



Alcatel omniPCX *Office*

PIMphony ,
your personal communication manager

Frequently Asked Questions



Alcatel PIMphony

Frequently Asked Questions

- **What is PIMphony ?**

Alcatel PIMphony is software application providing most of the telephony services delivered by the Alcatel OmniPCX Office within a Windows based application. This application complete the user telephone set by providing an ergonomic and intuitive graphical interface to manage daily phone tasks from the user's PC. (make call, receive call, transfer, conference, access to voicemail, call log, contact card screen popping, etc). It can also be used as IP softphone thus avoiding the need of an additional phone set.

- **What are the main advantages of PIMphony ?**

PIMphony brings an ergonomic windows based user interface to easily operate all the telephony services offered by OmniPCX Office. Alcatel PIMphony brings the same level of features whatever the user telephone set. For example, the user can define up to 15 programmable keys even if it uses a analog telephone set without any programmable keys.

PIMphony brings functions that no phone set can deliver such as the call log. The PIMphony call log keeps track of all calls, incoming and outgoing, answered unanswered with detailed information such as caller number or name, time, date, duration.

- **What are the main user profiles for PIMphony ?**

PIMphony brings numerous benefits to several user profiles.

Person that manages important call flows, such as assistant or operator, takes advantage of the PIMphony Team allowing to manage up to 15 lines, graphical call supervision of all the company telephone sets. When several call occurs, a threshold in seconds can be define to indicate by a specific colour the call exciding this pre-defined waiting period.

Users than spend a lot of time on telephone with customers or suppliers take advantage of the seamless integration of PIMphony with contact databases such as Microsoft® Outlook™, Microsoft ® Business Contact Manager™, Microsoft® Access™, Act! ®, GoldMine ®. Thanks to this tight integration, user can directly type his correspondent's name to make a call. When a customer calls, the user get an automatic screen popping of the caller's contact card providing immediate access to the caller's information.

Any user in the company can benefit of PIMphony. Transfer a call, make a call conference, listen to the voice mail, are easily performed using icons instead of complex code sequences.

- **What are the differences between PIMphony Basic, PIMphony PRO and PIMphony Team ?**

	PIMphony Basic	PIMphony Pro	PIMphony Team
Complete set of telephony features	X	X	X
Contact manager integration		X	X
Visual mailbox		X	X
Supervision functions			X
Assistant mode			X
IP telephony	X	X	X

- **Which version of Alcatel OmniPCX is required to install PIMphony ?**

Alcatel PIMphony is the Alcatel OmniPCX Office PC based telephony client. It runs with the Alcatel OmniPCX Office Compact Edition, the OmniPCX Office business solution and the OmniPCX Office e-business solution. It can be combined with any telephone set including digital Alcatel Reflexes sets, analog sets, wireless DECT phones. It can also be used without any phone set acting as an IP terminal.

- **What are the system requirement to install PIMphony on my PC ?**

There is no specific requirements to install PIMphony on a PC. It does not require any additional software to be installed. PIMphony runs with the most popular Windows operating systems- from Microsoft® Windows 98 up to Windows XP® professional. The minimum configuration required is a PC Pentium 266 Mhz, 64 Mb of memory and 60 Mb free disk space.

- **Which terminals are supported by PIMphony ?**

Alcatel PIMphony can be combined with any telephone set including digital Alcatel Reflexes sets, analog sets, wireless DECT phones. It can also be used without any phone set acting as an IP terminal.

- **Can PIMphony be used without terminal set ?**

Yes. PIMphony can work without telephone set. In this case the PC is seen by Alcatel OmniPCX office as an IP terminal. This configuration requires additional IP software licence per user in OmniPCX Office.

- **Can I use PIMphony remotely ?**

Yes. in IP mode PIMphony can be used remotely over an IP connection. Remote worker can connect his PC to the Alcatel OmniPCX Office over an IP VPN (Virtual Private Network). When connected, the user is seen by the system as a "local" user. The user access the same features and services than any company's user. He can dial by name, call using the direct call keys, listen to his voice mail, activate a forward, transfer a call or set up a conference.

- **Does PIMphony brings extra features compared to a digital telephone set ?**

Yes. PIMphony is an application. It takes advantage of this integration to offer additional functions such as a call log, to keep track of all user's communications, a graphical interface when accessing the voicemail, or 15 programmable keys for direct call, function activation such as forward on voicemail. This 15 programmable keys are available whatever the user telephone set. The user may have an analog phone set without any programmable key. The call log registered all user calls with contact identification, date and time and call duration. A call can be directly initiate from the call log by clicking on the desired recorded call. PIMphony can interact with a contact manager application with automatic screen popping of the caller contact card. Fully integrated into the windows environment, the user can drag and drop a phone number into the dialer area from any application to place a call. For example, I can consult the yellow pages on the Internet looking for an address, and drag the phone number directly from the Internet into the dialer area of PIMphony.

- **Can I keep trace of my phone calls when PIMphony is not running or when my PC is not connected ?**

Yes. PIMphony offers a centralized call management fonction. A centralized call log is permanently active on a PC of the network. When you application is off or when the PC is not connected, incoming calls are registered in the central call log. When reconnecting the PC, the personal call log is automatically updated. The centralized call log is not accessible itself, preserving confidentiality.

- **Can I use PIMphony with Contact Manager applications and which applications are supported ?**

PIMphony support seamless integration with Microsoft® Outlook™, Microsoft ® Business Contact Manager, Microsoft ® Access™, Act! ®, GoldMine ®. Thanks to this tight integration, user can directly type his correspondent's name to make a call. When a customer calls, the user get an automatic screen popping of the caller's contact card providing immediate access to the caller's information. PIMphony allows to directly create a new contact card when the user want to enrich his database when a new prospect calls.

- **Do I need to start Microsoft Outlook to access the contact cards ?**

No. there is a permanent automatic synchronisation between Microsoft Outlook and PIMphony. This means that you can consult the different phone numbers registered in the database without launching Outlook.

- **Can I configure the screen pop up of the contact cards ?**

Yes. The user can configure the screen popping with a simple wizards. Criteria are incoming or outgoing calls, when the telephone ring or when the user hang up, what happens if a second call occurs, when PIMphony closes the contact card.

- **Can I use PIMphony with my own database for contact screen popping?**

Yes. PIMphony supports integration with your own database. Nevertheless this requires some specific development to interface with the database. Please refer to PIMphony CTI Guide Integration for further information on this specific topic.

- **Can I store voice messages when I listen to them on my PC with PIMphony?**

Yes. Voice messages listen with PIMphony can be saved on the user PC as audio file. It exists an other option consisting in transferring voice messages directly into the user Outlook email inbox. Thanks to this function, the user receives his voice messages in his email inbox as an email with an attachment. The attachment is a Windows audio file which can be processed like any email (store, forward)

- **Can I use a shared contact database with PIMphony ?**

Yes. When using Microsoft Exchange server, the contact database can be shared with the other users on the network. The advantage consists of a unique contact database to maintain and to update.

- **Can I manage several communications with PIMphony ?**

Yes. PIMphony Basic, Pro and Team can handle up to 8 simultaneous communications. The friendliness of PIMphony allows to easily step from one call to an other with explicit icons. The Assistant mode in PIMphony Team can handle up to 16 simultaneous communications.

- **What means unified messaging with PIMphony ?**

Voice messages can be automatically transferred into the user Outlook email inbox. Thanks to this function, voice messages appear with a specific icon in the email list. The message is delivered as an email with an attachment. The attachment is a Windows audio file which can be processed like any email (store, forward)

- **Does PIMphony support on site mobility and off-site mobility ?**

Yes for on site mobility, PIMphony can be combined with a DECT phone. For off-site mobility, as far as the remote user can be connected with the OmniPCX Office over an Internet link or through a Remote Access Server, PIMphony IP delivers the same level of features.

- **Alcatel offers a try and buy versions of PIMphony Pro and Team with any OmniPCX Office system. What is the duration of the try and buy period?**

Depending on the OmniPCX Office system, each of them includes from 10 (OmniPCX Office Compact Edition) up to 25 (OmniPCX Office Business and e-Business) PIMphony Basic user licence. In addition, PIMphony Pro and Team are available for a try and buy period of 2 months. This period start as soon as a first installation of PIMphony pro or Team happens.

- **What is the average installation time of PIMphony ?**

PIMphony is easy to install. Some pre requisites such as the IP address of the OmniPCX Office system within the company's network is required. Installation is performed using a wizard like most of the Windows applications.

- **Do I need an external CTI server to install PIMphony ?**

The Alcatel OmniPCX Office embeds a CTI server. The number of direct connexions supported by the OmniPCX Office system is depending on the system model (Business or e-Business).

Using Alcatel OmniPCX Office Business, up to 75 direct connections are supported since release 3.1 (25 direct connections with older version than OmniPCX Office R3.1), including all PIMphony installed (Basic, Pro, Team). For more than 75 users (25 users with older versions than OmniPCX Office R3.1) , an external Microsoft TAPI Server 2.1 is required.

Using Alcatel OmniPCX Office e-Business up to 200 direct connections are supported without the need of extra server.

- **Do I need to connect physically my PC to my telephone set when installing PIMphony ?**

No. Alcatel PIMphony is based on a CTI 3rd party architecture. This means that there is no physical connection between the telephone set and the PC. There is no need of any cable or connector. As soon as the OmniPCX Office is connected to the company's LAN, the association of a PC and a (up to 2) telephone set is managed at the system level through the CSTA protocol.

- **Can PIMphony team be an alternative to a PC Based operator console?**

Yes. PIMphony Team can be an alternative solution to a PC based operator console. It allows to manage up to 16 simultaneous communication, with time based alarm indicator for waiting calls. The supervision feature allows to see the status of all the terminal of the installation. Additional features such as preferred contacts or colleagues improve call flow management. PIMphony Team is the perfect solution for operator in small company or for assistant in larger ones.