

Pingtel SIP Softphone

The Pingtel SIP Softphone is the world's first Enterprise-grade open source client-based softphone for personal computer desktops and laptops. This voice-over-IP (VoIP) softphone brings exceptional functionality, usability, manageability and audio quality to the Microsoft Windows environment.

Pingtel's SIP Softphone is the affordable and easy-to-use choice for road warriors and telecommuters. These remote workers can now carry their office phone and all of its features, applications and directories on their laptops, and experience no learning curve and no sacrifice in productivity because the SIP Softphone contains similar features to their office IP phone environment. Pingtel has made this possible through the use of Session Initiation Protocol (SIP), the standard for integrating voice, video, and data communications, in the development of the SIP Softphone product.

The Pingtel SIP Softphone is also ideal for employees who regularly use their computer and phone at the same time. Sales, support and customer interaction (call center) agents can all benefit by using the SIP Softphone to integrate their phone and computer-based applications such as customer relationship management (CRM) and sales force automation (SFA). The Pingtel SIP Softphone also helps your company and office workers improve the quality of the work environment by freeing up desk space and providing portability within the office.



Key Attributes

Pingtel SIP Softphone offers:

100% SIP Softphone

Fully implemented RFC 3261 compliant SIP stack

Superb Audio Quality

Audio-enhancing GIPS NetEQ™ technology includes packet loss compensation and dynamic jitter buffer

Business Class Feature Set

Tightly integrated soft phone that supports remote workers and mobile workers.

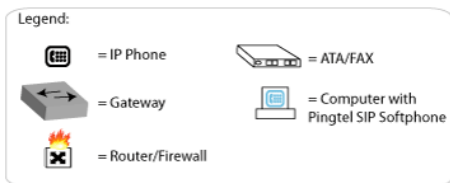
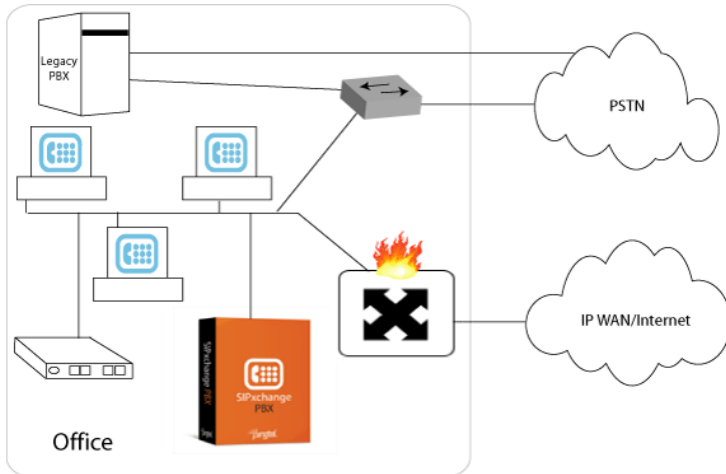
Centralized Configuration

Pingtel Configuration Server can be integrated as an optional component to simplify administration of large deployments

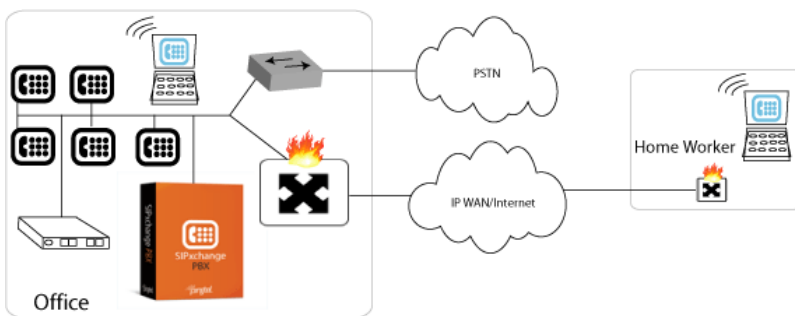
Founding Member



Enterprise Worker



Mobile Worker



Softphone Attributes: Pingtel SIP Softphone

Enterprise Workers

The Pingtel SIP Softphone offers a cost-effective communications platform for inside sales representatives and call center agents.

Remote and Mobile Workers

Full PBX Functionality Remotely - The Pingtel remote worker solution is ideal for supporting distributed and mobile professionals with full PBX functionality to any location that has a high-speed or broadband connection.

User Features

- Attended Transfer
- Blind Transfer
- Bring to foreground on inbound call option
- Call forwarding
- Call history
- Call Timer
- Caller-ID and caller-ID ring
- Calling Line Identification
- Calling party name identification
- Comprehensive configuration abilities
- Conference calls for up to 5 participants bridged directly on the phone
- Configuration file encryption
- Dial by IP/URL
- Digitmaps
- Do not Disturb
- Hold
- Hotline/ring-down
- Ignore incoming call
- Last number redial
- LDAP directory access and dialing
- Localized Call progress tones
- Message waiting indication
- Multi-line support
- Mute
- One button message retrieval
- One-press voicemail access
- Out-of-Band DTMF tones support
- Ping before register
- RTP suppression on mute
- Screen-based visual indication of the number of messages
- SIP Log export by end user
- Speed dial numbers are stored locally and settable by the end user via a browser interface
- Support for multiple network interfaces
- Support for multiple sound cards
- User-specified ring sounds
- Volume Control

Security

- Digest Authentication: Proxy, In and Out - MD5, MD5-
sess & QOP

SIP Implementation

- Voice main message waiting indication (MWI) – Internet Draft draft-ietf-sipping-message-waiting-01.txt)
- Out-of-band DTMF tones, as described in RFC 2833)
- Call transfer: consultative transfer (REFER and Replaces) as described by draft-ietf-sip-refer-05.txt and draft-ietf-sip-replaces-02.txt; blind transfer (REFER) as described by draft-ietf-sip-cc-transfer-05.txt
- Locating SIP Servers – use of DNS SRV records for maintaining connections as described in RFC 3263
- Codec Negotiation – use of Offer/Answer model for SDP as described in RFC 3264)
- Event Notification – use of SIP Events framework as described in RFC 3265 for presence, instant messaging, message waiting, configuration and other event packages)
- Early media (SDP in 180/183)
- Delayed SDP (SDP in ACK)
- Re-INVITE: Codec change, hold, off-hold, session timer
- Call forwarding (302 redirect): Unconditional Forward, Forward on No Answer, Forward on Busy
- Hold and Off Hold
- REGISTER with refresh
- Bridged conferencing
- Supported header field
- Route/Record-Route header fields
- Configurable RTP/RTCP ports
- Configurable SIP ports
- UDP/TCP

Specifications

Hardware Requirements

- 600 MHz Pentium III processors and higher
- Windows 98, 2000, NT 4 with Service Pack 4 and XP
- 256 MB of RAM or more
- Software driver for sound card that supports full duplex audio

Recommended

- Headset with microphone or handset

Audio

- Codecs: G.729A, G.711 A-law and u-law
- Audio-enhancing GIPS NetEQ™ technology
- Packet loss compensation
- Dynamic jitter buffer



Pingtel SIP Softphone Benefits:

Lower cost of ownership. SIP Softphone is based on a software subscription model with support and ongoing updates, eliminating capital expenditures and equipment upgrades or replacements.

Elimination of expensive second phone lines for remote workers. Leverages existing broadband connections for voice and data.

Unmatched intelligence. New phone productivity applications and sophisticated desktop computer telephony integration provides ease-of-use for office workers.

New ways for people to work and businesses to operate. Adherence to industry standards facilitates system flexibility and addition of innovative, personalized voice services and applications.

Convenient softphone migration. Begin with single employees and add the rest of your organization in a timeframe that suits you.

Superior audio transmission. Pingtel uses the latest compression

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About Pingtel Corp.

Pingtel is reshaping the communications market by delivering the first enterprise class SIP PBXs, SIP call managers/routers and SIP Softphones based on 100% SIP and 100% open source software. Offering enterprise-class communications applications under Linuxstyle subscription licenses, Pingtel combines the best attributes of open source development - low cost, adaptability and flexibility - with the reliable solutions and support enterprises require for voice applications. Pingtel's open source SIP PBX is the linchpin technology that will catalyze the movement of enterprise communications into the data center and away from purpose-built hardware. Like enterprise-grade Linux, this approach will drive commoditization of traditional telephony hardware and software and eliminate vendor lock-ins that keep prices high and limit innovation. For more information, visit www.pingtel.com.

Pingtel Corp.

400 West Cummings Park
Suite 2200
Woburn, MA 01801 USA
781-938-5306
800-PINGTEL (US only)
Fax: 781-938-9650