



the multi-talent for the operator tiptel 545 pro

Even more than in the past, telephone accessibility and availability has become increasingly important and decisive for a company's success. If a call is not accepted by the operator within some seconds, the company risks to lose a potential customer. At the same time, the caller is likely to transfer the impression he gets when being welcome on the phone to the quality of the company and its products. The Message Center tiptel 545 pro helps to considerably increase the telephone accessibility and availability. Furthermore, a professional corporate image is created and it relieves the burden on your staff by a sophisticated call management.

As "automatic switchboard", the tiptel 545 pro welcomes the callers and offers up to eight transfer targets that can be easily selected by means of the telephone keyboard. Should the target number be busy, individual mailboxes are available that can be used as a comfortable

answering machine. Even in larger companies, the tiptel 545 pro can be applied as a kind of "overflow" if the switchboard is busy.

As an alternative, a tiptel 545 pro can also be used for sales promotion, as it can provide the caller placed on hold with important and up-to-date information and music. An advertising message can easily be faded in a current music / melody, which helps to considerably support the company's sales activities at low costs and efforts.

The time control of the tiptel 545 pro guarantees that the functions can be switched according to individual requirements. Therefore, it is possible that the transfer function is automatically activated e. g. during lunch break. Or, music arranged with up-to-date information on events and products is played back for callers on hold if the switchboard is busy. After the usual working hours, the tiptel 545 pro can be set and used as a professional answering machine.

tiptel 545 pro

Call Manager

- automatic switchboard
- welcome and transfer
- queue for busy extensions
- integrated mailbox system with 8 mailboxes and message transfer
- playback of music-on-hold and information messages (MOH)
- menu-guided information system for offers, events, ...
- time control according to weekday and time
- USB interface for configuration via PC

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tiptel

Call Manager

tiptel 545 pro



OGMs and ICMs

- flash-memory technology without batteries (256 Mbit speech memory)
- capacity for OGMs, music and ICMs: 60 minutes in total (for high audio and recording quality), or 30 minutes in total for best audio and recording quality
- a total of 14 storage locations for recording of OGMs without time limit (configuration as OGM with/without recording option, with/without transfer function, busy-line message, hold message for MOH, music for MOH)
- a total of 8 storage locations available for recording of mailbox or information messages
- time control according to weekday and time for activation/deactivation of messages (and the correspondingly assigned function)

handling and comfort

- large lit graphic display with menu-guidance
- configuration via integrated keyboard or via PC
- LEDs for clear signalling of activated answering mode, new ICMs and new SMS messages
- call and message counter
- call pick-up, loudspeaker function, two-way conversation recording (even automatically), memo function
- indication of date, time as well as of phone number transferred to each ICM (can individually be activated/deactivated)
- message transfer to up to 4 different phone numbers via voice message or SMS message
- phone number dialled at the phone is simultaneously shown in the display of tiptel 545 pro
- automatic day / night switching of call forwarding (network feature)
- automatic redialling or completion of call to busy subscriber (CCBS)

CLIP and SMS

- display of phone numbers and names from the telephone book
- telephone book for 100 entries
- assignment of OGMs to entries in the telephone book (caller can hear a personalised OGM)
- assignment of a total of 14 individual ringing tones (individual recording) to entries in the telephone book
- call list for the last 50 incoming calls with indication of date, time and phone number
- direct dialling from the call list and during message playback
- SMS in the fixed network (type 1) with inbox, outbox and draft memory

mailbox and information system

- 8 mailbox messages without time limit
- automatic transfer to the corresponding mailbox if transfer target is busy
- selection of mailbox via telephone keyboard
- direct mailbox access by means of extension number dialled (PABX has to support the CLIP parameter 1A)
- mailbox messages can also be configured to simply provide information (menu-guided information system, e. g. for cinemas and travel agencies)
- individual target number for message transfer for each mailbox
- individual remote control code for each mailbox

remote control

- individual setting of 4-digit remote control code
- quick check (call of a certain person – e. g. managing director – automatically opens the remote control of tiptel 545 pro)
- modification of the phone number for message transfer
- remote modification of the first 4 OGMs

connections and PC software

- audio input and audio output (3.5 mm jack each, corresponding connection cables included)
- USB interface (USB 1.1 and 2.0 compatible, jack type B, cable included in the delivery content)
- PC software for configuration included, compatible with Windows 98 SE, ME, 2000, XP
- transfer of incoming SMS messages to a PC, entering and sending of SMS messages via PC

miscellaneous

- software update via telephone line
- multilingual (languages at choice: English, Dutch, French, German or Italian)
- absence manager (e. g. if the office is only left for a short time, the callers can be informed by means of a pre-set message about the time the called party is available again)
- connection to an analogue port of a PABX