



## Clearspan Assistant

### Clearspan® Assistant

Clearspan Assistant is an integrated toolbar that enables users to make and accept telephone calls, change telephone settings, and access directories from within Microsoft Outlook®, Internet Explorer® and Firefox/Mozilla browsers. Internet Explorer and Firefox users are automatically logged-in to the Clearspan Web Portal where they can configure personal call services including Call Forwarding, Anonymous Call Rejection, Do Not Disturb, Simultaneous Ringing, Remote Office and Voicemail. The desktop toolbar allows users to access and manage these services with a click of a button.

The toolbar can be customized in several ways including choosing a language, and changing key visual elements within the toolbar for branding purposes. Users can customize the toolbar by modifying its position in Microsoft Outlook, Internet Explorer and Firefox browsers. (See Figure 1.1 below)

### Implementation and Updates

Clearspan Assistant is lightweight taking up minimal system resources and creating minimal impact on host applications. Storage of all service settings is centrally located in the hosted environment to ensure data integrity.

The application is tightly integrated with network interfaces allowing for ongoing version support as well as interoperability with the Clearspan Open Client Server (OCS). The application transparently checks for updates and notifies the user if a new version is available.

### Clearspan Assistant-Mobile

Clearspan Assistant - Mobile is an integrated Nokia E-series mobile handset application that enables users to originate corporate network-routed telephone calls, modify telephone settings, view the corporate directory, and have access to call logs. Assistant - Mobile allows remote workers and road warriors to manage only one phone number and voicemail.

Figure 1.1 - Clearspan Assistant Toolbar

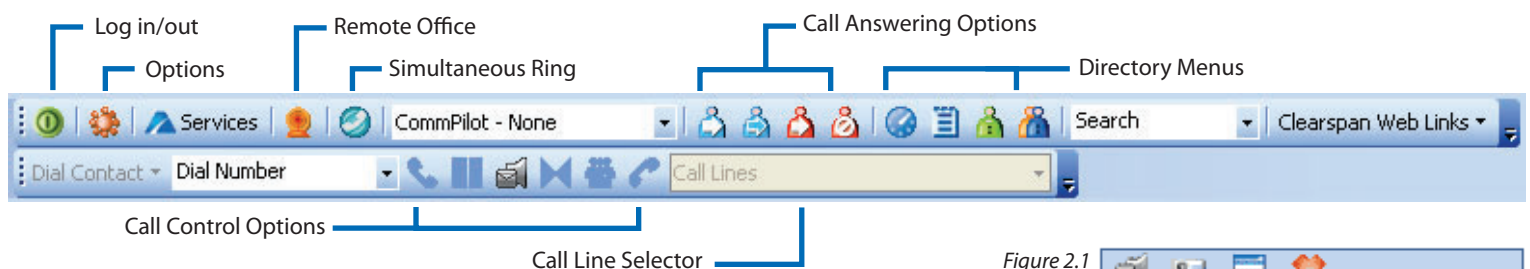
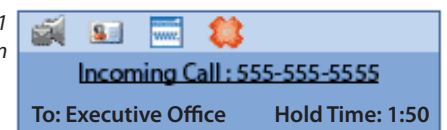


Figure 2.1 Pop-up Notification



Streamline daily tasks by merging computer and telephone with Clearspan Assistant. Configure telephone services via Internet Explorer or Firefox and make calls with the click of the mouse to Microsoft Outlook contacts. Integrate mobile phones and manage only one phone number and voicemail for increased efficiency.

The Clearspan solution embodies the true meaning of Unified Communications, combining all end-user communication tools into a single, integrated, enterprise-wide infrastructure accessible from any device for dramatically increased productivity.

Add Assistant to the network through a simple software license file with no costly hardware upgrades. All Clearspan applications run on the same platform, use a common interface, and can be added to the network at anytime. Easily deployed and managed, it provides immediate impact.

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## Clearspan Assistant Key Capabilities

| Feature                           | Description   |
|-----------------------------------|---|
| <b>Call Control</b>               |   |
| Click-to-Dial (Internet Explorer) | Outbound right-click to dial highlighted phone numbers from within a web page/browser or from directories.  |
| Click-to-Dial (Microsoft Outlook) | Outbound click-to-dial MS Outlook contacts from contacts pane or vCard and right-click to dial from email messages. Outlook contact integration also automatically adds unmatched inbound callers to vCards |
| Answer                            | Soft-pickup inbound calls using pop up notification.  |
| Dial                              | Dial a number and Assistant will also auto-answer local alerting calls  |
| Hold                              | Place a call on hold and visually see how long caller has been on hold status   |
| Transfer to Voicemail             | Divert incoming calls to voicemail (using pop-up toast feature) when it is inconvenient to answer.  |
| 3 Way Conference                  | Initiate 3-way conference feature within the toolbar.   |
| <b>Call Services</b>              |   |
| Caller ID                         | Identification of calling party for incoming calls only   |
| Called ID                         | Identification of called party for outgoing calls only  |
| External Caller ID Delivery       | Provides calling line ID information for external callers   |
| Internal Caller ID Delivery       | Provides calling line ID information of group member when called  |
| Automatic Call-Back               | Monitor a busy party in your group and automatically establish a call when the busy party is available  |
| Speed Dial 8/100 Directory        | Support for speed dial 8 and 100 services (abbreviated dialing)   |
| Call Waiting                      | Answer a call while in another call   |
| Call History                      | Access call logs of missed, received and dialed numbers from within MS Outlook, Internet Explorer and Firefox with one click.   |
| <b>Directory</b>                  |   |
| Personal/Group Directory          | Access personal and group directories from within MS Outlook, Internet Explorer and Firefox and dial contacts with one click (See Call Control – Click-to-Dial above)                                       |
| Corporate Directory (LDAP)        | Support for LDAP corporate directory standard.  |
| Keyword Directory Search          | Search across group, personal and MS Outlook directories.   |
| Directory Sorting                 | Sort contacts in group and/or personal directories  |
| <b>Miscellaneous</b>              |   |
| Configure Services                | Access and manage services profile via convenient desktop toolbar   |
| Help                              | User help functions available during any operation with HTML user manual  |
| Configurable Soft Buttons         | Set URLs for dynamic soft buttons   |

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