

# Virtual DSS

## Virtual DSS Console

For the Iwatsu Gateway Services

The Virtual DSS Console is a PC alternative to physical DSS units. Ideal for receptionists, administrative assistants and power users, the Virtual DSS allows users to handle heavy call flow through a control panel on their PC desktop. Users can customize the look of their Virtual DSS by choosing one of three skins and populate it with contacts from the system phonebook. Each extension on the Virtual DSS Console also features color-coded call state indication, giving the attendant a quick visual indication of extensions across the network. If a desired extension is busy, no problem: use the Virtual DSS to transfer the caller directly to the voicemail.



## Features

### Single-click Operation To:

- Call another station
- Retrieve an incoming call from a call covered station
- Transfer a call to another station
- Transfer a call to a voice mailbox
- Park a call at another station
- Park a call on a group park orbit

### Status Indication Of:

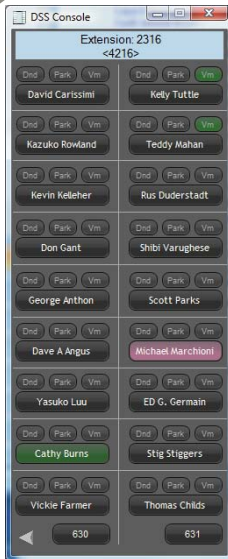
- Incoming calls to a station
- Station on call
- Station in Do Not Disturb (DND)
- Calls parked at a station
- New voice message at a station

**Drag and Drop** – The Virtual DSS Console is easily customized. Users can quickly change the layout by dragging the desired name or extension from the Iwatsu Gateway Solutions Company Phonebook and dropping it onto the desired Virtual DSS key. Key changes are instant, with no separate databases to edit or upload.

**Integrated Tutorial Movie** - The Virtual DSS Console includes an integrated tutorial movie that walks users through all the features and basic configuration options they are likely to use.

**Console Integration** - The Virtual DSS Console integrates with all Iwatsu stations including the new Iwatsu Icon Series phones.

**Remote Users** - Remote workers have full access to the Virtual DSS features. The only requirement is a VPN connection to access the Iwatsu Enterprise Gateway.



Vertical Display Option



Center Display Option

## Flexible

The 18 displayed extensions are expandable to 45 system extensions.

## Requirements

### Virtual DSS Requirements

- Iwatsu Virtual DSS Client License.
- Microsoft Windows XP with Service Pack 2 or Windows Vista.
- Microsoft .NET Framework 3.5 Service Pack 1 or higher.
- Minimum 30 MB of free disk space.
- Minimum 512 MB of RAM.

### System Requirements

- Iwatsu Enterprise-CS software version 5.10 or higher.
- Iwatsu Enterprise-CS CSTA Event Output License.
- Iwatsu Enterprise Application Gateway running Microsoft Server 2003, Windows XP with Service Pack 2, or Windows Vista and Iwatsu Enterprise Services.
- Iwatsu Enterprise Application Gateway running Microsoft .NET Framework 3.5 Service Pack 1 or higher installed on the PC/server.