user features

- One-touch soft key operation
- Personal answering machine
- Conversation record
- Transfer a call to a mailbox
- Transfer a call to auto operator
- Time & date sender notification
- Forward message
- Message waiting notification.

Networking

A tailor-made link between your systems

When you choose a SOPHO IPC 500 you get powerful networking options because it is a distributed IP telephony solution supporting multiple nodes with voice communication on a peer-to-peer basis.

SOPHO IPC 500Net

Using the IPC 500Net Voice Architecture, voice networks can be built up providing feature transparency tailored to your business requirements. Centralised operator, centralised voice mail and auto attendant allow resource sharing across the network, maximising investment and minimising spend. Even call centres can be distributed allowing remotely located staff to be part of a main call centre. Telephony efficiency is aided by networked operator consoles that can be located anywhere on the WAN.

SOPHO IPC 500Net supports a comprehensive range of features such as:

- Camp On/Call Back
- Paging
- Forwarding
- Conference
- DDI/CLI Name and Number Display
- Park Hold
- Busy Lamp Fields
- Follow Me
- Transfer
- Wireless DECT.

With each node supporting up to 512 ports IPC 500 distributed networking solutions can build on a modular basis into a network of thousands of users. This makes IPC 500Net the ideal solution for today's evolving businesses that are moving to new organisational models that do not rely on centralising large groups of staff. Changing work patterns are also reinforcing these trends towards devolved networks of workers - virtual offices, remote working, home working, tied together by a common data and voice infrastructure.

VoIP Extensions

Any mix of IP or legacy phones may need access to features, which allows users to tailor phone deployment to user requirements. The availability of low-cost ADSL lines makes home/remote working a viable cost-effective proposition. Thanks to networking, users at home or in remote offices can benefit from feature transparency making them more productive. They can be Call Centre agents, or even act as operators. Ideal for part-time staff.

IP voice communication takes place seamlessly over the LAN or WAN with no routing via the central IPC 500 node. The only time the central IPC 500 node is involved is when a breakout from IP to a legacy network such as ISDN or to a TDM phone is required. At that point, signal conversion is needed. With IP phones mapping only to an IP address no additional hardware such as fixed extension ports/IP channels are required. The DHCP server carries out the IP address management.

Resilience and fallback options, vital in an IP network are also designed into IPC 500. Each IP phone can register onto two IPC 500 nodes. If an IPC 500 node goes down then the IP phones will communicate via the second IPC 500 node across the WAN. If the LAN fails each IPC 500 IP phone can switch over to PSTN/TDM mode making use of legacy network resources such as analogue or the PSTN. Supporting any combination of IP or legacy phones IPC 500 networks can be tailored to the level of telephony resilience required.

Because voice quality can sometimes be a problem within IP networks, IPC 500 phones can be configured to give the preferred level of voice quality. G711, G729 and G723 compression standards are all supported. Open standards means that IPC 500 supports any type of QoS router for prioritising IP traffic.



Protect your investment

The IPC 500 can integrate seamlessly into your organisation and offers you and your customers many powerful benefits. There may be features that you don't need today but will be vital in the future.

Unlike most competitor systems, the IPC 500 does not force you to throw away your existing equipment. As your business grows, nothing is wasted. The IPC 500 allows you to maintain your existing phones, operations and system programming when you decide to expand your business.

What can be simpler? Install an IPC 500 so you can concentrate on running your business without worrying about your phone system.

With the IPC 500
you now have a
solution that does
not force you to
trade off reliability
for voice/data
integration



Technical specifications

Per system			
Cabinets	Max. 2 Rack/Wall or Floor Mount		
Trunk Lines (ISDN/Analogue/IP)	Max. 200		
Digital/Analogue Extns.	Max. 384/256		
IP Extensions	Max. 512		
DECT Extensions	Max. 480		
24 Button Add-on Module	Max. 384		
110 Button DSS	Max. 32		
Conference Circuits	Max. 64		
Internal Paging Zones	Max. 64		
External Paging Zones	Max. 9		
Max. Size of Paging Zone	50		
Virtual Extensions	Max. 256		
DDI Numbers	2000		
DDI Routes	3 per DDI Number		
Approvals	CE Approved EMC Class A and Class B		
Operating Temperature	0°C to 40°C		
Humidity	20-90° RH		
IP Characteristics			
Internal DHCP Server	User Selectable		
VLAN/QoS	IEEE802.1q (VLAN Tagging)		
	IEEE802.1p (Priority)		
Layer 3 QoS/ToS	Diffserve/IP Precedence		
Flexible ToS Prioritisation	IPC 500 can set ToS value for each protocol		
	DRS, NGT H323 and Voice Control		
Internal Gatekeeper	On NTCPU Card		
Maintenance	HTTP Server		
Codecs	Exchange Line	Extensions	
	G.711		
G.729a	VIF Size	20ms, 30ms	30ms
	VIF Size	20-80ms	30-80ms (H.323) 30-40ms
G.723.1	VIF Size	30ms, 60ms	30ms, 60ms
	SIP	Trunk-Extension	

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